Invoice enquiries on the eBusiness Gateway

March 2020

Purpose of this guide

This guide shows you how to use the eBusiness Gateway to:

- see which invoices you have submitted to ACC
- look up the processing status of your invoices
- view your payment details once invoices have been processed.

What is the eBusiness Gateway?

The eBusiness Gateway is a website that allows users to see which invoices have been submitted, details of submitted invoices, the current processing status, and digital copies of their payment remittance.

If you already lodge ACC45 claims via the eBusiness Gateway, then all you may need to do is ask for access to the invoicing queries.

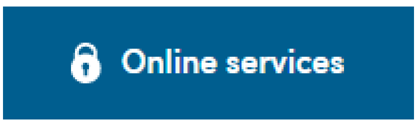
To access eBusiness Gateway you must have:

- A valid Digital Certificate. If you don't have one, you can apply for one online.
- An active ACC Provider ID number and active ACC Vendor ID number, which is issued when you register with ACC using the ACC24 and ACC111 forms.
- Access enabled by the ACC Digital Operations eBusiness team. This can be done by emailing ebusinessinfo@acc.co.nz.

How to find invoice details

Go to www.acc.co.nz and follow the steps below.

1. Click on the Online Services tab (top right corner of the page)

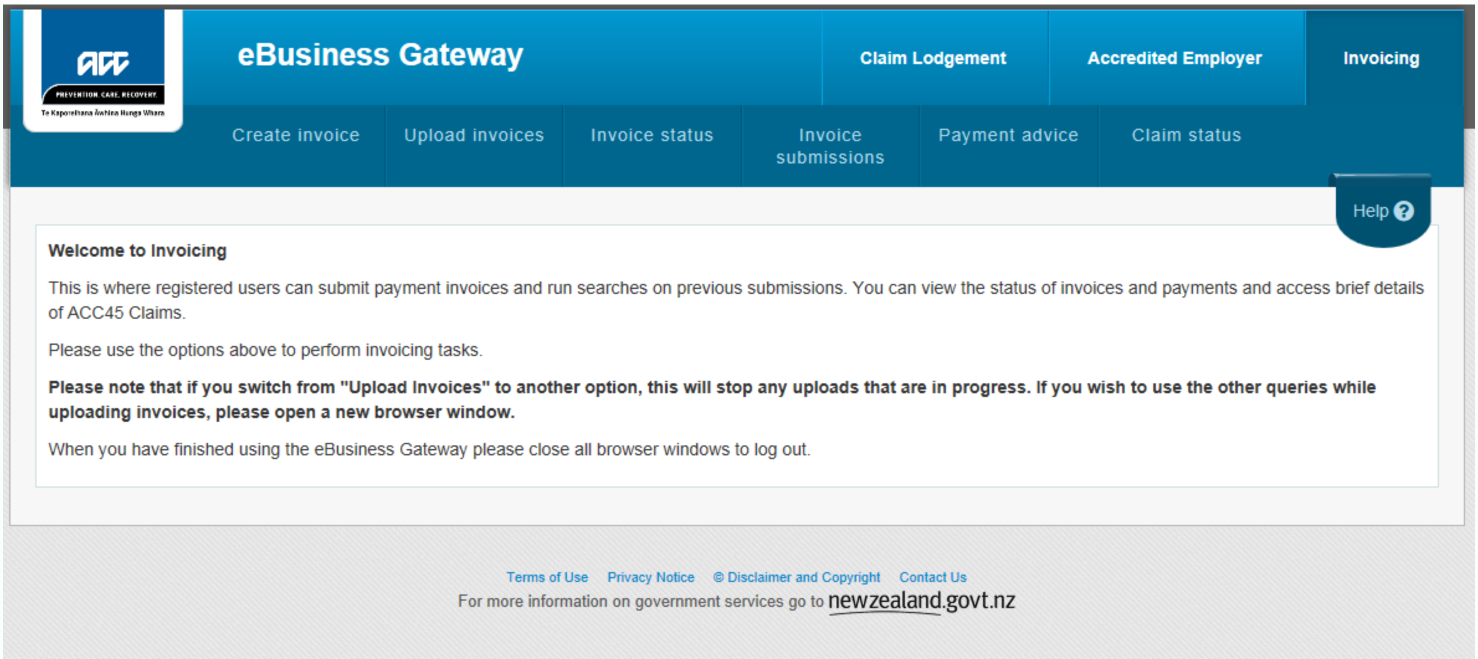


2. The page will show four sections. Go to the bottom left of your screen under 'Engage as a health provider' and click on the blue button shown below:

If your Digital Certificate is correctly installed, you should have immediate access to the eBusiness Gateway.

