

NSWH Supplier Portal

Quick Reference Guide

Version 2.00
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HealthShare

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Introduction

The **NSWH Supplier Portal Quick Reference Guide** has been developed by HealthShare NSW Shared Financial Services for the use of suppliers.

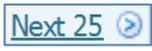
The purpose of this Guide is to provide information about accessing the NSW Supplier Portal, inquiring about Invoices and Payments and submitting a single invoice with an attached image.

We welcome your comments and feedback on the content in this document. Please forward any suggestions to: HSNSW-Supplier.Portal@health.nsw.gov.au

Terms Used in User Guide

Term	Description
NSWH	New South Wales Health
eInvoicing	Electronic invoicing (also called eInvoicing) is a form of electronic billing. eInvoicing methods are used by trading partners, such as customers and their suppliers, to present and monitor transactional documents between one another and ensure the terms of their trading agreements are being met
FMIS	A Financial Management Information System is the software that an organisation uses to oversee and govern its income, expenses, and assets. NSW Health uses Oracle Financials R12, with the key functions of processing transactions such as purchases, payments, billing, receipts, reports and journals

Icons and Buttons

Icon	Description
	Use Search icon to retrieve a populated list of values
%	Use the percentage sign (%) also known as a 'Wildcard' to return all records, or between search data to refine search
	Use Calendar icon to select date
	View a Tip showing information about the associated data
	Key information provided
	Launches a search to return result on the data entered
	View further records in search results
	View previous records in search results
	Remove entered data from fields
	Use Cancel button to cancel current action
	Use Back button to return to previous page to make changes
	Use Submit button to log request
	Export data to an Excel file
	Return to the NSW Supplier Portal Home page
	Log out of NSW Supplier Portal
Blue Link	Click blue link (e.g. Invoice and Payment numbers) to view details
	An asterisk (*) indicates that the field is mandatory and data must be entered before proceeding
	Click Down Arrow to make a selection from available options
	'Return' links will return user to previous screen

NSWH Supplier Portal

The NSW Health Supplier Portal is an internet-based interface that provides real-time information from the NSW Health Financial Management Information System (FMIS).

The NSW Health Supplier Portal includes the following functions:

- **Invoice Inquiry**
Allows suppliers to view real-time updates on the status of Invoices including Paid, Awaiting Payment and Hold Information
- **Payment Inquiry**
Allows suppliers to view Payment details available including payment number, amount and referring invoice details
- **Submit Individual Invoice***
Allows suppliers to submit a single invoice with an image of the invoice attached

**Please note that invoice submitted must contain a valid NSW Health Oracle Purchase Order Number*
- **PO Inquiry**
Allows suppliers to view real-time Purchase Order information including PO item details, Ship-To Location and overall status.
- **Generate Reports**
Allows users to extract information from the Portal by populating required parameters.



Accessing the NSW Health Supplier Portal

- We recommend accessing the NSW Health Supplier Portal using the following:

Software

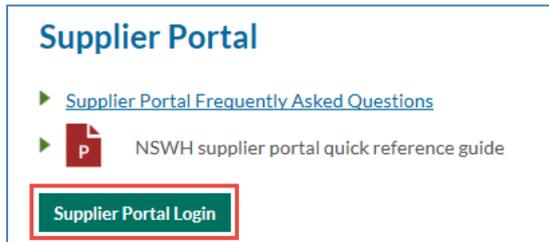
- Microsoft Windows V7, V8.1 or V10

Browser

-  Internet Explorer V11 (**Recommended**)
-  Google Chrome
-  Firefox

Accessing the NSW Health Supplier Portal

- Navigate to the **HealthShare NSW Accounts Payable** internet page:
<http://www.healthshare.nsw.gov.au/services/accounts-payable>
- Click the **Supplier Portal Login** button



- Enter **Username** and **Password**
- Enter information from image into **Type Image** field
- Click **Login** button

- Select from three options by clicking the relevant button:
 - **Invoice Inquiry**
Allows you to view the status of an invoice
 - **Payment Inquiry**
Allows you to view payment details and related invoices
 - **Submit Invoice**
Allows you to submit a single invoice and view submission details

Invoice Inquiry

Invoice Inquiry allows suppliers to view real-time updates on the status of Invoices including Paid, Awaiting Payment and Hold Information

