

# Background

You are a current supplier of goods and services to Housing New Zealand Corporation (HNZC).

From **23 July 2018**, we will be automating our invoice payment process.

This will ensure invoices are processed and paid in a timely and efficient manner.

Compliant electronic invoices received via email address *invoices*@*hnzc.co.nz*will then go through the normal approval process, improving both the quality and timeliness of processing.

Simple criteria for using this electronic solution are covered in this brochure.

We currently receive a large number of non-compliant invoices. A number of these are due to an invalid purchase reference. This results in significant delays in payment to suppliers..

### Benefits to suppliers

- Single point to submit invoices for payment
- Timely notification of non-compliant invoices or credit notes
- Ability to send multiple invoices per email
- providing there is only 1 invoice per PDF
- Time savings in manual intervention
- Improvement in invoice processing time
- Elimination of printing and postage costs

### Benefits to Housing New Zealand Corporation

- Reduction in manual, time intensive invoice processing
- Increased efficiency



## 4 simple steps to successful invoice submission



When sending invoice/credit notes to HNZ, they must be in a PDF format.

Other file types will not be accepted, therefore will be returned to you and need resubmitting in the correct format.

Please ensure your PDF is not password protected.



One invoice per PDF.

You can send multiple PDFs in one email, but only one invoice per PDF file.

Please **<u>DO NOT</u>** send multiple invoices in one PDF file.



Ensure a Housing New Zealand Order number is clearly referenced on your invoice or credit note.

Please **DO NOT** send invoices or credit notes for processing without a Purchase Order or Work Order number reference



Send invoices/credit notes to invoices@hnzc.co.nz

Please **DO NOT** send invoices and credit notes to any other Housing New Zealand email.

Supporting documents should only be submitted with the invoice **if** they relate to the processing of that invoice.



	Unit 1, 22 Industry Ro Penrose, Auckland 100 Ph: 0800 4 93769 Fax: 0800 733 740 GST Reg. 50 391 32135			e, Auckland 1061		TAX INVOICE					
Correct legal entity name & GST / ABN / VAT number				00 733 740	39				If your invoice contain New Zealand GST ensur you state the words "ta		
All invoices must be clearly	INVOICE: ACCOUNT: DATE:		2154501 1186 18/04/20							invoice" or "credit note"	
charged to Housing New Zealand Corporation	SOLD TO: Housing New Zealan Level 4 15 Osterley Way Manuka City, Auckla			rley Way	SHIP TO: Housing New Zealand Corporation Level 4 15 Osterley Way Manuka City, Auckland				Ensure your invoice quotes a <u>purchase order</u> or work order number		
				18/04/2018		PO Number: 8602417 <u>89</u>			602417 <u>89</u>	Please ensure you obtain a	
	QTY ORD	QTY SHIP	QTY BO	ITEM NUMBER/DESCRIPTION	TAX	PM	UNIT PRICE	EXTENDE	D PRICE	purchase reference prior to undertaking any work	
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	NON-F	NON-RETURNABLE *** THANK YOU FOR YOUR ORDER. WE APPRECIATE IT! ***								If your invoice contains GST ensure it is listed	
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## **Ensuring successful invoice submission**

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To ensure invoice submission is processed, there are some specific requirements to be aware of. if any of the following criteria are not fulfilled, there is a possibility the invoice will be rejected and returned to you by email requesting resubmission with the correct information.

#### No attachment

• Resubmit your file with a text searchable PDF attachment to the same email address

#### Attachment not in valid format

• Resubmit your file with a PDF attachment to the same address

#### Attachment not a valid tax invoice or credit note (New Zealand tax requirement only)

• Resubmit your file in the valid tax invoice or credit note format to the same email address Possible reason /s for invoice return and how to resolve

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#### Duplicate invoice

 If your invoice is not a genuine duplicate please resubmit your file with a unique invoice/credit note reference to the same email address

#### No purchase order or invalid purchase order

 Contact the person who requested the goods or services to obtain a purchase order number and resubmit your file to email: invoices@hnzc.co.nz



## FAQ's

### Why are you no longer accepting my invoices without an order number?

To ensure compliance with our Procurement Policy and NZ Government Procurement Standard's all invoices must have an order number.

#### What is a PDF?

A PDF (Portable Document Format) refers to a PDF file. Please talk to your key contact if you require further assistance with this.

### Our invoices are generated from a 'no reply' mailbox. How will I know if any files have been returned?

We recommend you set a rule in your Mailbox setting to redirect any rejections to a monitored mailbox.

#### Can we submit invoices from mobile devices?

Invoices can be submitted from mobile devices as long as they are able to send text searchable PDF files, as an email attachment.

February 2018 Version 1.0

### What will happen if I send other document types to invoices@hnzc.co.nz?

Any document type sent to invoices@hnzc.co.nz that does not comply with invoice processing, will be returned by email. You will be required to resubmit your file in the correct format.

### Are there any changes to current Payment to Terms?

There are no changes to agreed payment terms.

#### What is the upload file size limit?

File size should not exceed more than 35mb.





For more information call or contact us at Housing New Zealand Corporation Telephone: +64 4 439 3104 or 0800 11 66 22 Email: supplier@hnzc.co.nz www.hnzc.co.nz