

**DFAS**  
**Army Vendor Pay Support**  
**CAPS Operations**  
**Standard Operating Procedure**

**PROCESSING CONTRACTOR/VENDOR INVOICES**

**Version #: INV-01**  
**Prepared by: Thomas Castleman**  
**Effective date: February 1, 2005**

**INTRODUCTION:**

This procedure describes how contractors/vendors will submit invoices to Army Vendor Pay Sites and other Vendor Pay Sites using CAPS and supporting Army and Defense Agencies. The following Vendor Pay Sites are required to use this standard operating procedure; Europe, Indianapolis, Lawton, Lexington, Norfolk (Army), Orlando (Army), Rock Island, Rome, San Antonio (Army) and St Louis.

**1. REFERENCES:**

- a. 10 U.S.C. 2227, effective for contract solicitations of offers issued after June 30, 2001.
- b. DFARS Subpart 232.70 – Electronic Submission and Processing of Payment Requests (revised January 13, 2004).
- c. DFARS Clause 252.232-7003, except as provided in 232.7002(a).

**2. DEFINITIONS:**

- a. Contractual Invoices. These invoices are billed by a vendor from which a formal procurement action was initiated. These invoices must be supported by a contract document and receiving/acceptance report before payment can be made.
- b. Designated Billing Office. A designated billing office (DBO) is the office specified on the contract's front page, as the office that is to first receive invoices. The DBO must also "review" it to determine if it is proper. Contracting officers sometimes direct vendors to send invoices to a designated billing office, such as, a contracting officer representative (COR) or through their own or another office for approval. Normally, the DFAS paying site is the designated billing office.

- c. Designated Payment Office. The designated payment office is the Vendor Pay Site named in the procurement document to pay the contractor/vendor. To prevent duplicate or fraudulent payments, there can only be one paying site per contract.
- d. Department of Defense Activity Address Code. The DoDAAC is used to route electronic data between entities (electronic address).
- e. Electronic Invoices. A system-to-system transmission used to transmit invoices. The transmission must be an approved method and can be used to transmit Designated Billing Office invoices (sometimes called certified invoices) if they are sent to a location other than a DFAS paying site. Purchase card electronic invoices are the exception. Authority has been granted to send billing statements electronically.
- f. Miscellaneous Payments (Non-Recurring/Non-Contractual). These are one time - non-recurring, non-contractual payment for awards, license fees, special item purchases, reimbursements and etc payments. Refer to Miscellaneous Payment Matrix SOP. At this time these payment requests cannot be electronically submitted to payment sites.
- g. Proper Invoice. An invoice is the bill from the vendor asking for payment for the goods delivered or services performed. It must include all of the information required by the terms of the procurement document, be accompanied by such substantiating documentation as required by regulation or the contract, and be received in the designated paying office in order for a payment to be made. Supplemental billings will include all information required for original billings. It is submitted to the designated billing office specified in the contract. Vendor Pay Sites can only process properly prepared invoices. Improper invoices must be corrected or replaced before a voucher is prepared and payment is made. The vendor's request for payment (invoice) must be "proper" in accordance with 5 CFR 1315.9(b)(1) through (10), FAR 32.905(b) and DFARS 252.211 and shall include the following elements:
  - 1) Name of vendor;
  - 2) Invoice date;
  - 3) Government contract number, or other authorization for delivery of goods or services;
  - 4) Vendor invoice number, account number, and/or any other identifying number agreed to by contract;
  - 5) Description (including, for example, contract line/subline number), price, and quantity of goods and services rendered;

