

## **Interactive Contents**

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# **Accessing the Financial Reports**

There are several financial reports available to National users to monitor the various aspects of reimbursement costs for individual Commissioner/Providers, ICBs and at a national level.

Access to an individual organisation's financial report data is only available to authorised users approved to view the financial data by the named organisation.

The financial reports available to National users are:

- ☐ IPP (Itemised Prescribing Payment) report
- Remuneration Recharges report
- Remuneration Values report
- Prescribing Monitoring Document report
- Invoice Reconciliation report

To access any of these financial reports, select the Financial Reports tab when you have logged in to the system:



Once selected, you will then be presented with the financial reports available for you to use:



# Accessing and Using the IPP (Itemised Prescribing Payments) Report

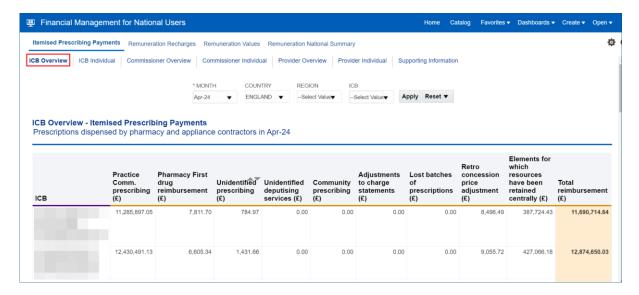
Firstly, select the IPP report by clicking on the link once:



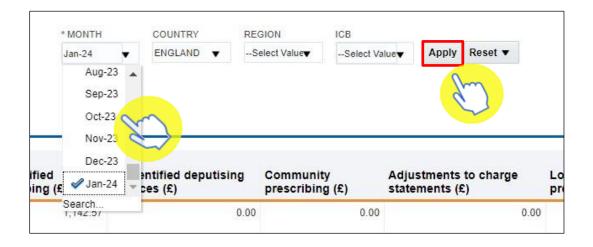
Once the link has been selected, the IPP report will open up and default to the 'ICB Overview' page.

#### **ICB** Overview page

The ICB Overview page shows the detailed breakdown of reimbursement costs for ICBs, but will only show data for those organisations that you have been approved access for to view their financial data:

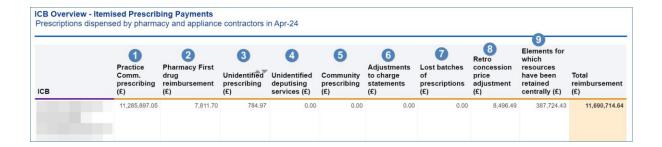


- Once accessed, users then have the options to select the criteria they
  want (shown below), to display the financial data for the organisations
  they have access to. This will allow the user to select all the different
  individual months of financial data held for those organisations.
- 2. Be sure once you've made a selection in any of the drop-down menus that you click the 'Apply' button to initiate these changes:



Once you have specified the month and applied that change, the IPP 'ICB Overview' page will display the report for all the organisations you have been granted access to view their financial data.

Each of the columns in the table of data refer to specific charges relating to the ICB(s) you have access to, and are explained below:



# Column 1 - Practice / Comm. prescribing where the correct practice, cost centre or hospital unit could be identified

The actual cost of prescribing in the named commissioner by identified practice prescribers, commissioner employed prescribers or hospital units i.e. GP, nurse, supplementary prescribers or hospital units, for the named dispensing month, which have been dispensed in primary care

#### Column 2 - Pharmacy First drug reimbursement

Which is the actual cost of the supply of medicines within the Advanced Service for Pharmacy First Clinical Pathways for the named dispensing month, which have been dispensed in primary care (February 2024 data onwards)

# Column 3 - Unidentified prescribing where only the commissioner could be identified

Contains all commissioner prescribing which has been dispensed in primary care that cannot be linked to a specific prescriber or hospital unit but can be linked to the named commissioner

# Column 4 - Unidentified deputising services where only the commissioner could be identified

Contains all deputising service prescribing which has been dispensed in primary care that can be linked to the named commissioner

