

Information for Suppliers: Standardised Quotes & Invoices January 2015



[To use an interpreter over the telephone - Phone 03 9280 1907](tel:0392801907)

State-wide Equipment Program

Suppliers:

SWEPs aim is to streamline processes to ensure clients receive equipment as soon as possible. This is a reminder for our suppliers to utilise the SWEP Quotation Template, or ensure that all sections are included in your own quote that you send in.

**** Please note:** that an "Estimated Delivery Timeframe" section has now been included in the quote template.

What is a standardised Quote?

An example of an itemised quotation that includes all of the information required by SWEP to assist with ease of processing client applications.

Why is this beneficial?

- To assist with streamlining payment for Suppliers.
- To provide clear, concise information for all equipment items
- Assist with identifying errors when processing invoices.

SWEP will accept a quote either in the template form or in your current business quotation format. However if you don't use the SWEP template, please ensure that you include all information on your quote where applicable.

Breaking down the Quote:

- 1.) Define what is the basic piece of equipment,
- 2.) List the individual components of customisation for that piece of equipment and it's price
- 3.) GST must be listed per individual line if it applies.
- 4.) Clearly define items that are discretionary on the quote.
- 5.) Please specify warranty details for all equipment components.
- 6.) If there are delivery/installation or set up fees, they must be included on the original quote or it will not be paid on invoice.
- 7.) Where possible, invoices need to be sent to SWEP no longer than 30 days after item/service has been delivered or completed.

Vendor Details:

All suppliers must complete vendor forms and be an approved vendor with Ballarat Health Services (BHS), prior to sending their first invoice. Vendor forms can be located on SWEP website, details below:

<http://swep.bhs.org.au/suppliers>

Variations to Purchase Orders:

All invoices must reference a SWEP Purchase Order Number. If the amount you wish to invoice varies to the SWEP Purchase Order amount, call SWEP first prior to submitting your invoice as any changes must be authorised by SWEP. SWEP will not pay an invoice unless a SWEP Purchase Order has been issued.

What should be included on the Invoice?

All invoices must have the following to be a valid tax invoice:

- Supplier's contact details (address, phone & email)
- ABN
- Date of issue
- Invoice Number
- SWEP Purchase Order Number
- Description, quantity and price of what is sold
- Define whether or not GST is included on invoice
- Amount of GST where applicable.
- An invoice must not be predate the Purchase Order issue date.

SWEP Payment Terms:

SWEP payment will be scheduled to occur no later than 30 days after the end of the month in which a valid tax invoice is issued, on the basis that all relevant forms are completed if they are required.

Proof of Delivery (POD):

If you have a proof of delivery docket that you can attach to the invoice please do so. The POD must provide evidence of a client or prescriber accepting receipt of equipment this may expedite payment of your invoice.

Suppliers of VMSS & Home Modifications:

Additional documents are required for the provision of some programs including Vehicle Modification Subsidy Scheme and Home Modifications.

It is a mandatory requirement for these forms to be signed off by relevant parties which does cause delays in payment of invoices if the documents are not returned. SWEP works closely with all people involved to expedite this process as much as possible.

Delivery Timeframe (Non-customised Equipment):

Please indicate approximate delivery timeframe on standardised quote template. Non-customised equipment should be delivered to the client/prescriber within 10 working days. If there will be a delay in fulfilling an order, please contact SWEP to advise of ETA for delivery.

Delivery Timeframe (Customised Equipment):

Please indicate approximate delivery timeframe on standardised quote template.

How can I provide feedback?

If you wish to provide feedback about any aspect of SWEP, you should contact SWEP and speak to the relevant Program Manager. If the matter cannot be resolved you may wish to pursue the issue by following the SWEP grievance and complaint procedure on our website <http://swep.bhs.org.au>