Invoice Guide

Optus Procurement System

April 2026

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OPTUS

Optus Supplier Network

At Optus, we value our suppliers and consider them to be a key part of our operations. Our network of suppliers empowers us to deliver innovative products and services, ensuring Australians remain connected in today's digital landscape.

At Optus, AcuBuy is the **Singtel Group procurement platform** powered by Ivalua as the dedicated supplier portal. AcuBuy is a cloud-based platform that centralises and simplifies procurement activities. This is in line with the broader Procurement Transformation Strategy and the Optus commitment to working smarter, **streamlining processes, and strengthening collaboration** with our valued suppliers.

★ This pack contains essential information for new and existing Optus Suppliers – how to create/view invoices, credit notes and payment remittances.

Benefits of Self Servicing in AcuBuy

1 Track Invoice & Payment Remittance Status

Access status updates on invoices, goods receipts, credit notes, and payment remittances—giving you transparency and control over your account activity.

2 View All Artefacts In One Place

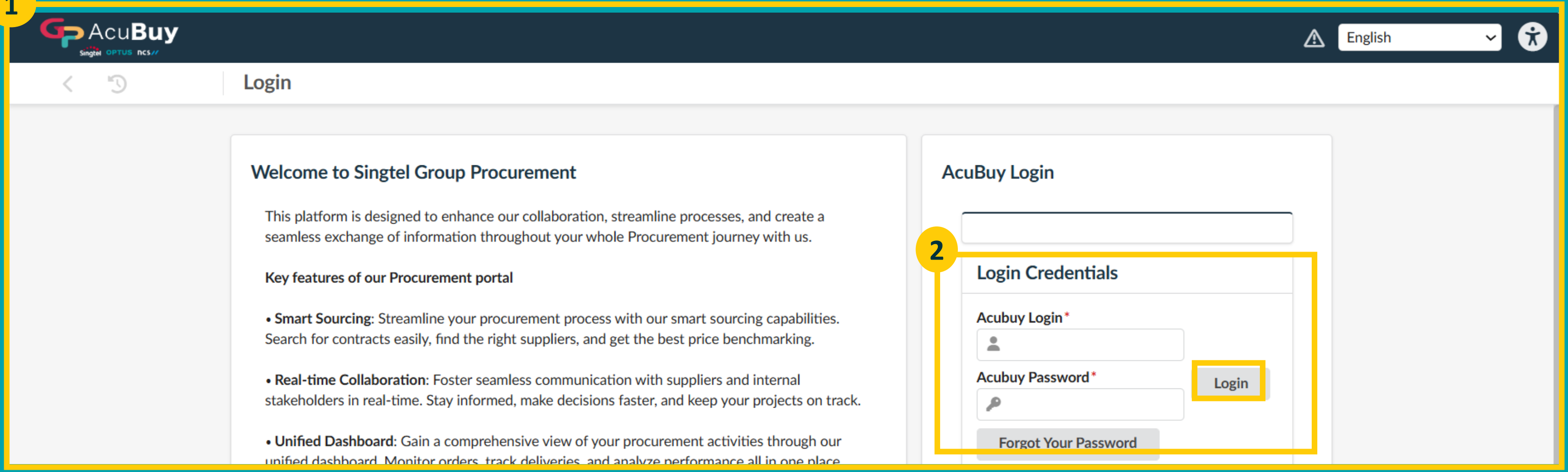
Easily search, view, and download critical procurement documents including Purchase Orders, Invoices, Credit Notes, and other essential records—all available in one convenient location.

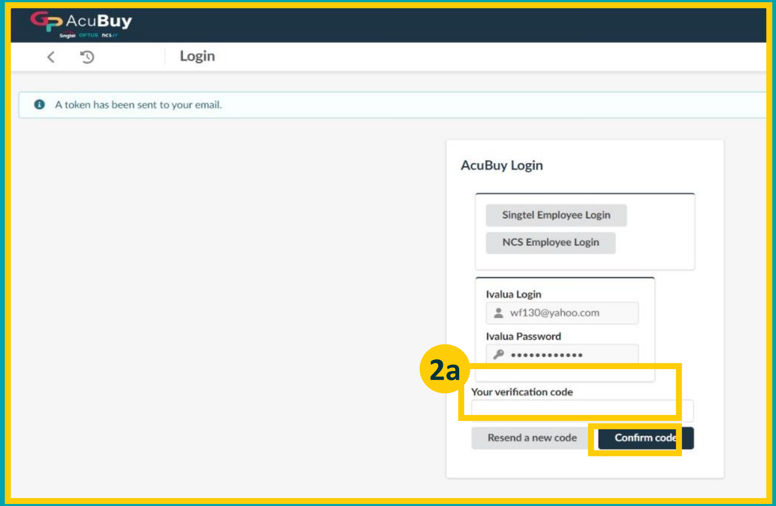
3 Self Service With No Charge

Manage your transactions independently with intuitive, reliable self-service functions designed to streamline your administrative processes and reduce response times.

Directly submit an invoice via the AcuBuy supplier portal and access the benefits above or alternatively, send an invoice to AP_General@optus.com.au

How to Login to AcuBuy





LOGIN TO ACUBUY

1. Open an internet browser and go to the AcuBuy login page at https://singtel-supplier.ivalua.app/page.aspx/en/usr/login/

2. Enter your AcuBuy Login and Password , then click "**Login**"

You may be prompted to:

2a. Open your company email and copy the 2-factor authentication (2FA) code

Paste it into the "**Verification code**" box in the AcuBuy platform, click "**confirm**"

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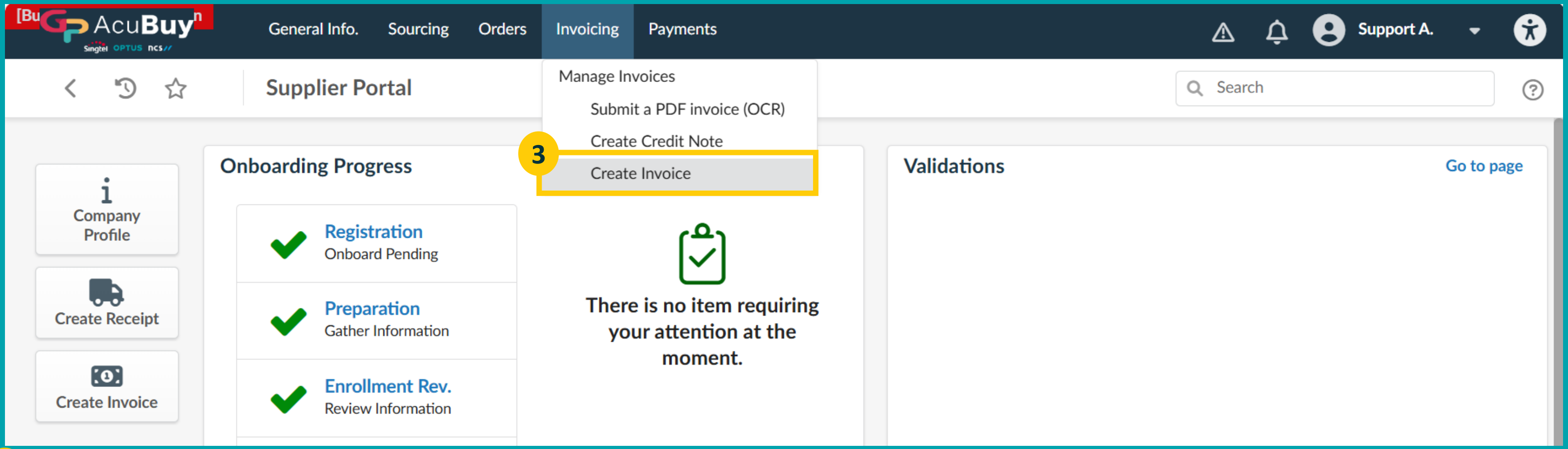
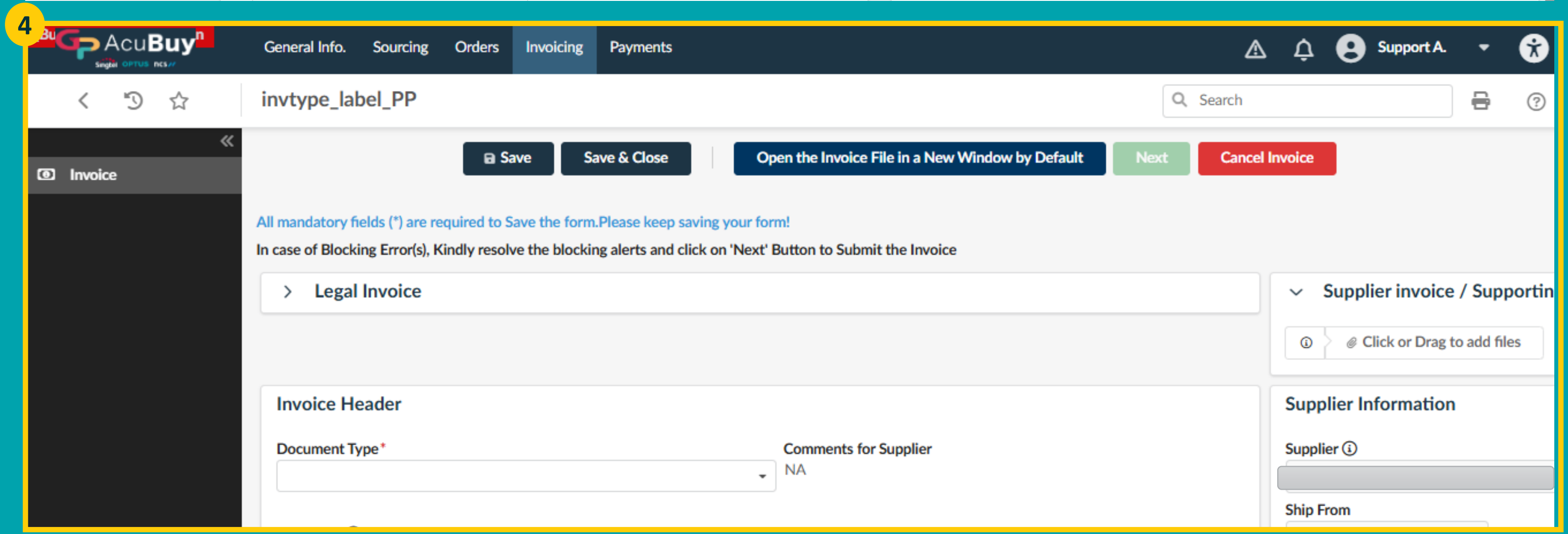
How to Submit an Invoice





