

Church Square House
30-40 High Street
Scunthorpe
North Lincolnshire
DN15 6NL

IMPORTANT INFORMATION FOR A NEW SUPPLIER to NORTH LINCOLNSHIRE COUNCIL

Dear Supplier

You have now been registered as a supplier with North Lincolnshire Council.

We have implemented a new system that will automate the invoice process which will assist us in ensuring that your invoices are paid promptly.

All Invoices and credit notes should be emailed to: invoices@northlincs.gov.uk, unless you are specifically instructed otherwise (this will only be for certain schools, schools catering and adult social care).

To ensure that your invoice is paid promptly, please note the following:

- Invoices should contain a valid purchase order (PO) number. If a valid PO number is not quoted, then payment may be delayed, and the invoice may be returned to you. If you do not have a valid PO number, contact the person that requested the goods or services. All official order numbers will start with 41....., no other format will be accepted.
- The invoices@northlincs.gov.uk inbox will not be monitored. Therefore, supplier queries will not be dealt with through this email. Documents other than invoice/credit notes (e.g., statements, queries) should be sent to financeservicedesk@northlincs.gov.uk
- Invoices and credit notes should be in PDF format with a minimum resolution of 300dpi
- Invoices/credit notes in formats such as Jpeg or Excel or Word do not constitute a valid format and cannot be processed.
- Each invoice should be provided as a separate PDF document. Multiple invoices can be provided on a single email, but they must be separate documents. With a maximum of 10 per email
- You may receive email correspondence from both the invoices@northlincs.gov.uk email address and the email address sending purchase orders and payment remittances. Therefore, you may wish to check that your email system does not block the following email addresses: noreply@proactis.com, financeservicedesk@northlincs.gov.uk and servicedesk@finance.northlincs.gov.uk

We have also automated how we provide you with purchase orders and remittance advices. If we have a valid supplier email address on file, we will be emailing orders directly to you. We will continue to send a physical order where we don't have a valid email address, but we will only send remittance advices by email.

In the event of any queries please contact the Finance Servicedesk on 01724 297900.

Yours Faithfully,

Mark Kitching

Mark Kitching
Chief Accountant
North Lincolnshire Council

What you should include on an invoice

Please follow the guidelines below when submitting invoices:

A compliant invoice should include the following information:

- Clearly addressed to North Lincolnshire Council
- Your full company name and address
- A unique invoice/identification number which we will record on our system and quote on your remittance advice or during any other correspondence with you
- The date of the invoice
- The date the goods or service were provided (supply date)
- A clear description of the goods and/or services provided
- An accurate breakdown of the quantities, prices (net of VAT), the VAT and total amount due
- Company Registration Number (if applicable)
- Company bank details for payments
- VAT registration number and rate of VAT, if applicable
- Email address for your remittance to be sent to
- A valid purchase order number in the format of 41xxxxxxx for the goods and/or services you are invoicing. If you do not have the purchase order number contact the department/person that requested the goods/services to provide the purchase order number.

Please note that if your invoice relates to the Construction Industry Scheme and you do not have gross payment status, the split between labour and materials must be identified on the invoice. If not, these will be returned to you.

If you are unable to email invoices, please post them to:

North Lincolnshire Council,
Finance Servicedesk,
Church Square House,
30-40 High Street,
Scunthorpe,
North Lincolnshire,
DN15 6NL

Non-compliant invoices may be returned to you unpaid