

Invoicing & Payments SOP (PP05)

Issue Date	Review Date	Version
15 th November 2018	15 th November 2021	V2

Purpose

To identify the key activities for invoicing and payments for goods and services throughout the Trust.

Who should read this document?

All those who are involved in the ordering of goods and services within the Trust, including end users and Purchasing functions.

Key Messages

SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply to industry or Trust regulations.

Core accountabilities

Production	Head of Supply Chain & E-Procurement
Review and approval	Procurement SMT Meeting
Ratification	Chief Procurement Officer
Dissemination	Head of Supply Chain & E-Procurement
Compliance	Records & Information Forum

Links to other policies and procedures

Supply Chain Inventory Management Policy SC010 v.1
 Product ordering SC03 v.1
 Product receipting SC05 v.1

Version History

1	14 th September 2017	Ratified by Head of Supply Chain & e-Procurement on behalf of Chief Procurement Officer and published Trust-wide
2	November 2018	Ratified by Chief Procurement Officer and Approved by Procurement SMT Meeting

The Trust is committed to creating a fully inclusive and accessible service. Making equality and diversity an integral part of the business will enable us to enhance the services we deliver and better meet the needs of patients and staff. We will treat people with dignity and respect, promote equality and diversity and eliminate all forms of discrimination, regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity.

**An electronic version of this document is available on Trust Documents.
 Larger text, Braille and Audio versions can be made available upon request.**

Standard Operating Procedures are designed to promote consistency in delivery, to the required quality standards, across the Trust. They should be regarded as a key element of the training provision for staff to help them to deliver their roles and responsibilities

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Invoicing & Payments SOP (PP05 v.1)

1 Purpose and Scope

This SOP is intended for staff who are involved in processing invoices and payments received from suppliers for goods and services within the Trust.

2 Definitions

- **SOP** – Standard Operating Procedure
- **CPO** – Chief Procurement Officer
- **DoF** – Director of Finance
- **HSCEP** – Head of Supply Chain & E-Procurement
- **PO** – Purchase Order
- **PST** – Purchasing Systems Team
- **PSTL** – Purchasing Systems Team Leader
- **KPI** – Key Performance Indicator
- **DDOF** – Deputy Director of Finance
- **PO** – Purchase Order
- **SBS** – Shared Business Services
- **PEPPOL** – Pan European Public Procurement On-Line
- **INV** – Invoice
- **POD** – Proof of Delivery

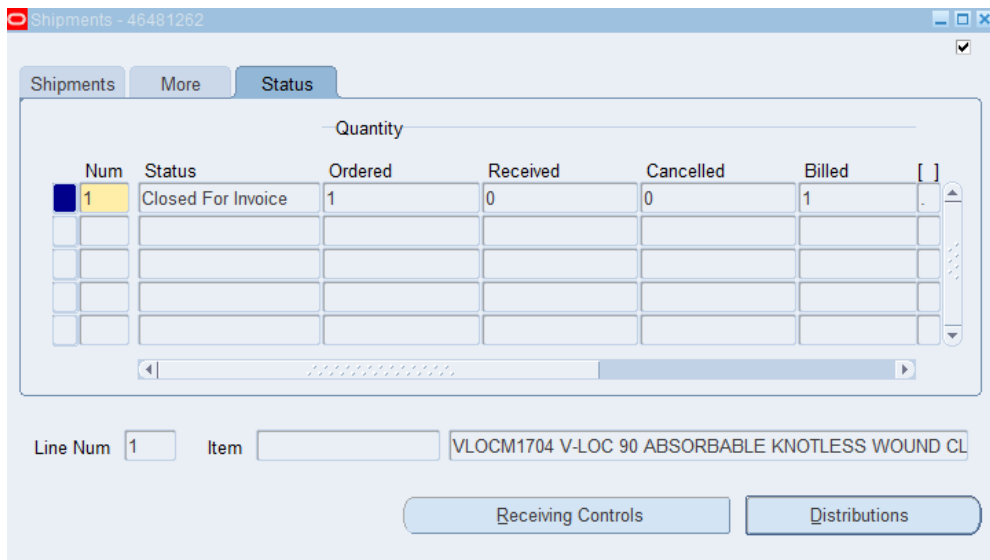
3 Regulatory Background

The [Department of Health's eProcurement strategy](#) mandates the use of GS1 standards in every NHS Acute Trust - to increase efficiencies and significantly improve the quality and safety of care.