- 6) Shipping and payment terms (unless mutually agreed that this information is only required in the contract);
  - 7) Taxpayer Identifying Number (TIN), unless agency procedures provide otherwise;
  - 8) Banking information, unless agency procedures provide otherwise, or except in situations where the EFT requirement is waived under 31 CFR 208.4;
  - 9) Contact name (where practicable), title and telephone number;
  - 10) Other substantiating documentation or information required by the contract.
- h. Supporting Documents. There are several types of documents that support the payment of a voucher. Types of supporting documents are: contracts, blanket purchasing agreements, delivery orders, purchase orders, invoices, receiving/acceptance reports, memorandum, settlement agreements, merchant receipts, etc.
- i. Vendor. Any firm, business, non-profit organization, or local or state agency, or individual that provides goods or services to the Federal Government. At times they are referred to as a "contractor".
- j. Remit-To. The CCR/CEFT remit-to data takes precedence; if vendor is not required or exempt from registration remit-to data will be taken from the contract. A modification to the contract is not required when the contract differs from CCR/CEFT remit-to data in the contract. This includes information on a "Notice of Assignment" (FAR 32.905). Contractors/Vendors are required to confirm their CCR information annually. If they do not confirm/update their registration information it will expire and preclude payment until this action is taken.

### **3. PROCEDURES:**

- a. Effective February 1, 2005, paying sites will only accept contractual invoices via the following:
  1. Wide Area Workflow (WAWF). Information regarding WAWF-RA is available on the Internet at <https://wawf.eb.mil>.
  2. Web Invoicing System (WInS). Information regarding WInS is available on the Internet at <https://ecweb.dfas.mil>.
  3. American National Standards Institute (ANSI) X.12 electronic data

interchange (EDI) formats.

(a) Information regarding EDI formats is available on the Internet at <http://www.X12.org>.

(b) EDI implementation guides are available on the Internet at <http://www.dfas.mil/ecedi>.

b. The following exception for electronic submission of payment requests applies to contracts issued as defined in DFARS Subpart 232.70 (DFARS 232.7002(a)):

1. Purchases paid for with a Governmentwide commercial purchase card.
2. Awards made to foreign vendors for work performed outside the U.S.
3. Classified contracts or purchases (see FAR 4.401).
4. Contracts awarded by deployed contracting officers in the course of military operations, including, but not limited to, contingency operations as defined in 10 U.S.C. 101(a)(13) or humanitarian or peacekeeping operations as defined in 10 U.S.C. 2302(7), or contracts awarded by contracting officers in the conduct of emergency operations, such as responses to natural disasters or national or civil emergencies.
5. Purchases to support unusual or compelling needs of the type described in FAR 6.302-2.
6. Cases where –
  - (a) The contractor is unable to submit, or DoD is unable to receive a payment request in electronic form.
  - (b) The contracting officer, the payment office, the contract administration office and the contractor **mutually** agree to alternative method.

#### 4. INVOICE RECEIPT:

a. Methods of Invoice Receipt.

1. Electronic Commerce/Electronic Data Interchange (EC/EDI). Invoices can be submitted by a system-to-system basis. Use the system generated date the system received the file transfer for the invoice received date or use the header record transmittal date. (Preferred method)

2. **Facsimile.** Use the fax machine generated date for the invoice received date. If a header sheet accompanied the invoice, retain it and file it with the invoice in the appropriate contract folder (for EDM sites it is the electronic contract folder, as the invoice document must be scanned for retention) for future reference. If the fax machine generated date/time is not printed or readable, hand-stamp the invoice for the day it was received in the vendor pay site. **(For use with contracts issued prior to February 1, 2005)**
  3. **Electronic Mail (Email).** Only invoices that do not require an original signature are permitted to be emailed. Print the emailed invoice, and verify that a proper invoice was received IAW with the proper invoice definition described in this desk guide. If it is determined to be proper then enter it into the appropriate entitlement system using the transmitted "sent date" contained in the email as the invoice-received date. File the print copy in the applicable contract folder after it is input in the entitlement system. The "sent date" contained in the email will start the Prompt Payment Act "clock". If review of the invoice determines the invoice to be improper, return it to the vendor with the reason why it was improper. The Email invoice must be printed and retained in hard copy form and filed in the contract folder as supporting documentation for the payment. **(For use with contracts issued prior to February 1, 2005)**
5. **RETURNING AN IMPROPER INVOICE.** If the invoice does not comply with the requirements noted in paragraph 2.g. 1 through 10 of this SOP, it shall be returned to the activity, contractor, or person who submitted it for payment within the following timeframes.
- a. For contracts issued on or before March 31, 1989, an improper invoice must be returned within 15 calendar days of receipt in the designated billing office.
  - b. For contracts issued on or after April 1, 1989, improper invoices must be returned by the following timelines:
    - 1) within 3 days for meat, meat food products, or fish;
    - 2) within 5 days for perishable agricultural commodities, dairy products, edible fats or oils, and food products prepared from edible fats or oils,
    - 3) within 7 calendar days after the date the designated billing office received the invoice.
  - c. Figure 1 of this SOP will be used to fully explain why the invoice is being returned and will be sent with the invoice attached. The invoice will be stamped or marked in some manner to specifically show it was returned, i.e., date and the word [Returned]. The return date stamp should be placed over the original date

