

Agree the work and payment triggers

Use one copy per supplier and project. Tick only when the agreement or supporting record is in place.

Supplier / project:

Contract or purchase order reference / project owner:

01 Define the milestone

- ☐ Describe the deliverables, due dates and acceptance criteria for each milestone.
- ☐ Name the person responsible for reviewing and accepting the work.
- ☐ Agree the review period and the evidence needed to confirm acceptance.

02 Agree the billing rules

- ☐ Record the amount, currency and payment trigger for each milestone.
- ☐ Identify any advance payment separately from payment for accepted work.
- ☐ Agree payment terms, the invoice submission route and required project references.
- ☐ Set the approval route for scope changes before additional work begins.

Check the invoice and assign approval

Keep the invoice, acceptance evidence and approval decision linked to the same project record.

03 Validate the invoice

- ☐ Confirm the supplier, invoice number and correct customer business details.
- ☐ Match the charges to the contract, agreed rates and relevant milestone.
- ☐ Check calculations, applicable tax and whether the invoice is a duplicate or revision.
- ☐ Confirm the payment trigger has been met and record acceptance where required.

04 Resolve exceptions and approve

- ☐ Assign an approver with the appropriate spending authority and a named deputy.
- ☐ Give missing information or disputed charges an owner, next action and review date.
- ☐ Check whether the agreement allows an undisputed amount to be paid separately.
- ☐ Record the approval decision and explain any unresolved issue to the supplier.

Missing information / dispute owner / next review date:

Verify payment and close the record

Complete the final checks, communicate the payment position and retain a clear record.

05 Verify and schedule payment

- ☐ Verify bank-detail changes independently using trusted contact details already held.
- ☐ Record the verification and obtain the required approval for supplier record changes.
- ☐ Confirm the approved amount, payment due date and scheduled payment details.
- ☐ Check that pending payments use the verified supplier account.

06 Reconcile and review

- ☐ Match the completed payment to the invoice and record the payment reference.
- ☐ Retain the invoice, acceptance evidence, approvals and any correction history.
- ☐ Review overdue items and repeated delays with the responsible process owner.

Status: ☐ Ready for payment ☐ Awaiting information ☐ Disputed ☐ Paid

Decision owner / next action / review date:
