

NSWH Single Invoice Submission

eBusiness & Support Services

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Introduction

This guide will assist suppliers to onboard to the Single Invoice Submission eInvoicing channel with NSW Health. Representatives from HealthShare NSW will work with each supplier during this process.

Questions, feedback, or suggestions on this document can be sent to HSNSW-eInvoicing@health.nsw.gov.au

Terms used in onboarding guide

Term	Description
NSWH	NSW Health
HSNSW	HealthShare NSW is a statewide organisation established to provide high-quality shared services to support the delivery of patient care within the NSW Health system.
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	The NSWH Accounts Payable department.
PO	Purchase Order number.

Requirements and software recommendations

Requirements:	Recommendations
<ul style="list-style-type: none">➤ Internet connection	<p>Software:</p> <ul style="list-style-type: none">➤ Microsoft Windows V7, V8.1 or V10 <p>Browser:</p> <ul style="list-style-type: none">➤ Internet Explorer V11 (<i>Recommended</i>)➤ Google Chrome➤ Firefox

Process overview

To ensure that a successful outcome is achieved at the end of this process, both the supplier and NSWH must complete the tasks assigned to them. Commitment and communication is vital from both parties.

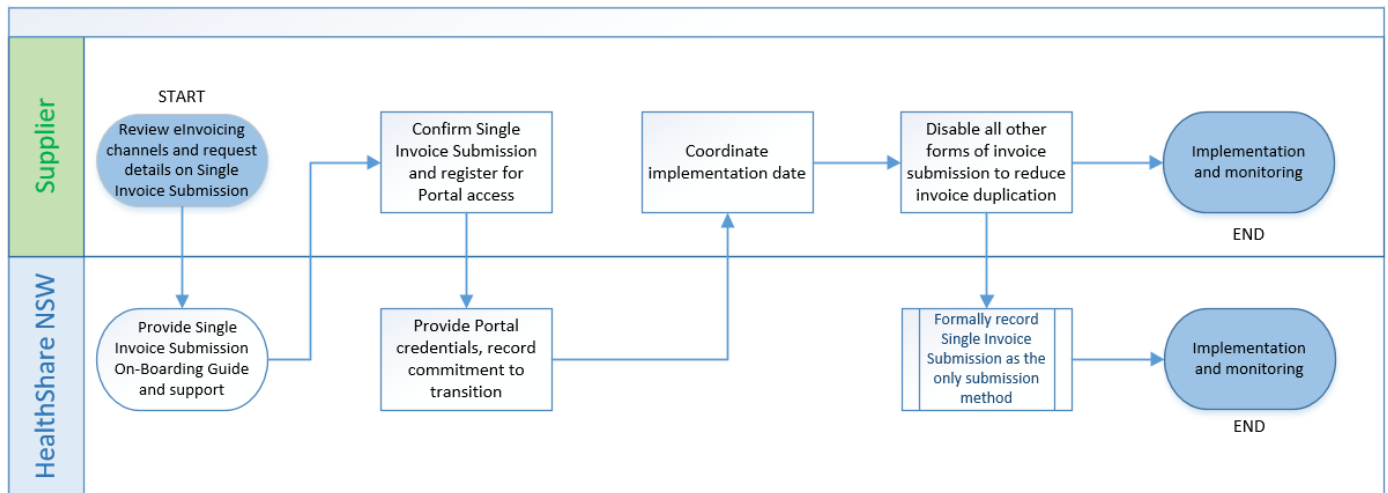
Responsibilities for the supplier and NSWH

Table 1 outlines the requirements of the supplier and NSW Health throughout this process.

Table 1

Stage	Supplier	NSW Health
1. Engagement	<ul style="list-style-type: none"> Review requirements of Single Invoice Submission 	<ul style="list-style-type: none"> Provide Single Invoice Submission Onboarding Guide Provide information and support to the supplier
2. Confirmation	<ul style="list-style-type: none"> Confirm to start transition to Single Invoice Submission Complete the online registration form as: "NSWH Supplier Portal Invoice Submittal" Read and agree to the <i>Terms and Conditions</i> and <i>NSW Health Business Ethics Policy</i> 	<ul style="list-style-type: none"> Formally record that a transition will occur to Single Invoice Submission as the one submission channel to NSWH Provide access as per registration form Check that the <i>Terms and Conditions</i> and <i>NSW Health Business Ethics Policy</i> have been agreed to
3. Implementation	<ul style="list-style-type: none"> Coordinate start date Disable all unnecessary methods of invoice submission as required by NSWH 	<ul style="list-style-type: none"> Coordinate start date Advise supplier of any unnecessary submission methods to be disabled Formally record Single Invoice Submission as the one submission channel to NSWH
4. Monitoring	<ul style="list-style-type: none"> Monitor the NSWH Supplier Portal for invoice and account updates 	<ul style="list-style-type: none"> Monitor the account to ensure that no other channel of submission is utilised

Process workflow



Engagement

During this time a two-way conversation is encouraged to ensure that this invoicing channel is achievable and is the most suitable for the supplier.

