NDIS myplace provider portal

Bulk payment requests

Self-help guide for providers

January 2021

Bulk Payment Request Guide

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Changes from last version

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

- Updated Claim type field to Mandatory (page 11)

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 available in the NDIS website.

![ndis logo]

How to contact NDIS

Contact the NDIS by		
NDIS Webchat 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** 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 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** 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

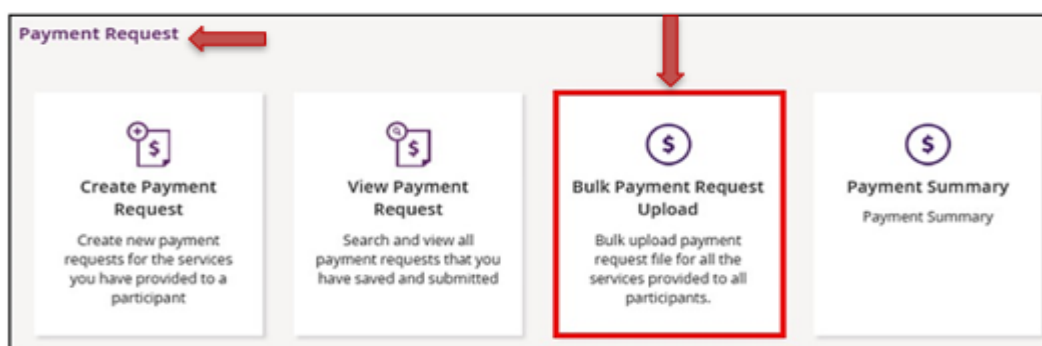# Bulk payment requests guide

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.
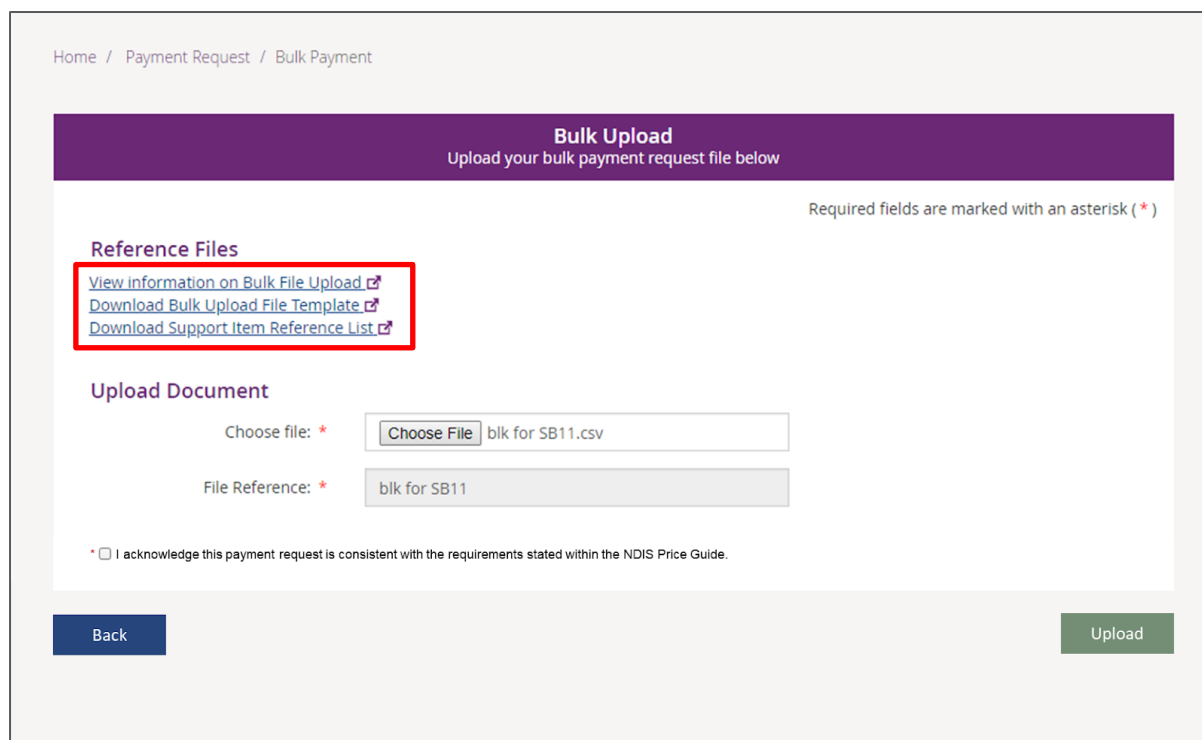
Accessing the Bulk Upload screen

To create a Bulk Payment Request:

- Select the **Payment Request** tile and

- Select the **Bulk Payment Request Upload** button.

