Australian Government

Community Grants Hub
Improving your grant experience

Search and Resend Payment Advice

Task Card

The Grant Recipient Portal (Portal) allows users to search for payment advice records and resend them by email. Payment advice documents are also known as Recipient Created Tax Invoices (RCTIs) or Remittance Advices.

Portal access required: Administrator, Editor, or View Only.

Quick Links

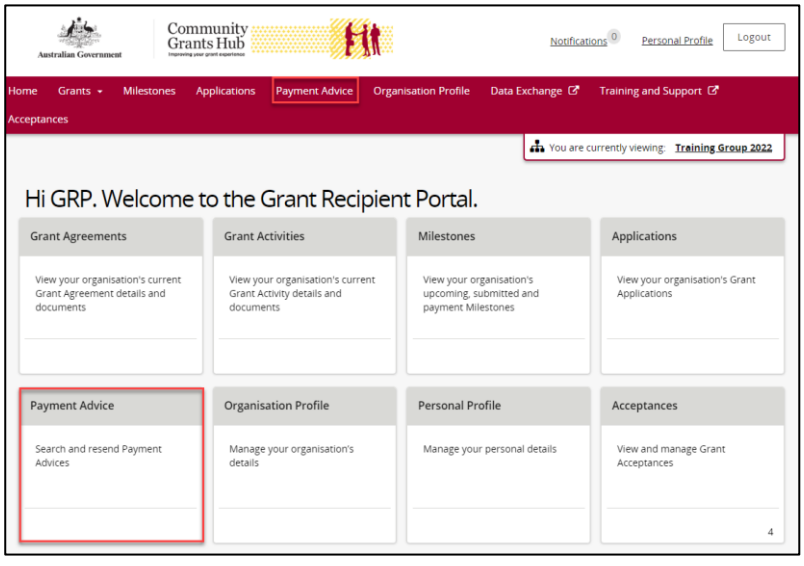
Navigate to Payment Advice

Search for Payment Advice

Need help?

Navigate to Payment Advice

From the Portal home page, select the **Payment Advice** tile, or link from the navigation menu.



The **Payment Advice** search page opens. This is where you can search for payment advice records.



Search for Payment Advice

Search for a payment using one of the following options:

Payment Date Range

Search using a specific payment date or date range.

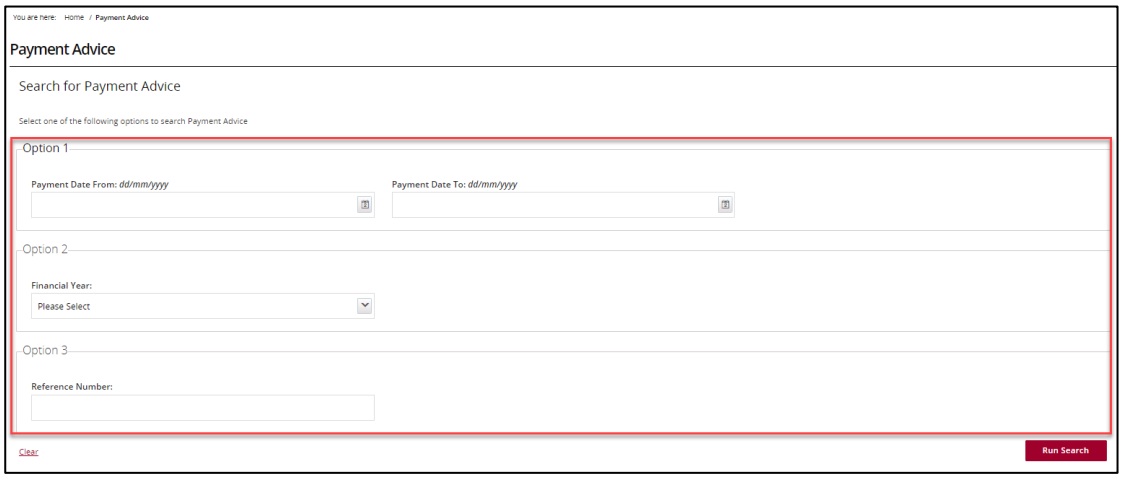
Financial Year

Search for all payments made in a financial year.

