NDIS myplace provider portal

Bulk payment requests

Self-help guide for providers

May 2024

Table of contents

[Changes from last version 3](#_Toc167196039)

[Introduction 3](#_Toc167196040)

[How to contact NDIS 5](#_Toc167196041)

[Part 1: Submitting bulk payment requests 6](#_Toc167196042)

[Accessing the Bulk Upload screen 6](#_Toc167196043)

[Reference files 7](#_Toc167196044)

[Creating the file 7](#_Toc167196045)

[Completing the Bulk Upload File Template 9](#_Toc167196046)

[Upload document 14](#_Toc167196047)

[Successful file upload 15](#_Toc167196048)

[Unsuccessful file upload 16](#_Toc167196049)

[Verifying the bulk upload and correcting the error 17](#_Toc167196050)

[Payment reconciliation of a bulk payment request upload 21](#_Toc167196051)

[Searching for payments that have not yet been paid 23](#_Toc167196052)

[Raise a payment enquiry from an existing payment request 27](#_Toc167196053)

[Receiving payment 28](#_Toc167196054)

[Part 2: Warnings and error messages 29](#_Toc167196055)

[Screen name: Bulk Upload 30](#_Toc167196056)

[Screen name - Bulk Payment Request CSV Messages 35](#_Toc167196057)

[Part 3: Bulk payment rejections 43](#_Toc167196058)

[Bulk payment request rejections 44](#_Toc167196059)

# Changes from last version

The following updates have been made to the last published version of the Bulk payment request guide:

As of May 2024:

* Text has been updated for Raise a payment enquiry from an existing payment

Request (page 27)

* Text has been updated for What does it mean? and What should you do? section for Message displayed: The plan management type for this support category cannot be claimed by the service provider (page 52)

# Introduction

The bulk payment request functionality within the myplace provider portal enables you to submit multiple requests for payment in a single file uploaded through the myplace provider portal, rather than submitting individual requests for each service booking for each participant (see scenarios below).

**Scenario 1:**

* 1 Participant, 1 service booking per week, for a month.
* With Create Payment Request, you will need to lodge 4 individual requests.
* With Bulk Payment Request, you only upload 1 request (1 Participant x 4 times x unit price for the service)

**Scenario 2:**

* 10 Participants, each one has 1 service booking per week, for a month.
* With Create Payment Request, you will have to lodge 40 requests (4 per Participant).
* With Bulk Payment Request, you upload one file with 10 requests (10 Participants x 4 times x unit price) i.e. a request per Participants.

The purpose of the Bulk Payment Requests guide is to guide you in:

* how to submit Bulk Payment Requests (Part 1)
* understanding warning and error messages (Part 2)
* how to action bulk payment request rejections (Part 3).

This guide replaces the Bulk Payment Request step by step guide and bulk upload information contained in the Provider portal system messages and error code guide.

For more detailed guidance on using the myplace provider portal, please refer to the [Complete version - Using the myplace provider portal step by step guide](https://www.ndis.gov.au/providers/working-provider/myplace-provider-portal-and-resources) available in the [NDIS website](https://www.ndis.gov.au/providers/working-provider/myplace-provider-portal-and-resources).

# How to contact NDIS

|  |  |  |
| --- | --- | --- |
| **Contact the NDIS by** | | |
| [NDIS Webchat](https://www.ndis.gov.au/contact)  You can live chat with us about:   * myplace provider portal * Service bookings * Payment requests * Quotes * Referrals * Request for service * Searching for a register provider | **Phone**  1800 800 110  You can call us about:   * myplace provider portal * Service bookings * Payment requests * Quotes * Referrals * Request for service * Searching for a register provider * Submitting a general enquiry, feedback, compliment or a complaint | [provider portal](https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf?TAM_OP=login&ERROR_CODE=0x00000000&URL=%2Fmga%2Fsps%2Foauth%2Foauth20%2Fauthorize%3Fresponse_type%3Dcode%26client_id%3D2iI5uxAzRUvdGvID5AMm%26state%3D001589514300369yZjeRejNc%26redirect_uri%3Dhttps%253A%252F%252Fmyplace.ndis.gov.au%252Fsso%252Foidcclient%252Fredirect%252Famapp-runtime-prodandis%26scope%3Dopenid%2Blink&OLDSESSION=)  You can use the provider portal to:   * Submit a payment enquiry * Submit a general enquiry, feedback, compliment or a complaint * Search for a provider * Upload documents |
| **Email us**  [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)  You can email us about:   * Submitting a general enquiry, feedback, compliment or a complaint * Emailing a document, form report or letter | **Contact and Feedback form**  [NDIS Online Form](https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form)  You can use the Online form to:   * Submit a general enquiry, feedback, compliment or a complaint * Request a call back | **Mailing address**  National Disability  Insurance Agency  GPO Box 700  Canberra ACT 2601  You can mail us:   * Compliment, complaint or provide feedback, * Document, form, report or letter |

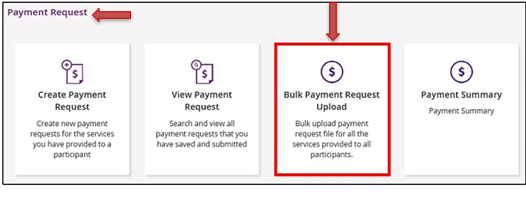
# Part 1: Submitting bulk payment requests

This part of the guide lists step by step instructions in how to upload a Bulk Payment Request on the myplace provider portal.

### Accessing the Bulk Upload screen

To create a Bulk Payment Request:

* Select the **Payment Request** tile and
* Select the **Bulk Payment Request Upload** button.



* The **Bulk Upload** screen appears.

Graphical user interface, text, application, email

Description automatically generated

### Reference files

This screen has three reference files:

* **View Information on Bulk File Upload:** is a guide for providers on what and how to record information within the Bulk Upload File Template.
* **Bulk Upload File Template:** is the bulk payment request template that the provider will need to complete and upload to make the bulk payment request.
* **Support Item Reference List:** is an excel document that can be downloaded to view all support items (names and codes) that are currently active in service bookings with participants. The Support Item Reference List gives you the support number “code” to put into the CSV file when using bulk upload. For example, to claim for a Daily Activity support for Linen service, you will need to put 01\_021\_0120\_1\_1 in the SupportNumber field of the CSV file.

This helps you understand what support items are eligible for payment with your current participants with active service bookings.

### Creating the file

You will need to download the bulk upload template to create your bulk upload file from the Bulk Upload screen.

**Note:** Do not delete any columns from the bulk upload template.

Graphical user interface, text, application, email

Description automatically generated

* Be sure to download the Excel template as a .CSV file and save it as ‘Comma delimited’.
* Your filename must not exceed 20 characters in length. This limit includes the extension (.CSV) and all characters used in the filename, including the ‘.’ (dot) (e.g. BULKUPLOAD2.CSV is 15 characters).
* Your filename must not include the following characters \, ?, /, : , \*, ?, <, >, |, and ”.
* Line items within the bulk upload file should directly correspond to the number of payment requests (e.g. 100 rows/lines (excluding the header row) will create 100 payment requests).
* There can be up to 5000 rows uploaded using a bulk file. Check there are no extra characters in columns or rows that are beyond the viewable section of the worksheet. There should be no characters in rows or columns that are beyond the claim data you are entering (e.g. your claims end on row 47, but there is a character in a cell in row 102) as this will result in the whole file not loading.
* CSV files can be uploaded using the US date format, i.e. YYYY/MM/DD.

### Completing the Bulk Upload File Template

The following table describes the data required in the Bulk Upload File.

**Note:** This information is also available in the **View Information on Bulk File Upload** document located in the Reference files (see page 6). We recommend reviewing that document from time to time for any updates.

**Note**: Assistive Technology and Home Modification providers should refer to the [Assistive Technology, Home Modifications and Consumables Code Guide](https://www.ndis.gov.au/media/6044/download?attachment) on the NDIA [Pricing arrangements | NDIS](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ndis.gov.au%2Fproviders%2Fpricing-arrangements&data=05%7C02%7CChris.Katskavelis%40ndis.gov.au%7C5da6aef58d714650582608dc398c4ca9%7Ccd778b65752d454a87cfb9990fe58993%7C0%7C0%7C638448521955716665%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=tjqKoIpio5KaXPdgKPX6g3Jr2y2XiZxmZniNrU9FcC0%3D&reserved=0) page for general claiming rules including AT Supplementary Charge codes and claiming for support items where notional unit prices apply.

