GovPay

ELECTRONIC INVOICING SYSTEM

Government working with government

GovPay COTR Manual

**The National Business Center,
Acquisition Services Directorate
proudly announces
GovPay, a state-of-the-art E-Invoicing System.**

Point of Contact:
Telephone: (703) 964-8802
Fax: (703) 964-8475
Email: helpdesk@govpay.gov

Table of Figures

Introduction

If acquisition services are cost effective, the Government can continue to meet obligations without increasing administrative overhead. In the end, the Federal Government will spend a greater share of tax dollars to support citizens and a smaller share to support Government operating expenses.

As part of this continuing effort, the National Business Center (NBC), Acquisition Services Directorate (AQD) has created the GovPay E-Invoicing system to:

- Meet the Federal Government's overall goal to streamline information flow while increasing speed and quality
- Exchange invoice data over the Web quickly and securely
- Verify that submitted data is correct and complete, eliminating the need to follow-up on erroneous invoices.

Capabilities of the GovPay System

Vendors can use GovPay to:
- Submit invoices over the Web
- Eliminate administrative burden due to paper-based processes
- Expedite invoice processing by eliminating the delays caused by incomplete data or key entry errors
- Check invoice status online, quickly and conveniently.

Contracting Officer Technical Representatives (COTRs) can use GovPay to:
- Check invoice status online
- Make invoice action recommendations to the Contracting Officer (CO).

COs can use GovPay to:
- Check invoice status online
- Make invoice actions based on COTR recommendations.

GovPay Process Overview

The GovPay application is a conduit for vendors to securely create and submit invoices electronically via a Web browser and for COTRs and COs to then do what is necessary to process these invoices. To perform this function the following actions are taken:

1. Vendor securely creates and submits invoices via GovPay. Data validation features are available throughout invoice submission and a confirmation is required before final submission.

2. GovPay transmits the completed invoice to the COTR for review. If no additional information is required, the COTR makes payment recommendation for the CO.

3. The CO views the invoice information on-line and approves payment.

4. GovPay, interfacing with the Federal Financial System (FFS), transmits the approved invoice payment information to the Financial System for payment authorization.

5. The Department of Treasury receives an electronic payment authorization from the Financial System to pay the invoice.
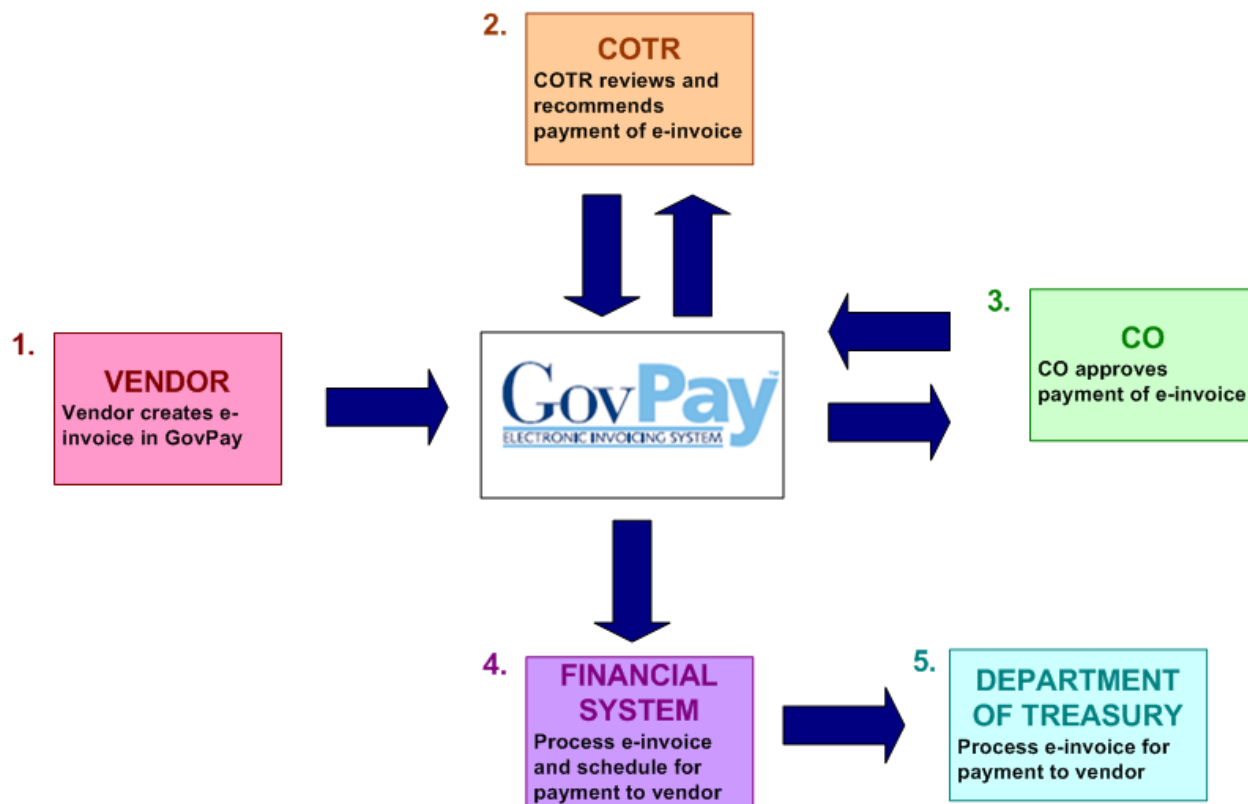

Figure 1: High-Level User Interaction with the E-Invoicing Process

As a GovPay COTR you will need to make action recommendations on invoices submitted by Vendors.

