

Qantas Supplier Invoicing Guide

Version 2.3

As at May 2016



Qantas Supplier Guide to Invoicing

To support the more timely payment of invoices, this guide has been created to support Suppliers through transacting with Qantas.

This document provides information and instructions about:

1. Receiving Purchase Orders from Qantas
2. Invoicing Instructions
3. Invoicing Information
4. Invoice Submission Guidelines
5. Contacting Qantas for assistance
6. Frequently Asked Questions

1. Receiving Purchase Orders from Qantas

Purchase Orders are used across Qantas for our transactional purchases.

If Suppliers don't receive a Purchase Order from Qantas, they can check with the Supplier Help Desk to see if one is needed before providing goods or services, simply by calling +61 2 9424 8899.

Qantas sends Purchase Orders in the following format:

 Qantas Airways Limited ABN: 16 009 861 901 Qantas Centre A Wing, Level 6, 10 Bourke Road, Mascot, Sydney, NSW, 2020, Australia		Email Invoice To: qantas@acs-inc.com Note: Qantas accepts electronic invoices only. Do not send invoices/statements via post. Invoice Inquiry: Phone: +61 2 9424 8899 Email: iSupplier@qantas.com.au	PURCHASE ORDER NUMBER 1011348					
Supplier: ABN/Tax Registration No:		Delivery Address: Qantas Centre B Wing, Level 6, 10 Bourke Road, Mascot, Sydney NSW, 2020, Australia	Contract Number:					
			Other Reference:					
			Date Approved:					
			Page:	Page 1 of 1				
			Requestor:					
			Requestor Phone No:					
			Requestor Email:					
			PO NUMBER MUST BE QUOTED IN FULL ON ALL DELIVERY DOCKETS, CART NOTES AND INVOICES					
LINE	SUPPLIER ITEM NO.	DESCRIPTION	DELIVERY DATE	QTY	UNIT	BASE PRICE (AUD ex GST/VAT)	GST/VAT (AUD)	TOTAL PRICE (AUD incl GST/VAT)
The supply of goods and services pursuant to this Purchase Order is subject to any agreement in place between Qantas and Supplier for such supply or, if no agreement is in place, the Qantas Standard Purchase Order Terms and Conditions located at www.qantas.com.au/travel/airlines/purchasing-policy/global/en .						Total Base Price Ex GST/VAT Total GST/VAT Grand Total		

2. Invoicing instructions

To help with the timely settlement of supplier invoices, it is important to follow the invoicing instructions detailed below.

Suppliers must ensure these fields are provided on all invoices:

If you receive a Purchase Order the following details must be included on the invoice:

- **Purchase Order number**
- **Purchase Order Line number**
- **Purchase Order line description**
- **Supplier Part number**
- **Quantity**
- **Unit Price**
- **Delivery Address**

If you don't receive a Purchase Order number, please include a **Qantas Site ID*** and **Qantas Business Contact name** on your invoice.

* If you don't know your Qantas Site ID, please contact your Qantas Business Contact.

You can also check if you need a Purchase Order by contacting the **Supplier Help Desk** via supplierhelp@qantas.com.au or by calling **+61 2 9424 8899**.

3. Invoicing Information

Please ensure the following information is on your invoice:

1	Tax invoice	The words "TAX invoice" must be displayed on all Invoices raised in AUD.
2	ABN	Invoices raised in AUD must show a valid Australian Business Number (ABN).
3	Full Supplier name, address and contact details	Supplier details such as Supplier Name, Supplier address and contact information (email and phone number) must be displayed on all invoices.
4	Qantas Purchase Order number, Qantas Site ID and Qantas Business Contact	The relevant Qantas Purchase Order number, Qantas Site ID (number) and Qantas Business Contact name must be clearly shown within the header of the Invoice.
5	Qantas Purchase Order line details	The item details must match that of the Qantas Purchase Order i.e. <ul style="list-style-type: none">- PO line number- Item Description- Quantity- Unit Price- Supplier Part Number (if available on PO line)
6	GST	Show the GST amount <u>separately</u> (where applicable). For international currencies, show the country's tax code or VAT amount <u>separately</u> (where applicable).
7	Currency	The invoice currency code must be displayed on the invoice.

