

Welcome to the ICM Service Provider Portal

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Welcome!

Welcome to the British Columbia ICM Service Provider Portal. Service providers are key and valued partners in the delivery of service to British Columbia's children and families. As such, we are continuously looking for ways to improve how we work together to deliver vital services to the individuals and families we serve.

What is the Portal?

The Service Provider Portal is a secure interface for Child Care Providers to access self-service options such as creating and submitting claims to the Child Care Service Centre electronically and viewing the status of Benefit Plans and payments.

The Portal will provide you with:

- The ability to create an invoice and submit it electronically, replacing the need to send paper invoices and increasing the speed with which payment may be generated. Invoices may also be printed off for your records.
- Access to view approved Affordable Child Care Benefit Orders, allowing you to create Invoices as soon as the Orders are approved.
- Access to view the status of your payments, including payments related to paper invoices. The payment details include the payment amount and the payment date. 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.

The Portal is available for access 24 hours per day, 7 days per week. Ministry support is available Monday through Friday from 8:30 a.m. – 4:30 p.m., excluding statutory holidays.

Visibility and Privacy

In accordance with Freedom of Information and Protection of Privacy legislation, individuals authorized to access the Portal are able to see information pertaining to all the children for whom your organization is authorized to provide services. This information is the same as what you currently receive in paper format (e.g. the name of the individual receiving service or the amount and types of service authorized).

You will not be able to see the same detailed information as ministry staff, nor can you see information associated with individuals for whom you are not authorized to provide services and/or equipment.

For more information on visibility and privacy in the ICM system, please see:

<https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/foipppa/information-privacy-and-security-foipppa>

Getting Started

Computer System Requirements

To use the Service Provider Portal, it is recommended you use one of the following operating systems and Internet browsers:

Operating Systems:

- Windows Vista (32 bit)
- Windows 7 (32 bit)

Browsers:

- Internet Explorer (version 11)
- Google Chrome (version 58+)
- Firefox ESR 32bit (45 +)

If you are not currently using one of the above browsers, you can download and install them by clicking the related icon or going to the related URL and following the instructions:

Google Chrome https://www.google.com/intl/en_uk/chrome/browser/



Firefox <https://www.mozilla.org/en-US/firefox/new/>



You will also need **Adobe Acrobat Reader** (version 7 or higher). You can download Acrobat Reader at <http://get.adobe.com/reader/otherversions/>



BCeID Requirements and Registration Assistance

To access the Service Provider Portal, your organization must have a Business BCeID (which is different from a Basic or Personal BCeID).

If you already have a Business BCeID to access the Child Care Operating Fund Online Service, you can use your existing Business BCeID and password.

If you do not have a Business BCeID, go to www.bceid.ca to begin the registration process:

- Select the Register for a Business BCeID link on the main page and then select Start Registration and follow the instructions.
- You may be required to verify your identity and residential address by presenting Identification Documents at a BCeID Point of Service location.

Request Access to the Service Provider Portal

Access to the Service Provider Portal is available to Licensed Child Care Providers only.

Once you have a Business BCeID, you will need to complete and submit the [Service Provider Portal Access Request](#) form (CF3001) to the Child Care Service Centre. The form can be submitted by mail, fax or by email to:

Email: MCF.ServiceProviderPortal@gov.bc.ca

Mail: PO Box 9953 STN PROV GOVT
Victoria BC V8W 9R3

Fax: 1 877 544-0699

You will be notified by email when your access has been granted and what information and programs you are able to view. The email will be sent from a generic do-not-reply address so you may need to review your email program settings if it accepts these types of emails. To follow up on your request for access to the Portal, you may email MCF.ServiceProviderPortal@gov.bc.ca.

Navigating the Service Provider Portal

Log in to the Service Provider Portal

Go to https://icm.ext.gov.bc.ca/epsportal_prd to log in.

Enter your Business BCeID user name into the BCeID field. Enter your Business BCeID password into the Password field. Press 'Continue'.

You will then see a second log-in screen with account messages such as password re-set attempts and your logon history.



The screenshot shows a login interface with two main sections. The left section is titled 'Log in with BCeID' and contains a 'User ID' field with a dropdown menu, a 'Password' field, and a 'Continue' button. Below these fields are links for 'Forgot your user ID or password?' and 'No account? Register for a BCeID'. The right section is titled 'Or log in with:' and contains a 'Log in with IDIR' button and a link for 'Need help? Contact the BCeID Help Desk'.

Your Home Screen

Once you have logged onto the Portal using your BCeID user ID and password, you will be taken to the Home Screen.



Quick Links

- [Start an Invoice](#)
- [Update an Invoice](#)
- [Recently Approved Orders](#)
- [Recently Completed Invoices](#)
- [Returned for Revision Invoices](#)

Welcome Sherri Proceviat to the ICM Service Provider Portal

You have access to the orders and invoices for the following programs:
Child Care.

My Notifications Menu 1 - 5 of 5+ [View More](#)

The following invoices require attention. Invoices dated 7 days previous will be cancelled by the system.

Invoice #	Program Type	Service Provider	Invoice Date	Status	Returned for Revision Comments
Invoice:1-5105526213 (Pending)	Child Care	PRODUCTION SUPPORT TEST B...	2019-Apr-11	!	
Invoice:1-4845113658 (Returned...	Child Care	PRODUCTION SUPPORT TEST B...	2017-Sep-15	!	Fix yo date
Invoice:1-5082718393 (Pending)	Child Care	PRODUCTION SUPPORT TEST B...	2018-Sep-12	!	
Invoice:1-5082718483 (Pending)	Child Care	PRODUCTION SUPPORT TEST B...	2018-Sep-19	!	
Invoice:1-5101072043 (Pending)	Child Care	PRODUCTION SUPPORT TEST B...	2018-Nov-29	!	

The Welcome message located in the centre of your screen informs you of:

- What information you can access in the Portal and for which program(s)
- Important information or current notices

Welcome Sherri Proceviat to the ICM Service Provider Portal

You have access to the orders and invoices for the following programs:
Child Care.

Quick Links

The Home screen of the portal includes Quick Links, located on the left hand side, providing shortcuts to commonly used tasks:

- Start an Invoice.
- Update an Invoice.
- Recently Approved Orders – lists your orders sorted by approval date.
- Recently Completed Invoices – lists your recently completed invoices.
- Returned for Revision Invoices – lists your invoices that have been returned for revision.



My Notifications

My Notifications are located in the centre of your screen and contain:

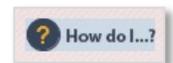
- Invoices requiring action – you can access the invoice by clicking on the Invoice Number.



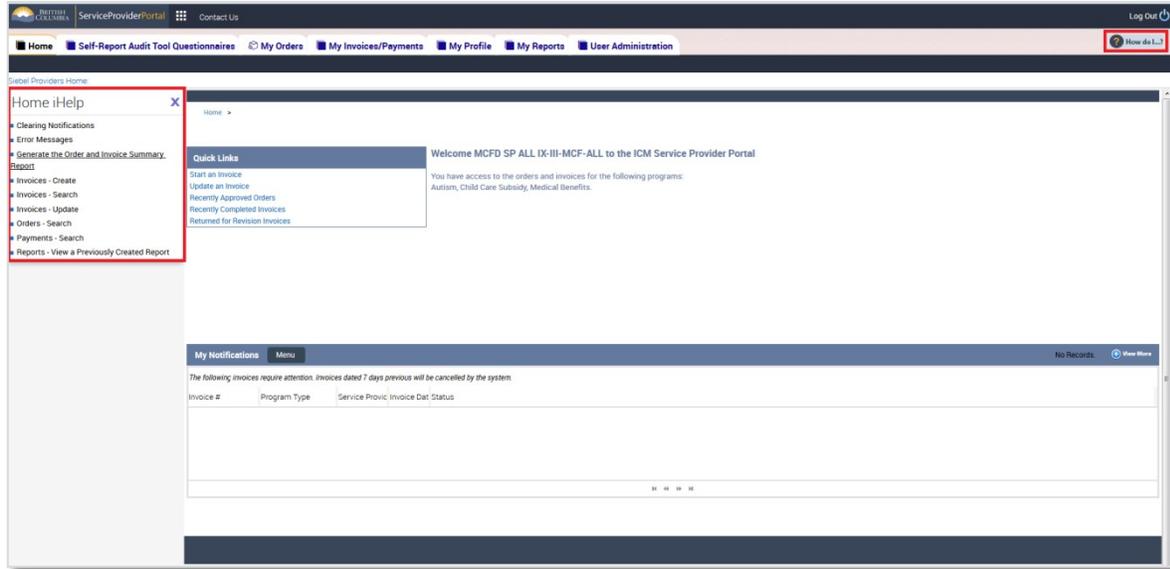
iHelp and Information Icons

Accessing iHelp

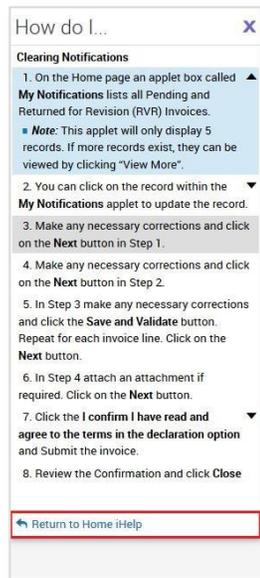
The Portal has iHelp topics that can be accessed by clicking the “How do I ...?” icon located along the top far right corner of your Home Screen.



This contains a list of iHelp topics and step-by-step instructions for completing various tasks in the Portal. The iHelp will open in a sidebar and you can keep working in the Portal with the iHelp sidebar open.



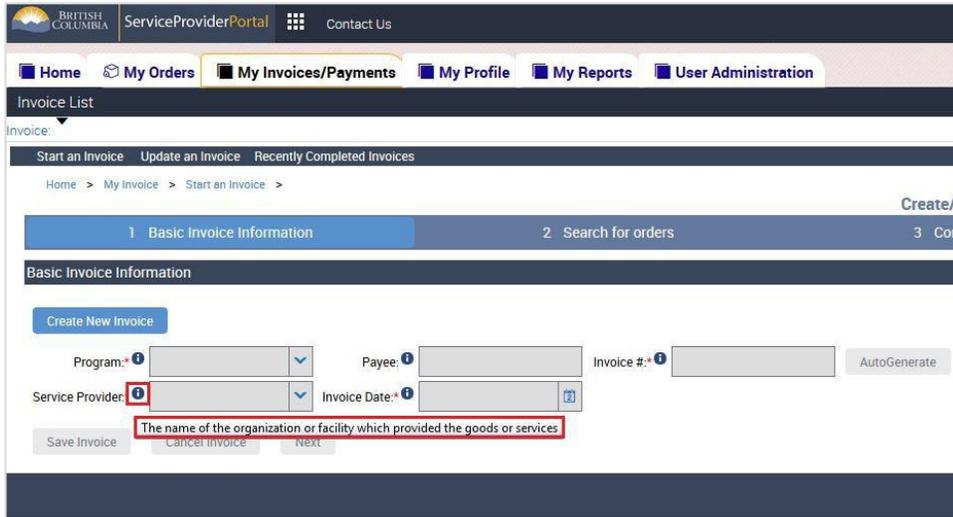
By accessing iHelp, you can find step-by-step instructions on the following topics:



- Clearing Notifications.
- Run the Order and Invoice Summary Report
- Create an Invoice
- Search for an Invoice
- Update an invoice
- Search for an Order
- Search for a Payment

Information Icons

Some views in the Portal include information icons  which display text to assist you when you hover over the icon.



Screens/Views

Across the top of the screen are five tabs that provide easy navigation to:

- Home
- My Orders - Orders are products and services that have been approved by the Ministry and enable you to create invoices to receive payment.
- My Invoices/Payments - To receive a payment for services provided, care providers must submit an Invoice each month.
- My Profile – Shows care provider and facility related information.
- My Reports – Allows you to view reports that have been previously created.
- User Administration – Allow the addition and modification of portal users.



Some of the screens have additional quick links to common tasks in the dark blue bar under the screen titles. Below is a navigation trail showing the path you have taken to get to the current screen. You can click one of the previous screen names to quickly navigate back to that screen.

Searching, Viewing and Sorting

The My Orders and My Invoices/Payments screens have Search sections. In these sections, only the Program Type (Child Care) is a required field but you can use the other fields to help refine your search.



Search Orders

Program Type: Order #: Contact Last Name:

Service Provider: Status: Contact First Name:



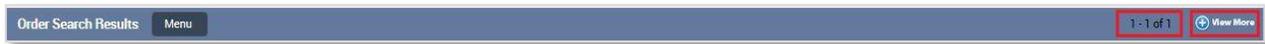
Search Invoices

Program: Invoice #: Contact Last Name: Payment #:

Service Provider: Invoice Date From: Contact First Name: Payment Amount:

Status: Invoice Date To:

The Search Results displays up to five records but more may exist. The title bar of this section will indicate how many records are displayed and how many there are in total (example: “1 - 5 of 10 +” means there are 5 records 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 records on one screen. This option to view more records also appears in the some of the Create an Invoice screens.

