



## Bazalgette Tunnel Ltd – How to get paid guide for suppliers

### 1 Introduction

This guide provides information to suppliers providing goods and services to Bazalgette Tunnel Limited t/a Tideway on the steps they need to ensure that they are paid promptly.

### 2 Purchase order requirements

It is Tideway's policy that procurement of all goods and services must be confirmed with a purchase order (PO). There are only a few authorised exceptions to this policy. If your company has not received an appropriate and valid PO please get in touch with your main Tideway contact.

The valid PO number must be quoted on all supplier invoices. Failure to do this will delay the processing of the invoice and may delay payment. In addition, if there is no valid PO number quoted on the invoice Tideway reserves the right to dispute the invoice and withhold payment.

### 3 Invoice requirements

All invoices should include the following:

- **The invoice must be submitted via email (we are not responsible if paper copies are lost in transition)**
- **A valid purchase order number must be included when raising an invoice**
- **The invoice should be raised only after the work has been completed**
- **The invoice should not be backdated and should be received within 8 days of the date of the invoice (i.e suppliers should issue their invoices promptly on completion of the work)**
- The word 'Invoice' marked clearly at the top of the document
- A unique invoice number or reference
- The name, address, and contact details of the individual or company issuing the invoice
- The name and address, the invoice is being issued to:  
Bazalgette Tunnel Ltd  
Cottons Centre, Cottons Lane,  
London SE1 2QG
- A description of what product or service the invoice covers and for what period
- The amount of money owed, detailing the VAT sum, if applicable, VAT registration number, plus the overall total due

- The invoice due date (deadline for payment to be made which should be in accordance with our agreed terms)
- **Please indicate on your invoice if you have less than 50 employees in your company. We need this information as we are signed up to the Prompt Payment Code which requires us to identify smaller suppliers.**

## 4 Address information

In order to eliminate paper documents, all documents should be submitted by email to Tideway.

Electronic documents should be in PDF format and sent as email attachments to:

Email: [accounts.payable@tideway.london](mailto:accounts.payable@tideway.london)

Tideway does not accept faxed documents.

## 5 Payment terms

Tideway's standard payment terms are 30 days from date of invoice. Shorter payment terms are possible where provided for by contract terms.

## 6 Payment of invoices

Invoices will be formally approved for payment once it has been confirmed that the associated goods and services have been received by Tideway under a valid PO.

To ensure that Tideway's standard payment terms are complied with, an invoice should be received by accounts payable no more than 8 days after the date of invoice.

Tideway operates a weekly payment run on a Wednesday.

## 7 Disputed invoices

Where there is a dispute with an invoice, please email your complaint directly to [accounts.payable@tideway.london](mailto:accounts.payable@tideway.london) and copy your Tideway contact. We will try to resolve the issue as early as possible.