4. Invoice submission guidelines

In addition, please ensure that the following submission guidelines are followed:

1	Invoice addressed to Qantas	<p>The Invoice must be addressed to Qantas (or a subsidiary of Qantas where necessary).</p> <p>Examples of subsidiaries of Qantas include:</p> <ul style="list-style-type: none"> - Qantas Loyalty - Qantas epiQure - Qantas Airways - Qantas Engineering - Qantas Catering - AaE - Express Freighters Australia
2	Invoices are emailed	Invoices must be sent to apinvoice@qantas.com.au
3	Invoiced in pdf format	Invoices must be sent in pdf format.
4	One email to one invoice	<p>Please ensure only one invoice is attached per email.</p> <p>If the invoice has any supporting documentation, please have the invoice and the supporting documentation saved as two separate PDF files, and attach both files to one email.</p> <p>The invoice should always be the first attachment in an email.</p> <p>Do not combine more than one invoice into one PDF file, and do not combine an invoice and its supporting documentation into one PDF file</p>
5	One PO per Invoice	<p>Only one PO can be billed to one invoice.</p> <p>The invoice needs to be the first attachment in an email. Supporting documents can be attached separately to an email, however these should always succeed the attached invoice.</p>
6	No zipped files	<p><u>Do not</u> send invoices or supporting documentation in zipped formats (.zip, .zipx, .rar).</p> <p>These file formats will be rejected and returned to you.</p>
7	No handwriting	<p>Handwritten invoices will not be processed in a timely manner. Invoices sent in pdf format is the preferred Qantas standard.</p>
7	No highlighting, marking and sticky notes	<u>Do not</u> highlight, mark or add any sticky notes to any invoices as this will also delay payment to you.
8	No stamps	<p><u>Do not</u> place any stamps on the front of the printed invoice.</p> <p>If stamps are necessary, these are to be placed on the back of the invoice only.</p>
9	No text overlap	<u>Please ensure there is no text overlap with invoice tables and horizontal or vertical lines as this will delay payment to you.</u>

Invoices that do not meet the above specifications may be returned to Suppliers resulting in delays to payment.

5. Contacting Qantas for assistance

For more information:

Purchasing

For any Purchasing or Supplier related queries:

Phone: + 61 2 9424 84444

Email: procurementhelp@qantas.com.au

Payment

For any Payment related queries including Invoice status:

Phone: + 61 2 9424 8899

Email: supplierhelp@qantas.com.au

6. Frequently Asked Questions

1. Why is it important to following Qantas' invoicing guidelines?

A failure to follow Qantas' invoicing guidelines will result in delays in invoice processing and payment. The responsibility falls on you as a Supplier to follow our invoicing guidelines.

2. Can I submit an invoice that does not contain Qantas-specific information?

An invoice submitted to Qantas Accounts Payable that does not contain a Qantas Purchase Order number, a Site ID or a Qantas Business Contact will not be processed. This is mandatory information as per Qantas' Supplier invoicing guidelines.

If you do not know these details, it is best to contact the Qantas person that you have been communicating with to confirm this mandatory information before submitting an invoice to us.

3. When should I be referring to a Qantas Purchase Order?

As a Qantas Supplier, you should only submit an invoice with a PO number after receiving a PO request. Please ensure you are referencing an accurate PO number for each purchase request.

4. What if you do not receive a Purchase Order from Qantas?

If you do not receive a PO, contact your Qantas business contact to confirm when you should expect to receive one.

5. Can I submit multiple invoices for processing?

Yes, you can submit multiple invoices for processing however each invoice needs to be submitted as a separate attachment in a single email.

For instances, if you have three invoices to send through to us, please send through as three separate emails with a different invoice attached to each separate email.

6. What if my invoice contains multiple pages – can I submit this for invoice processing?

Yes, the one invoice can consist of one page or multiple pages. Please send this through us in a single email.

7. Can I submit a single invoice which references multiple Purchase Orders (POs)?

No, you cannot submit one invoice that refers to multiple Purchase Orders as our system only processes one invoice with one purchase order. If you do submit one invoice that references multiple POs will result in delays in invoice processing and payment.

8. Can I submit an invoice in other format apart from .pdf?

Invoices in pdf format will be processed efficiently. Invoice in other formats will cause delays in processing and payment. Invoices should never be submitted in compressed file formats such as .zip, .zipx or .rar as these formats will be rejected and returned to you.

9. Can I write additional information on the printed invoice?

No. Please do not include any handwritten components on the printed invoice. All required invoice information should be automatically printed on the invoice.

10. Can I send my invoice by post or fax to Qantas?

No, you will need to send your all invoices by email for processing to occur in our centralised Accounts Payable systems. Failure to email your invoice through in the right format will result in delays in invoice processing and payment.

11. Where should I send my invoice for payment?

Please email your invoice to SHR AP invoice (apinvoice@qantas.com.au). Note that Qantas does not accept invoices by mail or fax.

12. Can I submit additional documents along with the invoice?

Yes, additional supporting documentation (such as spend approval or a timesheet) can be submitted along with an invoice. You will be required to submit supporting documentation separately from the invoice within a single email. (Please do not combine the invoice and supporting documentation into a combined file for submission).

13. What is the process to change or update my company details?

If your Supplier contact email address is incorrect, please contact us to ensure we reflect your details accurately in our Supplier database.

Please email your correct details to supplierhelp@qantas.com.au or by calling +61 2 9424 8899.

