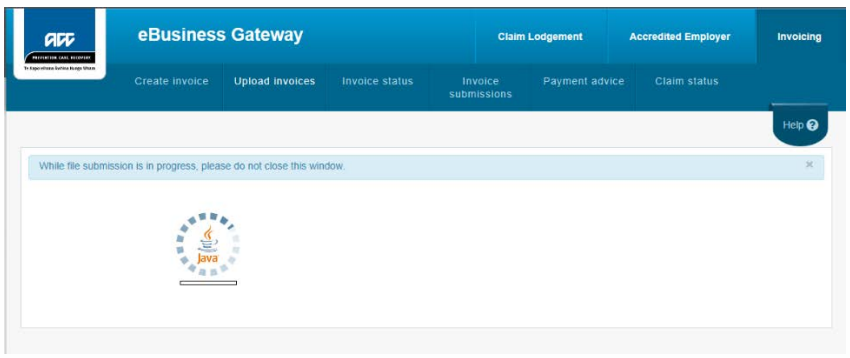
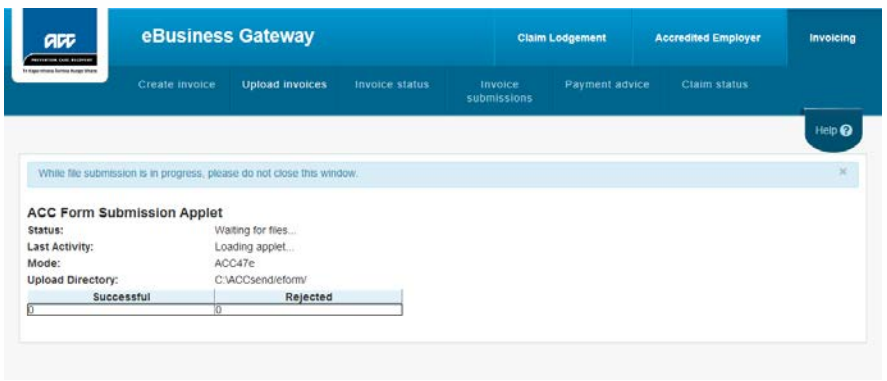
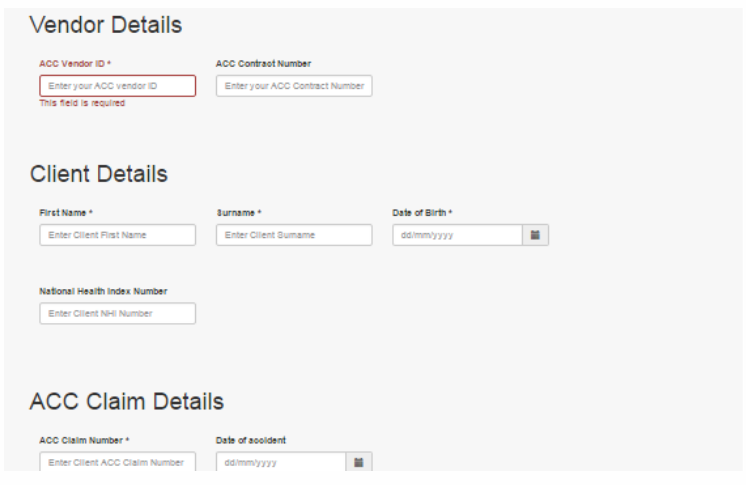
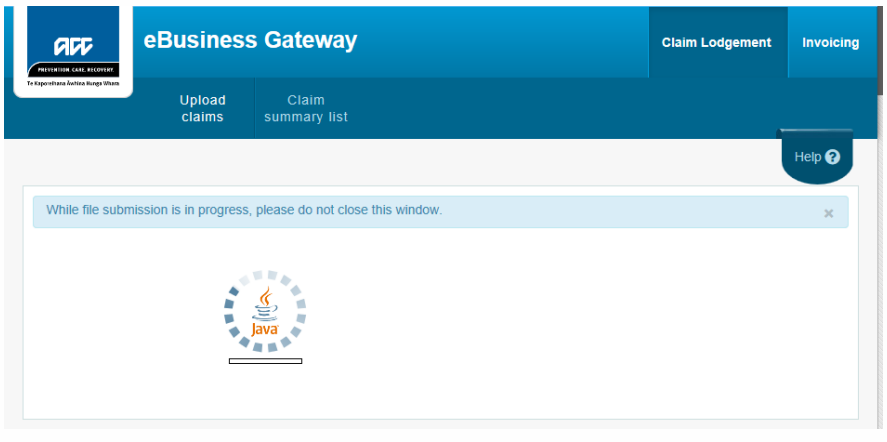
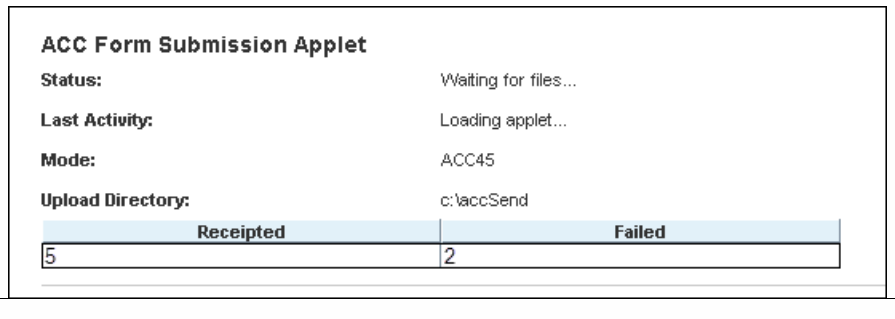
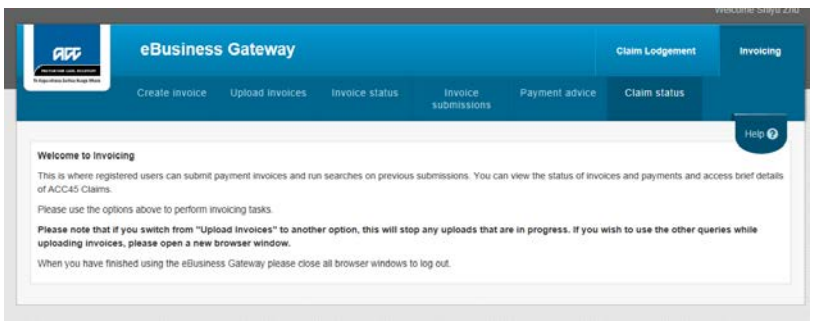
Guide to payment remittance advice access on eBusiness Gateway