#### **Column 5 - Community Prescribing**

Contains all prescribing issued under a community Nurse Prescribing Contract. Community Nurse Prescribing contracts were discontinued in April 2013 as part of NHS reforms

#### Column 6 - Adjustments to Charge Statements (this line is currently not used)

The actual cost of adjustments caused by, for example, late notification of GP movements, computer-produced prescriptions for a GP still being generated for a previous practice, and pricing errors

#### Column 7 - Lost batches of prescriptions (this line is currently not used)

#### Column 8 - Retro Concession Price Adjustment

The Net Ingredient Cost of adjustments caused by the retrospective top-up payment for concessionary prices. Part II Clause 8 E of the England and Wales Drug Tariff. The retrospective concessionary top-up amount Part VIIIE of the Drug Tariff.

#### Column 9 - Elements for which resources have been retained centrally

This is the proportional share per commissioner of other costs based on prescribing which cannot be directly attributed to practices

These costs include:

VAT
nationally unidentified prescribing
broken bulk
schedule adjustments
net cross-boundary costs
out of pocket expenses and payments for containers for
national unidentified prescribing
Urgent Medicine Supply (wef December 2016)
Pharmacy First Costs associated to distance selling pharmacies
(February 2024 data onwards)

The amount of resources retained centrally invoiced or charged to an organisation is a proportion based on actual cost for that month.

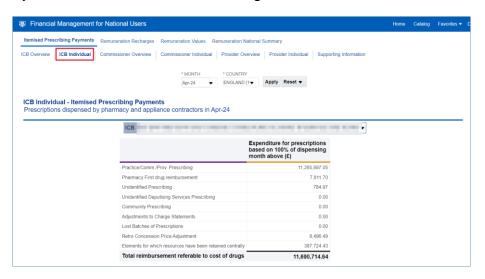
If the total actual cost for England in that month is £1000 and your organisation accounted for £100 of that, your organisation would be charged 10% of the centrally retained items value.

All organisations set up on NHSBSA systems to provide prescriptions are charged a proportion of the costs in centrally retained items whether they be ICBs, hospital trusts, local authorities or independent sector healthcare providers (ISHPs).

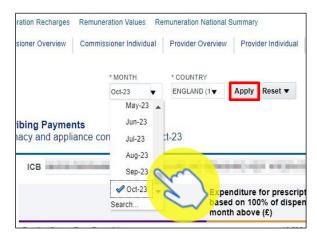
#### ICB Individual page

The ICB Individual page in the IPP report will allow a user to view an individual commissioner/provider and the financial data held for that organisation. This will be the same financial data as displayed in the 'ICB Overview' page.

If the user has access to multiple organisations' financial data, there is a prompt where you can select each individual organisation to view:

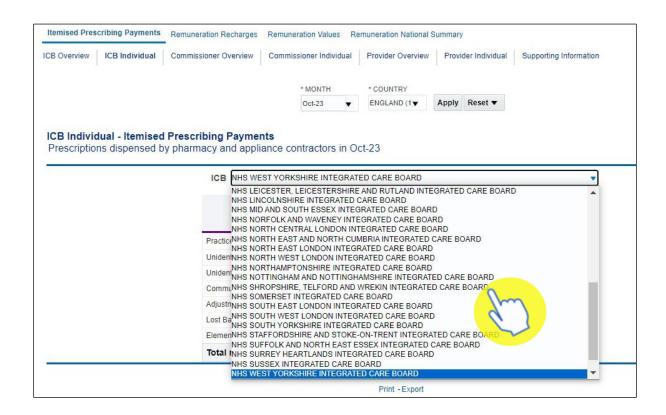


- Once accessed, users then have the options to select the criteria they want (shown below), to display the financial data for the organisations they have access to. This will allow the user to select all the different individual months of financial data held for those organisations
- 2. Be sure once you've made a selection in any of the drop-down menus that you click the 'Apply' button to initiate these changes:



Once you have specified the month and applied that change, the IPP 'ICB Individual' page will display the report for a single organisation that you have been granted access to view their financial data.

