



SD – Finance Documents

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Debtor Management

1. Invoiced raised fortnightly on Tuesday (alt pay week) to allow for Plan Management to finalise timesheets and activities in the CRM
2. Payment terms are 14 days.
3. Automatic reminders in Xero are set for follow up emails 7 days overdue & 14 days overdue
4. If outstanding after 14 days, finance department to follow up with a phone call
5. If outstanding by 21 days and received no response from debtor refer to CEO.
6. CEO to make call on:
 - a. Suspension of services until debt is cleared
 - b. Payment plan is developed with participant
 - c. Or referral to debt collection

Superannuation

Superannuation is to be paid monthly by the 15th of the following month.

1. Click Payroll, Superannuation
2. Add Super Payment
3. Sort by due date
4. Select All (tick box on left) and untick current month contributions
5. Submit for Approval
6. Approver will receive a code sent via SMS (currently setup to Colin's mobile).
7. Approve
8. Accept
9. Money will be automatically direct debited out of the Operations business account and paid to the respective superannuation funds of your employees.

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Bank Reconciliation

1. On the Dashboard, Select Reconcile x items under the bank accounts.
2. Check any auto matches and click ok if correct
3. Create invoices or bills for remaining transactions
4. Direct allocations like bank charges or interest can be allocated directly to their account by entering the details on the right.

It's best to stay on top of this for a few reasons:

- Outstanding Invoices and Bills are accurate
- Process will take less time if done more frequently.
- Any errors can be investigated in a timely manner.

Creating External Providers Invoices

Plan Management Role

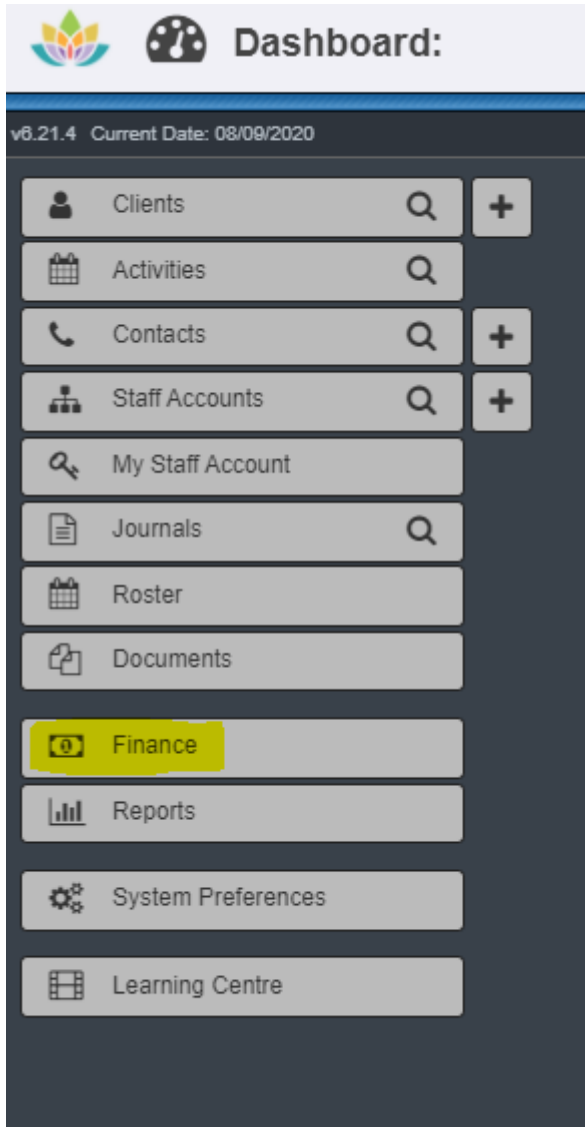
1. Review the supplier invoice and enter into Supportability.
2. Each Tuesday (non pay week) create a batch of external invoices in SupportAbility that needs to be sent to external plan managers and self-managed participants.