March 2020

Can you already access your payment remittance advice?

This guide will enable you to see if you already have access to your payment remittance advice online via the eBusiness Gateway.

What do you see?	What you can do
If you see this when you send your invoices to ACC:   **Or use this to submit your invoices to ACC:** 	You already have access to the **Payment advice** tab that allows you to query and download your remittance advice. Instructions on how to use the **Payment advice** query can be found as Appendix 1 at the end of this guide. If you have access, we recommend you stop the paper invoices that are currently being printed and posted to your place of business. To request this, email registrations@acc.co.nz with the subject line 'Suppress Paper Payment Advice' and your ACC Vendor ID and/or ACC Provider ID numbers.
If you see this when you are submitting ACC45's to ACC:  	If you also see the **Invoicing** tab, you have access to the **Payment advice** tab that allows you to query and download your remittance advice. If you attempt to use this query but you receive a 'You're not authorised to use this VendorID' message, it means your permissions haven't been set for you to use this function. Email your permission request to ebusinessinfo@acc.co.nz, and provide us with the following information and we will work to setup your permissions: - Your ACC Vendor number - Your ACC Provider number (if you have one) - The digital certificate that you are using to submit your ACC45. If your attempt to use this function is successful, we recommend that you stop the paper invoices currently being printed and posted to your place of business. To request this, email registrations@acc.co.nz with the subject line 'Suppress Paper Payment Advice' and your ACC VendorID and/or ACC ProviderID numbers.

What do you see?	What you can do
If you're not sure, you can try doing this: Please go to www.acc.co.nz and click on Online Services (top right). The page will show four sections. Go to the bottom left of your screen under '**Engage as a health provider**' and click on the blue button shown below: If your Digital Certificate is correctly installed, you should see this:  	If only the **Claim Lodgement** or **Invoicing** tab is visible, and your attempt to use this function presents you with the error message 'You're not authorised to use this Vendor ID', please email your permission request to ebusinessinfo@acc.co.nz, and provide us with the following information and we will work to set up your permissions: - Your ACC Vendor number - Your ACC Provider number (if you have one) - The digital certificate that you are using to submit your ACC45. If you don't see the eBusiness Gateway, it's likely the computer you are trying to access this from does not have a Digital Certificate installed. For assistance, email ebusinessinfo@acc.co.nz with: - Your ACC Vendor number - Your ACC Provider number (if you have one) - The digital certificate that you are using to submit your ACC45 - Screenshot of the error message you are seeing. Someone from the Digital Operations eBusiness team will be in contact to assist.

