



Suffolk
County Council

**PROVIDER PORTAL
USER GUIDE**

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1. Contract Documents – Individual Service Contracts

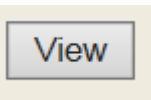
1. Click on **Contract Documents**



[Contract Documents](#)

View & download contract documents

2. Select the parameters you wish to view
3. Click on **view**




Contract Documents

Service:	1 Oak Home Care	Client:	Lovett, Marion	Status:	Published	Updated Since:	01 / 05 / 2018	<input type="button" value="View"/>	<input type="button" value="Reset"/>
Document Type	Client	SSRef	Care Pkg Ref	Service	Notes				
ISC (provider portal)		1148421		1 Oak Home Care	Published by on 18/05/2018 Previous Agreed Version	<input type="button" value="Agree"/>	<input type="button" value="Reject"/>		

4. Click on **agree** or **reject** the Individual Service Contract (ISC)
5. Agree or reject
6. A **clear reason** for rejection is required so that a revised ISC can be sent out quickly
7. Enter your **password**

[Download Document](#)

By entering your password below and clicking 'Accept' you agree to this document. This is contractually binding.

	Password <input type="password" value="....."/>
<input type="button" value="Agree"/> <input type="button" value="Cancel"/>	

8. Click **agree** (you will be directed back to the Contract Documents home screen)

Top tip: When accessing contract documents, this defaults to show only those you have yet to respond to. You need to change the 'Status' drop down box to show those that have been accepted, rejected or terminated.

2. Processing Actuals (including Bulk Export and Import)

Actuals (no Exporting required)

Providers are expected to update their actuals on a **weekly basis** and submit an action to the relevant team to notify them that this has been done. This is so that the Business & Finance teams can audit and check on a weekly basis.

1. Log into the Provider Portal

1 Oak Home Care

Pick a task...



Actuals

Submit your actuals to Suffolk using the online form or bulk import facility



Invoices/Credit Notes

View and create your invoices/credit notes online



[Change Password](#)



Scheduled Payments

View and confirm or reject scheduled payments.



One-Off Claims

View and create One-Off Claims



[Log Out](#)



Purchase Orders

View & print purchase orders



Reports

View & print financial reports



[Convert to Azure AD login](#)



Contract Documents

View & download contract documents



Organisation Details

View and Request Changes to Organisation Details



Service Details

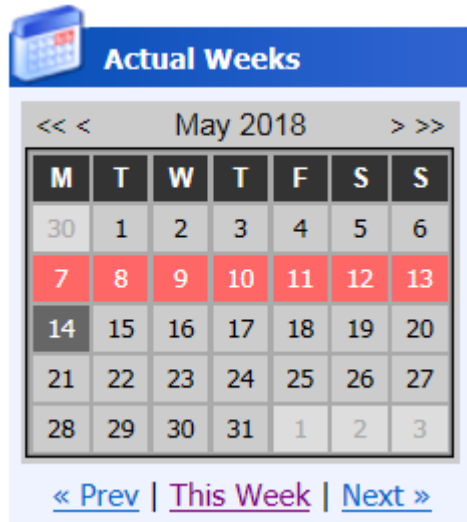
View and Request Changes to Service Details



Contacts

View and Request Changes to Contacts

2. Click on **Actuals**
3. Select any **service** on the left (yellow cog)
4. Select the **week** you wish to create actuals for by selecting on the calendar (a weekly summary will appear) – *the payment schedule provided should indicate which payment period we are currently on.*



5. If the provider offers more than one service level for instance STLH and spot then they will see all their service levels on the left hand side.
6. A grid will appear where you can select your parameters

Actuals for Abbeyfield Deben Extra Care

Week Beginning 23 April

INFORMATIONAL PURPOSES ONLY

Service Level: [All Service Levels] Client: [All Clients]

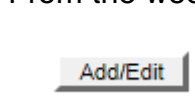
Show Clients with Actuals: [No Selection] Actuals: Unplanned Planned Locked


Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
1221744								

Total: £0.00 of £0.00

7. Click on **generate** (this will produce the actuals commissioned)

8. From the weekly summary you can edit the lines by clicking on **edit**




 Actuals for Abbeyfield Deben Extra Care

Week Beginning 23 April

INFORMATIONAL PURPOSES ONLY


Service Level:	[All Service Levels]	Client:	[All Clients]
Show Clients with Actuals:	[No Selection]	Actuals:	<input checked="" type="checkbox"/> Unplanned <input checked="" type="checkbox"/> Planned <input checked="" type="checkbox"/> Locked
		<input type="button" value="View"/> <input type="button" value="Reset"/>	

Actual	Service Level	Pl	Frstd	Msd	Xtr	Vst	Total Cost	Comments
1221744						£581.00 of £581.00		<input type="button" value="Add/Edit"/>
1	x Placement Exceptional Rate Residential Care	1	0	0	0	1	£581.00 = 1 (Planned) Placement x £581.00	

Total: £581.00 of £581.00

9. You can now edit the data and add any comments

Provider web interface for **ABBEYFIELD DEBEN EXTRA CARE SOCIETY LTD @ ABBEYFIELD DEBEN EXTRA CARE SOCIETY LTD**




Suffolk

County Council

ContrOCC

Suffolk Provider Portal

[Home](#)
[Actuals](#)
[One-Off Claims](#)
[Invoices/Credit Notes](#)
[Scheduled Payments](#)
[POs](#)
[Reports](#)
[Help](#)
[Logout](#)


 Edit Actuals for Abbeyfield Deben Extra Care, Mrs Jane Hamilton Hunting (1221744)

Week Beginning 23 Apr 2018

Actual	Service Level	Pl	Frstd	Msd	Xtr	Vst	Total Cost	Comments
1	x Placement Exceptional Rate Residential Care	1	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	£581.00 = 1 (Planned) Placement x £581.00	<input type="text"/>

Week Total: £581.00

 10. Click **save** when you have finished editing

 11. Click **back** to go back to the actuals menu

Rules when editing the actuals:

- Comments are **mandatory** for all changes. Absence of a comment may **delay** the processing of your actuals submitted to us and therefore your payment.
- Any increases in care **must** have been authorised through the usual means of going through the **social work teams** or **Customer First** (0800 800 4005), otherwise these will **not** be authorised via payment if submitted through the provider portal.
- Do **not** use the Frustrated box.
- Do **not** use the **Add Actual: Unplanned** box. Highlighted below; these will **NOT** be processed by SCC.

Actual	Service Level							PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Standard Rate SPOT Dom Care (Std Suffolk)														
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Quantity	Cost	Comments			Frustrated?	Delete	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0.75	£12,345				<input type="checkbox"/>	Delete	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0.5	£49.38				<input type="checkbox"/>	Delete	

Add Actual: Unplanned [No selection] Add

Week Total: £61.725

- When updating an actual, a decrease in care will change the box to **red** and an increase in care will change the box to **green**.
- If no care was delivered in the whole week do not delete the row, just update the quantity to 0 and add a comment.

Actual	Service Level							PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Standard Rate SPOT Dom Care (Std Suffolk)														
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Quantity	Cost	Comments			Frustrated?	Delete	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0.75	£12,345				<input type="checkbox"/>	Delete	

Actual	Service Level							PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Standard Rate SPOT Dom Care (Std Suffolk)														
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Quantity	Cost	Comments			Frustrated?	Delete	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	£0.00	Customer was away with fan			<input type="checkbox"/>	Delete	

- For an increase in care, add another row and indicate the quantity on the new row. If the increase is over several days and the quantity differs for each day, you will need a new row for each, however if the quantity is the same – only one row is needed. See examples below.

