



### **1. What is electronic invoicing (e-invoicing)?**

E-invoicing or electronic invoicing is simply the process of replacing paper-based invoices with digital equivalents.

### **2. Why is DFID introducing this service?**

Receiving invoices electronically offers many advantages over traditional paper invoices, namely:

- Reduced costs - free to send documents. Removing the postage, paper, envelopes and labour costs associated with sending invoices.
- Proof of invoice delivery - Guaranteed instant delivery of documents.
- Environmental impact - e-Invoicing will assist in reducing your organisation's carbon footprint and environmental impact, by removing the printing, sending, storing and destroying of paper
- Improved processing time- e-invoicing will remove the delays in posting and processing mail through postal and DFID security systems.

This list is not exhaustive but does indicate some of the principal benefits.

### **3. When will this be effective from?**

DFID will be moving to electronic receipt of invoices as of 27 April 2015.

### **4. Do I need to resubmit invoices sent before 27 April 2015?**

No, all invoices sent before 27 April will continue to be processed by the accounts team on receipt. There is therefore no need to resubmit these invoices electronically.

### **5. Who can use this service?**

All contractors can use this service. The service does not currently include requests for funds for MOUs, PPAs and Accountable grants.

### **6. Must I tell you that I am intending to issue invoices electronically?**

No. The adoption of e-invoicing will now be included as a contractual requirement for any new or renewed procured services. Requests not to use the service will be investigated and where necessary managed by exception.

### **7. Can I continue to send a copy of the invoice to the spending department?**

No. All Invoices must go straight to AP teams not to departments or contacts. Departments can ask their Suppliers to notify them **in advance** of submitting of their invoice with details of what the Supplier proposes to invoice to allow correct receipting on Aries.

### **8. What information must my electronic invoices contain?**

Electronic invoices must contain the same information as paper invoices. These requirements are applicable to all invoices submitted to DFID:

- Suppliers must ensure that a valid email address has been added to their supplier portal
- Either a valid **Purchase Order Number (PO)** and name of DFID contact **or** where there is no PO number the requesters **Charging details** – This allows our electronic invoicing system to determine to whom the non-purchase order invoice should be

routed in order to begin the approval process. When there is no formal purchase order number, the DFID employee placing the order will provide you with his/her charging details at the time the order is placed.

- Supplier Name
- Remittance Address
- Invoice Date
- Invoice Number
- Invoice Amount
- Tax Amount (if applicable)
- Purchase description of each item
- Ship to address (if applicable)
- Ship from address (if applicable)
- Item separation of charges for materials and labour
- Purchase order invoices must reference only one purchase order

**9. What should I do if I do not have this information?**

If you do not have this information, please contact the person who ordered the goods or service within DFID to obtain this, otherwise invoices will be returned and payments delayed.

**10. What about batches of invoices?**

If you are sending batches of invoices, multiple attachments should be provided in one email, and may be zipped into a single compressed file

**11. What size of email can be sent?**

The maximum size of email is no greater than 8 MB

**12. What formats can I use for electronic invoicing?**

Invoice documents must be included as attachments, not embedded in the text of the email. Provided that the relevant invoice messages used contain the required data we will accept

- PDF (This is the PREFERRED format and most expedient)
- TIFF
- JPG

**13. Can I submit support documentation with the invoice?**

Supporting documentation should not be sent as separate attachments. All documentation such as expenditure reports relating to the invoice should be included on the same PDF.

**14. Can I use this email address to submit other requests for payment?**

This email account and service is for the receipt of general invoices. We are currently piloting expanding the service to include other payment requests such as MOUs and Accountable Grants. We will keep you updated with our progress.

**15. Who do I contact for further information on e-invoicing?**

If you have any comments or suggestions to make about this notice, please contact our central helpdesk at [Enquiries@DFID.gov.uk](mailto:Enquiries@DFID.gov.uk)