

**Department of Veterans Affairs  
Financial Services Center  
1615 Woodward Street  
Austin, TX 78772**



Date: January 28<sup>th</sup>, 2013

Dear Accounts Receivable Representative & Valued Vendor,

President Obama signed the Improper Payment Elimination and Recovery Act of 2010 (IPERA) with the goal of reducing the federal government's improper payments. Electronic invoicing is the leading technological solution to prevent improper payments by eliminating error –prone manual processing.

To comply with IPERA, VA has finalized actions to mandate electronic invoice submission to the VA Financial Services Center (VAFSC). A Federal Register rule mandating electronic invoice submission was published November 27<sup>th</sup>, 2012. The mandate requiring contractors to submit payment requests in electronic form is effective December 27<sup>th</sup>, 2012 and can be located at:

<https://federalregister.gov/a/2012-28612>

VAFSC's vendor conversion plan will ensure a timely and smooth transition from "paper" to approved electronic invoice submissions prior to the effective date of this mandate. **As part of the plan, vendors can begin conversion immediately upon receipt of this communication.**

We have expanded our electronic invoicing services through OB10's provided solutions. **OB10 electronic invoicing services, including data mapping and transaction fees, are free to VA FSC vendors.**

Date	Event	What it means
February 27 <sup>th</sup> , 2013	Commitment Date	Service Agreement must be signed and test file sent to OB10
April 1 <sup>st</sup> , 2013	Deadline	All invoices must be submitted electronically. Paper invoices received after this date will be considered non-compliant.

OB10 offers simple and secure solutions, complying with HIPAA, to eliminate the cost and time of processing paper invoices. The benefits of e-Invoicing the VA using the OB10 Service include:

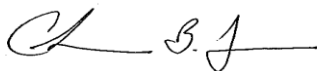
- Delivery of invoices directly into the FSC payment system and routed nationally for approval
- Elimination of mail processing time, postage, and invoice receipt inquiries
- Elimination of data error and lost or misplaced invoices
- Verification of invoice receipt or rejection through automated notification reports
- No installation of hardware or software required

While making the invoice submission process completely electronic, we would also like to expand on our electronic payments. To this end the Automated Clearing House (ACH) enrollment form can be found at the end of this document, or retrieved directly at <http://www.fms.treas.gov/pdf/3881.pdf>. ACH's significant advantages include:

- Reduced delivery time for payment funds, eliminating unpredictable postal system delays
- Automated payment generation through our accounting systems, reducing the likelihood of errors often associated with paper-based check payments

Thank you in advance for supporting these mandated initiatives. We look forward to receiving your invoices via OB10, paying those invoices electronically, and providing you the highest quality of payment processing services available today.

Best Regards,



Clint Loeser  
Chief, Commercial Operations Division  
Financial Services Center

## **Quick Links** (click the question for the FAQ)

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### **FAQ's for submitting invoices to the VA FSC via OB10**

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### **Invoice Guidelines for Supplier Partners**

Invoice Requirements  
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Purchase order number  
Unit Price  
Quantity and Unit of Measure  
Ship-To Location Name and/or code  
Receipt of Goods/Services  
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Supplier DUNS Number

### **ACH VENDOR/MISCELLANEOUS PAYMENT**

Enrollment Form  
Standard Form (SF) 3881 Instructions

# **FAQ's for submitting invoices to the VA FSC via OB10**

## **Who is OB10?**

OB10 is the leading global business-to-business electronic invoicing network, used in more than 90 countries. The OB10 e-Invoicing network simplifies and streamlines invoice-to-pay processes between companies and their suppliers.

While the Global Headquarters for OB10 is located in the United Kingdom, The VA is doing business with the US subsidiary OB10, Inc. based in Atlanta GA. VA is dealing solely with the US entity, not the international entity.

## **What is electronic invoicing?**

Electronic invoicing (e-Invoicing) is a communication methodology that utilizes the Internet to allow the VA to receive invoice data as well as the invoice image directly from vendors without the need to print and mail paper invoice copies. As defined, emailed invoices and fax are not acceptable because the ability for the computerized system to automatically read the invoice data and route it for payment is lost.