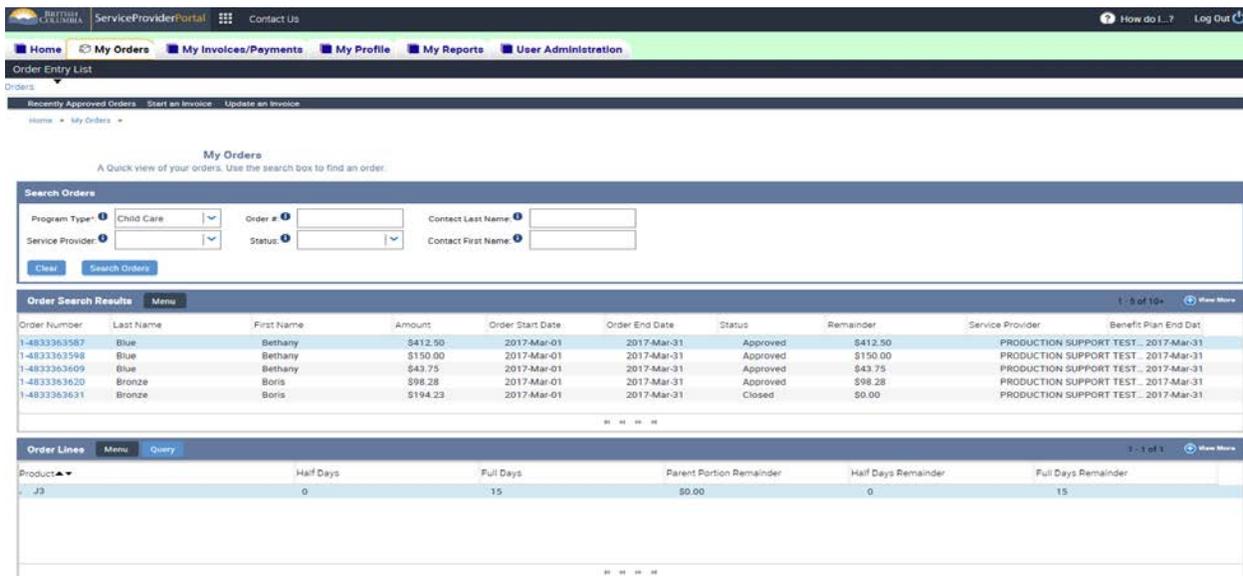


The records may be sorted by any field by clicking the up or down arrows in the column title. The green arrow indicates how the records are sorted.



Order Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-9293360742	Austin	Steve		\$2,000.00	2016-Mar-01	Feb-28	Approved	\$2,000.00	AUTISM, CHILD RECOR

Columns can also be resized to display more information such as longer names. Simply hover on the edge of the column and click and drag the column to resize.



My Orders

A Quick view of your orders. Use the search box to find an order.

Search Orders

Program Type: Child Care Order #: Contact Last Name:

Service Provider: Status: Contact First Name:

Order Search Results

Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Benefit Plan End Date	Remainder	Service Provider
1-4833363587	Blue	Bethany	\$412.50	2017-Mar-01	2017-Mar-31	Approved		\$412.50	PRODUCTION SUPPORT TEST - 2017-Mar-31
1-4833363598	Blue	Bethany	\$150.00	2017-Mar-01	2017-Mar-31	Approved		\$150.00	PRODUCTION SUPPORT TEST - 2017-Mar-31
1-4833363609	Blue	Bethany	\$43.75	2017-Mar-01	2017-Mar-31	Approved		\$43.75	PRODUCTION SUPPORT TEST - 2017-Mar-31
1-4833363620	Bronze	Boris	\$98.28	2017-Mar-01	2017-Mar-31	Approved		\$98.28	PRODUCTION SUPPORT TEST - 2017-Mar-31
1-4833363631	Bronze	Boris	\$194.25	2017-Mar-01	2017-Mar-31	Closed		\$0.00	PRODUCTION SUPPORT TEST - 2017-Mar-31

Order Lines

Product	Half Days	Full Days	Parent Portion Remainder	Half Days Remainder	Full Days Remainder
J3	0	15	\$0.00	0	15

Below the search results is a line details section. This shows details about whichever line is selected in the search results section. To select a record to view details, click the line you wish to see.

To view more details about the record, click on the Order or Invoice Number. This navigates you to a detailed view.

Navigating Through Screens

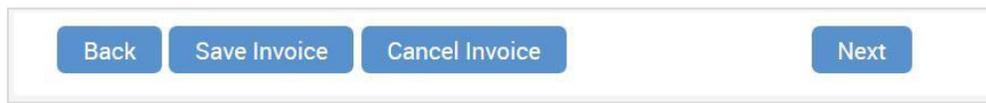
It is **NOT** recommended to use the browser's Back arrow to return to the previous screen, or press any buttons while the system is processing, as either will lead to an error message.



To return to a previous screen, use the navigation trail or click on one of screen links or quick links to return to those areas.



In the Create/Update an Invoice process, use the buttons at the bottom of the screens to navigate through the process or to Save or Cancel the Invoice.



How to Search for Orders

About Orders

Through the Service Provider Portal, you can view your orders. Orders are products and services that have been approved by the ministry and enable you to create invoices to receive payment.

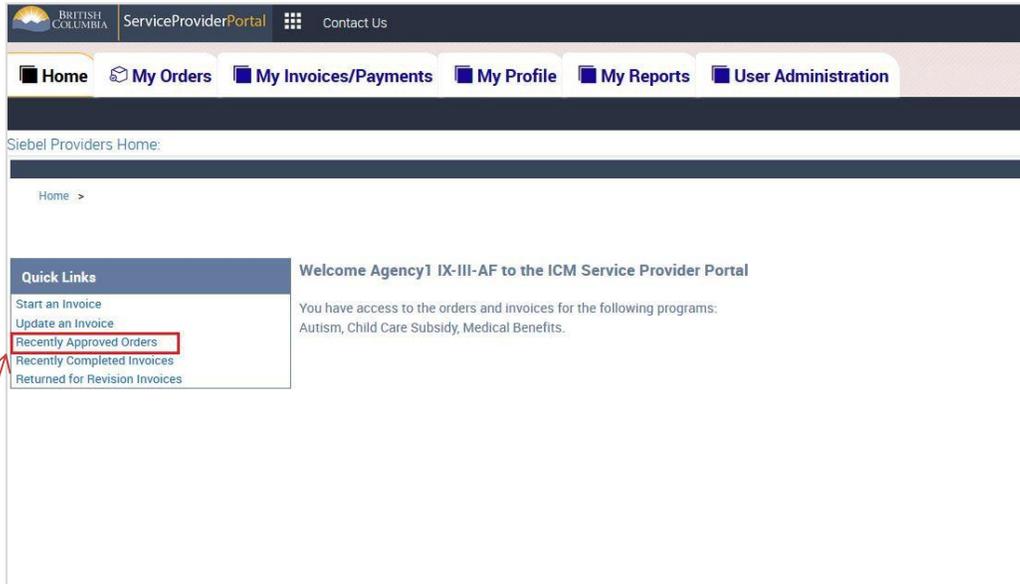
The Orders are visible in the care provider Portal as soon as they are approved by the ministry so you can view the details and submit invoices without waiting for mail correspondence.

For details about how long a parent is approved to receive the Affordable Child Care Benefit, please refer to your Benefit Plan letter. Orders for future months are not visible as they are created as part of a month-end process in the system so you are not able to see how long the Benefit Plan is approved for in the Portal.

You do not need to create an invoice to see if the Affordable Child Care Benefit is approved, you can search for Order separately.

Quick Links

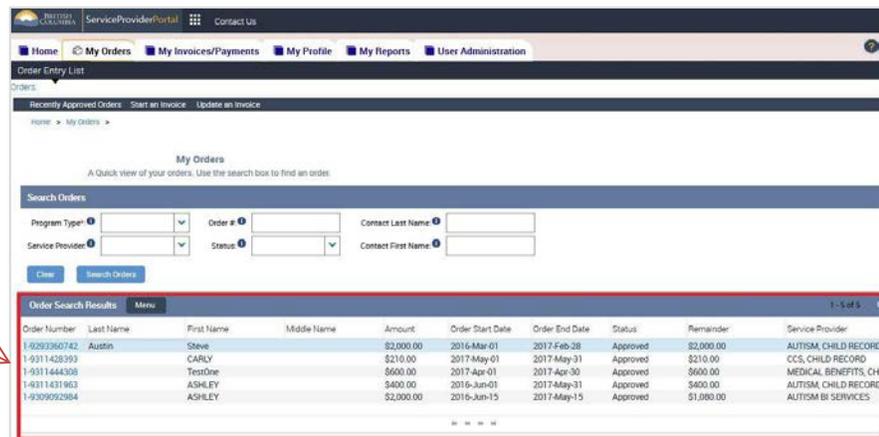
The Home screen of the Portal has Quick Links to view “Recently Approved Orders.”



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 Amount of Benefit or Special Needs Supplement approved and the Remainder. The Order Lines show details about the Order including the Product (care code) and number of days approved.

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.

BRITISH COLUMBIA ServiceProviderPortal Contact Us
Log Out

Home
My Orders
My Invoices/Payments
My Profile
My Reports
User Administration

Order Entry List

Orders:

Recently Approved Orders Start an Invoice Update an Invoice

Home > My Orders >

My Orders

A Quick view of your orders. Use the search box to find an order.

Search Orders

Program Type:

Service Provider:

Order #:

Status:

Contact Last Name:

Contact First Name:

Clear Search Orders

Order Search Results Menu No Records. [View More](#)

Order Number	Last Name	First Name	Order Start Date	Order End Date	Status	Remainder
<p>« ‹ › » »</p>						

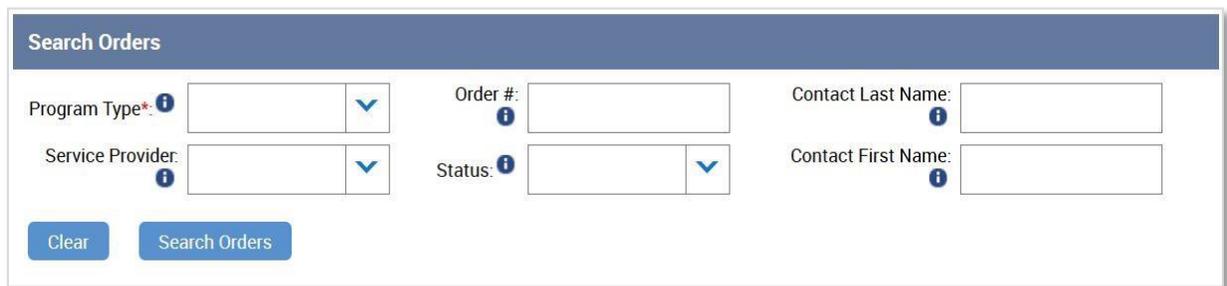
Order Lines Menu Query No Records. [View More](#)

Product	Total Amount

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 and is different than the parent's Case 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 Benefit Plan letter 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 Service Provider or facility where the child attends. Some businesses have only one facility (such as a Licensed Family daycare) while other businesses will have many facilities (such as an organization with multiple Licensed Group Facilities).
- Program Type: This is the ministry program. In this case, "Child Care".
- Status: You can view Orders that are Approved, Closed and Cancelled. 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: "Program Type*" (a dropdown menu with a blue downward arrow and an information icon), "Order #" (a text input field with an information icon), "Contact Last Name:" (a text input field with an information icon), "Service Provider:" (a dropdown menu with a blue downward arrow and an information icon), "Status:" (a dropdown menu with a blue downward arrow and an information icon), and "Contact First Name:" (a text input field with an information icon). At the bottom left, there are two buttons: "Clear" and "Search Orders".

