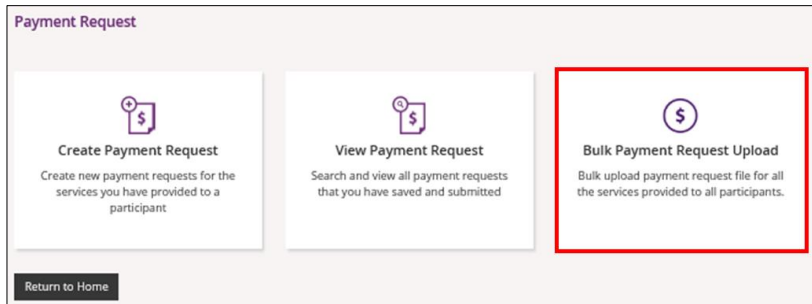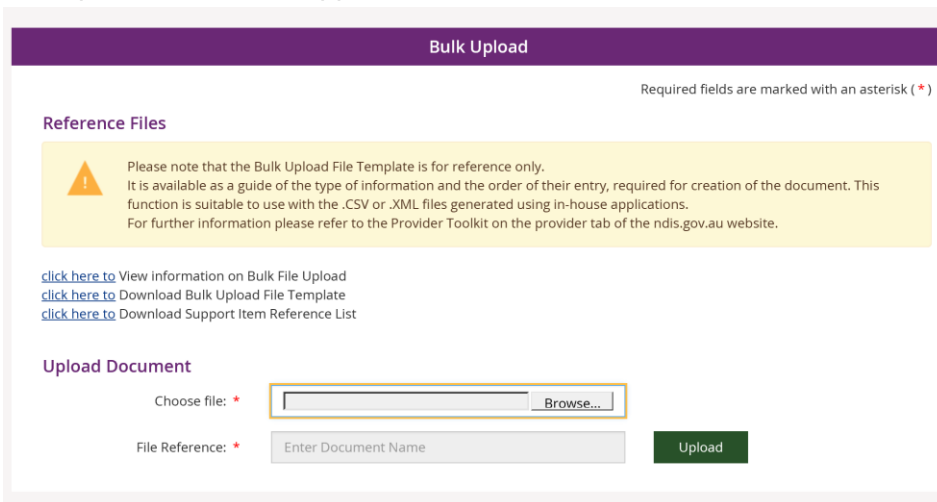# Provider Bulk Payment Requests

This QRG is a short guide to assist you complete the steps required to for a bulk payment request upload on the new Provider Portal (myPlace).

Accessing the bulk file payment request screen

To create a bulk payment request, select the 'Payment Request' tile and navigate to 'Bulk Payment Request Upload'.

The upload screen will appear:

Reference Files

Available on the bulk payment request upload screen are three reference files:

Definitions of each reference file is outlined below:

1) **View Information on Bulk File Upload -** this document is a guide for Providers on what to record within the bulk upload template.

2) **Bulk Upload File Template -** this is the bulk payment request template that the Provider will need to complete and upload to make the bulk payment request

3) **Support Item Reference List –** this is an excel document that the Provider can download to view all support items (names and codes) that are currently active in service bookings with participants. This reference list assists Providers in understanding what support items they can request payment for.

Quick Reference Guide

Completing the Bulk Upload File Template

The below table outlines the field details required within the Bulk Upload File Template:

This information is also available in the **View Information on Bulk File Upload** document.

Template field name:	Required data/information:	Required format:	Mandatory?
RegistrationNumber	The Provider's registration number as assigned in the new system (this can be found on NDIA letters available under the *My Inbox*) Reference: **4050003037**	Number only, no spaces and up to 30 Numeric characters	Mandatory
NDISNumber	Participant NDIS Number (Siebel or new CRM number)	Number only, up to 20 Numeric characters	Mandatory
SupportsDeliveredFrom	Start date of the support provided	YYYY-MM-DD format	Mandatory
SupportsDeliveredTo	End date of the support provided	YYYY-MM-DD format	Mandatory
SupportNumber	Support Item number of the service provided from the new catalogue	Up to 60 characters - underscore acceptable	Mandatory
ClaimReference	The Provider's own Invoice reference for the payment.	Up to 50 characters. Alpha and/or numeric only. **No symbols or gaps**	Optional but recommended
Quantity	Number of units. **Must be a whole number**	Up to 5 Numeric **Acceptable**: NNNNN **Not acceptable**: NNN.NN	Mandatory IF Hours are not entered
Hours	Actual duration of the service provided. For example, if the service was provided for 2 hour & 15 minutes then enter 2:15	HHH:MM	Mandatory IF Quantity is not entered
UnitPrice	Price per unit of the unit sold or the hourly price of the service provided.	Up to 8 Numeric and 2 decimal digits NNNNNNN.NN	Mandatory
GSTCode	GST information as applicable to the item or service. **P1** = Tax Claimable (10%) **P2** = GST Free **P5** = GST out of Scope	P1 or P2 or P5	Mandatory
AuthorisedBy	Legacy data can be left blank	Not Applicable	Optional
ParticipantApproved	Legacy data, can be left blank	Not Applicable	Optional
InKindFundingProgram	Name of the in-kind program, if applicable to the support item entered	Up to 30 Characters	DO NOT USE

