

Non Residential Payments through Extranet

CONTENTS

Logging on	Page 2
Payment Schedules - Verification	Page 3
Checking a Service Order	Page 15
Retracting an Invoice	Page 17
Adding in a line to an existing invoice when a service order has been amended	Page 25
Adding a new invoice to the payment schedule when a new service order has been created after the payment schedules have have been uploaded	Page 28
Creating a missing Payment Schedule	Page 30
Trouble Shooting	Page 33

Extranet

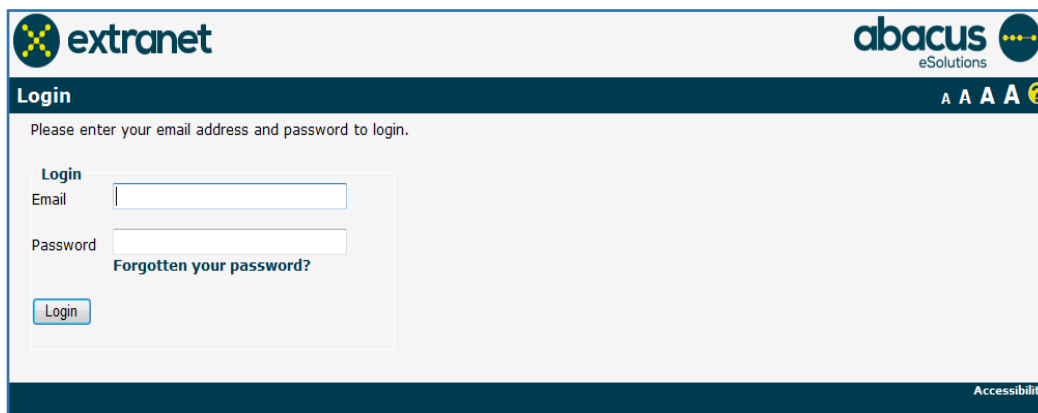
Abacus A4W Non residential payments system uses EXTRANET a web based provider portal to enable you to access the authorities payments made to you for customer contracted services. This facility offers you a secure login and the ability to view your customer payment information and to accept payments due without the requirement of paper invoicing.

To enable access to the authorities Extranet system you must first complete and return the two forms attached (contact detail and data protection) to obtain a secure password for Extranet.

Once you have received your personal login details you can access the system on the following link

<https://abacus.essexcc.gov.uk/AbacusExtranet/Apps/Security/Login.aspx>

Logging on

The screenshot shows the login interface for the Abacus Extranet. At the top, there is a header with the 'extranet' logo on the left and the 'abacus eSolutions' logo on the right. Below the header is a dark blue bar with the word 'Login' on the left and four accessibility icons (A, A, A, A) on the right. The main content area has a light gray background and contains the text 'Please enter your email address and password to login.' Below this text is a login form with two input fields: 'Email' and 'Password'. A link 'Forgotten your password?' is positioned below the password field. A 'Login' button is located at the bottom left of the form. In the bottom right corner of the page, there is a small 'Accessibility' link.

Login:

Enter the email address you previously provided on the security form

Enter password

Front page will appear

Make sure you check for any messages on the welcome page below before using Extranet

Note: If there are any changes to your company's bank account or address Extranet will be suspended and you will not be able to continue with the verification process until the Commercial team have authorised the amendments to be applied to all payment systems.

Abacus Extranet
Welcome to Abacus Extranet.

Non-Residential Providers:-

Please be aware that we have now opened up the access time on Extranet from 9 a.m. to 5.30 p.m. Monday to Friday with immediate effect. Please ensure you log out by this time for system maintenance.

When logging on to Extranet please check any messages that may have been posted before proceeding to verify your 4 weekly invoices.

If you have any payment / training queries, please email: assessandpay.servicecentre@essex.gov.uk

Residential Providers:-

Please note: Older People payments for April 2018 Will be processed so that monies are received by care providers by the 30th April 2018

Please note: Working Age Adults payments for May 2018 will be processed so that monies are received by care providers by the 1st May 2018

If you have any payment / remittance queries, please email cdsooprcqueries@essex.gov.uk

Providers are reminded that they are contractually obliged to notify ECC of all occupancies / discharges and terminations of Service Users which have arisen during the month which require action by the Council.

Overpayments made following non notification will be recovered immediately in full and contractual noncompliance will be escalated to the Commercial Team.

Notification should be made using the Query Template document previously supplied.

Logins, Activations, Passwords:-

For queries regarding logging in to the system please email: Essex.ServiceDesk@essex.gov.uk

Verification of Invoices

Click on Payments – Payment Schedules – Payments Schedule

Abacus Extranet
Welcome to Abacus Extranet.

Service Orders **Payments** **Service User**

Payment Schedules
Service Delivery Plans
Request Payments
Payment Schedules
Service User Payments

Visit Amendments
Invoiced Visits
Visit Amendment
Requests

Non-Residential Providers:-

Please be aware that we have now opened up the access time on Extranet from 9 a.m. to 5.30 p.m. Monday to Friday with immediate effect. Please ensure you log out by this time for system maintenance.

When logging on to Extranet please check any messages that may have been posted before proceeding to verify your 4 weekly invoices.

If you have any payment / training queries, please email: assessandpay.servicecentre@essex.gov.uk

Residential Providers:-

Please note: Older People payments for April 2018 Will be processed so that monies are received by care providers by the 30th April 2018

Please note: Working Age Adults payments for May 2018 will be processed so that monies are received by care providers by the 1st May 2018

If you have any payment / remittance queries, please email cdsooprcqueries@essex.gov.uk

Providers are reminded that they are contractually obliged to notify ECC of all occupancies / discharges and terminations of Service Users which have arisen during the month which require action by the Council.

Overpayments made following non notification will be recovered immediately in full and contractual noncompliance will be escalated to the Commercial Team.

Notification should be made using the Query Template document previously supplied.

Logins, Activations, Passwords:-

For queries regarding logging in to the system please email: Essex.ServiceDesk@essex.gov.uk

Insert the invoicing period dates 'From' and 'To' using the date pad

Click on **search**

Allow for loading of the relevant contracts to appear on the right hand side of the screen under **Payment Schedules**

Extranet **abacus eSolutions**

Payment Schedules

Search Criteria: **Search** **Reset** **Clear Filters** **Export**

Views: **System**

Reference	Provider	Contract	Date From	Date To	Visit Based
L24CC 11032018-07042018		LAH 24 HOUR CARE COLCHESTER	11/03/2018	07/04/2018	No
L24TE 11032018-07042018		LAH 24 HOUR CARE TENDRING	11/03/2018	07/04/2018	No
LAHCH 11032018-07042018		LAH CHELMSFORD	11/03/2018	07/04/2018	No
LAHCH 11032018-07042018		LAH CHELMSFORD	11/03/2018	07/04/2018	No
LAHCH 11032018-07042018		LAH CHELMSFORD	11/03/2018	07/04/2018	No
LAHCH 11032018-07042018		LAH COLCHESTER	11/03/2018	07/04/2018	No
LAHTE 11032018-07042018		LAH TENDRING	11/03/2018	07/04/2018	No
LAHTE 11032018-07042018		LAH TENDRING	11/03/2018	07/04/2018	No
LAHTE 11032018-07042018		LAH TENDRING	11/03/2018	07/04/2018	No
S12CC 11032018-07042018		REABLEMENT CHELMSFORD	11/03/2018	07/04/2018	No