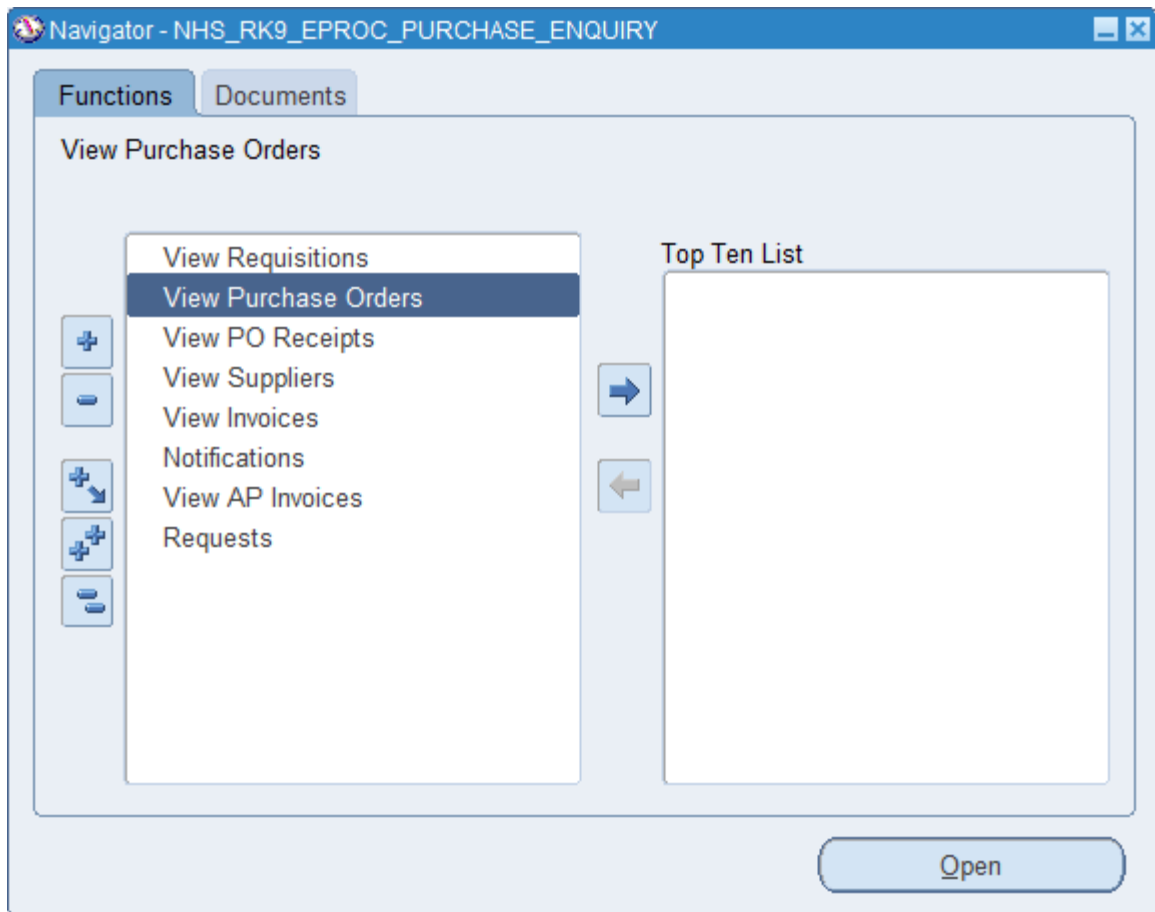
Adherence to the Trust's Standard Financial Instructions.

