Supplier Portal User Guide - Contents

Supplier Portal – User Guide (self-manage) V2.0

1. Introduction

This user guide is applicable for users of the Portal who have 'self-manage' status, i.e. the provider reviews services and confirms delivery via the portal.

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 of 1,000 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.

Please note that all examples in this User Guide use fictional pricing and client names.

2. 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

3. 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 it – procurement@careconnect.org.au

  Providers would contact Procurement for assistance in accessing or navigating the Portal or there is a query about pricing. Some examples are below:

  1. A provider cannot understand the filter options
  2. A provider is unsure of how to confirm that the service has occurred
  3. The price on a Portal is incorrect

- **Client support** for enquiries on client appointments and related matters – services@careconnect.org.au

  Providers would contact Service Support to amend any current schedules for clients or advise feedback relating to appointments. Some examples are below:

  1. A client has a shift on Wednesday however her regular Care Worker is unable to attend, can they send an alternative?
  2. A care worker is running late for a shift
  3. A client had a fall while the care worker was in attendance
  4. A provider has noticed the client's health seems to be declining over past few visits
  5. A provider queries if a service should proceed on a Public Holiday

- **Transaction support** for enquiries on payment updates or the status of variations – transactions@careconnect.org.au

  Providers would contact Transaction Support for enquiries relating to services that have passed. Some examples are below:

  1. A service occurred but it is not on the Portal
  2. The duration of a shift is incorrect

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/

4. 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.

5. 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.
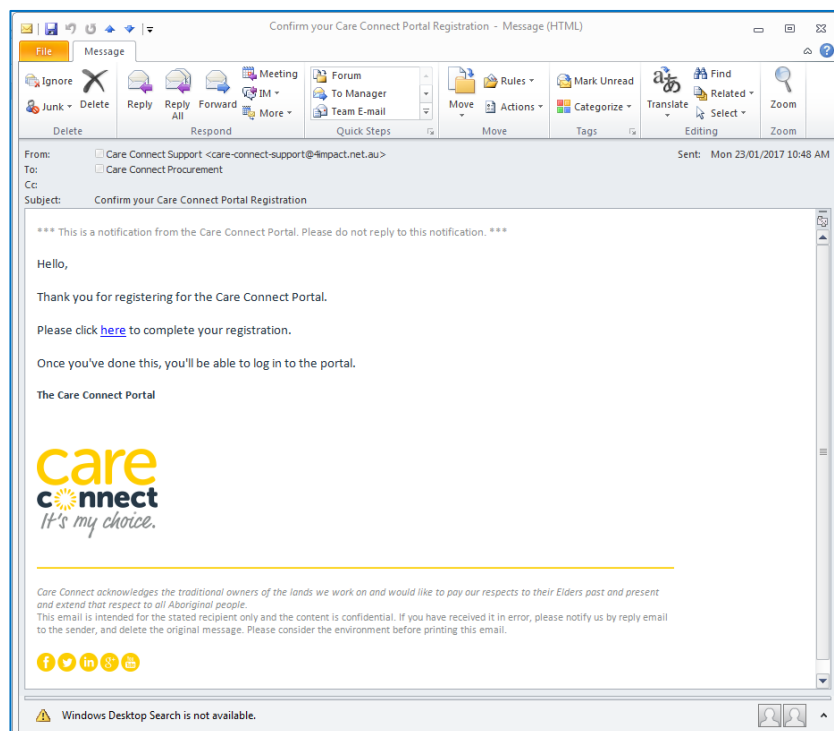
Your first time log-in may take time to upload; please be patient. After your initial access, future log-ins should not take as long.

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.

6. 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 consists of:

1-4. Header Filters

5. Records indicator and Paging Box

6. Filter and Sort Bar

7. Transaction Totals Bar

8. Filtered transactions

9. Search transactions Button

10. Reset Search Criteria Button

11. Submit (Confirmation of Changes) Button

12. Export Filtered Records Button

13. Select File For Batch Upload Button

14. Upload Batch Button

1-4 Header Filters – these contain the most commonly used filters of:

Client, Status, Vendor Reference and Dates and are in the Header Section for ease of use.

1. **Client** – the client's name.

2. **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).

3. **Vendor Ref Filter** – your unique identifier for this service event. This can be YOUR invoice reference to link to your finance system or comments you choose to add, up to 20 characters. If you use more than 10 characters they may not display full in the Header Filter but will be fully displayed in the Records Filter.

