

Inspiro Learning Ltd – Supplier Guide

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Purpose:	Inspiro Learning Limited – Supplier Guide		
Audience:	Suppliers, Internal PO requisition staff, approvers.		
Scope:	Purchase Orders, Onboarding, Invoices and payments.		
Version:	V1.2	Issue date:	13/10/2025
Last modified:	N/A	Review due:	01/03/2026
Reference number:	AP_Policy_Sep25_Inspiro_v1		
Cross-referenced policies:	N/A		
Further information:	N/A		

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Introduction

Inspiro Learning is committed to paying suppliers promptly, within the agreed payment terms. To help us pay you on time, please follow these key guidelines.

The Accounts Payable process for purchase orders starts when the company issues a purchase order (PO) to the supplier, specifying the required goods or services. Once you have fulfilled the order and sent your invoice, our accounts payable team will match your invoice with the relevant PO and delivery note, where applicable, to confirm accuracy and that the goods or services have been received as specified.

After all documents are checked and any discrepancies resolved, the invoice is authorised for payment according to our approval process. Payment will then be made within the agreed terms, and the transaction recorded in our accounting system. This streamlined approach helps maintain positive supplier relationships and ensures financial accuracy.

Guidelines

2.1 Establishing and Maintaining Your Inspiro Supplier Profile

To ensure Inspiro has accurate and up-to-date information on file, please inform us of any changes to your mailing address, PO receipt email address, contact details, bank information, or phone numbers. These updates should be sent to the Procurement Team by emailing p&sc@inspirolearning.co.uk for assistance.

2.2 Supplier Onboarding

To ensure a smooth and compliant start as a supplier with Inspiro Learning, please follow these key steps:

1. **Submit Company Details:** Complete the Supplier Onboarding Questionnaire to provide your full legal name, registered address, VAT number, and contact information to the Procurement Team.
2. **Complete Supplier Profile:** Ensure all required information is accurate and up-to-date, including banking details and PO receipt email address.
3. **Agree to Terms:** Review and accept Inspiro's standard payment terms and Supplier Code of Business Conduct.
4. **Provide Supporting Documents:** Submit any necessary certifications, insurance, or compliance documents as requested.
5. **Receive Confirmation:** Await onboarding approval and confirmation from the Procurement Team before supplying goods or services.

Any suppliers who provide supplies or services before having completed all of these steps do so at their own risk and may not be paid for those services.

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2.3 Credit Terms

Inspiro's standard payment terms are 60 days from the receipt of a valid legal duly submitted VAT Invoice (Refer to 'Submitting Invoices', section 2.6), unless alternate payment terms have been agreed in writing with Inspiro Learning Procurement during onboarding.

2.4 Preparing Invoices for Inspiro

To ensure your invoice is processed correctly and without unnecessary delay, please make sure that all of the following information is clearly included:

- **Your Details:** Provide your full legal name, company name, registered address, and VAT number. Additionally, please include contact details for your finance team, so we can reach out in the event of any queries regarding your invoice.
- **Invoice Specifics:** Clearly state the invoice number or applicable reference number, the invoice date, and your VAT registration number. The total amount to be paid should be indicated, along with a detailed line-item description of each good or service that was delivered or rendered.
- **Inspiro Learning Contact:** Include the e-mail address of the Inspiro Learning employee who requested the goods or services. This employee will be asked to verify receipt of the goods or services and confirm the accuracy of your invoice before payment is released.
- **Banking Details:** Please provide complete banking information, including sort code, SWIFT code, account number, IBAN, and any other relevant details necessary for payment.
- **Correct Billing Address:** Ensure your invoice is addressed as follows, including the correct legal entity and VAT number:

Inspiro Learning Limited
 Inspiro Learning Centre
 Rands Lane
 Armthorpe
 Doncaster
 DN3 3EW
 GB 487 9498 02
 FAO: Inspiro Learning Limited, Accounts Payable Department

- **Credit Notes:** When issuing a credit note against a cancelled invoice, please quote the corresponding invoice reference number to which the credit note relates. In exceptional cases where a credit note is issued for services or goods provided without a purchase order (for example, Business Rates), ensure that you include full details to facilitate appropriate accounting and reconciliation.

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2.5 Special Instructions for Purchase Order (PO) Invoices

For all purchases with Inspiro Learning Limited that are valued at £100 or above, a Purchase Order (PO) is required. Suppliers must request a PO number from the designated requestor prior to issuing any invoice. To ensure compliance with this policy, it is essential that the PO number is clearly quoted on the invoice. In certain situations, local exemptions may apply; in such cases, the requestor will provide guidance accordingly.

