Supplier Verification Checklist

A new supplier should be checked before the first order, and most of the checks take only a few minutes with public registers. Use this checklist for every supplier you have not worked with before.

1. The company exists

- [ ] The company is in the official company register of its country, with the same name and number as on the quote.
- [ ] The VAT number is valid in VIES, the European Commission's VAT number check, and the name matches.
- [ ] The registered address matches the address on the quote and the website.
- [ ] The company has been registered for a period that fits the size of the order you plan to place.

2. The contact is real

- [ ] The email address uses the company's own domain, not a free email service.
- [ ] The phone number on the quote matches the one on the company's website or in the register.
- [ ] You have spoken to a named person, and you know their role at the company.

3. Certificates hold up

- [ ] Certificates such as FSC, PEFC or ISO are valid on the date of the order.
- [ ] FSC and PEFC certificates are found in the public certificate databases of those schemes.
- [ ] The company name on the certificate is the same as the company you buy from.
- [ ] The certificate covers the products or sites that will make your order.

4. The supplier can deliver

- [ ] The supplier has made similar products and can show examples or references.
- [ ] You have received a sample or a proof when quality or colour is critical.
- [ ] The lead time fits your deadline, including transport and any proof rounds.
- [ ] Insurance, warranty and how complaints are handled are stated in writing.

5. Payment is safe

- [ ] The bank account on the invoice belongs to the company you ordered from.
- [ ] Any change of bank details is confirmed by phone, on a number you already had, before you pay.
- [ ] Large prepayments are avoided with a new supplier, or split against milestones.
- [ ] The invoice shows the correct VAT treatment for a sale between two businesses.

6. Warning signs

- Pressure to pay quickly, or to pay a different account than the one on earlier invoices.
- A price that is far below every other quote without a clear reason.
- Certificates that cannot be found in the public database of the scheme.
- A website or email domain that was set up very recently or does not match the company name.

> On Flobid every supplier's VAT number is checked against VIES, and the Verified badge also means Flobid checked the company register and reviewed the documents. The verification page explains exactly what each badge covers.
