

Date: 21 August 2020

Reference Number: 012

To: NHS Shared Business Services (NHS SBS) Suppliers to our Clients

Subject: ACTION - NHS now accepts invoices by email

Dear Supplier,

Given the recent COVID-19 crisis, we have undertaken a review of the means by which suppliers may send us their invoices. We are pleased to inform you of some improvements we have made which should help provide more flexibility going forward.

We are communicating the message below to suppliers for whom we hold an email address; please feel free to forward it if you wish.

From 1 September, the following mailboxes will cease to be used. You will receive an automatic response to your email; however your email and any attachments will not be processed.

sbs-w.postandscanning@nhs.net

sbs-w.scaninvoices@nhs.net

We communicated earlier in the year, that we had upgraded our inbound invoices solution – enabling us to accept single Invoice PDFs by email. This email address is only used for processing invoices. Only emails received which meet the specified format will be processed. **Emails which do not meet these criteria will be automatically deleted without notification.**

This email address is: sbs.invoicing@nhs.net.

The criteria which your invoices must meet are:

Invoices must comply with our [Good Invoicing Practice](#)

- This ensures all correct data is within the Invoice in a consistent way

Only PDF email attachments can be accepted

- Other file types and nested emails cannot be accepted and will be deleted.

One invoice per PDF

- Backing documents must be included in the same PDF as the relevant invoice

- Emails with multiple PDFs are acceptable. For example
- 10 PDFs with 1 invoice per PDF **will** be accepted
- 1 PDF with 10 invoices within will **not** be accepted

Emails must not exceed 10Mb

For information on how to do this please see our guidance online here: <https://www.sbs.nhs.uk/faq-fasub-inv-how-to-nhs-sbs>

If you send any of the below to the new email address, they will be deleted and not processed.

- Statements
- Other Documents for example – Rental Agreements
- Order Acknowledgements
- Invoices contained in Embedded Emails
- Invoices to Download
- Invoice via URL Link
- Word documents, Excel Documents.
- Emails containing XML Files.

Contact us

- Calling: 0303 123 1177

Kind regards,

Supplier Communications

NHS Shared Business Services