Service Provider Portal Guide

Affordable Child Care Benefit

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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?

Licensed child care providers and Registered License-Not-Required child care providers can use the Service Provider Portal to access self-service options related to Affordable Child Care Benefit (ACCB) claims, 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 claim forms and increasing the speed with which payment may be generated.
- Access to view approved ACCB 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 8:30AM–4:30PM, excluding statutory holidays.

Visibility and Privacy

In accordance with Freedom of Information and Protection of Privacy legislation, individuals authorized to access the portal can 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.

For more information on visibility and privacy in the ICM system, please see Information Privacy & Security (FOIPPA)

Getting Started

Computer System Requirements

To use the Service Provider Portal, it is recommended you use at a minimum, one of the following operating systems and internet browsers:

Operating Systems:

- Windows 10
- Windows 11

Browsers:

- MS Edge
- Google Chrome (version 120+)
- Firefox (version 115 +)

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

Microsoft Edge

Google Chrome

Firefox

You will also need Adobe Acrobat Reader to view downloaded PDFs.

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 Child Care Operating Funding online services, you can use your existing Business BCeID and password.

If you do not have a Business BCeID, visit the website 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 and Registered Licence-Not-Required child care providers.

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

Email: ACCBProviderPortal@gov.bc.ca

Mail: PO Box 9953
           STN PROV GOVT
           Victoria BC V9W 9R3

Fax: 1 877 544-0699

You will be notified by email when your access has been granted with information on programs you are able to view. Notifications are sent from a "do-not-reply" address and may be redirected to your spam folder. To follow up on your request for access to the portal, you may email ACCBProviderPortal@gov.bc.ca.

Navigating the Service Provider Portal

Log in to the Service Provider Portal

Go to https://icm.ext.gov.bc.ca/gov/app/epsportal/enu 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 login screen with account messages such as password reset attempts and your login history.

Log out from the Service Provider Portal

Log out from the Service Provider Portal at the end of your session for security and to ensure that all functions properly operate.

Press the "Log Out" button in the top right corner of the screen to end your session.
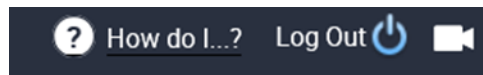
Your Home Screen

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

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

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

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

Quick Links

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

Notifications are located in the centre of your screen and contain invoices requiring action. You can access the invoice by selecting the invoice number.

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:1-10700...	Child Care	Stegosaurus Clubho...	2022-Jul-29	!	
Invoice:1-10575...	Child Care	Stegosaurus Clubho...	2022-Feb-03	!	
Invoice:1-10790...	Child Care	Stegosaurus Babies...	2023-Oct-27	!	

iHelp and Information Icons

The portal has iHelp topics that can be accessed by selecting 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.
- Running the Order and Invoice Summary Report
- Create an invoice
- Search for an invoice
- Update an invoice
- Search for an order
- Search for a payment

Home iHelp   X

- Clearing Notifications
- Clearing Notifications (In Progress, 16)
- Error Messages
- Generate the Order and Invoice Summary Report
- Invoices - Create
- Invoices - Create (In Progress, 22)
- Invoices - Search
- Invoices - Update
- Orders - Search
- Payments - Search
- Reports - View a Previously Created Report

How do I...   X

Clearing Notifications

1. On the Home page an applet box called **My Notifications** lists all Pending and Returned for Revision (RVR) Invoices.

- **Note:** This applet will only display 5 records. If more records exist, they can be viewed by clicking "View More".

2. You can click on the record within the **My Notifications** applet to update the record.

Information Icons

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

Screen Tabs

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
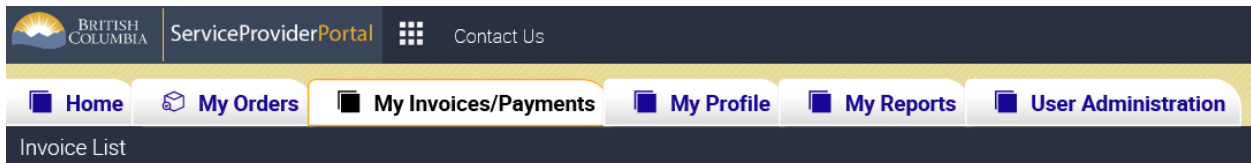
Navigating Screens

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.
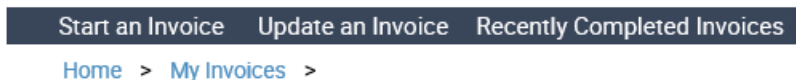
It is not recommended to use the browser's back arrow to return to the previous screen, or press any buttons while the system is processing, as either will lead to an error message. To return to a previous screen, use the navigation trail or select one of the screen links or quick links to return to those areas.

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. Use the other fields to help refine your search.

Search results display 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 using the down arrow. There is also a "View More" button in this section so you can see more records on one screen. The option also appears on some "Create an Invoice" screens.

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

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

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, select the line you wish to see.

To view more details about the record, select the order or invoice number. This navigates you to a detailed view.

Invoice Lines	Menu	Query				1 - 1 of 1	⊕ View More

Order Number	Order Contact Name	Product	Half Days	Full Days	Total
1-10774071529	Patricia Sombre	G2	20	0	$530.00

In the "Start an Invoice" or "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.

Back   Save Invoice   Cancel Invoice   Next

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. You do not need to create an invoice to see if the benefit is approved, you can search for an order separately.

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

You are unable to see how long a Benefit Plan is approved for in the portal. For details on how long a parent is approved to receive ACCB, please refer to your benefit plan letter. Orders for future months are created as part of a monthly process in the system.

Quick Links

The Home screen of the portal has Quick Links to view "Recently Approved Orders."

Quick Links

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

Selecting the "Recently Approved Orders" link will navigate you to the "My Orders" screen and display all 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 Support 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 (Child Care) but all other fields are optional.

