



# Search and Resend Payment Advice

## Grant Recipient Portal Task Card

**Portal Access required:** Administrator, Editor or View Only

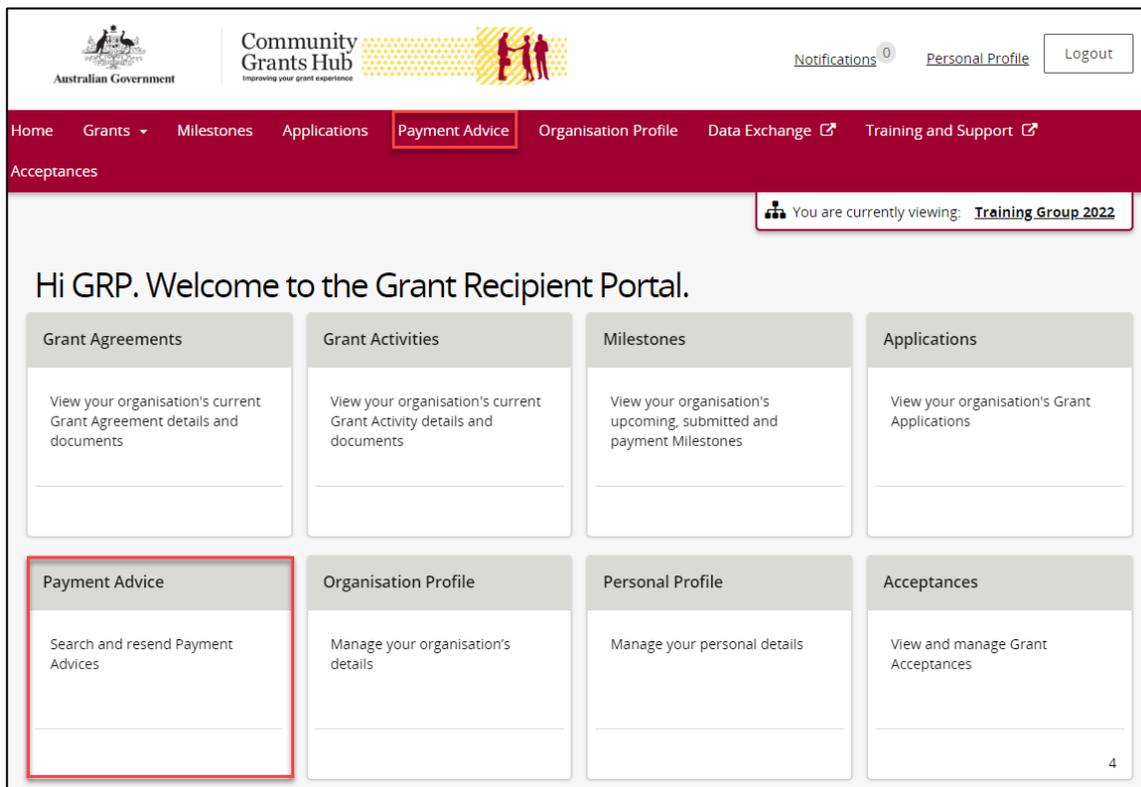
The Grant Recipient Portal (Portal) enables grant recipients to search and resend their payment advice(s) (also known as a Recipient Created Tax Invoice (RCTI) or Remittance Advice).

This task card describes the process of searching and resending payment advice(s) in the Portal.

## Navigating to Payment Advice

### Step 1

From the Home screen, select the **Payment Advice** tile. Alternatively, select the **Payment Advice** link from the Navigation menu.



The screenshot shows the Community Grants Hub Grant Recipient Portal interface. At the top, there is a navigation bar with the Australian Government logo, the Community Grants Hub logo, and a navigation menu with items: Home, Grants, Milestones, Applications, **Payment Advice** (highlighted with a red box), Organisation Profile, Data Exchange, and Training and Support. There are also links for Notifications (0), Personal Profile, and Logout. Below the navigation bar, the main content area displays a welcome message: "Hi GRP. Welcome to the Grant Recipient Portal." and a grid of tiles. The tiles are: Grant Agreements, Grant Activities, Milestones, Applications, **Payment Advice** (highlighted with a red border), Organisation Profile, Personal Profile, and Acceptances. The Payment Advice tile contains the text "Search and resend Payment Advices".

## Step 2

The Payment Advice search screen will display.

You are here: Home / Payment Advice

### Payment Advice

Search for Payment Advice

Select one of the following options to search Payment Advice

Option 1

Payment Date From: dd/mm/yyyy  Payment Date To: dd/mm/yyyy

Option 2

Financial Year:

Please Select

Option 3

Reference Number:

[Clear](#)

## Search for Payment Advice(s)

### Step 3

Search for a payment using one of the three available options:

- **Option 1 – Payment Date Range** – Allows users to search for a payment using a specific date or date range.
- **Option 2 – Financial Year** – Allows users to search all payments made during a financial year.

**Note:** the financial year is the second year listed in the date range. For example, searching 2022 will return results for the 2021-2022 financial year.

- **Option 3 – Reference Number** – Allows users to search using the payment's reference number.

**Note:** the reference number can be found on the bank statement and typically starts with 150 or 015.

## OFFICIAL

You are here: Home / Payment Advice

### Payment Advice

Search for Payment Advice

Select one of the following options to search Payment Advice

Option 1

Payment Date From: dd/mm/yyyy

Payment Date To: dd/mm/yyyy

Option 2

Financial Year:

Please Select

Option 3

Reference Number:

[Clear](#)

### Step 4

Once the appropriate information has been populated, select the **Run Search** button.

You are here: Home / Payment Advice

### Payment Advice

Search for Payment Advice

Select one of the following options to search Payment Advice

Option 1

Payment Date From: dd/mm/yyyy

Payment Date To: dd/mm/yyyy

Option 2

Financial Year:

Please Select

Option 3

Reference Number:

0152759981

[Clear](#)

### Step 5

The search results will display. Select the **checkbox** next to the Payment Advice(s) then select the **Resend Selected** button.

Selecting the **checkbox** next to Payment Date will select all results.

**Note:** Payment Advice(s) cannot be viewed before resending.

You are here: [Home](#) / [Payment Advice](#) / [Search results](#)

#### Payment Advice

Payment Advice includes Recipient Created Tax Invoices (RCTI) and Remittance records

Results (1)

<input type="checkbox"/> Payment Date	Reference Number	Financial Year	Amount \$
<input type="checkbox"/> 26/03/2020	0152759981	2020	\$16,500.00

[Search again](#)

[Resend Selected](#)

## Email the Payment Advice(s)

### Step 6

After selecting Resend Selected, a dialogue box will display. Enter the appropriate email address/es and select **Resend**.

Copies of the selected Payment Advice(s) will be sent to the nominated email addresses.

**Note:** If the payment advice is not received within 24 hours, please contact the [Grant Recipient Portal Helpdesk](#).

Resend selected Payment Advice(s) [X]

You can send the selected Payment Advice(s) to up to three email addresses.  
If you do not receive your payment advice within 24 hours, please contact us on 1800 020 283.

Email 1:

Email 2:

Email 3:

[Discard changes and close](#)

## Need Help?

For further assistance, contact the Grant Recipient Portal Helpdesk:

**Email:** [GRP.Helpdesk@communitygrants.gov.au](mailto:GRP.Helpdesk@communitygrants.gov.au)

**Phone:** 1800 020 283 (Option 5)

**Operating Hours:** Monday to Friday 9:00am – 5:00pm (AEST/AEDT)