

How to access invoices and manage payments in the portal

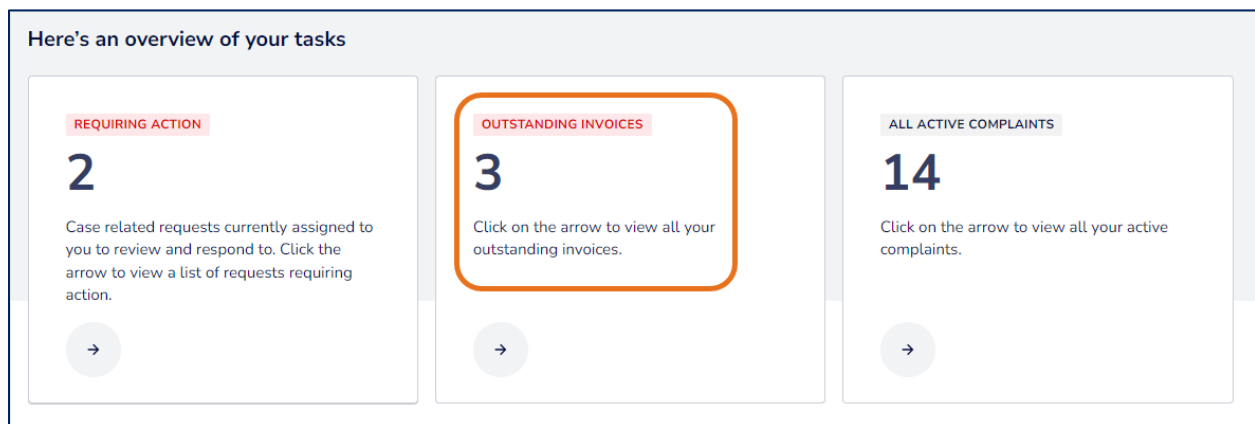
This is a guide to accessing invoices and managing payments in the member portal.

You can access all your invoices and payments in one location.

Not only can you see paid and outstanding invoices, you can also see case and membership related fees, such as membership renewals, users charges (complaint related) and external expert charges.

Accessing invoices

As an authorised contact, you can see your outstanding invoices in the Dashboard.



Here's an overview of your tasks

REQUIRING ACTION	OUTSTANDING INVOICES	ALL ACTIVE COMPLAINTS
2	3	14
Case related requests currently assigned to you to review and respond to. Click the arrow to view a list of requests requiring action.	Click on the arrow to view all your outstanding invoices.	Click on the arrow to view all your active complaints.
→	→	→

However, you can also view all your invoices through the portal. You can view your paid, overdue, outstanding and disputed invoices by following these steps:

1. Log in to the member portal.
2. Click on the **Invoices** tab.
3. Here, you can view your paid, overdue, outstanding and disputed invoices. You can also export a summary of your invoices. You will also be able to pay or dispute an invoice. For more on how to dispute an invoice, refer to our guide on [how to lodge an invoice dispute](#).