Section One: System Overview

The GovPay system gives Vendors the ability to electronically submit invoices, and COTRs and COs the ability to electronically submit invoice actions and invoice action recommendations. All users can access reports on the status of their invoices and awards through the GovPay system. The following section of this manual provides a description of system and security requirements, and the basic architecture of the GovPay E-Invoicing system.

System Requirements

GovPay is designed for use with Internet Explorer® 6 and above and Firefox® 1.5 and above.

Security

Information is exchanged via 128-bit Secure Sockets Layer (SSL) encryption, and to preserve privacy of data each vendor user receives a unique **Username** and **Password**.
For security reasons, the application does not support persistent cookies, and hence terminates the login session when the browser window is closed.

System Architecture

The GovPay application seamlessly interfaces with three important software packages used to manage contract information: (1) Federal Financial System (FFS), (2) Business Information System (BIS) and (3) Procurement Desktop (PD). These systems update GovPay on a daily basis.

Users who are outside of the GovPay organization will access the E-Invoicing system via the Internet. Internal system users will have access through the GovPay intranet. The following illustration diagrams the GovPay System Architecture.
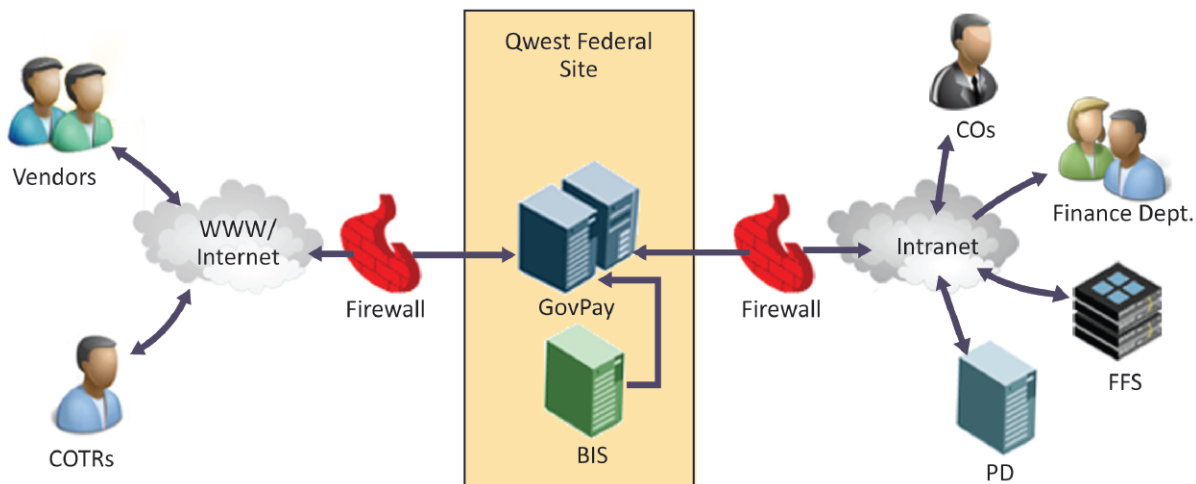

Figure 2: System Architecture

Section Two: System Login

This section describes how to access the GovPay E-Invoicing system, including details on: (1) **Usernames** and **Passwords** and (2) **How to Login**.

> **Note:** GovPay makes extensive use of pop-up windows.
> **Ensure pop-up blockers are disabled before proceeding.**

Usernames and Passwords

If you do not have a **Username** and **Password**, you will not be able to login to GovPay. Your username and password is automatically emailed to you when an award that you are the COTR for is imported into GovPay.

Requesting an Account

If you need a **Username** and **Password**, you may request an account from a GovPay Administrator, whose contact details can be accessed from the **Contact Us** link on the GovPay Login.

> **Note:** The [Register] button on the GovPay Login screen at https://www.govpay.gov/GovPay is for Vendors only. It cannot be used to request a COTR account.

When you are granted an account you will be e-mailed temporary login information. After your first login, you will be asked to change your **Password**. A GovPay **Password** must be at least 12 characters long, and must contain at least one character from three of the following four categories:

1. Uppercase letters (A-Z)
2. Lowercase letters (a-z)
3. Numbers (0-9)
4. Punctuation (@, #, $, etc.).

Retrieving a Forgotten Password

If you have forgotten your **Password**, you can either: (1) Contact a GovPay Administrator and ask that the **Password** be reset or (2) Click [Retrieve Password] at https://www.govpay.gov/GovPay and enter the requested information. A temporary **Password** will be e-mailed to the address in your **User Profile**.

How to Login

To login to GovPay follow these directions:

1. Open your Web browser and go to: https://www.govpay.gov/GovPay. The **Login** screen appears (see Figure 3: Login Screen).

Figure 3: Login Screen

6

1. Enter your **Username** and **Password**.

2. Click the [Login] button.
    The **Main Menu** screen appears (see Figure 4: Main Menu Screen).

Section Three: System Navigation

After a successful login, you will have two ways to navigate the system: (1) the **Main Menu** screen and (2) the Navigation Bar.

