



## USER GUIDE



# 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



[connect.property.nhs.uk](https://connect.property.nhs.uk)

If you don't have an account: Request access



Email: [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk)

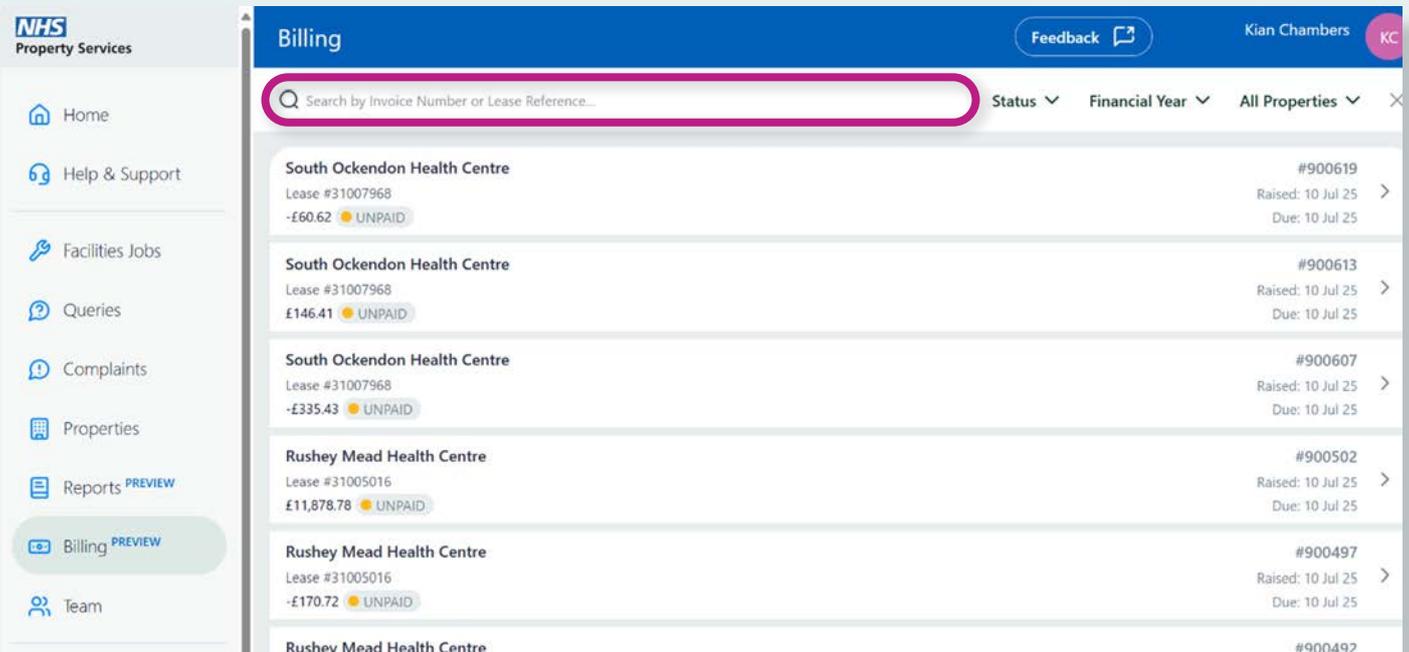
Call: **0808 196 2045**

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

The screenshot shows the NHS Property Services Connect home screen. On the left, a navigation menu includes: Home, Help & Support, Facilities Jobs, Queries, Complaints, Properties, Reports (PREVIEW), Billing (PREVIEW, highlighted with a red circle), and Team. The main content area has a 'Home' header with a 'Feedback' button and the user's name 'Kian Chambers' with a profile icon. Below the header, there are three main sections: 1. 'You can use Connect to:' with a list of actions: Report a non urgent facilities issue, Ask us a question, Raise a complaint, and Download & Request Compliance Documents. Below this list is the text 'For all urgent facilities issues please call 0808 196 2045'. 2. 'Make Every Square Metre Count' with a document preview titled 'Get more from your space' and a description: 'From analysing usage of your space, to helping you unlock the full potential of your estate. Learn how our experts can work with you every step of the way.' Below the preview is a link to 'Download your Introduction to estate optimisation and space utilisation.' 3. 'Recent Jobs' with a table of requests. The table has columns for 'Customer Portal Request', location, status, and target date. The data rows are: Canterbury Health Centre (OPEN, PS, Target: 24 Jul 25), Barking Community Hospital (OPEN, PS, Target: 23 Jul 25), Burnage Health Centre (OPEN, PS, Target: 23 Jul 25), Erith Health Centre (OPEN, PS, Target: 23 Jul 25), and Abercromby Health Centre (OPEN, PS, Target: 23 Jul 25).

