FAQ suppliers

Submitting changes or other questions regarding a payment or invoice:
You can pass on your change(s) via infocrediteuren@uu.nl. You can also send other questions that you might have about payments and invoices here.

Send invoices by mail:
You can send your invoices digitally by e-mail to asc.factuur@uu.nl as a PDF file.

When will your invoice be paid?
A payment period of 30 days is adhered to, unless stated otherwise on the invoice.

Requesting a payment specification:
You can e-mail infocrediteuren@uu.nl to request a payment specification.

Payment outside the EU or in a foreign currency:
Payments outside the EU and payments in foreign currencies take place once a week on a Tuesday.

What is a PO number or WBS element and what does the University require to process an invoice?
A valid reference number is a 10-digit order number or a WBS element, which you will receive from your client. The Accounting Services (ASC) processes many invoices from all faculties on a daily basis. To guide invoices through the approval process in a timely manner, we use a PO number or a WBS element This way the invoices end up with the correct approver. That is why invoices must always contain a WBS element or an order number. Invoices cannot be processed without a correct reference number and will be returned to the sender.

Proforma invoices:
A proforma invoice does not meet the invoice requirements requested, therefor it will be very likely that the invoice will not be processed for payment. Due to this we would prefer to receive an invoice that meets the requirements requested.

E-invoicing at Utrecht University:
To make invoicing easier for you and us, you can invoice online: e-invoicing. With e-invoicing you can send, receive and process invoices online. The advantage is that we can process e-invoices faster, more efficiently and more carefully.

How do I send an e-invoice to Utrecht University?
To send XML invoices, your accounting package must have an export to deliver XML invoices. A direct link is often not present, but is necessary to realize XML invoices.

It is possible to send an XML invoice without a direct link with any invoice portal such as eConnect. eConnect is an Peppol Acces Point, on their website you can create an free account to easily generate an electronic invoice and send it via Peppol.

Step-by-step explanation on how to send e-invoices:
It is only possible to send e-invoices via Peppol. Via this secure European network you can e-invoice with all other organizations that are connected to this network. If you are connected to Peppol, you can trace Utrecht University via the Peppol Directory on the basis of our Chamber of Commerce number (30275924) or Peppol ID 0106:30275924.

When you have sent the e-invoice, it is immediately visible to the recipient. Think of accounting programs such as Sap, Minox or Exact.

More information about eConnect can be found on the their website.

Helpdesk e-invoicing:
Suppliers with questions about e-invoices at Utrecht University can turn to the eConnect Support (Dutch only) for:
• Information about the different ways of e-invoicing
• All other questions about e-Invoices

Questions? Please contact us
Please contact Chatbot Max on our website, he is available 24/7. Otherwise you can email us at infocrediteuren@uu.nl. We can be reached by phone via +31 30 253 38 89 from Monday to Friday between 9am till 12pm and 1pm till 4pm.

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