General

EE Suppliers

Frequently Asked Questions

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BT Group

How do I obtain payment?

Payment is made when you correctly invoice us via your agreed method of invoice submission.

What details should be included on my invoice?

- A valid EE purchase order number or GL/cost centre combination
- An invoice number
- The EE Accounts Payable address
- VAT/Registration number (where applicable)
- Remittance details
- Provide Authority to Invoice (ATI) numbers - for Service PO's only
- Delivery Note Numbers, Delivery dates and EE Product Codes

On Credit notes, you must quote the correct PO number, the invoice number to which they relate and the reason for the credit

For HMRC guidance on what an invoice should include, click here.

If you charge VAT and your invoice is not in GBP, make sure you calculate and quote the GBP equivalent VAT amount, including the exchange rate used for conversion.

If pre-agreed that no PO number is required: You must quote GL/CC codes on your invoice. Failure to quote a PO or a GL/CC code will lead to your invoice being rejected. If you're not sure of this information, please contact your EE Requisitioner or Procurement Manager.

How soon after submitting my invoice will I get paid?

Once your compliant invoice has been validated and we've received the goods or services, it will be matched to the purchase order and passed for payment.

The actual date on which you will be paid depends on your EE payment terms counting from the invoice date.

Contracted suppliers should refer to their contract for payment terms or contact your Procurement Manager for assistance.

Payment terms will be included on the Purchase Order.

I need to know the payment date. Where can I find this?

You can email your invoice status queries to EE AP Queries (ee.helpdesk@bt.com). There is a 48hr SLA. You can send 4 invoices or less at time.

My invoice has been returned - why is this?

If you fail to provide any of the key invoicing requirements, your invoice cannot be processed and will be rejected back to you.

If you use Tungsten to submit your invoices, most failures/rejections will be captured at the time of submission for you to amend and resubmit.

If your invoice passes the initial checks, Tungsten will send to EE where data content failures will be captured; we (EE AP) will notify you via email to allow you amend and resubmit over the network to EE.

My invoice has not been processed - what should I do?

Arrange to send/resend it to EE via the following channels:

Non-Tungsten suppliers - Please submit ALL invoices & credit notes by email as an attachment to accounts.payable@ee.co.uk (excluding invoices that you are currently submitting via Tungsten).

Tungsten suppliers - You can also use our electronic method by uploading your invoices via Tungsten Networks (now Kofax), which will reduce the chance of your invoice being rejected or payment delays. For more info, please contact the Accounts Payable team, accounts.payable@ee.co.uk.

How can I check to see if an invoice has been input?

You can contact the EE AP via ee.helpdesk@bt.com for assistance.

Alternatively, you can use our Statement of Account service. Email your monthly statement to ee.statements@bt.com (excel format). This will enable us to reconcile the outstanding items against our ledgers & to identify the status and any queries in a timely manner (5 Working Day SLA)

I submitted my invoice electronically through Tungsten and the invoice has not been processed. What should I do?

Check to see if you received a rejection notification explaining a failure. If not, resend electronically via Tungsten Networks. For more info, please contact the Accounts Payable team - accounts.payable@ee.co.uk.

My payment terms are incorrect - how do I change this?

Please contact APUK@ee.co.uk or your EE Procurement Manager.

Why have I not received payment?

Check to see if you received a rejection notification explaining a failure. If not, resubmit using the appropriate channels below.

Non-Tungsten suppliers - Please submit ALL invoices & credit notes by email as an attachment to accounts.payable@ee.co.uk (excluding invoices that you are currently submitting via Tungsten).

Tungsten suppliers - You can also use our electronic method by uploading your invoices via Tungsten Networks (now Kofax), which will reduce the chance of your invoice being rejected or payment delays. For more info, please contact the Accounts Payable team, accounts.payable@ee.co.uk.

I have changed my bank/address details - who do I notify?

Change in Bank Details – Please email ee.vdm@bt.com and include your New and Previous bank details on Company Headed paper in a PDF format (as this is an audit requirement, we are unable to amend your bank account without confirmation of the previous details)

I have gone into administration/liquidation - who do I notify?

For queries relating to change of company information, company in administration/liquidation or factoring, please email ee.helpdesk@bt.com or contact your Procurement Manager.

I have changed my business name/been taken over - who do I notify?

For queries relating to change of company information, bank details, etc., please email ee.helpdesk@bt.com or contact your Procurement Manager.

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