



Mersey Care
NHS Foundation Trust

Community and Mental Health Services

V7 Building
Kings Business Park, Prescot
Merseyside, L34 1PJ

Email: procurement@merseycare.nhs.uk

FAO: Accounts Receivable Manager

Dear Sir/Madam

Important changes for all suppliers trading with Mersey Care NHS Foundation Trust – what you need to know.

I am writing to make you aware that with effect from **1st October 2020 Mersey Care NHS Foundation Trust** is transferring some of its transactional processing 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 **Mersey Care 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 Mersey Care NHS Foundation Trust. We have gathered together some essential guidelines to ensure you transition smoothly across to our services. 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 October 2020:**

Mersey Care NHS Foundation Trust
RW4 PAYABLES F875
PHOENIX HOUSE,
TOPCLIFFE LANE,
WAKEFIELD, WEST YORKSHIRE
WF3 1WE

Chairman Beatrice Fraenkel

Chief Executive Joe Rafferty, CBE

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 **01 October 2020**, 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 **01 October 2020** must be sent to **Mersey Care NHS Foundation Trust** in accordance with current practice, such as using the existing address.

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 01 October 2020.

We look forward to working with you under the new supplier arrangements for Mersey Care 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.

Yours faithfully



Colin Todd

Head of Procurement

Appendix

Electronic Invoicing

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.

For further information or to register for electronic invoicing please visit our website by searching for “**NHS SBS eInvoicing**” online.

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 **Mersey Care NHS Foundation Trust** from the **1st October 2020**.

We look forward to hearing from you.

New address

With effect from **1st October 2020** all invoices and credit notes must be posted to the following address:

**MERSEY CARE NHS FOUNDATION TRUST
RW4 PAYABLES F875
PHOENIX HOUSE,
TOPCLIFFE LANE,
WAKEFIELD, WEST YORKSHIRE
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 following information:

- 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**.

If a Purchase Order has **not** been placed with you, please provide us with:

- The Organisation Contact Name and Department. This is the person who requested and received the goods or services. If requested by the organisation, 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.

This information is vital for invoice authorisation; **without it payment will be delayed**.

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.

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 October 2020**.

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 Mersey Care 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.