

ELFS Ask AP - Q&A

What am I required to do as a supplier to the NHS?

We require you to register to use the Ask AP application as our call centre is no longer accepting telephone calls or responding to emails to the ELFS Shared Services Accounts Payable team. Registration takes approximately five minutes. You will find the supplier registration page here:

<https://elfs.prd1.brightmast.com/gateway/cognition/#/sign-in>

Where do I find information about the Ask AP portal?

We have put in place a new landing page on the ELFS Shared Services portal where you will find short videos explaining everything from how to register to use the service to how ELFS Ask AP is helping NHS suppliers with invoice payments.

We will publish newsletters and updates from time to time which will be made available on the landing page. We aim to provide an 'Amazon like' experience where you can locate and access the information you need in your own time.

If we have news that we need to convey to you, such as the introduction of new functionality, we will send you a short email with a link to the appropriate web page so you can be in control of how you access then information and when you access it. We aim to provide you with an enriched user experience, and we will try to reduce the communications with you to make sure you are not inundated with emails, communicating only the things that we think matter.

You will find the Ask AP landing page here:

<https://www.brightmast.com/elfsaskap>

Will other NHS Trusts be joining the Ask AP service?

We are about to launch Ask AP as a service to any NHS Trust in NHS England wishing to subscribe to the service. The list of Trusts using the service can be found here:

<https://www.brightmast.com/elfsaskaptrusts>

Are there any charges for using the Ask AP service?

We will be introducing a premium service from the 1st March in the form of an annual subscription. Any revenues generated from the subscription will be used to improve the service provided to you by Ask AP and to subsidise the basic service. Functionality available with the Standard and Premium service can be found below:

	Standard Free	Premium £349+VAT pa
View invoice status	✓	✓
Email invoices to relevant email address	✓	✓
View list of invoices by status/date	✓	✓
Intuitive invoice filter and sort functionality	✓	✓
View payment details	✓	✓
Search for Trust contact details	✓	✓
Notify ELFS of change of supplier details	✓	✓
Download selected invoice details		✓
Download a copy of the remittance advice		✓
Chase overdue invoices		✓
Automatic escalation of overdue invoices		✓
Notification of invoice status change		✓
Upload invoices to appropriate Trust		✓

Why are we introducing a subscription service charge?

We want to be able to provide you with a better service is the simple answer. We are also making the service available to other NHS Trusts in NHS England, so that rather than you having to speak to in some cases over 100 NHS Trusts to chase payments or resolve queries, you will be able to come to a single place to resolve your problems. If the subscription service is successful, we will be able to subsidise use of the service for other Trusts making your life easier and reducing the demands placed on the NHS by suppliers who just want to get paid. The lower the cost of the service, the more likely new Trusts are to take it up. By charging a small fee for some functionality we hope to encourage use of the service without reducing your use of the free functionality we already provide.

If I am an existing user of Ask AP, will I experience any disruption to my use of the current ELFS Ask AP service?

No. You will not experience any disruption is the simple answer. What you will see in some questions that you ask is a note informing you that some of the things you wish to do are behind a paywall, and that after the 1st March, if you wish to use that functionality, you will need to activate a paying subscription. Up to the 1st March, all functionality is free.

How do I submit my invoices?

Invoices should continue to be submitted to the appropriate trust email address ending in @cloud-trade.com. A complete list of the email addresses can be found on the ELFS FAQ page:

<https://www.elfsnhs.co.uk/invoice-submission-addresses/>

The upload facility within the ASK AP portal is there to provide a convenient method to upload any invoices if required, but is not intended to be the main method of invoice submission.

How much is the Subscription and how do I pay?

The annual subscription will cost you £349.00 per annum (excluding VAT). A short video showing you how to use Ask AP can be found here:

[ELFS Ask AP Overview](#)

To pay and activate the subscription, you can either click the link below which will take you to a payment application. You then have the choice to pay by credit card, procurement card, or to invoke a manual process where you provide a purchase order, and we will invoice you and provide a receipt once we have been paid. If you elect to raise a purchase order, you will need to check your email account for details of the manual process:

<https://elfs.brightmast.com/gateway/cognition/#/ext/payments/checkout>

The subscription link is also available from within the ELFS Ask AP application. If you are using the application and decide you wish to benefit from the more advanced functionality, you can activate a subscription at any point in time.

What happens if I do not want to activate a subscription?

You can continue to use ELFS Ask AP much in the same way you do now, only from the 1st March, some actions you may wish to perform may be behind the paywall.