Lincolnshire County Council

Supplier Guide

Lincolnshire
COUNTY COUNCIL
Working for a better future

No Purchase Order No Payment Overview

The purpose of this guide is to explain Lincolnshire County Council's invoice process and associated requirements. It describes what actions you need to take as a supplier to ensure the processing and payment of your invoices is as efficient as possible.

This guide covers:

- No Purchase Order No Payment Policy
- Invoice requirements for all Purchase Orders
- What happens if I don't have a Purchase Order number?
- Will I get paid any quicker if I provide a valid Purchase Order number?
- Processing and Payment of Invoices
- The Contact Details Lincolnshire County Council have for me are incorrect
- Useful Information

No Purchase Order No Payment

A Council Officer or School Employee raises a request for goods or services. A purchase order is produced at the time of approval of the request, and a unique reference number is provided. Please note that the Purchase order will be sent from the email address keydocs@fin.lincolnshire.gov.uk

The purchase order is then sent to the supplier and acts as the authority to supply/proceed. The supplier provides the goods/services as detailed in the purchase order.

Suppliers to Lincolnshire County Council are required to include a valid purchase order number on all their invoices. A purchase order provides a unique reference number which is sent to the supplier confirming the request for goods or services. The aim of this policy is to ensure all procurement is compliant with relevant internal policies and the Council's financial governance framework.

All supplier invoices must quote a valid purchase order number.
The invoice must be addressed to Lincolnshire County Council and include the department or School when the goods/services were provided. Invoices sent to a local LCC site office or school cannot be processed.

Once the goods/services have been received, the Council Officer or School Employee responsible should confirm this by completing a 'goods receipt' on the Financial System.

When the invoice is registered, it should match against the corresponding purchase order number and the goods receipt.

The invoice will then be processed and payment released according to the suppliers pre agreed payment terms.

Sample of LCC Purchase Orders and Invoice requirements for a Valid Invoice

Sample Purchase Order

Purchase Order

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Mr Bob Jones

Something Road
Address 2
Lincoln
Lincolnshire
LN1 1XX

Purchasing Organisation:

Lincolnshire County Council
PO Number: 20110123456
External Ref:
Date: 01/09/2025
Supplier Ref: LC123456
Requisitioning Officer:
David Smith
Tel. Details:
Email Address:
David.smith@lincolnshire.gov.uk

Delivery:

County Offices
Newland
Lincoln
Lincolnshire
LN1 1YT

Purchasing Organisation:

Lincolnshire County Council, County Offices,
Newland, Lincoln, LN1 1YL
invoices@lincolnshire.gov.uk

Line	Item Description	Supplier Product Ref	Unit	Qty	Unit Price	Total(£)
1	Item Description		UN	1	450.00	450.00
Totals				**1**		**£ 450.00**

(Plus VAT where applicable)

Terms and Conditions.	Standard Terms and Conditions apply - https://www.lincolnshire.gov.uk/downloads/download/22/purchase-orders
Priority.	
Instructions 1.	Terms of Payment: Due in 28 Days
Instructions 2.	Order Number must be quoted on invoices and communications.
Instructions 3.	Price variations must be agreed.
Attachments.	

A

Full name and address of Supplier

B

A unique invoice number and date

C

The Purchase Order Number. All PO numbers are 11 digits and begin with 2011

D

Ensure each line item from the Purchase Order has its own line on the invoice describing the goods/service

E

Invoice amounts in the currency stated on the contract:

1 Total Net amount
2 VAT amount (where applicable)
3 Total Gross amount

F

Suppliers bank details

G

VAT Registration number (where applicable)

Sample Invoice

Invoice

Mr Bob Jones
Something Road
Lincoln
Lincolnshire
LN11XX

Tel: 01522 501234
Mobile: 07890 123456
Email: bob.jones@bobthesupplier.com

Vat Reg Number: GB123456789

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Invoices to:
Lincolnshire County Council
County Offices
Newland
Lincoln
LN11YL

Deliver to:
Lincolnshire County Council
County Offices
Newland
Lincoln
LN11YL

Invoice Number: 12341234
Invoice Date: 20/09/2025

Purchase Order Number:
20111234567

Qty	Style Code	Product/Service Description	Unit Price	Quantity	Total
1	XXX123AX	Compliment Slips	70.00	500	70.00

Sub Total: £70.00
Shipping & Handling £0.00
Total VAT: £14.00
Total: £84.00

Payment Terms: 28 days from date of invoice

Company No. 12345. BACS Details: Bank -1 High Street, Lincoln, LN11AA. SC: 11 11 11 AC: 12345678

What happens if I haven't got a valid Purchase Order Number?

