

ICM Service Provider Portal

Sample names in this document do not represent real children or Service Providers.

Table of Contents

How to Search for Invoices	1
About Invoices	1
Create Invoices.....	1
Quick Links	2
My Invoices/Payments screen	3
Searching for Invoices	4
Invoice Search Results.....	5
Viewing Invoice details	5
Payments.....	6
Cancel or Update Invoices	7
Invoice Frequently Asked Questions (FAQ)	8

How to Search for Invoices

About Invoices

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

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

The Child Care Subsidy Branch 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.

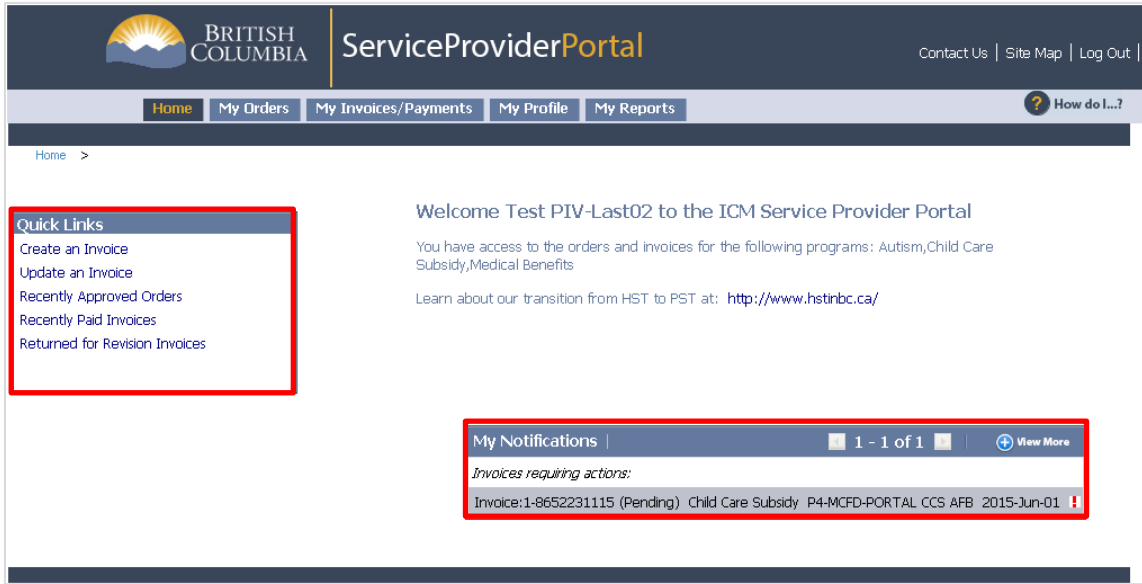
Create Invoices

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

Instructions for Creating and Updating Invoices are included in the "How to Create and Update Invoices" guide.

Quick Links

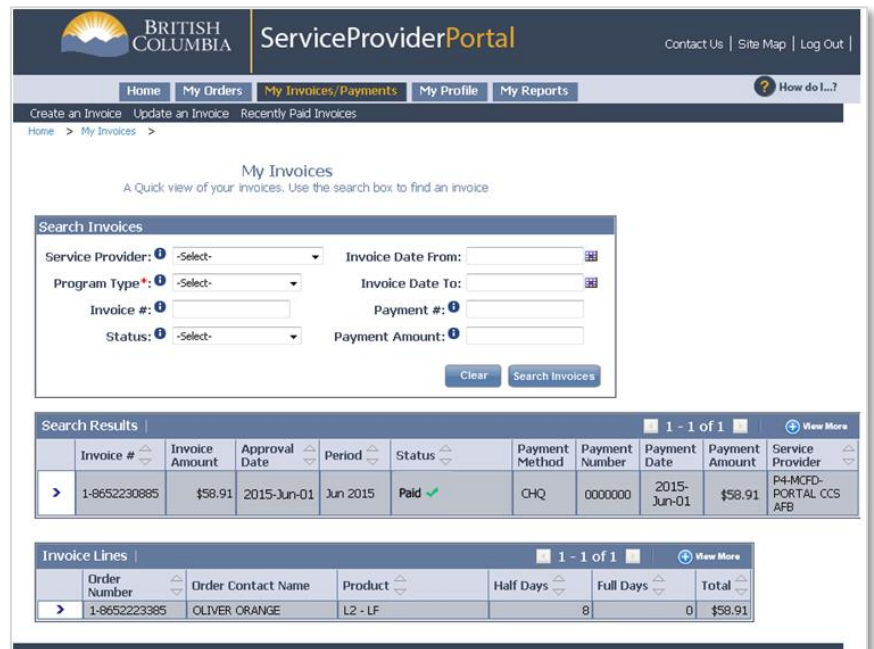
The Home screen of the Portal has Quick Links for common Invoice functions and searches, including: Create an Invoice, Update an Invoice, Recently Paid Invoices, and Returned for Revision Invoices. The Home screen also includes the My Notifications section, which includes invoices that are not yet complete.



