

## **Sample of email to supplier re COVID-19 (provided by Bayside City Council) March 2020**

Dear Supplier,

In light of the ever-evolving Coronavirus (COVID-19) outbreak, Council is implementing changes to our current processes to ensure we continue to support the community and meet our contractual obligations with our suppliers.

We're informing you of the process changes to help us continue to meet our obligations and provide for as little payment disruption as possible.

The following changes will be implemented from today, Monday 23rd March:

### **1. Email your Invoice**

We require you to send your invoice (s) in PDF format directly to Council's centralised Accounts Payable via email to [Accounts@bayside.vic.gov.au](mailto:Accounts@bayside.vic.gov.au). Multiple invoices can be sent in one email, however each invoice must be attached as an individual PDF document

### **2. Include your Council's contact name in the invoice**

To streamline payment approval for your invoice(s), we'd appreciate it if you could include the name of your contact person in Council for the specific goods/services being invoiced.

### **3. Updated Payment Terms during this period**

Council recognises the financial pressure that some of our suppliers may come under during this period. In response, we are making a commitment to pay your invoice(s) reasonably promptly and will suspend the 30 day payment terms for the foreseeable future.

### **4. Accounts Payable Enquiries**

During this time, our preference is that you forward your enquiries to the Accounts Payable team by email to [Accounts@bayside.vic.gov.au](mailto:Accounts@bayside.vic.gov.au).

Please do not send your invoice(s) in the post, our staff will be unable to retrieve them, also avoid sending the invoice to any other Council email address as this may delay your payment. We appreciate your support and look forward to continuing a successful relationship throughout these challenging times.

Should you wish to discuss any of these requirements further, please contact send us an email to [Accounts@bayside.vic.gov.au](mailto:Accounts@bayside.vic.gov.au).