Searching Orders

In the My Orders screen you can search for orders by entering details in the "Search Orders" section.

- Program Type: Child Care.
- Order #: This is a system-generated number and is different than the parent's case ID number.
- Contact First Name/Contact Last Name: The child's name as it appears on the Benefit Plan letter. Only the legal name of the child is attached to the order.
- Service Provider: The service provider or facility where the child attends. Some businesses have only one facility while other businesses will have many facilities.
- Status: View orders that are Approved, Closed and Cancelled. You can create invoices from approved orders. Orders may be system-closed after being fully paid, or by the ministry for administrative reasons.

After you've found what you're searching for, select the "Search Orders" button.

Search Orders

Program Type*:	Order #:	Contact Last Name:
Service Provider:	Status:	Contact First Name:

[Clear] [Search Orders]

Example searches:

- To see a specific facility's approved orders: 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 a specific child's order history: enter the name in the Contact First Name and/or Contact Last Name fields and choose "Child Care" in the Program Type field.

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".

- Order Search Results: Information including the child's name, the Amount of ACCB or Support Needs Supplement (S2) approved and the amount remaining.
- Order Lines: Order Lines show details about the selected order including the Product (care code) and number of days approved.

Order Search Results [Menu] 1 - 5 of 10+ ⊕ View More

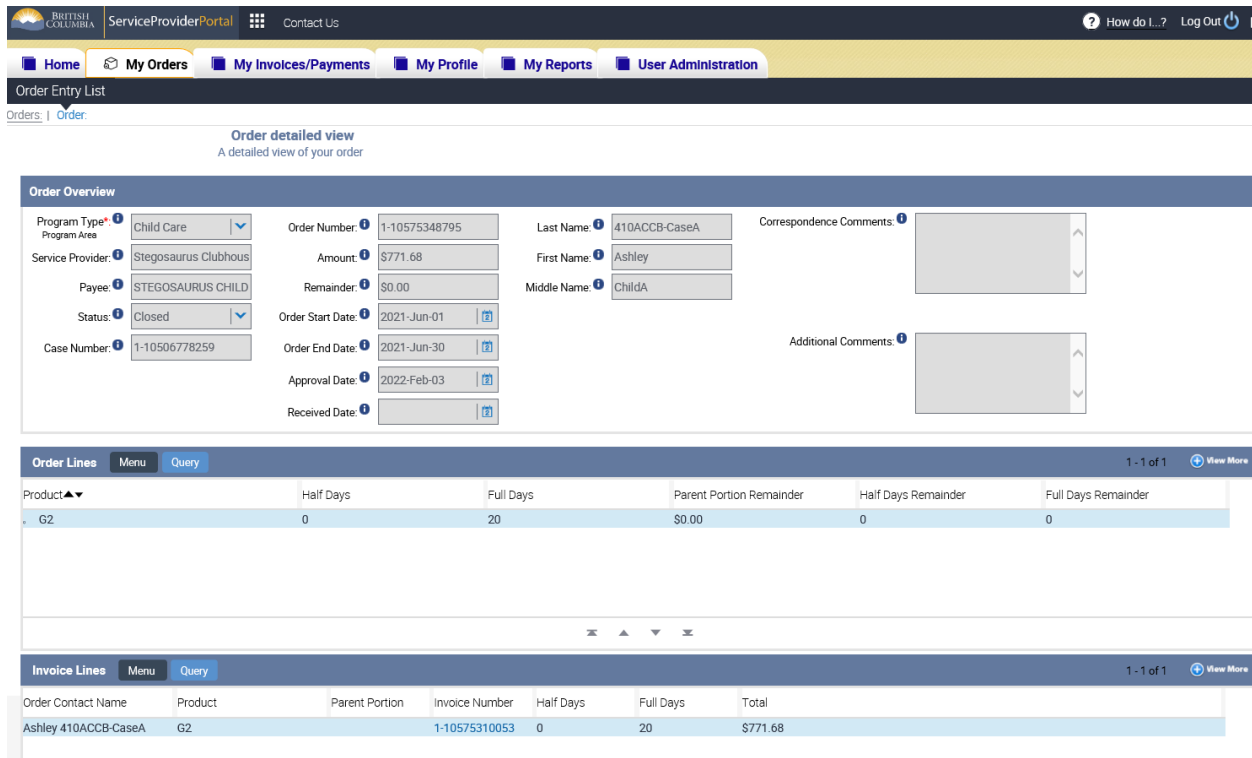| Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-10575348795	410ACCB-CaseA	Ashley	$771.68	2021-Jun-01	2021-Jun-30	Closed	$0.00	Stegosaurus Clubhouse
1-10575348802	410ACCB-CaseA	Bobbie	$1,060.00	2021-Jun-01	2021-Jun-30	Approved	$426.00	Stegosaurus Clubhouse
1-10575348809	410ACCB-CaseA	Cruela	$1,060.00	2021-Jun-01	2021-Jun-30	Closed	$0.00	Stegosaurus Clubhouse
1-10575348816	410ACCB-CaseA	Dorothy	$2,000.00	2021-Jun-01	2021-Jun-30	Closed	$0.00	Stegosaurus Clubhouse
1-10589452928	LloydYPP	Andrea	$1,500.00	2022-Feb-01	2022-Feb-28	Approved	$1,500.00	Stegosaurus Parent and To

Order Lines [Menu] [Query] 1 - 1 of 1 ⊕ View More

Product▲▼	Half Days	Full Days	Parent Portion Remainder	Half Days Remainder	Full Days Remainder
G2	0	20	$0.00	0	0

View Order Details

To view more details about the order, such as invoices attached to the order, select the "Order Number".

This navigates you to the "Order detailed view" that allows you to see details including invoices the order has been associated with. You can then select the "Invoice Number" from here to see more details about the invoice.

Reports

A report is available called the "Orders and Invoices Summary Report." The 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 names of the children and benefit months billed on each invoice.

