

# ICM Service Provider Portal

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## Table of Contents

How to Search for Orders .....	2
About Orders.....	2
Quick Links .....	2
My Orders screen.....	2
Searching for Orders .....	4
Order Search Results.....	5
Viewing Order details.....	5
Reports.....	7
How to Search for Invoices .....	8
About Invoices .....	8
Create Invoice .....	8
Quick Links .....	9
My Invoices/Payments screen .....	10
Searching for Invoices .....	11
Invoice Search Results.....	12
Viewing Invoice details .....	12
Payments.....	13
Cancel or Update Invoice.....	14
Frequently Asked Questions (FAQ) .....	15
Order Frequently Asked Questions (FAQ) .....	15
Invoice Frequently Asked Questions (FAQ) .....	15

## How to Search for Orders

### About Orders

Parents choose a service provider which provides the type of service they require, and notify the Autism Funding Branch using a Request to Pay Service Providers/Suppliers form. After the form is reviewed a letter is sent to both the parent and the service provider that includes a billing number.

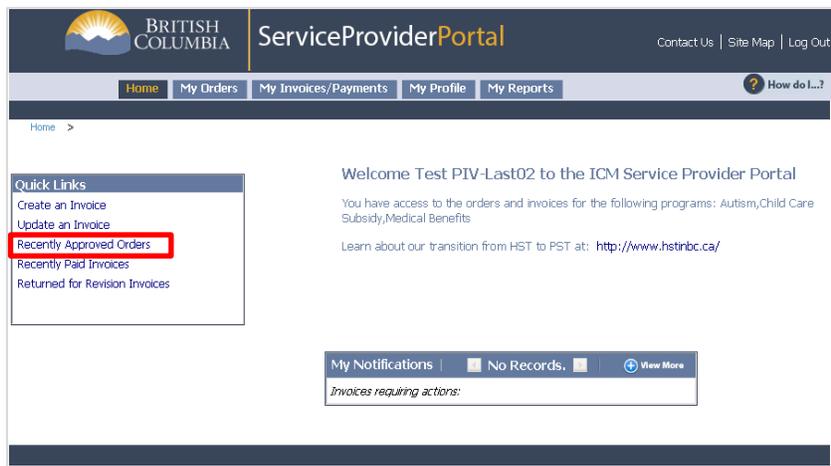
The billing number is called an “Order” in the Service Provider Portal.

The Orders are visible in the Service Provider Portal as soon as they are approved by the ministry so you can view the details and submit invoices without waiting for mail correspondence.

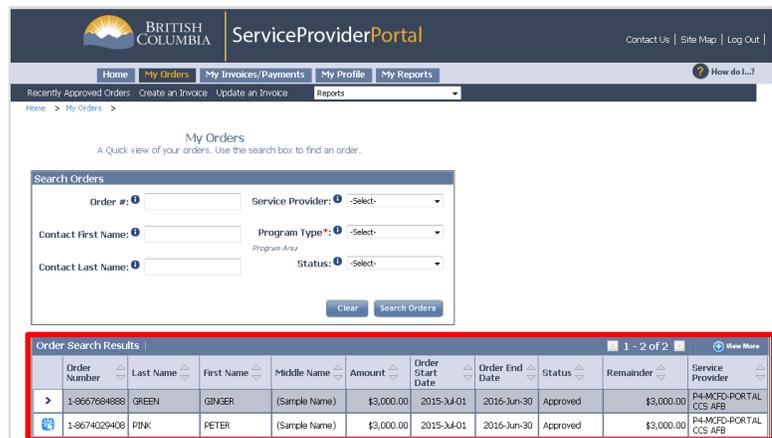
You do not need to create an Invoice to see if an Order for Autism Funding is approved, you can search for Order separately.

### Quick Links

The Home screen of the Portal has Quick Links to view “Recently Approved Orders.”



Clicking the “Recently Approved Orders” link will navigate you to the My Orders screen and will display all of your approved Orders with the most recently approved ones on top.

