

Approved Counselling Service

Online invoicing user guide

The following instructions are designed to assist new users to submit invoices for Approved Counselling, through the e-invoice portal. Please note that this is an interim measure to streamline invoice submission and reduce payment timeframes. This process will be replaced in due course by the Counsellor Portal.

Important information

As with everything, payment is dependent on the timely submission of the required reports (Initial, Final or Over 22 hours) and approval for you to see the client such as date of approval and number of approved hours allocated to you.

You have a time limit of 4 weeks from date of service (client session), to submit your invoice.

The e-invoice portal is located at:

https://www.victimsservices.justice.nsw.gov.au/Pages/vss/vs_approvedclaim/Approved-Claims.aspx

This is a standalone site until the pilot is complete and then will be available on the Approved Counsellor page. We recommend saving the link as a favourite in your browser.

On accessing the portal, you will be presented with the following screen.



The screenshot shows the 'Invoice' form in the 'Online Forms' section of the NSW Justice Victims Services portal. The form includes the following fields and sections:

- Supplier (payment) Name ***: Text input field.
- ABN (11 digits) ***: Text input field.
- VS Counsellor Approval Number (eg. A12345) ***: Text input field.
- Email Address (for counselling-related business)**: Text input field.
- Registered for GST?**: Radio button selection.
- VS Reference number (6 digits only) ***: Text input field.
- Victim First Name ***: Text input field.
- Victim Last Name ***: Text input field.
- Is this a replacement invoice for a rejected invoice?**: Radio button selection.
- Comments**: Text area for additional notes.
- Services**: A table with columns for **Date of service ***, **Service Type ***, **Duration ***, and **Delete entry**. Below the table are dropdown menus for **Select** and **Select**, and an **Add Service** button.
- Declaration of Service**: A section with a declaration text: "I hereby declare that the above services were provided and the information in this form is true, accurate and complete and I understand that this claim for payment may be refused if information is misleading or untrue. I understand that submission of false or misleading information may lead to your status being suspended or terminated."

Completing the form

Entering your details

Unfortunately, the form does not remember your details or autofill after submission. In the interim, you might like to set up a template in Word, where you can simply cut and paste the details you need to enter routinely. For example:

Template questions	Template answers
Supplier (payment) name	
ABN (11 digits)	
VS Counsellor Approval Number (eg A12345)	
Email address (for receipt)	
Counsellor first name	
Counsellor surname	

It is critical that you enter details correctly, otherwise the interface with CARES will result in rejection of the invoice. For example you must enter your accreditation (Approval) number exactly as you were advised, including the letter and any 0 in front of the number, i.e. A00319 or T19160.

Entering client details

You may wish to develop a list of clients you regularly work with, so you can also cut and paste these details into the form. For example:

VS reference #	Victim first name	Template questions
123456	Victor	Brown
000567	Mary	Green

As with all records, ensure this information is secured from access by anyone other than yourself.

You can add two further service dates (three in total) for the one client and claim, by clicking **Add Service**.



The screenshot shows a 'Services' form with a table structure. The columns are 'Date of service *', 'Service Type *', 'Duration *', and 'Delete entry'. The first row contains a date picker, a dropdown menu with 'Select', another dropdown menu with 'Select', and a delete icon (X). Below the table, there is a green plus icon followed by the text 'Add Service', which is circled in red.

This will add another line to enter service dates for the same client. You cannot enter details for multiple clients on the one form or different claim numbers for the same client.

The screen will look like this:



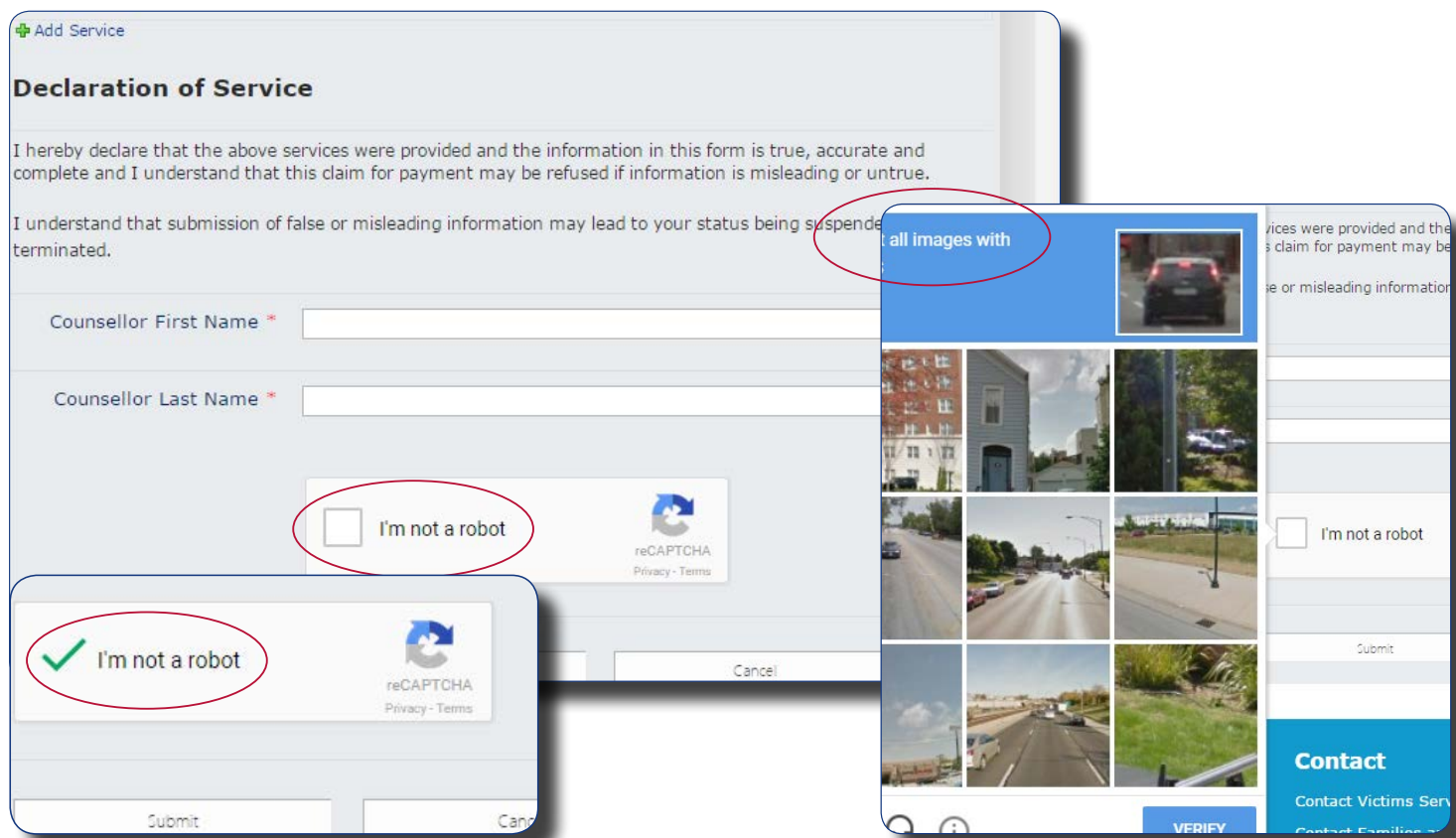
The screenshot shows the 'Services' form with two rows in the table. Each row has a date picker, a dropdown menu with 'Select', another dropdown menu with 'Select', and a delete icon (X).

If the client has used remaining hours on one claim and you need to submit hours for a new claim number, you will have to submit another invoice for the new claim.

Submitting the form

Check that all information in the form has been entered correctly and you have selected the GST option if you are registered for GST.

Complete the **Declaration of Service** part of the form and click the **I'm not a robot** and follow the instructions in the pop up box and select verify. You will get a **tick of approval** once this has been completed.



This will permit you to click on the submit button to submit the invoice. You may find that you do not need to go through this step every time.

Email receipt

You will receive an email notification that the invoice was submitted with a copy of the invoice. 1

Payment time frames

Payments will be processed within 28 working days from receipt of the invoice.

Rejected invoices

Accounts will advise counsellors of any online invoices being rejected. Email will include information such as the online invoice number, the reason/s for the rejection and whether a new online invoice will need to be resubmitted. For rejected invoices that require resubmission for sessions older than 4 weeks, you will be able to select the box indicating that you are submitting a replacement invoice. Selecting this box will enable you to enter a date of service older than 4 weeks. It is mandatory when selecting this box that you enter the rejected invoice into the comment box.

Remittance advice

The Department's Business Support Centre (BSC) is responsible for providing remittance advices. These are either emailed to you or mailed, if no business email address provided.

If you have issues with receiving these, the BSC recommends:

1. Have you changed your business email or postal address? If so, please advise Victims Services as soon as possible to ensure records are updated.
2. Check your spam/junk mail as remittance advices might be placed there.
3. Do you have a block against any "no reply" emails as this may stop remittance advice being sent to you?
4. BSC also suggested that you save the following email addresses in your email address book as this has appeared to fix similar problems experienced by counsellors:

noreply@justice.nsw.gov.au

no-reply@justice.nsw.gov.au

If the above does not apply to you and you have not received a remittance advice, please contact the Business Support Centre on **8688 1111** and select **option 2** for Finance to request a copy of your remittance advice.