



Assisted Digital UK Visas & Immigration Monthly Statement Process



What you need to know!

- Each month, We Are Digital (WAD) will issue your Centre a statement detailing our known completed booking records within that month. This will provide the opportunity to resolve any potential issues and record discrepancies prior to an invoice being issued by yourself.
- Please be aware that this process **does not** replace your invoice, but creates transparency in our records and aims to mitigate potential invoicing issues ahead of time. After completing the following statement process, you will still be required to submit an invoice for the month.
- Always make sure you are completing the *Customer Feedback Survey* at the end of every appointment to ensure our records are up-to-date.
- It is highly suggested one individual within your Centre is responsible for managing appointment records; please advise WAD which individual this is. If possible, we would like to send the monthly statement to that person directly.



Suggested Browsers



Google Chrome – no known issues.



Microsoft Edge – no known issues.



Mozilla Firefox – may have issues with pasting statement ID.
Please type ID in manually before pressing submit.



-----Original Message-----

From: Filemaker <filemaker@we-are-digital.co.uk>

Sent: 01 June 2020 15:36

To: importantperson@importantplace.co.uk

Subject: Assisted Digital Monthly statement – [Centre Name] between 01/05/2020 and 31/5/2020

Dear [Centre Name]

Thank you for delivering the Assisted digital service between 01/05/2020 and 31/5/2020

Attached, you will find our record of delivered sessions for the above period.

Please login to <https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fruby.we-are-digital.co.uk%2Ffmi%2Fwebd%2Fresponse&7C01%7Ccentres%40we-are-digital.co.uk%736ccf84444ba30cf08d8063caa87390c80eccb%7C1%7C0%7C637266202415&data=5KBfqLrX8I46X051of8pi4pl8B%2FQVi5gDEilHljrJml%3D&r> using the following credentials:

Username: ABC123

Password: P455w0rd!

Once logged in, please enter your statement ID (this can be found on your statement attached) and follow the instructions.

Statement ID: 152368746821378

In order to receive payment in a timely fashion, we must ensure you agree with our record or flag any issues that need to be reviewed, prior to the submission of your invoice. Failure to follow this process will result in non-payment until resolved.

Please note, prices here are not inclusive of VAT so if you need to add, please ensure you do on your invoice.