Finance Team Role

1. Open SupportAbility

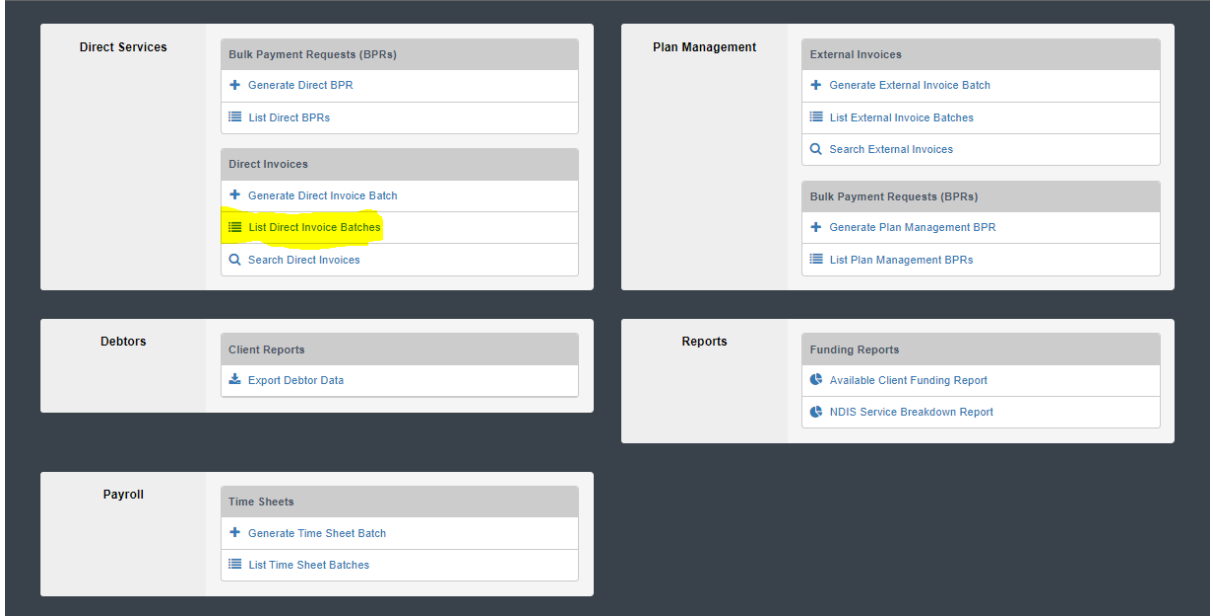
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2. Select Finance



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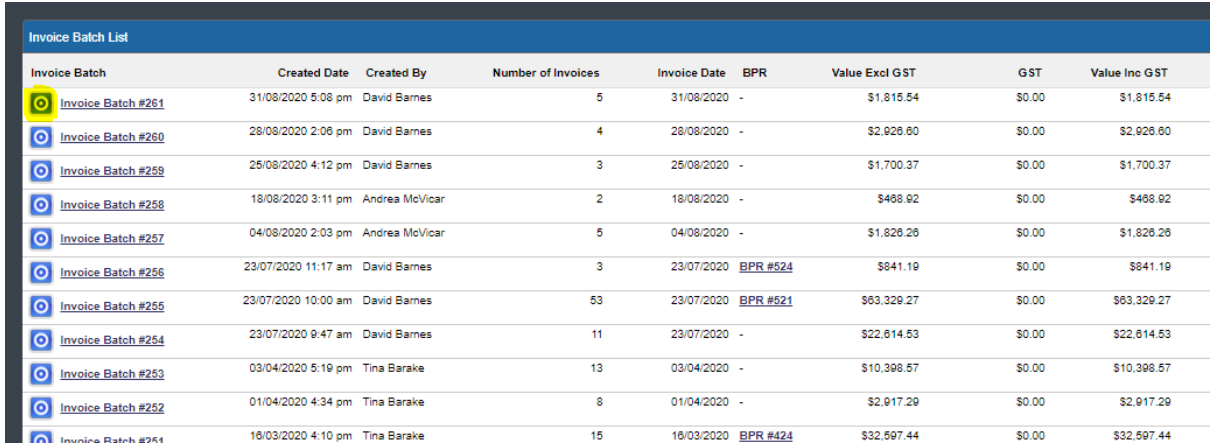
3. Under Direct Services, Direct Invoices select List generated invoices



