



2012 Service Provider Training

Invoicing

May 2012 | Los Angeles
and Atlanta

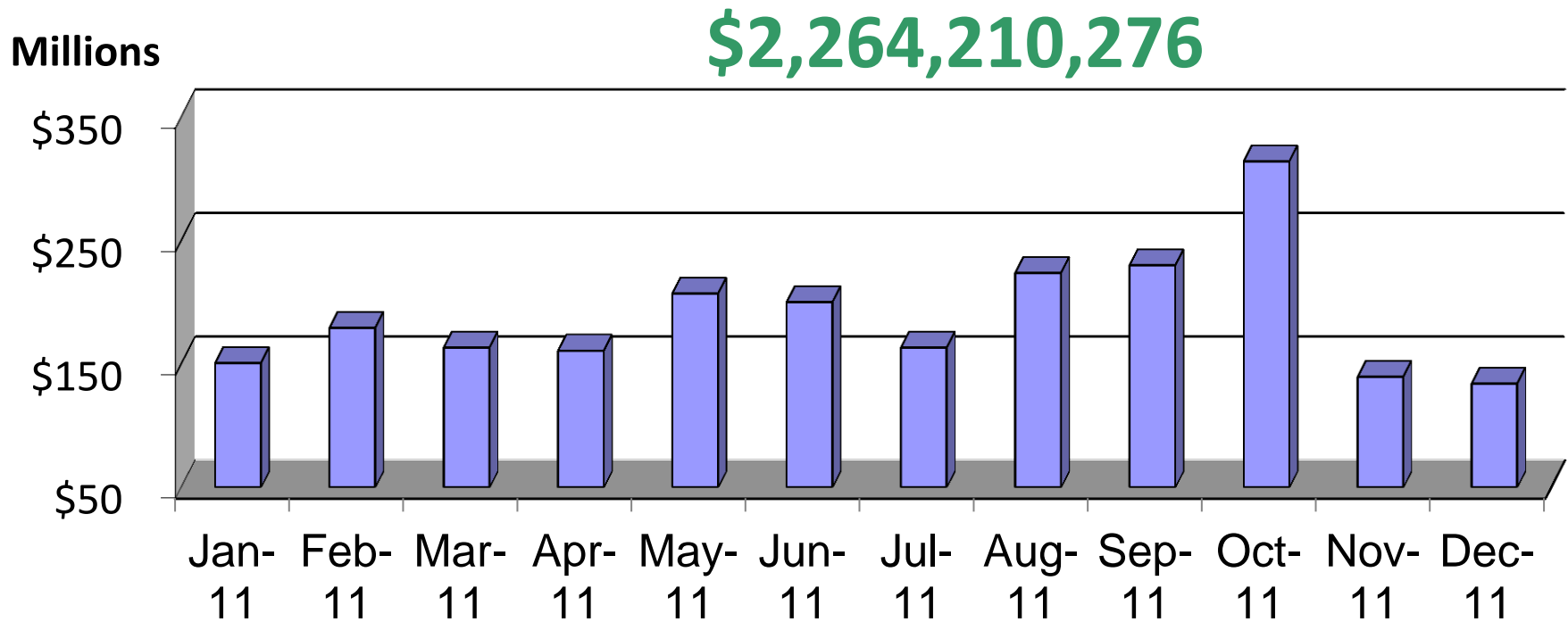
AGENDA

- 2011 Statistics
