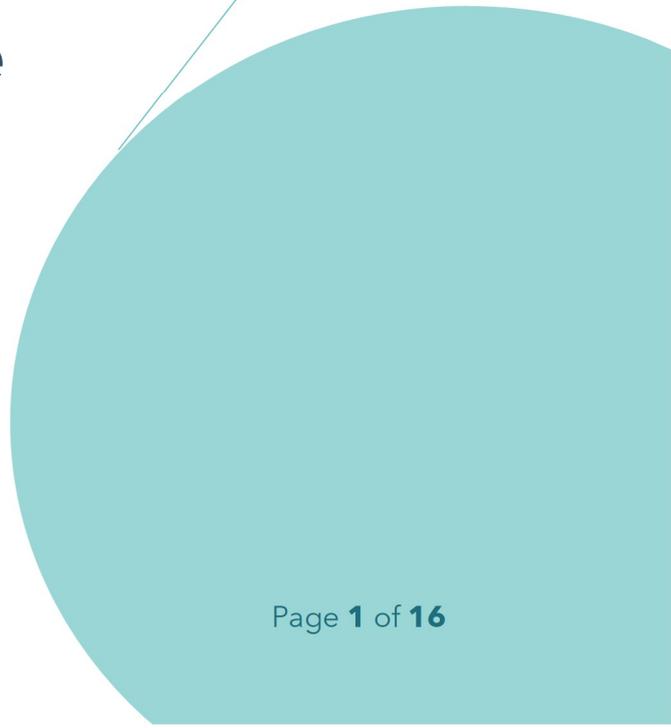


# Supplier Portal - User Guidance



# Contents

Link To Portal .....	3
View Invoices .....	3
View Disputed Invoices .....	4
View Missing Purchase Order Disputes .....	5
View Credit Note Disputes .....	6
View Missing Background Information Disputes .....	7
View General Disputes .....	8
View Payments .....	9
Contact Accounts Payable .....	9
Upload Missing Invoices .....	10
Reconciliation Report .....	13

To access the ELFS Supplier Portal – use the link below

**Click link** <https://elfssupplierportal.powerappsportals.com>

## **View Invoices**

Select **Invoices**, you will see your invoice status. You can filter on the Trust, Invoice Number, Status etc. then click Apply. If your invoice is overdue a chase button will appear next to the Invoice. Click to notify the Budget holder you are chasing payment.

ELFS Shared Services  
ADDED VALUE. BUDGETHOLD. PARTNER

Home | **Invoices** | Suppliers | Payments | Raise Ticket | Register

My Invoices

Trust: [Dropdown] Invoice Number: [Text] Status: [Dropdown] Due From: [Calendar] Due to: [Calendar] Supplier Code: [Dropdown] Dispute Type: [Dropdown] Disputed?:

Apply Reset

Export to Excel

Invoice Organisation	Invoice Number	Transaction Date	Due Date ↑	Purchase Order	Gross Value	Transaction Status	Paid Date	Supplier Code	Dispute Description
----------------------	----------------	------------------	------------	----------------	-------------	--------------------	-----------	---------------	---------------------

## Disputed Invoices

1. To View **Disputed invoices** - click Tab Dispute Type, drop down box will show Dispute Descriptions - click on any description, then click Apply.

Trust	Invoice Number	Status	Due From	Due to	Supplier Code	Dispute Type	Disputed?
						Efs Use - Awa	<input type="checkbox"/>

Invoice Organisation	Invoice Number	Transaction Date	Due Date	Purchase Order	Gross Value	Transaction Status	Paid Date	Supplier Code	Dispute Description
University North Midlands Hospitals	OP/C153187	25/07/17	24/08/17		-276.36	Register		101058	Credit Note required

2. To view all **disputed invoices**, click the Tab Disputed? - click Apply.

Trust	Invoice Number	Status	Due From	Due to	Supplier Code	Dispute Type	Disputed?
							<input checked="" type="checkbox"/>

