

# What Do I Do to Invoice USAC?

Mick Kraft

Service Provider Training  
Schools and Libraries Division

May 8, 2008 – Miami • May 14, 2008 – Salt Lake City

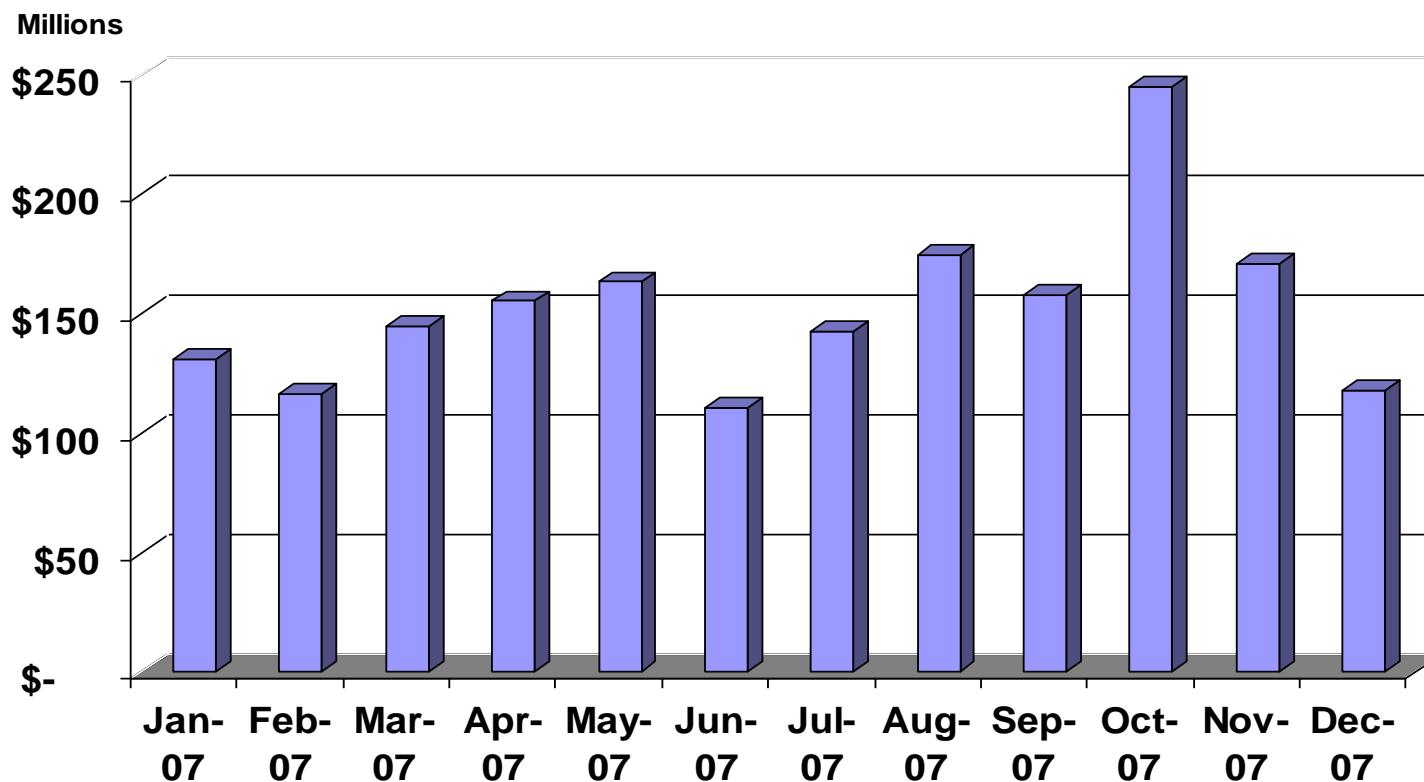
# Overview

- Invoicing Statistics
- Invoice Process
- Filing Invoices Online
- Invoice Review
- Deadlines/Extensions