COTR Options from the Main Menu

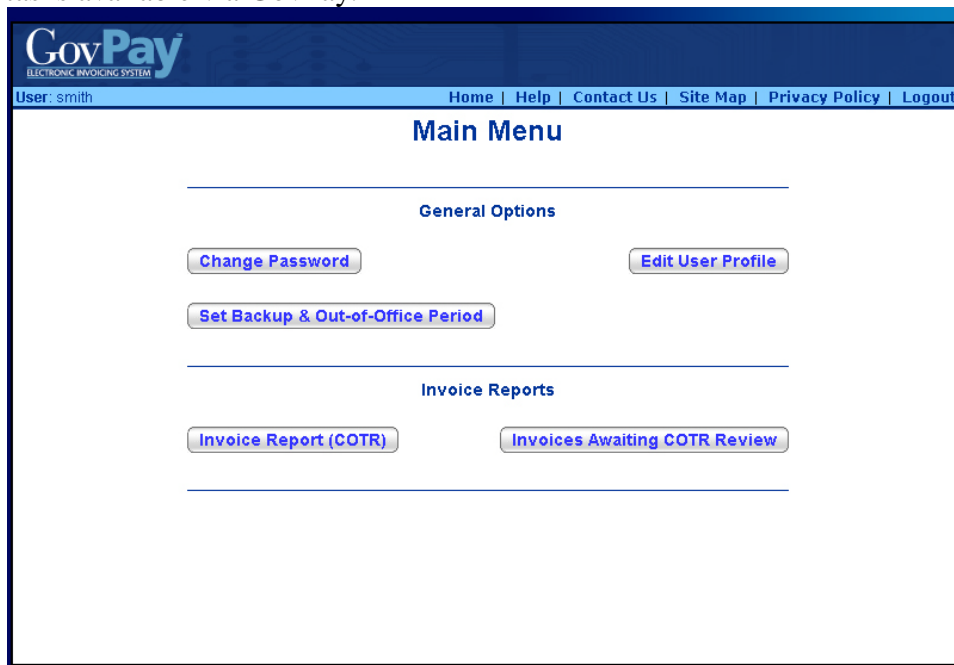From the **Main Menu** screen (see Figure 4: Main Menu Screen) you can begin to execute any of the COTR tasks available via GovPay.

Figure 4: Main Menu Screen – COTR

> **Note:** Depending on what the System Administrator has setup, it is possible that you will have different reports available.

Navigation Bar

Throughout the GovPay application, a standard Navigation Bar remains consistent. It is important to become familiar with this Navigation Bar and its elements. The elements of the Navigation Bar include:

- **Home:** Click **Home** to return to the **Main Menu** from any screen in the application.

- **Help**: Click **Help** to view the online help, or to access the User Manual.

- **Contact Us**: Click **Contact Us** to view pertinent GovPay contact information.

7

- **Site Map**: Click **Site Map** to open a site map. From the site map you can access context-sensitive help and launch specific functions.

- **Privacy Policy:** Click **Privacy Policy** to open up a page that contains links that go to the DOI Privacy Policy and the Department of Interior (DOI) Disclaimer Statement for GovPay.

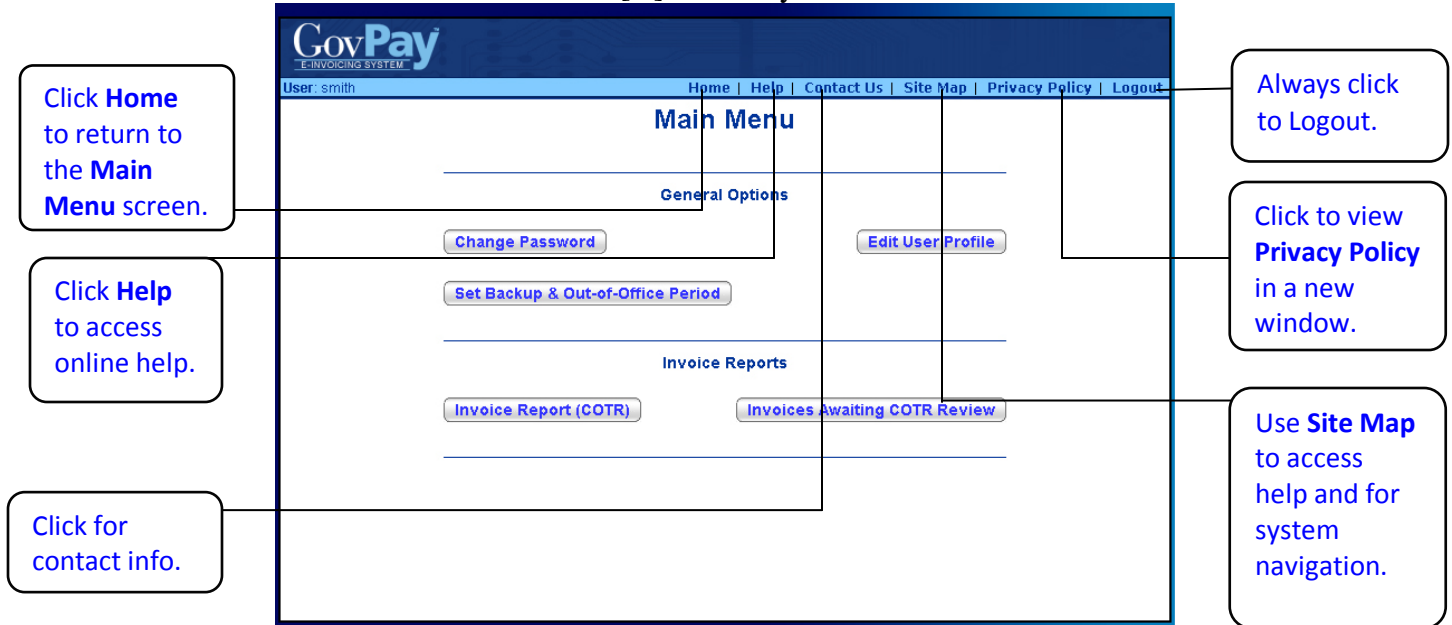- **Logout:** Click **Logout** to logout of the system and to go to the GovPay **Login** screen. Do not use the Windows [X] to close your session.