- Invoice Types
- Review
- Payment Resolution
- Deadlines

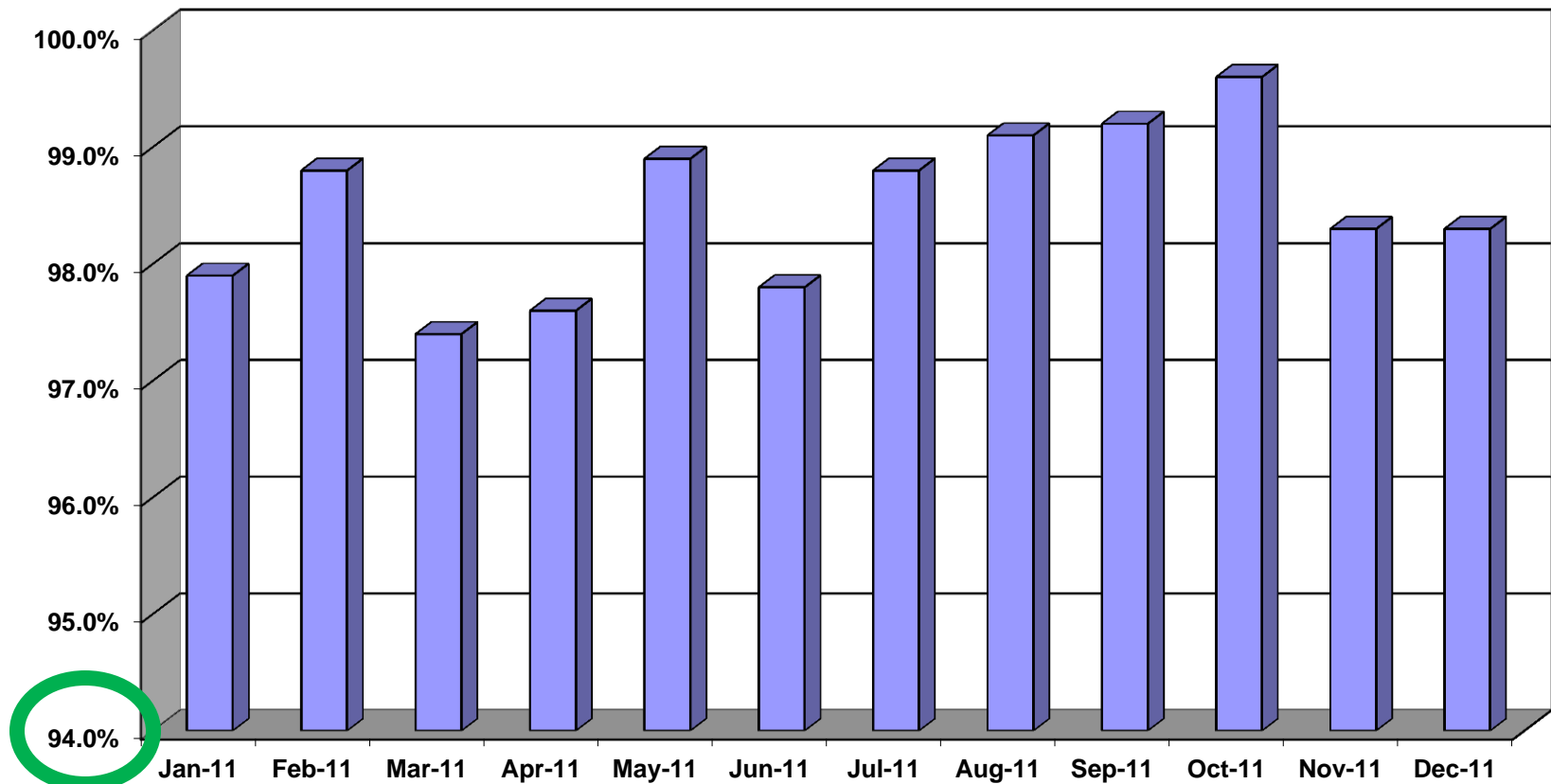
Invoicing

2011 Statistics

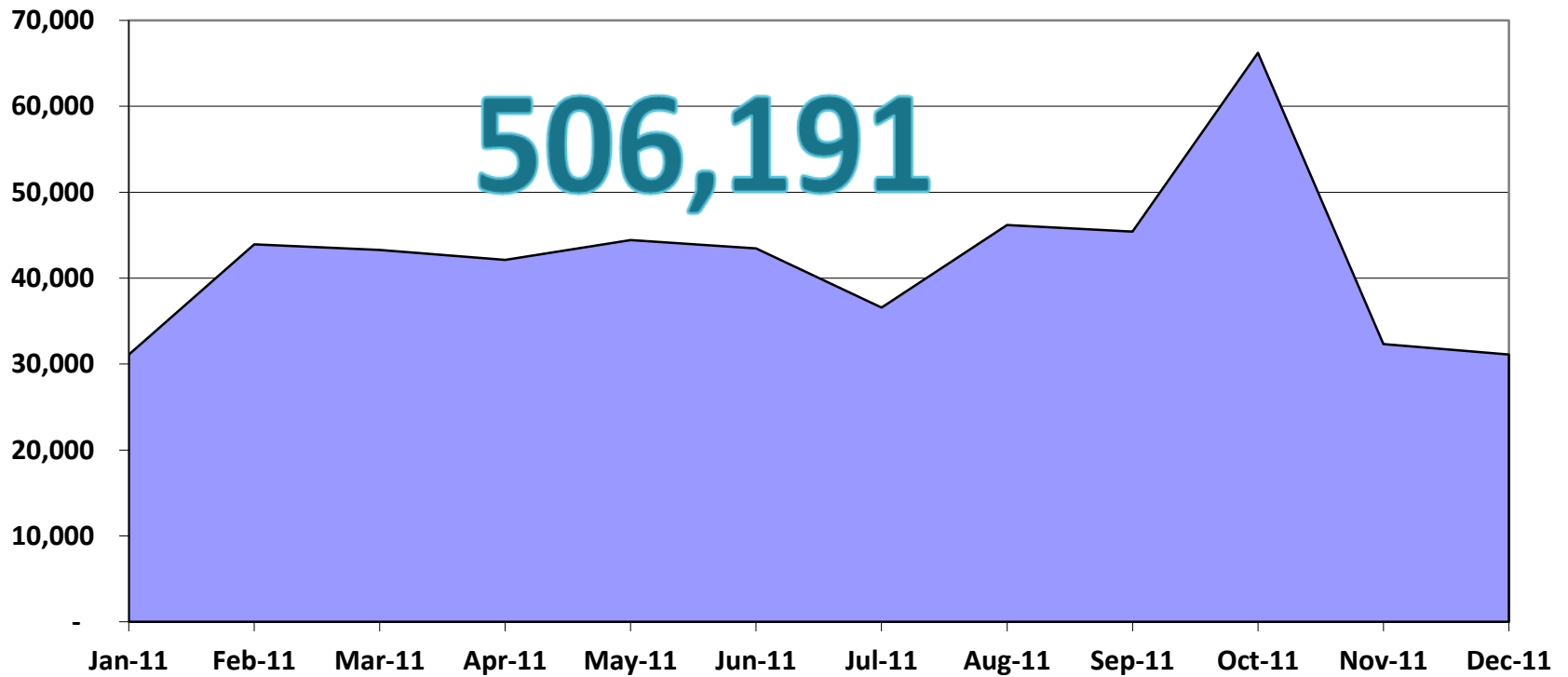
