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Manual Guide for Commercial Providers

Introduction

Lambeth currently uses a system that enables you to electronically send your invoices.

Invoices will be scanned directly onto the council's system and can then be processed by our Accounts Payable department.

This solution represents a significant enhancement in how invoices are handled. This document relates to all Commercial Providers across all Adults and Children's Services.

This invoice scanning solution will provide the provider with the following:

- Invoice scanning & Exception handling
- Automated PO validation

The reason this change took place was to

- make the processing of invoices more streamlined
- produce better communication between the provider and Lambeth
- enable the provider to track their invoice and see where the payments are

Guidance on Acceptable Invoice format

Invoices can only be sent in the following acceptable format

- PDF
- If Word or Excel documents are sent, they will need to be converted to PDF

Guidance on Unacceptable invoice format

Lambeth DO NOT accept the following document formats and where possible should be always avoided: -

- Handwritten Invoices
- Dot matrix invoices
- Invoice in the body of the email
- Pictures that were taken by mobile/camera phone etc
- Multi invoices in one PDF/attachment
- ZIP files/folders
- An email with an email attached
- Password protected invoices

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- Weblinks to download invoices
- Poor quality original documents where the OCR process was unable to extract the data.

What information does the provider need to provide on their invoice?

The following information needs to be submitted to enable the invoice processing to run smoothly: -

- Supplier Name
- Invoice Number
- PO Number (N.B. Not required for Non-PO Invoices)
- Invoice Date (Date Format should be DDMMYYYY I.e., 01/04/2022)
- Whether the invoice document type is an Invoice or Credit – N.B. Credit note values should always be entered as a negative
- Invoice Currency
- Description of the service
- Invoice Total Net
- Invoice Total VAT
- Invoice Total Amount
- Ensure the totals are clear and correctly calculated

Further information for providers to note when submitting their invoices

- Any invoices identified as VAT only invoices will be processed in the same way as Non-PO invoices
- Any providers with VAT issues and who require further assistance should be referred to HMRC website –or telephone number 0300-200-3700
- All registered providers must quote their VAT number on all invoices they submit
- Providers must submit a valid VAT invoice (unless they are not registered for VAT)on company letter headed paper.

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How does the provider send their invoices to Lambeth?

The provider can send their invoices via

- Email – oracle.inv@kefronpaperless.com

- Post – LB of Lambeth - AP
      PO Box 1115
      Cornwall House
      Albany Park
      Camberley
      GU15 9TS

Lambeth recommend providers send their invoices in a PDF format via email for the most efficient payment process.

Issues with Invoice Submission

For payment enquiries contact Payment Services on the details below:

Duty Phone No:020 7926 8676

Email address: FSS_PS@lambeth.gov.uk

Guidelines to ensure providers timely payment

✓ Making sure the providers invoice is in the correct format (see above information)

✓ The provider should only accept a request for services where they have a valid Lambeth purchase order

✓ The provider should send invoices as soon as possible after they have provided the service

✓ The provider should ensure that quoted prices, quantities, and descriptions align with the purchase order unless you have a prior agreement for them to differ

✓ The provider should only quote one purchase order number per invoice

✓ The provider will receive payments based on their payment terms

✗ The provider should not send us an invoice in advance of the service being received by Lambeth unless we have advised the provider to do so

✗ The provider should not duplicate their invoice numbers

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If the provider when submitting their invoice is missing any of the key information. An error message via email will be sent to the provider by our Accounts Payable team and their invoice will not be processed. Once the errors have been rectified the invoice can be resubmitted.

What do you need to do to resubmit your invoice?

Once the provider has received the email, this should provide them with clear instructions on what they need to do to resubmit their invoice.

- E.g. if the provider has submitted a pdf via email with the incorrect Purchase Order number, the provider will receive an email stating to resubmit their invoice with a valid Purchase Order number

Conclusion

This guidance has been put together to assist providers with their invoice journey with the scanning solution. If the provider has any further queries, please contact Lambeth's Account Payable team via email FSS_PS@lambeth.gov.uk

Further support

If you have any further queries, please contact admin@kefron.com

Please contact your manager or the Oracle Support Team if you require this user guide in an alternative format

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