



The Pharmacy
Guild of Australia

User Guide

Pharmacy Payment Portal

PGA Pharmacy Payment Portal

Assistance in one place: signing in and navigating the portal, submitting claims one at a time or in bulk, and after a claim is reviewed.

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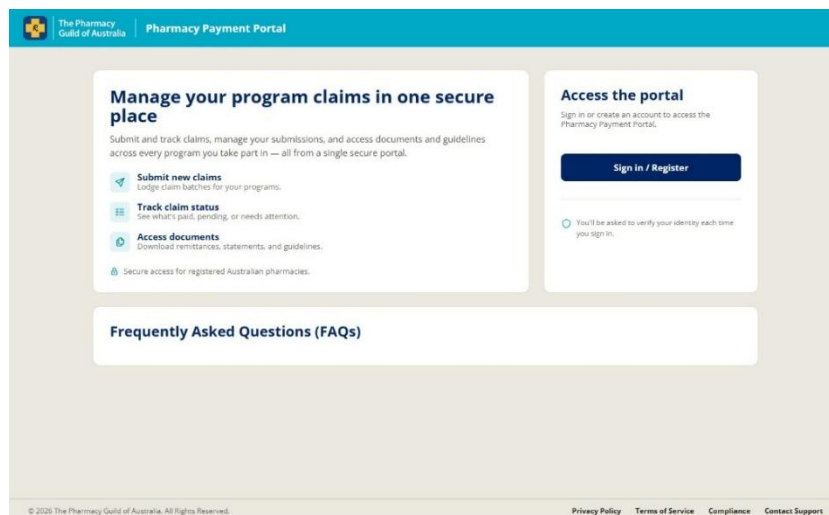
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1. Signing In & Navigating the Portal

How to sign in to the Pharmacy Payment Portal and find your way around the Home dashboard, Claims, Support, Messages and your account settings.

1.1. Sign-in from the welcome page

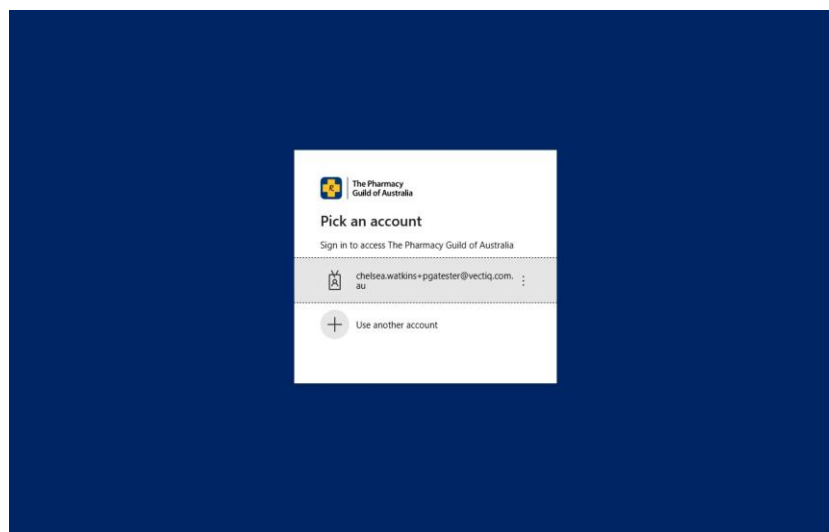
Go to the portal's welcome page and click **Sign in / Register** under "Access the portal".



You'll be asked to verify your identity every time you sign in, not only the first time.

1.2. Pick an account

If you've signed in on this browser before, you'll see your previous account listed here. Select it to continue signing in with it or choose **Use another account** to sign in as someone else. If this is your first instance of accessing the portal, select **No account? Create one**, enter the preferred email and proceed.



1.3. Enter your password

Type your password and click **Sign in**.

Forgot password? A link is available on this screen if you need to reset it.

Signing up? Enter your preferred password and Full name then proceed.

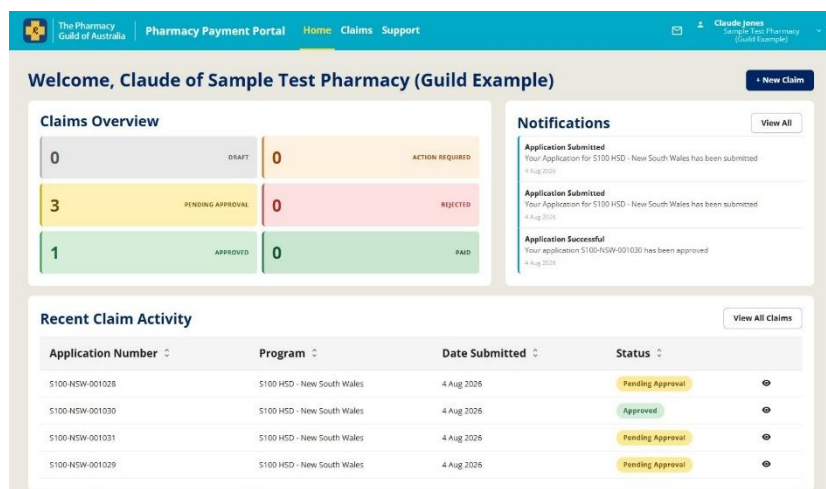
1.4. Verify your identity

Click **Email code**, then enter the one-time code you receive by email and click **Verify**.

This verification step runs on every sign-in, even when your browser already remembers your account. The code is emailed to your account's own address, so you'll need access to that inbox to complete sign-in.

1.5. Home

After verifying, you will arrive on the dashboard (Home).



The top navigation holds **Home, Claims, and Support**, plus a message icon and an account/pharmacy switcher in the top right showing your user details and your linked pharmacy currently in use.

Further down the home page, the **Claims Overview** is six running counters for your pharmacy: Draft, Action Required, Pending Approval, Rejected, Approved and Paid.

Notifications lists your most recent claim activity with a **View All** link.

Recent Claim Activity lists your newest claims with a link through to the full Claims list.

1.6. Claims

Click **Claims** in the top navigation to open the full claims list.

