

## CITY OF OULU BILLING INSTRUCTION for suppliers, i.e. senders of purchase invoices

Billing instruction for invoices addressed to the City of Oulu with some of the billing addresses and EDI codes will change as of 8<sup>th</sup> November 2017.

This instruction and services-specific billing addresses are at

**[www.ouka.fi/laskutus](http://www.ouka.fi/laskutus)**.

City of Oulu billing address:

**Oulun kaupunki** (mandatory)  
**Name of the services or public utility** (mandatory, varies)  
**Sarjanumero** (serial number, mandatory, varies)  
**PL 861** (mandatory)  
**00019 SSC** (mandatory)

Invoices **shall always** contain also the following information provided by the customer:

- **identification of establishment** (E.g. Kaakkuri School, Oulu Sinfonia, Lassintalon hoiva) or alternatively, delivery or postal address
- **name of the invoice auditor** entered in the *your reference* field
- **order number** if an order or pick-up by OSTA software (OSTAxxxxxxxxxxxx)
  - order number is in the OSTA order or pick-up note
- **contract number** if the invoice is based on a contract
- please, see also Frequently Asked Questions, question number 3

City of Oulu receives only electronic online invoices.

Identification data for e-invoices:

- e-operator: **Basware Oyj**
  - Operator ID: **BAWCFI22**
  - e-invoicing address **EDI ID**: varies from one public utility or field of service to another.
- Please, see **[www.ouka.fi/laskutus](http://www.ouka.fi/laskutus)**

City of Oulu

- **Business ID 0187690-1**
- **VAT-number FI01876901**

Oulu 16 October 2017

With Kind Regards,

**Armi Tauriainen**

Financial Manager

The City Of Oulu, Central Administration

## Frequently Asked Questions

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### ***Can I send all invoices addressed to the City of Oulu to one address?***

- No you cannot. All services and each public utility have their own billing address.
- Invoices to different services and public utilities cannot be combined and entered in one invoice because, for instance, public utilities are separate organisations. You cannot bill two separate companies by one invoice – this is exactly the same case.
- List of billing addresses [www.ouka.fi/laskutus](http://www.ouka.fi/laskutus)

### ***Can a supplier have several customer numbers for the City of Oulu or is one enough?***

- Suppliers have to remember that even though various units of the City of Oulu have the same billing address, their other account-related details vary. Therefore the supplier should create an individual customer number for each unit in the supplier's system, i.e. each unit is a separate customer, if necessary.
- Customer numbers should be created in the system at least in accordance with the billing addresses, however, one billing address may have several customer numbers as one public utility or field of services may cover several units or offices. For instance, schools and day care centres are such units.

### ***What other information in addition to the billing address should be included in the invoice?***

- The bill shall always contain also the following information provided by the customer:
  - **identification of the establishment** (E.g. Kaakkuri School, Oulu Sinfonia, Lassintalon hoiva) or alternatively, delivery or postal address
    - **name of the invoice auditor** entered in the *your reference* field
    - **order number** if an order or pick-up is carried out using the OSTA software (OSTAxxxxxxxxxxx), order number is in the OSTA order or pick-up note  
N.B. if you pick up goods which will be invoiced later, you are required to show an approved OSTA pick-up note which will then be left at the pick-up location with the supplier. The note shall contain all information necessary for invoicing. The OSTA order number has to be in the invoice.
    - **contract number** if the invoice is based on a contract for instance in the Cloudia software  
The contract number is in the contract (e.g. 2017.50.1 or reference OUKA/765/02.08.00/2014 and date). The contract number will be entered in the contract number field in the invoice.
- Moreover, to facilitate the process, enter also any other information provided by the customer, for instance
  - **customer's name and unit**
  - **cost unit or project (number)** or any other necessary identifier

### ***What is the correct address for other mail excluding purchase invoices?***

- Do not send contracts, invitations, brochures, advertisements and similar mail to the billing addresses; they should be sent to the customer's postal address.
- Also attachments, not enclosed to the invoice, shall be sent to the address provided by the customer.

***When do I send an e-invoice?***

- As a general rule, every time. This is due to the City of Oulu decision to accept invoices by e-invoicing, only (City Council decision 24.5.2010 §35). This way we are able to enter invoices directly into the invoice processing software and thus speed up invoice verification and approval times as well as payment on the due date.

***What exceptions are there to the general rule?***

- If the City pays an invoice on someone's behalf, the invoice is not entered in the invoice processing software. Therefore all invoices for customers receiving social assistance and vouchers are always sent as paper invoices. These exceptions are also listed under the link for billing addresses [www.ouka.fi/laskutus](http://www.ouka.fi/laskutus).

***What should I do if I cannot submit invoices from my software?***

- If your company is not able to submit e-invoices, we offer you an option to implement the Basware-managed supplier portal. The browser-based supplier portal is easy to use and you can deliver your e-invoices free of charge to us. Supplier portal is for companies, i.e. you need a business ID.
- You may register as a new supplier here [www.ouka.fi/laskutus](http://www.ouka.fi/laskutus)

***If I cannot use e-invoicing or supplier portal, what should I do then?***

- You should draw up an invoice using your software and send it to the City, billing addresses are here [www.ouka.fi/laskutus](http://www.ouka.fi/laskutus). In your case, the correct billing address is vitally important for the invoices be directed to the scanning service where the invoices are then converted into electronic form. Therefore the billing address requires the correct serial number, PL 861 and 00019 SSC for post code.

***What should I do if I do not have a business ID?***

- If you do not have a business ID, your invoice can not be delivered to the billing address but it has to be sent to the postal address given by the customer. The customer submits your invoice, once approved, for payment to the Payroll Administration Services.

***Where is the City of Oulu purchase ledger managed?***

- Monetra Oy, a human resource and financial administration service centre, is in charge of the management of the City of Oulu purchase invoices and purchase ledger. If you have any questions regarding purchase invoices, please, email [ouka.ostoreskontra@monetra.fi](mailto:ouka.ostoreskontra@monetra.fi) or call purchase ledger service number, tel. 044 703 0770.