

Dear Sir/Madam

Important changes for all suppliers trading with Central and North West London NHS Foundation Trust – what you need to know.

I am writing to make you aware that with effect from **1st October, 2014, Central and North West London NHS Foundation Trust** is transferring some of its Financial Services and all of its Transactional Procurement services to NHS Shared Business Services (NHS SBS) to NHS Shared Business Services (NHS SBS). Processing and payment of the organisation's invoices will be included in this transfer.

As you are a supplier to Central and North West London NHS Foundation Trust, you will need to take on board a number of important changes in the way in which your invoices will be authorised and processed for payment. This involves a change of invoicing address and other essential requirements needed to help us to process your invoice promptly.

Payables - what does this mean for you?

NHS SBS aims to make this transfer as smooth as possible, both for you as a supplier and for Central and North West London NHS Foundation Trust. We have gathered together some essential guidelines to ensure you transition smoothly. These are contained in the Appendix at the end of this letter, along with our Good Invoicing Guide giving you tips on what you need to do to ensure your invoices are processed and paid quickly.

We have a quick, free and easy way to submit your invoices and credit notes electronically using Tradeshift. For full details on this please see the appendix. Alternatively, please send invoices and credit notes to the following address from 1st of October 2014:

**Central and North West London NHS Foundation Trust
RV3 PAYABLES F585
PHOENIX HOUSE,
TOPCLIFFE LANE,
WAKEFIELD
WF3 1WE**

Need more help?

If you have any questions about your move to the new supplier arrangements for processing and payment, please don't hesitate to get in touch with us using the contact details below:

- For invoice/payment queries relating to invoices dated after 1st of October 2014, please contact the NHS Shared Business Services Payables Helpdesk on: **0303 123 1177** or visit www.sbs.nhs.uk or email SBS-W.Payables@nhs.net for more information.
- Any enquiries regarding orders or deliveries should continue to be addressed to the relevant local site. All invoices dated up to 1st of October 2014 must be sent to Central and North West London NHS Foundation Trust in accordance with current practice.

If you send a claim form for payment rather than an invoice, please continue with your current process, or speak to your organisation contact for more information.

Would you please pass this letter to the appropriate people in your organisation and ask them to use the new address and contact details with effect from 1st of October 2014.

Procurement - what does this mean for you?

From 1st of October 2014, all of Central and North West London NHS Foundation Trust's ordering will be processed by NHS SBS Procurement. Buyer contact details will be reflected on the Purchase Order.

As a preferred supplier to Central and North West London NHS Foundation Trust you will be required to provide a valid purchase order number on all correspondence and documentation when provided by Central North West London NHS Foundation Trust. Failure to provide a valid purchase order number on all correspondence and documentation may result in declining a delivery and/or the delay in the payment of an invoice. As part of the move to NHS SBS, all new Purchase Order numbers will be in a new format, starting with the prefix of 317.

We look forward to working with you under the new supplier arrangements for Central and North West London NHS Foundation Trust. They are designed to significantly improve the efficiency with which your invoices are processed and paid, so I hope that you will quickly see the benefit of adhering to them.

Appendix

Electronic Invoicing via Tradeshift

In partnership with Tradeshift, NHS SBS has developed an electronic invoicing solution which provides many benefits for suppliers including:

- No cost, send invoices and credit notes for free
- Receive status updates on invoice progress providing visibility of your invoice the minute you send!
- Reduce likelihood of lost invoices
- Reduce likelihood of rejected or returned invoices due to missing data
- Promote a positive green agenda
- Save money by eliminating cost due to postage, envelopes, printing and paper if you currently use hard-copy invoices

Tradeshift is a cloud-based business-to-business platform; who have worked closely with us to meet our requirements as a shared business service to allow you to submit invoices quickly and easily. We would like to invite you to start sending invoices electronically to NHS SBS clients via Tradeshift so that you can experience the many benefits for yourself.

To create an account simply access <https://go.tradeshift.com/register> and follow the instructions on how to create an account. Once registered you can easily find and select all the NHS SBS clients you have previously invoiced by paper and request a connection to enable you to send invoices and credit notes electronically.

If you are already using Tradeshift to invoice NHS SBS clients you will automatically be connected to Central and North West London NHS Foundation Trust from the 1st of October 2014.

For further information please contact us at SBS-W.Payables@nhs.net

We look forward to hearing from you.

New postal address

With effect from 1st of October 2014 all invoices and credit notes must be posted to the following address:

**Central and North West London NHS Foundation Trust
RV3 PAYABLES F585
PHOENIX HOUSE,
TOPCLIFFE LANE,
WAKEFIELD
WF3 1WE**

This address must be clearly shown on the invoice exactly as above.

Essential requirements

To ensure that invoices are processed without delay it is essential that we are provided with the one of the following pieces of information on each invoice:

- **The NHS Purchase Order Number.** Most requests for goods and services will be accompanied by a PO number. If you have received a purchase order number you must ensure you quote it on your invoice in the PO field.
- **The Organisation Contact Name.** This is the person who requested and received the goods or services. This should be in the following format: XXJBLOGGS (where the contact name is J Bloggs). This name should be placed in the PO number field on the invoice so that our scanning software will pick it up.
- **The Organisation Department Code** for the team you are invoicing. This should be in the format XXXTEAMNAME, and should be provided by the person who requested or received the goods or services. A mapping from our existing cost centre references to these new team codes will be distributed based on where your invoices have been charged over the last 12 months.

If there is no PO number or contact name/department we may not be able to process your invoice, in which case it will be returned to you unpaid. **This information is vital for invoice authorisation; without it payment will be delayed.**

Would you please pass this letter to the appropriate people in your organisation and ask them to use the new address and contact details with effect from 1st of October 2014.

Bank details

Our new processes will support a move away from paying suppliers by cheque to our preferred payment method, electronic automated clearing (BACS).

If you are currently paid by cheque and wish to be paid by BACS, would you please provide the following information on company headed paper to: NHS Shared Business Services, Phoenix House, Topcliffe Lane, Tingley, Wakefield, WF3 1WE or FAX on 01216 737269:

BANK NAME
SORT CODE
ACCOUNT NUMBER
ACCOUNT NAME

Terms and Conditions

Please note that your terms and conditions with the **Central and North West London NHS Foundation Trust** remain unchanged.

Good Invoicing Guide

Please review our enclosed Good Invoicing Guide to ensure you complete all the necessary steps for the successful processing and payment of your invoice.

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