Example searches:

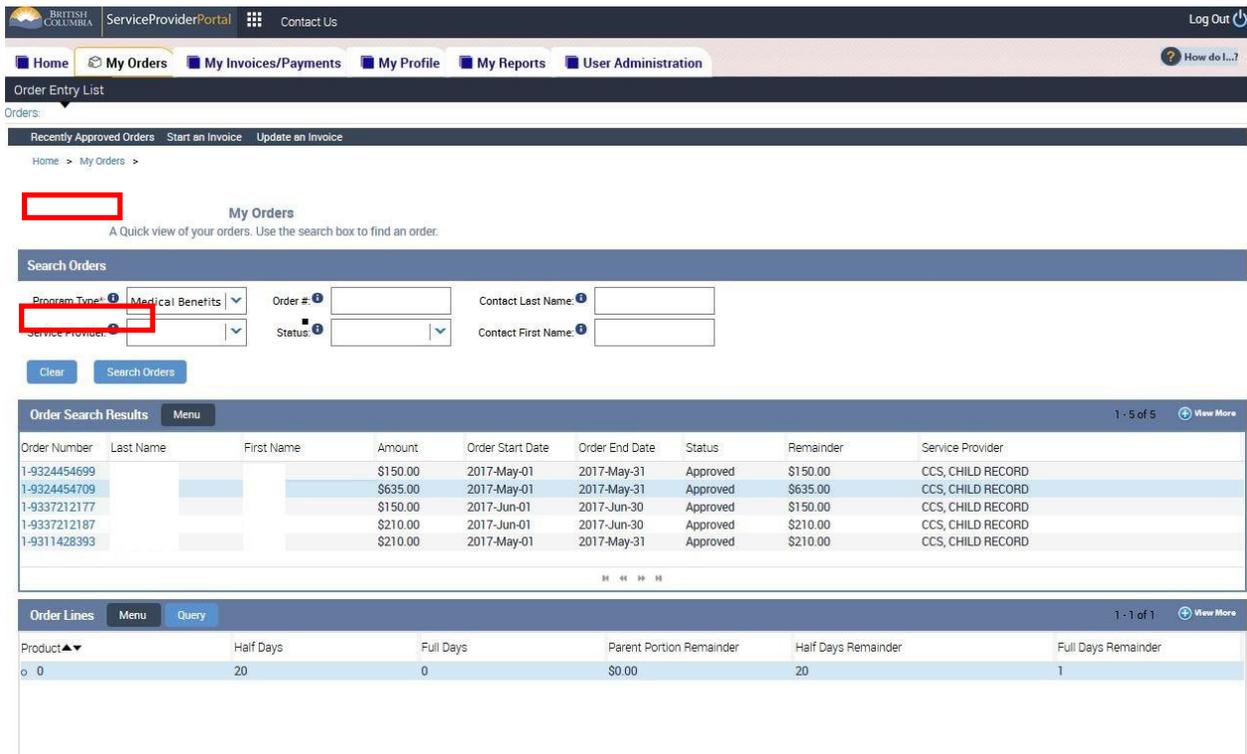
- To see just the most recently approved Orders: click the "Recently Approved Orders" link on the Home screen or at the top of the My Orders screen.
- To see just approved Orders for a specific facility: choose the facility in the Service Provider field, choose "Child Care" in the Program Type field, and choose "Approved" from the Status 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 "Child Care" 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 of Affordable Child Care Benefit or Special Needs Supplement approved and the amount remaining.
- Order Lines: The Order Lines show details about the Order including the Product (care code) and number of days approved.



ServiceProviderPortal | Contact Us | Log Out

Home | My Orders | My Invoices/Payments | My Profile | My Reports | User Administration

Order Entry List

Orders: Recently Approved Orders | Start an Invoice | Update an Invoice

Home > My Orders >

My Orders
A Quick view of your orders. Use the search box to find an order.

Search Orders

Program Type: Medical Benefits | Order #: | Contact Last Name: |
 Service Provider: | Status: | Contact First Name: |

Clear | Search Orders

Order Search Results | Menu | 1 - 5 of 5 | View More

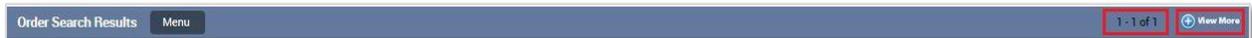
Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-9324454699			\$150.00	2017-May-01	2017-May-31	Approved	\$150.00	CCS, CHILD RECORD
1-9324454709			\$635.00	2017-May-01	2017-May-31	Approved	\$635.00	CCS, CHILD RECORD
1-9337212177			\$150.00	2017-Jun-01	2017-Jun-30	Approved	\$150.00	CCS, CHILD RECORD
1-9337212187			\$210.00	2017-Jun-01	2017-Jun-30	Approved	\$210.00	CCS, CHILD RECORD
1-9311428393			\$210.00	2017-May-01	2017-May-31	Approved	\$210.00	CCS, CHILD RECORD

Order Lines | Menu | Query | 1 - 1 of 1 | View More

Product	Half Days	Full Days	Parent Portion Remainder	Half Days Remainder	Full Days Remainder
0	20	0	\$0.00	20	1

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 | Menu | 1 - 1 of 1 | 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 Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-9293360742	Austin	Steve		\$2,000.00	2016-Mar	Feb-28	Approved	\$2,000.00	AUTISM, CHILD RECOR

To view Order Line details for an Order, click the order number.

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 Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-9324454699			\$150.00	2017-May-01	2017-May-31	Approved	\$150.00	CCS, CHILD RECORD
1-9324454709			\$635.00	2017-May-01	2017-May-31	Approved	\$635.00	CCS, CHILD RECORD
1-9337212177			\$150.00	2017-Jun-01	2017-Jun-30	Approved	\$150.00	CCS, CHILD RECORD
1-9337212187			\$210.00	2017-Jun-01	2017-Jun-30	Approved	\$210.00	CCS, CHILD RECORD
1-9311428393			\$210.00	2017-May-01	2017-May-31	Approved	\$210.00	CCS, CHILD RECORD

Order detailed view
A detailed view of your order

Order Overview

Program Type: Child Care	Order Number: 1-4833363587	Last Name: Blue	Correspondence Comments:
Service Provider: PRODUCTION SUPPORT	Amount: \$412.50	First Name: Bethany	
Payee: PRODUCTION SUPPORT	Remainder: \$412.50	Middle Name: CCS Portal	
Status: Approved	Order Start Date: 2017-Mar-01		Additional Comments:
Case Number: 1-4833341209	Order End Date: 2017-Mar-31		
	Approval Date: 2017-Jul-27		
	Received Date:		

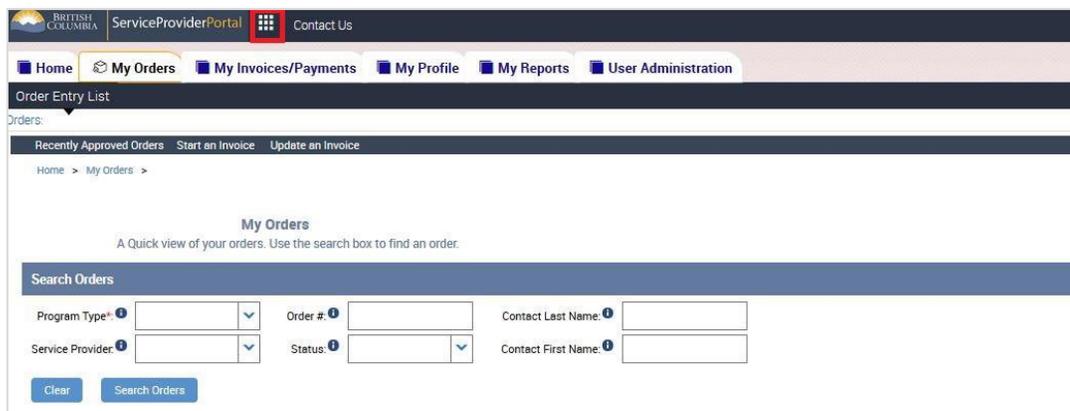
Product	Half Days	Full Days	Parent Portion Remainder	Half Days Remainder	Full Days Remainder
J3	0	15	\$0.00	0	15

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 all of 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. At the top of the page is the  icon. Clicking this will display two options.



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Home My Orders My Invoices/Payments My Profile My Reports User Administration

Order Entry List

Orders:

Recently Approved Orders Start an Invoice Update an Invoice

Home > My Orders >

My Orders
A Quick view of your orders. Use the search box to find an order.

Search Orders

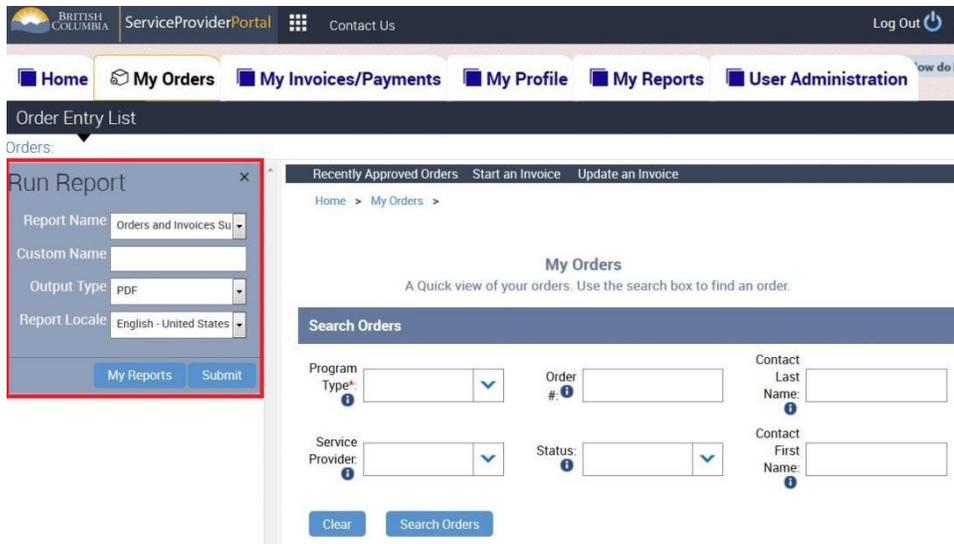
Program Type: Order #: Contact Last Name:

Service Provider: Status: Contact First Name:

Clear Search Orders

3. Select the button indicated by the red square. This is the “Reports” button.





4. The “Run Report” box is now displayed. Clicking on the **Submit** button will generate the report. To navigate to the report from within the “Run Report” box, click the **My Reports** button.

5. Once the “Status” of the report has updated to “Success”, you can click on the report name to open the report.

Note: Sometimes the status will not show as “Success” while remaining on the same page. Simply click to any other heading tab at the top of the screen and then click back into “My Reports”.

The report shows all of the approved order information and invoices created on the order.



Report Run At: 2017-Jun-05 03:32 PM
Report Run By: AFAGENCY1_G002WISSG0YJL

Orders and Invoices Summary Report for FUNDING, AUTISM

Child Care Subsidy:

Child	MILTON IV-III, CARLY FILE REG-CHD	Parent/Guardian	Program Type	Child Care Subsidy
Order Number	1-6337212187	Approved	2017-Jun-01	2017-Jun-30
Effective Start Date		Effective End Date		
Service Provider	CIS, CHILD RECORD	Amount	\$210.00	\$210.00
Name	MILTON IV-III, CARLY FILE REG-CHD	Product	L2 - LG	Half Days
				0
				Full Days
				20
				Parent Portion
				\$0.00

Not for external distribution. Security Classification: Medium/Protected Page 1 of 6

How to Create and Update Invoices

About Invoices

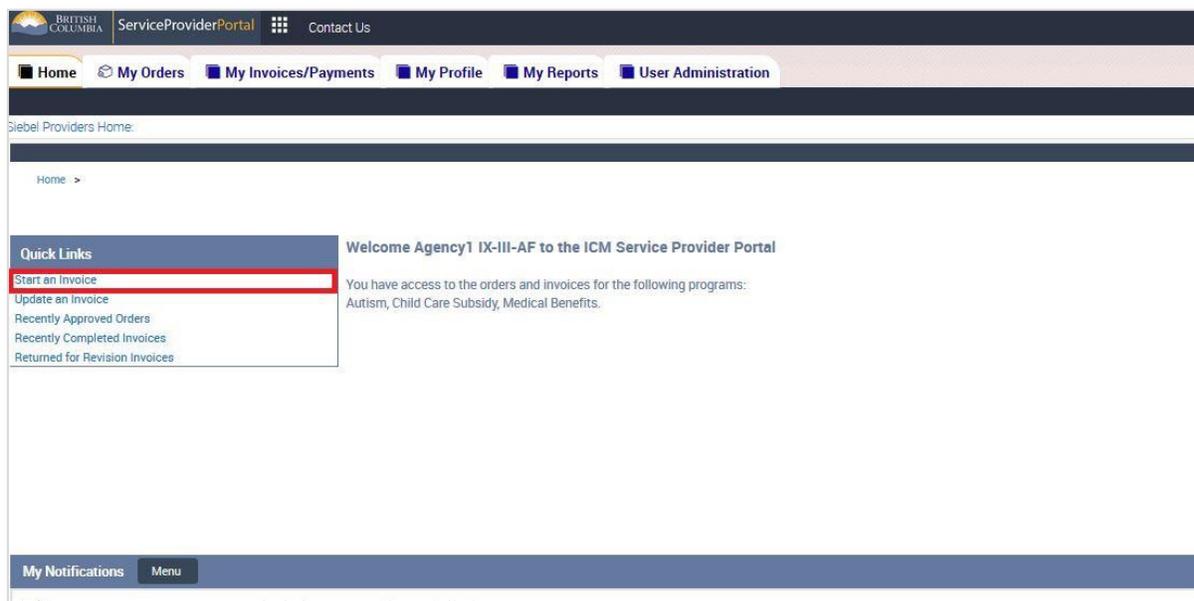
If a parent is eligible for the Affordable Child Care Benefit, both the parent and the child care provider will receive a Benefit Plan letter by mail indicating the amount of the Benefit Plan with the start and end dates.

To receive a payment for services provided, child care providers must submit an Invoice each month. The Invoice may be submitted by mail or fax using the Affordable Child Care Benefit Claim form, or created and submitted electronically in the Service Provider Portal.

The Child Care Service Centre will process the payment and either mail a cheque, deposit payment directly to the child care provider's bank account or contact the child care provider if further clarification is required.