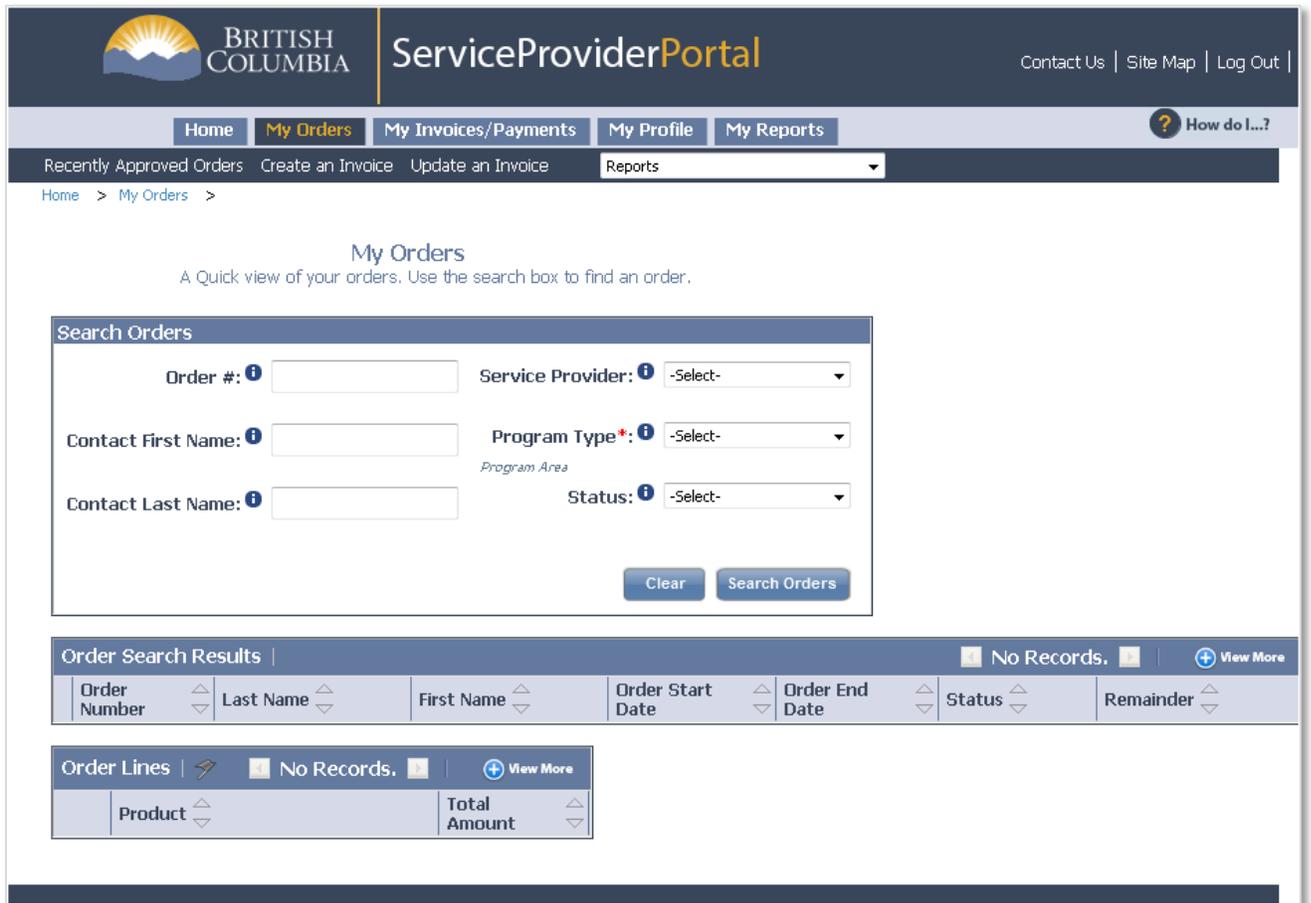


## My Orders screen

This screen allows you to view details about the Order, Order Lines and attached Invoices.

The Order shows information including the child’s name, the total Amount approved, the amount remaining and the Start and End Dates of the Order. The Order Lines show details about the Order including the Product (type of service), daily or hourly amount and the Total Amount for each type of service.

When you navigate to the My Orders screen, there will be no results displayed until you enter what you want to see in the “Search Orders” section. You must enter the Program Type but all other fields are optional.



The screenshot shows the 'My Orders' screen in the Service Provider Portal. At the top, there is a navigation bar with the British Columbia logo, 'Service Provider Portal' title, and links for 'Contact Us', 'Site Map', and 'Log Out'. Below this is a secondary navigation bar with tabs for 'Home', 'My Orders', 'My Invoices/Payments', 'My Profile', and 'My Reports'. A 'How do I...?' help icon is also present.

The main content area is titled 'My Orders' and includes a sub-header: 'A Quick view of your orders. Use the search box to find an order.' Below this is a 'Search Orders' form with the following fields:

- Order #:
- Service Provider:
- Contact First Name:
- Program Type\*:  (with a 'Program Area' label below it)
- Contact Last Name:
- Status:

Buttons for 'Clear' and 'Search Orders' are located at the bottom of the search form.

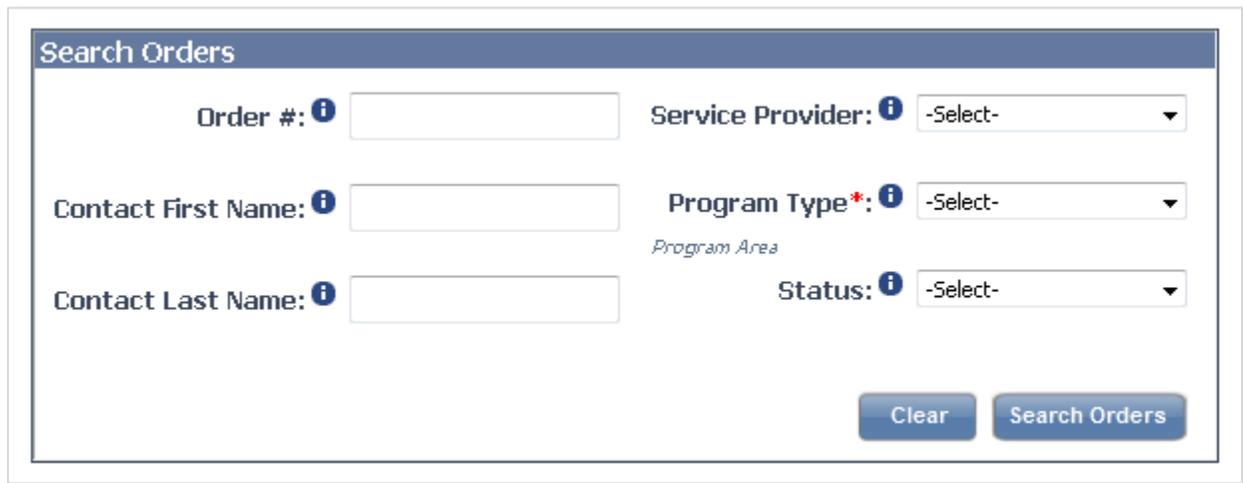
Below the search form is an 'Order Search Results' section. It shows a table header with columns: Order Number, Last Name, First Name, Order Start Date, Order End Date, Status, and Remainder. The table currently displays 'No Records.' and a 'View More' link.

Below the search results is an 'Order Lines' section. It shows a table header with columns: Product and Total Amount. This table also displays 'No Records.' and a 'View More' link.

## Searching for Orders

In the My Orders screen you can search for Orders by entering details in the Search Orders section. You must enter the Program Type but all other fields are optional.

