**Fife Council Invoices – Change of email address for invoices and credit notes**

We’re changing the way we process supplier invoices at Fife Council, introducing some automated steps to help speed up processing and payment times, and need you to change the email address you send your invoices and credits to.

From **1st June 2025,** please send your invoices and credit notes to [IDR.invoices@fife.gov.uk](mailto:IDR.invoices@fife.gov.uk) instead of the previous email address [invoices.accountspayable@fife.gov.uk](mailto:invoices.accountspayable@fife.gov.uk) which will not be supported after this date.

For any invoice queries, please continue to send these to [erp.accounts-payable@fife.gov.uk](mailto:erp.accounts-payable@fife.gov.uk)

This change applies to invoices relating to purchase orders, including those to -

·         Fife Council

·         Fife Cultural Trust

·         Fife Sports & Leisure Trust

·         Fife Council Pension Fund

·         Cireco Scotland

**From Sunday 1st June 2025,** please use the following email addresses to contact us:

* **Invoices & credit notes only -** [**IDR.invoices@fife.gov.uk**](mailto:IDR.invoices@fife.gov.uk)

* **Statements** – [**AP.Statements@fife.gov.uk**](mailto:AP.Statements@fife.gov.uk)

* **Any queries or questions** - [**erp.accounts-payable@fife.gov.uk**](mailto:erp.accounts-payable@fife.gov.uk)

**Please do not send invoices, credits or statements by post use the email addresses above.**

**Hints and Tips to help improve invoice matching and processing times**

* Sending emails to the wrong email address will result in payment delays
* Invoices and credits must only be received in either MS Word or PDF format. No other format is supported. We can no longer accept handwritten purchase order numbers.
* All our purchase order numbers start with the letter P followed by a zero [P0] and are 10 digits in length (Pxxxxxxxxx). Please ensure purchase order numbers follow this file naming convention.
* Invoice numbers should be at least 3 digits long.
* For anything else relating to your order, includingsuch things as **POD’s/Job Sheets/Damage Reports/Collection Notices /Exception Reports/Engineer Reports etc,** please email the person directly who you placed the order with.

Kind Regards

Accounts Payable Team