



# Successful Invoicing

Training for Success

September – October 2006

Schools and Libraries Division

Washington, DC • Boston • Seattle • St. Louis • Atlanta • Houston • San Diego

# Invoicing

- Collect the documents you will need
- Review the form instructions and certifications
- Check your entries for accuracy and consistency
- File and certify online
- Understand service certifications
- Track your payments from USAC

# Collect Documents

- Funding Commitment Decision Letter
- Item 21 Attachment
- Form 486 Notification Letter
- Customer bills (bills from service providers to customers/applicants)
- Approvals/denials from USAC on change requests (e.g., SPIN change, service substitution)

# Collect Documents

- **Funding Commitment Decision Letter**
  - Billed Entity / Service Provider information
  - Form 471 Application Number
  - Funding Request Number (FRN)
  - Approved discount percentage
  - Total amount of approved funding request
  - Explanation of funding decision (for reductions)

# Collect Documents

- Item 21 Attachment
  - Products and services invoiced should match products and services approved on the attachment
  - Recipients of service should also match
  - Applicants should share the submitted Item 21 Attachment — as well as USAC communications on changes to the original request — with their service providers

# Collect Documents

- Form 486 Notification Letter
  - Service Start Date
    - May be adjusted by USAC for program compliance issues (late submission, compliance with technology planning requirements or CIPA)
  - Funding commitment amount may be adjusted — see letter for details
  - Invoices cannot be processed for an FRN until the Form 486 is certified

# Collect Documents

- Customer bills (bills from service providers to customers/applicants)
  - Service providers must bill applicants for the non-discount share before submitting SPIs
  - Applicants must pay customer bills before submitting BEARs for reimbursement
  - Maintaining clear and complete records helps prevent double-billing and other errors

# Collect Documents

- Approvals/denials from USAC
  - Service substitution requests
    - If the services invoiced don't match the services approved, USAC may
      - forward to the service substitution team
      - reject the invoice
    - Review USAC's approval/denial of any service substitution before preparing your invoice
    - Applicants and service providers should share information



# Collect Documents

- Approvals/denials from USAC
  - Service delivery extension requests
    - In some cases, service delivery extensions are automatic; in others, they must be requested
    - FRN extension table will show extensions
    - Contracts may need to be extended if the service delivery deadline is extended

# Collect Documents

- Approvals/denials from USAC
  - Service delivery extension requests (cont.)
    - Contract extensions are not automatic
      - Extension may need to be negotiated
      - Must be allowable under the terms of the contract and state and local procurement regulations
      - If the Contract Expiration Date changes, the applicant must file a Form 500 to change the date on file with USAC

# Collect Documents

- Approvals/denials from USAC
  - Service delivery extension requests (cont.)
    - Form 500 does not extend FRN
      - Only indicates to USAC that contract has been extended
    - If service delivery extension request must be filed to request extra time to deliver non-recurring services,
      - Must be filed on or before last date to receive services

# Collect Documents

- Approvals/denials from USAC
  - SPIN change requests
    - Invoice must feature correct SPIN – that is, the SPIN on file with USAC for the FRN
    - USAC cannot process an invoice with the new SPIN if the SPIN change has not been approved
    - Check with service provider on the status of global SPIN change requests

# Collect Documents

- Approvals/denials from USAC
  - Invoice deadline extension requests
    - Review website guidance for acceptable reasons for requesting an extension
    - Follow the process to request an extension
    - If your request is approved, read the USAC decision carefully so that you submit your invoice well before the (extended) deadline

# Review Form Instructions

- Instructions provide important information to assist applicants and service providers to complete forms accurately.
- Certifications should be reviewed to make sure that the authorized person can truthfully make them
  - Remember the document retention requirement that records must be retained for five years after the last date to receive service

# Before You Begin

- Has the applicant filed a Form 486?
- Has the service provider filed a Form 473 (Service Provider Annual Certification)?
- Have you collected all the documentation you need to complete the form?
- Can you file online?
- Can you certify online?

