

# The Wincanton Supplier Trading Process

**Detailed Guidance Notes –**

**Non-PO (“Invoice only”) Transactions**

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## Introduction

Wincanton operates standardised back office procedures to deliver process consistency and efficiency. It is critical that Suppliers adopt these ways of working to trade effectively with Wincanton and to facilitate timely payments.

The centralised model is designed to achieve the following:

* + A single point of contact for payment queries and invoices.
  + A single, clear process, regardless of Wincanton location.
  + Greater visibility and self service via iSupplier portal – an online portal offered free of charge by Wincanton to allow Suppliers real time access to review orders, payments and the status of invoices.

## The Wincanton Invoicing & Payment Process

* 1. Under certain circumstances a suppliers’ transactions will not be suitable for the purchase order process. In this situation, an alternative Wincanton reference must be quoted on all invoices (such as profit centre, post code and contact name, vehicle registration or employee number) in order to be paid.
  2. The reference quoted on the invoice must be one that clearly identifies the Wincanton site to avoid the invoice being rejected and payment delayed.
  3. Where paid by Direct Debit, this must be clearly indicated on your invoice with the words “Paid by Direct Debit”. In addition, Direct Debit invoices and remittance advice must be submitted at least 10 working days in advance of taking payment. Failure to meet this legislative requirement will result in a review of the Supplier Direct Debit agreement.
  4. Credit notes must quote the correct associated invoice number. If there is not a directly linked invoice then Wincanton contact, address and profit centre should be included on the document.
  5. All invoices should be sent in PDF format by email to the invoice address per section 4.

Any supporting documentation should be attached to the invoice file as one attachment on the email. Individual attachment size cannot exceed 2mb.

Any files received exceeding 2mb will create a rejection

Multiple invoices can be emailed together (in separate PDF’s), providing the email size does not exceed 20mb

* 1. Payment queries should be directed to the Wincanton AP Helpdesk. See section 4 for contact details.
  2. The Proof of Delivery must be sent to the local Wincanton site to which goods or services are supplied.
  3. Remittances for non DD payments will be sent by email when payment is due to be made.
  4. Statements can be emailed to the statement address per section 4

## Account Administration

* 1. As well as accessing payment information you will be able to use the Supplier Portal to:
* View orders
* View invoices
  1. To amend your company details on the Wincanton system you should speak to your site or procurement contact depending upon whether it is a local or national / preferred supplier arrangement.
  2. To ensure master data is appropriately controlled and secure, Wincanton have a number of processes to manage account setup and change requests. Your Wincanton contact will have access to the internal forms and will be able to advise what supporting information is required.
  3. The Wincanton Oracle system uses a five-digit profit centre reference. Should you use Wincanton profit centres in the administration of Wincanton accounts, please request a copy from your local Wincanton contact.
  4. Wincanton operates a cyclical statement of account reconciliation process for high volume supplier accounts. Suppliers are asked to provide a statement of account upon request in excel format. If suppliers wish to review their account more frequently, the supplier portal offers real time access.

## Wincanton Contact Details

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| --- | --- |
| Invoice address (UK) | [Wincanton.Invoices.uk@Wincanton.co.uk](mailto:Wincanton.Invoices.uk@Wincanton.co.uk) |
| Invoice address (Ireland) | [Wincanton.Invoices.ie@Wincanton.ie](mailto:Wincanton.Invoices.ie@Wincanton.ie) |
| DD remittance advice address | [Cashmanagement.ssc@Wincanton-services.com](mailto:Cashmanagement.ssc@Wincanton-services.com) |
| Statement address | [Wincanton.statements.uk@wincanton.co.uk](mailto:Wincanton.statements.uk@wincanton.co.uk) |
| Helpdesk address | Supplier.helpdesk@wincanton-services.com |
| Helpdesk telephone | +44 (0) 844 736 2412 |

The preferred and most efficient invoicing process is by email, using the address above, however if you are unable to issue invoices electronically, then please post to:

|  |  |
| --- | --- |
| Invoice postal address (UK) | Purchase to Pay Team  Wincanton  Methuen Park  Chippenham  Wilts  SN14 0WT |
| Invoice postal address (Ireland) | Wincanton  Unit 1A  Rosemount Business  Ballycoolin Road  Dublin 11  D11 A620 |