# View and Resend a Payment Advice

Grant Recipient Portal Task Card

The Portal enables Grant Recipients to resend their payment advice(s) (also known as a Recipient Created Tax Invoice (RCTI) or Remittance Advice). This task card describes the process for searching and resending payment advice(s) in the Portal.

# Navigating to Payment Advice

| **Step** | **Action** |
| --- | --- |
|  | From the Home screen select on the **Payment Advice** tile or select the **Payment Advice** link from the navigation menu.A screenshot of the home screen with the Payment Advice tile and Payment Advice link highlighted. |
|  | The Payment Advice search screen will display.Screenshot of the payment advice screen |

# Search for a Payment Advice

| **Step** | **Action** |
| --- | --- |
|  | Search for a payment using one of the three available options: * **Option 1 – Payment Date Range –** Allows users to search for a payment using a specific date or date range.
* **Option 2 – Financial Year –** Allows users to search all payments made during a financial year.

**Note:** the financial year is the second year listed in the date range. For example, searching 2021 will return results for the 2020-2021 financial year.* **Option 3 – Reference Number –** Allows users to search using the payment’s reference number.

**Note:** the reference number can be found on the bank statement and typically starts with 150 or 015. |
|  | Once the appropriate information has been populated, select the **Run Search** button.Screenshot of running a search |
|  | The search results will display. Select the **checkbox** next to the Payment Advice(s) thenselect the **Resend Selected** button.Selecting the **checkbox** next to Payment Date will select all results.**Note:** Payment Advice(s) cannot be viewed before resending.Screenshot of result of search and selecting the payment |

# Email the Payment Advice(s)

| **Step** | **Action** |
| --- | --- |
|  | After selecting on Resend Selected, a dialogue box will display. Enter the appropriate email address and select **Resend**.Copies of the selected Payment Advice(s) will be sent to the nominated email addresses.Screenshot of the Resend page. This shows 3 email address boxes. The resend button is highlighted. |

Need Help?

For further assistance, contact the Grant Recipient Portal Helpdesk:

**Email**: GRP.Helpdesk@communitygrants.gov.au

**Phone**: 1800 020 283 (Option 5)

**Operating Hours:** Monday to Friday 8:30am – 5:30pm (AEST/AEDT)