

# **Defense Finance and Accounting Service**



## **Contractor and Vendor Payment Information Guidebook**

# Table of Contents

<b>Introduction to this Guidebook.....</b>	<b>3</b>
<b>Getting Started - Registration Requirements.....</b>	<b>4</b>
✓ CCR Registration	
✓ Obtaining a Commercial and Government Entity (CAGE) Code	
✓ Obtaining a Dun and Bradstreet Universal Numbering System Number (DUNS)	
✓ Obtaining a Taxpayer Identification Number (TIN)	
<b>Getting Started - Pertinent Payment Regulation and Policy Information.....</b>	<b>6</b>
✓ Prompt Payment Act- Computation of Payment Due Date	
✓ Fast Pay	
✓ Requirements for Electronic Submission of Invoices and Receiving Reports	
✓ Requirements of a Proper Invoice	
✓ Required Supporting Documentation	
✓ Discounts	
✓ First Article Acceptance	
✓ Evidence of Shipment	
✓ Packing, Packaging, Marking and Shipment	
✓ Payment Addressing	
✓ Shipment Acceptance and Payment	
✓ Shipment Number Construction and Usage	
<b>Getting Paid - Electronic Submission of Payment Requests.....</b>	<b>14</b>
✓ Wide Area Workflow – Receipt and Acceptance (WAWF/WAWF-RA)	
✓ WAWF Resources for Contractors and Vendors	
✓ Web Invoicing System (WInS)	
✓ Electronic Data Interchange (EDI) Invoices	
<b>Getting Paid - Financing Payment Requests.....</b>	<b>17</b>
✓ Cost Vouchers	
✓ Progress Payments	
✓ Progress Payments under Construction Contracts	
✓ Performance Based Payments	
✓ Commercial Item Financing	
<b>Getting Paid - Special DD Form 250/Invoicing Requirements.....</b>	<b>23</b>
✓ DD form 250 Used as an Invoice	
<b>How to Avoid Payment Delays - Most Common Errors.....</b>	<b>24</b>
✓ Erroneously marking the Contract Administration Office (CAO) copy of the DD Form 250 as an Invoice	
✓ Preparation Errors on DD Form 250 and Invoice	
✓ Absence of Shipment Number on Invoice	
✓ Non-compliance with Contractual Billing Terms	
✓ Lapse of Central Contract Registration (CCR)	

**Payment Errors - Returned Checks, Recertified Checks, and Contractor and Vendor Debt Cases.....26**

- ✓ Returned Checks
- ✓ Recertified Checks
- ✓ Demand Letters
- ✓ Payment Offset
- ✓ Debt Management Office (DMO)
- ✓ United States Treasury Cross-Servicing Program

**Customer Service Information - Online Tools.....28**

- ✓ myInvoice (formerly Vendor Pay Inquiry Service - VPIS)
- ✓ MOCAS Data Sharing Initiative (MDSI)

**Customer Service Information - Contacting Customer Support.....31**

- ✓ Routine Payment Questions
- ✓ Special Payment Questions
- ✓ Contacting the Customer Support Office

**Appendix I - Material Inspection Receiving Report (DD Form 250).....37**

- ✓ Sample DD form 250
- ✓ Instructions for Completion of DD Form 250

## Introduction to this Guidebook

This edition of the Contractor and Vendor Payment guidebook includes revised and/or expanded information concerning electronic commerce, Material Inspection and Receiving Report (Defense Department Form 250) processing, financing payments, regulatory requirements, and customer service.

We are providing the information in this guidebook to assist you in preparing payment documentation, and to avoid billing errors that result in payment delays. Through this partnership, we can increase the accuracy and timeliness of your payment.

Your review of and adherence to this guidance will help minimize problems and make the payment process flow more smoothly. The information is intended to explain the payment requirements of numerous laws, regulations, and standard contract provisions. However, regulatory changes occur often, and in the event of conflict, the applicable laws, regulations, and contract provisions take precedence over the guidance in this guidebook.

The Defense Finance and Accounting Service (DFAS) is the finance and accounting organization for the Department of Defense. DFAS Accounts Payable Operations is responsible for entitlement determination and payment to all businesses that have provided goods or services to the Department of Defense. In Fiscal Year (FY) 08, DFAS Accounts Payable made approximately 14.4 million invoice payments, with a total disbursement value of \$366.4 billion.

We are continually improving our systems and processes to increase our speed and efficiency in delivering this service to you. However, the quality of our service also depends on the accuracy of information provided in your invoice and DD Form 250.

If you have problems or questions about payments for Contract Administration Services (CAS) contracts, we encourage you to use the points of contact listed in the Customer Service Information section on pages 33-36. Begin with our toll-free Customer Service numbers in each Operating area. Within each Operational area, unresolved problems may then be elevated for resolution. It should be noted that research tools are available to contractors and vendors that may be used to answer routine questions such as the status of invoice payments; these include the myInvoice and MOCAS Data Sharing Initiative (MDSI) that are discussed on pages 30-31.

# Getting Started – Registration Requirements

To ensure the timely and accurate receipt and exchange of payment information, there are some preliminary steps that must be taken to register your company with the Federal Government. Required registration data is outlined in this section.

## **CCR Registration**

Central Contractor Registration (CCR) is the primary registrant database for the U.S. Federal Government. CCR collects, validates, stores, and disseminates data in support of agency acquisition missions. Prospective contractors and vendors must be registered in CCR prior to the award of a contract, basic agreement, basic ordering agreement, or blanket purchase agreement. CCR validates the registrant information and electronically shares the secure and encrypted data with the federal agencies' finance offices to facilitate paperless payments through Electronic Funds Transfer (EFT). CCR shares the data with federal government procurement and electronic business systems, including payment systems at DFAS Columbus. Contractors and vendors must obtain the following codes before registering in CCR: banks account/routing number, the Commercial and Government Entity (CAGE) code, the Data Universal Numbering System (DUNS) number, and the Taxpayer Identification Number (TIN).

For Internet Registration:

- Access registration site at <http://www.ccr.gov>
- Complete and submit the on-line registration

Note: The on-line registration takes approximately 30 minutes to complete, depending on the size and complexity of your company, and the information that you have available.

- Receive your assigned temporary confirmation number to save your application

Foreign companies that perform work outside the United States are not required to register in CCR in order to receive a government contract.

For assistance, please contact the following:

- Domestic calls 1-888-227-2423 (International calls: 1-269-961-5757).
- Via the internet at <http://www.ccr.gov/contactccr.aspx>

## **Obtaining a Commercial and Government Entity (CAGE) Code**

Central CAGE codes are assigned by the Defense Logistics Information Service (DLIS) to identify a commercial or Government entity. Contractors and vendors must obtain a CAGE code prior to registering in the CCR System. The CAGE code is a unique identifier assigned to contractors, vendors, government agencies, and organizations, and provides a standardized method of identifying a given facility at a specific location; thus, each CCR registration must have its own CAGE code, and is validated through the CAGE system.

If you have a CAGE code, it will be identified and applied to your Trading Partner Profile (TPP). Contractors and vendors may also search the [DLIS CAGE](#) site for their current CAGE codes. U.S. companies without a CAGE code will have one assign by DLIS.

### **Obtaining a Dun and Bradstreet Data Universal Numbering System (DUNS) Number**

The DUNS Number is a nine-digit identification number assigned by Dun & Bradstreet, Inc. (D&B) to identify unique business entities by their location (i.e. the physically address). This information will be populated in CCR during registration. DUNS Number assignment is FREE for all businesses required to register with the US Federal government for contracts or grants. The following web site may be used to request your DUNS Number, if one does not exist for your location it can be created within one business day:

<http://fedgov.dnb.com/webform/pages/CCRSearch.jsp>.

### **Obtaining a Taxpayer Identification Number (TIN)**

The TIN is an identification number required by the Internal Revenue Service (IRS) for reporting income taxes and other returns. The TIN for contract and vendor payment is typically either a Social Security number (SSN) to identify an individual or an Employer Identification Number (EIN) that is used to identify a business entity.

- The Social Security Administration (SSA) is responsible for issuing SSNs to individuals upon receipt of a completed the Social Security (SS) Form 5. Individuals may obtain this form from the SSA web site at <http://www.ssa.gov>.
- The IRS assigns the Employer Identification Number (EIN) is also known as a Federal Tax Identification Number, and is used to identify a business entity. You may apply for an EIN in various ways, including the IRS website at the following address <https://sa1.www4.irs.gov/modiein/individual/index.jsp>. This is a free service offered by the Internal Revenue Service. You must check with [your state](#) to determine if a state number or charter is required.

