

Purchase orders and invoicing

We want to make working with us easy! We pride ourselves on excellent customer service and efficient systems to enable seamless processing.

Please email accounts.payable@ballance.co.nz if your questions are not answered in this information.

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Purchase order terms and conditions

Standard terms and conditions apply to all purchase orders created by Ballance Agri-Nutrients unless otherwise agreed in a procurement contract.

Standard terms and conditions are found under the important documents section titled General Terms and Conditions for Supply of Products and (or) Services.

Purchase orders

Purchase orders are mandatory. An automated email will be available to all suppliers containing a copy of the purchase order, if a valid email address is supplied.

Purchase order numbers provided over the phone can be misinterpreted and therefore Ballance best practice is to provide you with the email. Verbal purchase orders may not have been approved and could delay payment.

Valid purchase order numbers are ten digits long with a '41', '42', '44', '45', or '55' prefix.

Any specific procurement enquiries can be sent to procurement@ballance.co.nz

Purchase order guidelines

If you don't have a purchase order number

Purchase orders are mandatory. An automated email will be available to all suppliers containing a copy of the purchase order, if a valid email address is supplied.

Please ensure you include the 10-digit purchase order number on your invoice.

- Valid purchase order numbers are ten digits long with a '41', '42', '44', '45', or '55' prefix.

If you do not have a purchase order, please contact the procurement person you have been dealing with at Ballance and request this information.

Accounts payable process

We have streamlined and improved the way we do business with suppliers. The information on your invoice will be automatically scanned, and loaded into our financial system.

Accepted file formats for emailed invoices

Ballance accepts the following file formats:

- Portable Document Format (pdf)
- Microsoft Office Formats (doc, docx, xls, xlsx, rtf)
- other image formats (tiff, jpeg)

Please note that manual scanning reduces resolution quality of an invoice. To ensure accuracy of the data capture, the preferred format is a computer generated PDF.

If your document has been returned to you, please check that you have sent your invoice in an accepted file format.

The following requirements will also help ensure your invoice moves through our improved system without delay

- emailed invoice(s) in an accepted file format
- include an approved 10-digit purchase order number on your invoice
- ensure that only one purchase order number is recorded on the invoice
- include only one invoice per attachment (recommended)
- all essential invoice fields should have a label: invoice number, invoice date, GST number, 10-digit PO number, subtotal, GST amount, total, bank account number
- be a computer generated invoice(s). Handwritten invoices or handwritten purchase order numbers may take longer to process
- information needs to be clear and easy to identify by the scanner
- all invoices must state the full legal name of Ballance Agri-Nutrients Limited or its subsidiary
- GST amount and total specified (do not use GST incl.)

Please contact accounts.payable@ballance.co.nz if you wish to discuss this further or you have difficulty meeting any of the above invoice requirements.

Where to send your invoice

Send your invoices to accounts.payable@ballance.co.nz

Please ensure information on your invoice is **correct** as per the list provided in the accepted file formats for emailed invoices.

To prevent duplication:

- To prevent duplication, please email or telephone first to verify the status of your invoice(s) before re sending any invoices.

Please only send invoices/credits by post if they **cannot be emailed**. **Please do not send both.**

Mailing address:

Ballance Agri-Nutrients Limited
Private Bag 12-503
Tauranga Mail Centre
Tauranga 3143

Credit notes

Please send credit notes to the same email address as invoices. We would ask that when an error has been made on invoicing that we receive a full credit of the original invoice. If the charges require re invoicing please send a new invoice with correct charges.

Requirements

- must clearly state 'Credit'
- must refer to the original invoice number
- always ensure you have a valid 10-digit purchase order number on the credit note. (This will be the same purchase order number as used on the original invoice)

When to send your invoice(s)

Invoices should reach us by the **fifth working day of the month** to ensure they can be processed for payment within our prescribed timeframes. Invoices must be dated in the month the work/item was supplied.

For example, goods or services provided in January with an **invoice dated**:

- 31 January and received by 5 February should be paid on 20 February
- 1 February and received by 5 February should be paid on 20 March.

Electronic bank transfers typically occur on the 20th of the month, or as per Item 6 in Schedule 1 of the Agreement for Supply of Products and Services document unless otherwise agreed in a procurement contract.

When to send your statements

Statements should reach us by the **sixth working day of the new month**. This will enable us to reconcile your account, and where necessary we can be in contact with regard to any queries early.

If your company does not provide statements and you have the ability to provide a list of invoices that we currently owe you, with the amounts and dates of each invoice, that would be a great alternative.

Key contacts

For an Accounts Payable query regarding your invoice, payment or credit, contact us on 0800 222 090 and ask to speak with the Accounts Payable team or email accounts.payable@ballance.co.nz

Please have the following information prior to calling:

- Vendor name (could be found on a PO or remittance advice)
- 10-digit Purchase order number
- Invoice number
- Invoice amount
- Invoice date

Procurement questions

For any specific procurement queries please contact procurement@ballance.co.nz.

Have you received my invoice?

To prevent duplication, please email or telephone us first to verify the status of your invoice(s) before re sending any invoices.

Why haven't I been paid?

Payment will be made using electronic bank transfers. Payments typically occur on the 20th of the month, or as per agreed Terms and Conditions, unless stated otherwise in your procurement contract.

- If your invoice is overdue please ensure your invoice was sent to the correct email address i.e. accounts.payable@ballance.co.nz
- If you have a query regarding your invoice, please email us.
- If your invoice is valid and wasn't returned to you. Please make sure the invoice meets the requirements as per the General Terms and Conditions for Supply of Products and (or) Services.

Please do not send another copy of the same invoice number to Accounts Payable without contacting us first.

Sending an 'adjusted' replacement invoice

To prevent duplication, please make sure you send a credit for the original invoice(s) and create a new invoice for the correct charges.

Adjusting details on an existing invoice number and re sending it to our automated system will result in the system identifying the document as a duplicate transaction and this will be rejected.

Returned invoices

If the invoice does not comply with the Agreement for Supply of Products and Services it will be rejected. The invoice will be emailed back to you with an explanation of the problem.

Please phone 0800 222 090 and ask to speak with the Accounts Payable team or email accounts.payable@ballance.co.nz.

Changing vendor or contractor details

To update your vendor details please email your requirements to the same address as your invoice and credits.

If your request relates to a change in bank account, one of our team will call you to authenticate the change and discuss the supporting documentation requirements.

Supporting documents

Any supporting documents (i.e. timesheets or a spreadsheet detailing what is contained in the invoice) should be attached to your invoice or the email.

Sending invoices by post

Invoices should only be sent by post if they **cannot be emailed. Please do not send both.**

Mailing address:

Ballance Agri-Nutrients Limited
Private Bag 12-503
Tauranga Mail Centre
Tauranga 3143

Frequently Asked Questions

Why haven't I been paid for my invoice(s)?

Have you sent it to accounts.payable@ballance.co.nz email address?

If so, please check that you have met all of the conditions required by Ballance as per the [accounts payable process](#).

How do I update my business account details with Ballance?

To update your vendor details please email your requirements to accounts.payable@ballance.co.nz.

What if I don't receive a purchase order?

Please check your 'Junk' or Spam email folders first, and then go back to your Ballance procurer to request that they send you a copy.

Can the Accounts Payable team provide me with the purchase order number?

No, unfortunately you will need to contact your procurer directly to obtain a 10-digit PO number.