

Subject Bar: Important Update - New Invoice Scanning and Validation Solution

*Dear Supplier,*

## **A. Background**

Dublin City University and its subsidiary companies ("DCU") are implementing a new invoice scanning and validation solution.

The Proactis Invoice Capture system ("Proactis") will ensure that supplier invoices (and credit notes) submitted by you to DCU are automatically captured in a streamlined end-to-end process. The benefits of the new solution to both DCU and you as our supplier include:

- An enhanced artificial intelligence enabled data extraction and validation functionality that ensures the accuracy and automation of invoice information transfer to DCU's financial system.
- The solution provides a platform for error and exception handling, thus providing the DCU Finance team with an integrated solution to communicate with you and/or our internal departments on any identified issues on submitted invoices/credit notes. This error and exception handling process will significantly reduce time spent on resolving issues, and therefore avoid delays in payments to you
- The solution provides the DCU Finance team with enhanced reporting capabilities to identify problems and bottlenecks.

In order to ensure the effectiveness of DCU processing your invoice through this new solution, we ask that you take the time to read the supplier invoice / credit note submission process information below at sections B and C.

## **B. Supplier Invoice / Credit Note Submission Process**

1. Invoices / credit notes should continue to be emailed to [invoices@dcu.ie](mailto:invoices@dcu.ie)
2. Invoices / credit notes must be submitted in a valid format. See information further below at section C on what format constitutes a valid document submission, including electronic file format requirements.
3. Please do not send query emails to [invoices@dcu.ie](mailto:invoices@dcu.ie) as this inbox is not monitored, and we may miss the opportunity to assist you.
4. When your invoice / credit note has been submitted, you will receive an auto-email response from [noreply@proactis.com](mailto:noreply@proactis.com) to acknowledge receipt.

5. Your invoice / credit note will then pass to the next stage where it is automatically loaded to the new solution and promptly scanned and validated.
6. If the invoice fails the validation checks, you will receive a query email from [noreply@proactis.com](mailto:noreply@proactis.com), which includes the reason for document rejection in the title of the email and a more detailed explanation in the body of the email. The query email will also confirm next steps in order to successfully validate your invoice on the next submission. **Please ensure you add this email ([noreply@proactis.com](mailto:noreply@proactis.com)) to your contacts so that query emails do not go to your spam folder.**

## **C. Valid Document Submissions**

### **C1. Submitting a Valid Invoice / Credit Note**

A valid invoice / credit note should include the following information:

1. Be clearly addressed to Dublin City University or one of its subsidiary entities.

The **correct DCU legal entity name** for an invoice / credit note is quoted in the "invoice to" box on the DCU purchase order. Please see *Table 1* below for the correct legal name to apply for each entity within the DCU Group. Should you use an alternative naming convention (Such as Designated Activity Company instead of DAC, or provide abbreviations, such as DCU instead of Dublin City University), this will result in your invoice / credit note not being scanned by the solution.

Where a DCU legal entity uses a trading name, this can be included on a separate line on your invoice / credit note after the DCU Legal entity name.

2. Your full company name and address
3. A **unique invoice number** which we will record on our system and quote on your remittance advice or during any other correspondence with you
4. A clear description of the goods and/or services provided (For example, a narrative such as "per quotation" will not suffice)
5. VAT/Tax registration/identification number (if applicable)
6. A breakdown of the goods and/or services clearly showing the net price, the quantities, the VAT rate, the VAT amount, and the total amount for each line on the invoice / credit note.
7. An overall total value for the net amount, the VAT amount, and the total amount due
8. A **valid DCU Purchase Order number is in the format of 3xxxxxxx** (9 digits), as provided to you by the relevant department at DCU.

Table 1 DCU Group Entity Names

<b>Entity Name</b>
Dublin City University
DCU Educational Support Services DAC
Campus Property DAC

Campus Residences DAC
The DCU Ryan Academy DAC
DCULS DAC
DCU Invent DAC *
UAC Management DAC **
Trispace DAC
Dublin Software Park DAC
DCU Educational Trust

\* Includes DCU Alpha

\*\* Trades as The Helix

## **C2. Criteria for a Valid Electronic Invoice / Credit Note Submission**

Your invoice / credit note should adhere to the following criteria to be deemed a valid electronic document submission:

1. Your invoice/credit note should be emailed to [invoices@dcu.ie](mailto:invoices@dcu.ie) in **PDF format** only.
2. One PDF file to represent one invoice/credit note document
3. Supporting documents (e.g. architect's certificates) must be incorporated into the same PDF file as the invoice/credit note and not sent separately within the e-mail submission, as each file is treated as a new document by the scanning solution
4. The PDF file must not have security applied to it and should be included as an attachment to the email submitted to [invoices@dcu.ie](mailto:invoices@dcu.ie), and not for example embedded as a file in the email body
5. The PDF file must not have Invalid characters ( \ / : \* ? < > | ) in the filename
6. Each PDF file should be uniquely named (such as supplier name followed by the invoice or credit note number, excluding any invalid characters)
7. Your invoice/credit note should be electronically typed and not handwritten
8. Where possible PDF documents should be those originally generated by your system rather than scanned images of hard copy documents saved via a multi-function device
9. It is recommended that PDF files are of a minimum resolution of 300dpi
10. It is also recommended that the PDF file sizes be kept as low as possible

**Documents such as JPEG's, Excel or Word do not constitute a valid invoice/credit note and therefore will not be processed. Equally, handwritten documents cannot be accepted.**

When your invoice/credit note has been successfully validated, it is matched to the corresponding purchase order and workflows through our financial system for approval. Your invoice is then passed to our Finance Team for payment processing, and you will receive a remittance email (from [agrlivemfour@dcu.ie](mailto:agrlivemfour@dcu.ie)), to the email address you have provided to us, from our financial system when payment has been completed.

Please ensure you add the email address [agrlivemfour@dcu.ie](mailto:agrlivemfour@dcu.ie) to your contacts so that emails do not go to your spam folder.

**Please note that failure by you to submit invoices (or credit notes) in the required format to [invoices@dcu.ie](mailto:invoices@dcu.ie) as described above, will delay processing and therefore payment.**

## D. Contact for Queries

Specific Purchase Order related queries should be addressed through your DCU contact in the first instance. **For all other general supplier queries, including invoices, statements or payment queries, please contact [accounts.payable@dcu.ie](mailto:accounts.payable@dcu.ie)**

This email circulation contains confidential information that is required to be provided to you to ensure valid invoice/credit note documents are submitted to DCU. This email is therefore not for wider circulation outside of your organisation.

Kind Regards,

Jennifer O'Halloran  
Controller Group Financial Operations  
Dublin City University  
Glasnevin  
Dublin 9

**DCU**  
Ollscoil Chathair  
Bhaile Átha Cliath  
Dublin City University



### ***Séanadh Ríomhphoist/Email Disclaimer***

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