The Standard Form (SF) 1099 is used by DFAS to report tax information to the Internal Revenue Service (IRS) for contractors and vendors. The SF 1099 will be reported to the IRS, and issued to contractors and vendors in the following three situations:

- SF 1099-MISC is used to report vendor earnings for individuals and partnerships.
- SF 1099-Interest is used to report prompt payment interest disbursements to contractors and vendors.
- SF 1099-C issued to contractors and vendors for cancelled debt cases exceeds \$600 will also be reported to the IRS.

To apply for recognition by the IRS of tax exempt status under section 501( c)(3) of the Code, use [Form1023, Application for Recognition of Exemption](#) and its [instructions](#). Frequently asked questions about [applying for exemption](#), and the Form 1023 specifically, are also available.

# Getting Started – Pertinent Payment Regulation and Policy Information for Contractors and Vendors

## Prompt Payment Act – Computation of Payment Due Date



The Prompt Payment Act (PPA) requires Federal agencies to make invoice payments in a timely manner. Payment due dates are calculated in accordance with Federal Acquisition Regulation (FAR) 52.232-25. The due date for making invoice payments by the designated payment office shall be the later of the following two events (excluding the exceptions noted in FAR 52.232-25):

- 1) The 30<sup>th</sup> day after the designated billing office has received a proper invoice from the Contractor.

- 2) The 30<sup>th</sup> day after Government acceptance of supplies delivered or services performed by the Contractor. However, if the designated billing office fails to annotate the invoice with the actual date of receipt,

the invoice payment due date shall be deemed to be the 30<sup>th</sup> day after the date the Contractor's invoice is dated, provided a proper invoice is received and there is no disagreement over quantity, quality, or Contractor compliance with contract requirements.

If we fail to make timely payment on a proper invoice, we will issue a payment for interest in accordance with applicable laws. Payments for contract financing provisions, such as progress payments (for other than construction or architect-engineer contracts) are not subject to the Prompt Payment provisions. With the passage of Section 1010 of the National Defense Authorization Act for FY 2001, prompt payment interest is now applicable to interim cost vouchers on cost-reimbursement service contracts. While the passage of this act does not change the DoD policy for paying these vouchers within 14 days or less, it does mandate that interest be paid on these vouchers if we don't pay them within 30 days. Additional provisions are covered in 5 CFR (Code of Federal Regulations) Part 1315, Prompt Payment (formerly Office of Management and Budget (OMB) Circular A-125).

## Fast Pay

If Federal Acquisition Regulation (FAR) 52.213-1, Fast Pay Procedures, is specified in your contract, you have the option to not prepare and distribute the DD Form 250 prior to requesting payment. If you exercise this option, your invoice must be prominently marked "Fast Pay" via manual or electronic means. Invoices not prominently marked "Fast Pay" may be accepted by the payment office for fast payment; however, if the payment office declines to make fast payment, the contractor will be paid in accordance with procedures applicable to invoices which the fast payment clause does not apply.

## **Requirements for Electronic Submission of Invoices and Receiving Reports.**

DFAS regulations require contractors and vendors to submit payment requests and receiving reports in electronic form. Wide Area Workflow (WAWF) is the accepted electronic method for the submission of payment requests and receiving reports; however, the Electronic Data Interchange (EDI) and Web Invoicing System (WInS) methods still have limited use by DFAS Accounts Payable activities. Exceptions to the requirement for electronic submission are outlined in DFARS 252-232.7003.

These exceptions are as follows:

- Purchases paid for with a Government-Wide commercial purchase card.
- Awards made to foreign vendors for work performed outside the United States.
- Classified contracts on purchases when electronic submission and processing of payment requests could compromise the safeguarding of classified information or national security.
- Contracts awarded by deployed contracting officers in the course of military operations.
- Purchases to support unusual or compelling needs of the type described in FAR 6.302-2.
- Cases in which the DoD is unable to receive payment requests or provide acceptance in electronic form.
- Cases in which the contracting officer administering the contract for payment has determined, in writing, that electronic submission would be unduly burdensome to the contractor.

Prior to contract award, the Procuring Contracting Officer (PCO) may authorize a contractor to use an electronic method other than WAWF, DFARS 252.232-7003(b). The PCO's authorization will be reflected in Section G of the contract.

After contract award, the Administrative Contracting Officer (ACO) may authorize, in writing, the contractor to submit non-electronic payment requests and receiving reports when electronic submission would be unduly burdensome to the contractor, DFARS 252.232-7003(c)(3). Contractors must provide a copy of this written authorization with the payment request to facilitate processing and prevent inadvertent rejection of the paper document.



## **Requirements of a Proper Invoice.**

The following correct information constitutes a proper invoice per Prompt Payment Act standards, and/or is required documentation for payment requests submitted to the DFAS payment offices:

- (1) Name and address of contractor or vendor.
- (2) Invoice date.
- (3) Contract number (including the order/call number where applicable), or other authorization for delivery of goods or services. Note: Do not use the Bid or Solicitation number.
- (4) Invoice number, account number, and/or any other identifying number agreed to by contract.
- (5) Shipment Number, including the date (where applicable). Same as Block 2 of the DD Form 250. (See "Shipment Number Construction and Usage", page 13 for format.)
- (6) Description: line item number, National Stock Number, Manufacture's Part Number, unit of measure, quantity shipped, unit price, and extended amount, where applicable.
- (7) Shipping and payment terms (unless mutually agreed that this information is only required in the contract); including terms of any discount for prompt payment offered.
- (8) Taxpayer Identifying Number (TIN), unless agency procedures provide otherwise.
- (9) Electronic Funds Transfer (EFT) banking information, unless agency procedures provide otherwise, or except in situations where the EFT requirement is waived under 31 CFR 208.4.
- (10) Point of Contact (POC) name (where practicable), title and telephone number of person to notify in the event that the invoice is defective.
- (11) Other substantiating documentation or information required.

## **Required Supporting Documentation.**

Prior to disbursing funds on a contract, the disbursing office must be furnished with supporting documentation, that serves as evidence that a legal disbursement of public funds can be made. These supporting documents ordinarily consist of:

- Contracts or purchase orders.
- Invoices from contractors.
- Receiving reports furnished by offices receiving the property or services.
- Performance based payment event schedules.

The following information from receiving reports, delivery tickets, and evaluated receipts is required as payment documentation:

- (1) Name of Vendor/Contractor
- (2) Contract or other authorization number.
- (3) Description of goods or services.
- (4) Quantities received, if applicable.
- (5) Date(s) goods were delivered or services were provided.
- (6) Date(s) goods or services were accepted.
- (7) Signature (or electronic alternative when supported by appropriate internal controls), printed name, telephone number, mailing address of the receiving official, and any additional information required by the agency.
- (8) Except in situations where the EFT requirement is waived under 31 CFR 208.4. The contract will stipulate that banking information must be submitted no later than the first request for payment.
- (9) If using Fast Payment, the proper FAR clause stipulating Fast Payment is required.

## Discounts

Time periods for discounts are calculated differently than in commercial practice. Defense Acquisition Regulation 7-103.14 and Federal Acquisition Regulation 52.232-8 establish these rules:

- For contracts issued on or after October 1, 1982, but prior to March 31, 1989:
  - **Acceptance of material at your facility.** The time is computed from the date of delivery of supplies to the carrier or from the date a proper invoice is received at the designated payment office, whichever is later. If your invoice contains errors and must be returned for correction, the time period for discount purposes starts again when the corrected invoice is received.
  - **Acceptance at destination.** The time is computed from the date of delivery of material to the correct destination or from the date a proper invoice is received, whichever is later.
- For contracts issued on or after April 1, 1989, the provisions of the Prompt Payment Act Amendment (PPAA) of 1988 apply. The discount period is computed from the date of your invoice. Mail time counts against the discount period.

Delays in submitting either a proper DD Form 250 to the Contract Administration Office or a proper invoice to the payment office will impair our ability to process payments in a timely manner.

In determining whether or not a discount is earned, the date of the Government check or Electronic Funds Transfer (EFT) will serve as the date an invoice is considered to be paid.

