

Payment Process Improvement Plan



Business: T.S.S. (Total Security Services) Limited

Primary causes of non-compliance	Actions to rectify non-compliance
Disputes and queries require action and discussion with suppliers which creates payment delays.	Speed up the resolution of disputes with suppliers to expedite payment. Ensure disputes are followed up on and resolved in a shorter time frame.
Outdated ERP system with no Purchase Order functionality delaying approval and payment of invoices	New ERP system implemented in H1 2024. Staff have been trained on the raising and receipting POs and the importance of this as part of the 3 way match / supplier payment process.
Delays in supplier onboarding into new ERP system	Processes were aligned to Group policies in H1 2024 as part of the ERP implementation. The backlog of suppliers is now largely resolved.

Action plan approved by:
Helen Graham (Finance Director) on 14 August 2024