- Order #: This is a system-generated number, known as the Billing Number.
- Contact First Name/Contact Last Name: The “Contact” is the child. The child’s first and/or last name must be entered exactly as it appears on the letter from the Autism Funding Branch if you wish to use this field to search. (In other words: you cannot search using a nickname as only the legal name of the child is attached to the Order.)
- Service Provider: This is the individual or organization providing the services.
- Program Type: This is the ministry program. In this case, “Autism”.
- Status: You can view Orders that are Approved and Closed. You can create invoices from Approved Orders. Closed orders may be system-closed due to being fully paid, or they may have been closed by the ministry for various reasons.



The screenshot shows a web form titled "Search Orders". It contains several input fields and dropdown menus. The fields are arranged in two columns. The left column has three text input fields: "Order #:", "Contact First Name:", and "Contact Last Name:". The right column has three dropdown menus: "Service Provider:", "Program Type\*:", and "Status:". Each field has an information icon (i) to its left. The "Program Type\*" dropdown has a sub-label "Program Area" below it. At the bottom right of the form are two buttons: "Clear" and "Search Orders".

Example searches:

- To see just the most recently approved Orders: click the “Recently Approved Orders” link on the Home screen or at the top of the My Orders screen
- To see the details of a Billing Number: choose “Autism” in the Program Type field, and enter the Billing Number the Order # field.
- To see the order history for a child (Approved and Closed Orders): enter the name in the Contact First Name and/or Contact Last Name fields, and choose “Autism” in the Program Type field.

After you’ve selected what you are searching for, click the “Search Orders” button.

## Order Search Results

The Order Search Results will display Orders that match your search. There are two sections in this view: Order Search Results and Order Lines. The Order Lines show details about whichever Order is selected.

- Order Search Results: The Order shows information including the child’s name, the Amount approved, the amount remaining and the Start and End Dates of the Order.
- Order Lines: The Order Lines show details about the Order including the Product (type of service), daily or hourly amount and the Total Amount for each type of service.

Order Search Results									
Order Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-9667684888	GREEN	GINGER	(Sample Name)	\$3,000.00	2015-Jul-01	2016-Jun-30	Approved	\$3,000.00	P4-MCFD-PORTAL CCS AFB
1-8674029408	PINK	PETER	(Sample Name)	\$3,000.00	2015-Jul-01	2016-Jun-30	Approved	\$3,000.00	P4-MCFD-PORTAL CCS AFB

Order Lines						
Product	Quantity	Unit Amount	Unit of Measure	Total Amount	Correspondence Comments	RASP Individuals
Behaviour Consultant	1	\$125.00	Hour	\$3,000.00		
Behaviour Interventionist	1	\$30.00	Hour	\$0.00		

## Viewing Order details

The Order Search Results displays up to five orders but more may exist. The title bar of this section will indicate how many Orders are displayed and how many there are in total (example: “1 - 5 of 10 +” means there are 5 Orders displayed but over 10 in total). You can see the next set by clicking the arrow to the right. There is also a “View More” button in this section so you can see more Orders on one screen.

Order Search Results									
Order Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
						1 - 5 of 10 +	View More		

The Orders may be sorted by any field by clicking the up or down arrows in the column title. The green arrow indicates how the Orders are sorted.

Order Search Results									
Order Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
						1 - 5 of 10 +	View More		

To view Order Line details for an Order, click the selector icon  beside the Order.

To view more details about the Order, such as invoices attached to the Order, click on the Order Number. This navigates you to the “Order detailed view” that allows you to see details including Invoices the Order has been associated to. You can then click the “Invoice Number” from here to see more details about the Invoice.

Order Search Results   1 - 2 of 2   <a href="#">View More</a>										
	Order Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
>	1-8667684888	GREEN	GINGER	(Sample Name)	\$3,000.00	2015-Jul-01	2016-Jun-30	Approved	\$3,000.00	P4-MCFD-PORTAL CCS AFB
	1-8674029408	PINK	PETER	(Sample Name)	\$3,000.00	2015-Jul-01	2016-Jun-30	Approved	\$3,000.00	P4-MCFD-PORTAL CCS AFB

### Order detailed view

A detailed view of your order

Order Overview

**Order Number:** 1-8667684888    **Program Type:** Autism    **Service Provider:** P4-MCFD-PORTAL CCS AFB    **Order Start Date:** 2015-Jul-01  
**Status:** Approved    **Last Name:** GREEN    **Payee:** P4-MCFD-PORTAL CCS AFB    **Order End Date:** 2016-Jun-30  
**Amount:** \$3,000.00    **First Name:** GINGER    **Correspondence Comments:**    **Approval Date:** 2015-Jun-16  
**Remainder:** \$3,000.00    **Middle Name:** (Sample Name)    **Received Date:**      
**Case Number:** 1-8667684644

Order Lines | [View More](#)

	Product	Quantity	Unit Amount	Unit of Measure	Total Amount	Correspondence Comments	RASP Individuals
>	Behaviour Consultant	1	\$125.00	Hour	\$3,000.00		
	Behaviour Interventionist	1	\$30.00	Hour	\$0.00		

Invoice Lines | [View More](#)

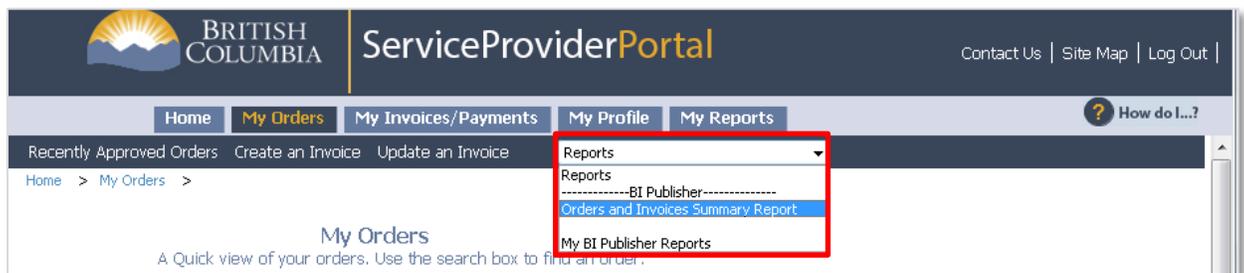
	Status	Order Contact Name	Product	Quantity	Unit Amount	Unit Of Measure	Service From	Service To	Invoice Number	Total	Comments
>		GINGER GREEN	Behaviour Consultant		\$125.00	Hour	2015-Jul-01	2016-Jun-30	1-8682399135	\$0.00	
		GINGER GREEN	Behaviour Interventionist		\$30.00	Hour	2015-Jul-01	2016-Jun-30	1-8682399135	\$0.00	

## Reports

There is one report available called the “Orders and Invoices Summary Report.” This Report allows you to see all the details of the Order and Order Lines and all the Invoices attached. The report includes information such as the name of the RASP Individuals and the all the Dates of Service billed on each Invoice.