# Check Your Entries

- Verify accuracy of applicant/service provider name, identification number, and contact person contact information
- Check that the FRN ties to the correct Form 471 Application Number
  - Use FCDL to verify that the FRN was featured on the Form 471 you reference



# Check Your Entries

- Enter EITHER a Customer Billed Date or a Shipping Date to Customer, not both

Customer Billed Date –  
Recurring services

Shipping Date –  
Non-recurring services

(12)	(13)
Customer Billed Date (mm/yyyy)	Shipping Date to Customer or Last Day of Work Performed (mm/dd/yyyy)
For each FRN, complete either Column (12) or Column (13), but not both Columns	

# Check Your Entries

- **Customer Billed Date / Shipping Date**
  - Use the earliest date of service for the period you are billing (not necessarily July 1)
  - Don't install or deliver discounted non-recurring services before the Adjusted Service Start Date
- **Verify that the Discount Amount Billed is less than the Total (Undiscounted) Amount**
- **Verify approved discount percentage**

# File/Certify Online

- Form information is transmitted to USAC immediately so review can begin
- You avoid making many errors, as warning messages and Minimum Processing Standards are built into the online system
- Transmission is secure
- You will have your invoice number to facilitate questions
- USAC processing proceeds more quickly

# Service Certifications

Service Certification for SLD Invoices

Service Provider Name	
Service Provider SPIN	
Service Provider Invoice #	
Undiscounted Invoice Amount	
Discounted Invoice Amount	

  

Applicant Name	
Representative / Contact Name	
Representative / Contact Title	
Representative / Contact Phone	
Billed Entity Number (BEN)	
471 Number	
FRN	
Date Goods/Services Delivered	
Date Goods/Services were or will be Installed	
Date Applicant Portion Paid and Check No. <i>qq</i> , Date will be Paid	

  

<p>THIS is to certify that I am authorized to represent the above named Applicant. This is also to certify the services described on the attached vendor invoice were delivered and/or installed as indicated by the date(s) above.</p> <p>Copy of <u>billied</u> vendor Invoice must be attached. Contract with Service Provider above is for:          Delivery only Yes <input type="checkbox"/> No <input type="checkbox"/>          Delivery and Installation Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Signed: _____          Date: _____</p> <p style="font-size: small;">Revised 04/05/05</p>	<p>Or The charges represented by the above represented Invoice are deposit or up-front charges for services, which have not been delivered, and have been agreed to based on the contract between the above referenced Applicant and Service Provider.</p> <p>Copy of <u>supporting contract</u> must be attached if indicated below</p> <p>Supporting Contract Required YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Signed: _____          Date: _____</p> <p style="font-size: small;">Schools and Library Division (USAC)</p>
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- Not required for all invoices
- More likely required for Priority 2 services
- Completed and signed by the applicant

# Service Certifications

- Applicant can submit directly to USAC to avoid delay
  - Service cert is sent to service provider with invoice information (email/fax) provided
  - Applicants – copy your service provider if you submit directly to USAC

# Service Certifications

Service Certification for [ ]	
Service Provider Name	
Service Provider SPIN	
Service Provider Invoice #	
Undiscounted Invoice Amount	
Discounted Invoice Amount	
<b>Applicant Information</b>	
Applicant Name	
Representative / Contact Name	
Representative / Contact Title	
Representative / Contact Phone	
Billed Entry Number (BEN)	
471 Number	
ARN	
Date Goods/Services Delivered	
Date Goods/Services were or will be Installed	
Date Applicant Portion Paid and Check No. or Date will be Paid	
<p><input type="checkbox"/> This is to certify that I am authorized to represent the above named Applicant. This is also to certify the services described on the attached vendor invoice were delivered and/or installed as indicated by the date(s) above.</p> <p><input type="checkbox"/> The charges represented by the above referenced invoice are deposit or up-front charges for services, which have not been delivered, and have been agreed to based on the contract between the above referenced Applicant and Service Provider.</p>	
<p>Copy of <u>billed</u> vendor invoice must be attached. Contract with Service Provider above is for:</p> <p>Delivery only Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Delivery and installation Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Signed: _____</p> <p>Date: _____</p>	<p>Copy of <u>supporting contract</u> must be attached if indicated below</p> <p>Supporting Contract Required YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Signed: _____</p> <p>Date: _____</p>
Revised 04/05/05	Schools and Library Division (USAC)