Best wishes

We Are Digital

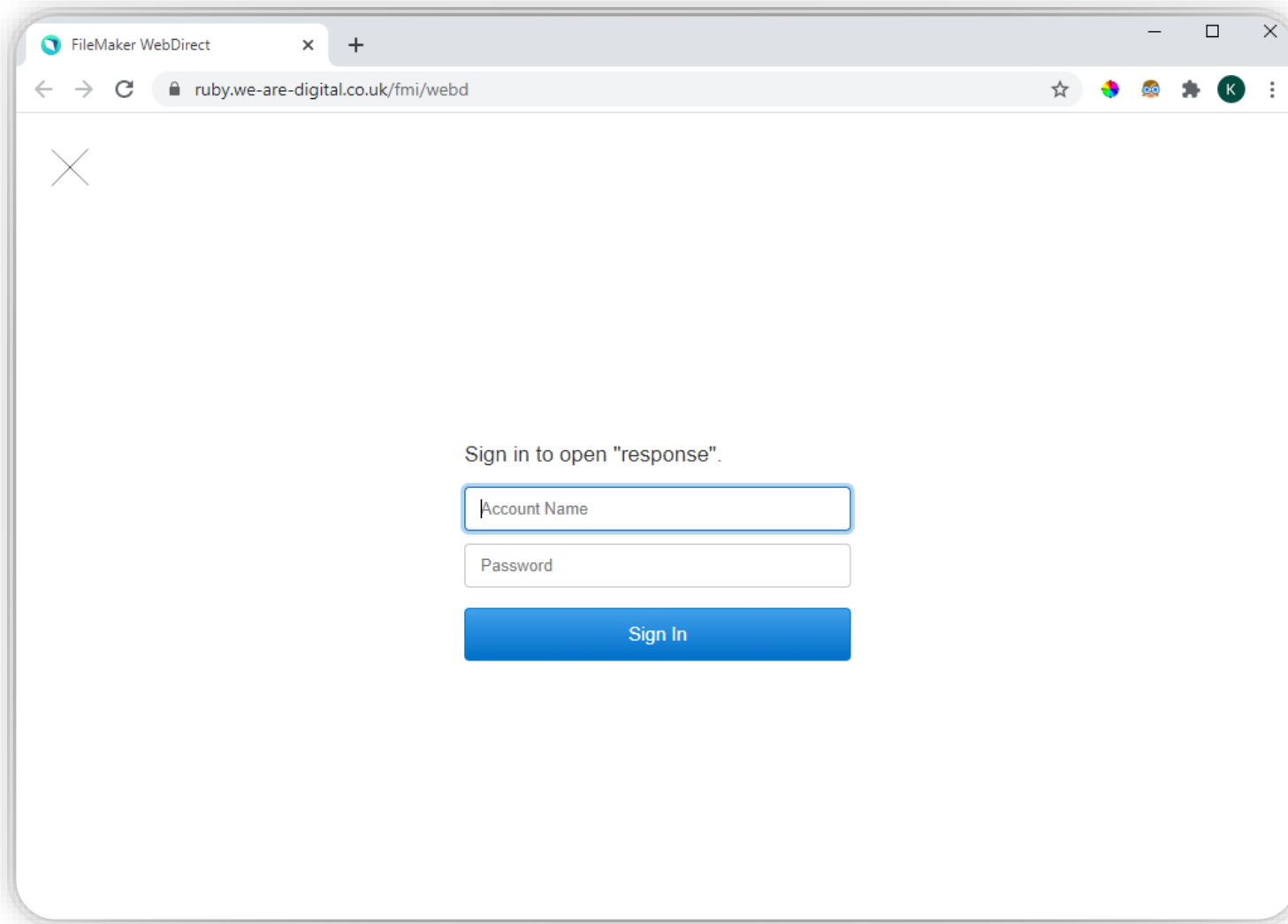
Monthly Statement Email Example

At the end of each month, you will receive an email similar to the one pictured.

The email contains:

- A PDF copy of the month's statement
- A link to our confirmation portal
- Login credentials for the portal
- This month's statement ID (also on the statement)
- Instructions on what to do





FileMaker WebDirect

ruby.we-are-digital.co.uk/fmi/webd

✕

Sign in to open "response".