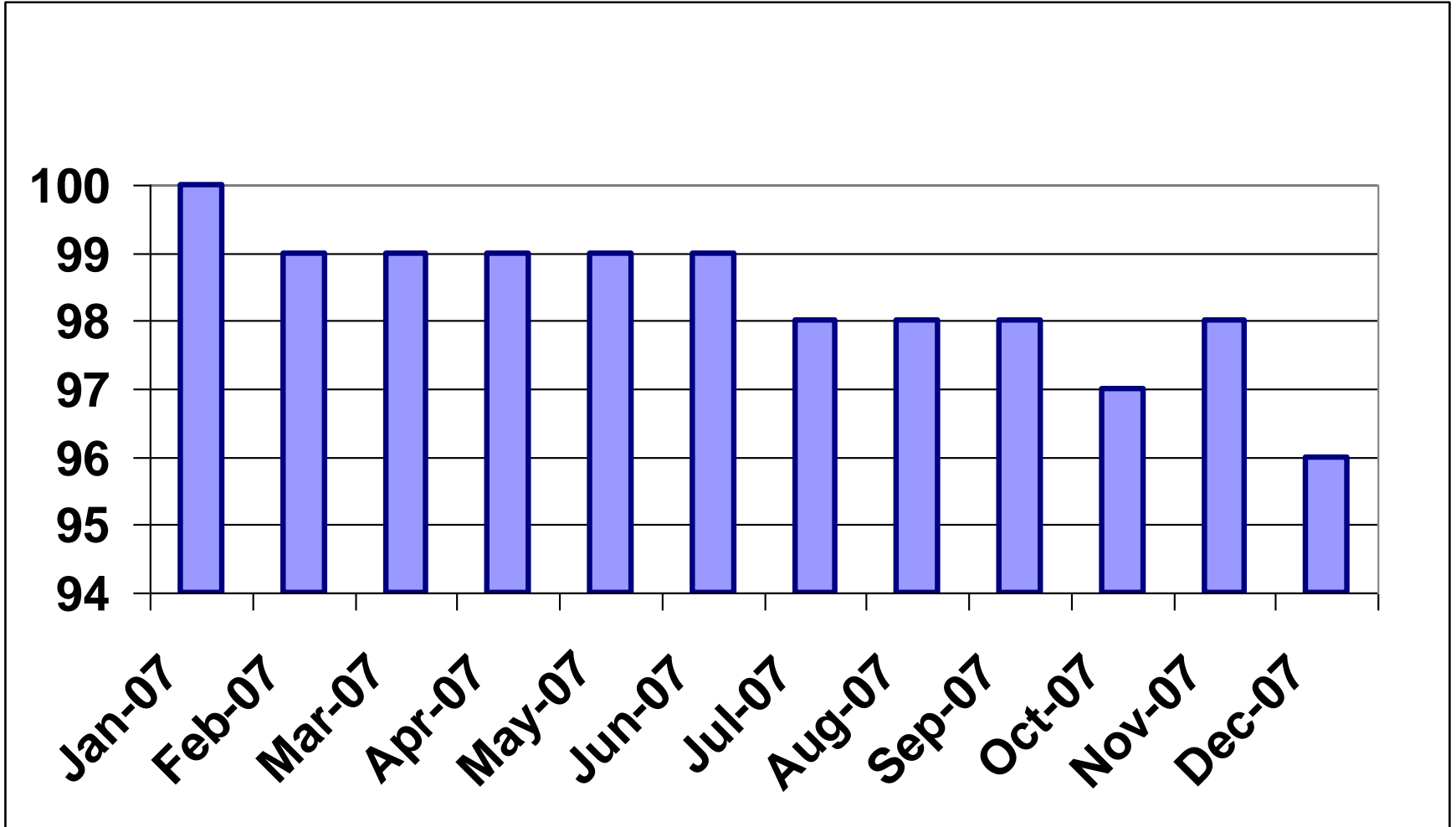
# Invoicing Statistics

# 2007 Dollars Paid Out

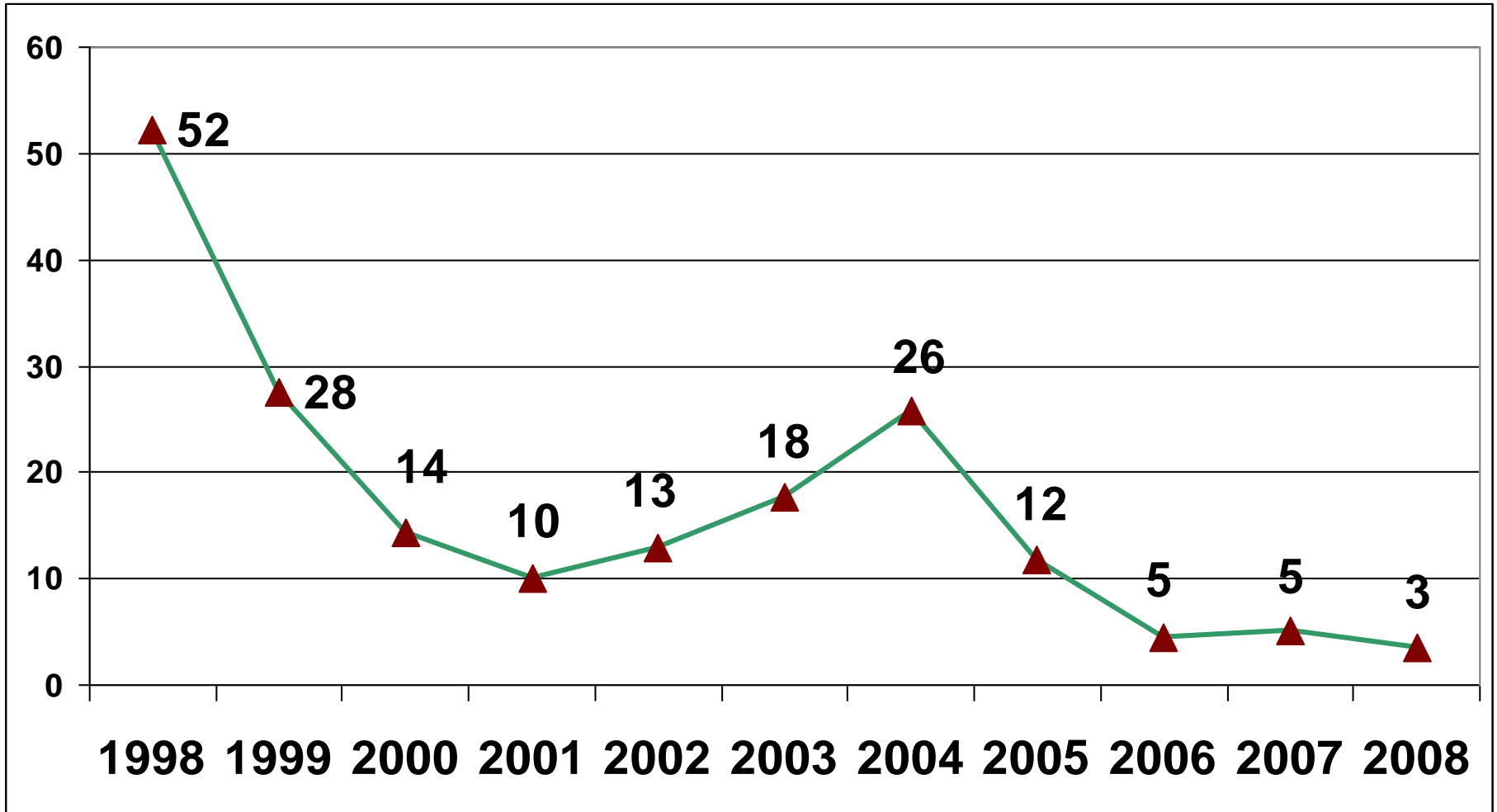
**\$1,828,546,356**



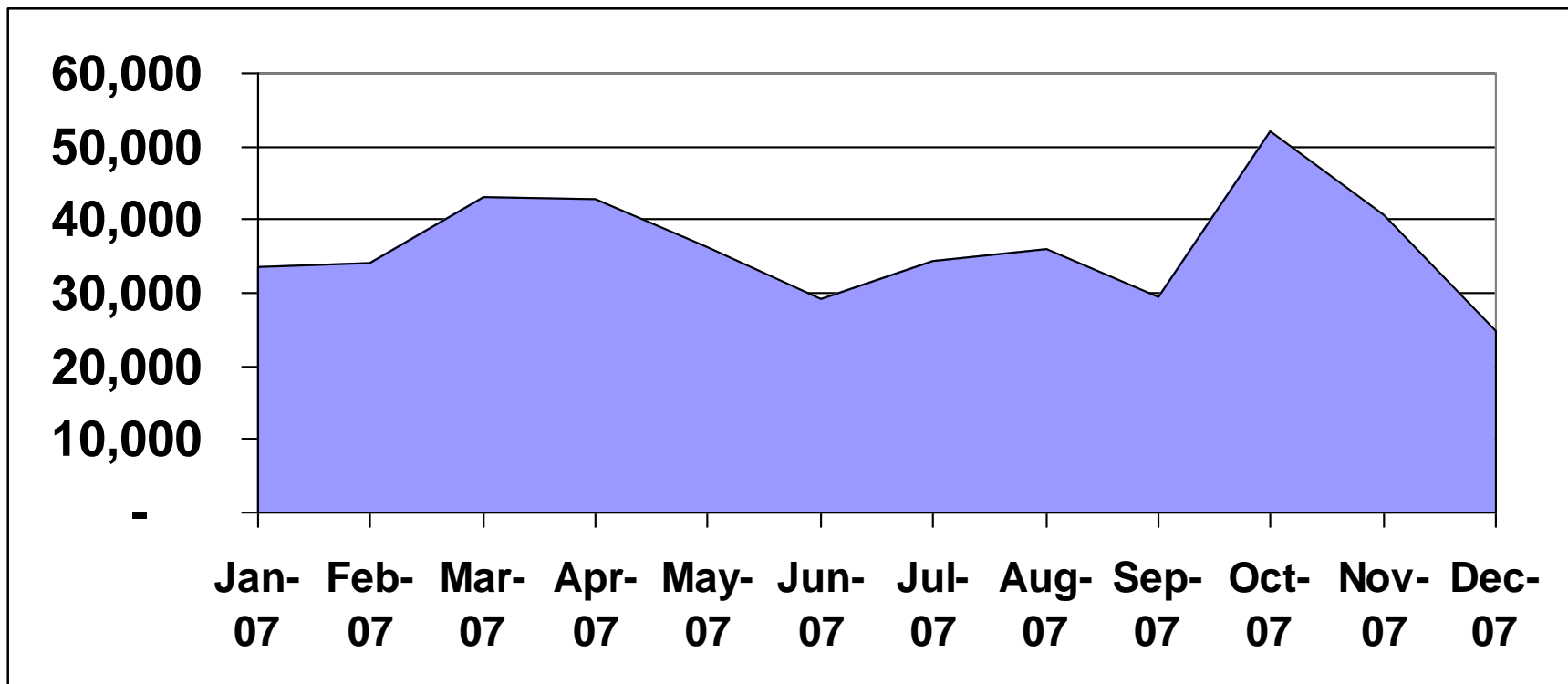
# 2007 - % PAID Within 30 Days



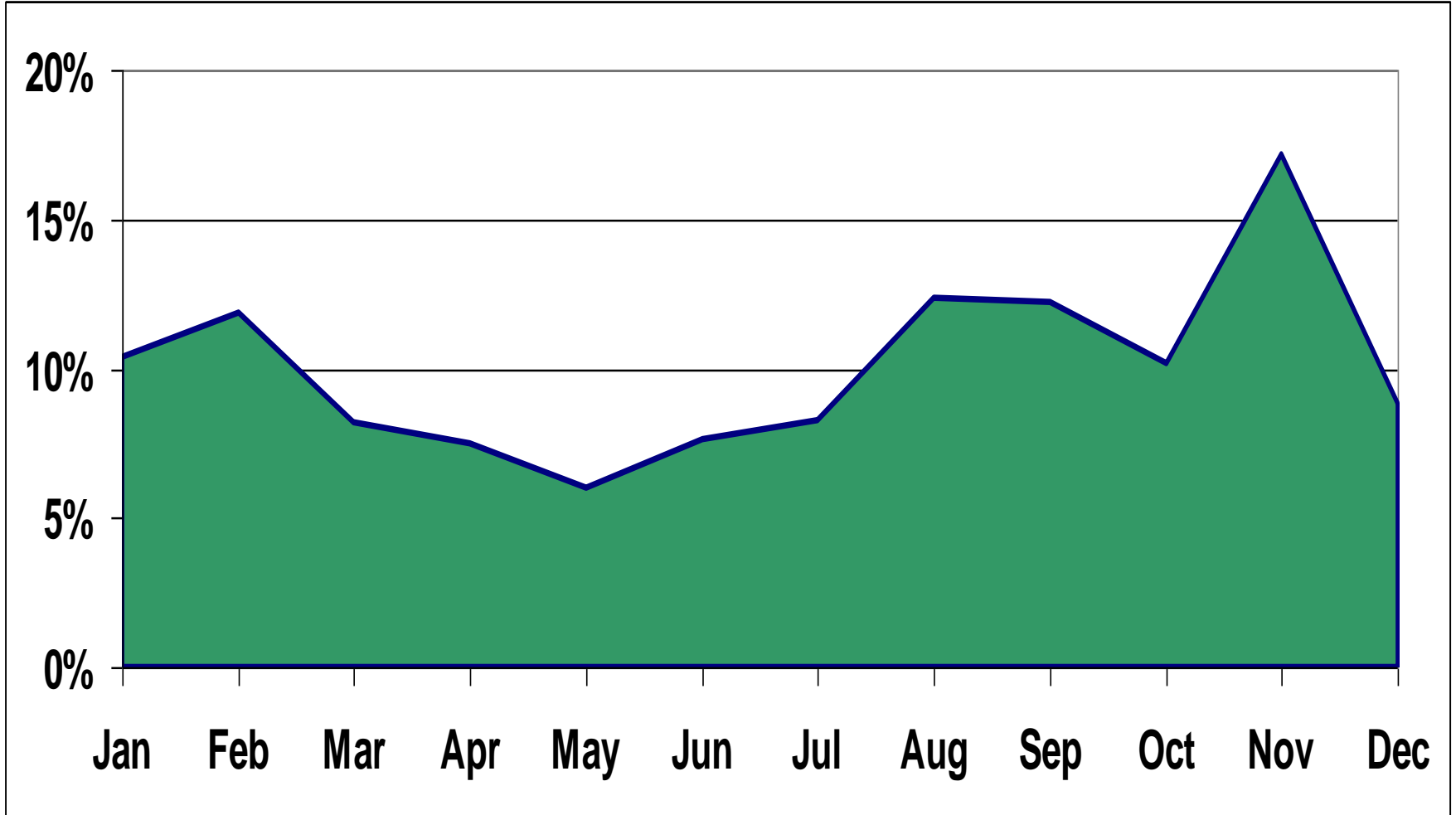
# Days to Dollars Over Time



# 2007 Invoice Lines Processed

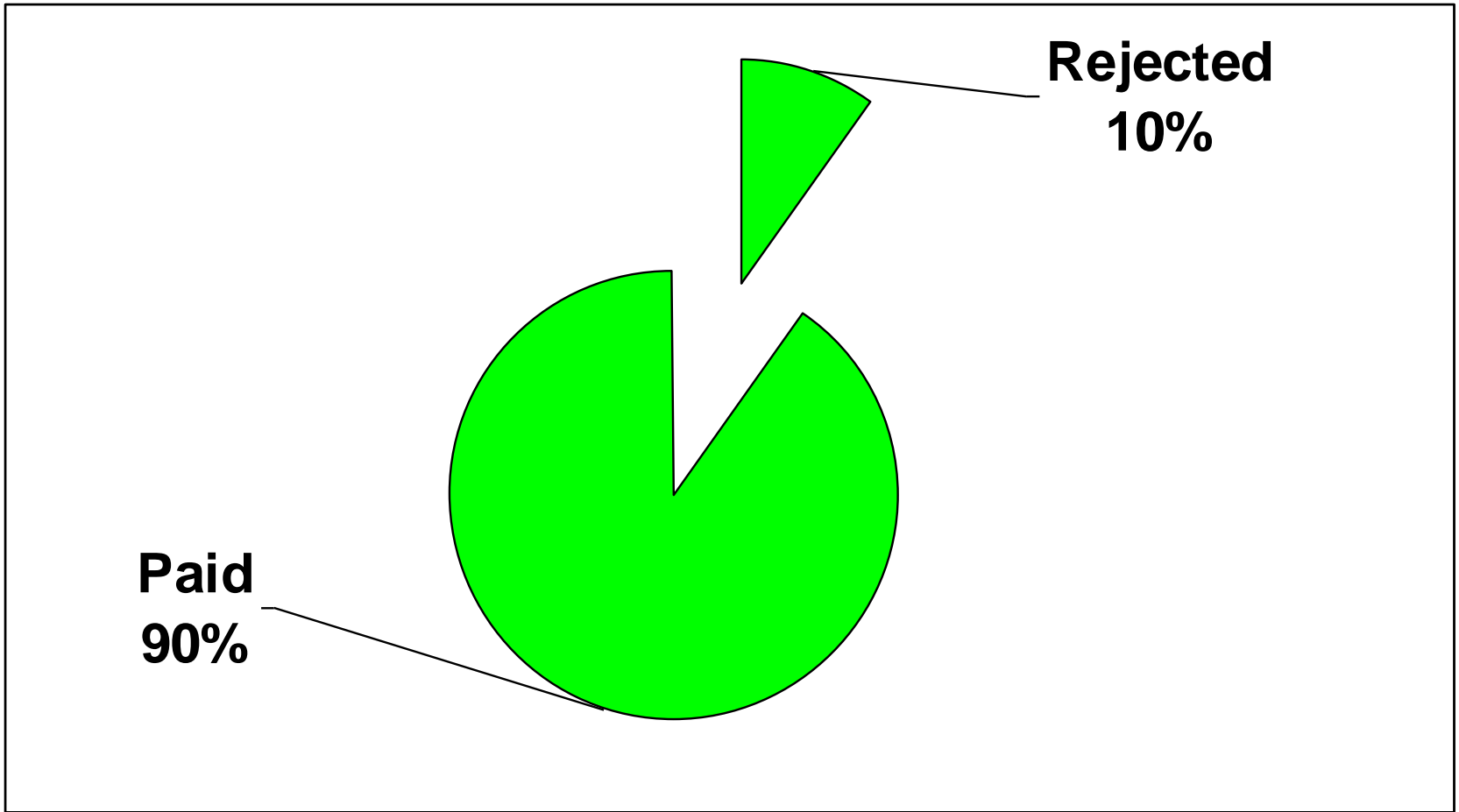


# 2007 Rejection Rates

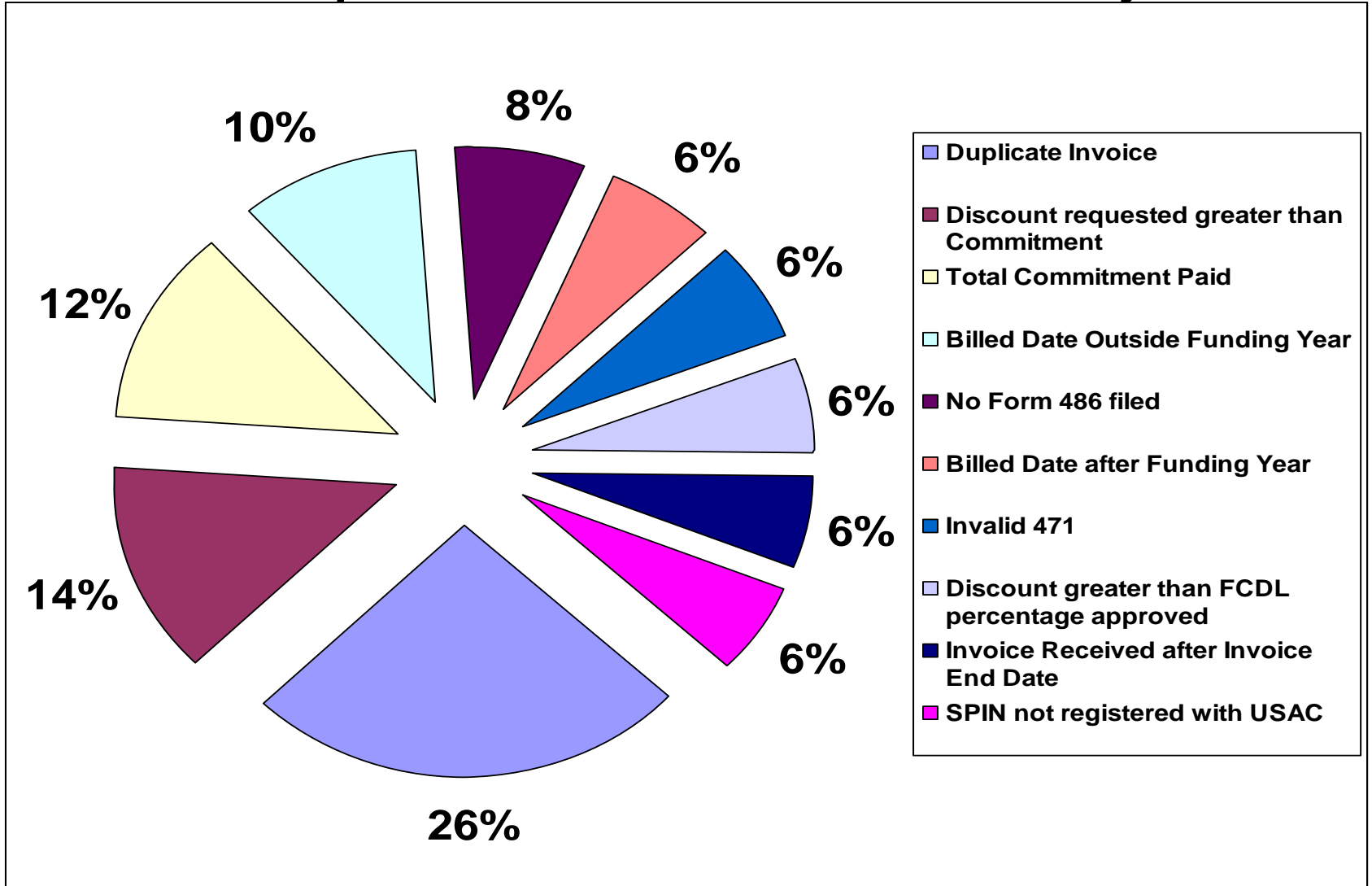




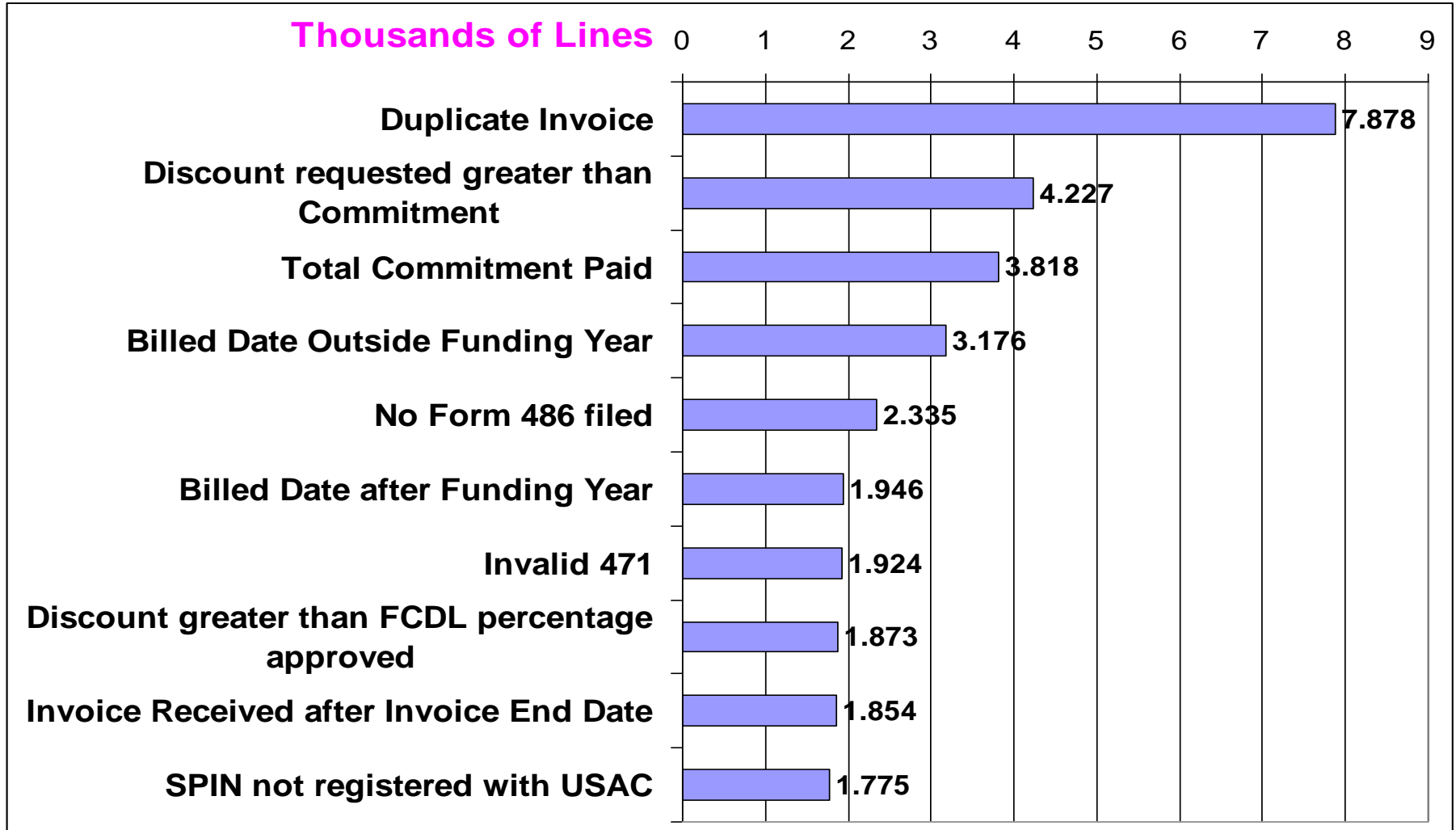
# 2007 Average Rejection Rate



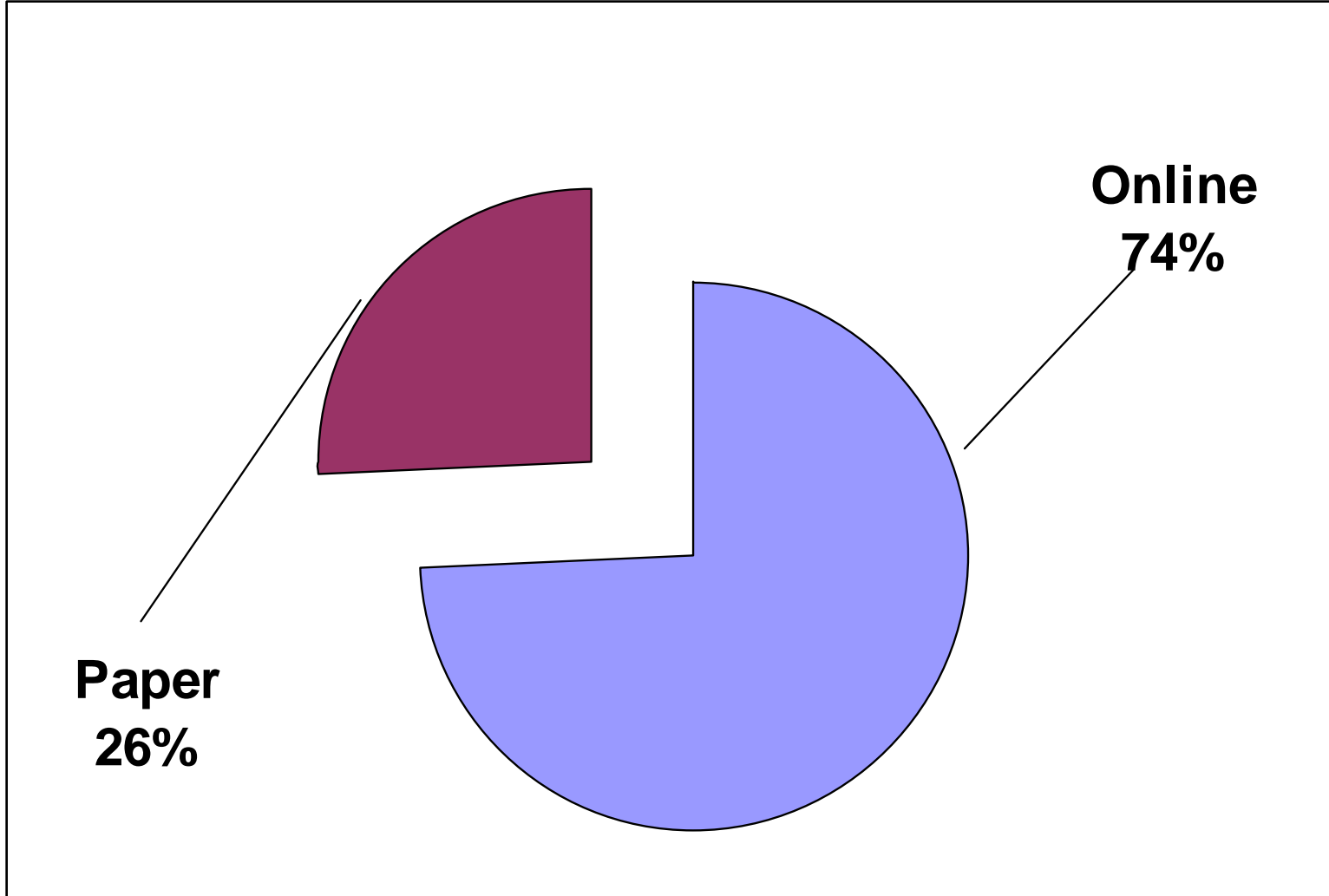
# Top Ten Reasons For Rejection



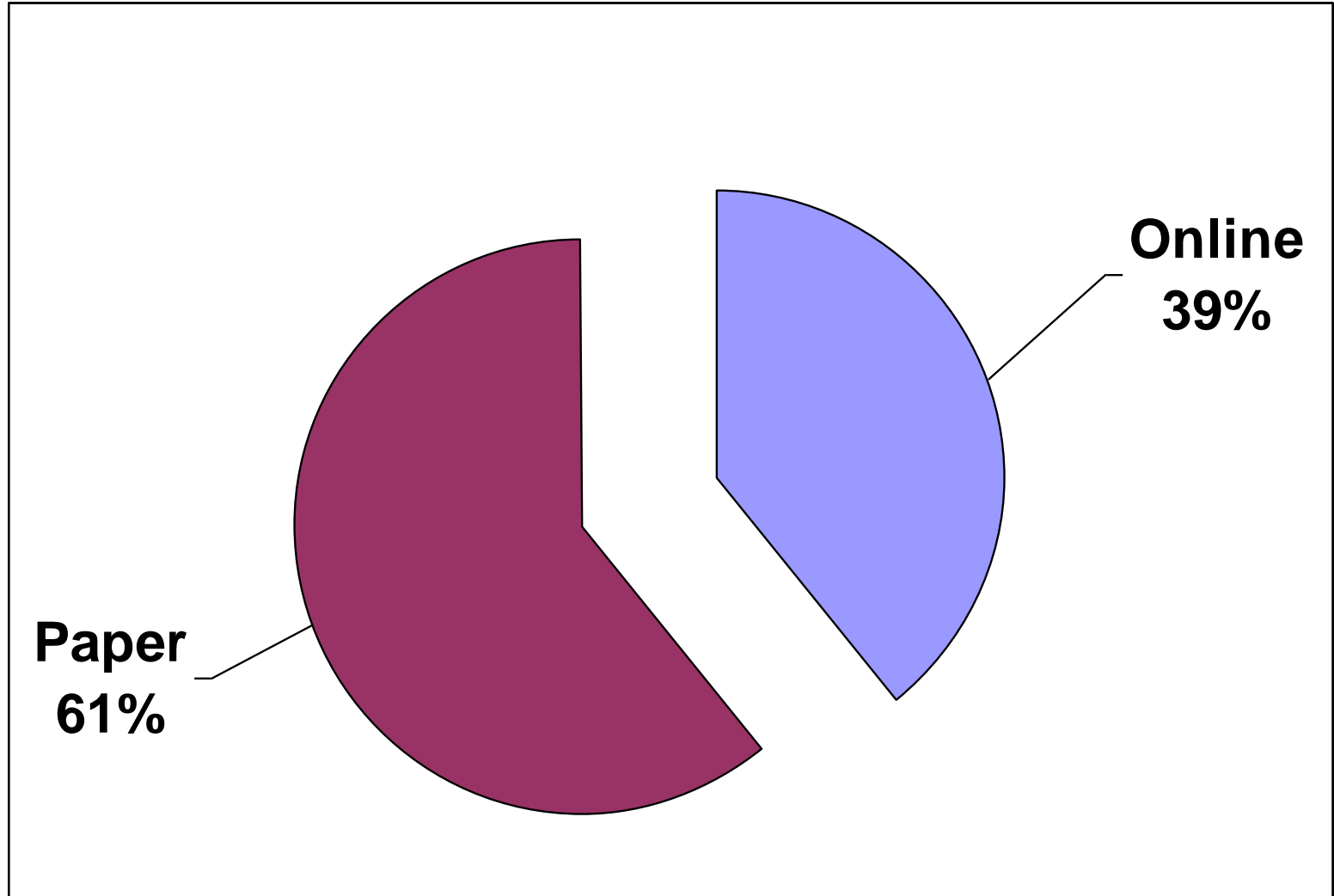
# Top Ten Reasons for Rejection



# SPI - Form 474

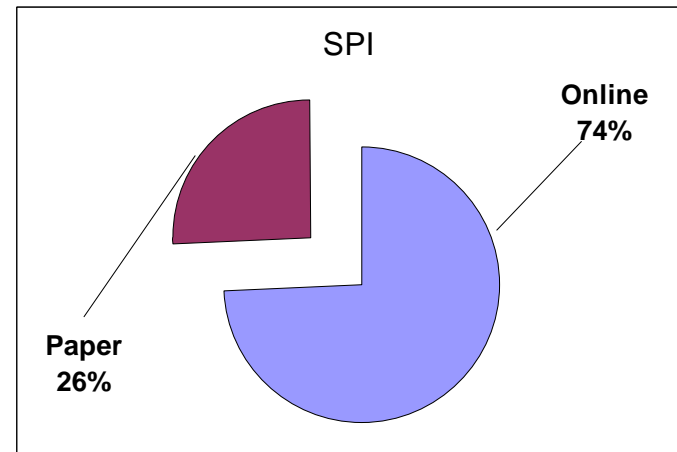