Application Number	Program	Date Submitted	Status
S100-NSW-001029	S100 HSD - New South Wales	4 Aug 2026	Pending Approval
S100-NSW-001028	S100 HSD - New South Wales	4 Aug 2026	Pending Approval

This is a searchable, sortable table of every claim application for your pharmacy, each column header sorts the list, and a search box filters by application number or status. The same **+ New Claim** button from the dashboard is available here too.

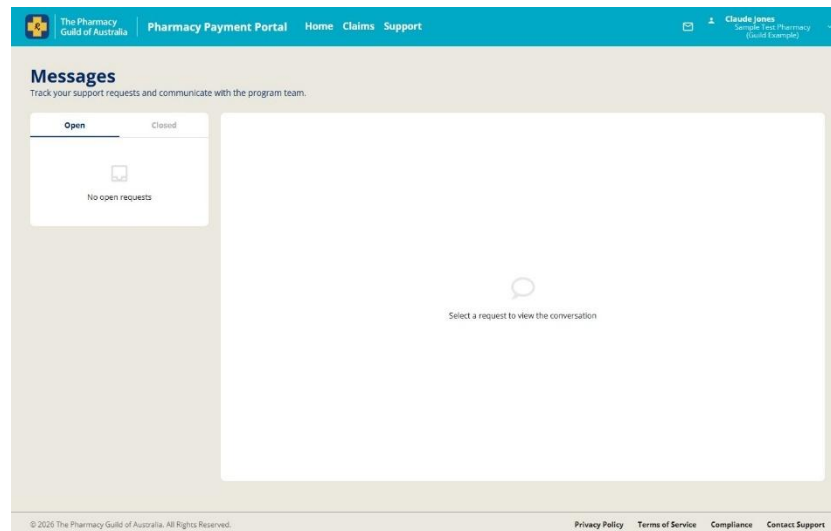
1.7. Support

Click **Support** in the top navigation to open the Support & Help Center.

Alongside an FAQ panel and a Technical Documentation card with a downloadable user guide, this page has a **Send us a message** enquiry form. It's pre-filled with your name, email and program, and requires a Topic (Submission error, Payment discrepancy, Account / Portal issues, Pharmacy Registration Issues, PBS Item issues, or Other) and a free-text Description before **Send Inquiry** becomes active. Submitting this starts a conversation in Messages.

1.8. Messages

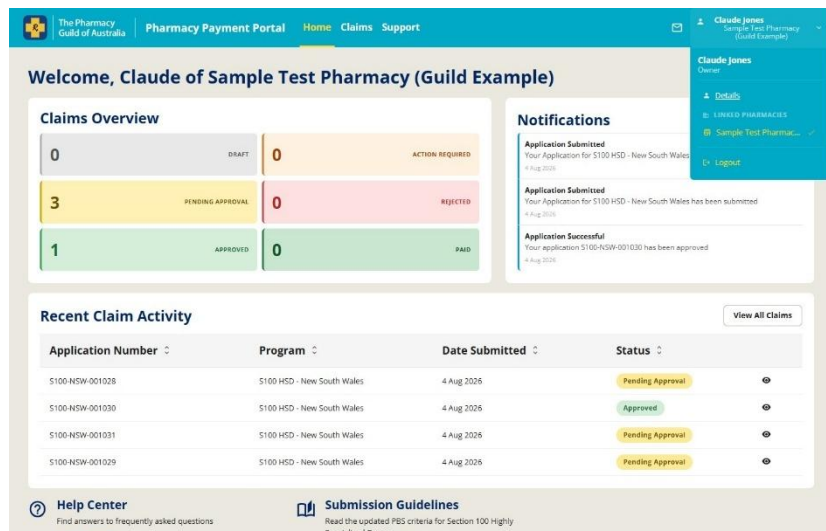
Click the envelope **Messages** icon in the top right to open your conversations with the program team.



Messages tracks every enquiry you've submitted through Support, and any replies from the program team, as a conversation thread split into **Open** and **Closed** tabs. It's a two-way channel, unlike the dashboard's Notifications panel, which is one-way system activity you can't reply to.

1.9. Account menu

Click your name/pharmacy button in the top right (for example **Claude Jones at Sample Test Pharmacy**) to open the account menu.

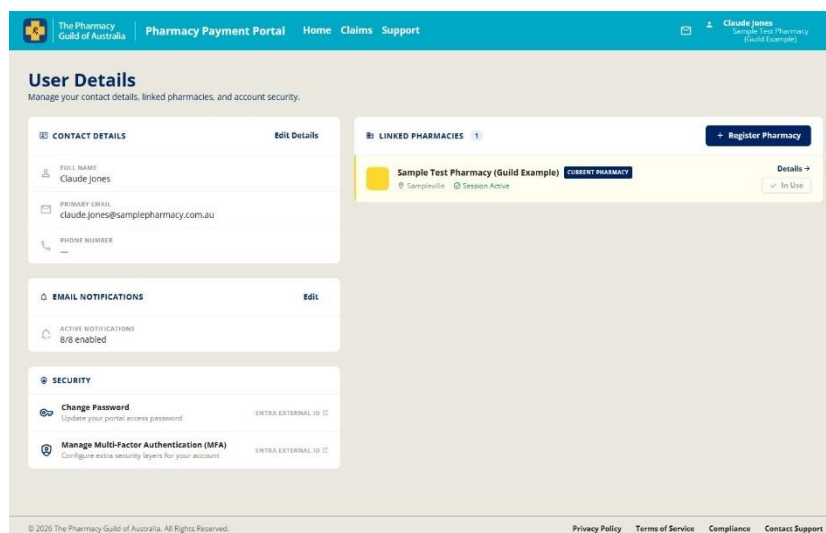


This menu shows your name and role at the pharmacy, a **Details** link through to your user profile, a **Linked Pharmacies** list of every pharmacy your login is associated with, and **Logout**.

If your login is linked to more than one pharmacy, this list is how you switch between them.

1.10. User Details

Click **Details** in the account menu to open your User Details page.



This user-level page (as opposed to the pharmacy-level record covered next) has three sections:

- **Contact Details** (full name, primary email, phone number) with an Edit Details button
- **Email Notifications**, showing how many notification types you currently have switched on
- **Security**, where Change Password and Manage Multi-Factor Authentication both hand off to the identity provider rather than being handled inside the portal.

