

# Aurora

## Supplier Invoicing Policy

The Aurora Group is committed to paying our suppliers and contractors in accordance with our **terms and conditions** and within the terms of a contract.

All suppliers must be registered and approved by the Aurora Group prior to providing goods/services.

### Prompt Payment

The Aurora Group strives to pay all invoices within 30 days of acceptance of a correct and valid invoice; and expects its suppliers to comply with this code of conduct.

Where no terms are explicitly stated, our payment terms are 30 days of receipt of a correct and properly addressed invoice.

To ensure efficient processing, and for payments to be made promptly, please ensure all invoices include:

- a unique invoice number. (Credit notes should clearly reference the invoice number they relate to)
- the invoice date and a tax point date if that is not the same as the invoice date
- the supplier's name and address
- the supplier's VAT registration number, the VAT rate applied to each item and the net, VAT and gross amounts payable (where applicable)
- reference to the site where the goods/services were delivered. Invoices must not cover multiple sites. A separate invoice is required for each site.
- a full description of the goods or services provided.
- bank details for payment by BACS
- a valid purchase order number previously provided by us

We have a **No Purchase Order (PO) No Pay** policy in place. Failure to quote a purchase order number will lead to your invoice being returned.

## Submitting an Invoice

To avoid delays in processing, all invoices should be submitted electronically via email to [invoices@the-aurora-group.com](mailto:invoices@the-aurora-group.com)

Please do not submit invoices to the Aurora Group employee who requested the goods or services as this will delay payment.

Alternatively, please send to:

The Aurora Group  
Unit 13 Twigworth Court Business Centre  
Tewkesbury Road  
Twigworth  
Gloucester  
GL2 9PG

**Please Note:** Invoices received via post may take longer to process.

## Disputed Invoices

If an invoice is rejected or disputed, we will notify suppliers as soon as possible by email. Corrected invoices should be returned to the Aurora Group as soon as possible to minimise delays in payment.

In cases where an invoice is disputed, payment will be made on the first available payment run following resolution of the dispute.

## Payment Dates

Payments are generated twice monthly, to credit supplier bank accounts on 15th, or previous working day, and the last working day monthly (exceptions may apply following a Bank Holiday). If an email address has been provided for remittance advices, suppliers will receive an email on the day the payment is generated provided details of the invoices paid and the amount due to be credited to the bank account. Please note, we do not issue remittances by post.

## Further Information

If you have any further questions regarding invoice submission or payment then please contact Financial Operations at [finance@the-aurora-group.com](mailto:finance@the-aurora-group.com) or telephone 0203 617 0178.