The process for Creating and Updating Invoices, as well as those that are Returned for Revision, is detailed in the “How to Create and Update Invoices” guide.

Clicking the “Recently Paid Invoices” link will take you to the My Invoices/Payment screen and will display all of your paid Invoices (those 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 the payment system approves them, and the payments are generated a few days later. This means that you can see the date the payment will be made before it is sent to you.

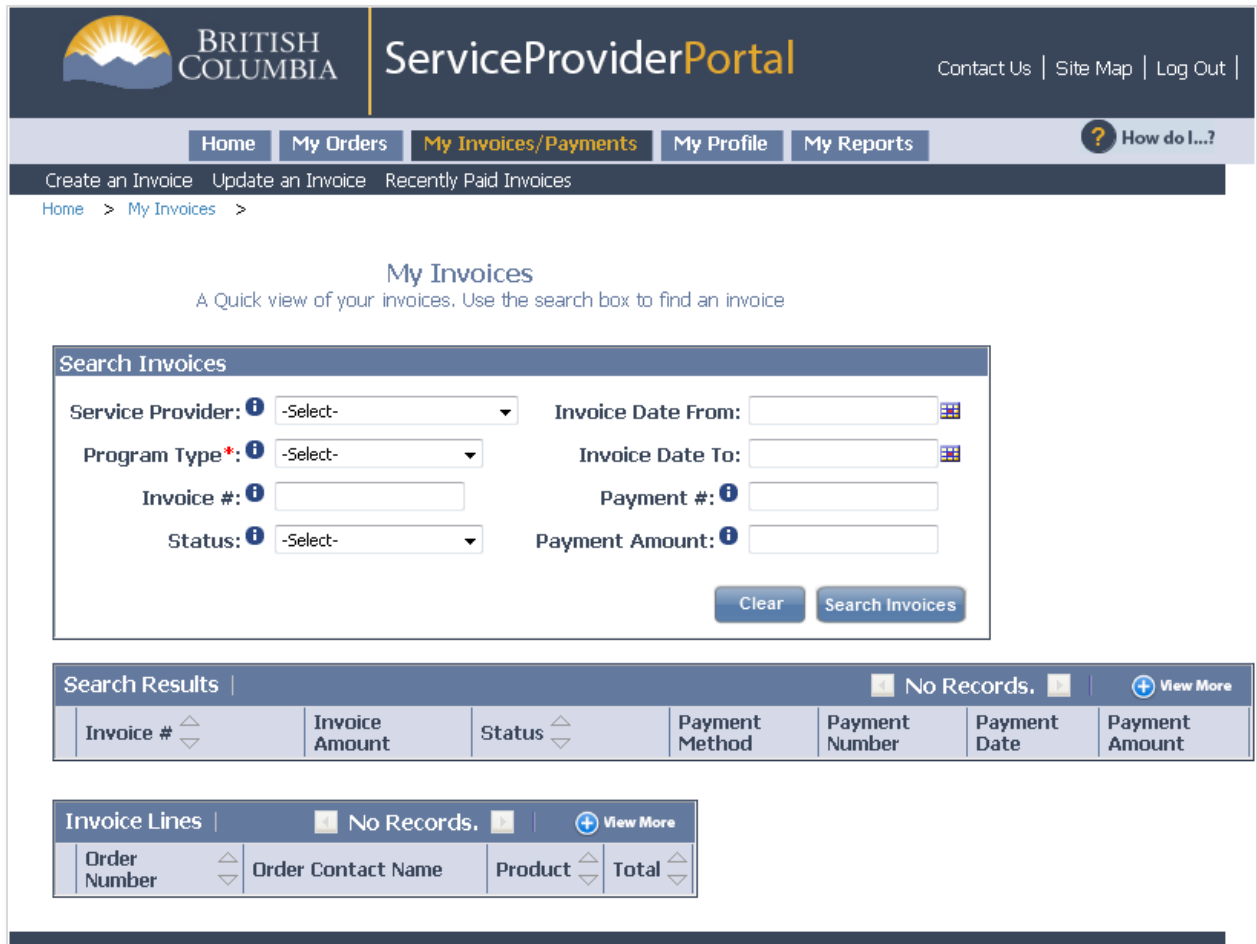


My Invoices/Payments screen

This screen allows you to view Invoice and Payment details.

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.

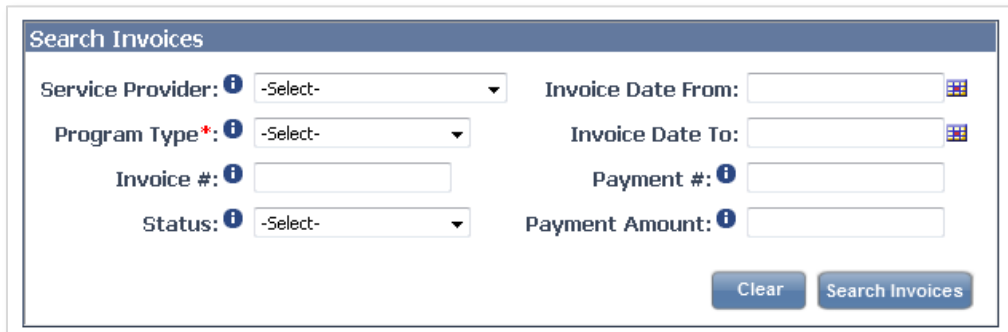


The screenshot shows the 'My Invoices' section of the Service Provider Portal. At the top, there are navigation tabs: Home, My Orders, My Invoices/Payments (selected), My Profile, and My Reports. Below the tabs are links for 'Create an Invoice', 'Update an Invoice', and 'Recently Paid Invoices'. The main heading is 'My Invoices' with a sub-heading 'A Quick view of your invoices. Use the search box to find an invoice'. A search form titled 'Search Invoices' contains several fields: Service Provider (dropdown), Program Type* (dropdown), Invoice # (text), Status (dropdown), Invoice Date From (text), Invoice Date To (text), Payment # (text), and Payment Amount (text). There are 'Clear' and 'Search Invoices' buttons. Below the search form, the 'Search Results' section shows 'No Records.' and a 'View More' button. A table header for 'Invoice #', 'Invoice Amount', 'Status', 'Payment Method', 'Payment Number', 'Payment Date', and 'Payment Amount' is visible. Below that, the 'Invoice Lines' section also shows 'No Records.' and a 'View More' button, with a table header for 'Order Number', 'Order Contact Name', 'Product', and 'Total'.

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 Subsidy.”
- **Invoice #:** This is the number attached to the Invoice. For claim forms submitted 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 is 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.



The screenshot shows a web form titled "Search Invoices". It contains several input fields and buttons. On the left side, there are four dropdown menus: "Service Provider" (with an information icon and "-Select-"), "Program Type*" (with an information icon and "-Select-"), "Invoice #" (with an information icon and a text input field), and "Status" (with an information icon and "-Select-"). On the right side, there are two date range fields: "Invoice Date From:" and "Invoice Date To:" (both with information icons and calendar icons), and two more input fields: "Payment #:" (with an information icon and a text input field) and "Payment Amount:" (with an information icon and a text input field). At the bottom right, there are two buttons: "Clear" and "Search Invoices".

