



Ministry of Defence

MOD Contracting Purchasing and Finance (CP&F) End-to-End Guide Including Exostar – a Suppliers Guide



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Introduction

The Contracting, Purchasing, and Finance (CP&F) system exists to deliver an end-to-end eProcurement capability for Defence. It is an internal MOD system, utilising a suite of eProcurement tools that create an online, end-to-end, integrated process spanning all procurement activities. The system covers almost all elements of the acquisition process across commercial, purchasing and finance, from capturing requirements and drafting Contracts through to auditing, paying and accounting.

Everyone, in MOD, involved in buying goods or services within Defence uses CP&F and any new requirement for goods and services starts with CP&F - whether that's a simple spare part or a complex new weapon system...

The Defence Sourcing Portal (DSP) is a platform for managing and co-ordinating all sourcing activities efficiently. Designed to work in conjunction with the CP&F tool, the DSP serves as the MOD's e-Sourcing tool, facilitating the advertisement of contract opportunities and the tendering process.

Access to the DSP: <https://contracts.mod.uk/esop/ogc-host/public/mod/web/login.html>

Together, CP&F and DSP provide a comprehensive procurement system, with DSP focusing on sourcing and tendering, and CP&F manages the end-to-end procurement lifecycle, including contract award, financial management, and contract administration. This integrated approach ensures a streamlined and modernised procurement process for the MOD.

Supplier Onboarding for e-Trading

The MOD adopted the Exostar system to enable Suppliers to view and acknowledge orders (POs) and submit their invoices for payment via CP&F. This guide is designed to improve the understanding between MOD staff using CP&F and the Suppliers who access the Exostar System, support materials for Exostar can be found at Annex A of this guide.

Once a contract has been awarded, MOD's Commercial Officer (Buyer in CP&F terms) is responsible for requesting Suppliers to be registered in CP&F. Once the process is initiated, the request will be transferred and managed by the Defence Business Services (DBS) Onboarding Team who will set up the Supplier details on CP&F and task Exostar to initiate the Supplier Connection process. An initial 'light' process can be completed by DBS to load basic information onto CP&F for a Supplier that is taking part in a tender, prior to contract award.

MOD has a contract with Exostar, which was awarded following a competitive tender exercise. However, each supplier will have its own, standalone contract with Exostar, the MOD is not party to these contracts. Exostar's terms and conditions and charges are available on their website to view. The charges for a Supplier eTrading with the MOD will be less than the ones shown on their webpage as MOD has an agreed discount in place – if you are only using Exostar to contract with MOD, ensure you sign up for 'MOD only' charging.

More information and guidance for Suppliers on e-Trading and Exostar, including the key steps for the onboarding process, is available from the GOV.UK website:

<https://www.gov.uk/government/publications/mod-contracting-purchasing-and-finance-e-procurement-system/cpf-guidance-for-Suppliers>

Specific Exostar information, including potential costs, is available from the Exostar website: <https://www.exostar.com/>, along with the following (potential costs are calculated on the number & value of transactions that a supplier makes in Exostar):

Exostar Platform Subscription Terms and Conditions;

https://www.myexostar.com/?ht_kb=exostar-platform-subscription-terms-and-conditions

Exostar Platform Subscription Tier Calculator;

<https://www.myexostar.com/exostar-platform-subscription-tier-calculator/>

Note: Exostar is mandated and underpinned by the DEFCONS, the term “eTrading” used in MOD’s terms and conditions is a reference to the current eTrading supplier, currently Exostar. The importance of a named point of contact within a supplier being onboarded cannot be stressed enough, it is the failure of a supplier to respond to Exostar’s invites and test messages that cause Exostar to abandon and reject the connection set-up.

CP&F System Responsibilities

CP&F functions for the MOD user are accessed from allocated system responsibilities, which enhance system security and allows for the segregation of duties. The main responsibilities are;

- **Requirements Owner** - the Requirements Owner (RO) role includes Project Managers and iProcurement Users, and any other user responsible for raising the need for goods and services in the system.
 - They are responsible for raising requirements (and maintaining them i.e. dates, values, etc) in the system.
 - The role also involves receipting of received goods or services.
- **Commercial Officer** - the Commercial Officer (CO) role is known in CP&F as ‘Contract Manager’ and the ‘Buyer’;
 - They are responsible for using the system to create and manage contracts for inventory and non-inventory goods between MOD and Industry, manage contracts, provide commercial policy advice, improve supplier relations, and ensure approved requirements maximise Value for Money.
- **Finance Manager** - Finance Managers (FM) use the system to define and execute financial management policies and processes;
 - including those relating to in-year management and budgetary control,
 - financial planning and accounting,
 - governance and risk management,
 - financial approval and scrutiny, and
 - balance sheet reporting and controls.

The End-to-End CP&F Process (Steps 1-4)

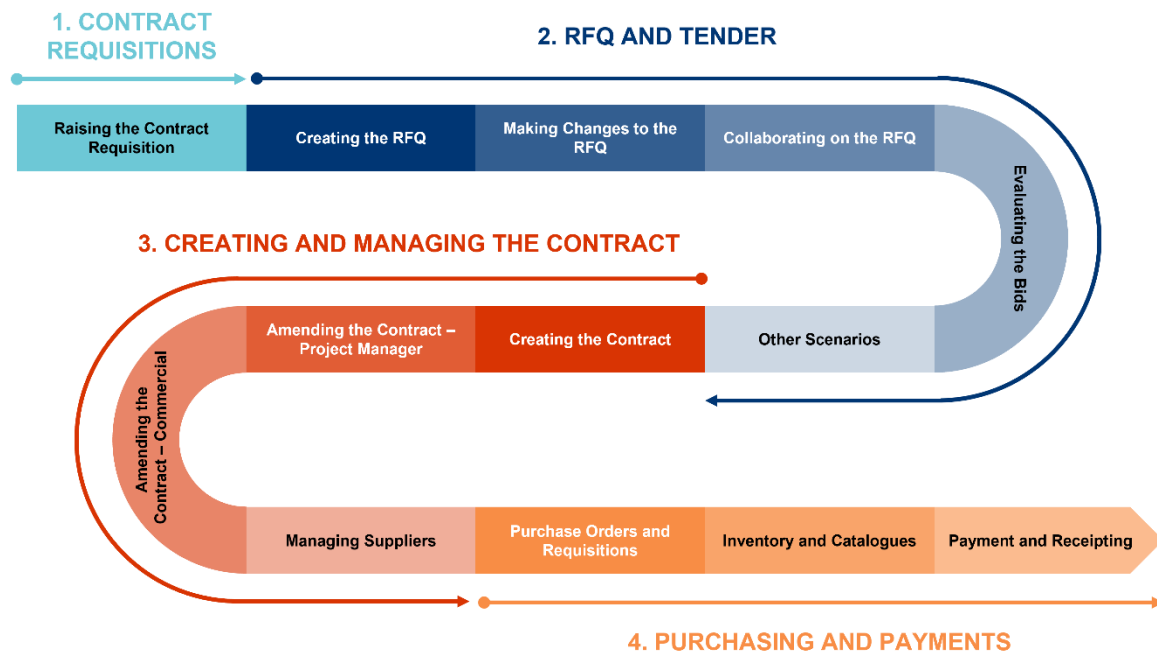


Figure 1: Snake Diagram of the CP&F 'End to End' Process



1. Contract Requisitions/Demand Capture

When a new contract is needed, a Requirements Officer (RO) creates a Contract Requisition (CR) on CP&F to start the process and ensure the planned contract start date is agreed with the Commercial Officer (CO), along with any activity to maintain the pipeline data.