To view the 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 select "Search Orders".

2. At the top of the page is a grid icon. Selecting it will display two options.

3. Select the reports button, shaped like a plot graph.
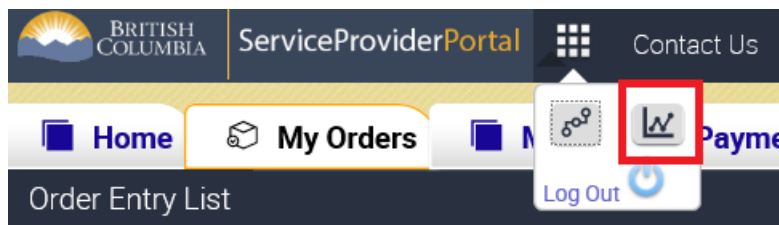
4. The "Run Report" box is now displayed. Selecting the "Submit" button will generate the report. To navigate to the report from within the "Run Report" box, use the "My Reports" button.

5. Once the status of the report has updated to "Success", you can select the report name to open the report. The report shows all the approved order information and invoices created on the order.

Note: The status may not show as "Success" while remaining on the same page. If this error occurs, select any other heading tab at the top of the screen and then return to "My Reports".

Invoices

About Invoices
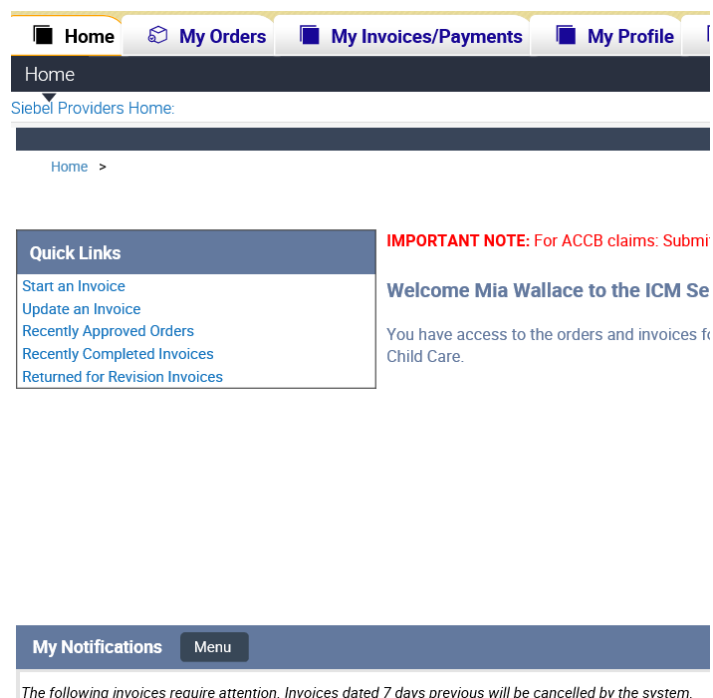
If a parent is eligible for ACCB, both the parent and the child care provider will receive a benefit plan letter indicating the amount of the benefit plan with the start and end dates.

To receive a payment for services provided, child care providers must submit a paper claim form or a digital invoice each month. The invoice can be created and submitted electronically in the Service Provider Portal.

ACCB 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.

Quick Links and My Notifications

The "Home" screen of the portal has Quick Links for common invoice functions. The home screen also features the My Notifications section which includes invoices that are not complete.

Creating an Invoice

On the home screen, selecting the "Start an Invoice" quick link creates a new invoice and navigates you to the first step in the "Create/Update an invoice" process.
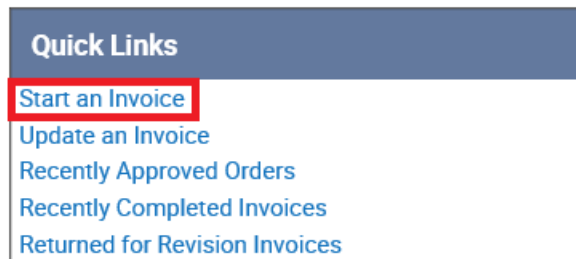
Invoice Navigation
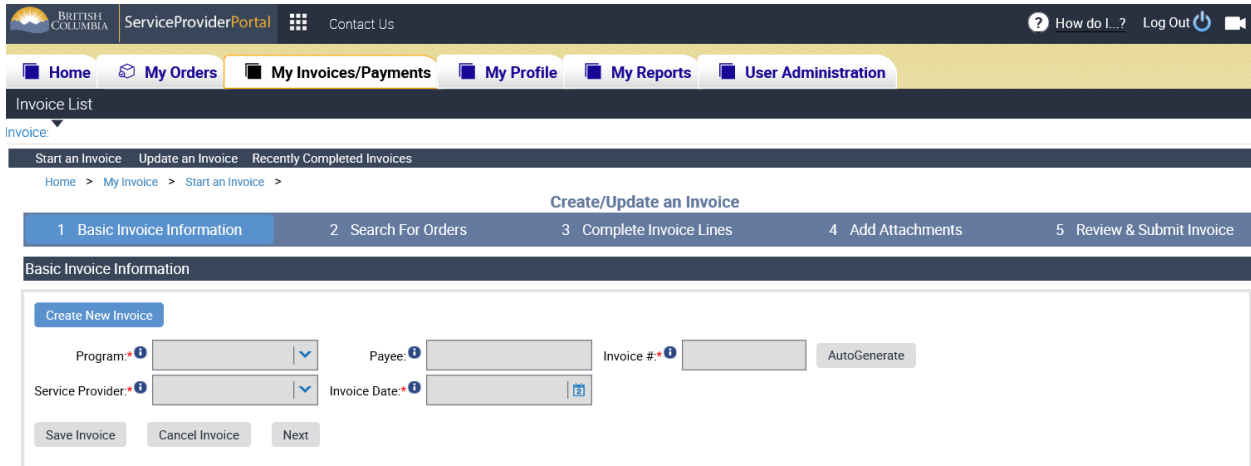
When you create a new invoice or update an existing invoice you will be navigated to the "Create/Update an invoice" five step tool. Use the buttons at the bottom of the screens to navigate through the process or to save or cancel the invoice.

