Supplier Portal User Guide - Contents

Supplier Portal – User Guide

Introduction

Care Connect's Supplier Portal has been created to process payments to you in a more efficient and faster way.

Care Connect currently receives an average 1000 invoices each day from Service Providers for services delivered to our clients. This volume will increase as our client base grows and our decision is to adopt a technology solution to manage this growth.

The objective of introducing the Supplier Portal is to better support payment to you within contract terms. It does this by:

- removing the need for you to submit invoices
- allowing for the comparison of your service delivery data to Care Connect's data so that you can confirm delivery / submit variations
- providing online functionality for you to notify Care Connect of variations in service (changes, cancellations, omissions and errors)
- actioning variations in service (also known as Invoice For Approval or IFA) online, leading to faster resolution and payment

In addition, the portal will:

- provide direct input by you of unique identifiers or general comments against each service line to link payment from Care Connect to your finance system
- provide you with online information on the status of each service, reducing the number of enquiries you need in order to identify the status of payments and variations in service
- allow you to better target your payment enquiries using the status information shown on the Supplier Portal

Care Connect will issue a Recipient Created Tax Invoices (RCTI) to facilitate payment to you.

Future versions will enhance this functionality and look to include additional information that promotes our "ease of doing business" ethos. Care Connect encourages your feedback to improve the Supplier Portal.

Commencement

Your access to the Supplier Portal begins from the date that you register.

From the first invoice period after your registration, the despatch of all invoices to Care Connect is to cease. The Supplier Portal <u>alone</u> will be used to process payments to you.

Services delivered prior to the date you registered will still be processed using invoices submitted to accountspayable@careconnect.org.au.

Contact and support

Support is available to help you use the Supplier Portal as follows:

- Phone support – 1300 966 170
- Technical support for help relating to accessing the portal and navigating around it – procurement@careconnect.org.au
- Client support for enquiries on client appointments and related matters – services@careconnect.org.au
- Transaction support for enquiries on payment updates or the status of variations – transactions@careconnect.org.au

Several webinars have also been placed on Care Connect's website to demonstrate how to navigate, submit, bulk upload and check the status of payments. These webinars are available at https://www.careconnect.org.au/providers/

System

The URL for the Supplier Portal is:

https://myportal.careconnect.org.au/supplier

The Supplier Portal is accessible from most commonly used browsers including Internet Explorer, Microsoft Edge, Google Chrome (Windows and Mac), Firefox (Windows and Max) and Safari (Mac). You can also access the Supplier Portal via a tablet.

There are no additional systems requirements.

Registration and access

You will need to register for access to your organisation's unique page on the Supplier Portal. To register:

- enter the six digit Supplier ID provided to you by Care Connect (please email procurement@careconnect.org.au if you do not have this)

- enter the email addresses for your organisation (only one is allowed per organisation); it is recommended that a generic email address is used to facilitate ongoing access by your team members during staff absences

- choose a password that contains a minimum of eight characters with at least one capital letter, one lower case letter and one digit. The password cannot match or contain the user name of your nominated email address (for example, *receivables@abchome.com.au* cannot have a password *receivablesA1*)

- upon receipt of a registration email to your nominated email address, click the confirmation link in the email (see below); the confirmation link expires within 1 hour of initial registration
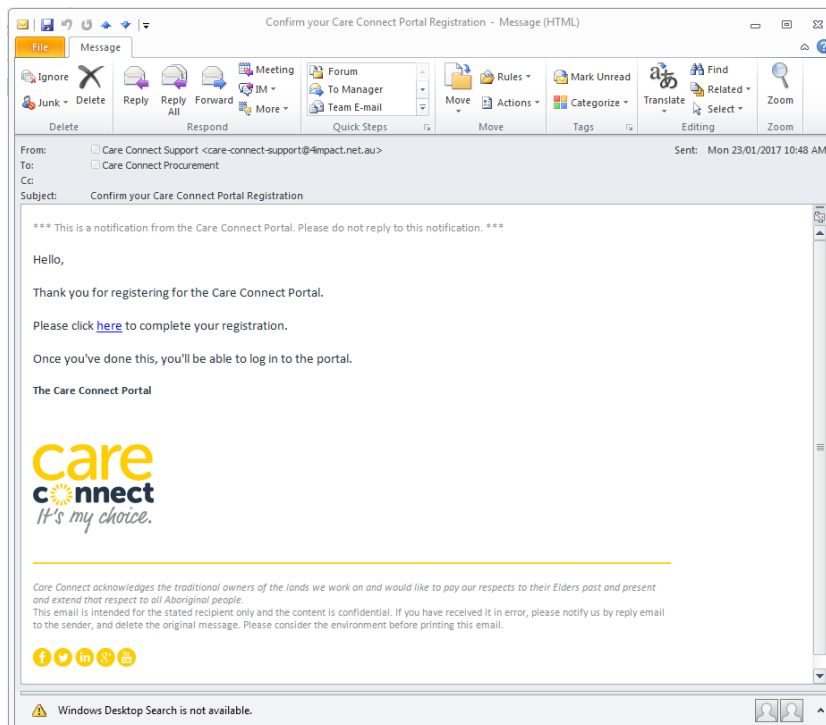
Your first time log-in may take time to upload; please be patient. After your initial access, future log-ins should not take as long.