Page 1 of 1 Page Size: Auto Displaying 1 - 10 of 10

Double click on the first contract to produce the summary page below

extranet **abacus eSolutions**

Payment Schedules

Summary

Provider: 000000 ABC

Contract: H01BR... HSS BRAINTREE

Reference: H01BR -28092014-25102014

Payment From: 28/09/2014 To: 25/10/2014

Visit Based: £££

Total Value: £££

Unprocessed Pro forma Invoices

☒ 1 Invoices 'Awaiting Verification', totalling ££ **List**

☒ 0 'Verified' Invoices, totalling £0.00 **Add**

Provider Invoice

☒ 0 'Unpaid' Invoices, totalling £0.00 **List**

☒ 0 'Suspended' Invoices, totalling £0.00

☒ 0 'Authorised' Invoices, totalling £0.00

☒ 0 'Paid' Invoices, totalling £0.00

extranet TEST SYSTEM **abacus** eSolutions

Pro forma Invoices

This screen allows you to maintain pro forma invoices.

☒ Details

Service User Ref	Service User Name	Payment Ref	Invoice Date	Update Weeks	Status	Payment	Notes
123456789	Mrs ECC		03/11/2014	Verify	4	Awaiting Verification	££

0 Pro forma Invoices Selected

Accessibility

Double click on Service User name

Note: There may be more than one contract per Service User you can check this information in the Service Orders

The below screen shows an example invoice that is populated with information from ECC's current Service Order

The Planned hours and Unit Cost must always be populated, never verify an invoice without either in the relevant boxes

You can increase or decrease the 'Delivered' time by deleting the existing figure and replacing with the hours charged.

(Daycare will be in Sessions)

Note: If the hours / sessions exceed the package the invoice will automatically suspend and the cost in the end column will turn red.

Any unwanted lines i.e those with zero planned and/or zero cost, can be deleted by clicking the red X.

TEST SYSTEM

Service Orders
 Payments

Pro forma Invoices

A A A A ?

This screen allows you to maintain pro forma invoices.

Back

☒ Details

Week Ending	Rate Category	Planned	Delivered	Non-Delivery	Unit Cost	Cost	
04/10/2014	Personal Care 18-64	38.5 Hour(s)	37.50	0.00	£	£	×
11/10/2014	Personal Care 18-64	38.5 Hour(s)	38.50	0.00	£	£	×
18/10/2014	Personal Care 18-64	38.5 Hour(s)	38.50	0.00	£	£	×
25/10/2014	Personal Care 18-64	38.5 Hour(s)	38.50	0.00	£	£	×

Add

?

Save
 Cancel

The following instructions are for frustrated visits if not applicable please skip to page 14.

(Non Attended for Daycare Providers is on page 12)

Week Ending	Rate Category	Planned	Delivered	Non-Delivery	Unit Cost	Cost
04/10/2014	Personal Care 18-64	38.5 Hour(s)	37.50	0.00	£	£
11/10/2014	Personal Care 18-64	38.5 Hour(s)	38.50	0.00	£	£
18/10/2014	Personal Care 18-64	38.5 Hour(s)	38.50	0.00	£	£
25/10/2014	Personal Care 18-64	38.5 Hour(s)	38.50	0.00	£	£

Click the **0.00** under the 'Non Delivery' column against the week ending date where frustrated visits have occurred.

The screen below will be produced

Click on 'Add'

Visit Code	Rostered Duration	Duration Paid	Occurrences
			66.50
			78.94
			78.94
			78.94

Visit Code	Rostered Duration	Duration Paid	Occurrences
FRUSTRATED VISIT	00 00	0 hour(s) 0 min (s)	1

Click on the drop down box on either Rostered (hours) and/or Duration (minutes) to select the time of the frustrated visit. Round to the nearest 15(0.25), 30(0.5) or 45(0.75) minutes

Click on Occurrences if more than one frustrated visit in the week

Click OK

You will be taken back to the invoice detail page which shows the added frustrated visit

The 'Delivered' column will need reducing by the amount of frustrated hours entered as the two combined need to equal the amount of hours for that week charged on the invoice.

extranet [TEST SYSTEM] **abacus**

Service Orders Payments

Pro forma Invoices

This screen allows you to maintain pro forma invoices.

☒ Details

Week Ending	Rate Category	Planned	Delivered	Non-Delivery	Unit Cost	Cost
04/10/2014	Personal Care 18-64	38.5 Hour(s)	36.50	1.00 (1)	£1	£ 38.50
11/10/2014	Personal Care 18-64	38.5 Hour(s)	38.50	0.00	£1	£ 38.50
18/10/2014	Personal Care 18-64	38.5 Hour(s)	38.50	0.00	£1	£ 38.50
25/10/2014	Personal Care 18-64	38.5 Hour(s)	38.50	0.00	£1	£ 38.50

Click on Save

Daycare Non Attended

Week Ending	Rate Category	Planned	Delivered	Non-Delivery	Unit Cost	Cost
01/10/2016	Day Care with Transport	2 Session(s)	2.00	0.00		

?

Add Save Cancel

Click on 'Add'

501124850: [Redacted]

Service Outcome	Units	Paid

?

OK Cancel Add

Select the required Service Outcome. *Note: not all Service Outcome's will pay the provider check the 'Paid' box for required outcome.*

501124850: [Redacted]

Service Outcome	Units	Paid
UnAuthorised Did Not Attend	1	Yes

?

OK Cancel Add

Click 'OK' - You will be taken back to the invoice detail page. You will need to reduce the delivered by the amount of non-delivered as the two added together equals the total amount charged.

Week Ending	Rate Category	Planned	Delivered	Non-Delivery	Unit Cost	Cost	
26/11/2016	Day Care	1 Session(s)	<input type="text" value="0.00"/>	1.00 (1)	£ 0	£ 0	✗
03/12/2016	Day Care	1 Session(s)	<input type="text" value="1.00"/> ✕	0.00	£ 0	£ 0	✗
10/12/2016	Day Care	1 Session(s)	<input type="text" value="1.00"/>	0.00	£ 0	£ 0	✗
17/12/2016	Day Care	1 Session(s)	<input type="text" value="1.00"/>	0.00	£ 0.00	£ 0.00	✗
							<input type="button" value="Add"/>
							<input type="button" value="Save"/> <input type="button" value="Cancel"/>

extranet [TEST SYSTEM] **abacus** eSolutions

Service Orders Payments

Pro forma Invoices

This screen allows you to maintain pro forma invoices.

