

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.
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.	Staff have been trained on the raising and receipting PO processes and management continue to reiterate the importance of this being done on a timely basis to expedite supplier payments.

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