| Template Field Name: | Required Data/Information: | Required Format: | Mandatory? |
| --- | --- | --- | --- |
| RegistrationNumber | The Provider’s registration number shown in your Profile as Organisation ID. | Number only, no spaces and up to 30 numeric characters.  Organisation ID number will start with ‘405’ and consists of a total of nine digits. | Mandatory |
| NDISNumber | Participant NDIS Number | Number only, no spaces and up to 20 numeric characters.  Participant NDIA number will start with numbers ‘43’ and consists of a total of nine digits. | Mandatory |
| SupportsDeliveredFrom | Start date of the support provided | Accepts YYYY-MM-DD or DD-MM-YYYY date format.  Note: Also accepts instead of dashes (-) any of the following:   * Forward Slash ( / ) * Back Slash ( \ ) * Full stop ( . ) * Colon (:) * Semicolon (;) * Logical (||) | Mandatory |
| SupportsDeliveredTo | End date of the support provided | Accepts YYYY-MM-DD or DD-MM-YYYY date format.  Note: Also accepts instead of dashes (-) any of the following:   * Forward Slash ( / ) * Backlash ( \ ) * Full stop ( . ) * Colon (:) * Semicolon (;) * Logical (||) | Mandatory |
| SupportNumber | Support Item number of the service provided from the NDIS Support Catalogue 2019-20. | Up to 60 characters - underscore acceptable. | Mandatory |
| ClaimReference | The Provider’s own Invoice reference for the payment. | Up to 50 characters, which includes:   * Forward Slash ( / ) * Underscore ( \_ ) * Hyphen ( - ) * Alphanumeric | Optional but recommended |
| Quantity | Number of units. | Up to 5 Numeric characters  Accepts NNNNN OR NNN.NN format.  Can be used to represent hours (e.g. 2.5 hours = 2 hours 30 minutes) but cannot be in hour format (e.g. 2: 30 = 2 hours 30 minutes).  Note: you cannot use both hour and quantity formats for the same claim (i.e. A claim for one session of 2 hours 30 minutes should be either Quantity = 1 Hours = 2:30 or Quantity = 2.5 and Hours = 1). | Mandatory IF Hours are not entered |
| Hours | Actual duration of the service provided. For example, if the service was provided for 2 hours 15 minutes then enter 2:15 | Hours format:  HHH:MM e.g. 2: 30 = 2 hours 30 minutes.  Cannot use decimal format (e.g. 2.5 hours = 2 hours 30 minutes).  Note: you cannot use both hour and quantity formats for the same claim (i.e. A claim for one session of 2 hours 30 minutes should be either Quantity = 1 Hours = 2:30 or Quantity = 2.5 and Hours = 1). | Mandatory IF Quantity is not entered |
| UnitPrice | Price per unit sold or the hourly price of the service provided. | Up to 8 Numeric and 2 decimal digits, e.g.: NNNNNNN.NN | Mandatory |
| GSTCode | GST 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 | Not Applicable |
| Participant  Approved | Legacy data, can be left blank | Not Applicable | Not Applicable |
| InKind  Funding  Program | Not Applicable | Not Applicable | Not Applicable |
| ClaimType | Claim type of the service provided:  **“(Blank)”** – Direct Service. You must leave field blank.  **CANC**: Cancellation  **REPW**: NDIA Required Report  **TRAN**: Provider Travel  **NF2F**: Non-Face-to-Face Services  **THLT:** Telehealth Supports  **IRSS:** Irregular SIL Supports | **“(Blank)”** or **CANC** or **REPW** or **TRAN** or **NF2F** or **THLT** or **IRSS**  Note this must be capitalised. | Mandatory |
| CancellationReason | Reason of the cancellation type:  **NSDH:** No show due to health reason.  **NSDF:** No show due to family issues.  **NSDT:** No show due to unavailability of transport.  **NSDO:** Other. | **NSDH** or **NSDF** or **NSDT** or **NSDO**  Note this must be capitalised. | Conditional (only applicable to Cancellation claim type) |
| ABN of Support Provider | It is the unique Australian Business Number (ABN) of the provider who provided this support or service.  The ABN is documented on the tax invoice, regular invoice or receipt issued by the support provider.  If ABN is not available, then any one of the exemption reason codes can be used:  REIMB: **Participant Reimbursement** – You are declaring that this payment request is a reimbursement to a participant for services and goods purchased in accordance with the funded supports outlined in the participants NDIS plan. By selecting this, you must be able to provide the tax invoice and other relevant documentation should the NDIA request it.  EXCLS:**ATO Excluded Supply** – You are declaring that this payment request is being made to a supplier in connection with a supply that is excluded from the withholding tax rules. By selecting this, you are declaring that the supplier has provided you with the completed ATO form ‘Statement by Supplier’ and you are able to provide the completed form on request. | A valid ABN has 11 digits or REIMB or EXCLS. | Conditional.  Complete this field when claiming against plan managed service bookings.  If the ABN of the support provider is available, enter it in the field.  If the ABN of the support provider is unavailable, then enter any one of the following reason codes in this field:  - EXCLS  - REIMB  Any other value, including blank, is not accepted, when claiming against plan managed service bookings.  If you are making a claim against a standard service booking, leave the field blank. |

### Upload document

1. Select **Choose file** to upload your Bulk Payment Request file and enter a **File Reference** number.

You must acknowledge this payment request is consistent with the requirements stated within the NDIS Pricing Arrangements and Price Limits.

**Note**: Once you have saved the ‘Bulk payment request’ file, you must keep it open and upload the document. Do not close the ‘Bulk payment request’ file to upload the document as you will receive an error message.

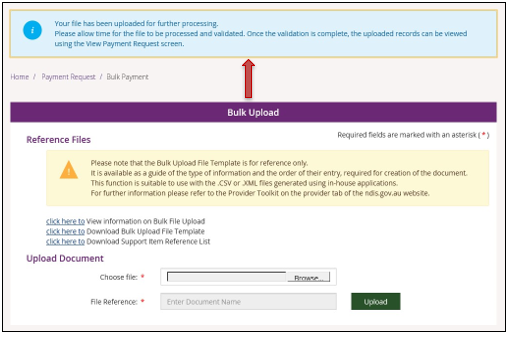
2. Select **Upload**.

Graphical user interface, text, application, email

Description automatically generated

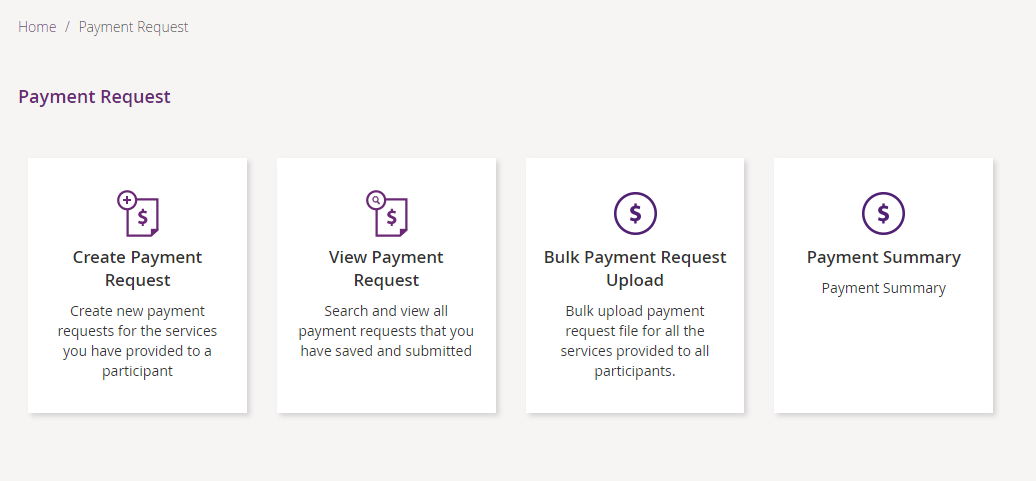
### Successful file upload

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. Note that file processing may not be immediate.



To verify that the bulk payment request has been processed and ensure the individual payment requests are valid, proceed as follows:

Select the **View Payment Request** tile and search for the recent bulk upload file.



In the **View By** drop-down, select **Upload Bulk Payment File**.



Select search criteria from the drop-down menu:

Select **File name** and enter the name of the bulk upload file.

Select **Duration.** Enter the ‘From Date’ and ‘To Date’.

Select **Get Files**. Then choose the file from the drop-down list.

The table below explains what the different status criteria mean.

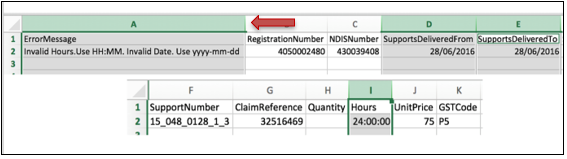
| Status | Definition |
| --- | --- |
| **SUCCESSFUL** | The payment request has been submitted successfully |
| **ERROR** | The payment request has not been submitted successfully and further action needs to be taken. |



### 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 be available to download and view so you can make the required changes to the original file.



**Note**: When uploading the corrected bulk upload file, please ensure that the file is **renamed**, as it cannot be the same name as a file previously uploaded (successful or unsuccessful).

