Mosaic Provider Portal (MPP) Provider – Request Payment User Guide

PROCESS AND GUIDANCE DOCUMENT



Version #	Written By	Written On	Comments / Notes
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Introduction

The Mosaic Provider Portal (MPP) is Kent County Council's (KCC) online system for the submission of invoices for services provided.

MPP is updated every 30 minutes with details of care packages due to be delivered by care providers. Providers are then able to record details of services they have provided and request payment based on KCC orders.

Login to Mosaic Provider Portal

It is recommended to use Chrome to access MPP. The following browsers are also supported: Internet Explorer and Microsoft Edge.

Use the following link to logon to MPP: <u>https://kcc-prodpp-</u> <u>ext.corelogiccloud.co.uk/ProviderPortal/Apps/Security/Login.aspx?ReturnUrl=%2FProviderPortal%2</u> <u>FApps%2FSecurity%2FAdmin%2FUserList.aspx</u>

Enter your username and password. You will have setup your password when you activated your account. If you have not activated your account or, are having issues logging on, please contact the mosaic support team at: <u>mosaicpaymentqueries@kent.gov.uk</u>

۹ Mosai	c Provider Portal ^{18.3}
Login	
Please enter your	email address and password to login.
Email	
Password	
Login	Forgotten your password?
	Servelec

Requesting a Payment

Once logged in to the MPP, the following menu optoins will be displayed:

• Mosaic	Provider Portal ^{18.3}	Service Orders Payments 🖋 🕞	Servelec
Provider Portal			A A A A ?
Welcome to Kent Mosai	ic Provider Portal		
Copyright © Servelec Abacus	s 2008-2020 v18.3		Accessibility

Click on the '*Payment*' tab, and then click on '*Request Payments*' from the sub-menu in oredr to submit a payment request:

← → C ☆ 🔒 mosaicproviderportal.kent.gov.uk/ProviderPortal/Apps/CMS/CMSGe	tPage.axd?id=1
Apps & Finestra Admin: Mo & Finestra Portal : Mo & Finestra: M Pages - Home New Tab New Tab Mosaic Kent Mosaic Prod & Provider Portal Ad MOSAIC Provider Portal 18.3 Povider Portal elcome to Kent Mosaic Provider Portal Request Payments Payment Schedules Payment Enquiry Payment Enquiry	
Hosaic Provider Portal ^{18.3}	Service Orders Payments 🗲 🗗
Provider Portal	Non-Residential
Welcome to Kent Mosaic Provider Portal	<u>Request Payments</u> Payment Schedules Payment Enguiry
Copyright ⊕ Servelec Abacus 2008-2020 v18.3	

By default, all contracts for which the logged-on user may request payments are listed.

The date up to which payments have already been requested for each contract is displayed in the rightmost column – 'Paid Up To'.

To request a new payment, click on the calendar icone next to the 'Pay Up To' option toward the top left of the screen. Select the week ending date up to which payments are to be requested (i.e. last Sunday of the month). It is not possible to select a week ending date that is in the future.

Abacus Extranet: Request: ×			± _ □ ×
← → C ☆ O Not secure 10.64.129.151/AbacusExtranet_18.2_CU/AbacusE	xtranet/Apps/Dom/PaymentSchedules/RequestPayment.asp	x	☆ 0 6 :
Extranet 18.2.1	Messaging Service Orders Payments	₽œ	Servelec abacus
Request Payments			^ A A A ?
This screen allows you to request payments for one or more Contract. If config	ured, you will receive an email confirmation once your re	equest has been processed.	
Pay Up To 16/09/2018			
Provid	Contract Number	Contract Title	Paid Up To
<u>624</u> <u>3</u> <u>4</u> <u>5</u> <u>6</u> <u>7</u> <u>8</u> <u>9</u>	HC00000624	Home Care Contracted	03/06/2018
0 Contracts : 10 11 12 13 14 15 16 17 18 19 20 21 22 23			Submit
24 25 26 27 28 29 30 Copyright © Serveite nucles 2000 2013 10011			Accessibility

Using the check box(es) in the left hand side of the screen select the contract(s) for which payments are to be requested. Ticking the top check box within the heading area will select all check boxes in the below table:

Abacus Extranet: Request: ×			▲ _ □ ×
← → C △ O Not secure 10.64.129.151/AbacusExtranet_18.2_CU/AbacusExtranet/Apps/Dom/I	PaymentSchedules/RequestPayment.aspx		☆ ○ 집 :
Extranet 18.2.1	ng Service Orders Payments 🗲	3	O servelec abacus
Request Payments			^ A A A ?
This screen allows you to request payments for one or more Contract. If configured, you will rece Pay Up To 10062018	ive an email confirmation once your request	has been processed.	
Provider Ref Provider Name	Contract Number	Contract Title	Paid Up To
Y			
8			03/06/2018
1 Contracts Selected			Submit
Copyright © Servelec Abacus 2008-2019 v18.2.1			Accessibility

Having selected the week ending date and the set of contracts for which payments are to be requested, click the 'Submit' button to make the request.

The following screen will be displayed to advise the portal user that their request is being processed:

1 Abacus Extranet: Request: X	≜ _ □ ×
🗧 🔿 🖸 🙆 Not secure 10.64.129.151/AbacusExtranet_18.2_CU/AbacusExtranet/Apps/Dom/PaymentSchedules/RequestPaymentComplete.aspx	☆ ○ 匠 :
Extranet 18.2.1 Messaging Service Orders Payments 2	👩, servelec abacus
Request Payments	A A A ?
Thank you. Your request to create payments for the selected contracts has been received.	
If the system has been configured to do so, appropriate notifications will be sent via email once your request has been processed.	
You will be able to view the results of processing using the Payment Schedules screen.	
Copyright © Servelec Abacus 2008-2019 v18.2.1	Accessibility

Click on the '*Payment Schedule*' hyperlink to navigate to the enquiry, where the results of processing may be viewed. Alternatively, via the '*Payments*' tab at the top of the screen, click on '*Payment Schedules*' to access the enquiry screen.



It may take a minute or two for the Request Payment process to complete at which point the results will appear.

Payment schedules enquiry

The Payment Schedules enquiry screen has the following appearance.

The **Search Criteria** panel provides a means of filtering the enquiry results which are displayed in the results panel on the right-hand side of the screen.

Abacus Extra	anet: Non-Re							≜ _ □ ×
(+ → C d	0 Not serure 10.64.129.151/A	bacusExtranet	18.2 CU/AbacusExtranet/Apps/Dom/	PavmentSchedules/Lister.aspx				☆ 0 0 :
				,			~	
💽 Ex	tranet 18.2.1		🔥 Messagi	ng Service Orders Payme	nts 🖌 🔁		6	servelec abacus
Non-Resid	lential Pyment Schedu	les						^ A A A ?
Search Criteria		G	Payment Schedules					
	m Search	🏨 Reset	🔀 Clear Filters 🛛 📓 Export					Views: System 🔻
General		0	TReference	Provider	Contract	Date From	Date To	Y Visit Based
Provider:	Select an item					04/06/2018	10/06/2018	No
Contracto	Select an item					28/05/2018	03/06/2018	No
Contract:	Select an item					21/05/2018	27/05/2018	No
	Covering part or all of the perior	d				14/05/2018	20/05/2018	No
Date Period:	From: 14/09/2017					07/05/2018	13/05/2018	No
	То:					30/04/2018	06/05/2018	No
Unproces	ssed Provisional Invoices Having:					23/04/2018	29/04/2018	No
No Provis	sional Invoices					16/04/2018	22/04/2018	No
Provisioni	al Invoices that are Awaiting Verification					09/04/2018	15/04/2018	No
Verified P	Provisional Invoices					02/04/2018	08/04/2018	No
Payment Unpaid In Authorise Requests Vorfed B	Invoices Having: woices Suspended Invoice of Invoices Paid Invoices seed Visit Amendment Requests Havin that are Awaiting Verification because the	s ng:						
Z Declined	Requests		<pre>《 Page 1 of 1]</pre>	>>> [C Page Size: Auto	0 *			Displaying 1 - 10 of 10
			O New					
Copyright © Serv	relec Abacus 2008-2019 v18.2.1							Accessibility

Structure of a payment schedule

By double clicking on the appropriate line in the Payment Shedules screen, you will have access to the payment summary screen.