## **How does it work?**

OB10 receives invoice data from you through the Internet and verifies certain data fields on behalf of the VA key to AP routing and approval, and sends a confirmation report to a contact (or group email) of your choosing. OB10 will then create an invoice PDF from that data and have the data and PDF image delivered into the VA accounts payable system. The certifying official at the station can then have the data and image available for certification. This process typically takes no longer than 30 minutes.

## **Who can use the service?**

VA vendors who are issued Purchase Orders payable from the FSC in Austin, TX are eligible for the service. Fee based and invoices paid by credit card are not in scope.

## **How do I get started?**

Your account has been created on your behalf by the VAFSC with OB10. Subsequent to this communication, OB10 will be contacting you to introduce the program and set you up on the OB10 network. If you do not hear from OB10 or would want to expedite the process, please email [va.registration@ob10.com](mailto:va.registration@ob10.com) with the name of your company for priority

After setup, you will then receive a "Ready to Transact" email from OB10 at which point you can begin invoicing the VA.

## **Is OB10 HIPAA compliant?**

Yes, OB10 is HIPAA compliant as of 2010.

## **How do I enroll for ACH Payments?**

If you are registered in the Federal Government's System for Awards Management (SAM) website, all you need to do is fax your DUNS # to 512-460-5221, or you can provide it on your invoice and the VA can extract the data from SAM. If you are not registered in SAM, please complete and return the SF 3881 ACH Vendor Enrollment Form.

See form [SF3881](#) on page 9, below.

### **Is this initiative for all electronic requests for payment?**

No, this initiative and requirement encompasses commercial invoicing and payments. All Fee and Champ VA requests for electronic payment should remain consistent with current invoicing practices.

- All Fee should be directed to the Station
- All Champ VA invoices should be issued directly to Champ VA.

### **What if I already subscribe to the OB10 network?**

If you already have an account with OB10, please log on with your credentials, and log a support ticket requesting the VA be added as a new buyer to your account. OB10 will then update the account to allow invoicing after verification by the VA FSC.

### **What are the restrictions of the paid service?**

The program began February 1<sup>st</sup>, 2009. All suppliers who use OB10 exclusively for FSC invoicing will have all OB10 fees waived. Those suppliers who invoice other companies will have all VA FSC invoices free of charge, but fees will be assessed for all other transactions. No reimbursements will be issued for any fees incurred prior to February 1<sup>st</sup>, 2009.

### **Why do I need to invoice through FSC in Austin instead of through the local station?**

The FSC is the designated agency office for receipt and processing of commercial invoices for the Veterans Health Administration. All invoices (excluding fee-based and credit card payment statements) must first be sent to FSC for data entry into the VA payment and approval system prior to being sent electronically to the local stations for certification.

### **Do I need to provide supporting documentation?**

The requirements for certifying the invoice are determined by the local certifying official. In some cases, supporting documentation will be required to accompany the invoice. Please go to <http://www.ob10university.com/attachment101.htm> for instructions on how to submit attachments with your invoice. This can be provided by creating an electronic file either by using print drivers on your computer or scanning the paper. Currently supported files are limited to TIF (or TIFF) files, however in the future the VA will support PDF files generated by any number of free PDF print drivers available on the web, or as a direct output from a scanner. Once uploaded at the time the invoice is entered into OB10, the supporting documentation is permanently attached to the electronic invoice and sent to the VA FSC certifying official.

### **Can I send my invoices via EDI directly to the VA, instead of OB10?**

The VA has chosen to partner with OB10 to receive electronic invoices due to the value added services EDI alone does not offer. If your system is capable of sending EDI today, you can send your invoices directly to OB10 as a standard EDI 810 or any other structured data file your software will output.

### **Are there fees associated with the e-Invoicing service?**

There are no fees for invoices sent through OB10 to the VA FSC. Additional charges will occur should you decide to send invoices to other companies on the OB10 network.