Account Name

Password

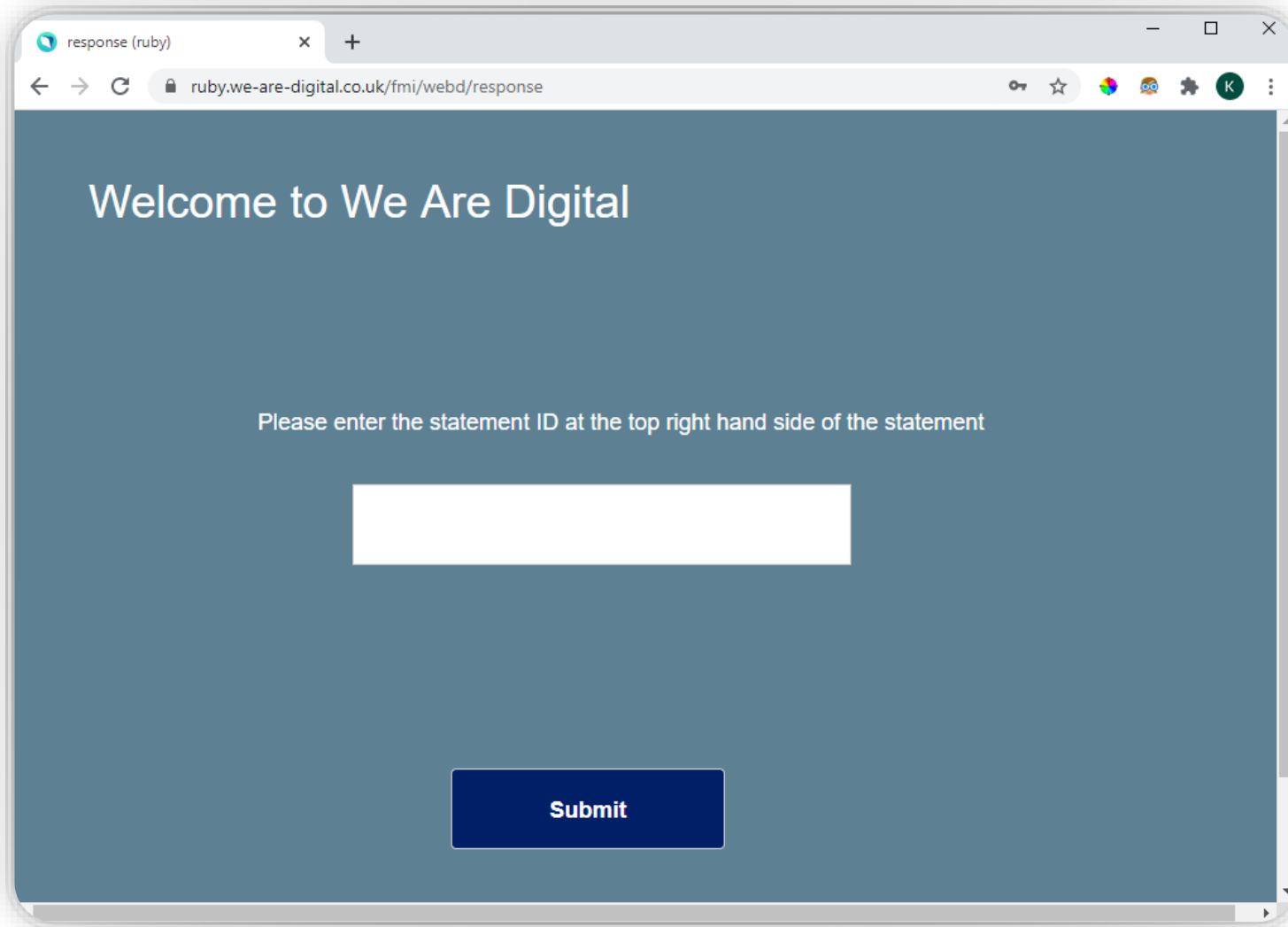
Sign In

Login

Clicking the provided link in the email will direct you to the portal login page.

Please enter the Login Credentials provided in the email.