Click **Home** to return to the **Main Menu** screen.

Click **Help** to access online help.

Click for contact info.

Always click to Logout.

Click to view **Privacy Policy** in a new window.

Use **Site Map** to access help and for system navigation.

Figure 5: Navigation Bar Elements

Section Four: System Help

There are several online resources available to help you use the GovPay application. These resources include:

- Frequently Asked Questions (FAQ)
- Context Sensitive Help
- A PDF version of the User Manual.

View Frequently Asked Questions (FAQ)

To view the FAQ, click **Help** on the **Login** screen Navigation Bar (see Figure 6: FAQ).
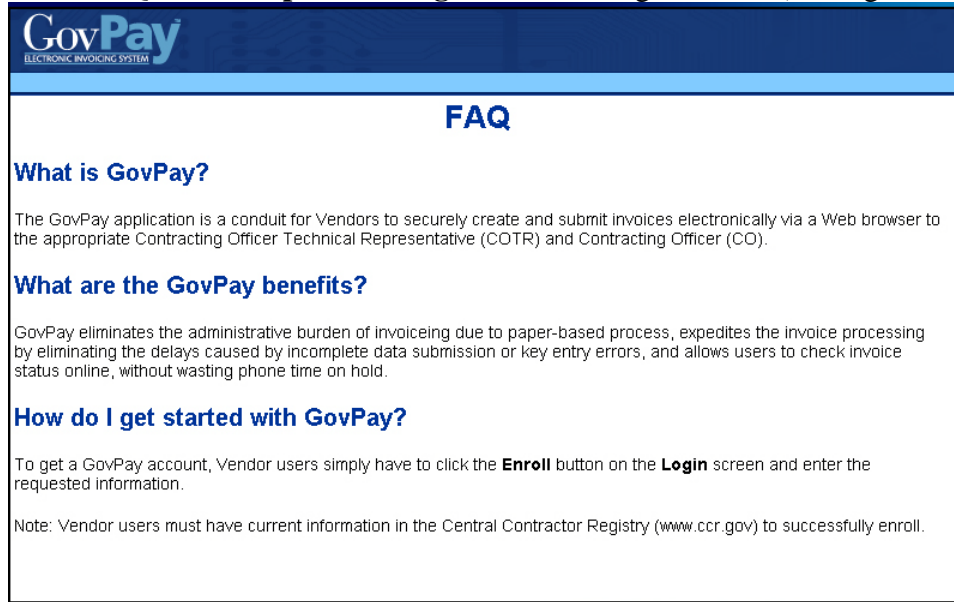
Figure 6: FAQ

View Context-Sensitive Help

After you have logged in, you can view the context-sensitive help, by clicking **Help** on the Navigation Bar. The help information will be displayed on the screen.
The context-sensitive help gives you hints for using the screen you are currently viewing. Additionally, it gives you access to the PDF version of the entire User Manual.

View Online User Manual

To download the entire User Manual, click **Help** on the Navigation Bar once you are logged in, and then on the **User Manual (PDF)** link in the **Additional Information** table.

View Site Map

After you have logged in, you can view the site map, by clicking **Site Map** on the Navigation Bar (see Figure 7: Site Map). The various sections of the application will be displayed.
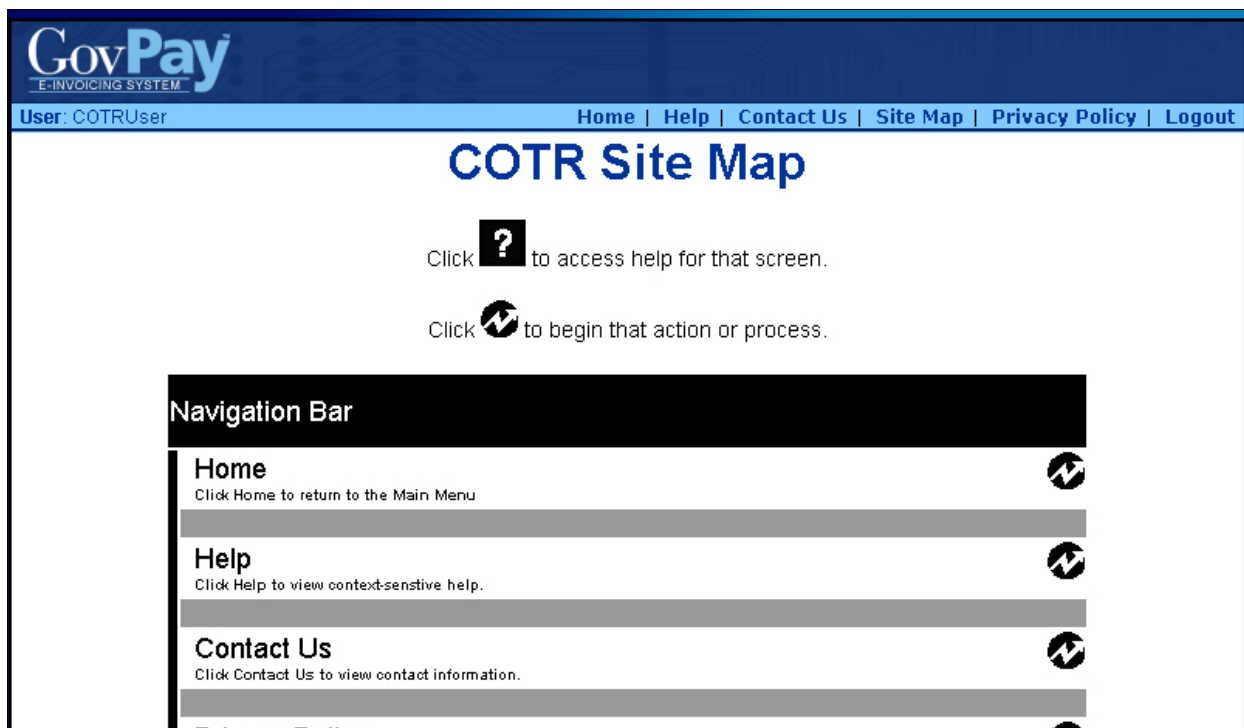
Figure 7: Site Map

