

Procure to Pay Handbook

This pack contains all you need to know about Sopra Steria's Procure to Pay Process for Suppliers.

The Sopra Steria organisation is made up from the following companies:

- Sopra Steria Limited,
- NHS Shared Business Services (NHS SBS)
- Shared Services Connected Limited (SSCL)

Useful Contacts

Should you have any queries regarding purchase orders, invoice status and general information, this page contains a list of useful contacts and email addresses you can use.

Accounts Payable

Invoice queries: Accounts.PayableSSL@soprasteria.com

Contact telephone number: 0845 604 6501

Sopra Steria Procurement Business Partnering

Email: procurement.uk@soprasteria.com

Market DoJo Technical Support

www.marketdojo.com

Tel: +44 117 230 9200

Sopra Steria external resources

[Working with suppliers website](#)

Procure to Pay Process Overview

The Sopra Steria Procure to Pay process, like most companies, involves the creation of a Purchase Order through our online ordering system, SAP ARIBA. This is then electronically sent to the supplier who then fulfils the requirement for goods or services and sends an invoice electronically to Sopra Steria for payment (always quoting the original and valid Purchase Order number).

The Process

High level overview of the Procure to Pay Process:

1. Sopra Steria business area raise a Purchase Request in ARIBA and obtain internal approval based on the value, cost centre/project and commodity.
2. Following internal approval, a Purchase Order is automatically generated electronically and is sent to the supplier either via the online portal, or emailed with PDF attachment.
3. Upon delivery of the goods and services from the supplier the Sopra Steria requestor enters a confirmation/goods receipt onto the ARIBA purchasing system.
4. Supplier sends invoice through to Tungsten (see [invoicing section](#) for details.)
5. Invoice is processed and entered into the Sopra Steria Financial System for matching to a valid Purchase Order and Confirmation/Goods Receipt.
6. Payment is made in accordance with the agreed method of payment and the payment terms.

New Supplier Set Up Process

What to Expect

New supplier set up within Sopra Steria is subject to a rigorous process designed to ensure that robust due diligence checks are in place before any supplier is approved to contract and transact with Sopra Steria, and to certify that all supplier information is accurate. The process can take up to 3 weeks to complete, as many of the checks are regulated through our Procurement & IT Security Teams and therefore have to be robust and detailed.

The Process

High level overview of the new supplier set up process:

1. A new supplier request is generated from within Sopra Steria
2. Sopra Steria Procurement approve or reject the new supplier request, taking into account a number of factors.
3. If the request is Accepted, an Electronic Registration invite (via our partner Market DoJo www.marketdojo.com) is sent to the potential new supplier by email. This invite comprises a set of questions designed to undertake a rigorous assessment of the supplier's standing and ability to supply Sopra Steria and to ensure that the relationship between Sopra Steria and the new supplier is clear from the outset. The questions ensure that both parties mutually understand the commercial trading relationship (including but not limited to contact details, bank account, VAT number), Sopra Steria's purchasing policy, GDPR data security, legislative and sustainability requirements.

TIP: Before completing the on line questionnaire we recommend that as a potential supplier you gather and have the following key details to hand:

- Bank Account details, sort code and account number,

- Signed proof of bank account,- (a paying in slip or letter from the bank)
- VAT number,
- Registered Company Name,
- Company registration number
- A clear understanding of the activities and data you may process for Sopra Steria in relation to GDPR, and your IT security provisions

4. The Supplier completes the on line Questionnaires and SUBMITS back to Sopra Steria.

TIP: If you have difficulty in understanding how to answer a question on Market DoJo please make an attempt and then contact Sopra Steria. As the on line questionnaire tool is interactive our support team are able to see what you have entered before you finally submit the form. This enables us to assist as you progress.

5. Following internal review and approval the supplier details are created on Sopra Steria's Financial and Purchasing System to enable the business to process transactions, e.g. issue Purchase Orders, pay invoices, etc.

6. Purchase Orders are sent via Sopra Steria's Procurement system ARIBA prior to the goods/services being delivered or an invoice being issued. No activity or supply of goods should be undertaken without receipt of a formal and properly formatted Sopra Steria Purchase Order. A Purchase Order is the only official form of commitment from Sopra Steria. If a supplier undertakes any activity or supplies any goods to Sopra Steria without a formal and properly formatted Purchase Order, they do so at their own risk and cost.

7. It is imperative that the Purchase Order number is then quoted on all subsequent invoices from the supplier. No invoices will be processed for payment that do not quote a Purchase Order number.

Billing Sopra Steria

When submitting an invoice to any Sopra Steria company please follow our recommended best practices:

Do	Don't
 Quote the Purchase Order Number on each invoice submitted for payment	 Submit an invoice without a valid Purchase Order prefixed with "PO"
 Send invoices as soon as possible after despatch of goods or services	 Accumulate invoices prior to submitting
 Correctly address your invoice or credit to the correct Sopra Steria legal entity	 Submit invoices to any entity other than that named on the PO
 Submit one pdf or einvoice per individual invoice or credit	 Submit multiple invoices within same pdf files or one invoice with more than one PO
 Submit invoice with valid PO's prefixed with "PO"	 Submit handwritten or stamp marked invoices
 Only submit invoices through a Tungsten service	 Send paper invoices through post or pdf invoice to any email address other than that stipulated by Sopra Steria AP
 Send invoice queries, letters and statements to Accounts.PayableSSL@soprasteria.com	 Accept a request for goods or services without receipt of a valid Sopra Steria Purchase Order

Thank you for your support in this matter and should you be successful in joining us as a supplier we look forward to working with you.

Regards

Sopra Steria Procurement Team