

Invoice Submission Process - Update for Suppliers

What is happening?

In November 2025, DVA will introduce a new Financial Management System (FMIS) to streamline how we manage and process payments. This means there may be a change in how you engage with DVA around invoices and payments.

Why is this changing?

The move to a new system will improve how we manage contracts, payments, and supplier relationships and will help streamline processes and reduce delays. This upgrade is part of our commitment to improving efficiency and strengthening our partnership with you in supporting the veteran community.

Who is affected?

- Some suppliers will need to update how they submit invoices
 - Others will continue using the current process with no changes
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How do I know if I'm affected?

- If you are currently providing service **directly to the department i.e. not a veteran or family member, or if you submit invoices via a group inbox or directly to an individual's email address, you will need to change your process.**
 - If you use any of the below portals, a separate system for invoice submission, or have claiming arrangements through Services Australia – Medicare, there will be **no change** to your process.
 - Provider Upload Page (PUP)
 - VHC Portal
 - RAPTOR
 - R&C ISH
 - Booked Car with Driver (BCWD)
 - PRODA
 - Eclipse
 - Halaxy
 - Zanda
 - Xestro Practice Software
 - Best Practice Software
 - VERA
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When does this take effect?

 **10 November 2025.**

We recommend reviewing the How-To Guide before submitting your next invoice.

Need help?

If you have any questions, please email supplier.enquiries@dva.gov.au
