

Accounts Payable information for suppliers

Queensland Health recently transitioned to a new business, finance and logistics solution.

As part of this transition Vendor Invoice Management (VIM) was introduced to electronically manage all invoices received by Queensland Health.

VIM enables all invoices to be received electronically (in PDF format only) and uses optical character recognition technology to read information from the invoice and make it available to the system.

Submitting an invoice to Queensland Health

There are centralised email addresses for suppliers to send Queensland Health invoices.

The majority of invoices should be sent to QHinvoices@health.qld.gov.au, with the exception of:

- Biomedical Technology Services—please send to bts_accounts@health.qld.gov.au
- Central Pharmacy—please send to centralpharmacy_AP@health.qld.gov.au
- Pharmaceutical items and fluids not from Central Pharmacy—please send to the relevant hospital pharmacy department as referenced on the iPharmacy purchase order
- Surgery Connect—please submit invoices direct to the SCAN system.

To ensure your invoice is efficiently processed, please:

- ✓ submit all invoices to Queensland Health via email in PDF format—any other format will not be recognised by the system
- ✓ ensure there is only one invoice per PDF—if you are submitting multiple invoices, you can submit them as separate PDFs in the same email
- ✓ only submit invoices once—sending the same invoice multiple times will cause duplicates in the system, which can slow down processing.

⚠ Please note: the invoice will only be recognised by the system if it is submitted in the correct file format.

Invoice enquiries

To ensure you have a single point of contact for all invoice enquiries, Queensland Health has established a temporary Accounts Payable Service Desk, which is available Monday to Friday from 9am–3pm.

The Accounts Payable Service Desk can be contacted by calling 1800 402 478 or emailing QHvendors@health.qld.gov.au

The team may not be able to immediately process invoice payments, but they will take the necessary action to ensure your invoice is processed in a timely manner.

When contacting the Service Desk, please ensure you provide the relevant information (e.g. invoice number, date of submission etc) so they can investigate your enquiry as quickly as possible.

➔ Invoice format requirements



**Queensland
Government**

Invoice format requirements

Invoices submitted to Queensland Health **must** contain the following information:

- ‘Tax invoice’ or ‘Credit memo’ listed at the top (credit memos must reference the original invoice)
- supplier’s name, address and ABN number at the top (if applicable)
- reference number/invoice number (max 16 characters)
- date in DDMMYYYY format
- the name of the company being invoiced
- a contact name for delivery
- purchase order (PO) number or real estate contract number
- total gross invoice amount and tax (if applicable)
- which items have GST and which do not (clearly state split tax codes)
- currency code (if not in AUD).

This sample invoice highlights all information that must be included on an invoice submitted to Queensland Health.

TAX INVOICE 1

Supplier’s name, address and ABN at the top of invoice (if applicable)

2 **Company Name Pty Ltd**
 ABN: 12 345 678 910
 123 Road Street
 Brisbane QLD 4000

DELIVER TO
 Metro North Hospital and Health Service **5**
 Level 12, Brisbane Hospital
 123 Brisbane Street
 Brisbane QLD 4000

CONTACT NAME **6**
 Thomas Smith

‘Tax Invoice’ or ‘Credit Memo’ listed at the top of the invoice (credit memos must reference the original invoice)

3 **INVOICE#:** 123456
DATE: 09/04/2019
DUE DATE: 23/04/2019

4 **Reference number/invoice number (max 16 characters)**

7 **Purchase order (PO) number or real estate contract number**

8 **Which items have GST and which do not (clearly-stated split tax codes)**

PO#	Line#	Description	QTY	Unit of measure	Price	Amount
43xxxxxxx	10	Leadscreen cover	3	EA	300.00	300.00
43xxxxxxx	20	Freight	1	EA	25.00	25.00

9 **Total gross invoice amount and tax (if applicable)**

Net value	325.00
GST	32.50
10 Total	357.50

10 **Currency code (if not in AUD)**

Bank: Bank of Brisbane
 BSB: 654-321
 Account: 1234 5378

..... Other invoice requirements

× **APPROVED**

There should be no stamps, drawings or marks on the invoice.

× **Normal text**

× **Inversed text**

The invoice must be dark text on a white background. Inverse format will not be accepted.

× 23/04/2019

It is important that no text, dates, numbers, amounts etc touch a line.