Actual	Service Level							PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Standard Rate SPOT Dom Care (Std Suffolk)														
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Quantity	Cost	Comments			Frustrated?	Delete	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0.5	£57.61				<input type="checkbox"/>	Delete	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0.5	£16.46	extra half hour required 2 da			<input type="checkbox"/>	Delete	

Add Actual: Unplanned [No selection] Add

Extra half hour on both Monday and Wednesday.

Actual	Service Level							PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Standard Rate SPOT Dom Care (Std Suffolk)														
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Quantity	Cost	Comments			Frustrated?	Delete	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0.5	£57.61				<input type="checkbox"/>	Delete	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0.5	£8.23	customer took longer than us			<input type="checkbox"/>	Delete	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	£16.46	customer had a fall and the c			<input type="checkbox"/>	Delete	

Add Actual: Unplanned [No selection] Add

Extra half hour on Monday. Extra 1 hour on Tuesday.

- When decreasing care, either untick the relevant box or update the hours in the quantity box, whichever is applicable.

Week Beginning 16 Jul 2018

Actual	Service Level	Pl	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Standard Rate SPOT Dom Care (Std Suffolk)								
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Quantity	Cost
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0.75	£74.07
							Comments	Frustrated?
							No care on Sunday required	<input type="checkbox"/>
							<input type="button" value="Delete"/>	
							<input type="button" value="Add Row"/>	
							Add Actual: Unplanned	[No selection]
							<input type="button" value="Add"/>	

Customer normally has 45 minutes every day but did not have a call on Sunday.

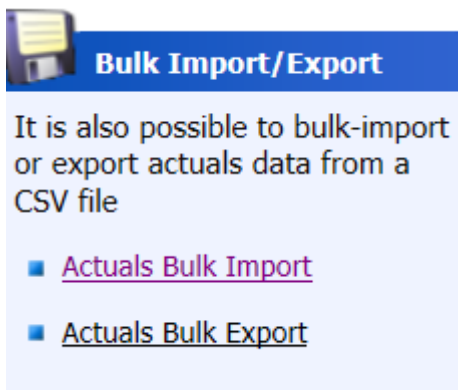
Key Tips for Users Inputting Actuals:

- You do not need to click the 'Add' button when you are editing actuals, unless you are adding a different service type (e.g. half day, when the customer usually attends for full days)
- For home care providers, you will either untick visits that were not delivered, or 'add row' for additional visits or time. Remember to add, or untick, two rows where this is a double assist service.
- Day Services only need to input to the 'Actual' box to input the number of sessions attended or provided, other boxes should not be used
- Make sure you click save once the variation is entered, and then back to return to all customers for that week
- Users with Support to Live at Home contracts will need to select the lot they are editing actuals for on the left-hand pane of the Actuals/Visits screen, under 'Services'

Actuals Bulk Export

This feature will be unavailable from day one, however may be developed to be used in the future.

1. From the actuals home page click on **Actuals Bulk Export**




Bulk Import/Export

It is also possible to bulk-import or export actuals data from a CSV file

- [Actuals Bulk Import](#)
- [Actuals Bulk Export](#)

2. Enter **start date** for the period you wish to export
3. Enter **end date** for the period you wish to export

Provider web interface for **ABBEYFIELD DEBEN EXTRA CARE SOCIETY LTD @ ABBEYFIELD DEBEN EXTRA CARE SOCIETY LTD**


Suffolk
 County Council
 ContrOCC
 Suffolk Provider Portal

 Home | Actuals | One-Off Claims | Invoices/Credit Notes | Scheduled Payments | POs | Reports | Help | Logout

 Services

 ABBEYFIELD DEBEN EXTRA CARE SOCIETY LTD

 Abbeyfield Deben Extra Care

 Bulk Export of Actuals

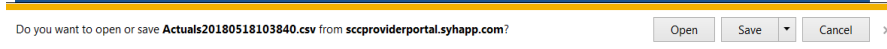
 Please select the required time period for the export

 Start Date:

 End Date:

 Export

4. Click export



5. Click open or save the report
6. Save the report in your chosen file location
7. Open report using excel (you will need to search for all file types as the file saved is a CSV file).
8. Amend line items where there are variations

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Service	ServiceLevel	SSRef	Date	IsTimetabl	Timetable1	Timetable1	Timetable1	Timetable1	WeeklyAct	WeeklyFru	WeeklyMi	WeeklyExt	WeeklyNu	Comments	CarePacka	Timetabled
30	Exceptional R	1221744	20180423	0					1	0	0	0	2	Additional	29986	

9. Save file when you have finished making the amendments to the line items
10. You are now ready to carry out the actuals bulk import process

Actuals Bulk Import

1. Click on **Actuals Bulk Import**



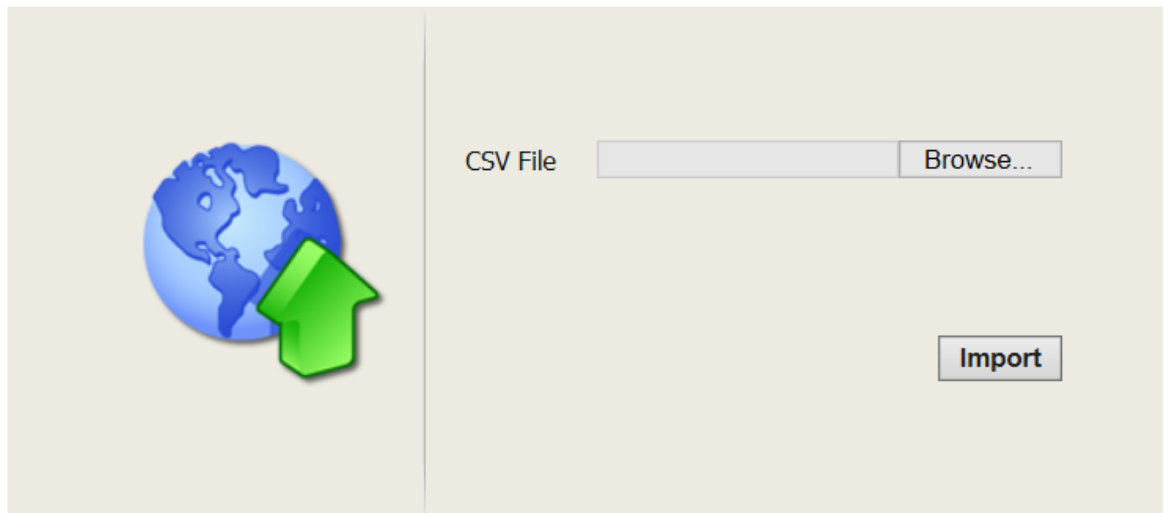
Bulk Import/Export

It is also possible to bulk-import or export actuals data from a CSV file

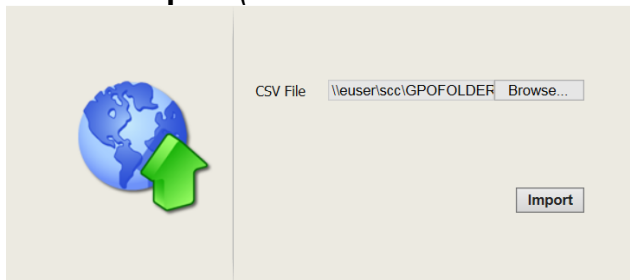
- [Actuals Bulk Import](#)
- [Actuals Bulk Export](#)

2. Click on **browse** for the csv file

select a file to import



3. Select file
4. Click on **open**
5. Click on **import** (*this will take a little while to import so please wait*)



6. A confirm import window will appear. Click **update system**

Confirm Import

please check the pending records and either update or cancel.

