



He Kaupare. He Manaaki. He Whakaora.  
**Prevention. Care. Recovery.**

 **Read time: 3 mins**

# Invoicing essentials

When a claim has been lodged, you need to invoice us for the services you provide. Here's what you need to know about invoicing — and how to send us one.



## Sign up digitally

Getting set up with our digital services is the best and easiest way to do business with us. It lets you send claims, invoices and medical certificates faster and more securely.

[acc.co.nz/for-providers/working-with-us-using-our-digital-services](https://acc.co.nz/for-providers/working-with-us-using-our-digital-services)



## Invoice us online

You can submit invoices online and keep track of them using our digital services or your practice management system (PMS).

Our online systems are easy to use and you'll get paid faster than doing it manually.

[acc.co.nz/how-to-invoice](https://acc.co.nz/how-to-invoice)



## Get paid

Once we have your invoice, you'll usually receive payment after:

- eight working days for electronic billing
- 10 working days for manual billing or invoices sent by email

## What your invoice needs to include

All invoices need to meet the Inland Revenue tax invoice standards. Include all the following details so we can pay you promptly:

### Client details

- ACC client name (in full)
- client's claim number

### Tax requirements

- name (or trade name) and GST number of the vendor (if applicable)
- our name, i.e. ACC
- the date the invoice was issued

### Invoice particulars

- correct service codes (using the wrong ones will hold up your payment)
- a description of the goods and services supplied
- quantity or volume of the goods and services supplied, e.g. hours of physiotherapy, number of photocopied pages of a report
- amount (excluding tax) charged for the supply
- if you charge an hourly rate, add the time you took to give the service

### GST

- GST and the total amount payable for the supply, or a statement that GST has been included in the final price
- name (or trade name) and GST number of the vendor (if applicable).

## Benefits of working digitally

Using your practice management system (PMS) or another of our self-service digital options means you can do things like view your remittance advice and check the status of your invoices and claim information.

Some PMS vendors may not offer the full suite of services so it'll pay to double check.

### Getting help

If you need a hand or advice, you can get in touch with us. **For general billing enquiries, contact:**

0800 222 070 (Monday to Friday 8am to 6pm)  
providerhelp@acc.co.nz



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For more information scan the QR code or...  
**visit [acc.co.nz/health-providers](https://acc.co.nz/health-providers)**