The Upper section of the Payment Schedule will display a summary: Provider Name, Contract, Period of which the payment is being made and the Total Value

The lower section of the screen shows the workflow through which payments will move as they change state within the payment process.

Unprocessed provisional invoices

Unprocessed provisional invoices with a status of 'Awaiting Verification' represent unclaimed payment invoices.

The list of unprocessed provisional invoices is accessed by pressing the *'List'* button within the *'Unprocessed Provisional Invoices'* section of the Payment Schedule:



		Messaging Ser	rvice Orders Payme	nts 🖌 🔁			Ø	servele	ec a
esidential Provisional In	voices								^ ^
een allows you to maintain Provision	al Invoices.								
ails									
Service User Ref	Service User Name	Payment Ref	Invoice Date	Update	Weeks	Status	Payment	Notes	
_			· · · · · · · · · · · · · · · · · · ·	(•	•	Y	_
			18/09/2018	Verify	1	Awaiting Verification	£257.41	0	
			18/09/2018	Venty	1	Awaiting Verification	£185.59	0	_
			1809/2018	Verify	1	Awaiting Verification	£1032.03	0	-
			10/09/2010	Verily		Awaiting Verification	£210.93	0	-
			19/09/2019	Verify	-	Awaiting Verification	£70.90	0	
			10/00/2010	Marify	-	Awaiting Verification	(271.84	0	

This action navigates to the following screen where the list of invoices is presented:

Amending the provisional invoice

As noted above, the initial status of a provisional invoice is 'Awaiting Verification'. The next stage in the payment workflow is the transition from 'Awaiting Verification' to 'Verified'. The service provider will amend provisional payments by exception, making changes where they know that planned service was not delivered. An additional tool that the service provider might use is the content of the 'Payment' column which shows the value of the payment that the provider portal will pass forward for payment; if this value does not match the amount that the service provider is expecting, amendments might be made to remedy this.

. 6	Service	User Ref	Service User Name	Payment Ref	Invoice Date	Update	Weeks	Status	Payment	Notes	
1								•		Y	Y
E	0				18/09/2018	Verify	1	Awaiting Verification	£257.41	0	۲
E	9				18/09/2018	Verify	1	Awaiting Verification	£185.59	0	٠
E	9				18/09/2018	Verify	1	Awaiting Verification	£1032.03	0	۲
E	3				18/09/2018	Verify	1	Awaiting Verification	£216.93	0	-
E	9				18/09/2018	Verify	1	Awaiting Verification	£70.98	0	
6)				18/09/2018	Verify	1	Awaiting Verification	£259.52	0	۲
E	0				18/09/2018	Verify	1	Awaiting Verification	£271.84	0	٠

To make changes to a provisional invoice, click on the hyperlink service users name in the Service Username column;

For SIS, Supported Living or Respite Units

A pop-up window containing the underlying detail of the provisional invoice is displayed:

Extranet 18.2.1 Messaging Service Orders Payments FE						🧔, sei	rvelec aba	
-Residential Provisional screen allows you to maintain Provis Sack	Invoices sional Invoices.						^ A A	. 4
Service User Ref	Service User Name	Payment Ref	Invoice Date	Update Week	s Status	Payment	Notes	
			14/09/2018		Awaiting Verification	¥ £257.41	0 4	Į.
			14/09/2018	Verify 1	Awaiting Verification			
					×		0 4	1
	Week Ending Rate Category	Planned	Delivered	Non-Delivery	Unit Cost Cost			
		2 1/2 Hour(s) 2.00	₫ 0.00	£10.54 £21.08 🗙			
		3 1/2 Hour(s) 3.00	2 0.00	£8.76 £26.28 🗙			ŝ
_		2 3/4 Hour	s) 2.00	¥ 0.00	Add			
	•				Save Cancel			

The claim for payment is expressed in terms of two different types of units:

- Delivered Units
- Non-delivery units

The objective is to record the actuals of the delivered hours, this is to be recorded in the 'Delivered' column. Do not amend or use the 'Non-delivery' column.

The units will be equal to a 1/2 hour, one hour, or one day etc, dependent on the service type.

Having made the required adjustments to the delivered units column, press Save to close the pop-up window, returning to the list of unprocessed payment invoices.

As the term suggests, service that was delivered to / received by the service user is recorded in the Delivered Units column. Amendment is simply a matter of overtyping the default value.