response (ruby) x +

ruby.we-are-digital.co.uk/fmi/webd/response

Welcome to We Are Digital

Please enter the statement ID at the top right hand side of the statement

Submit

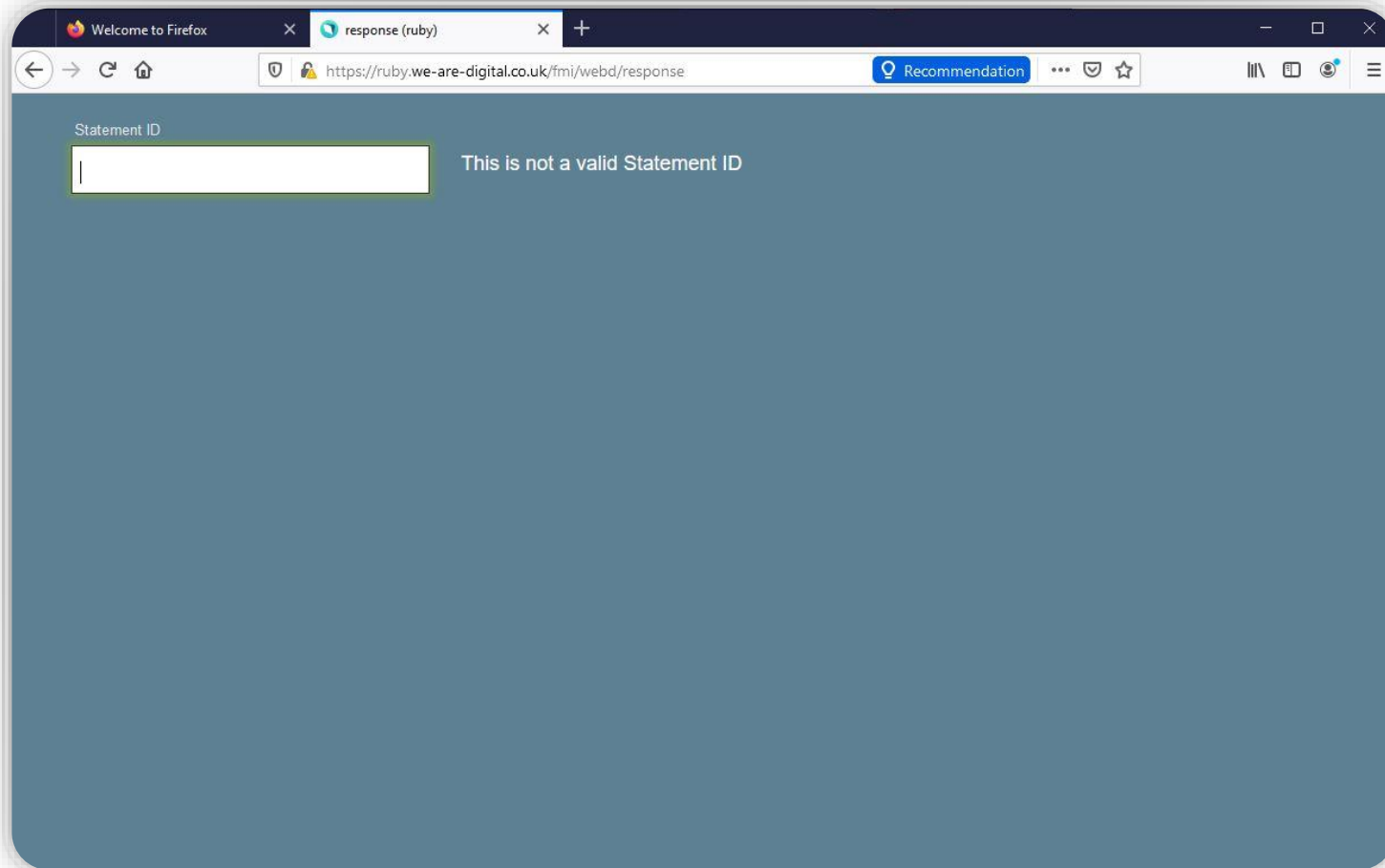
Statement ID

After logging in, you will be asked to enter the Statement ID for the statement you are responding to.

The Statement ID should be listed on the email however, if it does not appear within the email it can be found at the top right-hand side of your PDF statement.



