

# **Support Centre Prime Ecosystem**

Updated 16.1.23

**Prime Support Centre** 

## Job Status - Awaiting submission **Submission Team**

Creating an Assessment Report Fee Invoice - Internal Assessor has completed the assessment

1. Under the 'Finance' section on the job, select the 'Accounts Receivable Invoices' tab

| AJG0091 21 Tes  | t Ave, Taren Point, NS   | W, 2229 (SUTH     | ERLAND SHIRE) 오           |                       |                   |          |
|---|--|-------------------|---------------------------|-----------------------|-------------------|----------|
| CBA Insurance   Test211222                            |  |                   |                           |                       |                   |          |
| ▲ Summary   | Finance  |                   |                           |                       |                   |          |
| Customer Paige Test Preferred Number 0403958152       | Summary Authorised W   | Vorks Summary Acc | ounts Receivable Invoices | Accounts Payable Invo | oices Expenses Ti | mesheets |
| Email<br>paige.mcdonald@ajgaustr<br>alia.com.au       | Accounts Receivable  | Invoices          |                           |                       |                   |          |
| Site<br>21 Test Ave, Taren Point,<br>NSW, 2229        | \$0.00   | \$0.00            | \$0.00                    | \$0.00                | \$0.00            |          |
| Client<br>CBA Insurance<br>Assigned<br>Paige McDonald | Total  | Invoiced          | Not Invoiced              | Invoiced Paid         | Invoiced Not Paid |          |
| Case Manager  | Type (Required)  | ▼ To (Required)   | ▼ co/                     | ▼ A                   | Account No        | ▼ Create |
| Supervisor<br>N/A<br>Estimator                        | 1 There are no accounts received and the second | ables             |                           |                       |                   |          |
| <ul> <li>N/A</li> <li>Show More</li> </ul>            |  |                   |                           |                       |                   |          |
| Filter Menu Q   |  |                   |                           |                       |                   |          |
| General   |  |                   |                           |                       |                   |          |
| Overview  |  |                   |                           |                       |                   |          |
| 💼 Details   |  |                   |                           |                       |                   |          |
| 🌲 Reminders   |  |                   |                           |                       |                   |          |
| # Appointments  |  |                   |                           |                       |                   |          |
| Forms   |  |                   |                           |                       |                   |          |
| \$ Finance  |  |                   |                           |                       |                   |          |
|   |  |                   |                           |                       |                   |          |

- 2. Type = Assessment Fee
- 3. To = Bill To (For CBA claims, select Hollard Insurance Partners Limited)
- 4. Select 'Create'

| Finance                                    |                 |                             | _                        |                   |           |
|--|-----------------|-----------------------------|--------------------------|-------------------|-----------|
| Summary Authorised                         | Works Summary A | ccounts Receivable Invoices | Accounts Payable Invoice | es Expenses T     | ïmesheets |
| Accounts Receivable                        | e Invoices      |                             |                          |                   |           |
| \$0.00                                     | \$0.00          | \$0.00                      | \$0.00                   | \$0.00            |           |
| Total                                      | Invoiced        | Not Invoiced                | Invoiced Paid            | Invoiced Not Paid |           |
| Assessment Fee There are no accounts recei | Client Account  | - HOLLARD INSL 🖣 co/        | ▼ Acco                   | ount No           | Create    |

- 5. Under 'Items', select 'Predefined Items'
- 6. Click on 'Select from Template' and type 'Assessment Report Fee'. A list of all assessment report fees will be displayed, select the correct amount for the IC you are creating the invoice for
- 7. Select 'Add Item'



- 8. Check the 'Due Date' has been prefilled to 14 days from the created date.
- 9. Select 'Create PDF'

| 1 🖕 | 180.0000       | 18.0000 🗸 | 198.0000         |
|-----|----------------|-----------|------------------|
|     |                |           |                  |
| int | Total Status   |           | Document Details |
| 10  | 198.0000 Draft |           | Create PDF 👻     |
|     |                |           | Create PDF       |

| Forms           |                       |   |
|-----------------|-----------------------|---|
| Ust Go Back 1   | o Accounts Receivable |   |
| Title           | Title                 |   |
| Notes           | Additional Notes_     |   |
| Linked Document | No document linked    |   |
|                 |                       | Save & Preview PDP Generate & View + Actions C3 |
| Autosave e      | nabled                | Cancel Save                                     |
| Template *      |                       |   |
| Template        |                       | a   |
| Building        |                       | x •   |
| Invoices        |                       | - ×   |
| Search          |                       | Show All Exact Match                            |
| Tax Invoice     |                       |   |