Note that this portal is different to any demonstration portals to which you may have already registered. You will need to register to the live Portal using the above link.

Navigating the Portal

Once registered, you can access the portal using your nominated email address and selected password.

The Supplier Portal directly draws information from Care Connect's client management system, working from client service plans. Each client service event allocated to you is listed separately. For example, while Social Support and Client Transport may be related activities, they will be separately listed on the Supplier Portal.

Supplier Portal data are maintained and updated in real time.

Once you have access, the portal opens to show the client service events for your organisation that have a status of *Open*. The portal always opens at this page.

A screen shot of a sample portal is provided below

The screen displays the following data fields:

- Start Date – the date and time an event is scheduled to begin
- End Date – the end date and time for an appointment (this is left blank if there is no time period associated with the event; for example, delivery of equipment)
- Project – Care Connect's client ID / Purchase Order number for each client
- Client – the client's name
- Item Number – a category identifier used by Care Connect
- Product Name – the service or products to be provided, using Care Connect terminology
- Qty – the calculated amount for the delivered service
- Unit Price – the unit price agreed between your organisation and Care Connect
- Line Amt – the calculated value for the service (Qty *x* Unit Price)
- GST Group – whether the service attracts GST or not
- GST Amount – the amount of GST to be paid, where applicable
- Total – the total payment due to be paid for the service line

- Invoice ID – Care Connect's Invoice ID applicable to a payment
- Vendor Ref – your unique identifier for this service event (to link to your finance system) or comments you choose to add, up to 20 characters
- Payment Due Date – the due date for payment once Supplier and Client Confirmation is achieved (standard terms are 30 days from "invoice" date provided these confirmations have been received)
- Payment Date – the date of actual payment
- Supplier Confirmed – confirmation from you that the service event has been delivered
- Status – the status of each service event, as follows:

    a. All (defined as all service events for your organisation regardless of status)
    b. Open (service delivery has not been confirmed by you)
    c. Pending (you have confirmed service delivery)
    d. Approved (client confirmation has been received)
    e. Rejected (a variation to the service event has been rejected)
    f. Invoiced (the Service has been invoiced)
    g. Paid (payment has been made)
    h. Cancelled (the service event has been cancelled)
    i. Invalid (ignore this status for now)

- IFA Status – the status of a variation submitted by you (see below for further details)

You can modify the on screen view as follows:

- Client – select either All, an individual client or a number of clients (do this by scrolling down and clicking the CTRL-ENTER keys for each desired client name or CTRL-SHIFT for a range)
- Status –filter for the status of the service event from the *Search Transactions* area
- Date of service – select a date range *From* and *To* for a narrower search

Refresh the screen once the filters have been set by clicking the Search button.

The Reset button returns you to all entries with an *Open* status.

Supplier actions

To start the payment process, you will need to access your unique page on the Supplier Portal and find relevant services that have been delivered. You will then need to confirm

that services have been delivered by clicking the status box on the screen against each of those service events that has occurred (that is, the service has been delivered).

Once you have completed those entries that you wish to confirm, click the *Submit* button for the information to be automatically sent to Care Connect. Any *Vendor Ref* information you have added will be updated at this time and prior content will be over-written.