Click on the ? to access help about the particular section or click ✪ to navigate to that section in the application.

Section Five: Account Administration

From the **Main Menu** screen (see Figure 4: Main Menu Screen) you can choose three account administration options: (1) **Change Password**, (2) **Edit User Profile**, and (3) **Set Backup & Out-of-Office Period**.

- Click **Change Password** to change your user **Password**.
- Click **Edit User Profile** to update the contact information that will be used to contact you.
- Click **Set Backup & Out-of-Office Period** to delegate to a backup contact for when you are out of the office.

Changing Your Password

To change your **Password**:

1. Click **Change Password** from the **Main Menu** screen (see Figure 4: Main Menu Screen). The **Change Password** screen will appear (see Figure 8: Change Password Screen).
2. Enter the old **Password** in the **Old Password** field.
3. Enter the new **Password**, in the **New Password** field.

4. Finally, confirm the **Password** change by re-entering the new **Password** in the **Confirm Password** field and click **Submit**.

Note: The **Password** must be at least 12 characters long, and must contain at least one character from three of the following four categories:
1. Uppercase letters (A-Z)
2. Lowercase letters (a-z)
3. Numbers (0-9)
4. Punctuation (@, #, $, etc.).
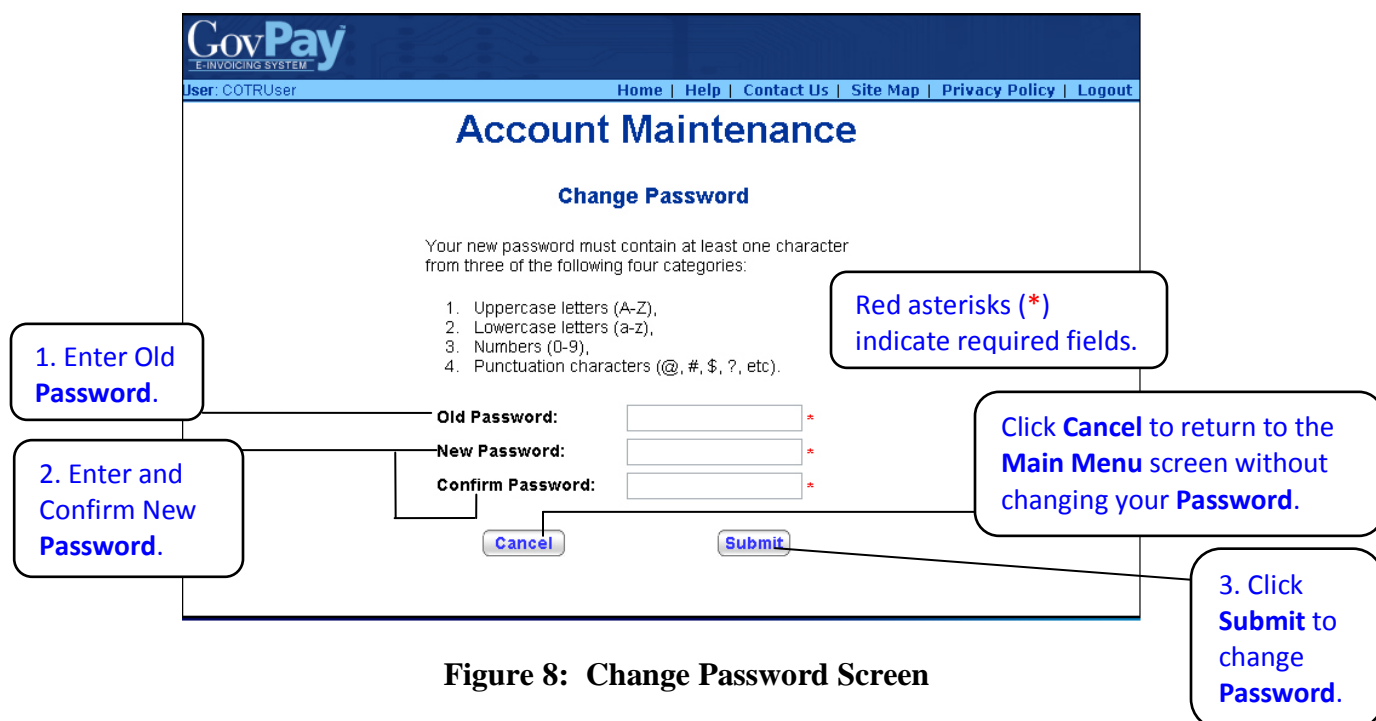
Figure 8: Change Password Screen