Note: If you only see the **Claim Lodgement** tab, then you will need to request invoicing access. Please contact the Digital Operations eBusiness team on ebusinessinfo@acc.co.nz. Please have your Vendor ID ready when you call.

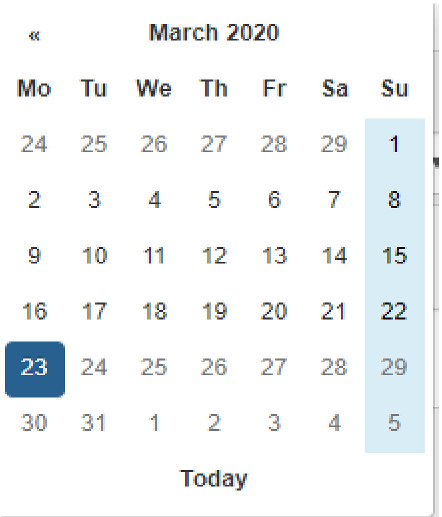
3. Click on the **Invoicing** tab.



Advice for using the queries

The queries all work in a similar way.

- Fields with a red asterisk (*) are mandatory.
- You can search for the past three months for invoices and the last thirteen months for payment advices. Note these are the past 13 consecutive months, starting from the first of the month.
- To change the search dates, you can type in the “from” and “to” fields (enter dates in the dd/mm/yyyy format). Or you can, click on the icon to the right of the fields to display a calendar and use the arrows at the top of the calendar to change month and year. Double-click on a day to select it,or click on a date and then click OK.

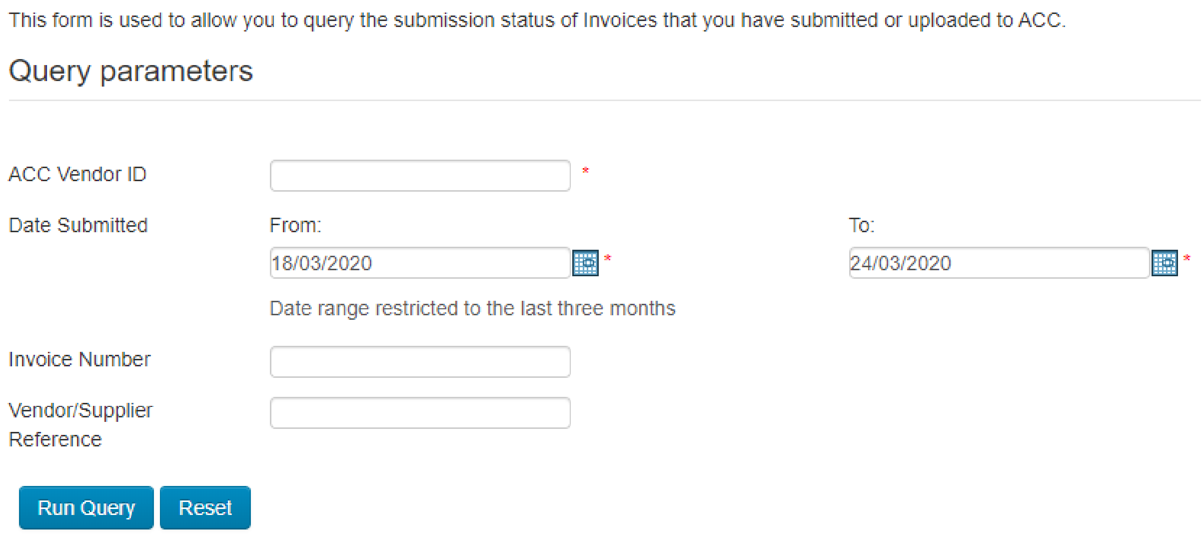


Invoice submissions

This query can be used to check whether the invoice has been received for processing by ACC.

To run the query, enter your Vendor ID and check the date range. The default date for queries covers the previous seven days. You can change the date range to search up to a maximum of three months before today's date.

You can also search by Invoice Number or Vendor/Supplier Reference if these fields were included in the invoice.


This form is used to allow you to query the submission status of Invoices that you have submitted or uploaded to ACC.

Query parameters

ACC Vendor ID *

Date Submitted From: 18/03/2020 * To: 24/03/2020 *

Date range restricted to the last three months

Invoice Number

Vendor/Supplier Reference

Run Query Reset

The results will be displayed in a table as shown below.