The screenshot shows a dashboard with several sections:

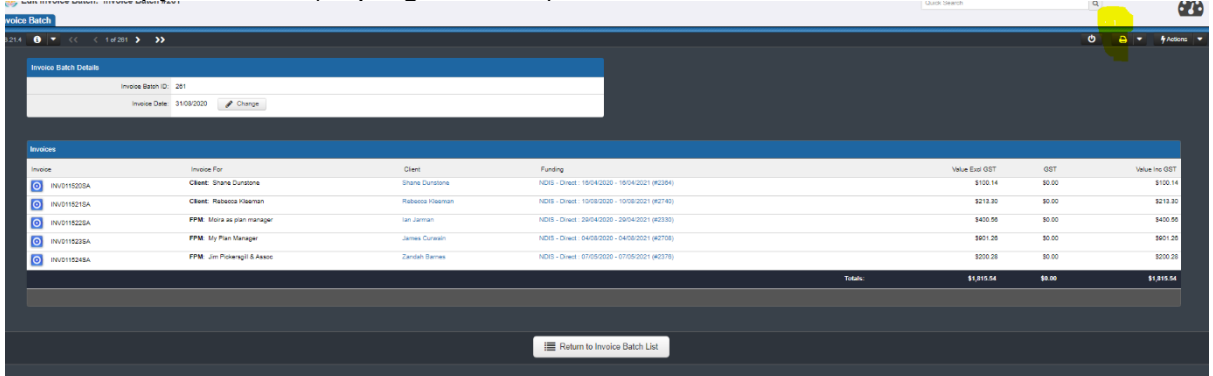
- Direct Services:**
 - Bulk Payment Requests (BPRs)
 - + Generate Direct BPR
 - List Direct BPRs
 - Direct Invoices
 - + Generate Direct Invoice Batch
 - List Direct Invoice Batches (highlighted in yellow)
 - Search Direct Invoices
- Plan Management:**
 - External Invoices
 - + Generate External Invoice Batch
 - List External Invoice Batches
 - Search External Invoices
 - Bulk Payment Requests (BPRs)
 - + Generate Plan Management BPR
 - List Plan Management BPRs
- Debtors:**
 - Client Reports
 - Export Debtor Data
- Reports:**
 - Funding Reports
 - Available Client Funding Report
 - NDIS Service Breakdown Report
- Payroll:**
 - Time Sheets
 - + Generate Time Sheet Batch
 - List Time Sheet Batches

