

Category of Question	Questions	Answers
Policy	What is 'PO First'?	PO First' is a regional programme. This programme produced the Regional Purchasing Policy and the Regional Accounts Payable Policy. PO First has just implemented key aspects of these policies in the regional Oracle system. This Oracle system is used by Auckland DHB, Counties Manukau Health, Northland DHB, Waitemata DHB, Taranaki DHB and healthAlliance. PO First's overall end objective means that payments are only made to suppliers where the supplier invoice contains a valid Purchase Order (PO) number unless it is a pre-agreed Purchase Order exemption or known exception. PO First has a transition phase before compliance to this end objective is expected. We are in the transition phase now. In the compliance phase, invoices received by Accounts Payable without a valid Purchase Order number may be returned to you as a supplier if they are not a known Purchase Order exemption or agreed exception. There is no agreed date for the start of the compliance phase at present. Where possible, please work with your DHB requester to get a purchase order number to put on your invoice in preparation for this compliance phase.
Policy	Are all DHBs implementing 'PO First' at the same time?	Auckland DHB, Counties Manukau Health, Waitemata DHB, Taranaki DHB and healthAlliance have all implemented PO First technical changes in their Oracle system, with NDHB due to implement these 'PO First' technical changes by 31st October 2018.
Policy	Why the need for 'PO First'?	PO First' has implemented standard approval processes and controls expected when spending public funds. PO First ensures that we pay for goods & services which have been properly ordered and authorized in accordance with agreed DHB/healthAlliance procedures prior to receiving an invoice.
Policy	As a supplier, how might 'PO First' impact me?	PO First' means that over time DHBs and healthAlliance require that where possible invoices submitted by suppliers contain a valid Purchase Order number. Ideally the purchase order will be electronically delivered to the supplier prior to any spend commitment being made.
Policy	What is a Valid PO number?	A valid purchase order is created by our Oracle Purchasing system and electronically delivered to you once approved. It is this Purchase Order number we want on your invoice or invoices.
Policy	Are there exceptions to the 'PO First' policy?	There are Purchase Order exemptions and agreed exceptions. Your DHB requester will be aware of what they are, as these have been agreed with their respective Finance Group.
Purchase Orders	Why are we receiving purchase orders when we never received them in the past? What do we do with these purchase orders?	In the past there have been a number of transactions without a purchase order and this is changing. The 'PO First' initiative is requiring DHB requesters to raise a Purchase Order at the time of placing the order, where possible. Please act on the goods or service request in this purchase order. To assist in processing your subsequent invoice, please include the Purchase Order number on your invoice. If the Purchase Order is to cover a period of time, can you please ensure that you include the Purchase Order number on all related invoices for the relevant period and nature of transaction referred to on the Purchase Order.
Purchase Orders	We have received a purchase order but do not believe it is for us?	Contact the relevant Purchasing Helpdesk who will work with you to resolve in liaison with the DHB requester.
Purchase Orders	I have received a purchase order for services? We never normally receive purchase orders for services?	PO First' requires DHB requesters to raise a Purchase Order at the time of placing the request, where possible. The requirement for a Purchase Order applies to both goods and services. The Purchase Order for services will set out the services to be provided by you (the supplier) and you should reference this Purchase Order number on your invoice.
Purchase Orders	Why have we received a purchase order with no price/ no amount on it/a blank in the amount field? I would like an amended purchase order with the amount on it?	A Purchase Order with no amount should only be received if the DHB requester does not believe they have finalised the final value with you. This could be because the Purchase Order has been issued for transactions to take place over a period of time and therefore at this stage the requester does not know how many referrals will be presented to you. For further information as to why the amount was hidden in this instance, please talk with your DHB requester. Purchasing Helpdesks cannot supply you with this information.

