

## Dairy Crest Supplier Invoicing Requirements

All invoices for Dairy Crest are processed by our Accounts Payable departments in Claygate. Unless you are advised otherwise, in writing, please send all invoices via email to the address below.

### Contacts

<b>Subject</b>	<b>Contact Details</b>	<b>Description</b>
Invoice submissions	<a href="mailto:supplier.invoices@dairycrest.co.uk">supplier.invoices@dairycrest.co.uk</a>	Invoices / credit notes should be emailed here
Queries and statements	<a href="mailto:accountspayable@dairycrest.co.uk">accountspayable@dairycrest.co.uk</a>	Invoice queries and emailing of statements; Payment run queries and for supplying correct remittance advice email addresses
Telephone queries	01372 475601	Your call will be routed to a call group and answered by the first available member of staff

### Submitting Invoices

Emailed invoices must be full, valid and HMRC compliant invoices and saved as a **.pdf or .tif file**. Each file attachment should contain no more than 1 invoice but can include supporting detail. It is possible to send multiple invoices in one email as long as they are attached as individual files. In addition, the email must reference **"invoice"** in the subject field.

If you are unable to submit invoices electronically, please post your invoices to:

Dairy Crest Limited  
Accounts Payable Department  
Claygate House  
Littleworth Road  
Esher  
Surrey KT10 9PN

### Invoice / Credit Note Requirements

In order to be processed, all invoices must clearly state the following information.

- Supplier's VAT registration number
- Supplier's telephone number
- A unique invoice number
- The full Dairy Crest address to which the invoice is being sent – Accounts Payable address above
- The full Dairy Crest address to which the goods and/or services have been supplied ("deliver to" site)
- The full Dairy Crest Purchase Order Number as shown on the Purchase Order
- The Dairy Crest Purchase Order Line Number as shown on the Purchase Order
- The Item Product Code and Item Description (to be in separate columns on the invoice) as shown on the Purchase Order
- If the invoice covers more than one Purchase Order, all Purchase Order numbers should be clearly stated against the appropriate line item (POs for different Dairy Crest sites and/or POs starting with a different number (4 or 6) must be on separate invoices)
- Quantity, Price and Total Value
- VAT and the rate at which VAT is charged
- Credit Notes must clearly state the invoice number to which the credit relates and wherever possible the Purchase Order and line number references.

### Non-Compliance

**Any invoice received without a valid Purchase Order number or any of the information listed above will be returned to the supplier (via the remittance email address provided) for amendment and resubmission, unless it falls under the PO exception rules.**

### Pro Forma Invoices

Please **do not** send in Pro Forma Invoices. Our automated Accounts Payable system does not allow us to process Pro Forma invoices since we cannot attribute the VAT element to a VAT pending account. It would therefore not be legitimate for us to process these documents as if they were a HMRC VAT compliant Invoice.

We consider that our payment terms, as agreed on setting a supplier up on our systems, should be sufficiently appropriate to enable us to provide suppliers with a Purchase Order, receive the associated invoice and process payment.