

RBS e-Invoicing – Inbox/Outbox Workflow

Making sure you receive correct invoices

As part of the RBS e-Invoicing service, we have developed the Inbox/Outbox workflow to ensure incorrect invoices can be dealt with quickly and easily. Thanks to this functionality, inaccurate documents can be flagged and fixed by suppliers automatically, before the documents are sent to you.

The Inbox/Outbox workflow

The Supplier Outbox/Buyer Inbox strengthens the control that a company has over the content, quality and success of document submissions to the e-Invoicing Hub. The Supplier Outbox allows the supplier to preview their invoices (strictly, pro forma invoices) before they are sent to the buyer; and to respond to any queries about the invoices after they have been created. The Buyer Inbox allows the buyer to approve, reject or query invoices after they have been received.

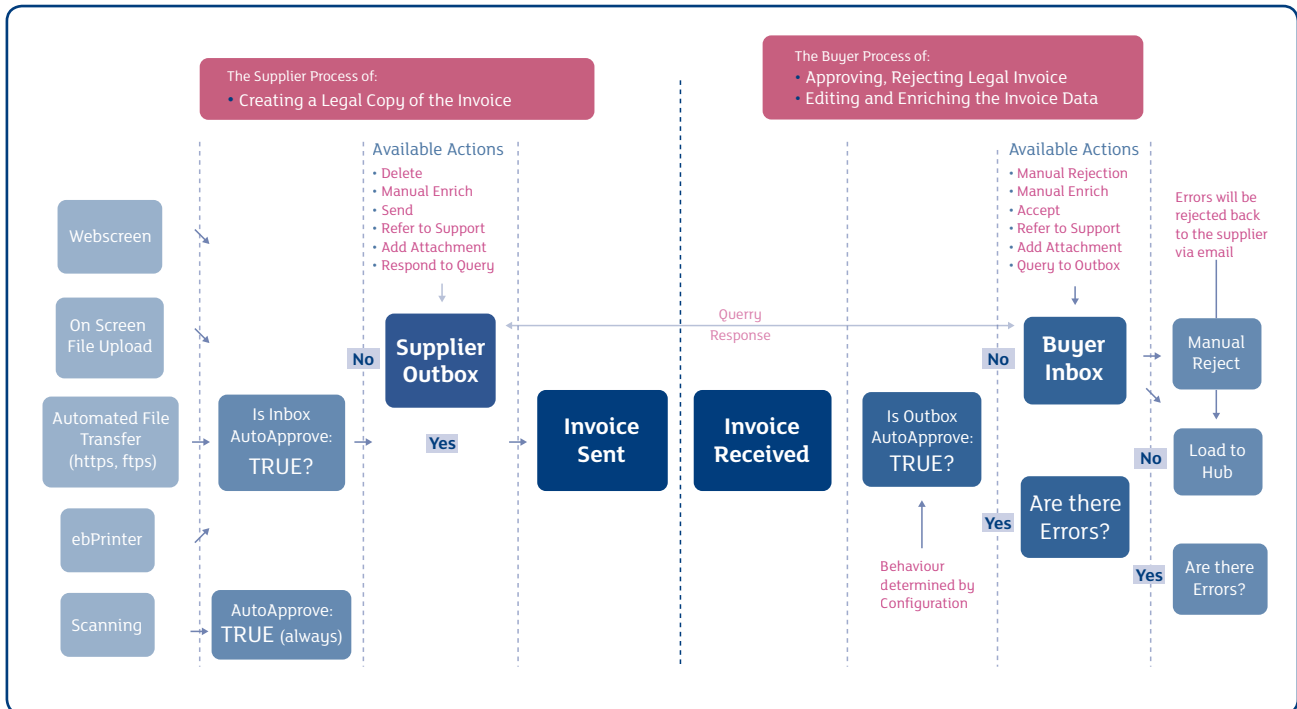
Inevitably, some documents may be missing information, or may not be VAT compliant. The RBS e-Invoicing system has enrichment options which allow you to amend documents before they are validated. So whether it's a missing VAT number, a buyer's code for the supplier or contains non-standard characters such as symbols, it's easy to fix the problem and resubmit it.

How it works

However an invoice is submitted, a number of checks are automatically triggered. If there are any errors – from missing purchase order numbers to incorrect totals – it will be sent to the Supplier Outbox. Here the supplier can fix any problems and resubmit it. Once it's approved, it will be successfully sent to you.

When the invoice arrives in the Buyer Inbox, you can decide how to manage it. You can determine the checks you want to run from a wide selection. You can approve it manually, add attachments or flag queries. Once you're happy with it, it can be loaded into your ERP system. If the invoice fails, it will be sent back to the supplier.

Workflow Diagram



By managing invoices through the Supplier Outbox/Buyer Inbox system, you'll ensure the invoice you receive has successfully passed a number of checks. It brings an end to someone else's errors costing you time and money. Add to that the ability to tailor checks at your end, and you'll know that the invoice loaded onto the Hub and into your ERP system meets your standards and regulations.

For further information

To discover how RBS e-Invoicing can create efficiencies within your business, please contact your Relationship Manager or:

Call: 0800 085 1699

Email: e-invoicing@rbs.co.uk

Visit: www.rbs.co.uk/e-invoicing