
HealthShare NSW

NSWH Data Exchange (Hub) Provider

eBusiness & Support Services

July 2022

healthshare.nsw.gov.au



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Introduction

This guide will assist in the onboarding process for suppliers to the Data Exchange Hub eInvoicing channel with NSW Health. It is highly recommended that you read and understand all information presented in this document to ensure suitability for your organisation. Integrating this invoice solution will automate the accurate data interchange between supplier to buyer improving processing timelines enabling easier traceability and accountability.

Terms used in user guide

Term	Description
NSWH	New South Wales Health
eInvoicing	Electronic invoicing (also called eInvoicing) is a form of electronic billing. eInvoicing methods are used by trading partners, such as customers and their suppliers, to present and monitor transactional documents between one another and ensure the terms of their trading agreements are being met.
AP	Accounts Payable
PO	Purchase Order number
Hub	A Service Provider that provides data and messaging transportation and transformation services et al on behalf of a Vendor and/or a buyer.
EDI	EDI (Electronic Data Interchange) is the transfer of data from one computer system to another by standardized message formatting, without the need for human intervention.
GLN	Global Location Number
XML Gateway	A component of Oracle's (NSWH ERP system) application integration framework allowing easy integration to create and consume XML messages.

Onboarding process

The onboarding of a supplier to the NSW Health Data Exchange Hub invoice channel is a collaborative effort between the supplier, Pacific Commerce, and NSWH. Pacific Commerce is responsible for guiding suppliers with the NSW Health file requirements. All parties will be required to complete designated tasks in an agreeable timeframe to ensure a successful and smooth transition. NSW Health will coordinate regular meetings during the lifecycle of the project to ensure momentum towards goals and timeframes are maintained.

Stakeholder responsibilities

The following table outlines the requirements of the supplier, Pacific Commerce, and NSW Health throughout this process.

Stage	Supplier	Pacific Commerce	NSW Health
1. Engagement	<ul style="list-style-type: none"> Engage NSW Health for early introductory discussions Liaise with Pacific Commerce regarding messaging requirements 	<ul style="list-style-type: none"> Provide NSW Health EDI Invoice guide 	<ul style="list-style-type: none"> Provide information and support
2. Confirmation	<ul style="list-style-type: none"> Confirm the transition to the Data Exchange Hub has started Provide file notification email address Provide key IT contact name & details If required, provide details for one pay site and bank account 	<ul style="list-style-type: none"> Provide NSW Health Billing EDI GLN to Supplier 	<ul style="list-style-type: none"> Record the start of the transition to Data Exchange Hub as the one submission method Coordinate the creation of one pay site and bank details for the supplier Coordinate delivery of Invoice EDI Location Code with Pacific Commerce
3. Set up	<ul style="list-style-type: none"> Engage with Pacific Commerce to show the ability to exchange EDI invoice messaging including provision of supplier EDI Trading GLN Map EDI Location Codes 	<ul style="list-style-type: none"> Confirm supplier messaging capabilities Mapping of EDI Location Code 	<ul style="list-style-type: none"> Provide support if needed Internal configuration of XML Gateway
4. Testing	<ul style="list-style-type: none"> Provide test files in line with the requirements of NSW Health's test cases Review results from NSW Health, if required re-do test files until successful 	<ul style="list-style-type: none"> Review test files, ensure NSW Health requirements are met, provide feedback to both parties Successful files transmitted to NSW Health test environment 	<ul style="list-style-type: none"> Provide required test case invoice data Test files and provide results

