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Thank you to all for your patience whilst we have been migrating to Oracle Fusion Financials, our new finance system.

We've now gone live with the new system. You'll be aware that we've had some teething issues with regards to invoicing and associated backing data, and we would like to thank everyone for their help and support whilst we've been resolving these issues.

We wanted to provide an update on where we are, along with some Frequently Asked Questions (FAQs).

## Invoices

### **Consolidated invoices - Balance Forward Billing (BFBs)**

All consolidated invoices have been sent out for all customers. Some delays were experienced at the beginning of October, but these have now been resolved and customers should have received all invoices expected. If this is not the case, please contact your Credit Controller.

### **Detailed invoice**

All detailed invoices have been sent out for all customers. There were some delays experienced by all – our NHS customers were completed a couple of weeks ago, and our private customers should have been completed up this week. Again, if this is not the case, please contact your Account Handler.

### **Why am I getting duplicate invoices?**

Unfortunately, a few documents were resent to customers that had already been paid or allocated against. If you believe you have received duplicated invoices, please check your account statement to ensure it is not included before it's disregarded.

### **Why is VAT on my consolidated (BFB) invoice sometimes not just 20% of the net amount?**

VAT in the supporting documentation has been calculated at line level. This is the value included on the invoice. It may not be 20% of the total net amount on the BFB invoice due to rounding, but the VAT on the supporting documentation is correct.

### **Why are our transactions being issued to multiple contacts?**

Where we hold multiple contacts against an account, all contacts are receiving invoices, rather than just the primary contact. Please could anyone receiving any documents in error disregard them. We're working to resolve this as a business priority.

### **Why is the invoicing name and/or address incorrect on my document?**

Unfortunately, the invoice templates are pulling through data incorrectly when generating some invoices. A fix has now been put in to resolve these issues. If you do have any further issues, please raise with your Account Handler.

### **Why am I receiving numerous transactions relating to the same PO number?**

Detailed invoices are no longer generated on a weekly basis and are now being created on a daily basis. Any customers who auto match using purchase order numbers (local reference) will see an

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increased volume of invoices received and multiple documents generated for a single PO depending on the date of delivery.

### **What frequency will we receive invoices?**

For those customers who receive detailed invoices, these are now generated and emailed daily. Consolidated invoices (BFB invoices) will continue to be issued weekly.

### **Every week, we receive a list of invoices that have been generated in the previous week - will we still receive this list?**

Unfortunately, this will no longer happen. The new system will automatically email invoices and credits out to the specified email address. This will be one document per email.

### **Are invoice numbers 12 digits or six digits long?**

For detailed invoiced customers, the new system will generate invoice numbers that are 12 digits in length. For BFB customers, invoice numbers are six digits, currently beginning with a '2' (noting this prefix may change over time).

### **I have received six-digit invoices starting with a '1' - do these need to be processed?**

No, these invoices were sent out in error from the new system, please disregard these and remove them from your ledger.

### **I am a HDS customer - why can I not see patient names against requisition points?**

Following review, the requisition point name has been removed from our TR21 reports for HDS accounts as it contained patient names (which is personal data). We are looking at options for a solution for this.

## TR21 Reports

We have built a new revised report, similar to the TR21 report obtained from our website, as we cannot push down invoice numbers into our downstream website reports. These revised TR21 Reports are currently being emailed out to customers. We're looking into a solution whereby customers can self-serve in the near future, similar to the previous TR21 reports available.

### **Why does the TR21 within your website not hold transaction number?**

We have had to make amendments to the previous process that you will be used to. Moving forward a revised TR reports which holds out transaction number will be emailed out on a weekly basis to the primary contact we hold within our system. This is now an automated process, but TR reports can still be provided by your credit controller on an ad-hoc basis if required.

### **How will I be able to access TR21 reports going forward?**

Going forward these will be emailed weekly at the same time as your consolidated invoices. Copies of these reports will be available to request from your Credit Controller. We're in the process of creating a self-serve portal where customers can retrieve these reports independently.

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## GL File Feeds

Any issues encountered during the go-live phase have been resolved, and GL file feeds will continue to be issued on a weekly basis.

### Why do I now only have one GL file feed each week?

The GL feed now contains all transactions relating to both RESUS and eDirect sales.

### I am a HDS customer - why do I not receive a GL file feed?

We're currently working on developing a solution to meet the requirements of our HDS customers. In the meantime, the updated TR21 reports can be used to support the invoices.

### Why does my week 28 and week 29 GL file feed not reconcile back to my invoices?

Unfortunately, the data migration of the invoicing backlog has resulted in some differences on the week 28 GL file feed. For affected customers, the missing data will form part of the week 29 file. It is therefore our recommendation to process both week 28 and week 29 files and invoices together to allow for balancing.

If you have any issues with GL file feeds, please contact [GLFeedEnquiries@supplychain.nhs.uk](mailto:GLFeedEnquiries@supplychain.nhs.uk).

## Credit Notes

### When will I get my refund?

We're currently refining this process. Whilst we resolve, can you please take back the monies owed on your next payment run to us if possible.

## Statements

Following feedback, we have some additional requirements to include within our statements, which are currently being worked through. Once resolved, statements will be issued on a monthly basis going forward. In the meantime, if you require a list of all outstanding transactions, please contact your Account Handler.

### Why have I not received a statement at the end of October?

We're currently working on some slight modifications and are hopeful these will be back up and running shortly.

## Bill Management

Bill Management is the system to replace eBilling. We're currently working alongside Oracle to make the system more user friendly before releasing it.

### How do I request access for additional users?

Please contact your Account Handler with the name and email address of the additional users you need to be set up.

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## **What are the high value balances showing on the left-hand side when viewing the BFB tile?**

These balances are cumulative balances to date. Please disregard these, and use the values presented on your invoices to process.

## **Can we retrieve line details from Bill Management like we did in the previous billing portal?**

Unfortunately, this functionality is unavailable in the new Bill Management system. For customers who receive BFB invoices, please use your TR21 reports. For customers who receive detailed invoicing, further details can be requested from your Account Handler.

## **Can you search the Bill Management platform by a purchase order number (local reference)?**

No, the search function on the Bill Management platform uses the invoice number, ensuring no spaces are present after the invoice number.

## **Will a new user be able to view the transactional history on the account?**

A new user will be able to view and download any invoices created within Oracle Fusion together with any open transactions migrated across from our old Finance system. All transaction history will still be available within our old Billing application.

## **Where do I find invoices that have been paid?**

The tiles displayed on the left will only present invoices that have a balance outstanding. For invoices that have been cleared in full, you will find the 'transaction history' box in the top right of the screen, click this and the system will display all cleared invoices.

## **I can only see 25 transactions on my account, where are the rest?**

The system will only display 25 transactions at one time, if you scroll down the bottom of the page you will find in the far bottom right the 'see more' button. Please click this and it will display the next 25 transactions.

## **Can I export all transactions on my account to excel?**

Yes, you will find the 'export to excel' button in the top left of the header bar, please click this and it will download the excel file.

## **Will the permissions to view accounts on the old portal be automatically carried across to the new? We cover multiple NHS trusts.**

Yes, when the Bill Management system is live, we are looking to mirror the access from our previous billing portal. If you require further access, please inform your Account Handler.

## **Why can I not see my invoices within Billing?**

Billing has now been replaced by a new application called Bill Management. You'll continue to be able to retrieve copy transactions from this new system,

If you have any questions, please contact us at [oraclefusionproject@supplychain.nhs.uk](mailto:oraclefusionproject@supplychain.nhs.uk)