



## COMMON MISTAKES IN SUBMITTING CUSTOMER INVOICES AND PROGRESS REPORTS

- ✓ Service not identified or does not match billable services for customers or the ISP.
  - No information provided
  - “Services for customer name”
  - Service identified is “Monthly Support Training Room”
  
- ✓ Invoices **DO NOT INCLUDE** required information (dates, location, and staff) that helps all parties assure the provision of service
  
- ✓ Invoiced amount **does not match** the information submitted. Example bill for 22 days when attendance records show 14 days.
  
- ✓ Bill or invoice identifies the Brokerage rather than the Customer as the purchaser of service.
  - The Brokerage may be the mailing address for invoices.
  - Supports are sold to the Customer not to the Brokerage.
  
- ✓ Invoices use Agency codes and are not understood by Customer or Personal Agent.
  
- ✓ No evidence of Billing Review Process sign-off by customer even when that billing authorization method was identified in the service agreement..
  
- ✓ No Progress Reports submitted.