Vendor Id	Invoice Number	Submitted On	Supplier Reference	Invoiced Amount	Status	Errors
[redacted]	PCL4	17/03/2020 01:51		$253.50	Failed	Show Error Message
	APG4QNHDG1	13/03/2020 09:43		$31.53	Receipted	
	APGS1AGYJM	13/03/2020 09:38		$31.53	Receipted	
	APGWOAN1XJ	13/03/2020 08:56		$31.53	Receipted	
	APGCQTWYTD	13/03/2020 08:00		$31.53	Receipted	
	APGKRMLZEL	13/03/2020 07:59		$31.53	Receipted	
	APGNTAHYGE	13/03/2020 07:57		$31.53	Receipted	
	APGDYYW3QJ	13/03/2020 11:41		$31.53	Receipted	
	APGPBGVVSN	10/03/2020 10:44		$31.53	Receipted	

The default view shows a maximum of 20 of items per page. You can change this by selecting one of the options at the bottom of the page.

The Submission Status which will either be:

a) **Receipted.** The invoice was submitted successfully and has been received for processing by ACC.

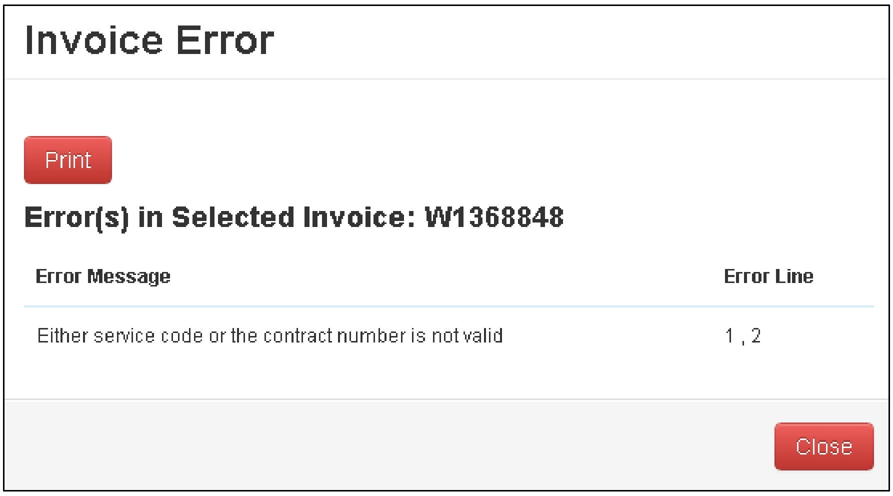
b) **Failed.** The invoice contains one or more errors. You will need to correct and then resubmit the invoice. You can see the error details by clicking on the link in the 'Errors' column.

Important note: Invoices with a status of 'Failed' have not been received for processing by ACC.

To view details of the errors, click on the 'Show Error Messages' link in the 'Errors' column. This opens a pop-up window which displays what the errors are and the line numbers they relate to on the invoice.

If an error refers to the whole invoice, 'N/A' is displayed in the 'Error Line' column (eg, if a schedule already exists with the same schedule number or the Vendor ID is not active). An example is shown below. To print the list of errors, click the 'Print' button at the top of the pop-up window.