Quick Reference Guide

Unsuccessful File Upload

If the bulk payment request file does not meet the upload validation requirements, a message will be displayed advising that the file validation has failed.

In addition, an error file specifying the errors (column A) in the file will become available for the Provider to download and view so they can make the relevant changes to their original file.

	A	B	C	D	E	F	G	H	I
1	ErrorMessage	Registratio	NDISNumb	SupportsDe	SupportsDe	SupportNu	ClaimRefer	Quantity	Hours
2	Invalid Hours.Use HH:MM.	4.05E+09	1.73E+08	7/06/2016	#########	04_107_01	TIN060598		24:00:0
3									

When re-uploading the bulk upload file ensure that the file is renamed as it cannot be the same name as a file previously uploaded (successful or unsuccessful).

Successful File Upload

If the bulk payment request file meets the upload validation requirements, a message will be displayed advising that the file has been submitted and is pending payment validation.

> i Your file has been uploaded for further processing.
> Please allow time for the file to be processed and validated. Once the validation is complete, the uploaded records can be viewed using the View Payment Request screen.

Home / Payment Request / Bulk Payment

Bulk Upload

Reference Files

Required fields are marked with an asterisk (*)

⚠ Please note that the Bulk Upload File Template is for reference only.
It is available as a guide of the type of information and the order of their entry, required for creation of the document.
This function is suitable to use with the .CSV or .XML files generated using in-house applications.
For further information please refer to the Provider Toolkit on the provider tab of the ndis.gov.au website.

click here to View information on Bulk File Upload
click here to Download Bulk Upload File Template
click here to Download Support Item Reference List

Upload Document
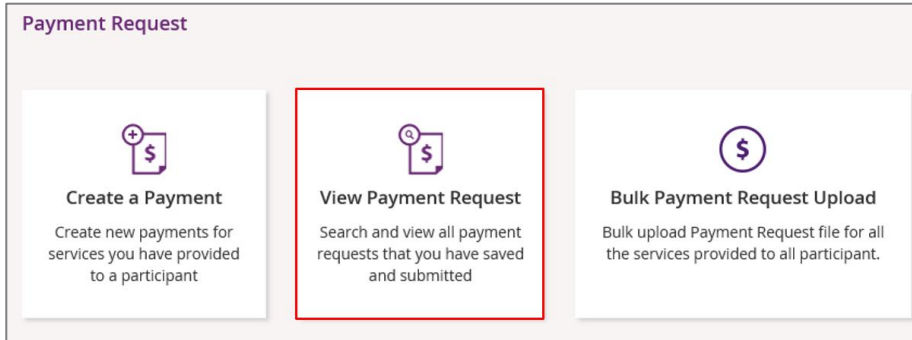
Choose file: * [_____] Browse...

File Reference: * [Enter Document Name] Upload

Quick Reference Guide

Payment Reconciliation of a bulk payment request upload

Currently there is no portal functionality to reconcile incomplete and rejected payment requests against the bulk upload file submitted by the provider.

Payment Request

Create a Payment
Create new payments for services you have provided to a participant

View Payment Request
Search and view all payment requests that you have saved and submitted

Bulk Payment Request Upload
Bulk upload Payment Request file for all the services provided to all participant.

Providers can check on the status of each payment request in the payment request tile to compare this against the uploaded file.

Providers can check the reason for each incomplete payment request by clicking on the payment request number in the payment request tile.

Currently there is no functionality to check the reason of rejected payment requests.
The majority of rejected payment requests will be due to missing service bookings.

It is important to note that rejected payment requests will not appear in the payment request tile on the portal.

Bulk Payment Request Outcomes:

Status	Outcome
Pending Payment	View in Payment Request Tile
Incomplete	View in Payment Request Tile. Click on the payment reference to see reason code
Rejected	Not Available in Payment Request Tile