- Click **View Invoices** button on Home page

- Search Parameters**

- Enter data in search parameter/s (see table below for details)
- Click **Search**



You must enter data in one of the following fields: Invoice Number, Payment Number, or an Invoice Date Range

Search Parameters		
No.	Field	Description
1	Health Agency	To view all Health Agencies leave this field blank To view a single Health Agency, enter a wildcard (%), click the Search icon  and then select the required Health Agency
2	Invoice Number	Enter Invoice number
3	Payment Number	Enter Payment number
4	Invoice Status	Select option: Approved & In-Process, Approved, In-Process, Cancelled, All
5	Payment Status	Select option: Paid, Not Paid, Partially Paid
6	Invoice Amount	Enter Invoice amount From (e.g. 1000) and To (e.g. 10000)
7	Invoice Date	Click the Calendar icon  to select dates Note: Date Range currently limited to 150 days

• **Search Results**

- Search Results will appear in a table below the search parameters:

Invoice	Health Agency	Invoice Date	Amount	PO Number	Invoice Received Date	Status	Detailed Status	Payment Status	Payment
4373237	South Western Sydney Local Health District OU	29-Jan-2016	2816.19	25048157	01-Feb-2016	Approved		Paid	6087176
4373250	South Western Sydney Local Health District OU	29-Jan-2016	1051.75	24887811	01-Feb-2016	Approved		Paid	6087176
4373310	Sydney Local Health District OU	29-Jan-2016	4137.10	24887175	01-Feb-2016	Approved		Paid	6078972
4373192	Sydney Local Health District OU	29-Jan-2016	2200.00	24887785	01-Feb-2016	Approved		Paid	6078972
4373345	Nepean Blue Mountains Local Health District OU	29-Jan-2016	3823.25	24889131	29-Jan-2016	Approved		Paid	6038185

- Click **'Next 25'** [Next 25](#) to view further records in your search results. Page displays a maximum of 25 records
- Click an **Invoice Number** [Blue Link](#) to view Invoice details
- Click a **Payment Number** [Blue Link](#) to view Payment details (see [Payment Inquiry](#) section in this Guide for further information)
- Click on **column headings** (Invoice, Invoice Date, Amount) to sort data
- Click **Export** button to export results into Excel file



Once results are displayed, refer to [Appendix 1 – Invoice Status Matrix](#) in this Guide for information about what action to take

• **View Invoice Details**

- Click **Invoice Number** [Blue Link](#) to view Invoice details

Invoice	Health Agency	Invoice Date	Amount	PO Number	Invoice Received Date	Status	Detailed Status	Payment Status	Payment
4373192	Sydney Local Health District OU	29-Jan-2016	2200.00	24887785	01-Feb-2016	Approved		Paid	6078972

- Click **Export** to send results to an Excel file
- Click **View Invoices** or **Return to View Invoices** to return to the previous screen

Supplier Portal > View Invoices >
Standard Invoice: 4373192 (Total AUD 2200.00)
 Currency=AUD

General	Amount Summary	Payment Information
Invoice Date: 29-Jan-2016	Item: 2000.00	Paid: 2200.00
Supplier: [blurred]	Freight: 0.00	Discount Taken: 0.00
Supplier Site: [blurred]	Miscellaneous: 0.00	Due: 0.00
Address: [blurred]	Tax: 200.00	Status: Paid
	Withholding Tax: 0.00	
	Total: 2200.00	

Line	Type	Description	Qty	UOM	Price	Amount	PO Number	PO Line	PO Shipment	Buyer
2	Item	INVOS ADULT SOMASENSORS	1	BOX OF 20	2000.00	2000.00	24887785	1	1	[blurred]
3	Tax	AU GST - GST - EXPENSES				200.00				

Return to View Invoices

- **View Information**

- Click the **Information icon** to view a Tip about the associated data

Amount Summary	
Item	2000.00
Freight	0.00
Miscellaneous	0.00
Tax	200.00 
Withholding Tax	0.00
Total	2200.00

- Click **OK** to close Tip

Tip
This is the sum of the Tax invoice line type, excluding Tax included in the Item invoice line type.