**I can make invoices available to my customer to view via the Internet. Can I use this?**

No. The VA FSC requires invoices to be submitted by the supplier to the FSC, and not retrieved by VA FSC staff. The OB10 network ensures that the VA receives the invoice data you send in a format that will automatically upload into our accounting software and is in full compliance with the Prompt Payment Act.

**Do I need to install any software?**

No, the OB10 service is non-intrusive. Suppliers can use a standard Internet browser to upload electronic files created by your existing accounting system.

**What if I don't have a system capable of creating electronic invoices?**

All you need is an Internet connection and standard Internet browser.

**Can I send electronic invoices using OB10 to other customers?**

Yes, once you are subscribed to the OB10 network, OB10 will enable you to send electronic invoices to any other customers that are on the OB10 network. Please note additional charges will be incurred for invoices non-VA customers.

**Will the VA make payments using OB10?**

No, The VA will continue to make payment via existing means until further notice.

**For further information on OB10 and the OB10 service:**

See <http://www.ob10.com/Country/US/VeteransAffairs> , email [va.registration@ob10.com](mailto:va.registration@ob10.com).

# Invoice Guidelines for Supplier Partners

## Invoice Requirements

Supplier invoices submitted to the VA “**must**” include the information contained in this document. These guidelines are being implemented to establish a more efficient and cost effective means of transacting business. We thank you in advance for your adherence to these guidelines as they are needed to ensure proper and timely processing of invoices.

## Invoice Number

You, the supplier, assign this number, to uniquely identify each invoice. This is the number that will be referenced on the remittance advice when payment is made. Care must be taken to avoid repeating invoice numbers.

## Invoice Date

This is the issue date of the invoice and should be the date of shipment of goods or the completion of services. The invoice date must be referenced on the invoice.

## Purchase order number

A valid purchase order (PO) number is required to be referenced on the invoice. **Invoices not containing a valid PO number will be rejected.** This should have been assigned at the award of the contract, and can be obtained by contacting the VA contracting officer.

## Unit Price

The unit price on your invoice must agree with the unit price on the VA Purchase order for each line item.

## Quantity and Unit of Measure

The quantity and unit of measure on your invoice must be identical to that stated on your the VA Purchase Order. Please audit and verify that the measurement agrees with your shipment/services. If these do not match, please contact your buyer and ensure the exact match.

## Total Invoice Price

This amount includes line value plus purchase deviation, freight and any other incremental costs. Please verify and audit that your total calculated amount is accurate prior to submitting invoices.

## Ship-To Location Name and/or code

All invoices must show the ship to location address and/or code exactly as it appears on the Purchase Order or as provided by the Purchasing Representative.

## Receipt of Goods/Services

The VA must validate receipt of goods or completion of services prior to the processing of any invoice. Please ensure that valid documentation is supplied to the VA.

## Invoice Payment Terms

Your invoice must reference invoice payment terms noted on the VA Purchase Order or per agreement.

## **EDI Supplier DUNS Number(s)**

Your EDI Documents must contain your DUNS number for applicable locations; both Ship To and Ship From. Pending your company is transmitting EDI the corresponding DUNS numbers can assist in prompt routing and approval.

## **Additional Requirements can apply to Staffing, Transportation, Utility, and Legal Vendors**

Specific information can be provided once your company has identified as a relevant Vendor. OB10 is uniquely enabled to accept TIF (or TIFF) attachments to support your invoices. If your company supplies Staffing, Transportation, Utility or Legal Services, Attachments will be required to support your invoicing.

## **Claim Form Formats**

If your company is submitting Purchase Order backed claim forms currently additional documentation or fields are required to streamline your electronic submission. Your electronic submission of invoice must contain all items referenced within your contract.

Examples of required information for claim form submission are:

- Patient Name (include middle initial)
- Patient Address (include zip code)
- Patient Full Social Security Number
- Provider Name
- National Provider Identifier (NPI) Number
- Provider taxonomy code(s), if known
- Tax Identification Number (TIN/EIN)
- Professional status of provider (MD, PhD, CRNA, etc.)
- Physical address where care was provided
- Remit to (mailing) address where payment should be sent
- All appropriate medical coding
- All other health insurance information



# ACH VENDOR/MISCELLANEOUS PAYMENT

## Enrollment Form

This form is used for Automated Clearing House (ACH) payments with an addendum record that contains payment-related information processed through the Vendor Express Program. Recipients of these payments should bring this information to the attention of their financial institution when presenting this form for completion.