11. Select 'Generate'

| Save & Preview PDF | Generate | Generate & View | <ul> <li>Actions</li> </ul> |
|--------------------|----------|-----------------|-----------------------------|
|                    |          |                 | Cancel S                    |

- 12. Page will refresh and invoice Status will update to 'Pending'
- 13. To approve the invoice, click on 'Pending' and update the Invoice Status to 'Approved' and select 'Change Status'

| mange mvoic         | A Statur          |               | ×                             |  |   |   |   |  |  |
|---------------------|-------------------|---------------|-------------------------------|--|---|---|---|--|--|
| invoice Status      |                   |               |                               |  |   |   |   | K Awa  | iting Submissi   |
| Approved            |                   | • ×           |                               |  |   |   |   |  |  |
| Note                |                   |               |                               |  |   |   |   |  |  |
| Note                |                   |               |                               |  |   |   |   |  |  |
| Notify              |                   |               |                               |  |   |   |   |  |  |
| Notify              |                   | Q             |                               |  |   |   |   |  |  |
| Paige McDonald (Me) |                   |               |                               |  |   |   |   |  |  |
|                     | Cancel            | Change Status |                               |  |   |   |   |  |  |
| \$0.00              | \$196.00          |               |                               |  |   |   |   |  |  |
| Invoiced Paid       | Invoiced Not Paid |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  |  |
|                     |                   |               |                               |  |   |   |   |  | \$198.00   |
|                     |                   |               |                               | Item Code  | Rate Unit   | Qty                                     | Subtotal  | Tax  | \$198.00<br>Tota   |
|                     |                   |               |                               | Item Code  | Rate Unit   | Qty                                     | Subtotal  | Tax  | \$198.00<br>Tota   |
|                     |                   |               |                               | Item Code  | Rate Unit   | Qty                                     | Subtotal  | Tax  | \$198.00<br>Tota   |
|                     |                   |               |                               | Item Code  | Rate Unit   | Qty<br>z 1                              | Subtotal<br>180.0000                                  | Tax<br>18.0000                                   | \$198.000<br>Tota<br>198.0000  |
|                     |                   |               |                               | Item Code  | Rate Unit<br>180 Ea   | Qty                                     | Subtotal<br>180.0000                                  | Tax<br>18.0000 ✔                                 | \$198.00<br>Tota<br>198.0000   |
|                     |                   |               |                               | Item Code  | Rate Unit<br>180 Ea   | Qty                                     | Subtotal<br>180.0000                                  | Tax<br>18.000                                    | \$198.00<br>Tota<br>198.000  |
|                     |                   |               | Invoice Date                  | Item Code<br>Item Code                             | Rate Unit<br>180 Ea<br>Payment % I  | Qty<br>x 1                              | Subtotal<br>180.0000<br>Tc I Status                   | Tax<br>12.000 🖋                                  | \$198.00<br>Tota<br>198.0000<br>Document Detail                                |
|                     |                   |               | Invoice Date<br>21st Dec 2022 | Item Code<br>Item Code                             | Rate         Unit           180         Ea           Payment %         I           100.0000 %         I | Qty<br>x 1                              | Subtotal<br>180.0000<br>Te I Status<br>198.000 Pendir | Tax<br>18.0000 🖋                                 | S198.00<br>Tota<br>198.0000<br>Document Detail<br>21st Dec.2022                |
|                     |                   |               | Invoice Date<br>21st Dec 2022 | Item Code<br>Item Code<br>Due Date<br>Ath Jan 2023 | Rate         Unit           180         Ea           Payment %         I           100.0000 %         I | Qby<br>x 1<br>nvoice Amount<br>198.0000 | Subtotal<br>180.0000<br>Te / Status<br>198.000 Pendir | Tax<br>18.0000 <equation-block></equation-block> | S198.00<br>Tota<br>198.0000<br>Document Detail<br>21st Dec. 2022<br>3:40:04 pm |

14. Invoice Status will now be 'Approved' and invoice will transfer to Exo.



If you have incorrectly created an invoice or need to make changes after you have changed the status to 'Approved', please cancel the invoice. This will trigger Prime to send a notification to accounts that the invoice has been cancelled and please recreate the invoice with the correct details.

