



Marriage Celebrants Programme

August 2018

FACT SHEET: Self-service portal – Invoices and Receipts

Where can I find invoices and receipts?

1. Log into your portal - see Fact Sheet on Self-service portal
2. Click on **View Invoices & Receipts**

The screenshot shows the 'Marriage Celebrants Self Service Portal' interface. The navigation menu on the left includes: Home, Change Contact Details, **View Invoices & Receipts** (highlighted with a red box), Annual Registration Payment, Annual Registration Exemption, OPD Exemption, OPD History, Change Password, LogOut, Contact Us, and Marriage Stationery and Forms. The main content area is titled 'Your Details' and contains two sections: 'Registration Details' and 'Celebrant Details'. The 'Registration Details' section shows: ANumber: Axxxx, Registration Date: xx / xx / xxxx, and Status: Registered - Active. The 'Celebrant Details' section shows: Name: Test Name and Type of Ceremony: xxxxxxxx.

3. Scroll down the page – unpaid invoices will appear under **Current Invoice**
4. To pay through the self-service portal, either copy and paste the reference number from the table or type directly into the payment reference field, then click submit
5. You can also double click on the PDF icon to view and print your invoice and view other options to pay

- Home
- Change Contact Details
- View Invoices & Receipts**
- Annual Registration Payment
- Annual Registration Exemption
- OPD Exemption
- OPD History
- Change Password
- LogOut
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- Marriage Stationery and Forms

Invoices

Payment by Visa or Mastercard

Once payment is processed your receipt will be available below. Please allow up to a week for processing.

Please enter the Invoice Reference Number (beginning with 1611). -

Submit →

To apply for an exemption

Apply for an Annual Registration Exemption

Current Invoice

Once payment has been processed your invoice will be removed and your receipt will be available below. Please allow up to a week for processing.

	Reference Number	Invoice Type	Invoice Date	Due Date
	16111XXXXXXXXXXXX	Renewal	XX/XX/XXXX	XX/XX/XXXX

6. If an invoice has been paid the invoice will be removed and a receipt will appear under **Receipts** – double click on the PDF icon to view and print the receipt

Receipts

	Invoice Type	Date of Receipt
	Renewal	XX/XX/2018
	Renewal	XX/XX/2017
	Renewal	XX/XX/2016

What if I have already paid but my invoice is still showing?

If you believe you have paid an invoice which is still showing in the self-service portal and have not yet received a receipt for that invoice payment, please [email us](#) with a copy of your bank statement showing the name of the bank, the payment being debited from your account, and the date of the transaction. This information will help us identify and reconcile your payment.

It may take up to 3-5 business days to reconcile payments. If you have recently paid your invoice and have still not received a receipt within 3-5 business days you should follow up with the department.