

# Customer accounts

## Frequently asked questions

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### How do I get more information about what I've been invoiced for?

Look at the details in the description section of the invoice to see if an enquiry number has been supplied. This is the direct phone number of the person who originated the invoice so please contact them.

If no phone number has been provided please contact one of our Accounts Officers on (+61 8) 8204 9263.

### I've lost my statement and/or invoice, can I have another copy?

Our Accounts Officers are more than happy to email, fax or mail you a copy of your invoice or statement. Contact us during business hours with your preferred option and details of your account number and the required invoice. Our contact details are at the top of this page.

### I want to receive my invoices and statements via email or fax, can I do this?

DENR can email or fax invoices and statements. Please contact us to register for email or fax receipt of invoices and statements, our contact details are at the top of this page.

### How can I pay my account?

DENR accepts payments by BPAY, Automated Credit Card, Cheque and EFT.

#### **BPAY** - The DENR Biller Code is **72116**.

Check your invoice or statement for your unique BPAY Reference No to complete your payment. Call your bank, credit union or building society to make this payment from your cheque, savings or credit card account through BPAY.

**Automated Credit Card** - phone 1300 550 908 to make a payment using your credit card. Ensure you have your invoice or statement handy to quote your phone reference number.

**Cheque** - Please forward your cheque and payment advice to our mailing address at the top of this page.

**EFT (Electronic Funds Transfer)** - Please call (+61 8) 8204 9263 for our EFT details.

### What are the payment terms?

Payment terms are based on statement date, hence, invoices are due on the last working day of the month in which the statement summarising that invoice is issued.

For example, if an invoice is issued on 16th May, you will receive a statement summarising that invoice on 1st June. You will then have until the last working day of June to pay that statement and hence the invoice issued on 16th May.

### **How do I update my contact details?**

Please complete the customer update section on your statement and mail or fax to DENR, details at the top of this page. Please remember to include your account number, account name and contact number when requesting changes.

### **What do I do if I'm disputing an invoice?**

If you have a dispute with an invoice, first check the invoice description to see if there is a direct contact number for any information pertaining to that invoice. If not, please call one of our Accounts Officers on (+61 8) 8204 9263. They can help you to resolve any disputes or errors.

### **How do I apply for trade credit?**

Applications for trade credit are only available to Australian customers and businesses who wish to trade with DENR on a regular basis. Please complete the application form on our website and forward to us.

### **I receive multiple accounts from DENR, can I combine them?**

In some cases yes, but in others no. A lot depends on what type of services you use with us. If there is an enquiry number in the description of your invoices, please call that number to discuss. If no enquiry number is supplied, call us on (+61 8) 8204 9263.

### **Contact details**

Mailing address:  
DENR Accounts Receivable  
GPO Box 1047  
Adelaide 5001

Phone: (+61 8) 8204 9263  
Fax: (+61 8) 8204 9344  
Email: [DENRAR@saugov.sa.gov.au](mailto:DENRAR@saugov.sa.gov.au)



