

Accounts Payable

How to Successfully Submit your Invoice to Capita



Introduction

We want to process your invoice swiftly to allow you to get 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 be shown on your invoice to comply with HMRC requirements.

Your invoice needs to display:

- ⇒ Company Name, registered office address and contact information.
- ⇒ Invoice date.
- ⇒ Unique invoice number.
- ⇒ Our purchase order number clearly marked as 'Purchase Order' or 'PO Number'.
- ⇒ Description of goods/services being charged for, ensure you clearly show line item, unit of measure and unit price as shown on the purchase order.
- ⇒ Cost Centre where a purchase order number is not required (for exceptions only).
- ⇒ 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 is automated, where information is missing your invoice may get rejected straight away or it can also be identified at a later stage that information is missing or inaccurate and then get rejected. Please double check your invoice before you submit it to us to ensure it does comply with requirements.

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 10 digits long and start 4500 or 4800.

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

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 being invoiced for.

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 '0195' for Capita Learning Limited (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 route your invoice for approval. 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.

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 obliged 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 it is calculated correctly 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.