

## Why has my Invoice Not Been Paid?

TfL has enhanced its automatic communication with suppliers enabling them to be notified of any issues preventing an invoice from being processed for payment.

This is a requirement under the Prompt Payment code which TfL have signed up to.

<http://www.promptpaymentcode.org.uk/>

On Hold Reason; Action Required
<b>AC:</b> (Awaiting Credit Note) <i>Please forward your credit note or refund to Accounts Payable to clear this invoice.</i>
<b>CO:</b> (Invalid Cost Object) <i>The invoice is currently being queried with the business. Please contact the person who requested the goods or services as detailed on our Purchase Order.</i>
<b>GR:</b> (Missing Goods Receipt) <i>This invoice requires approval by the form of a goods receipt. Please contact the person who requested the goods or services as detailed on our Purchase Order.</i>
<b>IC:</b> (Item Not Covered by Order) <i>The information on this invoice appears to not be covered by our Purchase Order. Please contact the person who requested the goods or services as detailed on our Purchase Order.</i>
<b>LD:</b> (PO Line Deleted/Locked) <i>The Purchase Order quoted is no longer valid. Please contact the person who created the Purchase Order.</i>
<b>LN:</b> (Uncertain which PO Line) <i>The line information on your invoice does not match the information lines on our Purchase Order. Please contact the person who requested the goods or services as detailed on our Purchase Order.</i>
<b>LT:</b> (Long-Term Supplier Dispute) <i>This item has been placed into Supplier dispute and is being queried with your company. If you require details of this query please contact the person who requested the goods or services as detailed on our Purchase Order.</i>
<b>NR:</b> (Purchase Order Not Released) <i>The Purchase Order is not released and you will need to contact the person who created the Purchase Order.</i>
<b>OC:</b> (No PO No: on Credit Note) <i>Please arrange for the Purchase Order number(s) to be inserted and return the invoice(s) to Accounts Payable to facilitate payment.</i>
<b>OI:</b> (No PO No: on Invoice) <i>Please arrange for the Purchase Order number(s) to be inserted and return the invoice(s) to Accounts Payable to facilitate payment.</i>
<b>VA:</b> (Invoice/Order Value Mismatch) <i>There are insufficient funds on our Purchase Order to enable the invoice to be processed. Please contact the person who requested the goods or services as detailed on our Purchase Order.</i>
<b>VN:</b> Vendor Details Do Not Match PO <i>The company name on your invoice differs to that of our Purchase Order. Please contact the person who created the Purchase Order.</i>