



DVA HOUSEHOLD SERVICES PROGRAM - HOW TO SUBMIT INVOICES FOR SERVICES PROVIDED

It's easy! It takes just 3 simple steps.

Step 1



Make sure you have the veteran's Transaction Reference Number (TRN)

When a DVA Household Services client engages your services they should provide you with their **Transaction Reference Number** – this is important as you will need it to log-in to the invoice payment portal. If they have not given this to you, you will need to ask them for it.

Step 2



Make sure your invoice includes ALL of the following information

DVA won't be able to process your invoice if any of the following information is missing from it. Please include all the items in the check list. Missing information will delay payment.

- | | |
|--|---|
| <input type="checkbox"/> your business name | <input type="checkbox"/> veteran's unique TRN (as provided) |
| <input type="checkbox"/> business address | <input type="checkbox"/> veteran's name (as provided) |
| <input type="checkbox"/> Australian Business Number | <input type="checkbox"/> veteran's DVA file number (as provided) |
| <input type="checkbox"/> the words 'tax invoice' | <input type="checkbox"/> veteran's claim reference (as provided) |
| <input type="checkbox"/> invoice number | <input type="checkbox"/> For each item or service you provide you also need to include: |
| <input type="checkbox"/> your bank account details | 1. date of service(s) |
| <input type="checkbox"/> your preferred email address where the government can send your remittance advice | 2. address service delivered |
| <input type="checkbox"/> Save invoice as a PDF before uploading in PUP. | 3. description of service you provided in line with the client's DVA approval |
| | 4. total cost of service provided – not to exceed the client's approved DVA rate, which is inclusive of GST |
| | 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 portal click on the 'Upload guide' at the bottom of the portal page.

Need to 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.