Note: You will be required to change your password immediately after your account is first created. After you have successfully logged in, you will be asked to change your **Password.**

Editing Your User Profile

Your **User Profile** contains the contact information that GovPay and GovPay administrators use to send you announcements or notifications.

To edit your **User Profile**:

1. Click **Edit User Profile** from the **Main Menu** screen (see Figure 4: Main Menu Screen).
   The **Edit User Profile** screen will appear (see Figure 9: Edit User Profile Screen).

2. Enter the new contact information.

3. Click **Submit**.
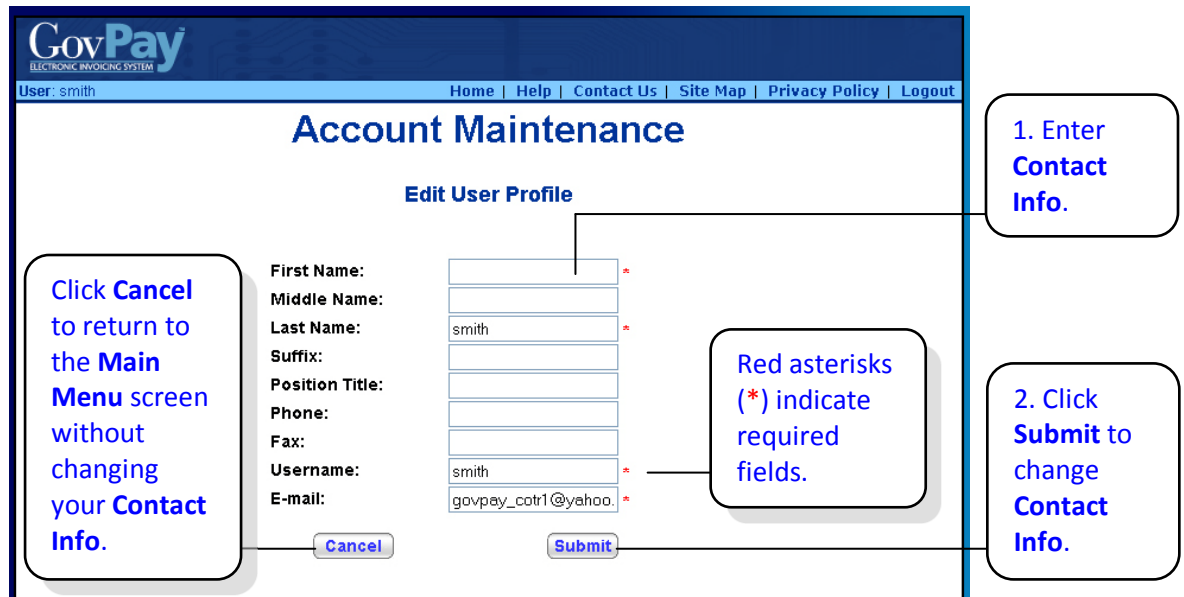
Figure 9: Edit User Profile Screen

Setting a Backup

Click from the **Main Menu** screen (see Figure 4: Main Menu Screen – COTR) to set up a backup for when you are out of the office (see Figure 10: Set Backup Screen). The designated backup COTR is allowed by the GovPay System to act on your behalf during the indicated period. You will still receive notification e-mails while your out-of-office is set.
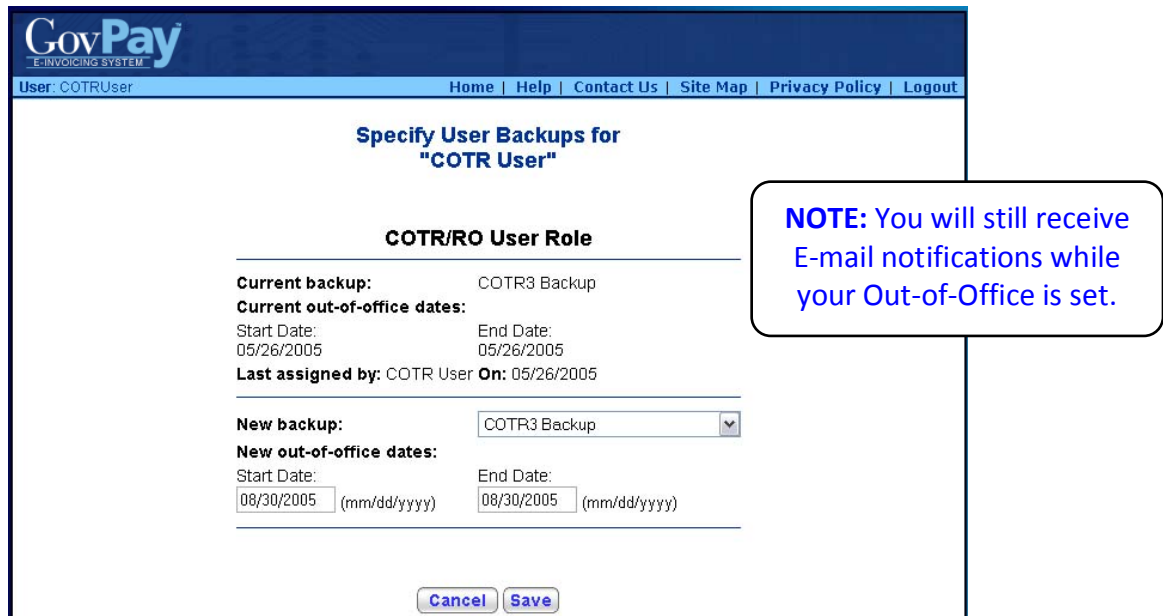
Figure 10: Set Backup Screen