Payment Inquiry

Payment Inquiry allows suppliers to view Payment details available including Payment Number, Amount and Referring Invoice Details

- Click **View Payments** button on Home page



- Search Parameters**

- Enter data in search parameter/s (see table below for details)
- Click **Search**



You must enter either a Payment Number, or enter one of the other parameters with a **Payment Date** range

Payment	Health Agency	Remit-to Supplier	Remit-to Supplier Site	Payment Date	Currency	Amount Method
No search conducted.						

Search Parameters

No.	Search Parameter	Description
1	Health Agency	To view all Health Agencies leave this field blank To view a single Health Agency, enter a wildcard (%), click the search icon  and then select the required Health Agency
2	Payment Number	Enter Payment number
3	Payment Amount	Enter Payment amount From (e.g. 1000) and To (e.g. 10000)
4	Payment Date	Click the Calendar icon  to select From and To dates Note: Date Range is currently limited to 100 days

- Search Results**

- Search Results will appear in a table below the search parameters:

Payment	Health Agency	Remit-to Supplier	Remit-to Supplier Site	Payment Date	Currency	Amount Method
6031438	Ambulance Service of NSW OU			22-Jan-2016	AUD	1812.25 Electronic
6035099	Nepean Blue Mountains Local Health District OU			22-Jan-2016	AUD	22058.79 Electronic
6067345	Western Sydney Local Health District OU			22-Jan-2016	AUD	59070.28 Electronic

• **View Payment Details**

- Click Payment Number [Blue Link](#) to view Payment details

Payment	Health Agency	Remit-to Supplier	Remit-to Supplier Site	Payment Date	Currency	Amount Method
6035099	Nepean Blue Mountains Local Health District OU			22-Jan-2016	AUD	22058.79 Electronic

- **Payment** screen displays all invoices associated with the selected Payment Number
- Click **Export** to send results to an Excel file
- Click **View Payments** or **Return to View Payments** to return to the previous screen

Supplier Portal > View Payments >

Payment: 6035099 (Total AUD 22058.79)

Payment Date: 22-Jan-2016
 Method: Electronic
 Remit-to Supplier: Nepean Blue Mountains Local Health District OU
 Remit-to Supplier Site: [Redacted]

Supplier: [Redacted]
 Supplier Site: [Redacted]
 Address: [Redacted]
 Bank Account Number: [Redacted]

[Export](#)

Included Invoices

Invoice	Invoice Date	Type	Currency	Amount	Status	Payment Status	Payment
4350921	04-Dec-2015	Standard	AUD	1829.30	Approved	Paid	1829.30
4351607	07-Dec-2015	Standard	AUD	5099.44	Approved	Paid	5099.44
4351554	07-Dec-2015	Standard	AUD	5193.95	Approved	Paid	5193.95

[Return to View Payments](#) [Export](#)

• **View Invoice Details**

- Click Invoice Number [Blue Link](#) to view Invoice details

Invoice	Invoice Date	Type	Currency	Amount	Status	Payment Status	Payment
4351607	07-Dec-2015	Standard	AUD	5099.44	Approved	Paid	5099.44

- Click **Export** to send results to an Excel file
- Click **View Payments** or **Return to View Payments** to return to the previous screen

Supplier Portal > View Payments > [Payment Details](#) >

Standard Invoice: 4351607 (Total AUD 5099.44)
 Currency=AUD

[Export](#)

General

Invoice Date: 07-Dec-2015
 Supplier: [Redacted]
 Supplier Site: [Redacted]
 Address: [Redacted]

Amount Summary

Item: 4635.85
 Freight: 0.00
 Miscellaneous: 0.00
 Tax: 463.59 [i](#)
 Withholding Tax: 0.00
 Total: 5099.44

Payment Information

Paid: 5099.44
 Discount Taken: 0.00
 Due: 0.00
 Status: Paid

Invoice Lines

Line	Type	Description	Qty	UOM	Price	Amount	PO Number	PO Line	PO Shipment	Buyer
1	Item	SURGICAL BALLOON DISSECTOR, ROUND SHAPE, STERILE	5	EACH	311.17	1555.85	24538762	1	1	[Redacted]
2	Item	ENDO GIA TRI STAPLE/REPLACEMENT	10	EACH	308.00	3080.00	24538762	2	1	[Redacted]
3	Tax	AU GST - GST - EXPENSES				463.59				

[Return to Payment Details](#) [Export](#)

• **View Information**

- Click the **Information icon** to view a Tip about the associated data

Amount Summary

Item: 4635.85
 Freight: 0.00
 Miscellaneous: 0.00
 Tax: 463.59 [i](#)
 Withholding Tax: 0.00
 Total: 5099.44

- Click **OK** to close Tip

Tip

This is the sum of the Tax invoice line type, excluding Tax included in the Item invoice line type.