The **Linked Pharmacies** panel here is the full list/switcher view that the account menu's list is a shortcut into. Each pharmacy card shows its name, location, a "Session Active" status on the one you're using now, and a Details link through to that pharmacy's own record.

1.11. Pharmacy Details

In the Linked Pharmacies panel, click **Details** on a pharmacy card to open its full record.

The screenshot shows the 'Sample Test Pharmacy (Guild Example)' details page. The page has a teal header with navigation links: 'The Pharmacy Guild of Australia', 'Pharmacy Payment Portal', 'Home', 'Claims', and 'Support'. A user profile 'Claude Jones' is in the top right. The main content area is divided into three sections: 'PHARMACY INFORMATION', 'BANK ACCOUNT DETAILS', and 'ASSOCIATED USERS'. Each section has an 'Edit' button. The 'PHARMACY INFORMATION' section contains fields for Pharmacy Name, Legal Name, ABN, Section 90 Number, Phone, Jurisdiction, Primary Contact, and Pharmacy Address. The 'BANK ACCOUNT DETAILS' section contains fields for Account Name, BSB, Account Number, and Eftsure Status. The 'ASSOCIATED USERS' section has an 'Add New User' button.

PHARMACY INFORMATION	
PHARMACY NAME	Sample Test Pharmacy (Guild Example)
LEGAL NAME	THE PHARMACY GUILD OF AUSTRALIA
ABN	8451969143
SECTION 90 NUMBER	9912345X
PHONE	---
JURISDICTION	NSW
PRIMARY CONTACT	Claude Jones
PHARMACY ADDRESS	42 Example Street Sampleville 2650

BANK ACCOUNT DETAILS	
ACCOUNT NAME	EFTSURE EXAMPLE ACCOUNT
BSB	062-000
ACCOUNT NUMBER	****5678
EFTSURE STATUS	Verified

ASSOCIATED USERS

Add New User

This is the pharmacy-level record, separate from your personal User Details page, it's where the pharmacy's own business and banking data live.

- **Pharmacy Information** covers Pharmacy Name, Legal Name, ABN, Section 90 Number, Phone, Jurisdiction, Primary Contact and Address, all behind a single Edit button.
- **Bank Account Details** shows Account Name, BSB, a masked Account Number and an Eftsure Status badge.
 - Only Owners of the pharmacy can see bank details. All other roles have banking details redacted.

An unverified Eftsure status blocks claim submission for that pharmacy. Pharmacies can change bank details at any time, the Team will routinely check for validation of new records.

1.12. Associated Users

Scroll down the pharmacy record to the Associated Users section.

The screenshot displays the 'Pharmacy Payment Portal' interface. At the top, there's a navigation bar with 'Home', 'Claims', and 'Support'. The user 'Claude Jones' is logged in. The main content area is divided into three sections:

- Pharmacy Details:** Includes fields for PHONE (84519669143), JURISDICTION (NSW), PRIMARY CONTACT (Claude Jones), and PHARMACY ADDRESS (42 Example Street, Sampleville 2650). There's a 'View 1 Users' link.
- BANK ACCOUNT DETAILS:** Shows ACCOUNT NAME (EFTSURE EXAMPLE ACCOUNT), BSB (062-000), ACCOUNT NUMBER (*****678), and EFTSURE STATUS (Verified). An 'Edit' button is present.
- ASSOCIATED USERS:** Features a table with columns for NAME, ROLE, EMAIL ADDRESS, and ACTIONS. It includes filters for Role (All) and Sort (Name A-Z). A table with one user, Claude Jones (Owner), is shown. An 'Add New User' button is at the top right of this section.

At the bottom, there's a footer with copyright information and links to Privacy Policy, Terms of Service, Compliance, and Contact Support.

This is the pharmacy's user and permissions area, there's no separate "Team" or "Permissions" page; it lives at the bottom of each pharmacy's own Details page.

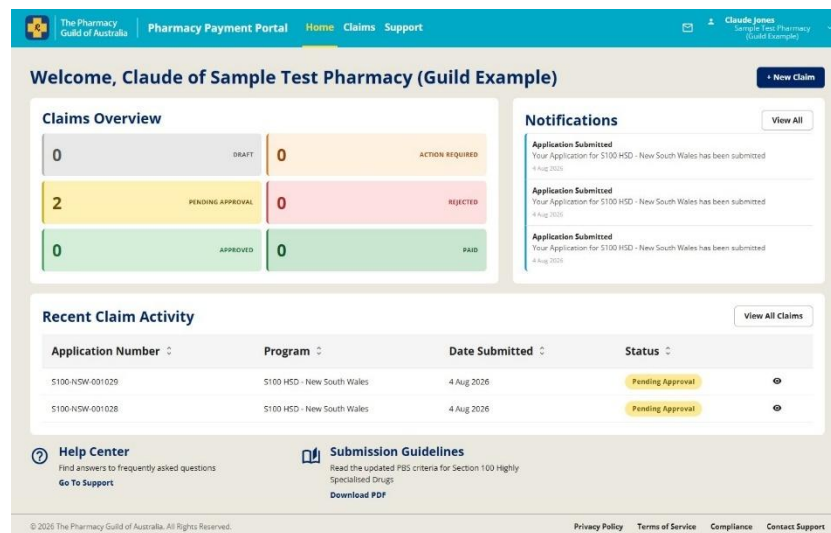
An **Add New User** button invites a new user against this pharmacy. A **Role** filter (Owner / Admin / User) and a **Sort** control (Name A-Z, Name Z-A, Role) govern the list, which shows each user's initials, name, role and email address.

2. Submitting Claims

How to submit a single claim, and how to submit many claims at once with Bulk Upload.