### Verifying the bulk upload and correcting the error

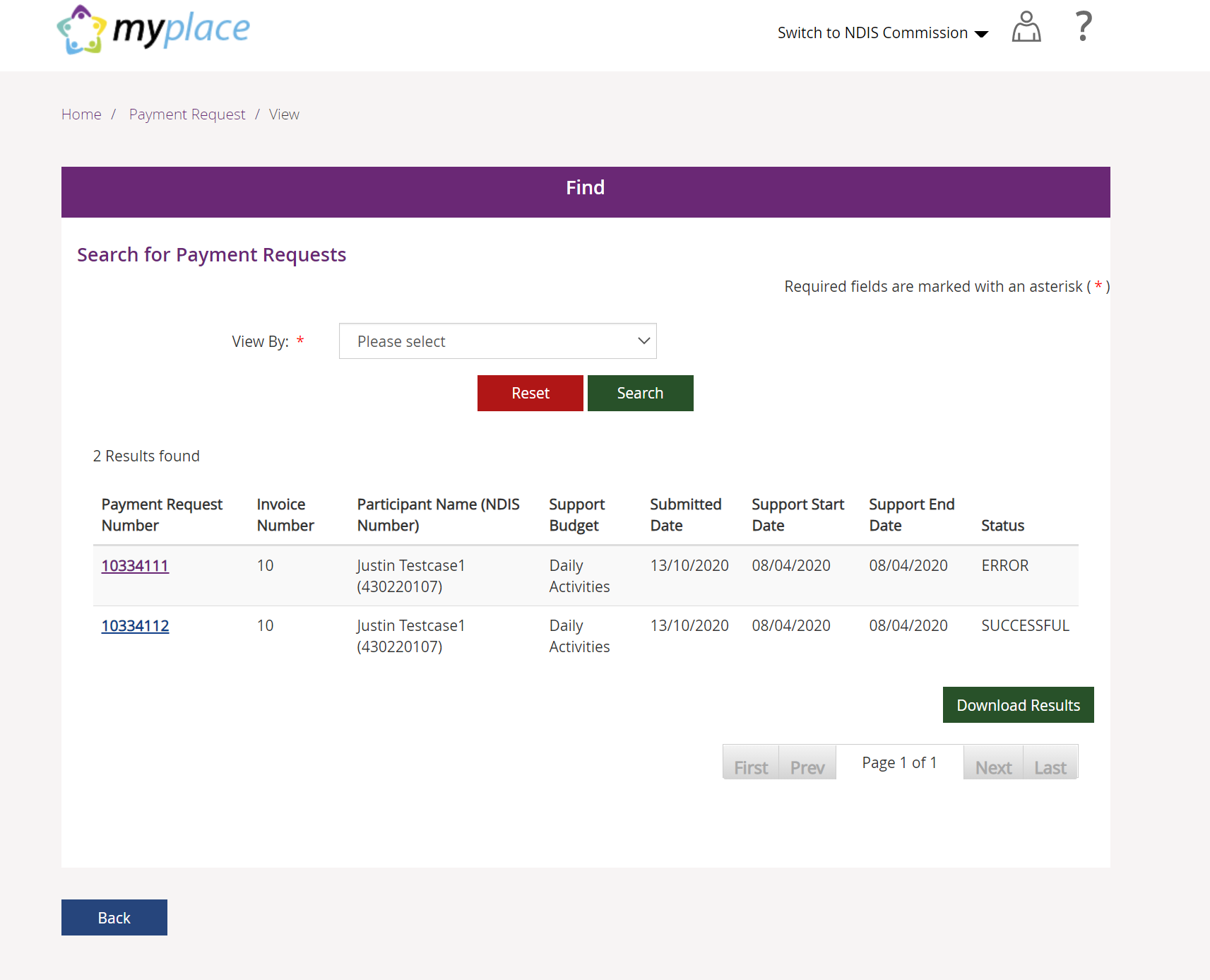
1. Select the Payment Request Number with an **ERROR** status to see the type of error.

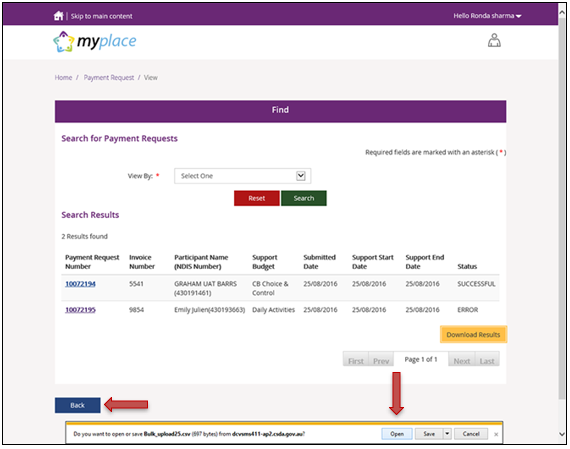


1. Open the entry to verify the Reject Reason.



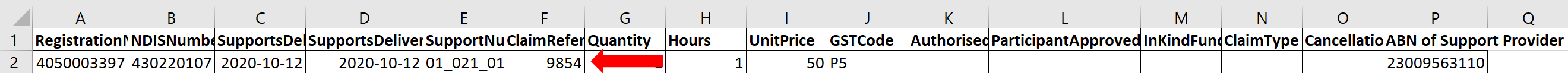
1. Select **Back** and download the bulk upload results file to correct the error.





The CSV file can be opened with Microsoft Excel and edited to correct the error. In the example below the quantity had been exceeded (2.0) but has now been corrected to 1.

Make sure to only edit the record(s) with an error. You can keep the same Claim Reference number.



1. Save the CSV file with a different name, only including the edited records, and re-upload using the Bulk Upload function. In a situation where you may have several errors, the new CSV file would include as many line items as there are errors, and the header line.

**Note**: Where the payment amount entered is greater than maximum per unit catalogue price for that item, the system will only pay up to the maximum catalogue price, refer to the NDIS Pricing Arrangements and Price Limits.

In such scenarios the claimed amount will be different to the paid amount and it will be marked in the bulk reconciliation file downloaded by the user (see Payment Reconciliation section below). The field **Capped** will be populated with a value of YES or NO based on the following:

* Where the amount paid is different than the amount claimed, then   
  Capped = YES.
* Where the amount paid is same as amount claimed, then   
  Capped = NO.

### Payment reconciliation of a bulk payment request upload

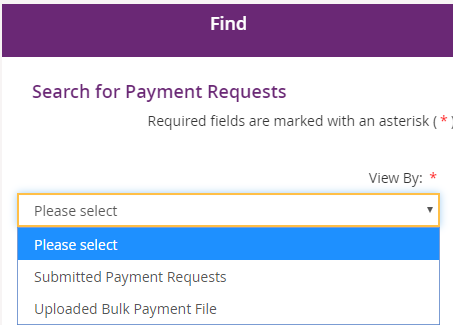
You can check the submission status of each Payment Request in the **View Payment Request** tile to compare this against the uploaded file.

You can check the reason for each incomplete Payment Request by selecting the payment request number once you have selected Uploaded Bulk Payment file.

1. Select the **View Payment Request** tile.



In the View By drop-down, select **Uploaded Bulk Payment File**.



Select the search criteria from the drop-down.

Select **File name** and enter the name of the bulk upload file.

Select **Duration’** enter the ‘From Date’ and ‘To Date’.

Select **Get Files** then choose the file from the **File Name** drop-down list.



The relevant payment requests will display.

* Payment Requests with a status of **Rejected** have failed due to some type of validation error (e.g. the support item price is not valid for the service dates being claimed).
* Payment Requests that have been **Rejected** (or claims that do not create a Payment Request), must be rectified and reloaded. A ‘Rejected’ claim cannot be fixed in the portal, it will remain in ‘Rejected’ status forever, and a new request needs to be created.
* If your bulk upload results in **Rejected** Payment Requests or fails to create some requests, you should NOT reload the whole file. Create a new file with only those line items that failed and fix the issues before attempting to reload.

**Note:** Payment Requests will not appear in the **View Payment Request** tile on the portal.

The Bulk Payment request outcomes are:

| Status | Outcome |
| --- | --- |
| Pending Payment | View in Payment Request Tile |
| Rejected | Not Available in Payment Request Tile |

### Searching for payments that have not yet been paid

To identify payments there were made in bulk and have not yet been paid you are able to utilise the search function.

