

citizenM's No Purchase Order (PO) No Pay Policy

Dear Supplier/Partner,

All you need to know about a smooth payment process at citizenM is contained in this No PO, No Pay Policy and the Invoicing Guidelines.

citizenM has a strict “No Purchase Order (PO) no Pay” Policy. POs are key enablers for a smooth collaboration between citizenM and its suppliers, as it ensures transparency on the agreements and facilitates smooth payment processes. In addition, they are critical for achieving efficiency, cost alignment and compliance. citizenM is strictly enforcing the policy and requires citizenM employees to not order any products and services from suppliers without a PO and suppliers to not perform services or deliver any products without a PO.

This policy has clear benefits for both your organization and citizenM. A PO is an official document created by your contact at citizenM that the purchase of the product and/or service is approved by citizenM, budget is reserved and the purchase is tracked. POs ensure appropriate management approval and are critical to achieve efficiency, cost control, and full compliance with all citizenM policies, which results in on-time payments, and strengthens our relationship with you.

As a supplier of citizenM we require you to:

Requirements	Detailed description
Not fulfill orders or services without an approved PO	Not fulfill any orders or services from citizenM employees without a PO. Without a PO between citizenM and you as a supplier, there is no agreement.
Request a PO before issuing the invoice	Request a PO from citizenM before the invoice can be issued to prevent an 'after the fact PO'.
Do not send an invoice without a PO (number)	Only send invoices to citizenM with a PO number. An invoice without a PO number will be issued a return communication to provide a new invoice with a PO number.
PO should have the right information and details	Make sure that the provided PO has the right information. If it has an apparent error or an omission, you are required to ask the requester of the PO of citizenM to update the PO.
PO should have enough funds	Make sure that the provided PO has enough funds to provide the requested service or product. If a PO is out of funds, you are required to ask the requester of the PO to increase the funds and explain why the PO needs to be increased.
Use electronic invoicing	The usage of electronic invoicing such as via an e-invoicing platform (PEPPOL preferred, otherwise SDI, NEMS, etc), UBL via email or PDF to facilitate on-time payments to you as a supplier.

*The negative consequences of an error are solely for your account and may result in a delay in the payment process. Therefore, read each of our POs and check them thoroughly before you start performing your obligations.

Benefits of No PO No Pay Policy

- PO ensures that purchases are authorised before goods/services are supplied.
- PO confirms what is ordered including prices and other terms for the purchase.
- PO number on the invoice enables an effective invoice process and on-time payments.
- PO number on invoices enables automation and digitalization of our Purchase-to-Pay process.
- PO enables budget holders to have a clearer understanding of the committed spend against the available budget.
- PO serves as a legally binding document.

We thank you for supporting this policy and adherence to the No PO No Pay Policy.

Best Regards,
Hendrik-Jan Roel - Chief Financial Officer