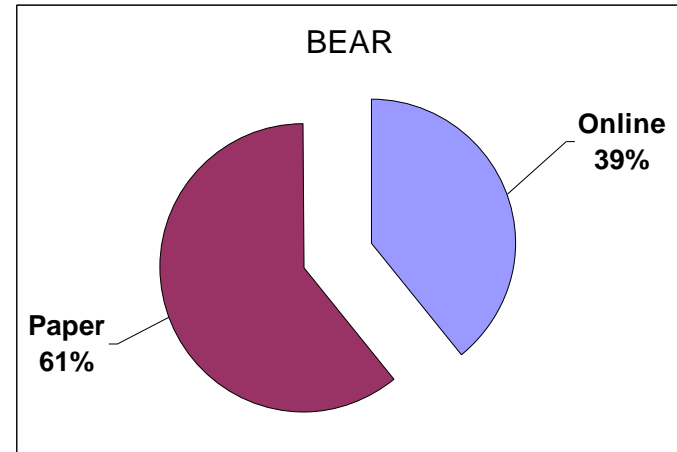


# BEAR (Form 472)



# Filing Online

- Quicker Payment
- Easy to Enter
- Error Checking
- Saves on Postage
- No desk clutter



# Filing Invoices Online

# Online Filing

- Filing a SPI online – Service providers need
  - Customer bills
  - Contact person information
  - No certifications on Form 474
    - Certifications already made on Form 473



# Online Filing

[www.USAC.org](http://www.USAC.org)

Schools and Libraries

Required Forms

Service Provider Forms

Form 499-A – Reporting form for ETP

Form 498 – SPIN Form

Form 472 - BEAR

Form 473 - SPAC

Form 474 - SPI