Confirmation

The supplier must confirm their commitment to transition to the Single Invoice Submission in an email containing;

- Agreement to assist in the reduction of invoice duplication
- The completion of the NSW Supplier Portal registration form

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

NSWH Supplier Portal registration

Submit Image is accessible in the NSW Supplier Portal. This is where a user can upload an invoice for processing to NSW. If the appropriate people within the supplier's organisation do not have this access, complete these steps:

1. Go to the [HealthShare NSW Accounts Payable internet page](#).
2. Complete the online form and select Responsibility: "NSWH Supplier Portal Invoice Submittal".
- If you already have NSW Supplier Portal access select "Pre-existing account check" = "Yes"
3. Your registration details will be reviewed and processed within 5 business days.

Implementation

NSW require 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 Single Invoice Submission channel

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- in line with this date, the supplier must review, implement, and consider the items in Table 2.

Table 2

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. 	<ul style="list-style-type: none"> ❗ Non-purchase order related invoices are to be submitted to the Accounts Payable department or health facility as per previous process.
<ul style="list-style-type: none"> ✔ Deactivate all emails to NSWH containing invoices. This includes follow up or account inquiry emails. Your health facility contact can view your invoice electronically though the NSWH system. 	<ul style="list-style-type: none"> ❗ Invoices for Pharmacies require a hardcopy to be delivered with the goods and services to the health facility.
<ul style="list-style-type: none"> ✔ Check the status of outstanding invoices via the NSWH Supplier Portal prior to contacting the Accounts Payable department or re-submitting a copy for processing. 	<ul style="list-style-type: none"> ❗ Invoices for Food Services require a hardcopy to be delivered with the goods and services to the health facility. These invoices can be identified by the ordering number which contain at least three alpha characters at the start (e.g. CAM13758).

Submit image

Below outlines the steps for submitting an invoice via the NSWH Supplier Portal:

1. Once logged into the NSWH Supplier Portal, click the *Submit Invoice* button on the homepage.
2. Enter data in all fields on the Invoice Submission page (Table 3 outlines the requirements for each field).
3. Click the *Browse* button and select the appropriate file.
4. Click *Submit Invoice*.

Supplier Portal
Invoice Submission
 Please Note: Only one invoice per attachment accepted (not more than 5MB) Home

Submit Invoice

* Indicates required field

* Health Agency * Invoice Number * Purchase Order Number * Invoice Image File Browse...


Table 3

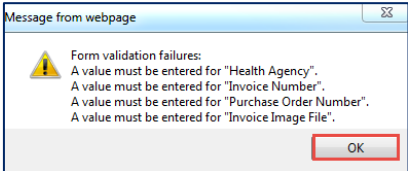
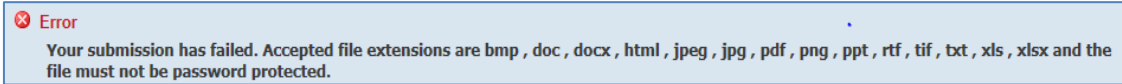
Field name	Description/requirements
Health Agency	<ul style="list-style-type: none"> - The name of the NSWH entity being charged
Invoice Number	<ul style="list-style-type: none"> - Table 5 provides a listing of accepted values to enter in this field; alternatively, Enter a percentage (%) symbol, click search and select a value from the list - The unique invoice number across all NSWH entities - Accepted characters are A-Z 0-9 / \ . - - Characters not accepted are { ` ~ ! @ # \$ % ^ & * () + = } { ; > or <SPACE>
Purchase Order Number	<ul style="list-style-type: none"> - The NSWH PO number for the invoice
Invoice Image File	<ul style="list-style-type: none"> - Select the invoice image file - To delete the selected image, press 'Delete' on the keyboard in the field - Accepted file types: bmp, doc, docx, html, jpeg, pdf, png, ppt, rtf, tif, txt, xls, xlsx - File must not be password protected

Outcome of invoice submission

There are three (3) different outcomes after selecting the *Submit Invoice* button, these are outlined in Table 4.