### PRIVACY ACT STATEMENT

The following information is provided to comply with the Privacy Act of 1974 (P.L. 93-579). All information collected on this form is required under the provisions of 31 U.S.C. 3322 and 31 CFR 210. This information will be used by the Treasury Department to transmit payment data, by electronic means to vendor's financial institution. Failure to provide the requested information may delay or prevent the receipt of payments through the Automated Clearing House Payment System.

### AGENCY INFORMATION

FEDERAL PROGRAM AGENCY

U.S. Department of Veterans Affairs – Financial Services Center

AGENCY IDENTIFIER:

111036183

AGENCY LOCATION CODE (ALC):

36001200

ACH FORMAT:

CCD+  CTX

ADDRESS:

P.O. Box 149971

Austin, TX 78714-8971

CONTRACT PERSON NAME:

Customer Support Help Desk – Vendorizing Team

TELEPHONE NUMBER

1-877-353-9791

ADDITIONAL INFORMATION

Fax completed form to (512) 460-5221

### PAYEE/COMPANY INFORMATION

NAME

SSN NO. OR TAXPAYER ID NO.

ADDRESS

CONTACT PERSON NAME:	TELEPHONE NUMBER: (    )
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**FINANCIAL INSTITUTION INFORMATION**

NAME:

ADDRESS:

ACH COORDINATOR NAME:	TELEPHONE NUMBER: (    )
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NINE-DIGIT ROUTING TRANSIT NUMBER:

DEPOSITOR ACCOUNT TITLE:

DEPOSITOR ACCOUNT NUMBER:	LOCKBOX NUMBER:
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TYPE OF ACCOUNT:

CHECKING     
  SAVINGS     
  LOCKBOX

SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL: (Could be the same as ACH Coordinator)	TELEPHONE NUMBER: (    )
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**Note:** All information on the SF 3881 is required. Vendorizing Coversheet must be attached at the time of submission. Any submission missing information will be returned to the sender for completion. Forms are processed in the order of receipt.

### **Agency Information**

1. Vendor must select the preferred ACH format for direct deposit. Check the corresponding box for either CCD+ or CTX format. If no choice is made, this defaults to CCD+.

### **Payee/Company Information**

1. Name
  - A. This must be the legal name for the vendor as on file with IRS.
  - B. If invoice billing or remit to name is different from the legal name, also provide this name as a doing business as (DBA) name.
2. SSN No. or Taxpayer Id No.
  - A. This must be the legal social security number (SSN), federal employer id number (EIN), or federal taxpayer id number (TIN).
3. Address
  - A. This is the correspondence mailing address to include city, state, and zip code. Please do not abbreviate city names.
4. Contact Person Name
  - A. This is the name of the vendor's contact person.
5. Telephone Number
  - A. This is the phone number of the vendor's contact person. Please be sure to include area code. This person may be contacted by VAFSC Vendorizing Team to answer questions related to the vendor's file with VA.

### **Financial Institution Information – VAFSC does not have wire capability. ACH Direct Deposit is used to make payments.**

1. Name
  - A. This is the name of the bank being used for direct deposit.
2. Address
  - A. Address of bank, to include city, state, and zip code. Please do not abbreviate city names.
3. ACH Coordinator Name
  - A. Banks have ACH Coordinators who can answer questions for vendors regarding the process. VAFSC does not use this name. It is for your information only.
4. Telephone Number
  - A. This is the phone number of the bank or ACH Coordinator. This can be useful information if payments reject.
5. Nine-Digit Routing Transit Number
  - A. This number identifies the bank when direct deposits are made.
  - B. This number should begin with 0, 1, 2, or 3.
  - C. Take this number from a *check*, not a deposit slip.
    - (1) Deposit slip routing numbers are internal numbers for bank use only.
    - (2) If you cannot locate your routing number, contact your bank and ask for the routing number for direct deposit.