14. Who do I contact if I receive a 'Rejected Invoice' notification?

Please email queries to supplierhelp@qantas.com.au or call: +61 2 9424 8899.

15. There has been a delay in the delivery of the product ordered. Who should I notify?

Please contact the Supplier Help Desk via supplierhelp@qantas.com.au or by calling +61 2 9424 8899.

Example of a PO invoice that adheres to Qantas' invoicing guidelines



Rena's Party Equipment Hire Pty Ltd.

1 **ABN:** XX XXX XXX XXX

2 **Tax invoice:** 123

3 **Purchase Order Number:** e.g. 12345

4 **Site ID:** e.g. 56789

5 **Business Contact:** Josh Smith
(john.smith@qantas.com.au)

6 **To:** Qantas Airways Limited
ABN: xx xxx xxx xxx
Qantas Centre A Wing, Level 6, 10 Bourke Road
Mascot, Sydney, NSW, 2020, Australia

7 **From:** Rena's Party Equipment Hire
Ground Level, 3 Parramatta Road
Lidcombe, NSW, 2141, Australia
E: enquiries@renapartyequipment.com
P: (02) 9456 780

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#	Description	Item No.	QTY	Unit Price (excl. GST)	Sub Total (inc. GST)	GST amount	Amount Payable (inc. GST)
1	Marquee Pop-up Gazebo	890	1	140.00	140.00	14.00	154.00
2	Party hats	003	50	5.41	270.50	27.00	297.50
3	Pinata	015	1	24.95	24.95	0.00	24.95
Total					\$435.45	\$41.00	\$476.45

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Total (exc. GST)	\$AUD 435.00
Total GST amount payable	\$AUD 41.00
Total amount payable (incl. GST)	\$AUD 476.45

Each Qantas PO invoice should contain the following information –

- 1 Invoices raised in AUD must show a **valid Australian Business Number (ABN)**.
- 6 The **invoice** must be **addressed to Qantas** (or a subsidiary of Qantas where necessary)
- 2 The words **"TAX invoice"** must be displayed on all Invoices raised in AUD.
- 7 **Supplier details** (name, address, contact details) should be displayed on all invoices
- 3 The relevant **Qantas Purchase Order number** must be clearly shown within the header of the Invoice.
- 8 **Qantas Purchase Order line details** should be clearly stated on the invoice.
- 4 The **Supplier Site ID** must be clearly shown within the header of the Invoice.
- 9 Show the **GST, international tax or VAT** amount separately (where applicable).
- 5 The relevant **Qantas Business Contact** must be clearly shown within the header of the Invoice.
- 10 The **invoice currency code** must be displayed on the invoice.

Example of a non-PO invoice that adheres to Qantas' invoicing guidelines



Jag's Organic Tea Pty Ltd.

1 **ABN:** XX XXX XXX XXX

Date: 10/03/2016

2 **Tax invoice:** 987

3 **Purchase Order Number:** e.g. 234567

Site ID: e.g. 123456

4 **Business Contact:** Dave Kelly
(john.smith@qantas.com.au)

5 **To:** Qantas Airways Limited
ABN: xx xxx xxx xxx
Qantas Centre C Wing, Level 3, 10 Bourke Road
Mascot, Sydney, NSW, 2020, Australia

6 **From:** Jag's Organic Tea Pty Ltd
Ground Level, 88 Moore Road
Gold Coast, QLD, 4217, Australia
E: jag@jot.com.au
P: (07) 5582 8211

#	Description	Item No.	QTY	Unit Type	Unit Price (excl. GST)	GST amount
7 1	Organic English Breakfast	03	30	CTN	390.00	0.00
2	Organic Chai	26	20	CTN	130.00	0.00
3	Jag's Rooibos	79	10	CTN	65.00	0.00
	Total				\$585.00	\$0.00

Total (exc. GST)	\$AUD 585.00
Total GST amount payable	\$AUD 00.00
Total amount payable (incl. GST)	\$AUD 585.00

Each Qantas non-PO invoice should contain the following information –

- 1 Invoices raised in AUD must show a **valid Australian Business Number (ABN)**.
- 2 The words "**TAX invoice**" must be displayed on all Invoices raised in AUD.
- 3 The **Supplier Site ID** must be clearly shown within the header of the Invoice.
- 4 The relevant **Qantas Business Contact** must be clearly shown within the header of the Invoice.
- 5 The **invoice** must be **addressed to Qantas** (or a subsidiary of Qantas where necessary)
- 6 **Supplier details** (name, address, contact details) should be displayed on all invoices
- 7 **Qantas Purchase Order line details** should be clearly stated on the invoice.
- 8 Show the **GST, international tax or VAT** amount separately (where applicable).
- 9 The **invoice currency code** must be displayed on the invoice.