

Invoice Guide

Optus Procurement System

April 2026

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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



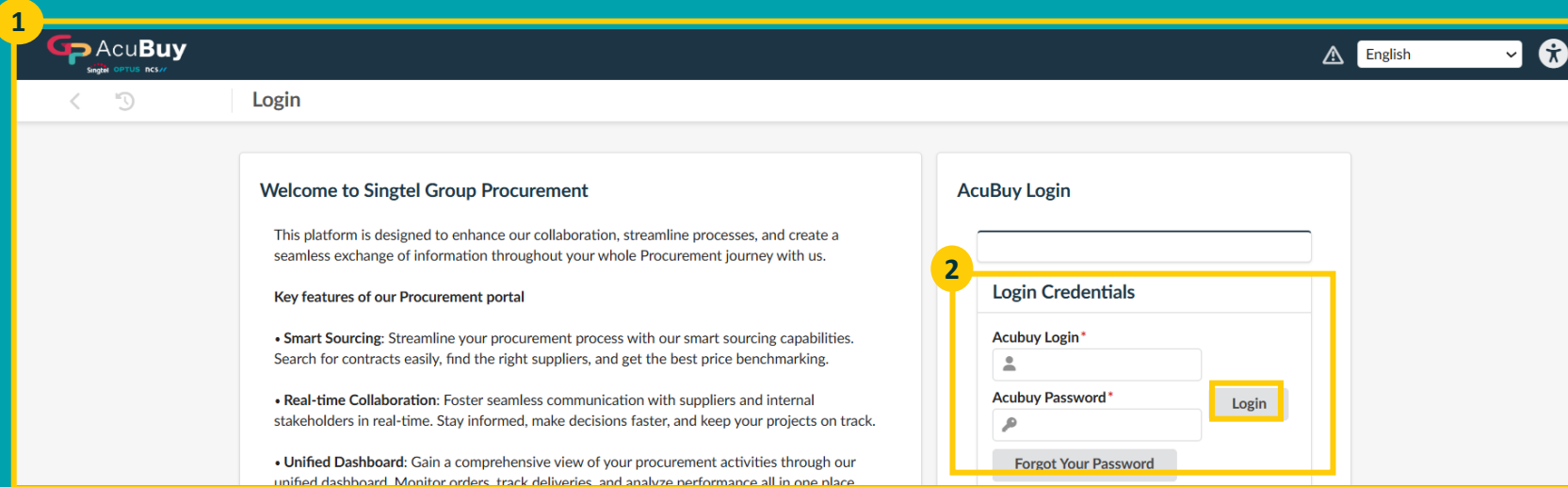
Manage your transactions independently with intuitive, reliable self-service functions designed to **streamline your administrative processes** and reduce response times.



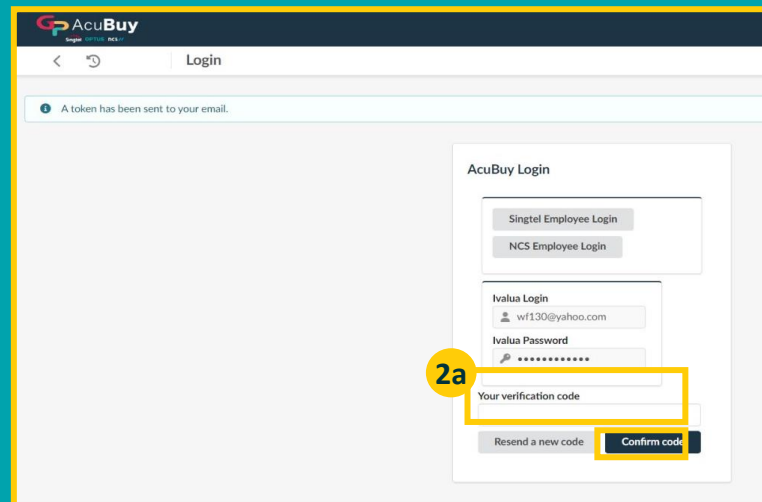
Directly submit an invoice via the AcuBuy supplier portal and access the benefits above or alternatively, send an invoice to AP_General@optus.com.au

How to Login to AcuBuy

1



2a



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:

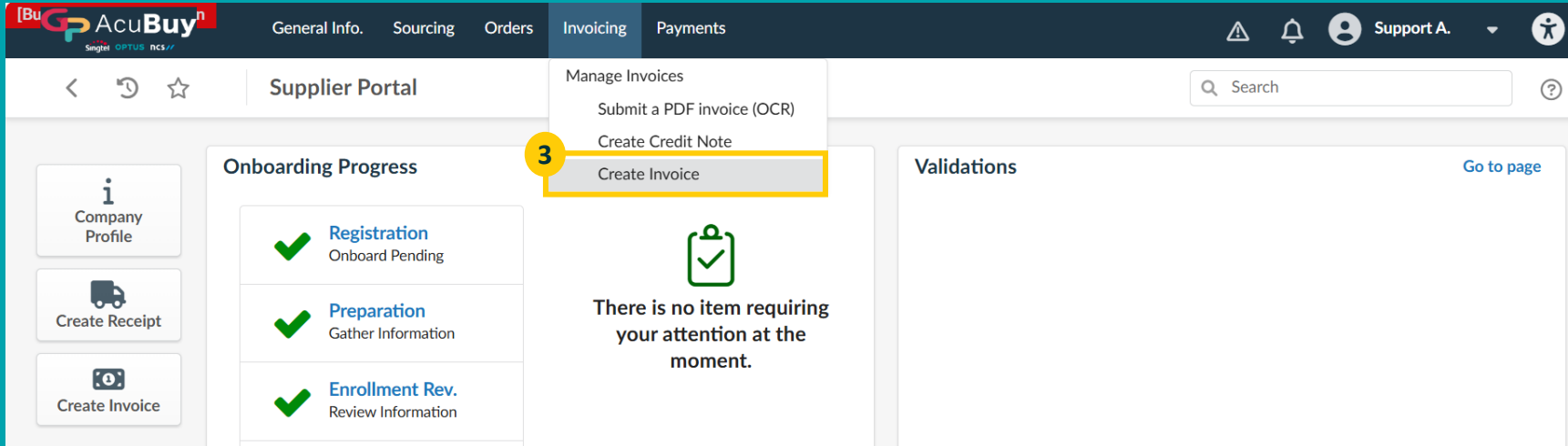
2a

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"