4. **Dates Filter** – dates are based on the start date of the service. The range can be changed by clicking on the calendar icon.

The default filters applied are transactions with a Status of Open, within the date range from your intial portal start date to the current day.

Records can also be filtered using the Record Filter Bar which enables you to filter on ANY of the column headers.

5. **Records indicator and Paging Box** – this displays the number of records returned from your search criteria. A maximum of 50 records can be displayed on one page. If there are more that 50 records this will be displayed on additional pages. Using the page numbers or arrows to scroll through to the appropriate page. It is recommended, where possible, to apply filters to reduce the numbers of records retrieved and the number of pages you will need to scroll through.

6. **Filter and Sort Bar** - you can apply additional filters to those in the Header Filters section e.g. Paid Date, IFA Status etc. You can also sort the data Ascending or Descending for the Column. Only one sort order is applied to the data. If a sort is already applied to one column and another sort order applied, the last sort order will be used.

7. **Transaction Totals Bar** – these display the totals based on the Care Connect's totals and your totals. The totals will be different when there is an IFA which has not yet been completed. "Your" totals will show the values based on any variations you submitted to enable easier reconciliation.

8. **Filtered transactions** – the first 50 records returned from the search criteria will display on this page. The records contain the following information:
- 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's terminology.
- Qty – the calculated amount for the delivered service.
- Unit Price – the unit price agreed between your organisation and Care Connect.
- Line Amount – 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 and based on our agreed payment terms.
- Payment Date – the date of actual payment.
- Supplier Confirmed – confirmation from you that the service event has been delivered.

- Status – the event 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.
- IFA (Invoice For Approval) Status – the status of the variation submitted by you. (see submission of variations below for futher details).
    a) Required – a variation has submitted but not approved by Care Connect.
    b) Approved – the variation submitted has been approved.
    c) Completed – Care Connect's records have been updated to reflect the variation.
    d) Rejected – the variation has been rejected by Care Connect.

9. **Search Transactions Button** – use this when you have amended the default header filters to return the transactions that meet the new search criteria.

10. **Reset Search Criteria Button** – this will set the filters back to the default settings.

11. **Submit (Confirmation of Changes) Button** – use this for submitting any changes you have made to the data and/or confirmation of service.

12. **Export Filtered Records Button** – this will export into Excel all the filtered records.

13. **Select File For Batch Upload Button** – opens the file search window to select a file for uploading (see bulk upload section below).

14. **Upload Batch Button** – loads the selected batch file (see bulk upload section).

7. Modifying the on screen views

The default filters (Open transactions from Portal Start date to Current Day) can be modified using the Header filters OR the filter Bar. Additional filters can also be applied using the Filter Bar filters. On all filters you can select individual items, a range or non-continuous selection.
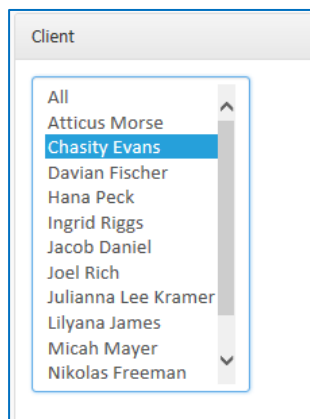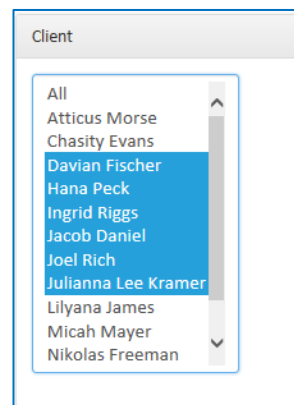
Individual	**Range**	**Non-contiguous**
	• Select first item • Move mouse pointer to last item required • Hold down shift button • Select last item	• Select first item • Move mouse pointer to next item • Hold down "ctrl" button • Select next item Repeat for additional items
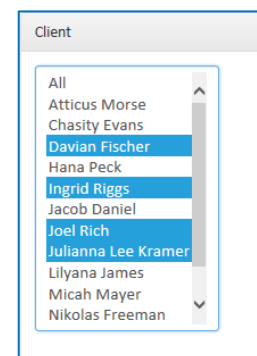
Clicking on any column name in the Filter Bar opens up a filter box for that column. Once you have made your selections click on the Filter Button to apply. You can also select the sort order to be applied for that column heading. Note the last applied sort order will be applied to the filtered records.

