

Guidance for paying by Purchase Order (PO)

Pre-Order:

1. Request a quote, if required, from finance@talkingmats.com.
2. Submit the quote to your procurement department for a purchase order to be raised.

Order:

3. Place your order on the Talking Mats [website shop](#). Ensure you have created, and are logged into, your account on our website.
4. At the checkout, complete the Billing Information section accurately to match the information provided in your Purchase Order.
5. Select 'My organisation is paying for this order' from the 'Please state who is paying for this order?' option and add the name of your organisation accurately (for example, "NHS" is too generic).
6. If goods are being delivered, enter the shipping address details accurately to match the information provided in your Purchase Order.
7. Enter the Purchase Order number provided in your PO document.
8. Select 'Place order' when ready to submit.

Post-Order

9. Email the PO document to orders@talkingmats.com and quote the Talking Mats order number. PO documents sent without referencing a Talking Mats order number will not be processed.
10. An order confirmation email will be sent to the contact email address entered at the checkout, containing a Talking Mats order number and order invoice included within the body of the email.
11. A pdf copy of the invoice will be sent to the billing email address entered at the checkout.

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 don't hesitate to get in touch should you have any questions.