

# Accounts Payable Process for Suppliers

Reduce the risk of payment processing delays by following these helpful suggestions:

## Creating your invoice

1. Include our trading name in full – “James Cook University”.
2. Include your Australian Business Number (if applicable).
3. Include a unique invoice number and where possible, **reference the invoice number in the subject line or body of the email.**
4. Include the total amount and currency, inclusive of GST (if applicable).
5. Include reference to one of the below options:
  - JCU Purchase Order Number (must include the complete number, i.e. 02000XXXXX or 08000XXXXX); OR
  - Estate Office Work Order Number (i.e. 3XXXXX); OR
  - JCU Contract Number (i.e. 000XXX)

Refer to the template below for further guidance.

## Submitting your invoice

- Send all **PDF generated invoices** to [invoices@jcu.edu.au](mailto:invoices@jcu.edu.au) copying (cc) in other relevant JCU contacts.
- **One** invoice per email please.
- HTML links are **not** accepted – please attach the PDF invoice.
- Excel and word documents will **not** be accepted – please convert to PDF first.
- Invoices are not properly received until they reach the [invoices@jcu.edu.au](mailto:invoices@jcu.edu.au) mailbox.
- Please **do not** send other documents such as statements, reminders or queries to this mailbox – send them to [accountspayable@jcu.edu.au](mailto:accountspayable@jcu.edu.au).

## Other Notes

- JCU's standard payment terms are 30 days from invoice date.
- Refer to Frequently Asked Questions section below. Should you have any further queries, please contact [accountspayable@jcu.edu.au](mailto:accountspayable@jcu.edu.au)



# TAX INVOICE

**[Your Company Name]**

[(2). ABN]

[Street Address]

[City, ST Postcode]

Phone [phone]

Email [email]

(3). INVOICE #[NUMBER]  
DATE: [CLICK TO SELECT DATE]

**TO:**

[(1). Company Name: James Cook University]

[] [Delivery Address]

**FOR:**

[Project or service description] (5).

P.O. Number [02000XXXXX or 08000XXXXX]

Work Order Number [2XXXXXX]

Contract Number [000XXX]

DESCRIPTION	AMOUNT
Bank Details	SUBTOTAL (4). GST (4). TOTAL [AUD]

## Frequently Asked Questions

- **Will my invoice still be processed if it is not sent to [invoices@jcu.edu.au](mailto:invoices@jcu.edu.au)?**

*If an invoice is sent to a JCU contact and it is not forwarded to the Accounts Payable team, the invoice will not get processed for payment. Alternatively, if the invoice is forwarded by the JCU Contact to Accounts Payable then payment delays may be experienced.*

- **Will my invoice still be processed if it does not meet the requirements set out above?**

*No, the invoice reader software (OCR) will not process the invoice.*

- **Will my invoice still be processed if it does not quote a JCU Purchase Order Number, Work Order or Contract Number?**

*We stress the importance of including one of the above reference numbers on your invoice when emailing them to [invoices@jcu.edu.au](mailto:invoices@jcu.edu.au) as this will assist with the timely processing and payment of your invoice. We acknowledge there will be circumstances where one of the above reference numbers has not been provided. In these instances, please reach out to your JCU contact in the first instance to obtain these details before forwarding your invoice to [invoices@jcu.edu.au](mailto:invoices@jcu.edu.au). Should you still require assistance, please contact [accountspayable@jcu.edu.au](mailto:accountspayable@jcu.edu.au).*