Table 4

Item	Definition / action required / example	Outcome
1	<p>Definition: The image submission was successful Action required: N/A Example:</p> 	PASS

2	<p>Definition: The data entered in the fields on the Invoice Submission page is invalid</p> <p>Action required: Enter data in all fields and resubmit the invoice</p> <p>Example:</p> 	FAIL
3	<p>Definition: The image uploaded is not in a valid file type</p> <p>Action required: Resubmit the invoice with an image file with a valid file type</p> <p>Example:</p> 	FAIL

Search submitted invoices

The *Invoice Submission* page also allows a user to view the invoiced submitted via the NSW Health Supplier Portal. The link underneath *Submitted Invoice Image* allows the user to view the image uploaded for that transaction.

Follow the below steps to search through the submitted invoices:

1. Click *Search Submitted Invoices*
2. Enter data in the Invoice Number and/or Purchase Order Number fields
3. Click Search

Recently Submitted Invoices				
Images under "Submitted Invoice Files" will be available to view for a limited period only.				
Search Submitted Invoices				
Health Agency	Invoice Number	Purchase Order Number	Submitted Invoice File	Invoice Submitted Date
Local Health District OU	21563983RI	26814838	21563983RI.pdf_merge.pdf	08-Nov-2016 09:53:57

Bill-to business names and ABNs

There is a limited list of values for the *Health Agency* field which are the valid bill-to names for each NSW Health entity. These are outlined in Table 5. A supplier’s account set up should reflect this listing to allow a more efficient processing and payment timeline.

Table 5

Bill to Business Name	ABN
Agency for Clinical Innovation OU	89 809 648 636
Ambulance Service of NSW OU	69 291 930 156
Bureau of Health Information OU	36 675 085 258
Cancer Institute NSW OU	48 538 442 594
Central Coast Local Health District OU	88 523 389 096
Clinical Excellence Commission OU	79 172 068 820
eHealth NSW OU	90 365 793 470
Far West Local Health District OU	71 030 541 064
Health Education and Training Institute OU	82 914 196 002
Health Infrastructure OU	89 600 377 397

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Health Professional Councils Authority OU	33 007 792 411
Health System Support Group OU	95 885 087 830
HealthShare NSW OU	65 697 563 521
Hunter New England Local Health District OU	63 598 010 203
Illawarra Shoalhaven Local Health District OU	13 567 011 035
Justice Health and Forensic Mental Health Network OU	70 194 595 506
Mid North Coast Local Health District OU	57 946 356 658
Ministry of Health OU	92 697 899 630
Murrumbidgee Local Health District OU	71 172 428 618
Nepean Blue Mountains Local Health District OU	31 910 677 424
Northern NSW Local Health District OU	67 284 856 520
Northern Sydney Local Health District OU	63 834 171 987
NSW Health Pathology OU	49 382 586 535
South Eastern Sydney Local Health District OU	70 442 041 439
South Western Sydney Local Health District OU	46 738 965 845
Southern NSW Local Health District OU	94 495 894 851
St Vincent's Curran Foundation OU	94 674 597 413
St Vincent's Hospital Sydney OU	77 054 038 872
Sydney Local Health District OU	17 520 269 052
The Sydney Children's Hospitals Network OU	53 188 579 090
Trustees of St Vincent's Hospital OU	69 902 290 801
Western NSW Local Health District OU	50 629 556 404
Western Sydney Local Health District OU	48 702 394 764

Monitoring

Once a supplier is submitting via the Single Invoice Submission channel, invoices received through different channels will be identified and where appropriate, escalated to the supplier. Education may be given internally to NSW Health and to the supplier to assist in achieving a reduction in duplicate invoices.

Further information

For support on the Single Invoice Submission channel or the NSW Health Supplier Portal, see contact details below.

Support type	Contact details
General Support NSW Health Supplier Portal Functionality	HealthShare NSW Accounts Payable Internet Page NSW Health Supplier Portal Quick Reference Guide
Navigational Support Invoice Submission Assistance	HealthShare NSW Customer Service Desk Email: HSNSW-Supplier.Portal@health.nsw.gov.au Phone: 1300 883 965 (Option 1)
Technical Support Password Reset	HealthShare NSW State Wide Service Desk Phone: 1300 28 55 33 (Option 2, Option 2)