1. Select the **View Payment Request** tile.

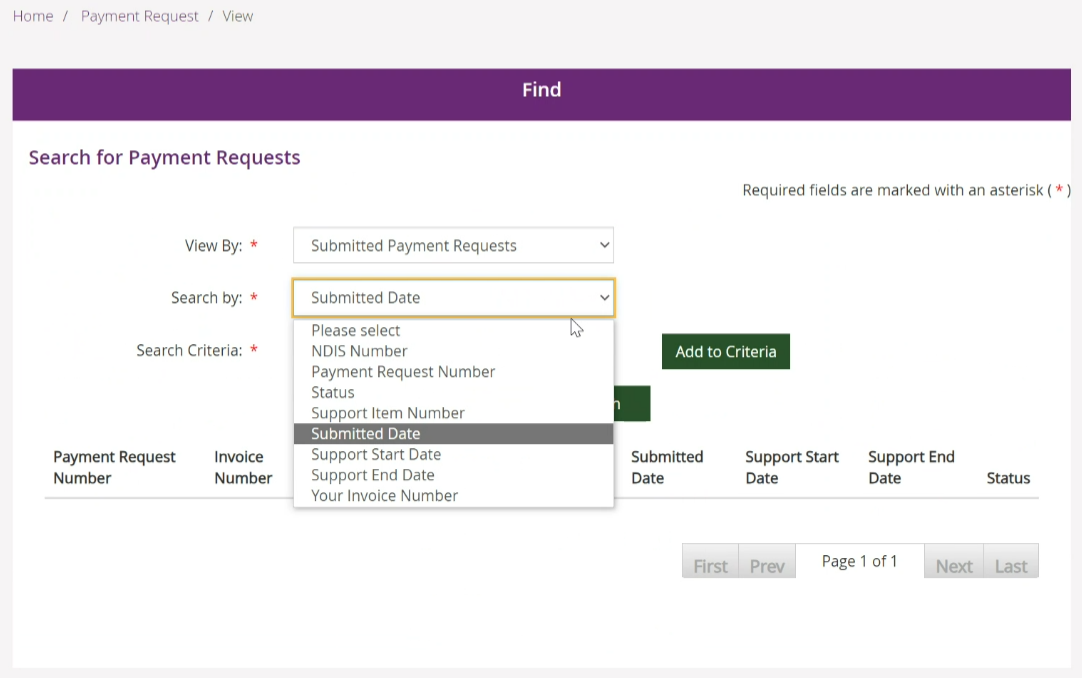


1. At View By, select Submitted Payments Request from the drop-down list.

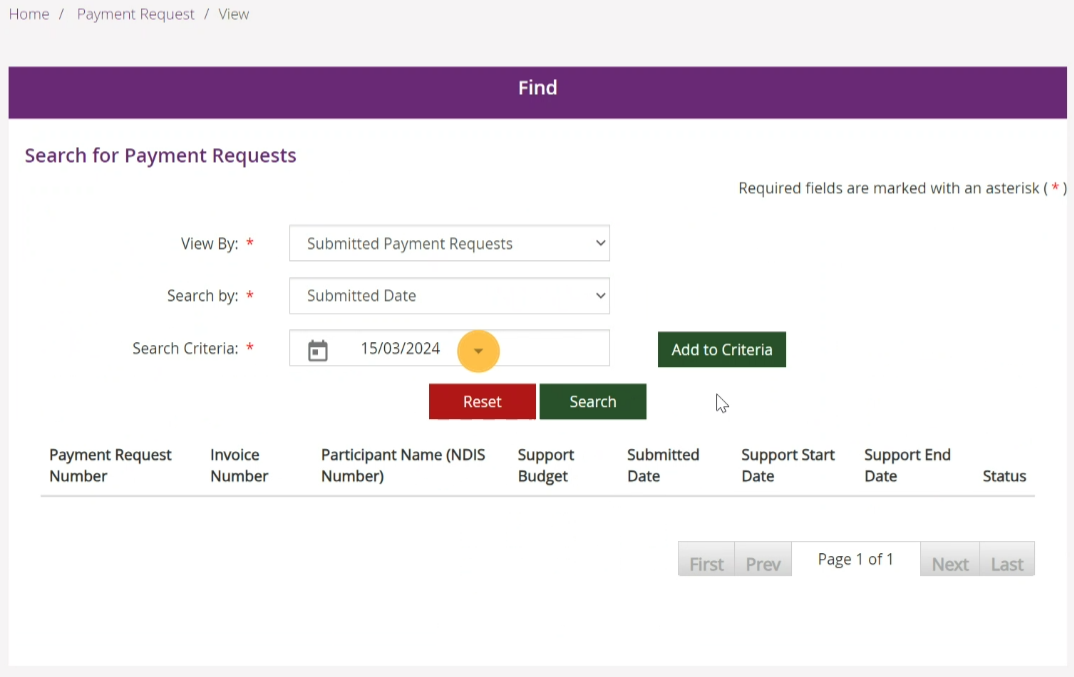
Screenshot of View payment requests

Screenshot of View payment requests

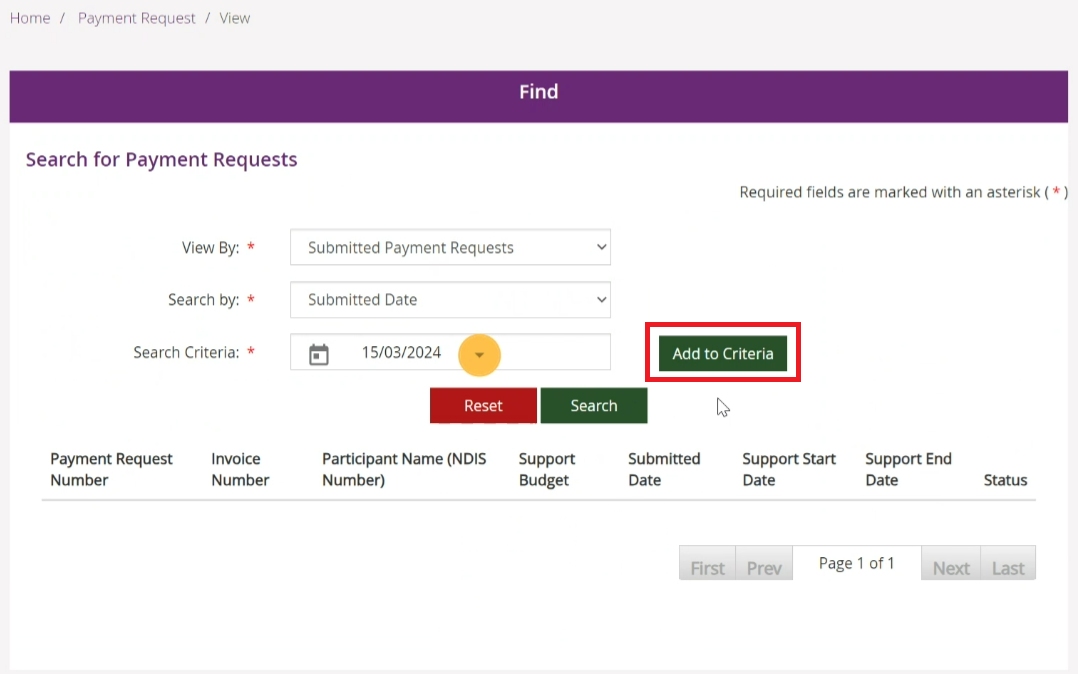
1. Select the Search by drop-down and select submitted date.



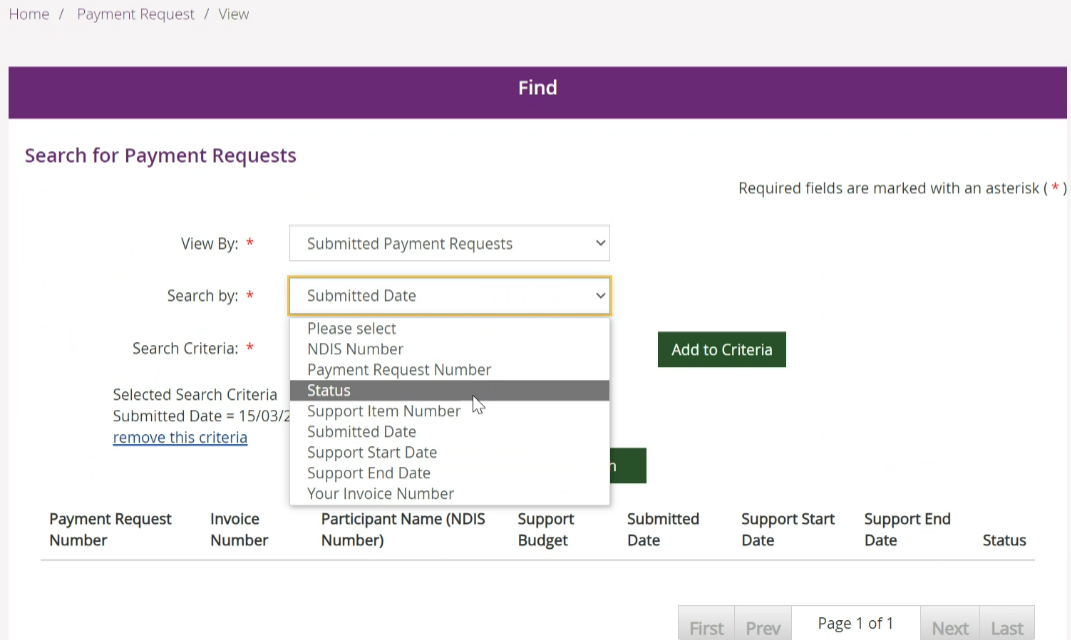
1. Select the date that you submitted the bulk file.