Creating an Invoice

The Home screen of the Portal has Quick Links for common Invoice functions and searches including "Start an Invoice".

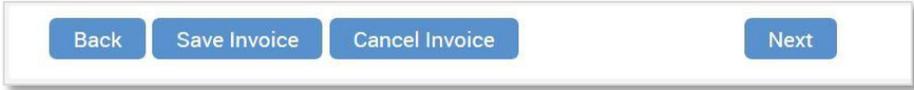


Clicking the "Start an Invoice" link creates a new Invoice and navigates you to the first step in the Create/Update an Invoice process.

Create/Update an Invoice Process

Navigation

When you create a new Invoice or update an existing Invoice you will be navigated to the Create/Update an Invoice five step process. Use the buttons at the bottom of the screens to navigate through the process or to Save or Cancel the Invoice.



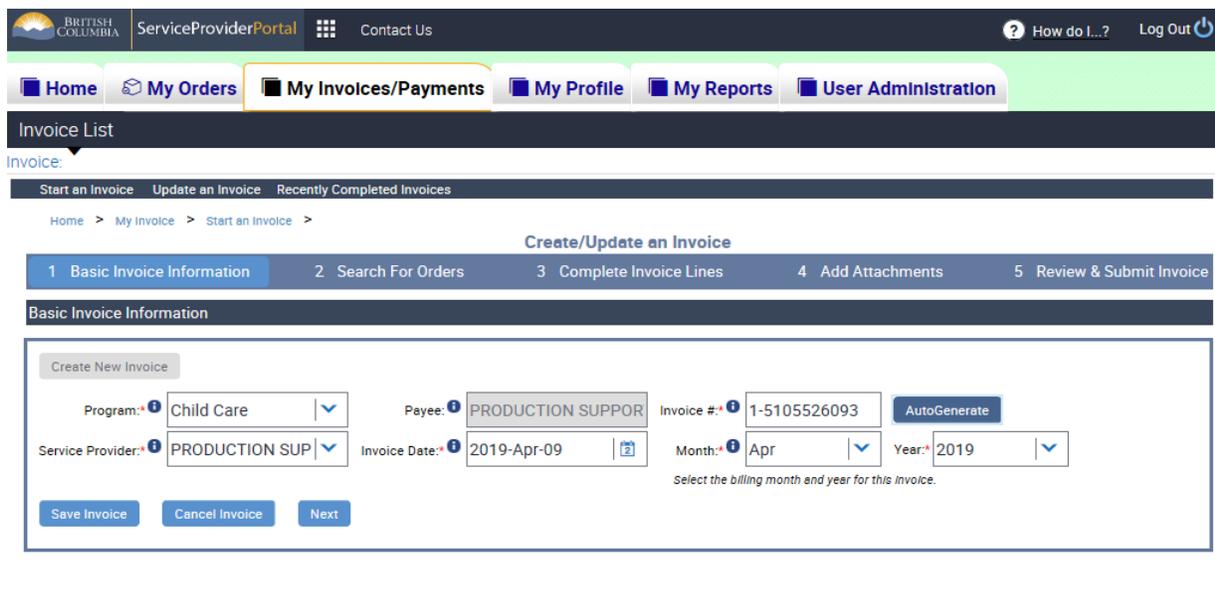
Note: The Invoice is automatically saved when you click “Next”. The “Save Invoice” button only needs to be used if you want to save your progress and return to the Invoice at a later time to complete it.

It is **NOT** recommended to use the browser’s Back arrow to return to the previous screen, or press any buttons while the system is processing as either will lead to an error message.



1: Basic Invoice Information

This step captures the Basic Invoice Information including the Program, Service Provider (or Facility), Month and Year of the services, and the unique Invoice number. After you select the Program, the Month and Year fields will appear.



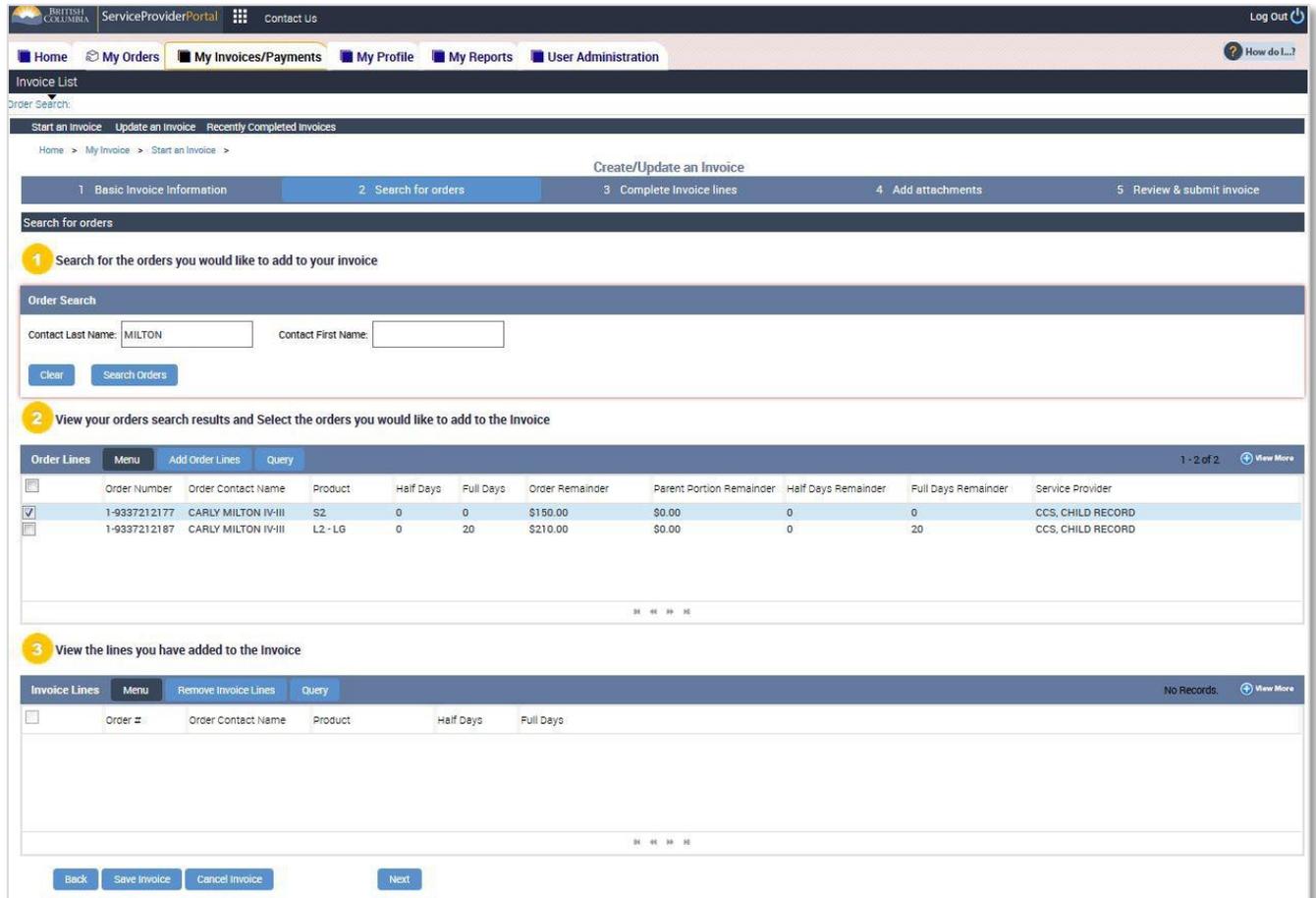
- Program: The ministry case type associated to the Invoice (Child Care).
- Payee: The organization or individual to receive payment from the ministry. The payee cannot be changed in the Portal; it is set by the ministry based on your organization structure.
- Service Provider: The Service Provider (or Facility) where child care is provided.
- Invoice #: The invoice number must be unique to your organization on each invoice. You can enter a number you determine or click the “AutoGenerate” button to have a unique number entered for you.
- Invoice Date: This is the date of the Invoice and defaults to the date it was created. You only need to change this date if you require a different date recorded for your own accounting reasons.
- Month/Year: This is the Month and Year that child care services were provided. Note that you cannot create Invoices for future months or years.

- **Comments:** This is an optional field if you have information you wish to communicate to the ministry. Changes (such as address change, etc.) should be communicated to the ministry by calling the Child Care Service Centre.

After completing the required fields, click “Next”.

2: Search for Orders

This step allows you to add Orders (approved Affordable Child Care Benefit plans for children) to the Invoice. Note: you will edit the number of days and amounts claiming on a later step.



The screenshot shows the 'Create/Update an Invoice' process in the Service Provider Portal. The current step is '2. Search for orders'. The page includes a navigation bar with 'Home', 'My Orders', 'My Invoices/Payments', 'My Profile', 'My Reports', and 'User Administration'. Below the navigation, there are tabs for 'Start an Invoice', 'Update an Invoice', and 'Recently Completed Invoices'. The main content area is titled 'Create/Update an Invoice' and has five steps: 1. Basic Invoice Information, 2. Search for orders, 3. Complete Invoice lines, 4. Add attachments, and 5. Review & submit invoice. Step 2 is active. It contains an 'Order Search' form with fields for 'Contact Last Name' (MILTON) and 'Contact First Name'. Below the form are 'Clear' and 'Search Orders' buttons. A table below shows search results for 'Order Lines' with columns: Order Number, Order Contact Name, Product, Half Days, Full Days, Order Remainder, Parent Portion Remainder, Half Days Remainder, Full Days Remainder, and Service Provider. Two rows are visible, both for 'CARLY MILTON IV-III' with products 'S2' and 'L2 - LG'. The first row has 0 Half Days and 0 Full Days, with a remainder of \$150.00. The second row has 0 Half Days and 20 Full Days, with a remainder of \$210.00. Below the table are 'Back', 'Save Invoice', 'Cancel Invoice', and 'Next' buttons.

Section 1: Search for the orders you would like to add to your invoice

This first section to search for Orders is not a required step; it is a tool that can be used if you are looking for a specific child to add to the Invoice. If you do wish to use this tool, the “Contact” name you are entering is the child’s legal name as it appears on your Benefit Plan letter. If you have entered information here and want to clear it, click “Clear” and then “Search Orders” again to see all available Orders.



This is a close-up of the 'Order Search' form. It features a yellow circle with the number '1' and the text 'Search for the orders you would like to add to your invoice'. Below this is a blue header 'Order Search'. The form has two input fields: 'Contact Last Name' with the value 'MILTON' and 'Contact First Name'. At the bottom are 'Clear' and 'Search Orders' buttons.

Section 2: Select the orders you would like to add to the Invoice

This section displays all the approved Orders (approved Affordable Child Care Benefit plans for children) for the Month, Year and Service Provider you selected in the previous step.

Note: This view shows all approved Orders. If you had previously claimed only part of the Order it will continue to display here. The “Half Days” and “Full Days” columns show the number of days originally approved. The “Half Days Remainder” and “Full Days Remainder” show how many of those days are still left unclaimed. If you have already claimed a partial amount, remainder claims cannot be billed for in the portal. A physical claim will need to be sent for claiming remainders.

2 View your orders search results and Select the orders you would like to add to the Invoice

Order Lines	Menu	Add Order Lines	Query								1 - 2 of 2	View More
Order Number	Order Contact Name	Product	Half Days	Full Days	Order Remainder	Parent Portion Remainder	Half Days Remainder	Full Days Remainder	Service Provider			
<input checked="" type="checkbox"/>	1-9337212177	CARLY MILTON IV-III	S2	0	0	\$150.00	\$0.00	0	0	CCS, CHILD RECORD		
<input type="checkbox"/>	1-9337212187	CARLY MILTON IV-III	L2 - LG	0	20	\$210.00	\$0.00	0	20	CCS, CHILD RECORD		

To add an Order Line to the invoice, click the checkmark icon next to the desired order line to select it, or click a check marked order line to deselect it.



The Order Lines section displays up to seven orders but more may exist. The title bar of this section will indicate how many Order Lines are displayed and how many there are in total (example: “1 - 7 of 8” means there are 7 Invoices displayed but 8 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 Order Lines on one screen.



Section 3: View the lines you have added to the Invoice

After you click “Add Order Lines” in the previous section, they will display in this section as Invoice Lines.

