

Insignia Invoicing – Information for Suppliers

The purpose of this document is to give a brief overview of the invoicing process and requirements at Insignia Financial.

Before an invoice can be paid

Zycus (ZSN) is Insignia Financials' official source-to-pay system, and all suppliers must be registered and have an active profile within Zycus (ZSN) in order for invoices to be paid. Before submitting any invoices or carrying out any service, you must ensure that your business is registered. Not doing so can cause significant delays in payment, as our onboarding process can involve multiple assessments and levels of approval, and payment of invoices cannot be made prior to these being completed.

Once your Zycus Profile is active

Once you have an active profile, the business requester will submit a Purchase Request (PR) and, once approved and finalised, a Purchase Order (PO) will be generated and sent to you via automatic email from the Zycus system. Once this is received, you are able to submit your invoice for payment.

Where do I submit my invoice?

Your invoice should be sent to the automated invoice processing inbox at Insignia Financial in the first instance (**accountspayable@insigniafinancial.com.au**). Please note, this inbox is not monitored and is set up solely to automatically extract and upload invoices into the system.

Who can I reach out to for updates on payment?

Any queries regarding the status of your invoice, or for questions regarding invoicing in general, may be directed to **accountspayable.support@insigniafinancial.com.au** (please be aware that this is a different mailbox to submitting invoices).

What information is required on my invoice?

Your invoice must contain certain information in order to be processed. Please check to ensure the following is included before submitting any invoices:

- Invoice Number
- The legal entity name of your company must be visible on your invoice, matching what is in your Zycus profile. This is the name that appears as the 'entity name' on ABN lookup, rather than the trading name of the company (Please note, trading names can still appear on invoices as long as entity name is present).
- Payment Terms and invoice due date – the payment term and due date **MUST** be aligned with the established payment terms in your agreement, and reflect the terms specified in your Zycus profile
- Invoice date

- Current PO number. If your PO number is not included on the invoice, it will require additional coding and approval, which will delay payment
- ABN if applicable (or tax code for entities outside of Australia)
- Bank details (account number and BSB, SWIFT code, IBAN and BPAY if applicable)
- Invoice subtotal amount
- GST specification
- Invoice total amount
- Invoice cost description
- Contact details, including email for remittance
- Insignia Financial representative name