If your invoice offers discount terms better than those specified by the contract, we will take the better of the terms offered. You may offer a discount on your invoice even though the contract terms are net 30 days.

In all cases, we reserve the right to refuse any discount if the annual rate of return on the discount is less than the rate in effect at the time, as established by the US Treasury department.

If the payment due date is not clearly defined, we will use a due date 30 days following receipt of a proper invoice or the seventh day after property is actually delivered or the services are completed. However, if the agency has actually accepted the property or services before the seventh day, we will use a due date 30 days from date of acceptance.

The Government is authorized to take a discount on the recoupment amount of invoices subject to liquidation, whether or not the discount offered has expired. Where a payment has already been made (as in the case of Progress Payments), the Government is entitled to a discount on any part of material payments applied in the liquidation of Progress Payments. A determination is made on whether the discount terms have been met or not.

If the discount conditions are met, the discount is taken against the gross amount of the invoice. When the conditions are not met, the discount is taken against the amount of the recoupment. An example of the process follows:

**When discount conditions are met**

**When discount conditions are not met**

\$1,000,000  
1% (discount)  
 \$ 10,000

\$ 990,000 (invoice less discount)

$(800,000) = 80\%$  full invoice amount  
 \$ 190,000 (check amount)

\$1,000,000  
80% (recoup)  
 \$ 800,000

\$ 800,000  
1% (discount)

\$ 8,000  
 \$ 992,000  
(800,000)  
 \$ 192,000 (check amount)

The discount calculator is useful in determining discounts that are advantageous to the government and can be found on the Prompt Payment website <http://www.fms.treas.gov>.

**First Article Acceptance**

If your contract requires “first article approval,” do not ship or invoice production items until the first article approval has been received from the Procurement Contracting Officer (PCO). Reference: FAR 52.209-3, 52.209-4.

**Evidence of Shipment**

If your contract specifies origin acceptance and FOB Destination, you must retain and make available to the payment office as necessary Evidence of Shipment (EOS). If shipment is made by:

- **Common carrier.** (A signed copy of the bill of lading indicating carrier's receipt of material for delivery to the destination specified in the contract.)
- **US Postal Service.** (Certificate of Mailing.)
- **Other than common carrier or parcel post** (e.g., by your company truck; a receipt copy of your delivery document)

Failure to provide EOS when requested will delay payment. A statement indicating receipt of the material by the receiving activity must be obtained and attached to your invoice if you do not present evidence of shipment.



### **Packing, Packaging, Marking and Shipment**

The packing and packaging requirements in your contract may be more stringent than commercial practice. Failure to meet these requirements will cause delayed payments through non-release of material or rejection of material at destination. If you have any questions about these requirements, contact your Contract Administration Office for assistance.

Occasionally, we receive invoices for shipments to the wrong place, marked for the wrong activity or indicating incorrect quantities. These errors cause a delay in payment and could result in reshipment costs to you. Check the requirements carefully before releasing the shipment.

### **Payment Addressing**

Payments are sent using the payee/banking information established in CCR/CEFT. The payment address can only be changed by a contract modification that has the written concurrence of the contractor. If you wish payment sent to a different address, contact your Administrative Contracting Officer (ACO).

### **Shipment Acceptance and Payment**

No payments can be made until the material has been accepted, and a record of the acceptance is received by the DFAS payment office. When the contract specifies destination acceptance, payment may be delayed due to the time needed for the material to arrive at destination and for the acceptance to be returned to the payment office.

For source inspection and source acceptance (items inspected and accepted at your plant), the Quality Assurance Representative (QAR) will inspect the material, and, if it meets contract specifications, accept the material by signing Block 21A of the DD Form 250, or digitally signing the WAWF receiving report (as applicable).

This inspection and acceptance must be accomplished before goods are shipped to the destination. Shipping the goods without the required acceptance will significantly delay payment.

## Shipment Number Construction and Usage

For certain entitlement systems like EBS and MOCAS the shipment number is required on invoices and on the DD Form 250 . The DD Form 250 is required when the contract involves delivery of separate and distinct objects or entities. This includes both the delivery of supplies and the performance of services.

The construction of a shipment number is explained in [Appendix F, Section F-301](#) of the DoD FAR Supplement. Basically, a shipment number contains three alpha and four numeric characters, in the sequence AAA0000. An eighth character (Z) is used to designate the final shipment for the entire contract. Samples can be found in Appendix II of this of this guidebook.

Many contractors use the first two alpha characters to indicate their company name. The third alpha character can indicate the location from which the material is shipped. For example, the company General Commodities would use GCD as alphas for all shipments from Dallas and GCA for all shipments from Austin. The same alpha prefixes must not be used for shipments from different locations.

The four numeric characters indicate consecutive shipments from each location; example, GCD0001, GCD0002, GCA0001, GCA0002. The final shipment for the entire contract must carry a "Z" suffix - GCD0003Z or GCA0003Z.

[http://www.acq.osd.mil/dpap/dars/dfars/html/current/appendix\\_f.htm](http://www.acq.osd.mil/dpap/dars/dfars/html/current/appendix_f.htm)

We discourage the use of alpha characters I or O as they are too easily mistaken for the numbers 1 or 0.



# Getting Paid - Electronic Submission of Payment Requests

The Defense Finance and Accounting Service (DFAS) has several electronic invoice submission tools that are available to contractors and vendors; including the following: Wide Area Workflow – Receipt and Acceptance (WAWF/WAWF-RA), Electronic Data Interchange (EDI), and the Web Invoicing System (WinS). Federal Acquisition Regulations (FAR) have designated WAWF-RA as the accepted electronic form for submission of payment requests and receiving reports; however, Electronic Data Interchange (EDI) and Web Invoicing System (WinS) methods will still have limited use for certain payment types. Information related to WAWF-RA, EDI and WinS is outlined in this section.

## **Wide Area Workflow – Receipt and Acceptance (WAWF/WAWF-RA).**

WAWF is a Department of Defense (DoD) paperless contracting application designed to eliminate paper from the invoicing, and receipt and acceptance process of the DoD contracting lifecycle. Further information on WAWF may be obtained by going to the WAWF website at <https://wawf.eb.mil>.

WAWF can be used to electronically create and submit a number of payment documents processed by the government. The following documents may be created in WAWF:

- Stand Alone Invoice (reference FAR 32.905, FAR 52.232-25).
- Fast Pay Invoice (reference FAR 13.4, FAR 52.213-1).
- Invoice 2-in-1 (reference FAR 32.905, FAR 52.232-25).
- Commercial Item Financing (reference FAR 32.202-1(b), FAR 52.232-29/30).
- Performance Based Payment (reference FAR 32.1003, FAR 52.232-32).
- Progress Payment (reference FAR 32.5, FAR 52.232-16).
- Stand Alone Receiving Report (reference DFARS Appendix F, DFARS 252.246-7000).
- Invoice and Receiving Report (Combo) (reference FAR 32.905, DFARS Appendix F, DFARS 252.246-7000).
- Cost Voucher (reference FAR 16.3, FAR 52.216-7, -8 and -10, FAR 21.111, FAR 52.232-7).
- Miscellaneous Payment (DFARS 213.270).
- Grant and Cooperative Agreement Voucher (DoD 3210.6-R).

## **WAWF Resources for Contractors and Vendors.**

Contractors and Vendors will find the following links to be sources of helpful information for WAWF:

- WAWF Web-Based Training (WBT) site <http://www.wawftraining.com>. Access this site to learn how to use WAWF via self-paced online training. This training site is an excellent place to begin learning about WAWF.
- WAWF Vendor Classroom Training registration site. <http://www.dfas.mil/contractorpay/electroniccommerce.html> Access this site to register for upcoming WAWF classroom training provided by DFAS.
- WAWF Training Practice Web Site <https://wawftrainiing.eb.mil> Access this site to practice using the WAWF application.

As with paper receiving reports, the WAWF receiving report must be prepared and distributed properly in accordance with the Defense Federal Acquisition Regulation Supplement (DFARS), Appendix F. Your contract should contain all the information necessary to complete the receiving report.

Special note regarding the WAWF document type Invoice as 2-in-1 (Services Only): When the vendor designates a MOCAS payment office on the invoice, WAWF does not generate and submit receiving report data for this document type. If your contract contains the DD250 clause, DFARS 252.246-7000, the appropriate document type to select is the receiving report and invoice “combo”. Conversely, when any other DFAS payment office is designated, WAWF does generate and submit receiving report data to the appropriated entitlement system for this document type.

