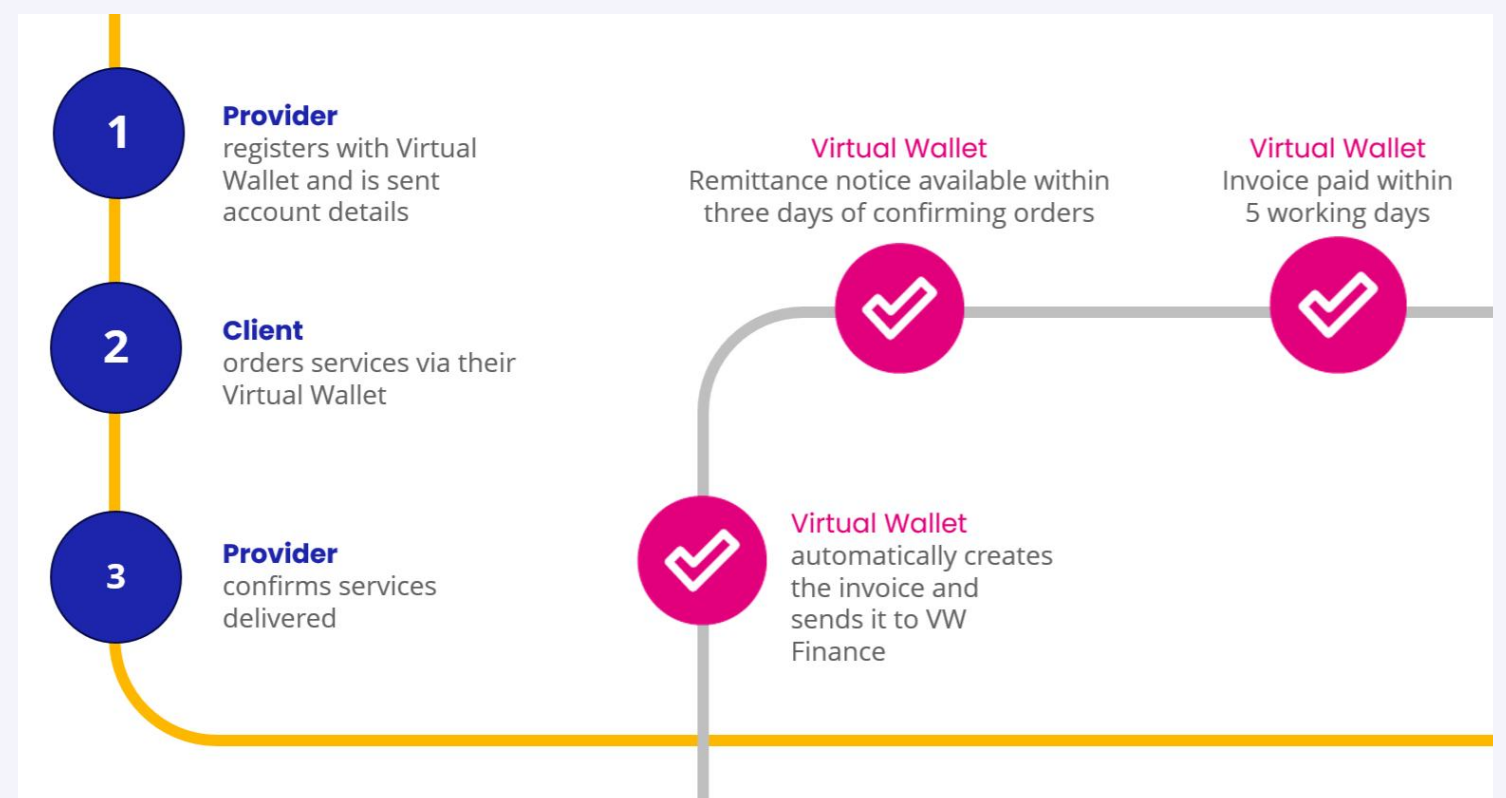


THE BASICS

Overview

1. Your client or someone acting on their behalf, adds an order for your services to their VW account. Orders can be one-offs or scheduled as recurring services.
2. Once you have delivered the service, log in to your Virtual Wallet to confirm this. VW creates an invoice for your services.
3. Invoices are automatically sent to the VW Finance team for payment at the end of a grouping period, after that you should receive payment within 5 working days of confirming the services provided.



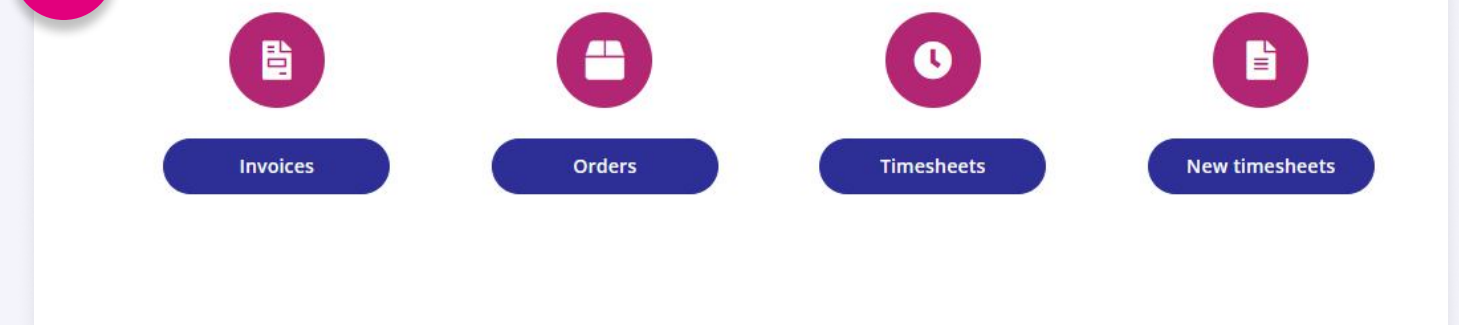
Login to your account

1. Go to www.myvirtualwallet.co.uk and click on the pink "Login to Virtual Wallet" button, and then enter your email address and password when prompted.
2. This will take you to the Provider dashboard.

