

Magenta Living Supplier FAQ

October 2018



Supplier Opportunities

Suppliers can tender for work by looking at the current opportunities available on the tenders web-page - www.magentaliving.org.uk/tenders

Payments to Suppliers

The main way we pay Suppliers is through Bank Automated Clearing System (BACS). We email remittance advice at the same time - so make sure you give us the correct email address. Payments are processed every week and funds will be available in your bank account in three banking days.

Payment terms

All sums become due for payment on the 30th day following the date of the invoice. We will honour clauses that have been agreed which vary the terms of payment. Our standard conditions of purchase (.pdf) also include provision for late payment in accordance with the November 1998 Act of Parliament.

We reserve the right to withhold payment where goods or services have not been provided in accordance with the contract.

We expect our Suppliers to pay any sums due to sub-contractors promptly and within a period not exceeding that set out above.

Avoid payment delays

Make sure your invoice matches the Purchase Order (PO) received from Magenta Living.

What to include on your invoice

Non-compliant invoices will be sent back. This may delay payment. Make sure you include:

- Valid Magenta Living (ML) Purchase Order number and PO line item number (if applicable)
- Addressed to "Magenta Living" or relevant subsidiary. Department or staff names are not sufficient
- Your (Supplier) 's name and address in full
- The word "invoice" (or if a credit, the words "credit note")
- Invoice number (this should be unique for every invoice)
- Invoice date
- Value and currency
- Description of goods / services / works supplied
- Where a Contract – the ML Contract reference number eg WPH2018/ xxx or RFQ2018/xxx
- Contact details of Magenta Living representative for whom the goods/services/works were delivered
- Any unique reference number or information requested by the Magenta Living representative if requested

Magenta Living
Partnership Building
Birkenhead
CH41 5AA



0808 100 9596



[magentaliving](https://www.facebook.com/magentaliving)



contactus@magentaliving.org.uk



magentaliving.org.uk



[MagentaLive](https://twitter.com/MagentaLive)

- The VAT number and the invoice should be split between the net value of goods and services, the rate and amount of VAT and the gross (total) value of the invoice
- If the invoice is for works which fall under the construction industry tax legislation, a split of the labour and materials elements will also be required

If you invoice by email

Please send all invoices to our dedicated e-mail address: financeteam@magentalive.org.uk

If you invoice by paper

It's important that your invoice is of good quality and easy to read. The invoice should be on white A4 paper, clearly printed in black and without highlighter marks. Handwritten invoices are not acceptable.

Send your invoice to

Magenta Living, Partnership Building, Hamilton Street, Birkenhead, Wirral CH41 5AA

Outstanding payment queries, complaints and disputes

Please send your query with as much detail as possible to the Financial Resource Manager at the email address below. We will respond to your email within two working days.



financeteam@magentalive.org.uk



0151 606 3199 | 9am - 5pm Monday to Friday.

Magenta Living
Partnership Building
Birkenhead
CH41 5AA



0808 100 9596



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