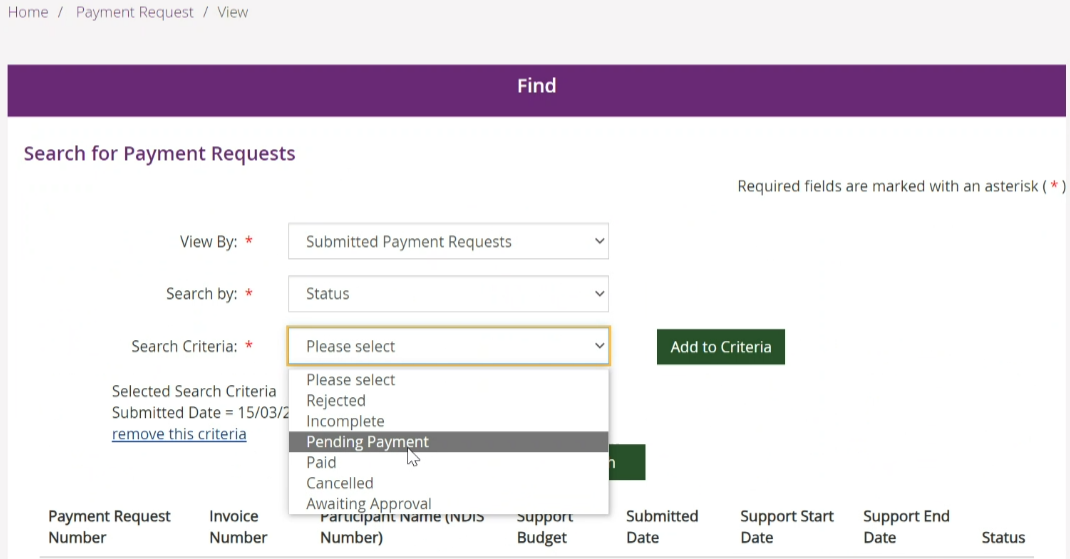
Select Add to Criteria.



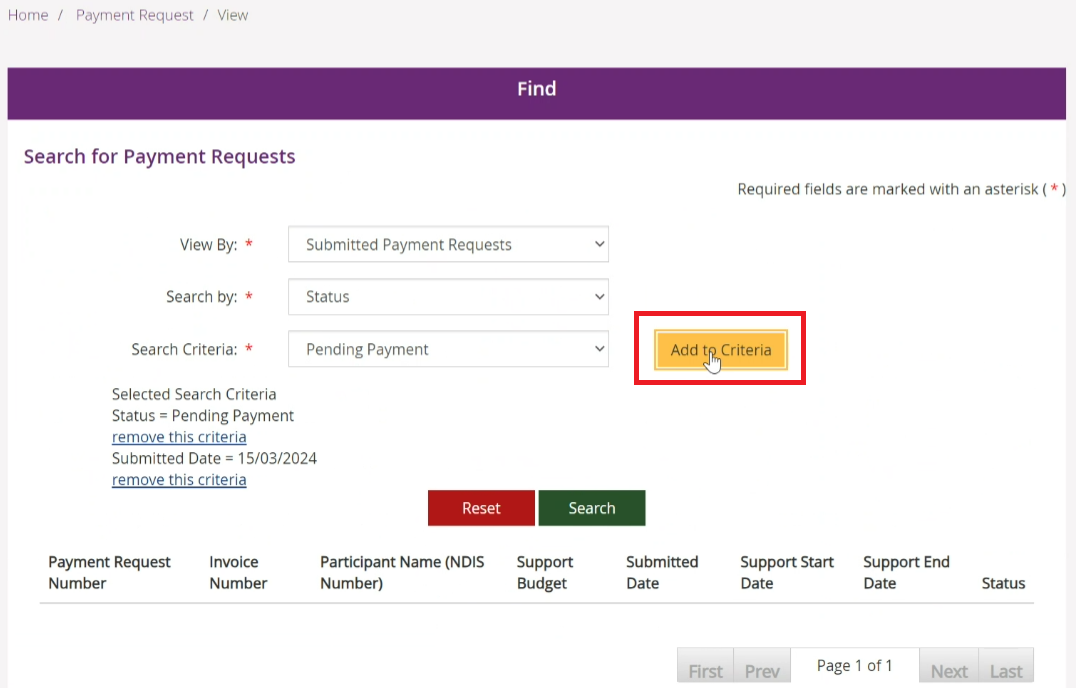
1. Select the Search by drop-down and select **Status.**



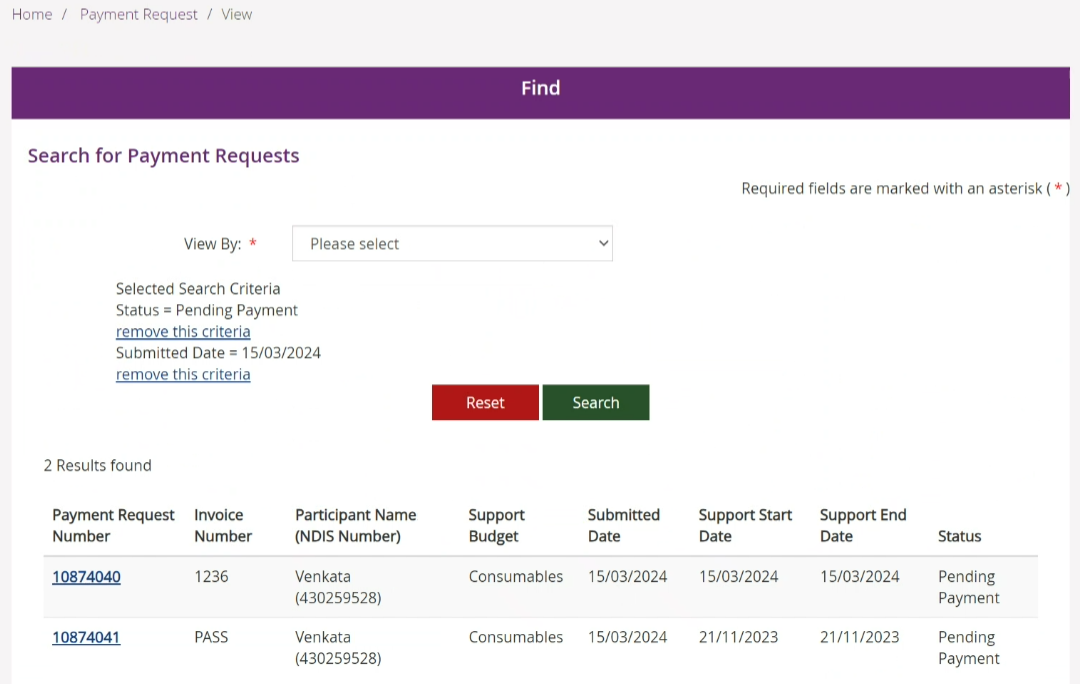
1. Select the Search Criteria drop-down and select **Pending Payment.**



1. Select Add to Criteria.



1. Select Search**.** Your search results display.

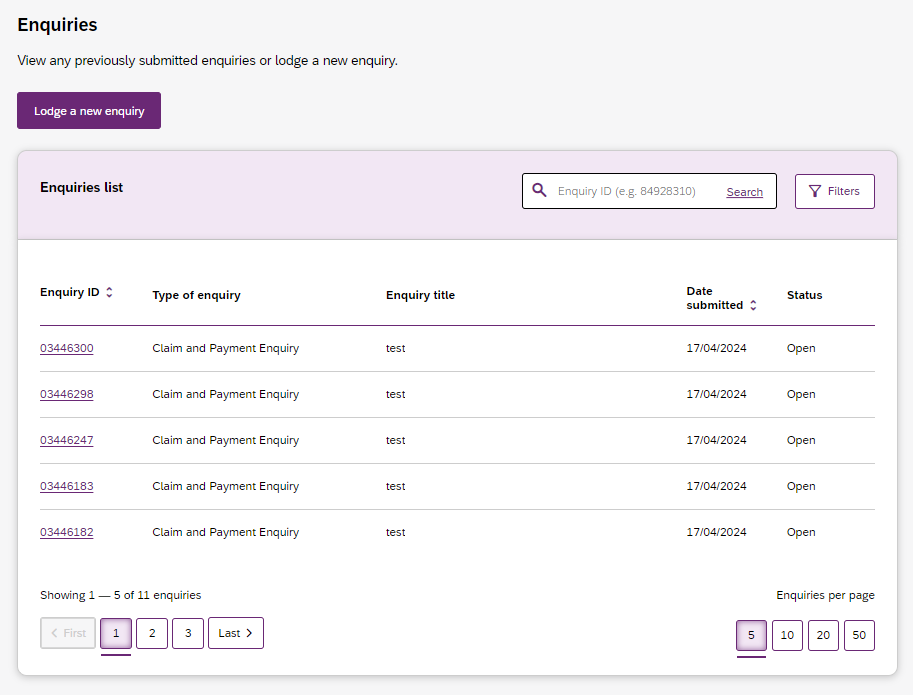


### Raise a payment enquiry from an existing payment request

1. Select the relevant payment request and the payment request will display.
2. Select **Create payment enquiry**.



1. Upon selecting **Create Payment Enquiry** you will be redirected to the my NDIS provider portal to submit your payment enquiry. For further instructions, please refer to my NDIS provider portal step by step Guide located in the [myplace provider portal and resources | NDIS](https://www.ndis.gov.au/providers/working-provider/myplace-provider-portal-and-resources).



### Receiving payment

Payment requests that are created with a status of **Pending** will be paid after the next payment run cycle. This occurs a minimum of once a day, Monday to Friday.

A status of **Pending** will usually change to **Paid** following the completion of a payment run cycle.

Payment Requests created after the last payment run cycle on a Friday will be picked-up in the payment run cycle of the next business day – typically the next Monday.