[Back](#)

☒ Details

Service User Ref	Service User Name	Payment Ref	Invoice Date	Update Weeks	Status	Payment	Notes
123456789	Mrs ECC		03/11/2014	Verify	4	Awaiting Verification	££

0 Pro forma Invoices Selected

[Recalculate](#) [Delete](#) [Verify](#) [UnVerify](#) [Print](#)

Accessibility

Enter your invoice number in the 'Payment Ref' field. Each payment reference has to be a unique number – NO duplications. If issuing an amended invoice it is advisable to use the original invoice number suffixed with an 'A' or something similar.

Enter the date of invoice using the selection pad

Check invoice total

Click 'Verify'

Note: Before verifying an invoice, a private note or a note to the Council can be added by clicking on the 'i'. The screen below will appear.

Private notes are for your own record and cannot be seen by anyone else. A note to the council will be directed to the Non Residential Payment Team.

Notes

Invoice Note:

☒ Private Note
 ☐ Note viewable by the Council on the Provider Invoice

Save

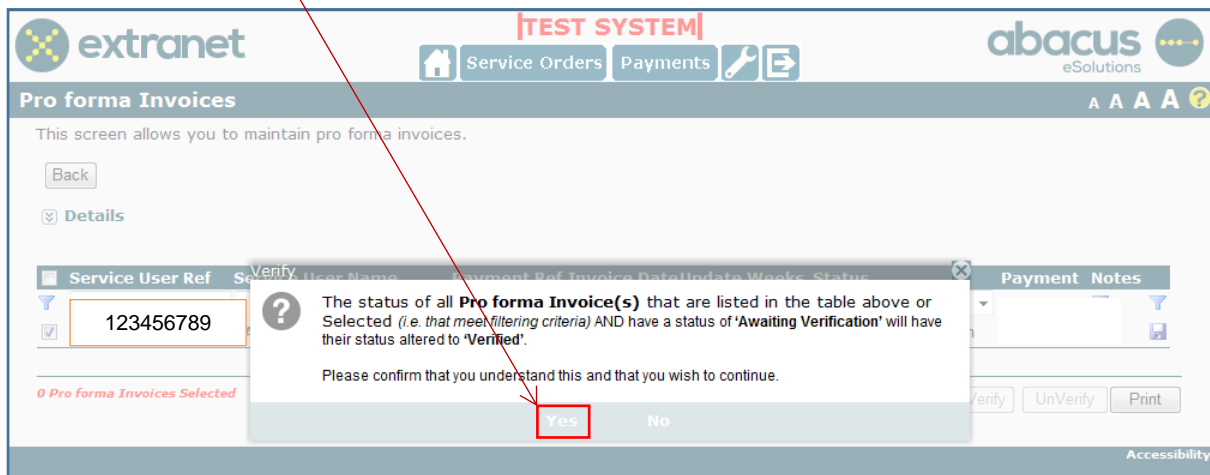
Clear

Cancel

After clicking on Verify

Maxine Dare

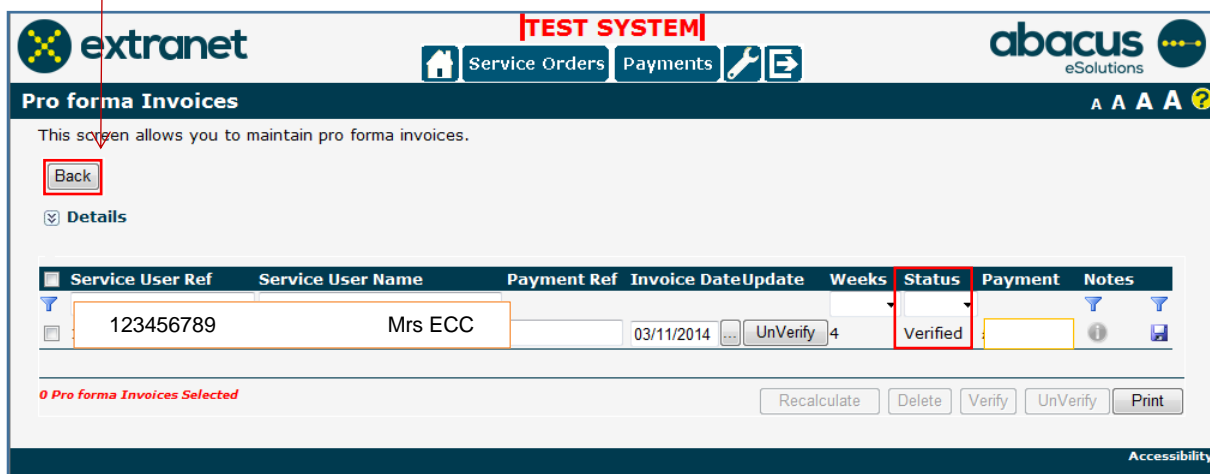
A message will inform you that the following invoice will be verified for payment.
Click 'Yes' to continue.



*Note: the status of the invoice has changed to verified. If you wish to go back in to the invoice to make an amendment you will need to click on UnVerify to edit your entry.
Remember to verify the invoice.*

Do not verify a zero invoice leave unverified.

Click 'back'



Payment Schedules

[Back](#) [Edit](#) [Audit Log](#) [References](#)

Summary

Provider: ...
 Contract: LAHBA: LAH BASILDON ...
 Reference: LAHBA: 052018-02062018
 Payment From: 06/05/2018 To: 02/06/2018
 Visit Based: ☐
 Total Value: £6,602.91

Unprocessed Provisional Invoices

☒ **3** Invoices 'Awaiting Verification', totalling **£1784.20** [List](#)
☒ **0** 'Verified' Invoices, totalling **£0.00** [Add](#)

Payment Invoice

☒ **0** 'Unpaid' Invoices, totalling **£0.00** [List](#)
☒ **0** 'Suspended' Invoices, totalling **£0.00**
☒ **0** 'Authorised' Invoices, totalling **£0.00**
☒ **8** 'Paid' Invoices, totalling **£4818.71**

The screen above gives you an overall picture of the status of the invoices, contract and invoice period

Click 'Back' to view the list of remaining payment schedules that need verifying. See screen below

extranet **TEST SYSTEM** **abacus eSolutions**

Service Orders Payments

Payment Schedules

Search Criteria Search Reset

General

Provider: ABC

Contract: Select an item...