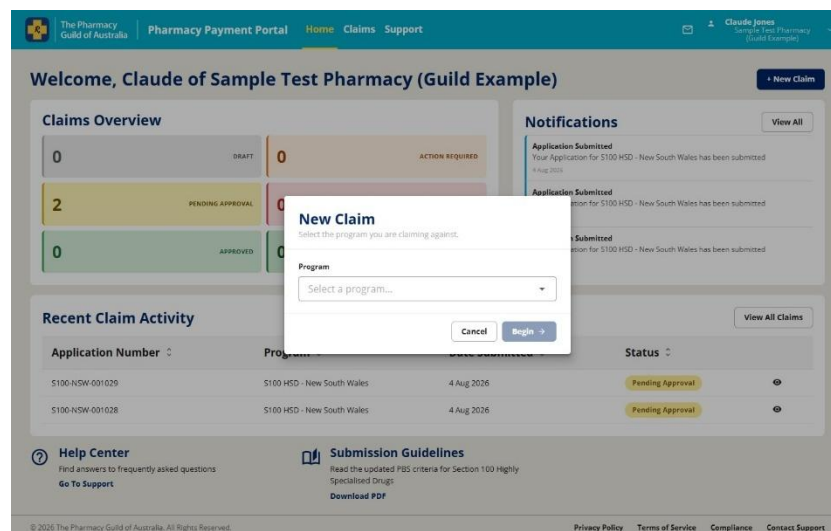
1.1. Start a new claim

From the dashboard, click **+ New Claim** in the top right, next to the welcome heading.



1.2. Choose a program

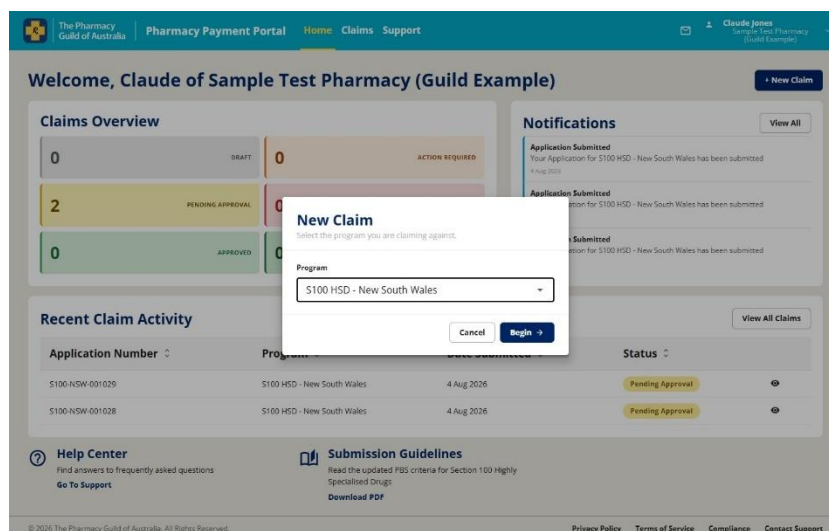
In the "New Claim" dialog, click the "Select a program..." dropdown.



The Program dropdown lists only the programs your pharmacy is registered for, not a fixed universal list. **Begin** stays disabled until a program is chosen.

1.3. Begin the claim

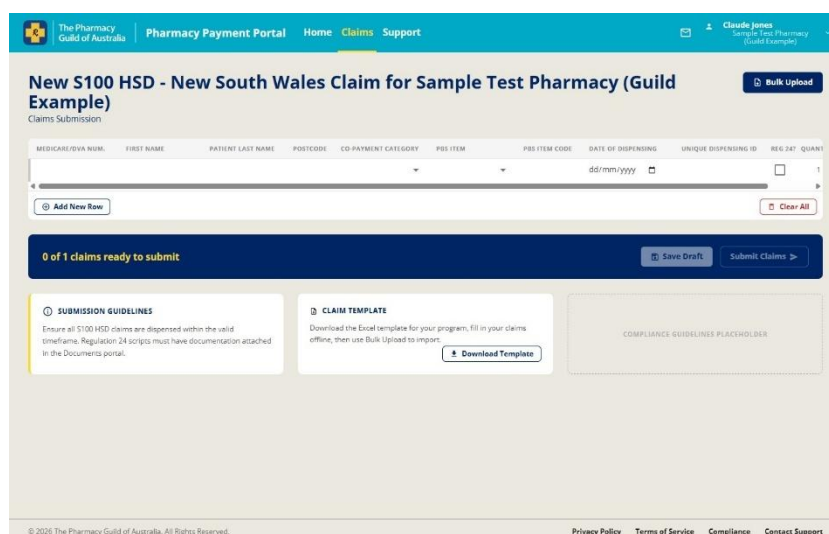
Select your program from the list, then click **Begin**.



Choosing a program enables **Begin**. Clicking it opens a new claim entry page scoped to that program and pharmacy.

1.4. Review the claim entry row

On the new claim page, review the blank claim row and its columns before entering data.



Claims are entered as one spreadsheet-style row per patient dispensing. **Add New Row** adds further rows to the same submission, and **Bulk Upload** in the top right lets you import many rows at once instead, covered later in this section. The footer tracks how many rows are ready to submit; both **Save Draft** and **Submit Claims** stay disabled until every visible validation error is cleared. A claim can be saved as a **Draft** at any point while you're filling it in, not only after it's been submitted and returned for changes.

1.5. Enter the patient's Medicare or DVA number

Enter the patient's Medicare or DVA number, first name, last name and postcode, then choose a Co-Payment Category.

The screenshot displays the Pharmacy Payment Portal interface. At the top, there's a navigation bar with 'The Pharmacy Guild of Australia' logo, 'Pharmacy Payment Portal', and links for 'Home', 'Claims', and 'Support'. A user profile for 'Claude Jones' is visible in the top right. The main heading is 'New \$100 HSD - New South Wales Claim for Sample Test Pharmacy (Guild Example)', with a 'Bulk Upload' button. Below this is a 'Claims Submission' section with a table of claim items. The table has columns: MEDICARE/DVA NUM., FIRST NAME, PATIENT LAST NAME, POSTCODE, CO-PAYMENT CATEGORY, PBS ITEM, PBS ITEM CODE, DATE OF DISPENSING, UNIQUE DISPENSING ID, REG 247, and QUANTITY. The first row shows '2123 45652 0/1' in the Medicare/DVA field, 'Baker' in the last name field, '2010' in the postcode field, 'General' in the co-payment category, and 'Required' in the PBS item field. Below the table are 'Add New Row' and 'Clear All' buttons. A status bar indicates '0 of 1 claims ready to submit' with 'Save Draft' and 'Submit Claims' buttons. Below the status bar are three sections: 'SUBMISSION GUIDELINES' (explaining the 11-digit Medicare number format), 'CLAIM TEMPLATE' (with a 'Download Template' button), and a 'COMPLIANCE GUIDELINES PLACEHOLDER' box. The footer contains copyright information and links for 'Privacy Policy', 'Terms of Service', 'Compliance', and 'Contact Support'.

