WHICH TEAM TO CONTACT

Who to contact for what.

NHS
Shared Business Services

Your Query	Team	Contact Details
Have you received my invoice yet?	Finance Team	SBS-W.Clients@nhs.net 03031231177 Option 1
Please match this invoice for payment.	Finance Team	SBS.apinvoicing@nhs.net 03031231177 Option 1
Please can you match my invoice correctly to release payment.	Finance Team	SBS-W.Clients@nhs.net 03031231177 Option 1
Can you reactivate my cost centre/budget codes	Onsite Finance Team	Speak to your onsite team.
Can you amend my purchase order?	TPROC	TPROC.eastlondon@nhs.net
Issues logging into Oracle.	IT	SBS-B.ITServicedesk@nhs.net 03031231166 Option 1
Amending approvers and budget holders.	IT	SBS-B.ITServicedesk@nhs.net 03031231166 Option 1
I need to amend supplier details	Supplier Maintenance Team	sbs-w.supplier-prov@nhs.net

NON - CATALOGUE PROCESS

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End user creates a requisition using the system with the supplier selected

Budget Holder approves the requisition

SBS review the requisition to make sure correct and in line with policies and procedures

Requisition converts to a PO and issued to supplier

Goods are delivered

End User receipts to enable payment

Supplier is paid

SUPPORTING DOCUMENTS

What's needed and what to avoid…

Proof of Price

Check suppliers are set up before raising a requisition

Contracts all set up and fully signed

Business Case

Avoid Waivers

ACCOUNT PAYABLE PROCESS

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Supplier submits invoice which is sent to the F&A team.

A three way match will be attempted with the Purchase Order, Receipt and Invoice

If a three way match is achieved the supplier payment will be made in line with the payment terms.

If a three way match cannot be achieved this could be for a variety of reasons.

- Price mismatch
- No receipt

If price mismatch Procurement will work with the end user and supplier to rectify.

If due to no receipt Procurement will work with the end user to arrange for the receipt to be processed or to help chase delivery from the supplier.

Once resolved the invoice will be sent back to F&A for re-validation of the invoice to allow this to match to the Purchase order and receipt or payment to be processed.

WHY IS RECEIPTING IMPORTANT

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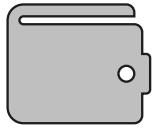

Receipt as soon as possible after you have received the goods and or services

Receipting enables the payment to be released to the Supplier

Only receipt for the goods or services you have received

You can correct receipts in the system