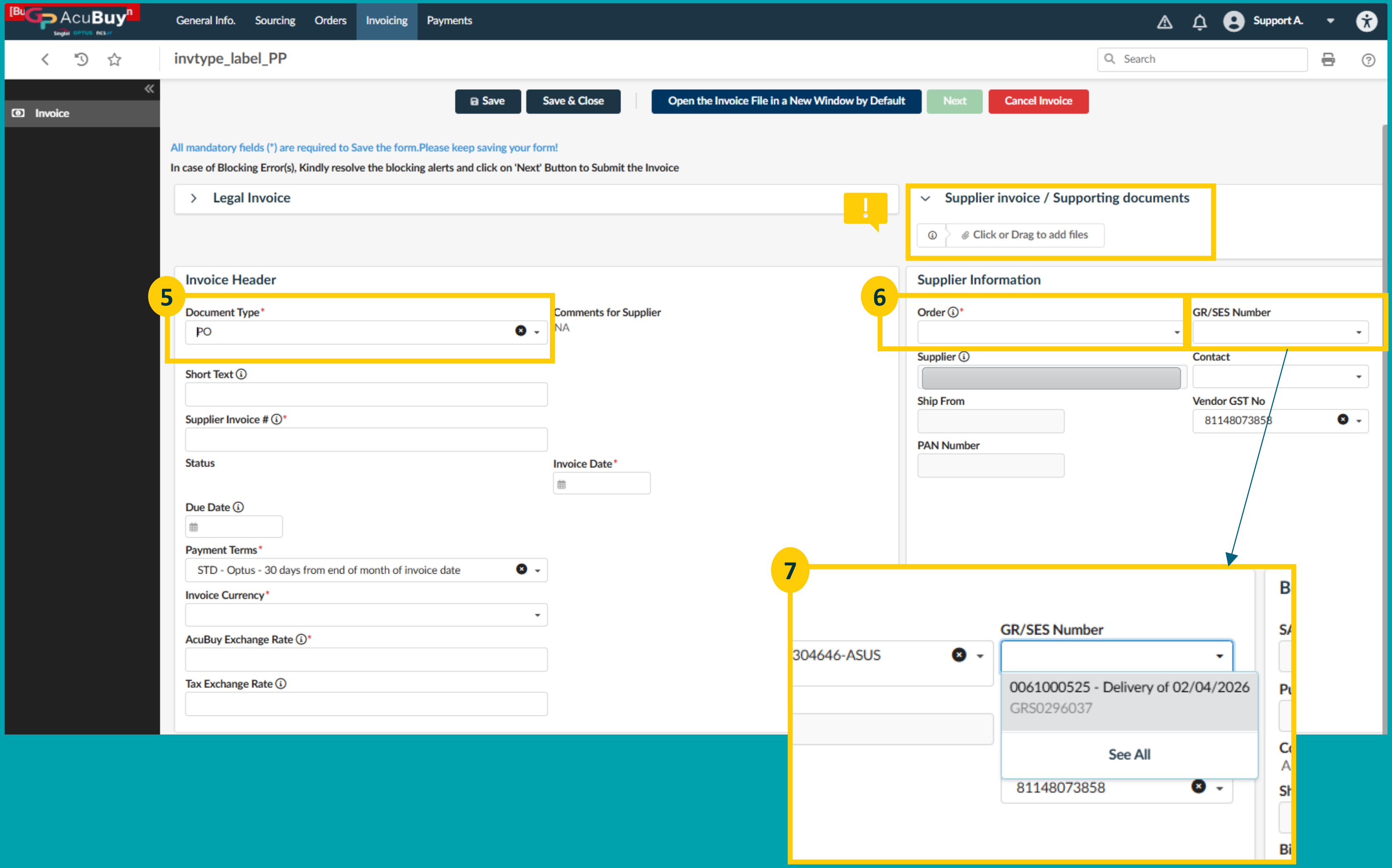
Note that invoices can only be created against issued Purchase Orders.

3 Click on "**Create Invoice**" under the "**Invoicing**" tab

4 An invoice template will open up

Continue onto the next page

How to Submit an Invoice



5 Select "PO" for the "Document Type"

Note: Invoices can only be created against issued Purchase Orders

6 Select the relevant PO Order for the "Order" field

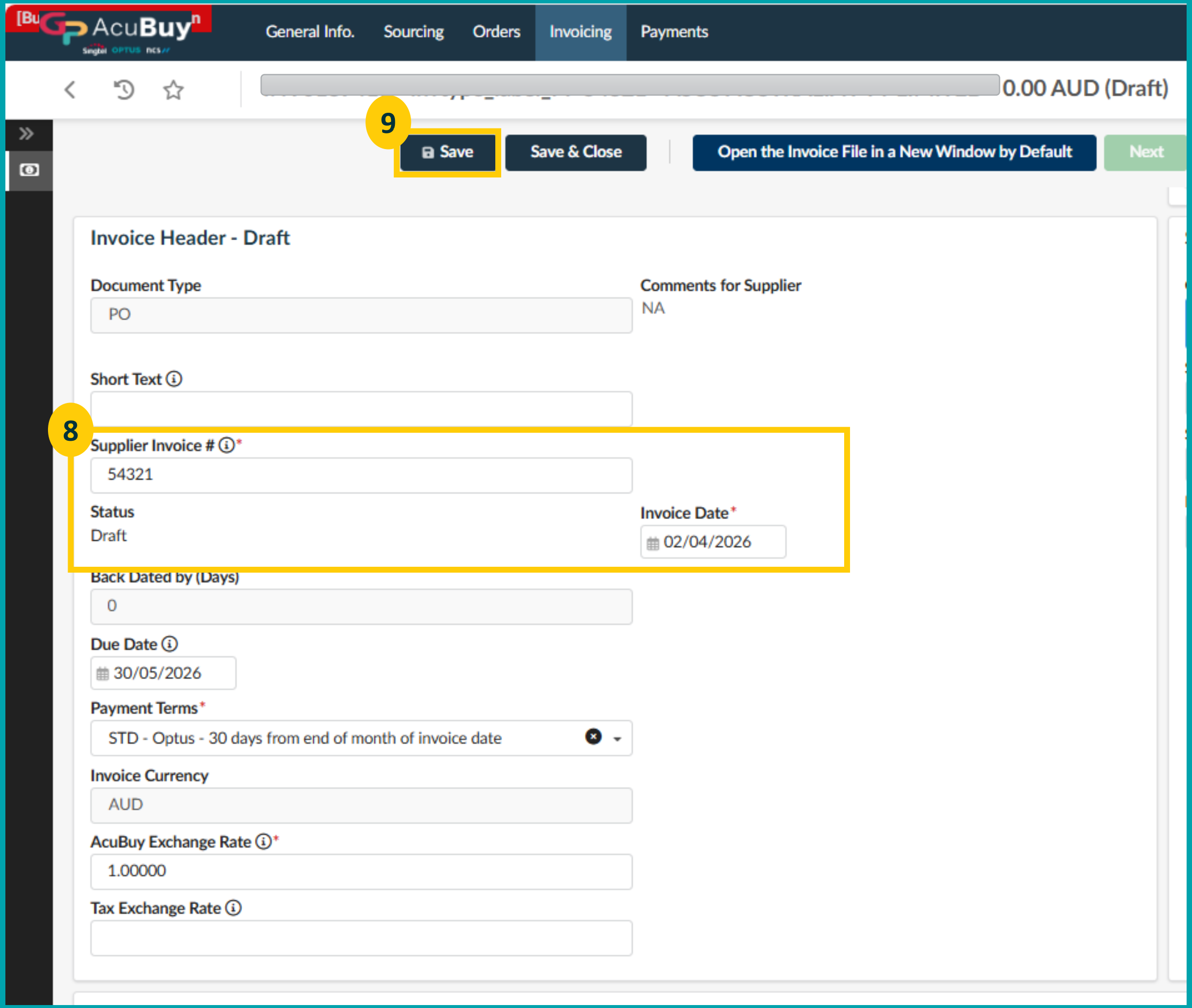
7 Select the "GR/SES" i.e. Goods Receipt (if available for the items to be invoiced)

Note: This field contains goods receipts that have been completed internally at Optus. Where available and applicable, please select the GR/SES. If no GR/SES is available or applicable please proceed without a selection.