Figure 2: Step 1 of the CP&F 'End to End' Process

2. RFQ and Tender

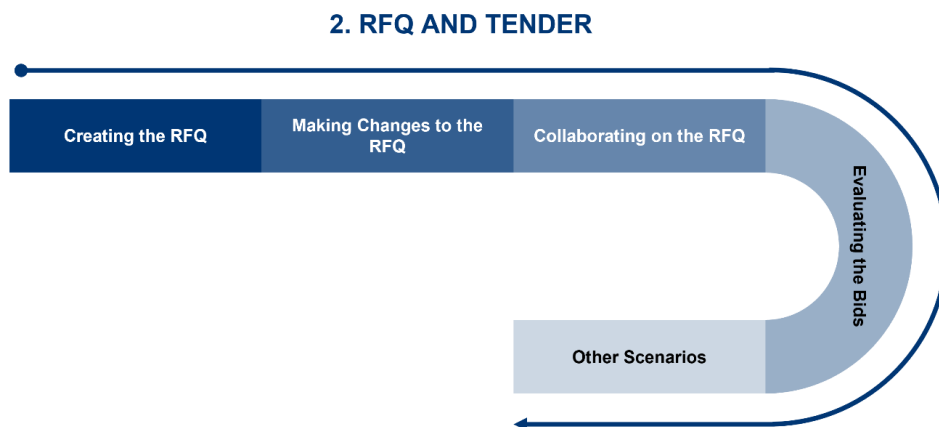


Figure 3: Step 2 of the CP&F 'End to End' Process

The CO will be notified that a CR has been submitted and again once approved by Finance. Once notified the CO can proceed in the drafting of the RFQ (Request For Quote) document. RFQ is the CP&F terminology for the ITT.

The ITT will be advertised and a copy available to view through DSP, by authorised users only. Suppliers must be registered in their own right in the supplier portal of the DSP to access tender information.

Suppliers

Depending on the procurement procedure, as outlined in the Procurement Act 2023 (PA23), Suppliers will also need to register on the Central Digital Platform (CDP) / Find a Tender Service (FTS) – irrespective of whether or not they had previously registered under the previous regime;

<https://www.gov.uk/government/publications/procurement-act-2023-short-guides/suppliers-how-to-register-your-organisation-and-first-administrator-on-find-a-tender-in-three-easy-steps-html>

Once Suppliers have been selected to be invited to tender, they are to be added to the draft ITT document. The CO should check that each Supplier has been onboarded to CP&F and if not initiate the process to request MOD Defence Business Services (DBS) to do so.

If the Supplier is new to trading with the MOD, then they would not need to be fully onboarded (i.e. setup to transact electronically using Exostar) at ITT stage. Instead, the Supplier would be set up as a 'Light' Supplier. A 'Light' Supplier will then need to be fully onboarded should they be awarded the Contract. If the Supplier is unsuccessful in the tender, they will still retain a record in CP&F as a 'Light' Supplier and can be assigned to future tendering opportunities across MOD.

If the Supplier has already been onboarded, they will show in the search area for them to be selected and added to the ITT.

Publishing

Having fully developed the draft ITT, with the assistance of members of the Collaboration Team, the CO will use the Validation function to identify any omissions before Publishing. The ITT can be published and sent to the Suppliers selected to be invited to tender – which will be conducted via the DSP: <https://contracts.mod.uk/esop/ogc-host/public/mod/web/login.html>

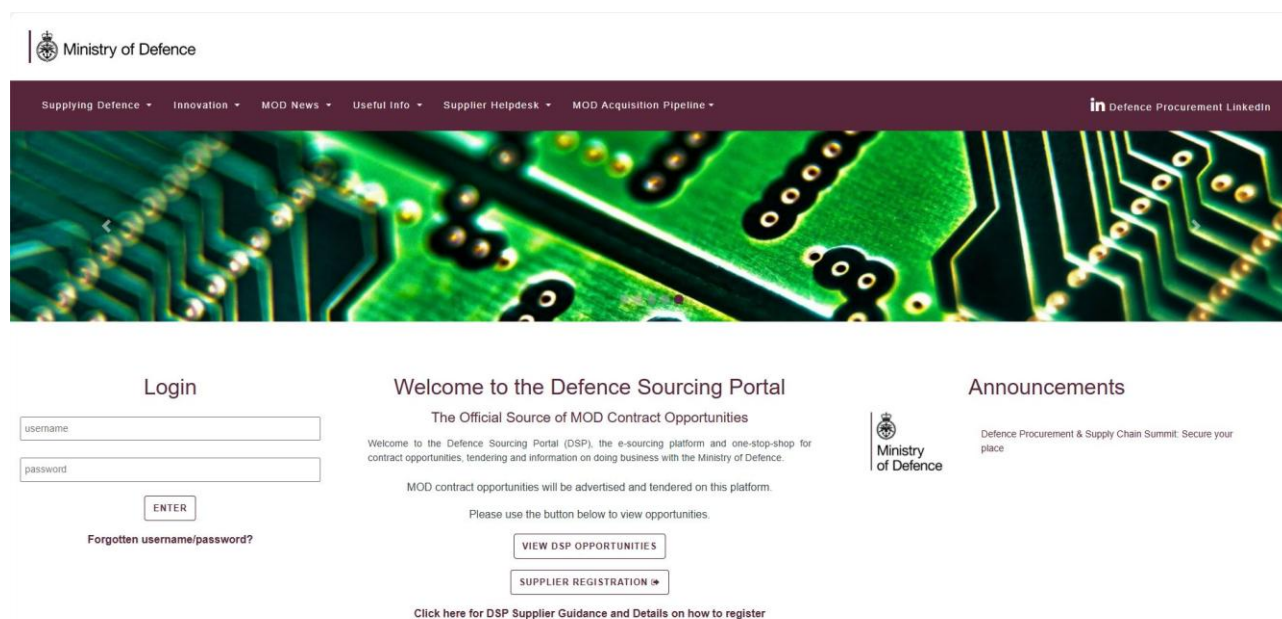


Figure 4: Image of Defence Sourcing Portal (DSP) Homepage

Contract Award

The evaluation of submitted tenders is conducted outside of the CP&F system, normally within the DSP, and conducted by the project team.

