

Business Rules for Service Providers

Service Confirmations

1. What are Service Confirmations?

Service Confirmations will take the place of submitting invoices via VEIS to SNB for payment. Service Requests indicate the amount of service (hours/units) that Social Development has approved. Service confirmations are how service providers will indicate the amount of services provided in a given time frame. Please note, it is fraudulent to claim services not provided and can be grounds for termination of Service agreements. Service Confirmations can only be created for Service Requests that are Activated or Terminated.

2. Who can create a Service Confirmation?

Users assigned with permission set group 'SD Vendor Finance', or 'SD Vendor Care & Finance' will have access to view/create/update/submit Service Confirmations.

3. What does Service Period mean?

It is the period that includes the dates of service the charge applies to. The service provider can select the service period. For example, service confirmations could be submitted weekly, bi-weekly, monthly, at the discretion of the service provider.

The service period selected for creation of service confirmation cannot be a future date from today and it cannot be more than a year back from today. The Service Period Start Date and Service Period End Date must be in the same month of same year. If submitting for multiple months, submit one service confirmation per month.

4. What is the Vendor Confirmation Number?

Vendor Confirmation Number can be a serial number/ invoice number created by the service provider as an internal reference to keep track of the Service Confirmations created.

Vendor Confirmation Number entered by the Service Provider must be unique for each service confirmation created.

5. How is Basic Cost calculated?

Basic Cost= Rate * Units.

Where the rate of the service (basic) is set by the system, with the value mentioned in the service request. And the number of units input by the service provider in the service confirmation.

6. How is Kilometer Cost calculated?

Kilometer Cost= Kilometer Rate * Kilometer Units.

Where the kilometer rate is set by system, with the value mentioned in the service request. And the number of kilometer units (Worker Travel) input by the service provider in the service confirmation.

The transportation cost charged for 'Client Travel' should be input as "Other Cost (Transportation-Other)".

Kilometer Cost must be equal or less than maximum monthly kilometer cost minus already submitted kilometer cost

7. How is Stat Holiday Amount calculated?

Stat Holiday Amount= Rate * Stat Holiday Unit * 0.5

Where the rate of the service (basic) is set by the system, with the value mentioned in the service request. And the number of Stat Holiday units input by the service provider in the service confirmation.

Stat. Holiday Units" cannot be recorded if Basic Cost is \$0.

Stat. Holiday Units" must not exceed the No. of Units for Basic Cost.

8. How is Client Contribution handled?

Client Contribution cannot be blank. Enter 0 if there is none to be deducted.

When Service Providers input Client Contribution amount for each Service Confirmation Item, if the Basic Cost on Service Confirmation Item is more than the 'remaining client contribution of the month,' then Client Contribution Amount entered should be equal to the 'remaining client contribution of the month.'

Example: If the remaining client contribution is \$100 and the Basic Cost is \$500, Then the client contribution entered in Service Confirmation should be \$100.

If the Basic Cost on Service Confirmation Item is less than the 'remaining client contribution of the month,' then Client Contribution Amount entered should be equal to the 'Basic Cost on Service Confirmation Item.'

Example: If the remaining client contribution is \$100 and the Basic Cost is \$50, Then the client contribution entered in Service Confirmation should be \$50.

9. How is Departmental Cost calculated?

Departmental Cost = Basic Cost + Kilometer Cost + Other Cost (s) + Stat Holiday Amount - Client Contribution

If a Service Confirmation Item with '0' Departmental Cost is submitted (for example the net value of Basic Cost and Client Contribution is zero and no kilometre Cost, Other Cost(s) and stat holiday amount, for this period), then no payment is processed for that Service Confirmation Item, and the 'state' for the Service Confirmation Items is updated to 'Processed'.

10. Where to input Taxes?

When tax needs to be charged, then the Service Provider need to input values for 'HST GST ID,' 'Tax Indicator' in Service Confirmation (parent) and 'Tax Amount' in Service Confirmation Items.

Service Providers are to ensure sales taxes are only charged when appropriate.

11. How is Total Confirmation Line Cost calculated?

Total Confirmation Line Cost = Departmental Cost + Tax Amount

12. How to Upload Service Confirmations?

When uploading the service confirmation file, the service provider needs to make sure it is the CSV file with the same file header downloaded from the Portal, Service Confirmation Item IDs match the SCIs related to the Service Confirmation (parent), No duplicate or missing Service Confirmation Items are found, and values entered match the datatype of the fields (Example : Only entering numbers for 'Client Contribution' field (datatype: currency), instead of letters).

The system will update the state of the Service Confirmation to 'Uploaded,' when the validation is successful. Otherwise, the service confirmation state will be 'Failed Validation' and the reason is displayed under 'State Reason' Example, state reasons for Failed Validation could be as follows:

1. File is not in CSV format
2. File header is not correct
3. Upload doesn't match downloaded file template
4. Record missing from upload file
5. Data type mismatch has occurred

13. What is difference between Service Confirmation and Service Confirmation Item?

A Service Confirmation is a parent record which consist of multiple service confirmation items. The service confirmation (parent) details contain the

aggregate value of all the service confirmation items within. Each Service Confirmation Item consist of details related to an individual service request.

