

Top 10 Good Practice Supplier Invoicing Tips

Please note that missing data may result in delayed payment or returned Invoices.

1 Ensure that your Invoice/Credit Note contains:

1a A unique reference number;

1b Invoice date;

1c Delivery/Ship to address;

1d Description of the Good/Services supplied; and

1e Quantity, Unit Price and the Total Price of the Invoice.

2 Clearly identify your document type an Invoice or Credit note.

— If this is not stated your Invoice/Credit Note may be returned.

3 Ensure your company name is clearly stated on the Invoice.

— This will allow your Invoice to be paid correctly.

4 Ensure your company address (including postcode) is shown on the Invoice.

— Missing details may result in delayed payment or returned Invoices.

— Please ensure all relevant telephone and email addresses are also provided as this will allow us to contact you quickly if there is any reason why your Invoice cannot be processed.

5 Highlight which organisation and/or service area you are billing.

— This must be the organisation name and service area address.

— If this information is missing from the Invoice/Credit Note, it will be returned as HSE- FSS will be unable to process it.

6 Quote all purchase order (PO) numbers provided. Not providing the correct HSE PO number will delay the payment of your Invoice.

— Suppliers should always obtain an official HSE Purchase Order (PO) number in advance of supplying any goods/services.

— All supplier invoices must quote an official HSE PO number, beginning with the digits 43, 47 or 48.

— Supplier invoices that do not quote an official HSE PO number will not be processed. Invoices will be returned to suppliers who must obtain an official HSE PO number and re-submit the invoice, via vendorinvoices@hse.ie, quoting same.

7 Delivery note numbers should be quoted on all invoices where goods are delivered.

— When quoted, they can help speed up the Invoice processing.

8 Ensure a clear breakdown of Invoice value is provided.

— Invoices that are calculated incorrectly will be returned.

— Advise of any handling or freight charges.

— Ensure a clear VAT breakdown is provided to avoid delays

9 Quote all relevant remittance details.

— Please quote relevant bank and remittance information to allow us to process your payment correctly.

10 Include any important comments on your Invoice which will speed up the processing time.

For example, Credit Notes require the related Invoice number to be quoted to allow them to be matched to the original Invoice.

Other Important Points to Note:

— Patient names should not be disclosed on any Invoice or Credit Note under GDPR regulations.

— Invoices should be attached to emails in PDF file format.

— One Invoice per PDF file. Multiple Invoices should be sent as multiple attachments.

— Maximum file size per PDF is 5MB.

— Email format must be HTML or Plain Text.

— Proofs of Delivery (PODs) or other backing documentation will only be accepted if the Invoice and associated POD are in a single file: the Invoice, followed by the POD.

— The mailbox vendorinvoices@hse.ie is dedicated exclusively for the submission of Invoices and Credit Notes. Any other mails (statements, changes of details, queries, etc) sent to this inbox will be rejected and will not be monitored.

— Standard payment terms are 30 days from receipt of Invoice.

Statements

To facilitate the reconciliation of your account, we ask that you email your statements to

vendorstatements@hse.ie. Statements should be in PDF format and should be an electronic PDF generated

from your system. To facilitate timely and accurate reconciliation your statement must include:

- Company name;
- Statement date;
- Account name or number;
- Closing balance; and
- The organisation/service area to which the account refers.

Each Statement Line should consist of at least:

- Reference number which may be your Invoice number, Credit Note number, Payment document number;
- Transaction date; and
- Transaction amount clearly indicating debit and credit values.

2 Invoice

Joe Bloggs Supplies Ltd

5 Bill to

FSS Payment Services
Accounts Payable XXXX
[Accounts Payable 1010]
if invoice for HSE
[Accounts Payable 6001]
if invoice for Tusla
Block D
Parkgate Business Centre
Parkgate Street
Dublin 8
D08 YFF1
[vendorinvoices@hse.ie]
IE9950697W

Ship to

NAAS GENERAL HOSPITAL
Naas General Hospital
Supplies Department,
Level 1, Naas General Hospital
Naas, Co. Kildare
W91 AE76
Ireland

Account No. AB1234

Reference No. 0123456 1a

Date of issue 01/01/2023 1b

Date due 31/01/2023 1c

PO No. 487654321BO 6

Delivery No. 6543210 7

| Description | Product Ref # | Qty | Unit price | Tax | Amount |
|---|---------------|--------|------------|-------|-------------------|
| Surgical Masks | 112233445566 | 20,000 | €0.25 | 9% | €5,000.00 1e |
| PCR Test Kits | 665544332211 | 50,000 | €0.50 | 13.5% | €10,000.00 |
| 1d PCR Testing (19-Dec-2022 – 31-Dec-2022) | 998877665544 | 1 | €20,000.00 | 23% | €20,000.00 |
| Subtotal | | | | | €35,000.00 |
| VAT (9%) | | | | | €450.00 8 |
| VAT (13.5%) | | | | | €1,350.00 |
| VAT (23%) | | | | | €4,600.00 |
| Total | | | | | €41,400.00 |
| Amount due | | | | | €41,400.00 |

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1 Grafton Street
Dublin 2
D02 A123
Ireland

joebloggssupplies@gmail.com
+353 (0)1 888 8888

VAT No: IE 123456WA

Joe Bloggs Supplies Ltd Bank Information

Bank of Ireland
IE64IRCE92050112345678 9

Credit Note

Joe Bloggs Supplies Ltd

Bill to

FSS Payment Services
Accounts Payable XXXX
[Accounts Payable 1010]
if invoice for HSE
[Accounts Payable 6001]
if invoice for Tusla
Block D
Parkgate Business Centre
Parkgate Street
Dublin 8
D08 YFF1
[vendorinvoices@hse.ie]
IE9950697W

Ship to

NAAS GENERAL HOSPITAL
Naas General Hospital
Supplies Department,
Level 1, Naas General Hospital
Naas, Co. Kildare
W91 AE76
Ireland

Account No. AB1234
Reference No. 1234567
Date of issue 01/01/2023
Date due 31/01/2023

PO No. 487654321BO
Delivery No. 6543210
Invoice Ref. No. 0123456

| Description | Product Ref # | Qty | Unit price | Tax | Amount |
|----------------|---------------|--------|------------|-----|-----------------------------|
| Surgical Masks | 112233445566 | 10,000 | €0.25 | 9% | €2,500.00 |
| | | | | | Subtotal €2,500.00 |
| | | | | | VAT (9%) €225.00 |
| | | | | | Total €2,725.00 |
| | | | | | Refund due €2,725.00 |

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Joe Bloggs Supplies Ltd Bank Information

Bank of Ireland
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