6. Depositor Account Title
  - A. This is the name on the account.
7. Depositor Account Number
  - A. This is the account number.
8. Lockbox Number
  - A. Lockbox numbers are treated as checking accounts. Please include the lockbox number if there is one.
9. Type of Account
  - A. Please select the type of account used (checking, savings, lockbox). Again, lockboxes are treated as checking accounts.
10. Signature and Title of Authorized Official
  - A. Signature is required on all SF 3881 submissions. The signature must be the owner of the account in cases of individuals or a company official (with title) in cases of companies.
11. Telephone Number
  - A. This is the phone number of the individual or company official who signed the form.

**Submit forms by fax to (512) 460-5221 or by mail to PO Box 149971 Austin, TX 78714-8971.**

# e-Invoicing and an overview of your options

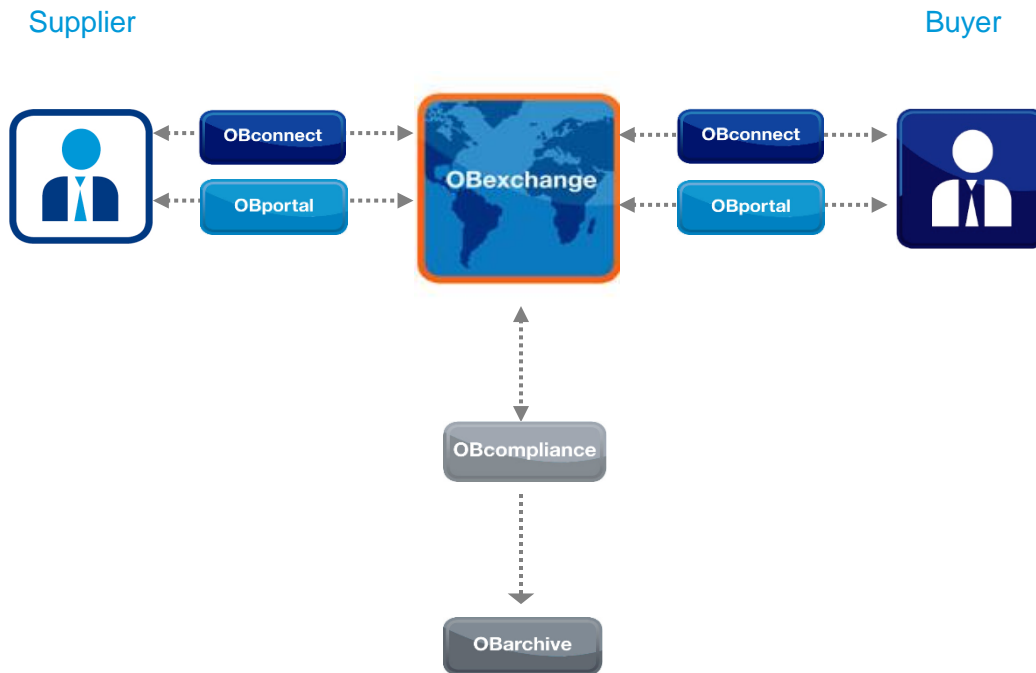
Join OB10 and benefit from:

- **Secure and guaranteed invoice delivery:** no more paper invoices getting lost in the mail
- **On-time payment:** your customers can process your invoices faster
- **No more delays:** invoices cannot be sent with missing information, cannot land on the wrong desk and do not need manual intervention
- **Secure online connection:** send invoices easily with no need for additional software or hardware
- **24/7 access and reporting:** enjoy higher processing transparency and better cash-flow management
- **Tax compliance:** guaranteed legal and tax compliance
- **Easy and cost-efficient** invoicing at any time

OB10 offers two primary methods for sending invoice and credit transactions. You can either send a data file directly to OB10 using our **Integrated Solution** or create invoices online using the **Web Form** through the OB10 Portal.

This document explains how e-Invoicing works and the options available to you.