The invoice is automatically saved when you select "Next". The "Save Invoice" button allows you to save your progress on the current page and return to the invoice later to finish it.

1. Basic Invoice Information

This step captures basic invoice information including the Program, Service Provider (or Facility), Month and Year of the services, and generating a unique invoice number. After you select the Program, the Month and Year fields will appear.
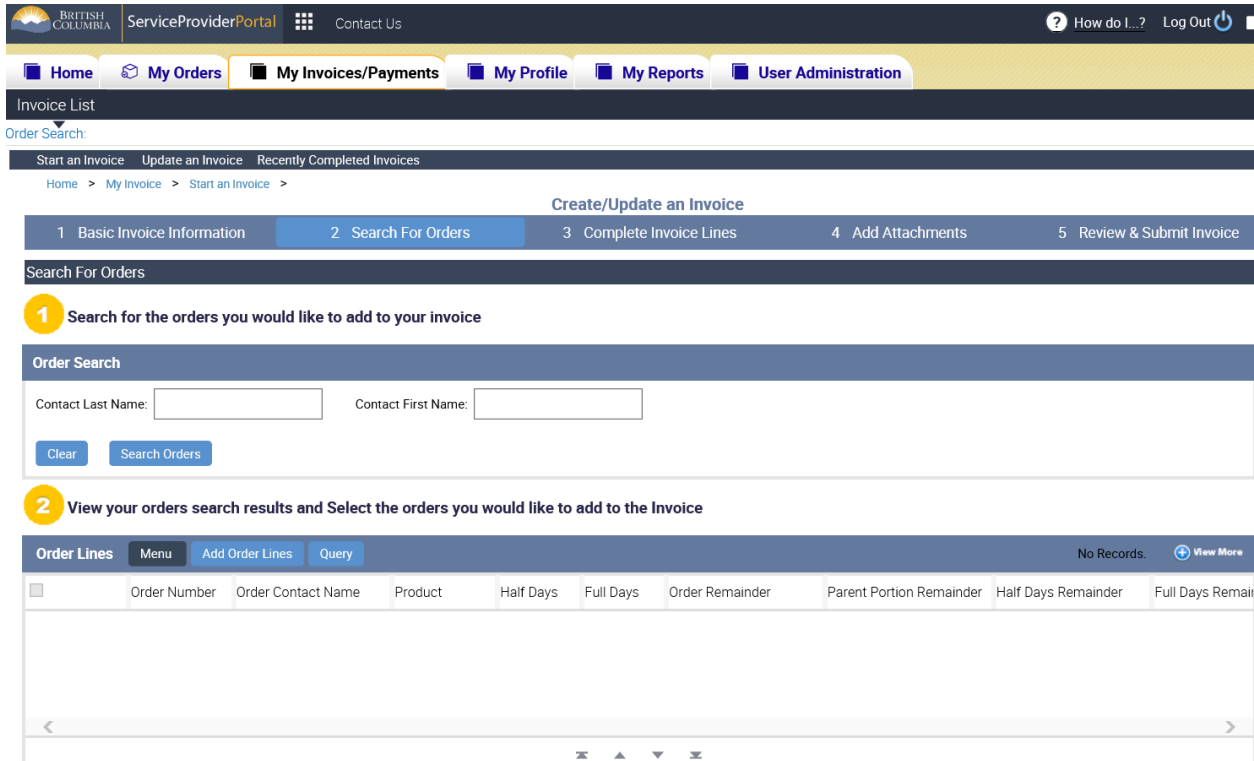
- • Program: The ministry case type associated to the invoice (Child Care).
- • Payee: The organization or individual to receive payment from the ministry. The payee cannot be changed in the portal; it is set by the ministry based on your organization structure.
- • Service Provider: The Service Provider (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 select 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 Affordable Child Care Benefit program.

After completing the fields, press "Next".

2. Search for Orders
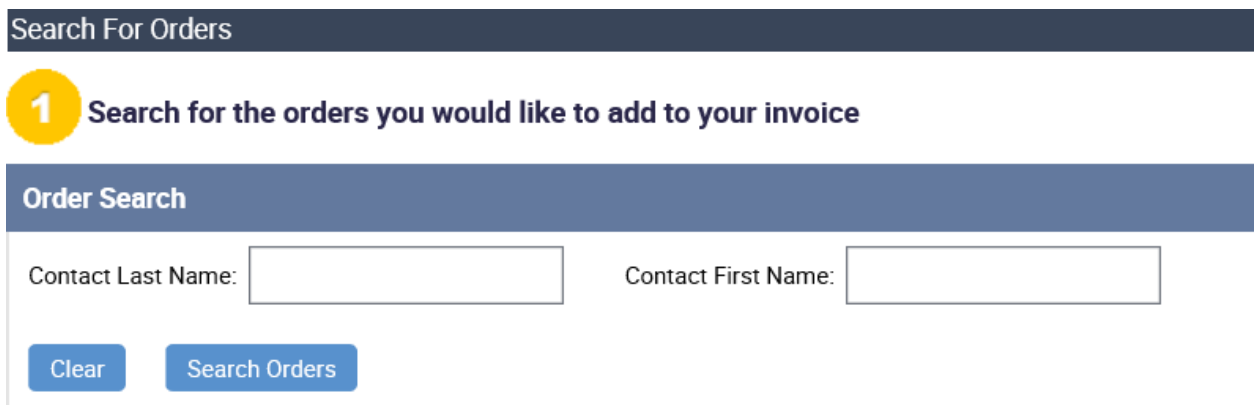
This step allows you to add orders (approved ACCB plans for children) to the invoice. You will edit the number of days and amounts claiming on a later step.