received by the vendor pay site so it will not be erroneously used when the vendor resubmits the invoice. If the notification time frame in the preceding paragraph is not met, it will result in the start of the accrual of PPA interest penalties owed the contractor/vendor and if the payment is not made by the PPA due date then PPA interest must be paid. Retain a copy of the form letter and invoice in the contract folder file.

NOTE: Item #4 on the form letter neither applies to interim payments on cost reimbursement service contracts, nor to payments under contracts containing the Fast Payment clause, nor to payments on government wide commercial purchase cards, including travel centrally billed accounts. Refer to CPBL Policy No. 0900-01-0001 on Returning Invoices to Contractors/Vendors Due to Non-Delivery of Goods or Non-Performance of Services.

- d. Use an automated tracking device to provide an audit trail on returned invoices. A standard device will be implemented at a later date for all vendor pay field sites to use.
6. **TRACKING INVOICES**: Upon receipt of a non-EC invoice, the vendor payment site will establish a tracking method to ensure control of invoices from point of receipt in the paying office. Listings of all invoices without a receiving report will be generated by each paying site and sent to each Government customer and/or applicable contracting office on a weekly basis to ensure timely submission of receipt and acceptance data by the customer.
7. **IDENTIFICATION OF THE DESIGNATED BILLING OFFICE (DBO)**: Each contract should be specifically annotated, on the front page of the contract, when a Designated Billing Office (DBO), other than the paying site, is to receive invoices for review and approval prior to authorizing DFAS to make payment. If the designated block on the contract is not annotated (block 13 of the DD 1155, block 10 of the SF26, block 18b of the SF 1449, etc), then DFAS payment sites will assume that it is both the DBO and payment site (regardless of other instructions in the contract). The "invoice received date" will be the date of the electronic submission.
8. **RECEIPT OF DBO INVOICES AT THE PAYING SITE**:
  - a. When an invoice is received electronically by DFAS for a contract that has correctly annotated a DBO on the front page of the contract, the electronic invoice will be accepted into the CAPS system.
  - b. If the DBO does not have a copy of the invoice, a printout of the "header" and the "line item" folders of the WAWF electronic submission or the CAPS-810 Accept/Reject Invoice Report for a WInS invoice will be forwarded (faxed or .pdf) to the appropriate DBO. If faxed, use the fax machine generated date on the fax acknowledgement sheet for the DBO's "invoice received date". This date will be used as the actual "invoice received date" in CAPS replacing the electronic invoice

received date, as registered in CAPS at the time of electronic submission. After the DBO's review and approval, the copy of the invoice with all the required receiving report information (receipt and acceptance dates, signature, etc) or a official receiving report will be returned to DFAS for input into the CAPS system.

