

Supplier Invoice Payment Guidelines

As a signatory of the Prompt Payment Code (PPC), Vercity Group is committed to fair dealing with all of its supply chain partners to ensure the prompt payment of invoices and the timely, transparent resolution of disputed invoices.

Suppliers can positively influence Vercity Group's prompt payment of their invoices and prevent them being disputed and unpaid, by following these guidelines:

A valid invoice is one that includes these elements:

- The correct Vercity group entity name and address
- The name of your contact at Vercity – named individual placing the order
- The purchase order or contract reference number, where provided
- Your VAT registration number
- The payment terms
- Details of the bank account to which our payment should be submitted

The invoice should be emailed to: accounts@vercitygroup.com, or delivered to:

Vercity
8 White Oak Square
London Road
Swanley
Kent BR8 7AG

When emailed, please ensure invoices / credit notes are provided in PDF format.

It is the suppliers' responsibility to provide correct bank details and email addresses Vercity to facilitate payment. Any changes to address or bank details must be notified in writing to Vercity no less than 4 weeks before they take effect. These should be sent to accounts@vercitygroup.com.

All new suppliers to Vercity will be subject to our fraud prevention checks. No payment can be made before these checks have been completed.

Payment

Only invoices fully approved in line with our invoicing approval procedures will be paid. To ensure that timely approval is provided, please ensure that the invoices are submitted in accordance with the requirements noted above.

Vercity is not responsible for any delays in payments being made which are outside of our control (e.g., where our Banking Provider suffers from technical failures or otherwise delays the processing of such payments).

Payment Disputes

Vercity will endeavour to advise suppliers promptly of any disputes or reasons why an invoice will not be paid in accordance with the agreed terms. Invoices that are subject to dispute will not be paid until resolution of the dispute. Once resolved, payment will be made in accordance with the terms of this policy.

Complaints

Complaints in relation to the processing of payments and/or invoices should be made in writing by email or by letter.

Contact details:

T: Payments: 01322 612780
E: accounts@vercitygroup.com
A: Vercity
8 White Oak Square
London Road
Swanley
Kent BR8 7AG