4 Key Duties

- Head of Supply Chain & e-Procurement – Accountability for Supply Chain, logistics, Purchase to pay electronic systems ensuring products are available to order and are delivered in a timely manner to support patient care.
- Lead Data Analyst – Responsible for master data, ensuring product catalogues are appropriate and up-to-date including accurate pricing and product information
- Purchasing Systems Team/ Buyer support all enquiries relating to requisitioning of goods and services including the resolution of purchase order (PO) invoice queries.
- Supplier is responsible for sending an invoice stating the correct product pricing, quantity, contract information and valid PO number
- SBS receive invoices via two methods. Firstly by post, which is scanned, matched to a PO, where a PO has been placed. If a non-PO is raised, workflow will determine who the invoice is sent to; secondly through the use of PEPPOL electronic invoices are received via the trust PEPPOL access point, forwarded to the SBS PEPPOL access point and matched to a PO or workflow to valid user.
- Requester - to place requisitions for goods and services as required to support business delivery to facilitate patient care.

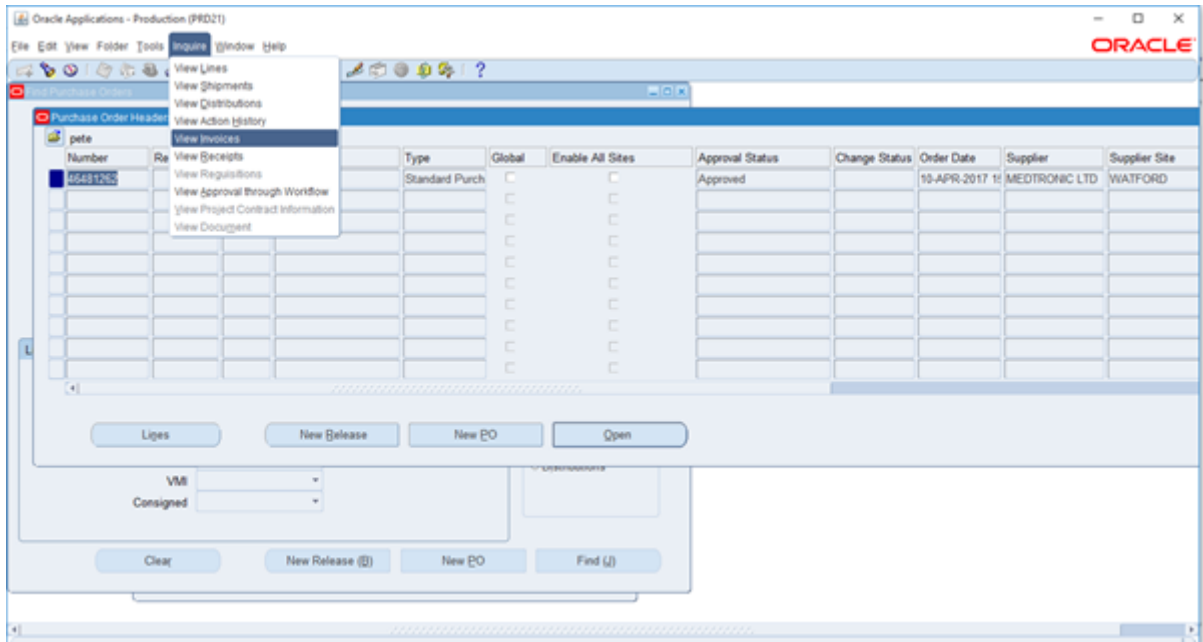


- Shut down “Shipments” screen
- Shut down “Purchase Order Summary” screen
- Select “View Purchase Orders”