#### 15. Invoice PDF will now be saved under 'Documents'



#### **Creating the Specialist Report Invoice**

1. Under the 'Finance' section on the job, select the 'Accounts Receivable Invoices' tab

CBA Insurance | Test211222 ▲ Summary 🚔 Finance Paige Test Summary Authorised Works Summary Accounts Receivable Invoices Accounts Payable Invoices Expenses Timesheets Preferred Number 0403958152 Email paige.mcdonald@ajgaustr Accounts Receivable Invoices Site 21 Test Ave, Taren Point, NSW, 2229 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 Client CBA Insurance Total Not Invoiced Invoiced Paid Invoiced Not Paid Invoiced Assigned Paige McDonald Case Manager N/A Type (Required). To (Required). ▼ co/. • ▼ Create Account No. Supervisor There are no accounts receivables Lestimator Show More Filter Menu.. Q General 🙆 Overview 📋 Details A Reminders # Appointments Forms \$ Finance E Documents

AJG0091 21 Test Ave, Taren Point, NSW, 2229 (SUTHERLAND SHIRE) •

- 2. Type = Allocations
- 3. To = Bill To (For CBA claims, select Hollard Insurance Partners Limited)
- 4. Select 'Create'



- 5. Under 'Items', 'Allocations' should already be selected
- 6. Click on 'Select from locked allocation estimate and select the allocation you are creating the invoice for. If we are invoicing for multiple allocations, select all required allocations.
- 7. Select 'Add Item'

| ▲ Items  |  |            |          |
|--|--|------------|----------|
| Allocation 👻                                     | Select from a locked allocation estimate | As One Ite | Add Item |
| <ol> <li>No items have been added</li> </ol>     | Filter                                   |            |          |
| Invoices   | Select All                               |            |          |
| <ol> <li>There are no active invoices</li> </ol> | A0050   Roof Report                      |            |          |
| 0 Invoicor                                       |  |            |          |

8. Check the 'Due Date' has been prefilled to 14 days from the created date.

| Invoices       |   |  |            |                |               |                  |
|----------------|---|--|------------|----------------|---------------|------------------|
| Invoice Number | Invoice Date  | Due Date   | Payment %  | Invoice Amount | Total Statu   | Document Details |
| INV-176        | 21 Dec, 2022  | 4 Jan, 2023  | 100.0000 % | 396.0000       | 396.0000 Draf | t Create PDF 👻   |
| Notes_         | Today +1 Day -1 Day<br>+1 Week -1 Week<br>+1 Month -1 Month | / Today +1 Day -1 Da<br>+1 Week -1 Week<br>+1 Month -1 Month | y          |                |               |                  |
| 1 Invoice      |   |  | I          | 396.0000       |               |                  |

## Adding the Assessment Report Fee to the invoice (Internal Assessor attended)

- 9. Under 'Items', select 'Predefined Item'
- 10. Click on 'Select from Template' and type 'Assessment Report Fee'. A list of all assessment report fees will be displayed, select the correct amount for the IC you are creating the invoice for
- 11. Select 'Add Item'