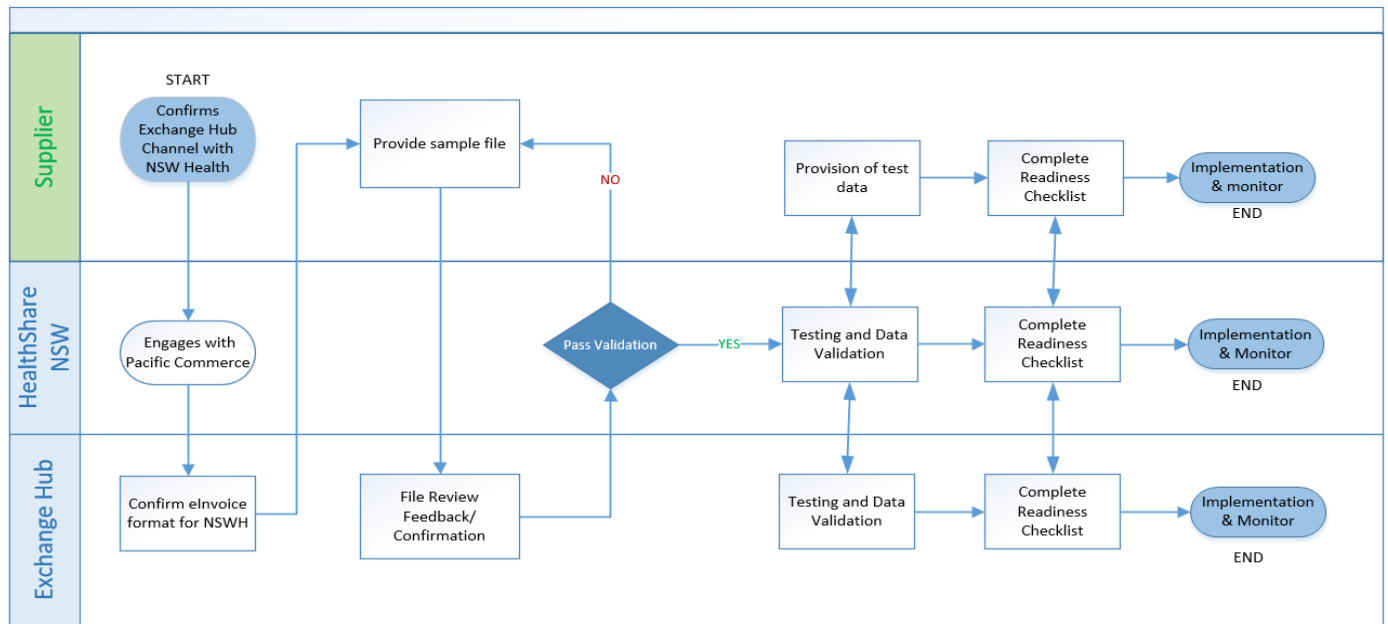
Stage	Supplier	Pacific Commerce	NSW Health
5. Implementation	<ul style="list-style-type: none"> • Agree on a start date • Disable all unnecessary methods of invoice submission as required by NSW Health • Apply changes in production to initiate EDI Invoice 	<ul style="list-style-type: none"> • Initiate translation object for production system for new supplier 	<ul style="list-style-type: none"> • Agree on a start date • Advise supplier of other unnecessary submission methods to be disabled • Record the go-live of the Data Exchange Hub as the one submission method
6. Monitoring	<ul style="list-style-type: none"> • Review NSW Health feedback and where possible make the recommended changes • Monitor the NSW Health Supplier Portal for invoice and account updates • Review and sign off on Readiness Checklist 	<ul style="list-style-type: none"> • Monitor invoice transmission • Provide automated email to the supplier when an EDI invoice has failed requesting the invoice to be corrected and resent 	<ul style="list-style-type: none"> • Monitor the account and data for the first two weeks for improvement opportunities, provide feedback if needed • Monitor the account to ensure no other method of submission is utilised • Finish Readiness Checklist • Provide Readiness Checklist to supplier

Timeframe to onboard to data exchange (hub) interface

This timeframe will be subject to all parties meeting agreed tasks, however the estimate to onboard to the EDI Invoice submission channel is < 12 weeks including a monitoring period after implementation. This is outlined in the following table.

Stage	Week	1	2	3	4	5	6	7	8	9	10	11	12
1. Engagement		■	■										
2. Confirmation				■									
3. Set up				■	■	■	■	■					
4. Testing									■	■			
5. Implementation											■		
6. Monitoring											■	■	

NSW Health data exchange (Hub) onboarding process



Engagement

During this time, it is important to consider if the Direct Interface channel is suitable and achievable for your organisation. The end-to-end process, and this onboarding guide will be explained, including the complete technical specifications and onboarding requirements.

