

Submitting an Invoice – Providers

How it works

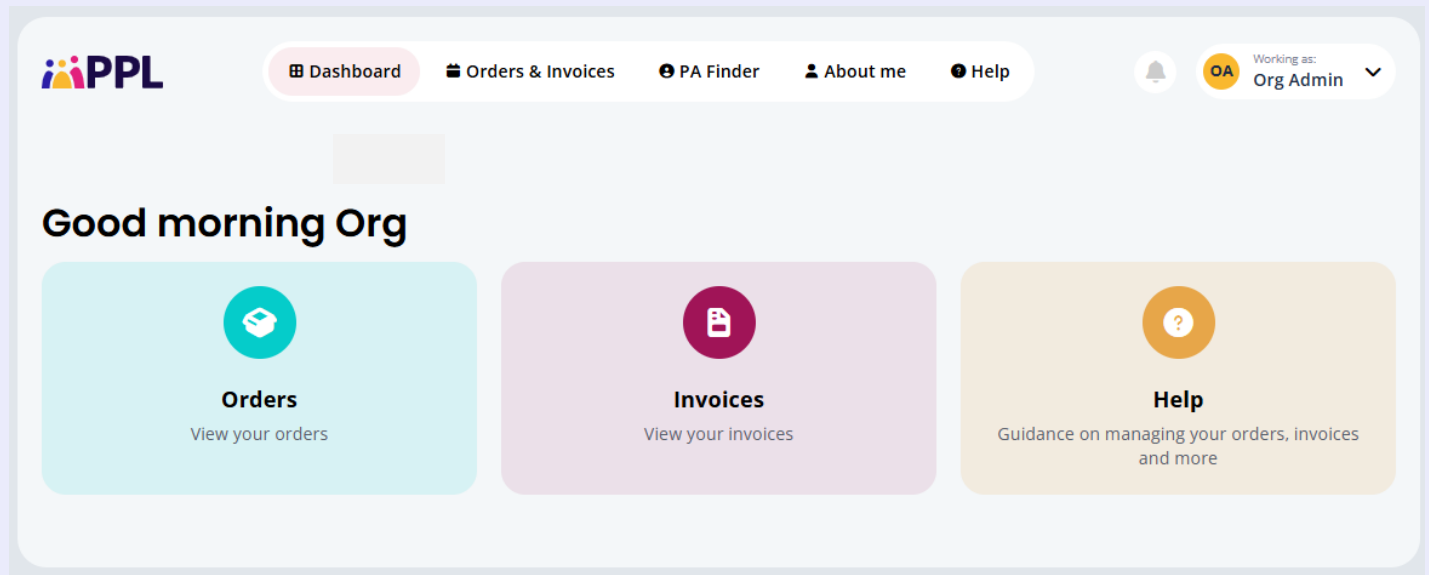
1. Your client, or someone acting on their behalf, adds an order for your services using their Virtual Wallet, in the PPL Portal. Orders can be one-offs or scheduled as recurring services.
2. Once you have delivered the service, log in to PPL Portal to confirm this. The system automatically creates an invoice for your services.
3. Invoices are automatically sent to the PPL Finance team for payment at the end of a grouping period, after that you should receive payment within 5 working days of confirming the services provided.

Logging in to your account

Go to <https://www.peopleplaceslives.co.uk> and click on “Login to PPL Portal.” PPL Portal lets you access your Virtual Wallet and other important information.

Enter your email address and password when prompted.

You will then see the following screen:



Find out more:

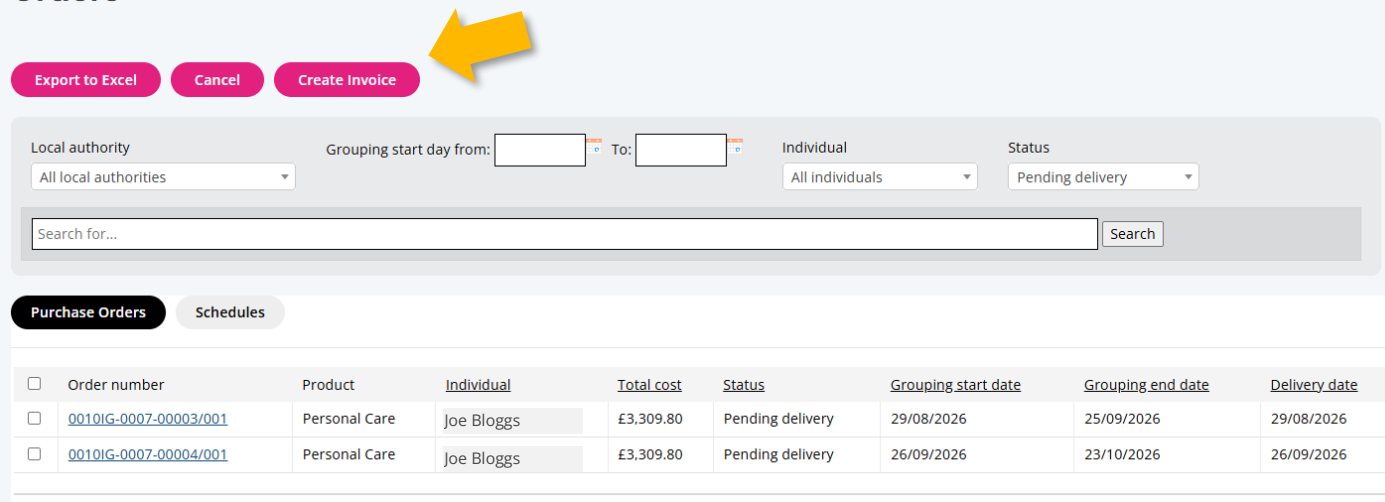
Go to the website <https://support.peopleplaceslives.co.uk> for videos and further information about PPL Portal.

