"Welcome to Invoice Express. Callers please note the cut off time for calling in your invoice to start processing for payment for the following business day is 4:30pm".

"For English, press 1"
"Para informacion en espanol marque el dos"

 "Use your telephone number pad to enter information."
"To Complete your invoice, Press 1. To Check on payment, Press 2."

"To get started please enter the type of invoice. This information is in the upper left corner. Press 1 for regular or 2 for supplemental"
(if 1 is pressed)

"Your invoice is a regular invoice"
"Is this correct? Press 1 for yes or 2 for no."
(If 2 is pressed, the prompt will allow try again)

(If 2 is pressed from the regular or supplemental prompt)

"Your invoice is a Supplemental invoice"
"Is this correct? Press 1 for yes or 2 for no."
(If 2 is pressed, the prompt will allow try again)

"In the first gray shaded box is your invoice number. Please enter the first three numbers by pressing the numbers on your telephone number pad now."

"The numbers you entered are followed by a letter, a dash and six more numbers. Enter those last six numbers now."

"Enter your Payee Number found in the next gray shaded box now"

"When you submit your invoice, wait for a confirmation message or your invoice
may not have finished processing."

"Enter the page number you want to complete followed by the pound sign"

"You may now complete this page"

"For the first item, look at the gray box that has your first reference number.

The line with the reference number ending in. .."
(0001, and so on)

*With participation:
"shows what is owed you by the person to whom you provide service."

*No participation, and lines after participation:
"is authorized for..." (hours, days, each)

 "Please enter the number of (unit type) followed by the pound sign."
"You claimed... Is this correct? Press 1 for yes or 2 for no".

This allows for changes to be made to the entry.

*For monthly service only: *

"Did you provide any of this service?"
"Press 1 for yes or 2 for no."
"Did you provide all days authorized?"
"Press 1 for yes or 2 for no."

If no: "Enter the number of days you provided service followed by the pound sign."

Only for those identified as eligible

"Did you provide school holiday hours?"
"Press 1 for yes or 2 for no"
"Please enter the number of school holiday hours followed by the pound sign".
"You claimed... Is this correct? Press 1 for yes or 2 for no".

After all lines have been entered –

"Do you want to review your invoice?"
" Press 1 for yes or 2 for no"

If 1 is pressed, the invoice entries are read back. After review, or if 2 is pressed, system reads the following prompts:

"Are all items correct? Press 1 for yes or 2 for no" (Pressing 2 allows for corrections)

If 1 is pressed:
"By pressing the star key, you are submitting your invoice for payment and are claiming to have provided all services entered. Wait for a confirmation message or your invoice may not have finished processing."

"Press the star key now to submit this page for payment."
"You have successfully submitted your invoice"
"Do you want to complete another page? Press 1 for yes or 2 for no."

If 1 is pressed the process repeats for additional pages
If 2 is pressed:
"Would you like to complete a different invoice? Press 1 for yes or 2 for no."

If 1 is pressed the process repeats for a new invoice, if 2 is pressed,

"Goodbye and thank you for calling Invoice Express"

- Note: The prompts are similar for invoice review if that is the chosen option at the beginning
- If the provider takes too long to answer, the system sends them to the SSPS Support Line
- If the provider presses zero without hitting the # afterward, the system sends them to the SSPS Support Line
- The highlighted phrase is confirmation that the invoice is complete; there is no confirmation #