Confirmation

The supplier must confirm their commitment to transition to the Direct Interface channel in an email containing:

- **An email address for file notifications:** this will be where notifications are sent when an invoice submission fails.
- **A timeframe to build the report/file:** used to discuss the process timeline
- **Key IT contact name and details:** this will be the person that NSW Health liaises with throughout the IT components of the onboarding process.

Once received, the above confirmation and details will be recorded by NSW Health.

Set up

NSW Health data exchange hub provider

NSW Health has an established formal agreement with an eCommerce Services company called Pacific Commerce for provision of related services. Pacific Commerce has implemented the Pacific Health Exchange (PHE) and acts as an intermediary between the supplier and buyer to provide an efficient electronic exchange of data including invoices and associated messaging. Pacific Commerce can accommodate any machine-readable formats, including industry standard and

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proprietary formats ensuring that invoice information is exchanged between supplier and buyer securely, in a timely fashion and based on existing industry standards for electronic messaging.

Pacific Commerce will be responsible for providing the supplier with the NSW Health messaging guide and will support the transitional process to ensure the EDI invoice is compliant with NSW Health requirements.

Pacific Commerce contact details as follows:

Martin Ely | Commercial Manager | Pacific Commerce Pty Ltd

Email: martin.ely@pacificcommerce.com.au

Office: +61 2 9468 3333

It's important to note that the main variance between the full EDI set up comparatively to EDI Invoice only is the HSNSW Operating Unit GLN is required in the "BUYER GLN" field from the supplier. Additionally, all adjustments/credit notes are requested to also be sent electronically.

Testing

Thorough testing is critical for both parties to ensure all technical and operational requirements are met.

Establish connectivity

Firstly, agreement and connectivity must be established between the supplier and Pacific Commerce. The supplier will provide sample files to Pacific Commerce for validation and feedback.

NSW Health user acceptance testing

Once connectivity is established and Pacific Commerce confirm requirements have been met. All parties will move to formal end-to-end testing. The schedule for testing is aimed to occur over a two-week period.

There are several test scenarios that NSWH will require to be conducted to ensure that technical and operational requirements are met. NSWH will provide a tailored list of detailed test cases for your organisation. These tests cases are required to be split across multiple files over different days.

For each invoice file passed, a readable file or PDF version is required from the supplier to enable NSWH to conduct data set validations.

It is critical for suppliers to consider any scenarios that would be beneficial to include in the testing phase. NSWH recommend that discussions occur with all supplier stakeholders (e.g., Accounts Receivable, Customer Service, and Operational Management) to capture the different scenarios to be included.

The general test scenarios include, but are not limited to, those outlined below:

Scenario	Comments
Valid PO	One line only on PO

Scenario	Comments
Valid PO	Multiple lines on PO
Valid PO - GPAL	An order containing only the first eight (8) characters (e.g., "12345678")
Valid PO - GPAL	An order containing the first eleven (11) characters (e.g., "12345678.99")
Invalid PO	Not a valid NSWH PO (e.g., "1368A")
Invalid PO	Mismatch of the PO Bill-To to the invoice Bill-To
No PO	Bill To: "HealthShare NSW OU" / Invoice Requestor Email or Name: "Joseph.Hudson@health.nsw.gov.au"
No PO	Bill To: "HealthShare NSW OU" Invoice Requestor Email or Name: <BLANK>
Adjustment note - Valid PO	Invoice Description: include the referring invoice number
Adjustment note - No PO	Invoice Description: include the referring invoice number
Duplicate invoice	Invoice already existing in the NSWH records
Invalid Field	An invoice with an invalid field to trigger rejection notification
With a FREIGHT line	(If applicable)

Failed file submission

When the validation rules for an item fails, the supplier will be notified via their nominated email address. The supplier is responsible for investigating these invoices and where necessary, amending the transaction and resubmitting it in the next file. This notification is automatically generated and is sent a maximum of once per day. NSWH will support suppliers as they become familiar with the relevant actions triggered by these notifications.

