**NHS Property Services**

# Viewing invoices on Connect

Connect is your new online portal to interact with NHS Property Services. Connect has been built with the customer at the heart of the design, so you'll be able to use it as your one-stop-shop to log all your non-urgent facilities management (FM) jobs, queries, and complaints.

We've also made your billing documents available on Connect, so you can see information about the properties that you're responsible for or occupy.

This means you no longer need to reach out to us about viewing your invoices. This information is now instantly available on your online portal at the touch of a button. Whenever you need it, at any time of day or night, saving you time, making your life easier, and giving you one less thing to do.

## LET'S GET STARTED

| If you have an account: Log in | If you don't have an account: Request access |
|---|---|
| connect.property.nhs.uk | Email: customer.service@property.nhs.uk<br>Call: **0808 196 2045** |

**1.** On the main home screen, click on **'Billing'**.

**2.** Here you'll be able to view all your **'Paid'** and **'Unpaid'** invoices for this and the previous financial years. Use the search bar to search by invoice number or lease reference. Only invoices for regular charges for live leases are currently surfaced in Connect for current and previous financial years.



**3.** As well as the search bar, there are filters to help you find the invoices you need. Click on **'Status'**, to filter between your paid and unpaid invoices.
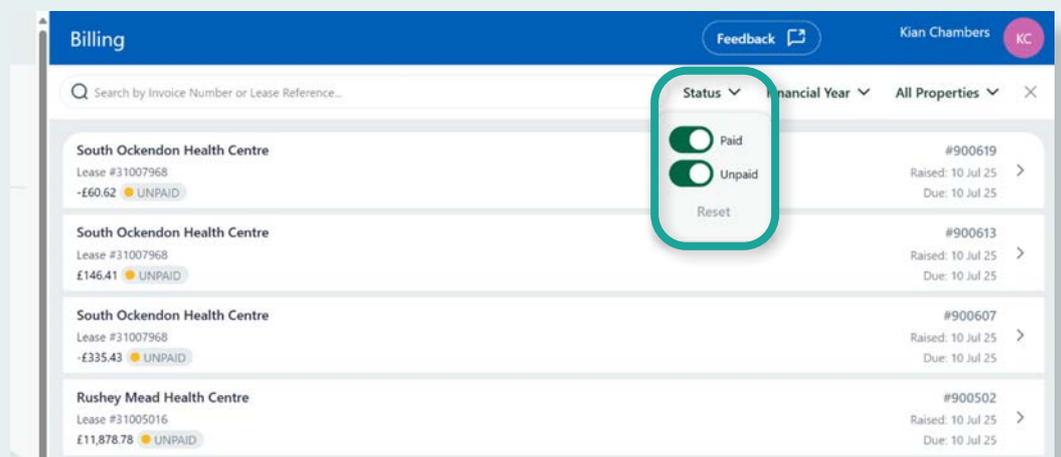


