CLEANAWAY
Making a sustainable future possible together

Purchase Orders and Invoice Submission

Cleanaway has a "No PO No Pay" policy to ensure that all supplier invoices are processed accurately, efficiently and paid in a timely manner. Therefore, it is a requirement that a Purchase Order is provided by the Cleanaway ordering branch before any goods or services are supplied.

PURCHASE ORDERS

- All Purchase Orders are generated through Cleanaway's procurement system using the email address do_not_reply@cleanaway.coupahost.com.
- The PO must be issued prior to the delivery of goods and or services. If no PO has been provided, goods / services must not be delivered otherwise payment cannot be made.
- The current and valid PO number must be clearly referenced on all invoices.

LEGAL ENTITY

- Your Purchase Order will display the correct Cleanaway legal name.
- Check your ABN number on the PO is correct as registered with the ATO. If it is incorrect, contact your Cleanaway ordering branch to initiate the amendment.
- Ensure your invoice is addressed to the same Cleanaway legal name as shown on the Purchase Order.

INVOICES

- To ensure timely processing and payments, there must be a current and valid PO quoted on every invoice. ***Important - Invoices without a current and valid PO will be rejected and not paid.***
- Invoices to be emailed as a PDF attachment to our invoice processing inbox which is invoices@cleanaway.coupahost.com
- One invoice per PDF attachment but multiple PDF attachments can be sent in the same email.
- The coupahost inbox is a PDF image inbox only, anything other than a PDF invoice such as POD's, emails, payment reminders etc will not be seen.
- Cleanaway are compliant with Government regulation under the Payment Times Reporting Scheme (PTRS). Therefore, we require all invoices to be received directly from suppliers and not Cleanaway employees to ensure accurate reporting.
- All invoices must be sent to the Coupahost email in the first instance. Not sending invoices to invoices@cleanaway.coupahost.com in the first instance could result in
  1. Delayed or non-payment of invoices
  2. Inaccurate Government PTRS reporting

SUPPLIER PAYMENT ENQUIRIES / STATEMENTS

- Email payment related queries and statements to accounts.payable@cleanaway.com.au
- Visit our Supplier Page to learn about hassle-free invoicing to Cleanaway.

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