It is recommended that you check the Unit Price shown on the Supplier Portal to ensure that it matches the unit rate you are about to submit. If it does not, please send details, including the updated rates schedule, to procurement@careconnect.org.au asking for this to be updated. Care Connect will advise you when this is done, allowing you to proceed. If this is not done, payment will be delayed while we rectify the variation.

You may add your unique identifier(s) against each service line in the *Vendor Ref* column to link payment back to your finance system. This can be done at any time.

You cannot confirm service delivery for a future date. The status of these will be shown as "*No*".

Client events that have not been clicked as Supplier Confirmed will remain as *Open* until you confirm that they have occurred.

Bulk upload

For bulk service events, you can download data to MS Excel® to confirm service delivery. Bulk downloads also allow you to better filter and sort data to compare it to the data from your own system. This makes the confirmation process easier for you.

If you are only confirming service events that have occurred, you can filter data to only show a status of *Open* service events within a relevant date period. You can download all data from the Supplier Portal although if you are only performing this action, that task will be more onerous as you manually sort through the spreadsheet.

Once you have applied the relevant filter, download by clicking the *Export* button in the Submit / Export Transactions area. The exported data will open in an MS Excel® spreadsheet. Click the *Enable Editing* button to allow you to work on this spreadsheet.

You are able to perform the following tasks in the downloaded spreadsheet:
- place a "Yes" or "yes" in the Supplier Confirmed column (Column Q)

- add your unique identifier against each service line in the *Vendor Ref* column (Column V) to link payment from Care Connect back to your finance system (you can enter these unique identifiers against future service events as well)
- if required, amend the date, time and / or quantity of the event to reflect the actual delivery that occurred (this will appear in Red when you have uploaded the file back to the portal and will turn to Blue when you submit the variation)

As you enter data into columns U-X, validation advice will be provided in Column Y as a guide to whether errors in entries may be evident.

To avoid upload failure, do not change anything else on the spreadsheet.

Save the file to your computer / server and return to the Supplier Portal. Click the *Choose Batch File* in the Batch Transactions area. Browse for the saved file on your computer / server and select the *Upload Batch* button to upload the amended file.

It is strongly recommended that you generate a Transaction Report after a bulk upload. **This must be done before you refresh the screen.** Create the report by clicking the *Download Results* button as there is no opportunity to generate it once you have refreshed or left this page. This report will identify any errors in the upload that you will need to correct.

Once completed, click the *Submit* button for the information to be sent to Care Connect.

Reversing a submitted entry

Until Client Confirmation is received, you are able to unsubmit a *Supplier Confirmation* that may have been lodged in error. This is done by clicking the "*Unsubmit*" contained in the status column. Transactions can be filtered to status *Submitted* to see only these transactions.

You may not reverse a submitted entry if an IFA has been requested.

Variations

The appointments and service requirements set out in the client's service plan (and therefore the Supplier Portal) may vary due to a number of factors.

Variations can be submitted to Care Connect directly through the Supplier Portal or via the bulk upload process discussed above. If using the bulk upload process, add the new data in Columns U to X on the downloaded spreadsheet to reflect the change. Do not

change the *Transaction ID*. It is recommended that you also generate a Transaction Report once you have uploaded the variation by clicking the *Download Results* button.

Varying an existing entry in the supplier portal includes the following reasons:

- cancellation
- reschedule
- different quantity
- different service type
- add a new service

The actions required to lodge a variation are described below.

Cancellation

To cancel a service, amend the time to zero minutes or the quantity to zero (whichever applies) and submit. The portal provides a warning asking you to confirm that you wish to cancel the service.

Reschedule

To submit variations in the scheduled date or time / quantity, change these by clicking on the smart calendar next to the relevant entry.

Change the end time and date first. A calendar and clock will appear (see at right) allowing you to make the required variation in end time and / or date. Then the start time and date and make any variation in end time and / or date. Then submit the variation.

