

# A guide to purchasing for Synnovis Suppliers

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**synnovis**  
A SYNLAB pathology partnership

SYNLAB

**NHS**  
Guy's and St Thomas'  
NHS Foundation Trust

**NHS**  
King's College Hospital  
NHS Foundation Trust

# 1. Welcome to Synnovis

The goods and services you provide play a vital role in helping us deliver an excellent service to our customers.

We recognize the value you bring to Synnovis and we want to make it simple for you to do business with us. We have therefore produced this guide to help you get started by telling you how we buy and pay for goods and services in the UK.

## About Us

Synnovis is a unique partnership of clinical, scientific and operational expertise, with a mission to transform pathology services in the UK. We serve our founding NHS Trusts, other NHS and private hospitals, and the GP community at large.

We are continually focused on innovation, finding new and better ways to manage the logistics of high-volume pathology testing as well as specialist reference testing and always strive to improve capabilities to better meet our customers' needs.

You can visit our website [here](#) to find out more about us.

## 2. How we buy from you

When we buy from you, we will give you a valid Purchase Order Number.

We ask that you only supply us with goods and services after you have received our Purchase Order. Each Purchase Order has a unique 10 digit reference number, starting with 41 or 45.

When you send in your invoice, please ensure that a valid Purchase Order number is stated on the invoice.

Without a valid Purchase Order number, we will be unable to pay you.



### 3. Deliver the goods or services

When you receive our Purchase Order, we will look forward to receiving your goods or services.

You must deliver the goods and services as per the P.O and to the delivery address stated. Synnovis has a number of sites and so it is imperative the goods are delivered to the correct delivery address.

If you have any questions about what you are supplying us, where to deliver or when, please speak to the person at Synnovis from whom you received the Purchase Order. Their details can be found on the Purchase Order.

For escalation only in regards to Purchase Order related issues, contact [Purchasing@synnovis.co.uk](mailto:Purchasing@synnovis.co.uk)

You must ensure that the delivery documentation clearly states the Purchase Order number and the details of the goods/services being delivered.

When we receive the goods or services and are satisfied they meet our expectations, we will record it in our finance system. We call this a Goods Receipt Note (GRN).

## 4. Sending us your invoice

For us to pay you promptly and to terms, we need you to provide some key information on your invoice.

Please include the following information on your invoice:

- Our Purchase Order Number (41##### or 45#####)
- The quantity, unit of measure, unit price, product code and currency that are defined on the Purchase Order
- A description of the goods/services that matches the description on the Purchase Order
- Your company name, address and VAT registration number
- Your contact details in case we have a query

REMEMBER, we are unable to process your invoice without a valid Purchase Order number. Inconsistencies between agreed quotes and subsequent invoices may lead to delays in payment. In such circumstances, Synnovis will not be held responsible for any delays in payment which may occur. However, we will use our best endeavours to keep any delays in payment to a minimum.

## 4. Sending us your invoice

How to send your invoice to us:

By email - refer to the valid Purchase Order provided regarding how to invoice us and where to send the invoice.

Convert each invoice into separate (not secure) PDF or TIF files, attach no more than six invoices per email and ensure the total email size is less than 10MB.

If you have a payment query, please contact our Accounts Payable team via [accountspayable@synnovis.co.uk](mailto:accountspayable@synnovis.co.uk)

## 6. Notification of invoice rejection

What happens if we find something missing/wrong with your invoice?

If we are unable to pay your invoice for any reason, our Accounts Payable Helpdesk will send an explanation to the email address from where the invoice was issued.

Reasons for rejection	Action required
PO Required	Your invoice must state a valid Purchase Order Number. Please re-send the invoice with the correct Purchase Order Number
PO Exhausted	Please contact the person that requested the goods/services for a valid Purchase Order Number
Description line item mismatch	Ensure that the description of goods and services on the invoice is the same as the Purchase Order received from Synnovis – If multiple PO lines are invoiced at one time, the invoice must match the PO line by line
Invalid Invoice	Check that the invoice you are submitting is in the correct format
Vendor Name Mismatch	Check that the Vendor name reference on the invoice matches the one on our purchase order



## 7. Paying you

We will pay your invoice to our agreed terms.

Once we receive your invoice at our Shared Service Centre, we will match it with the Purchase Order and Goods Receipt Note (GRN). When these match, payment will be released as per Synnovis Payment Terms and Conditions.

We pay invoices weekly and electronically by BACS, and will email you a remittance advice once the BACS payment process is underway.

If you do not receive the remittance advice via email, please contact [accountsreceivable@synnovis.co.uk](mailto:accountsreceivable@synnovis.co.uk)

If you do not receive payment, please contact the Accounts Payable team by emailing [accountspayable@synnovis.co.uk](mailto:accountspayable@synnovis.co.uk)

### Credit Notes

If you have a credit note, please submit it in the same way as an invoice. The credit note should state the original Purchase Order number and the invoice to which the credit relates.