

South Tees Hospitals NHS Foundation Trust Accounts Payable FAQ

Q: When will I receive payment?

A: South Tees Hospitals NHS Foundation Trust has payment runs each Wednesday. Your payment should reach you within 2 days of our payment run.

Q: Where do I send my invoice?

A: All invoices should be addressed as follows:

South Tees Hospitals NHS Foundation Trust
PO Box 17393
Birmingham
B9 9NL

Email address: elfs.328ste@cloud-trade.net

Q: Have you received my Invoice?

A: Please contact our helpdesk on 01254 786003, email ap.southtees@elfs.myservicedesk.com. You will need to have the following information, Invoice Number, Order Number, Amount, and which Trust you invoiced.

Q: I have received a payment by BACS, what is it for?

A: Please wait for 2 days before contacting us as you should receive a remittance advice. If you still haven't received this then please contact the Helpdesk on the details above.

Q: How do I get a password reset?

A: Please email systems@elfs.myservicedesk.com