Date Period: Covering part or all of the period

From: 03/11/2013

To:

Unprocessed Pro forma Invoices Having:

☐ No Pro forma Invoices

☒ Pro forma Invoices that are Awaiting Verification

☐ Verified Pro forma Invoices

Provider Invoices Having:

☐ Unpaid Invoices ☐ Suspended Invoices

Payment Schedules Clear Filters Export Views: System

Reference	Provider	Contract	Date From	Date To	Visit Base
S01CP	ABC		28/09/...	25/10/...	No

Page 1 of 1 Page Size: Auto Displaying 1 - 1

New

Double click on the next required contract to start the verification process again

Checking a Service Order (ECC's planned package commitment)

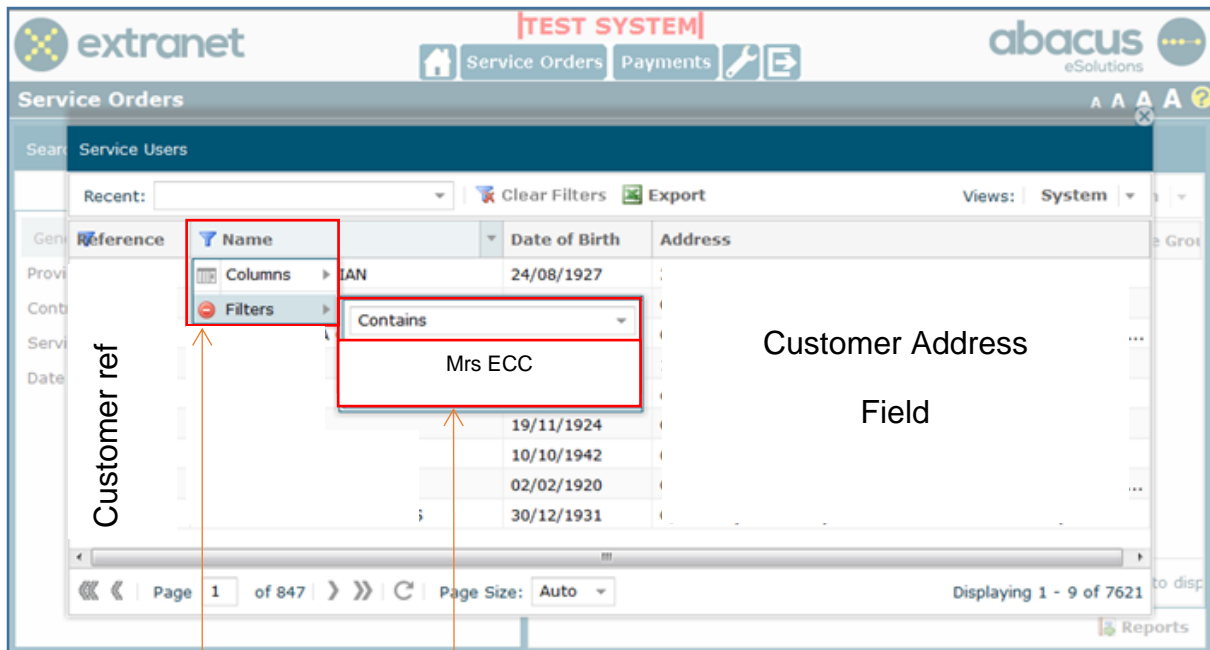
Back to menu page where you will be able to search for Service Orders

The screenshot shows the 'extranet' interface with the 'Payment Schedules' menu selected. The top navigation bar includes 'Service Orders' and 'Payments'. The main menu on the left has 'Non-Residential' and 'Service Orders' options. The 'Service Orders' link is highlighted with a red box. An orange arrow points from this link to the 'Service Orders' link in the top navigation bar. The search criteria section on the left includes fields for Provider, Contract, Date Period, and various filters for Unprocessed Pro forma Invoices, Provider Invoices, and Unprocessed Visit Amendment Requests. The main table area is empty, showing columns for Reference, Provider, Contract, Date From, Date To, and Visit Based. The footer indicates 'No data to display'.

Click on - Service Orders - the Service Order search screen will appear

The screenshot shows the 'extranet' interface with the 'Service Orders' menu selected. The top navigation bar includes 'Service Orders' and 'Payments'. The main menu on the left has 'Service Orders' and 'Payments' options. The 'Service Orders' link is highlighted with a yellow box. A red box highlights the search criteria section on the left, which includes fields for Provider, Contract, Service User, Date Period, and various filters. An orange arrow points from the 'Service Orders' link in the top bar to the 'Service Orders' link in the main menu. The main table area is empty, showing columns for Service User, U Ref, Provider, Contract, Order Ref, Date, Date, and Service Group. The footer indicates 'No data to display'.

Delete the date
Click 'Search'



Click on Name, Filters

on 'Search' to view Service Order for that individual.

Retracting an Invoice Process

extranet **TEST SYSTEM** **abacus eSolutions**

Abacus Extranet **Payments**

Payment Schedules	Visit Amendments	Residential	Reference Data
Service Delivery Fees	Invoiced Visits	Payment Enquiry	Duration Claimed
Request Payments	Visit Amendment	Service User Payment	Rounding
Payment Schedules	Requests	Enquiry	
Service User Payments			

Welcome to Abacus Extranet.

Please note: Older People paym

Please note: Working Age Adults p...ents for December 2014 will be processed so that monies are received by care providers on the 01st December 2014.

If you have any payment / remittance queries, please contact Residential Payments via email cdsooprcquiries@essex.gov.uk

Providers are reminded that they are contractually obliged to notify ECC of all occupancies / discharges and terminations of Service Users which have arisen during the month which require action by the Council. Overpayments made following non notification will be recovered immediately in full and contractual noncompliance will be escalated to the Commercial Team. Notifications should be made using the Query Template document previously supplied.

Office Hours:
9:00am - 5:30pm Mon to Thurs
9:00am - 5:00pm Fri

For technical support, please contact Income Systems Support:

Email: Income.SystemsSupport@essex.gov.uk
Telephone: 01245 431887

Support Hours:
8:00am - 5:30pm Mon to Thurs
8:00am - 5:00pm Fri

"This information is being collected for the processing of payment/invoices and will only be shared with relevant agencies for the prevention and detection of fraud."

Accessibility

<https://chevid5.essexcc.local/AbacusExtranet/AbacusExtranet/Apps/Don/PaymentSchedules/RequestPayment.aspx> Local intranet | Protected Mode: Off 100%

Note: CREDITS OR ADDITIONAL invoices will no longer be processed through Extranet, the RETRACTION (credit) process will need to be followed and the AMENDED invoice will be entered instead.