# Online Filing

- Filing a BEAR online – Applicants need
  - Personal Identification Number (PIN)
    - Issued to authorized person only
    - Some PINs are BEAR-specific
  - Valid email address
  - Form 471 Application Number, FRN, and SPIN that match
  - Customer bills
  - Contact person information

# Online Filing

- Approving a BEAR online – Service providers need
  - Form 498 E-cert ID and password
    - Service provider can assign multiple users
  - Valid email address
  - Customer bills
  - Contact person information

**USAC**  
Universal Service Administrative Company  
*Helping Keep Americans Connected*

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## Service Provider Home Page

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Client Service Bureau: 1-888-203-8100

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## Search BEAR Forms

Please choose from one or more of the following search options:

<b>Created Date Range:</b>	From	<input type="text"/>		To	<input type="text"/>	
<b>Dollar Amount:</b>	Min	<input type="text"/>	Max	<input type="text"/>		
<b>Billed Entity Number:</b>	<input type="text"/>					
<b>Invoice Id:</b>	<input type="text"/>					
<b>BEAR Form Status:</b>	<input type="text" value="Pending Certification"/>					▾

Search

# Invoicing Process

# Invoicing Process

- Two invoicing methods
  - Applicant indicates choice on Form 470
  - Form 472, Billed Entity Applicant Reimbursement (BEAR) Form
    - Applicant pays for services in full and then requests reimbursement from USAC
  - Form 474, Service Provider Invoice (SPI) Form
    - Service provider discounts customer (applicant) bills and then requests discount amount from USAC

# Invoicing Process

- **BEAR Form**

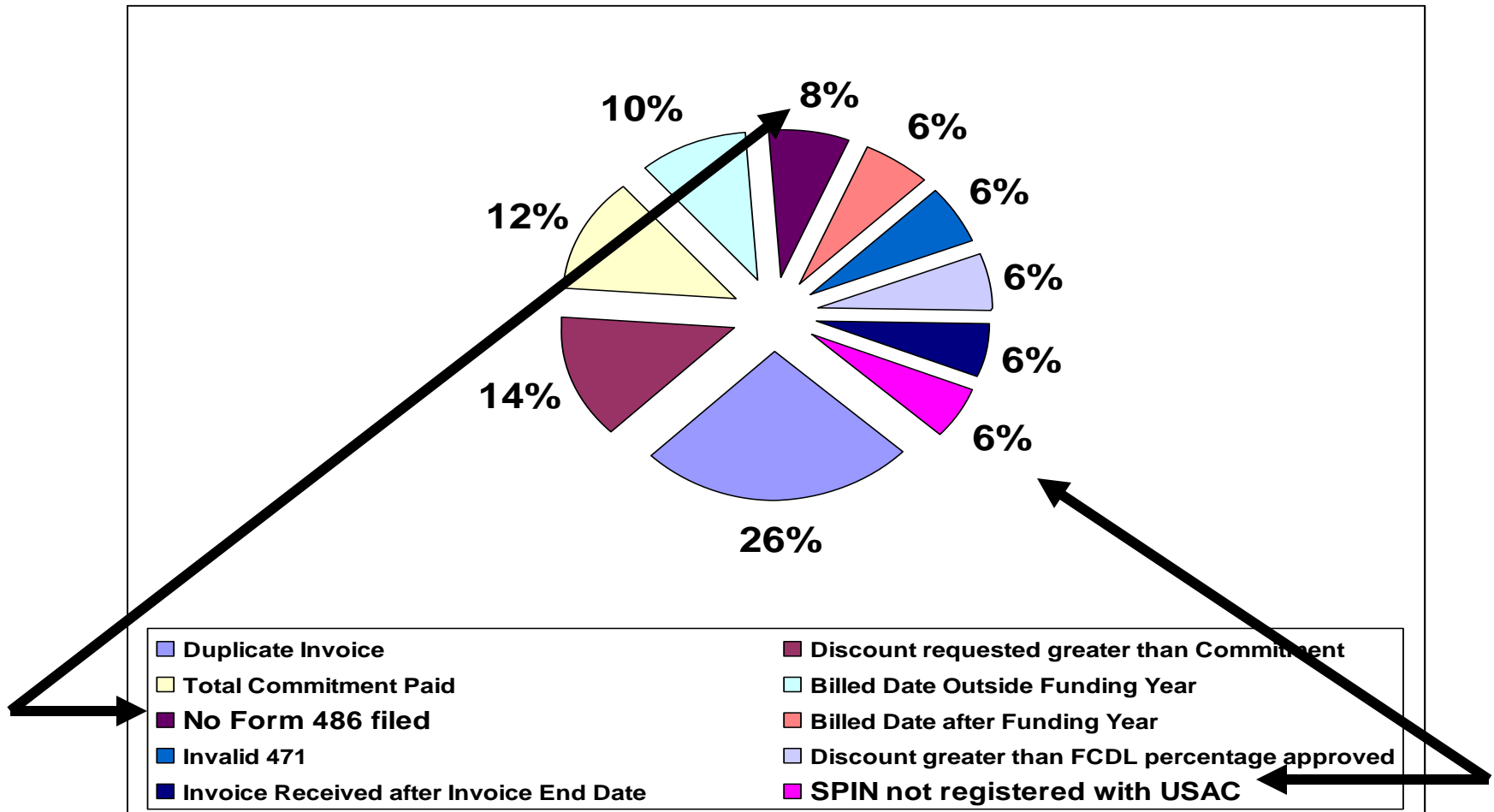
- Applicant must pay for services in full before submitting BEAR
- Service provider reviews and approves BEAR Form before it is submitted
- USAC approves payment to reimburse the discount amount to the service provider
- Service provider must remit funds to applicant no later than 20 days after RECEIPT of funds



