September 2006

CHANGING THE WAY YOUR INVOICES ARE PROCESSED

The NHS Shared Business Services (NHS SBS), who process the payment of supplier invoices for over 100 NHS organisations, are replacing paper based financial transactions with electronically generated invoices. The changes will see the end of paper invoices as our main way of receiving and managing accounts payable transactions. We strongly believe that electronic invoicing will prove beneficial to all parties and this is why we have joined the OB10 e-invoice delivery network.

Lack of compliance with current guidelines (full details on website www.sbs.nhs.uk) is leading to an unacceptably high percentage of invoices being returned to suppliers or are not arriving with NHS SBS on time, resulting in delays in processing invoices

Submitting your invoices electronically will ensure that the NHS SBS guidelines are met; it is the quickest way to get your invoice paid. The validation controls built into the OB10 system will immediately notify you and NHS SBS of any invoicing issues, which can be corrected before payment is due.

Our aim is that you should be sending us electronic invoices via OB10 by 31st December 2006

To achieve this deadline and to ensure there is no disruption in payment of your invoices you need to have registered with OB10 by the end of November 2006.

I have asked OB10 to contact you to help you understand the implications and make the change to electronic invoicing. Thank you in advance for your support of this critical initiative and we look forward to receiving your invoices via OB10. If you wish to contact OB10 please do so via clientservices@OB10.com or tel +44 (0) 870 165 7420. If you wish to contact NHS SBS about this initiative please direct your initial enquiry to OB10@SBS.nhs.uk

Kind Regards

Mike Wood
Operations Director NHS Shared Business Services

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What happens next?

Review the options document attached to decide which submission method best suits your organisation.

If you want to use the online method and submit via the OB10 'Invoice Generator' please contact clientservices@ob10.com or call on +44 (0) 870 165 7420 and let them know you were contacted to use OB10. Your contact at OB10 will then send you an email with a link from which you can activate your pre created account. Check the information, amend/add where necessary and then on completion you can start sending Invoices.

You will need your customers OB10 number to indicate which entity you will be sending invoices to. Please see the list below

If you are not sure which option is best either contact OB10 immediately or OB10 will be contacting you in the next few days to discuss your situation.

When OB10 call they will need to know the contact within your company who will agree the commercial terms and sign the required service agreement. OB10 will then assist your technical representative to set up your OB10 profile and allow you to send data files in the format of your choice.

Once OB10 have set up your profile they will discuss your connectivity options for submitting invoice data to the network. If you have no current standard, OB10 will supply you with a simple, secure method to upload your invoice data to their network. Your final task, before going live, will be to approve a human readable image of your data. Please check this carefully and ensure our requirements as requested below are shown. We also see this test image and may contact you directly if the required data is missing. You will then be ready to send live invoice data to OB10 and cease sending us paper invoices.

Suppliers should **not** send duplicate paper invoices. OB10 acknowledges safe processing and delivery of all invoices and credits processed to an email address of your choice. Please remember to ensure all data on your paper invoice is provided via this electronic approach and use comment lines where necessary.

To approve the electronic invoice we require the following information.

⇒ All Data currently provided on Paper Invoice /Credits
⇒ Purchase Order Number (If you are not provided with a PO please provide the name of the person who has requested the good/services from you and their department in the format XX first initial surname)

NHS Shared Business Services Limited
Registered Office: 420 Thames Valley Park Drive, Thames Valley Park, Reading, RG6 1PU.
Registered in England No. 5280446 VAT No. 848 1372 12

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List of NHS SBS clients using the OB10 service (as at 1st September 2006) - these are the NHS organizations you will be able to send invoices to electronically if you sign up for this initiative

