



Billing & Collections Frequently Asked Questions

SAVE PROGRAM BILLING AND COLLECTIONS CHANGE

Effective March 1, 2008, the SAVE program is changing how it bills and collects for usage of the Systematic Alien Verification for Entitlements (SAVE) system. The following Q&As provide information regarding this change.

Q1. My agency already has a Memorandum of Understanding (MOU) with the SAVE Program. Do I still need to sign a Reimbursement Memorandum of Agreement (MOA)?

A1. Yes. Each agency must sign a MOA with the SAVE Program for the new reimbursement billing and collections process. Agencies that have a current MOU for services established with the SAVE Program are not required to enter into a new MOU. The terms of each agency's current SAVE Memorandum of Understanding (MOU) that are not covered in the reimbursement agreement (other terms and conditions governing SAVE usage, for example) will remain in effect.

Q2. My agency recently signed or renewed a Purchase Order with CSC to use the SAVE Program. Do I need to enter into a new MOA with the SAVE Program?

A2. Yes. The billing and collections is being transferred from CSC to the SAVE Program. The SAVE Program will directly bill and collect reimbursement for SAVE verification services provided to your agency provided on or after March 1, 2008. This requires a new MOA.

Q3. By when do I need to sign a Reimbursement MOA with the SAVE Program?

A3. To ensure continued access to SAVE verification services, each agency must sign a Reimbursement MOA with the SAVE Program no later than February 15, 2008. The SAVE Program needs the two weeks between February 15, 2008 and February 29, 2008 to set up the new account that each customer agency will have with the SAVE Program.

Q4. When will I receive my first invoice from the SAVE Program?

A4. You will receive your first bill from the SAVE Program by mid-April 2008. The SAVE Program will directly bill and collect from agencies for all SAVE queries that occur on or after March 1, 2008. The arrangements for federal and non-federal agencies are discussed more fully in the Q&As below this one. Billing and collection for SAVE queries prior to March 1, 2008 will continue under the present arrangement with Computer Sciences Corporation (CSC).

Q5. Will I receive any more invoices from CSC?

A5. If you have an amount due to CSC for SAVE usage prior to March 1, 2008, you may receive an invoice from CSC in March 2008 for that usage. CSC may send you additional invoices if you do not pay in full any amount due per the March 2008 invoice. In short, agencies may receive invoices from CSC after March 1, 2008, but these will be for usage that occurs prior to that date.

Q6. I work for a Federal agency. How will my agency be charged for its SAVE usage?

A6. Your agency will be charged for its SAVE usage through the Intra-governmental Payment and Collection (IPAC) system on a monthly basis. The first IPAC charge will occur in April 2008 and will be for SAVE usage from March 1, 2008 to March 31, 2008. The SAVE Program will provide a statement of charges to the IPAC Point of Contact (POC) your agency designates on the CIS SAVE Federal Submission Form. The SAVE Program Customer Number, Agency Locator Codes, appropriate accounting code(s), and associated dollar amounts will be referenced on all IPAC transactions.

Q7. I work for a Non-Federal agency. How will billing and collection occur for my agency?

A7. Your agency will be billed on a monthly basis. The primary financial Point of Contact (POC) that you designate in your Reimbursement MOA will receive your first invoice from USCIS' Burlington Finance Center (BFC) no later than mid-April. This invoice will be for your agency's March 2008 SAVE usage. The "Pay By" date on each monthly invoice will be 30 days from the end of the month's activity that the SAVE Program is billing you for.

Wire transfer is the preferred method of payment, but your agency may choose to pay by credit card or check instead. To conduct a wire transfer or credit card payment, your agency may call (802) 288-7600. If your agency elects to pay by check, it should be sent to: DHS-ICE, ATTN: CMRB, P.O. Box 5000, Williston, VT 05495-5000. Prepayment is not an option.

Q8. What if my agency disagrees with the amount it has been charged or the amount on the invoice?

A8. As part of your agency's MOA, your agency agrees to promptly discuss and work with the SAVE Program to resolve issues and questions regarding billing disputes and late payments. To this end, USCIS' Burlington Finance Center (BFC) (802) 288-7600, will provide you with a means to address any concerns regarding the amount your agency has been charged, the amount on the invoice, or both. You should promptly utilize this means. If you are unable to resolve the matter this way, you should promptly contact the SAVE Program office at SAVE.Help@dhs.gov or the SAVE Customer Service Center at (888) 464-4218.

