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 already have an invoice document you want to upload. However, you will need to check that the system has accurately picked up the details of your document before sending. If you find that checking the documents created from the 'Document uploader' is too time consuming then we suggest that you create a 'Cover Page' document, which works just as well, and can be quicker. There is a guide for this on page 16 of this guide.

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 Business 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.

See screenshot below from the second page 'Create your account'. If you are based in the UK then please change the Language from English (US) to English (UK)

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 'TRADESHIFT NETWORK' tab and search for the organisation you want to connect to. 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. Click on the 'Connect' button to connect your account to the NHS organistion selected.
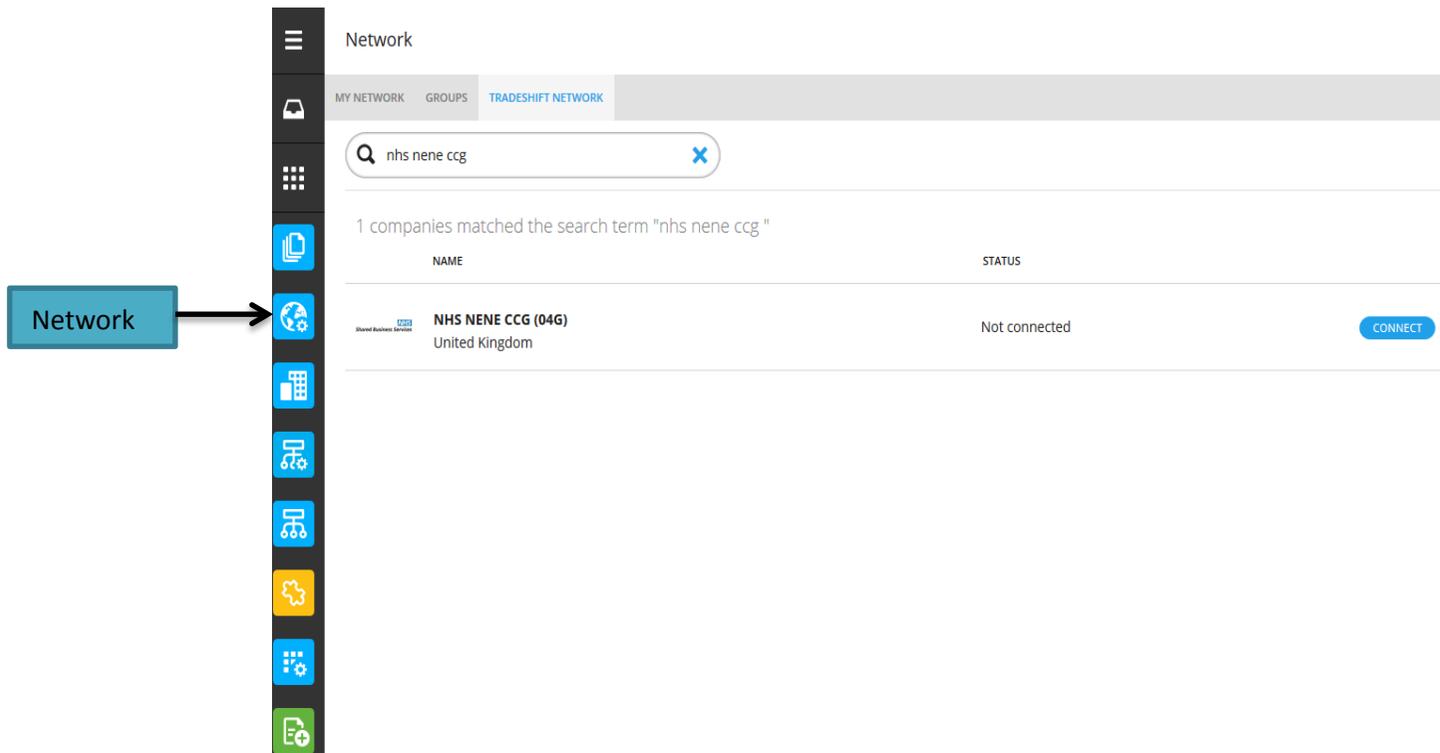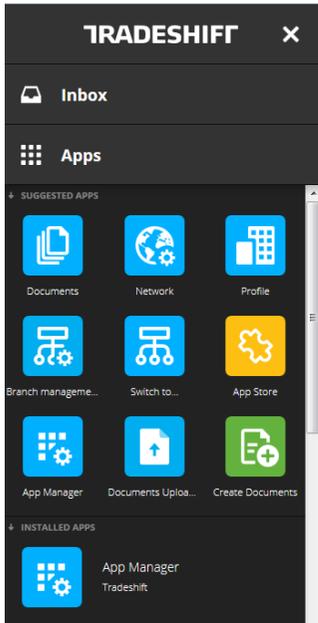
Network

After you click on 'Connect' the Status will change to 'Invitation Sent'. We will normally email you within 2 working days to confirm that you are connected.

Network

MY NETWORK   GROUPS   TRADESHIFT NETWORK

🔍 nhs nene ccg   ✕

1 companies matched the search term "nhs nene ccg "

NAME	STATUS	
NHS NENE CCG (04G) United Kingdom	Invitation Sent	CANCEL

3. Please note you will need to set up as a supplier to the NHS organisation you wish to invoice before we can connect your Tradeshift account. If you have been paid by this NHS organisation previously, then you should already be set up. If you have not previously been paid then please speak to your contact at the NHS organisation and ask them to confirm that you are set upon the payment system. If not, then the NHS organisation will need to set you up before we can connect your account.

4. When your account has been connected you will receive an email asking you to 'Accept' the connection. There is a link on the email that will take yourt hrough to your 'Tasks' where you can accept the connection or you can go into your 'Network' – 'TRADESHIFT NETWORK' and click on the 'Accept' button. Once you have accpeted the connection the NHS organisation will then show in 'My Network'

   Additionally, if you then go into 'Profile' on the main menu you should fill in your address details under 'Company address' 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, 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'   and on to the 'My network' tab, click on the three dots to the right of the organisation name then, 'Create document' – 'Invoice'

   Please note that if you click on the three dots and nothing happens than you may need to update your browser:
   As of March 2018, Tradeshift supports the following browsers:

   Desktop:
     Internet Explorer 11
     Edge: the current and the previous version
     Chrome: the current and the previous version
     Firefox: the current and the previous version
     Safari: the current and the previous version
   Mobile:
     Chrome: the current and the previous version
     Firefox: the current and the previous version
     Safari: the current and the previous version

   You can also create invoices using 'Create Documents' from the Apps menu.

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.

Please note that the status is only updated overnight. Therefore if you call NHS SBS Account Payable helpdesk and they inform you that an invoice is paid, but Tradeshift does not, it is because it was only paid that day. Please note that payments are usually made by BACS which take three working days to be credited to your bank account.

This how you will see an invoice status in your 'Documents'

Looking at the invoice document the status is shown as a ribbon on the corner:

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, once the document is 'Sent' it is no longer possible to amend it. If an error has been that needs to be corrected, it may be necessary to produce a credit for this document, and send a corrected invoice. Please contact our Accounts Payable helpline on 0303 123 1177, option 2 for advice The status will remain as Sent until it is either Accepted, Disputed or Rejected.
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

NHS
Shared Business Services

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: F
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