## 12. Check the Assessment Report Fee has been added and the total invoice amount has updated

| ▲ Items   |                     |                     |                          | Deduct Exc       | ss \$594.00      |
|---|---------------------|---------------------|--------------------------|------------------|------------------|
| Predefined item     Select from Template     Add item |                     |                     |                          |                  |                  |
| Description   |                     | Item Code           | Rate Unit Qty            | Subtotal Ta      | x Total          |
| Assessment Report Fee \$180                           |                     |                     |                          |                  | ×                |
|   |                     | Item Code 💌         | 180 🐱 Ea 🔹 X 1 📥         | 180.0000 18.0007 | 0 🖌 198.0000     |
| Roof Report   |                     |                     |                          |                  | ×                |
| Allocation   Roof Report                              |                     | Item Code           | 360 Ea X 1               | 360.0000 36.000  | 396.0000         |
| Invoices  |                     |                     |                          |                  |                  |
| Invoice Number  | Invoice Date        | Due Date            | Payment % Invoice Amount | Total atus       | Document Details |
| INV-176   | 21 Dec. 2022        | 4 Jan. 2023 🛗       | 100.0000 % 594.0000      | 594.0000 Draft   | Create PDF 💌     |
| Notes   | Today +1 Day -1 Day | Today +1 Day -1 Day |                          |                  |                  |
|   | +1 Week -1 Week     | +1 Week -1 Week     |                          |                  |                  |
|   | +1 Month -1 Month   | +1 Month -1 Month   |                          |                  |                  |
| 1 Invoice   |                     |                     | 594.0000                 |                  |                  |

#### 13. Select 'Create PDF'

14. Select 'Template', Division = Building, Type = Invoices, Select 'Show All' and select 'Tax Invoice'

| Forms                 |                        |   |
|-----------------------|------------------------|---|
| 4 List Go Back        | To Accounts Receivable |   |
| Title                 | Title                  |   |
| Notes                 | Additional Notes       |   |
| Linked Document       | No document linked     |   |
|                       |                        | Save & Preview PDF Generate Generate & View - Actions |
| Autosave e            | nabled                 | Cancel Save   |
| Template *            |                        |   |
| Template              |                        | <u>q</u>  |
| Building              |                        | • x   |
| Invoices              |                        | - ×   |
| Search<br>Tax Invoice |                        | Show All Exact Match                                  |
| IdA IT NOICE          |                        |   |

#### 15. Select 'Generate'

| Save & Preview PDF | Generate | Generate & View | <ul> <li>Actions</li> </ul> |
|--------------------|----------|-----------------|-----------------------------|
|                    |          |                 | Cancel                      |

16. Page will refresh and invoice Status will update to 'Pending'

17. To approve the invoice, click on 'Pending' and update the Invoice Status to 'Approved' and select 'Change Status'

| Change Invoice Status | ×                             |            |  |  |  |
|-----------------------|-------------------------------|------------|--|--|--|
| Invoice Status        |                               |            |  |  |  |
| Approved              | • ×                           |            |  |  |  |
| Note                  |                               |            |  |  |  |
| Notify                |                               |            |  |  |  |
| Notify                | Q                             |            |  |  |  |
| Paige McDonald (Me)   |                               |            |  |  |  |
| Cancel Chan           | nge Status                    |            |  |  |  |
|                       |                               |            |  |  |  |
|                       |                               |            |  |  |  |
|                       |                               |            |  |  |  |
|                       |                               |            |  |  |  |
|                       |                               |            |  |  |  |
|                       |                               |            |  |  |  |
|                       |                               |            |  |  |  |
|                       |                               |            |  |  |  |
|                       |                               | Item Code  | Rate Uni   | it Qty   | Subtotal   |
|                       |                               | Item Code  | Rate Uni   | it Qty   | Subtotal   |
|                       |                               | Rem Code   | Rate Un  | it Qty   | Subtotal   |
|                       |                               | Item Code  | Rate Uni   | it Qty<br>ia x 1   | Subtotal<br>180.0000   |
|                       |                               | Item Code  | Rate Uni<br>180 8  | a Qiy  | Subtotal<br>180.0000   |
|                       |                               | Item Code  | Rate Un<br>180 (<br>300 (  | t Qty  | Subtotal<br>190.0000   |
|                       |                               | Item Code  | Rate Un<br>180 (<br>360 (  | it Qty   | Subtotal<br>180.0000<br>360.0000                                   |
|                       |                               | Item Code  | Rate Un<br>180 6<br>360 6  | t Qty  | Subtotal<br>190.0000<br>380.0000                                   |
|                       | Invoice Date                  | Item Code. | Rate Un<br>180 5<br>280 5<br>Payment %   | it Qty   | Subtotal<br>180.0000<br>380.0000                                   |
|                       | Invoice Date<br>21st Dac 2022 | Item Code  | Rate         Unit           180         5           360         5           Payment %         100.0000 % | it Qty<br>5a × 1<br>5a × 1<br>Invoice Amount<br>594.0000 | Subtotal<br>190.0000<br>360.0000<br>To I Status<br>594.000 Pending |