If an Invoice Line needs to be removed from the Invoice, click the order line to be removed and then click the “Remove Invoice Lines” button. Note:

3 View the lines you have added to the Invoice

Invoice Lines	Menu	Remove Invoice Lines	Query				1 - 2 of 2	View More
Order #	Order Contact Name	Product	Half Days	Full Days				
<input type="checkbox"/>	1-9337212177	CARLY MILTON IV-III	S2	0	0			
<input type="checkbox"/>	1-9337212187	CARLY MILTON IV-III	L2 - LG	0	20			

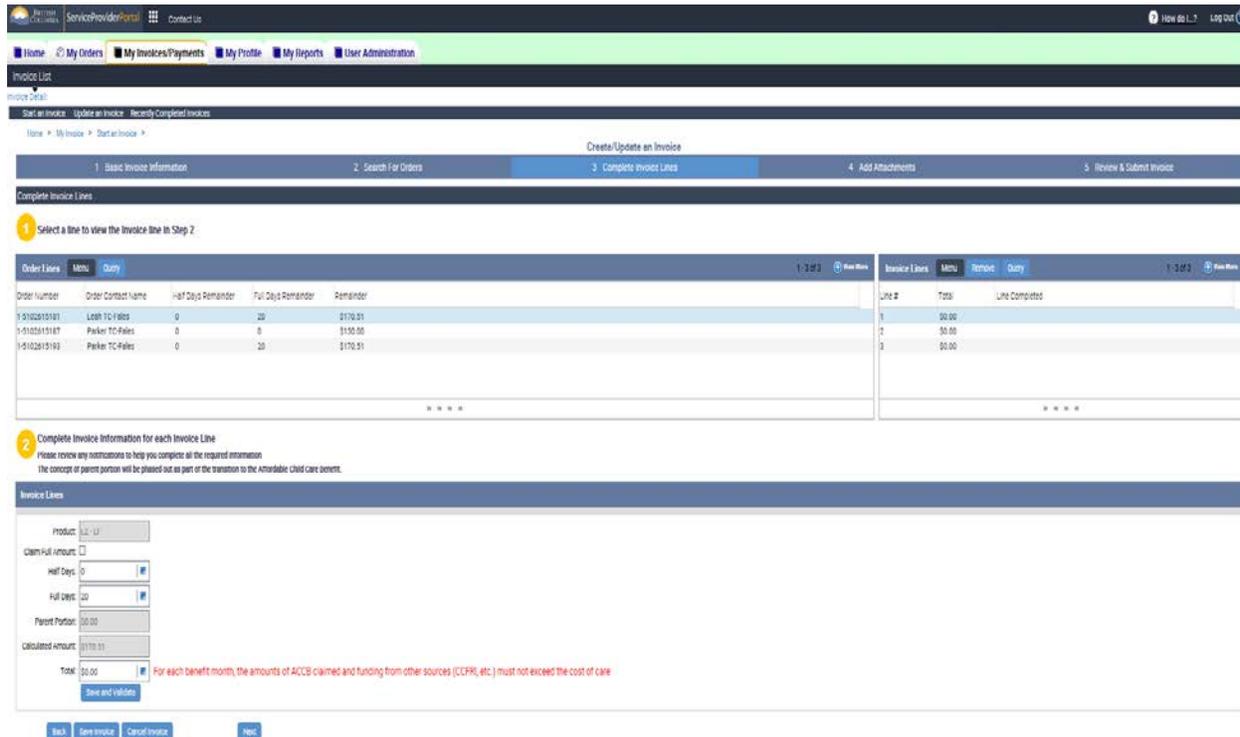
you will edit the number of days and amounts claiming on the next screen.

Note: You do not need to select the check box of each order line before clicking next.

After adding all the required Order Lines to the Invoice, click “Next”.

3: Complete Invoice Lines

This step allows you to complete the number of days and total amount you are claiming per Invoice Line. If you need to remove an Invoice Line from the invoice, you can click the “Back” button at the bottom of the screen. It is **NOT** recommended to use the browser’s Back arrow to return to the previous screen, or press any buttons while the system is processing as either will lead to an error message.



The screenshot shows the 'Complete Invoice Lines' step in the ICM system. At the top, there is a navigation bar with 'Home', 'My Orders', 'My Invoices/Payments', 'My Profile', 'My Reports', and 'User Administration'. Below this is a 'Create/Update an Invoice' progress bar with five steps: 1. Basic Invoice Information, 2. Search For Orders, 3. Complete Invoice Lines (current step), 4. Add Attachments, and 5. Review & Submit Invoice.

Step 1: 'Select a line to view the invoice line in Step 2.' This leads to a table of 'Order Lines' and 'Invoice Lines'.

Order Number	Order Contact Name	Half Day Remainder	Full Day Remainder	Remainder	Line #	Total	Line Completed
1-510229181	Leah TC Files	0	20	\$170.00	1	\$0.00	
1-510229187	Paikre TC Files	0	0	\$150.00	2	\$0.00	
1-510229193	Paikre TC Files	0	20	\$170.00	3	\$0.00	

Step 2: 'Complete Invoice Information for each Invoice Line. Please review any instructions to help you complete all the required information. The concept of parent portion will be phased out as part of the transition to the Affordable Child Care benefit.'

The 'Invoice Lines' form includes the following fields:

- Product: LI
- Claim Full Amount:
- Half Days: 0
- Full Days: 20
- Parent Portion: \$0.00
- Calculated Amount: \$170.00
- Total: \$0.00

A red note states: 'For each benefit month, the amounts of ACCB claimed and funding from other sources (CCFR, etc.) must not exceed the cost of care.'

Buttons at the bottom: Back, Save Invoice, Cancel Invoice, Help.

Section 1: Select a line to view the Invoice line in Step 2

This section displays all the Orders attached to the Invoice as Invoice lines and their completion status. You cannot select or change information in this section directly, the changes are made in Section 2 below and then the details automatically updated into this section.

1 Select a line to view the Invoice line in Step 2

Order Lines					Invoice Lines		
Order Number	Order Contact Name	Half Days Remainder	Full Days Remainder	Remainder	Line #	Total	Line Completed
1-9337212187	CARLY MILTON IV-III	0	20	\$210.00	2	\$0.00	
1-9337212177	CARLY MILTON IV-III	0	0	\$150.00	3	\$0.00	

The Invoice Line highlighted in blue is the active line being worked on in Section 2 below. After that line is completed, the Total amount will be updated, the “Line Completed” field will be updated, and the next Invoice Line will be highlighted.

1 Select a line to view the Invoice line in Step 2

Order Lines					Invoice Lines		
Order Number	Order Contact Name	Half Days Remainder	Full Days Remainder	Remainder	Line #	Total	Line Completed
1-9337212187	CARLY MILTON IV-III	0	20	\$210.00	2	\$210.00	✓
1-9337212177	CARLY MILTON IV-III	0	0	\$150.00	3	\$0.00	

The “Line Completed” field will have one of three symbols when it is completed (it will be blank if not completed):

- ✓ This means the Invoice Line information entered is valid.
- ⚠ This means the Invoice Line information entered is valid, but it is for services greater than 6 months in the past. These Invoices require additional review by the ministry before approval.
- ✗ This means the Invoice Line is not valid and the Invoice cannot be submitted with the details entered in Section 2. Review the Notification in Section 2 for details.

Note: The Order Lines and Invoice Lines tables in this section sometimes are not aligned, especially when there are multiple lines.

Section 2: Complete Invoice Information for each line

This section allows you to enter the number of Half Days and Full Days and the Total amount you are claiming for each Invoice Line.

The Half Days and Full Days are populated automatically with the number of remaining days approved on the Order and you can enter fewer days if required. The Calculated Amount below shows the maximum amount you can claim for the number of days and is automatically updated if you change the days. You will type the amount you are claiming for each individual Invoice Line in the Total field.

Product:	S2
Claim Full Amount:	<input type="checkbox"/>
Half Days:	0
Full Days:	0
Parent Portion:	\$0.00
Calculated Amount:	\$0.00
Total:	\$0.00

[Save and Validate](#)

The Notification section will update if there is an error or other notice.

The invoice line amount cannot exceed the authorized order line amount.

After you have completed the details in this section, you click the “Save and Validate” button. If you need to navigate between Invoice Lines, use the “Back” and “Save and Validate” buttons in this section.

The directional buttons at the bottom allow you to save the invoice to return to it at a later date. Cancel the invoice, and go back to previous steps, or move forward to the final steps.

Back	Save Invoice	Cancel Invoice	Next
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Notes:

- If you are entering a Total amount and it gets returned to \$0.00 when you click “Save and Validate”, you may just need to click somewhere outside of the box for this section to ensure the number gets accepted before trying to click “Save and Validate”.
- If the Calculated Amount for an Invoice Line is \$0.00, you will have to go back to the previous screen (using the Back button at the bottom of the page) to remove the Invoice Line from the Invoice.
- The Special Needs Supplement (S2) will show 0 days and \$0.00 Calculated Amount. Any amount, up to the maximum amount approved, can be claimed for the Special Needs Supplement regardless of the number of days of child care. The total combined amount of the Affordable Child Care Benefit and the Special Needs Supplement cannot exceed the child care provider’s daily or monthly rates.

Product: S2

Claim Full Amount:

Half Days: 0

Full Days: 0

Parent Portion: \$0.00

Calculated Amount: \$0.00

Total: \$0.00

[Save and Validate](#)

For each benefit month, the amounts of ACCB claimed and funding from other sources (CCFRI, etc.) must not exceed the cost of care

Once all Invoice Lines are completed, click the “Next” button.

4: Add Attachments

Attachments are not required for Affordable Child Care Benefit Invoices so this feature is disabled. Click the “Next” button.

1 Basic Invoice Information 2 Search for orders 3 Complete Invoice lines 4 Add attachments 5 Review & submit invoice

Add Attachments

Add any attachments you would like to submit with your invoice
These may include receipts, invoices, packing slips, etc. If you have no attachments to add, click the 'next' button.
Attachments may not be required for all invoices. If unsure, please confirm with the program area.

Attachments Menu ADD ATTACHMENTS CHOOSE ATTACHMENTS NO RECORDS

File Name	Created
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[Back](#) [Save Invoice](#) [Cancel Invoice](#) [Next](#)

5: Review & Submit Invoice

This step allows you to review all the details of the invoice prior to submitting it to the ministry. If any of the Invoice Line Total amounts are not correct, use the Back button at the bottom of the screen to return to previous steps and update the information.

Invoice List

Invoice Summary

[Start an Invoice](#) [Update an Invoice](#) [Recently Completed Invoices](#)

[Home](#) > [My Invoice](#) > [Start an Invoice](#) >

[Create/Update an Invoice](#)

1 Basic Invoice Information
2 Search For Orders
3 Complete Invoice Lines
4 Add Attachments
5 Review & Submit Invoice

Review & Submit Invoice

PRODUCTION SUPPORT TEST BUSINESS MCFD CCS PI
 908 Pandora Ave
 Victoria BC V8V 3P3
 DataStewardSvcProvider@gov.bc.ca
Invoice Number: 1-5105526213
Date: 2019-Apr-11

Program Type: Child Care	Invoice Amount: \$491.02	Payment Method: Cheque
Service Provider: PRODUCTION SUPP	Period: Feb 2019	Status: Pending

Invoice Lines Menu Query
1 - 3 of 3 [View More](#)

Product	Half Days	Full Days	Total	Order Number	Order Contact Name
L2 - LF	0	20	\$170.51	1-5102615181	Leah TC-Fales
S2	0	0	\$150.00	1-5102615187	Parker TC-Fales
L2 - LF	0	20	\$170.51	1-5102615193	Parker TC-Fales

When you are ready to submit the Invoice, click the box to confirm you have read and agree to the terms in the declaration. The declaration can be read by clicking the “Read Declaration” button. Click “Submit” if you are ready to submit the Invoice.

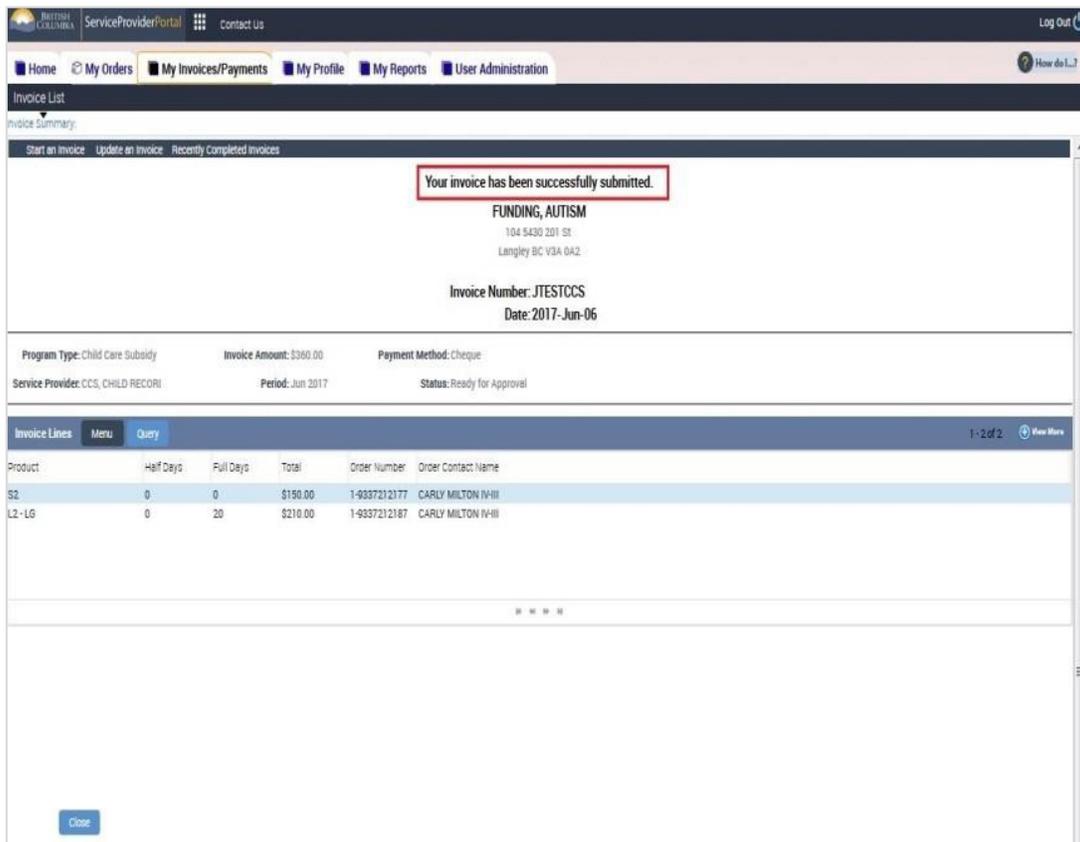
[Read Declaration](#)

I confirm I have read and agree to the terms in the declaration

Declaration:

I hereby certify that I, or a partnership, society, corporation or other organization for which I am an authorized signatory (the “Supplier”) has provided the goods or services described in this invoice to or for the person or persons identified in the invoice in accordance with all applicable Government of British Columbia legislation, policy, practises, procedures and guidelines and that the information in this invoice is true and complete. I further certify that the Supplier is not claiming payment for the goods or services from any other person and will not be reimbursed by any other person for the cost of the goods or services. I acknowledge and agree that at the request of the Government of British Columbia the Supplier will provide complete and accurate records to support the Supplier’s claim for payment for the goods or services described in this invoice. I further acknowledge and agree that any overpayment related to this invoice is a debt due to the Government of British Columbia that the Supplier is liable to repay on demand.