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

This first step to search for orders is not required. The step is available if you are looking for a specific child to add to the invoice. To use this tool, enter the child's legal name as it appears on your benefit plan letter.

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

This section displays all the approved orders (approved ACCB plans for children) for the Month, Year and Service Provider you selected in the previous step.

This view shows all approved orders including those that were partially claimed in the past. 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 the full quantity of days but only claimed a partial funding amount, remainder claims cannot be completed in the portal. A paper claim form will need to be sent by email, mail or fax for the remainders.

To add an order line to the invoice, use the checkmark icon next to the desired order line to select it. Once all the order lines for an invoice have been selected, press "Add Order Lines".

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

Once section 2 is complete, benefits will display in this section as invoice lines.

If an invoice line needs to be removed from the invoice, select the order line to be removed and use the "Remove Invoice Lines" button.

After adding all the required order lines to the invoice, press "Next".

3. Complete Invoice Lines

Complete the number of days and total amount you are claiming per invoice line. If you need to remove any invoice lines from the invoice, you can use the "Back" button at the bottom of the screen.

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. Details are automatically updated when updates are made in the next section.

Complete Invoice Lines

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

Order Lines	Menu	Query			1 - 1 of 1	⊕ View More
Order Number	Order Contact Name	Half Days Remainder	Full Days Remainder	Remainder		
1-10856506701	Joshua Castle	0	20	$650.00		

Invoice Lines	Menu	Remove	Query	1 -
Line #	Total	Line Completed		
1	$0.00			

The row highlighted in blue is the active line being worked on in Section 2 below. After that line is completed, the total amount in the "Invoice Line" area on the right side of the screen will be updated, the "Line Completed" field will be updated, and the next row will be highlighted.

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

- ✔ This symbol means the invoice line information entered is valid.

- ⚠ This symbol 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 symbol 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 line and invoice line tables in this section may not be 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. 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.

For each benefit month, the amount of ACCB claimed must not exceed the parent fee calculated after the Child Care Fee Reduction Initiative has been removed.

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

After you have completed the details in this section, select "Save and Validate".

Repeat these steps for each order in the invoice. 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 complete later, or to cancel the invoice. Once complete, press next to proceed.

Note:

- If a total amount entered is returned to $0.00 when selecting "Save and Validate", you may need to "step off" by selecting anywhere outside of the invoice lines box to ensure the number gets accepted before trying to "Save and Validate".
- If an order line has $0.00 remaining, resulting in a "Calculated Amount" of $0.00 for an invoice line, go back to the previous screen (using the "Back" button at the bottom of the page) and remove the invoice line from the invoice.

Support Needs Supplement

The Support Needs Supplement (S2) will show 0 days and $0.00 "Calculated Amount". Any amount, up to $150.00 or the maximum amount approved, can be claimed for the Support Needs Supplement regardless of the number of days of child care. The total combined amount of the Affordable Child Care Benefit and the Support Needs Supplement cannot exceed the child care provider's daily or monthly rates.
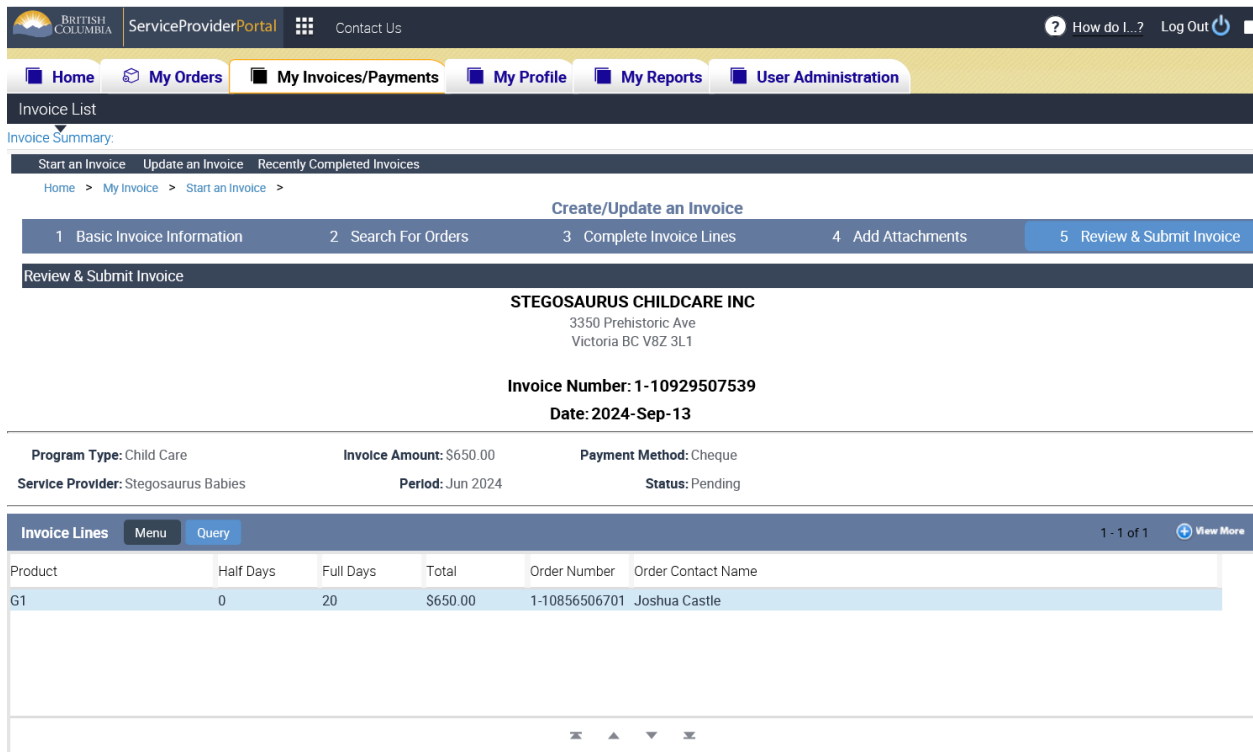
4: Add Attachments

Attachments are not required for ACCB invoices. This feature is disabled. Use the "Next" button to proceed.