- The **Bulk Upload** screen appears.

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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.

Home / Payment Request / Bulk Payment

Bulk Upload
Upload your bulk payment request file below

Required fields are marked with an asterisk (*)

Reference Files
View information on Bulk File Upload
Download Bulk Upload File Template
Download Support Item Reference List

Upload Document

Choose file: *   [Choose File] blk for SB11.csv

File Reference: *   blk for SB11

* ☐ I acknowledge this payment request is consistent with the requirements stated within the NDIS Price Guide.

[Back]   [Upload]

- Be sure to download the Excel template as a .CSV file and save it as 'Comma delimited'.

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- 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).

- 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.

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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 4). We recommend reviewing that document from time to time for any updates.

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 . Note: Also accepts instead of dashes (-) any of the following: • Forward Slash (/) • Back Slash (\ ) • Full stop (.)	Mandatory
SupportsDeliveredTo	End date of the support provided	Accepts YYYY-MM-DD. Note: Also accepts instead of dashes (-) any of the following: • Forward Slash (/) • Backlash (\ ) • Full stop (.)	Mandatory
SupportNumber	Support Item number of the service provided from the NDIS Support Catalogue 2019-20.	Up to 60 characters - underscore acceptable.	Mandatory

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Template Field Name:	Required Data/Information:	Required Format:	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

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Template Field Name:	Required Data/Information:	Required Format:	Mandatory?
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

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Template Field Name:	Required Data/Information:	Required Format:	Mandatory?
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)

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Template Field Name:	Required Data/Information:	Required Format:	Mandatory?
ABN of Support Provider	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.	A valid ABN has 11 digits. If the ABN of the support provider is unavailable, then enter NA or N/A, or leave the field blank.	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, enter NA or N/A, or leave the field blank. 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 Price Guide.

2. Select **Upload**.

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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.

Your file has been uploaded for further processing.
Please allow time for the file to be processed and validated. Once the validation is complete, the uploaded records can be viewed using the View Payment Request screen.
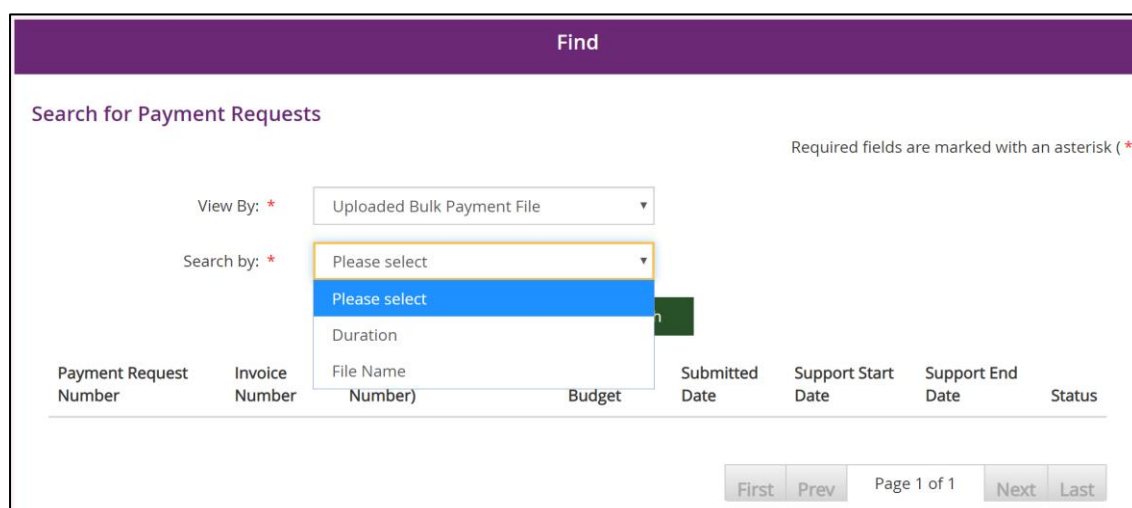
To verify that the bulk payment request has been processed and ensure the individual payment requests are valid, proceed as follows:

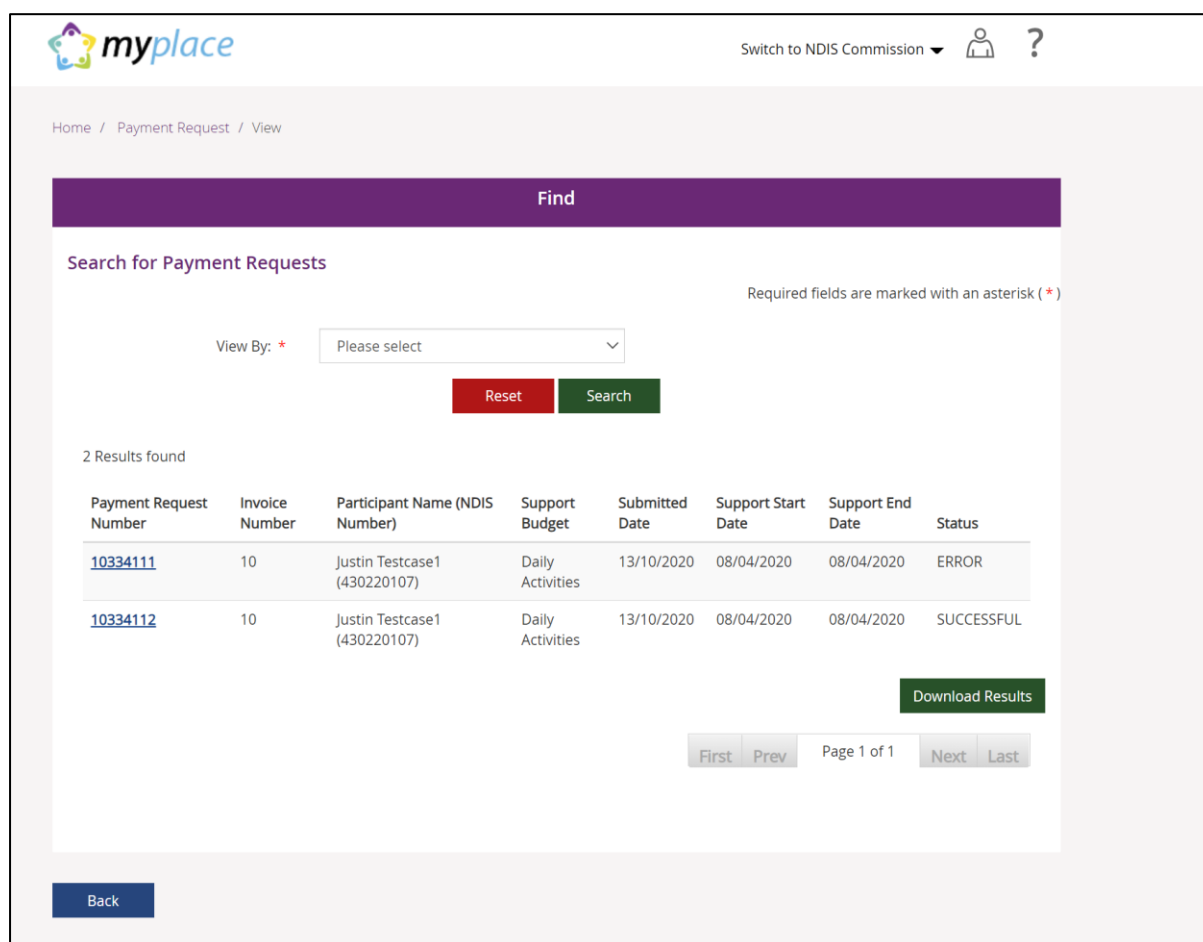1. Select the **View Payment Request** tile and search for the recent bulk upload file.
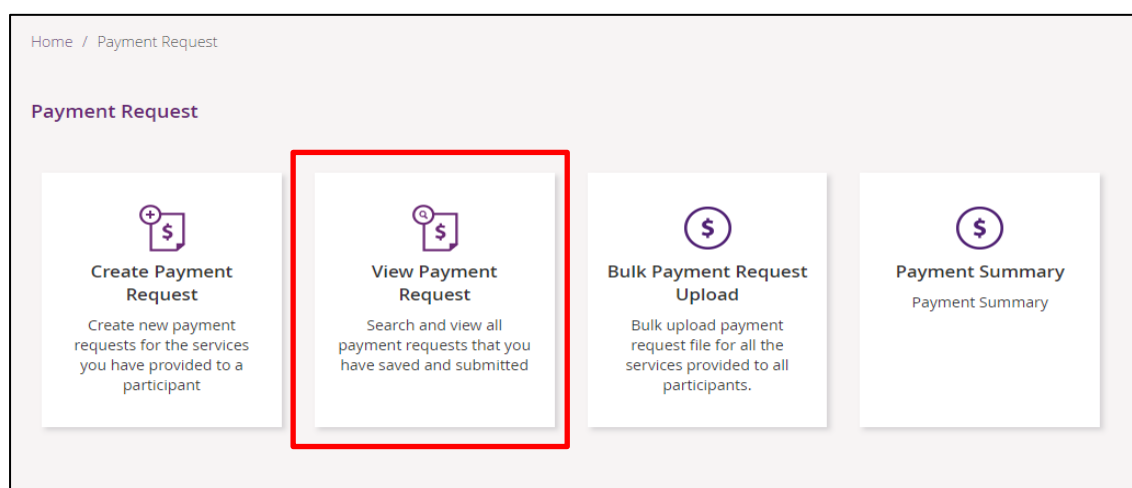
2. In the **View By** drop-down, select **Upload Bulk Payment File**.

