NHS Shared Business Services eInvoicing Information Guide for Suppliers

NHS SBS has partnered with Tradeshift to enable us to move from paper based operations to electronic invoicing. This is a significant development that has the potential to change the way invoicing is managed within the NHS. This new way of working has many advantages which we're confident you will start to quickly benefit from.

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Benefits for You

The Tradeshift platform is the ideal invoicing solution for all suppliers, regardless of size or offering. It is free for suppliers, simple to use and offers a multitude of benefits. The platform is based on the principles of business to business networking, where suppliers can create a simple profile, insert their template information and start submitting invoices straight away!

Easy setup
- Sign up is quick and simple
- Large suppliers can choose from a variety of seamless integration methods with their existing financial systems

Free to use
- No setup fees, transaction fees or service charges
- Invoice other customers through the Tradeshift network at no additional charge

Direct monitoring and communication
- Receive confirmation of invoice receipt by the NHS SBS oracle system
- Monitor individual invoice progression with daily status updates advising when an invoice has been received, approved, disputed and paid
- Access reports within Tradeshift of all of your invoices and credit notes that have been sent through Tradeshift

Instant validation
- Upfront validation rules ensure invoices contain all required data before submission, reducing likelihood of returned invoices due to missing information
    Reduce business costs
- Eliminate printing and postage costs associated with submitting paper invoices
- Reduce time spent calling NHS SBS or NHS Organisation confirming invoice has been received

Methods of Sending

There are two ways in which you can send invoices via Tradeshift.
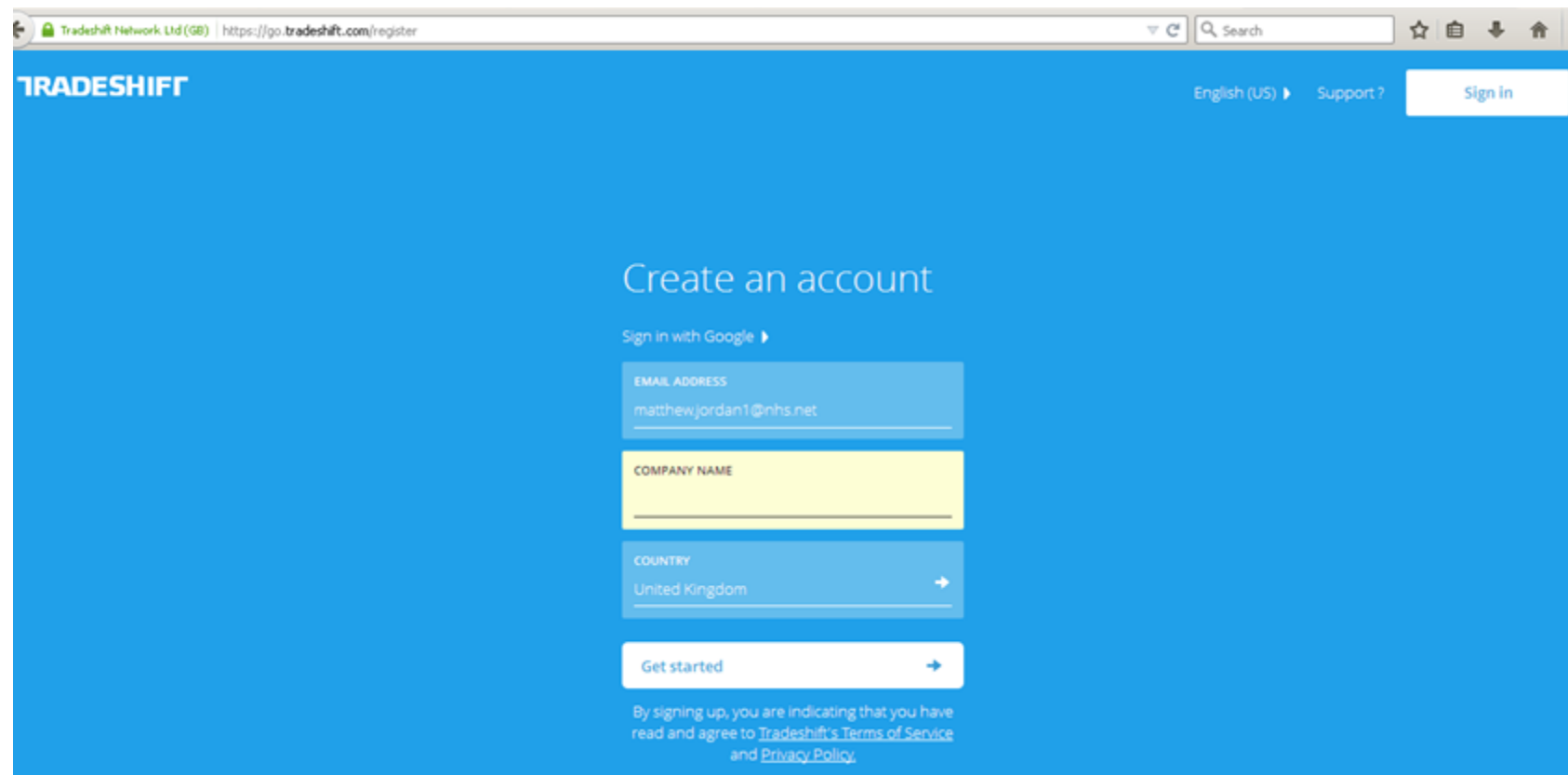
- One is the '**Portal'** method, as detailed within this guide. On which you can input your invoice directly onto the Tradeshift website.