4. Locate recent batch that doesn't have a BPR reference.



| Invoice Batch | Created Date | Created By | Number of Invoices | Invoice Date | BPR | Value Excl GST | GST | Value Inc GST |
|--------------------|---------------------|----------------|--------------------|--------------|----------|----------------|--------|---------------|
| Invoice Batch #261 | 31/08/2020 5:08 pm | David Barnes | 5 | 31/08/2020 | - | \$1,815.54 | \$0.00 | \$1,815.54 |
| Invoice Batch #260 | 28/08/2020 2:06 pm | David Barnes | 4 | 28/08/2020 | - | \$2,028.60 | \$0.00 | \$2,028.60 |
| Invoice Batch #259 | 25/08/2020 4:12 pm | David Barnes | 3 | 25/08/2020 | - | \$1,700.37 | \$0.00 | \$1,700.37 |
| Invoice Batch #258 | 18/08/2020 3:11 pm | Andrea McVicar | 2 | 18/08/2020 | - | \$468.92 | \$0.00 | \$468.92 |
| Invoice Batch #257 | 04/08/2020 2:03 pm | Andrea McVicar | 5 | 04/08/2020 | - | \$1,828.28 | \$0.00 | \$1,828.28 |
| Invoice Batch #256 | 23/07/2020 11:17 am | David Barnes | 3 | 23/07/2020 | BPR #524 | \$841.19 | \$0.00 | \$841.19 |
| Invoice Batch #255 | 23/07/2020 10:00 am | David Barnes | 53 | 23/07/2020 | BPR #521 | \$83,329.27 | \$0.00 | \$83,329.27 |
| Invoice Batch #254 | 23/07/2020 9:47 am | David Barnes | 11 | 23/07/2020 | - | \$22,614.53 | \$0.00 | \$22,614.53 |
| Invoice Batch #253 | 03/04/2020 5:19 pm | Tina Barake | 13 | 03/04/2020 | - | \$10,398.57 | \$0.00 | \$10,398.57 |
| Invoice Batch #252 | 01/04/2020 4:34 pm | Tina Barake | 8 | 01/04/2020 | - | \$2,917.29 | \$0.00 | \$2,917.29 |
| Invoice Batch #251 | 16/03/2020 4:10 pm | Tina Barake | 15 | 16/03/2020 | BPR #424 | \$32,597.44 | \$0.00 | \$32,597.44 |

5. Print a copy of Batch (Top right corner)



The screenshot shows the 'Invoice Batch Details' page for batch #261. The 'Print' icon in the top right corner is highlighted with a yellow circle.

| Invoice | Invoice For | Client | Funding | Value Excl GST | GST | Value Inc GST |
|----------------|----------------------------|------------------|--|-------------------|---------------|-------------------|
| INV015205A | Client: Shane Durstone | Shane Durstone | NDIS - Direct: 19/04/2020 - 19/04/2021 (K2394) | \$100.14 | \$0.00 | \$100.14 |
| INV015215A | Client: Rebecca Klaerman | Rebecca Klaerman | NDIS - Direct: 10/08/2020 - 10/08/2021 (K2146) | \$219.30 | \$0.00 | \$219.30 |
| INV015225A | FFM: Maira as plan manager | Ian Jamman | NDIS - Direct: 29/04/2020 - 29/04/2021 (K2385) | \$400.00 | \$0.00 | \$400.00 |
| INV015229A | FFM: My Plan Manager | James Constan | NDIS - Direct: 04/08/2020 - 04/08/2021 (K2708) | \$801.08 | \$0.00 | \$801.08 |
| INV015245A | FFM: Jim Pothangil & Assoc | Tandah Barnes | NDIS - Direct: 07/05/2020 - 07/05/2021 (K2376) | \$200.08 | \$0.00 | \$200.08 |
| Totals: | | | | \$1,815.54 | \$0.00 | \$1,815.54 |

6. Click Actions (Top right corner)

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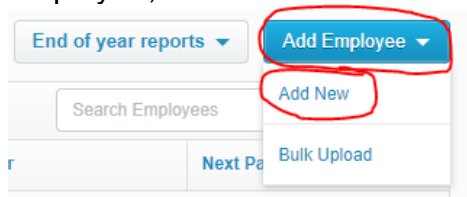
7. Download in Xero format
8. Open Xero
9. Business, Invoices
10. Click Import
11. Step 3 – Click Browse
12. Select batch file from downloads folder
13. Complete Import
14. Invoices will be created as Drafts
15. Review invoices sitting in Draft, allocate an account and save & Submit for approval.
16. Invoice to be reviewed and approved by finance manager (Colin).
17. Invoices emailed (or printed and posted) direct to external plan manager or self-managed participant
18. Follow debtor policy for follow up

SPrice list would be fed from Supportability

Invoices cannot be stored in Supportability

Adding a new employee into Xero Payroll

1. Go to Payroll, Employees
2. Add Employee
3. Add Employee, Add New



4. Enter Basic Information
 - a. The following is required to Save

⚠ There are multiple errors on the page that require your attention.

