Viewing Invoices for Pre-Paid Checks

Business Portal · https://workerchecks.com/docs/viewing-invoices-for-pre-paid-checks/

Business Hub · Payments · Last updated May 2026

Each time your business purchases a bundle of pre-paid checks, an invoice is automatically generated and saved to your account. You can view, download, or export these invoices at any time from the Payments section of Business Hub.

Pre-paid purchases only. Invoices are only generated for purchases made via the **Purchase Pre-Paid** tab. Individual pay-as-you-go transactions are recorded in the **History** tab and do not generate a separate invoice.

How to Find Your Invoices

1

Go to the Payments tab

Log in to Business Hub and click the Payments tab in the top navigation bar.

2

Select the Invoices sub-tab

Inside the Payments section you will see three sub-tabs: *Purchase Pre-Paid*, *History*, and Invoices. Click the **Invoices** tab to display the full list of invoices for your account.

3

View or download an invoice

Each row in the table represents one purchase. Click the **View** button on any row to open or download that invoice as a PDF.

The table shows the following details for each purchase:

Show 25 entries

Export to CSV

Export to PDF

Invoice #	Date	Description	Amount (inc. GST)	View
002267	21 Apr 2026	22 × Nationally Coordinated Criminal History Check	Amount paid	
002277	14 May 2026	1 × Nationally Coordinated Criminal History Check	Amount paid	

Exporting your invoice list

To download the full invoice list in one go, use the **Export to CSV** or **Export to PDF** buttons in the top-right corner of the table. This is useful for reconciling purchases with your accounting software or internal records.

Understanding Invoice Amounts

All amounts displayed in the Invoices tab are **GST-inclusive**, as shown in the column header. When you open an individual invoice PDF, the GST component is also itemised as a separate line for your records.

Invoice Not Showing?

If the Invoices tab is empty, it is most likely because your account has not yet made a pre-paid check purchase. Pre-paid purchases are initiated from the **Purchase Pre-Paid** sub-tab within Payments. Once a purchase is completed, the invoice will appear immediately.

Check your account. If you believe a purchase was made but no invoice is visible, confirm you are logged in to the correct Business Hub account. Invoices are specific to the account that made the purchase. Contact ask@workerchecks.com if you need further assistance.

Need to Query or Correct an Invoice?

If you notice an error on an invoice — such as an incorrect quantity or amount — please contact the Worker Checks support team at ask@workerchecks.com with your invoice number and a brief description of the issue. We will arrange a correction or credit promptly.

Still need help? Contact us at ask@workerchecks.com or call 1300 609 970