

**1. Michael, the father of a member of LeapIn, submitted an invoice for reimbursement.**

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From: Michael.Wange <Michael.Wang@abc.com>  
To: invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>  
Date: Tue, 20 May 2024 at 14:26  
Subject: Invoice Submission for MS Australia

Hello Team,

Please find attached the invoice for services obtained for my daughter from MS Australia.  
Could you please process the claim and the details are below.

Member : Rachel Wang  
NDIS number: 15991368  
Invoice : MS Australia  
Description : Access Community, Social And Rec Activities - Standard - Weekday Daytime

I would appreciate it if you could process this invoice as soon as possible. I have previously claimed similar invoices without issue.

Thank you.

Best regards,  
Michael

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From: invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>  
To: Michael.Wange <Michael.Wang@abc.com>  
Date: Tue, 20 May 2024 at 15:06  
Subject: Invoice Submission for MS Australia

Subject: Re: Invoice Submission for MS Australia

Hello Michael,

Thank you for your email and for providing the necessary details for the invoice claim.

We have received the attached invoice for the services obtained for your daughter, Rachel Wang, from MS Australia. The information provided is clear and complete, and we will proceed with processing the claim promptly.

Please be assured that we will handle this as quickly as possible, given your previous successful claims. If we require any further information, we will reach out to you.

Thank you for your continued cooperation.

Best regards,  
Invoices Team  
LeapIn

**2. After two days, he sent a reminder.**

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From: Michael.Wange <Michael.Wang@abc.com>

To: invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>

Date: Tue, 22 May 2024 at 16:26

Subject: Re: Invoice Submission for MS Australia

Subject: Reminder: Invoice Claim for Services from MS Australia

Hello Team,

I hope this message finds you well. I am writing to follow up on the invoice I submitted on May 20, 2024, for services obtained for my daughter, Rachel Wang, from MS Australia.

To recap, here are the details of the claim:

Member: Rachel Wang

NDIS number: 15991368

Invoice: MS Australia

Description: Access Community, Social And Rec Activities - Standard - Weekday Daytime

Could you please provide an update on the status of this claim? I would appreciate it if the invoice could be processed as soon as possible.

Thank you for your attention to this matter.

Best regards,

Michael Wang

### 3. LeapIn responded to Michael, indicating issues with the submission.

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From: invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>  
To: Michael.Wange <Michael.Wang@abc.com>  
Date: Tue, 23 May 2024 at 08:30  
Subject: Re: Invoice Submission for MS Australia

Hello Michael,

Thank you for your follow-up email. We have reviewed the invoice submitted on May 20, 2024.

Upon review, we have identified a few issues that need to be addressed before we can process the claim:

- Invoice Number: The invoice number is missing or unclear. Please provide the correct invoice number.
- Service Dates: The dates for the services rendered are not specified. We need the exact dates to proceed.
- Payment Details: The payment details on the invoice are incomplete. Please ensure the total amount and payment terms are clearly mentioned.
- Signature: The invoice is missing an authorized signature from MS Australia.
- Please update the invoice with the above information and resend it to us at your earliest convenience. Once we receive the corrected invoice, we will expedite the processing of your claim.

Thank you for your cooperation and understanding.

Best regards,  
Invoices Team  
LeapIn

**4. Michael replied negatively, stating that some details were correct.**

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From: Michael.Wange <Michael.Wang@abc.com>

To: invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>

Date: Tue, 23 May 2024 at 10:26

Subject: Re: Invoice Submission for MS Australia

Hello Team,

I am extremely frustrated with the handling of this invoice claim. I submitted the invoice on May 20, 2024, and it is unacceptable that I am only now being informed of issues that should have been identified and communicated immediately.

Here are the details again:

Invoice Number: If it is missing, it should have been requested immediately.

Service Dates: These should be evident on the invoice. Please recheck.

Payment Details: The total amount and payment terms were included. Please clarify what is missing.

Signature: This should not be an obstacle for processing.

Please address these issues urgently and process the invoice without further delay. This ongoing delay is causing unnecessary stress and inconvenience.

Expecting prompt action on this matter.

Best regards,

Michael Wang

[Your Contact Information]

5. LeapIn sent an email reply, indicating that details were still missing.

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From: invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>  
To: Michael.Wange <Michael.Wang@abc.com>  
Date: Tue, 23 May 2024 at 16:30  
Subject: Re: Invoice Submission for MS Australia

Hello Michael,

I apologize for the frustration and inconvenience this situation has caused. We strive to process all claims promptly and regret any delay in communication regarding the issues with your submitted invoice.

To ensure we resolve this matter swiftly, please find the detailed issues we encountered:

Invoice Number: It appears the invoice number is not included. Please provide this information.

Service Dates: The specific dates of service are required for verification. Kindly include these dates.

Payment Details: While the total amount is present, we need a clear breakdown of the services and corresponding charges.

Signature: The invoice requires an authorized signature from MS Australia for validation.

We appreciate your attention to these details. Once you provide the missing information, we will prioritize the processing of your claim to avoid any further delays.

Thank you for your understanding and cooperation.

Best regards,  
Invoices Team  
LeapIn

**6. Michael sent the updated details.**

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From: Michael.Wange <Michael.Wang@abc.com>  
To: Invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>  
Date: Tue, 24 May 2024 at 10:23  
Subject: Re: Invoice Submission for MS Australia

Hello Team,

Thank you for your response. Please find the corrected and complete details below:

Invoice Number: 123456  
Service Dates: April 1, 2024 - April 30, 2024  
Payment Details: Access Community, Social And Rec Activities - Standard - Weekday  
Daytime: \$200.00 per session. (Please refer the breakdown in the attached invoice)  
Total Amount: \$800.00  
Signature: I have attached the invoice with the authorized signature from MS Australia.