5: Review & Submit Invoice

Review all the details of the invoice prior to submitting it to the ministry. If any of the invoice line total amounts are incorrect, use the "Back" button at the bottom of the screen to return to previous steps and update the information.

Any changes to the care, facility details or benefit cannot be reported using the optional comments function. To report changes, contact the Affordable Child Care Benefit program.

Once ready to submit the invoice, read the declaration using the "Read Declaration" button. Use the check mark box to confirm you have read and agree to the terms in the declaration. Select "Submit Invoice" to finish the invoice.

X

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.

Close

After submitting the invoice, you will see a confirmation screen.

Your invoice has been successfully submitted.

STEGOSAURUS CHILDCARE INC

3350 Prehistoric Ave
Victoria BC V8Z 3L1

Invoice Number: 1-10929507539

Date: 2024-Sep-13

If an error message occurs, the invoice may still have been submitted successfully. To confirm, use the search function to review. Navigate 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 the invoice is "Pending" or "Cancelled", then it has not been received by the ministry and will require resubmission.

Cancel or Update Invoice

Invoices are saved in a pending state until they are cancelled or submitted. Pending invoices may have orders included on them, which could prevent you from billing those 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 notify you of any revisions required. You can view and make updates to submitted invoices in "Pending", "Ready for Approval", and "Returned for Revision" status.

"Pending", "Ready for Approval", and "Returned for Revision" invoices are displayed on the home screen in the "My Notifications" section.

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:

- From "My Notifications" on the home screen: Press on the invoice number. If the invoice you are looking for does not appear on the first page, use the directional arrows at the bottom to navigate between pages.
- From the "Update an Invoice" screen: enter details in the Search Invoices section and select "Search Invoices". When the invoice is located, select "Update Invoice".

Selecting "Update Invoice" will navigate to Step 1 of the invoice creation process

- To cancel the invoice, press "Cancel Invoice" at the bottom of the screen.
- To update the invoice, enter invoice details and select "Next" to navigate through.
- You can update invoices with the status "Pending", "Ready for Approval", and "Returned for Revision".

Paid Invoices

On the home screen, selecting the "Recently Paid Invoices" link will navigate you to the "My Invoices/Payment" screen. The portal will display your paid invoices (both created in the portal and those submitted on claim forms) with the most recently paid invoices on top.

Once an invoice is submitted to the ministry, it requires processing before the status changes to "Paid". This may take several business days, especially during busy seasons. Invoices will be in "Paid" status once they are approved by the payment system. The payments are generated in the days after. You can see the date the payment will be made in advance of it being sent.

Searching Invoices

In the "My Invoices/Payments" screen you can search for invoices by entering details in the "Search Invoices" section:

- Program: Child Care. This is the only mandatory field.
- Service Provider: The service provider or facility where the child attends. Some businesses have only one facility while other businesses will have many facilities.
- Invoice #: The invoice number attached to the invoice. For claims submitted by fax or mail this is the reference number from the top right corner of the form.
- Status:

- o "Pending" unsubmitted invoice.
- o "Cancelled" inactive invoice.
- o "Ready for Approval" successfully submitted to the ministry.
- o "Approved" approved by the ministry awaiting payment processing.
- o "Paid" With the payment processor. Cheque or deposit being generated.
- • Invoice Date From/Invoice Date To: Use a date range to search for invoices created in a set time period. The date must be entered in YYYY-MMM-DD format, or selected using the calendar. The Invoice Date defaults to the date the invoice was created unless changed while creating the invoice.
- • Payment #: If a payment or remittance statement is received, the payment number on the statement can be used to search.
- • Payment Amount: The amount of the payment.

Example searches:

- • Paid invoices: Program "Child Care". Select the "Paid" status.
- • Recently completed invoice: Program "Child Care". Select the "Ready for Approval" status.
- • All invoices paid for a year: Program "Child Care". Select January 1 of the year in the "Invoice Date From" calendar and December 31 of the year in the Invoice Date To calendar. Select the "Paid" status.

Select "Search Invoices" to generate the results.

The invoice search results will display invoices that match your request. There are two sections in this view: "Search Results" and "Invoice Lines".

The search result section will display invoices as individual rows with overview information regarding the entire invoice; the amount of the invoice, the period (month and year of services), the status of the invoice, and payment details.

Click on the Invoice # to view invoice details

Invoice #	Invoice Amount	Approval Date	Period	Status	Returned for Revision Comments	Payment Method	Payment Number	Payment Date	Paym
1	$530.00	2023-Sep-29	Sep 2023	Approved ✔					
1-10575310053	$4,465.68		Jun 2021	Ready For Approval ↻					
1-10700886525	$424.00		Jun 2021	Pending ❗					
1-10780247144	$400.00	2023-Oct-18	Sep 2023	Approved ✔					
1-10780247196	$7.00	2023-Oct-18	Sep 2023	Approved ✔					

Search Results Menu   1 - 5 of 10+ ⊕ View More

The invoice lines in the section below show the individual total amounts and days claimed for each child.

Invoice Lines Menu Query   1 - 4 of 4 ⊕ View More

Order Number	Order Contact Name	Product	Half Days	Full Days	Total
1-10575348795	Ashley 410ACCB-CaseA	G2	0	20	$771.68

To view more details about the invoice press on the invoice number. This navigates you to the invoice detailed view.