Select the contract you require

Extranet **abacus** eSolutions

Payment Schedules Service Orders Payments

Search Criteria Payment Schedules

Search Clear Filters Export

Views: System

Reference	Provider	Contract	Date From	Date To	Visit Based
L18B4 06052018-02062018		L18 BASILDON	06/05/2018	02/06/2018	No
L18B5 06052018-02062018		L18 BRAINTREE	06/05/2018	02/06/2018	No
L18B6 -06052018-02062018		L18 BRENTWOOD	06/05/2018	02/06/2018	No
L18C1 06052018-02062018		L18 CHELMSFORD	06/05/2018	02/06/2018	No
L18C2 06052018-02062018		L18 COLCHESTER	06/05/2018	02/06/2018	No
L18M1 06052018-02062018		L18 MALDON	06/05/2018	02/06/2018	No
L18TE 06052018-02062018		L18 TENDRING	06/05/2018	02/06/2018	No
L18TE 06052018-02062018		L18 TENDRING	06/05/2018	02/06/2018	No
LAHB1 06052018-02062018		LAH BASILDON	06/05/2018	02/06/2018	No
LAHB1 06052018-02062018		LAH BASILDON	06/05/2018	02/06/2018	No
LAHB1 06052018-02062018		LAH BASILDON	06/05/2018	02/06/2018	No
LAHB1 06052018-02062018		LAH BASILDON	06/05/2018	02/06/2018	No
LAHB1 06052018-02062018		LAH BRAINTREE	06/05/2018	02/06/2018	No
LAHB1 06052018-02062018		LAH BRAINTREE	06/05/2018	02/06/2018	No
LAHB1 -06052018-02062018		LAH BRENTWOOD	06/05/2018	02/06/2018	No
LAHB1 -06052018-02062018		LAH BRENTWOOD	06/05/2018	02/06/2018	No

Page 1 of 62 Page Size: Auto Displaying 1 - 15 of 925

The below screen will appear

Payment Schedules

[Back](#) [Edit](#) [Audit Log](#) [References](#)

Summary

Provider ...
 Contract ...
 Reference
 Payment From To
 Visit Based ☐
 Total Value £3,220.80

Unprocessed Provisional Invoices

☒ 1 Invoices 'Awaiting Verification', totalling **£930.96** [List](#)
☒ 0 'Verified' Invoices, totalling **£0.00** [Add](#)

Payment Invoice

☒ 0 'Unpaid' Invoices, totalling **£0.00** [List](#)
☒ 0 'Suspended' Invoices, totalling **£0.00**
☒ 0 'Authorised' Invoices, totalling **£0.00**
☒ 5 'Paid' Invoices, totalling **£2289.84**

Click Provider Invoice list

A list of the Paid/Suspended invoices that have been verified will be produced

Extranet abacus eSolutions

Service Orders Payments

Payment Invoices

Back

Payment Schedule

Reference: L18TE: 06052018-02062018

Provider: [dropdown]

Contract: L18TE: L18 TENDRING

Period From: 06/05/2018 To: 02/06/2018

Filters
List of available Payment Invoices:

Invoice Number	Payment Ref	Service User	S/U Reference	Period From	Period To	Net Payment	Status
L18TE: 0000006				06/05/2018	02/06/2018	£1274.84	Paid
L18TE: 0000004				06/05/2018	02/06/2018	£227.36	Paid
L18TE: 0000005				06/05/2018	02/06/2018	£40.60	Paid
L18TE: 0000008				06/05/2018	02/06/2018	£519.68	Paid
L18TE: 0000007				06/05/2018	02/06/2018	£227.36	Paid

1

Print Invoice Lines Costed Visits Retract

Click the aerial button to highlight the paid/suspended invoice that you need to retract

Note: You can view the four weeks verified by clicking 'Invoice Lines'

Click Retract

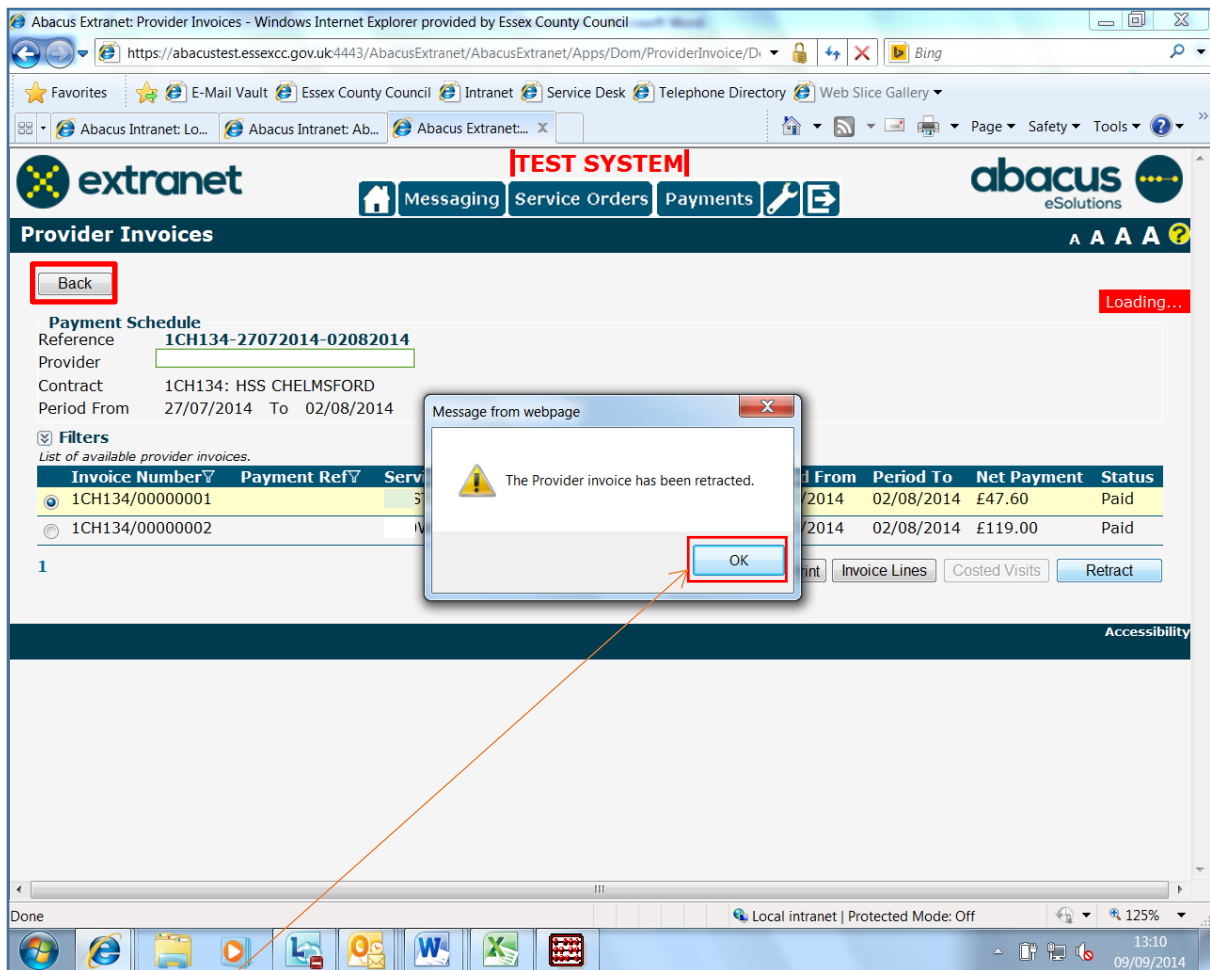
Message from webpage

Upon confirmation, Abacus will attempt to mark the selected Provider Invoice as retracted and create a contra copy of the Provider Invoice; it is not possible to undo this action.