If you have access to more than one organisation's financial data, you can view each of these organisations individually by selecting the organisation you want to see data for using the 'ICB' prompt (highlighted red):



The report will then display the individual organisations financial data, the lines of the report display the same information as the 'ICB Overview' page:



## **Accessing and Using the Remuneration Recharges Report**

Firstly, select the Remuneration Recharges report by clicking on the link once:



Once accessed, the Remuneration Recharges report will show only the remuneration which the organisation has been charged for.

This 'recharge view' is only available to organisations at ICB and National levels.

All remuneration costs are invoiced to the appropriate organisation with the exception of those relating to SICBLs, which are recharged to NHS England.

Where a particular fee or an allowance cannot be directly attributable to a specific commissioner / provider, the activity and associated amount recharged is shared across all commissioner / providers.

The basis for the sharing is in accordance with specified formulae, which are listed in the remuneration report glossary (Excel: 166KB).

The fees column shows the number of identifiable fees which can be directly attributed to a commissioner / provider, cost centre or hospital unit.

Fees are identified from the prescriber number or the commissioner / provider information included on the prescription form.

Fees which cannot be attributed to a particular commissioner / provider are shared and shown under 'national unidentified prescribers'.

Unidentified prescriber shows the fees / allowances attributed to unidentified prescribers where a prescription form (FP10, FP10HP) does not contain

enough detail to identify the prescriber, but the commissioner / provider can be identified.

Once the Remuneration Recharges report has been accessed, select the 'National' tab (highlighted red) to view this remuneration recharges data at a national level:



- 1. Next, select the month you wish to view data for by using the criteria selection drop-down lists, in this case to select a particular month
- 2. Be sure once you've made a selection in any of the drop-down lists that you click the 'Apply' button to initiate these changes



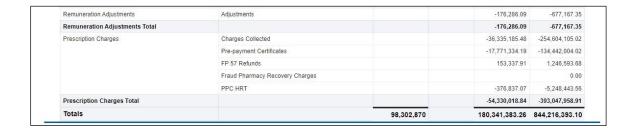
Once a month has been selected, the first view in the report will show a summarised view of remuneration recharge values attributed at a national level:

National summary for ENGLAND in disp	pensing month Oct-23	3		
	Country	Prescription charges (£)	Remuneration (£)	Remuneration year to date (£)

The second view of the Remuneration Recharges report will show a national itemised breakdown of the recharge values:

			0/ -1		B
Remuneration group	Remuneration item	No. fees	% share paid	Remuneration (£)	Remuneration year to date (£)
Professional Fees	Professional/Activity Fee	93,286,743		118,156,388.37	813,938,735.49
	Extemp Dispensed Preps/Unlicensed Medicines	21,173		423,460.00	2,929,800.00
	Appliance Fee (Measured and Fitted)	4,682		12,173.20	79,523.60
	Appliance Fee (Home Delivery)	908,738		3,488,620.00	25,120,241.10
	Extemp liquids ordered in more than one container				0.00
	Limited stability (<14 days) extra supplies				0.00
	Controlled drug schedules 2 and 3	2,869,679		1,894,185.87	13,202,695.91
	Expensive prescription fees	892,480		3,572,116.28	25,674,967.53
	Manually Priced				0.00
	Methadone Payment	189,699		175,579.65	1,333,872.45
	SSP Remuneration (fee)	3,016		16,130.25	333,331.75
	National Unidentified Prescribers			37,289.99	366,248.60
Professional Fees Total		98,176,210		127,775,943.61	882,979,416.43
Payments for Essential Services	Establishment Payments				0.00
	Practice Payments			0.00	0.00
	Repeat Dispensing Fee			0.00	0.00
	Transitional Payment			5,622,903.68	39,738,394.24
	ETP Allowances			12,569.05	88,034.53
	Appliance Infrastructure Payment			3,408,784.75	24,370,845.01
	Pharmacy Access Scheme			1,517,604.48	10,735,760.61
	Discharge Medicine Service			407,219.61	2,675,443.20
Payments for Essential Services Total				10,969,081.57	77,608,477.59
Advanced Services	Medicine Use Reviews			0.00	0.00
	Appliance Use Reviews			449,220.80	2,474,151.02
	Completed New Medicine Services Monthly Payment			8,511,487.09	56,856,762.15
	Stoma Customisation	126,660		547,171.20	4,083,480.00
	Flu Reimbursement Payment			27,873,274.51	46,328,763.31
	Flu Remuneration Payment			17,290,827.04	28,529,901.02
	Urgent Medicine Supply			0.00	0.00
	CPCS sign-up fee			0.00	0.00
	CPCS Remuneration payment			2,262,011.05	15,143,136.95
	COVID-19 Home Delivery Service			0.00	0.00