After [Submit Invoice](#), you will see a Confirmation screen indicating your invoice has been successfully submitted.



The screenshot shows the Service Provider Portal interface. At the top, there are navigation tabs: Home, My Orders, My Invoices/Payments, My Profile, My Reports, and User Administration. The main content area displays a confirmation message: "Your invoice has been successfully submitted." Below this, the invoice details are shown: "FUNDING, AUTISM", "104 5430 201 St", "Langley BC V3A 0A2", "Invoice Number: JTESTCCS", and "Date: 2017-Jun-06". Further down, there is a summary table with columns for Program Type, Invoice Amount, and Payment Method. The table shows: "Program Type: Child Care Subsidy", "Invoice Amount: \$360.00", and "Payment Method: Cheque". Below this, there is another table with columns for Service Provider, Period, and Status. The table shows: "Service Provider: CCS, CHILD RECORD", "Period: Jun 2017", and "Status: Ready for Approval". At the bottom, there is an "Invoice Lines" table with columns for Product, Half Days, Full Days, Total, Order Number, and Order Contact Name. The table shows two rows: "S2" with 0 Half Days, 0 Full Days, and a Total of \$150.00; and "L2-LG" with 0 Half Days, 20 Full Days, and a Total of \$210.00. The interface also includes a "Close" button at the bottom left.

If you see an error message instead of this Confirmation screen, the invoice has likely been submitted but you can confirm this by searching for the Invoice. 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.

Cancel or Update Invoice

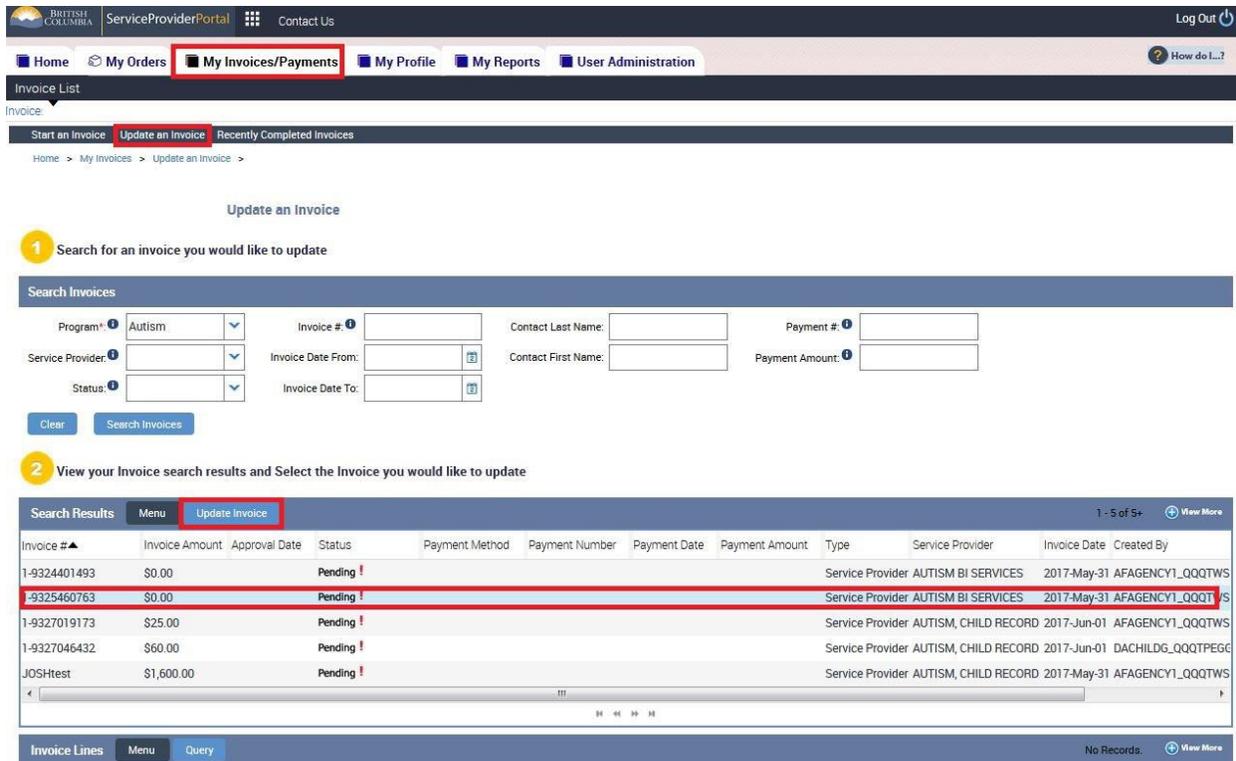
Invoices created and not submitted or cancelled are saved in a Pending state. These invoices may have Orders tied to them, which may prevent you from billing these Orders on another Invoice.

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 an email 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” link on the Home screen or at the top of the My Invoices/Payments screen.

You can locate the Invoice two ways:

- From the My Notifications on the home screen: Click on the Invoice Number. If the invoice you are looking for does not appear on the first page, click the directional arrows at the bottom to navigate between pages.
- From the “Update an Invoice” link: enter details in the Search Invoices section and click “Search Invoices”. When the Invoice is located, click Update Invoice.



Update an Invoice

1 Search for an invoice you would like to update

Search Invoices

Program: Autism Invoice #: Contact Last Name: Payment #: Service Provider: Invoice Date From: Contact First Name: Payment Amount: Status: Invoice Date To:

Clear Search Invoices

2 View your Invoice search results and Select the Invoice you would like to update

Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By
1-9324401493	\$0.00		Pending !					Service Provider	AUTISM BI SERVICES	2017-May-31	AFAGENCY1_QQQTWS
1-9325460763	\$0.00		Pending !					Service Provider	AUTISM BI SERVICES	2017-May-31	AFAGENCY1_QQQTWS
1-9327019173	\$25.00		Pending !					Service Provider	AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQQTWS
1-9327046432	\$60.00		Pending !					Service Provider	AUTISM, CHILD RECORD	2017-Jun-01	DACHILDG_QQQTPEGG
JOSHtest	\$1,600.00		Pending !					Service Provider	AUTISM, CHILD RECORD	2017-May-31	AFAGENCY1_QQQTWS

Invoice Lines Menu Query No Records View More

- This will navigate to Step 1 of the invoice creation process
 - To Cancel the Invoice, click “Cancel Invoice” at the bottom of the screen.
 - 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 Child Care Service Centre to have the invoice Returned for Revision.

How to Search for Invoices

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.

Quick Links

- Start an Invoice
- Update an Invoice
- Recently Approved Orders
- Recently Completed Invoices
- Returned for Revision Invoices

Welcome Sherri Proceviat to the ICM Service Provider Portal

You have access to the orders and invoices for the following programs:
 Child Care.

My Notifications Menu 2 - 6 of 10+ [View More](#)

The following invoices require attention. Invoices dated 7 days previous will be cancelled by the system.

Invoice #	Program Type	Service Provider	Invoice Date	Status	Returned for Revision Com
Invoice:1-5082718393 (Pending)	Child Care	PRODUCTION SUPPORT TEST BUSINESS	2018-Sep-12	!	
Invoice:1-5082718483 (Pending)	Child Care	PRODUCTION SUPPORT TEST BUSINESS	2018-Sep-19	!	
Invoice:1-5101072043 (Pending)	Child Care	PRODUCTION SUPPORT TEST BUSINESS	2018-Nov-29	!	
Invoice:1-5101072123 (Pending)	Child Care	PRODUCTION SUPPORT TEST BUSINESS	2018-Nov-29	!	
Invoice:1-5101385383 (Pending)	Child Care	PRODUCTION SUPPORT TEST BUSINESS	2019-Jan-02	!	

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 on Claim Forms) with the most recently paid ones on top.

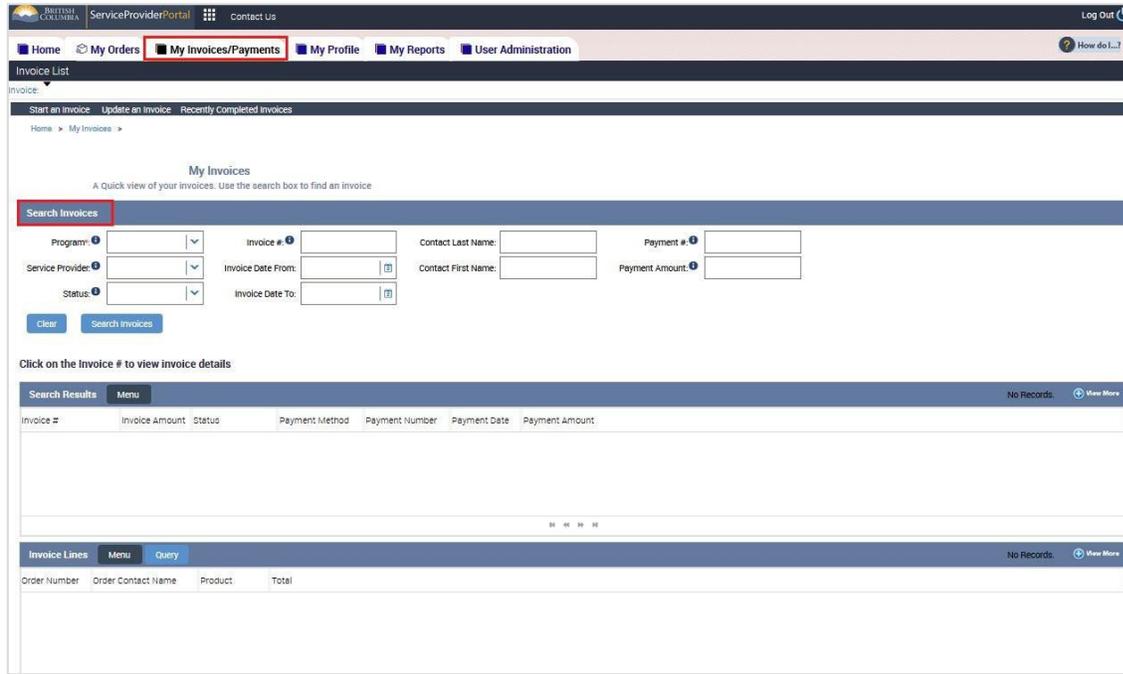
When you submit an Invoice to the Ministry, it will be a few business days before the status changes to “Paid”. Invoices will be in “Paid” status once they are approved by the payment system and the payments generated a few days later. This means that you can see the date the payment will be made in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

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 Period (month and year of services), the Status of the invoice, and payment details. The Invoice Lines show the individual Total amounts and 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.