# Invoicing Process

- **Before** you submit an invoice to USAC:
  - USAC must make a commitment for the Funding Request Number (FRN)
  - Applicant must file and successfully certify **Form 486**, Receipt of Service Confirmation Form, for that FRN
  - Service provider must file **Form 473**, Service Provider Annual Certification (SPAC) Form for that funding year and that Service Provider Identification Number

# Invoicing Process



# Invoicing Process

- **SPI Form**
  - Service provider must bill applicant (customer) before submitting SPI
  - USAC reimburses the discount amount to the service provider
  - SPIs can be submitted 1)electronically, 2)online, or 3)on paper

# Invoicing Process

- Line Items
  - You can file one line item or many line items on a single invoice
  - A line item is not limited to a certain time period
    - You can file one year's worth of service on one line, or file monthly, bimonthly, quarterly, etc.
    - Best if one line per customer bill
  - Line items can also be for one-time charges

# Invoice Review

# Invoice Review

- Invoices are assigned daily for Invoice Review
- Invoice Review process works quickly
  - Average processing time in 2007 is five days after receipt
- Payments on approved invoices are run twice a week

# Invoice Review

- Invoice Review verifies that funds are disbursed only for products and services that are:
  - Installed at and/or delivered to eligible recipients of service for eligible purposes
  - Eligible and approved for funding during the PIA review of the Form 471- (beware Item 21)
  - Received during the funding year (including extensions)

# Item 21

						Item 21
Application Number:		99999999				
Applicant Name:		Little Red School House				
Billed Entity Number:		123456				
FRN: 123654		Funding Category:		TELECOMM SERVICES		
		Service Provider:		My Little Telephone		
		SPIN:		143666666		
		Attachment Number:		I21-123654		
		Narrative description of this Funding Request:		Cell service one phone.		
		Further information:				
		Number of Line Items:		1		
	Service Type		Service Description			
1 of 1	Cellular		123-555-1212 cell service.			
	Number of Telecom Lines (if applicable)				0	
	Recurring Charges			Non Recurring Charges		
	Monthly Recurring Charges	\$120.00		One-time non-recurring charges	\$0.00	
	Less Ineligible Amount (if any)	\$0.00		Less Ineligible Amount (if any)	\$0.00	
	Number of Months	12				
	Eligible recurring charges	\$1,440.00		Eligible non-recurring charges	\$0.00	
	Line item TOTAL				\$1,440.00	
FRN total:					\$1,440.00	



# Item 21

Item 21

Application Number: 99999999

Applicant Name: Little Red School House

Billed Entity Number: 123456

FRN: 123654

Funding Category: TELCOMM SERVICES

Service Provider: My Little Telephone

SPIN: 143666666

Attachment Number: I21-123654

Narrative description of this Funding Request: Cell service one phone.

Further information:

Number of Line Items:

Service Type	Service Description
1 of 1 Cellular	123-555-1212 cell service.
Number of Telecommunications Services: 1	
Recurring Charges	
Monthly Recurring Charges	\$120.00
Less Ineligible Amount (if any)	\$0.00
Number of Months	12
Eligible recurring charges	\$1,440.00

FRN total:

TELECOMM SERVICES

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My Little Telephone

---

143666666

---

I21-123654

---

Cell service one phone.

# Item 21

Application Number:		99999999		Item 21	
Applicant Name:		Little Red School House			
Billed Entity Number:		123456			
FRN: 123654		Funding Category:		TELCOMM SERVICES	
		Service Provider:		My Little Telephone	
		SPIN:		143666666	
		Attachment Number:		I21-123654	
		Narrative description of this Funding Request:		Cell service one phone.	
		Further information:			
		Number of Line Items:		1	
		Service Type		Service Description	
1 of 1		Cellular		123-555-1212 cell service.	
		Number of Telecom Lines (if applicable)		0	
		Recurring Charges		Non Recurring Charges	
		Monthly Recurring Charges		One-time non-recurring charges	
		\$120.00		\$0.00	
		Less Ineligible Amount (if any)		Less Ineligible Amount (if any)	
		\$0.00		\$0.00	
		Number of Months		Eligible non-recurring charges	
		12		\$0.00	
		Eligible recurring charges		Line item TOTAL	
		\$1,440.00		\$1,440.00	
		FRN total:		\$1,440.00	

<b>Recurring Charges</b>	
Monthly Recurring Charges	\$120.00
Less Ineligible Amount (if any)	\$0.00
Number of Months	12
Eligible recurring charges	\$1,440.00

Recurring Charges		Non Recurring Charges	
Monthly Recurring Charges	\$120.00	One-time non-recurring charges	\$0.00
Less Ineligible Amount (if any)	\$0.00	Less Ineligible Amount (if any)	\$0.00
Number of Months	12	Eligible non-recurring charges	\$0.00
Eligible recurring charges	\$1,440.00	Line item TOTAL	\$1,440.00

# Invoice Review

<b>Bill Date</b>	<b>FCDL</b>
<b>Jul-06</b>	<b>\$ 120.00</b>
<b>Aug-06</b>	<b>\$ 120.00</b>
<b>Sep-06</b>	<b>\$ 120.00</b>
<b>Oct-06</b>	<b>\$ 120.00</b>
<b>Nov-06</b>	<b>\$ 120.00</b>
<b>Dec-06</b>	<b>\$ 120.00</b>
<b>Jan-07</b>	<b>\$ 120.00</b>
<b>Feb-07</b>	<b>\$ 120.00</b>
<b>Mar-07</b>	<b>\$ 120.00</b>
<b>Apr-07</b>	<b>\$ 120.00</b>
<b>May-07</b>	<b>\$ 120.00</b>
<b>Jun-07</b>	<b>\$ 120.00</b>
	<b>\$1,440.00</b>

# Invoice Review

<b>Bill Date</b>	<b>FCDL</b>
<b>Jul-06</b>	<del>\$ 120.00</del>
<b>Aug-06</b>	<del>\$ 120.00</del>
<b>Sep-06</b>	<del>\$ 120.00</del>
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<b>Dec-06</b>	<del>\$ 120.00</del>
<b>Jan-07</b>	<del>\$ 120.00</del>
<b>Feb-07</b>	<del>\$ 120.00</del>
<b>Mar-07</b>	<del>\$ 120.00</del>
<b>Apr-07</b>	<del>\$ 120.00</del>
<b>May-07</b>	<del>\$ 120.00</del>
<b>Jun-07</b>	<del>\$ 120.00</del>
	<del>\$1,440.00</del>

# Invoice Review

<b>Bill Date</b>	<b>FCDL</b>	<b>Customer billed</b>
<b>Jul-06</b>	<b>\$ 120.00</b>	<b>\$ 87.64</b>
<b>Aug-06</b>	<b>\$ 120.00</b>	<b>\$ 77.26</b>
<b>Sep-06</b>	<b>\$ 120.00</b>	<b>\$ 200.37</b>
<b>Oct-06</b>	<b>\$ 120.00</b>	<b>\$ 97.46</b>
<b>Nov-06</b>	<b>\$ 120.00</b>	<b>\$ 125.77</b>
<b>Dec-06</b>	<b>\$ 120.00</b>	<b>\$ 207.94</b>
<b>Jan-07</b>	<b>\$ 120.00</b>	<b>\$ 119.95</b>
<b>Feb-07</b>	<b>\$ 120.00</b>	<b>\$ 121.77</b>
<b>Mar-07</b>	<b>\$ 120.00</b>	<b>\$ 117.60</b>
<b>Apr-07</b>	<b>\$ 120.00</b>	<b>\$ 125.76</b>
<b>May-07</b>	<b>\$ 120.00</b>	<b>\$ 127.66</b>
<b>Jun-07</b>	<b>\$ 120.00</b>	<b>\$ 117.64</b>
	<b>\$1,440.00</b>	<b>\$ 1,526.82</b>