- The other method is to '**Integrate**'. In this instance invoice data is exported from your accounting system and uploaded onto a server provided by Tradeshift. The data is then mapped to produce an electronic invoice. This method is more appropriate for large volume suppliers. Tradeshift and NHS SBS will work with you and your IT department to implement.

- There is also the option to Autocomplete From Document – this is generally used where you create your own invoices already. However, we are moving away from this, and are finding using Tradeshift to produce a "Cover Page" like document, which works just as well, and can be faster. There is a guide for this at the end of the document, in the appendix

Account Creation and Set-up

1. The first step is to visit https://go.tradeshift.com/register and fill in your details.

   We recommend that for Company Name you use the name that NHS SBS uses for you. This can be found on the top left of any Remittance Advice we have sent you.

   You then receive an email to confirm the email address entered. Please click the button in the email and choose a password to use with your Tradeshift account.

2. Once you are registered on Tradeshift, you need to connect to the NHS organisation you wish to send invoices to. To do this, go to 'Network' on the left and go the 'My Network' tab and search for the organisation you want to connect to, if you receive the message 'No companies matching your search. No Problem you can just invite some company!', then it means that this organisation is not currently in your network and you will need to connect to them. Please note that all NHS SBS client organisations will show on Tradeshift in capital letters with their three digit organistion code in brackets e.g NHS NENE CCG (04G), with the NHS Shared Business Services logo.
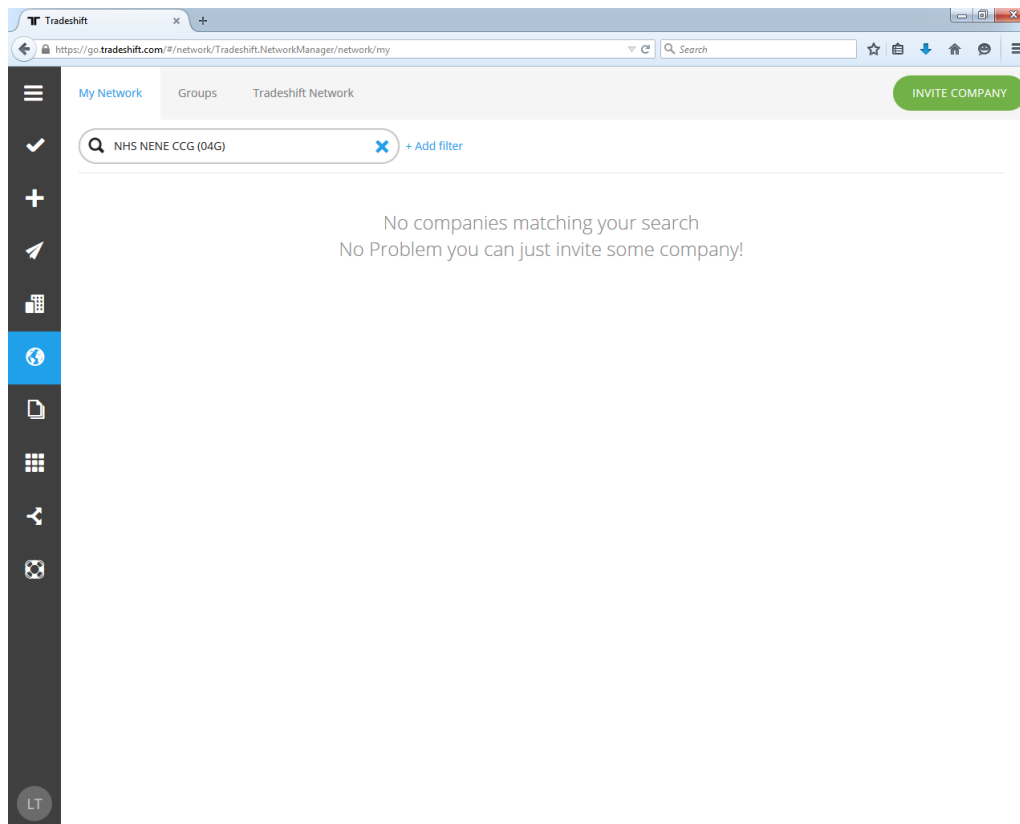
To connect to an organistion first click on the 'Tradeshift Network' tab and search again, you will need to hit 'Enter' on your keyboard to start the search.
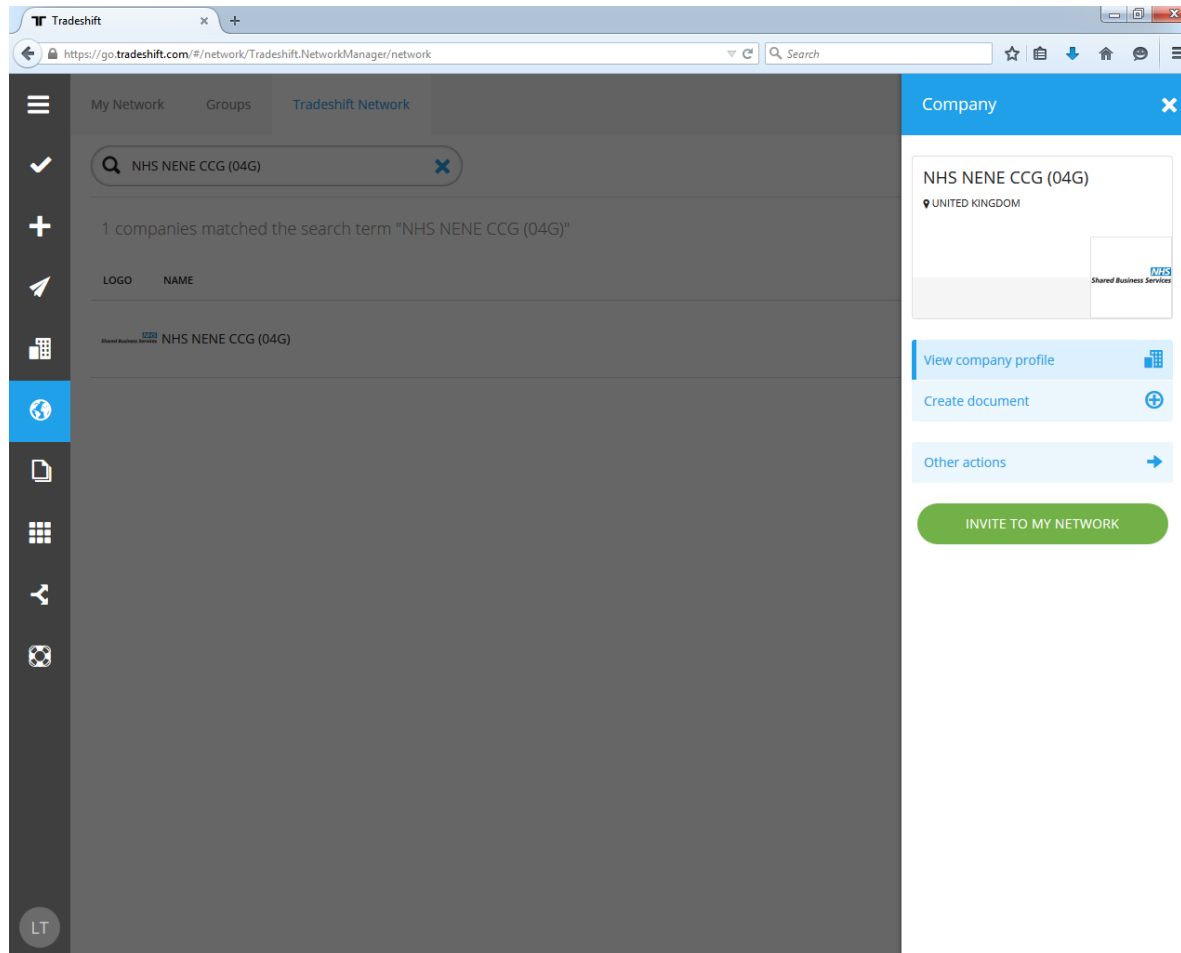
Then click on the organisation name and 'INVITE TO MY NETWORK'. We will normally email you within 48 hours to confirm that you are connected.