Search Invoices

Program: Invoice #: Contact Last Name: Payment #:

Service Provider: Invoice Date From: Contact First Name: Payment Amount:

Status: Invoice Date To:

Click on the Invoice # to view invoice details

Search Results Menu No Records. [View More](#)

Invoice #	Invoice Amount	Status	Payment Method	Payment Number	Payment Date	Payment Amount
No Records. View More						

Invoice Lines Menu Query No Records. [View More](#)

Order Number	Order Contact Name	Product	Total
No Records. View More			

Search Results Menu 3 of 7 [View More](#)

Invoice #	Invoice Amount	Approval Date	Period	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Service Provider
1-9341399662	\$2.00		May 2017	Pending !					CCS, CHILD RECORD
JTESTCCS	\$0.00		Jun 2017	Cancelled X					CCS, CHILD RECORD
JTESTCCS	\$0.00		Jun 2017	Cancelled X					CCS, CHILD RECORD
JTESTCCS	\$0.00		Jun 2017	Cancelled X					CCS, CHILD RECORD
JTESTCCS	\$360.00		Jun 2017	Ready For Approval !					CCS, CHILD RECORD

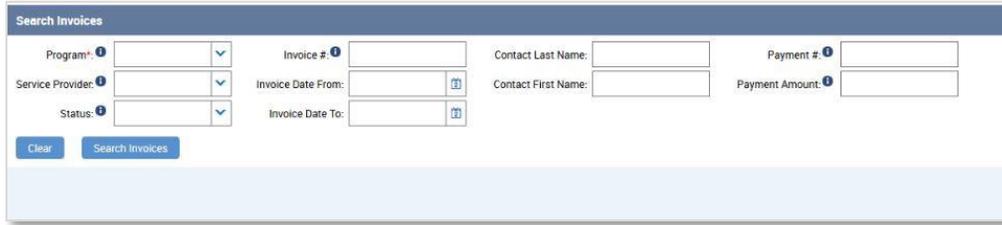
Searching for Invoices

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:** This is the Service Provider or facility where the child attends. Some businesses have only one Service Provider (such as a Licensed Family daycare) while other businesses will have many facilities (such as an organization with multiple Licensed Group Facilities).
- **Program Type:** This is the ministry program. In this case, "Child Care".
- **Invoice #:** This is the Invoice Number attached to the Invoice. For claim forms submitted manually to the ministry, this will be the Claim Form Reference Number (example: LE000000 or LM000000). For Invoices you created in the Portal, this will be the number you entered.
- **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 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.



Example searches:

- To only see Paid invoices: click the “Recently Completed Invoices” link on the Home screen and choose the “Paid” status. Click search.
- To see if the Invoice just completed was submitted successfully: choose “Child Care” 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 “Child Care” 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 Period (month and year of services), the Status of the invoice, and payment details.
- **Invoice Lines:** The Invoice Lines show details about each individual Order claimed including the child’s name, Product (care code), number of days and Total amount.

Invoice #	Invoice Amount	Approval Date	Period	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Service Provider
1-9341399662	\$2.00		May 2017	Pending !					CCS, CHILD RECORD
JTESTCCS	\$0.00		Jun 2017	Cancelled X					CCS, CHILD RECORD
JTESTCCS	\$0.00		Jun 2017	Cancelled X					CCS, CHILD RECORD
JTESTCCS	\$0.00		Jun 2017	Cancelled X					CCS, CHILD RECORD
JTESTCCS	\$360.00		Jun 2017	Ready For Approval ✓					CCS, CHILD RECORD

Order Number	Order Contact Name	Product	Half Days	Full Days	Total
1-9397212177		S2	0	0	\$150.00
1-9397212187		L2 - LG	0	20	\$210.00

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.



The Invoices may be sorted by any field by clicking the up or down arrows in the column title. The green arrow indicates how the Invoices are sorted. (Note: the Period sorts alphabetically rather than by date.)

Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By
1-9324401493	\$0.00		Cancelled						Service Provider AUTISM, CHILD RECORD	2017-May-31	AFAGENCY1_QQ
1-9324401493	\$0.00		Pending !						Service Provider AUTISM BI SERVICES	2017-May-31	AFAGENCY1_QQ
1-9325460763	\$0.00		Pending !						Service Provider AUTISM BI SERVICES	2017-May-31	AFAGENCY1_QQ
1-9325460883	\$52.50		Ready For Approval						Service Provider AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQ
1-9327019173	\$25.00		Pending !						Service Provider AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQ

To view Invoice Line details for an Invoice, click the invoice number.

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 Orders associated to the invoice. You can then click the “Order Number” from here if you want to see more details about the Order.

Invoice detailed view
A detailed view of your invoice

Invoice

Program Type: Child Care	Invoice Number: 1-5101219116	Organization: PRODUCTION SUPPC	Comments:
Program Area:	Invoice Date: 2018-Dec-07	Created By: BV2PRCCS_QQY58K	
Type: Service Provider	Invoice Amount: \$194.23	Created Date: 2018-Dec-07	
Service Provider: PRODUCTION SUPPC	GST: \$0.00	Returned for Revision Comments:	Remittance Description:
Payee: PRODUCTION SU	Payment Method: Cheque		
Status: Ready for Approv	Approval Date:		
	Period: Mar 2017		

Invoice Lines Menu Query 1 - 1 of 1 View More

Order Number	Order Contact Name	Product	Half Days	Full Days	Total
1-4833363631	Boris Bronze	J4	0	10	\$194.23

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
1-9352052453	\$39.38		Cancelled X					Service Provider	AUTISM, CHILD RECORD	2017-May-31	AFAGENCY1_QQQTWSG...	2017-Jun-08
1-9352143826	\$0.00		Cancelled X					Service Provider	CCS, CHILD RECORD	2017-Jun-08	DACHILDD_QQQTPRGG...	2017-Jun-08
1-9352149963	\$125.00		Cancelled X					Service Provider	AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQQTWSG...	2017-Jun-08
1-9353075373	\$50.00	2017-Jun-09	Paid ✓					Service Provider	AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQQTWSG...	2017-Jun-09
1-9353112133	\$25.00		Cancelled X					Service Provider	AUTISM, CHILD RECORD	2017-Jun-09	AFAGENCY1_QQQTWSG...	2017-Jun-09

You can also use the “Recently Completed Invoices” link from “Quicklinks” or at the top of the page in the My Invoices/Payment tab to quickly see a list of recently paid invoices.

How to Add New Users

About User Administration

When access to the Service Provider Portal is setup, one user is assigned the role of “Delegated Administrator”. This user has the ability to add, modify and remove access to the Portal for users in their organization.

BCeID Requirements

In order to add a new User to the Portal, they need to be added to the existing BCeID for your organization. Log into BCeID (www.bceid.ca) and add the new user under the “Manage Accounts” section. For support with this process, please contact the BCeID Help Desk phone number listed on their website.

User Administration in the Portal

The Delegated Administrator for your program can add, modify and remove access to the portal for users in your organization in the User Administration view of the My Profile screen.

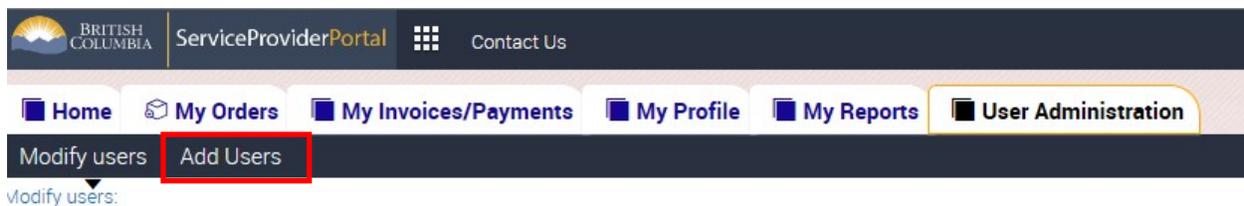
Navigating to the User Administration Screen

Click the “User Administration” tab at the top of the screen. From there, 2 screens are available:

- Modify user
- Add user

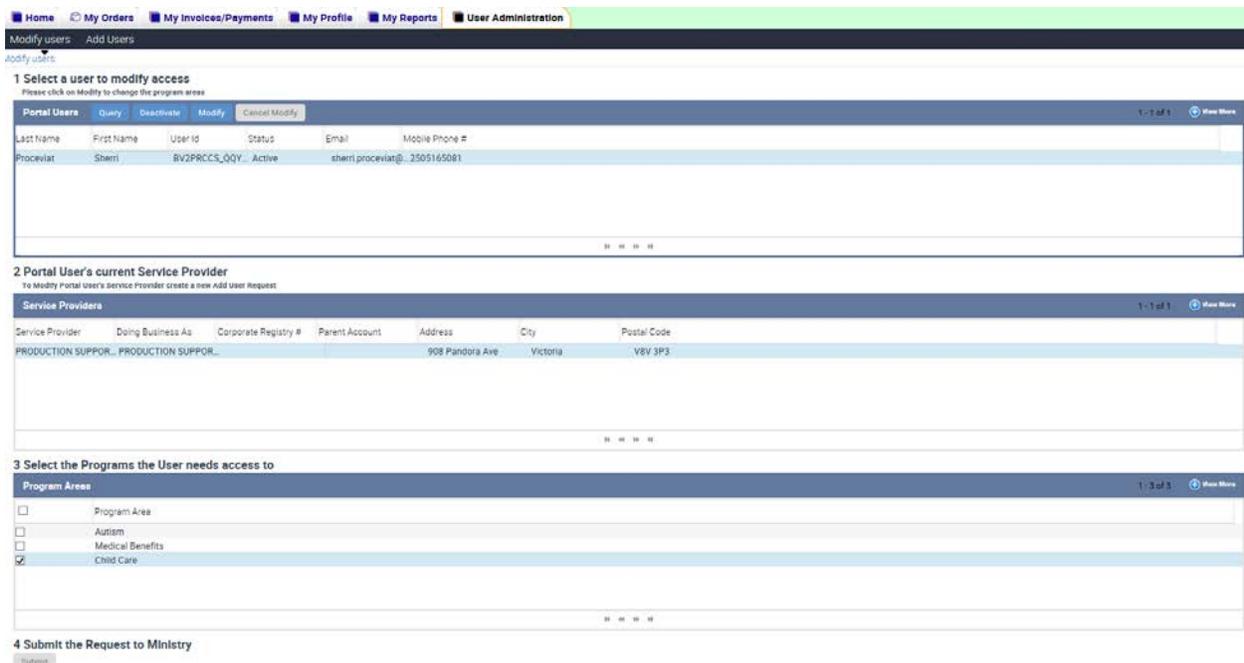
How to add a user to the Portal

To add a user, click on the ‘Add User’ link, located under the User Administration Tab.



1 Select a user to modify access

You will then be navigated to the Add user screen, pictured below. The Add User Administration view displays all the BCeID users set up on your BCeID account.



1 Select a user to modify access
Please click on Modify to change the program areas.

Portal Users	Query	Deactivate	Modify	Cancel Modify	1 - 1 of 1	Show More
Last Name	First Name	User ID	Status	Email	Mobile Phone #	
Procevat	Sherr	BV2PRCCS_QQY...	Active	sherr.procevat@...	2505165081	

2 Portal User's current Service Provider
To Modify portal user's service provider create a new Add user request.

Service Providers	Doing Business As	Corporate Registry #	Parent Account	Address	City	Postal Code	1 - 1 of 1	Show More
PRODUCTION SUPPOR...	PRODUCTION SUPPOR...			908 Pandora Ave	Victoria	V8V 3P3		

3 Select the Programs the User needs access to

Program Areas	1 - 3 of 3	Show More
<input type="checkbox"/> Program Area		
<input type="checkbox"/> Autism		
<input type="checkbox"/> Medical Benefits		
<input checked="" type="checkbox"/> Child Care		

4 Submit the Request to Ministry

1. To add a user, highlight the BCeID user from the first table.

[Home](#) | [My Orders](#) | [My Invoices/Payments](#) | [My Profile](#) | [My Reports](#) | **User Administration**

Modify Users Add Users

Modify users:

Select a user to modify access
Please click on Modify to change the program areas

Portal Users Query Deactivate Modify Cancel Modify

Last Name	First Name	User Id	Status	Email	Mobile Phone #
Proceviat	Sherri	BV2PRCCS_QQ...	Active	sherri.proceviat...	2505165081

2 **Portal User's current Service Provider**
To Modify Portal User's Service Provider create a new Add User Request

Service Providers

Service Provider	Doing Business As	Corporate Registry #	Parent Account	Address	City	Postal Code
PRODUCTION SUPP...	PRODUCTION SUPP...			908 Pandora Ave	Victoria	V8V 3P3

3 **Select the Programs the User needs access to**

Program Areas

- Program Area
- Autism
- Medical Benefits
- Child Care

4 **Submit the Request to Ministry**

2. Select the Service Provider you want the BCeID user to have access to:

2 **Select a Service Provider/Facility this user needs to access.**

Service Providers Query

Service Provider	Doing Business As	Corporate Registry #	Parent Account	Address	City	Postal Code
AUTISM, CHILD RECORD	AUTISM, CHILD RECORD		FUNDING, AUTISM	5516 198 St	Langley	V3A 0A6
CCS, CHILD RECORD	CCS, CHILD RECORD		FUNDING, AUTISM	4093 216 St	Langley	V3A 0A1
FUNDING, AUTISM	AUTISM BI SERVICES			5430 201 St	Langley	V3A 0A2
MEDICAL BENEFITS, CHI...	MEDICAL BENEFITS, CHI...		FUNDING, AUTISM	5464 203 St	Langley	V3A 0A4