Example	Result
One (1) file submitted in one day	One (1) email notification containing failed invoices and rejection reasons
Three (3) files submitted in one day	One (1) email notification containing failed invoices and rejection reasons
Zero (0) files submitted in one day	Zero (0) email notification containing failed invoices and rejection reasons

The reasons that an invoice may fail the submission are outlined below:

Message	Comment	Recommended action
<i>Duplicate invoice check has identified that invoice has been submitted previously.</i>	This invoice number already exists in the NSWH records.	Login to the NSWH Supplier Portal and check your account for a status update on this invoice. Ensure that no alternate method invoice submittal is being utilised outside of Direct Interface.

Message	Comment	Recommended action
<i>Incorrect amount(s) provided on line and/or header of the invoice</i>	The sum of the Line Amount(s) for this invoice does not equal the Invoice Amount.	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Unable to match the Operating Unit (OU) listed on the invoice against the Purchase Order (PO) - Tax Invoice is incorrectly billed as per relating PO.</i>	The Bill-To ABN Number/Business Name on the PO does not match that of the invoice.	Review and if necessary, amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Unable to match the vendor on invoice against PO - Tax Invoice organisation does not match the purchase order request.</i>	The Supplier Name on the PO does not match that of the invoice.	Review and if necessary, amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Unable to match vendor site - the Vendor Site chosen is not valid. Please contact Vendor Maintenance by email HSNSW-Vendors@health.nsw.gov.au to clarify valid Vendor Site Name. ABN is required for validation of Vendor Credentials.</i>	The Supplier Site for this invoice contains a value which does not exist or is not valid in the NSWH records.	Contact Vendor Maintenance by email HSNSW-Vendors@health.nsw.gov.au to clarify valid Vendor Site Name.
<i>Invalid PO - the PO provided does not register as a valid order number from NSW Health.</i>	The PO Number for this invoice contains a value which does not exist or is not valid in the NSWH records.	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Invalid invoice header details - the invoice header details provided do not meet the acceptable requirements.</i>	This invoice has invalid values in the Invoice Header fields.	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Line Type is not valid. It must be: Item, Tax or Freight</i>	The Line Type on this invoice does not contain one of the three (3) accepted values; "ITEM" / "FREIGHT" / "TAX"	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>An Invoice can have one freight line</i>	This invoice has more than one FREIGHT line.	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>An Item Line is required</i>	This invoice does not have an ITEM line.	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Tax Line is missing</i>	This invoice does not have a TAX line.	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Tax Code is not valid</i>	The Tax Code on this invoice does not contain one of the two (2) accepted Tax Codes; "FREE GST - EXPENSES" / "GST - EXPENSES"	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>One tax line per tax code per invoice must be provided</i>	This invoice does not have a line for each of the two (2) accepted Tax Codes; "FREE GST - EXPENSES" / "GST - EXPENSES"	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Invalid PO Number</i>	The PO Number for this invoice contains a value which does not	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.

Message	Comment	Recommended action
	exist or is not valid in the NSWH records.	
<i>Invoice Bill-To organisation mismatched with PO Bill-To organisation.</i>	The Bill-To Name/ABN for the PO does not match that of the invoice.	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Quantity Invoiced and Unit Price are required for PO-Matched Invoices</i>	The Quantity Invoices and Unit Price have been populated on a FREIGHT or TAX line.	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Invalid invoice source - The source name is invalid. Please amend accordingly and re-submit corrected invoice in next file.</i>	The Source on this invoice does not contain the accepted value; "DIRECT INTERFACE".	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Invalid character - The Character type in your fields has been identified as incorrect. Please amend accordingly and re-submit corrected invoice in next file.</i>	This invoice contains an invalid character in one of its fields.	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Invalid currency - Only Australia Dollar currency accepted - AUD. Please amend to AUD and re-submit corrected invoice in next file.</i>	The Currency Code on this invoice does not contain the accepted value; "AUD".	Amend invoice accordingly and resubmit corrected invoice in the next file to NSWH.
<i>Your invoice relates to HealthShare Food Services indicated by the CBORD order number provided. Please provide a manual invoice copy to HSNSW-FoodICT@health.nsw.gov.au for approval to pay.</i>	The PO Number on this invoice has been identified as relating to HealthShare Food Services and is an exception to the Direct Interface channel.	Send an email copy of this invoice to HSNSW-FoodICT@health.nsw.gov.au for approval to pay.