Section Six: Using Reports

From the **Main Menu** screen (see Figure 4: Main Menu Screen) you can choose to view various reports. System Administrators can create GovPay reports and assign access privileges to them. The reports that appear in the **Main Menu** will vary depending on what your System Administrator has created; however, you will always have access to the **Invoice Report (COTR)** and **Invoices Awaiting COTR Review**. While these are both invoice-type reports, the Invoices Awaiting COTR Review report is a subset of invoices on which the COTR needs to take action.

Invoice Reports and Invoices Awaiting COTR Review

Although the System Administrator may provide you with additional reporting privileges, **Invoice Report (COTR)** and **Invoices Awaiting COTR Review** are the default invoice-type reports. Use **Invoices Awaiting COTR Review** to view only the invoices that require an action from you. Use **Invoice Report (COTR)** to see the status of all invoices you have acted on or require your attention.

The following report is available by clicking **Invoice Report** from the **Main Menu.** It allows you to see a report that includes all invoices submitted by the Vendors you service.

Figure 11: Invoice Report Screen

Report Functionality

Searching and Sorting

The records in a **Report** may be sorted by clicking the column heading for the criteria you wish to sort. When a column heading is clicked, an upward arrow appears and the records are sorted in ascending order. Click the heading again and the arrow will point downward, sorting the records in descending order.

Report records may also be filtered to include only records that meet specific criteria.

1. Select a column heading from the first pull-down menu at the top of the screen.
2. Select a qualifier from the second menu.
3. Type the criteria in the following text field.
4. Click the **Search** button.

Only records that meet the specified criteria will appear in the report.

Actions Available from the Show Actions button

After selecting Show Actions... from the Invoice Summary screen the following Select menu will appear with the options available to you for that particular invoice. See *Section Seven: Recommending an Invoice Action* for an explanation of the **Take Action** menu item.
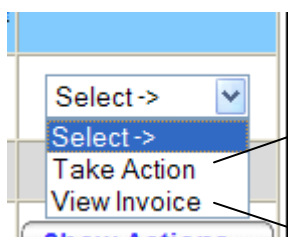
Use **Take Action** to review an invoice and make a recommendation. This menu item will read **Revise Action** within the three-hour-after-submission grace period to revise an invoice.

The **View Invoice** menu item displays the **Invoice Summary** screen. From the Invoice Summary you can access the **Invoice Workflow History** and the **Monetary Activity** screens.

Figure 12: Invoice Summary

Invoice Summary

From the **Invoice Summary** screen (see Figure 12: Invoice Summary) can you choose to view the **Invoice Workflow History** or **Invoice Monetary Activity** reports.

Invoice Workflow History

The **Invoice Workflow History** report (Figure 13: Invoice Workflow History) shows the status history of the invoice. The following table describes each invoice status.

Status Name	Status Description	Notes
Vendor Submitted – In Queue	Invoice submitted by the vendor is waiting processing.	While in this status, the vendor may revise the invoice. An invoice remains in this status for three hours after initial submission, or one hour after it was last revised (whichever is later). When this time expires, the invoice is placed in the status "At COTR for Review."
At COTR for Review	Invoice is being reviewed by the COTR.	The invoice is awaiting COTR review, and the COTR has not yet taken action. If the COTR has not taken action after three days, an e-mail reminder is sent. Additional e-mail reminders will be sent to the COTR after six and nine days of COTR inactivity. If no recommendation has been made after 12 days, the invoice will advance to the status "At CO for Review."
COTR Action Taken - In Queue	Invoice is in a queue waiting system to process the COTR action.	While in this status, the COTR may revise their recommendation. An invoice remains in this status for three hours after submitting the initial decision, or one hour after submitting a revised decision (whichever is later). When this time expires, the invoice is placed in the status "At CO for Review."
At CO for Review	Invoice is being reviewed by the CO.	The invoice remains in this status until the CO takes action on it.
CO Action Taken – In Queue	Invoice is in a queue waiting system to process the CO action.	While in this status, the CO may revise their decision. An invoice remains in this status for three hours after submitting the initial decision, or one hour after submitting a revised decision (whichever is later).
Credit Voucher/Memo Processing Complete	Credit Voucher/Memo has been processed by the COTR and CO.	The voucher/memo has been approved by the CO.
Rejected	Invoice or Credit Voucher/Memo has been rejected.	The invoice/voucher has been rejected by the CO.
No Payment Required	Invoice need not be forwarded to the Financial System for payment.	The invoice could have been completely compensated using existing Credit Vouchers.

