

## Supplier Information

# Supplier - Invoicing Instructions

**Please ensure that your invoice incorporates the following:-**

- Invoices should be made out to Anglian Community Enterprise (ACE) CIC and the authorising budget manager
- A purchase order number and/or the name of the person who raised the order
- A narrative to identify the goods and/or service
- Your name, address and contact details (email and/or telephone no.)
- Bank account details (Account Name, Sort Code and Account Number.)

**NOTE** ACE no longer issue cheques.

## Submitting Invoices

Our preferred method for submitting invoices is electronic, as this shortens processing time and reduces delays.

### By email

Send to [apinvoices.ace.asp@serco.com](mailto:apinvoices.ace.asp@serco.com)

Note that this address only accepts invoices and only takes one invoice attachment per email. (If more are sent, they will disregard it as it is an automated service.)

### By post

If you prefer to submit your invoices by post please use the following postal address.

**F.A.O 'INSERT Applicable Budget Manager'**

**Anglian Community Enterprise**

**C/O NHS Shared Business Services**

**PO Box 7810**

**Corby**

**NN17 9HF**

- ( Please ensure the authorising budget manager's name is included)

### Querying invoices

Any queries should be directed to SBS via email [apqueries.ace.asp@serco.com](mailto:apqueries.ace.asp@serco.com) or telephone 08448940143.

## FAQ

### **“When are payments made?”**

All of our payments are made by BACS and our payment runs are on Tuesday and Thursday.

### **“How do I get copy remittances?”**

Contact SBS and give them your remittance address.

### **“How do I get them to change my bank account details?”**

Contact SBS and they will provide the forms that you will need to notify them.

### **“I am a new supplier, what do I need to do?”**

Contact SBS to set up an account.