



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

Date: February 1, 2009

Dear Accounts Receivable Representative & Valued Supplier:

In continuing efforts to eliminate paper invoices, the VA FSC has chosen to expand upon the electronic invoicing service by OB10 to those vendors currently invoicing against their contract managed through the FSC in Austin.

This service has been implemented and paid for on your behalf by the VA FSC to assist with compliance to the changes in the Federal Register, the VA Acquisition Regulation (VAAR), and the e-Government Act of 2002.

OB10 offers a simple, secure, and internationally tax-compliant solution to eliminate the cost and time of processing paper invoices. The benefits of 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 errors and lost or misplaced invoices
- Verification of invoice receipt and rejection through automated status reports
- No installation of hardware or software required.

In addition to making the invoice submission process completely electronic, the FSC would like to expand on electronic payments program as well. To this end, an Automated Clearing House (ACH) enrollment form can be found at the end of this document, or retrieved directly from the VA at www.fms.treas.gov/pdf/3881.pdf. ACH offers the following significant advantages:

- Reduced delivery time for payment funds, essentially 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 this critical initiative. We look forward to receiving your invoices via OB10, and providing you with the highest quality level of payment processing services available today.

Best Regards,

Department of Veterans Affairs Financial Services Center

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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.

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 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?

The target date for full HIPAA compliance for Business Associates as set out in the American Recovery and Reinvestment Act of 2009 is 17 February 2010, and it is the current intention of OB10 to be fully compliant in respect of its e-PHI activities by then. The VA has already satisfied itself that our control framework is adequate in terms of its own mandatory HIPAA compliance.

How do I enroll for ACH Payments?

If you are registered in Central Contractor Registration (CCR.gov), all you need to do is fax the VA FSC (512) 460-5221 your DUNS number (or provide it on the invoice) and they can extract the data from CCR. If you are not registered, please complete and return to the VA FSC form [CF3881](#).

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 if I already use OB10 for invoicing the VA FSC?

Your account will have been credited with approximately 6 months worth of invoices estimated from VA records. If this does not show in your account, or the number is inaccurate, please log a support ticket for resolution.

What are the restrictions of the paid service?

The program begins February 1st, 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 1st, 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 OB10 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 files, but 1Q 2010, 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.

Is this a requirement?

To improve the timeliness of payments and lower overall administrative costs, VA strongly encourages contractors to submit invoices using its electronic invoicing system. VA intends to mandate electronic invoice submission, subject to completion of the federal rulemaking process. This service will apply to all Government contracts managed by the VA's Financial Services Center in Austin, Texas. A proposed and final rule to make this service mandatory will be published in the Federal Register in the coming months. For reference, refer to Federal Register: July 7, 2009 (Volume 74, Number 128, page 32223)

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

The VA has chosen to partner with OB10 to receive all 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.OB10gov.com> , email 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.

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: <input type="checkbox"/> CCD+ <input type="checkbox"/> 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: ()

FINANCIAL INSTITUTION INFORMATION

NAME:	
ADDRESS:	
ACH COORDINATOR NAME:	TELEPHONE NUMBER: ()
NINE-DIGIT ROUTING TRANSIT NUMBER:	
DEPOSITOR ACCOUNT TITLE:	
DEPOSITOR ACCOUNT NUMBER:	LOCKBOX NUMBER:
TYPE OF ACCOUNT: <input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS <input type="checkbox"/> LOCKBOX	
SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL: (Could be the same as ACH Coordinator)	TELEPHONE NUMBER: ()

Standard Form (SF) 3881 Instructions

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.