## **Web Invoicing System (WInS)**

WInS is free to vendors doing business with the Federal government, to submit invoices and vouchers electronically. The application interface at <https://ecweb.dfas.mil> allows a vendor to enter invoice data and at the same time, does significant edit-checks to help ensure the submission is correct the first time. Web Invoicing eliminates postage charges, handling, time spent in the US Postal System, and gets the invoice/voucher into the DFAS system usually within 24 hours. Use of the WInS invoicing system will be phased out by the end of 2009 with the exception of the Navy. Wide Area Work Flow – Receipt and Acceptance (WAWF-RA) is the accepted electronic form for submission of payment requests and receiving reports within the DoD.

For more specific questions, contact the eSolutions help desk at (703) 607-3813.



## **Electronic Data Interchange (EDI) Invoices**

Electronic Data Interchange (EDI) is the computer to computer exchange of routine business information in a standard format. DFAS has implemented EDI transactions to support contracting and accounting processes.

Although Federal Acquisition Regulations (FAR) have designated WAWF-RA as the accepted electronic form for submission of payment requests and receiving reports, some DFAS payment systems have the capacity to process EDI billings for contracts and orders that are not governed by the provisions of the FAR, as well as some third-party billings (e.g. reimbursements for Powertrack payments to commercial carriers).

These EDI transaction sets eliminate the need to re-enter critical contract data in our contract payment system and financial data in the DFAS administered accounting systems. Implementing EDI invoicing capability, coupled with the increased use of Electronic Funds Transfer (EFT), has been a major factor in decreasing errors and improving payment processing.

If you are interested in submitting EDI invoices through WAWF please call the Defense Information Systems Agency (DISA) at (801) 605-7095 for additional information and assistance.



## Getting Paid - Financing Payment Requests

Contract financing payments as defined in FAR 32.001 are an authorized Government disbursement of monies to a contractor prior to acceptance of supplies or services by the Government. DCMA and DCAA utilize Wide Area Work Flow (WAWF) to capture and route all financing payments process by the Government. Most financing payments are paid out of DFAS-Columbus and use the MOCAS entitlement system.

Contract financing payments include:

- Advance payments.
- Performance-based payments.
- Commercial advance and interim payments.
- Progress payments based on cost under 52.232-16, Progress Payments.
- Progress payments based on a percentage or stage of completion, with the exception of Fixed-Price Construction Contracts or Fixed-Price Architect Engineer Contracts.
- Interim payments (Cost Vouchers) under a cost reimbursement contract (except when Alternate I of the clause at 52.232.25 Prompt Payment, is used).

The most common financing payments are listed below with a brief description.

### Cost Vouchers

Cost vouchers (using Standard Form 1034, Public Voucher, or WAWF cost vouchers) are used when you are authorized to bill for cost reimbursement, labor, and time and materials.

- **Identification.** Cost vouchers should bear the complete contract number in the Contract Number Block. Include both the DoD and Small Business Administration (SBA) contract number when the contract has been issued by the SBA.

- **Numbering.** Cost vouchers must be numbered sequentially beginning with #1 and continuing until the final voucher. Like the final DD Form 250, the cost voucher must also have a "Z" in the 8<sup>th</sup> position of the voucher/shipment number for the final voucher. Additionally, final vouchers must be accompanied by documentation that includes ACO approval, the contractor's release and the Audit Report/Closing Statements.



Some contractors require different internal numbering sequences or coding. However, these unique codes or numbers should be entered in the Vendor Invoice Number field of the WAWF cost voucher. As with other types of invoices, different numbering sequences must be established for separate delivery orders issued against the same contract.



• **Submission.** Only interim cost vouchers are to be submitted to the Defense Contract Audit Agency (DCAA) auditor for approval. Interim cost vouchers for approved contractors may be directly submitted to the cognizant payment office. In summary, the overall process flow will be as follows:

- DCAA will start the process by forwarding the initial direct BVN submission approval letter to the cognizant payment office.
- Contractors approved for direct submission will receive a letter of authorization for payment from DCAA. A copy of the letter will be attached to each hard copy interim public voucher submitted for payment. Vouchers submitted through WAWF are updated electronically.
- If a contractor is dismissed from the direct BVN submission program, DCAA will forward a letter within 24-hours of dismissal to the cognizant payment office.
- Those contractors not approved for direct submission will continue to forward cost vouchers to the payment office through the appropriate DCAA auditor (except final vouchers which go through the ACO).

## **Progress Payments**

Progress payments are payments made based on the cost incurred by the contractor as work progresses under the contract. When authorized in the contract, we can make payments of 80% or more of the accumulated costs on certain items.

- **Submission.** Progress payment requests should be prepared and submitted using the WAWF Progress Payment Request. When a contract provides for progress payments, the Administrative Contracting Officer (ACO) must establish a progress payment master file within MOCAS. This information must be processed before the first progress payment request can be paid. For this reason, the first progress payment request for each contract must be submitted directly to your ACO.

- **Numbering.** Progress payment requests are to be numbered sequentially beginning with progress payment request number “001”. When a contract contains both US and Foreign Military Sales (FMS) funds, progress payment requests must be numbered in two different numbering series. The progress payment rates determine which series a given payment request will be assigned. All progress payment requests will be numbered sequentially within the set, plus the identifier US or FMS, as appropriate. For example, the first progress payment request is for US items and is numbered PPRA001; the second and the third requests are for FMS items and are numbered PPRB001 and PPRB002; the fourth request is for US items and is numbered PPRA002. Ensure the FMS indicator is set to “Y” on the WAWF ‘Create New Document’ input screen, to generate request numbers “PPRB”.

In addition, progress payment requests applicable to the FMS portion of a contract must indicate the foreign country or countries to which the progress payment applies. When the request applies to more than one country, costs will be broken out by country and identified on the FMS tab of the WAWF Progress Payment Request.

- **Processing.** The MOCAS automated progress payment system validates all entries on the request form. An error on the contractor’s part in any of these entries will result in nonpayment of the request and will require its re-submission.

• **Rejected Payments.** All progress payment requests which do not generate an automatic payable report following input are manually reviewed to determine the reason for rejection. If the rejection was caused by a clerical error on our part, the request is reprocessed normally within 2 work days. If the request is rejected because of a discrepancy between your ‘contract value’ and our financial records, we review our contract file to determine if your entry is correct. If, instead, our records are correct, we refer the progress payment request to the ACO for resolution. The ACO also receives a computer report showing which entries are in error.

- **Incrementally Funded Contracts.** Current procedures do not allow for the payment of progress payments up to the specified percentage of the contract price. This is in accordance with Volume 10, Chapter 10 of the DoD Financial Management Regulation. The regulation states that Progress Payment (WIP) balance for each ACRN cannot exceed the unliquidated obligation (ULO) for that ACRN multiplied by the liquidation rate. When only a portion of the contract has been funded, the entry of the full contract price on line 5 of the progress payment request will generate an automatic database imbalance. Such requests will be rejected to the ACO and can only be paid after the ACO validates the transaction, however DFAS cannot pay amounts in excess of those allowed by the Financial Management Regulation citation above.

- **Payment Delays.** Certain types of errors on the progress payment request frequently cause payment delays. These include:
  - Missing incorrect entries, especially in Blocks 5, 6a, and 6b of the progress payment request.
  - Misplaced entries on the progress payment request.
  - Typographical errors.
  - Missing required data in Section III of the request.
  - Missing FMS data. The 4<sup>th</sup> position of the progress payment request number must reflect “B” on all FMS progress payments. In addition, the dollars to which the request applies must be allocated between the foreign countries involved on the FMS tab of the WAWF document.
- **Liquidation.** Problems may occur with liquidation of progress payments, when the contractor deducts the anticipated liquidation from the gross invoice amount and bills for the net invoice amount. This should not be done for the following reasons:
  - First, consider an example in which the value for the items on the invoice being submitted is \$100,000. When the invoice is prepared, there are outstanding progress payments and the liquidation rate is 80%. In this case, the invoice shows “less \$80,000 for liquidation of progress payments - net invoice value \$20,000.” The payment office may process this as a \$20,000 invoice, liquidating 80% of the \$20,000, and paying you only \$4,000.
  - Second, the actual liquidation of progress payments takes place when the invoices are paid, not when the invoices are issued. While you may have outstanding progress payments when you issue the invoice, there may not be any outstanding when the invoice is paid. The payment office may end up not recouping any progress payments, or it may recoup a smaller amount than anticipated. There may also be cases in which you, the contractor or vendor, do not anticipate any recoupment when you issue your invoice. However, when the invoice is paid, there may be outstanding progress payments which must be liquidated. Therefore, please *indicate the gross dollar amount on the invoice rather than the liquidated amount.*

## **Progress Payment under Construction Contracts**

The Government shall make progress payments monthly as the work proceeds, or at more frequent intervals as determined by the Contracting Officer, on estimates of work accomplished which meets the standards of quality established under the contract, as approved by the Contracting Officer.

