

How to Submit Invoices Under the Updated Process

Effective from: 10 November 2025

Step 1: Check if You're Affected

How do you submit invoices to DVA?



If you normally email your invoice through to a group inbox, specific business area or person, you'll need to follow the updated steps below.

If you submit your invoice via a portal (e.g Provider Upload Page, VHC, RAPTOR or R&C ISH) there will be no change to your process.

Step 2: Gather new required details and make any required updates

Before submitting your invoice, ensure you have:



Your new contract reference number – this will be provided in early November, if this hasn't been received prior to go-live, please reach out to your DVA contact

Updated email address to send invoices <u>only</u> to: <u>accounts.payable.mailbox@dva.gov.au</u>

Please note: any attachments to support the invoice go through the current channels

Updated your email settings to ensure messages from dvafinance@t1.dva.gov.au do not go to SPAM. The look and feel of the emails may be different to what you are used to.

Step 3: Submit Your Invoice



Submit invoices to accounts.payable.mailbox@dva.gov.au ensuring all required details are included.

The invoice must now quote the contract reference number.

Invoices missing required details may result in payment delays.

Step 4: When Does It Start?

From Monday, 10 November 2025

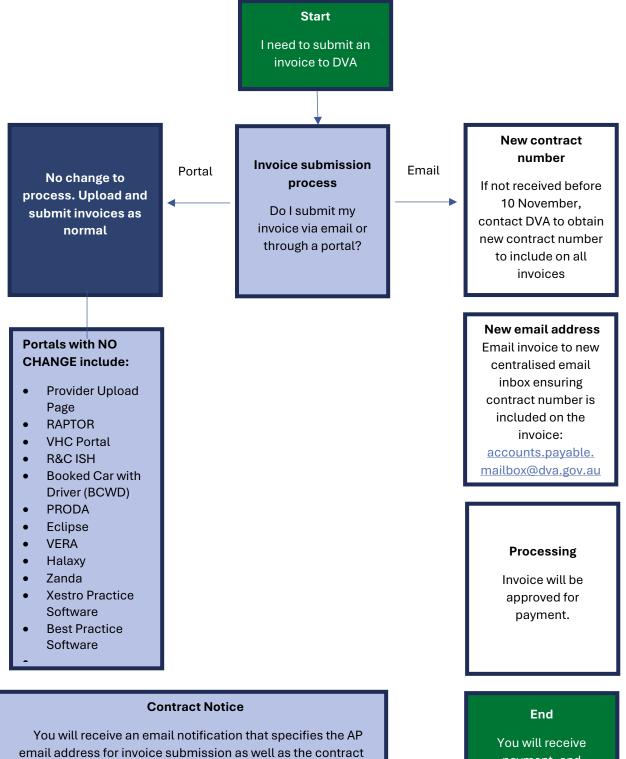
Please check your process before your next invoice submission

Step 5: Need Help?

If you're unsure about any part of the new process, please contact:

supplier.enquiries@dva.gov.au

Supplier invoice submission process



reference that must be quoted on all invoices.

Transition support

There will be a period of transition to enable this process to bed down

payment, and payment Remittance Notice from dvafinance@t1.dva. gov.au