I have ensured all the required information is now included and correct. Please process this claim as soon as possible to avoid any further delays.

Thank you for your prompt attention to this matter.

Best regards,  
Michael Wang

Attachments:

Invoice\_123456\_Signed.pdf

**7. Michael contacted the call center for an update.**

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Agent: (10:16 AM, 24 May) Good morning, LeapIn Support Center. This is Sarah speaking. How may I assist you today?

Michael: (10:17 AM, 24 May) Hi Sarah, this is Michael Wang. I recently submitted an invoice claim for services from MS Australia for my daughter, Rachel Wang, and I emailed the corrected details earlier today. I wanted to check on the status of that claim.

Agent: (10:17 AM, 24 May) I understand, Michael. Could you please provide me with your member ID or Rachel's NDIS number so I can look up the details?

Michael: (10:18 AM, 24 May) Sure, Rachel's NDIS number is 15991368.

Agent: (10:18 AM, 24 May) Thank you. Please hold for a moment while I check the status of your claim in our system.

(Pause)

Agent: (10:20 AM, 24 May) Thank you for holding, Michael. I can see that your claim is currently in the review state. Our team is processing the updated details you provided. I assure you that we are prioritizing it.

Michael: (10:21 AM, 24 May) Okay, that's good to hear. How long do you think it will take to complete the review?

Agent: (10:21 AM, 24 May) I understand your concern, Michael. I will personally ensure that someone from our team calls you back within the next two hours with an update on your claim.

Michael: (10:22 AM, 24 May) I appreciate that, Sarah. I'll be waiting for the call.

Agent: (10:22 AM, 24 May) You're welcome, Michael. Thank you for your patience. Is there anything else I can assist you with today?

Michael: (10:22 AM, 24 May) No, that's all for now. Thank you for your help.

Agent: (10:23 AM, 24 May) My pleasure, Michael. Have a great day!



Michael: (10:23 AM, 24 May) You too. Goodbye.

Agent: (10:23 AM, 24 May) Goodbye.

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**8. One hour later, the call center asked Michael to resubmit the details due to erroneous submissions**

Agent: (11:23 AM, 24 May) Hello, Michael. This is Sarah from LeapIn Support Center. I'm calling to provide an update on your invoice claim.

Michael: (11:24 AM, 24 May) Hi Sarah, thanks for calling back. What's the update?

Agent: (11:25 AM, 24 May) Upon reviewing your claim further, we noticed that it was mistakenly submitted under "Consumables." It should have been filed under "Assistance with social and community participation."

Michael: (11:26 AM, 24 May) Are you serious? That's frustrating. Can't you just adjust it on your end?

Agent: (11:27 AM, 24 May) I understand your frustration, Michael. Unfortunately, due to the nature of the submission, we require you to resubmit the invoice under the correct category.

Michael: (11:28 AM, 24 May) Ugh, I'm actually out of the house right now. Can I do it later?

Agent: (11:29 AM, 24 May) Of course, Michael. I apologize for the inconvenience. Please resubmit the invoice under "Assistance with social and community participation" when you have the chance.

Michael: (11:30 AM, 24 May) Fine. I'll take care of it in about an hour when I get back home.

Agent: (11:31 AM, 24 May) Thank you, Michael. Again, I apologise for the inconvenience. Please let us know if you need any further assistance.

Michael: (11:32 AM, 24 May) Alright. Goodbye. You guys are insane.

Agent: (11:32 AM, 24 May) Goodbye, Michael.

**9. Michael updated the details and sent a new request.**

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From: Michael.Wange <Michael.Wang@abc.com>  
To: invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>  
Date: Tue, 24 May 2024 at 13:23  
Subject: Re: Invoice Submission for MS Australia

Hello Team,

Please I have submitted the invoice below:

Invoice Number: 123459

I have ensured all the required information is now included and correct. Please process this claim as soon as possible to avoid any further delays.

Thank you for your prompt attention to this matter.

Best regards,  
Michael Wang

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From: invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>  
To: Michael.Wange <Michael.Wang@abc.com>  
Date: Tue, 24 May 2024 at 13:43  
Subject: Re: Invoice Submission for MS Australia

Hello Michael,

Thank you for your email and for submitting the invoice for processing.

I acknowledge receipt of the invoice number 123459. We have reviewed the details you provided and will process the claim promptly.

Rest assured that we are working diligently to ensure timely processing. You can expect the claim to be finalized within the next 24 hours.

Thank you for your patience and cooperation.

Best regards,  
Invoices Team  
LeapIn

**10. LeapIn processed the invoice and sent an email.**

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From: invoices <[invoices@leapin.com.au](mailto:invoices@leapin.com.au)>  
To: Michael.Wange <Michael.Wang@abc.com>  
Date: Tue, 25 May 2024 at 15:43  
Subject: Re: Invoice Submission for MS Australia

Hello Michael,

I hope this email finds you well. we have successfully processed the invoice with the number 123459 that you submitted yesterday.

Before finalizing the transaction, we kindly request that you review the processed details for accuracy. If everything appears to be in order, no further action is required from your end.

However, if you notice any discrepancies or have any questions regarding the processed invoice, please do not hesitate to reach out to us. We are here to assist you further.

Thank you for your cooperation throughout this process. We appreciate your prompt attention to this matter.

Best regards,  
Invoices Team  
LeapIn

- 11. Michael posted a negative Google review, expressing dissatisfaction with his experience.**
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Michael post this on the google review.

The most Incompetent NDIS managers I've ever come across. They have made mistake after mistake with invoice processing, they aren't one off incidents. As a result, I'm having to make calls back to them to rectify their own mistakes. As an NDIS provider, I couldn't discourage this company more, unless you want to be dealing with endless phone calls and headaches.