Invalid ID



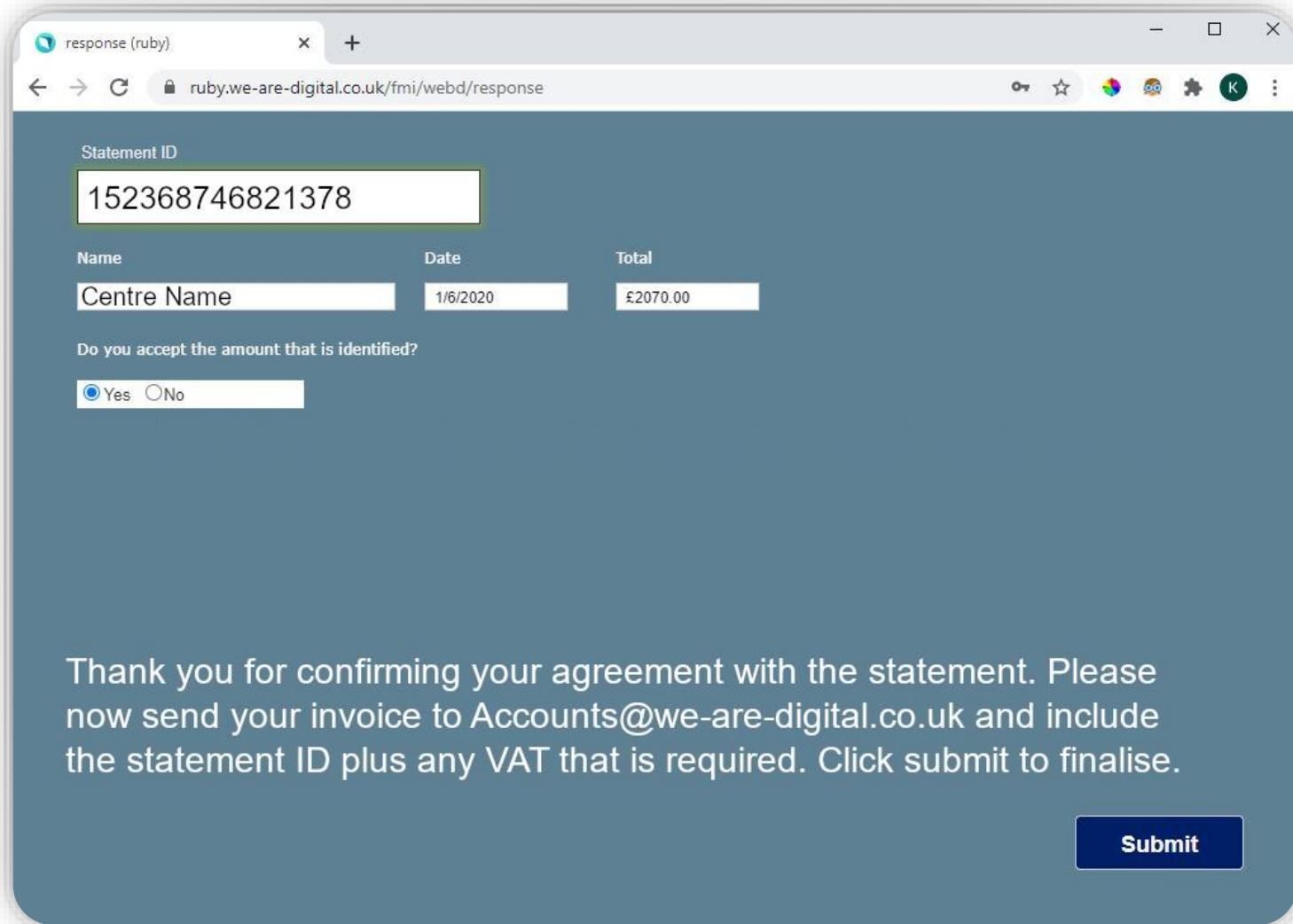
In the event you see this screen, please double check the statement ID you have entered is correct. There is most likely a missing or incorrect digit.

Refresh the page and re-enter your statement ID.



Agreeing

If you agree with the records provided within the statement and they match your own records, please select the “Yes” option then click submit.



response (ruby) x +

ruby.we-are-digital.co.uk/fmi/webd/response

Statement ID

152368746821378

Name	Date	Total
Centre Name	1/6/2020	£2070.00

Do you accept the amount that is identified?

Yes No

Thank you for confirming your agreement with the statement. Please now send your invoice to Accounts@we-are-digital.co.uk and include the statement ID plus any VAT that is required. Click submit to finalise.

Submit

response (ruby) x +

ruby.we-are-digital.co.uk/fmi/webd/response

Statement ID

152368746821378

Name	Date	Total
Centre Name	1/6/2020	£2070.00

Do you accept the amount that is identified?

Yes No

Please outline why you do not agree, including things such as missing unique IDs. Our admin team will look into this and be in touch to resolve.

Please detail your reasons in this field.

Thank you raising the dispute and outlining your issues, our admin team will now review and be in touch to resolve

Submit

Disputing

If you disagree with the records provided within the statement, please select the “No” option.

A field will be available for you to outline why you disagree with our statement.