[OK](#)

Submit Invoice

Submit Invoice allows suppliers to submit a single invoice and attach an image of the invoice. Please note upon submittal, the invoice will not be visible in the Invoice Inquiry screen up to 48 hours.



Any invoice submitted must contain a valid NSW Health Oracle Purchase Order Number

- Click **Submit Invoice** button on Home page



- Enter data**

- Enter data in all fields on Invoice Submission page (see table below for details)
- Click **Submit Invoice**



All fields are mandatory. You must select a Health Agency, enter an Invoice Number and a Purchase Order Number, and upload an Invoice Image File

Data Fields		
No.	Field	Description
1	Health Agency	Enter a wildcard (%), click the Search icon  and then select the required Health Agency
2	Invoice Number	Enter Invoice number
3	Purchase Order Number	Enter Purchase Order Number
4	Invoice Image File	Click Browse, Click the selected Invoice image, Click Open, File Path will display in field (if incorrect image has been uploaded - click in field, click 'Delete' on Keyboard, and select new image to upload)

- View Information**

- Click the **Information icon** to view a Tip about the associated data

- Click **OK** to close Tip

- Click the **Information icon** to view a Tip about the associated data

- Click **OK** to close Tip

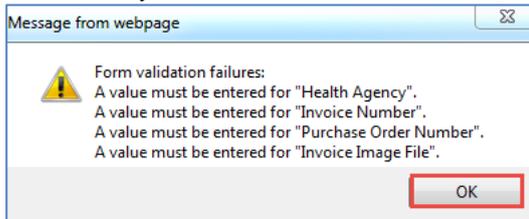
- **Confirmation**

- You will receive a confirmation message to advise when the Invoice File has been successfully submitted for processing:



- **Form Validation Failures**

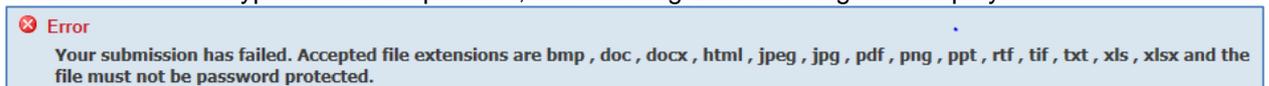
- If mandatory fields have not been entered, a message will display identifying the relevant fields:



- Click **OK** to close message
- Enter data in mandatory fields and click **Submit Invoice**

- **Error Message 'Your submission has failed'**

- If an incorrect File Type has been uploaded, the following Error Message will display:



- Resubmit the invoice with a file which has an accepted file extension

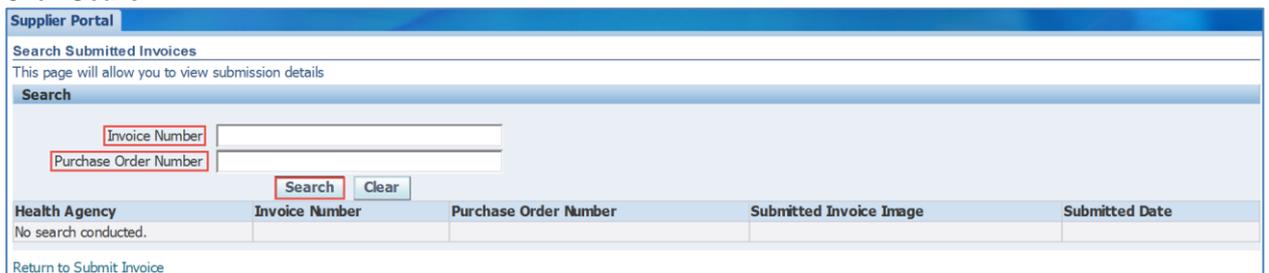
- **Recently Submitted Invoices**

A maximum of 10 recently submitted invoices will display on the Submit Invoice screen

- Click **Search Submitted Invoices** to view other previously submitted invoices



- Enter **Invoice Number** and/or **Purchase Order Number**
- Click **Search**



- Click **Submitted Invoice File [Blue Link](#)** to view an Invoice image

Health Agency	Invoice Number	Purchase Order Number	Submitted Invoice Image	Submitted Date
Local Health District OU	4451124	26243040	4451124.pdf	11-Jul-2016 13:33:47

Reporting

The **Generate Report** tool allows users to extract information from the Portal by populating required parameters.