ORG NAME	ENTITY	Payables code	OB10 Number
Adur, Arun and Worthing PCT	5L8	4685	AAA406296368
Airedale PCT	5AW	4235	AAA541623625
Ashford & St Peters NHS Trust	RTK	A185	AAA822098695
Bedfordshire Heartlands PCT	5GE	4585	AAA018989962
Bedfordshire and Luton SHA - now part of East of England SHA	Q02	6505	AAA671564128
Beds & Luton Partnership NHST	RV7	4595	AAA899929376
Bexhill & Rother PCT	5FH	A005	AAA701321770
Bradford City PCT	5CF	4245	AAA103555140
Bradford District Care Trust	TAD	4395	AAA451271860
Bradford Hosps NHS Trust	RAE	4405	AAA712055532
Bradford South & West PCT	5CG	4255	AAA030813240
Brighton & Hove City PCT	5LQ	A135	AAA296001027
Bristol North PCT	5JF	6225	AAA884226119
Bromley PCT	5A7	4555	AAA019045376
Calderdale & Huddersfield NHS Trust	RWY	4415	AAA218627123
Calderdale PCT	5J6	4265	AAA455911107
Central Cheshire PCT	5H4	A045	AAA466178951
Chelsea & Westminster PCT	5LC	6425	AAA074356932
Connecting for Health	T56	A125	AAA941208696
Crawley PCT	5MA	4645	AAA084450709
Dartford, Gravesham & Swanley PCT	5CM	A065	AAA975842543
East & North Herts	RWH	6435	AAA503348419
East Elmbridge & Mid Surrey PCT	5KP	Z915	AAA232328153
East Hampshire PCT	5FD	Z875	AAA006726681
East Leeds PCT	5HK	4275	AAA778487652
East Surrey PCT	5KQ	A025	AAA080105760
Eastbourne Downs PCT	5LR	Z905	AAA426420519
Eastern Wakefield PCT	5E7	4285	AAA611108507
Eastleigh & Test Valley South PCT	5LY	4785	AAA726533128
Fareham & Gosport PCT	5LX	Z895	AAA508134335
Guilford & Waverley PCT	5L5	Z925	AAA352027445
Hampshire Partnership Mental Health Trust	RW1	4815	AAA181029430

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ORG NAME	ENTITY	Payables code	OB10 Number
Hastings & ST Leonards PCT	5FJ	A015	AAA477704225
Health & Social Care Info Centre	T57	Z975	AAA442634473
Hereford and Worcester Ambulance Service NHS Trust - now part or West Middlands Ambulance NHS Trust	RL5	6495	AAA655639888
Horsham and Chanctonbury PCT	5MC	4655	AAA778501122
Huddersfield Central PCT	5LJ	4295	AAA056074925
Isle of Wight Healthcare Trust	RR2	Z855	AAA269887543
Isle of Wight PCT	5DG	Z865	AAA713925964
LCH Teaching NHS Trust	RGD	4425	AAA414697466
Leeds North East PCT	5HJ	4305	AAA795770767
Leeds North West PCT	5HM	4315	AAA981471691
Leeds West PCT	5HH	4325	AAA453346892
Luton PCT	5GC	4565	AAA935050815
Maidstone Weald PCT	5L2	A085	AAA431782903
Medway PCT	5L3	A105	AAA642757389
Mendip PCT	5FX	6245	AAA710261736
Mental Health Act Commission	T51	4495	AAA249856063
Mid Hampshire PCT	5E9	4795	AAA358123305
Mid Sussex PCT	5FK	4665	AAA409889268
Mid Yorkshire Hospitals NHS Trust	RXF	4445	AAA542310511
National Institute for Health & Clinical Excellence	T53	4545	AAA280898230
National Treatment Agency	T50	4475	AAA863774451
New Forest PCT	5A1	4825	AAA550178214
NHS Institute for Innovation and Improvement	T54	4635	AAA613676915
North Bradford PCT	5CH	4335	AAA875973414
North Bristol NHS Trust	RVJ	6345	AAA018547786
North Kirklees PCT	5J7	4345	AAA189690928
North Surrey PCT	5L6	Z985	AAA793245176
Portsmouth City Teaching PCT	5FE	Z885	AAA529485781
Portsmouth Hospitals Trust	RHU	Z845	AAA741329403
Queen Elizabeth Hospital NHS Trust	RG2	4515	AAA184857431
Redbridge PCT	5NA	4525	
Redditch & Bromsgrove PCT	5MR	6455	AAA426364352
Somerset Coast PCT	5FW	6265	AAA380037820
South & West Peninsula SHA - now part of South West SHA	Q21	6415	AAA019717636

