

St George's University Hospitals
NHS Foundation Trust
Blackshaw Road
London
SW17 0QT

FAO: Accounts Receivable Manager

Dear Sir/Madam

[Suppliers trading with St Georges University Hospitals NHS Trust – Invoicing Update.](#)

As you are aware, with effect from 1st April 2022, St Georges University Hospitals NHS Trust transferred some of its Financial Services to NHS Shared Business Services (NHS SBS), including processing and payment of the organisation's invoices.

As you are a supplier to St Georges University Hospitals NHS Trust, this letter reminds to ensure the correct information is on your invoice, gives you the options for submitting your invoices and gives you details of how to contact NHS SBS if you have any queries.

[Correct Information on the Invoice.](#)

All invoices and credit notes must now clearly show this address on the invoice:

ST GEORGES UNIVERSITY HOSPITALS NHS TRUST
RJ7 PAYABLES F945
PHOENIX HOUSE,
TOPCLIFFE LANE,
WAKEFIELD, WEST YORKSHIRE
WF3 1WE

All Invoices must contain the **NHS Purchase Order 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 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.

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

[Submitting Invoices](#)

Invoices can be submitted by post to
ST GEORGES UNIVERSITY HOSPITALS NHS TRUST
RJ7 PAYABLES F945
PHOENIX HOUSE,
TOPCLIFFE LANE,
WAKEFIELD, WEST YORKSHIRE
WF3 1WE

You can register with Tradeshift, NHS SBS's electronic invoicing solution. This is the best way to send invoices. It is free, fast and provides visibility on the progress of invoices. Please see the video guide [Welcome to NHS SBS's Tradeshift Network](#).

Invoices can be submitted by email to Sbs.apinvoicing@nhs.net. The maximum number per email is 10 PDF invoices. There must be an individual PDF per invoice (if multiple invoices are in the same PDF they will fail to get into the system). The maximum size per email is 10MB. **Do not** send any statements or include the word "statement" to this email address or the email will automatically be rejected by SBS.

Statements

You can request weekly invoice statements and these can be distributed to up to 10 different email addresses. To request weekly statements, please contact SBS via phone at the NHS Shared Business Services Payables Helpdesk: 0303 123 1177 option 2 or complete a supplier contact form (webform) to subscribe to the supplier statements. Link below is to the webform:

[F&A Contact Us - NHS SBS](#)

Supplier statements should be sent to accounts.payable@stgeorges.nhs.uk.

Enquiries

You can use the webform to contact NHS SBS with a query which will give you an enquiry reference [F&A Contact Us - NHS SBS](#). (Please do not use this for Invoice submission).

Alternatively, you can review the Supplier Information pages at SBS.

[Supplier Information - NHS SBS](#) (Please do not use this for Invoice submission).

You can email your query to SBS-W.Payables@nhs.net (again do not use for Invoice submission).

Alternatively, you can ring the NHS Shared Business Services Payables Helpdesk: **0303 123 1177 option 2**. **Please note only five invoices can be discussed per call.**

Any enquiries regarding orders or deliveries should continue to be addressed to the relevant local site. Please note that your terms and conditions with St Georges University Hospitals NHS Trust remain unchanged.

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's Orders or Invoices. You must continue with the current arrangements you have in place for dealing with the Pharmacy Orders and subsequent invoices.

Yours faithfully



Tom Shearer
Deputy Chief Finance Officer