

## 1) Invoices require a Purchase Order (PO)

The National Heavy Vehicle Regulator is committed to improving the way that it buys goods and services.

Our requirement is that a PO needs to be raised for the provision of any goods or services and for that PO Number to be clearly reflected on the invoice.

This ensures that goods and services are only ordered and delivered when authorised by an employee with the authority to make a monetary commitment on behalf of the NHVR.

There are some exceptions to this which are outlined below under section 6.

## 2) Enforcement of requirement for a PO

Effective from the 11<sup>th</sup> January 2024, the NHVR will be enforcing a “No PO No Pay” approach.

Invoice payments will only be made to suppliers where the supplied invoice references a valid official PO number, and matches the information contained therein (Unless a specified exception applies, refer to section 6)

## 3) Why “No PO No Pay”?

Currently, the NHVR receives a large volume of invoices that do not contain a valid PO Number, impacting our ability to pay suppliers in a timely manner.

Enforcing a “No PO No Pay” approach, ensures that the NHVR only pays for goods and services which have been ordered and authorised before any goods and services are delivered. It also ensures invoices received by the NHVR can be processed efficiently and paid in a timely manner.

## 4) What happens to Invoices with No PO?

Any invoice received that does not refer to a valid PO number and does not match the information contained in the PO will be rejected and returned to the supplier requesting the invoice to be re-issued with a valid PO number. This may result in delayed payment. The only exceptions are those listed under section 6.

## 5) What is a Valid PO?

Suppliers must not accept any verbal or written order from an NHVR employee.

Valid POs are Purchase Orders generated from the NHVR Procurement system, which are:

- A PDF document.
- Begin with a “P” followed by six digits (e.g., P201234)
- Issued by an authorised employee (Listed in the requester field of the PO PDF)
- Includes a description of all goods, services, and works ordered.

## 6) Purchase Order Exceptions:

Expenses below \$2,000 excluding GST or \$2,200 inclusive of GST do not require a PO. In place of a PO the invoice should be billed to "National Heavy Vehicle Regulator" with attention to your NHVR contact (First & Last name).

The following list do not require a valid PO. This list is reviewed periodically, and any changes will be communicated to our suppliers via email.

The exceptions list currently covers:

Nature of expense	Example
Electricity	Energy Providers
Phone and internet charges	Telecommunications Providers
Insurance	State WorkCover Schemes (Excludes Third Party Claims Administrators)
Postal services	Australia Post
Salary Package Services	RemServe, SmartSalary
Government expenses	Gazette lodgement fees (whereby the only supplier is government agency)
Service level agreements	State Government Jurisdictions

## 7) Where do I send my Invoice?

Invoices should be sent in the first instance to: [invoices@nhvr.gov.au](mailto:invoices@nhvr.gov.au)

Invoice format requirements:

- Invoices are attached as a PDF document.

- Where multiple invoices are sent in an email, there must be a separate PDF document for each invoice.
- The NHVR system does not recognise any other file types or hyperlinks.
- Invoices which are not submitted in PDF format may result in delayed or non-payment.

## 8) How do I obtain a PO number?

Before providing any goods or services to NHVR, ensure the NHVR employee who has engaged your business provides a PO as outlined in section 5.

If you do not have a PO, you should contact the NHVR employee who arranged the supply of goods or services, the employee will be able to supply a PO.

A PO (in PDF form) are sent to the purchasing email provided to Finance when you complete the new Vendor form. If the purchasing email requires updating email your request to [finance@nhvr.gov.au](mailto:finance@nhvr.gov.au).

## 9) What to do if your invoice is rejected?

You will receive an email from [finance@nhvr.gov.au](mailto:finance@nhvr.gov.au) if your invoice is rejected. The email will have the related invoice attached, and request it be re-issued with a valid PO number.

You should contact the NHVR employee who placed the original order for goods or services and request a PO. The PO number should subsequently be included on the re-issued invoice.

Ensure that you are always provided with a PO before providing any goods or services to prevent delays in payment.

## 10) What should I do now?

Please ensure that all your staff who receive orders to supply goods, services, or works to NHVR are aware of the requirements for a PO.

Insist on being supplied with a valid PO with an accurate description of the goods, services or works to be delivered. If in doubt as to whether the person giving instructions or placing an order is

authorised to do so, please contact NHVR at [finance@nhvr.gov.au](mailto:finance@nhvr.gov.au)

## 11) Monthly Statement Request

To assist NHVR Finance in tracking invoice and purchase order compliance of both internal and external stakeholders, please send monthly statements of outstanding invoices to [finance@nhvr.gov.au](mailto:finance@nhvr.gov.au)

### For more information:

Visit: [www.nhvr.gov.au/about-us/procurement](http://www.nhvr.gov.au/about-us/procurement)

Email: [finance@nhvr.gov.au](mailto:finance@nhvr.gov.au)

Phone: 1300 MYNHVR\* (1300 696 487)

\*Standard 1300 call charges apply. Please check with your phone provider.  
Disclaimer: This information is only a guide and should not be relied upon as legal advice.