When supplying goods or services under more than one PO, suppliers are required to issue separate invoices for each PO. Only one PO is permitted to be referenced per invoice.

It is imperative that the line-item details on the invoice correspond exactly with the descriptions specified on the PO. Each line item on the invoice should reference the appropriate PO line-item number.

The invoice value and quantity must not exceed the value or quantity stated on the PO. Should any discrepancies or issues arise, please promptly contact your Inspiro Learning requestor to arrange for the PO to be updated as necessary.

2.6 Submitting Invoices to Inspiro

Suppliers are required to issue all invoices promptly, ideally within five working days of the delivery or completion of services, to ensure swift processing. Any invoices that are submitted thirty days or more after the delivery of goods or services will be rejected.

The date on the invoice must accurately reflect the date it is submitted, following the completion of the delivery of goods or services. Under no circumstances should invoices be backdated. Invoice due dates will not be considered; payment terms will be calculated from the date the invoice is received, in line with the agreed terms. If an invoice is received before the corresponding services are receipted, Inspiro will reject the invoice and request that it is reissued with the correct date, matching the completion of services.

Suppliers should complete a reconciliation exercise at least monthly and provide statements to the Inspiro Accounts Payable Team via email. This is to ensure that there are no outstanding unpaid invoices.

Failure to issue or submit invoices in a timely manner may result in delayed payments. Inspiro will not be liable for any fees, costs, expenses, or other charges if invoices are not submitted accurately or on time.

All invoices should be sent as a soft copy directly to: ap.invoices@inspirolearning.co.uk, using a non-editable format such as PDF or TIF.

Please submit one PDF document per invoice. All supporting information related to a specific invoice must be included in the same PDF file, with the invoice as the first page and any supporting documents following.

Attachments must not exceed 1MB each, with a maximum of ten attachments per email and a total email size of no more than 10MB (including attachments). Do not encrypt, password-protect, or digitally sign emails.

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Should any invoice fail to meet these requirements, you will receive a notification of rejection and a rejection reason (see section 3 for Rejection Codes and Reasons).

Invoices sent to personal mailboxes or directly to Inspiro employees will be considered as not received.

If you need to send a copy invoice to the requisitioner at their request, please clearly indicate on the invoice that it is a copy and has already been submitted to the Accounts Payable Team. This will help to prevent duplication in our systems and prevent payment delays.

2.7 Inspiro Supplier Code of Business Conduct

Inspiro is committed to conducting its business free from unlawful, unethical or fraudulent activity. Suppliers are expected to act in a manner consistent with the ethical and professional standards of Inspiro Learning set forth in the Inspiro Code of Conduct, including reporting promptly unlawful, fraudulent or unethical conduct.

2.8 Further Information & Assistance

Please note that the mailbox mentioned in Section 2.6 is intended for invoice submissions only. All other queries, concerns or statements should be directed to the following contacts. Inspiro aims to process all enquiries with 5 working days:

- Statements, payment dates, accounts queries – ap@inspirolearning.co.uk
- Onboarding, supplier changes, terms and conditions – p&sc@inspirolearning.co.uk

3 Rejection Codes and Reasons

This section outlines the common rejection codes and the reasons associated with each code as applied to invoice submissions. Understanding these codes will help you identify and address any issues that may result in your invoice being rejected, ensuring smoother processing and prompt payment.

Code	Reason	Description
R01	Missing PO Number	Invoice does not reference a valid Purchase Order.
R02	Incorrect Vendor Details	Vendor name, address, or VAT number is incorrect or missing.
R03	Price/Quantity Mismatch	Invoice values do not match the PO or goods/services received.

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R04	Duplicate Invoice	Invoice has already been submitted or paid.
R05	Unapproved Charges	Charges not authorised or outside agreed terms.
R06	Missing Supporting Documentation	Invoice lacks required backup (e.g. delivery note, timesheet).
R07	Late Submission	Invoice submitted outside the acceptable timeframe.
R08	Non-Compliant Format	Invoice does not meet formatting or submission standards.
R09	Service Not Delivered	Invoice submitted before service or goods were received.
R10	Contract Expired	Invoice references a contract that is no longer valid.
R11	Incorrect VAT treatment	VAT has not been applied or calculated according to requirements.