# Invoice Review

<b>Bill Date</b>	<b>FCDL</b>	<b>Customer billed</b>
<b>Jul-06</b>	<b>\$ 120.00</b>	<b>\$ 87.64</b>
<b>Aug-06</b>	<b>\$ 120.00</b>	<b>\$ 77.26</b>
<b>Sep-06</b>	<b>\$ 120.00</b>	<b>\$ 200.87</b>
<b>Oct-06</b>	<b>\$ 120.00</b>	<b>\$ 97.46</b>
<b>Nov-06</b>	<b>\$ 120.00</b>	<b>\$ 125.77</b>
<b>Dec-06</b>	<b>\$ 120.00</b>	<b>\$ 207.94</b>
<b>Jan-07</b>	<b>\$ 120.00</b>	<b>\$ 119.95</b>
<b>Feb-07</b>	<b>\$ 120.00</b>	<b>\$ 121.77</b>
<b>Mar-07</b>	<b>\$ 120.00</b>	<b>\$ 117.60</b>
<b>Apr-07</b>	<b>\$ 120.00</b>	<b>\$ 125.76</b>
<b>May-07</b>	<b>\$ 120.00</b>	<b>\$ 127.66</b>
<b>Jun-07</b>	<b>\$ 120.00</b>	<b>\$ 117.64</b>
	<b>\$1,440.00</b>	<b>\$ 1,526.82</b>

# Invoice Review

Bill Date	FCDL	Customer billed	<b>90%</b>	USAC Discount
Jul-06	\$ 120.00	\$ 87.64		\$ 78.88
Aug-06	\$ 120.00	\$ 77.26		\$ 69.53
Sep-06	\$ 120.00	\$ 200.37		\$ 180.33
Oct-06	\$ 120.00	\$ 97.46		\$ 87.71
Nov-06	\$ 120.00	\$ 125.77		\$ 113.19
Dec-06	\$ 120.00	\$ 207.94		\$ 187.15
Jan-07	\$ 120.00	\$ 119.95		\$ 107.96
Feb-07	\$ 120.00	\$ 121.77		\$ 109.59
Mar-07	\$ 120.00	\$ 117.60		\$ 105.84
Apr-07	\$ 120.00	\$ 125.76		\$ 113.18
May-07	\$ 120.00	\$ 127.66		\$ 114.89
Jun-07	\$ 120.00	\$ 117.64		\$ 105.88
	<b>\$1,440.00</b>	<b>\$ 1,526.82</b>		<b>\$ 1,374.14</b>

# Invoice Review

<b>Bill Date</b>	<b>FCDL</b>	<b>(Column 13 – SPI Column 14 –BEAR) Customer billed</b>	<b>(Column 14 – SPI Column 15 –BEAR) USAC Discount</b>
<b>Jul-06</b>	<b>\$ 120.00</b>	<b>\$ 87.64</b>	<b>\$ 78.88</b>
<b>Aug-06</b>	<b>\$ 120.00</b>	<b>\$ 77.26</b>	<b>\$ 69.53</b>
<b>Sep-06</b>	<b>\$ 120.00</b>	<b>\$ 200.37</b>	<b>\$ 180.33</b>
<b>Oct-06</b>	<b>\$ 120.00</b>	<b>\$ 97.46</b>	<b>\$ 87.71</b>
<b>Nov-06</b>	<b>\$ 120.00</b>	<b>\$ 125.77</b>	<b>\$ 113.19</b>
<b>Dec-06</b>	<b>\$ 120.00</b>	<b>\$ 207.94</b>	<b>\$ 187.15</b>
<b>Jan-07</b>	<b>\$ 120.00</b>	<b>\$ 119.95</b>	<b>\$ 107.96</b>
<b>Feb-07</b>	<b>\$ 120.00</b>	<b>\$ 121.77</b>	<b>\$ 109.59</b>
<b>Mar-07</b>	<b>\$ 120.00</b>	<b>\$ 117.60</b>	<b>\$ 105.84</b>
<b>Apr-07</b>	<b>\$ 120.00</b>	<b>\$ 125.76</b>	<b>\$ 113.18</b>
<b>May-07</b>	<b>\$ 120.00</b>	<b>\$ 127.66</b>	<b>\$ 114.89</b>
<b>Jun-07</b>	<b>\$ 120.00</b>	<b>\$ 117.64</b>	<b>\$ 105.88</b>
	<b>\$1,440.00</b>	<b>\$ 1,526.82</b>	<b>\$ 1,374.14</b>



# Invoice Review

Bill Date	FCDL	(Column 13 – SPI Column 14 –BEAR) Customer billed	(Column 14 – SPI Column 15 –BEAR) USAC Discount
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<b>Sep-06</b>	<b>\$ 120.00</b>	<b>\$ 200.37</b>	<b>\$ 180.33</b>
Oct-06	\$ 120.00	\$ 97.46	\$ 87.71
Nov-06	\$ 120.00	\$ 125.77	\$ 113.19
<b>Dec-06</b>	<b>\$ 120.00</b>	<b>\$ 207.94</b>	<b>\$ 187.15</b>
Jan-07	\$ 120.00	\$ 119.95	\$ 107.96
Feb-07	\$ 120.00	\$ 121.77	\$ 109.59
Mar-07	\$ 120.00	\$ 117.60	\$ 105.84
Apr-07	\$ 120.00	\$ 125.76	\$ 113.18
May-07	\$ 120.00	\$ 127.66	\$ 114.89
Jun-07	\$ 120.00	\$ 117.64	\$ 105.88
	<b>\$1,440.00</b>	\$ 1,526.82	<b>\$ 1,374.14</b>

# Invoice Review

- Service certifications
  - Only requested under some circumstances
  - Verify that the invoiced services were approved on the Form 471 and delivered
  - May include requests for detailed (customer) bills from the applicant or the service provider and verification of payment
  - Check for service substitutions if the services invoiced do not match the services requested

# Filing Right the First Time

- File online
  - System checks for errors and notifies you if data are missing or inconsistent
  - Invoice Review process can begin soon after all required information is submitted online
  - Service providers: Update your Form 498 information and verify your E-cert ID and password so that you can approve BEARs
    - For assistance, call 1-888-641-8722

# How Do I Invoice USAC?

- Read and follow directions provided in:
  - Form instructions
  - Website guidance
  - Notification letters (samples on USAC website)
  - Other communications
- Provide complete documentation
- Do not wait until the last minute
  - Applicants should ask service providers what their lead time is for approving BEARs

# What Do I Do About Reviews?

- Call or email your reviewer with questions
  - Contact information is provided on requests for information from Invoice Review
  
- If rejected, resubmit your invoice

# Preparation Is Key

- Before filing, verify that:
  - Your invoice is not a duplicate
  - You removed any ineligible products and services
  - You removed any products and services that were not approved on that FRN
  - Funds still remain on the FRN
  - You are filing timely and do not need to first request an invoice deadline extension

# Deadlines / Extensions

# Deadlines

- Invoice deadline:
  - Invoices must be postmarked or received by USAC no later than:
    - 120 days after the last date to receive service or
    - 120 days after the date of the Form 486 Notification Letterwhichever is later
  - Extensions can be requested



# Deadlines

- Service delivery deadline:
  - Recurring services
    - June 30 of funding year
  - Cannot Extend Deadline

# Deadlines

- Service delivery deadline:
  - Non-recurring services
    - **September 30** following end of funding year
    - Requests for extensions **must** be postmarked or received by USAC no later than the last day to receive service

# Extensions

- Automatic extensions are processed for:
  - Funding Commitment Decision Letter (FCDL)
  - SPIN Change approval
  - Service Substitution approval
  
  - Notification dated on or after March 1

# Extensions

- Extensions must be requested for:
  - Service providers unable to complete implementation for reasons beyond their control
  
  - Service providers unwilling to complete installation because USAC withheld payment on a properly completed invoice for at least 60 days

# Extensions

- If a service delivery extension occurs:
  - Contracts may need to be extended
    - Applicants must file a **Form 500** to extend the contract expiration date before an invoice dated after that date can be paid

# Questions?