

What does my invoice status mean?

I approve my invoice and I have clicked Approve or Reject, What Happens Now?

You will see this message if you open the invoice again:

The claim cannot be APPROVED or REJECTED.

This is because you have already made a decision for this invoice. You cannot make changes from this screen once you have clicked approve or reject. If you have made a mistake, please let us know and we will help you correct it.

How can I know what stage the invoice is in?

You can still check the status of this invoice after you have chosen to approve or reject. Look in the top box for **Status**.

Here is a list of what the different statuses mean.

Status	Meaning
Entered	Invoice is entered into the system, the P2P team is completing a data entry check to ensure it is accurately entered.
Pending Approval	Waiting for the participant or authorised approver to check the invoice. *Only applicable if you require approval before invoices are claimed.
Approved	The invoice has been approved and it will be submitted to the NDIS in the next claim.
Rejected	An invoice has been rejected by an authorised approver. Or if a provider has informed P2P that an invoice was sent in error, we will reject this in the system and let you know. This ensures the claim cannot be entered and paid at any time.
Submitted	The invoice has been submitted to the NDIS. Typically payment will be received **2-3 business days later.
Payable	The invoice will be paid the following business day.
Paid	The invoice has been paid.
Cancelled	This invoice has been entered but the claim has been cancelled and the money has been returned to your plan.

** From March 2024, the NDIA has increased the time that it takes for payments to be released. For example, payments submitted on Monday will not be released by the NDIA until Wednesday morning.