Purchase Orders	Why have we received a purchase order with no price even though a quote with a quoted amount was provided to the user?	A Purchase Order with no amount should only be received if the DHB requester does not believe they have finalised the final value with you. This could be because the Purchase Order has been issued for transactions to take place over a period of time and therefore at this stage the requester does not know how many referrals will be presented to you. For further information as to why the amount was hidden in this instance, please talk with your DHB requester. Purchasing Helpdesks cannot supply you with this information.
Purchase Orders	We have received a Purchase Order with an expired quotation price, what should we do?	Please go back to the DHB requester and check, or contact the relevant Purchasing Helpdesk who will work with you to resolve in liaison with the requester.
Purchase Orders	We have received a Purchase Order with incorrect price and not as per the quotation, what should we do?	Please go back to the DHB requester and check, or contact the relevant Purchasing Helpdesk who will work with you to resolve in liaison with the requester.
Purchase Orders	My customer at the DHB says I must supply a part number to complete their requisition? Is this true?	Where possible we would like a supplier part number. However, provisions have been made to enter and process orders without part numbers. Your client should enter N/A in these instances.
Purchase Orders	I used to get purchase orders from the DHBs and because I knew we already did the work and had invoiced for it, I binned them. These do not seem to be coming anymore? Why?	Yes, 'PO First' changed the system. As a principle you should no longer receive Purchase Orders for work already done and this situation should not occur in the future.
Purchase Orders	We used to receive purchase orders following sending our invoice. We no longer receive these purchase orders but would like a copy of the PO to match to our already supplied invoice?	Yes, 'PO First' changed the system. As a principle you should no longer receive Purchase Orders for work already done and this situation should not occur in the future. This will not affect payment. If you still require a copy of the Purchase Order please ask the DHB requester to raise one and send to you before you submit your invoice. Your invoice with the Purchase Order number clearly displayed on it should then be sent to the relevant Accounts Payable Department, unless otherwise advised by the requester.
Purchase Orders	We have received a Purchase Order for freight only, can you please let us know what Purchase Order number it relates to?	This should not occur and may have occurred in the early stages of implementing 'PO First'. Purchase Orders should include the goods and any associated known freight. Contact the relevant Purchasing Helpdesk who will work with you to resolve in liaison with the DHB requester.
Purchase Orders	Why are we receiving duplicate Purchase Orders?	We have just introduced this new 'PO First' initiative and where possible we are requiring purchase orders to be issued at the time of the order. As this is new to many DHB requesters, they are being extra careful to ensure that the suppliers get the Purchase Order and may have accidentally processed a duplicate. Please go back to the DHB requester and check, or contact the relevant Purchasing Helpdesk who will work with you to resolve in liaison with the requester.
Purchase Orders	I received a Purchase Order with the wrong invoice details.	This should not occur following 'PO First' and should be a valid purchase order that you need to act on. Please go back to the DHB requester and check, or contact the relevant Purchasing Helpdesk who will work with you to resolve in liaison with the requester.
Purchase Orders	We have received a purchase order for clinical items never purchased by the DHB?	Please check with the DHB requestor if it is the correct product they want and they will action any required changes.
Purchase Orders	We are unable to deliver these goods on the EDI order as the description of the ordered item has failed in our system?	Please contact the relevant Purchasing Helpdesk who will work with you to resolve in liaison with the requester.

Purchase Orders	We have received a purchase order for a consigned item without the required serial number details?	Please check with the DHB requestor and they will action any required changes.
Purchase Orders	We have received a purchase order with an incorrect currency, we think it needs to be amended?	We set the supplier up in the currency expected to be used and maybe this has not occurred in your case, or if you are set up to use multiple currencies the incorrect currency was picked. Some DHBs do not have the facility for foreign currency purchases at present so may need to send you a purchase order in local currency, with an exchange rate used and indicating what the original foreign currency value is. If you require a new currency, please contact the relevant Purchasing Helpdesk who will work with you to resolve in liaison with the requester.
Invoice Approval	My customer said they never got my invoice to approve even though I sent it to the Accounts Payable email address?	The requester on the PO should receive the initial invoice workflow approval or receipting request. Do you know if your customer was the requester? If your DHB requester has indicated that no Purchase Order is required, did you include the requester details on your invoice or some other reference information. This may be the reason for the delay. Please send your query to the Accounts Payable email address for follow up.
Invoice Approval	My client said they approved my invoice ages ago and I have not been paid. What has happened? They say it might be because they did not approve it on the system but manually approved it with their signature?	Please send your query to the Accounts Payable email address for follow up.
Invoice Payment	My invoice has not been paid. I understand there is a programme called 'PO First' that may have affected my payment.	Your payment should not have been delayed by 'PO First'. In the long term, this initiative should quicken up your payment and greatly alleviate late payments to the satisfaction of all parties. Please send your query to the Accounts Payable email address for follow up.
Invoice Payment	My client has told me to stop sending invoices directly to them. Where should I now send my invoices?	Please send to the relevant Accounts Payable email address in your supplier letter dated July 2018. As well as stating the DHB you are billing, please ensure you include the Purchase Order number, other reference information, or if not available the requester details for efficient payment processing.
Invoice Payment	Will payment be made quicker with a Purchase Order number on the invoice?	A Purchase Order number on the invoice will ensure an effective and timely payment process. Payments will continue to be paid in accordance with our standard terms of payment.
Invoice Payment	My invoice has been returned by Accounts Payable (or the DHB) requesting a valid Purchase Order number?	This should not have happened as we are only in the transition phase of 'PO First' so your invoice should be paid without a Purchase Order number. During the compliance phase, the person who ordered the goods/services from you should supply you with a valid Purchase Order number unless they are a known Purchase Order exemption or agreed exception.
Invoice Payment	What do I do if I receive a request for goods/services without a Purchase Order?	DHB staff know who needs a purchase order and who is exempt, or an exception agreed with their Finance Group. If not, they should liaise with their Finance Group. Please take direction from them and work with them to have a process that provides a Purchase Order as soon as possible. This will help both parties have an efficient purchase to pay process in the long term.
Invoice Payment	How do I invoice without the price showing on the Purchase Order as your terms and conditions say that the Purchase Order and the Invoice should match for payment purposes?	Please send your invoice with the amount you intend to charge for this Purchase Order based on the work you completed. The system will process your invoice against the Purchase Order and cater for any variation between the two. If required, you can confirm with your DHB requester the invoice value, or the basis on which you will invoice, before sending the invoice to Accounts Payable for approval and payment.