! Supporting documents can be attached in this section as necessary.

Continue onto the next page

How to Submit an Invoice



8 Complete and verify the remaining mandatory fields as marked with "*" including but not limited to:

- **Supplier Invoice #**
- **Invoice Date**

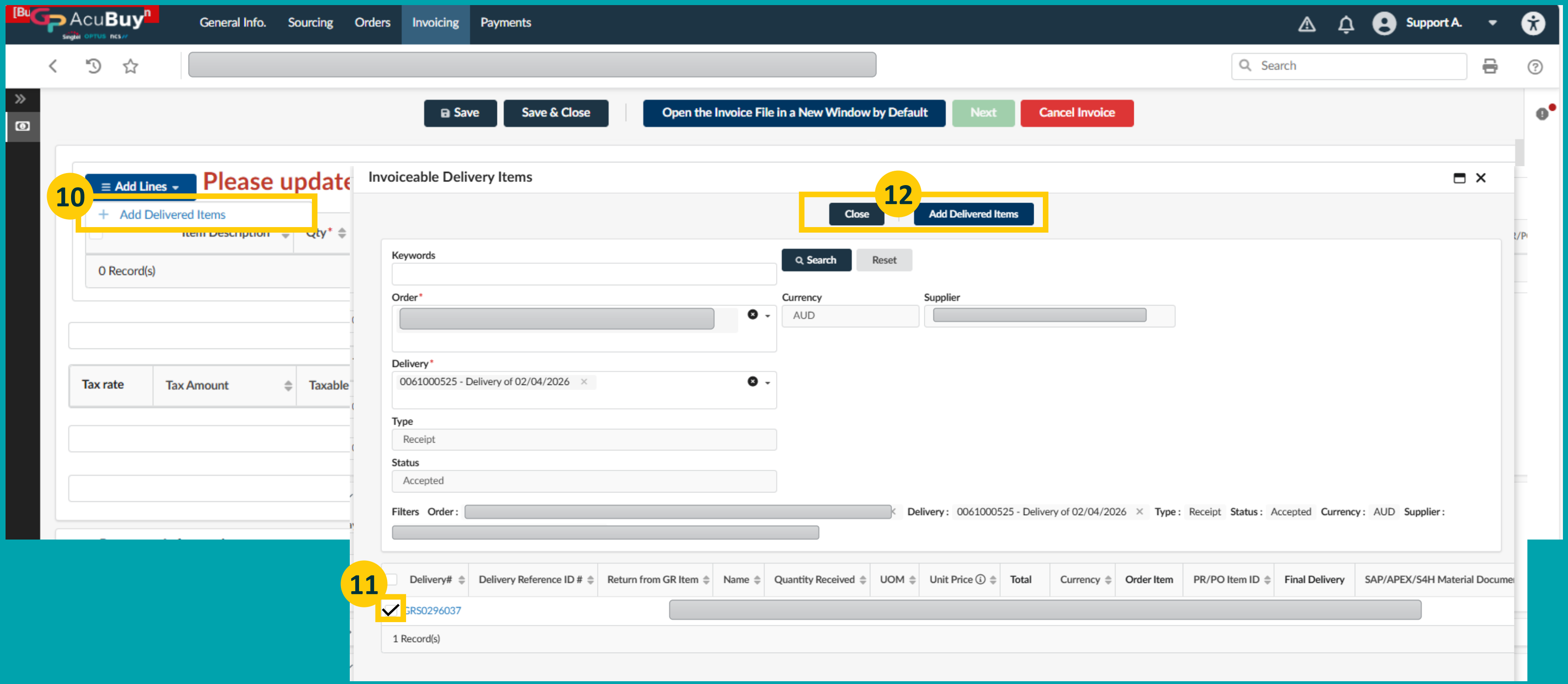
Note that the following fields will default to details from the selected Purchase Order

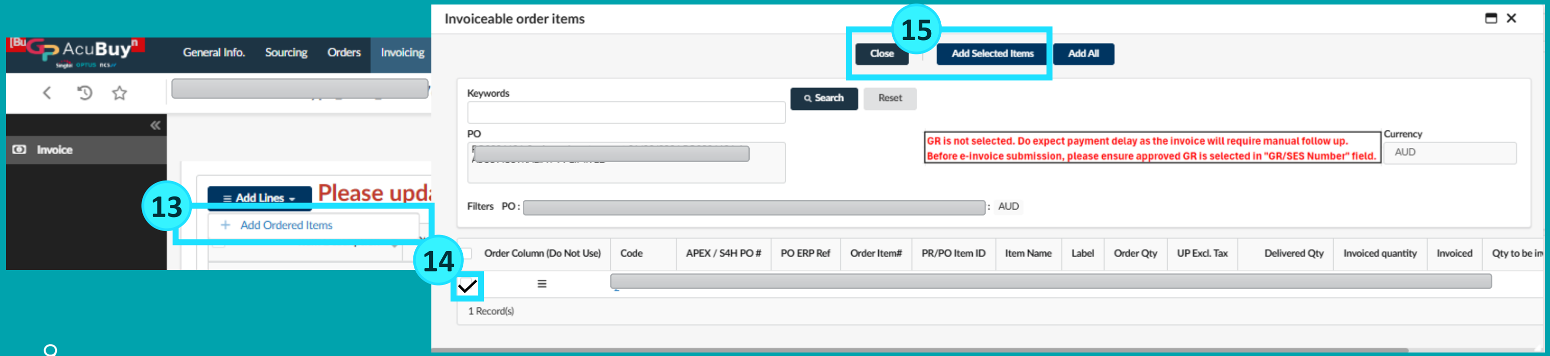
- Invoice Currency
- Payment Terms
- AcuBuy Exchange Rate

9 Click on **"Save"** to capture the progress

Continue onto the next page

How to Submit an Invoice





For Invoices without a Goods Receipt please proceed to step 13:

10 Click on "Add Lines" and then click on "+ Add Delivered Items"

11 Click on the tick box next to the applicable Goods Receipt Item for the items to be invoiced

12 Click on "Add Delivered Items" and then click on "Close"

Please Proceed to Step 16

For Invoices without a Goods Receipt available as per step 7:

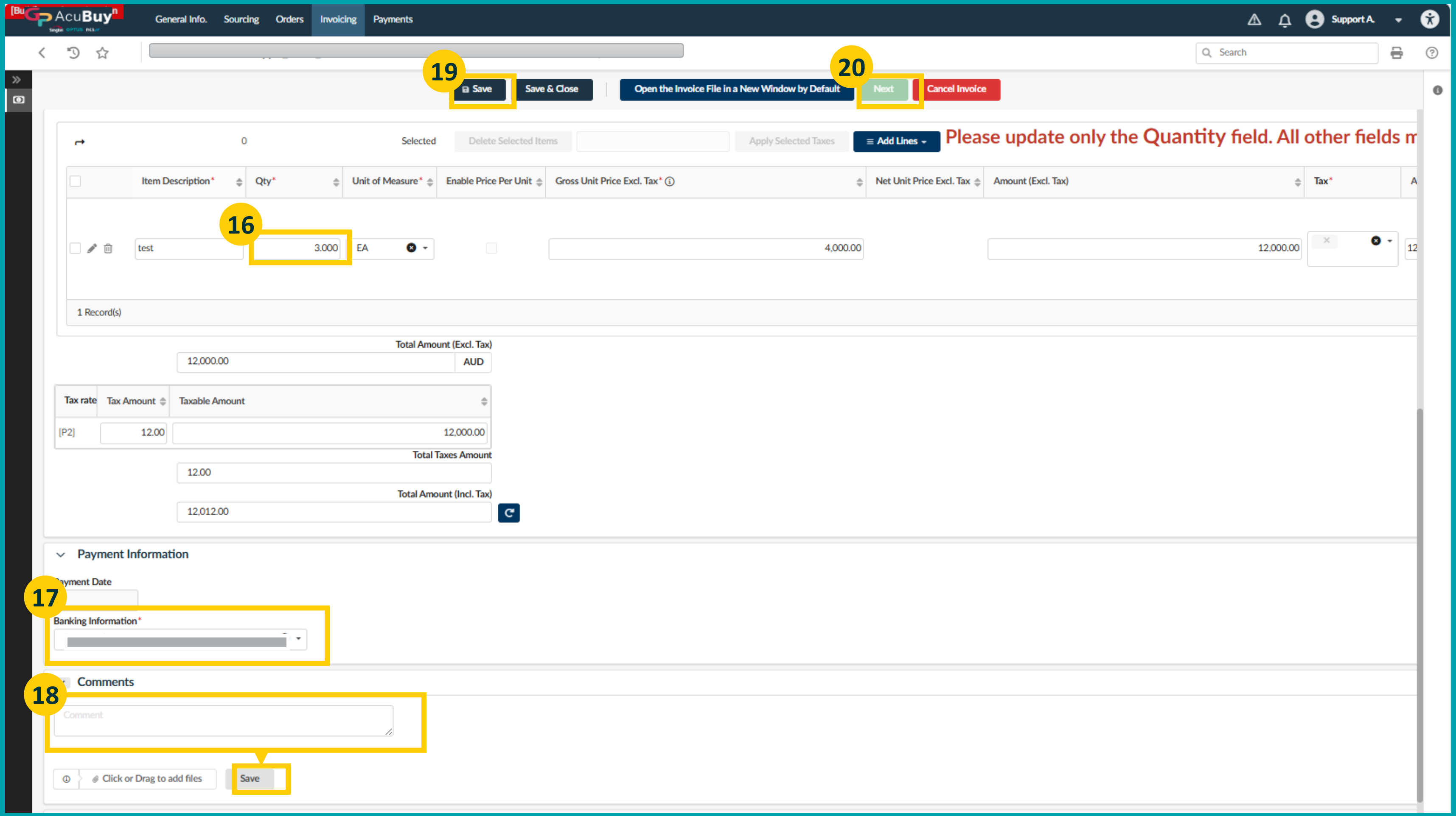
13 Click on "Add Lines" and then click on "+ Add Ordered Items"