After making changes in Header Filters click on the Search button to apply the filters to the data.

Any changes made to the Header Filters will be reflected in the filters in the Filters Bar. A filter icon is also displayed in the column header.

Similarly any changes made to the Client Name, Status, Vendor Ref in the Filter Bar will be reflected in the Header Filters.

Once filters are applied the totals in the totals bars will recalculate and options in the other filters will reflect only the available combinations based on the new record set.

The Product Names only reflects those available for the Client that has been filtered on

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

Start Date	End Date	Project	Client	Item Number	Product Name	Qty	Unit Price	Line Amt	GST Group	GST Amount	Total	Invoice ID	Vendor Ref	Payment Due Date	Payment Date	Supplier Confirmed	Status	IFA Status
CCL Total Your Total								548.50 548.50		54.86 54.86	603.36 603.36							
03/03/2017 11:30	03/03/2017 16:30	P078-01-0025	Adelyn Kline	CS RC-006	Respite Day Std	5.00 Hours	46.37	231.85	GST	23.19	255.04	RCTI-00003617	68769	13/10/2017	13/09/2017	Yes	Paid	Completed
03/03/2017 12:00		P078-01-0025	Adelyn Kline	CS T-001	Serv Provider Mileag	45.00 km	1.24	55.80	GST	5.58	61.38	RCTI-00003219	68769	06/10/2017	06/09/2017	Yes	Paid	
10/03/2017 15:00	10/03/2017 20:00	P078-01-0025	Adelyn Kline	CS RC-030	Respite Evening	5.00 Hours	52.17	260.85	GST	26.09	286.94	RCTI-00003617	68769	13/10/2017	13/09/2017	Yes	Paid	

8. Exporting to Excel®

Clicking on the Export Button (or the Export Transactions Button at the bottom of the screen) will create an Excel file containing all the filtered transactions. The file will also contain totals that match the 'CCL' totals and 'Your' Totals.

9. 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.

9.1. 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.

There is a total line included that sums both the Care Connect values and your values.

You are able to perform the following tasks in the downloaded spreadsheet:

- place a "Yes" or "yes" in the Supplier Confirmed column (Column V)
- add your unique identifier against each service line in the *Vendor Ref* column (Column Z) 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 AA-AC, validation advice will be provided in Column AD 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.

9.2. 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.

10. 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.

10.1. 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.

10.2. 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.
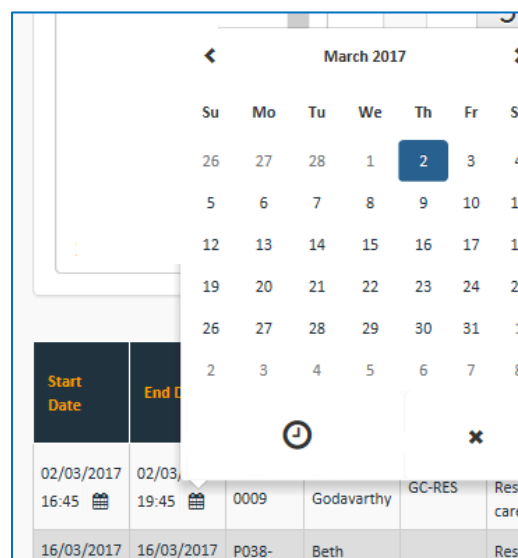
10.3. Different quantity

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.

10.4. 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.

10.5. 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 V).

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.

10.6. Submission of variations

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.

11. Invoicing

Once your transaction file has been processed by Care Connect a Recipient Created Tax Invoice (RCTI) will be generated 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.

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

The RCTI number will be shown on the portal (Invoice ID) along with Payment Due Date / Payment Date information and your unique identifier (Vendor Ref)

12. Payment

Remittances Advices will be generated when RCTI's are paid and provided to your nominated email address.

Once generated the payment date will also be shown in the Portal.

13. Reconciling a remittance to your data

Select 'Paid' as the Status type and use the payment date filter to select the payment date. You may need to expand the range in the dates filter to ensure all transactions are included.

The filtered records will display all the detailed services included for that payment with your reference number. The Total amount on the "Your Total" line will match the remittance value.

The amount of $540.56 matches the amount on the remittance advice (see above).

The data can be exported to MS Excel® to allow you to import and allocate the remittance date if you wish. The totals are also included.

14.   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.

15.   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 exactly 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 one 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.