3. Please note you will need a Payment Account under the NHS organisation you wish to invoice on Tradeshift. If you have been paid by this NHS organisation previously, you have a payment account. If you have not been paid yet, please go to your contact at the NHS organisation and ask them to confirm that you have a payment account, or start the process of setting on up

4. When your account has been connected you will receive an email asking you to 'Accept' the connection, click on the 'Accept' button on the email. Alternitively you can accept the connection by logging into your Tradeshift account and going to 'Tasks' (the tick icon).

5. You may also want to change the date format to UK (the default is US). To do this, click the grey circle on the bottom left and in 'User details' change Language to 'English (UK)' and Time zone to 'GMT'

Additionally, if you then go into Profile on the main menu you should fill in your address details under 'Location' Please note that it is important to fill in your VAT number, if you have one, in the 'Company Identifiers' section,'. If you do not have one then you can leave this blank. The minimum information you need on your Profile is Company Name, Location i.e. company address and VAT REG. NO, if you are charging VAT on your invoices. The other fields you can leave blank or complete as you wish.

Sending Invoices

1. Once you are connected on Tradeshift, the best way of sending invoices is to go into your 'Network' (the globe icon) and on to the 'My network' tab, click on the three dots to the right of the organisation name then, 'Create document' – 'Invoice'
2. You can then complete the invoice. Not every field is compulsory. You are unable to repeat an invoice number to prevent duplication. If you are registered as '100% mandatory PO' you must enter a **valid** Purchase Order number as provided by the client – the website will inform you if this is the case. If you do not have a PO number, but have been provided with an XX reference, please put it in the "PO number or XX Reference box" – this will direct it to the username of an approver for faster approval. If you have neither XX reference nor PO number, leave this blank

To

OFFICIAL TEST ACCOUNT NHS ENGLAND (X24)

Topcliffe Lane
Phoenix House
Wakefield
WF3 1WE
United Kingdom

VAT Reg. No.: GB654442045
Payables Code: K005

Change recipient

Invoice number *   Next number: INV06935

Issue Date *   Currency

27/10/17 📅   GBP ▼

PO number or XX Reference

❌

Add optional field ▼

Item ID	Description	Quantity	Unit	Price per unit excl. tax	Tax	Total excl. tax
			pcs ▼		0%	0.00

Add new line ➕   Add header charge, discount or tax

3   Should you wish to attach your original invoice or additional documentation e.g. timesheets for the client's attention you can do so as indicated below. The invoice can then be submitted by selecting the 'Send' button.

Status Updates

You can track your invoices from the 'Documents page'. You will receive status updates advising of which stage your invoice/credit note is at. On the example below, 3 invoices have been sent and one paid.

It's important to note that invoices are only updated overnight, which is when you will see movement on these invoices. Therefore if you call SBS and they inform you that an invoice is paid, while Tradeshift does not, it is because it was only paid that day

Please note that the NHS Organisations use BACS to send you the funds so it can take 3-4 working days after the invioce is paid for the funds to appear in your account.

