



## **The Heritage Council Payment Policy to Suppliers**

In March 2011, under the Government's commitments to the National Recovery Plan 2011-2014 and the EU/IMF Programme of Support for Ireland, the payment period in relation to valid invoices for goods and services provided was reduced from 30 to 15 calendar days. Salaries, grants, expenses and other payments are not included. This takes effect across all Local Authorities, State Agencies and Public Sector Bodies from 1<sup>st</sup> July 2011.

Late payment interest will continue to be payable under the terms of S.I. No. 580/2012 European Communities (Late Payment in Commercial Transactions) Regulations, 2012 and its predecessor the Prompt Payment of Accounts Act, 1997 (collectively known as the 'Regulations') for any payments made after 30 days from receipt of the valid invoice.

In accordance with these requirements, the following is The Heritage Council's Policy in relation to the payment of invoices to suppliers.

### **The Heritage Council's Commitment:**

- To pay suppliers within a timeframe of 15 days. The 15 day period will commence from the day on which the valid invoice is received by post, fax or by email. (All invoices are date stamped on the day received).
- To monitor invoices received to ensure that payments are processed in a timely manner.
- To give clear guidance to suppliers on their role to ensure the timely payment of invoices.
- To deal with invalid and disputed invoices in an efficient and timely manner in accordance with existing Policies.
- Fostering good relationships with our suppliers and providing contact details for dealing with staff

**Tax Compliance :**

The Heritage Council requires all suppliers to be tax compliant and submit tax clearance certificates when requested. Tax/PPS numbers should be quoted on **all** invoices submitted.

**Valid Invoice:**

Payment will only be made on submission of original valid invoices (hard copy or e-invoice) submitted by a supplier. **All e-invoice must be sent to [accountspayable@heritagecouncil.ie](mailto:accountspayable@heritagecouncil.ie)**. E-invoices sent any other address will not be deemed valid invoices. Payment will not be made on submission of statements. The Heritage Council can only pay invoices once goods and /or services have been received.

E-invoices should be sent to [accountspayable@heritagecouncil.ie](mailto:accountspayable@heritagecouncil.ie)

A Valid Invoice must include the following :

- Date of issue
- Supplier name and full address
- Unique Invoice Number
- Tax/PPS Number & VAT number (if applicable) of the Individual/Company.
- A Clear description of the work/services carried out/provided and goods delivered.
- Amount in euro or sterling
- Back up receipts if relevant i.e. if claiming specific out of pocket expenses in relation to the service provided, a copy of each receipt should be submitted with the invoice.

Should an Invoice fail to comply with the above requirements, it will be deemed invalid and the supplier will be notified and advised of the reason the invoice is invalid.

**Disputed Invoices:**

Where an Officer has a dispute or requires clarification from a supplier in relation to an invoice the supplier will be contacted. Payment will only be made once the issues have been resolved.

**Payment Methods:**

The Heritage Council pays for goods and services by way of electronic Funds Transfer (EFT), credit card and direct debit. It is government policy that business be transacted where possible by EFT. When a payment is made by EFT, a notification of the payment (Remittance Advice) will be sent to the supplier's e-mail address provided. Where a supplier has not provided an e-mail address a Remittance Advice will be forwarded by post.

**Complaints:**

If, as a supplier, you are not happy with the timeliness of the services received from the The Heritage Council you should contact us directly outlining your issues, in writing to

***Paula Drohan,  
Head of Finance,  
The Heritage Council,  
Áras na hOidhreachta,  
Church Lane,  
Kilkenny.***

***Or by E-mail to [pdrohan@heritagecouncil.ie](mailto:pdrohan@heritagecouncil.ie)***

All complaints will be dealt with in a timely and confidential manner.

If you are not satisfied with the response received from the above you should contact

***Virginia Teehan  
Chief Executive  
The Heritage Council,  
Áras na hOidhreachta,  
Church Lane, Kilkenny.***

***Or by E-mail to [vteehan@heritagecouncil.ie](mailto:vteehan@heritagecouncil.ie)***

If you are still not satisfied you can contact the Office of the Ombudsman

at  
**Office of the Ombudsman,  
18 Lower Leeson Street,  
Dublin 2  
Tel: 01 6395600  
E-Mail: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)**

The Heritage Council hopes that this Policy clarifies our commitments and position regarding payment to suppliers. Your co-operation and support is greatly appreciated.

**Paula Drohan  
Financial Controller, The Heritage Council  
August, 2021**