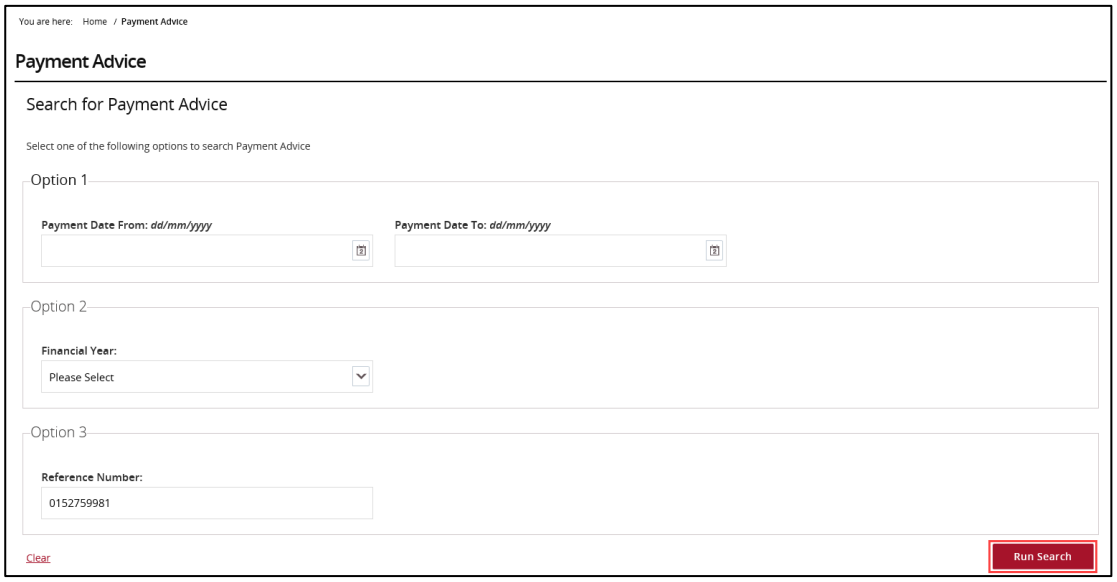
Note: Enter the second year of the financial year. For example, entering **2022** will return payments from the **2021-22 financial year**.

Reference Number

Search using the payment reference number shown on your bank statement. Reference numbers usually begin with **150** or **015**.



Enter the search information and select **Run Search**.

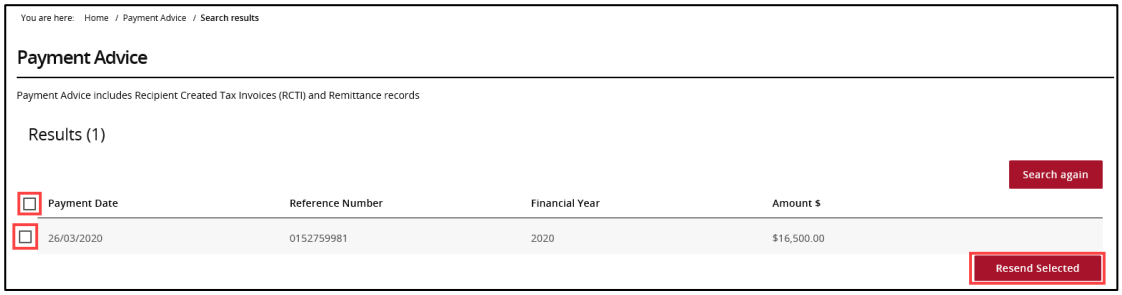


Review the search results.

Select the checkbox beside the payment advice you want to resend, then select **Resend Selected**.

To select all payment advice records displayed, select the checkbox in the column heading next to **Payment Date**.

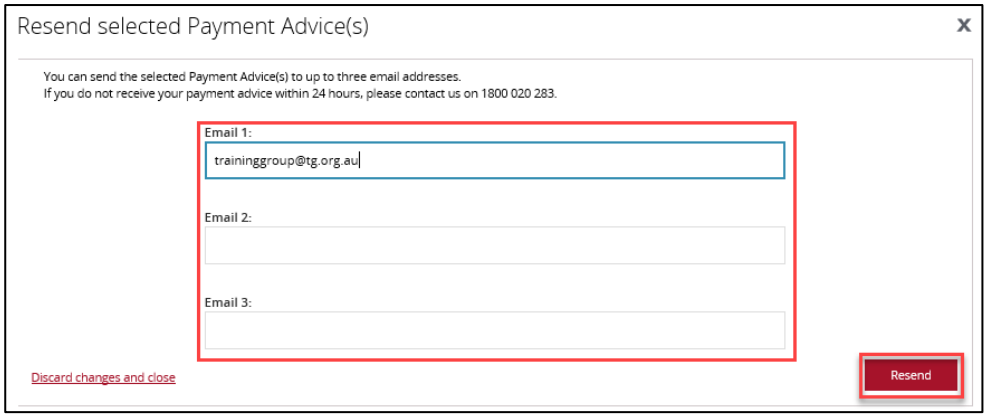
Note: Payment advice documents cannot be viewed in the Portal before they are resent



Enter up to three email addresses and select **Resend**.

The selected payment advice documents will be emailed to the addresses entered.

Note: If the payment advice is not received within 24 hours, contact the Portal Helpdesk



Need help?

For further assistance with the Grant Recipient Portal, please contact the Community Grants Hub at GRP.Helpdesk@communitygrants.gov.au.