- The Last Name is required.
- The First Name is required.
- The Date of Birth is required.
- The Address is required.
- The Suburb is required.
- The State is required.
- The Postcode is required.

- b. Gender of employee is required for Superannuation

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5. Save
6. Employment and Superannuation
 - a. Award Level or if Overaward
 - b. Ordinary Earning Rates
 - c. NDIS in Template
 - d. Super – Need fund and Member number – If new setup in settings
7. Tax Information – Enter information from Tax Declaration. Form can be submitted to ATO via Software by clicking “File Now”
8. If Full Time or Part time, “Assign Leave Type”
 - a. Setup Personal Hourly

Edit Leave Type ✕

Leave ⓘ
Personal Hourly

Leave Calculation Method ⓘ
Based on Ordinary Earnings

Hours of leave accrued annually by a full-time employee ⓘ
76

Hours a full-time employee works in a Fortnightly pay period ⓘ
76

Opening Balance ⓘ
0.0000

On termination unused balance is: ⓘ
Not Paid Out

Save
Close

- b. Setup Holiday Hourly

Edit Leave Type ✕

Leave ⓘ
Holiday Hourly

Leave Calculation Method ⓘ
Based on Ordinary Earnings

Hours of leave accrued annually by a full-time employee ⓘ
152

Hours a full-time employee works in a Fortnightly pay period ⓘ
76

Opening Balance ⓘ
0.0000

On termination unused balance is: ⓘ
Paid Out

ETP leave type ⓘ

Save
Close

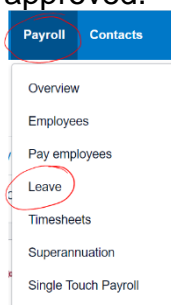
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9. Bank Account – Enter bank details for pay to be transferred to. Enter “Pay” in Statement Text.
10. Payslips – No action required
11. Pay Template – Setup Pay items, phone allowance, Sal Sac and super line if required
12. Salary Sacrifice
 - a. Go to Business – Bills – Repeating
 - b. New Repeating Bill
 - c. Next Payrun – Repeat every 2 weeks
 - d. Set to Tuesday of pay week, to be paid Wednesday
 - e. Due 1 day later
 - f. Tick “Approve”
 - g. Bill From : Employee Name
 - h. Reference:
 - i. Transfer – SalSac EFT
 - ii. BPAY - SalSac
 - i. Description: Sal Sac
 - j. Quantity – 1 Unit Price – (Fortnightly amount)
 - k. Account: 807 – Payroll Liabilities.: Salary Packaging
 - l. Tax Rate: BAS Excluded
 - m. Save

Payroll

How To Run Payroll

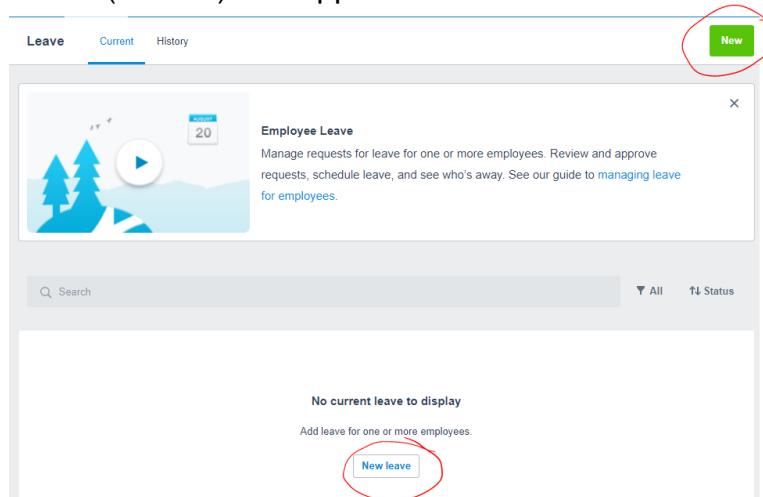
13. Summarise manual timesheets
 - a. Collate manual timesheets and enter into summary spreadsheet
14. Check and apply for leave
 - a. Check appropriate leave for the fortnight has been applied for and approved.



