

Dear Supplier

I am writing to let you know that during July, the Norse Group is implementing our Compleat spend control system across our entire group. This will improve how we handle our invoices and help ensure our suppliers are paid promptly and to agreed terms.

Although some parts of our Group have been using Compleat for some time, it is now being rolled out to all our businesses. Please take time to read the following instructions carefully so that payment requests are processed as efficiently as possible.

Please note for the remainder of this message, when we refer to invoices this includes both invoices and credit notes.

You may already be sending your invoices to us in this way as some parts of the Group have been using Compleat for some time: this process is not changing.

Please ensure that invoices you send to us conform to the following requirements from **25th July 2019** onwards:

- All invoices MUST quote an official purchase order number
- **Invoices received without an official purchase order will be rejected and returned**
- Invoices must be sent in a searchable PDF format
- Email addresses will all look like [XXXXX]@compleat-invoicing.com, where [XXXXX] is specific to the identity of the Norse organisation that you are supplying
- Different companies within the Norse Group will have their own distinct e-invoicing email address, please take care to ensure you are using the correct one for each company with which you trade
- The name of the Norse company and invoice addressee detail that you must invoice will be explicitly identified on all Norse purchase orders
- Only one purchase order per invoice
- Invoices must include:
 - The supplier identity (your Company name and contact details)
 - Norse company name (your customer)
 - Norse purchase order number
 - Sales invoice number
 - Sales invoice date
 - Sales invoice amounts (Goods (net), VAT and Gross)
- Any correspondence in connection with an invoice must also quote the purchase order number.

Further helpful information can be found on the Norse supplier internet page [here](#).

Only invoices are to be sent to the e-invoicing email address listed at the end of this email. All other finance related email correspondence (e.g. statements, queries etc.) must be sent to a separate email address at fin.norwich@norsegroup.co.uk

It is the responsibility of you, the supplier, to ensure you can comply with these requirements and we thank you in advance for your co-operation. Please email the Norse procurement team at invoicing.procurement@norsegroup.co.uk if:

- You wish to discuss any issues or concerns, or need clarification
- The contact information we have used for your company is incorrect
- Your customer(s) do not appear in the table below
- You are unable to comply
- Anyone from Norse approaches you to supply goods or services without a formal purchase order number in advance of the request for supply.

We note that you have recently supplied the following areas of Norse. The correct e-mail addresses to send your invoices to in future are as follows:

Company	Email Address
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Yours sincerely

Justin Galliford
Group Director of Operations – Strategy and Development