- Dates of delivery, installation, applicant payment

# Service Certifications

Service Certification for SLD Invoice

Service Provider Name	
Service Provider SPIN	
Service Provider Invoice #	
Undiscounted Invoice Amount	
Discounted Invoice Amount	
Applicant Name	
Representative / Contact Name	
Representative / Contact Title	
Representative / Contact Phone	
Billed Entity Number (BEN)	
471 Number	
FRN	
Date Goods/Services Delivered	
Date Goods/Services were or will be Installed	
Date Applicant Portion Paid and Check No., or Date will be Paid	

The charges represented by the above represented invoice are deposits or up-front charges for services, which have not been delivered, and have been agreed to based on the contract between the above referenced Applicant and Service Provider

**Copy of supporting contract must be attached if indicated below**

**Supporting Contract Required YES \_\_\_ NO \_\_\_**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Schools and Library Division (USAC)

<p>This is to certify that I am authorized to represent the above named Applicant. This is also to certify the services described on the attached vendor invoice were delivered and/or installed as indicated by the date(s) above.</p> <p>Copy of <u>the billed</u> vendor invoice must be attached. Contract with Service Provider above is for:</p> <p>Delivery only    Yes ___ No ___</p> <p>Delivery and installation    Yes ___ No ___</p> <p>Signed: _____</p> <p>Date: _____</p> <p style="font-size: small;">Revised 04/05/05</p>	<p>Or The charges represented by the above represented invoice are deposits or up-front charges for services, which have not been delivered, and have been agreed to based on the contract between the above referenced Applicant and Service Provider</p> <p>Copy of <u>supporting contract</u> must be attached if indicated below</p> <p>Supporting Contract Required YES ___ NO ___</p> <p>Signed: _____</p> <p>Date: _____</p> <p style="text-align: right;">Schools and Library Division (USAC)</p>
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- Deposits or upfront payments

# Service Certifications

Service Certification for SLD Invoices	
Service Provider Name	
Service Provider SPIN	
Service Provider Invoice #	
Undiscounted Invoice Amount	
Discounted Invoice Amount	
Applicant Name	
Representative / Contact Name	
Representative / Contact Title	
Representative / Contact Phone	
Billed Entity Number (REN)	
471 Number	
FRN	
Date Goods/Services Delivered	
Date Goods/Services were or will be Installed	
Date Applicant Portion Paid and Check No. or Date will be Paid	

This is to certify that I am authorized to represent the above named Applicant. This is also to certify the services described on the attached vendor invoice were delivered and/or installed as indicated by the date(s) above.

**Copy of detailed vendor invoice must be attached. Contract with Service Provider above is for**

**Delivery only** Yes  No

**Delivery and Installation** Yes  No

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Revised 04/05/05

<p>This is to certify that I am authorized to represent the above named Applicant. This is also to certify the services described on the attached vendor invoice were delivered and/or installed as indicated by the date(s) above.</p> <p>Copy of <u>detailed</u> vendor invoice must be attached. Contract with Service Provider above is for</p> <p>Delivery only Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Delivery and Installation Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Signed: _____</p> <p>Date: _____</p> <p>Revised 04/05/05</p>	<p>Or The charges represented by the above represented invoice are special or up-front charges for services, which have not been delivered, and have been agreed to based on the contract to be seen in the above referenced Applicant and Service Provider</p> <p>Copy of <u>upfront</u> contract must be attached if indicated below</p> <p>Supporting Contract Required YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Signed: _____</p> <p>Date: _____</p> <p>Schools and Library Division (USAC)</p>
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- Delivery and/or installation



# Service Certifications

- Is this an upfront payment or deposit?
  - Sign and date the lower right-hand box, attach a copy of the signed contract (if indicated) and a front and back copy of the canceled check
- Is this for delivery of services only (no installation)?
  - Provide the date delivered, mark the appropriate line(s) in the lower left-hand box, sign and date

# Service Certifications

- Is this for delivery of goods only but installation will occur later?
  - Provide the date of delivery, the expected date of installation, mark “Delivery only” in lower left-hand box, sign and date
- Is this for delivery and installation?
  - Provide the delivery date, the installation date, mark the appropriate lines in the lower left-hand box, sign and date

# Track Your Payments

- Avoid sending duplicate invoices to USAC
- Remember that once an invoice (BEAR or SPI) is successfully processed for a specific FRN, this establishes the invoicing method for that FRN
- Always keep in mind the program's document retention requirements



# Invoicing

- Questions?