Are you sure you wish to retract the Provider Invoice 1CH134/00000001 for £ [input] ?

OK Cancel

This message will appear, click ok



Confirmation message will appear confirming that the invoice has been retracted

Click 'OK'

Click 'Back'

Extranet

Service Orders Payments

Payment Schedules

Back Edit Audit Log References

Summary

Provider: ...

Contract: L18' L18 TENDRING

Reference: L18TE -06052018-02062018

Payment From: 06/05/2018 To: 02/06/2018

Visit Based: ☐

Total Value: £3,220.80

Unprocessed Provisional Invoices

☒ 1 Invoices 'Awaiting Verification', totalling **£930.96** List

☒ 0 'Verified' Invoices, totalling **£0.00** Add

Payment Invoice

☒ 0 'Unpaid' Invoices, totalling **£0.00** List

☒ 0 'Suspended' Invoices, totalling **£0.00**

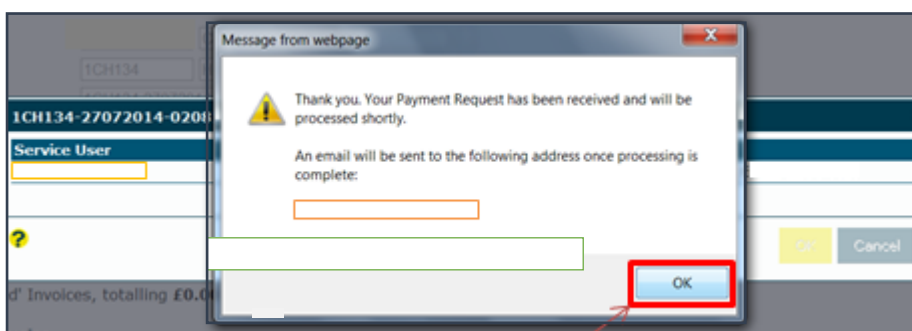
☒ 0 'Authorised' Invoices, totalling **£0.00**

☒ 5 'Paid' Invoices, totalling **£2289.84**

Copyright © Target eSolutions Ltd 2008-2019

Click 'Add' to resubmit replacement invoice

A message will appear informing that the Payment Request (replacement invoice) is going to be produced. Click 'OK'

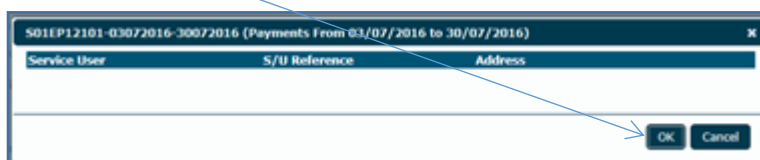


Note the message is not always populated with the service user names therefore you will need to click 'cancel'





You will be taken back to the Summary page where you need to click 'Add' once again


The below message will appear - Click 'OK'





This should produce a provisional invoice back into the Payment Schedule 'List' for verification

 Extranet

 Service Orders

 Payments





Payment Schedules

Back

Edit

Audit Log

References

Summary

Provider

...

Contract

L18TE:

L18 TENDRING

...

Reference

L18TE:

-06052018-02062018

Payment From

06/05/2018

To

02/06/2018

Visit Based

☐

Total Value

£3,220.80

Unprocessed Provisional Invoices

☒ 1 Invoices 'Awaiting Verification', totalling £930.96

List

☒ 0 'Verified' Invoices, totalling £0.00

Add

Payment Invoice

☒ 0 'Unpaid' Invoices, totalling £0.00

List

☒ 0 'Suspended' Invoices, totalling £0.00

☒ 0 'Authorised' Invoices, totalling £0.00

☒ 5 'Paid' Invoices, totalling £2289.84

Copyright © Target eSolutions Ltd 2008-2019

Invoice is now waiting Verification.

It may take a few minutes for the invoice to appear for verification

Adding a line into the invoice if there has been a change to an existing Service Order

Open up the invoice

The screenshot shows the 'Extranet' interface for 'Provisional Invoices'. A modal window is open for adding a new line item. The modal contains a table with the following data:

Week Ending	Rate Category	Planned	Delivered	Non-Delivery	Unit Cost	Cost
09/01/2016	Personal Care	0 Hour(s)	8.75	0.00		£
16/01/2016	Personal Care	0 Hour(s)	8.75	0.00		£

Below the table, there is a question mark icon and an 'Add' button. An orange arrow points from the 'Add' button to the text 'Click on add' below the screenshot. The background shows a list of service orders with columns for Service User Ref, Service User Name, Payment Ref, Invoice Date, Update, Weeks, Status, Payment, and Notes. The bottom of the screen shows a Windows taskbar with various application icons and a system clock displaying 11:05 on 03/02/2016.

Click on add

Extranet abacus eSolutions

Provisional Invoices A A A A ?

This screen allows you to maintain Provisional Invoices.

[Back](#)

☒ Details

Service User Ref	Service User Name	Payment Ref	Invoice Date	Update	Weeks	Status	Payment	Notes																																
<table border="1"> <thead> <tr> <th>Week Ending</th> <th>Rate Category</th> <th>Planned</th> <th>Delivered</th> <th>Non-Delivery</th> <th>Unit Cost</th> <th>Cost</th> <th></th> </tr> </thead> <tbody> <tr> <td>09/01/2016</td> <td>Personal Care</td> <td>0 Hour(s)</td> <td>8.75</td> <td>0.00</td> <td></td> <td></td> <td>X</td> </tr> <tr> <td>09/01/2016</td> <td>Personal Care</td> <td>8.75 Hour(s)</td> <td>0.00</td> <td>0.00</td> <td></td> <td></td> <td>X</td> </tr> <tr> <td>16/01/2016</td> <td>Personal Care</td> <td>0 Hour(s)</td> <td>8.75</td> <td>0.00</td> <td></td> <td></td> <td>X</td> </tr> </tbody> </table>									Week Ending	Rate Category	Planned	Delivered	Non-Delivery	Unit Cost	Cost		09/01/2016	Personal Care	0 Hour(s)	8.75	0.00			X	09/01/2016	Personal Care	8.75 Hour(s)	0.00	0.00			X	16/01/2016	Personal Care	0 Hour(s)	8.75	0.00			X
Week Ending	Rate Category	Planned	Delivered	Non-Delivery	Unit Cost	Cost																																		
09/01/2016	Personal Care	0 Hour(s)	8.75	0.00			X																																	
09/01/2016	Personal Care	8.75 Hour(s)	0.00	0.00			X																																	
16/01/2016	Personal Care	0 Hour(s)	8.75	0.00			X																																	

[Add](#) [Save](#) [Cancel](#)

0 Provisional Invoices Selected

[Recalculate](#) [Delete](#) [Verify](#) [UnVerify](#) [Print](#)

Accessibility 105% 11:04 03/02/2016

This will add in the line to include the amendment to the service order after the payments have been requested.