18. Invoice Status will now be 'Approved' and invoice will transfer to Exo.

| Invoices       |               |              |            |                |          |          |
|----------------|---------------|--------------|------------|----------------|----------|----------|
| Invoice Number | Invoice Date  | Due Date     | Payment %  | Invoice Amount | Tot      | Status   |
| INV-176        | 21st Dec 2022 | 4th Jan 2023 | 100.0000 % | 594.0000       | 594.0000 | Approved |

If you have incorrectly created an invoice or need to make changes after you have changed the status to 'Approved', please cancel the invoice. This will trigger Prime to send a notification to accounts that the invoice has been cancelled and please recreate the invoice with the correct details.

19. Invoice PDF will now be saved under 'Documents'

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### Creating an Assessment Report Invoice - External Assessor has completed the assessment

#### **Creating the Specialist Report Invoice**

1. Under the 'Finance' section on the job, select the 'Accounts Receivable Invoices' tab

#### AJG0091 21 Test Ave, Taren Point, NSW, 2229 (SUTHERLAND SHIRE) •

| CBA Insurance   Test211222                      |   |                   |                           |                        |                   |           |
|---|---|-------------------|---------------------------|------------------------|-------------------|-----------|
| ▲ Summary                                       | Finance   |                   |                           |                        |                   |           |
| Paige Test                                      | Summary Authorised V  | Norks Summary Acc | ounts Receivable Invoices | Accounts Payable Invoi | ces Expenses 1    | imesheets |
| 0403958152                                      |   |                   |                           | -                      |                   |           |
| Email<br>paige.mcdonald@ajgaustr<br>alia.com.au | Accounts Receivable   | e Invoices        |                           |                        |                   |           |
| Site<br>21 Test Ave, Taren Point,<br>NSW, 2229  | \$0.00  | \$0.00            | \$0.00                    | \$0.00                 | \$0.00            |           |
| CBA Insurance                                   |   |                   |                           |                        |                   |           |
| Assigned<br>Paige McDonald                      | Iotal   | Invoiced          | Not Invoiced              | Invoiced Paid          | Invoiced Not Paid |           |
| Case Manager                                    | Type (Required)   | ▼ To (Required)   | ▼ со/                     | ✓ Acc                  | count No          | ▼ Create  |
| Supervisor                                      | There are no accounts receiption of the second s | vables            |                           |                        |                   |           |
| Estimator                                       |   |                   |                           |                        |                   |           |
| ▼ Show More                                     |   |                   |                           |                        |                   |           |
| Filter Menu Q                                   |   |                   |                           |                        |                   |           |
| General   |   |                   |                           |                        |                   |           |
| Overview  |   |                   |                           |                        |                   |           |
| 📋 Details                                       |   |                   |                           |                        |                   |           |
| A Reminders                                     |   |                   |                           |                        |                   |           |
| # Appointments                                  |   |                   |                           |                        |                   |           |
| Forms   |   |                   |                           |                        |                   |           |
| \$ Finance                                      |   |                   |                           |                        |                   |           |
| E. Documents                                    |   |                   |                           |                        |                   |           |

- 2. Type = Allocations
- 3. To = Bill To (For CBA claims, select Hollard Insurance Partners Limited)
- 4. Select 'Create'



- 5. Under 'Items', 'Allocations' should already be selected
- 6. Click on 'Select from locked allocation estimate and select 'Assessment Report'
- 7. Select 'Add Item'

| _          |                   |            |  |             |          |
|------------|-------------------|------------|--|-------------|----------|
| Ð          | Allocation        | •          | A0051   Assessment Report 🗙  | As One Item | Add Item |
|            | lo items have bee | en added   | Filter   |             |          |
| Inv        | oices             |            | Select All   |             |          |
| 1110       | olces             |            |  |             |          |
| <b>1</b> T | here are no activ | e invoices | A0050   Roof Report   Allocations   Hollard Insurance Partners Limited |             |          |
| 0 In       | voices            |            | ✔ A0051   Assessment Report  | 0000        |          |