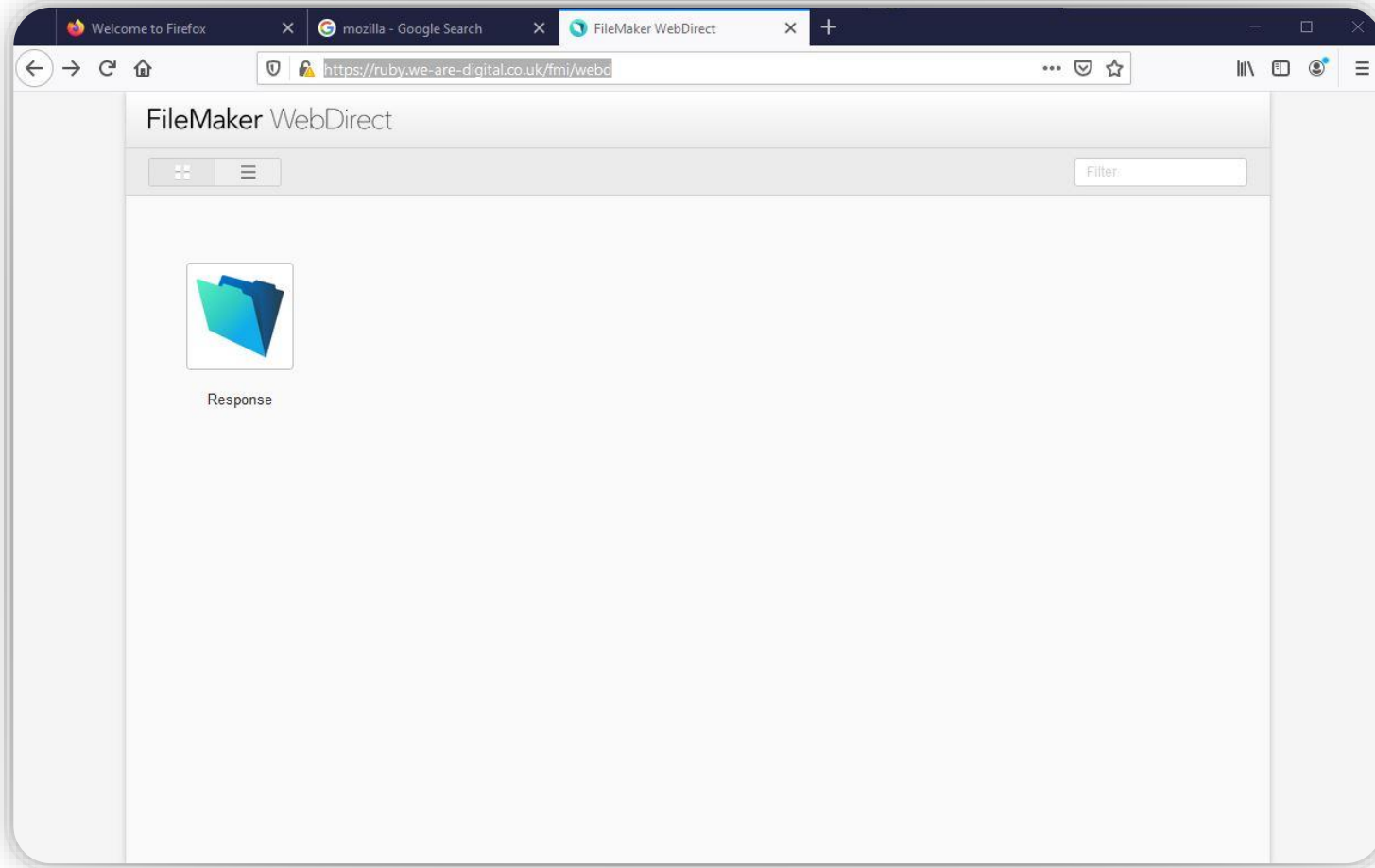
Please include all relevant details of bookings that are missing or incorrect to help our investigation.



After submitting

- If you agreed that our Statement records match your own, please generate an invoice with matching details and send this to accounts@we-are-digital.co.uk
- If you disagreed with our Statement and outlined the details that were missing, the Centres Administration team will investigate further and respond with an update promptly. Please do not generate an invoice until the Administrator has advised you to do so.
- If you have any questions, please contact centres@we-are-digital.co.uk





Please Note

If you see a screen such as this, please double click the “Response” folder icon to be directed back onto the Statement portal.

