

- Our phone line is temporarily operating with reduced hours. You can call us between 9am and 3pm Monday to Friday. [Contact us](#)

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- [Get support](#)

The support you may be able to get depends on your circumstances.

[Currently serving](#)

Support while you're still serving.

[Ex-serving](#)

Support once your regular service has finished.

[Family and whānau](#)

Here's how we can support you, and how you can support your family and whānau.

[Non-military personnel](#)

Non-military personnel can have Qualifying Operational Service in certain circumstances.

- [Remembrance](#)

We're proud to honour the service of the veteran community.

[Services Cemeteries and plaques and headstones](#)

We help look after Services Cemeteries. We're also able to contribute towards plaques and headstones.

[Commemorative funding](#)

There are two types of financial contributions available from the Commemorative Fund.

[Medals and service records](#)

The NZ Defence Force's Personnel Archives and Medals team administer medals and hold most New Zealand military service records.

[When someone dies](#)

We may be able to provide support when someone who had Qualifying Service dies.

[Your family's military history](#)

Learning more about your family's military history is a great way to honour their service.

[Certificate of Appreciation and Veterans' Pins](#)

The Certificate of Appreciation and Veteran's Pin recognise operational service.

- [Eligibility](#)

To be eligible to receive support from us, you—or certain family members—need to have Qualifying Service.

[Check your eligibility](#)

Check the support, services, or entitlements you may be able to get from us.

[Qualifying Service](#)

To get support from us you — or certain family members — need to have Qualifying Service.

[Living outside NZ](#)

You can still get support from us even if you live outside NZ.

[Eligibility criteria for family and dependants](#)

You may be able to get support if you're the spouse, partner, child or dependant of someone with Qualifying Service.

[Veterans of foreign militaries](#)

Veterans' Affairs New Zealand was established to support New Zealand veterans.

- [For clients](#)

We put veterans and our clients at the heart of everything we do.

If you have a question at any stage please contact us—we're here to help.

[How we'll work with you](#)

We'll work with you to help you get the best support available.

[Your treatment card](#)

Your treatment card helps you get no-cost treatment and medication for your approved conditions.

[Your rights and responsibilities](#)

We want to make sure you have the best possible experience when you deal with us.

[Payments](#)

Information on payment rates and dates.

[How we make decisions](#)

We use a number of tools and processes to make decisions. This helps ensure each decision we make is fair and treats our clients consistently.

[Living outside NZ](#)

You can still get support from us even if you live outside NZ.

[Other benefits](#)

You may be able to access a range of discounts and benefits. Not only that, your family may get access too.

- [For providers](#)

Information for providers of services to Veterans' Affairs and our clients.

[Treatment cards and letters](#)

To help you identify our clients, we issue treatment cards and letters.

[Invoicing us](#)

How to invoice us to ensure we pay you quickly and correctly.

[Treating our clients](#)

Information for healthcare professionals providing treatment to our clients.

[Councils and local authorities](#)

Guidance for councils and local authorities relating to services cemeteries and memorials

[Forms](#)

Forms for our clients, family and whānau, and our providers.

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Invoicing us

How to invoice us to ensure we pay you quickly and correctly.

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How to invoice us

If you're a doctor or pharmacy in NZ

Green Cross Health process invoices on our behalf for services provided by doctors and pharmacies within NZ.

You need to send your invoice details to Green Cross in a specific format. This helps ensure you get paid correctly and on time. If you haven't sent an invoice to Green Cross Health before, you should get in touch with them to discuss their requirements.

- accounts.receivable@greencrosshealth.co.nz
- 09 571 9080

On our behalf, Green Cross Health will pay you on the 20th of the month after they have received your invoice.

If you're another type of provider or located outside of NZ

Your invoice will be processed by the NZ Defence Force's Defence Commercial Service group.

Our payment terms

If you have a contract with us, it will state the payment terms.

If you don't have a contract with us, we'll send you a purchase order that includes the:

- purchase order number
- type of service we require
- amount of the service we need
- date range we'll need the service.

Our standard purchase order terms and conditions terms will apply. This means:

- we can't pay for services above the purchase order value without prior approval
- we'll make payment by the 20th of the month after we have received your invoice.

For example, if we receive an invoice in January it will be paid on 20 February.

[NZ Defence Force Purchase Order Terms and Conditions\(external link\)\(external link\)](#)

Sending us your invoices

We prefer to receive invoices electronically—it's quicker and reduces the impact we have on the environment.

When you send your invoice to us, you must note the purchase order number on the invoice itself. If you don't, it will slow down the payment process.

Type of invoice

Email address

Medical-related invoices nzdf-medicalaccounts@paperlessap.co.nz

All other invoices nzdf-accountspayable@paperlessap.co.nz

There are strict rules for what files, and their sizes will be let through our email system.

[Read a guide on how to reliably send invoices to us by email\(external link\)\(external link\)](#)

If you have a purchase order number but are unable to send your invoice electronically, you can send it to:

NZ Defence Force Accounts Payable
Private Bag 904
Upper Hutt 5140

All accounts payable queries should be sent to vanzaccounts@nzdf.mil.nz

How we'll pay you

Our payment method is electronic funds transfer. This means we make payment directly to your designated bank account.

Sort out a problem with a payment

If we have not paid you, check when you sent your invoice. If you believe you should have received payment from us then get in touch with our Business Services team.

Email: vanzaccounts@nzdf.mil.nz

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Veterans' Affairs—Te Tira Ahu Ika A Whiro