# Part 2: Warnings and error messages

This part of the guide is to help you understand:

* The meaning of the warnings and error messages in the myplace provider portal when you upload the bulk payment files.
* What to do when each error message is displayed

The following tables describe the error messages displayed in the NDIS myplace provider portal when submitting a bulk payment file. The tables include:

* Screen Name – the heading at the top of the screen on which the message appears
* Message Displayed – the wording of the message itself, which may be in a pop-up box, at the top of the screen, or near the field in error
* Type of Message – whether the message is for an error which prevents you progressing, for confirmation to warn you of the consequences, or for information
* What does it mean? – an explanation of why you got the message
* What should you do? – describes suggested response(s) to the message.

If you need further information on how to manage a particular message, search the ‘Message Displayed’ column for a few words from the message, or search the ‘Screen Name’ column for the screen. Once you have located the message, check the last two columns for more detail of what occurred, and how to proceed.

### Screen name: Bulk Upload

| **Message displayed** | **Type of message** | **What does it mean?** | **What should you do?** |
| --- | --- | --- | --- |
| Use your new provider registration number for the new system. You can find it in your [profile](https://dcvsms411-ap2.csda.gov.au/supplier/profile) details. The In-Kind item is not yet available to claim. | Warning | Advising you that you need to use your new provider registration number.  Advising you that you must not include ‘in-kind’ items in your payment requests. | Check when you create your bulk upload file that the provider registration number matches your organisation Id in your profile (Select Home, Profile, My Organisation Details to check).  You must not include ‘in kind’ items in your bulk upload request. |
| You have not selected a file, or have selected a file that does not have a CSV or XML extension. Check that you have selected a file and that it is a valid CSV or XML file. Refer to the Bulk Payment self help guide if you have any issues. | Error | You have either not selected a file, or have selected a file that does not have a CSV or XML extension. | Check that you saved the Bulk Payment Request file as a .CSV or .XML and retry.  Open the file, ensure the date formats are correct **(YYYY-MM-DD),** and save as a CSV. Refer to the Bulk Payment self help guide. |
| The document size exceeds the maximum upload limit of 10MB. Please amend the document and try uploading it again. | Error | The file you are trying to upload is too large. | Bulk upload will not allow a file larger than 10MB. Sometimes a file larger than 10MB but smaller than 11MB will display as 10MB in size.  Open the bulk upload file and save as two files (half the records in each file), making sure you check that the date formats are correct **(YYYY-MM-DD).** |
| You have attempted to upload a file that exceeds 10MB in size. Open the bulk upload file and save it as 2 or more files (splitting the records across the files). Check that the date formats are correct (YYYY-MM-DD). Then try uploading it again. | Error | The file you are trying to upload is too large. | You have attempted to upload a file that exceeds 10MB in size. Open the bulk upload file and save it as 2 or more files (splitting the records across the files). Check that the date formats are correct **(YYYY-MM-DD).** Then try uploading it again. The document size exceeds the maximum upload limit of 10MB. Please amend the document and try uploading it again. |
| You have attempted to upload a file with a file name (including the file extension) that exceeds 20 characters in length. Resave the file with a shorter filename, check that the date formats are still correct (YYYY-MM-DD). Then try uploading it again. | Error | The file name including the extension (.CSV or .XML) is more than 20 characters. | Resave the file with a filename (including extension) of less than 20 characters, check that the date formats are still correct **(YYYY-MM-DD)**. Then resubmit. |
| You tried to upload a file that includes more than 5000 payment references. This volume of data exceeds our system limits. Open the file and save as two or more files, each containing a subset of the data. Then try uploading it again. | Error | Bulk upload will not allow a file larger than 5000 rows. Your file contains more than that. | Open the file and save as two or more files each containing a subset of the data, then resubmit. |
| The file you tried to upload is missing the first row (header) or it has incorrect data. Download the template again into a new file and copy the data into the new file. Check you have retained the header row and that all columns are correctly formatted (including dates). Then try uploading it again. | Error | The first row (header) of your file is missing or has incorrect data. | Download the template again into a new file, copy the data into the new file ensuring you retain the header row and that all columns are correctly formatted (including dates), then resubmit. |
| Your file could not be uploaded as one or more records are in error. Select the download link to access the error file. The error file is the same as the file you uploaded, but with an extra column at the beginning listing the errors in that payment request. Correct the errors and save the file with a new file name. Then try uploading it again. | Error | Errors were found in one or more rows in the file. | Select the download link to access the error file. The error file is the same as the file you uploaded, but with an extra column at the beginning listing the errors in that payment request. Correct the errors, save the file with a new file name and retry upload. |
| To upload you need to accept the price guide declaration. | Error | You selected then deselected the mandatory NDIS Pricing Arrangements and Price Limits declaration. | Tick the mandatory NDIS Pricing Arrangements and Price Limits declaration box and then select Submit. |
| There are some technical issues, we are unable to process your request. Please try again later. | Error | An internal system error has occurred. | Wait for a short time then try again, or contact NDIS to report the problem and have it investigated. |
| A system error occurred. Try again later, or call the NDIS to report the problem. | Error | An internal system error has occurred. | Wait for a short time then try again, or contact NDIS to report the problem and have it investigated. |
| You have successfully uploaded your file for further processing. Wait a day or so for the file to be processed and validated. Once the validation is complete, you will be able to view the uploaded records using the View Payment Request screen. | Confirmation | Your payment requests file has been uploaded for processing. | Wait for a day or so, then use the ‘View Payment Requests’ screen to check the status of the individual payment requests.  Select ‘Home’, ‘Payment Request’, ‘View Payment Requests’. Select ‘View’ by ‘Uploaded Bulk Payment File’. |
| Multiple business validations failed. | Error | The payment request record has more than one validation rule that failed. | Check all the details submitted for each failed payment request to determine what caused the failures.  Make the required changes to the original file, save, rename file and upload the corrected bulk upload file. |

### Screen name - Bulk Payment Request CSV Messages

| **Messages displayed** | **Type of message** | **What does it mean?** | **What should you do?** |
| --- | --- | --- | --- |
| Empty Registration No. | Error | This payment request is missing your provider registration number. | Enter your provider registration number, it must be numbers only and can be found under ‘My Organisation Details’ on the Profile page. |
| Invalid Registration No. | Error | Your provider registration number is not valid on this payment request. | Check that your provider registration number is correct, it must be numbers only and can be found under ‘My Organisation Details’ on the Profile page. |
| Empty NDIS No. | Error | This payment request is missing the Participant’s NDIS Number. | Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with ‘43’. |
| Invalid NDIS No. | Error | The participant’s NDIS Number is invalid on this payment request. | Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with ‘43’. |
| Empty Start Date. | Error | The start (From) date on this payment request is empty. | Enter the start date for the support in the format **YYYY-MM-DD**. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file. |
| Invalid Start Date format. Enter as YYYY-MM-DD. | Error | The start (From) date on this payment request is not in the required format, or is before 1900. | Enter the start date for the support in the format **YYYY-MM-DD**. Start date must be no earlier than the start date of the service booking, and cannot be in the future. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file. |
| Empty End Date. | Error | The end (To) date on this payment request is empty. | Enter the end date for the support in the format **YYYY-MM-DD**. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file. |
| Invalid End Date format. Enter as YYYY-MM-DD. | Error | The end (To) date on this payment request is not in the required format, or is before 1900. | Enter the end date for the support in the format **YYYY-MM-DD**. End date must be the same as or later than the start date. End date must be no earlier than 90 days prior to today. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file. |
| Empty Item Number. | Error | The item number on this payment request is empty | If the service booking specifies support item enter the support item number.  If the service booking was not at item level, enter the item number of the support category. |
| Invalid Item Number. | Error | The Item number on this payment request is too long (more than 60 characters). | Copy the item number from the service booking to ensure it is correct. |
| Empty GST Value. | Error | The GST code on this payment request is empty. | Enter the appropriate GST value for the support item. P1=10%GST, P2=GST Free, P5=GST Out of Scope. |
| Invalid GST Value. | Error | The GST code value on this payment request is not valid. | Enter the appropriate GST value for the support item. P1=10%GST, P2=GST Free, P5=GST Out of Scope. |
| Invalid Claim Reference. | Error | The invoice number/claim reference on this payment request is too long (more than 50 characters) or contains invalid characters. | Enter your organisation’s invoice or reference number. It must be no more than 50 characters and contain letters, numbers and spaces only. |
| Empty Quantity and Hours. | Error | Both quantity and hours are empty on this payment request. | Enter either hours (in the format HHH:MM without leading zeros) or Quantity (in whole numbers), but not both, for each payment request (row). |
| Invalid Quantity Value. | Error | The quantity specified in this payment request is not in the required format. | Enter the quantity as a whole number, i.e. without decimal points. |
| Invalid hours. Use HH:MM format. For e.g.: 2 hours 30 minutes as 2:30. | Error | The hours specified in this payment request is not in the required format. | Enter the hours in the format HHH:MM without leading zeros. E.g. two and a half hours is 2:30, thirteen hours is 13:00. |
| Both duration and quantity cannot co-exist. Input relevant value. | Error | You have specified both hours and quantity in the same payment request, it cannot include both. | Enter either Hours (in the format HHH:MM without leading zeros) or Quantity (in whole numbers), but not both, for each payment request (row). |
| Empty Unit Price. | Error | The unit price on this payment request is empty. | Enter the unit price. The unit price applies either to the hours or the quantity, whichever is relevant for this row. Unit price must be in dollars and cents without the $.  The unit price should be formatted as 0.00 |
| Invalid Price. | Error | The unit price on this payment request is not a valid price. | Enter the unit price in dollars and cents without the $.  The unit price should be formatted as 0.00 |
| Start date of support cannot be after support end date. | Error | The start date for this payment request is after End date. | Enter the start date for the support in the format **YYYY-MM-DD**.  Enter the end date for the support in the format **YYYY-MM-DD**. End date must be the same as or later than the start date. End date must be no earlier than 90 days prior to today. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file. |
| Start date of support cannot be in future. | Error | The start date for this payment request is after today. Payments cannot be made prior to services being delivered. | Enter the start date for the support in the format **YYYY-MM-DD**. Start date must be no earlier than the start date of the service booking, and cannot be in the future. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file. |
| End date of support cannot be in future. | Error | The end date for this payment request is after today. Payments cannot be made prior to services being delivered. | Enter the end date for the support in the format **YYYY-MM-DD**. End date must be the same as or later than the start date. End date must be no earlier than 90 days prior to today, and cannot be in the future. You need to ensure that the date fields are correctly formatted before you upload the file. Excel will reformat them if you open and edit anything in the file. |
| Invalid ABN (Australian Business Number) | Error | An ABN has been entered incorrectly and is not a valid ABN number. | Review the ABN entered and re-enter a valid ABN. |
| ABN exemption reason is invalid | Error | The ABN exemption reason has been entered incorrectly. | Review the ABN exemption reason entered and re-enter a valid ABN exemption reason. |
| Invalid Claim Reason. | Error | Your organisation’s invoice or reference number (Claim reason) in this payment request is not valid. | Enter your organisation’s invoice or reference number. It must be no more than 50 characters and contain letters, numbers and spaces only. |
| Invalid Date Format. | Error | Either one or both of the Start (From) and End (To) dates on this payment requests is not in the format YYYY-MM-DD. | Ensure both start and end date are in the format **YYYY-MM-DD**, are not in the future, are within the service booking dates, and that end date is no earlier than start date. |
| Invoice Date outside Service Booking. | Error | The dates you have entered do not fit entirely within the service booking dates. | Re-enter the dates ensuring they are within your existing service booking. |

