

Rest of World Suppliers

Frequently Asked Questions

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BT Group

How do I obtain payment?

Payment is made when you correctly invoice us via your agreed method of invoice submission.

What details should be included on my invoice?

- A valid purchase order number or GL/cost centre combination (if applicable) or Customer Account number
- An invoice number
- The correct BT entity engaged with e.g. BT Belgium, BT Americas, etc.
- Quote the relevant Accounts Payable address
- Where applicable, VAT/Registration number
- Remittance details
- Appropriate tax breakdown
- Invoice Exchange Rate & Equivalent Local currency amount (if applicable)

How soon after submitting my invoice will I get paid?

Once your invoice has been validated and we've received the goods or services, it will be matched to the purchase order and passed for payment. The actual date on which you will be paid depends on your payment terms and whether or not you have a contract in place with us.

Non-contracted suppliers are generally paid weekly, 42 days after we receive a valid invoice.

Contracted suppliers should refer to their contract for payment terms.

If you have access to iSupplier, you can check your actual payment date using the [iSupplier portal](#).

I need to know the payment date. Where can I find this?

If you have access to iSupplier, you can check your actual payment date using the [iSupplier portal](#).

Can I request an early payment for my invoice?

Yes - contact the relevant in-country [Accounts Payable team](#) relating to the BT Entity in question for assistance. Please refer to your BT Purchase Order for a contact point.

My invoice has been returned - why is this?

If you submitted your invoice via Tungsten Network, the portal displays invoice status for you to view.

For non-Tungsten submission users, there are a couple of reasons, your invoice was returned:

- misquoted/missing PO number
- there was more than one attachment in the email. Only attach one invoice per email.
- invoice was not in pdf format
- invoice inconsistency (Net, *tax & Gross mismatch) **where applicable*
- BT Customer account number missing (non-PO)
- Invoice was addressed to a different/wrong BT Entity.
- PO & invoice charge details mismatch

Local Tax authorities and BT audit rules mean that we have to be quite strict here.

My invoice has not been processed - what should I do?

If you submit your invoice electronically via Tungsten Network you will be able to view its status using Tungsten Invoice Status on the portal.

After validation, BT sends an invoice status report to Tungsten daily to display on the portal, confirming when it has been processed and approved and when it will be/has been paid.

For non-Tungsten suppliers - Please submit ALL invoices & credit notes by email as an attachment to relevant in-country [Accounts Payable team](#) - refer to your PO or agreement for submission point.

How can I check to see if an invoice has been input?

If you have access to iSupplier, you can check this via the portal. It's simple and easy to do.

If not, you can either request access or contact the in-country Accounts Payable team for assistance - please refer to your PO or agreement for a contact point.

I submitted my invoice electronically through Tungsten and the invoice has not been processed. What should I do?

If you do not have an AAA reference number after submitting your invoice electronically, it's best to speak to Tungsten Support directly to check up on the invoice. You can call them on +44 203 318 5177, log a ticket via the portal or drop them an email: ob10support@tungsten-network.com.

If you've already got an AAA reference, and it's been more than 48 hours, you'll need to contact our helpdesk so that we can look into it further. If you've got access to iSupplier you can check the status there or email respective in-country [Accounts Payable team](#) for assistance.

My payment terms are incorrect - how do I change this?

You will need to email the respective in-country Accounts Payable team for assistance. You can find a contact point on your PO or agreement documentation

Why have I not received payment?

First of all, you'll need to check the status of the invoice. You can check this on iSupplier. If your invoice is not showing on iSupplier, you will need to email the respective in-country [Accounts Payable team](#) for assistance. You can find a contact point on your PO or agreement documentation

Alternatively, if you received a rejection notification, amend your invoice and resubmit via the agreed submission channel.

I have changed my bank/address details - who do I notify?

Contact our [helpdesk](#) to let us know. You'll be asked to provide us with official notification of the change on company letter headed paper.

I have gone into administration/liquidation - who do I notify?

Contact our [helpdesk](#) to let us know. You'll be asked to provide us with a copy of the official administration/liquidation notification on company letter headed paper.

I have changed my business name/been taken over - who do I notify?

Contact our [helpdesk](#) to let us know. You'll be asked to provide us with a copy of the official name change or acquisition notification on company letter headed paper.



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