

# Simplifying your Tax Invoice / Statement

As part of our commitment to improving your ARCS experience, we we have redesigned and simplified key information on our Tax Invoice / Statement to help you better understand and action your bill.

We have simplified 4 key things:

- 1 Summary of services
- 2 How much you need to pay
- 3 When you need to pay by
- 4 More payment options than ever before

We know there are further improvements to make, and we're continuing work to be able to provide better clarity on the detailed service descriptions around the key areas of quantity, rate and unit of measure, to enhance them further.

We can now offer you more contactless payment options and the choice to receive your statements direct to you by email, avoiding delays and costly postage.

**Your Statement Billing address**  
The address of the property we're sending your bill to – the address we supply services to may be different.

**Your account details**  
Who received the services, your customer number, Blue Care ID, NDIS Provider Number if applicable.

**Your Account Summary**  
A summary of your past (except if this is your first ever bill) and present true opening balances, including:

- The amount you owed us when we sent your last bill
- What you paid towards that bill
- Any amount still owing ie balance brought forward which is your Opening Balance carried over to this bill from the last one
- Your new service charges for this billing period

**How to pay**  
This section, along with information on Page 2 outlines the different payment methods you can use to pay your bill, and any payment fees that might apply.

**Statement period**  
The period of time covered by this Tax Invoice /Statement.

**Due Date**  
The due date is the date you need to pay your bill.

**The amount due**  
Is how much you need to pay (including GST). The amount due can look different if:

- Your account is in credit or you don't owe us anything
- You're on a payment plan or have a direct debit set up

**Important Messages**  
We may provide useful information or tips here.

**ARCS AUSTRALIAN REGIONAL & REMOTE COMMUNITY SERVICES**

**Tax Invoice / Statement**

Statement Period  
01 Sep 20 to 30 Sep 20

**Not yet using Direct Debit?**  
Never miss a payment and avoid overdue invoices. Call our team on **1800 770 208** to set up a Direct Debit payment.

**YOUR ACCOUNT DETAILS**

Services provided to  
Mr Sam Sample

Customer Number  
ACUS123456

**DUE DATE**  
**20 OCT 20**

**AMOUNT DUE**  
**\$313.60**

**ACCOUNT SUMMARY**

<b>Previous Month</b>	
Balance Brought Forward	\$153.67
Payments Received	(\$1,492.68)
<b>Opening Balance</b>	<b>(\$1,339.01)</b>
<b>Current Month Services Provided</b>	
Residential/Retirement Living Services	\$1,652.61
<b>Total Services Payable this month</b>	<b>(\$*includes GST) \$313.60</b>

**We're here for you**  
We'll work with you to provide the home care services and support you need so you can remain independent at home and with your community. Talk to our friendly staff today. **08 8982 5200**

**HOW TO PAY**

**VISA OR MASTERCARD**  
Call **1800 976 833**  
Select **Option 5** to make a payment. Key in the Ezidebit Details when prompted or visit: [arcs.pay.ezidebit.com.au](http://arcs.pay.ezidebit.com.au)  
Ref 1234 5678 90

**DIRECT DEBIT**  
To setup direct debit via cheque, savings, credit or alternatively centrepay call **1800 770 208**

**BPAY**  
Biller Code: 300426  
Ref: 1234 5678 90  
Telephone & Internet Banking – BPAY®  
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)

1 of 3 ABN: 88 167 926 132 **1800 770 208** [arcs.org.au](http://arcs.org.au)

These statement images are for illustration and indicative only.

Mr Sam Sample | ACUS123456 | 01 Sep 20 to 30 Sep 20

*\*denotes GST inclusive*

Payments received this Month			
Date	Reference	Description	Amount
11/09/20	AREC142998	Thank you for your Payment Public Trust	(\$746.34)
25/09/20	AREC143966	Thank you for your Payment Public Trust	(\$746.34)

  

Services Provided this Month					
Residential/Retirement Living Services					
Date	Invoice	Description	Qty	Rate	Amount
30/09/20	ACFE0095525	Daily Care Fees for 1/10/2020 to 31/10/2020	31	52.25	\$1,619.75
30/09/20	ACFE0095527	Regional and Remote Fee from 1/10/2020 to 31/10/2020	31	1.06	\$32.86
<b>Total Residential Services Payable</b>					<b>\$1,653.00</b>

We're now classifying the different transactions on your bill to make it easier to understand and reconcile.

**Your detailed transaction breakdown**  
 On the third page of your bill, you'll see your detailed transactions, from payments to charges, adjustments and refunds  
 If any charge includes GST you will see an asterix (\*) in the far-right margin to indicate as such.



## Opt in for E-Statements

**Paperless statements are easy, convenient, contactless and better for the environment.**

Some clients have told us they want to go paperless and receive their statements via email. So you can now opt in to receive your Tax invoice / Statement via email. Call us on 1800 770 208 to opt in and you will start receiving ARRCs Tax invoice / Statement via email from the next available statement run.