

## ELFT Suppliers Step-by-step guide

- Step 1: You will have received a request to provide a quotation for your goods/services. Please provide this, and please note that the quotation and invoice are different documents.
- Step 2: If you are a new supplier to the trust and need setting up on our system, please share a letterhead pdf document showing the company name, address, contact number, email address and bank account details with your trust contact who will proceed to set you up. Step 3: You receive a Purchase order (PO) document from NHS Shared business Services (SBS) which will later on need to be amended onto the invoice.
- Step 3: You prepare to ship the item for delivery or carry out the service needed.
- Step 4: Once you have sent out the goods for delivery or if the service has been carried out, you will invoice the trust meeting all the invoicing criteria. Amended invoices require a valid Purchase order number, correct invoicing address along with an invoice number. Here is a link to the invoicing criteria: <https://www.sbs.nhs.uk/supplier-good-invoicing-practice>. Please see figure 1 at the end of this document for a blank invoice template.
- Step 5: Once the invoice has been amended, you will need to submit the invoice to SBS either through Tradeshift or by emailing [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net) attaching the invoice in a pdf format. If you require support with Tradeshift please use the following link: <https://nhssbs.support.tradeshift.com/> or email [SBS-W.e-invoicingqueries@nhs.net](mailto:SBS-W.e-invoicingqueries@nhs.net). The [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net) email address is automated and not monitored. If your invoice meets the criteria it will successfully scan the invoice onto the system. This can take up to 5 working days. Please note that our invoicing address will differ from the delivery address. The invoicing address for ELFT is below:  
  
EAST LONDON NHS FOUNDATION TRUST  
RWK PAYABLES 6765  
PO Box 312  
LEEDS  
LS11 1HP
- Step 6: Now the invoice is on the system and following the PO has enough funds and is receipted by trust colleagues, our payment terms are 30 days and will then be put on a payment run which occurs every Wednesday and Friday.
- Step 7: Once the invoice has been paid and the funds have reached your account you will receive a remittance for the payment provided by SBS.
- If you have any question or need to contact SBS please contact their Helpdesk via the web form - <https://www.sbs.nhs.uk/supplier-contact> or via telephone 03031231177 09:00 to 17:00 Monday – Friday (exc. Bank Holidays). Alternatively you can contact ELFT's procurement team [elft.procurement@nhs.net](mailto:elft.procurement@nhs.net) for any queries.

