# **my NDIS Provider Portal –How to make a bulk payment request**

[Narrator]

This video will demonstrate how to make a bulk payment request in the current myplace Provider portal.

After logging in to your PRODA account, select the Payment Request tile

Then select the Bulk Payment Request Upload tile

Under the Reference Files section on the top left hand corner, you will see three reference files. The **View Information on Bulk File Upload** and **Support Item Reference list** are documents you can refer to help you complete a Bulk Payment request. We want to select the Download Bulk Upload File Template link

Now open the downloaded file template

To ensure your payment request is successful, you need to complete all required fields in the template correctly

First, enter your Provider Registration number remembering not to include any spaces

Now enter the participant’s NDIS number

In the **Supports Delivered From**enter the Start date of the support provided​

In the **Supports Delivered To**enter the end date of the support provided​

In the **Support Number field**enter the Support Item number of the service provided​. If you are unsure of this number, refer to the NDIS Support Catalogue 2022-23 document on the NDIS website

While the **Claim Reference field**can be left blank, it is recommended that you add your own invoice reference here​

Either the **Quantity or Hours fields**must also be completed. ​In this example, we are completing the Quantity field.

The **Unit Price**is also a mandatory field to indicate the price of the service​

The **GST Code field**must also be completed with one of 3 codes, P1 Tax Claimable, P2 GST Free or P5 GST Out of Scope, in this example we are using P2

The **AuthorisedBy, ParticpantApproved and InKindFundingProgram**fields are not required.​ All other fields are called conditional fields and are only required to be completed if applicable.​

Remember, you can use the bulk payment request function for a single claim or multiple claims.

You now need to save your template file

It is important your filename does not exceed 20 characters in length and is saved as a .CSV file

To upload your document ,  first select ‘Choose file’ , find your file and select Open.

This will then automatically populate the File Reference number. ​

Now select the checkbox to acknowledge this payment request is consistent with the requirements stated within the NDIS Pricing Arrangements and Price Limits

Then Select the ‘Upload’ button

If your Bulk Payment Request file meets the upload validation requirements, a message will be displayed advising that the file has been successfully uploaded for further processing like the one shown on the screen now

To view your uploaded records, go back to the Payment Request screen

And select the View Payment Request tile

To search for your bulk uploaded files use the drop down menu in the View By field and select ‘Uploaded Bulk Payment File’.​

Use the drop down menu in the Search By field and select Duration

In the From and To Date fields, select the date you uploaded the file

Then select Get Files

The Bulk File Name field will now appear, use the drop down menu to select your file

Then select Search

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

To correct the error, you need to select the payment request number with an ERROR status to see the type of error.

Further information on errors and warnings can be found in the Bulk Payment Request Self help guide on the NDIS website

[End Transcript]