If you wish to view this report:

1. Navigate to the My Orders screen. Complete the fields in the “Search Orders” section with the Orders you would like to see and click “Search Orders”.
2. In the Reports drop-down at the top of the screen, select “Orders and Invoices Summary Report”.



3. A new window will open asking if you would like to Open or Save the file (choose the option you prefer).
4. This report will be saved in the Portal and you can view it again later by navigating to the My Reports screen and clicking on the Report Name.

Report Run At: 2015-Jun-25 04:06 PM  
Report Run By: PIV-TEST02\_QQMMNTGGYRS

**Orders and Invoices Summary Report for P4-MCFD-PORTAL CCS AFB**

**BRITISH COLUMBIA**

**Autism:**

Child..... GREEN, GINGER (Sample Name)      Parent/Guardian.....      Program Type.... Autism

Order Number	Status	Received Date	Approv. Date	Date	Date	Amount	Remainder
1-8419488382	Approved	2014-Jul-08	2014-Aug-07	2014-Sep-01	2015-Aug-31	\$2,000.00	\$10.00
Product	RASP Individuals	Qty	Unit Amount	Unit of Measure	Total Before Tax	Dates of Service	
Behaviour Consultant	-	10	\$100.00	Hour	\$1,000.00	2015-Jun-08, 2015-Jun-09	
Behaviour Interventionist	-	1	\$30.00	Hour	\$30.00	2015-Jun-10	

Vendor Invoice #	Status	Invoice Date	Received Date	Type	Payment Method	Invoice Amount	HST/GST
1-8663443537	Ready for Approval	2015-Jun-10	2015-Jun-10	Service Provider	Cheque	\$0.00	\$0.00

Not for external distribution. Security Classification: Medium/Protected

Page 3 of 3

## How to Search for Invoices

### About Invoices

Parents choose a service provider which provides the type of service they require, and notify the Autism Funding Branch using a Request to Pay Service Providers/Suppliers form. After the form is reviewed a letter is sent to both the parent and the service provider that includes a billing number.

To receive a payment for services provided, service providers must submit an Invoice. The Invoice can be submitted electronically in the Service Provider Portal or by mail, fax, or email. The Autism Funding Branch will process the payment and either mail a cheque, deposit payment directly to the service provider's bank account or contact the service provider if further clarification is required.

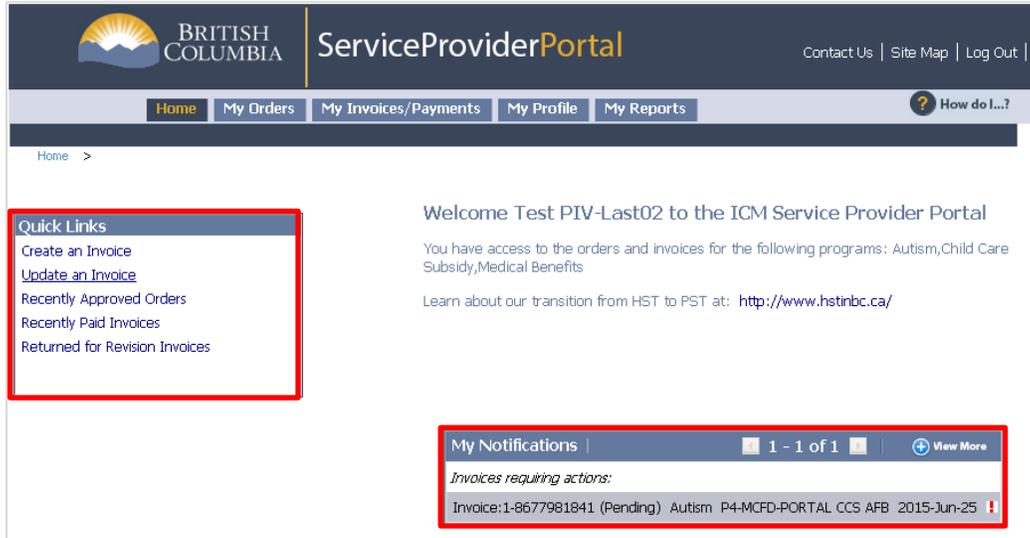
### Create Invoice

To create a new Invoice, click the "Create an Invoice" link from the Home screen or at the top of the My Invoices/Payments screen.

Creating and Updating Invoices instructions are detailed in the "How to Create and Update Invoices" guide.

