

# Information for Suppliers: Standardised Quotes & Invoices



To use an interpreter over the telephone - Phone 03 9280 1907

## State-wide Equipment Program

### Suppliers:

The State-wide Equipment Program (SWEP) aim is to streamline processes to ensure consumers receive equipment as soon as possible. The SWEP are also required to ensure we meet the Victorian Aids & Equipment Program guidelines for funding of items.

Suppliers can utilise the SWEP Quotation Template, or ensure that all required information is included in your own quote that you send in.

SWEP have a general quote template for use but there are specific templates for Compression Garments, Orthotics and Home Modifications due to the information required for these programs.

### 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 consumer applications.

### Why is this beneficial?

- To assist with streamlining payment for suppliers.
- To ensure the program guidelines are met
- 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:

- Define what is the basic piece of equipment
- List the individual components of customisation for that piece of equipment and its price
- GST must be listed per individual line if it applies
- Clearly define items that are discretionary on the quote
- Please specify warranty details for all equipment components
- 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
- 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 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 pre-date the Purchase Order issue date.

### SWEP Payment Terms:

SWEP payment will be scheduled to occur 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 consumer or practitioner accepting receipt of equipment, this may expedite payment of your invoice.

### Certificate of Completion (CoC):

Customised equipment will require a Certificate of Completion to be signed by consumer or their delegate, supplier and practitioner prior to payment being made to the supplier. This document is sent to the supplier with the purchase order.

For orders where a CoC is required you do not need to do a PoD.

### Suppliers of Vehicle Modification Subsidy Scheme

Additional documents are required for the provision of Vehicle Modifications. Quotes for this program must include the vehicle make, model and registration details.

### Suppliers of Home Modifications:

For home modification quotes it is required that the quote refers to the plan/diagram and scope of works provided by the Occupational Therapist.

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.





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## **Delivery Timeframe (Non-customised Equipment):**

Please indicate approximate delivery timeframe on the quote. Non-customised equipment should be delivered to the consumer/practitioner 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.

## **Where to send your invoice**

Invoice should be sent via email with the appropriate Proof of Delivery or Certificate of Completion to [accountspayable@bhs.org.au](mailto:accountspayable@bhs.org.au)

## **How can I provide feedback?**

Formal Feedback can be provided in the following ways:

- Email us at [swep@bhs.org.au](mailto:swep@bhs.org.au)
- Fill in a feedback form
- Write to us at: P.O. Box 1993, Bakery Hill, Vic 3354
- Call our Quality and Leadership Support Officer on 1300 PH SWEP (1300 747 937) or (03) 5333 8126
- If you require an interpreter, or have a hearing or speech impediment, we can assist by accessing the Victorian Telephone Interpreting & Translating Service or National Relay Service.

We take all complaints seriously and aim to resolve them quickly and fairly.