	Hypertension Case-Finding Set Up Fee		167,200.00	655,160.00
	Hypertension Case-Finding Check And ABPM Fee		3,044,610.00	17,876,445.00
	Hypertension Case- Finding Incentive		93,800.00	453,400.00
	SCS Set-up		68,000.00	646,000.00
	SCS Consultations		10,110.00	45,050.00
	SCS NRT Product Cost		15,154.85	68,950.39
	SCS NRT Product Charges			0.00
	Contraception Set-Up		123,050.00	1,389,900.00
	Contraception Consultations		55,710.00	213,012.00
	Contraception Product Cost		23,806.16	94,532.79
Advanced Services Total		126,660	60,535,432.70	174,858,644.64
Hepatitis C Testing Service	Hepatitis C Testing Service		0.00	3,044,610.00 17,876,445.00 93,800.00 453,400.00 68,000.00 45,050.00 15,154.85 68,950.39 0.00 123,050.00 1,389,900.00 55,710.00 23,806.16 94,532.79 60,535,432.70 174,858,644.84
	Hepatitis C Kit			0.00
Hepatitis C Testing Service Total			0.00	0.00
Flu Premise & Refridge Claim	Flu Premises and Refrigeration		0.00	0.00
Flu Premise & Refridge Claim Total			0.00	0.00
COVID Vaccination	COVID Vaccination		32,242,255.34	63,928,353.54
	COVID Premises and Refrigeration		107,998.72	766,076.56
COVID Vaccination Total			32,350,254.06	64,694,430.10
Quality Payments Scheme	Quality Payments Scheme		0.00	0.00
	Pharmacy Quality Scheme - Aspirational Payment		0.00	16,807,440.23
Quality Payments Scheme Total			0.00	16,807,440.23
Essential Small Pharmacy Local Pharmaceutical	Essential Small Pharmacy			0.00
Essential Small Pharmacy Local Pharmaceutical T	Fotal			0.0
Education and Training Payments	Foundation Trainee Pharmacy Training		2,493,999.18	7,608,003.66
Education and Training Payments Total			2,493,999.18	7,608,003.66
Local Authorised Payments	Pre-registration Trainee WT&E (previously HEE)		70,357.00	7,063,608.11
	Pharmacy Reward Scheme		0.00	137.62
	Other Local Payments		517,974.50	5,325,034.52
Local Authorised Payments Total			588,331.50	12,388,780.25
Local Pharmaceutical Services	Local Pharmaceutical Services - Debited		-102,680.77	-776,647.34
	Local Pharmaceutical Services - Credit		106,115.97	802,679.67
Local Pharmaceutical Services Total			3,435.20	26,032.33
Other Fees	Fine For Breach of Service			0.00
	Lost Batches		944.79	13,588.13
	Fraud Pharmacy Recovery Fees			0.00
	Temporary Safeguarding Payment		130,265.57	956,706.00
Other Fees Total			131,210.36	970,294.13



### **Accessing and Using the Remuneration Values Report**

Firstly, select the Remuneration Values report by clicking on the link once:



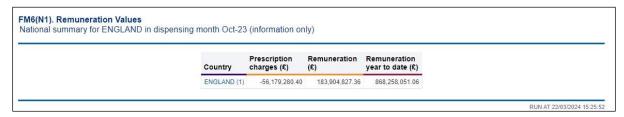
Once accessed, select the 'National' tab to view the remuneration values data at a national level:



- 1. Next, select the month you wish to view data for by using the criteria selection drop-down lists, in this case to select a particular month
- 2. Be sure once you've made a selection in any of the drop-down lists that you click the 'Apply' button to initiate these changes



Once a month has been selected, the first view in the report will show a summarised view of remuneration values attributed at a national level:



The second view of the Remuneration Values report will show a national itemised breakdown of the remuneration values:

			% share	Remuneration	Remuneration
Remuneration group	Remuneration item	No. fees	paid	(£)	year to date (£
Professional Fees	Professional/Activity Fee	95,457,179		120,882,713.36	832,195,703.9
	Extemp Dispensed Preps/Unlicensed Medicines	22,204		444,080.00	3,067,920.0
	Appliance Fee (Measured and Fitted)	4,902		12,745.20	82,006.6
	Appliance Fee (Home Delivery)	963,895		3,710,067.00	26,766,177.7
	Extemp liquids ordered in more than one container				0.0
	Limited stability (<14 days) extra supplies				0.0
	Controlled drug schedules 2 and 3	3,956,337		3,039,260.91	20,805,937.5
	Expensive prescription fees	935,977		3,805,876.41	27,339,653.1
	Manually Priced				0.0
	Methadone Payment	921,790		835,189.00	5,926,171.5
	SSP Remuneration (fee)	3,035		16,231.90	336,087.0
	National Unidentified Prescribers		100.00	0.00	0.0
Professional Fees Total		102,265,319		132,746,163.78	916,519,657.5
Payments for Essential Services	Establishment Payments				0.0
	Practice Payments			0.00	0.0
	Repeat Dispensing Fee			0.00	0.0
	Transitional Payment		100.00	5,726,019.00	40,443,507.0
	ETP Allowances		100.00	12,800.00	89,600.0
	Appliance Infrastructure Payment		100.00	3,471,418.90	24,804,143.9
	Pharmacy Access Scheme		100.00	1,545,434.99	10,926,253.4
	Discharge Medicine Service		100.00	414,702.00	2,723,038.0
Payments for Essential Services Total				11,170,374.89	78,986,542.3
Advanced Services	Medicine Use Reviews			0.00	0.0
	Appliance Use Reviews		100.00	455,492.00	2,507,362.4
	Completed New Medicine Services Monthly Payment		100.00	8,667,880.00	57,868,246.0
	Stoma Customisation	135,909		587,126.88	4,401,864.0
	Flu Reimbursement Payment			27,873,274.51	46,328,763.3
	Flu Remuneration Payment			17,290,827.04	28,529,901.0
	Urgent Medicine Supply			0.00	0.0
	CPCS sign-up fee			0.00	0.0
	CPCS Remuneration payment		100.00	2,303,574.00	15,412,432.0
	COVID-19 Home Delivery Service			0.00	0.0
	GP Referral Pathway Fee			0.00	0.0