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South Downs Health NHS Trust	RDR	Z965	AAA598163418
South Gloucestershire PCT	5A3	6275	
South Hams & West Devon PCT	5CV	6285	AAA808214712
South Huddersfield PCT	5LK	4355	AAA049948276
South Leeds PCT	5HL	4365	AAA440641686
South Somerset PCT	5K1	6295	AAA516045879
South West London SHA - now part of London SHA	Q08	4605	AAA055359517
South Worcs PCT	5MT	6465	AAA154500896
Southampton City PCT	5L1	4805	AAA559723044
Southampton University Hospital Trust	RHM	4755	AAA931495600
Surrey & Sussex Healthcare NHST	RTP	Z955	AAA338990336
Surrey Health Informatics Service	HTP	A145	AAA550261028
Surrey Heath & Woking PCT	5L7	Z995	AAA878514355
Sussex Acute Commissioning Services	CL8	4835	AAA923876221
Sussex Downs & Weald PCT	5LT	Z935	AAA258916055
Sussex HIS	HL8	4725	AAA514267962
Sussex Partnership NHS Trust	RW8	4695	AAA006441182
Sutton & Merton PCT	5M7	4625	AAA657360491
SW Kent PCT	5FF	A095	AAA502753361
Teignbridge PCT	5FY	6315	AAA990641698
The Cardiothoracic Centre Liverpool NHS Trust	RBQ	A055	AAA990550220
The Hampshire and Isle of Wight Strategic Health Authority - now part of South Central SHA	Q17	4775	AAA927104810
The Lewisham Hospital NHS Trust	RJ2	4715	AAA925017840
Torbay PCT	5CW	6325	AAA090610882
Wakefield West PCT	5E8	4375	AAA045481876
Waltham Forest PCT	5NC	4535	AAA762643880
Wandsworth PCT	5LG	4615	AAA602988537
West Country Ambulance - now part of South West Ambulance Trust	RJ9	6405	AAA663191153
Western Sussex PCT	5L9	4675	AAA306052838
Whipps Cross Uni Hospital NHS Trust	RGC	4505	AAA616204624
Winchester and Eastleigh Healthcare NHS Trust	RN1	4765	AAA864489059

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WMH Partnership NHS Trust	RWQ	6475	AAA340206333
Worcs Acute Hospitals NHST	RWP	6485	AAA769826165
Wyre Forest PCT	5DR	6445	AAA764564795
West Yorkshire SHA - now part of Yorkshire and the Humber Strategic health authority	Q12	4225	AAA100981950
Royal Surrey County Hospital NHS Trust	RA2	A175	AAA398333740
South East Coast SHA - was Q18 Kent & Medway SHA and Q19 Surry & Sussex SHA prior to merger	Q37	A195	AAA249177213
Kent & Medway NHS and Social Care Partnership Trust	RXY	A165	AAA902105733

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OB¹⁰
The global e-Invoicing network

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NHS
Shared Business Services

A partnership between the Department of Health and Xansa

FAQs for submitting invoices to NHS Shared Business Services via OB10

What is electronic invoicing?
Electronic invoicing ("e-Invoicing") is a process that utilises the Internet to
Allow NHS Shared Business Services to receive invoice information directly from our
suppliers without the need to print and post paper invoice copies.

Why is NHS Shared Business Services moving to e-invoicing?
The Office of the Deputy Prime Minister requires that all UK authorities have

"Appropriate e-procurement solutions in place which includes the ability to
Receive invoices electronically from their suppliers".