Example searches:

- To see just see Paid Invoices: Click the “Recently Paid Invoices” link on the Home screen.
- To see if the Invoice just completed was submitted successfully: Choose “Child Care Subsidy” 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 Subsidy” 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. 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: This section shows details about each individual Order claimed, including the child’s name, Product (care code), number of days and Total amount.

Search Results										
Invoice #	Invoice Amount	Approval Date	Period	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Service Provider	
1-8652230885	\$58.91		Jun 2015	Ready For Approval					P4-MCFD-PORTAL CCS AFB	

Invoice Lines						
Order Number	Order Contact Name	Product	Half Days	Full Days	Total	
1-8652223385	OLIVER ORANGE	L2 - LF	8	0	\$58.91	


Viewing Invoice details

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

Search Results										
									1 - 5 of 10+	View More

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 field sorts alphabetically rather than by date.)

Search Results										
Invoice #	Invoice Amount	Approval Date	Period	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Service Provider	
									1 - 5 of 10+	View More

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

To view more details about the Invoice, or to print the Invoice, click on the Invoice Number. This takes you to the “Invoice detailed view” screen 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.

Search Results 1 - 3 of 3 View More										
	Invoice #	Invoice Amount	Approval Date	Period	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Service Provider
	1-8652231115	\$0.00		Jun 2015	Pending !					P4-MCFD-PORTAL CCS AFB
	0000000	\$0.00		Jun 2015	Cancelled X					P4-MCFD-PORTAL CCS AFB
	1-8652230885	\$58.91		Jun 2015	Ready For Approval ✓					P4-MCFD-PORTAL CCS AFB

Invoice detailed view
A detailed view of your invoice

Invoice

Status: **Ready for Approval** Invoice Date: **2015-Jun-01** Invoice Amount: **\$58.91** Comments: ⓘ

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

Program Type: **Child Care Subsidy** Approval Date: ⓘ Payment Method: **Cheque**

Program Area

Service Provider: **P4-MCFD-PORTAL CCS AFB** Created By: **PIV-TEST02_QQOMNTGGYR6** Organization: **P4-MCFD-PORTAL CCS AFB**

Payee: **P4-MCFD-PORTAL CCS AFB** Created Date: **2015-Jun-01**

Invoice Number: **1-8652230885**

Invoice Lines | 1 - 1 of 1 View More

Order Number	Order Contact Name	Product	Half Days	Full Days	Total
1-865223385	OLIVER ORANGE	L2 - LF	8	0	\$58.91

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 section 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.

Search Results 1 - 1 of 1 View More										
	Invoice #	Invoice Amount	Approval Date	Period	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Service Provider
	1-8652230885	\$58.91	2015-Jun-01	Jun 2015	Paid ✓	CHQ	0000000	2015-Jun-01	\$58.91	P4-MCFD-PORTAL CCS AFB

