

How to download your OAP-submissible invoice receipts in the Client and Family Portal

There are two different types of receipts

When a payment is made toward an invoice, an automated email with a copy of a payment receipt will be sent to your email. This is a confirmation that your payment has been received.

Payment receipt example:

Grandview Kids 1461 Harwood Ave N Ajax, ON, L1T 0R3 Phone: Email: purchasedservices@grandviewkids.ca	 GrandviewKids	RECEIPT Receipt #: 699667 Invoice #: 23 Issued on: 2026-06-11
Payor: JOHN DOE		
<u>Payment Details</u>		
Payment Date:	2026-06-11	
Payment Method:	Visa	
Payment Amount:	\$632.70	
Payment Reference:	999999	
If you have any questions about your payment, please contact Grandview Kids at:		
Disclaimer: AlayaCare is not a payment processor. Responsibility for compliance with applicable laws and standards, including the standards established by the PCI Security Standards Council, is with the payment processor (FrontStream Payments) and governed by customer's contract with the payment processor.		

After fully paying an invoice, your OAP-submissible receipt will be available to download after two business days. The OAP submissible receipt differs from the payment receipt emailed to you when you made the payment, as it includes the details needed to submit to OAP.

The submissible invoice will show the:

- total invoice amount
- payment made
- details of the services
- supervising clinician

See an example of the submissible invoice below.

Submissible invoice example:

1 of 2



GrandviewKids

Bill To: JOHN DOE

Client Name: John Doe

Client ID: AC000015935

Invoice #: 23

Invoice Date: 04/30/2026

Due Date: 05/02/2026

Billing Period: 04/20/2026
04/30/2026

Invoice #23 Details

Visit Total	\$632.70	
Invoice Total		\$632.70
Credit Card payment on 05/04/2026 - Ref: Test		-\$632.70
Payment 23		

2 of 2

Supervising Behaviour Analyst: Firtname Lastname, RBA(ONT.), Reg#11111111

Invoice #23 Details

Date	Service	Employee	Quantity	Rate	Amount
04/20/2026	Evidence Based ABA Treatment	Jane Dough, ATA	3.42	185.00	632.70

Total Hours: 3.42

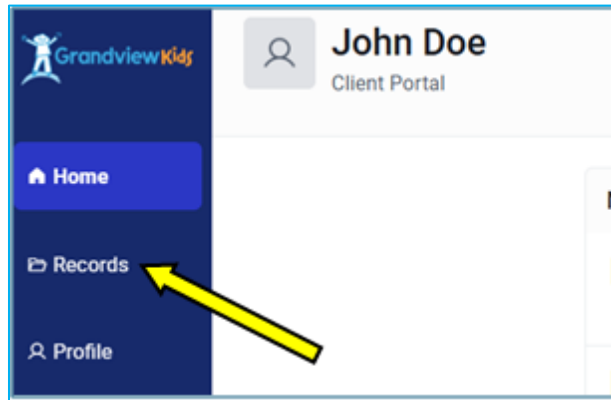
Total Visit Items: 1

Follow the steps on the next page to download your OAP-submissible receipt for a fully paid invoice.

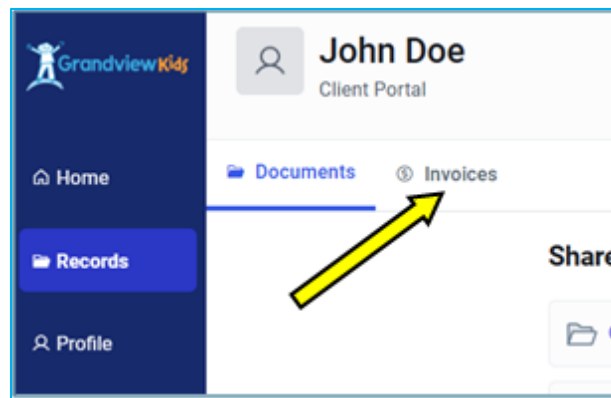
How to download your OAP-submissible receipt for a fully paid invoice

Follow the five steps outlined below:

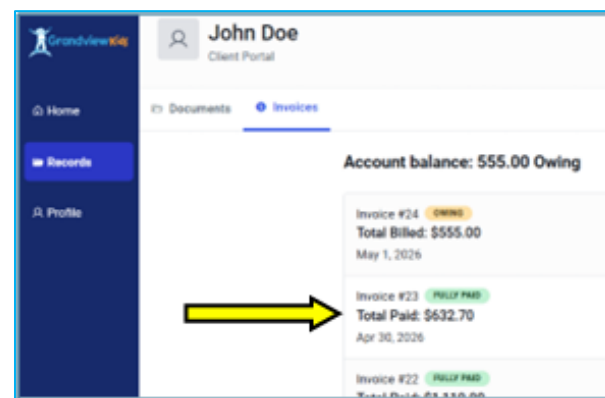
1. Two business days after making a payment, log in to the Client and Family Portal. Click on the “Records” tab to navigate to the client’s list of documents.



2. Click on “Invoices.”



3. From the client’s list of invoices, click on the “Fully Paid” invoice that you want to view the receipt for.



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4. To download the receipt, you can do either of the following:

- a. Click on the **download** button  to view the invoice as a PDF on your device.

OR

- b. Click the **print** button  to print the invoice on paper via your printer to view a physical copy.

5. The OAP-submissible receipt will show the payment details on a line below the invoice detail (see below):

Invoice #23 Details		
Visit Total	\$632.70	
Invoice Total		\$632.70
Credit Card payment on 05/04/2026 - Ref: Test		-\$632.70
Payment 23		

The updated OAP-submissible invoice receipt will be available to download within two business days. If two business days have passed and the invoice receipt has not yet been updated, please contact purchasedservices@grandviewkids.ca.

Note: OAP-submissible receipts will **not** be available for partially paid invoices. An OAP-submissible receipt will appear in the portal within two business days only after an invoice is fully paid.

Questions?

Email PurchasedServices@grandviewkids.ca.