	Hypertension Case-Finding Set Up Fee			167,200.00	655,160.00
	Hypertension Case-Finding Check And ABPM Fee			3,044,610.00	17,876,445.0
	Hypertension Case- Finding Incentive			93,800.00	453,400.0
	SCS Set-up			68,000.00	646,000.0
	SCS Consultations			10,110.00	45,050.0
	SCS NRT Product Cost			15,154.85	68,950.3
	SCS NRT Product Charges				0.0
	Contraception Set-Up			123,050.00	1,389,900.0
	Contraception Consultations			55,710.00	213,012.0
	Contraception Product Cost			23,806.16	94,532.7
Advanced Services Total		135,909		60,779,615.44	176,491,018.9
Hepatitis C Testing Service	Hepatitis C Testing Service		3,044,610.00 17,876,445.00 93,800.00 453,400.00 68,000.00 645,000.00 10,110.00 45,050.00 15,154.85 68,950.39 0.00 123,050.00 1,389,900.00 55,710.00 213,012.00 23,806.16 94,532.79		
	Hepatitis C Kit				0.0
Hepatitis C Testing Service Total				0.00	0.0
Flu Premise & Refridge Claim	Flu Premises and Refrigeration			0.00	0.0
Flu Premise & Refridge Claim Total				0.00	0.0
COVID Vaccination	COVID Vaccination			32,242,255.34	63,928,353.5
	COVID Premises and Refrigeration			107,998.72	766,076.5
COVID Vaccination Total				32,350,254.06	64,694,430.1
Quality Payments Scheme	Quality Payments Scheme			0.00	0.0
	Pharmacy Quality Scheme - Aspirational Payment			0.00	17,108,067.6
Quality Payments Scheme Total				0.00	17,108,067.6
Essential Small Pharmacy Local Pharmaceutical	Essential Small Pharmacy				0.0
Essential Small Pharmacy Local Pharmaceutical Total					0.0
Education and Training Payments	Foundation Trainee Pharmacy Training			2,493,999.18	7,608,003.6
Education and Training Payments Total				2,493,999.18	7,608,003.6
Local Authorised Payments	Pre-registration Trainee WT&E (previously HEE)		100.00	71,647.24	7,188,770.9
	Pharmacy Reward Scheme			0.00	140.0
	Other Local Payments			517,974.50	5,325,034.5
Local Authorised Payments Total				589,621.74	12,513,945.4
Local Pharmaceutical Services	Local Pharmaceutical Services - Debited		100.00	-106,115.97	-802,679.6
Local Authorised Payments Total Local Pharmaceutical Services	Local Pharmaceutical Services - Credit			106,115.97	802,679.6
Local Pharmaceutical Services Total				0.00	0.0
Other Fees	Fine For Breach of Service				0.0
	Lost Batches			944.79	13,588.1
Hepatitis C Testing Service  Hepatitis C Testing Service Total  FIU Premise & Refridge Claim  FIU Premise & Refridge Claim  COVID Vaccination  COVID Vaccination  COVID Vaccination Total  Quality Payments Scheme  Quality Payments Scheme Total  Essential Small Pharmacy Local Pharmaceutical  Essential Small Pharmacy Local Pharmaceutical Teducation and Training Payments  Education and Training Payments  Cocal Authorised Payments  Local Authorised Payments Total	Fraud Pharmacy Recovery Fees				0.0
	Temporary Safeguarding Payment		100.00	132,659.11	973,721.2
Other Fees Total				133,603,90	987.309.37

102,401,228	-56,179,280.40 183,904,827.36	-405,961,720.43 868,258,051.06 RUN AT 25/03/2024 09:
	-56,179,280.40	-405,961,720.43
100.00	-383,761.20	-5,341,461.82
		0.00
100.00	156,155.39	1,268,757.73
100.00	-18,097,870.64	-136,831,257.14
100.00	-37,853,803.95	-265,057,759.20
	-179,525.23	-689,203.47
	100.00 100.00 100.00	-179,525.23 100.00 -37,853,803.95 100.00 -18,097,870.64 100.00 156,155.39

# Accessing and Using the PMD (Prescribing Monitoring Document) Report

The PMD (Prescribing Monitoring Document) report provides monthly financial information about prescribing costs against budgets, to enable management of the drugs element of unified budgets.

The figures shown on this report are for monitoring purposes only and do not reflect the actual charge.

Data within the PMD report is updated on a monthly basis.