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

Cancel or Update Invoices

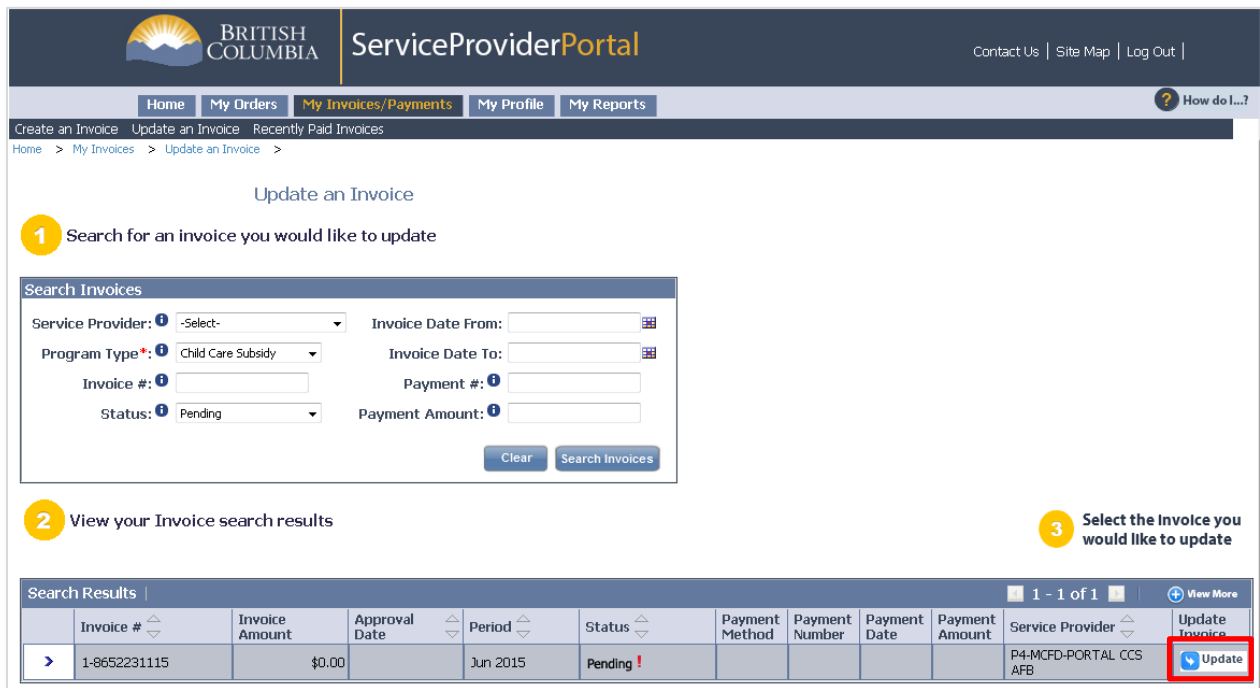
Invoices created and not submitted, or cancelled, are saved in a Pending state. These invoices may have Orders tied to them, which may prevent you from billing these Orders on another Invoice.

After you submit an invoice through the Portal, ministry staff will validate it. 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 required revisions.

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.

1. Locate the Invoice

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



1 Search for an invoice you would like to update

2 View your Invoice search results

3 Select the invoice you would like to update

Invoice #	Invoice Amount	Approval Date	Period	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Service Provider	Update Invoice
1-8652231115	\$0.00		Jun 2015	Pending !					P4-MCFD-PORTAL CCS AFB	Update

2. This will take you to Step 1 of the invoice creation process

- To Cancel the Invoice, click “Cancel Invoice” at the bottom of the screen, or
- To Update the invoice, enter the 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 Subsidy Service Centre toll-free at 1-888-338-6622 to have the invoice Returned for Revision.

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 you 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 the ministry received it. If it is in another status, such as “Pending” or “Cancelled,” then the ministry has not yet received it.

Examples of what to enter in the Search Invoices section:

- Choose “Child Care Subsidy” in the Program Type field, and enter the Invoice #
- Choose “Child Care Subsidy” 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 Subsidy” 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 need to 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.

The best view to print from is the Invoice Detailed view as it shows all the Orders associated with the invoice. To see this view, search for the invoice and then click on the Invoice Number in the Search Results section of the My Invoices/Payments screen.

Q: The Invoice Status is “Paid” but I have not yet received a payment. What does this mean?

A: When you submit an Invoice to the ministry, it will be a few business days before the status changes to “Paid.” Invoices will be in “Paid” status once the payment system approves them, and then the payments will be generated a few days later. This means that you can see the date the payment will be made before it is 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 Transfers (EFT), the funds will be transferred to your account on the Payment Date listed on the Invoice 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.

Q: I received a payment from Child Care Subsidy, 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 number will be on the remittance statement you received with your payment.

If you cannot locate an Invoice after entering this Payment number, you can call the Child Care Subsidy Service Centre for assistance toll-free at 1-888-338-6622.