9. **DFAS SITE & PAYING DODAAC**: The Vendor pay sites' DoDAAC affected by this SOP is:

<b><u>SITE</u></b>	<b><u>DoDAAC</u></b>
Indianapolis Vendor Pay	HQ0105
Lawton	HQ0300
Seaside	HQ0305
Lexington	HQ0335
Norfolk	HQ0348
Orlando	HQ0301
Rock Island	HQ0303
Rome	HQ0302
San Antonio	HQ0345
St Louis	HQ0304

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James Leonard, Colonel, USA  
Director, Army Vendor Pay Support

Figure 1

Sample Form Letter for Return of Invoices

Insert  
DoD Seal)

Defense Finance and Accounting Service  
Vendor Pay

DFAS-XX/XXXX

Date:

FROM: Paying Office Name and Address

TO: Vendor's Name and Address

SUBJECT: Return of Improper Invoice

The following invoice(s) is returned because it was not submitted in accordance with Department of Defense requirements as indicated in the checked box(s) below. Accrual of interest penalties does not apply to the enclosed invoice since it was returned within the time frame specified under the Prompt Payment Act Requirements.

Invoice Number

Invoice Amount

Contract Number (if applicable)

Reason for Return (Checked Items Apply):

1. Missing Information:

- a. \_\_\_ Name and Address of the Contractor.
- b. \_\_\_ Invoice date (the date the contractor placed on the invoice).
- c. \_\_\_ Contract number or other authorization for supplies delivered or services performed, including the order number and contract line item number.
- d. \_\_\_ Description, quantity, unit of measure, unit price, and extended price of supplies delivered or services performed.
- e. \_\_\_ Shipping and payment terms (e.g., shipment number and date of shipment, prompt payment discount terms). Bill of lading number and weight of shipment will be shown for shipments on Government Bills of Lading.

## Figure 1

### Sample Form Letter for Return of Invoices (Continued)

DFAS-XX/XXXX

Date:

- f. \_\_\_ Name and address of Contractor Official to whom payment is to be sent (must be the same as that in the contract or in a proper notice of assignment).
  - g. \_\_\_ Name (where practicable), title, phone number, and mailing address of person to be notified in the event of a defective invoice.
  - h. \_\_\_ Any other information or documentation required by the contract or otherwise. (Describe what is needed).
2. \_\_\_ This office has not received a copy of the contract associated with your invoice. Please notify the Contracting Officer.
  3. \_\_\_ The vendor cited on the invoice does not agree with the vendor cited in the contract. Contact the issuing contracting office and ask them to send this office a contract modification. Your invoice cannot be processed until the contract modification is received.
  4. \_\_\_ The receiving activity advised us that goods were not delivered, or services were not performed. When the contractor/vendor provides the requested proof of delivery or performance, we will forward it to the receiving activity for confirmation. The invoice will not be paid unless the receiving activity acknowledges receipt of the goods or services, as applicable.
  5. \_\_\_ The invoice requires a signature as directed by the contract. The invoice can be resubmitted after it is signed. Please submit a DD 577, Signature Card before resubmitting the invoice if they have not been previously sent for the person who signs.
  6. \_\_\_ A DD 577 is on file for the person who signed the invoice but the type of document or purpose for which authorized is not listed in Block 6 of the DD 577. Please submit a DD 577 that authorizes the person to sign this type of payment request before resubmitting the payment package/invoice.
  7. \_\_\_ A DD 577 is not on file in the Vendor Pay Office for the person who signed the invoice. Please submit a valid DD 577 before resubmitting the invoice.

**Resubmit your invoice after taking the corrective action described above.**

**Figure 1**

**Sample Form Letter for Return of Invoices (Continued)**

DFAS-XX/XXXX

*Date:*

Accrual of interest penalties does not apply to the enclosed invoice since it was returned within the time frame specified under the prompt payment act requirements.

If you have questions or encounter problems please contact \_\_\_\_ (name) \_\_\_\_ at  
\_\_\_\_ (vendor pay office name) \_\_\_\_ at commercial phone number  
\_\_\_\_\_.

*Signature and Signature Block of the  
Vendor Pay Site Manager*

Attachments  
As stated