If the reschedule causes a different price to apply (for example, moving to a public holiday or an evening shift), cancel the existing entry and add a new service at the applicable rate.
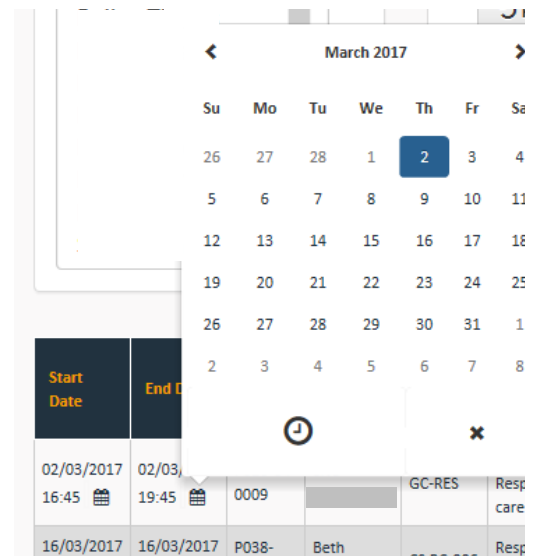
Different quantity

For services that do not have a time component (for example, Client Travel), enter the new value in the *Qty* column and submit the request. Do not change the date and time entry as it will not recognise this.

Different service type

If the service delivered differs from that listed, cancel the original service as described above and add a new one for the delivered service. Submit the variation.

Add a new service

If a service event is missing or you need to add a new service, download a spreadsheet (as described in the bulk upload process above). The following details are required as a minimum:

- the start date and time
- the end date and time
- Project (for current clients, copy this from the Supplier Portal; for others, please contact the Transaction Team)
- Client name as recorded by Care Connect (refer to other entries for this client on the Supplier Portal for this or contact Transactional support)

- the Service Type (for example, Domestic Assistance)
- the quantity
- the unit rate

You will need to type "Yes" in the Supplier Confirmation column (Column Q).

Submit the variation once this information is entered. The status of this entry will not show on the Portal until it is approved. Once approved, its status will remain *Open* until you confirm service delivery on the Portal or via a Bulk Upload.

Submission

Variations entered by you will appear on the Supplier Portal in **Red** text. This converts to **Blue** text once you have submitted it. The status of a submitted variation shown in the IFA Column on the Supplier Portal is one of the following:

- Required
- Approved
- Rejected
- Completed

Care Connect will review the variation and the outcome will be one of the following:

- if approved, Care Connect will affect the change with Client Confirmation actioned as part of our investigation into the variation; Care Connect will process the payment (assuming a different rate does not apply due to the change) without further action required by you
- if the variation is declined, Care Connect will contact you to discuss and agree further action

When an IFA is rejected, you will need to resubmit the original service.

If the rates shown on the Supplier Portal are incorrect, advice on the correct rates is to be submitted to procurement@careconnect.org.au as per our service agreement with you. Any changes in rates that do not match those provided to Care Connect will result in delays while new rates are reviewed by Procurement.

Invoicing

From the first invoice period after your registration, the despatch / emailing of all invoices to Care Connect is to cease. The Supplier Portal alone is to be used to process payments to you.

Services delivered prior to that date will still be processed using invoices.

The Supplier Portal will generate Recipient Created Tax Invoices (RCTI) by Care Connect to facilitate payment. RCTI are tax invoices in accordance with Australia's taxation law. Please see a depiction of the format of Care Connect's RCTI at right.

Once generated, the RCTI and related Remittance Advice will be provided to your nominated email address for your records.

care connect
It's my choice.

Care Connect		Tax Invoice Copy	
PO Box 1388			
COLLINGWOOD VIC 3066		Number	RCTI-00000004
Telephone	03 9270 9999	Date	4/04/2017
Fax	03 9415 9724	Page	Page 1 of 1
ABN	23 094 121 810	Payment due	4/05/2017
		Vendor account	104219

ABC Home Care
123 Residence Place
HAPPYVILLE VIC 3000

Client ID	Client Name		Service date				
Item number	Description		Qty Unit	Price	Amount		GST
Vendor Reference : 5-22324							
HCP001216			6/03/2017 10:00:00 AM				
CS DA-001	Domestic Assistance - Std		2.00 Hours	46.80	93.60		9.36

Invoice total	93.6
Total GST	9.36
Total including GST	102.96

The RCTI number will be shown on the portal (*Invoice ID*) along with Payment Due Date / Payment Date and your unique identifier (*Vendor Ref* information). The combination of this data can be downloaded to MS Excel® by clicking the *Export* button to allow you to reconcile payments in your finance system.

Issues and feedback

Issues that arise in the use of the Supplier Portal are to be raised with the contact points identified above.