You can remove the unwanted line(s) by clicking the red 'x'

No zero planned hours, zero cost or zero rate should be verified in an invoice.

You will need to manually enter the hours in the 'Delivered' field

Click on save

Adding in a Service Order after a payment schedule has been requested

Extranet

Service Orders Payments

Payment Schedules

Back Edit Audit Log References

Summary

Provider: [Field] ...

Contract: LAHBW LAH BRENTWOOD ...

Reference: LAHBW 06052018-02062018

Payment From: 06/05/2018 To: 02/06/2018

Visit Based: ☐

Total Value: £4,738.97

Unprocessed Provisional Invoices

☒ 0 Invoices 'Awaiting Verification', totalling £0.00 [List](#)

☒ 0 'Verified' Invoices, totalling £0.00 [Add](#)

Payment Invoice

☒ 0 'Unpaid' Invoices, totalling £0.00 [List](#)

☒ 0 'Suspended' Invoices, totalling £0.00

☒ 0 'Authorised' Invoices, totalling £0.00

☒ 7 'Paid' Invoices, totalling £4738.97

Copyright © Target eSolutions Ltd 2008-2019

If a Service User is not found in the list of invoices but you can see a commitment in the Service Order the information will need to be added to the Payment Schedule

Click Add

The below form will appear with the Service User names listed that are to be added to the Payment Schedule

S02C011401-20112016-17122016 (Payments From 20/11/2016 to 17/12/2016)

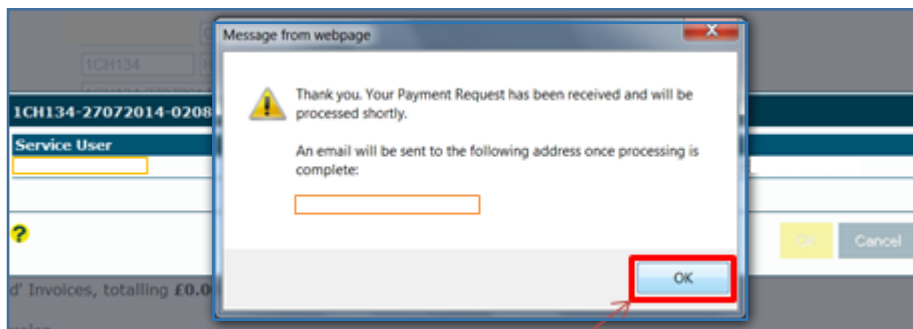
Service User	S/U Reference	Address
--------------	---------------	---------

OK Cancel

Click OK

Note: If there are no names listed but there is a service order with commitment for the period of the payment schedule you will need to click cancel, add, ok.

You will receive a confirmation message

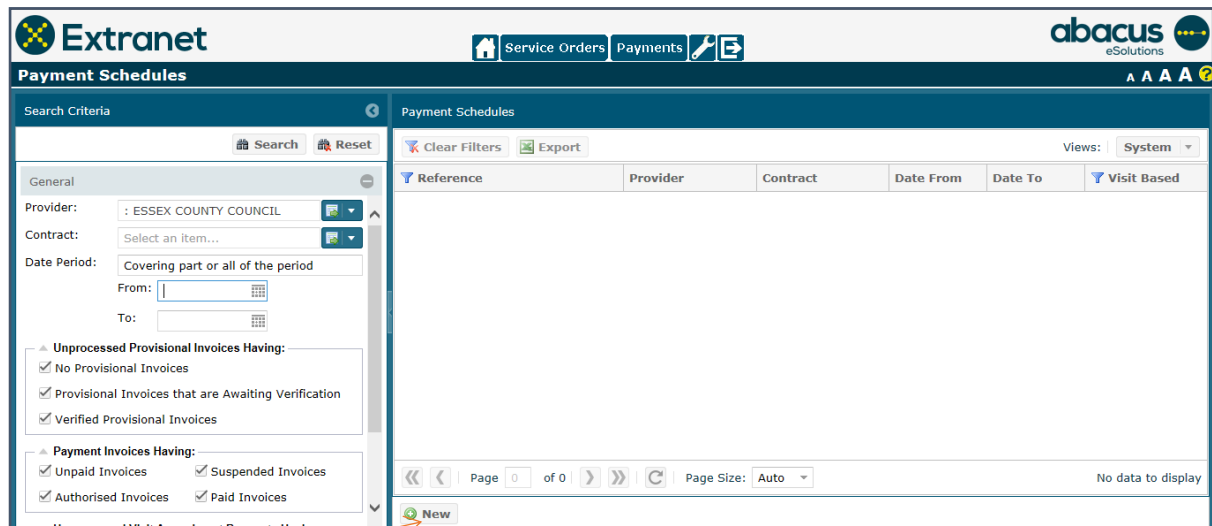


Click OK

The invoice is now added to the list ready to follow the verification process

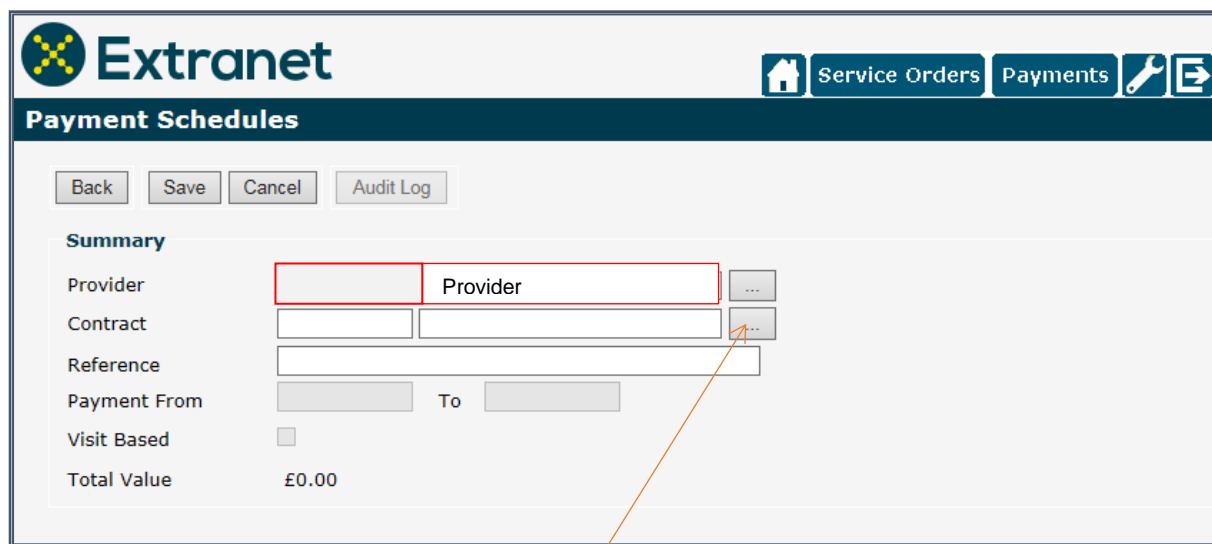
Creating a new Payment Schedule

If there is a Payment Schedule missing a new one can be created if there is an active Service Order for the required period.



