

3rd March 2026

Dear Supplier,

Ards and North Down Borough Council is implementing a new financial management system as part of our ongoing commitment to transforming and improving the efficiency of our services.

The new system will come into effect on **1 April 2026** and will enhance the way we manage purchase orders, supplier invoices and payments.

As part of this transition, please note the following updates to our processes.

Purchase Order Procedures

- Suppliers must obtain a valid Purchase Order (PO) from the relevant Council Officer before work is carried out or goods are supplied
- From 1 April, all Council **POs will have a new look and the numbers will begin with PO3**
- If you require clarification regarding a PO, please contact the Council officer who issued it before proceeding

Invoicing Requirements

- Supplier invoices must be submitted by email to p2p@ardsandnorthdown.gov.uk
- The PO number must appear on all invoices
- Individual invoices are required for each PO (i.e. purchase orders should not be combined on one invoice)
- To ensure timely and accurate processing, invoices must be provided in **true PDF format** (i.e. a PDF generated directly from your financial or billing system, rather than a scanned image)
- Invoices submitted without a PO number **will be returned automatically** by the system for the PO number to be provided and the invoice to be re-submitted

Supplier Payments

- All supplier payments will continue to be made by BACS using the data already held for this purpose
- For future changes to bank details or new accounts, Suppliers will be invited to directly input bank details onto our dedicated supplier portal, enhancing security arrangements for the collection of this information
- Suppliers will continue to be contacted by an Officer from the Council's Finance Service to confirm new or changed bank details, as a measure to counteract fraud

During the transition period, we do anticipate some minor disruption to payment schedules. There will be no payments between 30th March and 24th April, but our team will be working hard to ensure efficient and timely payments thereafter.

We are committed to ensuring a smooth transition for all our suppliers and appreciate your cooperation as we work to improve our financial systems and processes. Your partnership is much valued, and the changes we are making will support proper financial control, transform processes and ensure prompt payment of supplier invoices.

If you have any questions regarding these changes, please do not hesitate to contact a member of our supplier payments team on 0300 013 3333 or by emailing supplierpayments@ardsandnorthdown.gov.uk.

Yours sincerely,

Sharon McCullough
Finance Project Manager