# Point Payment Requests

App User's perspective

Employees can request to cash in their points via the Care Friends app. If this is their first time requesting to cash in points, they are asked to put in their employee number/ID. This is one-off.

An employee is only able to cash in points if they have met the minimum point cut-off. If this is not met, they will see a message that they do not have enough points yet to cash in.

The one-off verification
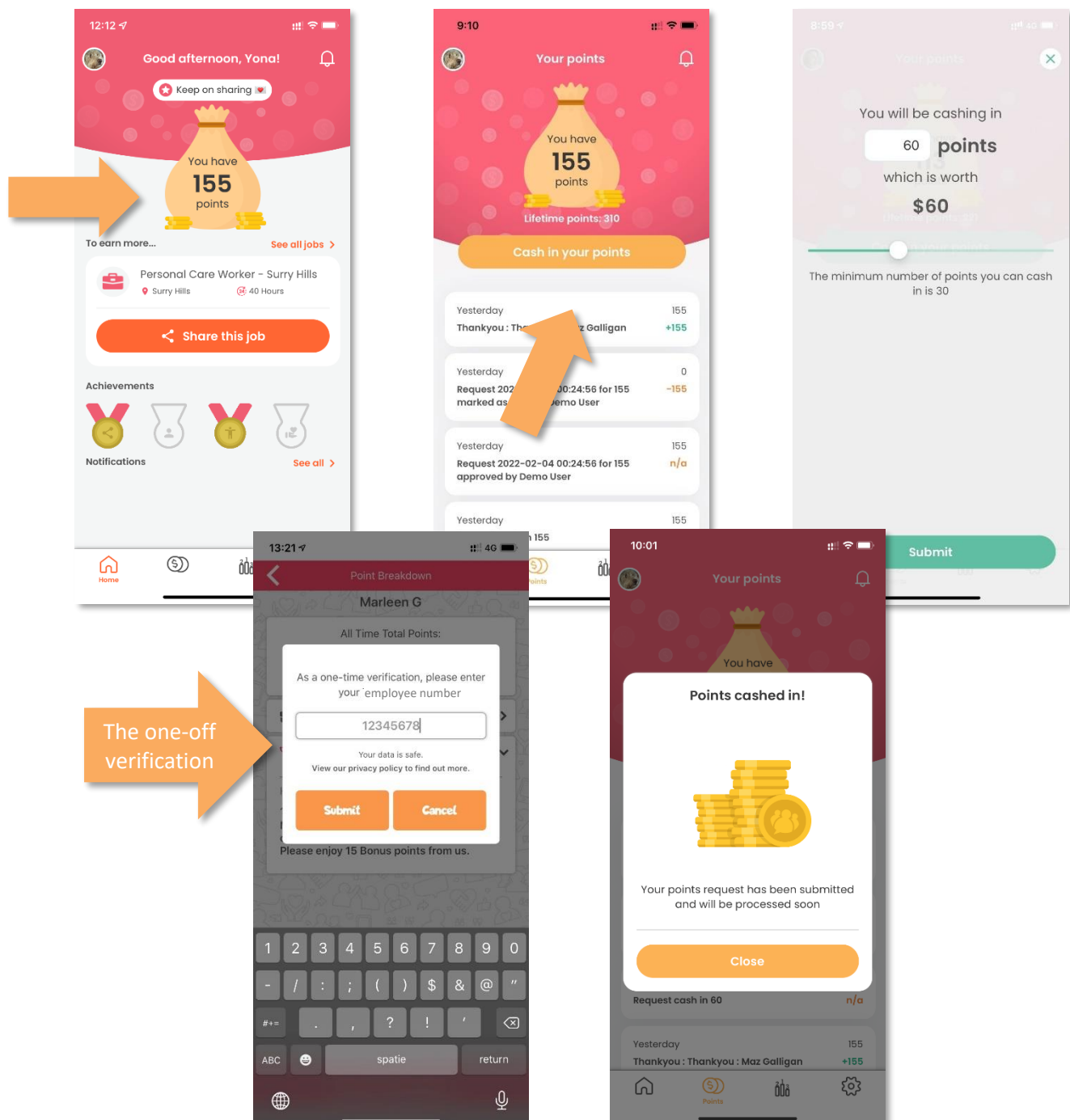
As the request is being processed, the employee will be notified via the App:
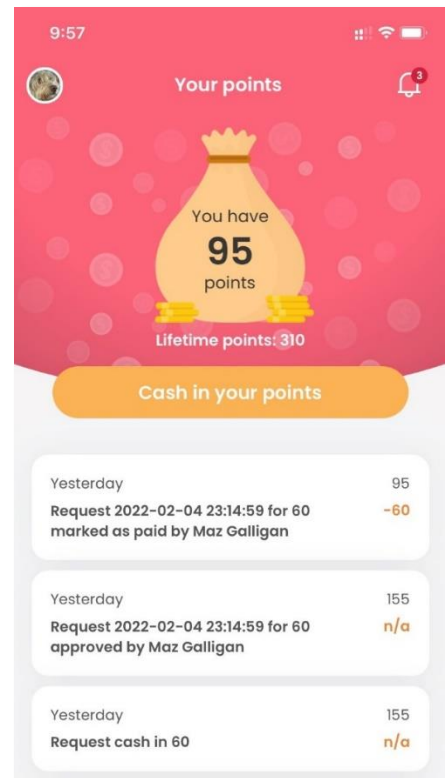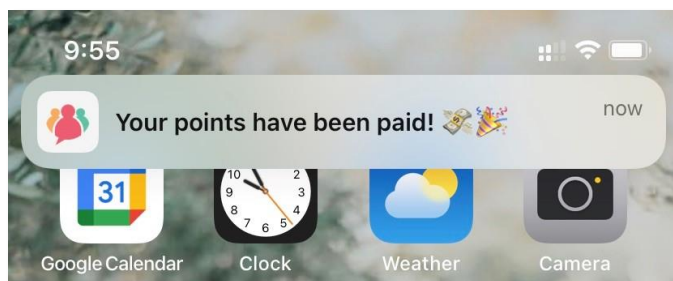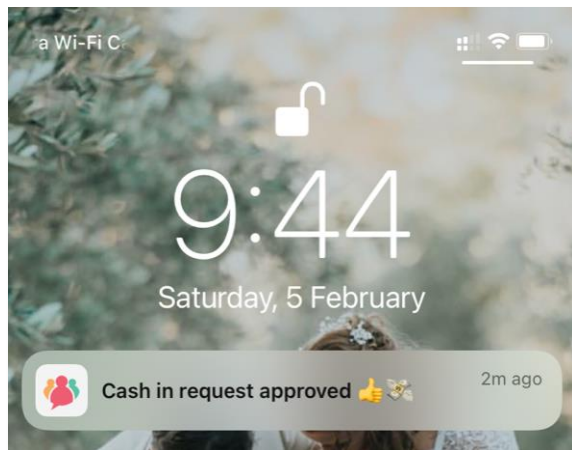
An employee cannot submit another pay-out request until an outstanding request is marked as **Paid** or **Rejected** in the Care Friends portal.
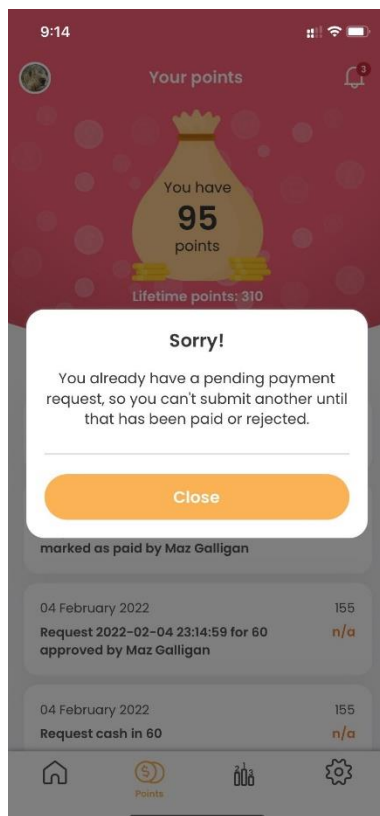
Super User/Payroll Perspective