NHS Shared Business Services are committed to achieving government e-procurement
targets and are constantly looking for ways to improve their working relationship with
suppliers. E-invoicing is the latest development in this policy:
E-invoicing solutions reduce the cost, to both NHS Shared Business Services and our
suppliers, of manually handling large volumes of paper invoices. This new process will
allow for better tracking of invoices, reduce unnecessary errors and result in a more
efficient payment process for our suppliers.

Is this a requirement for doing business with NHS Shared Business Services?
This is an important initiative for NHS Shared Business Services, and our NHS clients and
we are encouraging all preferred suppliers to support us. We will be disappointed if any of
our suppliers do not take up this opportunity to introduce an improved invoice process.
NHS Shared Business Services currently service almost 20% of the NHS and this
proportion is increasing rapidly. Transferring to this method of invoicing now will facilitate
your dealings with the NHS marketplace.

My account is paid on time today; will I need to use this service?
Yes, as this process will ensure that we maintain that position.

Will NHS Shared Business Services make payments using OB10?
No, NHS Shared Business Services will continue to use our current payment method
independent of OB10. If you do not already receive payment by BACS you will shortly be
asked to provide bank details as we are phasing out Cheque payments to complete the
electronic cycle.

How do I submit my invoices electronically?
You have two options to submit e-invoices. Option one is to fully integrate you current
billing system into the OB10 network so data is transferred with no manual intervention.
Option two allows the supplier to manually enter data into the OB10 secure website.
OB10 will discuss these options with you when they contact you.

Note: The OB₁₀ network is accepted by HM Revenue and Customs as compliant with all relevant national tax legislation.

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Do I need to install any software?

No, the OB10 service is non intrusive. The only software that is required is a digital certificate that is stored within your Internet Browser and is used to authenticate the users.

What is OB10?

The OB10 network is a system that enables organizations to electronically deliver invoices from their accounting systems in the format of their choice without the need to install any proprietary hardware or software. The OB10 network seamlessly connects multiple billing and accounting platforms enabling the automation of key back office invoice processing functions for both buyers and suppliers. OB10 has offices in EU, the UK (London), the USA (San Francisco) and Asia (Kuala Lumpar).

Are there fees associated with the e-invoicing service?

Yes, there are two options available. For suppliers who send high volumes of invoices to NHS SBS the 'File Supplier' option is an annual membership fee and then a 'per transaction cost'. For suppliers who send a low volume of invoices to NHS SBS the 'Invoice Generator' option is a 'Pay as you Go' approach, for which there is no annual subscription only a pre paid transaction charge.

The transaction cost is for each invoice or credit processed regardless of the number of lines or the value of the invoice.

What does the annual membership fee cover?

It covers the cost of OB10 setting up your unique profile on the OB10 network and the general costs of maintaining the network. The membership fee is an annual cost regardless of the number of customers that you send electronic invoices to via the network.

Will I need to sign an agreement with OB10?

Yes, if you choose to be a file supplier you will sign a specific agreement with OB10. If you choose to be an IG supplier you will have to accept the standard terms and conditions presented on the web site.

What happens if I still send paper invoices?

The new systems and processes for handling your invoices will be focused on electronic invoices and will mean electronic invoices are handled quickly and with better accuracy. NHS Shared Business Services will accept paper invoices for a short while but these will be phased out as the conversion to electronic process accelerates. Once you are established on OB10 you will no longer need to send paper invoices.

How successful has NHS Shared Business Services been to date with this request?

This is a new initiative for NHS Shared Business Services. We have spoken to other OB10 users and confirmed that suppliers are very happy with the service.

Note: The OB10 network is accepted by HM Revenue and Customs as compliant with all relevant national tax legislation.

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***I can make invoices available to my customers to view via the Internet,
can I do this instead?*** The OB10 network ensures that NHS Shared Business Services receives the data you send in a format that will automatically upload into our accounting software and where appropriate match to GRN's & PO's. Offering NHS Shared Business Services an image of the invoice or an option to download the data in a fixed format does not satisfy our business requirement.