Imported Data

Number of records read	<input type="text" value="1"/>
Number of new records	<input type="text" value="0"/>
Number of updated records	<input type="text" value="1"/>
Number of rejected records	<input type="text" value="0"/>
Number of data quality issues	<input type="text" value="0"/>

Status Message	<input type="text"/>
Row Data	<input type="text"/>
<input type="radio"/> Errors <input type="radio"/> Non-errors <input checked="" type="radio"/> Both	
<input type="button" value="View"/> <input type="button" value="Reset"/>	

Line	Status	Row Data
2	Actual record unchanged	"00030","Exceptional Rate Residential Care","1221744","20180423",0,"","",1,0,0,0,2,"Additional visit requested",29986,

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- If any records have failed this will be highlighted.
- An import complete window will appear. Click **return** to take you back to the bulk import menu. *(The amendments you have made in the actuals will automatically appear in the ContrOCC for the business support team to check and authorise)*

Import Complete

Review updated records and click Return once complete.

Status Message	<input type="text"/>
Row Data	<input type="text"/>
<input type="radio"/> Errors <input type="radio"/> Non-errors <input checked="" type="radio"/> Both	
<input type="button" value="View"/> <input type="button" value="Reset"/>	

Line	Status	Row Data
2	Actual record unchanged	"00030","Exceptional Rate Residential Care","1221744","20180423",0,"","",1,0,0,0,2,"Additional visit requested",29986,

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- Click on **home** to take you back to the home page.


3. Scheduled Payments – Provider viewing in Portal


This shows a list of the scheduled payments. If the status shown is **current** it means the payments have **not yet been finalised** and are subject to change. If the payment says **finalised**, then it has been **authorised and finalised** in ContrOCC. No further changes can be made to these payments.

1. Click on the **scheduled payments** link from the home screen

ABBNEYFIELD DEBEN EXTRA CARE

Pick a task...

 **Actuals**
 Submit your actuals to Suffolk using the online form or bulk import facility


 **Scheduled Payments**
 View and confirm or reject scheduled payments.


2. Please select the **scheduled period** on the left (*Please note that the system will default to the current financial year. If you select a period where there are no scheduled payments the message, no scheduled payments appear*)


Scheduled Payments


Financial year:


Contract:

 ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD

 [14 May 2018 to 10 Jun 2018](#)

 [16 Apr 2018 to 13 May 2018](#)

 [19 Mar 2018 to 15 Apr 2018](#)

 Scheduled Payments


Please select the scheduled period on the left


3. Click on the link for the **contract** (*if there are more than one week's payments scheduled a list will appear and you will need to select the correct week*)


Scheduled Payments


Financial year:


Contract:

 ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD

 [14 May 2018 to 10 Jun 2018](#)

 [16 Apr 2018 to 13 May 2018](#)

 [19 Mar 2018 to 15 Apr 2018](#)

 ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD - Nursing and Residential - 14 May 2018 to 10 Jun 2018 CURRENT

Start Date:	14 May 2018	Total:	£	1,191.28	£	0.00
End Date:	10 Jun 2018					
Status:		Total Payable:	£	1,191.28		
Purchase Order	Excl VAT	VAT	Total	Contract	Period	
	£ 1,191.28	£ 0.00	£ 1,191.28	ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD - Nursing and Residential	14/05/2018 - 10/06/2018	

4. The scheduled payments will now appear
5. If the status of the scheduled payments say **current** it means that these payment periods have **not yet been finalised** and are subject to change

Scheduled Payments

Financial year: 2018/2019

Contract: ABBEYFIELD DEBEN

ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD

- 14 May 2018 to 10 Jun 2018
- 16 Apr 2018 to 13 May 2018
- 19 Mar 2018 to 15 Apr 2018

ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD - Nursing and Residential - 14 May 2018 to 10 Jun 2018 CURRENT

Start Date:	14 May 2018	Total: £	Excl VAT	1,191.28	£	VAT	0.00
End Date:	10 Jun 2018						
Status:		Total Payable:		£		1,191.28	
Purchase Order	Excl VAT	VAT	Total	Contract	Period		
	£ 1,191.28	£ 0.00	£ 1,191.28	ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD - Nursing and Residential	14/05/2018 - 10/06/2018		