Invoice

Program Type*: Child Care
Program Area
Type: Service Provider
Service Provider: Stegosaurus Clubhou
Payee: STEGOSAURUS C
Status: Pending

Invoice Number: 1-10700886525
Invoice Date: 2022-Jul-29
Invoice Amount: $424.00
GST: $0.00
Payment Method: Cheque
Approval Date:
Period: Jun 2021

Organization: STEGOSAURUS CHIL
Created By: PRO1-USER2_QQ2TH
Created Date: 2022-Jul-29

Returned for Revision Comments:

Comments:
Remittance Description:

Invoice Lines Menu Query   1 - 1 of 1 ⊕ View More

Order Number	Order Contact Name	Product	Half Days	Full Days	Total
1-10575348802	Bobbie 410ACCB-CaseA	G2	0	8	$424.00

Payments

Payments will be deposited by Electronic Funds Transfer (EFT) to a bank account, or by cheque via Canada Post. To apply for EFT direct deposit, complete the form and mail to the listed address.

To view payment details, first locate a paid invoice. In the My Invoices/Payments screen, search for the invoice. Scroll through the invoice row to review the payment method, payment number, payment date, and payment amount. Select the invoice number for further information.

Search Results	Menu									1 - 4 of 4 ⊕ View More
Date	Period	Status	Returned for Revision Comments	Payment Method	Payment Number	Payment Date	Payment Amount	Service Provider		
v-17	Sep 2023	Paid ✔		CHQ	10023209	2023-Nov-22	$400.00	Stegosaurus Babies - R...		
v-17	Sep 2023	Paid ✔		CHQ	10023210	2023-Nov-22	$87.50	Stegosaurus out of Sch...		
v-17	Sep 2023	Paid ✔		CHQ	10023211	2023-Nov-22	$500.00	Stegosaurus Babies - R...		
v-15	Nov 2023	Paid ✔						Stegosaurus Clubhouse		

User Administration

About Users

When access to the Service Provider Portal is granted, one user is assigned the role of "Delegated Administrator". This user can add, modify and remove access to the portal for others in their organization from the "User Administration" section.

Adding New Users – BCeID

To add a new user to the Portal, the user needs to be added to the existing BCeID for your organization. Log into BCeID and add the new user under the "Manage Accounts" section. For support with this process, please contact the BCeID Help Desk using the phone number listed on their website.

Navigation

Select the "User Administration" tab at the top of the screen. From there, 2 screens are available: Modify Users or Add Users.

Adding a User

To add a user, select the 'Add Users' link, located under the "User Administration" tab.
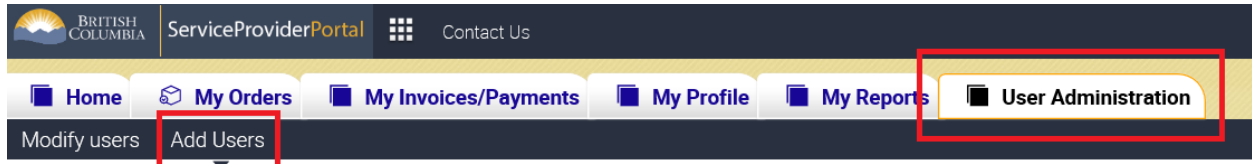
All BCeID users included in your organizations BCeID account will be listed in the first table.

Step 1: Highlight the BCeID User

Step 2: Select the Service Provider

Pick the service provider or facility from the list.

Step 3: Select the Program

Select "Child Care". If your facility provides services covered under other programs, additional options may be visible.

3 Select the Program to add to this user.

Program Areas			1 - 1 of 1	⊕ View More
☐	Program Area			
☑	Child Care			

List Applet

Step 4: Submit

Review the selections from the prior steps and press "Submit" to enter the request. The user will not have access until the request has been confirmed by the ministry. Once processed, confirmation will be sent via email.

Modifying a User

Modifying a user allows you to change which government program type they can access. The function is not typically required if the portal is only being used to process ACCB payments. If a user requires access to a different service provider or facility within your organization, follow the "Adding a User" process instead.

To modify a user, select the 'Modify Users' link, located under the "User Administration" tab.

Step 1: Highlight the BCeID User

All current portal users associated to your organization will be listed in the first table. Select the user you wish to modify and press the 'Modify' button. A warning message will pop up: The user's access to the portal will be temporarily suspended until the request is complete.

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

Portal Users	Query	Deactivate	Modify	Cancel Modify				1 - 4 of 4	View More

Last Name	First Name	User Id	Status	Email	Mobile Phone #
Wallace	Mia	PRO1-USER1_QQ2THAGGGAVG	Active		
Winnfield	Jules	PRO1-USER2_QQ2THZGGGAVG	Active		
Vega	Vincent	PRO1-USER3_QQ2THYGGGAVG	Pending Appr...		
Coolidge	Butch	PRO1-USER4_QQ2THDGGGAVG	Active		

Step 2: Select the Program

Select the program area the user needs access to in the portal.

Program Areas

	Program Area
☐	Autism
☐	Medical Benefits
☑	Child Care

Step 3: Submit

Review the selections from the prior steps and press submit to enter the request. The user will not have access until the request has been confirmed by the ministry. Once processed, confirmation will be sent via email.

Deactivating a User

Deactivating a user immediately removes their access to the portal.

To deactivate a user, select the "Modify Users" link, located under the "User Administration" tab.

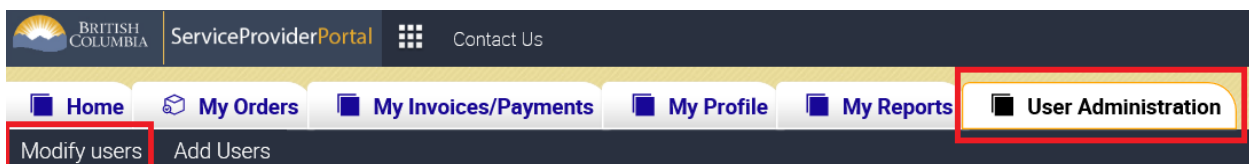Highlight the portal user and press the "Deactivate" button. Only those with an "Active" status can be removed. A warning message will pop-up stating that deactivating will remove the user's portal access immediately. Select "Ok".

