

Accounts Payable

**How to Successfully Submit
your Invoice (or Credit Note)
to Capita**

&

**How to Request a Change
to Your Supplier Record
with us at Capita**

Introduction

Dear Capita Service Provider

We want to process your invoice (or credit note) swiftly to allow you to be paid on time, so to help you we have compiled a checklist to submit your invoice successfully to us and prevent it being rejected back to you for resubmission. This will help us as well as save you having to correct an error and resubmitting an invoice resulting in a potential late payment.

Capita is a member of the Fair Payment Code ([PPC – Small Business Commissioner](#)) and we need to report on the number of payments we make within agreed terms. We are committed to making payments to you on time, every time.

Here is our invoice/credit note checklist:

1 **Essential Key Information**

There is key information which needs to show on your invoice (or credit note) to comply with HMRC requirements. Your invoice needs to display:

- Full company name, company registration number, registered office address and contact for queries.
- Invoice date (we **do not** accept post-dated invoices).
- Unique invoice number (note that we strip out special characters/spaces due to system restrictions).
- Our purchase order number clearly marked as 'Purchase Order' or 'PO Number'.
- Description of goods/services, please ensure you clearly show line item/s, unit of measure and unit price if the order is for multiple items as displayed on our purchase order.
- Cost centre (and/or general ledger code) in place of a purchase order number (this applies to suppliers who are exempt from purchase orders only).
- Addressed to the correct legal Capita entity. This will be shown on the purchase order.
- Invoice amount, clearly showing net value, VAT amount (if applicable) and gross value.
- Bank account number and sort code.
- VAT Number (if applicable).
- For credit notes, please ensure you reference the invoice number the credit note relates to, or, if it is a 'rebate' for services purchased, please ensure this is stated too.

We have automated software in place to collect this information from your invoice on receipt. Where it is missing from your invoice it may result in your invoice being rejected back to you to correct and resubmit. Please double check your invoice before you submit it to us to ensure it does comply with all the requirements listed above.

2 **Purchase Order Number**

When we place an order with you, we will send you a purchase order which will show exactly what we are purchasing from you, will let you know a name/number for any queries, where to send your invoice and most importantly will display a link to our terms and conditions of purchase (for ease of reference here is a link: www.capita.com/site-services/purchase-terms).

Make sure the PO number is clearly shown on your invoice (or credit note) and marked as either 'Purchase Order' or 'PO Number'. Our PO numbers will always be ten digits long and start with the number '4'.

We regularly review open purchase orders to ensure that they match our business requirements and once the whole value has been used, the PO will automatically close to prevent any further invoices being received against it. There are instances where we will close the purchase order before the value is fully utilised and, in these cases, we may contact you to let you know why it is being closed.

You may receive multiple purchase order numbers from us; please ensure you quote the correct PO number relating to the services/goods request as we operate as multiple entities (departments/companies). Ensure that your invoice (or credit note) shows the correct PO number for the goods/services.

You should **not** supply Capita with any goods or services to us without first receiving our purchase order, we cannot pay you until this is in place and will as a result in a payment delay.

If you are not receiving purchase orders from us by email, please check with us that we have the correct detail for you by contacting us at our query email shown below. A generic email address is preferred.

3 Incorrect Legal Entity

As an organisation we provide services to many businesses both in the UK and overseas. Our set up to support the business allows us to operate with different legal entities. Where you submit an invoice addressed to the wrong legal entity, we are unable to process it and will result in a rejection.

The entity you are invoicing will show as the company in 'Delivery Address' on the purchase order.

4 No Cost Centre and/or General Ledger Code Detail

There are some suppliers who do not require purchase orders to provide goods and services to us (these are strict exceptions to the standard process). In its place we use 'Cost Centre' and/or 'General Ledger' information, which is unique to identify where to route your invoice for approval within our system.

