

# Payment Process Improvement Plan



**Business:**

G4S Secure Solutions (UK) Ltd

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.
A number of suppliers submit a large volume of invoices every week resulting in high levels of administrative work to ensure they are ready to pay.	Increase the number of suppliers using our centralised e-invoicing/portals to simplify the Accounts Payable process for high volume suppliers.
Delays in Purchase Orders being goods receipted (3 way match of Purchase Order, Goods Receipt and Invoice required to pay invoices) results in some invoices not being paid within 60 days.	During the new ERP implementation (see below) staff have been re-trained on the raising and receipting PO processes and the importance of this as part of the 3 way match / supplier payment process. Improvements will also arise from increased automation as outlined above.
Multiple ERP systems are still being used by the Financial Shared Service Centre and payment processes have to be run across multiple platforms. This increases the time required to process supplier payments.	An ERP efficiency project has reduced the number of legacy ERP systems in use at the Financial Share Service Centre. Work continues to upgrade some remaining systems. Once these changes are completed and bedded in, the time taken to process supplier payments will reduce.

Action plan approved by:  
Helen Graham (Finance Director) on 4 February 2026