

Department of Health Consumer Payment Process: With an Australian Business Number (ABN)

If the consumer is **not set up as a vendor** within S4/HANA (SAP) please follow the subsequent steps. If the consumer **is set up as a vendor** within S4/HANA (SAP) obtain their vendor number and skip to the consumer invoice process (step 2).

1. Queensland Health Vendor Setup Form

An [EFT Vendor Setup Form](#) should be completed by the consumer prior to engagement or invoicing for prompt payment. This needs to be completed and witnessed so that the consumer/vendor can be created in S4/HANA. Once you have the EFT Vendor Setup Form, send it through to your business services finance area for processing. You will receive a Vendor number once this form is processed, make a note of it for the consumer invoice. It is also useful to let the consumer know their vendor number for next time.

2. Consumer Invoice

Next, the consumer is required to complete as much information as they can on their consumer invoice if a template has been provided to the consumer or they have their own business invoice (as some consumers will). Other minor details may need to be completed by the DoH employee. Once the invoice is completed, send it to your local business services finance area for processing.

Please note: If a consumer has an ABN and is already set up in the finance system, they can directly submit an invoice either using one of their own templates or the department can create a template with all the relevant information included for accounts payable to process.

3. Consumer reimbursement rates

Consumer reimbursement rates can be found on the Health Consumers Queensland website [online](#). The reimbursement rates are determined prior to the engagement activity with the Consumer.

4. Goods receipt confirmation

It is important for the consumer engagement to be verified that it occurred, so you can remunerate the consumer. However, it depends on the type of engagement that was completed, for example - confirming attendance via the minutes of a meeting the consumer attended or reviewing their feedback/involvement in the engagement activity.

5. Submitting the Consumer's Invoice for payment

Once the consumer has completed or agreed to the information on the invoice you will need to send it to your local business services or finance area for processing (along with any receipts if applicable).