Example of failed invoice notification

Dear NSW Health supplier,

The invoice/s listed in the below table are missing important information that we require in order to process them for payment.

The 'Rejection Reason' column provides details of any missing information that's needed. Please update and resubmit any invoices listed with the required information, or action accordingly.

Invoices issued to NSW Health need to comply with the Australian Tax Office (ATO) requirements and the validation rules indicated in the NSW Health eInvoicing Onboarding Guide.

For assistance, you can email a Shared Financial Services Accounts Payable consultant at HSNSW-eInvoicing@health.nsw.gov.au

Filename	Supplier ABN	Invoice Date (YYYYMMDD)	Invoice Number	Supplier Pay Site	Bill-To ABN	Bill-To Health Agency	Total Invoice Amount	Invoice Lines Details							Reason For Rejection		
								Line Type	PO Number	Line Description	Supplier Item	Quantity Invoiced	Unit Price	Line Amount			
EXAMPLE_FILE_1	12 345 678 910	20180227	INVOICE123	EXAMPLE	01 987 654 321	HealthShare NSW	1,100.00										1. Invalid PO Number
								Tax			Auto Generated Tax Line				100.00		
								ITEM	0		Example Line 1	ITEM123	10	100.00	1,000.00		

Filename	Supplier ABN	Invoice Date (YYYYMMDD)	Invoice Number	Supplier Pay Site	Bill-To ABN	Bill-To Health Agency	Total Invoice Amount	Invoice Lines Details							Reason For Rejection		
								Line Type	PO Number	Line Description	Supplier Item	Quantity Invoiced	Unit Price	Line Amount			
EXAMPLE_FILE_1	12 345 678 910	20180227	INVOICE321	EXAMPLE	01 987 654 321	HealthShare NSW	99.00										1. Duplicate invoice check has identified that invoice has been submitted previously.
								Tax			Auto Generated Tax Line				9.00		
								ITEM	12345678		Example Line 2	ITEM321	1	90.00	90.00		

Implementation

Deactivation of alternate submission methods

NSWH requires suppliers to move to one submission channel. This will help reduce duplicate invoices which impacts re-work and invoices payments. To do this, the supplier must:

- have an agreed start day to submit via the Data Exchange Hub channel once connectivity and testing has successfully been completed; and
- fulfil the actions indicated below

Review and implement	Exceptions
<ul style="list-style-type: none"> ✓ A <i>Delivery/Service Docket</i> is to be provided with the goods and services. The words <i>Invoice</i> and <i>Tax Invoice</i> need to be removed from this docket. ✓ Deactivate all emails to NSW Health containing invoices. This includes follow up or account inquiry emails. Your health facility contact can 	<ul style="list-style-type: none"> ❗ Invoices for pharmacies require a hard copy to be delivered with the goods and services to the health facility. ❗ Invoices for food services require a hard copy to be delivered with the goods and services to the health facility. These invoices can be identified by the ordering number which

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<p>view your invoice electronically through the NSWH system.</p> <p>✔ Check the status of outstanding invoices via the NSWH Supplier Portal prior to contacting the Accounts Payable department.</p>	<p>contains at least three alpha characters at the start (e.g., CAM13758).</p>
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Further information

For support on the NSWH Data Exchange (Hub) Provider channel, see contact details below.

Support type	Contact	Contact details
General Support	HSNSW eInvoicing Team	HSNSW-eInvoicing@health.nsw.gov.au
Technical Assistance	eHealth NSW	1300 28 55 33
Pacific Commerce Support	Pacific Commerce	(02) 9468 3333 support@pacificcommerce.com.au