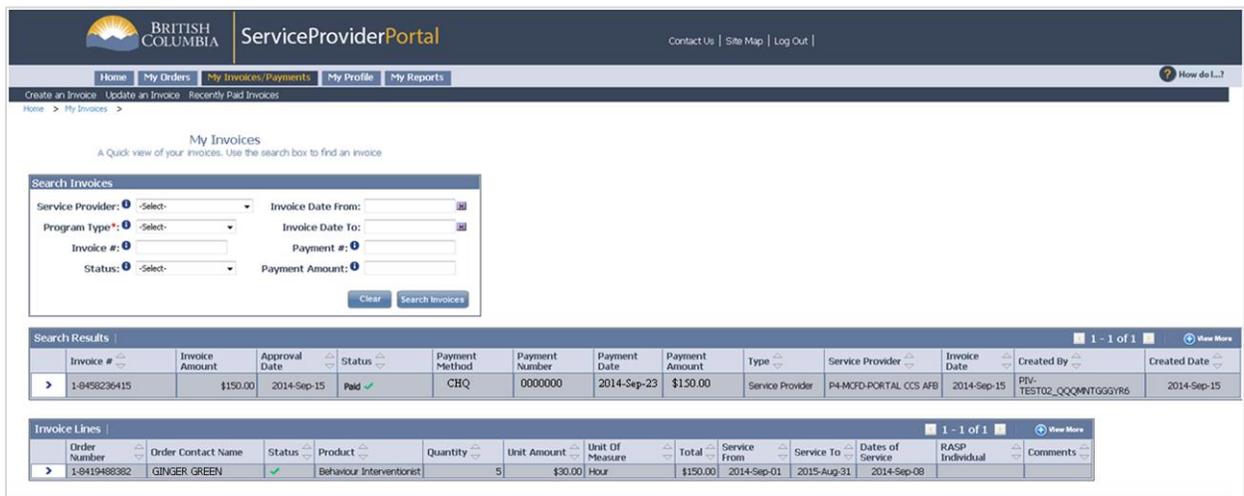
## Quick Links

The Home screen of the Portal has Quick Links for common Invoice functions and searches including: Create an Invoice, Update an Invoice, Recently Paid Invoices, and Returned for Revision Invoices. The Home screen also includes the My Notifications section which includes invoices that are not complete.



Clicking the “Recently Paid Invoices” link will navigate you to the My Invoices/Payment screen and will display all of your paid Invoices (both created in the Portal and those submitted by mail, fax or email) with the most recently paid ones on top.

When you submit an Invoice to the Ministry in the Portal, it will be a few business days before the status changes to “Paid”. Invoices will be in “Paid” status once they are approved by the payment system and the payments generated a few days later. This means that you can see the date the payment will be made in advance of it being sent to you.



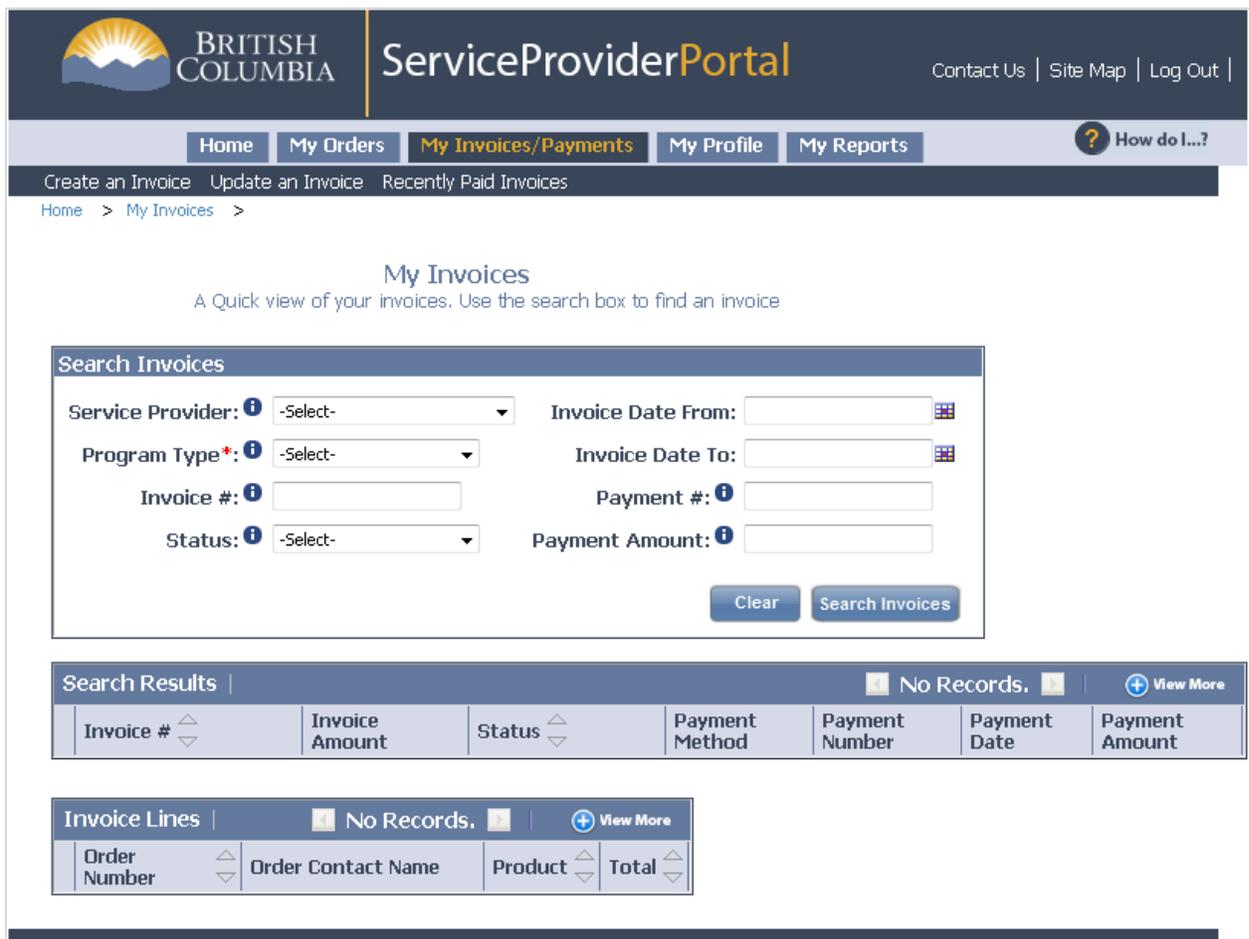
Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By	Created Date
1-8458236415	\$150.00	2014-Sep-15	Paid	CHQ	0000000	2014-Sep-23	\$150.00	Service Provider	P4-MCFD-PORTAL CCS AFB	2014-Sep-15	PIV-TEST02_QQQMNTGGYR6	2014-Sep-15

## My Invoices/Payments screen

This screen allows you to view details about the Invoice and Payments.