3. Click on the Dispute Description box - to access the page where you can proceed to resolve the dispute:

Due From	Due to	Supplier Code	Dispute Type	Disputed?
				<input checked="" type="checkbox"/>

↑	Purchase Order	Gross Value	Transaction Status	Paid Date	Supplier Code	Dispute Description
	273PLN58045	2,340.00	Register	26-MAR-2023	CN03063	Missing Backing information
	273PLT1155669	3,410.50	Register	16-SEP-2022	CN01059	Missing Purchase Order

## 1. Missing Purchase Order disputes:

- a. Please provide only the Purchase Order number in the dedicated field.
- b. All other information would be prepopulated.
- c. Click Submit. The email will be generated and sent to the relevant person for review.

### Dispute Code: Missing PO

**Last comment from the system:** Invoice is not quoting a purchase order or the order quoted is not valid. Please provide valid PO. We are a sh: to procurement, please contact the person who placed the order for this information

**Invoice number:** OLSINV/2637329

**Associated trust:** North East London FT

**Dispute code:** Elfs Use - Missing P Order

#### Provide a Purchase Order Number

In order to help us resolve the dispute, please provide the purchase order number and any relevant document.

Submit

## 1. Credit Note disputes:

- a. You can provide any comments and information in the corresponding field.
- b. Click on Choose File to select a Credit Note file to send.
- c. All other information would be prepopulated.
- d. Click Submit. The email will be generated and sent to the relevant person for review.

### Dispute Code: Credit Note

**Last comment from the system:** Please provide invoice ref this credit relates to and send to elfs.328ste@cloud-trade.net

**Credit note amount:** £-32.82

**Invoice number:** OLCRED/01170526

**Associated trust:** South Tees Hospitals NHS Foundation Trust

**Dispute code:** Elfs Use - Awaiting Credit

#### Add Comments

Please provide any additional information about the enquiry.

#### Upload Document

In order to help us resolve the dispute, please provide any relevant document below.

Preferred file formats: .pdf

Maximum file size: 10MB

Choose File No file chosen

Submit

## 1. Missing Background Information dispute:

- a. you will see the supporting information that will give you more context about the dispute - Last Comment for the System
- b. You can provide any comments and information in the corresponding field.
- c. Click on Choose File to select a file to send if this is relevant to the dispute (not mandatory)
- d. All other information would be prepopulated.
- e. Click Submit. The email will be generated and sent to the relevant person for review.

### Dispute Code: Missing information

**Last comment from the system:** Please provide proof of delivery for this invoice

**Invoice number:** OLSINV/09004388

**Associated trust:** Birmingham Community Healthcare NHS Trust

**Dispute code:** Elfs Use - Missing Info

#### Add Comments

Please provide any additional information about the enquiry.

#### Upload Document

In order to help us resolve the dispute, please provide any relevant document below.

Preferred file formats: .pdf, .csv, .doc

Maximum file size: 10MB

No file chosen

## 1. General dispute:

- a. You can provide any comments and information in the corresponding field.
- b. All other information would be prepopulated.
- c. Click Submit. The email will be generated and sent to the relevant person for review.

### Dispute Code: General

**Invoice number:** OLSINV/09004388

**Associated trust:** Birmingham Community Healthcare NHS Trust

**Dispute code:** Elfs Use - Missing Info

#### Add Comments

Please provide any additional information about the enquiry.

Submit

## Payments

1. SELECT **Payments** highlighted yellow and click the payment run number to see the related invoice numbers.

ELFS Shared Services  
added value business partner

Home | Invoices | Suppliers | **Payments** | Raise Ticket | Register | support elfs -

My Payments

Payment Run Invoice Organisation Date Paid Gross Amount

Liquid error: Exception has been thrown by the target of an invocation.