3. Select the program areas you wish the BCeID user to have access to in the portal.

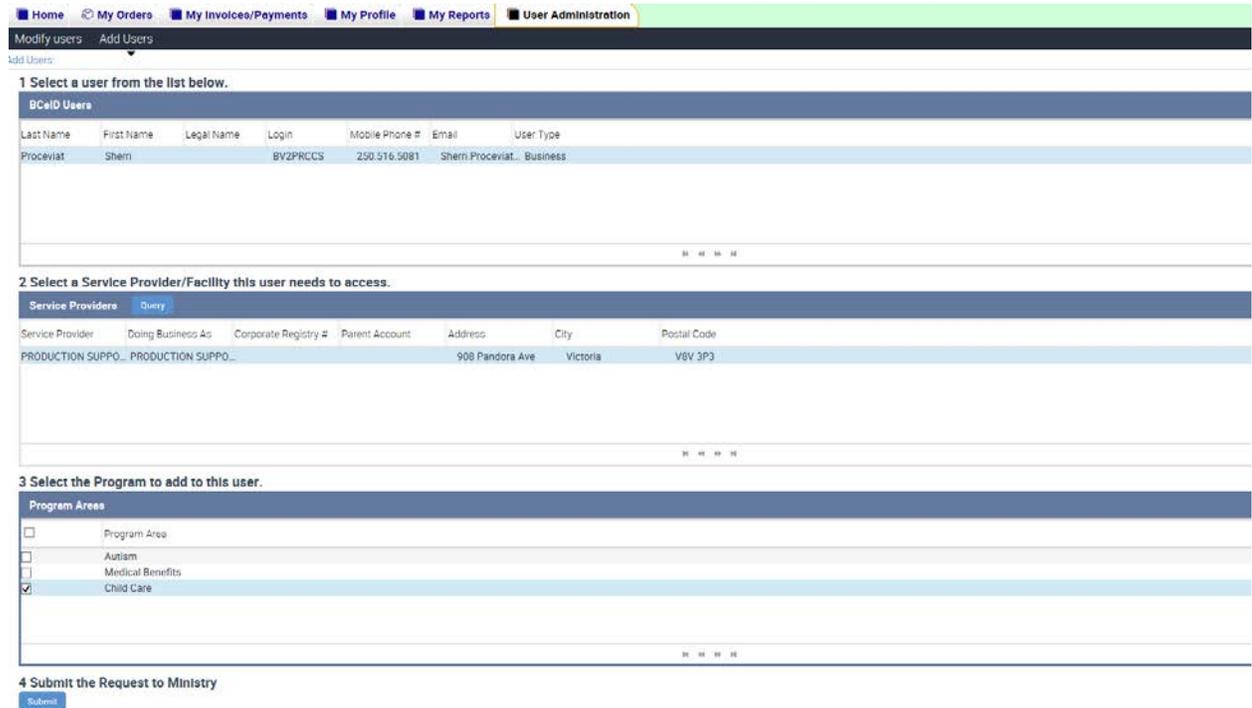
3 Select the Program to add to this user.

Program Areas	
<input type="checkbox"/>	Program Area
<input type="checkbox"/>	Autism
<input type="checkbox"/>	Medical Benefits
<input checked="" type="checkbox"/>	Child Care

4. Click the Submit Button. The user will not have access to the Portal until the request is processed by the ministry. You will receive an email once your request has been processed.

Modifying Portal Access for a User

1. To modify a user's access to the portal, Navigate to the Modify screen under the User Administration tab.



Home My Orders My Invoices/Payments My Profile My Reports **User Administration**

Modify users Add Users

Add Users:

1 Select a user from the list below.

BCeID Users

Last Name	First Name	Legal Name	Login	Mobile Phone #	Email	User Type
Proceviat	Sheri		BV2PRCCS	250.516.5081	Sheri.Proceviat...	Business

2 Select a Service Provider/Facility this user needs to access.

Service Providers Query

Service Provider	Doing Business As	Corporate Registry #	Parent Account	Address	City	Postal Code
PRODUCTION SUPPO...	PRODUCTION SUPPO...			908 Pandora Ave	Victoria	V8V 3P3

3 Select the Program to add to this user.

Program Areas

<input type="checkbox"/>	Program Area
<input type="checkbox"/>	Autism
<input type="checkbox"/>	Medical Benefits
<input checked="" type="checkbox"/>	Child Care

4 Submit the Request to Ministry

Submit

2. All the current Portal users associated to your organization will be listed in the first table. Select the one you wish to modify, and Click the 'Modify' button. A warning message will pop up stating that the user's access to the portal will be temporarily suspended until the request is complete.
3. Select which program for which you wish to modify the user's access.
4. Click the Submit button. Your request will be sent to the Ministry for processing.

Removing Portal Access for a User

1. To remove a User's access to the Portal, navigate to the modify access view under the User administration tab.
2. Highlight the Portal user, and click the "Deactivate" button. Only those with a status as 'Active' can be deactivated. A warning message will pop-up stating that deactivating will remove the user's Portal access immediately.
3. Click 'Ok', and the portal user's access will be removed immediately.

Portal Users				
Query Deactivate Modify Cancel Modify				
Last Name	First Name	User Id	Email	Status
TEST	AF	ATEST4_QQQT...	@gov.bc.ca	Active
DACHILDTESTA	TEST	DACHILDA_QQ...	@gov.bc.ca	Inactive
DACHILDTESTB	TEST	DACHILDB_QQ...	@gov.bc.ca	Pending Approval
TEST	CHILDUSER1	TESTACCOUNT...	@gmail.com	Active
DACHILDD	TEST	DACHILDD_QQ...	@gov.bc.ca	Inactive

Once you have deactivated a user in your BCeID account, they will not be able to access the Portal. You will need to follow the 'Add user' process to reactivate them.

Changing the Delegated Admin

If you need to change the Delegated Admin for your organization, please contact the ministry program. The existing Delegated Admin will be able to follow the steps above to add the new user, but they will not be able to give them the Delegated Admin role to be able to add and remove users. There can be only one Delegated Admin for your business.

Portal Frequently Asked Questions (FAQ)

Navigation Frequently Asked Questions (FAQ)

Q: What if I have forgotten my BCeID or password?

A: If you have forgotten your BCeID or password, please contact the BCeID Help Desk at 1-888-356-2741 (8:30 a.m. – 5:00 p.m., Monday to Friday, excluding statutory holidays). Or go directly to the BCeID website at www.bceid.ca and click Logon. From the Logon screen, you can request your information by clicking Forgot My BCeID or Forgot My Password.

Q: I'm searching for an Order. Do I put my name in as the "Contact"?

A: If you hover over the information icon, it will describe what this field means. The "Contact" is the child.

Order Frequently Asked Questions (FAQ)

Q: I was informed of an approved Benefit Plan but I cannot locate the Order in the Portal. What do I do?

A: Please contact the Child Care Service Centre by phone at 1-888-338-6622.

There may be additional steps required by the ministry to make the Order visible in the Portal. If the existing Benefit Plan was cancelled or changed, you will receive a new Benefit Plan letter or a Benefit Plan Cancellation Notice in the mail.

Q: The Orders in the Portal only show the current month, how do I know how long the Affordable Child Care Benefit is approved for?

A: For details about how long a parent is approved to receive the Affordable Child Care Benefit, please refer to your Benefit Plan letter. Orders for future months are not visible as they are created as part of a month-end process in the system so you are not able to see how long the benefit is approved for in the Portal. If the existing Benefit Plan was cancelled or changed, you will receive a new Benefit Plan letter or a Benefit Plan Cancellation Notice in the mail.

Q: There are approved Orders for children who no longer attend my daycare, how do I get them cancelled?

A: The parent should inform the Child Care Service Centre of any changes to their case such as child care ending at your daycare. If the child is no longer attending, do not claim for those Orders. The Orders will eventually be closed if they are unclaimed. You or the parent may contact the Child Care Service Centre to request the Orders be cancelled.

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.

Examples of what to enter in the Search Invoices section:

- Choose “Child Care” in the Program Type field, and enter the Invoice #.
- Choose “Child Care” in the Program Type field, and enter the date of the Invoice in the Invoice Date From field (this is usually the date you created the invoice, unless you changed the date while working on the invoice).
- Choose “Child Care” 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 as the status changes when the ministry approves your submitted Invoice).

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 Orders 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: How can I practice creating an Invoice?

A: The Portal is used for transactions so there is no ability to complete a practice Invoice.

Q: Can I complete an Invoice for next month in Advance?

A: You cannot create or complete an invoice for future months. The Orders are created as part of a month-end process in the system so you cannot add them to an Invoice until they are created. Invoices of any type (created in the Portal or on claim forms) cannot be submitted prior to the first day of the month being claimed.

Q: I'm creating an invoice but I don't see any buttons and I can't scroll. What is causing this?

A: The most likely cause of this issue is trying to use the Portal on a mobile device or using a browser that isn't supported for the Portal. To use the Service Provider Portal, it is recommended you use one of the following operating systems and Internet browsers:

Operating Systems:

- Windows Vista (32 bit)
- Windows 7 (32 bit)

Browsers:

- Internet Explorer (version 11)
- Google Chrome (version 58+)
- Firefox ESR 32bit (45+)

Q: I provide child care for a school age child and need to request additional full days of care. Can this be done in the Portal?

A: No. The request needs to be made by using the Additional Full Day Claim for School Age Children form or by the parent calling the Child Care Service Centre.

Q: Why aren't there any Orders displayed in the Invoice I created?

A: This could be for several reasons. For example:

- The incorrect Month or Year or the incorrect Service Provider was selected on the Invoice.
- You have searched using a name that does not match the child's name on the Benefit Plan letter.
- There are no Orders approved for the child.

If you are unable to determine the reason and you have been informed that the Affordable Child Care Benefit is approved for the child, please call the Child Care Service Centre.

Q: I am trying to claim for an Order that I know I haven't claimed on yet but I can't find it on Step 2 of the Create Invoice process to add it to the Invoice. What do I do next?

A: If the Order is already associated to another Invoice and an amount claimed is saved, you may not be able to add the Order to another Invoice. Check for any other pending Invoices and either complete or Cancel those invoices.

If this does not resolve the issue, and you have been informed that the Affordable Child Care Benefit is approved for the child, please call the Child Care Service Centre.

Q: I am creating an invoice with several children on it. I calculated the total amount I am claiming for the invoice and entered that amount in step 3 of the Create Invoice process. There is a red X and the notification states the Invoice Line amount cannot exceed the authorized Order Line amount. What do I do next?

A: In this step, you enter the total amount you are claiming for the Invoice Line highlighted in blue and then click Save and Validate to enter the amount you are claiming for the next Invoice Line. After you have completed all the Invoice Lines, the total amount of the Invoice will calculate automatically and display on the final step when you submit the invoice.

Q: I entered an amount on the Invoice but it keeps returning to \$0.00 and won't let me save. How do I fix this?

A: If you are entering a Total amount and it gets returned to \$0.00 when you click "Save and Validate", you may just need to click somewhere outside of the box for this section to ensure the number gets accepted before trying to click "Save and Validate".

Q: I have submitted the Invoice and need to make changes to it. How can I get it back?

A: Contact the Child Care Service Centre as soon as possible. We may be able to return the Invoice to you for revision.

Q: Where can I find information about what I am allowed to claim?

A: Please visit the Affordable Child Care Benefit website at:
gov.bc.ca/affordablechildcarebenefit.

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.

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 Affordable Child Care Benefit 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 Child Care Service Centre for assistance.

User Administration Frequently Asked Questions (FAQ)

Q: My Organization changed managers. We created the new BCeID for the new manager but the new manager cannot login to the Portal. How do we get Portal access for the new manager?

A: Adding a new User in BCeID does not automatically give that user access to the Portal. The person who is the Delegated Admin for the Portal for your organization can log into the Portal and follow the instructions for Adding Portal Access for a User. If the person who is the Delegated Admin has also changed, please contact the ministry program.

Q: Does BCeID require the additional users to go into an office to show identification?

A: As you are creating additional users under your existing BCeID account, the process is simpler than creating a new BCeID account. If you have any questions about the process, please contact the BCeID Help Desk listed on their website www.bceid.ca.

Q: If I add a new user to the Portal, what can they see and do?

A: When you give a User access to the Portal for your organization the User can see and do everything in the Portal that you can, except adding and removing other users. The User can see all Orders, Invoices and Payments and the User can create and submit Invoices.

Q: I added a new user to the Portal but the new User cannot log into the Portal. What does this mean?

A: The user cannot access the Portal until their Status is "Active". If you have clicked the "Activate" button when adding the new User and the Status is "Authorized" this means that the access request requires ministry review. The access should be set up in a few days. If there is a status other than "Active" or "Authorized" you may have to click the "Activate" button again. If you require additional support in this area, please contact the ministry program.

Affordable Child Care Benefit Contact Information

Telephone Numbers Toll Free in BC 1-888-338-6622
Greater Victoria area only (250) 356-6501

Fax Number Toll Free Fax 1-877-544-0699

Mailing Address Child Care Service Centre
PO Box 9953 Stn Prov Govt
Victoria BC V8W 9R3

Website <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

Portal Information: <http://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/running-daycare-preschool/service-provider-portal-child-care-providers>

Portal Login link: https://icm.ext.gov.bc.ca/epsportal_prd

Email Service Provider Portal-specific questions can be emailed to:
MCF.ServiceProviderPortal@gov.bc.ca

(April 2019)