



## Purchase to Pay(Accounts Payable) FAQs

- **I need to be set up for ISFE**

Please ask your manager to email the appropriate Transaction Processing Team Leader with your email address and which training is required. The Team Leader will set you up for training and also send a form to your manager to complete and return.

- **I can't access ISFE**

In the first instance, you should try resetting your password. If this does not solve your issue, please contact SBS I.T. Services on 0303 123 1177 as The Hub do not have administrator access.

- **How do I raise a requisition?**

The Procurement team will be happy to help you with this and you can access Quick Reference Guides here:  
[http://nww.sbs.nhs.uk/training\\_zone.html](http://nww.sbs.nhs.uk/training_zone.html)

- **I have received a Non-PO Invoice that is not for my budget, what do I do with it?**

If you know who the invoice should be forwarded to, click the forward option and enter the name of the person you want to forward to. If you do not know who the invoice is for, please return to the Transaction Processing Assistant for your area and they will investigate.

- **We have raised a faster payment for an invoice which is now in my workflow, what should I do with it?**

Please tick the pre-paid box in the Non-PO Approval screen and then code and approve as you normally would.

- **My Purchase Order has run out of funds but I am expecting further invoices, can you give me advice?**

For all Purchase Order queries, please contact the Procurement Team on [mlcsu.procurement@nhs.net](mailto:mlcsu.procurement@nhs.net)



- **I've received a Statement of Account from a Supplier, where do I need to send it?**

Please send all statements to the Transaction Processing Assistant for your area.

- **A supplier has sent me an invoice directly, what should I do with it?**

Please send all invoices to Shared Business Services at Wakefield; also let the supplier know that they should send all invoices or credits to Shared Business Services quoting the full payables code for your Organisation.

- **A supplier is chasing payment for an invoice.**

Please give the supplier the number for Shared Business Services- 0303 123 1177.

- **A supplier is requesting a remittance or asking for further information relating to a payment they have received.**

Please advise the supplier to contact Shared Business Services in the first instance on 0303 123 1177.

- **I've received a Non-PO Workflow notification advising I have an invoice in my workflow but my workflow is empty?**

Email notifications are sent as at a point in time and therefore your invoice could have escalated or been moved.

- **I've received a PO notification and I'm unsure how to action it.**

Please contact Procurement on [mlcsu.procurement@nhs.net](mailto:mlcsu.procurement@nhs.net) or check the Quick Reference Guides available here:  
[http://nww.sbs.nhs.uk/training\\_zone.html](http://nww.sbs.nhs.uk/training_zone.html)