6. If the period says **finalised** then the payments have been calculated, authorised and the payment batch finalised

ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD - Nursing and Residential - 19 Mar 2018 to 15 Apr 2018 FINALISED

Start Date:	19 Mar 2018	Total: £	Excl VAT	1,191.29	£	VAT	0.00
End Date:	15 Apr 2018						
Status:		Total Payable:		£		1,191.29	
Purchase Order	Excl VAT	VAT	Total	Contract	Period		
	£ 553.10	£ 0.00	£ 553.10	ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD - Nursing and Residential	19/03/2018 - 15/04/2018		
	£ 638.19	£ 0.00	£ 638.19	ABBNEYFIELD DEBEN EXTRA CARE SOCIETY LTD - Nursing and Residential	19/03/2018 - 15/04/2018		

7. To return click on the **home screen** link

4. Actions and change requests

Actions

1. Click on the actions and change requests link



[Actions and Change Requests](#)
 2 open Actions (1 overdue)

2. Click on new action

Assigned To:

3. Select the **type** of action you wish to take from the drop-down menu

New Action

Type: [Please Select] ▼

Related To: Provider ▼

Entity: Wild Bear ▼

Due Date: / /

Assign to: [Please Select] ▼

Title:

Text:

Attachment: No file chosen

4. Select the **Related to** type from the drop-down menu

Related To: Provider ▼

Entity: Contract

Due Date: Spot Commitment

Assign to: Value Commitment

Title: Client

Service

Contact

Provider

5. Select **Entity** from the drop-down menu

Entity: Wild Bear ▼

6. Enter a **due date** for when the action is due by

Due Date: / /

7. Select **Assign** from the drop-down menu to assign to the appropriate SCC team

Assign to: [Please Select] ▼

Title: [Please Select]

Payments Team

8. Enter the **title** of your action (This is a free text box)

Title:

9. Enter the **description** of the action in the text box

Type: ▼
Related To: ▼
Entity: ▼
Due Date: / /
Assign to: ▼
Title:
Text:
 Attachment:

10. If you wish to attach documents to your action click on browse

Attachment: No file chosen

11. Chose file from, your file location


12. Your file should be shown in the attachment

Attachment:

13. Click **Create Action** (If you want to cancel the action click cancel button which will take you back to the actions landing screen)

Viewing Existing Actions

1. All actions are displayed on the view existing actions screen


 Actions and Change Requests

Actions

Open Actions Only

Assigned To: [Any]

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	10/05/2018 15:47	Test	1 Oak Home Care (Provider)	10/05/2018	Death Notification - Portal	LA (Business & Finance Team)
	09/05/2018 15:08	Testing		09/05/2018	Telephone Call	LA (Business & Finance Team)
	09/05/2018 15:01	Change in Service	1 Oak Home Care (Provider)	12/05/2018	Telephone Call	LA (Business & Finance Team)

Change Requests

Include Archived


Status	Submitted	Last Updated	Type	Entity Name	Details	Rejection Reason
	10/05/2018	10/05/2018	Update Service	1 Oak Home Care		
	09/05/2018	10/05/2018	Update Service	1 Oak Home Care		
	09/05/2018	09/05/2018	Update Organisation	1 Oak Home Care		

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2. If you wish to view open actions only tick the **open actions** box

Open Actions Only

3. Use the **assigned to** dropdown box to filter actions by who they are assigned to


 Actions and Change Requests


Actions

Open Actions Only

Assigned To:
 [Any]
 Provider
 Local Authority

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	10/05/2018 15:47	Test	1 Oak Home Care (Provider)	10/05/2018	Death Notification - Portal	LA (Business & Finance Team)

4. Once you have chosen the filters you wish to use, click on the **view** button to run the search. (The results will then be displayed)