There's one combined field for either a Medicare or a DVA number, with no separate IRN field and no placeholder text shown on screen. The field auto-formats digits as you type and validates after. A Medicare number needs **11 digits**: 8 identifier digits, 1 checksum digit, and a 2-digit reference number, which the field displays with a slash between the last two digits (for example 1234 56789 0/1). Enter a valid DVA number as presented on DVA Cards, no spaces required. Co-Payment Category offers two options: concessional and general.

1.6. Complete the remaining fields

Open the PBS Item dropdown and select a medicine, then fill in Date of Dispensing, Unique Dispensing ID, tick Reg 24? if it applies, and set Quantity.

New S100 HSD - New South Wales Claim for Sample Test Pharmacy (Guild Example)

Claims Submission

ICARE/DVA NUM	FIRST NAME	PATIENT LAST NAME	POSTCODE	CO-PAYMENT CATEGORY	PBS ITEM	PBS ITEM CODE	DATE OF DISPENSING	UNIQUE DISPENSING ID	REG 24?	QUANTITY
45632 01	Priya	Baker	2010	General	Clozapine 1...	10358E	20/06/2026	IND-CLM-002	☒	4

[Add New Row](#) [Clear All](#)

1 of 1 claims ready to submit [Save Draft](#) [Submit Claims](#)

SUBMISSION GUIDELINES

Ensure all S100 HSD claims are dispensed within the valid timeframe. Regulation 24 scripts must have documentation attached in the Documents portal.

CLAIM TEMPLATE

Download the Excel template for your program, fill in your claims offline, then use Bulk Upload to import.

[Download Template](#)

COMPLIANCE GUIDELINES PLACEHOLDER

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The PBS Item dropdown's contents are governed by the selected program, not a fixed universal PBS list. Selecting an item auto-fills the read-only PBS Item Code field. Date of Dispensing is a plain date picker that rejects future dates.

Once every required field on the row validates, the row counter updates, and both **Save Draft** and **Submit Claims** become enabled.

1.7. Submit the claim

Click **Submit Claims** at the bottom of the form.

The screenshot shows the Pharmacy Payment Portal interface. A modal dialog titled 'Submit Claims' is open, displaying '1 of 1 claim ready to submit'. The dialog contains a declaration text: 'I declare that the claims included in this submission are accurate and complete to the best of my knowledge. All dispensing records are held on file and available for audit upon request. I understand that submitting false or misleading claims may result in the recovery of payments and further action.' Below this is a checkbox labeled 'By checking this box I agree to all of the above declarations and confirm all of the above statements to be true'. The 'Submit' button is disabled until the checkbox is checked. The background shows a table with columns: HSC/DVA NUM, FIRST NAME, PATIENT LAST NAME, POSTCODE, CO-PAYMENT CATEGORY, PBS ITEM, PBS ITEM CODE, DATE OF DISPENSING, UNIQUE DISPENSING ID, REG 241, and QUANTITY. The table contains one row with data: 45652 011, Pnya, Baker, 2010, General, Clozapine 1..., 10358E, 20/06/2026, IND-CLM-002, and 4.

This opens a declaration dialog acting as the review-before-submit step. It restates how many claims are in the batch and requires an audit/accuracy declaration to be ticked before Submit becomes clickable, it doesn't otherwise re-list your entered values for a line-by-line review.

1.8. Confirm the declaration

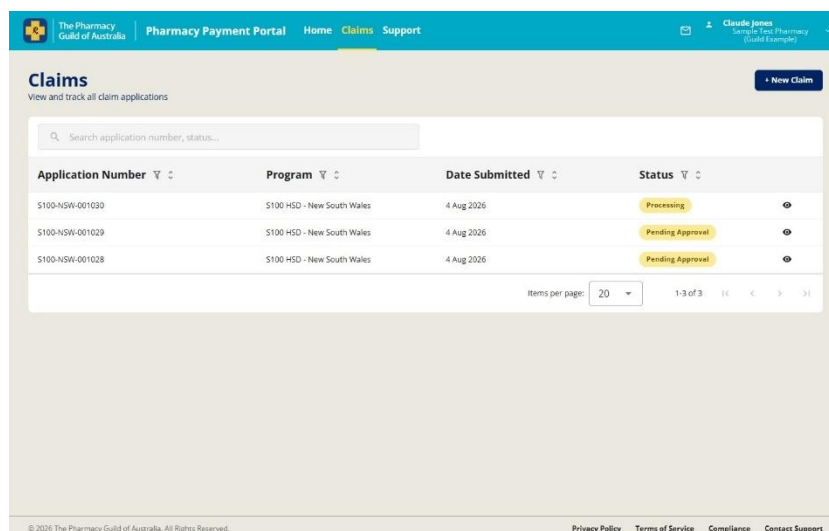
Tick the declaration checkbox to enable the Submit button.

This screenshot is identical to the previous one, but the checkbox in the 'Submit Claims' dialog is now checked, and the 'Submit' button is no longer disabled.

Click **Submit** to finalise the submission.

1.9. Confirmation

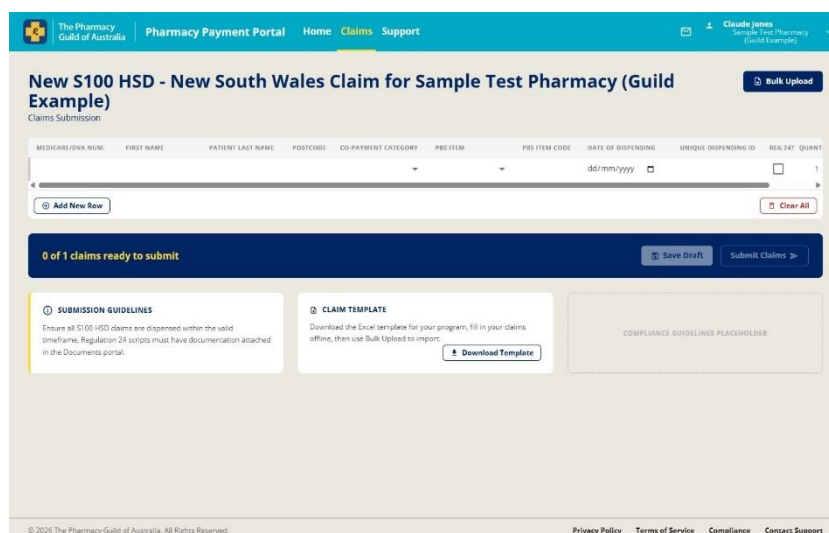
On success you're taken to the Claims list with the new claim at the top, given a new application number and a status of **Processing**. There's no dedicated confirmation screen, the updated Claims list is the confirmation.



