

# How to Get Paid Guide

The Inovra Group is committed to good payment practices for its supplier base. As part of this commitment, please use this brief guide to help ensure we can pay you promptly.

**Address to which Invoice & Statements should be sent:**

Accounts Payable  
Inovra Group Ltd  
15 Margaret Street  
Wakefield  
WF1 2DQ

**Email Address to which Invoices & Statements should be sent:**

[accounts@inovra.co.uk](mailto:accounts@inovra.co.uk) – the preferred method is one PDF per invoice.

**Purchase Order Requirements:**

All invoices should quote a purchase order number in the format of PO-xxxx (where xxxx represents the number).

Invoices that do not quote a valid purchase order will be returned to the supplier to resubmit the invoice with the correct purchase order number.

**Payment run dates each month:**

Payment runs take place every fortnight on a Thursday (they are brought forward if required during the Christmas break).

**Date by which an Invoice must normally be received & included in the next payment run:**

4 days before the run occurs.

**Contact Details for Invoice payment Queries & Statements**

[accounts@inovra.co.uk](mailto:accounts@inovra.co.uk) – All queries will be responded to within 16 working hours.

**How are Disputed Invoices dealt with?**

All queries are referred to the Buyer who placed the order for the goods or services.

**Normal Expected Timescale for Invoice Approval from Receipt:**

Upon receipt of goods or services.

**Is an e-Invoicing System utilised?**

Not at present.