

# Do you want to get paid on time? Here's a guide to assist you

**Our aim is to process your invoice as quickly as possible and get you paid on time. In some instances, you need to help us help you. This is how you can help.**

## Purchase Order Numbers

**Please ensure a valid purchase order number is quoted on your invoice.**

Our finance system will automatically reject invoices that do not quote a valid purchase order number. To ensure your invoices are paid promptly, please request a purchase order number when your services are being requested – please note that a Job Number will not be accepted. Please ensure a valid eight digit purchase order number is quoted.

If the amounts on the purchase order and invoice differ, the invoice will be rejected and returned, therefore, payment will be delayed.

‘One order number = one invoice’ – our computer system automatically scans the incoming invoice and data matches the information. Surprisingly, a high percentage of invoices are sent back out to the divisions as exceptions as there is something wrong with the order, ie; not approved, not enough money, on the wrong subbie code, etc.

Please note that our Supervisors then need to approve the purchase order in the system. Our Accounts Payable Team cannot proceed with payment until this has occurred. Your first point of call should be the relevant Supervisor not the Accounts Payable Team.

## Extras

**A new purchase order number is required for Extras, these cannot be added to the original purchase order number.**

If the amounts on the purchase order for Extras and invoice differ, the invoice will be rejected and returned, therefore, payment will be delayed.

## Handwritten Invoices

**Handwritten invoices can be difficult to read, therefore are prone to error in data entry, which can lead to delays in payment, or incorrect payment. We therefore require type written/system generated invoices.**

To optimise our efficiency in data entry, handwritten invoices will not be accepted by our finance system and will be rejected and returned.

## Email Address

**If you didn't receive this guide by email, it means we do not have your email address.**

We prefer to communicate with you this way. Please email us at [accounts.payable@jwh.com.au](mailto:accounts.payable@jwh.com.au) with your contact details, so we can update your details in our system.



**Make sure you have a purchase order number on your invoice**



**Submit a typed/computer formatted invoice**



**Make sure we have your email address!**

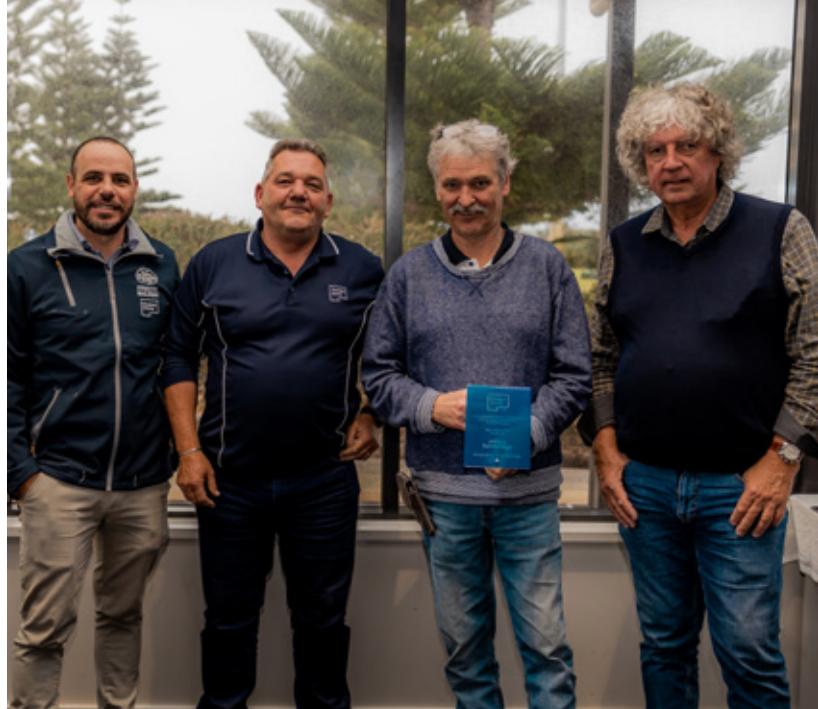
## Valid Tax Invoices

We take this opportunity to remind you that all invoices must comply with the ATO requirements and contain all relevant information before authorisation and payment can occur. Invoices which do not meet these requirements will be returned to you unpaid, for rectification.

**Important: It is important that you send your invoice to [accounts.payable@jwh.com.au](mailto:accounts.payable@jwh.com.au).**

All invoices **MUST** be sent as an attachment to the email and **NOT** as an embedded link to download. Our finance system is not able to read an embedded link and therefore these may be missed.

All invoices should be addressed to the same company as per the purchase order. Your ABN is required to be linked to the name that you will invoice in. This can be set up on your side so that this occurs, (usually a tick in a 'send via email' box) so it is attached to the email.



## Urgent Payments

**If we have missed a payment, let us know and we will try to help, but we can only do this if there is a valid purchase order in the system.**

All invoices and accounts payable queries should be either emailed to [accounts.payable@jwh.com.au](mailto:accounts.payable@jwh.com.au) or by contacting our friendly Accounts Payable Team on 9464 7800.

Thank you. By following this guide, you will assist us in ensuring more efficient processing and service is provided to you.

## Registered for GST Requirements

### Invoice Must State:

Example attached

- "TAX INVOICE"
- Invoice Number and Date \*
- Your Company Name and Address
- Your Telephone and Email Details
- Your ABN linked to your company name
- Trade Code
- "Invoice To" – Our Divisional Name, Address and ABN
- Site Address and Supervisor's Name
- Our purchase order number
- Our Job Number
- Description of Claim
- Amount Excluding GST
- GST Amount
- Total Invoice Amount Including GST

## Not Registered for GST Requirements

### Invoice Must State:

Example attached

- "TAX INVOICE"
- Invoice Number and Date \*
- Your Company Name and Address
- Your Telephone and Email Details
- Your ABN linked to your company name
- Trade Code
- "Invoice To" – Our Divisional Name, Address & ABN
- Site Address and Supervisor's Name
- Our purchase order number
- Our Job Number
- Description of Claim
- Total Invoice Amount
- State "Not Registered for GST and No GST is charged on this Invoice"

\* Notes: The Invoice Date must be in Australian Date format (ie: DD/MM/YYYY) and not USA format. Your Invoice should be sent the same day as when the invoice is dated to ensure timely payment. Delays in sending your invoice may affect when the invoice is paid.