Export to Excel

Payment Run Invoice Organisation Date Paid Gross Amount

No data available in table

Showing 0 to 0 of 0 entries Previous Next

2. To contact Accounts Payable simply select **Raise Ticket**, complete the form, and Click SUBMIT your query.

You will receive an automated response containing an Incident Number. Please keep as you can follow up the query by replying to this e-mail.

If you have not had a response after 5 working days, please select the Call back request option (**Please note - the call back request will require the incident number you received when the original query was submitted**)

ELFS Shared Services  
added value business partner

Home | Invoices | Suppliers | Payments | **Raise Ticket** | Register | support elfs -

Raise New Ticket

Category \*

Invoice Number

Trust Selection

Comments

Submit

For Call back Requests [Click here](#)

## Upload Missing Invoices

- 1) Click on Upload Invoice button on the home page where you can proceed to upload the missing invoice:

Home | Invoices | Payments | Raise Ticket | Register | **Upload Invoice** | Reconciliation |

in the portal, you will need to complete registration.

use the "Register" button in the top-right.

For more information, please contact: ELFS via [askapregistrations@elht.nhs.uk](mailto:askapregistrations@elht.nhs.uk)



- 2) Enter the Invoice Number that you want to upload - IMPORTANT make sure that the invoice number is correct.
- 3) Select the Associate Trust from a drop-down list. This is the trust that the invoice you want to upload is associated with:

## Upload Invoice

### Tell us about the invoice

Please provide the information required along with a PDF image and the invoice will be forwarded to be processed and loaded into the system.

Please allow at least 48 hours for the invoice to appear on the portal

Previously uploaded invoices are available [here](#)

The screenshot shows the 'Upload Invoice' form with two tabs: 'Invoice Details' (active) and 'Upload PDF'. The form contains two required fields: 'Invoice Number \*' and 'Associated Trust \*'. The 'Next' button is visible at the bottom.

- 4) Click Next. Now you can upload the document. Click on Choose File and select the invoice file on your device. IMPORTANT - the system supports PDF files only. Please make sure the invoice document file type is PDF.
- 5) Once the file is selected, press submit. The invoice has now been submitted to a relevant team. Within 48 hours your invoice will appear on the portal.

The screenshot shows the 'Upload Invoice' form with two tabs: 'Invoice Details' (checked) and 'Upload PDF' (active). The form contains three sections: 'Invoice Number \*' with the value '123141', 'Associated Trust \*' with the value 'London Ambulance Service', and 'Upload Invoice PDF \*' with a 'Choose File' button and the text 'No file selected'. The 'Submit' button is highlighted in red.

- 6) To check previously submitted invoices, from home page screen click on Upload Invoice button.
- 7) On the page you will see a button where you can click to access previously uploaded invoices:

## Upload Invoice

### Tell us about the invoice

Please provide the information required along with a PDF image and the invoice will be forwarded to be processed and loaded into the system.

Please allow at least 48 hours for the invoice to appear on the portal

Previously uploaded invoices are available [here](#)

Invoice Details Upload PDF

**Invoice Number \***

**Associated Trust \***

Next

- 8) Here you will see a list of invoices that you have already submitted. You can enter invoice number and select a trust and click apply to filter the list.
- 9) By clicking Export to Excel, the list of uploaded invoices will be downloaded to your device

## Previous Submissions

**Invoice Number** **Trust**

Apply

Export to Excel

<b>Invoice Number</b>	<b>Trust</b>	<b>Created On ↓</b>
123141	London Ambulance Service	02/06/23 9:29 AM
<>12345\$%E~`@-*?abcABC DE</>		28/04/23 11:36 AM
<>12345\$%E~`@-*?abcABC DE</>		28/04/23 11:31 AM

## Reconciliation Report

- 1) From the home page screen click on the Reconciliation button to be redirected to a screen where you can run a reconciliation report:



- 2) On the reconciliation screen you can download an Excel template to be used for reconciliation. **IMPORTANT** - please make sure to use the template, as the system will not accept a document in any other format.