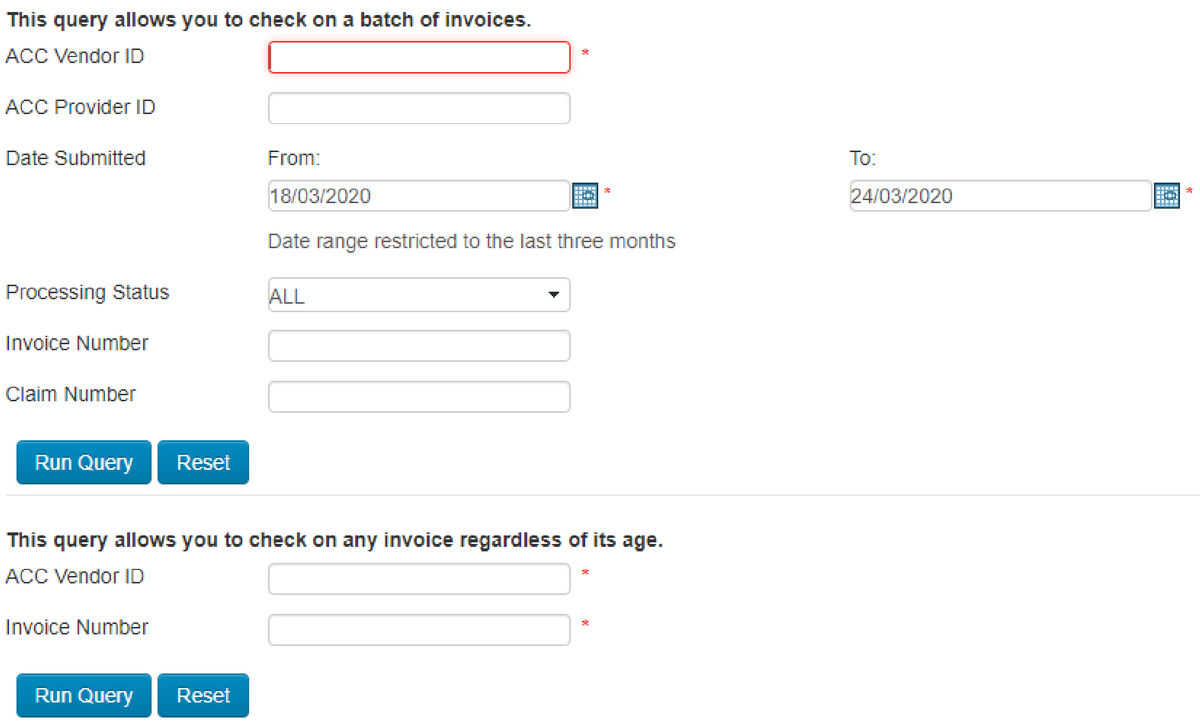
If there are multiple errors, you need to correct them all before resubmitting the invoice.



Invoice status

This section shows you the processing status of your invoices.

Use the query parameters at the top of the page to see invoices submitted in the last three months, or, if you know the Invoice Number, you can search for invoices submitted at any time using the query parameters at the bottom of the page.



By default, the query will return the status of invoices entered in the last seven days. You can manually change this to query any date range within the last three months. You can also run the query on an individual invoice number or claim number. If you need to query an invoice more than three months old use the query option at the bottom of the page.

The results are displayed in a table as shown below:

Vendor Id	Invoice Number	Date Submitted	Amount Claimed	Invoice Status	Comments
[redacted]	2003030308	16/03/2020 12:52	$4,846.04	Paid	
	2003030309	16/03/2020 12:52	$2,076.30	Paid	
	2003030311	16/03/2020 12:53	$1,350.00	Paid	
	2003240312	24/03/2020 12:21	$2,032.37	Awaiting Authorisation	
	DG0000164A	24/03/2020 12:22	$421.72	Awaiting Authorisation	

The default view shows a maximum of 20 of items per page. You can change this by selecting one of the options at the bottom of the page. If there are multiple pages you can use the **Previous** and **Next** options to move backwards and forwards through the pages, of enter a page number to jump directly to it.

Click on an Invoice Number to see more details about that invoice.

Selected Invoice 2003030311

	Amount Claimed	Amount Awarded	Withholding Tax Deductions
Total	$1350.00	$1350.00	$0.00

Provider Id	Service Date	Service Code	Claim Number	Claimed	Awarded	Withholding Tax	Payment St	son
[redacted]	27/02/2020	DS01	10047547886	$1,350.00	$1,350.00	$0.00	Paid	

Payment Details
Ref: 15546840
Date: 24/03/2020

Each invoice has an overall status and a payment status for each line item, eg, an invoice with five lines will have one invoice status and five payment statuses.

The Comments and Status Reason columns provide a brief description of any problems preventing payment.

If a payment status is 'Paid' you can hover the mouse over the status to view the payment reference number and payment date for that invoice line. You can click on the 'Paid' status link to navigate to the appropriate payment advice.

The Invoice status can be:

- Paid
- Partially Paid
- Complete & Awaiting Validation
- Awaiting Authorisation
- Authorised
- Cancelled
- Invalid
- Incomplete
- In Exception
- Sent to AR

The Payment status can be:

- Paid
- Awaiting Authorisation
- Authorised
- Remit Advised
- Payment Cancelled
- Selected for Pay/Advice
- Sent to AR

If you have submitted an invoice and it doesn't appear when you run the **Invoice Status Query**, use **Query Invoice Submissions** to check if it was submitted successfully (see above).