14 Click on the tick box next to the applicable Purchase Order Item for the items to be invoiced

15 Click on "Add Selected Items" and then click on "Close"

Continue onto the next page

How to Submit an Invoice



16 Edit the "Qty" for the qty of items to be invoiced.

Note: For invoices without a goods receipt, the "Qty" will default to 0. Please input the "Qty" to be invoiced here.

17 Confirm and verify the defaulted "Banking Information"
Important: Please do not proceed if there is a mismatch of records. Please contact suppliers@optus.com.au to rectify the banking information before proceeding

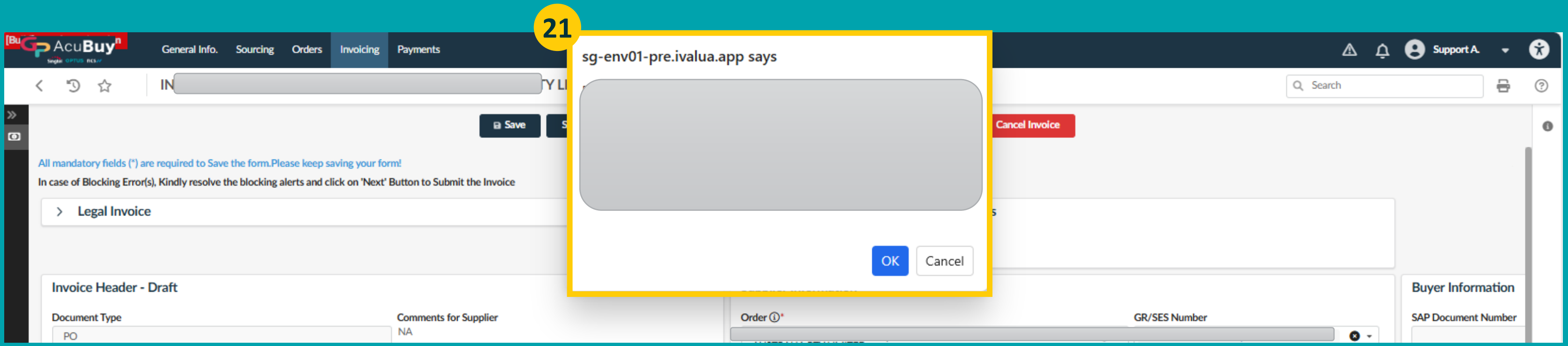
18 (Optional) Type in a comment and click on "Save"

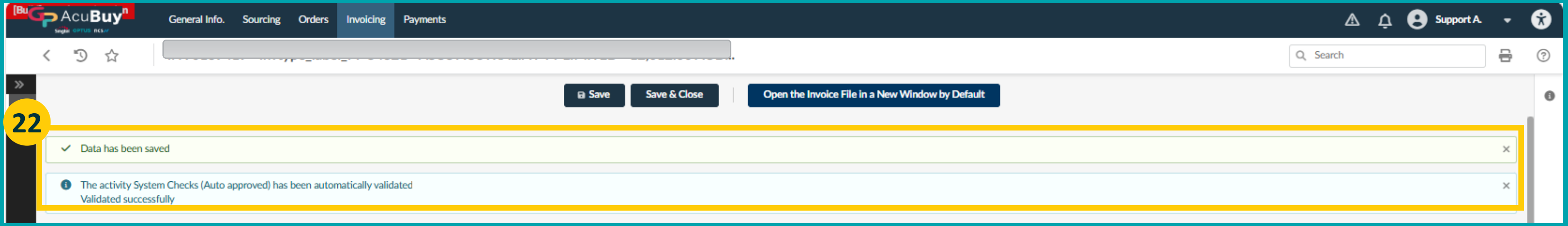
19 Click on "Save"

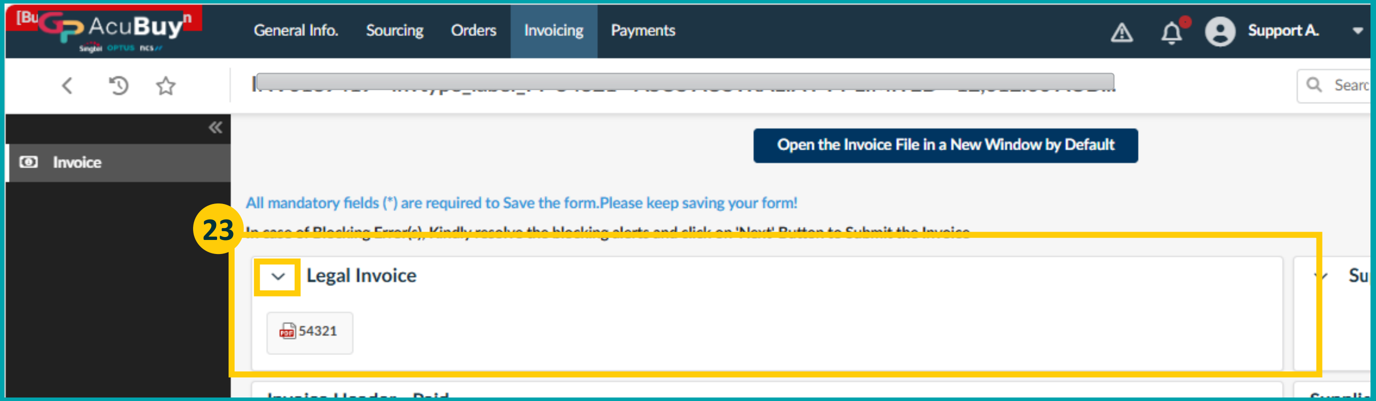
20 Click on "Next"