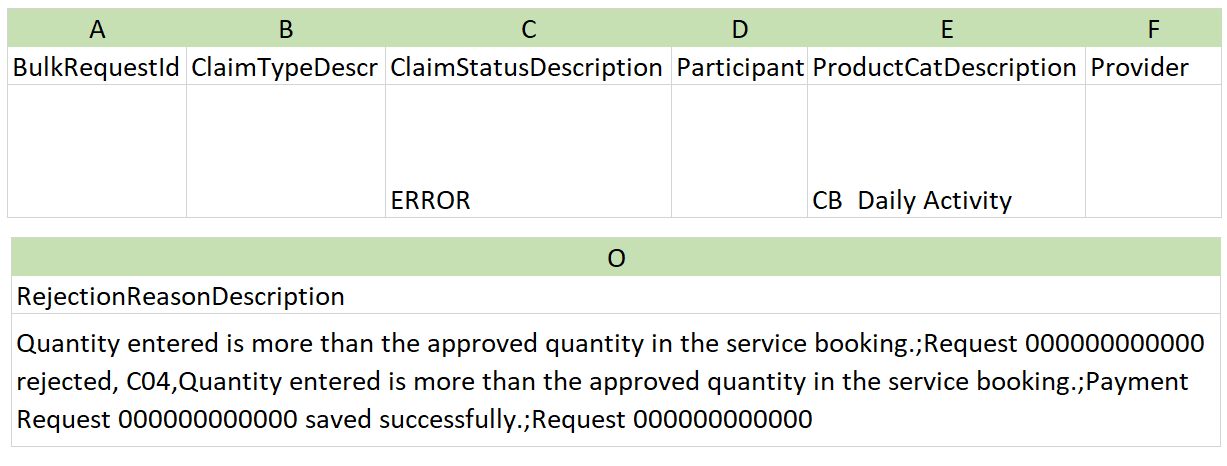
# Part 3: Bulk payment rejections

This part of the guide is to help you understand:

* The meaning of the Bulk Upload payment rejection
* What to do when a bulk payment rejection is displayed

The following tables describe the rejected messages that are displayed in the bulk payment spreadsheet and can be viewed in **View Payment Request** tile, **Uploaded Bulk Payment** **File**.

* + Message Displayed – The message displayed against a payment request rejection.
  + What does it mean? – An explanation of what may have caused the rejection.
  + What should you do? – Describes the suggested actions or next steps.



The message displayed column lists the rejections in order of most common rejection.

If you need further information on how to manage a particular message, search the ‘Message Displayed’ column for a few words from the message, or search the ‘Screen Name’ column for the screen. Once you have located the message, check the last two columns for more detail of what occurred, and how to proceed.