➔ Continue onto the next page

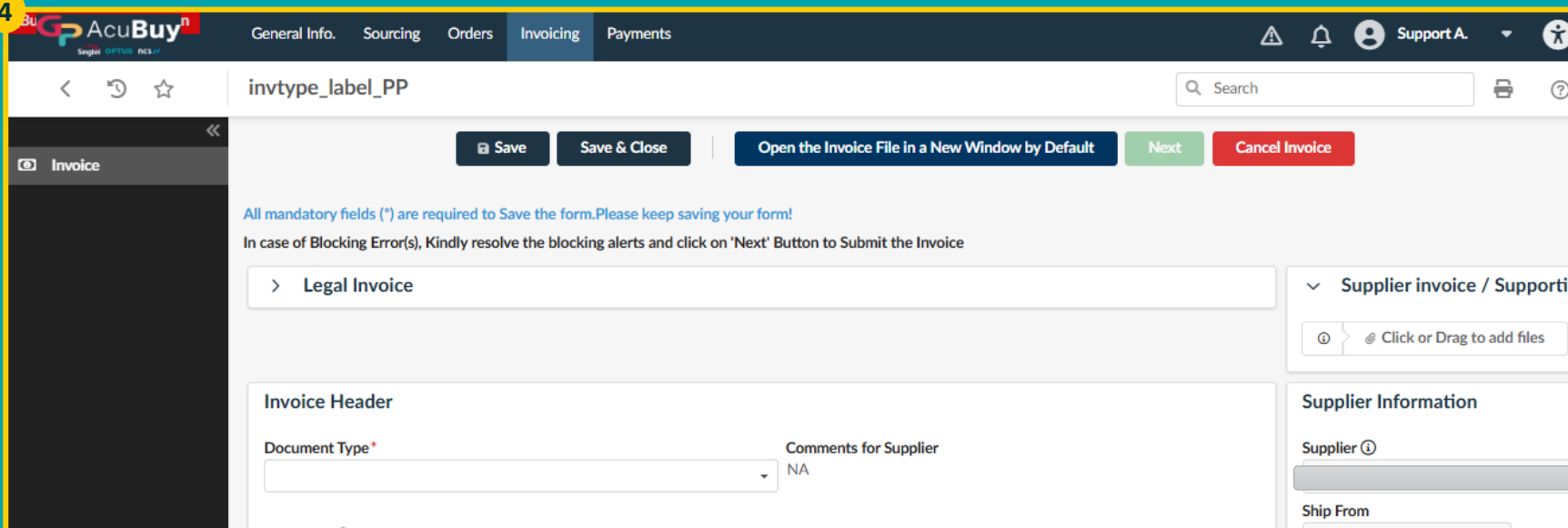
How to Submit an Invoice



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

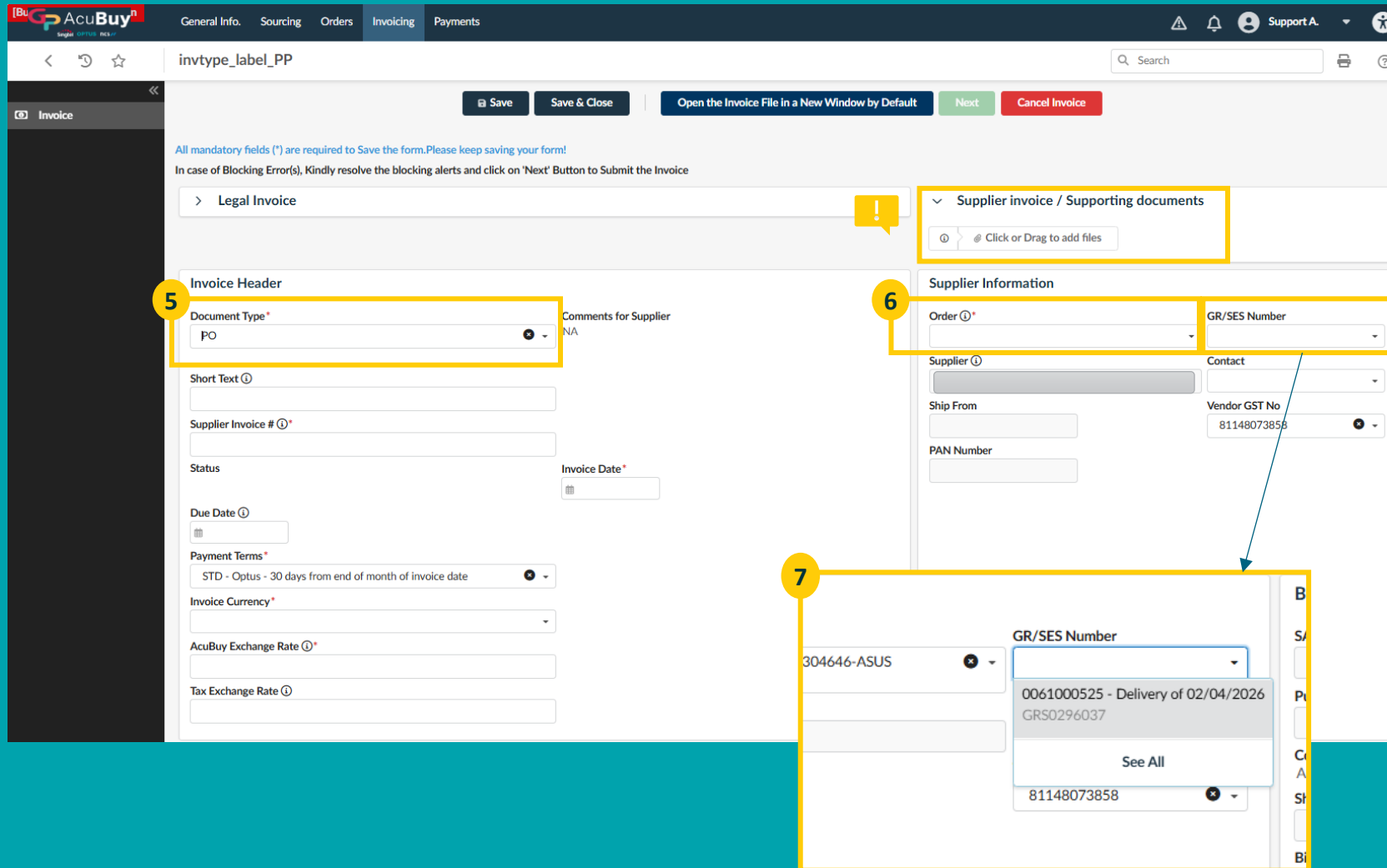
3 Click on "Create Invoice" under the "Invoicing" tab

4 An invoice template will open up



➔ Continue onto the next page

How to Submit an Invoice



invtype_label_PP

General Info. Sourcing Orders Invoicing Payments

Save Save & Close Open the Invoice File in a New Window by Default Next Cancel Invoice

All mandatory fields (*) are required to Save the form. Please keep saving your form!

In case of Blocking Error(s), Kindly resolve the blocking alerts and click on 'Next' Button to Submit the Invoice

> Legal Invoice

Invoice Header

Document Type* PO

Comments for Supplier NA

Short Text

Supplier Invoice #

Status

Invoice Date

Due Date

Payment Terms* STD - Optus - 30 days from end of month of invoice date

Invoice Currency*

AcuBuy Exchange Rate*

Tax Exchange Rate

Supplier Information

Order* GR/SES Number

Supplier

Contact

Ship From

PAN Number

Vendor GST No 81148073858

GR/SES Number

0061000525 - Delivery of 02/04/2026

GRS0296037

See All

81148073858

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

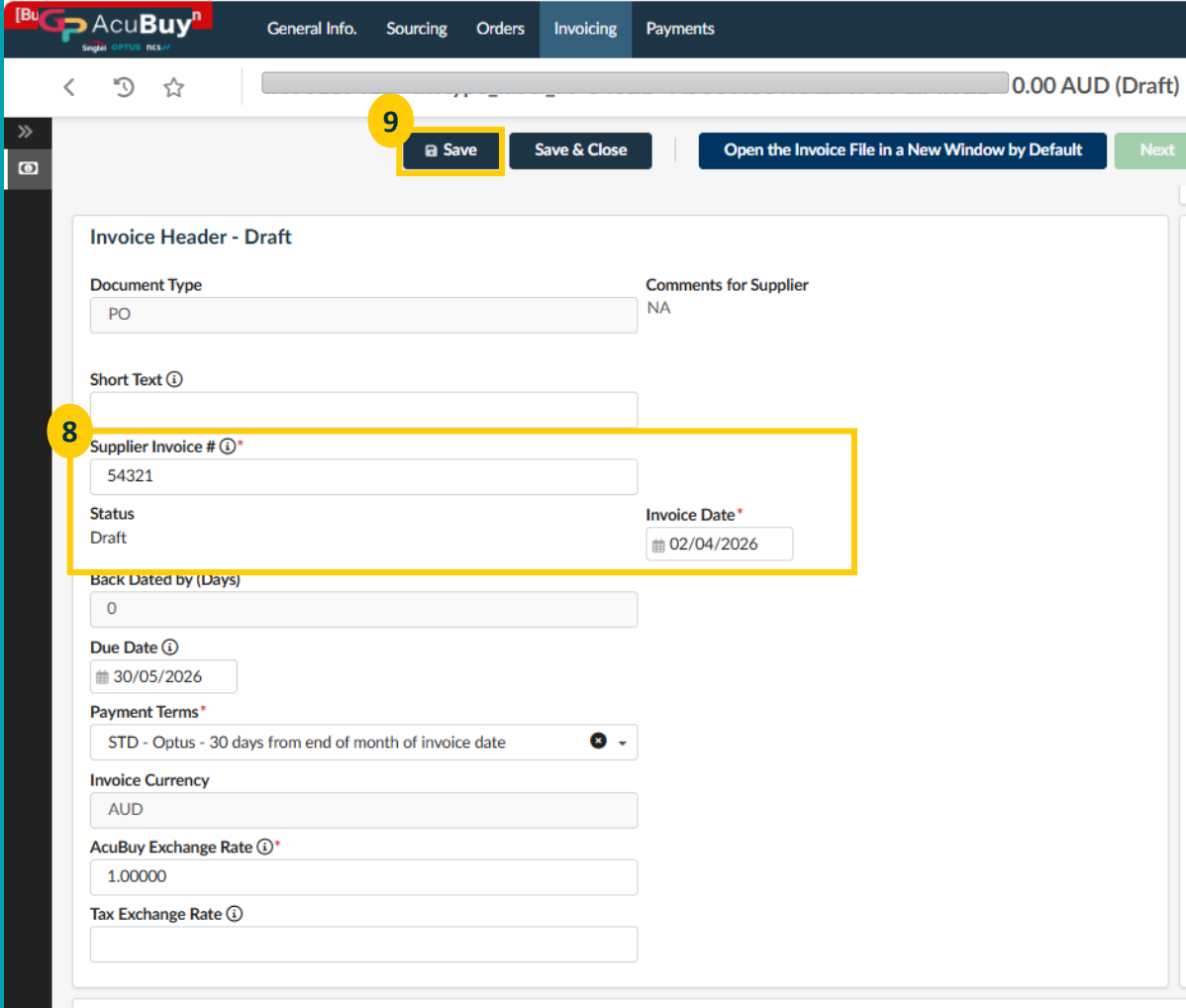
7 Select the "GR/SES" i.e. Goods Receipt (if available for the items to be invoiced)

