



## PA Guidance Notes for Virtual Wallet

This document covers the following.

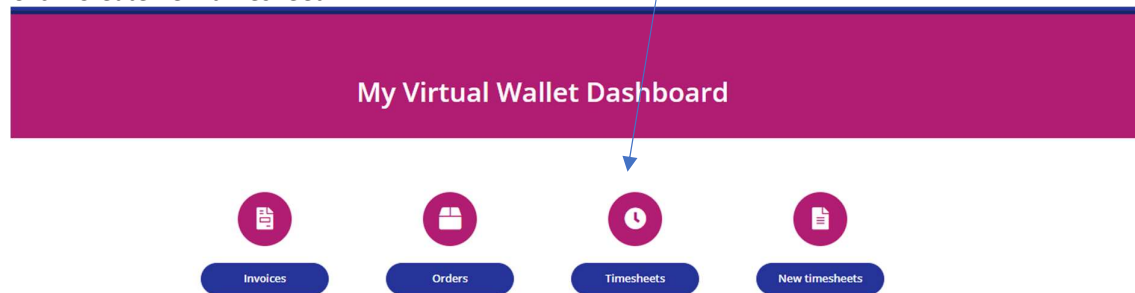
1. Submitting a new timesheet
2. Viewing your remittance document
3. Viewing/printing individual invoices

Log into [www.myvirtualwallet.co.uk](http://www.myvirtualwallet.co.uk) using the login details provided. Once you log in, you will see the Provider Dashboard.

### Submitting a new timesheet

Login to your virtual wallet account and click 'Timesheets'

Click 'Create new timesheet'.



In the drop-down box select the name of your client

Timesheets are for a week in the past and cover the period from Mon-Sun, you must only fill in a timesheet after you have finished your last appointment for the individual in that week. It is best to completed them on a Monday morning each week before 12 noon for the previous week.

Action as follows;

- Select Start date.
- 'Please select the service' click search and the service will appear underneath, select the service that applies for that week.
- Input the hours and minutes provided for each day service was delivered.
- The total will change at the bottom, you will be able to add any notes if required.
- Click 'Next' add in any mileage if its within your contract.
- Click 'Next' add in any expenses if it is within your contract.
- Click 'Next' and add in any holidays take that week if its within your entitlement.
- Once complete click 'finish'

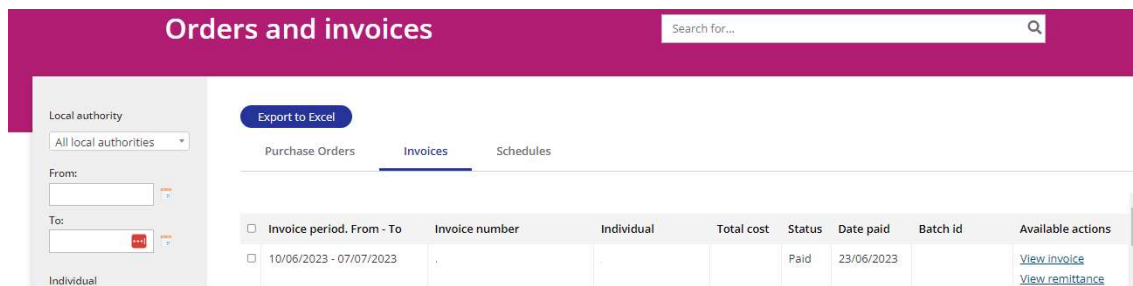
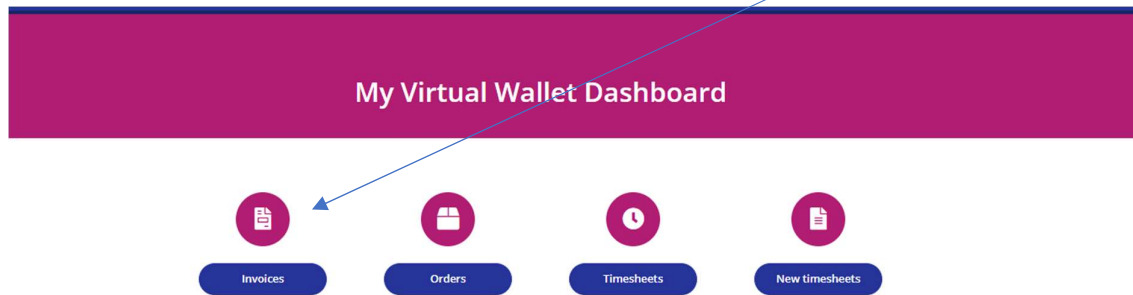
After submitting the form, your timesheet will appear here as 'Waiting Approval'. The individual will then be notified of the timesheet submission and will have the ability to accept or reject the timesheet.

Status	Timesheet number	Period	Submit date	Individual name	Local authority	Total hours	Total Amount	Action
Approved	015480	12/06/2023	15/06/2023			6.00		<a href="#">View details</a>
Approved	015440	12/06/2023	14/06/2023			2.50		<a href="#">View details</a>
Annulerd	015083	05/06/2023	08/06/2023			6.00		<a href="#">View details</a>

If the Individual rejects a timesheet, you must look at it right away or this may affect your payment. If you have made a mistake, view the details, make amendments as required and resubmit the timesheet for approval.

## Remittance

If you require to view the remittance, go to your dashboard, and select “Invoices”.



If the remittance has been created, you will see “View remittance” on the right-hand side, this will give you the option to export to excel for your records. You can also click ‘View invoice’ to the right-hand side, clicking on this will show a breakdown of the payment and will also give you the option to print summary invoice document(s) so you can save and/or print for your own records if required.

## Questions?

If you need us during the setup process or once live, we are available to support you either by telephone or email, we are available Monday – Friday, 9.00am – 5pm. You can telephone 03300 582692, email us at [info@myvirtualwallet.co.uk](mailto:info@myvirtualwallet.co.uk) or visit [www.myvirtualwallet.co.uk](http://www.myvirtualwallet.co.uk) and use the Webchat facility to chat live with a member of the team.