The Invoice shows information including the amount of the Invoice, the Status of the invoice, and payment details. The Invoice Lines show the individual Total amounts and hours or days claimed for each child.

When you navigate to the My Invoices/Payments screen, there will be no results displayed until you enter what you want to see in the “Search Invoices” section. You must enter the Program Type but all other fields are optional.



The screenshot shows the 'My Invoices' section of the Service Provider Portal. At the top, there is a navigation bar with 'Home', 'My Orders', 'My Invoices/Payments' (highlighted), 'My Profile', and 'My Reports'. Below this is a sub-navigation bar with 'Create an Invoice', 'Update an Invoice', and 'Recently Paid Invoices'. The main content area is titled 'My Invoices' and includes a search box with the following fields:

- Service Provider:
- Program Type\*:
- Invoice #:
- Status:
- Invoice Date From:
- Invoice Date To:
- Payment #:
- Payment Amount:

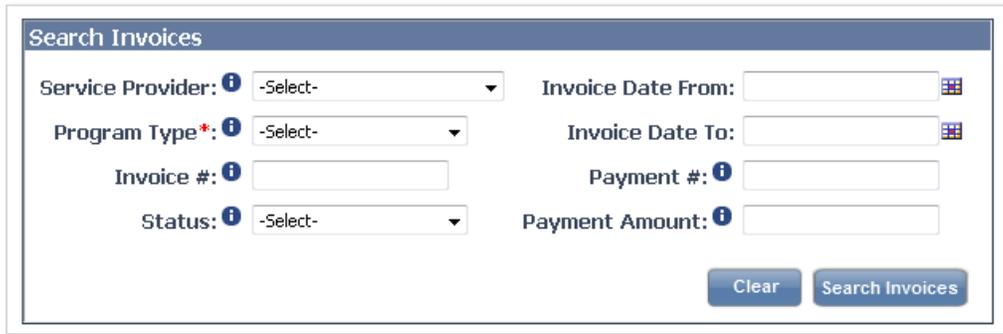
Buttons for 'Clear' and 'Search Invoices' are located below the search fields. Below the search box, the 'Search Results' section shows 'No Records.' and a 'View More' link. Below that, the 'Invoice Lines' section also shows 'No Records.' and a 'View More' link. The table headers for 'Invoice Lines' are:

Order Number	Order Contact Name	Product	Total
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## Searching for Invoices

In the My Invoices/Payments screen you can search for Invoices by entering details in the Search Invoices section. You must enter the Program Type but all other fields are optional.

- Service Provider: The Service Provider.
- Program Type: This is the ministry program. In this case, “Autism”.
- Invoice #: This is the Invoice Number attached to the Invoice.
- Status: You can search for any status. “Ready for Approval” means it was successfully submitted to the ministry. “Approved” means it was approved by the ministry and waiting for the payment system. “Paid” means it has been approved by the payment system and the payment will be generated a few days later.
- Invoice Date From/Invoice Date To: You can use this date range to search for invoices created on a specific date or in a date range. The date must be entered in YYYY-MMM-DD format, or selected using the calendar. The Invoice Date on an Invoice defaults to the date you created the Invoice unless you change the date while working on the Invoice.
- Payment #: If you receive a payment or remittance statement, you can use the Payment number on that statement to look up details about the payment.
- Payment Amount: The amount of the payment.



The screenshot shows a web form titled "Search Invoices". It contains several input fields: "Service Provider" (a dropdown menu with "-Select-"), "Program Type\*" (a dropdown menu with "-Select-"), "Invoice #" (a text input field), "Status" (a dropdown menu with "-Select-"), "Invoice Date From:" (a date input field with a calendar icon), "Invoice Date To:" (a date input field with a calendar icon), "Payment #" (a text input field), and "Payment Amount:" (a text input field). At the bottom right of the form are two buttons: "Clear" and "Search Invoices".

Example searches:

- To see just see Paid invoices: click the “Recently Paid Invoices” link on the Home screen.
- To see if the Invoice just completed was submitted successfully: choose “Autism” in the Program Type field, and choose “Ready for Approval” in the Status field. (Note: if there are no results you may want to try again with “Approved” in the Status field).
- To see all invoices paid for a year: choose “Autism” in the Program Type field, enter the beginning date of the year in the Invoice Date From field and the end date of the year in the Invoice Date To field, and choose “Paid” in the Status field.

After you’ve selected what you are searching for, click the “Search Invoices” button.

## Invoice Search Results

The Invoice Search Results will display Invoices that match your search. There are two sections in this view: Search Results and Invoice Lines. The Invoice Lines show details about whichever Invoice is selected.

- Invoice Search Results: The Invoice shows information including the amount of the Invoice, the Status of the invoice, and payment details.
- Invoice Lines: The Invoice Lines show details about each individual Order Line claimed including the child’s name, Product (service provided), number of hours or days and the Total amount.

Search Results													
Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By	Created Date	
> 1-8663443537	\$1,030.00		Ready For Approval 					Service Provider	P4-MCFD-PORTAL CCS AFB	2015-Jun-10	PIV-TEST02_QQMNMTGGYR6	2015-Jun-10	

Invoice Lines													
Order Number	Order Contact Name	Status	Product	Quantity	Unit Amount	Unit Of Measure	Total	Service From	Service To	Dates of Service	RASP Individual	Comments	
> 1-8419488382	GINGER GREEN		Behaviour Consultant	10	\$100.00	Hour	\$1,000.00	2014-Sep-01	2015-Aug-31	2015-Jun-08			
 1-8419488382	GINGER GREEN		Behaviour Interventionist	1	\$30.00	Hour	\$30.00	2014-Sep-01	2015-Aug-31	2015-Jun-10			

## Viewing Invoice details

The Invoice Search Results displays up to five records but more may exist. The title bar of this section will indicate how many Invoices are displayed and how many there are in total (example: “1 - 5 of 10 +” means there are 5 Invoices displayed but over 10 in total). You can see the next set by clicking the arrow to the right. There is also a “View More” button in this section so you can see more Invoices on one screen.