## VIEWING INVOICES ON CONNECT

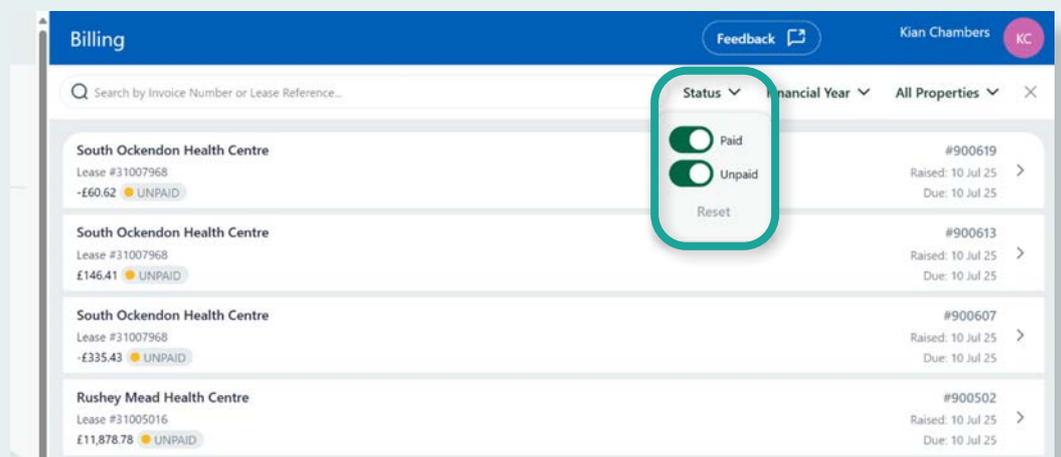
2. Here you'll be able to view all your **'Paid'** and **'Unpaid'** invoices for this and the previous financial years. Use the search bar to search by invoice number or lease reference. Only invoices for regular charges for live leases are currently surfaced in Connect for current and previous financial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



The screenshot shows the NHS Property Services Billing interface. On the left is a navigation menu with options: Home, Help & Support, Facilities Jobs, Queries, Complaints, Properties, Reports (PREVIEW), Billing (PREVIEW), and Team. The main area is titled 'Billing' and features a search bar with the placeholder text 'Search by Invoice Number or Lease Reference...'. Below the search bar are filters for 'Status', 'Financial Year', and 'All Properties'. A list of invoices is displayed, each with the following details:

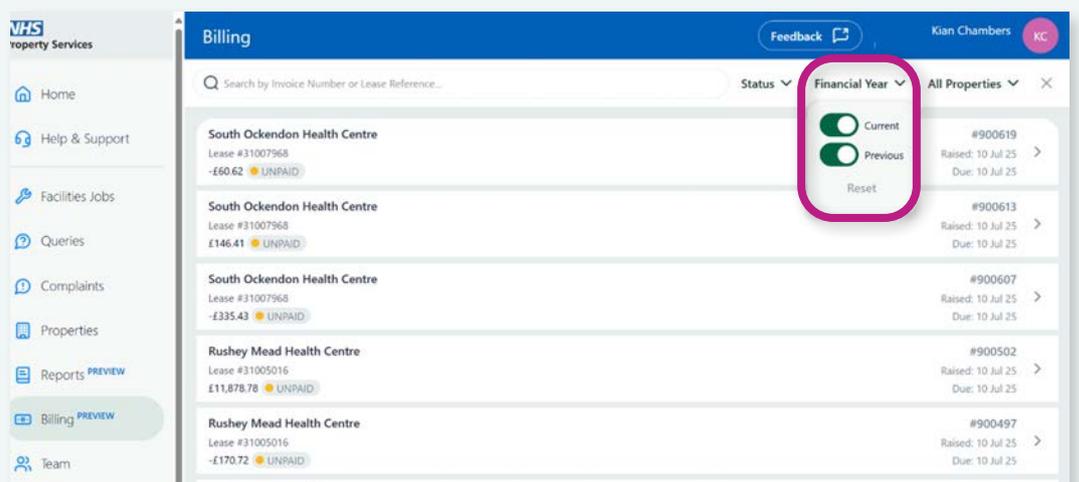
Location	Lease #	Amount	Status	Invoice #	Raised	Due
South Ockendon Health Centre	#31007968	-£60.62	UNPAID	#900619	10 Jul 25	10 Jul 25
South Ockendon Health Centre	#31007968	£146.41	UNPAID	#900613	10 Jul 25	10 Jul 25
South Ockendon Health Centre	#31007968	-£335.43	UNPAID	#900607	10 Jul 25	10 Jul 25
Rushey Mead Health Centre	#31005016	£11,878.78	UNPAID	#900502	10 Jul 25	10 Jul 25
Rushey Mead Health Centre	#31005016	-£170.72	UNPAID	#900497	10 Jul 25	10 Jul 25
Rushey Mead Health Centre				#900492		