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



General Info. Sourcing Orders Invoicing Payments

0.00 AUD (Draft)

Save Save & Close Open the Invoice File in a New Window by Default Next

Invoice Header - Draft

Document Type PO Comments for Supplier NA

Short Text

8 Supplier Invoice # 54321

Status Draft Invoice Date 02/04/2026

Back Dated by (Days) 0

Due Date 30/05/2026

Payment Terms STD - Optus - 30 days from end of month of invoice date

Invoice Currency AUD

AcuBuy Exchange Rate 1.00000

Tax Exchange Rate

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

Invoiceable Delivery Items

Keywords:

Order: Currency: AUD Supplier:

Delivery: 0061000525 - Delivery of 02/04/2026

Type: Receipt

Status: Accepted

Filters: Order: Delivery: 0061000525 - Delivery of 02/04/2026 Type: Receipt Status: Accepted Currency: AUD Supplier:

Delivery#	Delivery Reference ID	Return from GR Item	Name	Quantity Received	UOM	Unit Price	Total	Currency	Order Item	PR/PO Item ID	Final Delivery	SAP/APEX/54H Material Document
☒	GRS0296037											

1 Record(s)

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"

Invoiceable order items

Keywords:

PO: Currency: AUD

GR is not selected. Do expect payment delay as the invoice will require manual follow up. Before e-invoice submission, please ensure approved GR is selected in "GR/SES Number" field.

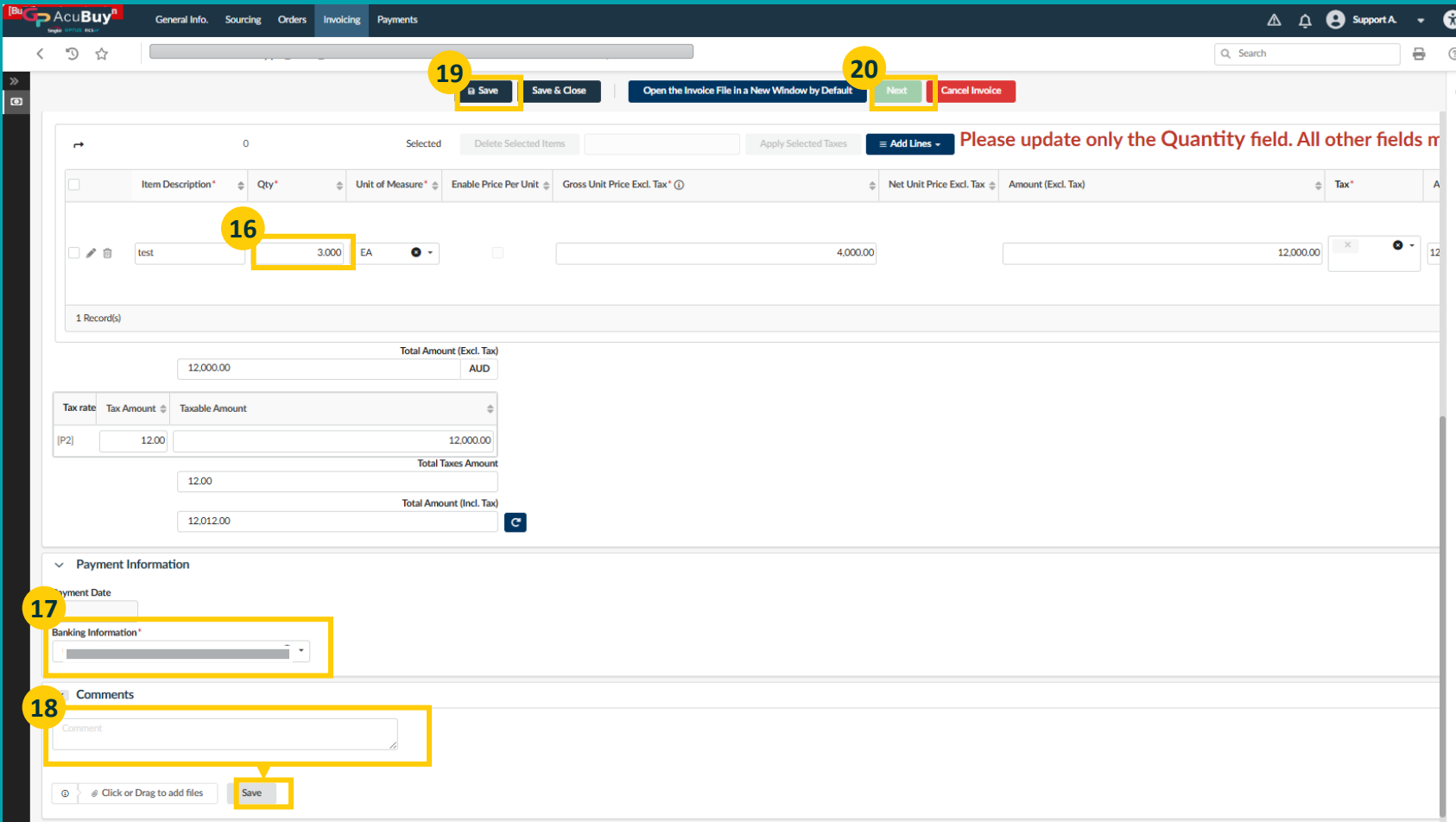
Filters: PO: AUD

Order Column (Do Not Use)	Code	APEX / 54H PO #	PO ERP Ref	Order Item#	PR/PO Item ID	Item Name	Label	Order Qty	UP Excl. Tax	Delivered Qty	Invoiced quantity	Invoiced	Qty to be In
☒													

1 Record(s)

➡ Continue onto the next page

How to Submit an Invoice



The screenshot shows the AcuBuy Invoicing interface. The top navigation bar includes 'General Info', 'Sourcing', 'Orders', 'Invoicing', and 'Payments'. The 'Invoicing' tab is active. The main area displays an invoice form with the following elements:

- Callout 16:** Points to the 'Qty' field in the item table, which is currently set to 3,000.
- Callout 17:** Points to the 'Banking Information' dropdown menu in the 'Payment Information' section.
- Callout 18:** Points to the 'Comments' text area at the bottom of the form.
- Callout 19:** Points to the 'Save' button at the top of the form.
- Callout 20:** Points to the 'Next' button at the top of the form.