Search Results													
											1 - 5 of 10+ 		

The Invoices may be sorted by a field by clicking the up or down arrows in the column title. The green arrow indicates how the Invoices are sorted.

Search Results													
Invoice #	Invoice Amount	Approval Date 	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By	Created Date	
											1 - 5 of 11+ 		

To view Invoice Line details for an Invoice, click the selector icon  beside the Invoice.

To view more details about the Invoice, or to print the Invoice, click on the Invoice Number. This navigates you to the “Invoice detailed view” that allows you to see details including all the Order Lines associated to the Invoice. You can then click the “Order Number” from here if you want to see more details about the Order.

Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By	Created Date
1-8663146138	\$600.00		Cancelled X					Service Provider	P4-MCFD-PORTAL CCS AFB	2015-Jun-10	PIV-TEST02_QQQMNTGGYR6	2015-Jun-10
1-8663146309	\$630.00		Cancelled X					Service Provider	P4-MCFD-PORTAL CCS AFB	2015-Jun-10	PIV-TEST02_QQQMNTGGYR6	2015-Jun-10
1-8663146628	\$100.00		Cancelled X					Service Provider	P4-MCFD-PORTAL CCS AFB	2015-Jun-10	PIV-TEST02_QQQMNTGGYR6	2015-Jun-10
1-866344353	\$1,030.00		Ready For Approval					Service Provider	P4-MCFD-PORTAL CCS AFB	2015-Jun-10	PIV-TEST02_QQQMNTGGYR6	2015-Jun-10

**Invoice detailed view**  
A detailed view of your invoice

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**Invoice**

Status: **Ready for Approval**      Invoice Date: **2015-Jun-10**      Invoice Amount: **\$1,030.00**      Comments: **0**

Type: **Service Provider**      Period: **Jun 2015**      GST/HST: **\$0.00**      Remittance Description: **0**

Program Type: **Autism**      Approval Date:       Payment Method: **Cheque**

Program Area

Service Provider: **P4-MCFD-PORTAL CCS AFB**      Created By: **PIV-TEST02\_QQQMNTGGYR6**      Organization: **P4-MCFD-PORTAL CCS AFB**

Payee: **P4-MCFD-PORTAL CCS AFB**      Created Date: **2015-Jun-10**

Invoice Number: **1-866344353**

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**Invoice Lines**

Order Number	Order Contact Name	Status	Product	Quantity	Unit Amount	Unit Of Measure	Total	Service From	Service To	Dates of Service	RASP Individual	Comments
1-8419488382	GINGER GREEN	⚠	Behaviour Consultant	10	\$100.00	Hour	\$1,000.00	2014-Sep-01	2015-Aug-31	2015-Jun-08		
1-8419488382	GINGER GREEN	⚠	Behaviour Interventionist	1	\$30.00	Hour	\$30.00	2014-Sep-01	2015-Aug-31	2015-Jun-10		

## Payments

You will continue to receive payments in the same manner, either by Electronic Funds Transfer (EFT) deposited directly to your bank account, or by cheque via Canada Post.

To view Payments, you will need to locate the Paid Invoice. In the My Invoices/Payments screen you can search for Invoices by entering details in the Search Invoices section. You must enter the Program Type but all other fields are optional.

The Search Results will provide you with a list of your Paid Invoices and more detailed information, such as the Payment Method, Payment Number, Payment Date, and Payment Amount.

Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By	Created Date
1-8458236415	\$150.00	2014-Sep-15	Paid ✓	CHQ	0000000	2014-Sep-23	\$150.00	Service Provider	P4-MCFD-PORTAL CCS AFB	2014-Sep-15	PIV-TEST02_QQQMNTGGYR6	2014-Sep-15

You can also use the “Recently Paid Invoices” link on the Home screen or at the top of the My Invoices/Payment screen to quickly see a list of recently paid invoices.

## Cancel or Update Invoice

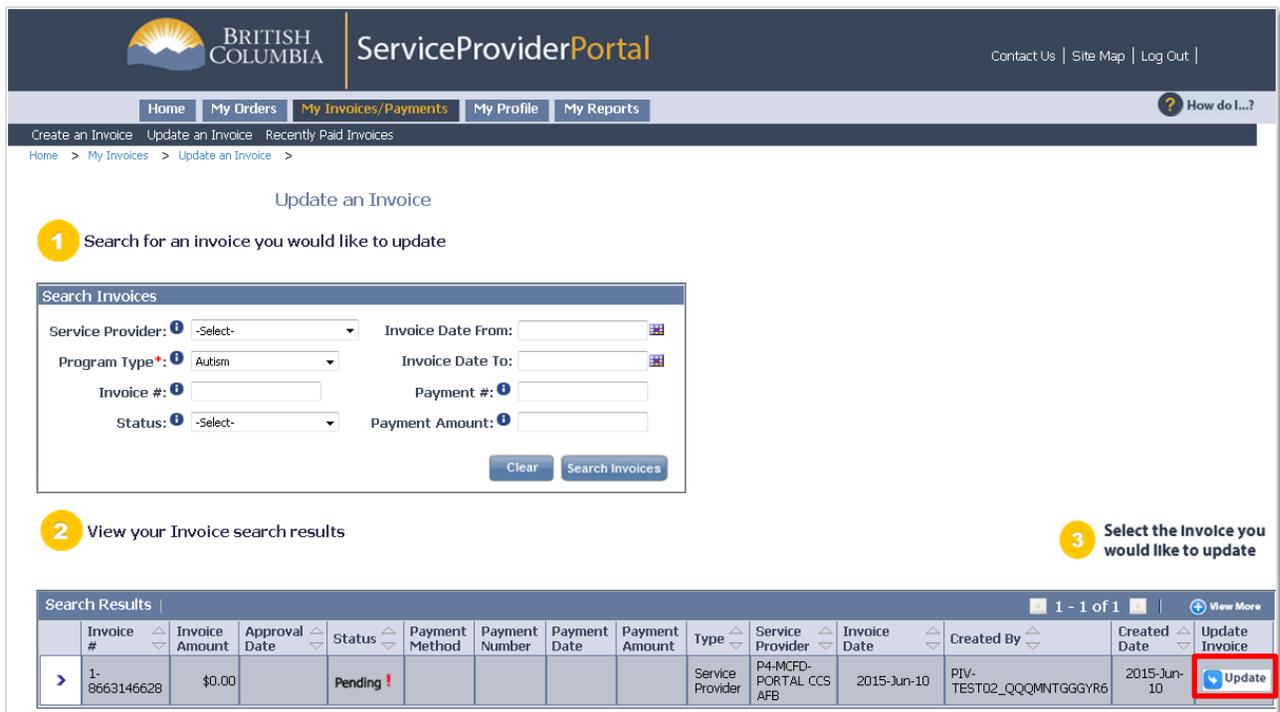
Invoices created and not submitted or cancelled are saved in a Pending state. These invoices may have Order Lines tied to them, which may prevent you from billing these Order Lines on another Invoice.