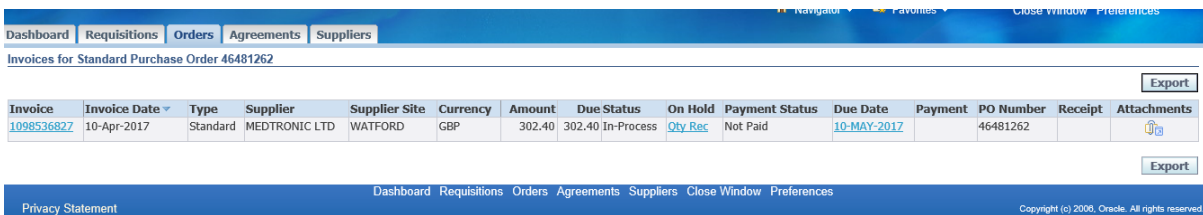
- Enter PO number and press “Find”
- Select “Inquire” from the top menu bar
- Select “View Invoice”

This will enable the user to view the PO details and invoices attached to the PO:



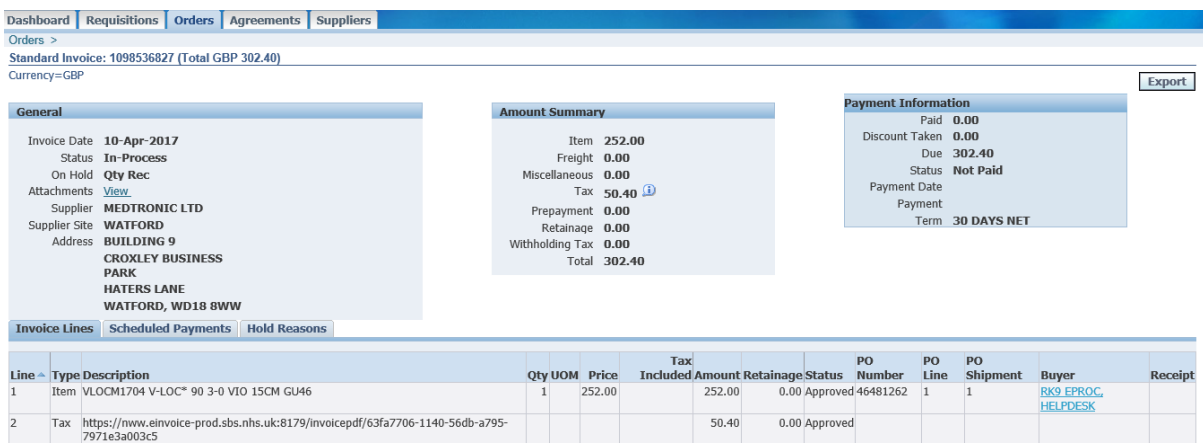
- Go to the “Orders” tab

This screen allows the user to view invoice detail such as value and status:



To view the invoice allocated by order lines:

- Select the “View” link from “Attachments”



- Click on URL invoice link under “Title” column header to see the scanned image of an invoice

Orders > Invoice Details > Attachments

Search

Note that the search is case insensitive
 Title

[Show More Search Options](#)

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
Scanned Invoice(https://nww.ein...)	Web Page	Scanned Invoice	Miscellaneous	ANONYMOUS	11-Apr-2017	One-Time			

[Return to Standard Invoice: 1098536827 \(Total GBP 302.40\)](#)

Dashboard Requisitions Orders Agreements Suppliers Close Window Preferences Help

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A template of an electronic invoice will open in a separate browser window. This invoice has been received from the supplier through the GHX exchange PEPOL Access Point.

