

**From:** UFS Communications  
**Sent:** 01 April 2020 16:13  
**Subject:** COVID-19 Finance Departmental Guidance Issue 9  
**Attachments:** Draft supplier letter - 2.1.docx

Dear All

Today's communication concentrates on just one topic : instructing our suppliers to send us their invoices electronically where they don't already do so.

This information is also available from the [Finance Division website](#). However, if you have any additional queries please do continue to contact the Help Desk on 01223 (7)65999 or at [UFS\\_enquiries@admin.cam.ac.uk](mailto:UFS_enquiries@admin.cam.ac.uk)

**COVID-19**  
**FINANCE DEPARTMENTAL GUIDANCE – ISSUE 9**  
**1<sup>st</sup> April**

## Moving from paper to PDF invoices from suppliers

### Receiving supplier invoices by email

With most University buildings closed, it will be very difficult or not possible for staff to retrieve post and other documents from their Department. As a result, we all need to move away from paper to using electronic documents wherever possible for our critical finance processes.

The immediate priority is to move our suppliers away from paper invoices, and we know that many of you have been contacting your suppliers to achieve this. The Finance Division will shortly be contacting a large proportion of suppliers to capture as many suppliers as we can who have not yet been contacted.

### How the Finance Division is helping

In order to capture suppliers who have not previously been contacted, the Finance Division will be sending an email to all our trade suppliers who are paid by BACS (as we have an email address for each of them). We plan to do this on Thursday morning and a draft of the wording of this email is attached. A separate exercise will be undertaken to deal with individuals, students etc.

The email will direct suppliers (who do not already have an email address for a department to whom they would normally send paper invoices) to send electronic PDFs to those department mailboxes shown in the link on the email. Note that **the email aims to avoid overriding anything the Departments have already told their suppliers.**

We will also provide each Department with a list of all their suppliers who have been paid by cheque in the last year. This should enable Departments to identify any additional suppliers they may need to contact.

Supplier currently	Paid by BACS	Usually paid by cheque
Sends paper invoices	Finance Division will send an email to these suppliers asking them to send PDF invoices if they currently send paper invoices	Finance Division will send departments a list of the suppliers that fall in this category that the department has used in the last year.
Sends PDF invoices or e-invoices		<p>These will be included on the list (above) sent to departments.</p> <ul style="list-style-type: none"> <li>You shouldn't need to contact them about their invoices</li> <li>But check to see if we need their bank details</li> </ul>

## What departments need to do

### Set up or check your shared in-boxes

Many Departments already have a shared email inbox for invoices from external suppliers, which everyone in the team can access. This can help avoid issues where staff members are absent.

**If your Department does not yet have such an in-box** we recommend you set one up and your Computer Officer should be able to help with this. Then email the Finance Training Team with this new address at [Finance.Training@admin.cam.ac.uk](mailto:Finance.Training@admin.cam.ac.uk)

The Finance Division already hold a list of email address for each department, to which electronic internal invoices are currently sent. See this link:

[https://www.finance.admin.cam.ac.uk/files/department\\_ap\\_email\\_addresses.pdf](https://www.finance.admin.cam.ac.uk/files/department_ap_email_addresses.pdf)

If an external supplier requires an email address for your department, we will advise them to use the email address included on this list unless you tell us otherwise. (NB. This does not apply to departments in the School of Clinical Medicine, as their invoices will go directly to Shared Services.)

**If you would like us to change the email address for your department** on the page linked above please email [Finance.Training@admin.cam.ac.uk](mailto:Finance.Training@admin.cam.ac.uk) (and also let us know if you would like this change to apply for receiving any internal invoices too).

We also recommend that you maintain a list of everyone who has access to your shared mailbox and ensure that everyone is able to access the mailbox remotely.

### Contact your suppliers

If you haven't done so already, please contact all your suppliers who currently send paper invoices to ask them to send invoices and statements in electronic PDF form from now on to your specified shared in-box. If they have sent any paper invoices in the last week which you have been unable to access, please ask them to resend these too. If you are unsure if paper invoices have been missed please ask the supplier to send a statement of account (or just a list of outstanding invoices) to help you check.

### Bank details for suppliers currently paid by cheque

We will also provide each Department with a list of all their suppliers who have been paid by cheque in the last year. This should enable Departments to identify any additional suppliers they may need to contact not only to receive invoices by email but also to advise them that if their bank details are not already included on their invoice to contact Accounts Payables. This will enable us to pay them electronically in the future too.

### Establish a local protocol

If you haven't already done so we would encourage you to establish a local protocol for dealing with items in the Shared inbox (e.g. tagging, moving them to sub-folders) to ensure no invoices are missed nor effort duplicated.

### Consider invoice storage

Please consider how you will store and later archive these electronic invoices and statements received while we work remotely. You may wish to set up a folder on your network or in your shared email account to store these, which mirrors your current paper filing system. Please ensure all your team can access these to retrieve these documents to avoid problems in finding them later and remember the guidelines given in [FPM 20](#) regarding document retention.

### Need more help?

Please contact your School Finance Manager if you require further guidance or, anticipate that you will may have capacity issues with any of the items above.

Sent to UFS Email Distribution Group and the UFS Key Contacts email Group

\* For All queries regarding this UFS communication or if you have a problem with the format please email [UFS\\_enquiries@admin.cam.ac.uk](mailto:UFS_enquiries@admin.cam.ac.uk)