The item table contains one record with the following details:

Item Description*	Qty*	Unit of Measure*	Enable Price Per Unit	Gross Unit Price Excl. Tax*	Net Unit Price Excl. Tax	Amount (Excl. Tax)	Tax*
test	3,000	EA		4,000.00		12,000.00	

The summary section shows the following totals:

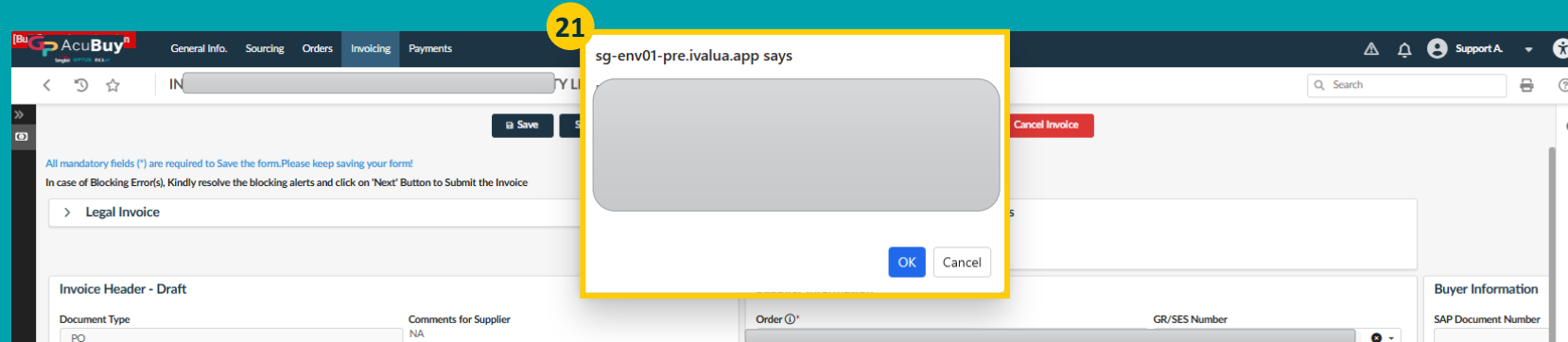
- Total Amount (Excl. Tax): 12,000.00 AUD
- Tax rate: [P2] 12.00
- Taxable Amount: 12,000.00
- Total Taxes Amount: 12.00
- Total Amount (Incl. Tax): 12,012.00

- 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"

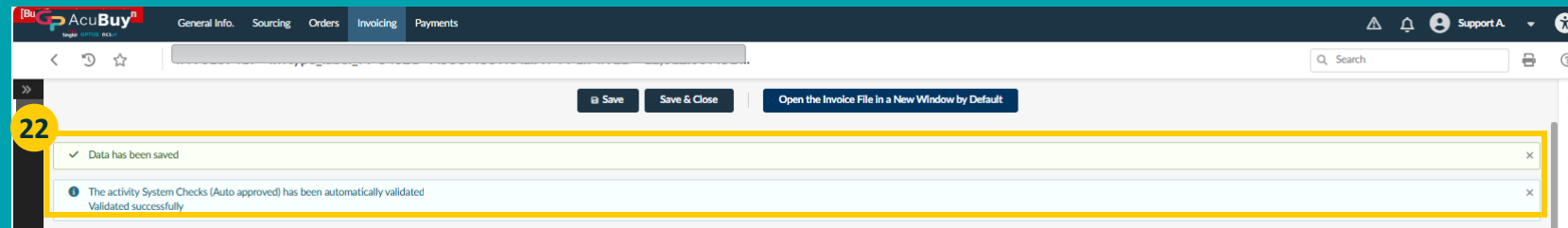
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How to Submit an Invoice



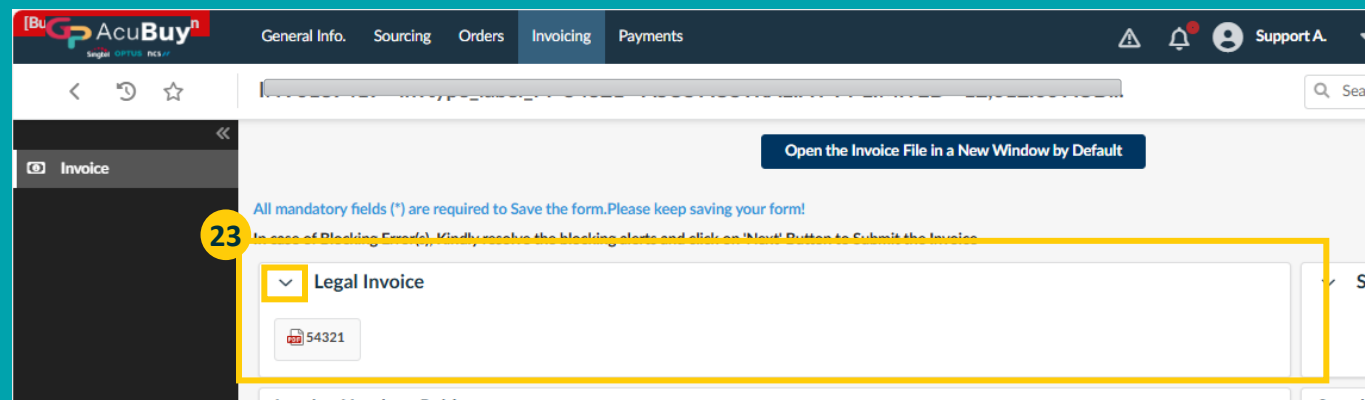
21

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



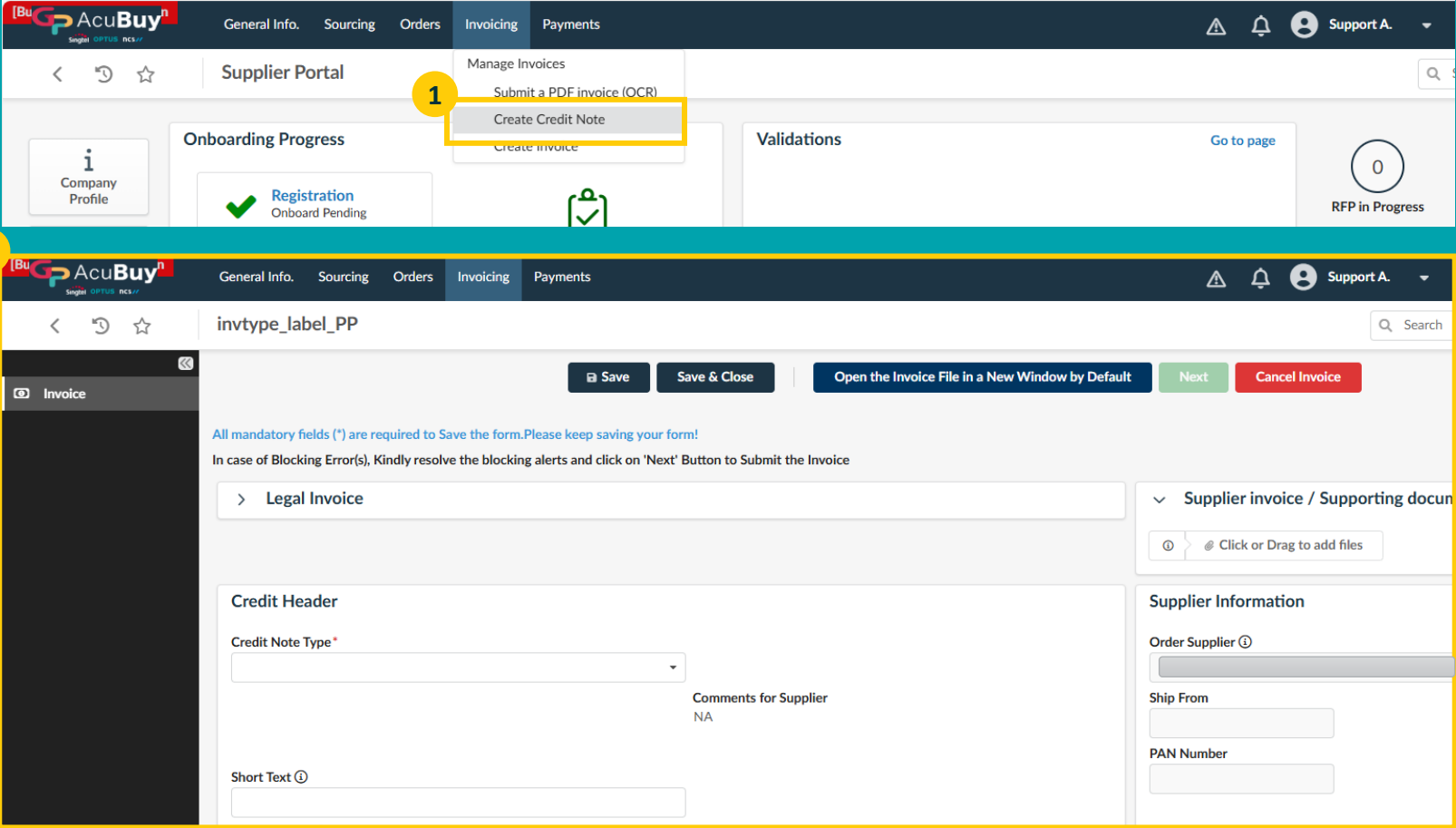
23

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



The first screenshot shows the AcuBuy Supplier Portal with the 'Invoicing' tab selected. A yellow box highlights the 'Create Credit Note' button, and a yellow circle with the number 1 is next to it. The second screenshot shows the 'Create Credit Note' form with a yellow circle with the number 2 highlighting the 'Legal Invoice' section.