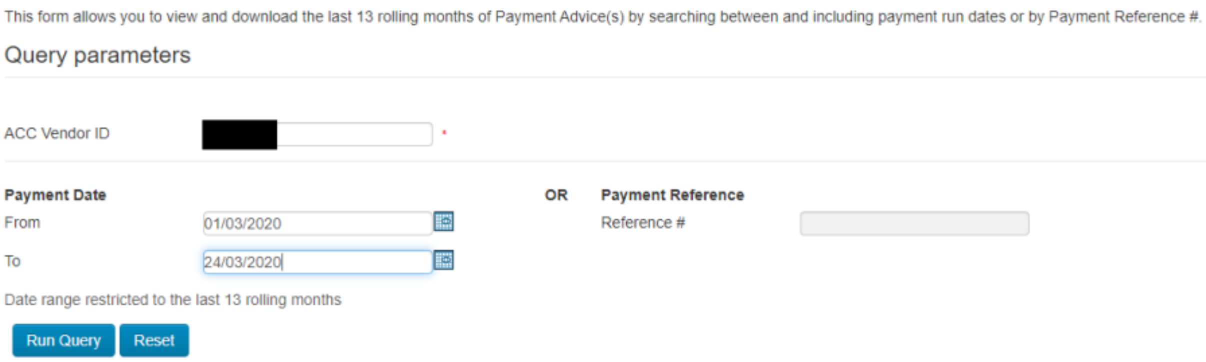
Payment advice

Query Payment Advice allows you to view and download the past 13 months of Payment Advice (Remittance Advice) by searching on payment dates or payment reference number.

To perform a search, enter your Vendor ID and either:

a) payment date (this defaults to the last seven days, but you can change this to any date range within the past 13 months)

b) a payment reference number.


This form allows you to view and download the last 13 rolling months of Payment Advice(s) by searching between and including payment run dates or by Payment Reference #.

Query parameters

ACC Vendor ID [redacted] *

Payment Date OR **Payment Reference**

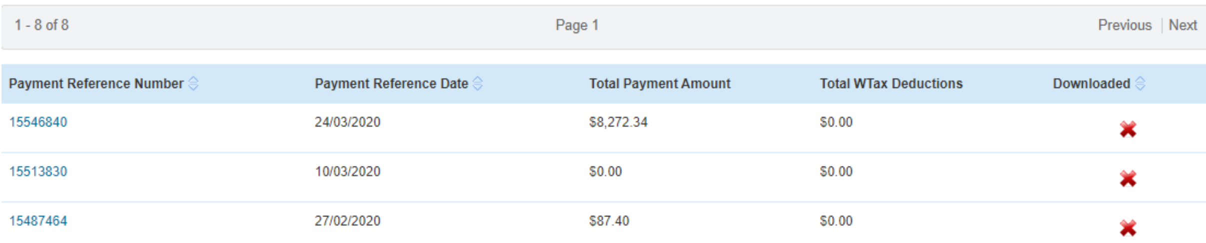
From 01/03/2020 Reference #

To 24/03/2020

Date range restricted to the last 13 rolling months

Run Query Reset

Click on 'Run Query' to display the results.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Payment Reference Number	Payment Reference Date	Total Payment Amount	Total WTax Deductions	Downloaded
15546840	24/03/2020	$8,272.34	$0.00	✖
15513830	10/03/2020	$0.00	$0.00	✖
15487464	27/02/2020	$87.40	$0.00	✖

Results are displayed by 'Date' in descending order from most recent. You can also sort results by different columns by clicking on the arrows next to each column. Re-clicking the same column will reverse the ordering.

Payment Advice that has been downloaded previously will be marked with a green tick. If it has not been downloaded it will be marked with a red cross.

