

FAO: Accounts Receivable Manager

NHS SHARED BUSINESS SERVICES
PO BOX 312
MUNROE COURT
LEEDS
LS11 1HP

Dear Sir/Madam

Important changes for all suppliers trading with Princess Alexandra Hospital NHS Trust – what you need to know.

I am writing to make you aware that with effect from **1st November 2023 Princess Alexandra Hospital NHS Trust** is transferring some of its Financial Services 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 **Princess Alexandra Hospital NHS 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 invoices 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 **Princess Alexandra Hospital NHS 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 the following address from **1st November 2023**:

**PRINCESS ALEXANDRA HOSPITAL NHS TRUST
RQW PAYABLES G145
NHS BUSINESS SERVICES
PO BOX 312
MUNROE COURT
LEEDS
LS11 1HP**

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 **1st November 2023**, please contact the NHS Shared Business Services Payables Helpdesk on: [0303 123 1177](tel:03031231177) or visit www.sbs.nhs.uk or contact us via a link to a web form: [F&A Contact Us - NHS SBS](#)

- Any enquiries regarding orders or deliveries should continue to be addressed to the relevant local site. All invoices dated up to **1st November 2023** must be sent to **Princess Alexandra Hospital NHS 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 **1st November 2023**.

Procurement - what does this mean for you?

Note; as a preferred supplier to **Princess Alexandra Hospital NHS Trust** you will be required to provide a valid purchase order number on all correspondence and documentation when provided from **Princess Alexandra Hospital NHS Trust**. Failure to provide a valid purchase order number on all correspondence and documentation may result in declining a delivery and/or the delay in the payment of an invoice. Any Purchase Order number used historically will no longer be valid from **1st November 2023**.

We look forward to working with you under the new supplier arrangements for **Princess Alexandra Hospital NHS 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.

PLEASE NOTE: If you currently receive purchase orders directly from the Trust's Pharmacy Department this will continue in the future. The changes detailed above DO NOT affect Pharmacy Invoices. You must continue with the current arrangements you have in place for dealing with the orders and subsequent invoices.

Yours faithfully

Samuel Owusu-Ansah
Head of Financial Services

Appendix

Electronic Invoicing via Tradeshift

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.

To create an account simply access <https://go.tradeshift.com/register> and follow the instructions on how to create an account. 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.

For further information please contact us at [F&A Contact Us - NHS SBS](#)

We look forward to hearing from you.

New postal address

With effect from **1st November 2023** all invoices and credit notes must be posted to the following address:

**PRINCESS ALEXANDRA HOSPITAL NHS TRUST
RQW PAYABLES G145
NHS BUSINESS SERVICES
PO BOX 312
MUNROE COURT
LEEDS
LS11 1HP**

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 November 2023.**

Terms and Conditions

Please note that your terms and conditions with the **Princess Alexandra Hospital NHS Trust** remain unchanged.

Good Invoicing Guide

Please review our [Good Invoicing Practice](#) to ensure you complete all the necessary steps for the successful processing and payment of your invoice.