Dollars Paid Out



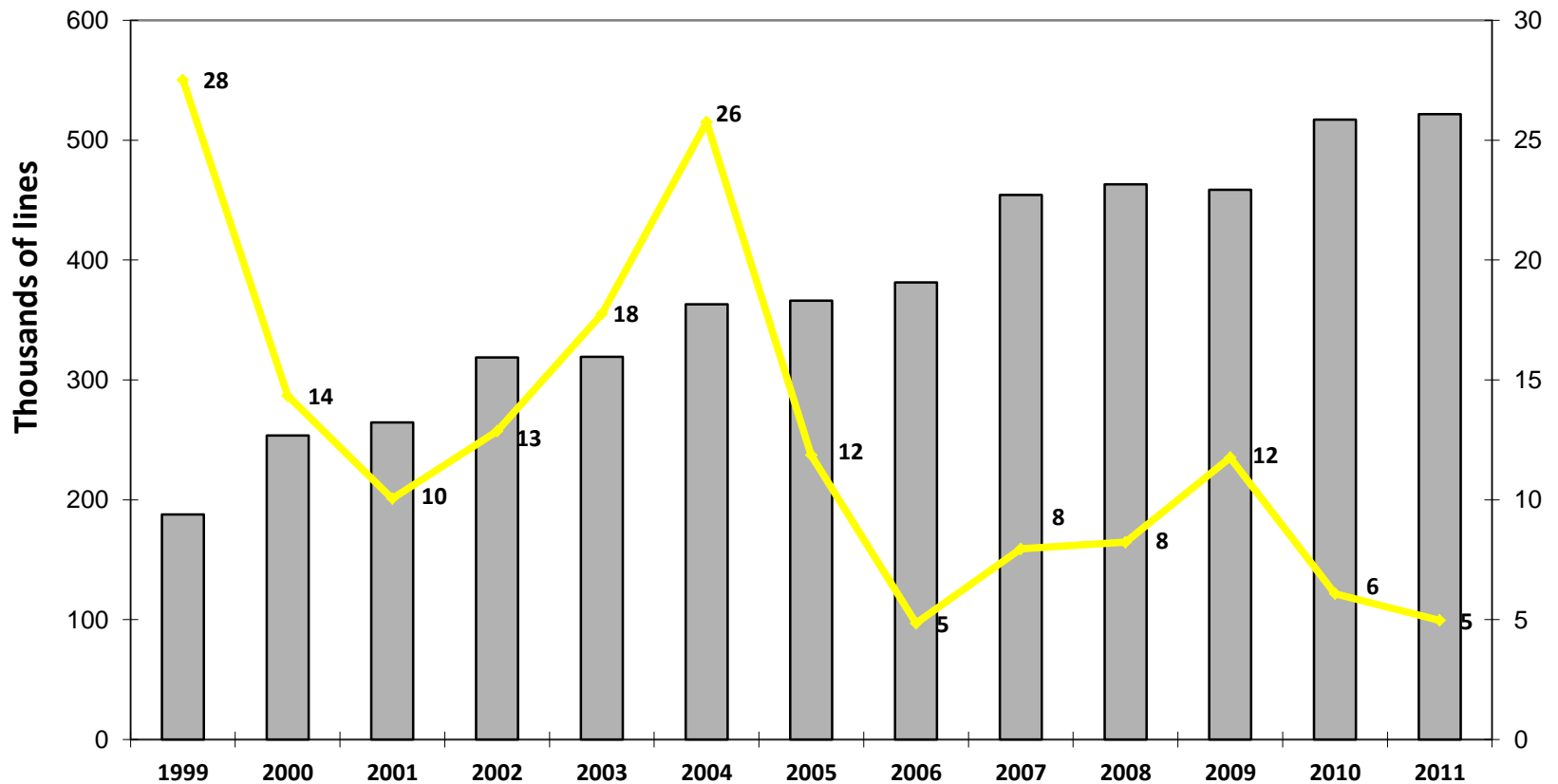
% Paid Within 30 Days



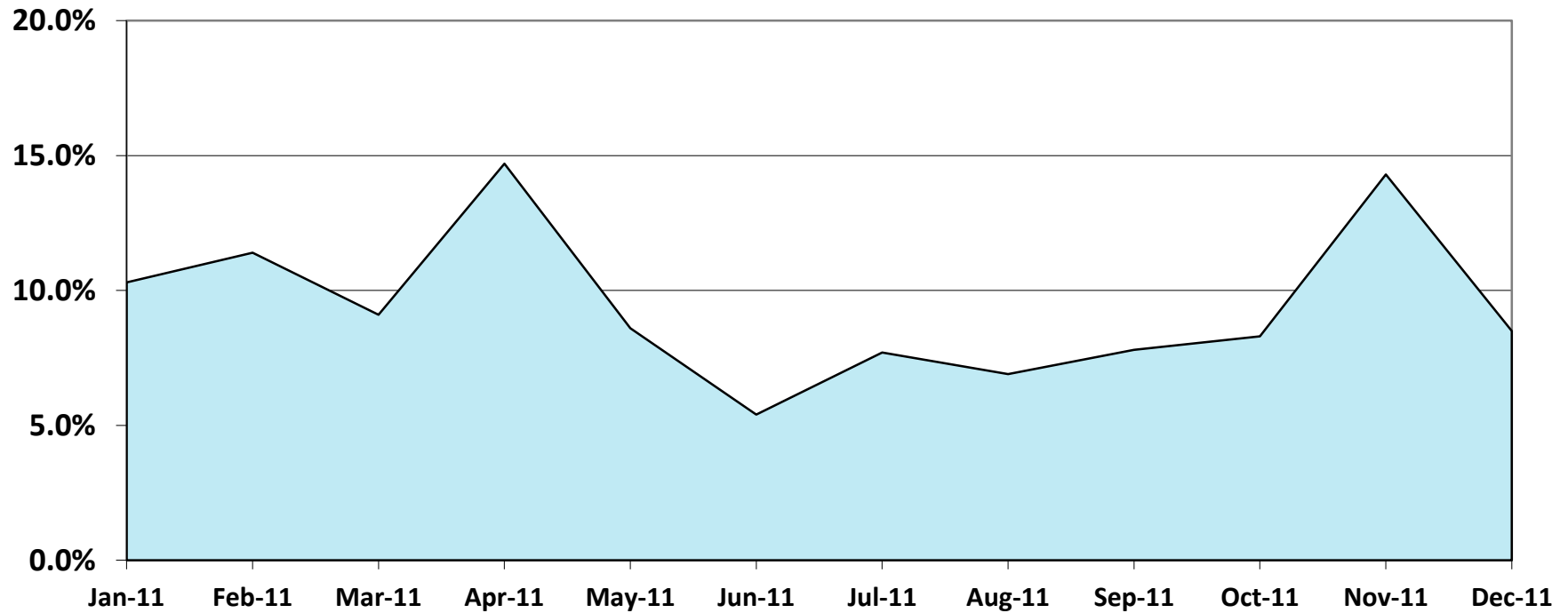
