



London Borough of Hounslow

Invoicing us

We aim to pay all of our invoices within the payment terms agreed with suppliers. Please ensure that you quote the name of the council officer who ordered the goods or services and an order number on your invoice. Payment of invoices that are submitted with incomplete reference information may be delayed.

If you have an order number beginning with the letters WE, which is quoted on the invoice, your invoice should be sent to the Supplier Payments Team, Finance Department, London Borough of Hounslow, Lampton Road, Hounslow TW3 4DN. If you do not have an order number with a reference beginning WE you should send your invoice to the council officer who ordered the goods or services.

Supplier statements should be sent to the Supplier Payments Team, Finance Department, London Borough of Hounslow, Lampton Road, Hounslow TW3 4DN. Supplier statements can be sent via email to finance.payments@hounslow.gov.uk.

We would like to pay all our suppliers by BACS direct into their bank account. These are the benefits:

- Cleared funds - funds paid by BACS Direct Credit can be used on the day they arrive in your bank account
- Saves time and effort - you no longer have to take or send cheques to your bank or building society
- Safer and more secure - unlike cash or cheques BACS Direct Credit payments cannot be lost, stolen or delayed in the post. Your money arrives automatically into your bank or building society account
- Reduces costs – reduces council costs of printing and postage

A remittance advice will be sent to you by e-mail advising you of the details of the payment. Please forward your e-mail address to finance.payments@hounslow.gov.uk if we do not already have this.

If you are currently being paid by cheque, please send your bank details to finance.payments@hounslow.gov.uk quoting your creditor number from our remittance advice.

We have BACS payment runs on Tuesdays and Fridays each week. Payments included in these runs will credit the payee's bank account two days later ie on Thursdays and Tuesdays.

We have a cheque payment run on Tuesdays. Cheques produced will be posted 2nd class on Wednesday.

Invoice queries

Invoices are processed for payment by a central team in the finance department based at the Civic Centre. If you have a query concerning the payment of an invoice you can contact the supplier payments team: finance.payments@hounslow.gov.uk.

Please quote your company name, address, invoice number, order number/ name of officer who placed the order with your organisation. We aim to answer all emails within five working days.

Alternatively you can contact the team by telephone on 020 8583 2216. The telephone lines can be busy as some queries can take up to 10 minutes to be resolved.

If there is a dispute regarding your invoice payment will be delayed until the dispute is resolved.

Complaints regarding invoice payments can be submitted via the complaints section on our website: www.hounslow.gov.uk/complain

We encourage suppliers to sign up to the government's Prompt Payment Code: www.promptpaymentcode.co.uk.