



## Frequently Asked Questions (FAQ)

### What type of file can I use to submit invoices?

- Your invoice must be in PDF format.
- The ideal resolution is 300 DPI and will need to be of a standard A4 size (not photos).
- File size can be up to 10mb.

### Invoices must include:

- The name of the hospital and contact name.
- An invoice number and date.
- A valid ABN.
- Description of goods/services.
- Amount and GST if applicable.

### Why doesn't my ABN show up?

- Check you have entered your ABN as 11 characters with no spaces.
- You may have recently changed your ABN and we have not been informed.
- If this is your first invoice, you may not be in our vendor database.

### What's my vendor number?

- After entering your ABN and clicking the 'Submit' button, the next screen will display your vendor number located underneath the ABN.
- Your vendor number can be found on previous remittances we have sent to you.

### I submitted an invoice why can't I see it?

- Allow 3-4 business days for your invoice to be processed.
- Check that you have entered the invoice number in its entirety including leading zeros and any dashes etc. e.g. 0010120-STK

### Can I track my invoice?

- Yes. Allow 3-4 business days for processing, you can track your invoice from submission through the approval process and up to payment.

### Can I submit multiple invoices in one PDF attachment?

- No. Our system recognises each attachment as one invoice.
- You can submit multiple PDF's **per hospital** only if each contains one invoice number.
- Each hospital must be selected individually. Do not combine hospitals into one hospital selection.

### **How do I contact Healthscope regarding invoices and payment?**

- For questions regarding the Vendor Invoice Enquiry Form, use the Email Enquiry button located on the bottom of the form.
- The Vendor Invoice Submission Form has a link to our email address AP Enquiry [ap.enquiry@healthscope.com.au](mailto:ap.enquiry@healthscope.com.au)