

## How to Submit Invoices Under the Updated Process

Effective from: 10 November 2025

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### 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.

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### 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 **only** to: [accounts.payable.mailbox@dva.gov.au](mailto:accounts.payable.mailbox@dva.gov.au)

**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](mailto: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.

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### Step 3: Submit Your Invoice



Submit invoices to [accounts.payable.mailbox@dva.gov.au](mailto: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.

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### Step 4: When Does It Start?



From Monday, 10 November 2025

*Please check your process before your next invoice submission*

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### Step 5: Need Help?

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

[supplier.enquiries@dva.gov.au](mailto:supplier.enquiries@dva.gov.au)

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# Supplier invoice submission process