This is a PDF rendering of an electronic invoice Page 1 of 1

Invoice

TO Plymouth Hospitals NHS Trust NHS Payables 6355 Topcliffe Lane Wakefield WF3 1WS United Kingdom Tradehub Global Location Identifier : NHS	FROM Medtronic Limited Building 9 Crossley Green Business Park Hatters Lane, Watford WD18 8WV United Kingdom VAT Reg. No. : 98267254526	INVOICE NUMBER 1098536827 ISSUE DATE TAX POINT DATE 2/10/17 2/10/17 CURRENCY PAYMENT DUE DATE GBP 5/10/17 PO NUMBER OR XXX REFERENCE 26482262
---	--	--

ITEM ID	DESCRIPTION	QUANTITY	UNIT	UNIT PRICE	TAX	TOTAL GBP EXCL. TAXES
VLOCM1704	VLOCM1704 V-LOC* 90 3-0 VIO 15CM GUSE <small>- Dispatch from Tr: 0271211208 - Lot No: A700237X</small>	1	CA	252.00	20.00%	252.00
Subtotal incl. taxes						252.00
VAT 20% of 252.00 GBP						50.40
Total GBP						302.40
<small>Total taxes GBP 50.40</small>						

Three way matching process

SBS will automatically process the PO if the invoice matches within tolerance and approves the payment on the due date e.g. the quantity ordered matches the quantity received and the quantity billed. If this is not the case a notification is generated and sent to the requester.

A number of queries can occur.

QUANTITY RECEIVED QUERY

If the invoice receipting details do not match the PO, SBS will send a **QUANTITY RECEIVED** notification to the requester informing them that an invoice has been received and that a receipt needs to be processed.

Invoice notification showing a quantity received hold example:

Shop Requisitions Receiving										
Requisitions Notifications Approvals										
Shop: Stores >										Worklist for: RK9 SEWELL, PETE
RK9 Inv No:1098536827 PO No:46481262 from MEDTRONIC LTD delivered: RK90068 MAIN THEATRE STORE has Quantity Received Hold(s) and has not been actioned within 7 days by RK9DKNIGHT										
Receipt Invoice Credit Note To Follow Return to SBS Close Reassign Request Information										
To: RK9 SEWELL, PETE Sent: 05-Jun-2017 15:16:42 Due: 12-Jun-2017 15:16:42 ID: 32100976 Invoice 1098536827 has Quantity Received Holds (total quantity invoiced is greater than total quantity received) and has not been resolved by RK9 INGERSON, STEVE within 7 day(s), or by RK9 KNIGHT, DAVID within 7 day(s). The hold can only be removed by receipting the exact quantity as shown in the respective 'Invoice Line Qty' box - see table. Please see comments and instructions below and select the appropriate button. The invoice can be viewed here: Invoice URL . There are no other outstanding unpaid invoices in the system related to PO No.: 46481262										
Invoice Summary										
Order Number	Line	Description	Qty Ordered	Total Qty Received	Total Qty Billed	Hold	Order Line Price (Net)	Invoice Number	Invoice Line Qty	Invoice Line Price (Net)
46481262	1	VLOCM1704 V-LOC 90 ABSORBABLE KNOTLESS WOUND CLOSURE DEVICE	1.00	0.00	1.00	QTY REC	252.00	1098536827	1.00	252.00
Notes										
Area	Comments			User Name	Date					

The requester can "Receipt Invoice" to the quantity invoiced.

