

Invoice Scanning and Imaging System (ISIS)



Australian Government

Department of Defence

Defence Support Group

Doing business with Defence

Supplying goods and/or services to Defence

For some items under \$5,000 you can request immediate payment by **Defence Purchasing Card (DPC)**. Where payment cannot be made by DPC (e.g. for purchases made using the Standard Defence Supply System (SDSS) your Defence customer will provide you with a Purchase Order number. Currently a VISA card is used in Defence and it is known as the DPC. The DPC is a Commonwealth credit card.

When the DPC is not used you must ask for the following information from your Defence customer. This information will enable you to submit a correctly rendered tax invoice and will ensure that you receive prompt payment. The following information must be included on your invoice:

1. Australian Taxation Office tax invoice requirements as outlined in *A New Tax System (Goods and Services Tax) Act 1999*;
2. Defence Purchase Order number;
3. The name of the relevant Defence point of contact, full telephone number and email address;
4. An invoice number; and
5. Description and value of goods and/or services supplied.

Refer to cards entitled 'What is a correctly rendered tax invoice?' and 'What is a compliance notice?' in this pack for further information.

Understand the terms and conditions

Terms and conditions are outlined in your contract or Defence Purchase Order. Defence's standard terms and conditions of payment are within 30 days following receipt of goods and/or services, or a correctly rendered tax invoice, whichever is the latter. An exception to this is when you receive immediate payment for your goods and/or services by DPC.

Sending my invoice

Your invoice should be sent to the **invoicing address**. The invoicing address is provided on your contract or Defence Purchase Order.



Did you know for some items under \$5,000 you can request immediate payment?



Delivering the goods and/or services

The goods and/or services should be supplied in accordance with the terms and conditions provided in your contract or Defence Purchase Order. The goods and/or services along with a delivery note should be delivered to the **Delivery address**.

The Delivery address is provided on your contract or Defence Purchase Order.

Who can I talk to about ...

- My order;
- My delivery;
- My invoice payment; or
- My credit card payment?

For enquiries regarding:

1. Your order, including delivery: The Defence employee who placed the order with you is your Defence customer or your Defence point of contact.
2. Progress of your invoice payment: Contact the Defence Accounts Payable Help Desk on **1300 134 346** (refer to the card entitled 'How can I check on the progress of my invoice?' in this pack for further information).
3. DPC payments: Contact your Defence customer or your Defence point of contact.
4. Purchase-to-pay process in Defence: Contact the Defence Invoice Advice Line (DIAL) on **1800 064 957**.



Deliver the goods
and/or services
to the delivery
address on
your Defence
Purchase Order



FURTHER INFORMATION

For further information or help in relation to accounts processing, please contact:

Defence Accounts Payable on:
1300 134 346

Alternatively, visit the website at:
<http://www.defence.gov.au/isis>