



Royal Mail Wholesale electronic
invoicing
FAQs

1) What is an electronic invoice?

An electronic invoice is an invoice that you access from a Royal Mail website portal as opposed to a paper invoice that Royal Mail has posted to you.

The website portal will give you the ability to access your invoices from a secure online portal, enabling you to search for invoices using a number of criteria, and to save, download or print them as PDF or CSV files.

2) Will I still be able to receive paper invoices?

If you opt to sign up to receive electronic invoices via the website portal you will automatically stop receiving paper invoices by post. However we understand that you may require a test period to check the new facility and make any adjustments to your processes. If you would like to continue to receive paper invoices (in addition to the electronic invoices) during this test phase, contact your Account Director and they will facilitate the set-up of this arrangement with our Finance Team.

If you do not sign up to receive electronic invoices you will continue to receive paper invoices by post.

3) How many email addresses can we register to access the website portal?

There are no restrictions on the number of email addresses which can be registered. It is up to you to decide how many representatives from your organisation can access the invoices.

There is however a restriction of 20 accounts per email address, so if you want to view more than 20 accounts you will need to have more than one email address registered. Adding more than 20 accounts to a single email address will seriously reduce the performance of the website portal and may result in it not working.

4) How will I know when a new invoice is available?

We will send your nominated contact an email that informs them that a new invoice is available. The email will contain a link to the eInvoicing site and include the account number, invoice number, invoice date, amount and the due date.

5) What happens if I have a technical issue with my e-Invoicing account?

If you have a technical issue with accessing your electronic invoices please email rmg.e.invoicing@royalmail.com.

6) I currently view copies of my Wholesale invoices on the Retail portal. Will this change if I register to the Wholesale portal?

Yes. You will no longer be able to view copies of your Wholesale invoices on the Retail portal once you sign up to use the Wholesale website portal. You can use the Wholesale website portal to access new Wholesale invoices as well as copies of your Wholesale invoices. For clarity, you will still be able to use the Retail portal for access to your Retail invoices.