3. Submit multiple claims via Bulk Upload

2.1. Open Bulk Upload

From the same claim entry screen described above, click **Bulk Upload** in the top right instead of filling in the form by hand.



A **Download Template** link on this screen provides the Excel template with the exact columns the upload expects: Medicare/DVA number, patient name, postcode, Co-Payment category, PBS item, dispensing date, unique dispensing ID, Reg 24, and quantity.

2.2. Complete the required details and Upload file

Enter the claim details as required. As mentioned in previous step, Medicare/DVA number, patient name, postcode, Co-Payment category, PBS item, dispensing date, unique dispensing ID, Reg 24, and quantity is available for completion in the new template.

THE PHARMACY GUILD OF AUSTRALIA

On completion, upload the file to the portal as an attachment.

Note, the previous iterations of the bulk upload template will not be accepted by the system and will not validate details. The bulk upload template accepts quantity of Reg24 per patient, duplicate rows are not required.

2.3. Review the imported rows

Review the editable preview table that appears, with one row per patient from your spreadsheet, then check the ready-to-submit count at the bottom.

New \$100 HSD - New South Wales Claim for Sample Test Pharmacy (Guild Example)

Claims Submission

MEDICARE/IDVA NUM	FIRST NAME	PATIENT LAST NAME	POSTCODE	CO-PAYMENT CATEGORY	PBS ITEM	PBS ITEM CODE	DATE OF DISPENSING	UNIQUE DISPENSING ID	REG 247	QUANT
2123 45670 1/1	Alex	Nguyen	2000	General	Clozapine 1...	10358E	11/07/2026	BULK-A1	☒	3
2123 45670 1/2	Priya	Baker	2010	General	Clozapine 1...	10358E	12/07/2026	BULK-A2	☒	4
2123 45670 1/3	Sam	Carter	2020	Concessional	Clozapine 1...	10358E	13/07/2026	BULK-A3	☐	1
2123 45670 1/4	Mia	Dawson	2030	General	Clozapine 1...	10358E	14/07/2026	BULK-A4	☒	5
2123 45670 1/5	Noah	Ellis	2040	Concessional	Clozapine 1...	10358E	15/07/2026	BULK-A5	☐	1

5 of 5 claims ready to submit

[Add New Row](#) [Clear All](#) [Save Draft](#) [Submit Claims](#)

SUBMISSION GUIDELINES
Ensure all \$100 HSD claims are dispensed within the valid timeframe. Regulation 24 scripts must have documentation attached in the Documents panel.

CLAIM TEMPLATE
Download the Excel template for your program, fill in your claims offline, then use Bulk Upload to import.

[Download Template](#)

COMPLIANCE GUIDELINES PLACEHOLDER

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Every field in every row is editable directly in this table before submission, and rows can be added or removed without re-uploading the file.

2.4. Submit the batch

Click **Submit Claims**, tick the declaration checkbox, then click **Submit** — the same declaration step described above.

Claims

View and track all claim applications

[New Claim](#)

Search application number, status...

Application Number	Program	Date Submitted	Status
\$100-NSW-001031	\$100 HSD - New South Wales	4 Aug 2026	Processing
\$100-NSW-001030	\$100 HSD - New South Wales	4 Aug 2026	Pending Approval
\$100-NSW-001029	\$100 HSD - New South Wales	4 Aug 2026	Pending Approval
\$100-NSW-001028	\$100 HSD - New South Wales	4 Aug 2026	Pending Approval

Items per page: 20 1-4 of 4

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A bulk upload of several patients becomes **one application record with one application number** not a separate claim per row, just as the Primary claim method is. It shows the same "Processing" status a single claim gets immediately after submission.

2.5. Review the batch claim

To review submitted claims, click **View** on the application to see every patient row it contains.



The Pharmacy
Guild of Australia

[Pharmacy Payment Portal](#)
[Home](#)
[Claims](#)
[Support](#)



Claude Jones
Sample Test Pharmacy
(David Example)

S100 HSD - New South Wales Claim for Sample Test Pharmacy (Guild Example)

Claim View


CLAIM DETAILS

APPLICATION NUMBER S100-NSW-001931	STATUS Pending Approval	PROGRAM S100 HSD - New South Wales	SUBMITTED ON 4 Aug 2026, 02:02 pm	SUBMITTED BY Claude Jones
---------------------------------------	----------------------------	---------------------------------------	--------------------------------------	------------------------------

MEDICARE/IVA NUM.	FIRST NAME	PATIENT LAST NAME	POSTCODE	CO-PAYMENT CATEGORY	PBS ITEM	PBS ITEM CODE	DATE OF DISPENSING	UNIQUE DISPENSING ID	REG DAT	QUANTITY
21234567011	Alex	Nguyen	2000	General	Clozapine 100 Mg Tablet, 100	10358E	11/07/2026	BULK-A1	✓	3
21234567012	Priya	Baker	2010	General	Clozapine 100 Mg Tablet, 100	10358E	12/07/2026	BULK-A2	✓	4
21234567013	Sam	Carter	2020	Concessional	Clozapine 100 Mg Tablet, 100	10358E	13/07/2026	BULK-A3	✗	1
21234567014	Mia	Dawson	2030	General	Clozapine 100 Mg Tablet, 100	10358E	14/07/2026	BULK-A4	✓	5
21234567015	Noah	Ellis	2040	Concessional	Clozapine 100 Mg Tablet, 100	10358E	15/07/2026	BULK-A5	✓	1

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The claim detail view lists every patient/dispensing row from the original upload as its own line in a table, alongside the single application-level status, program and submission metadata.

