

# Frequently asked questions

## Queensland Health suppliers

### What will be different for suppliers?

From July 2019, Queensland Health is implementing a new business, finance and logistics solution called SAP S/4HANA. Vendor Invoice Management (VIM) software will be introduced, using optical character recognition (OCR) technology to electronically scan invoices received from vendors.

Two key components of the new system will be:

- a new central mailbox for suppliers to send all invoices
- format requirements for all invoices.

### What will the central email address be?

The central email address for invoices will be [QHinvoices@health.qld.gov.au](mailto:QHinvoices@health.qld.gov.au).

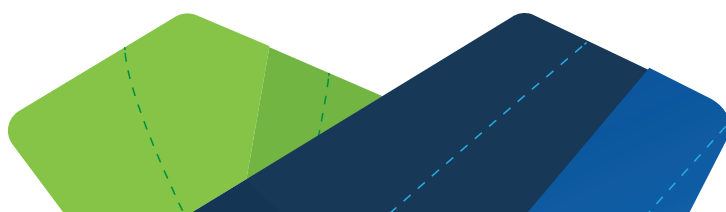
### What are the format requirements for invoices?

There will be format requirements for invoices.

1. Tax Invoice or Credit Memo listed at the top of the invoice (credit memos must reference the original invoice)
2. Supplier's name, address and ABN at the top of invoice (if applicable)
3. Reference number/invoice number (max 16 characters)
4. Date in DDMMYYYY format
5. The name of the 'company' being invoiced
6. A contact name for delivery
7. Purchase order (PO) number or real estate contract number
8. Which items have GST and which do not (clearly-stated split tax codes)
9. Total gross invoice amount and tax (if applicable)
10. Currency code (if not in AUD)

There are other invoice requirements:

- Invoices should be attached to the email as a PDF file
- There should only be one invoice per PDF file
- There should be no stamps, drawings or marks on the invoice
- All invoices must be dark text on a white background. Inverse format will not be accepted.
- No text, dates, numbers, amounts etc may touch a line.



### **What happens if my invoice isn't in the right format, or the system cannot read my invoice?**

This will trigger what is called an 'exception' in the system. This means that your invoice will be sent to an Accounts Payable staff member to be manually entered into the system.

### **Why has Queensland Health made these changes?**

Queensland Health is introducing VIM to streamline and modernise the invoice process. It will also provide you (suppliers) with a single point of contact for invoices, and by electronically reading information should make processing invoices faster.

### **Will this affect my payment terms?**

No this will not affect your current payment terms.

### **Will there be a grace period so I can change the format of my invoices?**

There will not be a 'grace period' as invoices in an incorrect format will still be processed. However, inconsistency in the format of the invoice will mean the VIM system cannot automatically read in the information. This will mean the invoice takes longer to process.

### **What if I don't work from a PO number?**

If you do not work from a PO number, when the invoice is received it will need to be manually processed by the Accounts Payable team.

### **Who do I call if I have any questions?**

Call your existing Accounts Payable contact for any invoice-related enquiries.

### **Will I still receive a remittance advice?**

Yes, this will be the same process today and get emailed to your nominated email address.