Continue onto the next page

How to Submit an Invoice







21 Carefully read the notice and click on "OK" to accept the terms and proceed

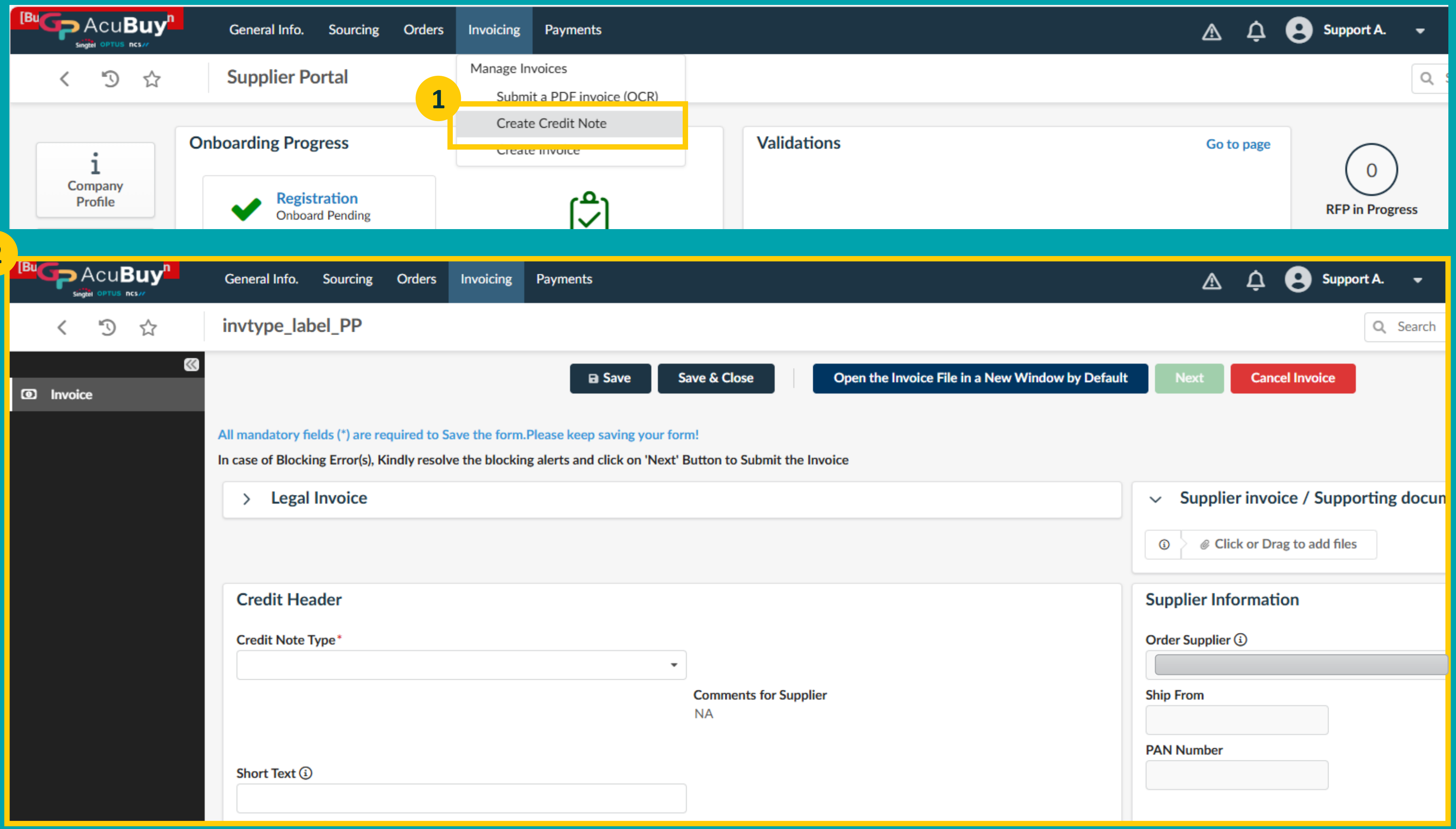
22 The page will refresh with confirmation that the data has been saved and the information has been validated successfully

23 Expand the **'Legal Invoice'** section and click on the document to download and view the invoice document

Note: For invoices without a GRS/SES selected, the invoice will route to Optus for GRS/SES completion. The invoice will auto post once this information has been reconciled

End of Process

How to Submit a Credit Note



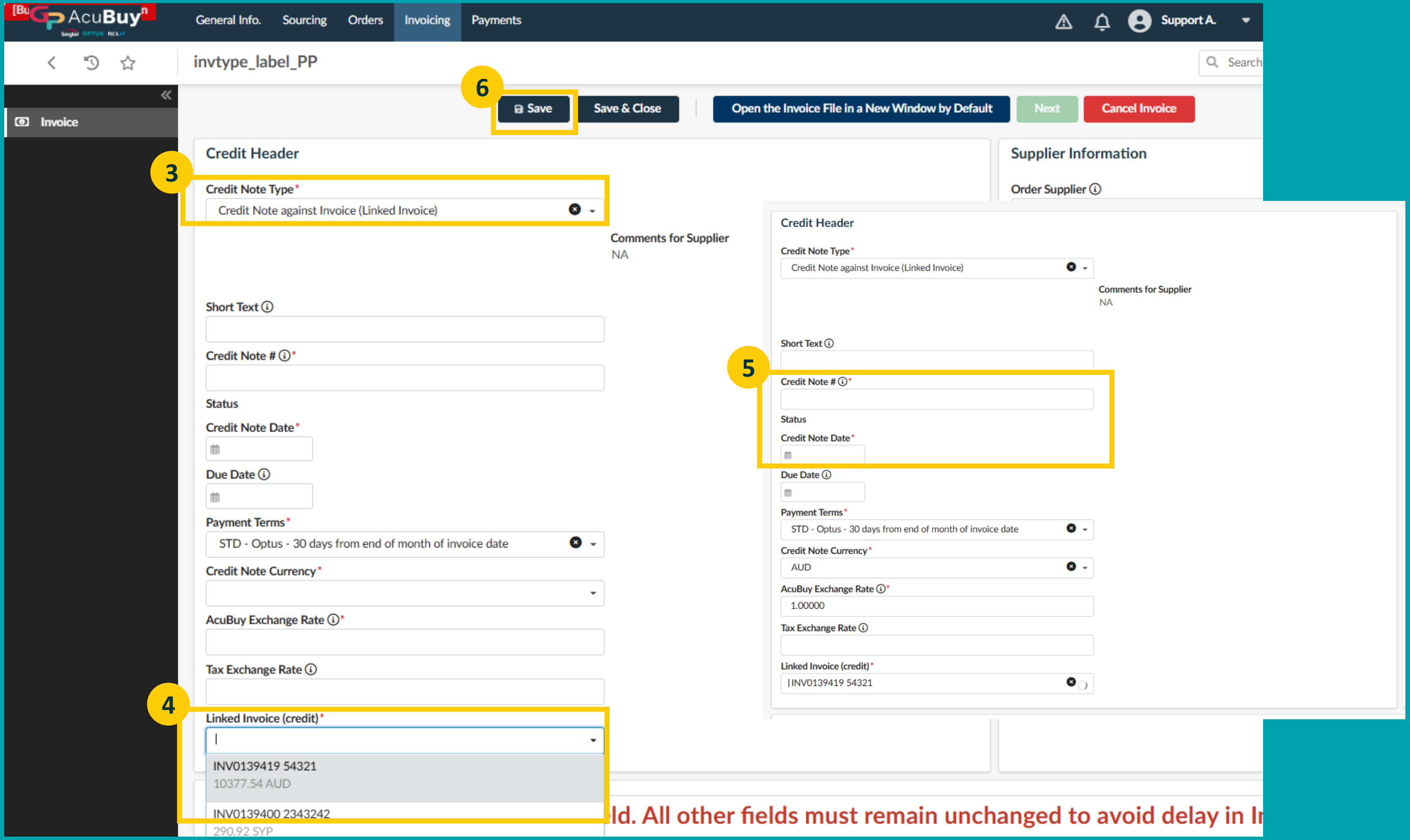
Note that credit notes can only be created against invoices against Purchase Orders with the following statuses: **"Paid"**, **"Ok to Pay"**.

1 Click on "**Create Credit Note**" under the "**Invoicing**" tab

2 An invoice template will open up to create the credit note

Continue onto the next page

How to Submit a Credit Note



3 Select **"Credit Note against invoice (Linked Invoice)"** for the **"Credit Note Type"**

4 Select the relevant Linked Invoice for the **"Linked Invoice (Credit)"** field

Note: This will prepopulate the fields: 'Payment Terms', 'Credit Note Currency', 'AcuBuy Exchange Rate'

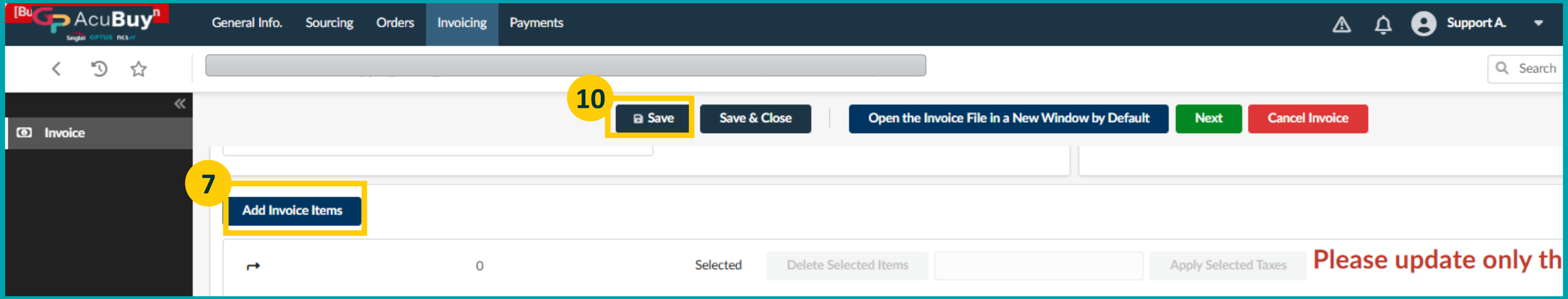
5 Complete and verify the remaining mandatory fields as marked with "*" including but not limited to:

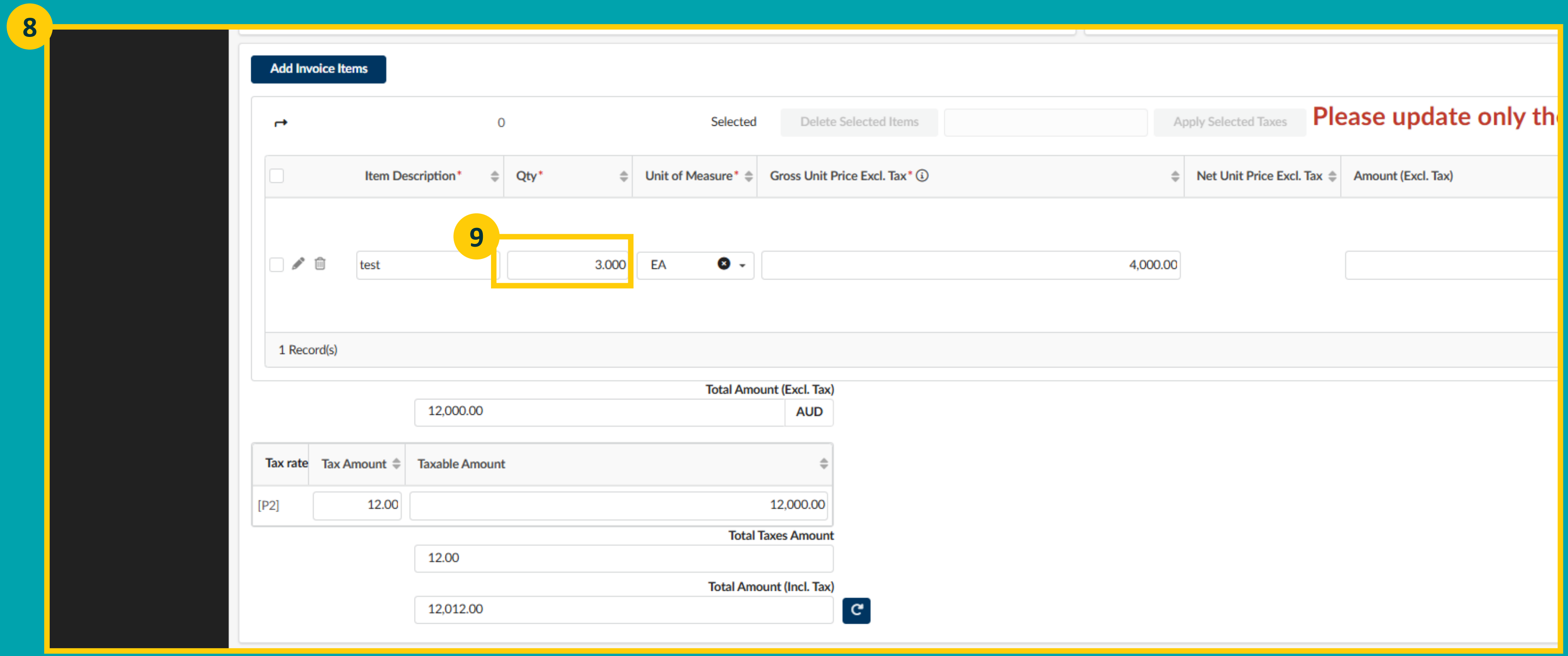
- Credit Note#
- Credit Note Date

6 Click on **"Save"** to capture the progress

Continue onto the next page

How to Submit a Credit Note





7 Click on "Add Invoice Items"

8 Items from the selected invoice will appear in this section.

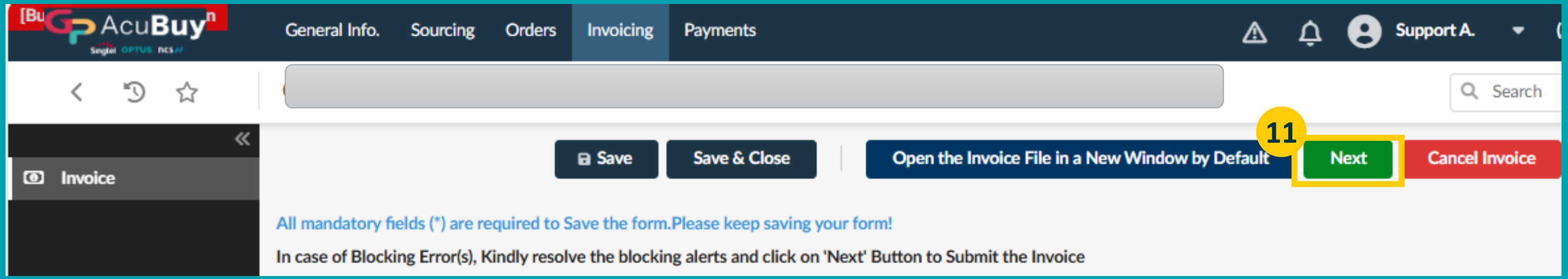
As per the warning message displayed in red: " **Please update only the quantity field. All other fields must remain unchanged to avoid delay in invoice processing"**

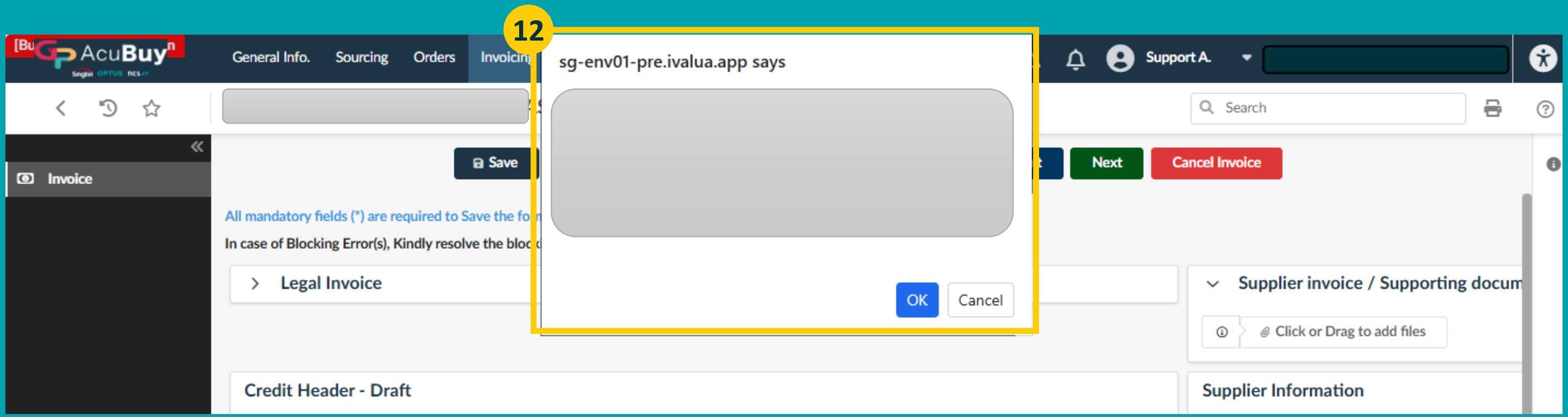
9 Edit the quantity for the quantity of items to be credit noted.

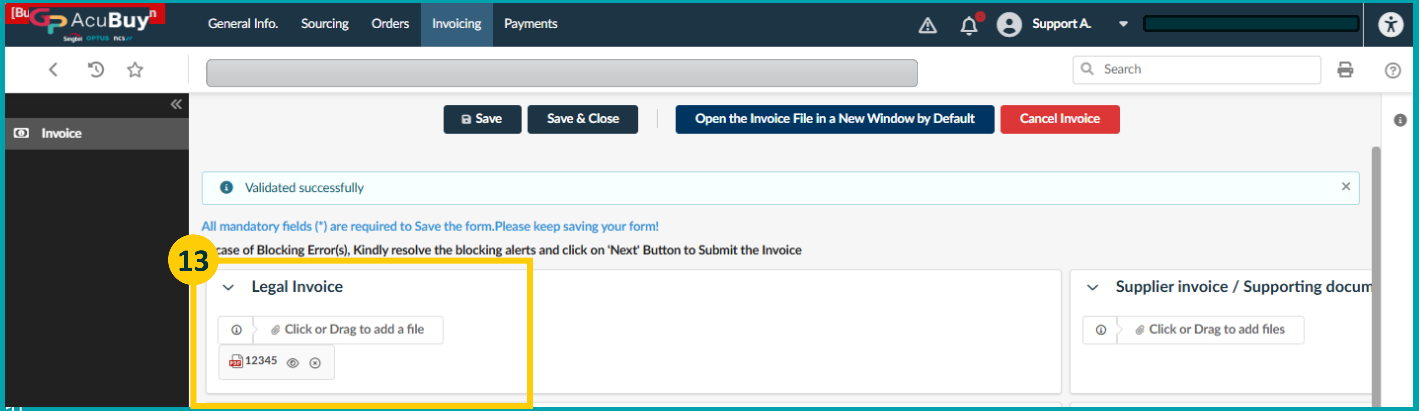
10 Click on "Save"