Shop Requisitions Receiving										
Requisitions Notifications Approvals										
Requisitions: Notifications >										Worklist for: RK9 SEWELL, PETE
RK9 Inv No:50154147 PO No:46363922 from ABBOTT VASCULAR delivered: RK91171 CATHETER LAB has Quantity Received Holds(s) and has not been actioned within 7 days by RK9PSEWELL										
Receipt Invoice Credit Note To Follow Return to SBS Close Reassign Request Information										
From: RK9 MCMINN, ANDY To: RK9 SEWELL, PETE Sent: 18-Jun-2017 21:03:54 Due: 24-Jun-2017 20:42:05 ID: 32416305 Invoice 50154147 has Quantity Received Holds (total quantity invoiced is greater than total quantity received) and has not been resolved by RK9 BUTLER, PENNY within 7 day(s), RK9 KNIGHT, DAVID within 7 day(s), RK9 SEWELL, PETE within 7 day(s). The hold can only be removed by receipting the exact quantity as shown in the respective 'Invoice Line Qty' box - see table. Please see comments and instructions below and select the appropriate button. The invoice can be viewed here: Invoice URL . There are no other outstanding unpaid invoices in the system related to PO No.: 46363922										
Invoice Summary										
Order Number	Line	Description	Qty Ordered	Total Qty Received	Total Qty Billed	Hold	Order Line Price (Net)	Invoice Number	Invoice Line Qty	Invoice Line Price (Net)
46363922	2	1009664 BALANCE MIDDLEWEIGHT UNIVERSAL II 3CM/190CM BOX 5 (CN:PSSA PA/JR/0118/1216/F)	3.00	0.00	3.00	QTY REC	585.00	50154147	3.00	585.00
46363922	1	1005357H WHISPER MS 3CM/190CM BOX 5 (CN:PSSA PA/JR/0118/1216/F)	3.00	0.00	3.00	QTY REC	585.00	50154147	3.00	585.00
Notes										
Area	Comments			User Name	Date					
Instructions: Choose required 'Action' from the Picklist then Select 'Go' or select the appropriate button: Receipt Invoice - Will receipt all of the goods that have been invoiced on Invoice 50154147. N.B. - If you have only received part of the goods invoiced please receipt the actual quantity of goods received via iProc or Oracle Close - Do not Select this button/action until you have resolved the query, once button/action is selected it will close the notification, you will then have a maximum of 20 minutes to resolve the quantity hold before this notification will be sent back to you. Credit Note to follow - Please enter the Supplier contact name, phone no., credit value and credit reason. This will automatically apply an Awaiting Credit Note hold to the invoice and return the invoice to the SBS AP team leader. Return to SBS - Will return the invoice to SBS. This will not change the status of the invoice Reassign button - will reassign this notification only to the selected user. This will not change the status of the invoice										
Action History										
Num	Action Date	Action	From	To	Details					
1	17-JUN-2017 20:42:05	Submit	SSCREPMAN	RK9 MCMINN, ANDY						
2	18-JUN-2017 21:03:54	Delegate	RK9 MCMINN, ANDY	RK9 SEWELL, PETE						

If the goods have not been physically received the requester contacts the eProc helpdesk who will contact the supplier and seek proof of delivery (POD). If POD is provided the order will be receipted, if there is no POD replacement goods are requested and the order receipted, following delivery.

If a credit note is raised by the supplier to cover undelivered goods, the requester/eProc helpdesk will complete the "Response" section with additional information and selects "Return to SBS".

References

[Open Document](#)

Response

Additional Info for SBS

Credit Note - Supplier Contact Name

Credit Note - Supplier Phone No

Credit Note - Credit Note Value

Credit Note - Credit Reason

[Return to Worklist](#)

Display next notification after my response

[Receipt Invoice](#) [Credit Note To Follow](#) [Return to SBS](#) [Close](#) [Reassign](#) [Request Information](#)

PRICE QUERY

If there is a **PRICE QUERY** the payment is held.

If the invoice pricing details do not match the PO, SBS will generate a price variation notification to the Purchasing Systems Team or Buyer who will investigate the price discrepancy.

Requisitions: Notifications > Worklist for **RK9 SEWELL, PETE**

RK9 Invoice No. 5144347998 PO No. 46488692 from PERFORMANCE HEALTH INTERNATIONAL LTD delivered to RK96011 EMERGENCY DEPARTMENT has not been actioned within 7 days by buyer RK9LYU

[Buyer approves all price variations](#) [Credit Note to follow](#) [Return to SBS](#) [Reassign](#) [Request Information](#)

To **RK9 SEWELL, PETE**
 Sent **20-Jun-2017 13:53:13**
 Due **27-Jun-2017 13:53:13**
 ID **32474438**

