

Fact Sheet: Online Invoices

Once your direct debit has been activated at the end of each month your organisation (or its branches) will receive an original invoice by email for all transactions charged during the preceding month. If, when you set up your account you did not nominate an email address for invoices to be sent to, you can download a copy of your invoice directly from the website. The invoice amount will be direct debited from your nominated bank account approximately 20 days after the invoice is sent.

As Radio Spectrum Management (RSM) is part of the Ministry of Economic Development, invoices will show the Ministry's name but the invoice will be broken into specific branches (such as RSM) in the description field of the invoice.

How to receive your invoices by email

For Direct Debit customers, the *Administrator* can modify the account details to ensure that originals of your invoices are emailed to the appropriate person each month.

An *Administrator* should begin by visiting any one of our websites, then:

1. **Log-in** (using your User ID and password).
2. Select **My Tools** from the left hand menu then **User Administration - Account Details**.
3. **Email Address for Invoice** - complete this field to receive original invoices automatically via email at the end of each month. If you do not complete this field, invoices will not be emailed and you will need to access this site to view a copy online. If you want to receive invoices at branch level, you need to complete the Email Address For Invoice field on the *Branch Administration* screen.
4. Once the **Customer Details** form is completed click **Save** to continue.
5. A confirmation message displayed on screen will verify that the *Account Details* have been updated successfully.
6. When you select **OK** you will be taken back to the *User Administration* menu.


Note: We will email your invoice as a PDF file. You will need Adobe Acrobat Reader software installed to be able to view & print this invoice.

How to view or print copies of invoices

Direct Debit customers, regardless of whether they have chosen to receive original invoices via email, can visit our website at any time to view or print a copy of their current or previous invoices.

An *Administrator* should begin by visiting any one of our websites, then:

1. **Log-in** (using your User ID and password).
2. Select **My Tools** from the left hand menu then **User Administration - Invoices**.
3. In the **Invoice Collection** screen you will see a list of invoices for your account. For each invoice information is held in two formats:

- An Adobe Acrobat PDF  file. This is the official record and can be used for tax and audit purposes. It is marked as a copy, but in all other respects is identical to the invoice that is emailed. **Note:** You will need Adobe Acrobat Reader software installed to be able to view & print this invoice.
 - A data file (MS Excel format). This can be used for sorting transactions or incorporating them into your own accounting or disbursement system to make billing even easier. **Note:** To download these data files you will need to have MS Excel or MS Excel Viewer installed. Links are available on our website to download the software you need. From the left-hand menu choose **Site Information** then **Site Software**.
4. Click on the link for the invoice and information you want.
 5. Once your chosen invoice is displayed on the screen you can choose to print the invoice or perhaps save a copy to your own PC.
 6. When you select **Exit** you will be taken back to the *User Administration* menu.

How to receive Branch invoices by email

For Direct Debit customers, the *Administrator* can modify the account details to ensure that originals of your invoices are emailed to the appropriate person each month.

An *Administrator* should begin by visiting any one of our websites, then:

1. **Log-in** (using your User ID and password).
2. Select **My Tools** from the left hand menu then **User Administration - Branch Details - Modify Branch**.
3. **Email Address for Invoice** - Complete this field to receive all original invoices automatically via email at the end of each month.
4. **Invoice at branch level** - Defaults to **No** when the branch is first established, which means invoices are sent to the address loaded for the *Account* but if you would like to receive invoices for the branch change this field to **Yes**. Note: You will also need to complete the Payment Details section of this form.
5. **Payment Details**
This section allows you to change how your branch will pay for chargeable services.
 If you have chosen to be invoiced at Branch Level you must also choose your payment method. You can choose to pay by credit card only, or leave the field defaulted to a payment method of Direct Debit. If you choose to pay by direct debit, you must enter the details of a bank account from which direct debit payments can be made to the Ministry of Economic Development. Direct debit customers can also pay by credit card at the time of purchase, if desired.
Note: We will email you a direct debit form as a PDF file. You will need Adobe Acrobat Reader software installed to be able to view & print this form. Once the form is completed post to the address given for processing.
6. For direct debit payments, you can enter a direct debit limit for a month's transactions, beyond which direct debit transactions will not be accepted. **Note:** If you already pay by Direct Debit, your current details will be displayed.
7. Once the **Branch Administration** form is completed click **Save** to continue.
8. A confirmation message displayed on screen will verify that the *Branch Details* have been updated successfully.