# Search and Resend Payment Advice

Grant Recipient Portal Task Card

**Portal Access required**: Administrator, Editor or View Only

The Grant Recipient Portal (Portal) enables grant recipients to search and resend their payment advice(s) (also known as a Recipient Created Tax Invoice (RCTI) or Remittance Advice).

This task card describes the process of searching and resending payment advice(s) in the Portal.

# Navigating to Payment Advice

| **Step** | **Action** |
| --- | --- |
|  | From the Home screen, select the **Payment Advice** tile. Alternatively, select the **Payment Advice** link from the Navigation menu.  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 Payment Advice(s)

| **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 2022 will return results for the 2021-2022 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.  Screenshot of the payment advice screen with options 1, 2 and 3 highlighted to search payment advice. |
|  | 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 the results of the search and selecting the payment. Checkbox and resend selected button highlighted. |

# Email the Payment Advice(s)

| **Step** | **Action** |
| --- | --- |
|  | After selecting Resend Selected, a dialogue box will display. Enter the appropriate email address/es and select **Resend**.  Copies of the selected Payment Advice(s) will be sent to the nominated email addresses.  **Note:** If the payment advice is not received within 24 hours, please contact the [Grant Recipient Portal Helpdesk](mailto:GRP.Helpdesk@communitygrants.gov.au).  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](mailto:GRP.Helpdesk@communitygrants.gov.au)

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

**Operating Hours:** Monday to Friday 9:00am – 5:00pm (AEST/AEDT)