 Action Details

Test Overdue

Re: 1 Oak Home Care (Provider) Due Date: 10 May 2018

Type: Death Notification - Portal

10 May 2018 15:29 1 Oak Home Care (1 Oak Home Care)

Test

Assigned to Business & Finance Team

Due Date set to 10 May 2018

10 May 2018 15:47 wilkp

Testing

- To view an **existing** action, click on the hyperlinked title of the action

Title
[Test](#)

- The details of that action will then be displayed
- To add a comment to the action, click on the **comment** button

Comment

- Click **submit**
- To request that the action is closed, click on the **request closure** button

Request Closure

- Click **submit**
- Click the **back** button to return to the landing page

Back

Change requests

Any submitted change requests can be viewed from the landing page.

Change Requests

Include Archived View

There are no change requests that match your filter criteria

Archived requests can be included by ticking the include archived box, and then clicking view (you will only be able to see requests if there are archived requests)

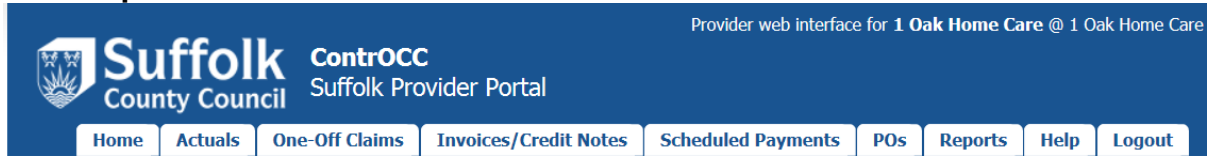
Include Archived View

You can reject change requests in ContrOCC. You can create a list of rejection reasons.

5. Reports

Commissioned V Actuals


1. Go to **reports** from the main menu



2. Click on **commissioned v actuals** link



3. Select **Service Group Class**
4. Select **Organisation**
5. Select **Client** or **all clients**
6. Enter date **from**
7. Enter date **to**
8. Tick if you only want to see differences only
9. Tick if you wish to include weeks without actuals
10. Click on **view** and your details will appear

 Commissioned Vs Actuals Report [Close and return](#)

Service Group Class	[All Service Group Classes]	▼
Organisation	1 Oak Home Care	▼
Client	[All Clients]	▼
Date From	<input type="text"/>	
Date To	<input type="text"/>	
Differences Only	<input checked="" type="checkbox"/>	
Include Weeks Without Actuals	<input type="checkbox"/>	

This report requires parameters. Please complete the fields above and press the View or Download Data button.

11. You can click **view** or **download** based on your preferred option
12. To return to your reports home page click on **close and return**






[Close and return](#)

Pending Payments Exception


1. Click on **pending payments exception** from the reports home page


 Reports

The following reports are currently available. Click to view.

-  [Commissioned Vs Actuals](#)
-  [Feedback Summary](#)
-  [Pending Payments Exceptions](#)
-  [Pending Scheduled Payments](#)
-  [Remittance Advice Provider Payments](#)

2. Click on **organisation**

 Pending Payments Exceptions Report [Close and return](#)

Organisation	1 Oak Home Care	View	Download Data
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There is nothing to display.

3. Click on **view** (if there are no records to display you will see a message there is nothing to display)
4. Click **close and return** to take you back to the main reports page

Pending Scheduled Payments

1. Click on **pending scheduled payments** from the home page
2. Select status from the drop-down menu

Organisation	1 Oak Home Care
Status	[All]
Date From	Carry forward
Date To	Cancel
	Pay
	Suspend
	Pay Instalment

This report requires

3. Enter date **from**
4. Enter date **to**
5. Click **view** - it may take a little while for your report to generate. The report will show the **pending payments** due to the provider.
6. These payments are **not finalised** until SCC carries out the finalisation process.