- b.
- c. Payroll
- d. Leave

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- e. If leave has been applied for and/or approved, it will show here
- f. If not, request leave form from employee, apply for leave on employees behalf (in Xero) and approve.



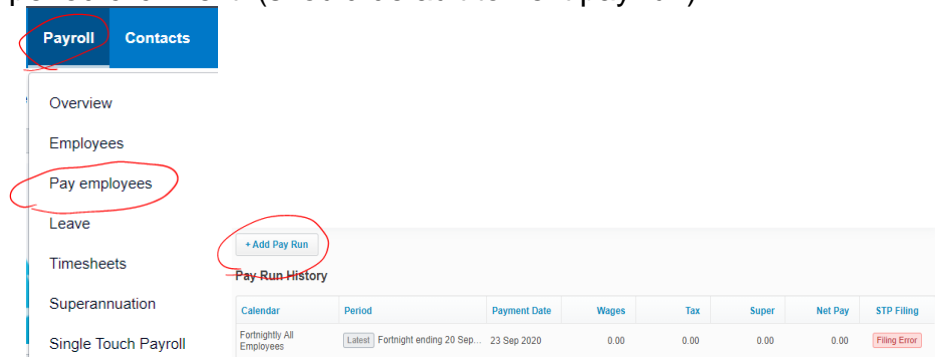
- g.
- h. Select “New”, then select the “employee”, choose leave type, enter description, date/s of leave and hours of leave taken. Click Approve to finalise. Do this for each employee prior to the beginning the pay run.

15. Eziway Salary Sacrifice Portal

- a. Open Browser, go to eziway.net.au and login
- b. Under Payroll, Select Projected deduction report, Projected deduction – Itemised
- c. Print report
- d. Leave browser open (we’ll return here later)

16. Start pay run

- a. Under Payroll, select Pay Employees, then “+ Add Payrun”, select pay period click next. (should default to next pay run)



- b.
- c. Unselect employees who haven’t worked this pay run
- d. Enter each employee’s timesheet summary for each pay item off the summary spreadsheet
- e. For those employees using Ezipay confirm amounts from print out as you enter their timesheet.

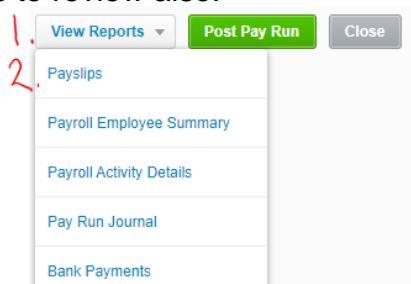
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- f. Manually adjust the leave accrual for the each of the staff earning an RDO for the pay fortnight. At the bottom of the employee’s timesheet enter 7.6 against the “RDO – On Call” leave type (note, this is only applicable to those ‘on call’ for the pay period).

| Leave Type | Hours |
|-----------------|--------|
| Holiday Hourly | 5.8462 |
| Personal Hourly | 2.9231 |
| RDO - On Call | 7.6000 |

+ Add Leave Line

17. EZIWAY, save any changes & email confirmation to Eziway by clicking on the email to Eziway button bottom right corner, log out.
18. In Xero, click “View Reports”
19. Select payslips and review against Timesheets, recommend a second set of eyes to review also.



