

**STANDARD OPERATING PROCEDURE
DFAS Orlando Army Vendor Pay
RECEIVING REPORT PROCESSING
January 2005**

INTRODUCTION:

This Standard Operating Procedure (SOP) prescribes procedures to process receiving reports for payments when the designated paying office on the contract is DFAS Orlando Army Vendor Pay. This SOP is a supplement and should be used in conjunction with the DFAS Vendor Pay Product Line-CAPS Operations SOP for Receiving Reports.

The processing of receiving reports must comply with the procedures described in both the DFAS Vendor Pay Product Line-CAPS Operations SOP and the DFAS Orlando Army Vendor Pay SOP for Receiving Reports Processing.

1. METHODS OF SUBMISSION.

Properly completed receiving reports can be faxed or mailed to DFAS Orlando. **The preferred method is fax.**

- a. FAX. Faxing the receiving report to the Electronic Document Management (EDM) Rightfax will ensure a more timely processing of payment. When a document is sent to the EDM rightfax the sender receives a confirmation sheet. Review the confirmation sheet for successful transmission. The confirmation sheet is proof that the receiving report has been submitted to the EDM Rightfax Server for processing by DFAS Orlando Vendor Pay. The sender should retain the confirmation sheet until payment has been made.

Fax receiving reports to the EDM Rightfax Number:

1-866-572-4162

- b. MAIL. When a receiving report is mailed, unless it is sent certified, there is no method of tracking receipt of the receiving report. Also, DFAS Orlando personnel must scan the mailed receiving reports into the EDM Rightfax, which delays the processing even further. **This is not the recommended method for submitting receiving reports.**

Mail receiving reports to:

DFAS-CVAD/OR
Box931100 Lakemont Avenue
Orlando, FL 32893-0100

- c. OTHER. Any other method, except for those listed above, used to submit receiving reports to DFAS Orlando are unacceptable and will result in delay of payment.

2. CORRECTED RECEIVING REPORTS.

- a. Corrected receiving reports must have the word "CORRECTED" annotated at the top of each page of the receiving report. This will ensure that a higher priority is placed on the document for payment processing.
- b. Corrected receiving reports must be faxed to the EDM Rightfax number identified above. Corrected receiving reports should not be sent to any other fax number unless directed by DFAS Orlando Vendor Pay.

2. DUPLICATE RECEIVING REPORTS.

- a. Duplicate receiving reports place extra burden on entitlement and electronic document systems. They also can cause unnecessary rework, duplicate payments, and delay of payments.
- b. **A receiving report should not be resent unless the sender is asked to do so by DFAS Orlando Vendor Pay.** The customer service desk will assist senders in determining receipt of receiving reports. DFAS Orlando Vendor Pay will direct the sender where to fax the resubmission of the receiving report.

4. CONTACTING CUSTOMER SERVICE.

The DFAS Orlando Vendor Pay Customer Service desk can provide assistance in tracking down receiving reports that have been submitted for processing. The customer service desk can be contacted by phone or email. Our goal is reply to customer service inquiries within 24-48 hours. During peak times or unexpected events, this time could be longer, but rarely should occur.

- a. ITEMS REQUIRED. In order to expedite the customer service representative's response to inquiries the following information is needed:
 - 1. Contract Number.
 - 2. Phone number that receiving report was sent from. Should be listed on the confirmation sheet. If this information is not listed on the confirmation

sheet, the receiving report sender may need to adjust the setup of their fax machine.

3. Number of pages faxed.
4. Date fax was sent to EDM Rightfax number.
5. The customer service representative may ask for information that is on the confirmation sheet.

- b. PHONE. The vendor pay customer service phone number is:

1-800-950-9784

- c. EMAIL. The vendor pay email address is:

DFAS-OR-VPCS@DFAS.MIL

- d. OTHER. Contacting the customer service desk is the recommended method of making inquiries about payments. We understand that there may be times when a vendor or financial partner needs an immediate response. However, when our DFAS Orlando Vendor Pay technicians and certifiers are having to take time to answer inquiries, that is less time spent on making timely and quality payments. When inquiries do not come through our customer service desk, it is difficult for us to track trends or problem areas.