14. How do I confirm services without uploading the CSV file?

If you do not have a lot of services to submit, it may be easier to enter information about service provided directly with the service confirmation tool (User Interface).

15. How is Submit Service Confirmation handled?

When the service provider submits a service confirmation, then the system validates the service confirmation and only the Service Confirmation Items that have passed validation will be submitted for payment. Those that failed Validation will have the state updated to 'Failed Validation.'

Please note: Services or changes to services can only be billed against AFTER they have been activated by SD (Social Development) staff. Using the in-system tool to request changes to the service (e.g., increase or pause services) should improve timeliness of changes and retain a record of the communication and reduce discrepancies.

16. How do I resubmit a service confirmation that failed validation the first time?

Upon submit, If any of the Service Confirmation Items failed validation, then check the state reason and create a new service confirmation that include the respective service confirmation item, for the same service period, with the necessary changes as per state reason and then 'validate' and 'submit' the successfully validated service confirmation.

Upon Validate, if any service confirmation items failed validation, then check the state reason and update the existing service confirmation with the necessary changes as per the state reason specified and validate the service confirmation.

If the State Reason is not clear, please reach out to GNB Social Development Department for 'Support.'

17. What is a State?

It is the condition of the service confirmation/ service confirmation item.

There is a continuum of statuses that you can use to track the status of your service confirmation. Descriptions of the states are presented below.

Draft -> Validated -> Submitted -> Confirmed for Payment -> Processed

18. What is State: Failed Validation?

When the validation of a service confirmation item fails for any reason, then the state of the Service Confirmation Item is updated to 'Failed Validation' and the reason to be displayed under 'State Reason.'

If all the Service Confirmation Items failed validation, then the state of the Service Confirmation (parent) is updated to 'Failed Validation.'

Example of State Reason for a Failed Validation:

1. Service Request is no longer active in the service period submitted.
2. Basic Cost must be less than maximum monthly basic cost minus already submitted basic cost
3. Kilometer Cost must be equal or less than maximum monthly kilometer cost minus already submitted kilometer cost
4. Other Costs must be equal or less than maximum monthly Other Costs minus already submitted Other Costs
5. Client Contribution must be equal or less than Client Contribution recorded on the Order
6. Client Contribution must be equal to Basic Cost
7. Stat. Holiday Units" cannot be recorded if Basic Cost is \$0
8. Stat. Holiday Units" must not exceed the No. of Units
9. Stat. Holiday Units" is not allowed for this service
10. "Stat. Holiday Units" is incorrect (max 24)
11. Tax Amount is incorrect
12. Client Contribution cannot be blank. Enter 0 if there is none to be deducted

19. What is State: Submitted?

When the service provider submits a service confirmation and at least one of the Service Confirmation Items is successfully validated, then the state of the Service Confirmation (Parent) is updated to 'Submitted.'

Upon submit, if a service confirmation item is successfully validated then the state of the Service Confirmation Item is updated to 'Submitted.'

20. What is State: Confirmed for Payment?

When the Service Confirmations submitted by service provider have been approved by the Department, then the state of the Service Confirmation (Parent) and approved Service Confirmation Items will be updated to 'Confirmed for Payment.'

Settlement Instructions will be generated for all the service confirmation items that are confirmed for payment, and at the next state, payments will be processed.

21. What is State: Processed?

When the Settlement Instructions are picked up by system to process the payment, then the state of the related service confirmation (parent) and service confirmation item are updated to 'Processed.'

Approve Service Confirmation

1. Who can Approve a Service Confirmation?

Only users assigned with permission set group 'Service Confirmation Approval' have access to approve a service confirmation submitted by the service provider.

2. How are approved service confirmations handled?

Upon user approving a submitted service confirmation, the state of the selected service confirmation and respective service confirmation items is changed to 'Confirmed for Payment' and settlement instructions are generated for the service confirmation items.

Manual Adjustments

1. Why are Manual Adjustments created?

Manual adjustments are created to adjust future payments, overpayments, or underpayments that have occurred.

Manual Adjustments are always associated with an activated or terminated service request. Upon creating a manual adjustment, a settlement instruction, service confirmation and service confirmation item with state 'Confirmed for Payment' and Instruction Type Code 'MADJ' are generated.

A Manual Adjustment must be created for each cost category being charged against, of a service request.

Example for Cost Category:

1. Basic
2. Kilometre
3. Stat. Holiday
4. Tax
5. Other Cost (Admin Fees)
6. Other Cost (Sundry)
7. Other Cost (Meals)
8. Other Cost (Parking)
9. Other Cost (Recreation)
10. Other Cost (Transportation-Other)