For competitive procurements, the use of Reverse Auctions must also be positively considered this is an online process where pre-selected suppliers bid against a published specification to provide goods or services, with the aim of achieving the best value for money.

These auctions are conducted outside of both CP&F and the Defence Sourcing Portal (DSP), but the results are recorded in CP&F once the auction is completed - your MOD Commercial Officer will contact you should auctions be utilised.

After the evaluation of the tenders, the Commercial Officer (CO) adds the quotes to CP&F to accurately reflect all supplier submissions that are received. This ensures that all tender information, including Reverse Auction outcomes, is properly documented and integrated into the procurement process. The DSP exports the tender evaluation and scores for all invited suppliers back into CP&F for complete audit purposes.

In addition, Scores and Ranks are also recorded to support the generation of Award Decision letters and the necessities of CP&F Management Information. The CO will complete internal MOD processes to record the award decision in CP&F contract file minutes.

An award document can be created in CP&F, by the CO, from the winning quote. This allows for the generation of the award debrief letters which are then distributed to Suppliers by traditional electronic methods, under the PA23 regulations, these are created and published through DSP.

After the standstill period, if there are no challenges, the contract award is completed in CP&F. The completion of the award creates the Parent Contract Purchase Agreement (CPA) which represents the Contract in CP&F. The eventual Commercial approval of the Parent CPA allows for the generation of the Offer of Contract letter which the CO will send to the Supplier.

3. Creating and Managing the Contract

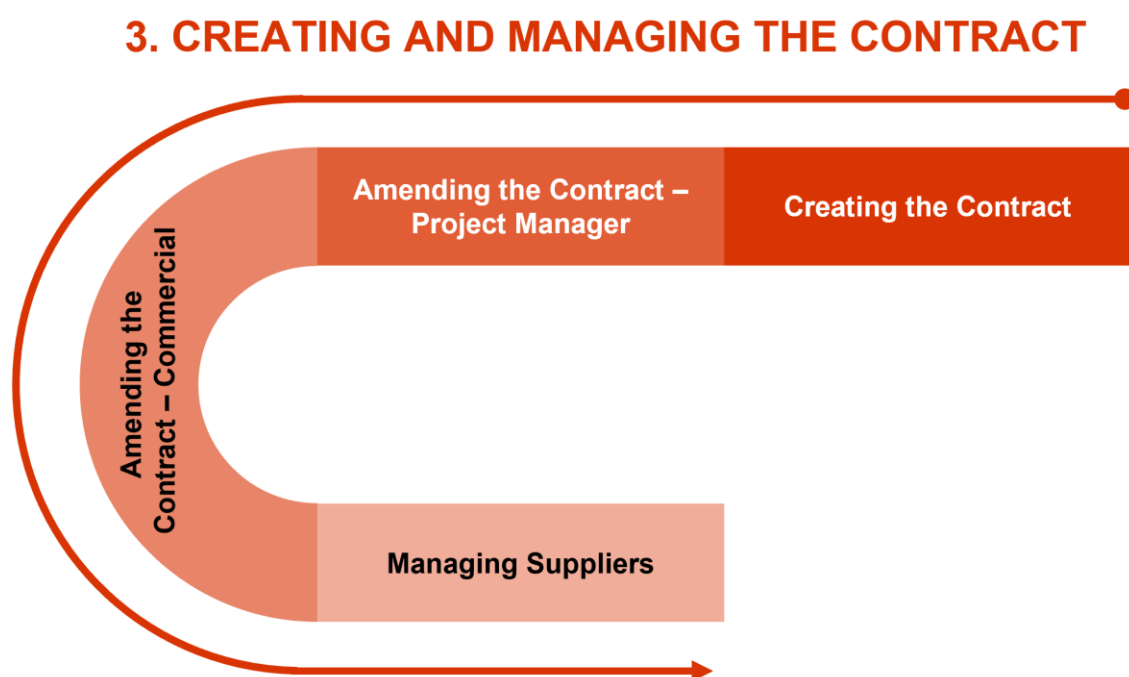


Figure 5: Step 3 of the CP&F 'End to End' Process

Parent Contract Purchase Agreement (CPA)

The Parent Contract Purchase Agreement (CPA), or 'Agreement', acts as the contract record within CP&F, containing key details such as the supplier (a supplier must be fully onboarded before contract award or any due and future contract payments will be rejected), contract value, active dates, and payment terms. Clauses (Terms and Conditions) and Deliverables (Contract Obligations) from the RFQ automatically transfer to the Parent CPA. After the contract is awarded, the CO updates the Deliverables to include agreed details like Key

Performance Indicators (KPIs), progression meetings, internal deliverables (e.g. monitoring Government Furnished Assets), or pricing schedules.

Once updated, the Parent CPA is submitted for Commercial approval, which is determined by the system settings of the Buyer (the CO). Once the Parent CPA has been commercially approved, Child Agreements (or Child CPA's) can be created, by the RO, to facilitate contract spend controls and ultimately contract payments against Purchase Orders (POs).

Note: The Parent CPA is assigned the same sequential number as the RFQ/ITT, which becomes the Contract number. This is currently an eight-digit number starting with a 7 (e.g. 70000560, with Child agreements following on with 70000560-1, etc).