For Homecare Individual Contract Units

A pop-up window containing the underlying detail of the provisional invoice is displayed:

						×
Week Ending	Rate Category	Planned	Delivered	Unit Cost	Cost	
		379.5 Money(£s)	79.50	£1.00	£79.50	×
		379.5 Money(£s)	379.50	£1.00	£379.50	×
		379.5 Money(£s)	100.00	£1.00	£100.00	×
		379.5 Money(£s)	379.50	£1.00	£379.50	×
						Add

?

The objective is to record actuals of what was delivered to the client each week and that should be recorded in the 'Delivered' column.

The units for homecare individual contract are recorded as £1 per unit. These can be entered up to the planned total amount (which will match the agreed weekly amount from the client's Purchase Order). Amendment is simply a matter of overtyping the default values.

Save Cancel

Having made the required adjustments to the delivered units column, press Save to close the pop-up window, returning to the list of unprocessed payment invoices.

Payment Ref and Invoice Date

Following the Service User Name column are two columns headed Payment Ref and Invoice Date:

-	Service User Ref	Service User Name	Payment Ref	Invoice Date	Update	Weeks	Status	Payment	Notes	
Υ						•	T		Υ	Υ
				18/09/2018	Verify	1	Awaiting Verification	£257.41	0	-
				18/09/2018	Verify	1	Awaiting Verification	£185.59	0	۹
				18/09/2018	Verify	1	Awaiting Verification	£1032.03	0	٢
				18/09/2018	Verify	1	Awaiting Verification	£216.93	0	۲
				18/09/2018	Verify	1	Awaiting Verification	£70.98	0	۲
				18/09/2018	Verify	1	Awaiting Verification	£259.52	0	۲
				18/09/2018	Verify	1	Awaiting Verification	£271.84	0	۲

- The 'Payment Ref.' column is optional. This column might be used to record an internal (provider) reference. The reference is carried forward onto the payment invoice and is visible and reportable in the Extranet.
- 'Invoice Date' defaults to the date that payments were requested.

Adding Notes to the Provisional Invoice

A note may be added to the provisional invoice by clicking on the ¹ icon in the Notes column.

Notes ×
Invoice Note:
$\ensuremath{ \bullet }$ Private Note $\ensuremath{ \circ }$ Note viewable by the Council on the Payment Invoice
Save Clear Cancel

• Private notes are intended for use by the service provider whilst they are working on a provisional invoice before it is ready to be submitted to Kent County Council for payment. The presence of a Private notes will be

highlighed in a blue icon

• Notes that are viewable by the local Authority : the service provider may wish to communicate the Council additional informations about a specific claim for payment. Notes viewable by the local Authority will be highlighed in yellow

l	Notes	
	7	
	0	
	0	
	0	
	0	
	0	

Edit status

The final column in the table indicates the edit status of an item, being one of the following:



A 'save' icon indicates that the provisional invoice has been altered in some way.

A closed book indicates that the provisional invoice has not been viewed.

An open book indicates that the provisional invoice has been viewed but has not been altered.

Verifying payments

Verifying a provisional invoices will alter the invoice from 'Awaiting Verification' to 'Verified'.



Upon clicking the Verify button the service provider is presented with a verification message which must be read carefully. Select 'Yes' if you are happy to verify the invoice:

Verify	8
8	I declare that the information I have given on this form is correct and complete. I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action.
	Yes No

After having verified a provisional invoice the payment is moved one step further along in the payment workflow to "Verified":



By verifying a provisional invoice the service provider is submitting the invoice for processing by Kent County Council. Once processed by the Council, the invoices are available to view in the "Payment Enquiry" screen. Follow steps in the reporting section of this document below on how to access the payment enquiry screen.

Un-verifying payments

The invoice verification process may be 'undone' in a similar way to that used when verifying the provisional invoice. First of allselect 'List' from the "Awaiting Verification" line and select 'Unverify'.

Reporting

The Payment Enquiry menu option holds all of the verified invoices that have been processed for payment by Kent Council. Invoices will initially appear in this screen as:

"Unpaid" – Invoice is to be paid at the next payment run.

"Suspended" – Value is over the contractual amount and will not be paid until amended.