The Contractor's request for progress payments shall include the following supporting documentation:

- 1) An itemization of the amounts requested, related to the various elements of work required by the contract covered by the payment requested.
- 2) A listing of the amount included for work performed by each subcontractor under the contract.
- 3) A listing of the total amount of each subcontract under the contract.
- 4) A listing of the amounts previously paid to each subcontractor under the contract.
- 5) Additional supporting data in a form and detail required by the Contracting Officer.

In the preparation of estimates, the Contracting Officer may authorize material delivered on the site and preparatory work done to be taken into consideration. Material delivered to the Contractor at locations other than the site also may be taken into consideration if:

- 1) Consideration is specifically authorized by this contract; and
- 2) The Contractor furnishes satisfactory evidence that it has acquired title to such material and that the material will be used to perform this contract.

When satisfactory progress has not been achieved by a contractor during any period for which a progress payment is to be made, a percentage of the progress payment may be retained. Determinations to retain and the specific amount to be withheld shall be made by the contracting officers on a case-by-case basis. Such decisions will be based on the contracting officer's assessment of past performance and the likelihood that such performance will continue. The amount of retainage withheld shall not exceed 10 percent of the approved estimated amount in accordance with the terms of the contract and may be

adjusted as the contract approaches completion to recognize better than expected performance, the ability to rely on alternative safeguards, and other factors. Upon completion of all contract requirements, retained amounts shall be paid promptly.

## Performance Based Payments

The Federal Acquisition Streamlining Act (FASA) of 1994 includes a provision for the use of Performance Based Payments (PBPs) as an alternative to progress payments for contract financing. This type of contract financing is based upon certain specified performance criterion being accomplished (i.e., milestones) versus cost accumulation, which is the basis for progress payments. A Federal Acquisition Regulation (FAR) clause, 52.232-32, Performance Based Payments, was developed for these types of contract financing payments and the instructions for their use are outlined in [FAR Subpart 32.10](#).

Final coverage of the provision is published in Federal Acquisition Circular 90-33, dated October 1, 1995.



## Commercial Item Financing

Commercial Item Financing (CIF) is another form of contract financing resulting from the Federal Acquisition Streamlining Act (FASA) of 1994. The FASA created a distinction between contracting for commercial items and non-commercial items. FAR Part 12 and Part 52 were revised to address the acquisition of commercial items and to allow contracts to be written in accordance with customary market practices.

As a result of the distinction between contracting for commercial versus non-commercial items, FASA also created a fundamental distinction between the financing of these different types of procurements. As such, certain subparts under FAR Part 32 are entirely new to include the requirements for CIF.

There are basically two types of Commercial Item Financing:

- 1) **Commercial Advance Payments** which take place before any work is done on the contract and
- 2) **Commercial Interim Payments** which involve financing payments after some work has been accomplished.

Both types are financed payments (not payment for completed and accepted items) and will be liquidated against delivery payments once the items are shipped and accepted. These financing payments are not subject to Prompt Payment Act interest penalties. They can be authorized for use on Commercial contracts provided the Procurement Contracting Officer (PCO) determines they are customary and appropriate in the commercial marketplace and are in the best interest of the government.





# Getting Paid - Special DD Form 250/Invoicing Requirements

## DD Form 250 Used as an Invoice

(a) Contractors shall submit payment requests receiving reports in electronic form, unless an exception as specified in DFARS 232.7002 applies. Contractor submission of the material inspection and receiving information, required by DFARS Appendix F, via the Wide Area WorkFlow electronic form (see paragraph (b) of DFARS clause 252.232-7003) fulfills the requirement for a Material Inspection Receiving Report (MIRR) DD Form 250.



and

(b) If the contracting officer authorizes the contractor to submit an invoice in paper form, the Government encourages, but does not require, the contractor to use the MIRR as an invoice, in lieu of a commercial form. If commercial forms are used, identify the related MIRR shipment number(s) on the form. If using the MIRR as an invoice, prepare the MIRR and forward the required number of copies to the payment office as follows:

- (1) Complete Blocks 5, 6, 19, and 20. Block 6 shall contain the invoice number and date. Column 20 shall be totals.
- (2) Mark in letters approximately one inch high, first copy: "ORIGINAL INVOICE", for all invoice submissions. [Entitlement systems using EDM eliminates the requirement for three copies to be submitted.]
- (3) Forward to the payment office specified in (Block 12 address).
- (4) Be sure to separate the copies of the MIRR used as an invoice from the copies of the MIRR used as a receiving report.

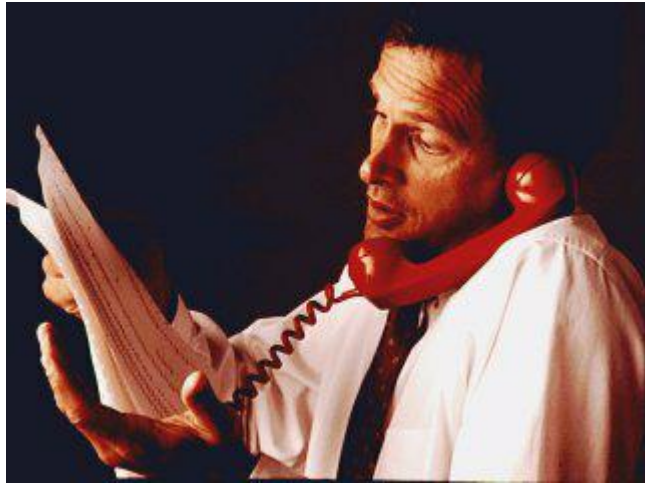
MATERIAL INSPECTION AND RECEIVING REPORT		PRIC. INSTRUMENT (EEN/CONTRACT) SP0440-95-MHA30		ORDERING	INVOICE 9675792 1 MAR 96	PAGE 1 OF 1	ACCEPTANCE POINT S
PRIME CONTRACTOR HPC0001	DATE SHIPPED 1 MAR 96	ALN	DISCOUNT TERMS 1/4% 10				
PARKER-HANNIFIN CORP AEROSPACE GROUP 1160 CENTER RD P.O. BOX 158 AVON, OH 44011		33269	ADMINISTERED BY DCMAAO CLEVELAND FEDERAL OFFICE BLDG 1240 E. NINTH ST. CLEVELAND, OH 44199		S3603A		
LORAIN GENERAL CORP 1350 CHESTER INDUSTRIAL PKY AVON, OH 44011		9N585	DFAS-COLUMBUS CENTER ATTN: DFAS-CO BUNKER HILL P.O. Box 182362 Columbus, OH 43218-2362		SC1016		
XU DEFENSE DISTRIBUTION REGION WEST DISTRIBUTION DEPOT SAN JOAQUIN TRANS OFC BLDG 330 CRP LATHROP, CA 95331-0130		MIS2727					
ITEM NO.	STOCKPART NO.	DESCRIPTION	QUANTITY SHIPPED	UNIT	UNIT PRICE	AMOUNT	
0001	1075-01-045-1778	WHEEL ASSY	17	EA	\$615.95	\$10,471.15	
	YPOB5100000822	PIN 40-122			FREIGHT	236.52	
		A SKID 1/1			TOTAL	\$10,707.67	
<input type="checkbox"/> A. ORIGIN <input type="checkbox"/> B. DESTINATION <input type="checkbox"/> POA ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract except as noted herein or on supporting documents.				Quantities shown in column 17 were received in apparent good condition except as noted.			
DATE: 15 Mar 96		SIGNATURE OF AUTHORITY REP: David Rasmussen		DATE RECEIVED:		SIGNATURE OF AUTHORITY REP:	
P.O. 29826/000		S.O. 055171-003		ORIGINAL INVOICE			

DD Form 250

Sample 3, Transportation Charges Example

## How to Avoid Payment Delays – Most Common Errors

**Erroneously marking the Contract Administration Office (CAO) copy of the DD Form 250 as an Invoice.** Per Appendix F of the DoD FAR Supplement, the CAO copy of the DD Form 250 should not be marked as an invoice. Any document marked “invoice” is treated as an invoice.