## How it works



By checking invoices for duplicates and ensuring they contain the information required by your customer, we ensure automated, straight-through processing and enable on-time payment. Through the OB10 Portal you have access to the OB10 archive and a number of reporting functions.

Please read this document thoroughly before deciding whether **Integrated Solution** or **Web Form** submission through the OB10 Portal is the best option for your company.

**\*\*Note: OB10 electronic invoicing services, including mapping/transaction fees, are free to VAFSC vendors.**

## 1. Integrated Solution: sending an extracted data file

This option suits organizations that send a high volume of invoices. The Integrated Solution gives you a fully automated process where invoice data is extracted directly from your billing system and delivered directly into your buyers' finance systems. This means:

- We process data in virtually any format and handle the data transformation based on your customer's requirements
- No need to install additional software or hardware
- You can send one consolidated data file for all your invoices
- Once on the network, you can easily connect and send invoices to other customers

### Costs for the Integrated Solution

**\*\*Note: OB10 electronic invoicing services, including mapping/transaction fees, are free to VAFSC vendors.**

<b>Annual membership</b>	\$850*	<b>VA FSC Supplier Cost **</b>	Free **
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<b>Per-invoice transaction costs</b>		<b>Cost as a VA FSC Supplier**</b>
1 – 20 invoices per month	\$0.67	Free **
21 – 100 invoices per month	\$0.55	Free **
101 – 500 invoices per month	\$0.40	Free **
501 – 2,000 invoices per month	\$0.30	Free **
2001 + invoices per month	\$0.22	Free **

\* Buyer connection fees will apply. The annual fee covers the creation and maintenance of your account for a single tax entity. If you have multiple tax entities there will likely to be additional charges. These charges will fluctuate based on the number of formats, and separate connections etc. For more information, please contact your OB10 representative. Please note: transactions are charged on a monthly basis according to volume.

### Getting started with the Integrated Solution

Once your customer invites you to join OB10, one of our onboarding experts will walk you through the registration process.

## 2. Web Form: sending electronic invoices using the OB10 Portal

The OB10 Web Form is designed for companies who send a low volume of invoices to their customers each year. The portal offers you a secure connection and guarantees delivery of your invoice to your customers within hours, which allows them to process your invoice and pay you promptly.

**\*\*Note: OB10 electronic invoicing services, including mapping/transaction fees, are free to VAFSC vendors.**

### Costs for using the Web Form

There are several pricing options available when submitting invoices through the Web Form. Upon registration, all new suppliers using this option automatically receive 12 free transactions.

For other buyers on network other than the VA FSC, at the end of your first anniversary if you have not used all of your free transactions, we will replenish your account back to 12 invoices for you to use during the next 12 months.

If you use all 12 free invoices and need more during this 12-month period, you will be required to purchase your first batch of transactions (minimum 25 invoices). You will then no longer have access to the free invoice option.

Web Form pricing structure			VA FSC Specifics **
Level	Transactions	Cost	Cost as a VA FSC Supplier**
1	12	Free*	Free **
2	25	\$30.00	Free **
3	50	\$55.00	Free **
4	125	\$125.00	Free **



\* The initial 12 free transactions are automatically available, can be used during the course of 12 months and will be replenished at the end of one year. If more than 12 transactions are required during the course of the year, you must purchase at least 25 transactions. Once you make your first purchase, you will no longer have access to the free invoice option.

\*\* Payment options: You can pay by PayPal or credit card. We accept Visa, Visa Electron, MasterCard, Maestro, Solo and American Express. We can also invoice you, however, you will be required to purchase a minimum of 125 transactions and pay an administration fee of 15%.

## Getting started with the Web Form submission through the OB10 Portal

As part of your invitation to join the OB10 network, you will receive an email with instructions on how to register. Once your registration is complete, we will send you your login credentials by e-mail so you can start sending electronic invoices via OB10.

For more information on OB10, e-Invoicing and the options available to you, visit [www.OB10.com](http://www.OB10.com) or email us at [info@OB10.com](mailto:info@OB10.com).