

Department of Health Consumer Payment Process: without 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

1. Queensland Health Vendor Setup Form

Along with the [Statement by Supplier Form](#) mentioned below, the [EFT Vendor Setup Form](#) should be completed by the consumer. 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 and the Statement by Supplier completed together, 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 Expense Claim Form, it is also useful to let the consumer know their vendor number for next time and for any other future activities they do with the Department of Health.

2. Statement by Supplier

The [Statement by Supplier Form](#) should be sent to the consumer along with the [EFT Vendor Form](#) to be completed. Once these two forms are returned completed, send them through to your business services finance area for processing. Advise the consumer that if they have any questions about the forms, they can contact the Department of Health staff member or the main point of contact for the activity they are involved with for any questions about remuneration/reimbursement and travel.

3. Consumer Representative Expense Claim Form

Once the consumer engagement activity is completed, the consumer is required to complete as much information as they can on the Consumer Expense Claim Form (attached). Other minor details may need to be completed by the DoH employee assisting with the consumer engagement activity. Once the Expense Claim Form is completed, send it to your local business services finance area for processing.

4. Consumer reimbursement rates

Consumer reimbursement rates can be found on the Health Consumers Queensland website [online](#). They are also outlined in the Consumer Expense Claim Form. The reimbursement rates are decided upon prior to the engagement activity with the Consumer.

5. 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.

6. Submitting the Consumer's Expense Claim Form for payment

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