TGA Business Services - Questions and answers for financials

Last updated:

24 June 2015

Please look at the [presentation on financial roles (https://www.tga.gov.au/node/287531)](https://www.tga.gov.au/node/287531). It provides useful screenshots which to show how things will work.

- Click on the plus or minus icon next to the question to toggle the answer on or off or [Open all (#) | Close all (#)].

- If you want to print all questions & answers, you need to Open all before you print.

How do I view Invoice history?

On the **Dashboard** you will see the **Invoices** section.

Select **View all invoices** from below the list.

The View invoices screen will be displayed with a tabbed interface. This provides a view of your organisation's 10 most recent Invoices.

- Tab 1 - Outstanding
- Tab 2 - Paid

Click on one of the two tabs to see the available invoices.

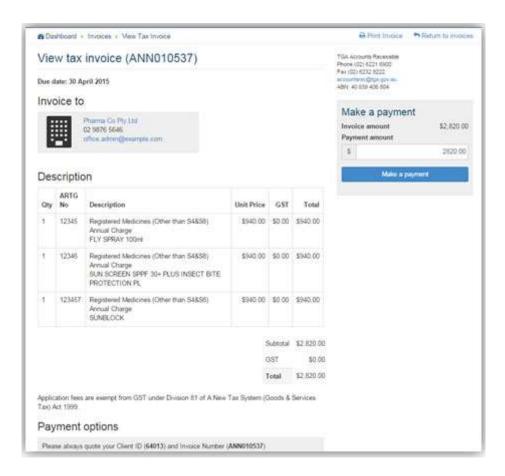Invoice history includes all invoices paid in the full within the last 24 months.

Invoice history can be filtered by date paid by selecting one of the following options:

- This month

- Last month

- Last 3 months

- Previous financial year

- Custom date

How do I view a single invoice?

Click on **View invoice** from the **Actions menu** next to the invoice you want to view in the **Invoice section** of the **Dashboard**. The invoice selected will be displayed.

How do I print an invoice?

Click on **View invoice** from the **Actions menu** next to the invoice you want to print in the **Invoice section** of the **Dashboard**. The invoice selected will be displayed.

Click on **Print invoice**.

How do I pay an invoice?

Click on **Make full payment** from the **Actions menu** next to the invoice you want to pay in the **Invoice section** of the **Dashboard**. The Make a payment screen will be displayed.

A bank payment screen is then displayed.
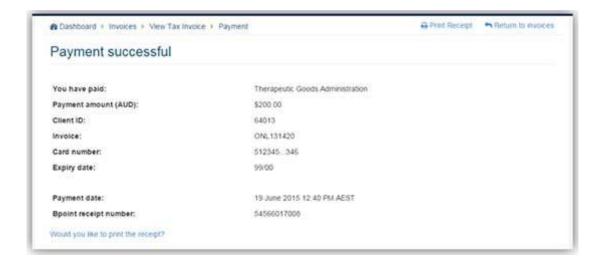
Editable fields

- Credit card number

- CCV

- Expiry Month

- Expiry Year

Non-editable (pre-filled) fields

- Amount

- Invoice

- Reference

Enter the information required then click **Pay now**. After your payment has been successfully processed the **Payment successful** screen will be displayed. To print a receipt, click on **Print receipt**.

You will only be able to print the receipt while you are on this screen.

Can I part pay an Invoice?

Yes, log in then click on 'View invoices'. There are 2 tabs Outstanding and Paid.

Invoices can be filtered by date, invoice number or total.

To part pay the invoice click on 'View invoice'. This will display the invoice details. You can then modify the payment total to an amount to less than the amount outstanding.

Notes

- the part payment amount must be less than or equal to the amount outstanding
- the part payment amount must be greater than zero

After entering the modified payment amount click 'Make a payment'. You will be presented with a Bank payment screen with the following editable fields:

- Card Number
- CVV
- Expiry Month/Expiry Year

Enter the required information then click 'Pay now'.

You will only be able to click on 'Pay now' once.

Topics:

Biological medicines (https://www.tga.gov.au/products/medicines/biological-medicines)

Medical devices (https://www.tga.gov.au/products/medical-devices)

Medicines (https://www.tga.gov.au/products/medicines)

Over the counter medicine (https://www.tga.gov.au/products/medicines/non-prescription-medicines/over-counter-medicine)

Therapeutic goods regulation (https://www.tga.gov.au/topics/therapeutic-goods-regulation)