3. Select search criteria from the drop-down menu:

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

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- Select **Duration.** Enter the 'From Date' and 'To Date'.

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

Successful payment requests will have **SUCCESSFUL** in the status field. If the payment request has been unsuccessful it will return an **ERROR** status.

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.

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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.

2. Open the entry to verify the Reject Reason.

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

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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.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	RegistrationN	NDISNumbe	SupportsDel	SupportsDeliver	SupportNu	ClaimRefer	Quantity	Hours	UnitPrice	GSTCode	Authorised	ParticipantApproved	InKindFun	ClaimType	Cancellatio	ABN of Support	Provider
2	4050003397	430220107	2020-10-12	2020-10-12	01_021_01	9854	←		1	50	P5						23009563110	

4. 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 Price Guide.

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.

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- Where the amount paid is same as amount claimed, then Capped = NO.

Payment reconciliation of a bulk payment request upload

You can check the 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.
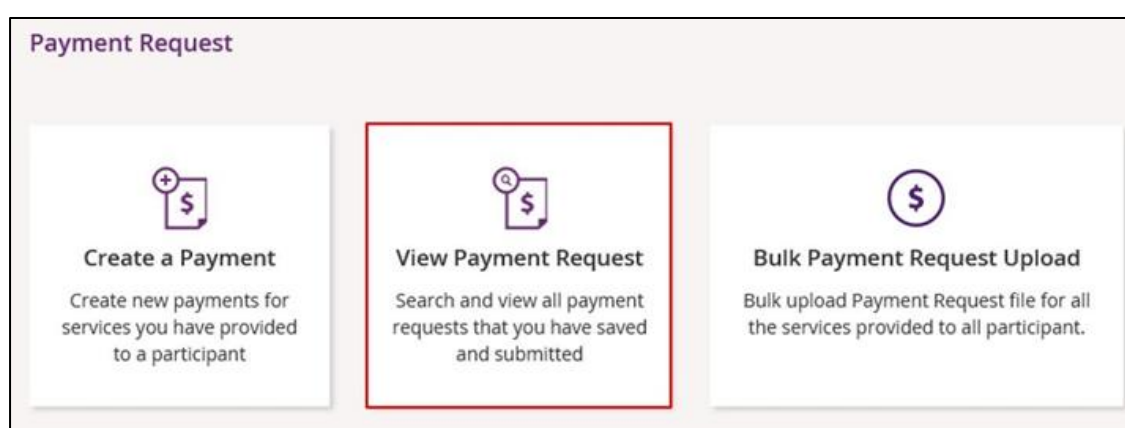
2. In the View By drop-down, select **Uploaded Bulk Payment File**.
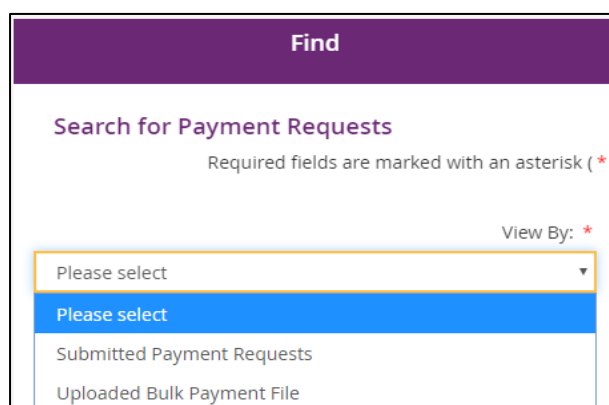
3. Select the search criteria from the drop-down.

