Provider/Client billable not showing as paid after processing reference

Click into the billable ID on the ACC pay reference – is the provider section blank or empty?

Yese

Go to the reference page the payment relates to, click VIEW IN PAYMENTS REPORT, tick the relevant billables and MARK PROVIDER PAID. *(this was caused by not selecting OPTIONAL, MARK PROVIDERS PAID before synching.)*

No

If the payment is showing as 0.00, check the provider profile to ensure a payrate has been entered.

If this relates to a pay run already processed but not yet paid, you will need to REGENERATE the tax invoices for the providers affected.

Add in the pay % then go to REPORT, put in the date provider to be paid and the provider name or ID, then APPLY. Tick all, then mark provider paid.