If you can't find what you need, use live chat to contact us directly. There is a link at the bottom of every page on the website.

Confirming Delivery

You should only confirm orders have been delivered after the grouping period end date, when all services have been delivered.

Orders



The screenshot shows the 'Orders' section of a web application. At the top, there are three buttons: 'Export to Excel', 'Cancel', and 'Create Invoice'. A yellow arrow points to the 'Create Invoice' button. Below these buttons is a search and filter section with the following fields:

- Local authority: A dropdown menu with 'All local authorities' selected.
- Grouping start day from: A date picker field.
- To: A date picker field.
- Individual: A dropdown menu with 'All individuals' selected.
- Status: A dropdown menu with 'Pending delivery' selected.
- Search for...: A text input field with a 'Search' button.

Below the search section, there are two tabs: 'Purchase Orders' (active) and 'Schedules'. Under the 'Purchase Orders' tab, there is a table with the following data:

☐	Order number	Product	Individual	Total cost	Status	Grouping start date	Grouping end date	Delivery date
☐	0010IG-0007-00003/001	Personal Care	Joe Bloggs	£3,309.80	Pending delivery	29/08/2026	25/09/2026	29/08/2026
☐	0010IG-0007-00004/001	Personal Care	Joe Bloggs	£3,309.80	Pending delivery	26/09/2026	23/10/2026	26/09/2026

1. Click on "Orders" and then select the dates that relate to the period that you now need to invoice.
2. Check the box next to the relevant order and click the "Create invoice" button. This will send the invoice to the PPL finance team for payment to the bank details provided.
3. A pop up will appear asking you to confirm you have delivered all of the appointments you are creating an invoice for, please tick to confirm and click Create Invoice.

You do not need to do anything further and should expect to receive the payment within 5 working days of you creating the invoice.

Amending an order

If you don't provide a service or do mileage on a particular day, you need to remove this from the order before creating the invoice.

1. Click on the link of the order that you need to change. This will show a breakdown of the individual dates for that order.
2. To remove an appointment, simply click the delete button and this will remove the date(s) from

Action	Product name	Estimated delivery date
Delete	Personal Care	05/09/2026
Delete	Personal Care	11/09/2026
Delete	Personal Care	23/09/2026
Delete	Personal Care	10/09/2026
Delete	Personal Care	29/08/2026

Viewing Remittances

Remittances will be available within 3 working days of you creating an invoice.

1. Click on the "Invoices" tile in your dashboard or select the page from the Orders & Invoices menu. You may need to deselect the Unpaid Invoices selection if the invoice has already been paid.
2. Click on the View button to see the details of the invoice.
3. You also have the option to export the remittance(s) to Excel so you can save for your own records, if required

Invoices

[Export to Excel](#)

[Print](#)

☐ Show filters

Sort by: [Payment due date](#)

[New](#)

Selected total: £0.00

Selected invoices: 2 [Reset all](#)

Colour codes legend

☐	Grouped invoice no.	Payment due date	Service provider / PA	Individual	Invoice amount	Amount outstanding	Status	Batch Id	Actions
☒	LCCVW-INV-0000000073	05/09/2026	ABC Care	Joe Bloggs	£3,099.85	£0.00	Paid	260904LINC009G	View
☒	LCCVW-INV-0000000074	05/09/2026	ABC Care	Joe Bloggs	£3,309.80	£0.00	Paid	260904LINC009G	View

Find out more:

Go to the website <https://support.peopleplaceslives.co.uk> for videos and further information about PPL Portal.

If you can't find what you need, use live chat to contact us directly. There is a link at the bottom of every page on the website.