Statements are issued every month and show:

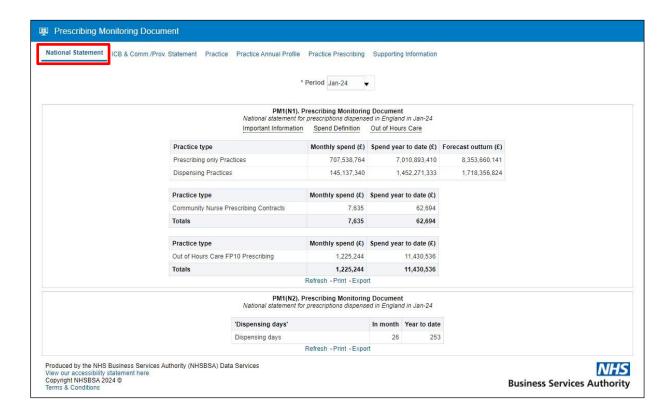
- the indicative prescribing budget for the current financial year (not shown in April or May)
- total monthly expenditure
- Cumulative expenditure (April to current month)
- forecast out-turn (based on information provided by the Department of Health and Social Care, which is based on a spending pattern, calculated using previous year's spending data). The accuracy is determined by local factors at a local level (not shown in April or May)
- the number of dispensing days in the month and year to date

The annual statement produced for March shows the actual expenditure for the financial year.

To access the PMD report select the link within the Financial Reports page:



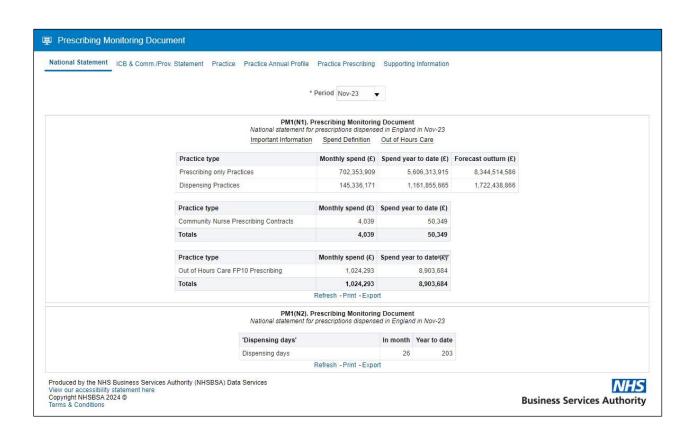
Once selected, this will open up the Prescribing Monitoring Document report. The report will default to the 'National Statement' page in the report:



Next, select the month you wish to view data for by using the criteria selection dropdown lists (highlighted red), in this case to select a particular month:



Once you have chosen a month the PMD report will display the months' data you have requested:



### **Accessing and Using the Invoice Reconciliation Report**

To access the Invoice Reconciliation report select the link within the Financial Reports page:



Please note: if you're using the Invoice Reconciliation report but require data for an organisation prior to April 2018, then please use the F1(B):: Invoice Reconciliation Report – Prescribing Costs pre-April 2018

Once accessed, the Invoice Reconciliation report will give you the options to specify a month, and an organisation in which to run the report for using the 'Month' and 'Commissioner/Provider plus Code' prompts.

- 1. Select a month and a commissioner/provider using the drop-down list prompts provided (highlighted red below)
- 2. Be sure to click 'OK' to then enact your selections and run the Invoice Reconciliation report



The report will then return data for the month and organisation selected:

Month	HS Commissioner / Provider plus Code	HS Practice	<b>HS Practice Code</b>	Items	Actual Cost (£)	
Nov-23	THE RESIDENCE OF THE PARTY OF THE PARTY.	THE RESIDENCE OF THE PARTY.		69	862.54	A
Nov-23	Selection of the selection and product	CHECK SHOWS IN COLUMN 2		9,565	92,801.55	
Nov-23	THE RESERVE OF THE RE	DESCRIPTION OF STREET	Table 1	2,341	13,276.80	
Nov-23	$(a_{ij},a_{ij},a_{ij}) = (a_{ij},a_{ij}) + (a_$	MACHINE MINER MINER		1,946	17,699.43	
Nov-23	THE RESIDENCE OF STREET, SHOWING	THE RESERVED HER SHAREST	-	6,575	70,774.58	
Nov-23	THE RESERVE THE PARTY OF THE PA	THE RESERVE OF THE PERSON NAMED IN	1000	8,778	81,723.29	
Nov-23	the district of a finished a last partie.	THE RESIDENCE AND ADDRESS OF	-	17,485	158,820.90	
Nov-23	AND RESIDENCE OF THE RESIDENCE	STREET, STREET, ST.	and the latest section in the latest section	4,577	45,485.89	
Nov-23	THE RESERVE AND ADDRESS OF THE PARTY.	DE STORY CONTRACTOR	THE STATE OF THE S	7,855	69,662.22	
Nov-23	AND RESIDENCE OF STREET, SALES	1000		8,317	69,921.35	
Nov-23	THE RESERVE THE RESERVE AND ADDRESS.	OF SUPPLICATION	Total Control	5,269	50,114.02	
Nov-23	THE RESIDENCE OF THE PARTY OF THE PARTY.	confinemental finalism	-	27,210	268,153.68	
Nov-23	THE RESERVE AND ADDRESS OF THE PARTY.	CONTRACTOR AND ADDRESS.	1000	1	17.54	
Nov-23	THE RESERVE AND ADDRESS OF THE PARTY.	The Control of the Co	THE RESERVE	16,244	170,116.69	
Nov-23	THE RESIDENCE OF STREET, SHE WERE	mine may have in	THE R. P. LEWIS CO., LANSING, MICH.	56	717.88	
Nov-23	APPROXIMATE PROPERTY AND ADDRESS.	THE RESIDENCE OF THE PARTY.		877	4,845.86	
Nov-23	THE RESERVE AND PERSONS ASSESSED.	THE RESIDENCE PROPERTY AND ADDRESS OF	70001	5,658	136,297.62	
Nov-23	AND RESIDENCE OF STREET, SAN PARKET	AND RESIDENCE OF STREET		4,247	38,315.16	
Nov-23	NAME AND ADDRESS OF THE OWNER, THE PARTY OF	THE RESIDENCE OF STREET	Total Control	3,249	31,279.70	
Nov-23	THE RESIDENCE OF THE PARTY OF THE PARTY.	PROPERTY AND ADDRESS.	TOTAL STREET	36	247.52	
Nov-23	Address of the same of the same	Will his bases	THE REAL PROPERTY.	4,164	31,598.50	
Nov-23	THE RESERVE THE RESERVE THE PARTY.	SUPPLIES AND SOCIAL		296	1,722.73	
Nov-23	THE RESIDENCE OF STREET, SHE WERE	THE RESIDENCE AND PARTY.	-	7,563	66,481.66	
Nov-23	THE RESIDENCE OF STREET, SAN ASSESSMENT	Colored or Colored Street		114	693.27	
Nov-23	THE RESERVE AND PARTY AND PARTY.	SUPERIOR SECURITION AND ADDRESS.		127	460.18	
Nov-23	NAME AND ADDRESS OF THE OWNER.	THE RESERVE AND ADDRESS OF THE PERSON NAMED IN COLUMN TWO IN COLUMN TO THE PERSON NAMED IN COLUMN TWO IN COLUMN TW	-	70	344.39	
Nov-23	THE RESERVE AND ADDRESS OF THE PARTY.	THE RESIDENCE OF THE	1000	9,906	107,263.26	
Nov-23	*****	****	CHICAGO I	3,845	39,088.45	
Nov-23	The state of the state of the state of	Telephone more and	-	342	12,293.24	
Nov-23	THE RESIDENCE PROPERTY AND ADDRESS.	THE RELEASE DESIGNATION OF THE PERSON OF THE	Total Control	28,098	284,535.62	
Nov-23		Additional property and resident	-	8.540	78,093.32	*

# **Getting more help**



#### Additional training material and user guides

The ePACT2 training team has developed several how to guides to help you get the best out of ePACT2. These can be found on our <u>ePACT2 user guides page</u>

#### Webinar sessions

We offer a free, personalised webinar training service to all our users and you can book as many as you need.

You can let us know if you have any specific topics or reports you'd like to cover or if you would prefer an introductory tour. You can take part wherever you are as long as you can get online.

You can find our more and book you webinar by going to our <u>ePACT2 training page</u>