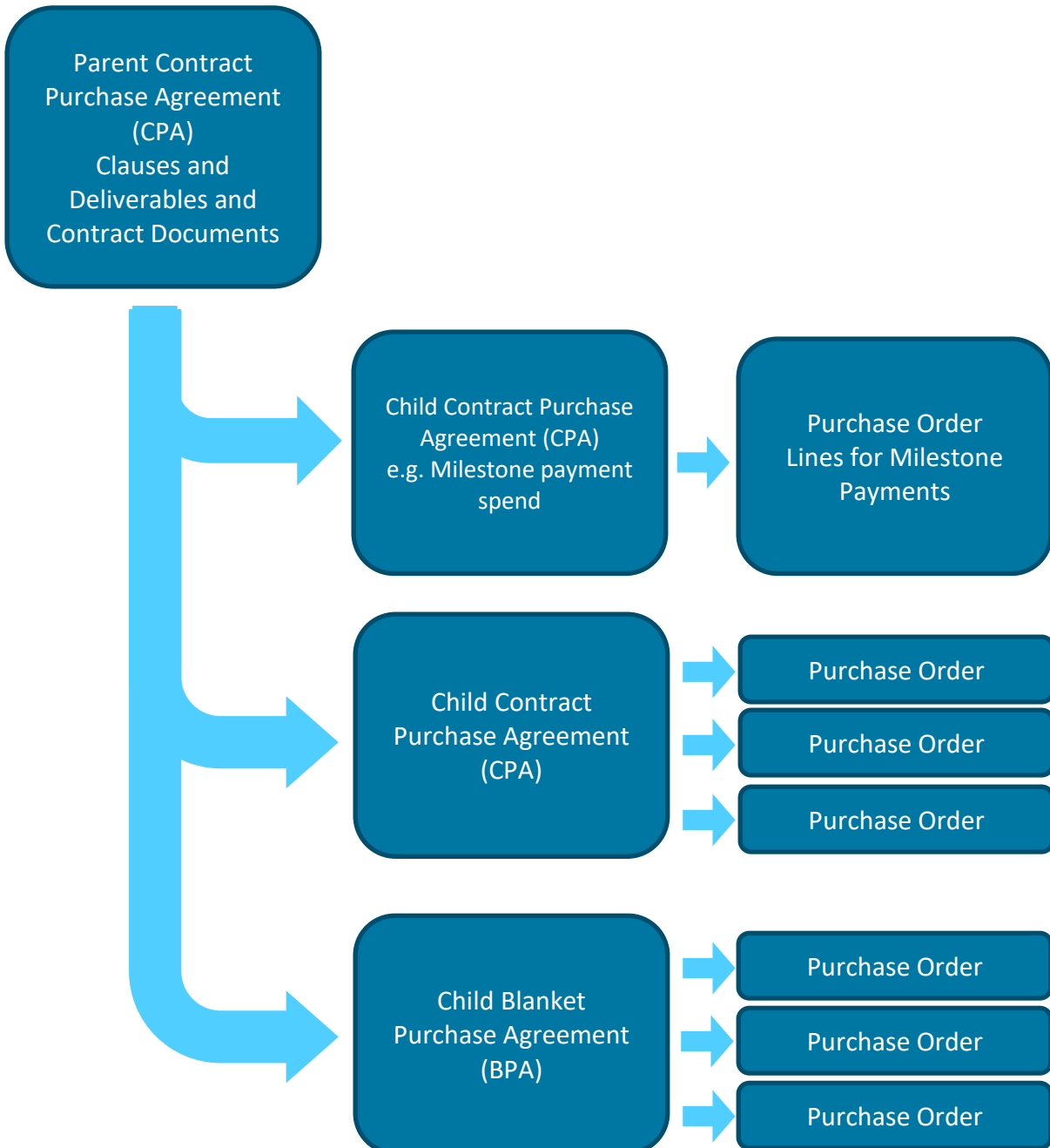
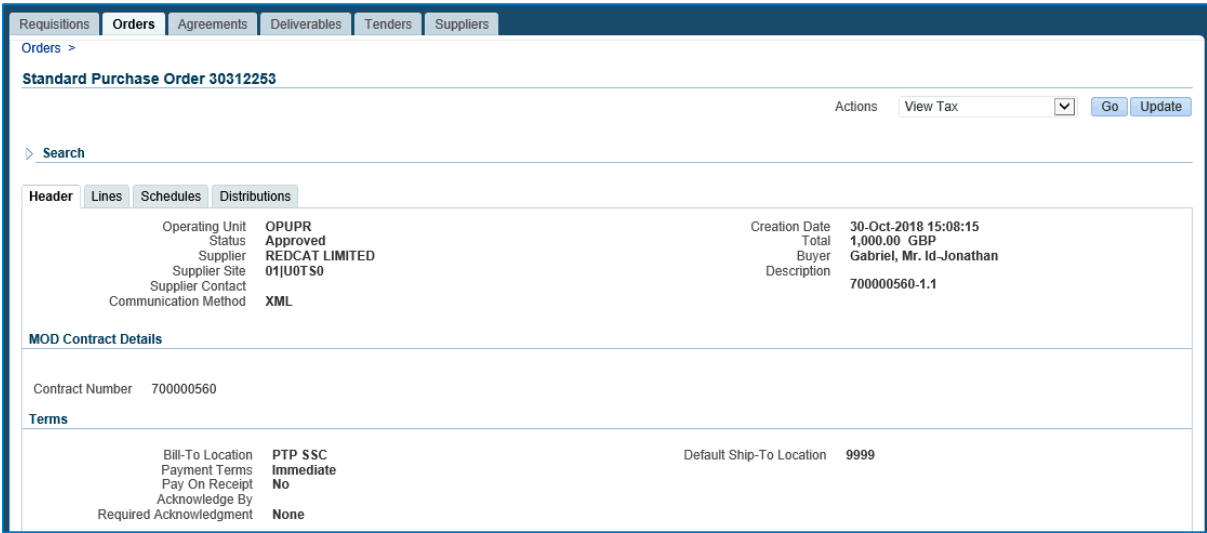


Figure 6: Diagram of the Parent & Child CPA and Purchase Order relationship

Contract Numbering

Purchase Orders (POs) raised against Child Agreements are assigned a sequential system number, currently an eight-digit number starting with a 3 (e.g. 30312253). The PO Description will also include the associated Child Agreement number as a prefix. For example, the first PO for milestone payments under Child CPA 700000560-1 will have the Description 700000560-1.1.



The screenshot shows a web interface for a Standard Purchase Order (PO) with the number 30312253. The interface includes a navigation bar with tabs for Requisitions, Orders, Agreements, Deliverables, Tenders, and Suppliers. Below the navigation bar, there are search and action buttons. The main content area is divided into sections: Header, MOD Contract Details, and Terms. The Header section contains fields for Operating Unit (OPUPR), Status (Approved), Supplier (REDCAT LIMITED), Supplier Site (01|UOTS0), Supplier Contact, Communication Method (XML), Creation Date (30-Oct-2018 15:08:15), Total (1,000.00 GBP), Buyer (Gabriel, Mr. Id-Jonathan), and Description (700000560-1.1). The MOD Contract Details section shows the Contract Number (700000560). The Terms section includes Bill-To Location, Payment Terms (Immediate), Pay On Receipt (No), Acknowledge By, Required Acknowledgment (None), and Default Ship-To Location (9999).

