



Oldham
Council

Early Payment Scheme

E-Invoicing FAQs

What is required from you as a supplier?

The new service has been designed with simplicity in mind in order to minimise the impact on your operations. All we ask is for you to send PDF invoices from your existing accounts system to the email address detailed below.

The invoice data from each invoice received into the email account will be securely uploaded into our financial system for payment

Can I send any type of PDF?

No - the only constraint of the service is that the PDF must be machine generated, i.e. produced directly from the billing application, or PC program, raising the invoice.

When a PDF is machine generated in almost all cases it will be a text PDF, with the invoice data items, eg date, value etc, carried directly within the PDF. Our service can read this and map the invoice data direct from the PDF to the invoice input structure required by our financial system to enable automatic upload.

If the PDF is generated by scanning the invoice, an image or photo of the invoice will be passed in the PDF. These invoices cannot be read by our service as we do not have the technology to support this so we cannot accept this type of invoice. Additionally, we cannot accept any other image file such as JPEG or TIFF.

I'm unable to send a machine generated PDF

If you are unable to generate a PDF text straight from your existing software, there are a couple of options:

PDF Driver- there are numerous free to install PDF drivers on the internet, which when downloaded and installed simply, allow you to print to PDF in the same way as you would normally print to a printer. Suppliers can search for 'PDF driver' and select the package that best meets their needs.

Other e-document / data document formats are supported, such as: XML, HTML, EDI, .doc, .csv, that can be delivered via email. If this option is preferred, please contact ourselves using the contact details below: einvoicing@oldham.gov.uk

What if I usually send supporting documentation with my invoice?

No problem. If you normally send documents such as timesheets or delivery notes (which can be image or data documents) feel free to attach them to the same email as the invoice they relate to. Any non-invoice documents that are sent on the same email as the invoice will be 'associated' with the invoice.

If you do send supporting documents with your invoice, please only include one invoice and supporting document(s) per email (NOT multiple invoices and multiple attachments on the same email).

Where do I send correspondence and other 'non-invoice' documents?

Any documentation that is not associated directly with an invoice (i.e. correspondence, marketing material, etc) should be sent to your normal council contact.

Can I send more than one invoice per email?

Yes. We can support many scenarios, including:

- ✓ One invoice file on one email
- ✓ Multiple invoice files on one email
- ✓ Multiple invoices in the same file
- ✓ Invoices and attachments in the same PDF file
- ✓ Invoice and attachments as separate files

Please note, if you do send supporting documents with your invoice, please only include one invoice and supporting document per email (NOT multiple invoices and multiple attachments on the same email).

What software do I need to install?

None - as long as you can produce an invoice as a data document e.g. PDF, HTML, Word (which most billing applications can) and can send via email, you don't need to install any new software.

What email address do I send invoices to?

einvoicing@oldham.gov.uk

When do I start?

Now - please send all future invoices for Oldham Council to the above address.

