

PROBLEM REPORT FORM

FOR INVOICE, IAG, DO, OR VENDOR PROBLEMS

A: AGENCY IDENTIFICATION

Date: _____ IAG # 69 - _____ FEDLINK ID: _____

Agency Name: _____

Contact Name: _____

Branch/Office: _____

Address: _____

City: _____

Phone (commercial): _____

E-Mail Address: _____

Fax (commercial): _____

INSTRUCTIONS

INVOICE PROBLEMS: You *must* review your monthly statements of account and paid invoices and report any disputed charges or errors to FEDLINK. Your reporting ensures that the Government only pays for goods and services actually received and that all charges are posted to the correct agency account and correct fiscal year. Use section B of this form to report erroneous charges by the vendor or errors in posting invoices to your transfer pay account. Please use a separate copy of this form for each service account being reported. Describe the problem in section D. Attach copies of the invoices or statements in question and any other supporting documentation that will help explain the problem.

IAG, DELIVERY ORDER, VENDOR OR OTHER PROBLEMS: Use section C of this form to report errors with IAGs, delivery orders or other transactions. You may use this form to report problems you are having with the performance of a FEDLINK vendor. You may also use this form to request address or point of contact changes, or to change your list of books ordering officials. Please describe the problem or the change requested in section D and attach copies of the problem documents.

B: INVOICE PROBLEMS

Identify the service ID and fiscal year of the problem invoice(s). For each invoice please give the invoice number, invoice date, invoice amount and indicate the nature of the problem. The FEDLINK accounts payable staff member who handles the service is your first point of contact for resolving invoice problems. Call the FEDLINK Fiscal Hotline at (202) 707-4900 to be referred to the right person. If a problem you reported cannot be resolved by the time your next statement is issued, it will be referred to the FEDLINK Fiscal Manager, Vendor Services Coordinator, or LC/C&L as necessary.

If you dispute charges on an invoice or have not received ordered/billed items, FEDLINK will help you resolve the question with the vendor. When the situation is resolved, a credit transaction (code 20) or correction (code 40) will appear on your statement.

If an invoice that does not belong to your agency has been posted to your account, or if an invoice has been posted to the wrong fiscal year, FEDLINK will make a correction. The correction will appear on a subsequent statement of account as a transaction code 40.

Service ID: _____ FY: _____

Invoice Number	Date	Amount	Usage Incorrect	Items Not Ordered	Items Not Received	Not My Account	Wrong FY
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	\$ <input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	\$ <input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	\$ <input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	\$ <input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	\$ <input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PROBLEM REPORT FORM

Date: _____	IAG # 69 - _____	FEDLINK ID: _____
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C: IAG, DELIVERY ORDER, VENDOR OR OTHER PROBLEMS

Problem with:

- | | |
|---|---|
| <input type="checkbox"/> IAG, FY _____ | <input type="checkbox"/> Vendor Performance, Service ID _____ |
| <input type="checkbox"/> Delivery Order, FY _____ | <input type="checkbox"/> Other: _____ |

D: DESCRIPTION

Large empty box for description.

E: SIGNATURE

Signature Date

F: ATTACHMENTS

Identify additional pages attached to this form. Please be sure to include your FEDLINK Ion all attachments.

- | | |
|--|---|
| <input type="checkbox"/> Invoice(s), number of pages _____ | <input type="checkbox"/> IAG(s), number of pages _____ |
| <input type="checkbox"/> Statement(s), number of pages _____ | <input type="checkbox"/> Delivery order(s), number of pages _____ |
| <input type="checkbox"/> Other: | |

G: FAX THIS PROBLEM REPORT TO:

FEDLINK Fiscal Operations, Library of Congress, Washington DC 20540-5110; fax (202) 707-4999.
Please contact the FEDLINK Fiscal Hotline for assistance at (202) 707-4900 or email fliccfo@loc.gov.