### **Preparation Errors on the DD Form 250 and Invoice**

- Incorrect or missing contract number.
- Missing, improperly structured or out-of-sequence shipment number.
- Failure to mark DD Form 250 invoice as “invoice” (except as stated above concerning the CAO copy of the DD Form 250).
- Missing or erroneous Unit of Measure.
- Contract Line Item Number (CLIN) that does not match CLIN on corresponding contract. Informational sub-line items are neither deliverable nor billable items (refer to DFARS 204.7104-1(a)(1). Informational sub-line items are identified by a numeric in the 5<sup>th</sup> and 6<sup>th</sup> position of the line item number (e.g., 000101).
- Extension errors (Unit Price times Quantity). Ensure that the Unit Price on your invoices is the same as the one on your contract.
- Failure to attach supporting documents to your invoice. If your contract requires evidence of shipment, you must attach this evidence to your invoice. Only one copy is required. Please refer to the Evidence of Shipment section on page 11 for additional information.
- Extraneous documents (i.e., copies of contractual documents) should not be sent to the payment office with your invoice, however when dealing with large contracts with frequent modifications affecting contract funding and financing payments including a copy of the last modification with invoicing can prove helpful. If the payment office requires additional documents, a Customer Service representative will contact you.
- Including **multiple shipments on a single commercial invoice** can result in payment delays. Sometimes we will receive acceptance on one of the shipments prior to the others. Likewise, submitting more than one invoice for each shipment can result in delayed payment. Therefore, we recommend that you include only one shipment on each invoice.

Contractors are advised to ensure the **correct address** appears on invoices. The address indicated on the invoice will be used to return unpayable invoices.

### **Absence of Shipment Number on Invoice**

The Defense Federal Acquisition Regulations (DFARS) Appendix F Part 3 outlines instructions for preparing the Defense Department (DD) Form 250 Material Inspection Receiving Report (MIRR). Included in this section are procedures for constructing the shipment number; consequently, the prime contractor is responsible for assigning and controlling the shipment number prefix throughout the life of the contract, in accordance with these instructions. Although the shipment number is placed in Block 2 of the DD Form 250, it also must be included on the invoice. This is especially important for contracts paid via the MOCAS and Enterprise Business Systems (EBS) that rely on the shipment number to match invoices to DD 250 documents. Invoices that do not reference the shipment number will be rejected to the contractor, and shall result in payment delays.

### **Non-compliance with contractual billing terms**

Contractors and vendors are responsible for submitting invoices in accordance with contractual billing terms. Common errors include the submission of bills with the following errors: (1) incorrect ACRN, (2) missing ACRN, (3) incorrect CLIN, (4) missing CLIN. The contractor must review the contractual terms and submit a corrected invoice for payment. Invoices that do not reference the correct contract billing information will be rejected to the contractor or vendor for correction, and shall result in payment delays.

### **Lapse of Central Contract Registration (CCR)**

Contractors and vendors must renew their CCR registration on an annual basis; consequently, this is one of the primary reasons for payment delays. The CCR renewal may be accomplished by performing the following steps:

Step 1: Access the CCR homepage at <http://www.ccr.gov>, and click Renew Registration.

Step 2: Prior to updating or renewing your registration in CCR, you must select the following from the list of three options::

Item (1) "I am **not** a U.S. Government entity."

Step 3: Enter your DUNS Number and TPIN or Confirmation Number, and then click "Log In". If you enter your TPIN or Confirmation Number incorrectly 3 times, your account will be locked and you must wait 30 minutes before attempting to access your account again.

Step 4: Click the "Validate/Save Data" button to register an update in the system. Reminder: you must click "Validate/Save Data" to activate the renewal even if none of your information has changed.

## Payment Errors - Returned Checks, Recertified Checks, Refunds, and Contractor/Vendor Debt Cases

**Returned Checks** It may become necessary to return a check to the US Government. In this case, please contact our Disbursing Customer Service Office, 1-800-756-4571, using the appropriate option, for assistance. They will provide you with specific instructions and information to include in your letter.

**Recertified Checks**. A recertified check is one that is issued to replace a lost or stolen check (See Volume 5 of the DoD Federal Management Regulation (FMR), Chapter 8). You, the contractor, must submit a formal request for a tracer and stop payment order on the original check.

Again, our Disbursing Customer Service staff will gladly advise you about the steps you should follow.

**Demand Letters**. This correspondence is addressed to the contractor who is cited for indebtedness and directed to return the debt amount to the US Government. The demand letter is commonly referred to as a “Bill for Collection”, or “B/C”, and may be initially issued by either the ACO or the Disbursing Officer through the function of Accounts Receivable. The date of the initial demand letter represents the first day of a 30-day interest-free grace period. The date of the initial demand letter is important, because it serves as the basis for a reliable timeframe in which to monitor the collection process. Repayment is due within 30 days from the date of the initial demand letter. If payment is not received within 30-days from the date of the initial demand letter, the interest payment required is retroactive to the beginning of the 30-day period.

**Refunds**. A refund is a result of a payment error resulting from payment miscalculations, erroneous contract financing liquidation, missing or erroneous contract/modification data, validation errors, input errors, etc. These problems are identified in a variety of ways namely by contractor/vendors working with customer service, contract reconciliation audits, contracting officers, and post payment reviews. Refunds are processed through the entitlement system and receive a unique invoice/shipment number that correlates to the original invoice where the error occurred. Short payments that result in refunds are reviewed carefully by the payment office to identify contractual or procedural deficiencies which have resulted in improper payments.

**Payment Offset.** The Debt Collection Improvement Act (DCIA) Public Law 104-134 was issued to increase debt collection efforts and to reduce losses to the Government. The DCIA provides detailed instruction for performing offsets to recover delinquent debts. The offset process is frequently utilized throughout DFAS Accounts Payable Operations to perform debt collections by deducting debt amounts from payable invoices. The contracting officer is responsible for initiating any reduction in financing payment amounts, including payment offsets, and that such action may only be taken when contract performance will not be adversely affected.

**Debt Management Office (DMO).** The DFAS DMO is responsible for the processing, maintenance and settlement of all DoD debts that are over 90 days in age of in an amount of \$600 or more, and are referred by payment activities and accounts receivable offices. The DMO performs additional follow up actions to recover outstanding debts owed by contractors, vendors, assignees, and business entities. The DMO is responsible for closing uncollectible debts and reporting applicable information to the Internal Revenue Service (IRS); additionally, the DMO refers debts over 180 days in age to the United States Treasury Cross Servicing Program for additional collection actions.

**United States Treasury Cross-Servicing Program.** The US Cross-Servicing Program is a centralized debt collection program developed by the Treasury Financial Management Service (FMS) to assist agencies in the collection of delinquent debts owed to the Federal Government. The Cross-Servicing Program is responsible for the processing, maintenance and settlement of all DoD debts that are over 180 days in age; referred by payment activities and accounts receivable offices.



## Customer Service Information – Online Tools



Contractors and vendors have two web-based research tools that are available to them to perform contract inquiries; these are as follows:

- **myInvoice** – to performing invoice payment status inquiries.
- **MOCAS Data Sharing Initiative (MDSI)** – to download pertinent contract data information for contract paid via the MOCAS System.

The myInvoice application allows contractors and vendors to access the status of invoices submitted to DFAS payment offices 24 hours a day, and the MOCAS Data Sharing Initiative (MDSI) allows contractors to download MOCAS contract data that had previously only been available on an ad hoc basis through manual data extracts. These research tools are discussed in this section.

### **myInvoice (formerly Vendor Pay Inquiry System [VPIS])**

The myInvoice application replaces the former Vendor Pay Inquiry System (VPIS); thus, combining both MOCAS and Vendor Payment VPIS information into a combined system that provides information on invoices submitted against DoD contracts that are paid by the Defense Finance and Accounting Service (DFAS). myInvoice consolidates the data obtained from DFAS Centers and Operating Locations into one central repository that contains all open invoices, plus any payments made within the last 120 days.