Supplier Portal

General Info. Sourcing Orders **Invoicing** Payments

Manage Invoices
Submit a PDF invoice (OCR)
Create Credit Note
Create Invoice

Onboarding Progress
Registration Onboard Pending

Validations
Go to page

RFP in Progress 0

2

invtype_label_PP

Save Save & Close Open the Invoice File in a New Window by Default Next Cancel Invoice

All mandatory fields (*) are required to Save the form. Please keep saving your form!
In case of Blocking Error(s), Kindly resolve the blocking alerts and click on 'Next' Button to Submit the Invoice

> Legal Invoice

Supplier invoice / Supporting documents
Click or Drag to add files

Credit Header

Credit Note Type*
Comments for Supplier
NA

Short Text ⓘ

Supplier Information

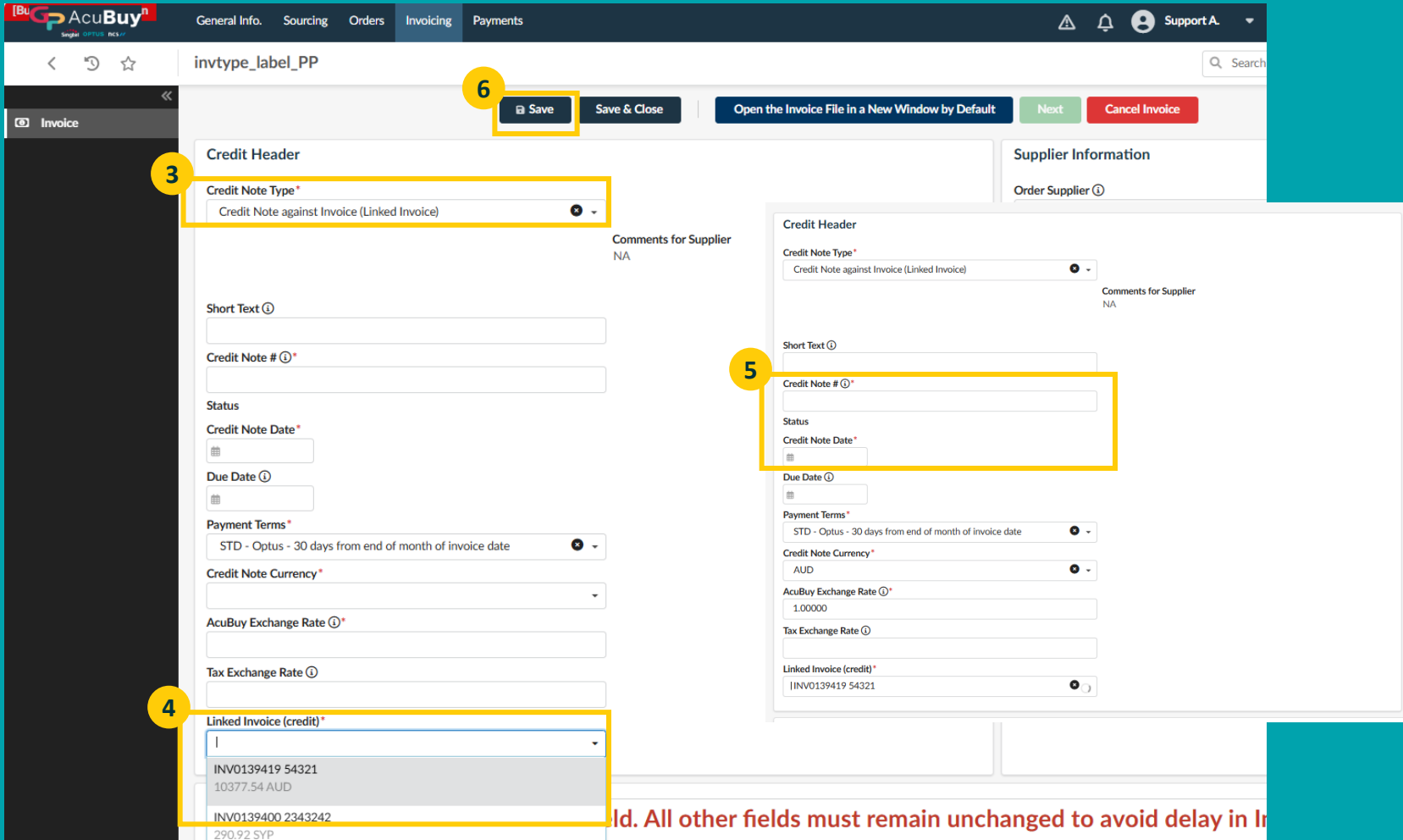
Order Supplier ⓘ
Ship From
PAN Number

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



invtype_label_PP

6 Save Save & Close Open the Invoice File in a New Window by Default Next Cancel Invoice

3 Credit Header

Credit Note Type*
Credit Note against Invoice (Linked Invoice)

Supplier Information
Order Supplier ⓘ

Comments for Supplier
NA

Short Text ⓘ

Credit Note # ⓘ*

Status

Credit Note Date*

Due Date ⓘ

Payment Terms*
STD - Optus - 30 days from end of month of invoice date

Credit Note Currency*

AcuBuy Exchange Rate ⓘ*

Tax Exchange Rate ⓘ

4 Linked Invoice (credit)*
INV0139419 54321
10377.54 AUD
INV0139400 2343242
290.92 SYP

5 Credit Header

Credit Note Type*
Credit Note against Invoice (Linked Invoice)

Comments for Supplier
NA

Short Text ⓘ

Credit Note # ⓘ*

Status

Credit Note Date*

Due Date ⓘ

Payment Terms*
STD - Optus - 30 days from end of month of invoice date

Credit Note Currency*
AUD

AcuBuy Exchange Rate ⓘ*
1.00000

Tax Exchange Rate ⓘ

Linked Invoice (credit)*
INV0139419 54321

Id. All other fields must remain unchanged to avoid delay in I

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'

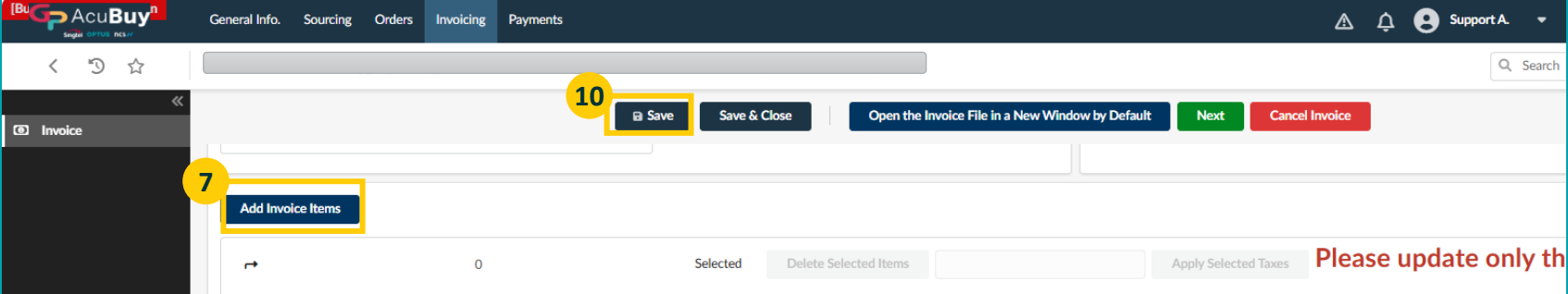
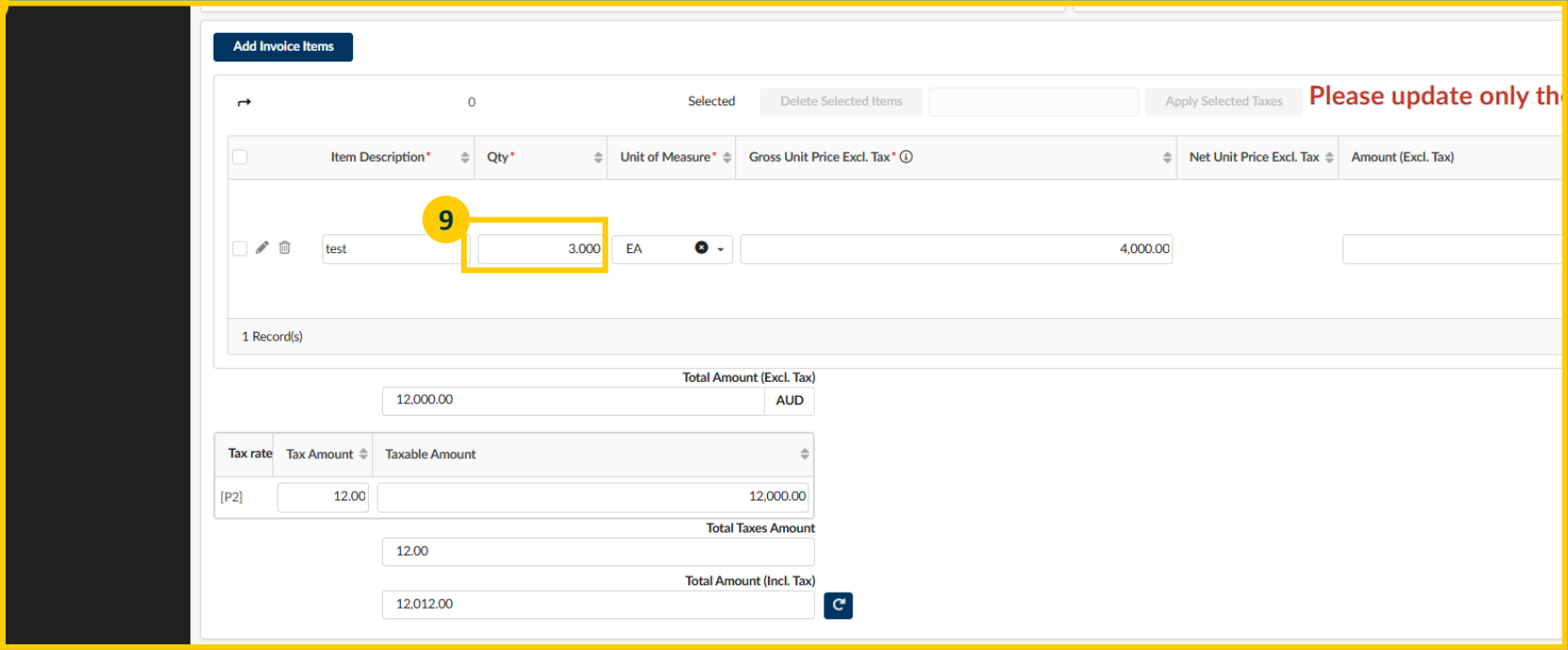
5 Complete and verify the remaining mandatory fields as marked with "*" including but not limited to:

