

Dear Supplier,

This document provides important information on invoice processing. Compliance with the guidance below ensures that your invoices are paid on time without delay.

We're pleased to confirm that you can securely access your **Invoice Status**, **Remittance Advice**, and other key transaction details through **Camden's Supplier Portal**.

Please note we **no longer** deal with Payment query/Statement as that information can be found on the self-service portal.

As a registered Camden Self-Service supplier, you have direct, real-time access to:

- View your **Purchase Orders** (POs)
- Track the status of your **invoices and their payments**
- Access your **remittance advice**
- Ability to update your **contact details**

For information on how to use the portal please refer to the user guides and instructional videos available on our website: <https://www.camden.gov.uk/getting-paid-by-Camden>

If you need any assistance with the portal, please email suppliers@camden.gov.uk

Important reminders:

- Camden's payment terms are **30 days from the date an invoice is received**.
- If your invoice is showing a "**Held**" status, please contact your **Camden representative directly**. The P2P team is unable to provide information on why an invoice is on hold.
- If you are experiencing difficulties accessing your portal account, please email suppliers@camden.gov.uk with your **supplier reference** and a description of the issue.

Note: For any changes to your company details before you submit the invoices please contact suppliers@camden.gov.uk. If details are not amended the invoices will be paid using old contact information.

Only valid invoices received which meet the specified format below will be processed. Any invoices which do not meet this criterion will be automatically deleted.

- Invoices without a valid PO will be deleted and not processed. Please note Camden applies a **No PO No Payment** policy – see link - [Camden's Accounts Payable Policy - Camden Council](#)
- Ensure invoices quote the correct PO and **do not exceed** the value of the PO.
- The email should contain **only the PDF invoice**—no additional attachments, macros, or hyperlinks. Otherwise, the system rejects it automatically and Supplier and P2P won't be notified of the rejection.

- Each invoice must be SEPARATED, and multiple invoices **should not be** attached to a single email. (DO NOT send other documents to AIP) Email subject should be “Invoices”
- Invoice should be on one page only. Invoices with multiple pages get rejected by the system automatically.
- Text on the invoice must not overlap as system cannot process it.
- Emails should not be embedded into other emails as PDF invoices cannot be processed by the system.
- Invoice details are in Readable format: PO number, Invoice Number, Invoice Date, Net/VAT/Gross amounts
- Unique invoice number/reference is essential for each payment
- Upload invoices and credit notes directly via the portal:
<https://ecum.login.em2.oraclecloud.com>
- **Suppliers using Automated Invoice Processing (AIP)** - Email invoices in PDF format to: AIPInvoices@camden.gov.uk.

Purchase Order information

To enable us to process your invoices on time please ensure the following

- Ensure invoice has the relevant PO quoted in it
- Ensure PO is not overbilled. Invoice should not be higher than the PO. In this cases the invoice goes on HOLD and does not get paid as there are not enough funds to make the payment.
- Please do not submit an invoice against a PO that is finally closed. System will reject the invoice automatically and no notification is sent out.
- Ensure you liaise with your Camden contact for any queries regarding the PO.

Did you know Camden offers a **Supplier Incentive Scheme (CSIS)**?

The **Camden Supplier Incentive Scheme** provides an opportunity for our suppliers to be paid **earlier than the standard contracted terms**.

At the same time, it helps the Council streamline payment processes and generate essential savings.

If you're interested in benefiting from **faster payments**, you can find out more by visiting:

[Camden Supplier Incentive Scheme - Camden Council](#)

We encourage you to take advantage of this opportunity to improve cash flow and enhance your relationship with Camden.

Regards

P2P Team