

Invoice Requirements for Plan Manage Assist

To ensure your invoice can be processed quickly and accurately in line with NDIS guidelines at Plan Manage Assist, please include the following details:



The participants full name - This must be the name of the NDIS participant, even if they are under 18. Do not list parents, guardians etc.

The participant's NDIS number - This provides accurate identification of the participant and ensures faster processing.

Providers name, ABN, and bank details - Please ensure your ABN exactly matches the information listed on ABN Lookup.

A unique invoice number - Duplicate invoice numbers, whether for the same or different customers may cause the NDIA system to reject the invoice, so each invoice **must have its own unique number**.

The provider contact phone/email - In case we need to contact them.

A clear description of the service provided - **include the relevant NDIS line item** to avoid delays. (You can view the price guide by [clicking here](#).)

The invoice issue date - **Plus** the date(s) the service was delivered

The total hours of support provided – including the hourly rate charged for the day, evening or night and a **total amount owing**

Please send your **invoice as a PDF for automatic upload**. If received in another format, this may cause delays

NB: Invoices can't be future dated /If you amend an invoice let us know/ GST component if applicable (most services are GST free)/ An invoice can only be for one participant

If you don't have an invoice template [please click to download](#)

Invoices are processed within 5–7 business days; however, occasional delays may occur that are outside of our control.

Need help or have a question?

 **Call us:** [1300 199 960](tel:1300199960)

 **Email:** accounts@planmanageassist.com.au

 **Visit:** www.planmanageassist.com.au