Header	Lines	Schedules	Distributions
Operating Unit	OPUPR		
Status	Approved		
Supplier	REDCAT LIMITED		
Supplier Site	01 UOTS0		
Supplier Contact			
Communication Method	XML		
Creation Date	30-Oct-2018 15:08:15		
Total	1,000.00 GBP		
Buyer	Gabriel, Mr. Id-Jonathan		
Description	700000560-1.1		

MOD Contract Details

Contract Number	700000560
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Terms

Bill-To Location	PTP SSC	Default Ship-To Location	9999
Payment Terms	Immediate		
Pay On Receipt	No		
Acknowledge By			
Required Acknowledgment	None		

Figure 7: Screenshot of a Standard Purchase Order as seen in CP&F

Matching

The CO must decide on the Matching setting for Child Agreements, which determines how invoices are matched to documents before payment is initiated. This setting applies to all Purchase Orders (POs) raised against the Child Agreement. The two Matching options are:

- **2-WAY Matching:** Payment is made by matching the invoice directly to the PO line, with no requirement for a Receipt.
- **3-WAY Matching:** Payment requires a Receipt in addition to the invoice and PO line. The Receipt is created by the MOD when the goods or services are received and meet the expected quality.

Why Use 2-Way Matching...? 2-Way matching is typically used for catalogue-based or repeatable requests where the goods or services are standardised, predictable, and low-risk. For example, when purchasing items from a pre-approved supplier catalogue or for recurring services with consistent specifications, the need for a Receipt is unnecessary. This streamlines the payment process, reduces administrative overhead, and ensures efficiency for straightforward transactions. With 2-way matching, there is no way to stop the payment as it will be processed automatically. If invoice is equal to or less than the line value of the PO, it will pass the verification and be paid.

By contrast, 3-Way matching is used for more complex or higher-risk procurements where verification of receipt and quality/quantity is essential before payment is authorised. It is a way of ensuring that a supplier when they submit an invoice, will be paid correctly for works completed, or items delivered. Use of 3-Way matching helps ensure work is carried out via the required standards and timescales in the contract. This can also be used to aid with Deliverables Management.

Deliverables Management

Each Deliverable set up on the Parent CPA will apply to either the Buyer Organisation (MOD) or the Supplier Organisation. An Internal Contact, Requester and, conditionally, Supplier Contact will be assigned. The Internal Contact will be, in most cases, the CO, with the Requester normally being the Project Manager. By assigning a Deliverable to individuals they can then access and update the Deliverable status accordingly. Escalation contacts for late Deliverables can be set up so that they are notified if the status has not been entered.

Notifications will be used to prompt the contacts to update the status of Deliverables. Supplier contacts will be emailed these notifications. As the Supplier is not able to update the Deliverable status directly to CP&F they are, as necessary, to inform the MOD of the status.

As these may be linked to payments, these should require 3-Way matching for receipting.

4. Purchasing and Payments

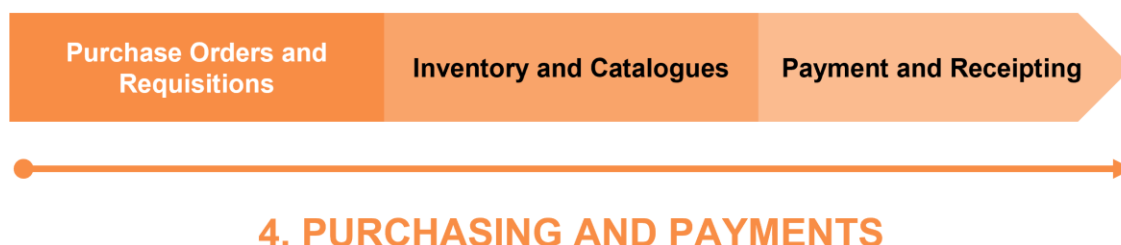


Figure 8: Step 4 of the CP&F 'End to End' Process

Purchase Requisitions

All purchases against contracts start as Purchase Requisitions, which differ from Contract Requisitions because the contract has already been created and approved, the type and settings of the Child Agreements determine how the Purchase Requisition is created:

- **Catalogue Purchase Requisitions:** Created by searching for Child BPA (Blanket Purchase Agreement) items and adding them to the iProcurement Shopping Cart. Search results can be sorted and compared. Some sensitive or restricted BPA items are only visible under the 'MOD Procurement Restricted' CP&F responsibility.
- **Non-Catalogue Purchase Requisitions:** Used for contracts where prices or delivery schedules are not defined at contract award, or for one-off orders like milestone payments. These requisitions reference the Child CPA and are added to the Shopping Cart using a Smart Form template with predefined data, if available.

- **Approved Inventory Purchase Requisitions:** Automatically created and interfaced from Inventory Management Systems, referencing the Inventory Child BPA.

Purchase Orders (PO's)

Once the Purchase Requisition is financially approved then the Purchase Order can be created. As previously mentioned, PO's raised against Child Agreements are assigned a sequential eight-digit system number, starting with a 3 (e.g. 30312253) and the PO Description will also include the associated Child Agreement number as a prefix.

Once the PO has been updated it is to be submitted for Commercial approval.

Remember you should not commence work until a PO has been received in Exostar.

Exostar Purchase Order (details & comparison with CP&F)

This chapter demonstrates how a PO appears on Exostar, giving the opportunity to highlight the relationship between PO details on both systems. Occasionally Purchase Orders cannot be found in Exostar because they fail in the interface. If a PO is in an approved state but is not visible in Exostar it may require a revision to communicate the information across the two systems. The most common reason for this is because the need by date from the requisition became a date in the past at the time the PO was created.

Exostar – Discrete Order Details

The Exostar Purchase Order Discrete Order Screen is shown for comparison with the CP&F Purchase Order data.

Note: some of the information is transferred from standing data within CP&F and is not shown on the CP&F Purchase Order. Blank fields or those not used are not described. Where the same field is displayed on numerous screens the description in this guide may not be repeated.

