

Frequently Asked Questions for the Org Web

How will I get access?

You will need to complete an Organisation Self Service Access form (available on this web site).

I have more than one account number. Can I have access to all of them?

Yes - you will need to supply these details on your access request form.

We have more than one person that needs access to our account online is this possible?

Yes - you will need to supply these details on your access request form.

Can I pay online?

Yes - using your credit card via our secure online environment. You can also pay using BPay.

Can I view and print my invoices online?

Yes – you will be able to view and reprint invoices generated in the new system for the last 90 days of transactions.

Can I view and print my adjustment notes online?

Yes – you will be able to view and print adjustment notes generated in the new system for the last 90 days of transactions.

Can I view and print my receipts online?

Yes – you will be able to view and print receipts generated in the new system for the last 90 days of transactions.

If I have a question about my account who do I send this to?

There is a hyperlink in the employer self service centre that should be used for all account enquires.

Why does it say my receipt is 'Not Applicable'?

If you have paid this invoice via BPay, no receipt will be issued.

Can I view invoice supporting documents online?

Yes.