Please make sure where you are required to show 'Cost Centre' examples are JWAN or ZINX (alpha 4 digits), and for 'General Ledger' examples are 532007 or 622124 (numeric 6 digits) that its clearly shown in a prominent place on your invoice. Where this key information is missing, we are unable to process your invoice, and it will be rejected.

If you submit an invoice with a cost centre and/or general ledger code, and you are NOT included in our list of exempted suppliers, we will reject your invoice back to you.

5 Incorrect Invoice Values

We cannot process an invoice which shows the incorrect net, VAT, or gross amount as this breaches HMRC regulations. You are required to display the correct values where goods/services attract VAT or whether they are exempt. We are unable to manually amend the values on your invoice so please ensure calculations are correct prior to submission.

6 Poor Scanning Quality

We scan your invoices to capture the key fields automatically, where key fields are not legible (or missing), we cannot fully scan your invoice, and we will reject it back to you. Please review and ensure data is legible (and present) before you submit it to us. Ideally your invoice should have a light background to guarantee a good contrast for our scanning software.

7 Format for Submission

We accept invoices via email only to supplier.invoices@capita.co.uk in .pdf, .doc, .jpg, .jpeg or .tif format. Any other format will be rejected back to you. We can accept up to 10 separate attachments in one single email. Please do not submit a single attachment which incorporates multiple invoices, our scanning will only pick up the first invoice (and subsequent pages will show as attachments to the invoice).

In the subject line of the email to us, please include the word 'Invoice' or 'Credit', this will allow the automated processing of your invoice/credit into the system.

Please ensure you do not resubmit an invoice you have already presented to us; a duplicate invoice will delay the processing of your invoice for payment. Only submit another copy to us where we have requested you to do so.

8 Communicating with Us at Capita

When communicating by email with us, please **do not** include supplier.invoices@capita.co.uk in any email you raise with the business area as our accounts payable scanning solution will automatically pick up your invoice each time it receives it in the inbox and process it. This will result in multiple identical invoices appearing in our system which will be placed on hold for review. We have updated technology which will attempt to process your invoice (or credit note) touchless where possible but will not happen where we received multiple copies of the same document.

9 Remittance Advice

We issue a remittance advice on payment of your invoice, if you are not receiving them, please check that we have the correct detail for you by contacting us at our query email shown below. A generic email address is preferred.

10 Rejecting Invoices

Invoices (or credit notes) will be rejected back by email to the sender, or if it's an automated email address, it will sent to an email address we have set up against your vendor record or may go back to the sender of the email.

Contact Us

If you do have any queries regarding your invoice (or credit note), please contact us, our details are as follows:

Accounts Payable queries – APQueries@Capita.co.uk

Accounts Payable statements – APStatement@Capita.co.uk

Help line number: **0204 625 1184**

We want to thank you for your support in submitting invoices in this format to prevent any delays in processing or paying your invoice.

Finally – Your Supplier Record and Updating Your Details with Us

Our Procurement Department oversees supplier engagement and supplier management for the whole of Capita and associated entities.

They progress the following areas:

- Onboarding new suppliers.
- Reactivating suppliers (which close after we no longer use for an extended period).
- Extending suppliers from one capita entity to another.
- Amending your details with us (for example, when you change your bank account).

If any of your details change you will need to let us know in advance so we can update your record in a timely manner.

Any changes we make to your records will need to follow the Procurement due diligence process which are like the arrangements when you were onboarded with us as a new supplier.

To request any changes please speak to your business contact with the information you would like to update, and they will initiate a request to change via a supplier's portal in Procurement.

Procurement will contact you in relation to any change request to confirm what supporting documentation they require. Please respond to any request from them without delay, so that we can make the changes you require. If you do not reply, we may close your request for any changes, and it will need to be reinitiated.

For bank account changes we will need to ensure the request is genuine and will require some extra checks before any changes are made. We are only able to make payments to the confirmed bank accounts we have against your supplier records. There are **no** exceptions.

For any enquiries the Group Procurement supplier email address for due diligence checks is GPSupplierApproval@capita.co.uk.

Thank you for your support.