**4.** Click on **'Financial year'**, to filter between the current and previous financial years.
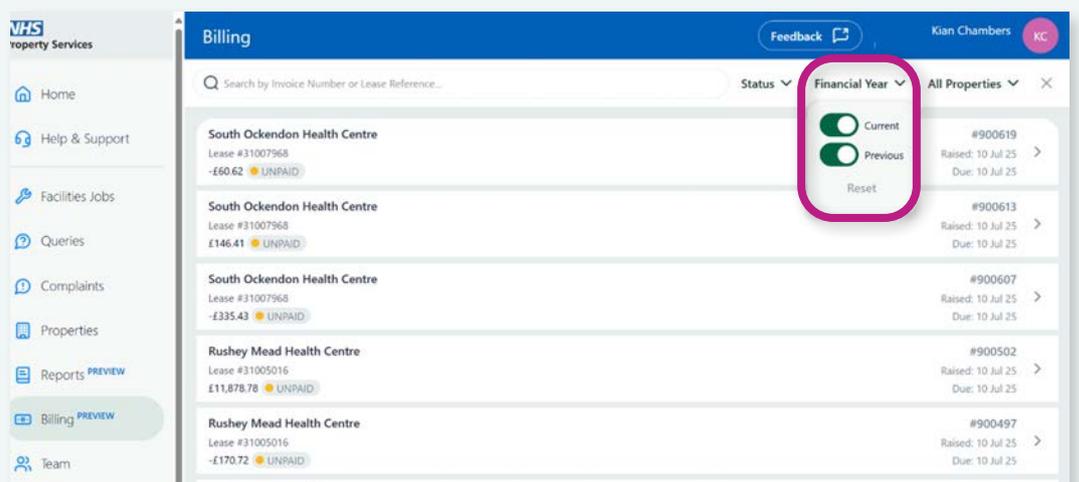
## VIEWING INVOICES ON CONNECT
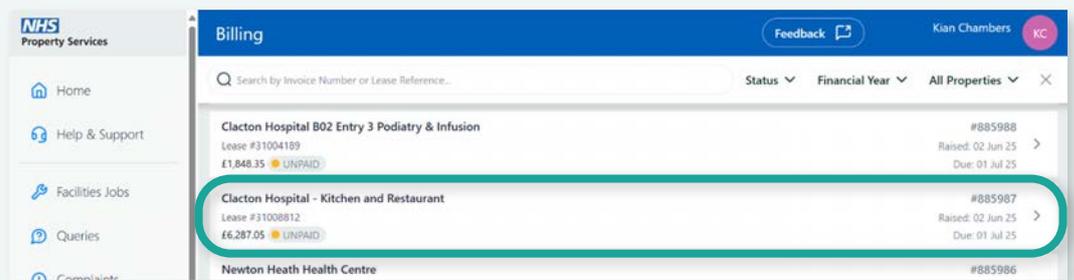
**5.** Click on **'All properties'**, to search by property.
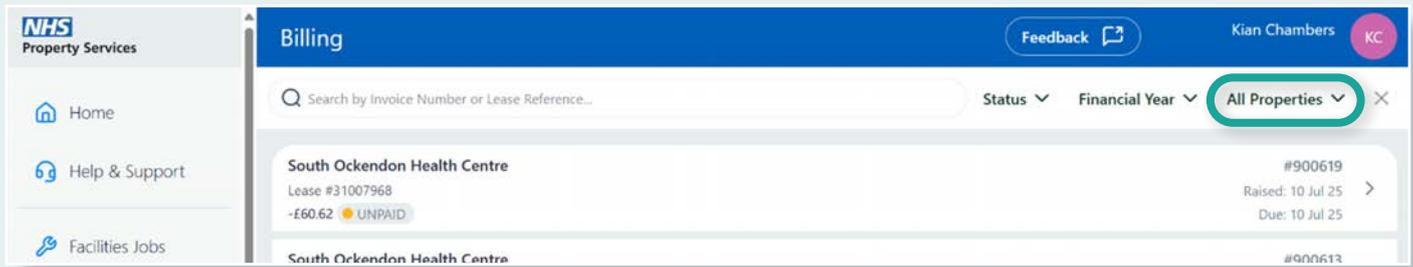


**6.** Use the **search bar** to find your chosen property or scroll down to search for the property.
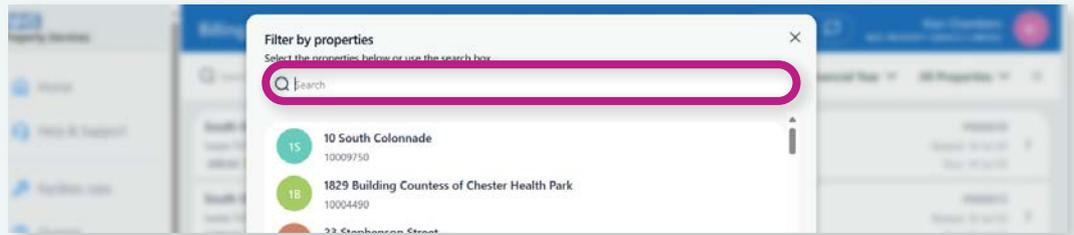


**7.** Click on an **invoice** to see more information.



**8.** Here you'll be able to see all the information contained in the invoice. Including the reference, total amount, date and status. The line items will display what has made up to total invoice balance, including the **'Billing Period'**. If you have any questions about the invoice, you can click on the **'Raise Query'** option to contact our customer service team. If you want to download the invoice, click on **'Download Invoice'**.



**For more information about Connect, visit www.property.nhs.uk/connect or contact our Customer Service Centre on customer.service@property.nhs.uk or 0808 196 2045.**