



Direct2Vet

Vet clinic registration and user guide

Meet Direct2Vet, the online portal that lets you submit pet insurance claims on behalf of clients and receive payment directly from RSPCA Pet Insurance.

Scan to
learn more



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Welcome to Direct2Vet

Direct2Vet is a secure online portal that allows your clinic to submit pet insurance claims on behalf of your clients. Once a claim is approved, payment goes straight to your clinic's nominated bank account, and the client simply pays the gap between the invoice and what's covered by their policy.

By reducing upfront costs, more pets can get the treatment they need, and you can focus on what truly matters:

Caring for pets and the people who love them.



Why join Direct2Vet



No cost to sign up or use



Submit claims in just a few clicks



Get paid directly for approved claims



Track claims and payments in real time



Fast processing, with a 15-minute turn around during business hours
(subject to all required documentation being provided)



A better client experience, with clients simply approving via SMS

It's easy to sign up and get started

To register your clinic for Direct2Vet, please have the following on hand:

- ✓ Clinic name and ABN
- ✓ Clinic address
- ✓ Main contact number and contact person's details
- ✓ Banking details (BSB and account number)
- ✓ Proof of banking details, such as a bank statement or letter from the bank
- ✓ An example invoice (optional, but recommended)



Please note

If your clinic belongs to a group, you'll be asked for the group name during registration and whether your clinic uses the same banking details as the group.



01 Registering your clinic online

Getting started only takes a few minutes.
Follow these steps to register your clinic for Direct2Vet:



Need help?

Reach out to our team
on 1300 777 220.
We're happy to assist.



1. Go to the Direct2Vet portal

Click [here](#) and select the 'Register' button on the login page.



6. Complete group membership details (if applicable)

Confirm if your clinic belongs to a group. If yes, enter the group name and indicate whether your clinic shares the group's banking details.



2. Create your account

Enter your registration email address, create a secure password, and select 'Next'.



7. Enter banking details

Provide your BSB, account number, and account name.



3. Enter your clinic's details

Add your clinic's name, confirm the legal name, and enter your ABN number.



8. Upload documents

Upload proof of banking details (required). You can also upload an example invoice (optional).



4. Add your address

Add your clinic's address (this will auto-complete as you type).



9. Complete your registration

Select 'Register' to submit your application.



5. Add contact information

Enter the main contact number, mobile number, any additional number, contact person's name, and their email address.



10. Verify your email

Check your inbox for a one-time password (OTP) and enter it to confirm your account.



What happens next

We'll review your application and verify your details. Once approved, you'll receive an email with a link to log into the Direct2Vet portal. If your application is declined, you'll also be notified via email.

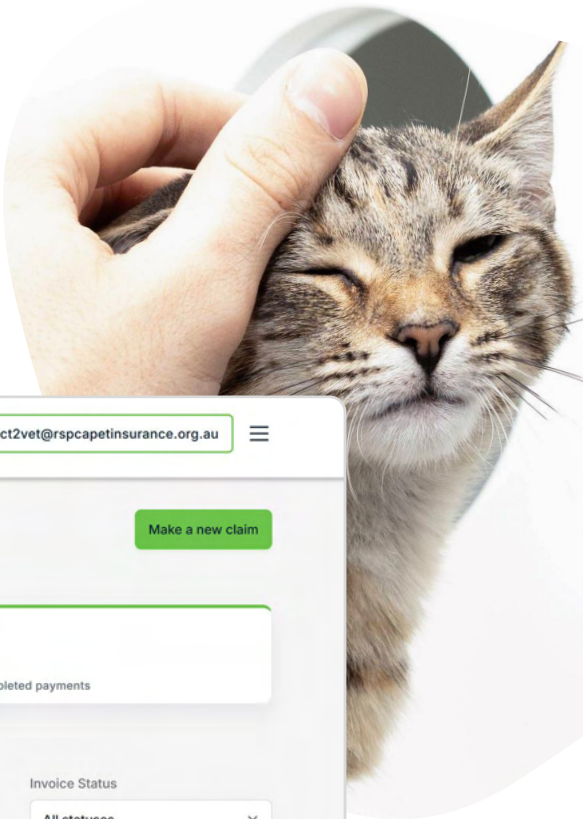




02 Understanding your dashboard

Once your application is approved, you'll be able to log into the Direct2Vet portal using the details you submitted during registration.