Discrete Order Search / Discrete Order List / Details

- Discrete Order Details

Order No.:	30406744	Ship To Address:	Ship To Address
Release Number:		Ship To Company:	DBA PtP
Rev. No.:	0	Requestor Name:	Pea, Miss. Jo
Order Created:	2018-10-04	Requestor UIN:	D1330A
Change Order Date:	2018-10-04	Requestor Fax:	
Header Last Modified:	2018-10-22	NCAGE:	U1DC0
Order Status:	Accepted	Supplier Message:	None
Sender:	J30 Commercial Navy - HOCS	Supplier Address:	Supplier Address
Buyer Address:	Buyer Address	Supplier Company:	SERVICES LTD
Buyer Fax:		Supplier Contact:	
Buyer Name:	Mcme Mr. Des	Terms of Delivery:	
Buyer Phone:	N/A	Payment Terms:	Immediate
Buyer Message:	None	Contract No.:	700000123
Supplier Ref No.:		Original Purchase Order:	
Bill To Address:	Bill To Address	Total Order Amt:	1,398,415.96
Bill To Contact:		View History:	View All History
Bill To Name:	MOD DBS Billing		

Order Details Shipment Info Invoice Info

- Discrete Order Schedules - Page 1 of 1; 1 Records, 1 Selected Full Print Summary Print State: All (1) Filter

Int. Line No.	Line/Ship	Status	Buyer Item No.	Item Description
10,001	1/1	Accepted	N/A	First payment to contract number 700000123-1, generated from contract requisition number 60419125

Figure 9: Screenshot of Exostar Discrete Order Details and Schedules

Field	Description	Relationship with CP&F Purchase Order
Order No	The CP&F sequentially generated Purchase Order number	Can be described as Order or Standard Purchase Order
Release No	Blank	Not used in CP&F
Rev No	The Revision number. This will be incrementally updated when the Purchase Order is updated in CP&F and requires reapproval.	Correlation with Rev The updated Purchase Order in CP&F will not be interfaced until commercially reapproved
Order Created	The date that the latest revision of the Purchase Order has been Commercially approved. i.e. the date that the Purchase Order has been transferred / interfaced into Exostar.	Will either correlate to the Approval Date or the Cancellation Date
Change Order Date	The date that the Purchase Order has been created in CP&F	Will correlate to the Order Date
Header Last Modified	The date that the Purchase Order has been updated in Exostar	Not transferred directly to CP&F
Order Status	The status of the Purchase Order in Exostar New Updated Supplier Rejected Acknowledged with Exceptions Accepted Archived Closed Cancelled	Not transferred directly to CP&F

Field	Description	Relationship with CP&F Purchase Order
Buyer Name	The Commercial Officer responsible for the Purchase Order	Direct correlation with Buyer
Bill To Name	Default of MOD DBS Billing	Direct correlation with Bill-To
Ship To Company	The Purchase Order Header Ship To Location	Direct correlation to Default Ship-To Location
Requester Name	The Requester – the CP&F user responsible for the Purchase Requisition	Direct correlation with the Requester on the Purchase Requisition associated with the Purchase Order line
NCAGE	Supplier's NCAGE	Correlates to the NCAGE element of the Site
Supplier Company	The Supplier for the Purchase Order	Direct correlation with Supplier
Contract No	The Contract / Parent CPA number	Direct correlation to Contract Number
Total Order Amt	The total value of the Purchase Order excluding VAT	Direct correlation with Total
View History	Hyperlinks to system history of the Purchase Order in Exostar	Not transferred directly to CP&F

Inventory Purchase Orders

Inventory System Orders are imported into CP&F as approved Purchase Requisition documents and then automatically converted into Inventory Purchase Orders. The automatically created Inventory Purchase Order will typically be automatically approved and transmitted to the Supplier.

An Inventory Management System is entered into the Source System field. This is necessary so that the URRRI (Unique Receipt Reference Identifier) is generated. The URRRI produced by CP&F for Inventory Orders is an alphanumeric sequence that links the delivered Inventory items to the Purchase Order.

Once the Inventory Requisition is approved, the Purchase Order is then created, the MOD Inventory Stores Order Information on the Purchase Order Header replicates the data that has been entered into the Requisition.

Tax in CP&F

CP&F uses a Tax Engine to determine the correct VAT rate for purchases based on pre-defined rules linked to product and service categorisation – 'United Nations Standard Products and Services Code' (UNSPSC). The Tax Engine considers factors such as categorisation, place of supply, supplier location, and whether the purchase is for goods or services.

The 'Product Category' field indicates one of the following tax treatments/rates:

- STANDARD: Standard VAT rate of 20%
- ZERO: Zero-rated supply (e.g., most ships/aircraft purchases)
- REDUCED: Reduced VAT rate of 5%
- EXEMPT: VAT-exempt supply
- OUT OF SCOPE: Outside the scope of UK VAT
- COSVAT: Contracted-out service eligible for VAT recovery
- R: Linked to an onward business supply by the MOD

The Tax Engine calculates the final VAT code using the following data elements:

Category Code (UNSPSC) + Product Category + Delivery Address + Supplier Location = VAT Code

CP&F Product Category	MOD VAT Codes		
	Place of supply = UK	Place of Supply = EU	Place of Supply = outside the EU
STANDARD	F1	E1	U1
ZERO	F0	E0	U0
REDUCED	F3	E3	U3
EXEMPT	X0		
OUT OF SCOPE	Z0	Z0	Z0
COSVAT	C1	J1	K1
R	R1		

Contract Amendments

The contract amendment process will require a Contract Amendment Requisition to be raised by the RO, in consultation with the CO, as only MOD can offer an amendment to the contract, not a supplier. This ensures that the information is captured for the purposes of MI and the CP&F Forward Contract Workplan. Only amendment requisitions that incur an increase in finance will need financial approval. The Commercial Officer will receive notifications and initiate the contract amendment discussions with the Supplier. Where there are several required changes, as identified on several amendment requisitions, these can be rolled up into one contract amendment. Once the contract amendments have been agreed the CO will update the Parent CPA in accordance and link the amendment requisitions. Having updated the Parent CPA, it will require commercial reapproval and additionally finance approval where there has been a financial increase.

Legacy Contracts

Invitations to Tender (ITTs) and contracts are now developed within CP&F, however, contracts created either before its introduction, were either manually loaded into CP&F as Parent Contract Agreements or migrated from previous systems, i.e. P2P (Purchase 2 Payment). As a result, there are differences in numbering and structure between these 'legacy' contracts and those created in CP&F.

Legacy contracts were historically assigned locally controlled numbers, often including the team, Operating Centre, or name, followed by a sequential number. These contracts were created offline and manually entered into CP&F. PO's for legacy contracts also differ to those created in P2P were assigned a seven-digit number starting with a 1 (e.g., 1465625).

Inventory PO's, previously managed as Blanket Releases in legacy systems (such as P2P), were migrated into CP&F as POs using the BPA number followed by a sequential number.

Creating Receipts for Goods and Services

For 3-way matched Purchase Order Schedule lines, as goods or services are satisfactorily received, a MOD CP&F user will create a receipt. The receipt quantity is to be in accordance with the actual quantity delivered and acceptable for payment. As such, there may be instances where partial receipts or over receipts are to be created, please refer to the Receipting section from earlier in this guide for more information.

For Inventory deliveries, an Inventory receipt will be interfaced into CP&F from the Warehouse Management System.