Invoice Lines Processed



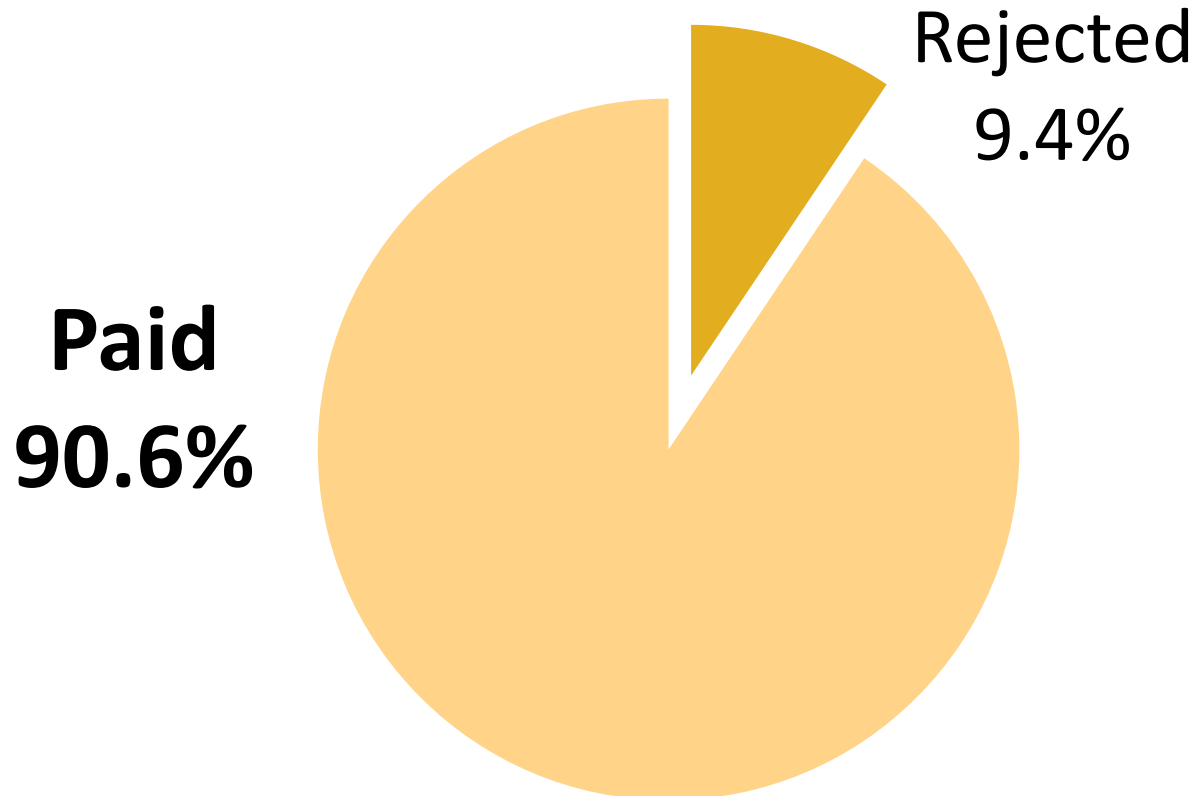
Days to Payment



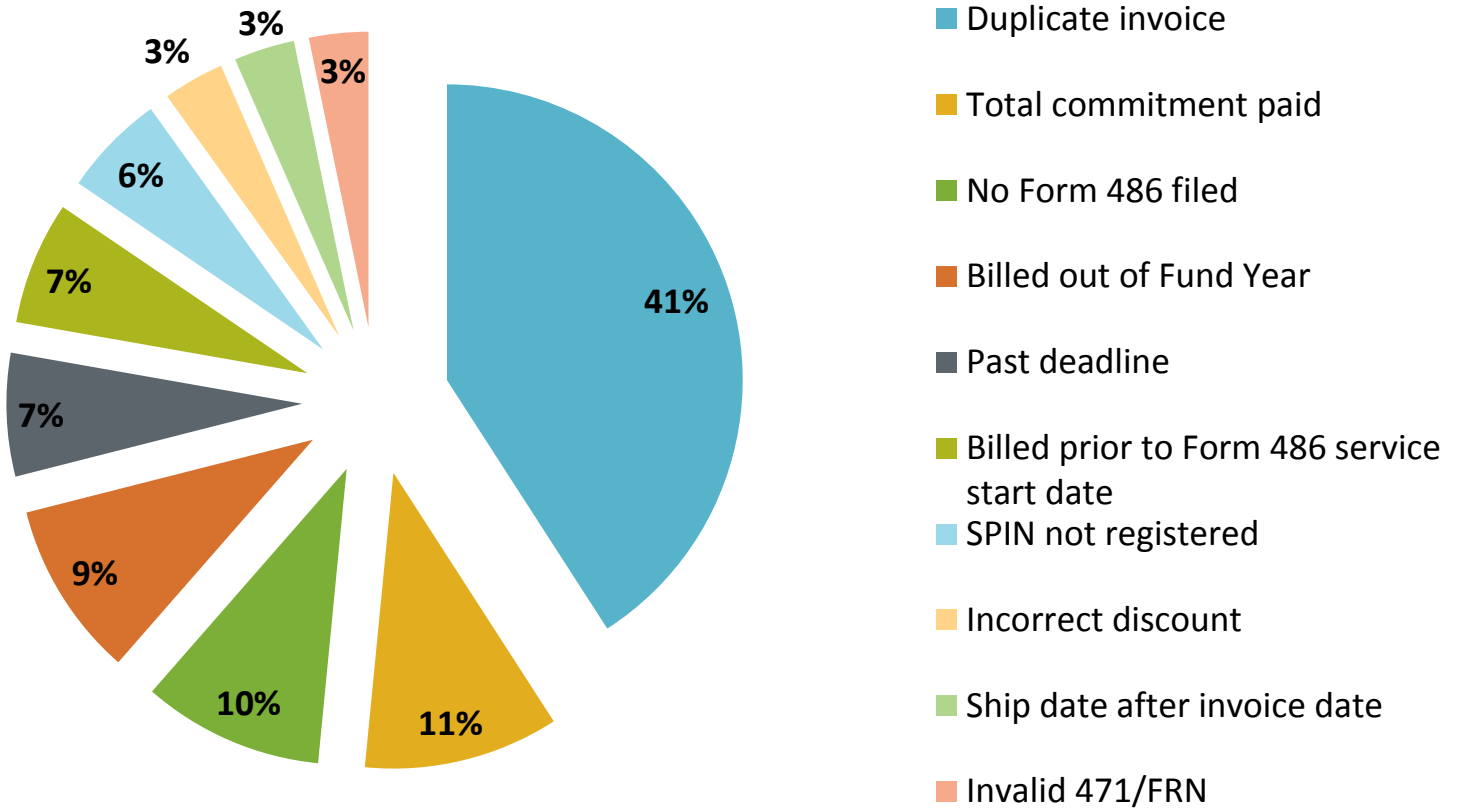
Rejection Rates



Average Rejection Rates