I already send some invoices to customers via EDI can I use this?
EDI is just another data format that OB10 can support but NHS Shared Business Services will not accept EDI format directly – it has to go through OB10.

What if I don't have a system capable of creating electronic invoices?
If you print invoices generated by any invoicing system you can send invoice data files to OB10. If you raise invoices manually (Word, Excel etc) you can access the OB10 secure web site and create invoices online using the web based Invoice Generator, no software to install. All you need is an Internet connection and standard browser.

Can I send electronic invoices using OB10 to all of my customers?
Yes, once you are subscribed to the network, OB10 can enable you to send electronic invoices to any other customers that are on the OB10 network.

What if I supply an NHS organization not on the list provided?
If the NHS organisation is not on the list provided it is currently not involved with NHS SBS. Please continue with your current process for these until you are advised that they have joined the OB10 network

Can I send transaction for more than one customer in one file?
Yes, OB10 can accept data files in any format covering as many customers as you require. OB10 will agree with you how each customer is identified in your data file and will then deliver each transaction to the correct customer

Why should I use OB10 to send my invoices?
It removes the costs of printing and posting paper invoices, chasing payment and improves the accounts payable process. The electronic process will identify any queries on your invoice immediately, which means they can be resolved before the invoice is due for payment

***I am planning to change my invoicing software soon, should I wait
before subscribing?***
The OB10 network accepts any incoming data format. You can join the Network and send your invoices now and simply advise OB10 of the changes when you are ready to use your new software. They will make the necessary changes without interruption of invoice delivery.

Note: The OB₁₀ network is accepted by HM Revenue and Customs as compliant with all relevant national tax legislation.

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Do I need to wait for approval by HM Revenue and Customs to remove paper invoicing?

OB10 satisfies all VAT requirements. You will be given a standard letter to be sent to your VAT office, which will give them all the information they need.

For further information on the OB10 service:

See www.ob10.com, email clientservices@ob10.com or call +44 (0) 870 165 7420.

Options available when Sending Invoices Electronically via the OB10 Network:

There are 2 primary methods for sending Invoice and Credit transactions via OB10. A supplier can either send a data file directly to OB10 or create invoices on-line using the 'Invoice Generator'.
Note: Charges are made directly from OB10 Limited, the parent company of OB10

1. Sending an extracted data file

OB10 allows you to send invoice and associated credit data taken directly from your billing system. The data extracted from your systems can be in any format, including the format it currently uses. OB10 will create your account on the network, which allows the service to accept your invoice data and then translate it directly to the format required by all your customers on the network. Data files can be sent to the network via the OB10 secure web site by any method including EDI, SFTP, or a connectivity tool of your choice.

Benefits
- No hardware or software to install
- Enables the data to be taken directly from your billing system in a data format of your choice
- You are able to trade with any of your customers using the network now or in the future, without additional technical work and regardless of their required data formats
- Using OB10 removes the paper invoice along with associated mailing and labour costs

Costs for file supplier #

Annual Membership £750*
Per invoice transaction costs:

1- 20 invoices per month	= £0.67
21-100 invoices per month	= £0.55
101-500 invoices per month	= £0.40
501-2000 invoices per month	= £0.30
2001+ invoices per month	= £0.22

Note: Transactions are charged on a monthly incremental basis.

   # OB10 can bill you in GBP, Euro or USD. Discounts apply for payments via credit cards or within 15 days of the date of the invoice. Please liaise directly with OB10 for more information.

   * For suppliers who invoice from multiple entities additional fees may apply, there are no limits on the number of entities a supplier can send invoices to

Additional data file option: creating a data file using "OB10 DeskTop"

In addition to the above option we recognise that there may be instances where a supplier is in the process of upgrading their current system or for other reasons does not wish to submit a data file from their invoicing system. In these circumstances, OB10 may be able to supply you with an application called "OB10 Desktop" that will allow you to create files for submission to OB10.