1. View Reports ▾ Post Pay Run Close

2. Payslips

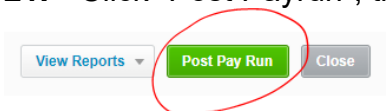
Payroll Employee Summary

Payroll Activity Details

Pay Run Journal

Bank Payments

20. Make any changes if required.
21. Click “Post Payrun”, then “Yes”



View Reports ▾ Post Pay Run Close

22. Click “Pay Run Options”
23. Select Download ABA (net payments for staff)
24. Click “Pay Run Options”
25. Select “Email Payslips”, then “Email”
26. Click “File” to lodge with ATO, Tick authorisation box, Submit/OK
27. View Reports, “Payroll Employee Summary” Use to confirm ABA file in Bendigo Online.
28. Login to Bendigo Bank Online Banking.
29. Move Money
30. Bulk Payments
31. Upload new payment file
32. Select the correct .ABA file, (most likely in downloads) and click open.
33. Complete the payment
34. Second signatory required to authorise payment

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Paying Salary Sacrifice Amounts

Part 1

1. Click Accounting, Reports
2. Under Payroll, more reports
3. Transaction listing details
 - a. All Employees
 - b. Date: Wednesday of pay week
2. Select payment deduction (one at a time)
 - a. Salary sacrifice
 - b. Bpay
 - c. Ezipay
3. Report will give you which employees to pay and how much.
4. Export to Excel (bottom of screen) & enable Editing.
5. Total amounts – Equals payment amounts.

Part 2

1. Recurring Bills for each staff participating in the salary sacrifice program have been setup to be created on the Tuesday of the pay week.
2. Select the Awaiting approval tab and then click the Search button on the right and search for “SalSac”
 - a. SalSac = BPAY
 - b. SalSacEFT = Transfers
3. Check amounts against report in Part 1 and make adjustments to the bills as required.

Part 3 - Payment Of Salary Sacrifice Payments

1. EFT Bills
 - a. Click on Awaiting payment
 - b. Using the search function on the right, search for “salsacEFT”
 - c. Select all EFT invoices and create batch payment.
 - d. Confirm number of bills to pay “Pay xx Bills”
 - e. Select Bank account to pay from
 - f. Continue to review bills
 - g. Update any payment details (checking for missing account numbers)
 - h. Continue to Payment Summary
 - i. Finish and view batch
 - j. Export Batch File (ABA file)
 - k. Print Batch PDF
 - l. Upload ABA file into Bendigo bank online banking
2. BPay Payments
 - a. Identify BPAY SalSac bills in awaiting payment.
 - b. Create payments in Bendigo Bank Online banking.

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- c. Bills will be marked as paid once the bank is reconciled.

Processing Bills

Create Bills (outgoing money)

1. Input of Bill into Xero
 - a. For electronic bills
 - i. Forward email to Xero email address
 - bills.87mp3.dhmzci9jjkg60dht@xerofiles.com
 - b. For paper bills
 - i. Scan as PDF to Xero email on scanner
2. Bill is automatically created as a draft Bill in Xero.
3. Xero will prefill data into the Bill as per it's digital scanning software
4. Review prefilled data
5. Enter in account
 - a. Operational
 - i. account as per expense category
 - b. Junk Money
 - i. 670.002
6. Save and send for approval
7. Once approved bill will move to "Awaiting Payment".
8. Select bills to pay by ticking box on left
9. Click Batch Payments
10. Confirm number of bills to pay "Pay xx Bills"
11. Select Bank account to pay from (BB: Operations)
12. Continue to review bills
13. Update any payment details (checking for missing account numbers)
14. Continue to Payment Summary
15. Finish and view batch
16. Export Batch File
17. Print Batch PDF
18. Send Remittance
19. Note only 200 bills can be paid in one batch run

Rejected Bills

If a bill is created in error (to be refunded by Proda) there are 2 opportunities to remove it:

1. Bill is sitting in awaiting approval
 - a. At this stage the bill can be deleted to remove chance of accidental payment.

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- i. Click Business
 - ii. Bills To Pay
 - iii. Search For Bill
 - iv. Open Bill
 - v. Select Bill Options
 - vi. Click Delete
2. Bill is sitting in Awaiting Payment
 - b. At this stage the bill can only be voided, it removes the bill from the financial records but a record of it remains in the audit trail.
 - i. Click Business
 - ii. Bills To Pay
 - iii. Search For Bill
 - iv. Open Bill
 - v. Select Bill Options
 - vi. Click Void