

## Persons with Developmental Disabilities (PDD) Contractor Upload Tool

### Questions and Answers

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*Note: This Questions and Answers document will be updated as needed on [humanservices.alberta.ca/department/contract-templates.html](http://humanservices.alberta.ca/department/contract-templates.html). This document is current as of the date in the footer. Further information is available through the Webinar on this website.*

**Q1 Why is Community and Social Services (CSS) implementing a new Contractor Upload Tool for Persons with Developmental Disabilities (PDD) services?**

A1 The 2017 PDD Contract template includes new reporting requirements, and the previous EXTRANET site is not designed properly to support these changes. The ministry created the Contractor Upload Tool to make it easier for service providers to submit monthly invoices using the various reporting templates.

**Q2 In the past, PDD contract staff would send a new password when required. Will this still happen?**

A2 Yes. The existing practice of password changes remains the same. Additionally, CSS regional staff will provide any new information pertaining to the Contractor Upload Tool to service providers.

**Q3 I have questions about the new PDD Contractor Upload Tool. Who can help me?**

A3 The Contractor Upload User Guide, also found on the same web-page as the Contractor Upload Tool webinar, identifies key CSS regional staff who can provide assistance.

**Q4 When do I start using the new Contractor Upload Tool**

A4 Service providers will be required to use the new Contractor Upload Tool for submission/reporting purposes, effective January 4, 2018.

**Q5 What will be uploaded using this new Tool?**

A5 Monthly invoices, Performance Management Framework (PMF) reporting templates, Annual Financial reporting templates as well as other reporting documents required for Letter of Agreements (LOA) and Memorandums of Understanding (MOA) a service provider may have with a service delivery region.

Other documents can be uploaded using the type 'Other' as long as this has been agreed upon with your CSS regional staff.

**Q6 Can I submit PDF or scanned files?**

A6 There may be some PDF or scanned files that your CSS regional staff permits to be submitted in the 'Other' field; however, for all other submissions, you should only submit Excel files that CSS regional staff provides to you.

**Q7 Will I receive the needed excel files from CSS?**

A7 Yes, your CSS regional staff contact will provide you with any needed reporting templates for use with the new PDD Contractor Upload Tool.

**Q8 What happens if I submit an invoice to the wrong region?**

A8 As long as you provide the correct contract number, the Contractor Upload Tool will automatically identify the proper region in the appropriate field.

However, CSS staff will monitor the site to catch errors and work with you to re-submit correctly.

Remember to fill in your email address on the submission page, and keep track of the return email to make it easy to solve any problems.

**Q9 Can I submit a signed Individual Referral Form using the new Contractor Upload Tool?**

A9 There may be some PDF or scanned files, which your regional staff permits to be submitted in the 'Other' field such as a signed Individual Referral Form; however, before doing so, check with your CSS regional staff.

**Q10 Can I submit multiple invoices or other files at one time?**

A10 No. Each invoice or reporting template requires a separate submission.

**Q11 Have the reporting timelines for these various contract reporting templates changed, as a result of the new Contractor Upload Tool?**

A11 No. The reporting timelines for required document remain the same as those identified in your 2017 PDD Contract template.

**Q12 When sending in a corrected invoice, do I need to send the entire invoice or only just the part of the invoice with the corrected items?**

A12 The Contractor Upload Tool permits both. Talk with your CSS regional staff as to which of the above submissions they would want you to provide.

**Q13 In the past, I would have sent contract reporting requirements to our contract manager using email. Can we still do this?**

A13 You must submit monthly invoices, PMF reporting templates and Annual Financial reporting templates to CSS using the Contractor Upload Tool. Please speak to your CSS regional staff contact about using email for other contract-related documents.