

HOW TO GUIDE NINE: REIMBURSEMENT

How to claim reimbursement post-travel



How to video

There is an instructional video you can watch to help you claim your reimbursement. Alternatively, you can follow the instructions below. Click to watch.

Once customers have completed their travel, you can issue an invoice to Tourism and Events Queensland (TEQ) for reimbursement of the promo code value used on the booking.

To be reimbursed, the following must be complete:

- The customer must have completed the travel
- You have marked the booking as 'completed' in the portal
- You have auto-generated an invoice to TEQ through the portal; OR you have generated an invoice through your usual process and sent it to TEQ.

TEQ will process reimbursements daily.

The following applies to all operators for reimbursements:

- Enquiries regarding the status of reimbursements can be directed to TEQ's accounts support mailbox - accountssupport@queensland.com (please reference Queensland Incentive Program and operator name in the email subject).
- Operators may be required to support a sample of promo code reimbursements with evidence of customer receipt as part of a post-reimbursement audit.

Operators registered for GST:

Step	Instructions	Notes
1	In the operator portal, hold Control and click each of the promo codes to highlight those you wish to invoice	To invoice a promo code or multiple promo codes you must first ensure all applicable promo codes are past dated and have been marked complete. Promo codes may not be marked complete and/or invoiced before the experience has taken place.
2	Once selected, click invoice.	If un-completed promo codes are included, a warning dialog box will be displayed.
3	Click Ok on the pop-up window.	
4	An email containing an RCTI (Recipient Created Tax Invoice) will then be automated to your registered finance email address and TEQ's Account Support team for processing.	All invoiced promo codes will then appear under the promo code reimbursement section. Any issues with invoices should be raised immediately to accountssupport@queensland.com

Operators NOT registered for GST:

Step	Instructions	Notes
1	In the operator portal, hold Control and select all 'completed' promo codes ready for reimbursement then press 'report' and 'export' to generate your report.	This will generate a report listing all promo codes and values selected for reimbursement.
2	The Operator should generate an invoice in accordance with their usual invoice raising processes and email the invoice and supporting promo code reimbursement report to TEQ's accounts support mailbox: accountssupport@queensland.com (please reference Queensland Incentive Program and operator name in the email subject).	Invoices issued by operators not registered for GST should be for the total reimbursed promo code values, should not include GST and should agree with the report generated from the operator portal.

If you need help during the campaign, please contact.

Dedicated Operator support

Monday to Friday | 8:30am-4:30pm

Ph: (07) 3216 0040

Email: operatorsupport@queensland.com

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