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.



This screenshot shows the same Billing interface as above, but with the 'Status' filter dropdown menu open. The menu contains three options: 'Paid' (with a green toggle switch), 'Unpaid' (with a green toggle switch), and 'Reset'.

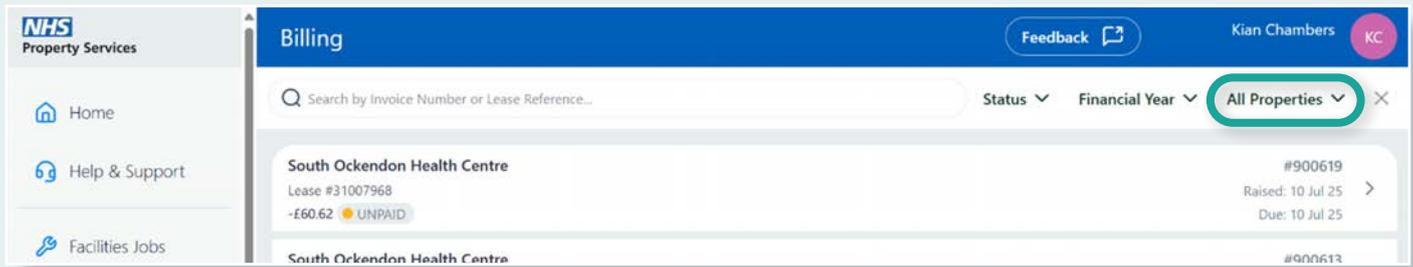
4. Click on **'Financial year'**, to filter between the current and previous financial years.



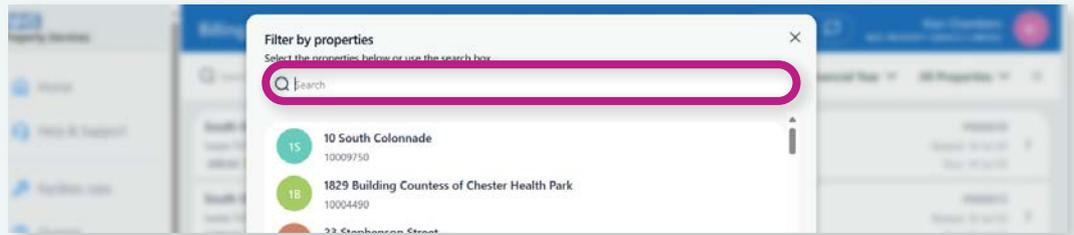
This screenshot shows the same Billing interface as above, but with the 'Financial Year' filter dropdown menu open. The menu contains three options: 'Current' (with a green toggle switch), 'Previous' (with a green toggle switch), and 'Reset'.

# VIEWING INVOICES ON CONNECT

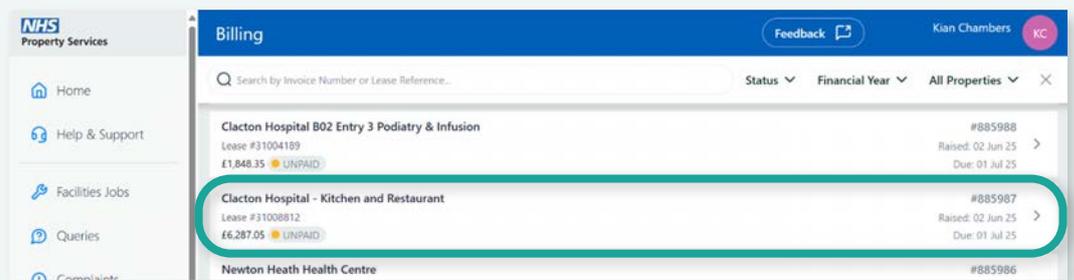
5. Click on 'All properties', to search by property.



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'.