- Credit Note#
- Credit Note Date

6 Click on "Save" to capture the progress

➔ Continue onto the next page

How to Submit a Credit Note

Item Description *	Qty *	Unit of Measure *	Gross Unit Price Excl. Tax * ①	Net Unit Price Excl. Tax	Amount (Excl. Tax)
test	3,000	EA	4,000.00		

1 Record(s)

Total Amount (Excl. Tax) 12,000.00 AUD

Tax rate	Tax Amount	Taxable Amount
[P2]	12.00	12,000.00

Total Taxes Amount 12.00

Total Amount (Incl. Tax) 12,012.00

7 Click on "Add Invoice Items"

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

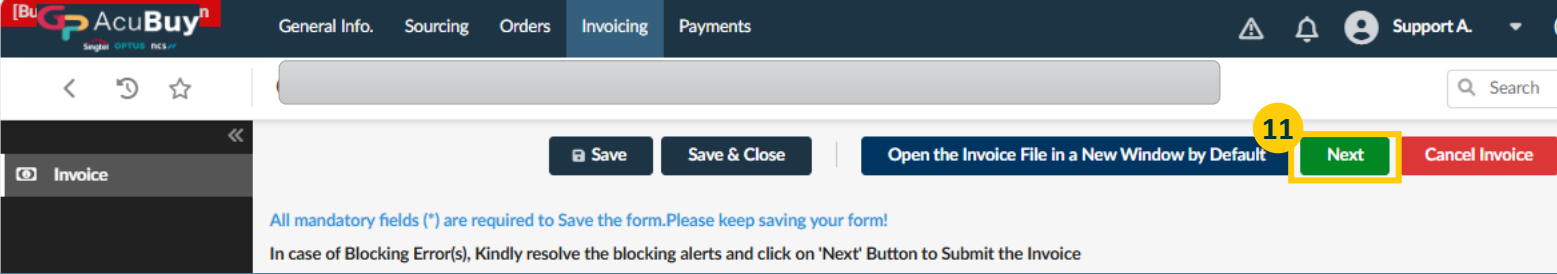
As per the warning message displayed in red: " Please update only the quantity field. All other fields must remain unchanged to avoid delay in invoice processing"

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

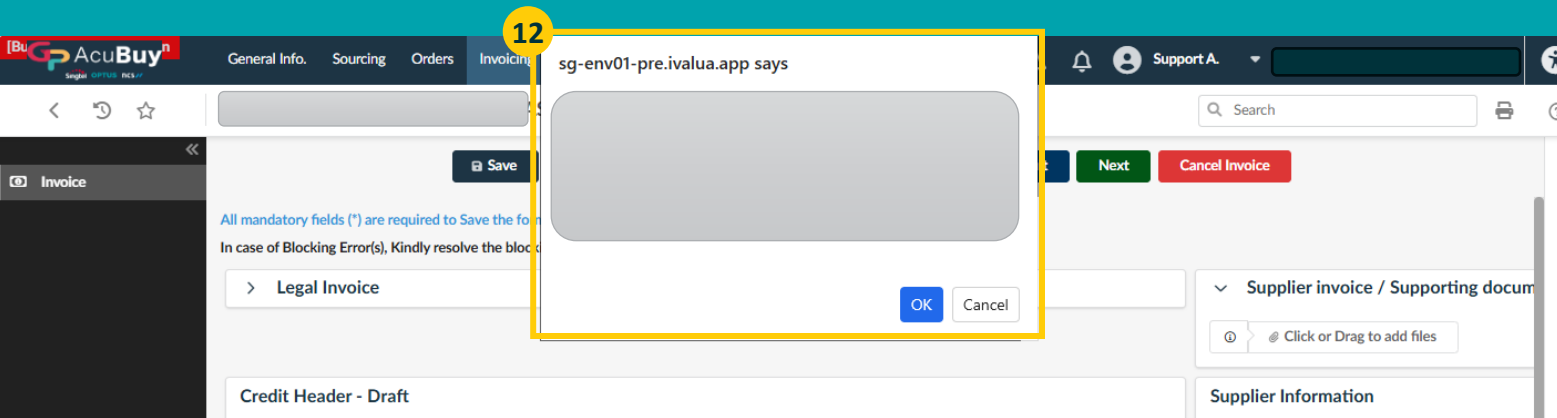
10 Click on "Save"

