

Accounts Payable

**How to Successfully Submit
your Invoice to Capita**

and

**How to Request a Change
to Your Supplier Record**



Introduction

We want to process your invoice 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 submitting an invoice resulting in a potential late payment.

Capita is a member of the Prompt 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 ensuring we make payments to you on time.

Here is our checklist:

1 **Essential Key Information**

There is key information which needs to show on your invoice to comply with HMRC requirements. Your invoice needs to display:

- ⇒ Company Name, company number, registered office address and contact information.
- ⇒ Invoice date (we do not accept post-dated invoices).
- ⇒ Unique invoice number.
- ⇒ Our purchase order number clearly marked as 'Purchase Order' or 'PO Number'.
- ⇒ Description of goods/services charged for, ensure you clearly show line item, unit of measure and unit price as shown on the purchase order.
- ⇒ Cost Centre in place of a purchase order number (for exception vendors only).
- ⇒ Addressed to the correct legal entity.
- ⇒ Invoice amount, clearly showing net value, VAT amount (if applicable) and gross value.
- ⇒ VAT Number (if applicable).

The software we have in place to collect this key information from your invoice is automated, where information is missing your invoice may be rejected automatically or it can also be identified at a later stage that information is inaccurate and then get rejected. 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/purchase-terms/).

Make sure the PO number is clearly shown on your invoice 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, do not quote the same purchase order all the time as it will relate to a specific order only with a particular department/company. Ensure that your invoice shows the correct PO number for the goods/services.

You should **not** provide any goods or services to us without a purchase order, otherwise we cannot pay you until this is in place and will as a result delay a payment.

If you are **not** receiving purchase orders from us by email, 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.

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 to the wrong legal entity, we are unable to process it.

Ensure you display the correct legal entity, examples are '0004' for Capita Business Services or '0306' for Capita Shared Services Ltd (numeric 4 digits). Please ensure the 'Bill To' and 'Ship To' are clearly displayed on the invoice.

4 No Cost Centre Detail

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

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

If you submit an invoice with a cost centre, and you are not included in our exception process, we will reject your invoice.

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 value 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 return it 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 to Supplier.invoices@capita.co.uk in PDF format only. Any other format will be rejected back to you. We can accept up to 10 separate PDFs in one single email. Please do not submit a single PDF file which incorporates multiple invoices, our scanning will only pick up the first invoice.

Please ensure you do not submit 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 it.

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.

8 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.

END

If you do have any queries regarding your invoice, please contact us, our details are as follows:

Accounts Payable queries – [**APQueries@Capita.co.uk**](mailto:APQueries@Capita.co.uk)

Accounts Payable statements – [**APStatement@Capita.co.uk**](mailto:APStatement@Capita.co.uk)

Help line number: **(+44) 0207 202 0655**

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.

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 our due diligence process which are similar to 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.

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 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.