The invoiced price does not match the PO price and therefore cannot be paid. Invoice 5144347998 has price variation(s) holds and was not been actioned by RK9LYU within 7 day(s). Please review the price variation(s) on the order by viewing the invoice image. Then please see comments and instructions below and select the appropriate button. The invoice can be viewed here: [Invoice URL](#). There are no other outstanding unpaid invoices in the system related to PO No.: 46488692

Invoice Summary

Order Number	Line	Description	Qty Ordered	Total Qty Received	Total Qty Billed	Hold	Order Line Price (Net)	Invoice Number	Invoice Line Qty	Invoice Line Price (Net)
46488692	1	091275965 CRUTCHES, PAIR, ADULT, SINGLE ADJ. (121)	20.00	20.00	20.00	PRICE	130.20	5144347998	20.00	131.20

Notes

Area	Comments	User Name	Date
Instructions: Click on appropriate button from the following			
Buyer approves all price variations button - this will approve all Price, Max Ship Amount and Freight holds, making the invoice available for payment providing there are no Quantity holds on the invoice.			
Credit Note to follow button - please enter the Supplier contact name, phone no., credit value and credit reason. This will automatically apply an Awaiting Credit Note hold to the invoice and return the invoice to the SBS AP Team Leader.			
Return to SBS button - will return the invoice to SBS. This will not change the status of the invoice.			
Reassign button - will reassign this notification only to the selected user. This will not change the status of the invoice			

Action History

Num	Action Date	Action	From	To	Details
1	20-JUN-2017 13:53:13	Submit	SSCREPMAN	RK9 SEWELL, PETE	

If the price variation is correct the Buyer will select “approve all price variation” and update supplier catalogue for future transactions.

If the supplier has incorrectly billed the Trust a credit note is requested and details returned to SBS via a notification response form.

References

[Open Document](#)

Response

Additional Info for SBS

Credit Note - Supplier Contact Name

Credit Note - Supplier Phone No

Credit Note - Credit Note Value

Credit Note - Credit Reason

[Return to Worklist](#)

Display next notification after my response

[Buyer approves all price variations](#) [Credit Note to follow](#) [Return to SBS](#) [Reassign](#) [Request Information](#)

Shop Requisitions Receiving Shopping Cart Home Logout Preferences Help

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QUANTITY ORDERED, QUANTITY RECEIVED, MAX SHIP AMOUNT QUERY

If there is a **QUANTITY ORDERED, QUANTITY RECEIVED, MAX SHIP AMOUNT** the payment is held.

A notification is generated and the eProc helpdesk/Buyer investigates the over-billed quantity and either amends the order or requests a credit note from the supplier.

RK9 Invoice No. 5144251780 PO No. 46466803 from PERFORMANCE HEALTH INTERNATIONAL LTD delivered to RK96651 OUTPATIENTS DERRIFORD has not been actioned within 7 days by buyer RK9HEPROC

[Buyer approves all price variations](#) [Credit Note to follow](#) [Return to SBS](#) [Reassign](#) [Request Information](#)

To **RK9 SEWELL, PETE**
 Sent **19-Jun-2017 21:21:25**
 Due **26-Jun-2017 21:21:25**
 ID **32457487**

The invoiced price does not match the PO price and therefore cannot be paid. Invoice 5144251780 has price variation(s) holds and was not been actioned by RK9HEPROC within 7 day(s).

Please review the price variation(s) on the order by viewing the invoice image. Then please see comments and instructions below and select the appropriate button.