- 8. Check the 'Due Date' has been prefilled to 14 days from the created date.
- 9. Select 'Create PDF'
- 10. Select 'Template', Division = Building, Type = Invoices, Select 'Show All' and select 'Tax Invoice'

| Forms                 |                     |   |
|-----------------------|---------------------|---|
| 4 List Go Back To     | Accounts Receivable |   |
| Title                 | Title               |   |
| Notes                 | Additional Notes    |   |
| Linked Document       | No document linked  |   |
|                       |                     | Save & Preview PDF Generate Generate & View - Actions |
| Autosave ena          | abled               | Cancel Save   |
| Template *            |                     |   |
| Template              |                     | Q.  |
| Building              |                     | - ×   |
| Invoices              |                     | - ×   |
| Search<br>Tax Invoice |                     | Show All Exact Match                                  |
|                       |                     |   |

### 11. Select 'Generate'

| Generate | Generate & View | <ul> <li>Actions</li> </ul> |
|----------|-----------------|-----------------------------|
|          | Generate        | Generate Generate & View    |

12. Page will refresh and invoice Status will update to 'Pending'.

13. To approve the invoice, click on 'Pending' and update the Invoice Status to 'Approved' and select 'Change Status'

| hange Invoi        | ce Status              |   | ^                |   |
|--------------------|------------------------|---|------------------|---|
| nvoice Status      |                        |   |                  |   |
| Approved           |                        | - ×   |                  |   |
|                    |                        |   | nvoiced Paid     | Invoiced Not Pai                                    |
| Note               |                        |   |                  |   |
| Notify             |                        |   |                  |   |
| Notify             |                        | Q   |                  |   |
| Paige McDonald (Me | )                      |   |                  |   |
|                    |                        |   |                  |   |
|                    | Ca                     | ance Change Status                                |                  |   |
|                    | Ca                     | ance Change Status                                |                  |   |
|                    | Ca                     | Change Status                                     |                  |   |
|                    | Ca                     | ance Change Status                                | ]                |   |
|                    | Ca<br>Item Code        | Change Status                                     | it Qty           | Subtotal  |
|                    | Ca<br>Item Code        | ance Change Status                                | it Qty           | Subtotal  |
|                    | C:<br>Item Code        | Change Status<br>Rate Un                          | it Qty           | Subtotal  |
| leport             | Ca<br>Item Code        | Rate Un   | it Qty<br>Ea X 1 | Subtotal<br>0.0000                                  |
| Report             | Ca<br>Item Code        | Rate Ur   | it Qty<br>Ea X 1 | Subtotal<br>0.0000                                  |
| teport             | Ca<br>Item Code        | Rate Un   | it Qty<br>Ea X 1 | Subtotal<br>0.0000                                  |
| leport             | Item Code              | ance Change Status Rate Un 0 Payment %            | it Qty<br>Ea × 1 | Subtotal<br>0.0000<br>Tota Status                   |
| leport             | Item Code<br>Item Code | Ance Change Status Rate Un 0 Payment % 100.0000 % | it Qty<br>Ea X 1 | Subtotal<br>0.0000<br>Tota Status<br>0.0000 Pending |

14. Invoice Status will now be 'Approved' and invoice will transfer to Exo.

## Invoices

| Invoice Number | Invoice Date  | Due Date     | Payment %  | Invoice Amount | Tot   | l Status |
|----------------|---------------|--------------|------------|----------------|-------|----------|
| INV-177        | 22nd Dec 2022 | 5th Jan 2023 | 100.0000 % | 0.0000         | 0.000 | Approved |
| 1 Invoice      |               |              |            | 0.0000         |       |          |

If you have incorrectly created an invoice or need to make changes after you have changed the status to 'Approved', please cancel the invoice. This will trigger Prime to send a notification to accounts that the invoice has been cancelled and please recreate the invoice with the correct details.

15. Invoice PDF will now be saved under 'Documents'