Please also refer to the FAQs in the appendix to this user guide.

Conclusion

Care Connect thanks you for your commitment and support in this initiative.

We are confident that the Supplier Portal will greatly enhance our ability to work more effectively and efficiently with our service provider network. Your efforts and assistance in supporting us in this are greatly appreciated. Your feedback and suggested enhancements will be used to further develop the Supplier Portal.

Supplier Portal - FAQs

"I forgot my password"

Click the Forgot Password link on the main login screen. This will send you to a new page where you can enter the account's email address. A reset link will be sent to that email address.

"I did not receive my confirmation email"

Please ensure that ten minutes has expired since you registered. If you attempt to log in before confirming your email, you will receive a "Please Confirm" message.

If you have not received the confirmation email, request a fresh copy by clicking the "Request a new email" link in the pop-up screen.

"I forgot my username / email"

Please contact Care Connect for assistance: procurement@careconnect.org.au

"I have lost access to my email"

Please contact Care Connect for assistance: procurement@careconnect.org.au

"My account has been hacked"

Please contact Care Connect for assistance: procurement@careconnect.org.au

"I click on the URL and the Supplier Portal does not come up"

Check with your internal IT team to ensure that there is not an issue with internet access in your organisation.

If there is no issue on your side, please contact Care Connect for assistance: procurement@careconnect.org.au

"When I log in the fields are empty"

The Supplier Portal will only show future entries. If you are logging in for the first time and the start date you notified to Care Connect is in the future, all fields will be empty.

Otherwise, go to the filters and change the status to "All" and then click "Search". If there are still no entries, please contact Care Connect for assistance: procurement@careconnect.org.au

"Are the fees shown exclusive of GST?"

Yes, the fees exclude GST.

"If the fees shown are exclusive of GST and yet attract GST, how will Care Connect reimburse me for the GST component?"

The Portal separately identifies the GST component and the calculated total payment relevant to each particular line ("*GST Group*"). Care Connect's payment system identifies where GST applies and the payment will include this as appropriate.

"I need to submit a variation for a missing service and don't have the Project ID"

If the variation is for an existing client, the same Project ID used for other entries will apply. Please enter this number in Column D *Project*.

If the variation is to create an entry for a new client, please contact Care Connect for the Project ID number: transactions@careconnect.org.au

"I have added a missing / new service for a client and the Transaction Report states that the Client Name is missing. The client's name has been entered so what do I do now?"

Please check that the client name entered is <u>exactly</u> as that used for other entries on the Supplier Portal or provided to you by Care Connect. If it is exactly the same, please contact Care Connect assistance: transactions@careconnect.org.au

"I am trying to change the time / date of a service and it warns me that I am about to cancel the service. What should I do?"

The system is assuming you want the hours to be zero so you should amend the end date and time first, then the start date and time after that. This should prevent the warning and allow you to submit.

"The Unit Price does not match the price we will be charging for the service"

The Supplier Portal shows the last unit price advised to Care Connect by your organisation. Please contact procurement@careconnect.org.au with details of new rates before you confirm delivery. Care Connect will update the system and advise you so that you can proceed to submit your confirmation. We will endeavour to do this within 1 business day.

"I have submitted a variation adding a new service. The status of this entry is not showing on the Portal. Where is it?

The new service will only show on the Portal as *Open* once it is approved by Care Connect. You will need to confirm delivery of this service once it appears.

"I have received a payment and don't know what it is for. Can the Portal help me reconcile?"

Yes. You can filter Portal data by status, selecting "Paid" to show all payments made. Filter to only capture the date that the payment was made and click Search. The data will shown the RCTI number and any Vendor Reference information you have added. You can download this to an MS Excel® file by clicking Export.

Please check with accountspayable@careconnect.org.au to confirm the delivery email address for Remittance Advices and RCTIs to be sent to your organisation.

"I have added a service via bulk upload and it is not showing on the Portal. When will it show in the Portal?"

The newly added service will need to be assessed by Care Connect before it is added to the Client Calendar and therefore to the Portal. The time for this cannot be calculated however once approved, the new service will appear as an Open status. You will then need to confirm service delivery to move this into the payment process.

"The Portal is showing names of people who are no longer clients. Can these be removed?"

At this stage we are not able to remove these client names.