4. Claim Outcomes: Approval, Return & Resubmission

What happens after you submit a claim: how to read an approved claim, respond to one returned for changes, and resubmit it.

3.1. Check claim statuses

Open the Claims list to see the outcome of a submitted claim.



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Guild of Australia

Pharmacy Application Portal

Home

Claims

Support



Claude Jones
Sample Test Pharmacy
(Valid Example)

Claims

View and track all claim applications

[+ New Claim](#)

Application Number	Program	Date Submitted	Status
S100-NSW-001030	S100 HSD - New South Wales	4 Aug 2026	Approved
S100-NSW-001028	S100 HSD - New South Wales	4 Aug 2026	Action Required
S100-NSW-001031	S100 HSD - New South Wales	4 Aug 2026	Pending Approval
S100-NSW-001029	S100 HSD - New South Wales	4 Aug 2026	Pending Approval

Items per page:
1-4 of 4

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Status moves from Processing to Pending Approval, Approved, or Action Required as a claim goes through review. An **Approved** row keeps its View button, while an **Action Required** row's action button changes to **Edit**

3.2. View an approved claim

Click **View** on an approved claim to see its outcome.

Pharmacy Payment Portal

Home

Claims

Support

Claude Jones

Sample Test Pharmacy (Guild Example)

S100 HSD - New South Wales Claim for Sample Test Pharmacy (Guild Example)

Claim View

CLAIM DETAILS

APPLICATION NUMBER

5100-NSW-001938

STATUS

Approved

PROGRAM

S100 HSD - New South Wales

SUBMITTED ON

4 Aug 2026, 01:53 pm

SUBMITTED BY

Claude Jones

PAYMENT AMOUNT

\$122.35

MEDICARE/OVA NUM.	FIRST NAME	PATIENT LAST NAME	POSTCODE	CO-PAYMENT CATEGORY	PBS ITEM	PBS ITEM CODE	DATE OF DISPENSING	UNIQUE DISPENSING ID	REG DAT	QUANTITY
21234565201	Priya	Baker	2010	General	Clozapine 100 Mg Tablet, 100	10358E	20/06/2026	IND-CLM-002	✓	4

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An approved claim's detail page adds a **Payment Amount** field that isn't present while a claim is still pending, showing what will be paid for that application.

3.3. Open a returned claim

Click **Edit** on an Action Required claim to see what a reviewer needs changed.

Pharmacy Payment Portal

Home

Claims

Support

Claude Jones

Sample Test Pharmacy (Guild Example)

S100 HSD - New South Wales Claim for Sample Test Pharmacy (Guild Example)

Claims Submission

Bulk Upload

Action Required

Hello, please change the first name to Sally and resubmit.

Kind regards,
The Team

MEDICARE/OVA NUM.	FIRST NAME	PATIENT LAST NAME	POSTCODE	CO-PAYMENT CATEGORY	PBS ITEM	PBS ITEM CODE	DATE OF DISPENSING	UNIQUE DISPENSING ID	REG DAT	QUANTITY
2801 32846 6/8	Alice	Nguyen	2000	Concessional	Clozapine 1...	10358E	01/08/2026	UDI-0001	☐	1
NSM123456	Ben	Carter	2010	General	Darunavir 6...	10329P	01/08/2026	UDI-0002	☐	1
4254 01751 3/9	Chloe	Davies	2150	Concessional	Entecavir 1 ...	10353X	01/08/2026	UDI-0003	☐	1

Add New Row

Clear All

3 of 3 claims ready to submit

Saved just now

Save Draft

Submit Claims

SUBMISSION GUIDELINES

Ensure all S100 HSD claims are dispensed within the valid timeframe. Regulation 24 scripts must have documentation attached in the Documents portal.

CLAIM TEMPLATE

Download the Excel template for your program, fill in your claims offline, then use Bulk Upload to import.

Download Template

COMPLIANCE GUIDELINES PLACEHOLDER

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An **Action Required** claim opens directly into the editable claim entry screen, with a message banner at the top explaining what needs correcting. The message is free text **written by the reviewer**, not a fixed system reason, so read it carefully before editing.

3.4. Make the correction

Correct the field the reviewer's message asks for directly in the row, then click **Save Draft** should you wish to return to the claim prior to submitting.

S100 HSD - New South Wales Claim for Sample Test Pharmacy (Guild Example) [Bulk Upload](#)

Action Required
Hello, please change the first name to Sally and resubmit.
Kind regards,
The Team

MEDICARE/OWA NUM.	FIRST NAME	PATIENT LAST NAME	POSTCODE	CO-PAYMENT CATEGORY	PBS ITEM	PBS ITEM CODE	DATE OF DISPENSING	UNIQUE DISPENSING ID	RSQ 247	QUANT
2801 32848 6/8	Sally	Nguyen	2000	Concessional	Clozapine 1...	10358E	01/08/2026	UDI-0001	☐	1
NSM123456	Ben	Carter	2010	General	Darunavir 6...	10329P	01/08/2026	UDI-0002	☐	1
4354 01751 3/9	Chloe	Davies	2150	Concessional	Entecavir 1...	10353X	01/08/2026	UDI-0003	☐	1

[Add New Row](#) [Clear All](#)

3 of 3 claims ready to submit [Save Draft](#) [Submit Claims](#)

SUBMISSION GUIDELINES
Ensure all S100 HSD claims are dispensed within the valid timeframe. Regulation 24 scripts must have documentation attached in the Documents portal.

CLAIM TEMPLATE
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[Download Template](#)

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Save Draft keeps the claim out of the review queue while you make corrections; it doesn't resubmit it. A claim can be saved as a draft at any point while you're filling it in, not only when it's been returned for changes. The button greys out once there's nothing new to save, and a "Saved just now" note confirms the save.

3.5. Confirm the draft

Leave the claim without submitting, then check the Claims list.

Claims [New Claim](#)

View and track all claim applications

Search application number, status...

Application Number	Program	Date Submitted	Status	
S100-NSW-001028	S100 HSD - New South Wales	4 Aug 2026	Draft	Edit
S100-NSW-001030	S100 HSD - New South Wales	4 Aug 2026	Approved	View
S100-NSW-001031	S100 HSD - New South Wales	4 Aug 2026	Pending Approval	View
S100-NSW-001029	S100 HSD - New South Wales	4 Aug 2026	Pending Approval	View

Items per page: 20 1-4 of 4

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Saving without submitting moves the claim's status to **Draft**, replacing Action Required. A Draft claim's row shows an Edit button, not View, since it still needs to be resubmitted.