If a user requires reactivation, follow the "Adding a User" process.

Change the Delegated Administrator

To change the delegated administrator for your organization, contact the Affordable Child Care Benefit program. The existing delegated administrator will be able to follow the steps above to add the new user, but they will not be able to grant someone the delegated administrator role needed to add and remove users. There can be only one delegated administrator per organization.

Frequently Asked Questions

BCeID

What should I do if I've forgotten my BCeID or password?

Visit the BCeID website and select "Log In". From the login screen, select "Forgot My BCeID" or "Forgot My Password". For further assistance with BCeID, contact the Service BC Help Desk at 1 888 356-2741 (7:30AM-5:00PM, Monday-Friday, excluding statutory holidays).

Orders

I'm searching for an order. Who is the contact?

The "Contact" is the child.

I cannot locate an order in the portal for an approved benefit plan. What do I do?

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 letter in the mail.

For further assistance contact the Affordable Child Care Benefit program at 1-888-338-6622.

The orders in the portal only show the current month, how do I know how long the Affordable Child Care Benefit is approved for?

You are unable to see how long a benefit plan is approved for in the portal. For details on how long a parent is approved to receive ACCB please refer to your benefit plan letter. Orders for future months are created as part of a monthly process in the system. If the existing benefit plan was cancelled or changed, you will receive a new benefit plan letter or a benefit plan cancellation letter in the mail.

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

You or the parent may contact ACCB to request the orders be cancelled.

Invoices

I received an error message when submitting an invoice, how do I know if it was received?

If an error message occurs, the invoice may still have been submitted successfully. To confirm, use the search function to review. Navigate 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 the invoice is "Pending" or "Cancelled", then it has not been received by the ministry and will require resubmission.

How do I print invoices?

There is no print feature built into the portal. Use the print features included in your internet browser. Use print preview to review the page before printing and adjust the print settings if needed.

If a printed copy is required, it's recommended that you print the confirmation page after you submit the invoice. If you need to print an invoice after confirmation, the recommended view to print from is the "Invoice Detailed View" as it shows all the orders associated with that invoice. To see this view, search for the invoice and then press on the "Invoice Number" in the "Search Results" section of the "My Invoices/Payments" screen.

How can I practice creating an invoice?

There is no practice invoice functionality in the portal.

Can I complete an invoice for next month in advance?

Invoices must be created and submitted monthly. Invoices and paper claims can be submitted starting the 15th of the month prior (i.e., claims for March can be submitted starting February 15).

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

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

Operating Systems:
- Windows 10
- Windows 11

Browsers:
- MS Edge
- Google Chrome (version 120+)
- Firefox (version 115 +)

I provide child care for a school age child and need to request a benefit adjustment for care surrounding a school day. Can this be done in the portal?

No. The request needs to be made using a [Full Day Claim for Children Enrolled in School form](#) or by the parent calling the Affordable Child Care Benefit program.

I created an invoice. Why aren't there any orders displayed?

Some causes may include:

- The incorrect month or year, or the incorrect service provider was selected on the invoice.
- Searching using a name that does not match the child's name on the benefit plan letter.
- There are no orders approved for the child.
- The order may be associated to another invoice already. Check for any pending invoices and either complete or cancel those invoices.

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

I'm creating an invoice and receiving the "Invoice Line amount cannot exceed the authorized Order Line amount" notification. How do I resolve this?

The claim amounts for the invoice may have been entered incorrectly in step 3 of the "Create Invoice" process. Confirm that the total amount entered for each child does not exceed the calculated amount for the child being claimed.

Issues may include typing the total amount claimed for the entire invoice, incorrect decimal placement or selecting a partial amount of days.

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?

If you enter a total amount and it returns to $0.00 when you select "Save and Validate", you may need to "step off" by selecting anywhere else outside of the section box to ensure the number gets accepted. Then select "Save and Validate".

Can I make changes after I've submitted the invoice?

You can update submitted invoices with the status "Pending", "Ready for Approval", and "Returned for Revision".

Where can I find information about what I'm eligible to claim?

Please visit the [Affordable Child Care Benefit website](#).

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

When you submit an invoice to the Ministry, it takes a few business days to process. Invoices will be in "Paid" status once they're approved by the ministry and within the payment system. The payments are then generated over the next few days. 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.

I received a payment from the Affordable Child Care Benefit, but I don't know which invoice it's for. Is there a way to look it up in the portal?

In the "My Invoices/Payments" tab, you can search using the payment number. This number is included on the remittance statement received with the payment.

If you cannot locate an invoice after entering the payment number, call the Affordable Child Care Benefit program for assistance.

User Administration

My organization has changed managers. How do we gain portal access for the new manager?

The delegated administrator for your organization should log into the portal and follow the instructions for adding a user. If the delegated administrator has also changed, please contact the Affordable Child Care Benefit program.

Are additional users required to visit a Service BC office to show identification?

For questions regarding the BCeID process, contact the BCeID Help Desk.

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

When a user gains access to the portal, they can see and do everything in the portal except adding and removing other users.

My new user cannot log into the portal. How can I resolve this issue?

Users cannot access the portal until their status is "Active". Review the users status. If the status is "Authorized", the access request is undergoing ministry review, which may require several days. For any status other than "Active" or "Authorized", press the "Activate" button again. If you require additional support in this area, please contact the Affordable Child Care Benefit.

Affordable Child Care Benefit Contact Information

Toll Free Phone Number: 1-888-338-6622 Option 1

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

Mailing Address

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

Websites

Affordable Child Care Benefit

Payment and Portal Information

Portal Login Link

Email for Service Provider Portal Inquiries

ACCBProviderPortal@gov.bc.ca

(March 2025)