1

Login to Virtual Wallet

2



ACCEPTING ORDERS

1. Click on "Orders" to see a list of all orders that have been placed or are pending for your organisation. Then select "Pending" from the Status drop-down menu.
2. To accept order(s) check the box in the list and then click "Confirm". The service user will then be able to see (in their VW account), that the order has been accepted.

Note: Services delivered are automatically grouped into payment periods, referred to as Grouping Periods.

1

Status

All statuses

2

Order number	Product	Individual	Total cost	Status	Grouping start date	Grouping end date	Delivery date
00003Y-0001-00001/001	Personal Care	Karen Parker	£271.15	Completed	27/09/2018	24/10/2018	1/10/2018
00003Y-0001-00002/001	Personal Care	Karen Parker	£319.00	Cancelled	25/10/2018	21/11/2018	25/10/2018
00003Y-0001-00003/001	Personal Care	Karen Parker	£207.35	Cancelled	22/11/2018	19/12/2018	22/11/2018

FIND OUT MORE

Go to the website support.myvirtualwallet.co.uk for videos and further information about Virtual Wallet.

If you can't find what you need, use live chat to contact us directly. There is a link at the bottom of every page on the website.

AMENDING AN ORDER

If you don't provide a service or do mileage on a particular day, you need to remove this from the order before creating the invoice.

1. Click on the order that you need to change. This will show a breakdown of the individual dates for that order.
2. To remove an appointment, simply click the delete button and this will remove the date(s) from the order. When you're finished, click "Save & Close".

At the end of the grouping period you will then be able to confirm delivery of the other services on this order.

The screenshot shows the 'Purchase Orders' tab with a table of orders. A red circle '1' highlights the first row. Below it, the 'Order details' view is shown with a table of dates and a 'Delete' button for each row. A red circle '2' highlights one of the 'Delete' buttons.

Order number	Product	Individual	Total cost	Status
<input checked="" type="checkbox"/> 00007M-0016-00001/001	Care In Your Own Home	Harry Potter	£8.38	Pending delivery
<input type="checkbox"/> 00007M-0015-00002/001	Care In Your Own Home	Harry Potter	£184.25	Pending delivery

Action	Product name	Estimated delivery date	Quantity	Total value
<input type="checkbox"/> Delete	Care In Your Own Home	23/05/2022	1,000	£16.75
<input type="checkbox"/> Delete	Care In Your Own Home	1/06/2022	1,000	£16.75
<input type="checkbox"/> Delete	Care In Your Own Home	30/05/2022	1,000	£16.75
<input type="checkbox"/> Delete	Care In Your Own Home	13/05/2022	1,000	£16.75
<input type="checkbox"/> Delete	Care In Your Own Home	3/06/2022	1,000	£16.75
<input type="checkbox"/> Delete	Care In Your Own Home	16/05/2022	1,000	£16.75
<input type="checkbox"/> Delete	Care In Your Own Home	21/05/2022	1,000	£16.75

CONFIRMING DELIVERY

You should only confirm orders have been delivered after the grouping period end date, when all services have been delivered.

1. Click on "Orders" and then select the dates that relate to the period that you now need to invoice.
2. Check the box and click the "Create invoice" button.

This will send the invoice to the Virtual Wallet finance team for payment to the bank details provided. You do not need to do anything further and should expect to receive the payment within 5 working days of you creating the invoice.

The screenshot shows the 'Purchase Orders' tab with a calendar for November 2024. A red circle '1' highlights the date 19th. Below it, the 'Purchase Orders' table is shown with a 'Create Invoice' button highlighted by a red circle '2'.

Order number	Product	Individual	Total cost
<input type="checkbox"/> 00003Y-0001-00001/001	Personal Care	Karen Parker	£271.15
<input type="checkbox"/> 00003Y-0001-00002/001	Personal Care	Karen Parker	£319.00
<input type="checkbox"/> 00003Y-0001-00003/001	Personal Care	Karen Parker	£207.35

Order number	Product	Individual	Total cost	Status	Grouping start date	Grouping end date	Delivery date
<input checked="" type="checkbox"/> 00003Y-0001-00001/001	Personal Care	Karen Parker	£271.15	Completed	27/09/2018	24/10/2018	1/10/2018
<input checked="" type="checkbox"/> 00003Y-0001-00002/001	Personal Care	Karen Parker	£319.00	Cancelled	25/10/2018	21/11/2018	25/10/2018

VIEWING REMITTANCES

Remittances will be available within 3 working days of you creating an invoice.

1. Click on the "Invoices" tab.
2. If the remittance has been created, you will see "View remittance" as an available action. Click on the link to view. You will be given an option to export the remittance(s) to Excel so you can save for your own records if required.

The screenshot shows the 'Invoices' tab with a table of remittances. A red circle '1' highlights the 'Invoices' tab, and a red circle '2' highlights the 'View remittance' link in the table.

Total cost	Status	Date paid	Batch id	Available actions
£86.00	Paid	14/08/2024	240813BUCK000U	View invoice View remittance
£72.00	Paid	02/08/2024	240729BUCK000Y	View invoice View remittance
£86.00	Paid	02/08/2024	240729BUCK000Y	View invoice View remittance

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