**Contractors, Vendors and Government entities can use myInvoice to perform the following functions:**

- Research the status of a recently submitted processed invoice.
- Determine when a payment is scheduled.
- Determine if information is missing that prevents a payment from processing.
- Obtain information associated with a check received.
- Contract number, invoices covered, interest or freight included in the payment, or tax or discount withheld.

## **Contractors and Vendor Registration:**

Contractors and vendors may register for myInvoice at the following web location:

<https://myinvoice.csd.disa.mil>

Prior to registering for myInvoice, ensure your Central Contractor Registration (CCR) information is current and up-to-date. You will need your Contractor and Government Entity (CAGE) code, your Dun and Bradstreet Universal Numbering System (DUNS) number, and your Tax Identification Number (TIN) to complete the registration.

Note: Foreign vendors will need to obtain a NATO CAGE and a DUNS number in order to register in CCR. Information for foreign vendors can be found at the following web location:

<http://www.dod.mil/dfas/money/vendor/foreignvpisuser.pdf>

## **Government Registration:**

Government entities are also eligible to register for myInvoice, by contacting their Terminal Area Security Officer (TASO) and completing applicable forms in accordance with local procedures. Access must be approved by a myInvoice system administrator. Interested Government entities must complete their registration form with information from their bi-weekly leave and earnings statement (LES). A system-generated e-mail will be forwarded to the registrant stating if they have been approved or disapproved.

## **Contacting the myInvoice Development Team:**

If you have any questions, contact the myInvoice Development Team at 1-800-756-4571, Option 6, or commercial at (614) 693-8507, Option 6.

## **MOCAS Data-Sharing Initiative (MDSI)**

Contractors paid by the MOCAS system that are interested in receiving contract data extracts, may register for the MOCAS Data-Sharing Initiative (MDSI). Registered participants can retrieve contract enter their CAGE code data via a dedicated web page to receive primary MOCAS contract data twice a month. The data extract is transmitted to a secure FTP server, and can be accessed using your individual User Name and Password.

MOCAS data provided via the MDSI includes the following:

- Accounting Classification Reference Numbers (ACRNs).
- Contracts and Modifications.
- Disbursements.
- Invoices (including extended reason code information with the reason(s) for rejection.
- Contract Line Item (CLINs) and Service line information.
- Shipment and Schedule data.

Advantages of the MDSI data-sharing project include the following:

- Expedite corrections of errors in MOCAS and/or contractor records.
- Improve cash flow to contractors.
- Identify unbilled deliveries.
- Reduce rejection of invoices by DFAS and DD Form 250's by DCMA.
- Reduce/avoid payment delays.
- Aid reconciliation efforts.
- Reduce overage contracts and speed contract closeout.
- Eliminate rework and free up resources for other efforts.

MDSI information is posted to the DCMA web site, under General Pay Chapter accessible by contractors: [http://guidebook.dcmsa.mil/77/MDSIUser\\_Manual.htm](http://guidebook.dcmsa.mil/77/MDSIUser_Manual.htm)

If you are interested in participating, send your e-mail request to the following address DFAS\_Columbus@DFAS.MIL.



# Customer Service Information – Customer Support Office

## **Routine Payment Questions**

For routine questions related to invoice payment status, we recommend that Contractors, Vendors and Government entities register for the myInvoice system at: <https://myinvoice.cds.disa.mil>.

For explanation of contract terms involving payment, or initial inquiries regarding late payments, please contact the Customer Service personnel at the applicable Payment Office listed on your contract and be prepared to provide the following information:

- Specific Payment Office.
- Contract Number.
- Contract Call/Order Number (if applicable).
- Shipment Number.
- Date submitted to the payment office.
- Invoice Number.

If you are inquiring about payment status, please wait at least 48 hours after electronic submission, or 15 days after submission by mail of the invoice. If the invoice is less than 30 days old, we will usually be able to answer immediately.

If you ask a question that requires further research (e.g., the reason for payment delay), our Customer Service personnel will document the call, research the question, and provide a response typically within 24-48 hours. This allows other contractors to call our Customer Service phone lines while we research the answer to your question.

The staff will be glad to provide assistance. The Customer Service phone number listing is provided on pages 33 through 36 of this guidebook.

For a more detailed list of Frequently Asked Question (FAQs), go to:

<http://www.dfas.mil/contractorpay/frequentlyaskedquestionsfaqs.html>

## **Special Payment Questions**

If you encounter chronic payment problems involving a particular contract or invoice, you should contact the applicable Customer Service area for your specific Payment Office.

A complete Customer Service phone number listing is provided pages 33 through 36 of this guidebook.

## **Contacting the Customer Support Office**

The DFAS Customer Service Contact Centers are dedicated to making their customer's needs a top priority and devoted to assisting contractors and vendor pay customers. The Customer Service Contact Center located in Columbus handles the majority of contractor inquiries, however there are centers located in Rome, NY, Indianapolis, IN, and Japan. In addition Navy Enterprise Resource Planning (ERP) customer support is included on page 36 of the DFAS Customer Service Phone Listing. Each of these offices has their own specialized areas and provides services unique to the various contract types associated with the payment DoDAACs. For Customer Service Contact Centers located outside the continental United States, the email address is a convenient way to avoid the time zone difference. Use the listing located on page 33-36 of this guide for specific payment DoDAACs and applicable customer service telephone numbers and email addresses. The centralized customer service contact centers can provide the following services:

### **Centralized Customer Service Contact Center (CCSCC):**

- Receive customer inquiries by phone call, e-mail, fax, etc.
- Provide status to customer inquiries.
- Research /resolve payment related issues.
- Participate in customer site visits (as needed).
- Participate in conferences (as needed).

DFAS Customer Service Phone Listing by Payment Office DoDAAC:

Payment DoDAAC	Current Payment Site	Previous Payment Site	Customer Service	Email address
<p>HQ0337 (includes previous codes: SC1016, SC1032, SC1018)</p> <p>HQ0338 (includes previous codes: SC1020, SC1034, SC1030)</p> <p>HQ0339 (includes previous codes: SC1024, SC1028, SC1002, SC1006, SC1004)</p>	Columbus, OH	Not Applicable	<p>800-756-4571 - Option 1, or</p> <p>614-693-8507 - Option 1</p>	<p><a href="mailto:CCO.VPIS-MOCAS@DFAS.MIL">CCO.VPIS-MOCAS@DFAS.MIL</a></p>
HQ0252	Columbus, OH DITCO-FABS	Pensacola	<p>800-756-4571 - Option 2, 1, or</p> <p>614-693-8507 - Option 2, 1</p>	<p><a href="mailto:CCO-NAVY-VPIS@DFAS.MIL">CCO-NAVY-VPIS@DFAS.MIL</a></p>
<p>HQ0131</p> <p>SL4701 (includes previous codes: S36054, SC0100, SC0200, S33181, S33184, S44073, S44203, S33150)</p>	Columbus, OH	Not Applicable	<p>800-756-4571 - Option 2, 2, or</p> <p>614-693-8507 - Option 2, 2</p>	<p><a href="mailto:DFAS-CO_LC@DFAS.MIL">DFAS-CO_LC@DFAS.MIL</a></p>

<b>Payment DoDAAC</b>	<b>Current Payment Site</b>	<b>Previous Payment Site</b>	<b>Customer Service</b>	<b>E mail address</b>
F03000	Columbus, OH	Dayton, OH	800-756-4571 - Option 2, 3, or  614-693-8507 - Option 2, 3	<a href="mailto:CCO-AF-VPIS@DFAS.MIL">CCO-AF-VPIS@DFAS.MIL</a>
M67443 M00318 N68566 N68688 N68732	Columbus, OH	Kansas City, MO  Pacific – Marines  Pensacola  Norfolk  Pacific - Navy	800-756-4571 - Option 2, 4, or  614-693-8507 - Option 2, 4	<a href="mailto:CCO-KC-VPIS@DFAS.MIL">CCO-KC-VPIS@DFAS.MIL</a>
HQ0303 HQ0304	Columbus, OH	Rock Island, IL  St. Louis, MO	800-756-4571 - Option 2, 5, or  614-693-8507 - Option 2, 5	<a href="mailto:CCO-RI-VPIS@DFAS.MIL">CCO-RI-VPIS@DFAS.MIL</a>
HQ0104 HQ0430	Columbus, OH	Not Applicable	800-756-4577 or  614-693-8508	<a href="mailto:DFAS-EU-VPIS@DFAS.MIL">DFAS-EU-VPIS@DFAS.MIL</a>