The "OB10 Desktop" is a Microsoft Excel based tool that quickly allows you to create invoices and credits off-line and subsequently upload them to OB10. The price for using the "OB10 DeskTop" is the same as for File Suppliers (see above) and if you buy the "OB10 Desktop" as a 'short term fix' while you upgrade your Billing system, OB10 will create a profile using your new system's output format, at no extra cost when you go live. For more information about the availability of the "Desk Top" software please contact clientservices@OB10.com

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2. Creating invoices on-line using the 'Invoice Generator'

The OB10 Invoice Generator allows you to create invoices on-line and is usually chosen by those suppliers who do not have a billing system and currently generate invoices manually (e.g. as a word document). The Invoice Generator retains standing data such as your address so only billing data needs to be entered on each invoice. Once an invoice has been created you have the option to save a copy to your PC and all invoices are stored in the secure OB10 archive for the legally required time limit. As a member of the network you will have on-line access to these records. To understand more about registration and use of this service please visit www.OB10.com

Benefits
- Low cost electronic invoicing
- No technical set up
- Mailing costs are eliminated and invoice delivery is both fast and guaranteed
- Perfect for companies who currently raise invoices manually, or have low volumes

Costs
Enrolment is easy and ***we give you 6 free invoices.*** Additional Invoices are purchased in blocks as Pre purchase, no subscription fee.

- 12 Invoices = £12
- 30 Invoices = £25
- 60 Invoices = £45
- 120 Invoices = £75

Registration:

To initiate registration for the OB10 Network please contact OB10 supplier services on clientservices@OB10.com or by calling +44 (0) 870 165 7420.

If you want to use the online method and submit via the OB10 'Invoice Generator' your contact at OB10 will send you an email with a link from which you can activate your pre created account. Check the information, amend/add where necessary and then on completion you can start sending Invoices.

If you are not sure which option is best either contact OB10 immediately or OB10 will be contacting you in the next few days to discuss your situation.

If you need assistance in registering, you may also contact OB10 Support via www.OB10.com/support or by calling +44 (0) 870 165 7430.

get closer to your customers with OB10 electronic invoice delivery

In order to foster closer trading links with key suppliers, your customer is moving to electronic invoicing. Consequently, your customer has joined OB10, the electronic invoice delivery network.

Using the OB10 network enables your customer to receive invoices directly into its Accounts Payable (AP) systems and process them without the delays and inefficiencies associated with paper-based invoicing. The good news is that the data file format your invoicing system uses now will be accepted by OB10. You don't need to install any hardware or software or change the way your systems are configured.

OB10 is a non-intrusive service offering that accepts your invoices as they are, but delivers them to your customer in the format required by their AP system.

Network benefits

- Assured invoice delivery - an end to lost and misplaced invoices
- Removal of data-entry errors - your invoice is loaded directly into your customer's AP systems without the need for data to be keyed into their systems
- Elimination of postage, printing and paper handling costs
- Immediate notification of any invoice query, allowing any corrections to take place before the due date
- Improved payment - invoices are registered in your customer's AP system without delay
- One-time set-up - once you have an account on OB10 you can send electronic invoices to all of your customers on the network
- Secure data archiving - removing the need for you to physically store paper and making tax audits easier to facilitate

With no hardware or software to install subscribing to the network is simple allowing you to transact within as little as 48 hours from sign-up.