The report generated will be emailed to your registered email address (Portal user name) in as an Excel file. The data extract generally takes between 1min to 5mins depending on search parameters and user network performance.

- Click **Reports button** on home page

- Click the **Search icon**

- Click **Go button**

Select	Quick Select	Program Name	Application Name
	No search conducted.		

- Select **Quick Select** icon against desired report

- **Parameters**

- Enter data in all parameters (see **Submit Reports Fields** table below for details)
- Click **Continue**

Submit Report Fields		
No.	Field	Description
1	Supplier Name	Automatically Populated – this is a preset field and cannot be changed
2	Health Agency	Enter 'All' for no restrictions, or type in specific Operating Unit
3	Invoice Status	Select option: Approved & In-Process, Approved, In-Process, Cancelled, All
4	Invoice Date	Click the Calendar icon  to select dates Note: Date Range currently limited to 730 days

- **Review screen** allows user to confirm details before progressing
 - Click the **Submit** button to continue, or
 - Click the **Back** button to change parameters

- **Confirmation**

- You will receive a confirmation message to advise your Report has been scheduled to run. The report will be emailed to you on completion of the request.
- Click **OK**

- **Requests**

The final Requests page will provide a historic list of reports run for your organisation

- Click **Home** to return to the Portal home page

Request ID	Name	Phase	Status
31464638	NSWH Supplier Invoice Status Report	Completed	Normal
31460903	NSWH Supplier Portal MultiLoad File to OIT (NSWH Supplier Portal MultiLoad File to OIT)	Completed	Normal
31460892	NSWH Supplier Portal MultiLoad File to OIT (NSWH Supplier Portal MultiLoad File to OIT)	Completed	Normal

PO Inquiry

PO (Purchase Order) Inquiry allows suppliers to view real-time Purchase Order information including PO item details, Ship-To Location and overall status.



Only NSW Health Oracle Purchase Orders are accessible via the NSW Health Supplier Portal. iPharmacy and CBord (Food Services) Purchase Orders are not accessible via this source.

- Click **View PO** button on Home page

- Search Parameters**

- Enter data in search parameter/s (see **View PO Parameters** table below for details)
- Click **Search**



You must enter data in one of the following fields:
PO Number or an Order Date, or alternatively enter a Health Agency and Buyer

View PO Parameters		
No.	Field	Description
1	PO Number	Enter PO Number
2	Order Date	Click the Calendar icon  to select a specific order date
3	Buyer	Enter Buyer name
4	Health Agency	To view all Health Agencies leave this field blank To view a single Health Agency, enter a wildcard (%), click the Search icon  and then select the required Health Agency
5	Status	Select option: OPEN or CLOSED

• **Search Results**

- Search Results will appear in a table below the search parameters:

PO Number	Rev	Health Agency	Buyer	Order Date	Total	Ship-To Location	Requisition Requestor	Status	Note to Supplier
27627053	0	Western Sydney Local Health District OU	HSNSW 1515, Training	12-Dec-2016	432.85	WMDH HospDock Dock8 365000	13098287	OPEN	Please email notice of backorders, price, unit of measure and quantity variances or any other Purchase Order billing issues to Rakeshkumar.patel@health.nsw.gov.au , All invoices to be sent to Accounts Payable- HSNSW-scp.apayable@health.nsw.gov.au
27630713	0	Western Sydney Local Health District OU	HSNSW 631, Training	12-Dec-2016	224.00	WMDH HospDock Dock8 365000	13099828	OPEN	Please email notice of HIGHER PRICE ONLY, backorders, unit of measure and quantity variances, more than one delivery address to phillip.tan@health.nsw.gov.au Do not duplicate this order if received more than one copy. Thank you All invoices to be sent to Accounts Payable HSNSW-scp.apayable@health.nsw.gov.au

- Click **Next 25** [Next 25](#) to view further records in your search results. Page displays a maximum of 25 records
- Click a **PO Number** [Blue Link](#) to view PO details (refer **View PO Number** point below for more information)
- Click a **Buyer** [Blue Link](#) to view Buyer Details including name, email and phone number
- Click on **Ship-To Location** [Blue Link](#) to view Ship-To address details
- Click on column heading Order Date to **Sort Data**
- Click **Export** button to export results into Excel file