3.6. Resubmit the claim

Reopen the draft, confirm your correction is still there, then click **Submit Claims**, tick the declaration checkbox, and click **Submit**.

The screenshot shows the 'Submit Claims' modal in the Pharmacy Payment Portal. The modal is titled 'Submit Claims' and has a green status bar indicating '3 of 3 claims ready to submit'. Below this, there is a 'Declaration' section with the following text: 'I agree to:' followed by a bulleted list of conditions. Below that, there is a 'I declare that:' section with another bulleted list. At the bottom, there is a checkbox labeled 'By checking this box I agree to all of the above declarations and confirm all of the above statements to be true'. To the right of the modal, a table of claims is visible, showing columns for 'MEDICARE/OWN NUM.', 'FIRST NAME', 'PATIENT', 'DISPENSING', 'UNIQUE DISPENSING ID', 'RES. DAT.', and 'QUANT.'. The table contains three rows of data.

Reopening a draft shows the same reviewer message and editable table as before, with your correction already saved in place. Resubmitting goes through the same declaration step as any other claim submission.

3.7. Resubmission confirmed

Once you've returned to the Claims list, the corrected claim will show status as Processing once again.

The screenshot shows the 'Claims' list in the Pharmacy Payment Portal. The table has columns for 'Application Number', 'Program', 'Date Submitted', and 'Status'. The 'Status' column shows four different statuses: 'Processing' (highlighted in yellow), 'Approved' (highlighted in green), and two 'Pending Approval' (highlighted in yellow). The 'Processing' status is the one that appears after resubmission.

Application Number	Program	Date Submitted	Status
S100-NSW-001028	S100 HSD - New South Wales	4 Aug 2026	Processing
S100-NSW-001030	S100 HSD - New South Wales	4 Aug 2026	Approved
S100-NSW-001031	S100 HSD - New South Wales	4 Aug 2026	Pending Approval
S100-NSW-001029	S100 HSD - New South Wales	4 Aug 2026	Pending Approval

A resubmitted claim re-enters the review queue from the start, showing **Processing** immediately after submission, the same as a new claim.

3.8. Claim processed and paid

Upon completion of claim processing and payment, users will be notified that their claim has been paid.

The Pharmacy
Guild of Australia

Pharmacy Payment Portal

Home

Claims

Support

Claude Jones
Sample Test Pharmacy
(Guild Example)

S100 HSD - New South Wales Claim for Sample Test Pharmacy (Guild Example)

Claim View

CLAIM DETAILS

Download RCTI

APPLICATION NUMBER	STATUS	PROGRAM	SUBMITTED ON	SUBMITTED BY	PAYMENT AMOUNT
S100-NSW-001030	Paid	S100 HSD - New South Wales	4 Aug 2026, 01:53 pm	Claude Jones	\$122.35

MEDICARE/DVA NUM.	FIRST NAME	PATIENT LAST NAME	POSTCODE	CO-PAYMENT CATEGORY	PBS ITEM	PBS ITEM CODE	DATE OF DISPENSING	UNIQUE DISPENSING ID	REG 247	QUANTITY
21234565201	Priya	Baker	2010	General	Clozapine 100 Mg Tablet, 100	10358E	20/06/2026	IND-CLM-002	✓	4

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3.9. Obtaining RCTI Document

To collect your RCTI at completion of claim, the file can be downloaded directly from the portal by locating the application, viewing and downloading the file.

The Pharmacy
Guild of Australia

The Pharmacy Guild of Australia
Level 2, 15 National Circuit
Barton ACT 2600
PO Box 310, Fyshwick ACT 2609
ABN 84 519 669 143

THE PHARMACY GUILD OF AUSTRALIA
ABN 84519669143

Sample Test Pharmacy (Guild Example)
Application ID: S100-NSW-001030
Submitted By: Claude Jones
Submission Date: 04/08/2026
RCTI Date: 04/08/2026
Program: S100 HSD Co-payment Program

Recipient Created Tax Invoice

Details	Total (incl. GST)
S100-NSW-001030-1	\$108.93
Monthly Admin Fee	\$13.42
Total (incl. GST)	\$122.35

The Pharmacy Guild of Australia has deposited this amount into the bank account you nominated during the registration process. EFT reference: S100-NSW-001030. Please refer to attached Payment Summary for itemised details.

The recipient and the supplier declare that this agreement relates to the above supplies. The recipient can issue tax invoices in respect of these supplies. The supplier will not issue tax invoices in respect of these supplies. The supplier acknowledges that it is registered for GST and that it will notify the recipient if it ceases to be registered. The recipient acknowledges that it is registered for GST and that it will notify the supplier if it ceases to be registered. Acceptance of this recipient created tax invoice (RCTI) constitutes acceptance of the terms of this written agreement. Both parties to this supply agree that this is in accordance with an RCTI agreement. The supplier must notify the recipient within 21 days of receiving this document if the supplier does not wish to accept the proposed agreement.

S100 HSD Support s100support@pharmacyguild.org.au (R2) 6270 1804 Mon to Fri 9am - 5pm helpdesk@pharmacyguild.org.au

National Secretariat
Level 2, 15 National Circuit, Barton ACT 2600
PO Box 310, Fyshwick ACT 2609
P: +61 2 6270 1800 • F: +61 2 6270 1800 • E: guild.net@pharmacyguild.org.au
www.guild.org.au



The Pharmacy
Guild of Australia

Payment Summary – Application ID S100-NSW-001030

Application ID: S100-NSW-001030
Submitted By: Claude Jones
Submission Date: 04/08/2026
RCTI Identifier: S100-NSW-001030

Dispense ID	Dispense Date	Co-payment Fee	Service Fee	GST	Total (incl. GST)
IND-CLM-002	20/06/2026	\$100.00	\$8.12	\$0.81	\$108.93
Total		\$100.00	\$8.12	\$0.81	\$108.93

National Secretariat
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www.guild.org.au



For any further assistance with the Pharmacy Payment Portal, please reach out to the team through the available channels mentioned above.