

# How to access invoices and manage payments in the portal

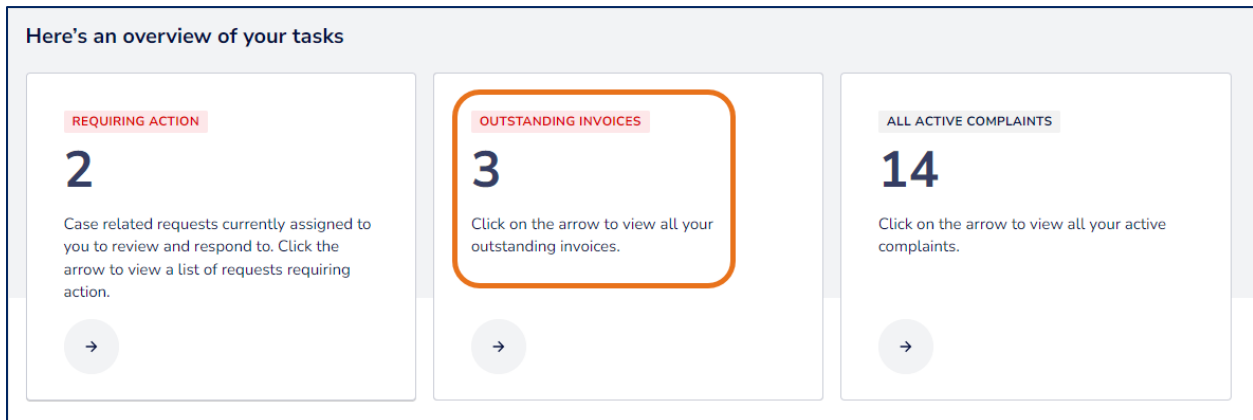
This is a guide to accessing invoices and managing payments in the member portal.

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

This includes paid and outstanding invoices, case and membership related fees such as membership renewals, user charges (complaint related) and external expert charges. Credit and debit card payment can also be made for any outstanding invoices.

## Accessing invoices

As a Billing Contact, you can access your outstanding invoices on your dashboard in the portal.



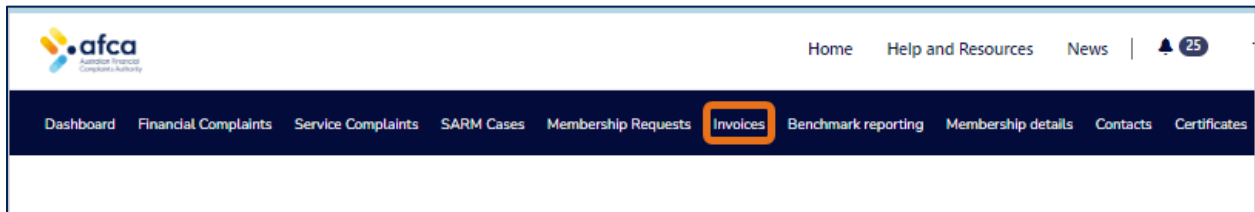
Here's an overview of your tasks

REQUIRING ACTION	OUTSTANDING INVOICES	ALL ACTIVE COMPLAINTS
<b>2</b>	<b>3</b>	<b>14</b>
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.
<a href="#">→</a>	<a href="#">→</a>	<a href="#">→</a>

All other roles with access to invoices can view 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 and export a summary of your paid, overdue, outstanding and disputed invoices. You can also pay outstanding or overdue invoices and raise a

dispute. For details on how to dispute an invoice, refer to our guide on [how to lodge an invoice dispute](#).



## Paying an invoice

When you click through to the **Invoices** section in the portal, you will see a table of outstanding, overdue, paid and disputed invoices. Click on the relevant tab to view each list.

A screenshot of the 'Invoices' section in the AFCA portal. At the top left, it says '#1361 ABC Bank / Invoices'. Below that is the title 'Invoices'. There are four tabs: 'Outstanding Invoices' (which is selected and underlined), 'Overdue Invoices', 'Paid Invoices', and 'Disputed Invoices'. To the left of the table is a blue 'Export' button and a search input field. The table has seven columns: 'Invoice #', 'Invoice Date', 'Due Date', 'Outstanding Amount (\$AUD)', 'Total Amount (\$AUD)', 'Account', and 'Status'. It contains ten rows of data, all with 'Outstanding' status. At the bottom left, there are navigation arrows and a page indicator showing '1'.

## Invoices

Outstanding Invoices Overdue Invoices Paid Invoices Disputed Invoices

Export  
Search:

Invoice #	Invoice Date	Due Date	Outstanding Amount (\$AUD)	Total Amount (\$AUD)	Account	Status
2492987	13-01-2024	12-02-2024	880.00	880.00	ABC Bank	Outstanding
2533262	10-02-2024	11-03-2024	27.50	27.50	ABC Bank	Outstanding
2647408	24-04-2024	24-05-2024	60.39	60.39	ABC Bank	Outstanding
2655712	29-04-2024	29-05-2024	88.00	88.00	ABC Bank	Outstanding
2682937	15-05-2024	14-06-2024	88.00	88.00	ABC Bank	Outstanding
2721534	01-06-2024	01-07-2024	126.50	126.50	ABC Bank	Outstanding
2769077	01-07-2024	31-07-2024	88.00	88.00	ABC Bank	Outstanding
2891414	16-09-2024	16-10-2024	176.00	176.00	ABC Bank	Outstanding
2891440	16-09-2024	16-10-2024	88.00	88.00	ABC Bank	Outstanding

< 1 >




You can pay an outstanding or overdue invoice by following these steps:

1. Click on an invoice to open it.
2. Navigate to the end of the Invoice Items listed.
3. Click on Pay

Invoice Items				
Code	Product	AFCA Ref No.	Extended Amount	Disputed
AFCAAnnual 24	FY 23-24 Annual Member Fee	FY 23-24 Annual Member Fee	\$440.00	No
AFCAAnnual 24	FY 23-24 Annual Member Fee	FY 23-24 Annual Member Fee	\$440.00	No

Download Invoice **Pay**

4. Enter credit or debit card details in the payment form and click Pay.

<p><b>Fee summary</b></p> <p><b>Total Amount (inc. GST)</b></p> <p>\$467.50</p>	<p><b>Credit / Debit Card</b></p> <p>Name on card </p> <input type="text"/> <p>Card number </p> <input type="text"/> <p>Expiry date</p> <p>Month <input type="text"/> / Year <input type="text"/></p> <p>Security code </p> <input type="text"/> <p><b>Pay</b></p> <p><small>Surcharges apply for American Express / JCB - 1.75%</small></p>
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