• **View PO Number**

- Click **PO Number** [Blue Link](#) to view PO details

PO Number	Rev	Health Agency	Buyer	Order Date	Total	Ship-To Location	Requisition Requestor	Status
27627053	0	Western Sydney Local Health District OU	HSNSW 1515, Training	12-Dec-2016	432.85	WMDH HospDock Dock8 365000	13098287	OPEN

• **View PO Details**

- Refer to **View Purchase Order** table below for description of fields

Details Line	Type	Item/Job	Supplier Item	Description	UOM	Qty	Price	Amount	Status
Show 1	Goods		R31039	MEDILED MINI ARCRYLIC LID WITH FILTERS	EACH	1	175.77	175.77	Open
Show 2	Goods		R39255	MEDILED MINI PAD	SET OF 4	2	128.54	257.08	Open

View Purchase Orders		
No.	Field	Description
1	Order Information	Provides a general overview of the Purchase Order
2	PO Details	Click 'Show All Details' to view Ship-To Location, Qty and Amount details, Promised Date, Need-By Date, Payment Status, and overall Status
3	Actions	Select from options: View PDF, View Receipts, View Invoices or View Shipments
4	Summary	Displays Invoice Amount Details and Payment Status.



Click the [Return to View Purchase Orders](#) link at the bottom left of the page to return to previous PO Inquiry page

Support for the NSW Health Supplier Portal

For support with any NSW Health Supplier Portal issues, please see the contact details below:

Navigation Support	Password/Technical Support
Support in the navigation and general use of the NSW Health Supplier Portal	Support relating to your password, login, or other technical issues for the NSW Health Supplier Portal
Contact our Accounts Payable Support Team; Phone: 1300 883 965 – <i>Option 1</i> Email: HSNSW-Supplier.Portal@health.nsw.gov.au	Contact the State Wide Service Desk; Phone: 1300 28 55 33 – <i>Option 2 and Option 2</i>

Appendix 1 – Invoice Status Matrix

Action Required

Invoice Status	Detailed Status	Payment Status	Action Required
Cancelled	Unable to process - Illegible invoice - Notification sent	Un-paid	Please review notification received, amend invoices as instructed and resubmit to Accounts Payable.
	Unable to process - Invoice incorrectly billed - Notification sent	Un-paid	
	Unable to process - Invoice missing valid PO - Notification sent	Un-paid	
	Unable to process - Invalid invoice - Notification sent	Un-paid	
	Please contact Accounts Payable for further details	Un-paid	Please contact Accounts Payable for further details on 1300 883 965 Option 1.
In-Process	Credit Memo Requested from Supplier	Un-paid	Please review notification received via email and action as requested.
No results found	<no additional comment>	<NA>	Please allow 48hrs from time of submission for your invoice to be visible. Before resubmitting your invoice please contact Accounts Payable on 1300 883 965 Option 1.

No Action Required

Invoice Status	Detailed Status	Payment Status	Description
Cancelled	Duplicate copy is present in the system	<NA>	Invoice has been cancelled as a duplicate copy has already been processed.
In-Process	In Progress with HealthShare Accounts Payable	Un-paid	Invoice is in progress, please allow 5 business days for processing.
	Awaiting Health Agency Approval	Un-paid	
	Awaiting Health Agency Approval - No Purchase Order provided	Un-paid	
	Awaiting Health Agency Approval - GPAL PO Hold	Un-paid	
	Awaiting Health Agency Approval - Pharmacy Hold	Un-paid	
	Awaiting Health Agency Approval - Freight requires approval	Un-paid	
	Awaiting Health Agency Approval - Qty Receipt Hold	Un-paid	
	In Progress with HealthShare Procurement & Logistics	Un-paid	
	In Progress with HealthShare Procurement & Logistics - Qty Order Variance	Un-paid	
	In Progress with HealthShare Procurement & Logistics - Price Variance	Un-paid	
Approved	<no additional comment>	Un-paid	Invoice is available for payment, payment will occur at the discretion of the Health Agency.
	<no additional comment>	Paid	Invoice has been paid, refer to payment number for details.

End of User Guide