The screenshot shows the 'Payment Schedules' search interface. On the left, under 'Search Criteria', the 'General' section is expanded, showing 'Provider' as 'ESSEX COUNTY COUNCIL', 'Contract' as 'Select an item...', and 'Date Period' as 'Covering part or all of the period'. There are checkboxes for 'Unprocessed Provisional Invoices Having' (No Provisional Invoices, Provisional Invoices that are Awaiting Verification, Verified Provisional Invoices) and 'Payment Invoices Having' (Unpaid Invoices, Suspended Invoices, Authorised Invoices, Paid Invoices). The main table area is empty, with a 'New' button at the bottom left. An orange arrow points from the text 'Click New' to this button.

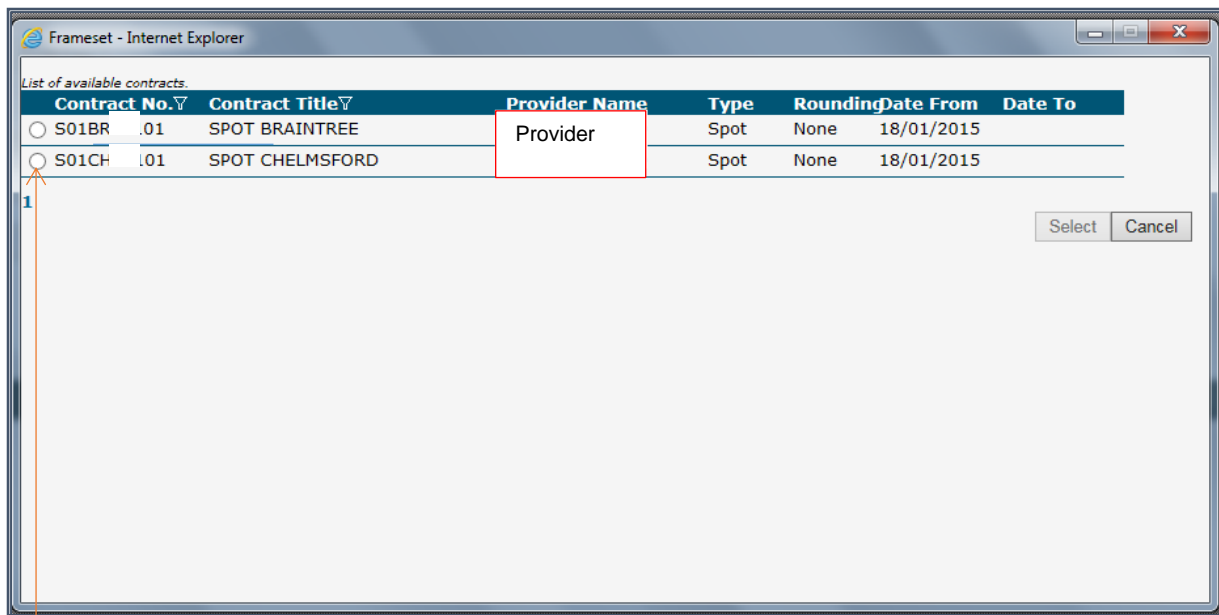
Click New



The screenshot shows the 'New' form for creating a payment schedule. The 'Summary' section contains the following fields: 'Provider' (with a red box around it), 'Contract' (with a selection pad), 'Reference', 'Payment From' (with a date range), 'Visit Based' (checkbox), and 'Total Value' (displaying £0.00). An orange arrow points from the text 'Click on the contract selection pad' to the 'Contract' field's selection pad.

The above form will be produced and populated with the provider creditor reference and name

Click on the contract selection pad



Click on the aerial button for the relevant contract

Extranet

Service Orders Payments

Payment Schedules

Back Save Cancel Audit Log

Summary

Provider: Provider

Contract: S01BR.01 SPOT BRAINTREE

Reference: SL1CW00001-31072016-27082016

Payment From: 31/07/2016 To: 27/08/2016

Visit Based: ☐


Total Value: £0.00


Enter the Reference number; this needs to be set out in the above format


i.e. contract number, hyphen, period start date, hyphen, period end date (No gaps)


Enter the 'Payment From' period. The end date will need amending to the 4 week period end date.


Click on save

 **Extranet**

 Service Orders

 Payments





Payment Schedules

Back

Edit

Delete

Audit Log

References

Summary

Provider

Provider name

...

Contract

SPOT BRAINTREE

...

Reference

Payment From

To

Visit Based

☐

Total Value

Unprocessed Provisional Invoices

☒ 0 Invoices 'Awaiting Verification', totalling **£0.00**

List

☒ 0 'Verified' Invoices, totalling **£0.00**

Add

Payment Invoice

☒ 0 'Unpaid' Invoices, totalling **£0.00**

List

☒ 0 'Suspended' Invoices, totalling **£0.00**

☒ 0 'Authorised' Invoices, totalling **£0.00**

☒ 0 'Paid' Invoices, totalling **£0.00**

A new payment schedule has been created.

Click on add to produce a provisional invoice – see page 28

Trouble shooting

Q. There is no Extranet provisional invoice in the Payment Schedule but there is a Service Order in place

A. A new Service Order has been created after the schedules have been uploaded, the detail will need to be added into the Payment Schedule – follow instructions on page 28

Q. There are zero planned hours, zero unit cost or both on any of the weeks on the Extranet provisional invoice

A. The Service Order has been amended after the Extranet provisional invoice has been produced; the new weekly detail will need adding in – follow instructions on page 25

Q. There is part of the care missing from the Extranet provisional invoice

A. Check the Service Orders the package maybe split between two or more contracts

Q. There is no Service Order or it is incorrect

A. Check your paperwork received from the Service Placement Team and if missing contact them for the correct paperwork which needs to be sent onto the Non Residential Payment Team. Alternatively contact the Payments Team who will be able to advise you of the next stage in the query process.

Q. No Payment Schedule found covering the period of a Provider invoice

A. A new Payment Schedule can be created via the Non Residential Payments Team.

Q. Extranet provisional invoices are still being produced even though the Service User is no longer with the provider.

A. Provider to inform the Service Placement Team

Q. Provider has an amended invoice that has already been paid or is suspended

A. The incorrect invoice will need retracting and a new Extranet provisional invoice added to the Payment schedule – follow instructions on pages 17 to 24

Q. There is a suspended invoice that needs releasing as the service Order has been updated

A. The non-residential payment team regularly undertake a task to release all suspended invoices where the service order has been increased.

Q. Provider has forgotten their password

A. You can reset by clicking on 'Forgotten your Password' and enter your password. You will be sent an email containing the link to create a new password. Once you have clicked on the link you will be asked to fill in some details as well as a security question: A memorable place - answer is Essex.

If you still have trouble logging in you will need to contact the Income Systems team direct: Income.SystemsSupport@essex.gov.uk