Other Payment Locations:

Payment DoDAAC	Current Payment Site	Previous Payment Site	Customer Service	Email address
HQ0428 HQ0429 HQ0430	Rome, NY Europe Payments (Army)	San Antonio, TX  Lawton, OK	011-49-631-411-6441  011-49-631-411-6523  011-49-631-411-6520  011-49-631-411-6521  011-49-631-411-6442  011-49-631-411-6439  011-49-631-411-6440  011-49-631-411-6524  011-49-631-411-6527  011-49-631-411-6522	<a href="mailto:DFAS-EU-VPIS@DFAS.MIL">DFAS-EU-VPIS@DFAS.MIL</a>
HQ0419	Japan (Army)		011-81-311-755-2186  011-81-311-755-2153	<a href="mailto:DFAS-JP-VPISA@DFAS.MIL">DFAS-JP-VPISA@DFAS.MIL</a>

<b>Payment DoDAAC</b>	<b>Current Payment Site</b>	<b>Previous Payment Site</b>	<b>Customer Service</b>	<b>Email address</b>
F68800	Japan (Air Force)		011-81-311-755-6517 011-81-311-755-6288	<a href="mailto:DFAS-JP-VPISA@DFAS.MIL">DFAS-JP-VPISA@DFAS.MIL</a>
N62649	Japan (Navy)		011-81-311-755-2932  011-81-311-755-3202	<a href="mailto:DFAS-JP-VPISN@DFAS.MIL">DFAS-JP-VPISN@DFAS.MIL</a>
HQ0418	Japan	Marine Corps	011-81-311-755-2942	<a href="mailto:DFAS-JP-VPISM@DFAS.MIL">DFAS-JP-VPISM@DFAS.MIL</a>
HQ0420	Japan	Transportation	011-81-311-755-2975	<a href="mailto:DFAS-JP-VPIS@DFAS.MIL">DFAS-JP-VPIS@DFAS.MIL</a>
N68335	New Jersey (Navy ERP)		732-323-5179 732-323-1082	Email box unavailable Operating hours 8am-5pm EST
N00421 N00019	Maryland (Navy ERP)		301-342-9586 301-342-8584 301-342-9571	Email box unavailable Operating hours 7am-5pm EST
N68936	California (Navy ERP)		805-989-9537 760-939-3820 805-989-3983 760-939-3930	Email box unavailable Operating hours 8am-4pm PST
N61339	Florida (Navy ERP)		407-380-4843 407-380-4588	Email box unavailable Operating hours 8am-4pm EST

# Appendix I

## Sample DD Form 250

---

Instructions for Completing the DD Form 250  
(Refer to DoD FAR Supplement Appendix F or your ACO for more details.)

---

<b>Block 1</b>	13 digit contract number, and four digit call/order number, where applicable.
<b>Block 2</b>	Shipment number. Example: ABC0001 or ABC0001Z.
<b>Block 3</b>	Actual or estimated shipment date.
<b>Block 4</b>	Government or commercial bill of lading transportation control number.
<b>Block 5</b>	Discount terms in percentages and days allowed.
<b>Block 6</b>	Invoice number and actual or estimated date of submission.
<b>Block 7</b>	Consecutive page numbers.
<b>Block 8</b>	Enter "S" for source acceptance point or "D" for destination acceptance point.
<b>Block 9</b>	Contractor name, address and CAGE code.
<b>Block 10</b>	Contract Administration Office address and DoD Activity Address Directory (DoDAAC) code number.
<b>Block 11</b>	Address, FOB and code of "shipped from" location.
<b>Block 12</b>	Payment office name, address and code as stated in contract.
<b>Block 13</b>	"Shipped to" address and code from contract.
<b>Block 14</b>	"Marked for" address and code from contract.
<b>Block 15</b>	CLIN, SUBCLIN, and ELIN item number as cited in contract.
<b>Block 16</b>	Item name, stock and/or part number and description.
<b>Block 17</b>	Quantity shipped.
<b>Block 18</b>	Abbreviated unit of measure.
<b>Block 19</b>	Unit price.
<b>Block 20</b>	Extended amount.
<b>Block 21</b>	To be completed by Quality Assurance Representative.
<b>Block 22</b>	To be completed by receiving activity.
<b>Block 23</b>	Contractor use only.

**MATERIAL INSPECTION AND RECEIVING REPORT**

Form Approved  
OMB No. 0704-0248

The public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0248), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

**PLEASE DO NOT RETURN YOUR COMPLETED FORM TO EITHER OF THESE ADDRESSES.  
SEND THIS FORM IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE DFARS, APPENDIX F-401.**

1. PROCUREMENT INSTRUMENT IDENTIFICATION (CONTRACT) NO. <b>DAAE07 95 G3890</b>		ORDER NO. <b>0229</b>	6. INVOICE NO./DATE <b>1 MAR 96</b>		7. PAGE OF <b>1 1</b>	8. ACCEPTANCE POINT <b>D</b>		
2. SHIPMENT NO. <b>HPC0001</b>	3. DATE SHIPPED <b>1 MAR 96</b>	4. B/L TCN	5. DISCOUNT TERMS <b>NET 30 DAYS</b>					
9. PRIME CONTRACTOR CODE <b>HEAVY PELICAN CORP. 849 S. SEASIDE DRIVE GROUNDSBURG, PA 12890</b>		<b>66298</b>	10. ADMINISTERED BY CODE <b>DCMA OHIO RIVER VALLEY AREA C, BLDG 30 1725 VAN PATTON DRIVE WRIGHT-PATTERSON AFB, OH 45433-5302</b>		<b>S3605A</b>			
11. SHIPPED FROM (If other than 9) CODE <b>SAME AS ABOVE</b>		FOB: <b>D</b>	12. PAYMENT WILL BE MADE BY CODE <b>DFAS-CO/NORTH ENTITLEMENT OPERATIONS P.O. BOX 182266 COLUMBUS, OH 43218-2266</b>		<b>HQ0337</b>			
13. SHIPPED TO CODE <b>COMMANDING OFFICER DDSP NEW CUMBERLAND FACILITY BUILDING MISSION DOOR 113-134 NEW CUMBERLAND, PA 17070-5001</b>		<b>W25G1U</b>	14. MARKED FOR CODE					
15. ITEM NO. <b>0001</b>	16. STOCK/PART NO. DESCRIPTION <i>(Indicate number of shipping containers - type of container - container number.)</i> <b>Trunks, General Purpose, Man's Khaki NSN8415009045131</b>		17. QUANTITY SHIP/REC'D* <b>3</b>	18. UNIT <b>EA</b>	19. UNIT PRICE <b>354.00</b>	20. AMOUNT <b>\$1047.00</b>		
21. CONTRACT QUALITY ASSURANCE a. ORIGIN <input type="checkbox"/> CQA <input type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents.  DATE: _____ SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE: _____ TYPED NAME: _____ TITLE: _____ MAILING ADDRESS: _____ COMMERCIAL TELEPHONE NUMBER: _____			b. DESTINATION <input checked="" type="checkbox"/> CQA <input checked="" type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents. <b>13 Jn 96</b> <b>Dennis Racmanoff</b>  DATE: _____ SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE: _____ TYPED NAME: Dennis Racmandf TITLE: CODE N31 MAILING ADDRESS: _____  COMMERCIAL TELEPHONE NUMBER: _____			22. RECEIVER'S USE Quantities shown in column 17 were received in apparent good condition except as noted. <b>5/10/96</b> <b>Frank Gray</b> DATE RECEIVED SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE TYPED NAME: Frank Gray TITLE: Code N31 MAILING ADDRESS: _____  COMMERCIAL TELEPHONE NUMBER: _____  <i>* If quantity received by the Government is the same as quantity shipped, indicate by (X) mark; if different, enter actual quantity received below quantity shipped and encircle.</i>		
23. CONTRACTOR USE ONLY Vitro Job NO: 044200-0561-03-0061-130000 Vitro Letter of Reference: DO-23-11								

Sample DD250 form