### Bulk payment request rejections

| Message displayed | What does it mean? | What should you do? |
| --- | --- | --- |
| Requested amount [$amount] is more than the available service booking amount [$amount] | The payment amount you have requested is greater than the available serving booking amount. | Contact the participant and advise that there is no support budget available in the service booking. You might need to amend and increase the service booking amount. |
| Claim can’t be processed. There are multiple fields which need checking. Please check all information and resubmit or contact the NDIS for help. | The payment request record has more than one error. | Check all the details submitted for each failed payment request to verify the information that you have entered is accurate. |
| The price entered exceeds the price of the product approved in the selected service booking. | The unit price entered on this payment request is not a valid price. The unit price exceeds the price of the support line item approved in the selected service booking. | Check that you have entered the correct unit price in the relevant service booking and amend accordingly.  The unit price should be formatted as 0.00. |
| Claim is outside the plan dates. | You have selected a payment request outside the Participant’s plan dates. | Check the start date and the end date for the payment request is valid and within the service booking dates.  Create a service booking with the correct start date and end date and then request payment for services.  The start and end dates must be in the format YYYY-MM-DD. |
| Requested amount of [$amount] is more than the participant budget amount of [$amount] | The payment amount you have requested is more than the available budget. | Contact the Participant and advise that there is no support budget available in the service booking. |
| Quantity entered is more than the approved quantity in the service booking. | The quantity you have entered is above the quantity in the service booking. | Check the plan and confirm the quantity is listed in the relevant service booking. You may need to create a new service booking.  Alternatively, please contact the participant and advise them that there may be no support funding available in their plan. |
| A payment request can only be submitted until 90 days from the service booking end date. | Once a service booking expires, payment requests can continue to be made against that service booking for up to 90 days post expiry to allow registered providers to reconcile their participant accounts. An alert will appear when viewing service bookings within 90 days after the plan has expired. | You are encouraged to request payment for services provided to participants within 90 days of service.  Payment requests made after 90 days may not be paid and you will need to contact the NDIS for help. |
| The support is not available for the dates entered. Please review and try again. | You have selected an incorrect support line item within the start and end dates. | Check that the support line item selected is within the correct start and end dates of the service booking and that you are registered for the specific support line item for this payment request.  The start and end dates must be in the format YYYY-MM-DD.  You may need to contact the NDIS Quality and Safeguards Commission regarding your registration. |
| Payment request Start and End dates must be within the Registration start and end dates, of the applicable registration groups. | The start and end dates entered are not within Registration Group start and end dates. | Check the dates against your registration start and end dates. You can view your registration details in the Provider Portal, Registration details tile.  You may need to contact the NDIS Quality and Safeguards Commission regarding your registration. |
| This support item is not allowed for this claim type selection. | You have selected the incorrect ‘Support Category’ | Select the ‘Support Category’ and ‘Item number’ that is listed in the service booking. |
| Service booking for the product entered is still awaiting approval. | The provider is required to tick the ‘Service Booking Declaration’  Or  The provider has not approved the service booking created by Participant. | Check the service booking and tick the ‘Service Booking Declaration’ check box  Or  Approve the service booking created by the participant. |
| Support start and/or end dates entered are after the recorded date of death for the participant. | You tried to create a payment request on or after the recorded date of death. | Check the start and end dates for the service delivered are before the recorded date of death. Where services have been provided on or after the date of death, please contact NDIS. |
| The value of this claim is either $0 or below $0, or the unit price claimed is above the NDIS unit price. | You have tried to enter $0 as the Unit Price  Or  You have tried to make a claim above the unit price listed in the NDIS Pricing Arrangements and Price Limits. | Check that the amount you have entered is correct.  Or  Contact NDIS for help |
| Selected product is not relevant for the payment request submitted. | You have selected an incorrect support line item in the payment request. | Check the service booking and select the correct support line item. |
| No approved service booking exists for the selected product within the selected start/end dates. | You have tried to create a payment request without an approved service booking within the start and end dates of the plan. | You are unable to create a service booking within the relevant plan period, as the plan has expired. You need to contact NDIS for help. |
| No plan found for participant [participant number] within the start and end dates [date][date]. | You have selected a Participant’s plan that is not within the start date and end date. | Check the start date and the end date for the payment request is valid and must fit wholly within the plan period.  Create a service booking within the correct start date and end date of the plan and then request payment for services.  The start and end dates must be in the format YYYY-MM-DD. |
| Participant does not exist in the selected service booking. | The person you have searched for does not have a service booking with your organisation, or is not a participant of the NDIS. | Check that you have entered the search criteria correctly (First and Last Name, or NDIS number). Check the entered Participant information. The individual must be a participant in the NDIS, not a nominee or a child representative. |
| Provider is not registered for this support item. Please review the claim. | Your provider registration number is not valid for this payment request. | Check that your provider registration number is correct and that you are registered to provide the service. |
| Payment request could not be successfully submitted due to some reason. Contact customer service centre for further information. | Payment request was unsuccessful. | Contact NDIS for help. |
| Product selected is incorrect. | You tried to create a payment request for a support line item that is not in the selected support category. | Check that you have entered the correct support line item for this service booking. |
| Selected participant is not self-managed. Provide product level details for such payment requests to process. | You have selected a support category instead of a Support line-item code. | Select the Support line item for the services that have been provided. |
| Selected quantity or unit price is incorrect. | The quantity and unit price specified in this payment request is not correct. | Enter the quantity as a whole amount, i.e. 1    Enter the unit price for the payment request.  The unit price must be in dollars and cents without the ‘$’ symbol, i.e., 98.06.  The unit price should be formatted as 0.00. |
| Service booking could not be generated as no budget is available in participant’s plan. | There is no support budget in the service booking. | Contact the participant and advise that there is no support budget available for the service booking. |
| Service booking could not be generated as no fund-management agreement exists for this participant. | The participant may be self-managed or have a plan manager in place. | You may be required to forward a tax invoice for your supports/services to the participant or plan manager. |
| Service booking does not exist. | The participant does not have a service booking created within this plan period. | Create a service booking within the relevant plan period. |
| Support start/end dates entered are outside the service booking dates. | The support start and/or end dates are not within the service booking period. | Enter the start and end dates for the service delivered. Create a service booking with the correct start date and end date and then request payment for services.  The start and end dates must be in the format YYYY-MM-DD. |
| Support start and/or end date are not valid | The support start and/or end dates are not valid. | Enter the start and end dates for the service delivered.  Create a service booking with the correct start date and end date and then request payment for services.  The start and end dates must be in the format YYYY-MM-DD. |
| Insufficient evidence or authorisation provided | Correct documentation is not held by NDIS | Upload the correct documentation that is required to complete the payment request. |
| Incorrect participant, service booking or provider selected | You have selected an incorrect participant, service booking or provider | Check that you have selected the correct participant, service booking and provider.  You will need to create a service booking with the correct details and then request payment for services.  You might be unable to create a service booking within the relative plan as it has expired.  You will need to contact NDIS for help |
| GST code selected is incorrect | The GST code selected is not valid. | Enter the appropriate GST value for the support item. P1=10%GST, P2=GST Free, P5=GST Out of Scope |
| Payment Request [Payment request number] already exists with the same details | You have created a payment request with the same details as another payment request | You will need to cancel the paid payment request for the same support line item and consolidate the multiple support line items for the same day under one payment request.  Or  Contact NDIS for help. |
| Payment requests cannot be processed while your account is undergoing a review. | The payment request you have submitted cannot be processed by the Payments team while your account is being reviewed. | Contact NDIS for help. |
| Please provide a valid service provider ABN number / exemption reason. | You have not entered an ABN number and the exemption reason has not been selected. | Enter a valid ABN number  OR  Select a valid exemption reason. |
| Provided ABN Number/ Exemption reason is not valid | You have entered an invalid ABN number or exemption reason. | Check that the ABN number is a valid 11digit number. If it is an invalid ABN, you may need to contact the supporting provider or participant for clarification  OR  Check that the Exemption reason is valid. |
| Quantity should only be 1 for Covid-19 related special claims | You have entered an incorrect quantity. | Enter the quantity as a whole amount, i.e. 1 |
| Please provide Claim Reference Number for Covid-19 related special claims. | You have not entered a Claim Reference number in the Bulk upload template. | Enter a Claim Reference number in the Bulk upload template. |
| Maximum allowed claims for given Claim Reference Number reached. | You have claim more than twice for the same Claim Reference number. | Check that you have entered the correct claim reference number.  OR  Check your records that you have been paid twice for the same reference number.  You cannot claim for the same claim reference number twice. |
| No budget available for Covid-19 related special claims. | The budget for COVID-19 related special claims has been spent. | You will need to contact the NDIS for help. |
| Claims cannot be made for a future date. | The start and end date of the payment request is after today. Payments cannot be made prior to services being delivered. | Ensure that the start and end dates of the payment request is not in the future. |
| No active bank account details recorded. Please review the bank account details | Your organisation does not have an active bank account details recorded in the system. You will not be able to create any new payment requests. | Your organisation’s account manager needs to add the bank account for the organisation before any payment requests can be added. |
| The support start and/or end date is missing from the claim. | You tried to create a payment request without specifying when the support was delivered. | Enter the start and end dates for the service delivered. These must be valid dates. |
| This claim has been identified as a duplicate. Please review the claim history. | You have tried to create the same payment request for the same service provided to the participant more than once. | Check that you have entered the payment request details correctly.  You cannot claim for the same payment request twice. |
| The support item selected cannot be claimed. | You have tried to make a payment request for a support item that Providers cannot make a payment request against. | Check that you have selected the correct support item. |
| The service provider is either not listed under the participant's my providers for the specific support category, or they are on the list but not for the support dates. | You have tried to create a payment request for a support that you are not recorded in the participants my providers list. | Contact the participant to discuss that you are not recorded as the allocated service provider during the support period.  Or  Contact NDIS for help |
| The plan management type for this support category cannot be claimed by the service provider. | You have tried to create a payment request for a support item that is not in accordance with the participant’s plan management type. | Contact the participant to discuss the plan management type for the support category.  Or  Check that you have selected the correct support item.  Or  Contact NDIS for help |
| This service provider is not recorded as the Support Coordinator or Recovery Coach for the support period. The support selected cannot be claimed by this service provider | Your organisation does not have the role of a Support Coordinator or Recovery Coach to make a payment request for this specific support period. | Check that you have selected the correct support period and that your role details are correct.  Or  Contact NDIS for help |
| This service provider is not recorded as the Plan Manager for the support period. The support selected cannot be claimed by this service provider. | Your organisation does not have the role as Plan Manager to make a payment request for this specific support period. | Check that you have selected the correct support period and that your role details are correct.  Or  Contact NDIS for help |
| The item selected does not have funding in the plan for when services were delivered. Please review the support item selected and the available budget | You have tried to create a payment request for a support item that has no funding in the participant’s plan. | Check that you have selected the correct support item and that there is available budget to make a payment request.  Or  Contact the participant to discuss support options.  Or  Contact NDIS for help. |
| There are insufficient funds in the plan budget for the claimed support. Please review the claim and the available budget | You have tried to create a payment request for a stated support item and there are not enough funds left in the participant’s budget. | Check that you have selected the correct stated support item and that there is available budget to make a payment request.  Or  Contact the participant to discuss support options.  Or  Contact NDIS for help. |
| There are insufficient funds in the plan budget for the claimed support. Please review the claim and the available budget. | You have tried to create a payment request for a flexible support item and there are not enough funds left in the participant’s budget. | Check that you have selected the correct flexible support item and that there is available budget to make a payment request.  Or  Contact the participant to discuss support options.  Or  Contact NDIS for help. |
| NDIS reviewed and rejected claim as participant disputed receiving support. | You have tried to create a payment request for a support that the participant has advised that did not receive. | Contact the participant to discuss  Or  Contact NDIS or help |
| The support start date for the claim cannot be after the support end date. | The start date of the payment request is after end date. | Check that you have entered the correct start and end date for the payment request.  Or  Contact NDIS for help. |
| Claim rejected after review by NDIS | The claim that you have submitted has been reviewed and rejected by the NDIS. | Contact NDIS for help. |
| We couldn't find a plan that matches the NDIS number you provided. Check the NDIS number and resubmit with the correct NDIS number for the participant. | The NDIS number you have provided does not match the plan.  You could have entered a parent or nominee NDIS number and not the NDIS number for the participant. | Check the NDIS number and resubmit with the correct NDIS number for the participant. |
| Error occurred when creating claim. Check all details in the claim and then resubmit or contact NDIS for help. | The claim line-item record cannot be created due to an unexpected error. | Check all your details in the claim and then resubmit  Or  contact NDIS for help. |
| Only registered providers can provide this support. ABN must be provided in the claim. | You have tried to make a claim for a support that can only be provided by a registered provider and no ABN has been supplied. | Check that you have entered the service providers ABN in the claim and resubmit.  Or  contact NDIS for help. |
| The unit price claimed is above the NDIS unit price. | You have tried to make a claim above the unit price listed in the NDIS Pricing Arrangements and Price Limits. | Check that the amount you have entered is correct.  Or  Contact NDIS for help |
| Claim amount must be greater than 0. | You have tried to enter unit price or quantity as 0 or below 0 | Check that the amount you have entered is correct.  Or  Contact NDIS for help |