### Reconciliation

Please complete the attached template and upload the data to enable the statement reconciliation to be actioned. Any discrepancies in values of invoices to your statement will automatically be reported back to the AP team to review so you do not need to take any further action.

Where the portal shows missing invoices, please can you either upload a copy via the upload tab on the portal, or email to the usual address - this may take a day or 2 before appearing on the invoice list. If you need payment information for a paid invoice, this can be downloaded from the payments tab on the portal.

#### Upload list of invoices

Please fill in the template file with a list of invoices you'd like to reconcile [Download template](#)

Maximum file size: 10MB

Maximum invoices per run: 1000

No file chosen

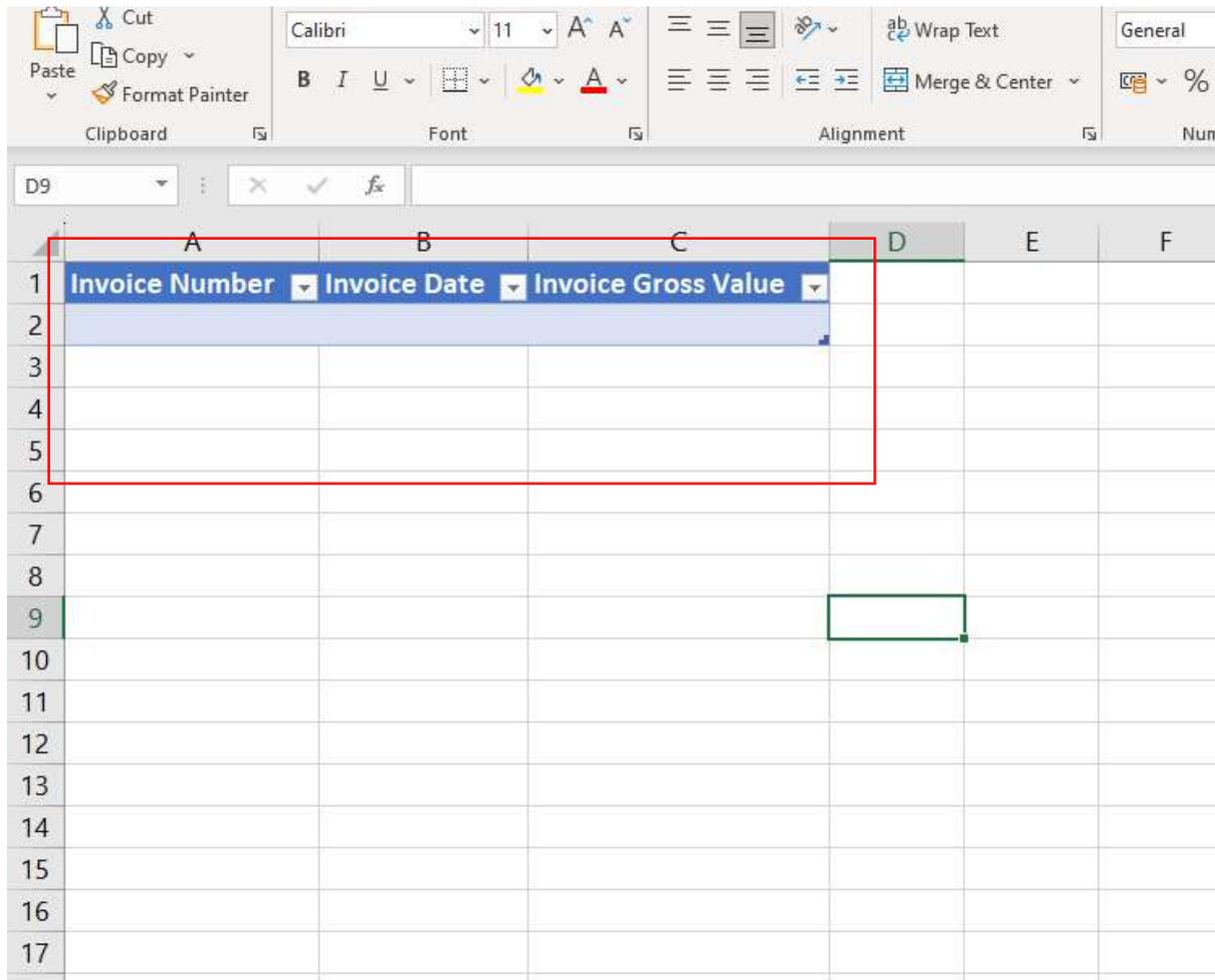
#### Select the associated Trust

The file must only contain one trust's invoices

Select a trust

- 3) Open the template. Here you will see three columns:
  - a. Invoice Number - please copy-paste your invoice number into this column; Each invoice must be on a new line.
  - b. Invoice Date - please enter the correct date for each invoice
  - c. Invoice Gross Value - please enter the correct Gross Value of the invoice for each invoice.

**IMPORTANT - the invoices entered in the template must be for one trust only!  
Each trust will require a separate reconciliation.**



- 4) Save the file and close it. Back in the portal click on Choose File and select the file where you have just entered invoices.

- 5) From the drop-down list select the associate trust. This is the trust that the invoices in the document are associated with.
- 6) Click Run Report

## Reconciliation

Please complete the attached template and upload the data to enable the statement reconciliation to be actioned. Any discrepancies in values of invoices to your statement will automatically be reported back to the AP team to review so you do not need to take any further action.

Where the portal shows missing invoices, please can you either upload a copy via the upload tab on the portal, or email to the usual address - this may take a day or 2 before appearing on the invoice list. If you need payment information for a paid invoice, this can be downloaded from the payments tab on the portal.

