

Guidance for paying by Purchase Order (PO).

At Talking Mats, we recognise that a lot of our customers are required by their organisations to use purchase orders (PO)s as a payment method. We have created this guidance which will help ensure that we can process your order efficiently and complies with most organisations' procurement processes. Should you have any questions or require further support, the Talking Mats team are always happy to help.

1. Request a quote from finance@talkingmats.com
2. Submit the quote to your procurement department for a purchase order to be raised.
3. Visit the Talking Mats website shop to place an order. Add the relevant items to your basket and select 'checkout' when ready to proceed.
4. At the checkout, complete the relevant fields in the billing Information section. Please ensure the billing information matches that from your Organisation or NHS Trust. This should be detailed on the Purchase Order (PO) document.
5. Select the 'I am a Company' option at the bottom of the billing address and add the name of your Organisation or NHS Trust here.
6. On the right-hand side of the screen there will be payment options. You can pay by Credit / Debit Card or by Purchase Order. If you are paying by Purchase Order, select this option and input the purchase order number from the Purchase Order document that your Organisation or NHS Trust provided.
7. Select 'Place order' when ready to submit.
8. Please email the Purchase Order document to finance@talkingmats.com and quote the Talking Mats order number that you will have received when you placed the order.
9. You should have received an order confirmation email from Talking Mats with a Talking Mats order number and order invoice included within the body of the email.
10. Please forward the confirmation email from Talking Mats onto your procurement / finance team (their email address on the PO document) alongside the PO document. This is to ensure that they can transfer funds to Talking Mats upon completion of the order. If a PDF invoice is required by your procurement / finance team, please contact us as soon as possible to request this.

Please note, all orders must be placed on our website. Orders placed using the PO number option at the checkout will only be processed if a valid PO number is provided – email addresses, for example, will not be accepted.

Please send PO documents to finance@talkingmats.com ensuring you reference your Talking Mats order number (e.g. #12345). PO documents sent without referencing a Talking Mats order number will not be processed or approved.