
Introduction

Here is a list of frequently asked questions, which have been collated as additional support and guidance for the launch of the automated accounts payable and OCR package to our practices

Q: How do I scan documents?

A: Please follow the guide shared for how to Scan Invoices. Using a scanner is preferred although a clear high quality mobile photo can be accepted. Your Account Exec will reach out if they notice any Scan quality concerns. The key point to note is that all pages of an invoice should be scanned (not just the page stating the amount). If the invoice is double sided, both sides need to be scanned. It is easiest to simply forward on an invoice received via e-mail from the supplier. It therefore makes sense to ask suppliers to send invoices via e-mail.

Q: How often should I send invoices into the tool?

A: Invoices received via e-mail should be forwarded onto invoices@hakimgroup.co.uk on a daily basis. Invoices received in hard copy format should be scanned in and sent to invoices@hakimgroup.co.uk again on a daily basis. The process should be treated with the same importance as the cashing up process.

Q: How long do practices now need to keep physical invoices for?

A: When the invoice has been sent to invoices@hakimgroup.co.uk and they have been settled there is no need to keep physical invoices. Additionally, there is no need to post hard copy invoices to head office after they have been scanned. Only petty cash invoices need to be sent to head office.

Q: Can I send through petty cash receipts through this process?

A: No. Petty cash receipt does not have sufficient information on the receipt for the tool to allocate the invoice appropriately. Please send these to head office on a monthly basis as you previously would have done. Please ensure you include a compliments slip so we can identify which practice the receipts belong to.

Q: Credit card statements, how do we scan those?

A: Credit Card statements should not be processed through this system; these should be emailed to your Account Exec at the end of the month. Better still, please provide your Account Exec with your login details such that they can download these statements on your behalf

Q: Do we need to scan zero value invoices?

A: No. You do not need to scan or forward zero value invoices to invoices@hakimgroup.co.uk

Q: What are we doing with regards to high volume invoices?

A: We are working with suppliers to cut down the number of invoices they send us. CooperVision are looking into how they can send one consolidated invoice weekly. Currently they are sending a batch of invoices on a weekly basis.

Q: How long before our PT Supplier Invoices section will be automatically populated?

A: Practices need to be scanning invoices on a daily basis before we can start to automatically populate the PT. In February for example we were missing circa 800 invoices from just one supplier across the estate and therefore costs on the PT would have been significantly understated if it was automatically populated.

Q: Do I need to send over delivery notes?

A: No, but please retain in practice for audit purposes. As part of the year end process, practices should retain December and January delivery notes as highlighted in the year end process document which can be found on the HelpHub.

<https://www.hghelphub.com/operations/end-of-year-process---all-practices->

Q: When we scan over invoices, how long will it take to upload to purchase ledger?

A: If the invoice's scanned invoices have not appeared on the purchase ledger within 30 days, please contact your account executive.

Q: If we have practices with the same company name but operate as separate legal entities, will the OCR process pick up on this?

A: The OCR System has been setup to recognise the different locations by reading the address on the invoice. If the invoice is addressed to the same address you will have to mark the invoice for the location

Q: What happens if I need to split out an invoice or write some notes on the invoice directly as an explanation?

A: Please only write in a clear space and not over existing text / lines on the document as this may distort relevant detail when scanning.

Q: Who can I contact if I have questions?

A: Contact the finance department or your buddy.