Continue onto the next page

How to Submit a Credit Note







11 Click on “**Next**” to Proceed

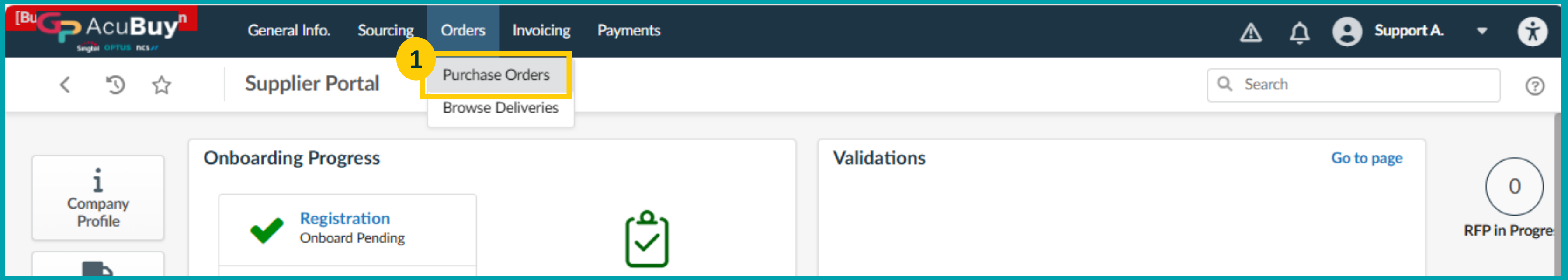
12 Carefully read the notice and click on “**OK**” to accept the terms and proceed

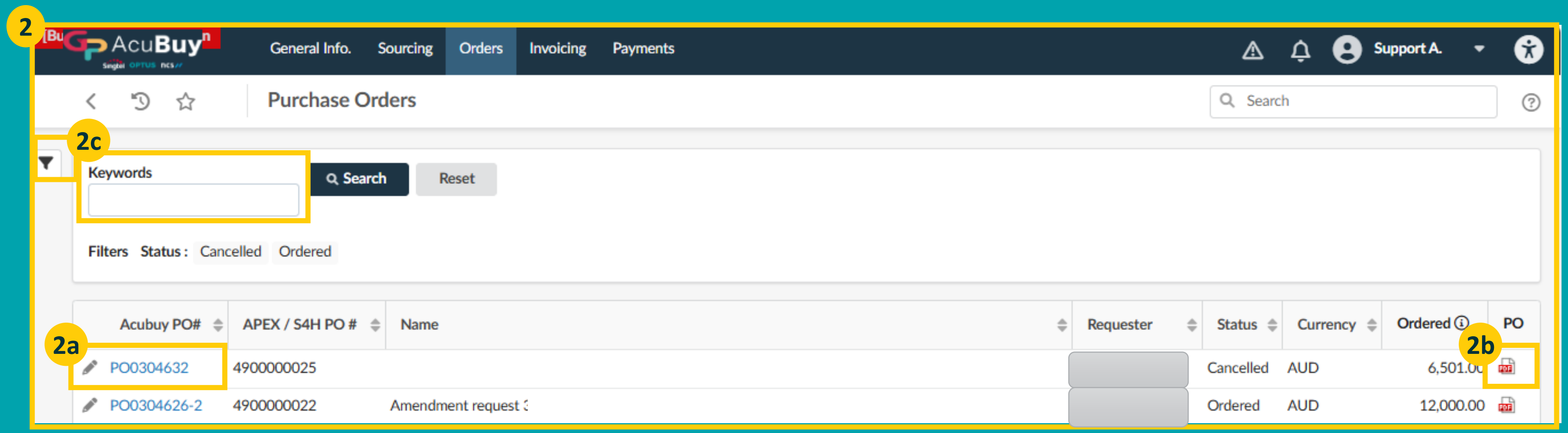
The page will refresh with confirmation that the data has been saved and the information has been validated successfully.

13 Expand the ‘**Legal Invoice**’ section and click on the document to download and view the credit note document

End of Process

How to Browse Purchase Orders





Browse Purchase Orders

All issued Purchase Orders are available to view in the Supplier Portal including the visibility of the Purchase Order Document.

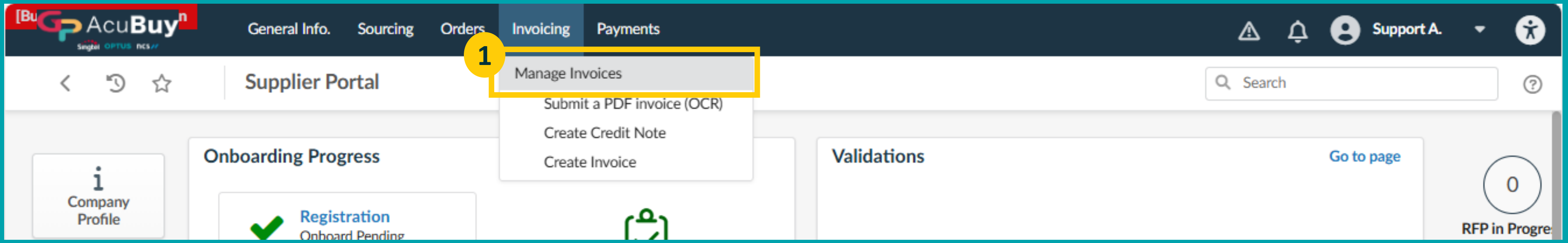
1. Click on **"Purchase Orders"** under the **"Orders"** tab on the home screen

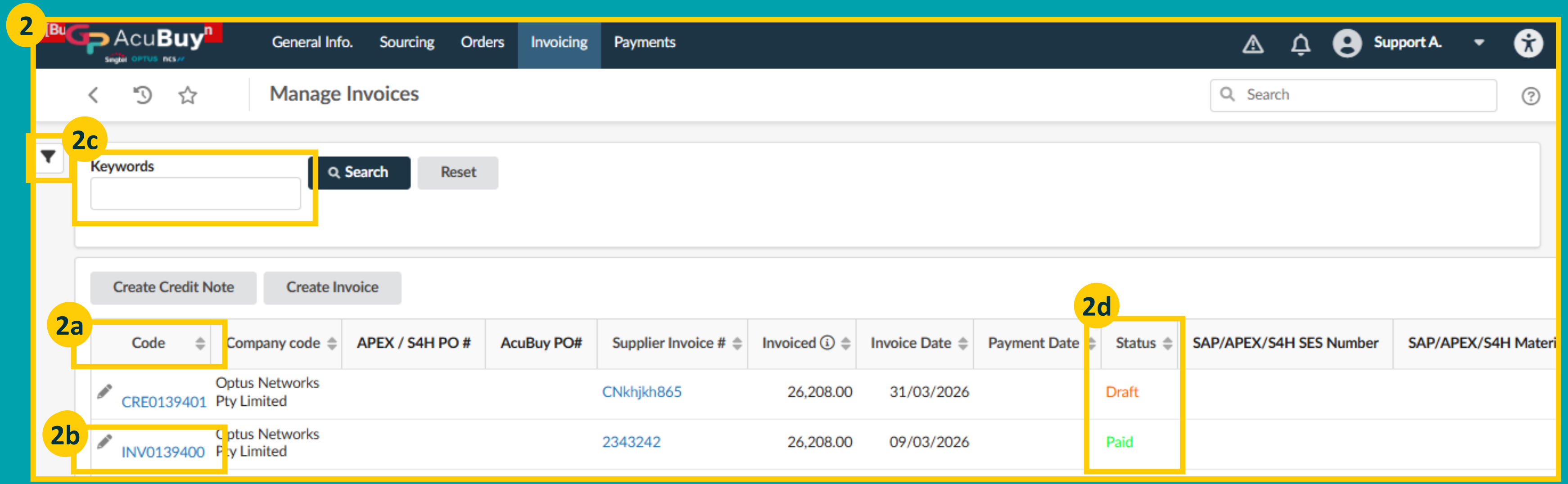
2. You will be able to view all Purchase Orders including cancelled Purchase Orders

   - 2a. Click on the **PO hyperlink** to view more information
   - 2b. Click the **PDF icon** to download a copy of the Purchase Order Document
   - 2c. Use the **Keywords search function** or the advanced filters to search for a Purchase Order

End of Process

How to Browse Invoices & Credit Notes





Browse Invoices

All invoices & credit notes either issued by Optus or by the supplier are visible on the supplier portal.

1 Click on **"Manage Invoices"** under the **"Invoicing"** tab on the home screen

2 You will be able to view all Invoices and Credit notes including the status of each document

2a Items beginning with a "CRE" reference a credit note & items beginning with a "INV" reference an invoice

