



Good Invoicing Guide

To help ensure that Birmingham & Solihull Mental Health NHS Foundation Trust can process invoices quickly and efficiently, we ask that suppliers follow the Good Invoicing guidelines listed below (see image at the end of this document as a point of reference)

1. Submit all invoices / credit notes electronically to payments@bsmhft.nhs.uk.
 - 1.1. Use a standard file format, ie: PDF, doc, docx, xls, xlsx, etc. to ensure the Trust can open the document.
2. Ensure the company name is clearly stated on the Invoice. This will allow the Invoice to be paid correctly.
3. Ensure the company address (including postcode) is shown on the Invoice. Missing details may result in delayed payment or returned Invoices.
 - 3.1. The postcode is essential as this allows the Trust to pay the correct site within the Financial Management System (FMS). Failure to provide the postcode could result in incorrect payments.
 - 3.2. Please ensure all pertinent contact details (telephone, fax numbers or e-mail addresses) are provided as this will allow the Trust Creditor Payments team to contact the relevant staff if there is any reason why the invoice cannot be processed.
4. Invoice the Trust using the correct invoicing address:

Birmingham and Solihull Mental Health NHS Foundation Trust
Finance Department, Unit B1
50 Summerhill Road
Birmingham
B1 3RB
5. Clearly identify if the document is an invoice or credit note. If this is not stated the document may be returned.
6. Ensure that your invoice / credit has an identifiable unique invoice / credit number stated.
 - 6.1. Invoices received without an invoice number will be returned.
7. Ensure the tax point / invoice date is clearly shown. This allows us to action your Invoice within the correct payment terms.
8. Clearly show the deliver to address to allow the invoice to be allocated to the correct stores department within the organisation.
 - 8.1. Not advising of the delivery address may delay payment.
9. Include any important comments on the invoice / credit, which will speed up the processing time.
 - 9.1. For example credit notes require the related invoice number to be quoted to allow them to be matched to the original invoice.

Chair: Sue Davis, CBE

Chief Executive: John Short

PALS Patient Advice and Liaison Service Customer Relations Mon – Fri, 8am – 8pm
Tel: 0800 953 0045 Text: 07985 883 509 Email: pals@bsmhft.nhs.uk Website: www.bsmhft.nhs.uk





10. Quote the valid Purchase Order (PO) number provided.
 - 10.1. Not providing the correct PO number will delay the payment of your Invoice.
 - 10.2. It may cause issues with matching, and could result in the invoice being returned.
11. Please note that quoting an incorrect or expired PO may cause the invoice to be returned.
 - 11.1. If an ordering against a call off order please ensure to request a new PO if the previous order has expired.
12. Ensure all goods/service details are provided. Advise of quantity billed, item description, unit price and total value. If all the information is provided it will enable the invoice to be processed easily allowing for prompt payment. Missing information could delay payment.
13. Quote all relevant bank details otherwise payment may be delayed.
 - 13.1. Please quote all remittance addresses (post, fax or e-mail) to allow the remittance to be sent to the correct location.
14. Delivery note numbers are very useful. When quoted they can help the Trust action invoices quickly.
15. State your payment terms on all invoices.
16. Ensure a clear breakdown of invoice value is provided.
 - 16.1. Invoices that are calculated incorrectly will be returned.
 - 16.2. Advise of any handling or freight charges.
 - 16.3. Ensure a clear VAT breakdown is provided to avoid delays.
17. In addition please ensure any invoice / credit note submitted:
 - 17.1. Is legible. Documentation will be scanned into our system so needs to be clear.
 - 17.2. Contains the relevant supporting information, such as timesheets, etc.
 - 17.3. Is not printed on dark paper or in purple ink for scanning purposes.
 - 17.4. Is not handwritten.
18. In accordance with the NHS requirements for Pseudonymisation, the Trust promotes the non-use of NHS Patient Identifiable information for invoicing purposes, including Patient Names and NHS numbers. Use of these details in the description sections of an invoice may result in the invoice being refused / delayed by the Trust.

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