

# Invoice Scanning and Imaging System (ISIS)



Australian Government

Department of Defence

Defence Support Group

## How can I ensure I receive payment on time?

1. Accept payment by Defence Purchasing Card( (DPC) which is a Visa credit card) for provision of goods and/or services under \$5,000 for immediate payment; (Note: Some purchases, such as those made through the Standard Defence Supply System (SDSS) cannot be paid for by DPC. Your Defence customer should advise if this is the case and provide you with a Defence Purchase Order number);
2. Forward invoices and credit notes to the invoicing address listed on your Defence Purchase Order. Do not set a default invoicing address as this address may not be correct for all invoices being submitted to Defence;
3. Submit a correctly rendered tax invoice that complies with the Australian Taxation Office requirements as outlined in A New Tax System (Goods and Services Tax) Act 1999 and include Defence specific requirements (refer to the cards entitled 'What is a correctly rendered tax invoice?' and 'What is a compliance notice?' in this pack for further information);
4. Do not send duplicate invoices unless specifically requested to do so by your Defence customer or by the Defence Accounts Payable Help Desk. Duplicate invoices must be clearly marked DUPLICATE; and
5. Do not submit credit card statements and paid account receipts to the invoicing address. Clearly identify them as PAID and forward them to your Defence customer.

*Refer to the card entitled ' Handy Hints' in this pack for further information.*

## How can I check on the progress of my invoice?

If you are concerned about the status of your payment call the Defence Accounts Payable Help Desk on: **1300 134 346**

OR e-mail your enquiry to [CAPC.Enquiries@Defence.gov.au](mailto:CAPC.Enquiries@Defence.gov.au)

Our help desk staff will provide advice about the status of your invoice as it undergoes processing.

Prior to calling the Defence Accounts Payable Help Desk about your invoice please ensure you have the following details ready:

1. The name of the business or company you represent;
2. Your invoice number;
3. Your Defence Purchase Order number;
4. The name and contact details of your Defence point of contact;
5. The date of your invoice;
6. The amount of your invoice; and
7. The invoice address.



If you are concerned about the status of your invoice, call the Defence Accounts Payable Help Desk on:

**1300 134 346**



# Can I send my invoice to Defence electronically?

You can submit your invoice electronically if the invoicing address on your Defence Purchase Order advises you to forward your invoice to:

Defence Accounts Payable  
PO Box 800  
Salisbury South SA 5106

The e-mail address for invoice submission is [invoices@defence.gov.au](mailto:invoices@defence.gov.au)

## *Correctly rendered tax invoice requirements*

A correctly rendered tax invoice for Defence must be completed in accordance with A New Tax System (Goods and Services Tax) Act 1999 and also address Defence specific requirements that include:

1. A Defence Purchase Order number;
2. The name of the relevant Defence point of contact, full telephone number and email address;
3. An invoice number; and
4. Description and value of goods and/or services supplied.

Ensure that you provide sufficient details to enable us to contact you. This should include your name, email address, postal address, telephone and facsimile numbers.



Check the invoicing address on your Defence Purchase Order. You may be able to electronically submit your invoices.



## **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>