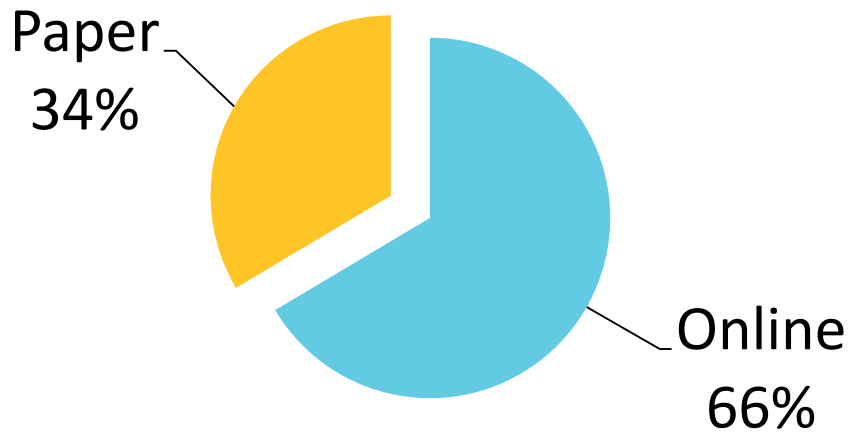


Top 10 Reasons for Rejection

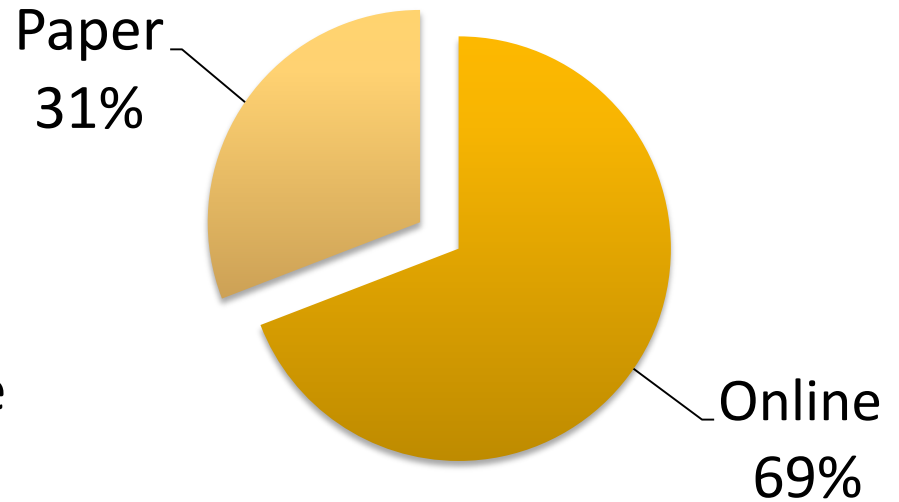


BEAR (Form 472)

2011



2012



Invoicing

Invoice Types

FCC Form 472/474 – Invoice (Reimburse/Discount)

- Reimburse (FCC Form 472 – aka BEAR)
 - Applicant pays 100%
 - Self retrieval of discounts
 - Paid to service provider to forward on to applicant
- Discount (FCC Form 474 – aka SPI)
 - Direct discount on customer bill

