



Shared Business Services

Supplier Communication



Date: 05 March 2021

Reference Number: 016

To: All NHS Shared Business Services (NHS SBS) Suppliers

Subject: INFORMATION - Closure of Payables Mailbox Part 2

Dear Sir / Madam,

Following [Supplier Communication 014](#), we are pleased to confirm we are transitioning email from sbs-w.payables@nhs.net to our supplier contact form, from **15-March-2021**.

The benefits are:

- Reduced Turn Around Time
- Increased First Time Fix
- Immediate tracking reference
- Ability to reply to an open case via email
- Intelligent routing direct to specialist team

NOTE: This does not impact sbs.invoicing@nhs.net

Please start to transition to the webform now to save any issues with correspondence. This can be found at:

[NHS SBS - F&A Contact Form](#)

Or navigate via our corporate website to <https://www.sbs.nhs.uk/>

Contact us (top of page) / F&A Contact Form (Suppliers)

Our phone service will remain the same and you can contact us via 0303 123 1177 09:00 to 17:00 Monday

– Friday (exc. Bank Holidays).

Useful information to help improve visibility

- You can send an electronic Invoice via Tradeshift that will be available within 15 minutes **for free** [click here for more information](#)
- You can subscribe to receive a weekly statement. Please call us to subscribe
- For Information on how to change you Supplier account [click here](#)
- [Good Invoice Guide](#)

Kind regards,

Supplier Communications
NHS Shared Business Services



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