The moment the employee has pressed **submit**, an email is sent to those portal users who have chosen to receive payment notification (under **My Account Settings** accessible from the menu with one's initials).

Email Notifications

NOTIFY ME VIA EMAIL WHEN SOMEONE:
☑ Requests a payment

SEND WEEKLY SUMMARY:
☑ Candidate response times

UPDATE

Hello!

Yona Swift has just requested to redeem 60 points at next payroll, worth $60.00.

To maximise app engagement, it's a good idea to mark payment requests as "approved" as fast as possible after the request has been made. So please log in to your portal ASAP to update the status of this request.

GO TO PAYMENT REQUEST

Remember, if you need to, you can view a breakdown of all their point allocations in their app user profile.

Thanks,
The Care Friends team

Don't want to receive these notifications? See how to turn them off in our help article here.

After logging into the portal, all payment requests can be reviewed and approved from the **Payments** tab.

Payments

	DATE	USER	PAYROLL INFO	CURRENT BALANCE	POINTS REQUEST	STATUS
☐	13/01/2021	(Deleted) Jen Smith	202439795	0	51	Approved
☐	04/11/2021	Maz Galligan	03/05/1982	125	55	Pending
☐	04/02/2022	Jen Lo	292563567	140	101	Pending
☐	04/02/2022	Yona Swift	03/02/2022	155	60	Pending

4 Outstanding requests 267 Points requested

Export all payment requests to process these via your normal payroll methods. The verification ID is always part of the CSV for new and subsequent payment requests.