### Upload list of invoices

Please fill in the template file with a list of invoices you'd like to reconcile. [Download template](#)

Maximum file size: 10MB

Maximum invoices per run: 1000

Invoice Reconciliation.xlsx

### Select the associated Trust

The file must only contain one trust's invoices

- 7) It will take a minute to run the report. Please do not close or refresh the page. Once the report is processed, you will be redirected to an output screen.
- 8) On this page you will see a list of all invoices that you have typed into the template, and it will show you the status of the particular invoice:
  - a. If the Gross value doesn't match, but the invoice is in the system you will see a message - "Invoice gross value does not match". An automated email will be sent to support to resolve the issue.
  - b. If the system is unable to find the invoice number, you will see the message - "No invoice found". An Upload missing invoice button will appear next the invoice. You will be able to click on the button and then upload the missing invoice. IMPORTANT - double check the invoice number is correct when doing reconciliation before uploading the missing invoice.

- 9) You can press Export in Excel button, to download the reconciliation report to your device.

## Reconciliation

[Reupload...](#)

Invoice Number	Invoice Date	Gross Value	Status	Exception
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<a href="#">Export to Excel</a>				
Invoice Number	Invoice Date	Gross Value	Status	Exception
932139873	23/01/2018	£259.30		No invoice found <a href="#">Upload Invoice</a>
OLSINV/07563595	26/07/2021	£162.60		No invoice found <a href="#">Upload Invoice</a>
SLCR/00016007	29/11/2019	-£141.24	Invoice Paid	
SLIN/00137488	07/12/2018	£31.15	Register	
SLIN/00142532	24/01/2020	£234.92	Invoice Paid	
SLIN/00143618	08/05/2020	£48.00	Invoice Paid	Invoice gross value does not match
SLIN/001491531	16/07/2021	£15.58		No invoice found <a href="#">Upload Invoice</a>
SLIN/00155270	13/04/2023	£7.67	Invoice Paid	

Showing 1 to 8 of 8 entries Previous  Next