Status Name	Status Description	Notes
Awaiting Financial Interface	Invoice is in a queue waiting transmission to finance for final approval.	The invoice has been approved by the CO and GovPay is preparing to transmit the invoice to finance for final approval.
Invoice Transmitted to Finance	Invoice has been transmitted to finance for final approval.	The invoice has been approved by the CO and has been transmitted to finance for final approval. Finance has not yet confirmed receipt of the invoice.
Financial Confirmation Received	Finance has received the invoice for final approval.	Finance has acknowledged receipt of the invoice. Finance may reject or pay an invoice that has been approved by the CO. Invoices that have not been approved by the CO will not be transmitted to Finance. Finance may choose to reject an invoice, even one that has been approved by the CO, if the invoice has missing or incorrect information.
Rejected by Finance	Invoice was rejected by finance.	The invoice was approved by the CO, and then rejected during final approval by Finance. Finance may reject an invoice for many reasons. For example, the award may have been modified since the invoice was submitted. A concerned vendor with an invoice in this status should contact the CO.
Retrying Financial Interface	Invoice is in a queue awaiting re-transmission to finance for final approval.	A System Administrator may investigate and subsequently reset the status of an invoice previously rejected by Finance, so that it can be re-submitted.
Paid	Finance has indicated that payment was sent for the invoice.	The invoice has been approved by the CO and Finance has indicated that payment has been sent.
Suspended	Invoice or Credit Voucher/Memo is suspended (on hold).	A GovPay Administrator has placed this invoice in Suspended status pending further administrative action. Please contact the GovPay help desk for further information. In this case, Finance has received the invoice, but cannot process it until they receive more information regarding the award structure from the CO.
Scheduled	Payment is scheduled.	
Held	Payment is currently held.	

Invoice Monetary Activity

The **Invoice Monetary Activity** screen (Figure 14: Invoice Monetary Activity) displays any financial transaction that has taken place on an invoice.

Figure 13: Invoice Workflow History

Figure 14: Invoice Monetary Activity

18

Section Seven: Recommending an Invoice Action

As a GovPay COTR you will need to make action recommendations on invoices submitted by Vendors.

The process for making recommendations is similar for any invoice type and follows three steps. After choosing an Invoice Report from the Main Menu:

1. Select the desired invoice on the **Invoice Report,** click the **Show Actions** button, then select **Take/Revise Action** from the pull-down menu in the **Action** column. The **Invoice Action** screen (Figure 16: Invoice Action) is displayed.

2. Enter recommended amounts on the **Invoice Action** screen for each line item.

3. Submit and confirm an action recommendation.

Step One: Selecting the Invoice

Click an **Invoice Report** available from the **Main Menu** screen (Figure 4: Main Menu Screen – COTR). The **Invoice Report** screen will appear (see Figure 15: Invoice Report Screen).

Figure 15: Invoice Report Screen

Locate the invoice you wish to act on and chose **Show Actions > Take/Revise Action** from the pull-down menu in the **Action** column. The **Invoice Action** screen (Figure 16: Invoice Action) is then displayed.

19

Step Two: Enter Amounts Using the Invoice Action Screen

The **Invoice Action** screen appears with Header Information area containing various data relevant to the contract and the Invoice requiring your action. The Invoice Action screen also contains two sections: *No Action Taken* and *Recommending an Action.*

No Action Taken

You may choose to **Take No Action** on an invoice if you are unable to take action and must pass the invoice to the CO. If you choose to **Take No Action**, you must provide a reason.

Recommending an Action

Invoices with line items that directly reference CLINs will be presented with the CLIN information to assist in the review. Construction-related invoices will not have CLIN information, but will include quantity and unit of measure information as provided by the vendor in the invoice line item (See Figure 16: Invoice Action).

To recommend an action on an Invoice:
1. Indicate the invoice **Payment Type** in the pull-down menu (Complete, Final, Advance, Provisional, Partial/Reject, Progress).
   Note: If even one Line Item is going to be rejected or partially rejected, then the **Payment Type** must be specified as Partial/Reject.
2. Indicate a **Recommended Action** (Approve, Reject, or Partial Approve) for each line item in the pull-down menu, and enter the recommended amount for payment. If **Reject** or **Partial Approve** is chosen, you must submit a reason.
3. After you have indicated a **Recommended Action** for every Line Item, click **Submit Action**.

Warnings would appear here.

1.) Indicate the invoice **Payment Type** in the pull-down menu (Complete, Final, Advance, Provisional, Partial/Reject, Progress).

Note: If even one line item is going to be rejected or partially rejected, then the **Payment Type** must be specified as **Partial/Reject**.

If you choose to make no recommendation, enter a reason, and click **Submit to CO/CA**.

2.) Indicate a **Recommended Action** (Approve, Reject*, or Partial Approve*) and a corresponding **Recommended Amount** for each line item.

Click **Cancel** to return to the **Main Menu** without saving invoice action recommendation.

3.) Click the **Submit Action** button to proceed to the **Confirm Invoice Action** screen.

Figure 16: Invoice Action

* This Action requires the user to submit a Reason.

Figure 17: Recommended Action for Line Items (Construction-related Expenses)

Step Three: Submit and Confirm an Action Recommendation

After clicking [Submit Action] from the **Invoice Action** screen. The **Confirm Invoice Action** screen appears. Review the information and click [Continue >] to submit the recommendation to your CO/CA or click **Cancel** to return to the **Main Menu** without submitting a recommendation.

Figure 18: Submission Confirmation Screen

22