



Payments and reconciliation

What access do I need?

SP Claims user role

Payments

When you receive your payment from the Reserve Bank, it will include a “Payment ID” on your bank statement. It will start with your 4 digit contractor code (e.g. 012300000001001).

Note: this is NOT the same number that is issued when you upload your batch file.

Payments will include

- approved batch claims
- approved portal claims, manual claims and recoveries

Your payment will be the sum total of approved claims **minus** the sum total of recoveries.

Note: there may be more than one batch of claims included in each payment i.e. if you process two batches today, approved claims from both will be included in tonight’s payment run.

Payments will be made each day Monday to Friday.

How to see what claims relate to your payment

Log in to the portal and open the **Claims** accordion.

Enter you Payment ID (as described above) ID into the search field under ‘Claims’ in the portal and it will give you a list of all claims and recoveries attached to this payment.

The screenshot shows a web interface for the 'Claims' section. At the top, there is a green 'Claims' header with a dropdown arrow. Below this are two blue buttons: 'Batch Upload' and 'Batch Download'. The main content area is titled 'Find a claim' and contains a search form with three fields: 'Payment ID' (with a yellow highlight and a text input field containing 'Enter the payment ID'), 'Claim Type' (a dropdown menu with 'Please Select'), and 'Status' (a dropdown menu with 'Please Select').

You can export your results into a csv file at the bottom of the search results page.

Two buttons are shown: 'Export' and 'Cancel'.