➔ Continue onto the next page

How to Submit a Credit Note

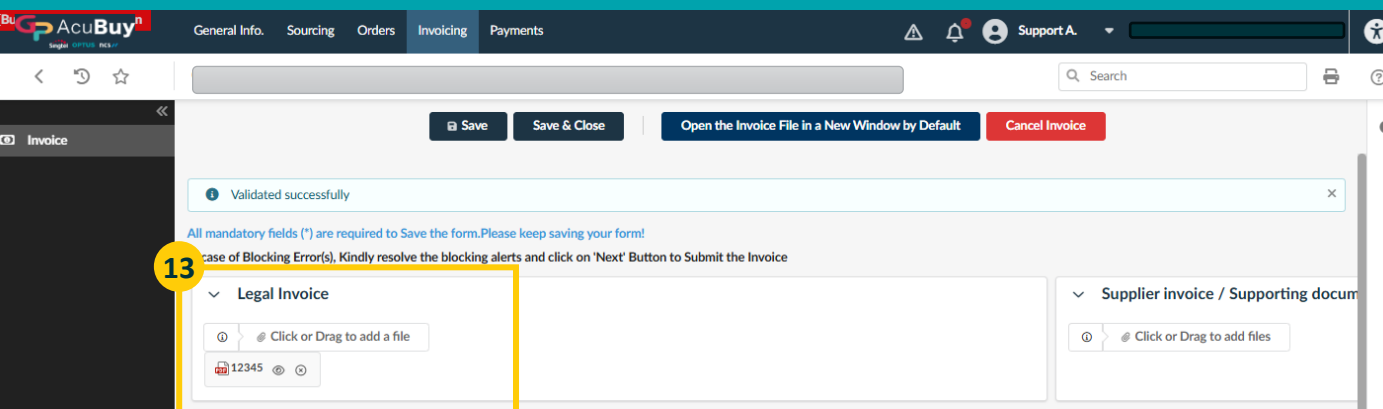


11 Click on "Next" to Proceed



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

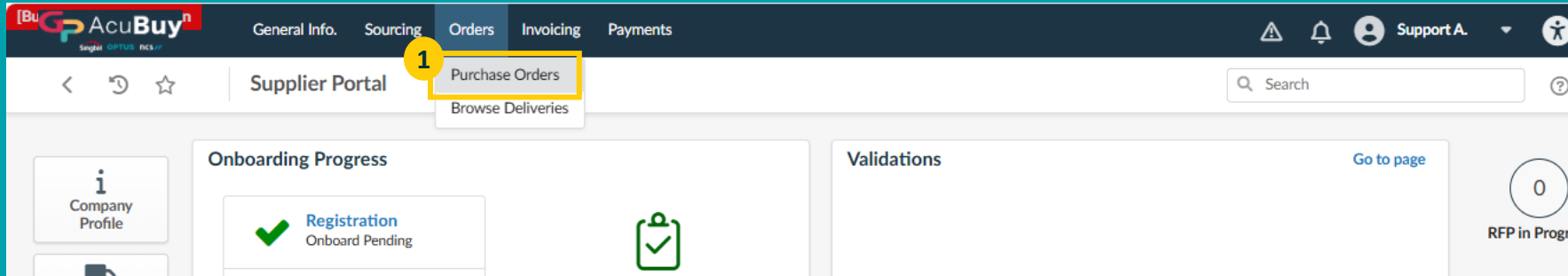
The page will refresh with confirmation that the data has been saved and the information has been validated successfully.



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.

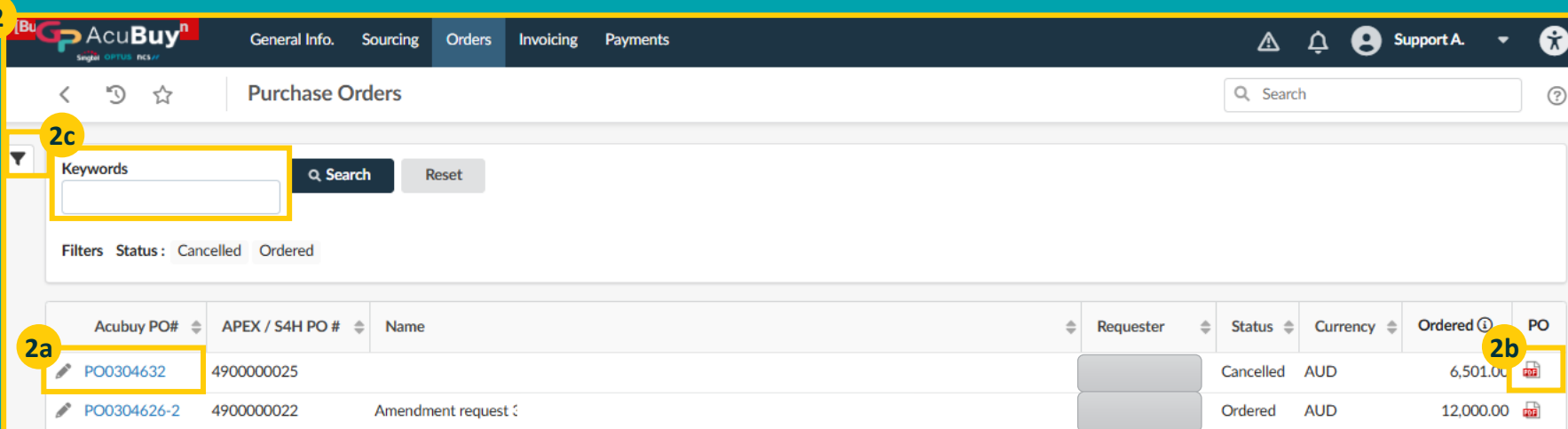
1 Click on "Purchase Orders" under the "Orders" tab on the home screen

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

2a Click on the PO hyperlink to view more information

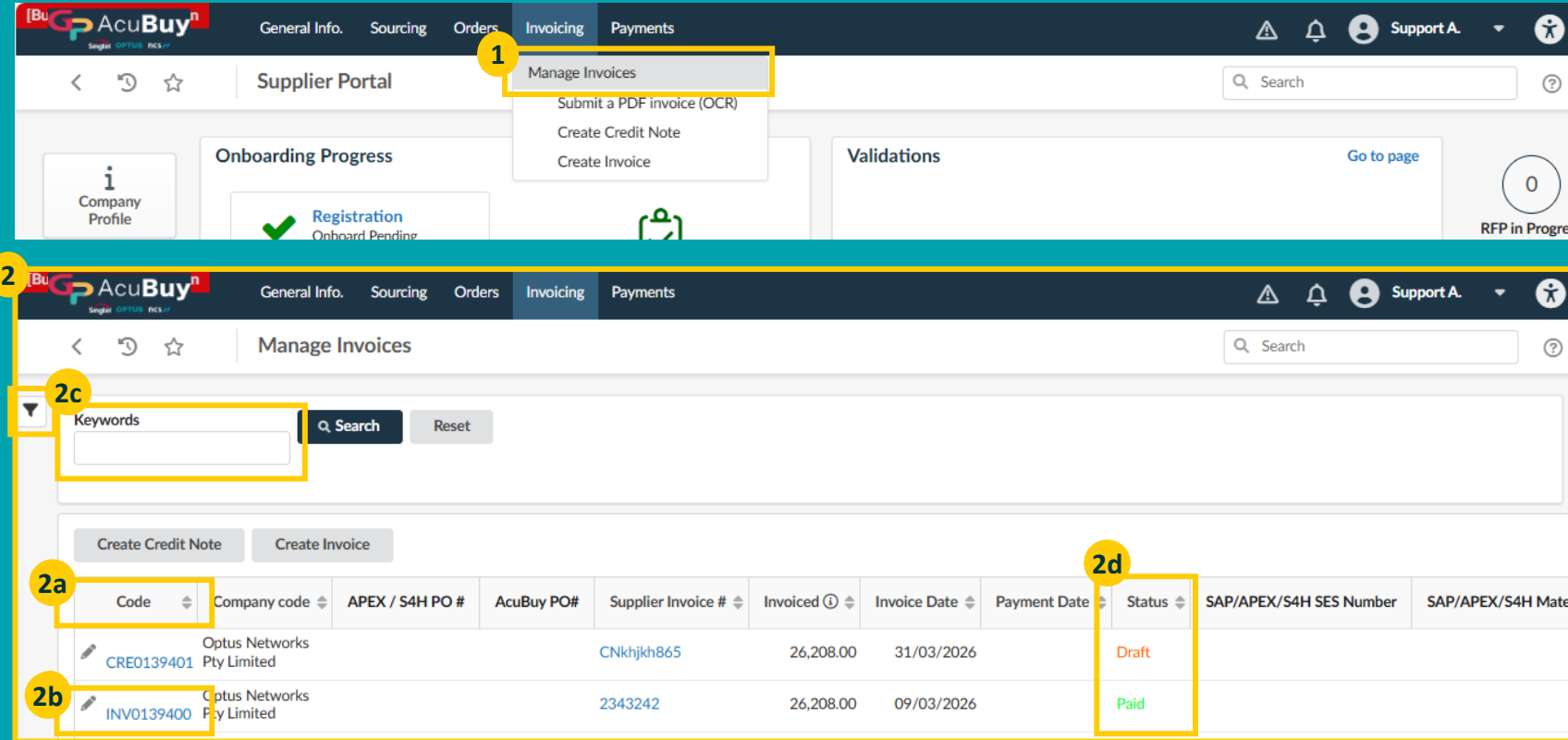
2b Click the PDF icon to download a copy of the Purchase Order Document

