

Canary Wharf Group Guide to Invoicing

Purpose

Canary Wharf Group (CWG) approaches every expenditure decision it makes with a view to being commercially responsible. To guarantee quality is upheld and business efficiencies are maximised, we advocate for a uniform company-wide approach to the purchase of goods and the payment of invoices from suppliers.

CWG Responsibilities

When CWG employees designate third parties to procure goods and services on their behalf, it is imperative that these parties are informed of this policy and other pertinent policies, and make sure they are adhered to. It is the responsibility of all CWG employees to ensure that a valid purchase order is in place to cover any request to a third party to supply goods and services.

Third party supplier responsibilities

Before products and services are delivered, it is the duty of all suppliers to make sure they have a current CWG Purchase Order (PO) number. The supplier assumes all risk if they decide to carry out the delivery of goods and services without a legitimate PO. For CWG to be able to make payment, suppliers must provide the appropriate purchase order number on their invoice.

Invoice submission requirements

The following are the requirements for submitting invoices to Canary Wharf Group:

- One PDF for each invoice with the filename to include the invoice number.
- One PO number per invoice.
- One invoice per CWG legal entity.
- Send all invoices to invoices@canarywharf.com or constructionaccounts@canarywharf.com as applicable.
- Please do not submit any invoices to the CWG employee who requested the goods or services as this will delay payment.
- The subject line of the e-mail should contain the Canary Wharf Group Purchase Order (PO) number.
- All supporting documentation relating to a particular invoice included within the PDF.
- Invoices must be submitted within 45 days of goods being provided. Failure to do so may result in a delayed payment.
- Supplier invoices received by post will be returned to sender.



Invoice Contents

Each invoice must include:

- 5-digit CWG PO number.
- An invoice number with no spaces.
- Invoice date and due date.
- The name of the CWG representative who requested the goods or services (this employee will be required by CWG to confirm receipt of the goods or services and verify the accuracy of the invoice before releasing the payment).
- Full legal name and address of the CWG business that has commissioned the goods or services as detailed on the purchase order.
- Full legal name of your company, company address and VAT number (if applicable).
- Contact details for your finance team in the event of any queries relating to your invoice.
- Your company bank account details including payee, bank sort code and account number.
- A detailed description of the goods or services which the invoice covers. Failure to provide this information will lead to delays in payment.

If a dispute arises in relation to an invoice, CWG will seek to resolve the dispute within 30 days. If it is not possible, then the supplier will be notified in writing with an explanation of the reason for the delay and a contact at CWG who is responsible for resolving the dispute.

If a supplier wishes to make a complaint, they should submit the complaint in writing to invoices@canarywharf.com or constructionaccounts@canarywharf.com, as applicable. CWG will provide a written response to the complaint within 10 working days of the receipt. If the supplier does not find the initial response to be satisfactory, then the supplier may send further correspondence to the Company Secretary.