If you need assistance with access or using the eBusiness Gateway, please contact the Digital Operations eBusiness team for assistance by emailing ebusinessinfo@acc.co.nz, quoting your ACC Vendor ID number and/or ACC Provider number, screenshots of the issue, and if you require a call back at a particular time.

Appendix 1

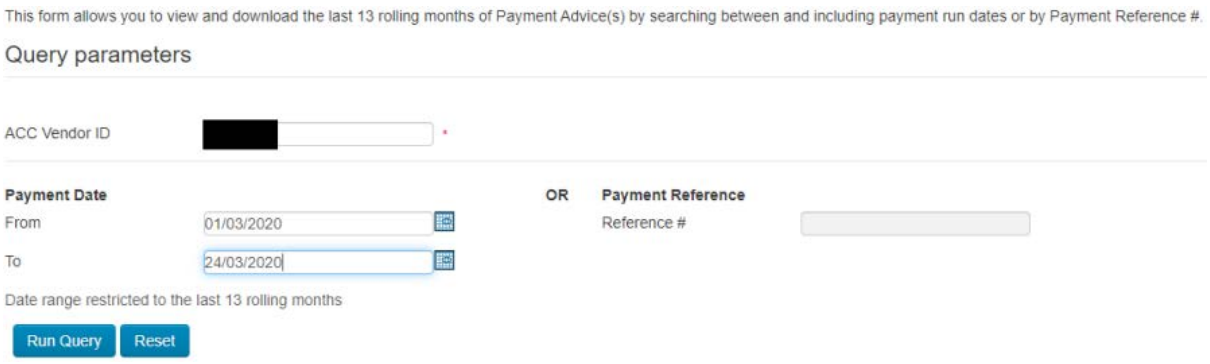
Payment Advice

Query Payment Advice allows you to view and download the past 13 months of Payment Advice (Remittance Advice) by searching on payment dates or payment reference number.

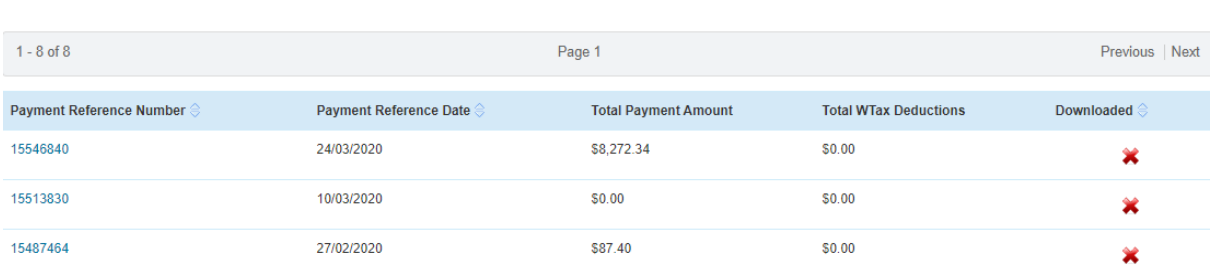
To perform a search, enter your Vendor ID and either:

a) payment date (this defaults to the last seven days, but you can change this to any date range within the past 13 months)

b) a payment reference number.



Click on ‘Run Query’ to display the results.



Results are displayed by 'Date’ in descending order from most recent. You can also sort results by different columns by clicking on the arrows next to each column. Re-clicking the same column will reverse the ordering.

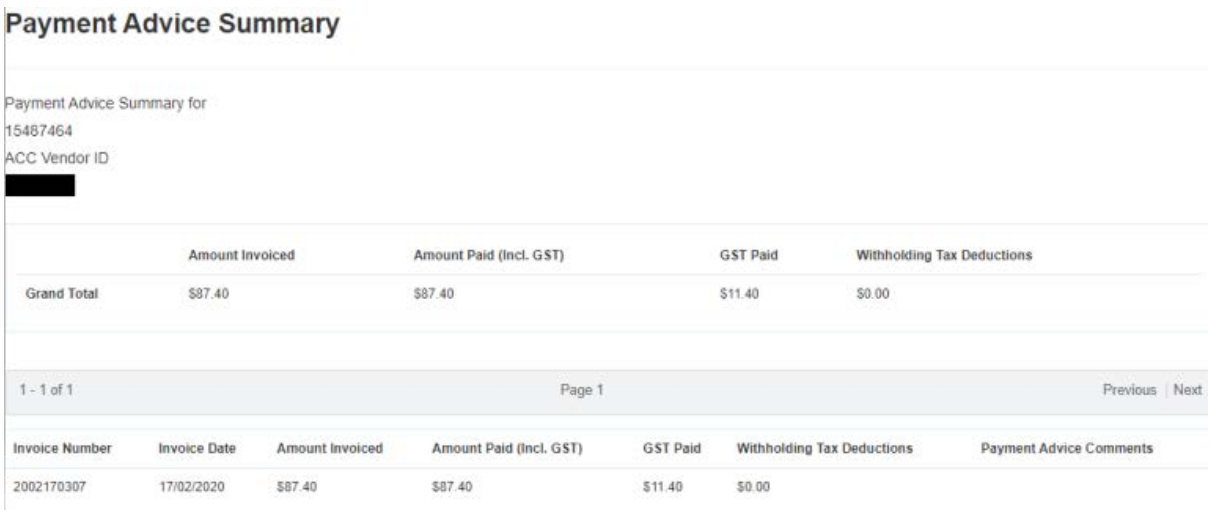
Payment Advice that has been downloaded previously will be marked with a green tick. If it has not been downloaded it will be marked with a red cross.