How To File

- Electronic submission
- On-Line submission
- Paper Submission

How To File

- Electronic submission
 - Only applies to FCC Form 474, Service Provider Invoice (SPI)
 - Contact Client Service Bureau (CSB)
 - (888) 203-8100
 - Include the SPIN and email address

How To File

- Electronic submission
 - Email attachment
(address specified in the instructions)
 - Comma delimited format
 - PGP (optional)

How To File

- Electronic submission
 - Receipt of confirmation from USAC
 - Error file [with an *.EIN extension]
 - Invoice Status Report

How To File

- Online submission
 - Applies to FCC Form 474, Service Provider Invoice (SPI)
 - Applies to FCC Form 472, Billed Entity Applicant Reimbursement (BEAR)

How To File

- Online submission for FCC Form 474
 - <http://www.slforms.universalservice.org/form474/menu.aspx>
 - USAC.org/Resources & Tools/Forms/FCC Form 474/File Online

How To File

- Online submission for FCC Form 472
 - **Step 1 (for applicants):**
 - <http://www2.sl.universalservice.org/bear/login.aspx>
 - USAC.org/Resources & Tools/Forms/FCC Form 472/
File Online
 - **Step 2 (for service providers):**
 - <http://www2.sl.universalservice.org/bear/login.aspx>
 - USAC.org/Resources & Tools/Forms/FCC Form 472/
File Online

How To File

- Paper submission
 - FCC Form 474 (filed by service provider)
 - <http://www.usac.org/sl/tools/forms.aspx>
 - USAC.org/Resources & Tools/Forms/FCC Form 474

How To File

- Paper submission
 - FCC Form 472 (filed by applicant)
 - <http://www.usac.org/sl/tools/forms.aspx>
 - USAC.org/Resources & Tools/Forms/FCC Form 472
 - FCC Form 472 certified by service provider
 - Returned to applicant for mailing to USAC

Invoicing **Review**

What's Next

- FCC Form 472/474 (Reimburse/Discount)
 - Review
 - Service Certification
 - Customer bills from SP to Applicant
 - Payment of beneficiary portion

Review

- The overall objective of the Invoice Review process is to ensure that funds are disbursed only for products and services:
 - delivered and billed to school/library for which the school/library has paid their share
 - eligible and approved on the 471
 - within the eligible service delivery window

Service Certification

- Verify services by obtaining detailed bills from the applicant and/or service provider
- Verify services were requested and approved on Form 471 using Item 21 attachments
- Review notes and documentation used during 471 review
- Check for service substitutions if not a match

Customer bills from SP to applicant

- Verify services
- Compare services to Item 21 attachments
- Review delivery location
- Review billed party
- Review service provider
- Review date of service delivery
- Review location of service delivery

Payment of Beneficiary Portion

- Obtain copy of check (front and back)
 - Microcoding
 - Referential integrity – such as bank account #
- Copy from bank website
 - Demonstrate legitimacy
- Provided or verified by applicant

Invoicing

Payment Resolution

Dunning

- Monitor reports of applicants not receiving checks from service providers
 - Establish case
 - Contact service provider
 - Issue Dunning Letter and record in case
 - Ensure receipt of funds
 - Close case and document results
 - Refer to FCC Enforcement where necessary

Bankruptcy or out of business conditions

- Good Samaritan – Service provider cannot or will not pass BEAR payments
 - Establish case
 - Work with applicant to provide Telecom Provider willing to serve as Good Samaritan
 - Send letters of agreement
 - Review BEAR submitted
 - Approve reviewed invoices

Invoicing

Deadline Extensions

Why File

- Missed Deadline
 - Invoice
 - FCDL
 - Form 486
 - Service Delivery
 - Form 500
- Need more time to provide services
 - Non-recurring services

When To File

- Invoice Deadline Extensions
 - Within 120 days of invoice deadline
- Service Delivery Extensions
 - Automatic
 - Late FCDL, SPIN Changes, Service Substitutions (March 1 key date)
 - By September 30 for non-recurring services

What To File

- Documentation requirements that necessitate third-party contact or certification
- Natural or man-made disasters that prevent timely filing of invoices
- Circumstances beyond the service provider's control

Comments or Questions?

Thank you!