👫 🏪 Provider Portal Admin: Job Servicex 🧏 🦌 Mosaic Provider Portal: Provider 🗴 🕂	0				-	- 0
← → C ① ① Not secure invtes-app014/Fin/FinestraB28/Apps/CMS/CMS/Edf	sge.axd7id=1				*	. 0
🔡 Apps 🧤 Finestra Admin: Mo 🧤 Finestra Portal : Mo 🧤 Finestra: 📶 Pages - Home	🔕 New Tab 🔕 https://mosaic.kent 🕲 Mos	saic Prod 🐮 Provider Portal Ad	Provider Portal Ad.	12 Mosaic Provider Po	1: Mosaic Prov	ider Po
Extranet 18.3	Service Orders Payment	· /e			🔞, servel	lec abac
Provider Portal	Non-Residential					
Welcome to Kent Mosaic Provider Portal	Request Payments Payment Schedules Payment Enguiry					
Copyright © Servelec Abacus 2008-2020 v18.3						Acces

As indicated by the content of the Search panel which may be used to filter the payment invoices .

Abacus Extra	anet: Non-Residentia 🗙 🕂									3	- 🗆 🗙
← → C		29.151/Abac	usExtranet_18.2_CU/Aba	cusExtranet/Apps/Dc	m/ProviderInvoiceExt/Liste	r.aspx				Q 🖈 O 🖬 🕻	• • •
Ext	ranet 18.2.1			Messa	iging Service Orders F	Payments 🖌 🗗				🚳 servel	ec abacus
Non-Reside	ntial Service User Pay	ment Enq	luiry								AAAA
Search Criteria			Non-Residential Payme	nt Enquiry							
	it Search	🏙 Reset	K Clear Filters	Export						Views: [System *
General		0	7 Invoice No.	Contract	Provider	Payment Ref.	Y Service User	Period From	Period To	Net Payment	Status
Provider:	Select an item	10 ×						11/06/2018	17/06/2018	£257.41	Unpaid
Contract:	Select an item	10 ×				-		11/06/2018	17/06/2018	£1,123.08	Unpaid
Service User:	Select an item	10 T				-		11/06/2018	17/06/2018	£216.93	Unpaid
Invoice No:						-		11/06/2018	17/06/2018	£88.50	Unpaid
- Status						27.5		11/06/2018	17/06/2018	£259.52	Unpaid
🖉 Unpaid	🛃 Paid					-		11/06/2018	17/06/2018	£289.36	Authorised
Authorised	Suspended					1.20		04/06/2018	10/06/2018	£257.41	Paid
A Period								04/06/2018	10/06/2018	£185.59	Paid
	Falling within the period							04/06/2018	10/06/2018	£1,032.03	Paid
Inclusion Dates	From: 21/09/2017							04/06/2018	10/06/2018	£216.93	Paid
Invoice Date:								04/06/2018	10/06/2018	£67.48	Paid
	To:							04/06/2018	10/06/2018	£259.52	Paid
	Falling within the period					(e)		04/06/2018	10/06/2018	£289.36	Paid
Week Ending:	From:							28/05/2018	03/06/2018	£262.22	Paid
freek Endingr	Ter					-		28/05/2018	03/06/2018	£187.84	Paid
	10.					-		28/05/2018	03/06/2018	£1,055.07	Paid
	Falling within the period					-		28/05/2018	03/06/2018	£222.74	Paid
Status Date:	From:					120		28/05/2018	03/06/2018	£266.64	Paid
	To:							28/05/2018	03/06/2018	£298.26	Paid
								21/05/2018	27/05/2018	£257.41	Paid
	Hide retracted and retraction invo	ices	<pre>{({ Page 1</pre>	of 4 > >> C	Page Size: 20 💌					Displayi	ng 1 - 20 of 75
											& Reports

Search for 'Suspended' invoices

In order to list suspended invoices, simply clear all search criteria except the Suspended check box and click Search. A list of suspended invoices will appear. These will not be paid until agreed with Kent County Council.

In the case that an amendment to the value being claimed is required, the invoice will need to be retracted and resubmitted at the agreed value. In order to do this, please refer to the "How to retract and resubmit a suspended invoice" section of this guide below.

Search for 'Unpaid' invoices

In order to list unpaid invoices, simply clear all search criteria except the Unpaid check box and click Search. A list of unpaid invoices will appear.