Tradeshift Status Meanings

TRADESHIFT STATUS	DESCRIPTION	DETAILS
SENT	Invoice has passed the validation rules and is in the process of reaching SBS Payment system.	Please note, it is no longer possible to amend this document – if an error has been made that cannot be passed over, it may be necessary to produce a credit for this document, and a corrected invoice. Please contact 0303 123 1177, option 2 for advice
DELIVERED	NHS SBS has received the Invoice and it is currently being processed.	This status will remain **DELIVERED** until the invoice is approved and validated for payment
ACCEPTED	Invoice has been approved and is closer to payment	For **Non-PO** invoices, this means the invoice has been finally approved the NHS Organisation, and is available to be included on the next payment run. For **PO** invoices, the invoice has been matched to the Purchase Order, and may require the NHS Organisation to confirm the invoice for payment.
PAID	Invoice has been paid.	The invoice has been paid – you will receive a separate remittance from NHS SBS for this invoice, and the funds within 3-4 working days as it takes this long for the banks to process the BACS payment.
DISPUTED	The invoice/credit note is on hold after approval	You will be notified of the specific reason for dispute, and may need to take steps to resolve. If you need clarification, please contact the Accounts Payable helpline on 0303 123 1177, Option 2
REJECTED	The Invoice/Credit note has been cancelled.	If you were not expecting this document to be cancelled, please call the Accounts Payable helpline on 0303 123 1177, option 2

Approval Process

The approval process will not change. The NHS organisation will continue to login to the payment system as they currently do to approve paper invoices. Invoices are received and are available to approve within 15 minutes of you submitting an invoice via Tradeshift. Fewer invoices will be retuned due to scanning errors and the up-front validation rules in place on Tradeshift. The image appears in the payment system exactly as it appears on Tradeshift.

TRADESHIFT

Your invoice number can only consist of capital letters and numbers, no spaces or special characters.

Invoice date should be the same as on the document you are attaching.

Enter PO number or XX reference if you have been provided one, otherwise leave blank.

We recommend completing as below...

Select correct tax rate from menu

Net invoice total

Before sending please check the details on this cover sheet are correct and match your attached document. You will not be able to make amendments after it is sent.

Attach your invoice document here

To
OFFICIAL TES
Topcliffe Lane
Phoenix House
Wakefield
WF3 1WE
United Kingdom

VAT Reg. No.: GB
Payables Code: K
Change recipient

Invoice number *   Next number: INV06935

Issue Date *   Currency
27/10/17   GBP

PO number or XX Reference

Add optional field

Item ID	Description	Quantity	Unit	Price per unit excl. tax	Tax	Total excl. tax
	See attached invoice	1	pcs		0	0.00

Add new line   +   Add header charge, discount or tax

Subtotal excl taxes   0.00
Fixed Tax of 0.00 GBP   0.00
Total GBP   **0.00**
Total taxes GBP 0.00

Set delivery address   Write a message to the recipient
Optional

☐ Save notes for future invoices

Only PDFs, TIFF, JPEG, PNG, GIF files are accepted formats
Please resubmit your attachment in one of these formats
Choose File
Max file size is 3000 kb

Discard   Save as draft   Preview 👁   Send →

If you create your own invoices already, you may wish to use Tradeshift to create a 'Cover Page' for your regular invoice. To do this, first go to 🌐 Network, then go to 'My network' tab select the NHS organisation you wish to send invoices to, then click on the three dots on the right and Create document - Invoice.
Then fill out the Tradeshift template in the way outlined on the left.

If you are charging freight, you should add this as a separate line by selecting "Add header charge, discount or tax" and then selecting 'Charge' from the drop down menu.

TO

OFFICIAL TEST ACCOUNT ASHFORD & ST PETERS HOSPITALS NHS FT (RTK)

Topcliffe Lane
Tingley
Wakefield
WF3 1WE
United Kingdom

VAT Reg. No. : 654969284

FROM

Invoices for GP Surgery Nick Lowry

123 Street Name
Town Name
AB12 3CD
United Kingdom

INVOICE NUMBER
ABC123

ISSUE DATE
13/11/15

CURREN
GBP

PO NUMBER OR XX REFERENCE
XXJSMITH

ITEM ID	DESCRIPTION	QUANTITY	UNIT	UNIT PRICE	TAX	TOTA
	Support Services (Daily)	3	pcs	£150.00	0%	

Subtotal excl taxes
GB VAT Exempt 0% *of £450.00 GBP*

Total GBP

NOTES

Test invoice