After you submit an invoice through the Portal, it will be validated by ministry staff. The ministry cannot change information you have entered on invoice lines. This is to preserve the financial integrity and audit trail of the record. If changes need to be made, the ministry program will electronically return the invoice through the Portal and send you an email or call you explaining the revisions required.

Pending and Returned for Revision Invoices are displayed on the Home screen in the My Notifications section. You can also search for a specific Invoice using the “Update an Invoice” quick link on the Home screen or at the top of the My Invoices/Payments screen.

### 1. Locate the Invoice

- From the My Notifications on the home screen: Click on the Invoice Number, or
- From the “Update an Invoice” link: enter details in the Search Invoices section and click “Search Invoices”. When the Invoice is located, click Update



The screenshot shows the 'Update an Invoice' page in the Service Provider Portal. It includes a search form with fields for Service Provider, Program Type, Invoice #, Status, Invoice Date From/To, Payment #, and Payment Amount. Below the form is a table of search results. The first result is an invoice with a status of 'Pending' and a value of \$0.00. A red box highlights the 'Update' button in the 'Update Invoice' column of the table.

Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By	Created Date	Update Invoice
1-0663146628	\$0.00		Pending !					Service Provider	P4-MCFD-PORTAL CCS AFB	2015-Jun-10	PIV-TEST02_QQQMNTGGYR6	2015-Jun-10	Update

### 2. This will navigate to Step 1 of the invoice creation process

- To Cancel the Invoice, click “Cancel Invoice” at the bottom of the screen, or
- To Update the Invoice, enter invoice details and click “Next” to navigate through screens that are already fully completed.

If you need to update an Invoice that has already been submitted to the ministry, please contact the Autism Funding Branch to have the invoice Returned for Revision.

## Frequently Asked Questions (FAQ)

### Order Frequently Asked Questions (FAQ)

**Q:** There are approved Orders with remaining amounts for children who are no longer receiving services with me, how do I get them cancelled?

**A:** The parent/guardian should inform the Autism Funding Branch of any changes to their funding such as child ending services with you. If the child is no longer receiving services, do not bill for those Orders. The parent/guardian may contact the Autism Funding Branch to request the Orders be cancelled. You may notify the Autism Funding Branch that services have ceased to have it noted on the child's account.

**Q:** Can I see Orders for products such as equipment?

**A:** In the Portal you can see all Orders and Order lines for all products and services approved with you. You cannot submit invoices in the Portal for products such as equipment.

### Invoice Frequently Asked Questions (FAQ)

**Q:** I got an error message when submitting an Invoice, how do I know if it was received?

**A:** To see if the Invoice just completed was submitted successfully go to the My Invoices/Payments screen and search for the Invoice. If the invoice is in "Ready for Approval", "Approved" or "Paid" Status then it was received successfully by the ministry. If it is in another Status, such as "Pending" or "Cancelled", then it has not been received by the ministry.

In the Search Invoices section:

- Choose "Autism" in the Program Type field, and enter the Invoice number in the Invoice # field

**Q:** How do I print Invoices?

**A:** There is no print feature built into the Portal so you will use the print features on your internet browser. You may want to use Print Preview before printing and adjust the print settings so the Invoice prints on one page.

You can print from the Confirmation page when you submit an Invoice or search for the Invoice at any time. The best view to print from is the Invoice Detailed view as it shows all the Order Lines associated to the invoice. To see this view, search for the invoice and then click on the Invoice Number in the Search Results section of the My Invoices/Payments screen.

**Q:** The Invoice Status is "Paid" but I have not yet received a payment, what does this mean?

**A:** When you submit an Invoice to the Ministry, it will be a few business days before the status changes to "Paid". Invoices will be in "Paid" status once they are approved by the payment

system and the payments generated a few days later. This means that you can see the date the payment will be made in advance of it being sent to you. The date of the payment is in the “Payment Date” field when looking for invoices.

If there are no payment details on the Invoice yet, they are usually populated one business day after the status changes to Paid. If there are payment details on the Invoice, the payment will be made on the Payment date. For Electronic Funds Transfer (EFT) the funds will be transferred to your account on the Payment Date but your bank may require additional time to display the payment to you. For Cheque (CHQ) payment, please allow up to 10 business days for Canada Post mailing times.

**Q:** I received a payment from the Autism Funding Branch but I don’t know what invoice it is for, is there a way to look it up in the Portal?

**A:** In the My Invoices/Payments tab, you can search using the Payment #. This is number will be on the remittance statement you received with the payment.

If you cannot locate an Invoice after entering this Payment number you can call the Autism Funding Branch for assistance.