one network - many customers

1) You submit invoices to OB10 directly from your accounting / ERP system
2) The invoice data is transformed from your format to that required by your customer's systems
3) The invoice data is received directly into your customer's accounting systems
4) A copy of the invoice is e-mailed to your customer in parallel, for audit and approval processing
5) A copy of the invoice data is stored in a secure data warehouse for reporting and audit purposes
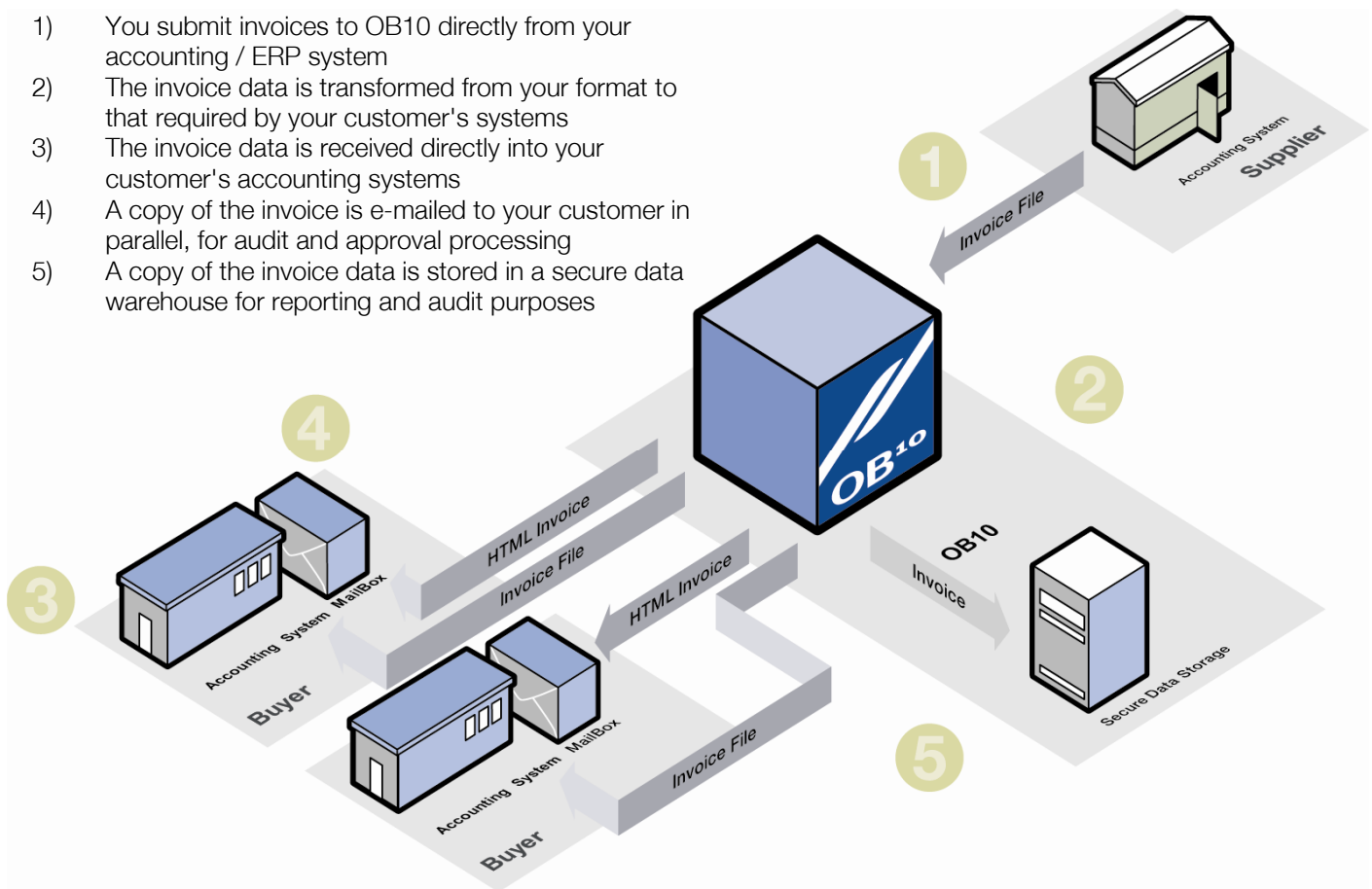
The future of invoicing

The OB10 network boasts a customer base of some of the biggest buyers and their suppliers across Europe and the US - the number is growing daily. Your customer is just one of an increasing number of companies requesting electronic invoices as a way to improve their supplier payments process. The OB10 network offers you the most simple and cost effective way to respond to electronic invoicing requests and get closer to your customers.

For more information visit www.OB10.com.