When you log in, you'll see your personalised dashboard with a summary of your clinic's claim activity:



Direct2Vet

Home Account Profile

1300 777 220

direct2vet@rspcapetinsurance.org.au

Overview

View all invoices

Custom date range

Summary cards below are filtered by the selected date range.

INVOICES

1

Total in selected range

PENDING

1

Awaiting action

PAID

0

Completed payments

Invoices

- Data current as of today

Search

Claim #, Invoice #, Pet or Owner

Invoice Status

All statuses

Date submitted	Invoice #	Pet	Invoice amount	Paid amount	Status	Last Updated	View
05/05/2026	5780493	SOFTSURE	589.00	0.00	Pending	06/05/2026	

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Understanding your invoice status

Invoices submitted

Total number of invoices you've sent through the portal.

Pending invoices

Invoices currently being reviewed by our team.

Paid invoices

Invoices that have been processed and paid to your account.



You can search and filter by date, invoice number, pet name, or owner, making it easy to find exactly what you need.



03 Submitting a claim

Submitting a claim through Direct2Vet is quick and straightforward.

Here's how it works:

- **Select 'Make a new claim'**
On your dashboard, click the 'New claim' button.
- **Find the client**
Search using the client's policy number, or a combination of their email address and pet name.
- **Enter invoice details**
Add the invoice number, invoice amount, and select the diagnosis from the dropdown (you can select multiple diagnoses if needed).
- **Add notes (optional)**
Use the text box to include any additional information relevant to the claim.
- **Upload clinical notes**
Attach the pet's clinical notes or medical history.
- **Upload the invoice**
Attach the itemised invoice for the treatment.
- **Select 'Submit claim'**
Review the claim summary and confirm the details.



What happens after you submit a claim

Once you submit a claim, your client will receive an SMS to check and approve the claim details during their visit. They'll be able to see all the information you've entered, but won't be able to make any changes, and can either approve or decline the claim request.



Once the client approves the request, we'll review and process the claim within 15 minutes (provided that all the necessary information has been submitted).



We'll then pay your clinic directly, and both you and your client will receive confirmation emails.



If the claim is declined, you and your client will be notified, and your client will be responsible for settling the full bill.



If the client declines

If a client declines a claim request, it will be removed from the portal and you'll need to submit it again.



Before resubmitting, it's worth checking that the pet name, invoice amount, and diagnosis are all correct.

04 Tracking your claims

Your Direct2Vet dashboard gives you full visibility over every claim you've submitted.

Here, you can:



View all your invoices and their statuses



Filter by date, status, invoice number, pet, or owner



Select any invoice for full details, including claim progress

Statuses include:



Submitted



Pending



Under review



Paid

So you'll always know exactly where each claim stands.

05 Updating your clinic's details

Need to update your clinic's banking details, contact information, or address? You can do this at any time by simply following these steps:

1.



Go to 'Account profile'

Navigate to your profile from the portal menu.

2.



Edit your details

Update any information that needs to change.

3.



Select 'Submit edits'

Confirm your changes in the pop-up.



We'll review your requested changes and send you an email once they've been approved, or if we need any further information.



06 Helpful shortcuts

Need to find something fast? Here's a handy snapshot of the most common tasks and how to complete them.

I want to...



Register my clinic

Click [here](#) to visit the Direct2Vet portal, and select 'Register'.



Submit a new claim

Select 'Make a new claim' on your dashboard.



Track a claim

Use the dashboard filters or search bar.



Update banking details

Go to 'Account profile' and submit your requested changes.



Check the status of a payment

Filter invoices by 'Paid' status.



Contact someone for help

Call 1300 777 220 or email direct2vet@rspcapetinsurance.org.au



Need help?

We're here to support you every step of the way. If you have any questions about registration, submitting claims, or using our Direct2Vet portal, please reach out to our team. We're happy to help.

RSPCA Pet Insurance Claims Team



1300 777 220

Available from Mondays – Fridays,
08:30 – 17:00 (AEST)



Thank you for partnering with RSPCA Pet Insurance. Here's to helping more pets live well and be well.