These will be paid in the next payment run completed by Kent County Council and the status will then change from "unpaid" to "paid".

Search for 'Paid' Invoices

Clear all search criteria except the Paid check box and click Search. A list of paid invoices will appear.

Payment invoices given a status "Paid", are due to be paid into the providers account within the next few days or, have already been paid into the account.

Frequently Asked Questions / Troubleshooting

How to retract and resubmit a suspended invoice

The lower section of the payment schedule shows the workflow through which payments will move as they change state within the payment process.

Non-Residential Payment Schedules
Back Edit Audit Log References
Summary
Provider
Contract
Reference
Payment From 14/10/2019 To 27/10/2019
Visit Based
Total Value £59,765.27
Unprocessed Provisional Invoices
9 Invoices 'Awaiting Verification', totalling £3947.96
✓ 0 'Verified' Invoices, totalling £0.00 Add
Payment Invoice
✓ 1 'Unpaid' Invoices, totalling £876.20
I 'Suspended' Invoices, totalling £80.88
✓ 0 'Authorised' Invoices, totalling £0.00
I29 'Paid' Invoices, totalling £54860.23

The Suspended invoice will be flagged under the section "Suspended" Invoice.

The list of suspended invoices is accessed by pressing the List button within the 'Payment Invoice'.

The list button will provide access to all invoices within the payment schedule with their status within the payment workflow.

Back Payment Schedule Reference Provider Contract Period From 14/10/2019 To S Filters	27/10/2019						
the of available Payment Invoices.	Payment Ref7	Service User7	S/U Reference	Period From	Period To	Net Payment	Status
2				14/10/2019	27/10/2019	£296.56	Paid
4				14/10/2019	27/10/2019	£471.80	Paid
9				14/10/2019	27/10/2019	£518.98	Paid
9				14/10/2019	27/10/2019	£80.88	Paid
4				14/10/2019	27/10/2019	£1,277.23	Paid
4				14/10/2019	27/10/2019	£1,226.68	Paid
				14/10/2019	27/10/2019	£80.88	Suspended
				14/10/2019	27/10/2019	£283.08	Paid
4				14/10/2019	27/10/2019	£121.32	Paid
				14/10/2019	27/10/2019	£1,226.68	Paid
<< 1 2 3 4 5 6 7 8 9 10 11 12 1	13 14 >>					Print Invoice Lines C	osted Visits Retract

To Retract the suspended invoice :

1- Select the suspended invoice

0			14/10/2019	27/10/2019	£1,226.68	Paid
۲			14/10/2019	27/10/2019	£80.88	Suspended
			14/10/2019	27/10/2019	£283.08	Paid
0			14/10/2019	27/10/2019	£121.32	Paid
0			14/10/2019	27/10/2019	£1,226.68	Paid
<<	1 2 3 4 5 6 7 8 9 10 11 12 13	14 >>			Print Invoice Lines	Costed Visits Retract

2- Click on retract >> A pop up message to follow confirming if the user wishes to proceed with the retraction

invtes-app014 says

Upon confirmation, Abacus will attempt to mark the selected Payment Invoice as retracted and create a contra copy of the Payment Invoice; it is not possible to undo this action.



3- You will now need to click on "Add" next to the "Verified invoices totalling..." line in order to reprocess the retracted invoices.

Back Edit	Audit Log References					
Summary		_				
Provider						
Contract	L					
Reference						
Payment From	14/10/2019 To 27/10/2019					
Visit Based						
Total Value	£59,684.39		CS00157496-14102019-2	7102019 (Payments From 14/10/20)	19 00:00:00 to 27/10/2019 00):00:00) ×
	visional Invoices		Service User	S/U Reference	Address	
9 Invoices 'Awa	iting Verification', totalling £3947.96	List				
9 Invoices 'Awa	alting Verification', totalling £3947.96 pices, totalling £0.00	List	-			

- 4- After clicking "Add" the above screen will appear. Select "OK" here.
- 5- Finally select "List" next to the "Invoices awaiting verification line...". And now amend and verify the invoice.

Deleting a payment schedule that was created in error

This error is easily rectified as a Payment workflow that have transitioned beyond their 'Awaiting Verification' may be deleted.