Status		[All]			
Date From	01	05	2018	View	Download Data
Date To	24	05	2018		

Pending Scheduled Payments by Provider
From 01/05/2018 to 24/05/2018


Type	Domiciliary Care Services				
Provider	1 Oak Home Care	Contract	1 Oak Home Care - Domiciliary Care Services		
For Period	14/05/2018 - 10/06/2018	Due	14 May 2018		

Client	Service	Amount (ex. VAT)	VAT Amount
Item Notes	Item Dates	Status	
Case, Chocolate (3000051)	1 Oak Home Care	£128.87	£0.00
Service Level 'Enhanced Rate SPOT Dom Care (Hour)', SPOT_Budget 'AD275-EXPEND-46117'	18/05/2018 - 24/05/2018	Pay	£128.87 £0.00

7. You can choose to download the report
8. When you have finished click **close and return** to main reports menu.

Remittance Advice Provider Payments Report

1. Click on **remittance advice provider payments** report

 **Remittance Advice Provider Payments Report** [Close and return](#)

Contract	1 Oak Home Care - Domiciliary Care Services	View	Download Data
Payment Method	Scheduled (Pay on actuals: Never) 14/05/2018 Four-weekly Ne		
Period (* Partially finalised payment periods)	14/05/2018 - 10/06/2018		
Summary	<input type="checkbox"/>		

*his report requires parameters. Please complete the fields above and press the View or Download Data button.

2. Select the **contract** from the drop-down menu
3. Select the **payment method** from the drop-down menu
4. Select the **payment period** you wish to view in your report
5. Click **view** to generate your report

Remittance Advice Provider Payments Report [Close and return](#)

Contract	1 Oak Home Care - Domiciliary Care Services		
Payment Method	Scheduled (Pay on actuals: Never) 14/05/2018 Four-weekly Ne		
Period (* Partially finalised payment periods)	14/05/2018 - 10/06/2018		
Summary	<input type="checkbox"/>		

1 Oak Home Care	213552		
SUDBURY BUSINESS CENTRE, MILNER ROAD, SUDBURY, SUFFOLK, CO10 2XG		Period 14/05/18 to 10/06/18	
Cost/ Reason for payment	Applicable	VAT Amount	Amount
Income	Dates		
Scheduled payment: 24/05/18			
1 Oak Home Care			
Cake, Chocolate (3000051)			
Cake, Chocolate (3000051) - 2018/2019 (ID 66631)			
Cost	Enhanced Rate SPOT Dom Care (Hour), SPOT.	18/05/18 to	£0.00
Income	Paid	24/05/18	£128.87

6. Click **download** if you want to download your report

7. Click open and your report will open
 8. Or save your report in your specified location


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9. 

10. Click **close and return** when you have finished with your report or close report if you have downloaded the report.

6. Care Package Line Items

1. Click on **Care Package Line Items** on the home page
2. Select the **service** from the drop-down menu
3. Select the **client** you wish to view
4. Select the **service level**
5. Click **view** and your report will display

 **Suffolk** County Council **ContrOCC** Suffolk Provider Portal

Provider web interface for **1 Oak Home Care @ 1 Oak Home Care**

[Home](#) [Actuals](#) [One-Off Claims](#) [Invoices/Credit Notes](#) [Scheduled Payments](#) [POs](#) [Reports](#) [Help](#) [Logout](#)

Care Package Line Items

Service:	<input type="text" value="1 Oak Home Care"/>	Include Historical:	<input type="checkbox"/>
Client:	<input type="text" value="Cake, Chocolate"/>		
Service Level:	<input type="text" value="[All Service Levels]"/>		
<input type="button" value="View"/> <input type="button" value="Reset"/>			
Please set filters and press the View button.			

6. To return to the main menu click on the **home page**
7. You can add actions from here that are specific to the care details of a client

7. Log Out

To log out of the system click on the log out icon



8. Contact details

If you have any questions about the information you are submitting for billing purposes, actuals, you can contact business and finance colleagues as you have always done.

If you have any problems using or accessing the portal itself, please contact the ACS Contracts Helpdesk, using the contact details below.

E: ACSContractsHelpdesk@Suffolk.gov.uk

T: 01473 264025