To display more information about an individual Payment Advice, click on the Payment Reference Number. Information for the selected Payment Reference Number is split into two parts – the Payment Advice Summary and the Payment Advice Details.

The **Payment Advice Summary** displays the Payment Reference Number, Vendor ID, and Grand Total followed by a table listing all the invoices that payment has been made on. The information includes:

- Invoice Number
- Invoice Date
- Amount Invoiced
- Amount Paid
- GST Paid
- Withholding Tax Deductions
- Payment Advice Comments (added by ACC staff when required)

If there are more than 20 items they will be split into multiple pages. You can move between pages using the options at the bottom of the table. If you want to change the default view from 20 items per page you can use the options at the bottom of the page.

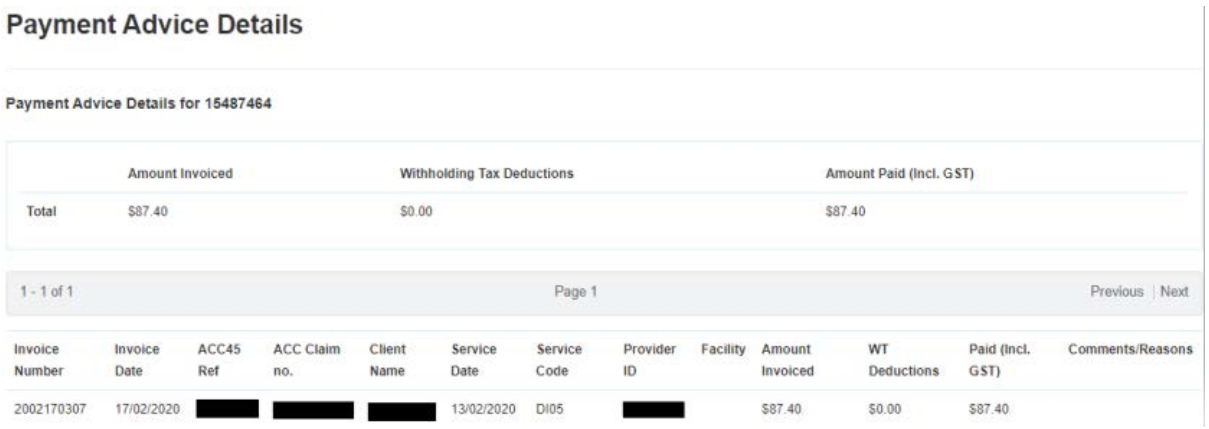


The **Payment Advice Details** section displays the Payment Reference Number and Grand Total followed by a table listing the amounts claimed and paid for each invoice line for the invoices included in the summary section. The information includes:

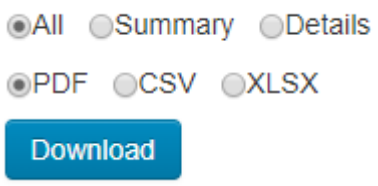
- Invoice Number
- Invoice Date

- ACC45 Number
- ACC Claim Number
- Client Name
- Service Date and Service Code
- Amount Invoiced, WT Deductions and Amount Paid
- Provider ID and Facility
- Comments/Reasons (added by ACC staff when required, eg, to explain why a payment was not made)

As with the Summary, if there are more than 20 items in the Details section, they will be split into multiple pages with a default of 20 items per page.



To download the payment advice, select the radio button of the payment advice you wish to view or if you wish to view both leave the radio button set as the 'All'. Choose what format you would like the payment advice to download in, ie, PDF, CSV, or XLSX (Excel), by selecting one of the radio buttons on the right. Click on the Download button to start the download.



Once downloaded, they can be printed using the normal printing process for these applications.

If you are still receiving printed paper payment remittances via post, you can request to stop these by emailing registrations@acc.co.nz, quoting your ACC Vendor ID number.