



Nationwide - Procure to Pay Handbook

This pack contains all you need to know about Nationwide's Procure to Pay Process

Useful Contacts

Should you have any queries regarding purchase orders and invoice information, this page contains a list of useful contacts and email addresses you can use.

Invoicing

Invoice queries	ACCPAY@nationwide.co.uk
Suppliers to send invoices to	Nationwide.invoices@edmgroun.co.uk

Accounts Payable

Contact telephone number	0845 604 6501
Email	ACCPAY@nationwide.co.uk

Procurement Operations

Email	Procurement@nationwide.co.uk
-------	--

Process Overview

The Nationwide Procure to Pay process, like most companies, involves the creation of a Purchase Order through our online ordering system. This is then electronically sent to the supplier who then fulfils the requirement for goods and services and sends an invoice to Nationwide for payment (always quoting the original and valid Purchase Order number).

The Process

High level overview of the Procure to Pay Process:

1. Nationwide business area raise a shopping cart and obtains internal approval based on the value, cost centre/project and commodity.
2. Following internal approval, a Purchase Order is automatically generated electronically and is sent to the supplier either via the online portal, or emailed with PDF attachment.
3. Upon delivery of the goods and services from the supplier the Nationwide requestor enters a confirmation/goods receipt onto the purchasing system.
4. Supplier sends invoice through to EDM (see invoicing section for details.)
5. Invoice is processed and entered in to Financial System for matching to a valid Purchase Order and Confirmation/Goods Receipt.
6. Payment is made in accordance with the agreed method of payment and the payment terms.

3rd Party Set Up Process

What to Expect

The supplier set up process within Nationwide is a rigorous process designed to ensure that robust due diligence checks are in place before any transactions can be raised, and to ensure that all supplier information is accurate. The process can take up to 3 weeks to complete, as many of the checks are regulated by the FCA and therefore have to be robust and detailed.

The Process

High level overview of the 3rd Party set up process:

1. Nationwide Procurement Operations / Group Commercial Management determines transaction type. e.g. regular or single payment.
2. Nationwide Procurement Operations / Group Commercial Management performs due diligence checks.
3. Documentation from the business area and the 3rd Party are collated by Procurement Operations.
4. Registration form is sent to 3rd Party for completion requesting details such as contact name and email, full address, contact numbers, and bank details.
5. 3rd Party details are created on Nationwide's Financial and Purchasing System to enable the business to raise transactions.
6. Purchase Orders are sent via Nationwide's Procurement system prior to the goods/services being delivered or an invoice being issued.
7. It is imperative the Purchase Order number is then quoted on all subsequent invoices from the supplier.

Catalogues & Purchase Order Process

Nationwide’s Procurement system, ibuy, gives users the option to purchase from all our suppliers from either a pre-defined catalogue or free form entry style of purchase order.

1. For Catalogue items Nationwide users log on to the purchasing system and browse through the selection of items and services before adding them to their shopping cart.
2. For Free Form entry orders Nationwide users will normally have had to obtain a quote first in order to progress their request. This is normally done through Procurement Operations or a Sourcing Specialist, depending on the value, commodity and contract.
3. All order types have to be approved internally both by Procurement Operations, Group Commercial Management and the relevant budget holder.
4. Once approved, a Purchase Order (example show on the right) is generated from the Purchasing System and delivered either via Email (which is specified by the supplier at the Supplier Set up Stage) or via the Portal where the order can be viewed and downloaded as required.

Catalogue’s for iBuy

Please liaise with your Sourcing Specialist or contact Procurement@nationwide.co.uk to discuss the possibility of setting up a supplier catalogue on Nationwide’s purchasing system. This allows users to browse through pictures, descriptions and see accurate price and item information online which provides a much easier purchasing experience. It also ensures all Purchase Orders have the correct information and reference any supplier items codes allowing for quick identification of requirements.



Purchase Order Layout

The Purchase Order (PO) which the supplier receives will look something like this:



In this section – PO number will be displayed (2xxxxxxxx) and the date sent. Also the order status will be displayed i.e. is this a new, change or cancelled purchase order.

Delivery Address SZ14
Nationwide Building Society
Swindon HO
Nationwide House
Pipers Way
SN3 1TA SWINDON United Kingdom

User contact details show here

Supplier Details
Contact Details in this section for the supplier including address, email, phone, supplier contact and fax number.

Bill-To Party
Nationwide Building Society

Accounts Payable Department
PO Box 5402
WV1 1TZ Wolverhampton United Kingdom
Tel.No.: 0845 604501

Contact Person
User contact details shown here

PO Number shown here

Document condition - own conditions:
This Purchase Order is subject to Nationwide's standard terms and conditions of purchase ("PO Terms") which can be accessed at www.nationwide.co.uk/procurement/. In the event that you have separately agreed specific terms and conditions of purchase with Nationwide for the type of goods or services described in this Purchase Order, the terms and conditions of such agreement shall take precedence over the PO Terms. If you require a hard copy of the PO Terms please contact Procurement@nationwide.co.uk. The purchase order number must

Terms of payment: Payment Terms shown here

Item No.	Suppl.Mat.	Description	Deliv.date	Quantity	Unit	Per	Net value
<p>Order details shown here, description, price and qty.</p> <p>There is also a section for notes to add additional detail the Purchase Order, this can include quote reference, contractual document references etc.</p>							

Changes to Purchase Orders

Once an order has been submitted to a supplier, it can be changed but only by Procurement Operations.

Please be aware that when suppliers receive Purchase Orders, they will be able to see whether a PO is a change order or a cancellation. This text is displayed in the top right of the purchase order as per the example below.

The image shows a portion of a purchase order form from Nationwide Building Society. At the top left is the Nationwide logo. Below it, the 'Delivery Address' section is highlighted with a red box and contains the following text: 'SZ14', 'Nationwide Building Society', 'Swindon HO', 'Nationwide House', 'Pipers Way', and 'SN3 1TA SWINDON United Kingdom'. Below the delivery address is a small box that says 'User contact details show here'. To the right of the delivery address is a larger section for 'Supplier Details', which is also highlighted with a red box and contains the text: 'Contact Details in this section for the supplier including address, email, phone, supplier contact and fax number.' A red oval highlights a specific area in the top right of the form, containing the text: 'In this section – PO number will be displayed (2xxxxxxxx) and the date sent. Also the order status will be displayed i.e. is this a new, change or cancelled purchase order.'

Change Orders are generated for both external and internal changes. External changes would be changes to price, quantity, order description or a cancellation. Internal changes would be changes to cost centre, general ledger code, adding notes or references or a change to requestor or goods recipient. These internal changes do not effect the Purchase Order from a Suppliers point of view. External changes are important to note as there could be fundamental changes to the order including a cancellation.

If a supplier is unsure about the Purchase Order they have received, or if they have any queries, they should contact the original requestor as per the Purchase Order, or contact Procurement Operations.

Invoicing Process

In order to get an invoice paid the following must take place:

Supplier must send all invoices to EDM

Paper Copies sent to:

Nationwide Building Society
Accounts Payable Department
PO Box 5402
WV1 1TZ

Or they can email a PDF version to:

Nationwide.invoices@edmgroupp.co.uk

(Only one invoice per PDF but multiple PDF's can be sent on a single email)

The Invoice must quote a Purchase Order number. This will ensure swifter matching and processing.

If you have any queries regarding an invoice please contact Nationwide's Accounts Payable Department.

Contact telephone number

[0845 604 6501](tel:08456046501)

Email

ACCPAY@nationwide.co.uk