Please do not accept orders for goods or services unless you are provided with a valid purchase order number. When you submit your invoice for goods or services and it does not include a valid purchase order number, it will be rejected back to you unpaid. You will need to amend your invoice accordingly and resubmit it.

All staff of Lincolnshire County Council are aware of the No Purchase Order No Payment policy and have received the appropriate training and guidance. They have been advised they are not to make a request for goods or services without quoting a valid purchase order.

If you receive a request for goods or services without a valid purchase order number then contact the Council Officer or School Employee who made the request and ask them to provide you with a valid purchase order number.

Will I get paid any quicker if I provide a valid Purchase Order number?

This policy does not alter the pre-agreed payment terms you have with Lincolnshire County Council. However, if your invoice does not include a valid purchase order number, it will be cancelled and returned unpaid. Rejected invoices may lead to payment delays, as suppliers will need to resubmit a corrected version before processing can continue. To avoid disruption, please ensure your invoice is accurate and complete when first submitted.

You will receive an email alongside the returned invoice outlining the steps required to receive payment. This may include amending the invoice to clearly display a valid purchase order number.

Should you experience any difficulties obtaining a purchase order number from the Council Officer or School Employee who made the original request for goods or services please contact suppliers@lincolnshire.gov.uk

Processing and Payment of Invoices

How do I submit my invoices to Lincolnshire County Council?

The steps below should be followed when submitting your invoices:

1 A valid Lincolnshire County Council purchase order number must be clearly displayed on all invoices and will be provided to you when a request is made for goods or services.

Each separate invoice must relate to only one purchase order number; you cannot include multiple purchase order numbers on a single invoice.

Your invoice must include:

- Your name, address and contact details
- The invoice must be addressed to Lincolnshire County Council and state the department or school that placed the order.
- A valid purchase order number for each invoice
- A unique reference number for each invoice
- Must quote a VAT registration number if the invoice contains VAT
- Details of the goods/services provided, including quantities, price and breakdown of VAT where applicable.

2 Invoices & credits must be emailed to invoices@lincolnshire.gov.uk and they need to be in word or PDF format. The file must not have security applied. Please ensure that each invoice is sent as a separate attachment and that each attachment to your e-mail is uniquely named. Invoices can be also be posted to:
Lincolnshire County Council, County Offices, Newland, Lincoln, LN1 1YL
Invoices or credits sent to schools or local LCC site will not be processed

3 Please Note: Documents other than Invoices or credits should not be sent to the invoices@lincolnshire.gov.uk mailbox as they cannot be processed. This is an automated email address and queries will not be responded to.

The contact details Lincolnshire County Council have for me are incorrect

We always endeavour to maintain data as accurately as possible, if you need to advise us of any changes to your details, please contact masterdata@lincolnshire.gov.uk

Due to the General Data Protection Regulation (GDPR) 2018, any amendments must have formal authorisation before a record can be updated. Therefore, we ask all changes to be confirmed in writing, an email is accepted, to maintain compliance and meet with audit requirements.

If you are currently paid by cheque but have a valid bank account or believe the bank account details we hold for you are no longer current, we would encourage you to provide your correct account details in writing. This will enable us to improve the efficiency of your payment.

What will happen if I do not follow the No Purchase Order No Payment process?

Failure to follow this guidance is likely to result in your invoice being returned and the payment being delayed.

What should I do with credit notes and statements?

Credit notes should be sent to: invoices@lincolnshire.gov.uk

Statements should be sent to: statements@lincolnshire.gov.uk

Alternatively they can be posted to: Lincolnshire County Council, County Offices, Newland, Lincoln, LN1 1YL

What do I need to do as a Supplier?

- Ensure you obtain a purchase order number when accepting requests for goods or services.
- Quote the purchase order number on the associated invoice
- Ensure your invoices are in the format detailed in this guidance
- Submit your invoices to the email address or postal address contained within the processing and payment of invoices section on page 5.

Where can I find further information?

If you have any queries, please email suppliers@lincolnshire.gov.uk

Additional information is available at www.lincolnshire.gov.uk