# DVA Acute Support Package – How to submit an invoice for payment

Acute Support Package clients can give this information sheet to service providers, so they know how to submit their invoice for payment.

## Step 1 Client Transaction Reference Number (TRN) required

When a DVA Acute Support Package client engages your services they should provide you with their **Transaction Reference Number (TRN)** – this is important as you will need it to log in to the DVA Provider Upload Page (PUP). Please ask clients for their TRN before proceeding.

## Step 2 Make sure your invoice includes all the following information

DVA won't be able to process your invoice if any of the following information is missing.

- ☐ your business name
- ☐ business address
- ☐ Australian Business Number
- ☐ the words 'tax invoice'
- ☐ invoice number
- ☐ your bank account details
- ☐ your preferred email address where the government can send your remittance advice
- ☐ save invoice as a PDF before uploading in PUP.
- ☐ veteran's unique TRN (as provided)
- ☐ veteran's name (as provided)
- ☐ veteran's DVA file number (as provided)
- ☐ veteran's claim reference (as provided)
- ☐ for each item or service you provide you also need to include:
  1. date of service(s)
  2. address service delivered
  3. description of service you provided
  4. total cost of service provided
  5. show GST if you are registered.

## Step 3 Log into the PUP Portal

Search online for 'DVA PUP' and then click on the first link '**Provider Upload**'.
Or, type https://connect.dva.gov.au/provider/upload into your web browser.

If you need more information on how to upload invoices to the PUP click on the 'Upload guide' at the bottom of the portal page.

## Contact us

We are committed to paying you as quickly as we can. If your invoice is overdue, you can call us on 1800 550 457 and choose option 4, to check with us on its status.