

## **IMPORTANT INFORMATION**

### **THE WAY THAT YOU INVOICE US IS CHANGING**

Dear Supplier,

Keele University will transition to a new invoice scanning solution on **Monday 2<sup>nd</sup> June 2025**. To ensure prompt payment of invoices, the following requirements need to be adhered to. Please circulate to your relevant teams for implementation:

**1. NEW:** Two Email Addresses for Communication

- a. [finance.supplierinvoices@keele.ac.uk](mailto:finance.supplierinvoices@keele.ac.uk)  
for automated scanning and processing of invoices/ credits
- b. [payments@keele.ac.uk](mailto:payments@keele.ac.uk) for all other queries \*such as statements, chasing payment emails etc

**2. NEW:** Invoice Submission Requirements

**3. AS CURRENT:** Compliant Invoices

Further detail of each requirement can be found in the following pages. If you have any questions, please contact the Procurement Team via [payments@keele.ac.uk](mailto:payments@keele.ac.uk). The document is also available on this link - [Accounts Payable Office - Keele University](#).

Yours faithfully

Accounts Payable Team



## **IMPORTANT INFORMATION**

### **THE WAY THAT YOU INVOICE US IS CHANGING**

Dear Supplier,

Keele University will transition to a new automated invoice scanning solution on Monday 2<sup>nd</sup> June 2025. To ensure prompt payment of invoices, the following requirements need to be adhered to. The preferred method of receiving invoices is via e-mail, which will automatically load onto the system and be promptly validated/processed.

#### **NEW: Two Email Addresses**

ALL Invoices and Credits should ONLY be e-mailed to the following address (1) for automated scanning: -

[finance.supplierinvoices@keele.ac.uk](mailto:finance.supplierinvoices@keele.ac.uk)

However please note, the above dedicated inbox is NOT MONITORED. For this reason, we request all supplier queries, including statement queries, to be sent to the following address:

[payments@keele.ac.uk](mailto:payments@keele.ac.uk)

#### **NEW: Invoice Submission Requirements**

All invoices and credits sent to *finance.supplierpayments@keele.ac.uk* (1) MUST meet the following criteria to be compliant. All non-compliant invoices and credits will be automatically returned unpaid: -

- Each invoice/credit attachment received by Keele at the defined e-mail address (1) MUST be in either a PDF or Word format
- Each invoice/credit received by Keele at the defined e-mail address (1) MUST ONLY contain one single PDF/Word document PER invoice/credit. To further clarify, each invoice/credit MUST ONLY be issued with one separate PDF/Word file for each Purchase Order provided
- Supporting documents need to be incorporated into the same PDF/Word File as the invoice/credit and not sent separately within the e-mail submission, as each file is treated as a new document
- The PDF/Word File must not have security applied and should be attached to the original email, not embedded as part of a forwarded email.
- The PDF/Word document must not have Invalid characters (\ / : \* ? < > |) in the filename as these will result in the document not being imported for processing.

- Each attachment to your e-mail is uniquely named. To clarify, one email with one attachment, and the attachment name should not match any other attachment previously submitted.
- Your invoice/credit is electronically typed, not handwritten.
- Where possible PDF images should be originally generated by the system rather than scanned images saved via a multi-function device.
- It is recommended that PDF images are of a minimum resolution of 300dpi.
- It is also recommended that the PDF/Word file sizes be kept as low as possible; typically, less than 150KB.

### **AS CURRENT: Compliant Invoicing**

A compliant invoice should include the following information:

- Clearly addressed to the Keele University
- Your full company name and address
- A unique invoice number, which will be recorded on our system and quoted on your remittance advice or during any other correspondence with you
- A clear description of the goods and/or services provided
- Accurate quantities, prices and amount due
- VAT registration number
- A breakdown of the goods and/or service clearly showing the net price, the VAT rate, the VAT amount, and the total amount for each line on the invoice
- A valid Purchase Order Number in the format of KUxxxxxxx for the goods and/or services you are invoicing for on the invoice

**A compliant invoice or credit should be emailed to**  
<mailto:finance.supplierinvoices@keele.ac.uk> (1), in pdf or word format, with a single  
**attachment per email**

**Non-compliant invoices will be returned to the supplier unpaid**

Documents submitted in any other format (including Excel) cannot be accepted and will not be processed.

*ONLY IF* you are unable to email invoices, please post them to:

**Accounts Payable Office**  
**IC1 Building**  
**Keele University**  
**Keele**  
**Staffordshire**  
**ST5 5NH**

Yours faithfully

Keele Financial Services