



Suppliers Guidance Notes For Payment of Invoices

Introduction

The Council is committed to prompt payment of valid invoices in accordance with contractual agreements. In order to ensure that we are able to process payments as quickly as possible suppliers should comply with the following guidance on the submission of invoices.

When will I be paid?

The Council's standard terms of payment are normally 30 days from the receipt of a correct invoice. However this may vary in some contracts. Suppliers should ensure they are aware of any alternative contractual terms for payment that have been agreed with the Council.

What format should I send invoices?

Our preferred format is for all invoices to be sent electronically as a pdf. If this is not possible a paper copy can instead be sent to the Council.

Where should I send invoices?

If you are sending an invoice electronically as a pdf, this can be sent directly to the below email address:

shropshirecouncil.invoices@proactiscapture.com

There are guidance notes below for sending invoices electronically.

If you are sending a paper invoice, this should be sent to the Delivery Address that appears on the Purchase Order you have received. The invoice should also state 'For the Attention of' the person who appears under the 'Enquiries to' section of the Purchase Order.

What happens to an invoice when it reaches the Council?

All invoices will be processed centrally by electronic means, resulting in, where possible, a touch-less process. All invoices, whether an electronic pdf or a paper invoice will be processed through our scanning software. Where an invoice matches the purchase order quoted, and the products, services or works have been provided, and 'receipted' in our system, the invoice will be automatically paid.

What happens if the invoice does not quote a valid Purchase Order number?

All Shropshire Council staff have been instructed to raise Purchase Orders (PO) which will be sent to you via email. If you do not have an email address this will instead be posted to your address. You must not accept an order without a PO number being provided. This PO number **must** be stated on the invoice you raise for goods and services provided. If the invoice is sent to the Council, without a valid PO number, it will be returned to you. You will then need to contact the person or team you have been transacting with, to obtain a valid order number and re-submit your invoice to the Scanning team.

What is a valid invoice?

There are specific guidelines for invoicing – failure to follow these guidelines could result in a delay in processing your invoice.

Invoices must :-

- Meet all requirements as advised by HM Revenue and Customs
- Provide the name and address of the person/organisation submitting the invoice
- Provide Company & VAT registration numbers where available
- Provide bank details (either on invoice or prior to submitting the invoice) as the Council will only make payment by BACS
- Provide an email address to which the remittance can be sent
- Quote a valid Council Purchase Order (PO) number
- Provide contact details in case of invoice query.
- Provide clear details of the goods, services or works provided.
- Have a valid invoice date (tax point date)
- Ensure all amounts are accurate and reconcile to the invoice total
- Have the correct VAT calculations (handwritten invoices in particular)
- Be clear, concise and readable
- Have the relevant supporting information attached, for example timesheets

Invoices that do not comply with the above will be returned to you for correction/clarification

What happens if an invoice is rejected?

If an invoice fails to match to a purchase order, then Accounts Payable will return the invoice to the supplier. Similarly, if the invoice is unreadable then it will also be returned.

If the invoice contains errors, then the person or team who have raised the order will contact the supplier to resolve any discrepancies; this may result in a request for a new invoice to be submitted.

Where we are aware that invoices are invalid, incorrect or cannot be matched with POs then the Council will endeavour to notify the supplier as soon as possible.

Guidance Notes for sending invoices electronically

PDF documents can only be processed if they meet the following criteria:

- PDFs must be 1 PDF to 1 invoice / credit; as each file is treated as a new document.
- The PDF must not have security applied, as these cannot be read by the system.
- Documents other than invoice / credit related PDF files (e.g. T&C's, statements) should not be sent to the dedicated email address as the system will ingest these.
- The PDF must be attached to the original email and not embedded as part of a forwarded email.
- The dedicated inboxes are not manually monitored and therefore supplier queries or questions etc. will not be dealt with.
- It is highly recommended that any scanned PDF documents are of a minimum resolution of 300dpi. This helps to ensure consistent and accurate extraction of data from the images.
- It's also recommended that the PDF file size be kept as low as possible; typically less than 150KB this is to reduce the reliance on bandwidth usage and to speed up processing.
- The system WILL NOT accept any other format of documents such as "JPG and TIFF".

If you send an invalid attachment to the shropshirecouncil.invoices@proactiscapture.com email address, an email notification will be sent back to the person who has sent the invalid attachment informing them of this.

If you have any queries, please send an email to purchaseledger@shropshire.gov.uk