	A	B	C	D	E	F	G	H
1	Ref	User Name	Payroll Info	Site	Approved By	Amount	Status	Submitted On
2	2650	(Deleted) Jen Smith		None	Jenny Lauder	51	Approved	13/01/2021
3	9692	Maz Galligan				55	Pending	04/11/2021
4	13737	Jen Lo		Adelaide		101	Pending	04/02/2022
5	13804	Yona Swift				60	Pending	04/02/2022

Once checked by Payroll, the payments will have to be released from the Care Friends portal by first marking them as **Approved** (or **Rejected**).

Payments

Requests	History				ADD REQUEST

4 Outstanding requests   **267** Points requested

| ☐ ▾ DATE	USER	PAYROLL INFO	CURRENT BALANCE	POINTS REQUEST	STATUS
☐ 13/01/2021	(Deleted) Jen Smith	202439795	0	51	Approved
☑ 04/11/2021	Maz Galligan	03/05/1982	125	55	Pending
☑ 04/02/2022	Jen Lo	292563567	140	101	Pending
☑ 04/02/2022	Yona Swift	03/02/2022	155	60	Pending

✕ 3 Items(s) selected   Export CSV   Reject   Approve   Mark as Paid

This changes the status to **Approved**

4 Outstanding requests   **267** Points requested

☐ ▾ DATE	USER	PAYROLL INFO	CURRENT BALANCE	POINTS REQUEST	STATUS
☐ 13/01/2021	(Deleted) Jen Smith	202439795	0	51	Approved
☐ 04/11/2021	Maz Galligan	03/05/1982	125	55	Approved
☐ 04/02/2022	Jen Lo	292563567	140	101	Approved
☐ 04/02/2022	Yona Swift	03/02/2022	155	60	Approved

And sends a message to the App User

● carefriends.com.au   ● 1300 059 699   ● info@carefriends.com.au
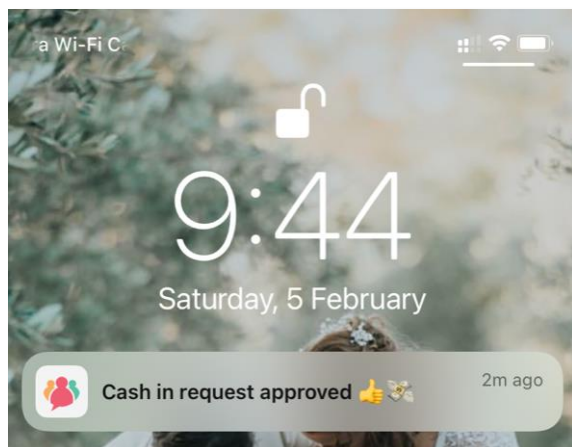
Then select all **Approved** entries and choose **Mark as Paid**. This ensures that the employee's points total reflects the new total. This can either be done immediately after the request has been marked as **Approved** or shortly after the pay-run that included the cash-out of points.
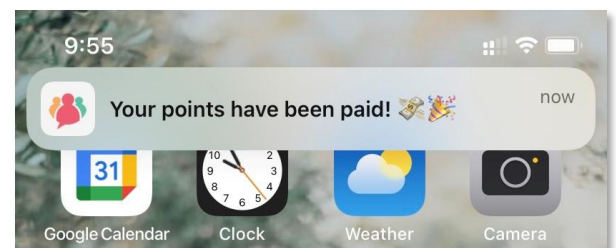
Payments

	DATE	USER	PAYROLL INFO	CURRENT BALANCE	POINTS REQUEST	STATUS
☑	13/01/2021	(Deleted) Jen Smith	202439795	0	51	Approved
☑	04/11/2021	Maz Galligan	03/05/1982	125	55	Approved
☑	04/02/2022	Jen Lo	292563567	140	101	Approved
☑	04/02/2022	Yona Swift	03/02/2022	155	60	Approved

4 Outstanding requests   **267** Points requested

✕ 4 Items(s) selected   Export CSV   Reject   Approve   Mark as Paid

This sends another message to the App User.

Your points have been paid! 🎉🎊

Once paid, the request(s) move to the history tab. The history remains available for authorized portal users and can be exported to a CSV file at any time.

Payments

7 paid requests   **2838** Total points

REQUESTED ON:	PAID ON:	USER:	PAYROLL INFO:	AMOUNT:	APPROVED BY:
07/01/2021	07/01/2021	Jen Lo	292563567	262	Jenny Lauder
26/08/2021	01/09/2021	Richa Test	TFN12345	216	Maz Galligan
01/09/2021	01/09/2021	Jen Lo	292563567	1672	Maz Galligan

Read more here in our knowledge base

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