Q9. What if my agency does not pay the total amount it owes on time?

A9. Regardless of payment method, your agency must pay the total amount due no later than the "Pay By" date on your invoice. The SAVE Program will confirm non-payment and attempt to contact your agency to remedy it before suspending or terminating access to SAVE verification services. However, the SAVE Program reserves the right to suspend or terminate access for non-payment. Non-Federal agencies should be also be aware that delinquent payments will be handled in accordance with the Debt Collection and Improvement Act of 1996, 31 U.S.C. Section 3701.

Q10. What happens if the amount my agency has paid plus the amount my agency will owe for its usage equals or exceeds the amount my agency has allocated in the MOA? Will my agency need to enter into a new agreement with USCIS?

A10. No. In this situation, your agency may unilaterally modify the MOA to increase the amount allocated in the MOA. To warn your agency of an approaching need to increase the amount allocated, the SAVE Program office will notify an agency when its balance remaining reaches 20% of the amount allocated in its MOA.

Q11. How may my agency reconcile its account?

A11. There are two ways to keep your accounts reconciled. One method is through the Customer Processing System (CPS can be found when you login to SAVE), which provides a reporting function allowing the agency to keep a running total of usage. Another method is through contact with the SAVE Program office, which will provide reconciliation reports. As noted above, the SAVE Program office will notify an agency when its balance remaining reaches 20% of the amount allocated in its MOA.

The SAVE Program Office will promptly initiate year-end and closeout adjustments once final costs are known. If an agency operates on a different fiscal year than the federal October to September fiscal year, the SAVE program will also work to meet that agency's year-end adjustment requirements.

Q12. While completing the Memorandum of Agreement on the Agency Submission Sheet I am asked to provide a DUNS/BPN number. What does D-U-N-S/ B-P-N stand for and what is its purpose?

A12. DUNS/BPN - the Data Universal Numbering System and the Business Partner Network is a unique identification number that is used to identify business entities. If you need to obtain your DUNS/BPN number, you can inquire at <https://www.BPN.gov/far/FARWeb.aspx>.

Q13. CSC is currently billing our agency for services and we have kept a "debit" or cash account, from which monthly billings were debited. Will this remain an option for us under the new agreement?

A13. No, this is no longer an option. Your agency will be billed monthly for actual usage. Please refer to Q6 and Q7 for further information on billing methods.

Q14. After the transition is complete, if there is a balance in our account with CSC, how do we recover those funds?

A14. You will need to contact CSC directly so they can remit any excess monies in your account.

Q15. How do we determine an estimate of the "total cost of the agreement?" Is this a fiscal year total that begins again at the start of each fiscal year, or is there another method used to calculate the total?

A15. The total cost of the agreement is a fiscal year total calculated for usage between the start date of the agreement through September 30. USCIS is making accommodations for alternate fiscal years by allowing agencies to enter into the agreement through the end of the customer's fiscal year. USCIS fiscal year obligations require us to renew the obligated amounts in October. Additionally, customers are requested to estimate the cost of the agreement in a manner that precludes a fiscal shortage in the agreement.

Q16. What is the SAVE Program Customer Number required on the submission form?

A16. The SAVE Program Customer Number is the current High Level Identifier that you have been assigned by the SAVE Program for access to the VIS system. If you are not aware of your Customer Number the SAVE Program will provide it to you.

Q17. What is the Customer Purchase Commitment Number required on the submission form?

A17. The Customer Purchase Commitment Number is an internal finance number that your agency has associates with the amount of money committed to the agreement. You may or may not have this number.

Q18. What is the Purchase obligation Expiration Date required on the submission form?

A18. The Purchase Obligation Expiration Date is either the end of our fiscal year (for example, September 2008) or the end of your fiscal year, whichever comes first. See Q15 for additional information.

Q19. What is the Customer Committed Amount required on the submission form?

A19. This is the amount of money that you have obligated to pay SAVE through the Customer Purchase Obligation Expiration Date. See also Q15 for further information.

For answers to additional questions about the reimbursement MOA, the reimbursement process, or SAVE in general, please contact the SAVE Customer Service Center at (888) 464-4218 or E-mail SAVE.HELP@DHS.gov.