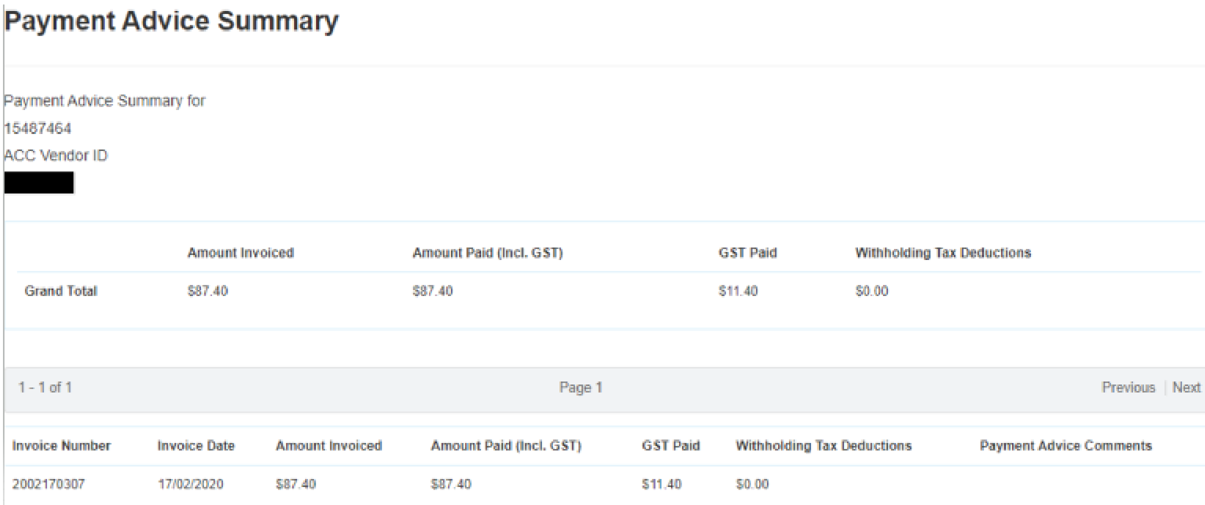
To display more information about an individual Payment Advice, click on the Payment Reference Number. Information for the selected Payment Reference Number is split into two parts – the Payment Advice Summary and the Payment Advice Details.

The **Payment Advice Summary** displays the Payment Reference Number, Vendor ID, and Grand Total followed by a table listing all the invoices that payment has been made on.

The information includes:

- Invoice Number
- Invoice Date
- Amount Invoiced
- Amount Paid
- GST Paid
- Withholding Tax Deductions
- Payment Advice Comments (added by ACC staff when required)

If there are more than 20 items they will be split into multiple pages. You can move between pages using the options at the bottom of the table. If you want to change the default view from 20 items per page you can use the options at the bottom of the page.



Payment Advice Summary

Payment Advice Summary for
15487464
ACC Vendor ID
[redacted]

	Amount Invoiced	Amount Paid (Incl. GST)	GST Paid	Withholding Tax Deductions
Grand Total	$87.40	$87.40	$11.40	$0.00

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Invoice Number	Invoice Date	Amount Invoiced	Amount Paid (Incl. GST)	GST Paid	Withholding Tax Deductions	Payment Advice Comments
2002170307	17/02/2020	$87.40	$87.40	$11.40	$0.00	

The **Payment Advice Details** section displays the Payment Reference Number and Grand Total followed by a table listing the amounts claimed and paid for each invoice line for the invoices included in the summary section.

The information includes:

- Invoice Number
- Invoice Date
- ACC45 Number
- ACC Claim Number
- Client Name
- Service Date and Service Code
- Amount Invoiced, WT Deductions, and Amount Paid
- Provider ID and Facility

- Comments/Reasons (added by ACC staff when required, eg to explain why a payment was not made)

As with the Summary, if there are more than 20 items in the Details section, they will be split into multiple pages with a default of 20 items per page.

Payment Advice Details

Payment Advice Details for 15487464

	Amount Invoiced	Withholding Tax Deductions	Amount Paid (Incl. GST)
Total	$87.40	$0.00	$87.40

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Invoice Number	Invoice Date	ACC45 Ref	ACC Claim no.	Client Name	Service Date	Service Code	Provider ID	Facility	Amount Invoiced	WT Deductions	Paid (Incl. GST)	Comments/Reasons
2002170307	17/02/2020	[redacted]	[redacted]	[redacted]	13/02/2020	DI05	[redacted]		$87.40	$0.00	$87.40	

To download the payment advice, select the radio button of the payment advice you wish to view, or if you wish to view both leave the radio button set as the 'All'. Choose what format you would like the payment advice to download in, ie, PDF, CSV, or XLSX (Excel), by selecting one of the radio buttons on the right. Click on the Download button to start the download.

All Summary Details

PDF CSV XLSX

Download

Once downloaded, they can be printed using the normal printing process for these applications.

If you are still receiving printed paper payment remittances via post, you can request to stop these by emailing registrations@acc.co.nz, quoting your ACC Vendor ID number.

If you need assistance with access or using the eBusiness Gateway, please contact the Digital Operations eBusiness team for assistance by emailing ebusinessinfo@acc.co.nz, quoting your ACC Vendor ID number and/or ACC Provider number, include screenshots of the issue, and if you require a call back at a particular time.