Real Imaging Ltd

Prompt Payment of Supply Chain Invoices – Action Plan

8 April 2026

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Introduction

The goal of this action plan is to ensure that Real Imaging Ltd consistently pays 95% or more of invoices payable to our supply chain within 60 days of receiving the invoice. This plan will address the current payment performance, the key challenges faced, our commitment to compliance, the planned improvements to processes, and the mechanism Action Plan

ACTION PLAN

Current Payment Performance:

Real Imaging Ltd are currently paying 90% of supply chain invoices within 60 days. Our aim is to meet or exceed the government's 95% target.

Key Challenges:

- Late Issuing of Purchase Orders by clients
  We have identified that our clients are not issuing out Purchase orders on time, which is causing delays in the payment process of our own invoices which then cascades to our suppliers.

- Late Authorisation
  We have also identified that budget holders for our clients are not approving invoices in a timely manner which causes further delays in the payment process chain.

Compliance Commitment:

• **Goal:** Adhere strictly to the UK Prompt Payment Policy with proactive actions.

• **Suggestion**: Regularly communicate with our clients to address these issues as well as the importance of notifying suppliers promptly. A quarterly compliance audit will ensure that any gaps are quickly identified and rectified.

Process Improvements:

- **Late Issuing of Purchase Orders by client**: To address late issuing of Purchase orders, we will endeavour to request a new Purchase order, months in advance before the active one runs out.
- We will not commence a new contract with a client without the presence of a Purchase order

- **Late Authorisation:** To address late authorisations of invoices we will regularly send reminders to the budget holders to ensure they are regularly notified of invoices awaiting approval.
  Additionally, we will implement a weekly overview of any outstanding

approvals, which will be followed up individually by the Accounts Receivable Supervisor. For persistent delays, escalation paths will be established to ensure timely resolution.

Monitoring and Reporting:

- **Invoice Tracking:** Explore the possibility of using automation tools to flag invoices nearing or past the 60-day mark, ensuring they get the necessary attention before they become a compliance issue.

- **Audit and Reporting**: Determine if it is possible to incorporate dashboards for real-time tracking, offering at-a-glance insights into performance and bottlenecks.

- **Review**: Consider monthly reviews instead of quarterly to catch any emerging issues earlier.

Continuous Improvement:

- **Supplier Feedback**: Create a regular feedback loop, possibly via quarterly surveys or informal meetings, to better understand their pain points.

- **Periodic Reviews**: Regular retrospectives can help assess the effectiveness of process changes and adjust as necessary.

- **Align with Government Guidance**: Ensure any changes are in line with the latest government advice or updates to the prompt payment policy.

Summary

By continuing to streamline these processes, and fostering open communication, Real Imaging Ltd should be in a strong position to achieve or exceed the 95% payment target.

Signed: 

Approved by Nyengeterai Munangati - Director