

NO PO NO PAY | FREQUENTLY ASKED QUESTIONS

1) What is No PO No Pay?

No PO No Pay is one of Nova Scotia Power's key policies to ensure that goods, services and works are only ordered in accordance with our Procurement Procedure and properly authorized by an employee with authority to make a commitment on behalf of the company and that payments are only made to suppliers and contractors where the supplied invoice references a valid purchase order (PO) number and matches the information contained therein (unless a pre-agreed exception applies).

2) Why a No PO No Pay Policy?

No PO No Pay ensures that Nova Scotia Power only pays for goods, services and works which have been ordered and authorized in accordance with NSP's Procurement Procedure.

It also ensures invoices received by the Accounts Payable team can be processed efficiently to minimize delay to suppliers and contractors. Invoices received without a valid PO number and which do not match the information in the PO will be returned to the supplier and may **severely delay payment to the supplier or mean no payment at all.**

3) When does No PO No Pay come into effect?

The No PO No Pay policy is effective May 4, 2020 and applies to all orders for goods, services or works delivered to NSP.

4) How does No PO No Pay work?

No PO No Pay works by requiring all invoices submitted by suppliers and contractors to contain an official PO number AND match the information contained within the PO. In all but exceptional circumstances the PO number will be:

- Generated from Nova Scotia Power's financial system
- Provided to the supplier or contractor before making any deliveries

In exceptional circumstances an Emergency PO may be supplied with limited details or description of the goods, services or works to be delivered, however this should be followed up with a valid PO within two working days.

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5) What is a Valid PO?

Valid POs are Purchase Orders from NSP's financial system, which:

- Are issued by an authorized employee
- Include a description of all goods, services and works ordered
- Include a valid PO number, in exceptional circumstances an Emergency PO can be supplied with a valid PO number but lacking a detailed description of the goods, services and works to be delivered.

Suppliers must not, under any circumstances, accept any verbal or written order from an NSP employee or agent unless a valid PO is given, an exception applies, or it is an emergency PO.

Any invoice received that does not refer to a valid PO and does not match the information contained in the PO will not be processed and will be returned to the supplier, unless it is covered by an exception.

6) I have supplied goods or services to Nova Scotia Power, where do I submit my invoice?

All invoices must be sent electronically to the appropriate AP email address at invoices@nspower.ca which is also specified on the PO. Any inquiries can be sent to apinquiry@nspower.ca

7) Will I get paid any quicker if I refer to a PO number?

As previously mentioned, **any invoice received that does not refer to a valid PO and does not match the information contained in the PO will not be processed and will be returned to the supplier,** unless it is covered by an exception (see Q4). Unless agreed in advance, and in line with NSPI's standard payment terms of **net 35 days from receipt of a valid invoice** will remain for all suppliers unless other terms have been specifically negotiated.

8) In the past, invoices without a PO number have been paid by NSP, will this still happen?

No. The No PO No Pay policy will see invoices without a valid PO number as not being recognized and they will be returned to the supplier.

9) An invoice has been returned requesting a valid PO number to be provided and/or description of what was ordered updated. How can this be obtained?

You should contact the Nova Scotia Power employee who gave the original instruction to supply the goods, services or works and ask them to have their buyer provide a PO number and/or updated PO. Once obtained, please re-submit your invoice ensuring that the PO number is referenced. Please ensure that the NSP employee or agent giving the instruction to supply the goods, services or works is authorized to do so and issues you a valid PO before making any deliveries. **Invoices received for deliveries made to NSP according to instructions received from unauthorized employees and agents will be returned unpaid.**

12) What should I do now?

Please ensure that all your staff who receive orders to supply goods, services or works to Nova Scotia Power are aware of No PO No Pay and insist on being supplied with a valid PO with an accurate description of the goods, services or works to be delivered.

13) Will I be kept informed of future changes to No PO No Pay?

Yes – any updates will be available via the Suppliers page on our website at nspower.ca/suppliers.