Invoices

Submission

For submitting invoices, follow the instructions in the Exostar guidance; SCP-MOD_QRG_Invoices_Supplier; https://www.myexostar.com/wp-content/uploads/2022/08/SCP-MOD_QRG_Invoices_Supplier.pdf

MOD also asks that care is taken when submitting invoices (especially where multiple invoices are concerned) with the GAX code – this is the UK Government Contractor Code specifically for MOD, which is a seven-digit code used by suppliers to invoice MOD and consists of a 5-digit contractor code and a 2-digit site code – as incorrect codes can result in the invoice being rejected – please see Annex B for a common example of this.

Invoices on Hold

All MOD contracts must comply with the Late Payment of Commercial Debts (Interest) Act 1998 (<https://www.legislation.gov.uk/ukpga/1998/20/contents>), therefore MOD must ensure that contracts comply with the Procurement Act 2023, which mandates payment of undisputed invoices within 30 calendar days, plus ensure that contracts comply with the Late Payment of Commercial Debts (Interest) Act 1998, which mandates statutory interest on debts unpaid beyond 30 calendar days.

Supplier invoices that have been interfaced into CP&F from Exostar will be matched against the PO and, if required, the receipt. If there is any mismatch, then the Invoice will be placed on hold and will not progress to initiate payment. The mismatch may result from price differences or quantity variations in invoices or receipts. The MOD progresses invoice holds within individual Commercial Teams to progress payments and identify problems. All on hold invoices are managed accordingly by DBS.

Automated notifications are generated within CP&F to notify MOD's CP&F users (be they requestors, COs or finance managers) of invoice holds. Reports of invoices on hold are not routinely sent to Suppliers.

If you have outstanding invoices which are delayed and you are not receiving payment, please contact the MOD Commercial Team responsible for the management of the contract and request them to investigate. The clock will start when a "valid" invoice is submitted to MOD for payment. Such examples as detailed above (about 2- and 3-way matching) demonstrate that just because an invoice has been submitted that it does not automatically mean payment.

Annex A – Links to Exostar and HMRC Support Materials

Exostar Guidance Documents

Guide	Description
SCP-MOD Supplier – Get Started	Supplier: How to get started and navigate SCP-MOD platform https://www.myexostar.com/wp-content/uploads/2022/08/SCP-MOD_Get-Started_Supplier-Guide.pdf
SCP-MOD Supplier – Invoices;	Supplier: How to create and manage invoices https://www.myexostar.com/wp-content/uploads/2022/08/SCP-MOD_QRG_Invoices_Supplier.pdf
SCP-MOD Supplier – ePurchase Orders	Supplier: How to respond to ePurchase test orders https://www.myexostar.com/wp-content/uploads/2022/08/SCP-MOD-QRG_ePurchase-Order_Supplier.pdf
SCP-MOD Supplier – Orders	Supplier: How to create and manage discrete orders https://www.myexostar.com/wp-content/uploads/2022/08/SCP-MOD_QRG_Orders_Supplier.pdf
SCP-MOD Supplier – Setup Preferences	Supplier: How to setup your preferences https://www.myexostar.com/wp-content/uploads/2022/08/SCP-MOD-Setup-Preferences.pdf
SCP-MOD Supplier – Shipments	Supplier: How to create shipments and print shipping labels https://www.myexostar.com/wp-content/uploads/2022/08/SCP-MOD-QRG_Shipments_Supplier.pdf
Invoice Template Help	Supplier: Overview of Invoice Upload Template process https://www.myexostar.com/wp-content/uploads/2022/08/SCP-MOD_Invoice_Template_Supplier.pdf
Upload and Download	Supplier: Overview of Upload/Download feature https://www.myexostar.com/wp-content/uploads/2022/08/SCP-MOD-QRG_Upload-Download.pdf

Exostar Platform Subscription Terms and Conditions;

https://www.myexostar.com/?ht_kb=exostar-platform-subscription-terms-and-conditions

Exostar Platform Subscription Tier Calculator; <https://www.myexostar.com/exostar-platform-subscription-tier-calculator/>

Exostar Ministry of Defence (MOD) page: <https://www.myexostar.com/knowledge-base/ministry-of-defence-mod/#exostar-services>

Exostar Ministry of Defence (MOD) Supply Chain Platform (SCP) MOD-SCP ‘Getting Started’ page: <https://www.myexostar.com/knowledge-base/mod-scp-get-started/>

Exostar Ministry of Defence (MOD) SCP-MOD Training Resources page:

https://www.myexostar.com/?ht_kb=scp-mod-training-resources

Exostar Support page: <https://www.myexostar.com/contact-support/>

Other support can be found here:

HM Revenue & Customs (HMRC)

<https://www.gov.uk/government/organisations/hm-revenue-customs>

Annex B - Learning From Experience (LFE) and Frequently Asked Questions (FAQs)

1. What can a supplier do if they have accidentally cancelled a Purchase Order?

Contact the MoD representative for that contract, explain what has happened and ask that they (MOD) make a change to the Order which should prompt it to send it to through to Exostar again.

2. What happens if a supplier accidentally submits an invoice with an incorrect GAX code

Invoices have been rejected where the wrong GAX Code has been used, most commonly when multiple invoices have been submitted – this has happened when the GAX code was meant to be ‘copied & pasted’ into a table, however the code appeared to have been ‘dragged and dropped’ instead, which led to the final digit of the GAX increasing by one into each field e.g. XX54321 becoming XX54322; XX54323, XX54324, etc.

This meant the invoices had to be rejected, unnecessarily creating more work for both the supplier and MOD.

3. Why can't I see the Purchase Order in Exostar?

Quite often this is because the wrong person is logging in to find a Purchase Order or are under the wrong account (if they have multiple companies or sites). So, ensure the correct person is logging into the correct Exostar account.

**If you have any suitable additions for this page, please email us the details:
Defence Commercial Systems & Guidance; DefComrcl-SystemsGuidance@mod.gov.uk**

Glossary

A glossary of terms has been included to assist in understanding when in dialogue with the MOD. Not all the terms listed have been referred to within this document as they may be contract specific.