The invoice can be viewed here: [Invoice URL](#)

Hold Summary

Invoice Number	Active Holds	Notification With	Invoice URL
5144346029	MAX SHIP AMOUNT	RK9 SEWELL, PETE	Invoice URL
5144346029	QTY ORD	RK9 SEWELL, PETE	Invoice URL
5144346029	QTY REC	RK9 SEWELL, PETE	Invoice URL

Invoice Summary

Order Number	Line	Description	Qty Ordered	Total Qty Received	Total Qty Billed	Hold	Order Line Price (Net)	Invoice Number	Invoice Line Qty	Invoice Line Price (Net)
46466803	1	091382365 POST OP SHOE WITH SEMI-RIGID SOLE MENS X-LARGE 350MM	10.00	10.00	20.00	QTY ORD	68.50	5144251780	10.00	43.70
46466803	1	091382365 POST OP SHOE WITH SEMI-RIGID SOLE MENS X-LARGE 350MM	10.00	10.00	20.00	QTY REC	68.50	5144251780	10.00	43.70
46466803	2	91382357 SUPER POST-OP SHOE-LGE.	10.00	10.00	20.00	QTY ORD	56.40	5144251780	10.00	43.70
46466803	1	091382365 POST OP SHOE WITH SEMI-RIGID SOLE MENS X-LARGE 350MM	10.00	10.00	20.00	MAX SHIP AMOUNT	68.50	5144251780	10.00	43.70
46466803	2	91382357 SUPER POST-OP SHOE-LGE.	10.00	10.00	20.00	QTY REC	56.40	5144251780	10.00	43.70

INCORRECT PO OR SUPPLIER DETAILS QUERY

The payment is held when a PO matching exception is created in the instance of an **INCORRECT PO** or **SUPPLIER DETAILS QUERY**.

An **INCORRECT PO** or **SUPPLIER DETAILS QUERY** notification is sent to the Purchasing Systems Team (specifically the Time-out Manager) for resolution. This is done by selecting the correct PO details or amending supplier details.

PO Number	Supplier Name	Reject Code	URL
46129058	BAXTER HEALTHCARE LTD	INVALID PO NUM	http://www.docserv.wysss.nhs.uk/synergyiim/dist/?val=2016121916025000043503_001
46314500	SOUTH WEST TRAINS	INVALID SHIPMENT TYPE	http://www.docserv.wysss.nhs.uk/synergyiim/dist/?val=20161222162726000983573_005
46485469	JOHNSON & JOHNSON MEDICAL LTD	INACTIVE PO	http://www.docserv.wysss.nhs.uk/synergyiim/dist/?val=72371_850959_20170615170321
46484503	MRI SAFETY MATTERS	INVALID PO SHIPMENT NUM	http://www.docserv.wysss.nhs.uk/synergyiim/dist/?val=11144_168767_20170418160506

6 Document Ratification Process

The design and process of review and revision of this procedural document will comply with The Development and Management of Trust Wide Documents.

The review period for this document is set every three years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.

This document will be approved and ratified by the CPO.

Non-significant amendments to this document may be made, under delegated authority from the CPO, by the nominated author.

Significant reviews and revisions to this document will include a consultation with named groups, or grades across the Trust. For non-significant amendments, informal consultation will be restricted to named groups, or grades who are directly affected by the proposed changes.

7 Dissemination and implementation

Following approval and ratification, this procedural document will be published in the Trust's formal documents library and all staff will be notified through the Trust's normal notification process, currently the 'Vital Signs' electronic newsletter.

Document control arrangements will be in accordance with The Development and Management of Trust Wide Documents.

The document author(s) will be responsible for agreeing the training requirements associated with the newly ratified document with the CPO and for working with the Trust's training function, if required, to arrange for the required training to be delivered.

8 Monitoring and assurance

- Accountability for adherence to this procedure will be monitored by the Head of Supply Chain and e-Procurement (HSCEP)
- Heads of Clinical and Non-Clinical Procurement will be responsible for ensuring this procedure is followed operationally.
- Adherence to the identified procedure will be monitored through regular reviews with HSCEP, Heads of Clinical and Non-Clinical Procurement and e-Proc helpdesk Team Leader
- Key Performance Indicators (KPIs) will be performed by the Purchasing Systems Team (PST) for service variances. For non-compliant KPIs findings need to be reported to Heads of Clinical and Non-Clinical Procurement through the specified monthly KPI review.

9 Reference Material

N/A

Appendix

Appendix 1

N/A