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



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

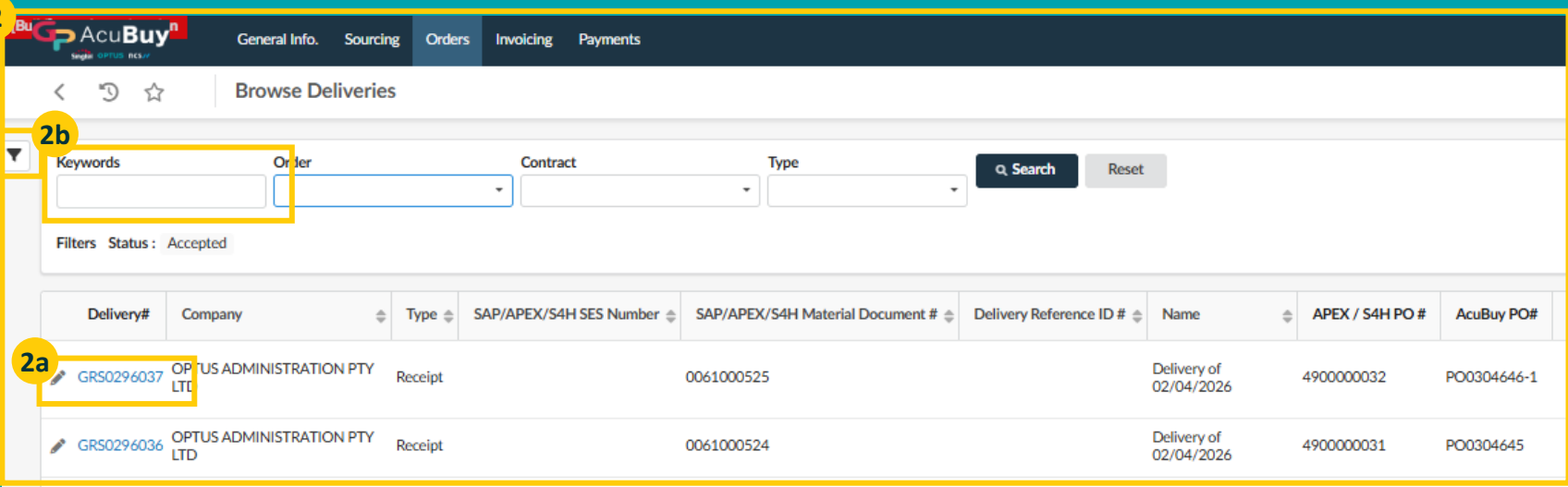
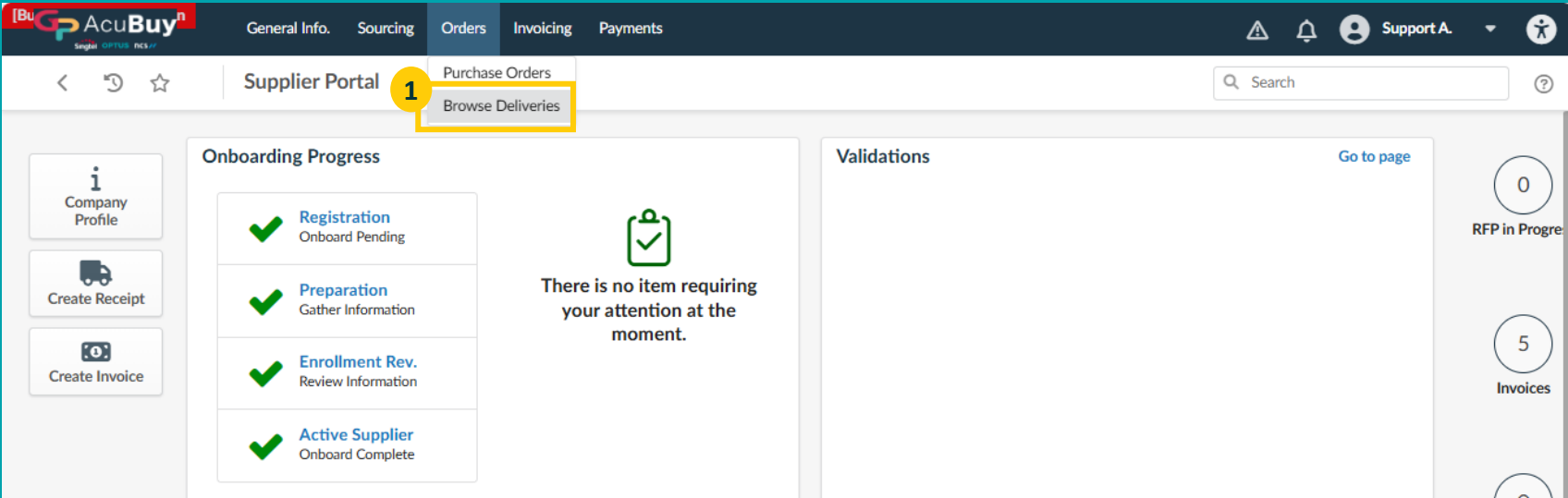
Code	Company code	APEX / S4H PO #	AcuBuy PO#	Supplier Invoice #	Invoiced	Invoice Date	Payment Date	Status	SAP/APEX/S4H SES Number	SAP/APEX/S4H Mater
CRE0139401	Optus Networks Pty Limited			CNkhjkh865	26,208.00	31/03/2026		Draft		
INV0139400	Optus Networks Pty Limited			2343242	26,208.00	09/03/2026		Paid		

Browse Invoices

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

End of Process

How to Browse Goods Receipts



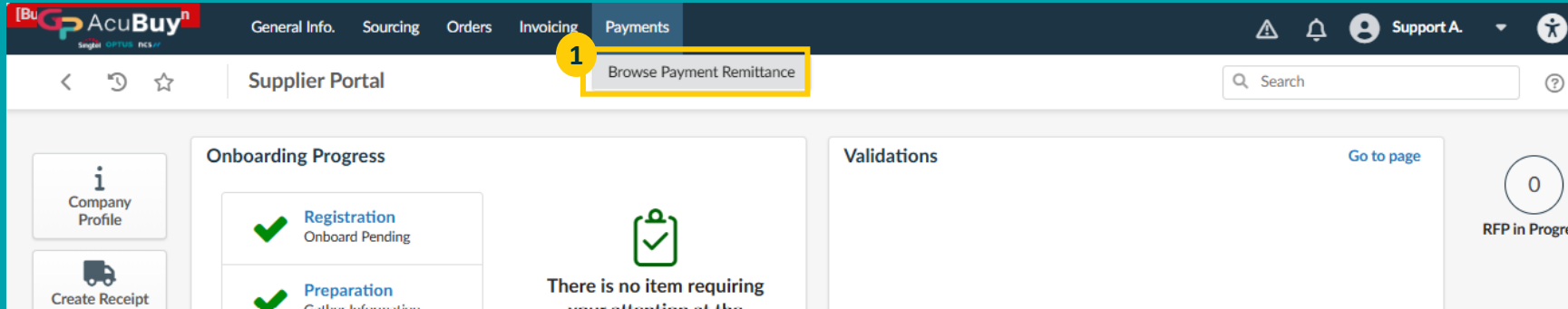
Browse Goods Receipts

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

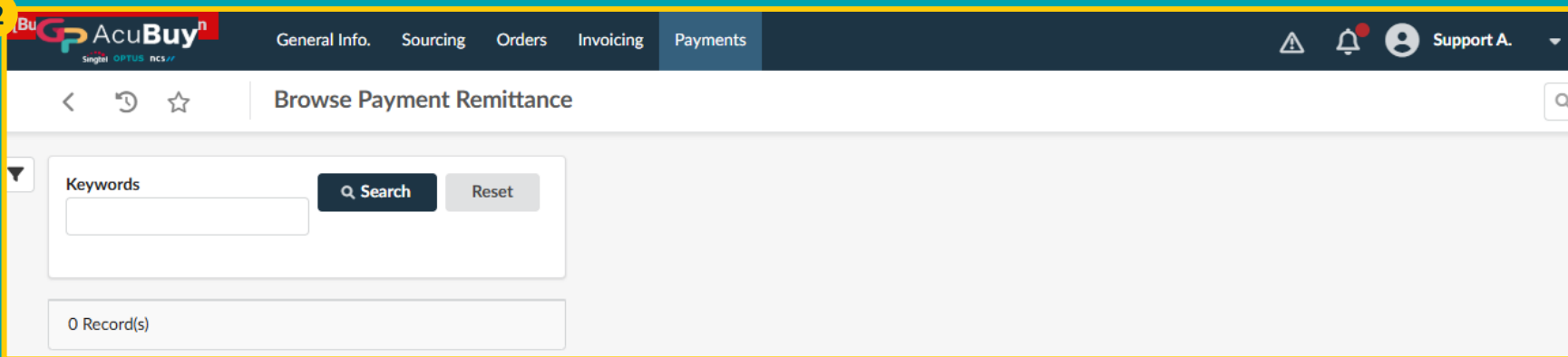
End of Process

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