CP&F Terminology	Definition
Abstract & Forms	A mandatory section within the RFQ which allows Commercial Officers to capture a host of information on the Tendering Activities, from Procurement Strategies through to Contract Award and subsequent contract management tasks.
Agreement	Standard Oracle terminology for a Contract.
Amendment Requisition	An Amendment Requisition is designed to capture the need to formally amend a Contract.
Approver	Users who provide document approval required to proceed at specific points in the procurement cycle.
Award	The Award document created against an RFQ is used to award the Contract to the winning Supplier, following the scores being entered and locked within the RFQ. This action will not generate an Agreement until the Award is completed; however, it will allow the user to create system-generated Decision Letters for suppliers.
BLB	Basic Level Budget – MOD accounting grouping below Management Group (MG) level.
Buyer	The MOD Commercial Officer or Contract Manager.
Buyer's Work Centre	The suite of functions in CP&F used by Commercial Officers to access RFQs (Tenders), Agreements and Purchase Orders.
Catalogue Load Template	A template used to load catalogue items onto CP&F.
Child Agreements	Agreements which are linked to the Parent Contract Purchase Agreement (CPA) to allocate spend to elements of the contract. These can be Child BPAs or Child CPAs.
Child BPA	Child Blanket Purchase Agreement. Allows for repeatable purchases with differing quantities and delivery schedules. Child BPAs are also referred to as Catalogues. Inventory contracts will commonly be created as Child BPAs which facilitates the interface from Inventory Management Systems.
Child CPA	Child Contract Purchase Agreement. Represents a component of contract spend where prices are agreed with the Supplier at point of need.
COA	Chart of Accounts - hierarchy on which approvals in CP&F are based. This is based on an individual's Commercial or Financial delegation.
Collaboration Team	The group of individuals that the Buyer will give access to view or modify the tender before it is issued, and to manage the contract once placed. This should always include Project Managers and other Commercial Officers but can also include Subject Matter Experts E.g. Quality Assurance.
Commercial Officer/ Contract Manager	Individuals who conduct contractual transactions between MOD and Industry, manage Contracts, provide commercial policy advice, improve Supplier relations and ensure approved requirements maximise Value for Money. These terms are used interchangeably throughout CP&F related documents, alongside 'Buyer' and 'Designated Officer'.
Complex Contract	A contract consisting of a Parent CPA and more than one Child Agreement.

CP&F Terminology	Definition
Contract File Minutes	A record of formal discussions, decisions and outcomes including updates on correspondence and activities of both MOD and the Supplier.
Contract Requisition	Record of future requirements. Required to initiate contract tendering activity and is raised by the Project Manager or Requirement Owner once a requirement is identified.
Contract Terms	Section in CP&F where the terms and conditions of a contract are drafted.
Contractual Deliverable	Obligations (drafted in CP&F) on either party (MOD/Supplier) after the contract award.
Contributor	An individual added to a Contract Requisition to allow them to review the content of, and provide additional information to, the Requisition to ensure the accuracy of Management Information in the Forward Contract Workplan.
DBS	Defence Business Services.
Demand Capture	Demand Capture is the point at which the need for a requirement to be satisfied is raised in the form of a Contract Requisition.
Exostar	The system used by Suppliers to raise invoices against Purchase Order Schedule lines, which then transfer into CP&F.
FCW	Forward Contract Workplan – a report of all upcoming and potential upcoming contracts, used by MOD to plan future resource and budget requirements.
Finance Manager	Individuals who define and execute, financial approval and scrutiny in CP&F. May also be referred to as ‘Budget Manager’, ‘Accounting Operations’, ‘Resource Manager’ or ‘In Year Manager’.
Frameworks	An agreement between MOD and the Supplier detailing the overarching terms and conditions against which MOD may place orders or tasks (‘call-offs’) for supplier deliverables.
GFA	Government Furnished Assets - a generic term for any MOD asset such as equipment, information or resources issued or made available to the Supplier in connection with the Contract by, or on behalf of, the Authority. GFA consists of: Government Furnished Equipment (GFE), Government Furnished Resource (GFR), Government Furnished Information (GFI) and Government Furnished Facilities (GFF). GFA must be recorded against the contract in the form of Contractual Deliverables.
Informational Content Zone	A zone that can be set up to return specific information following a search in iProcurement.
HMRC	HM Revenue & Customs
Internal Deliverable	Deliverables that apply to MOD, rather than Suppliers.
iProcurement User	The responsibility used by non-commercial staff to raise and manage purchase / contract / amendment requisitions, view catalogues and receipt for purchased items.
ITT	Invitation To Tender – The contractual documentation sent to Suppliers via the DSP, which is called a Request For Quotation (RFQ) in CP&F.
KPI	Key Performance Indicators – A Deliverable type that can be monitored based on a Supplier’s performance.
Light Supplier On-Boarding	The DBS process to load basic information onto CP&F for a Supplier that has taken part in a tender, prior to contract award.
MAT	Most Advantageous Tender – a weighted method for evaluating tenders.

CP&F Terminology	Definition
MG	Management Group - a level within the Chart of Accounts
MI	Management Information – used in reports from CP&F data.
MOD Construction Industry Scheme Form	The MOD Construction Industry Scheme Form section looks to capture details on Suppliers/Sub-Contractors for MOD Contracts which contain elements of Construction work, even if this only a minor activity in support of the main requirement.
MOD Issues Management Form	The MOD Issues Management Form is for the recording and management of any issues against the contract.
Negotiation Deliverable	Deliverable before contract placement.
Obligations	Contract Deliverables / commitments that need to be fulfilled by parties entering into the contract.
Obligations Matrix	Formed from Deliverables, whether default or custom to the Contract.
Online Discussions	Functionality within CP&F which can be used to replace emails between the Collaboration Team and can be used to capture auditable information on the contract.
P9/S9	Finance codes for Procurement and Support.
Parent CPA	Parent Contract Purchase Agreement. Represents the contract document in CP&F
PO	Purchase Order – created from a Purchase Requisition, authority for the Supplier to proceed. It is then used for invoicing, receipting and payment.
PSQ	Preliminary Supplier Questionnaire: A questionnaire completed on the Defence Sourcing Portal (DSP) to assess whether a company is suitable to contract with the MOD. This process reflects the updated terminology and requirements introduced under the Procurement Act 2023.
Purchase Requisition	Request for items to be purchased, which will be turned into a Purchase Order (PO).
RFQ	Request For Quotation – a document in CP&F used for the development of the ITT documentation.
Scoring Team	A team of Subject Matter Experts that would evaluate ITT returns using a pre-determined scoring method.
Smart Form	Smart Forms are electronic templates within CP&F, for use with purchase and contract requisitions.
SME	Subject Matter Expert. For example, Technical Engineer, Quality Assurance, Safety, who can be added to the RFQ as part of the Collaboration Team
SMEs	Small and Medium Sized Enterprises – companies of between 50 - 250 employees (or with a turnover of between £10M - £50M).
Surrogate Bid / Quote	This is a quote entered by a Commercial Officer on behalf of a Supplier once the Suppliers tender has been received via the Tender Board.
TLB	Top Level Budget – a level within MOD’s Chart of Accounts
UIN	Unit Identification Number - a level within the Chart of Accounts
UNSPSC	United Nations Standard Products and Services Code - The UNSPSC is used in CP&F and categorises the requirement type.
URRI	Unique Receipt Reference Identifier
Wet Signature	A physical signature by pen, not digital.