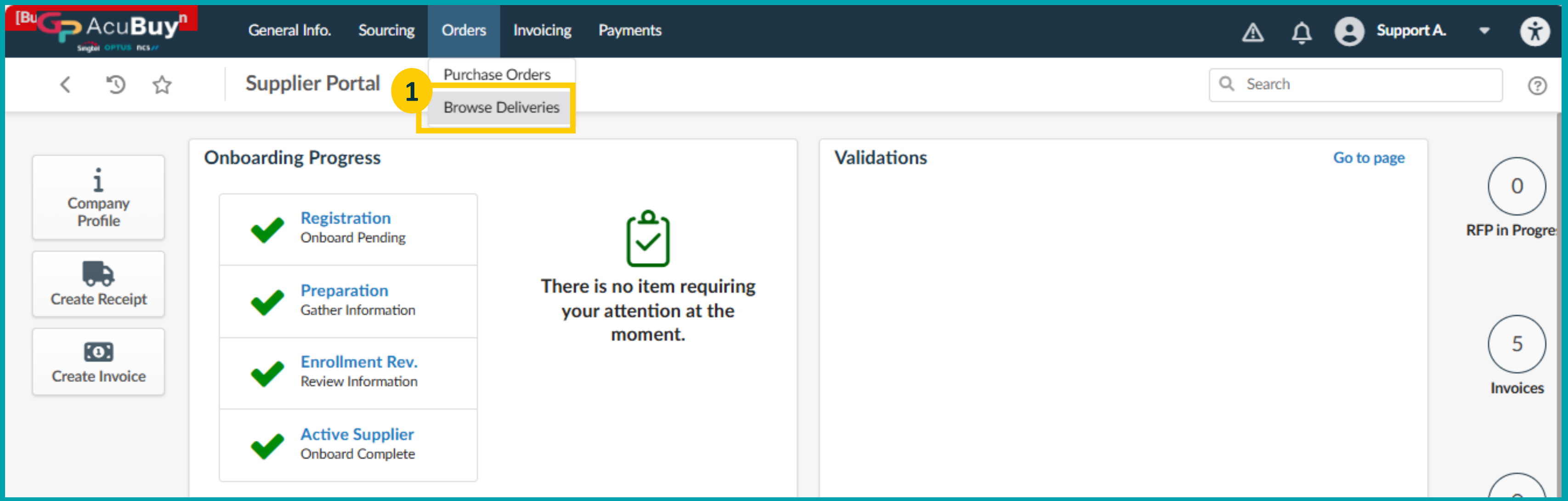
2b Click on the **hyperlink** of the document code to view the form

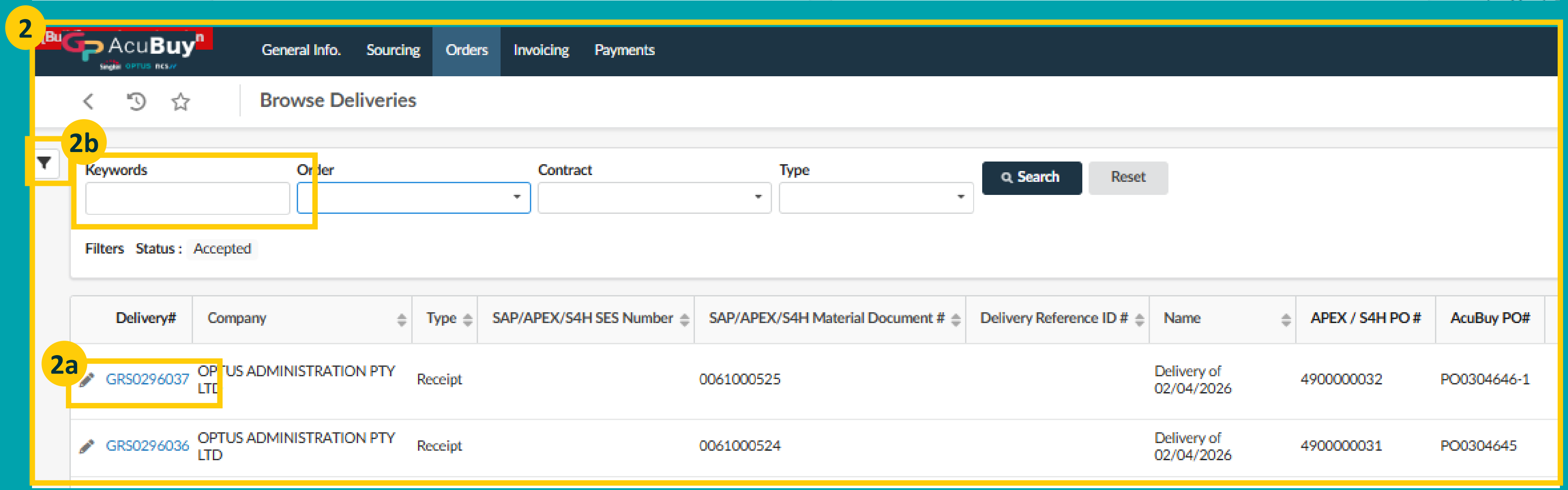
2c Use the **Keywords search function** or the advanced filters to search for a Purchase Order

2d View the **Status** of the document

End of Process

How to Browse Goods Receipts





Browse Goods Receipts

Goods Receipts are issued internally at Optus and are visible on the Supplier Portal for view once issued.

1 Click on "Browse Deliveries" under the "Orders" tab on the home screen

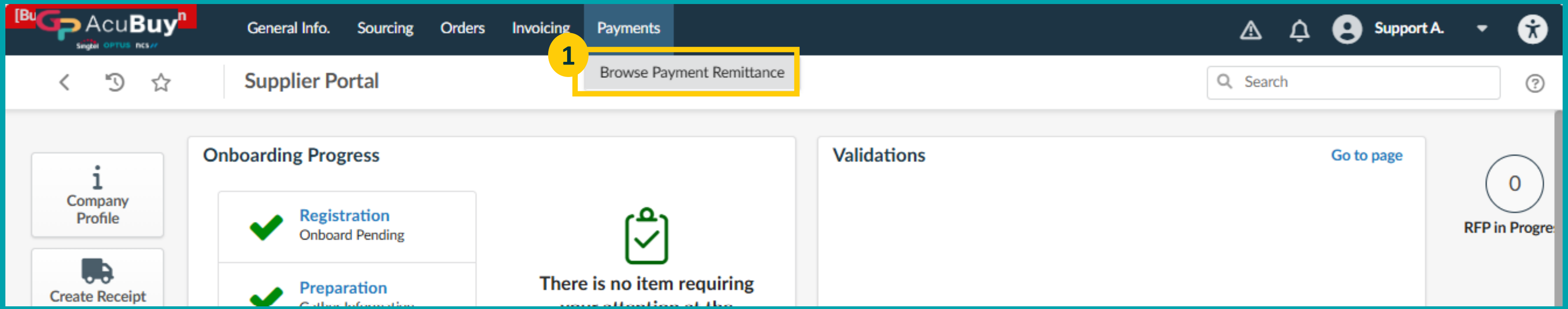
2 You will be able to view Goods Receipts/Returns initiated internally at Optus

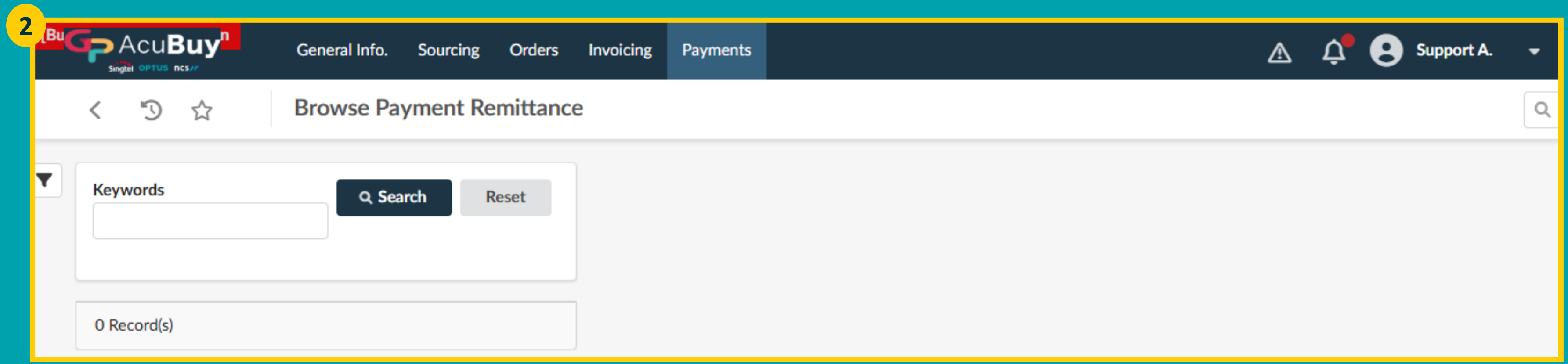
2a Click on the **hyperlink** of the document code to view the form

2b Use the **Keywords search function** or the advanced filters to search for a Purchase Order

End of Process

How to Browse Payment Remittances





Browse Payment Remittances

1. Click on “Browse Payment Remittance” under the “Payments” tab on the home screen
2. Any available remittance information will be visible here for viewing

End of Process

Frequently Asked Questions

- **When creating an invoice, I can't see a "GR/SES" available for selection – how do I proceed with creating an invoice?**

The "GR/SES" field will show all the goods receipts that have been completed internally at Optus against the respective purchase order. No results indicates that there are no available goods receipts against the purchase order. You can continue to create an invoice without a goods receipt however it is recommended to submit an invoice with a GR/SES to avoid delays in invoice processing.

- **What are the different methods to submitting invoices & credit notes?**

It is recommended to submit invoices and credit notes via AcuBuy to view the processing status of these documents. You can also submit an invoice or credit note by emailing AP_General@optus.com.au .

Where to go for support?

The contact team would differ depending on the support areas required:

- The Optus Suppliers Portal is a great place to start for additional resources and guidance.
- For queries related to invoices, credit notes & remittances , please send an email to AP_General@optus.com.au
- For other general queries, please send an email to suppliers@optus.com.au
- If you are participating in an RFX event, please reach out to the event manager/coordinator using the Discussion tool in the proposal