- 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.

4. 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

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**.

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3. The **Add Feedback** form will display.

For further instructions to submit the **Add Feedback** form, refer to the myplace provider portal step by step guide available in the NDIS website.

Please note: Some information will pre-populate, based on the existing payment request data.

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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.

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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 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.

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Message displayed	Type of message	What does it mean?	What should you do?
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.

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Message displayed	Type of message	What does it mean?	What should you do?
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.

Message displayed	Type of message	What does it mean?	What should you do?
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 submit you need to accept the price guide declaration.	Error	You selected then deselected the mandatory price guide declaration.	Tick the mandatory price guide declaration box and then select Submit.

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Message displayed	Type of message	What does it mean?	What should you do?
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 1800 800 110 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'.

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Message displayed	Type of message	What does it mean?	What should you do?
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.

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Messages displayed	Type of message	What does it mean?	What should you do?
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.

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Messages displayed	Type of message	What does it mean?	What should you do?
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.

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Messages displayed	Type of message	What does it mean?	What should you do?
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.

Messages displayed	Type of message	What does it mean?	What should you do?
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

Messages displayed	Type of message	What does it mean?	What should you do?
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.

Bulk payment requests guide

Messages displayed	Type of message	What does it mean?	What should you do?
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.
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.

Messages displayed	Type of message	What does it mean?	What should you do?
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.

A	B	C	D	E	F
BulkRequestId	ClaimTypeDescr	ClaimStatusDescription	Participant	ProductCatDescription	Provider
		ERROR		CB Daily Activity	

O
RejectionReasonDescription
Quantity entered is more than the approved quantity in the service booking.;Request 000000000000 rejected, C04,Quantity entered is more than the approved quantity in the service booking.;Payment Request 000000000000 saved successfully.;Request 000000000000

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 guide

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.
Multiple business validation failed. Resubmit it with correct information or contact customer service centre to get additional information.	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.

Bulk payment requests guide

Message displayed	What does it mean?	What should you do?
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 assistance.
Product selected is not valid within the selected support start and/or end dates.	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.

Message displayed	What does it mean?	What should you do?
		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.
Claim Type selection not allowed for support category.	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.

Bulk payment requests guide

Message displayed	What does it mean?	What should you do?
Payment amount entered cannot be a negative value.	You have not entered the Quantity/ Hours/Unit Price as indicated in the Bulk upload template.	Enter the Quantity/Hours/Unit Price as indicated in the bulk upload template. Unit price should be formatted as 0.00 Hours should be formatted as HH:MM (without leading zeros, i.e., 2:00pm, 12:00pm) Quantity to be formatted as a whole number.
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 exist 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 assistance.
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	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

Message displayed	What does it mean?	What should you do?
	organisation, or is not a participant of the NDIS.	in the NDIS, not a nominee or a child representative.
Provider is not registered to provide services for the selected product.	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 assistance.
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.

Bulk payment requests guide

Message displayed	What does it mean?	What should you do?
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

Bulk payment requests guide

Message displayed	What does it mean?	What should you do?
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 are unable to create a service booking within the relative plan as it has expired.

You will need to contact NDIS for assistance |
| 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 assistance. |