

Getting Started In myInvoice

Updated as of:
March 2010

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Introduction:

myInvoice is a web-based application developed specifically for contractors/vendors and Government/Military employees to obtain invoice status. It is an interactive web-based system, accessible 24 hours a day/7 days a week.

You must allow pop-up messages within this system.

Definition:

myInvoice interactively provides information on invoices submitted and processed against Department of Defense (DoD) contracts paid by Defense Finance and Accounting Service (DFAS).

myInvoice consolidates invoice data obtained from numerous DFAS payment systems into one central repository.

Paid invoice data may be available for up to 120 days after payment: except for Enterprise Business System (EBS) (formerly Business Systems Modernization (BSM)) contracts - information is available for only 30* days after payment; and Mechanization of Contract Administration Services (MOCAS) contracts - information is available for only 90 days after payment.

* Two additional exceptions for EBS are:

-if it is a final payment on a line item and there are other line items open, the one paid in full will drop out of myInvoice within a couple of days;

-or if the contract is paid in full with the available funds for that particular day, it will drop out of myInvoice within a couple of days.

In addition to querying data on the screen, users may download myInvoice information for further analysis.

Benefits:

Contractor/vendor and Government/Military entities may utilize myInvoice to:

-Research the status of recently submitted and processed invoices.

-Determine when payment is scheduled.

- Determine if something is lacking for payment processing.
- Obtain information associated with an Electronic Funds Transfer (EFT) or check received.
- Determine the applicable payment office/processing site.
- Research status based on Contract number; invoices covered; interest or freight included in the payment; or tax or discount withheld.

myInvoice Customer Service:

If you require additional assistance, contact the Systems Support Team at CCO-SYSTEMS-SUPPORT-HELPDESK@DFAS.MIL, or 1-800-756-4571, option 5; or commercial 614-693-8507, option 5.

Content:

The following payment entitlement systems provide information to myInvoice:

- AVEDS** Automated Voucher Examination and Disbursing System
- CAPS-Clipper** Computerized Accounts Payable System - Clipper
- CAPS-W** Computerized Accounts Payable System - Windows
- EBS** Enterprise Business System (formerly BSM)
- FABS** Financial Accounting and Budgeting System
- FAS** Fuels Automated System
- IAPS** Integrated Accounts Payable System
- MOCAS** Mechanization of Contract Administration Services
- MOCAS Interest Payments**
- Navy ERP** Navy Enterprise Resource Planning
- Returned Invoices**
- SAVES** Standard Automated Voucher Examination System
- STARS-OP** Standard Accounting and Reporting System-One Pay

Software:

myInvoice requires the 1.4.2_11 or higher version of Sun Java Plug-in. You may download this free software at:
<https://myinvoice.csd.disa.mil>

Click on the Instructions tab
Scroll to Java Plug-in
Print the Java Instructions
Click on Current Sun Java Download
Follow the instructions/prompts

Exceptions:

-Navy and Marine Corps employees that have PCs controlled by NMCI may need to work through NMCI to have the proper version loaded.

-DFAS employees having PCs controlled by DMI cannot perform the download, but will need to work through DMI to have the proper version loaded.

Trusted Site:

Has the myInvoice web site been saved as a TRUSTED SITE? At the top of your web browser:

Click on TOOLS
Internet Options
General tab
Delete Cookies
OK
Delete Files
OK
Click on the Security tab
Click on Trusted Sites
Click on Sites
In the blank box near the middle that says
'Add this web site to the zone', type in
<https://myinvoice.csd.disa.mil>
Click on ADD
Click on OK
Exit completely out of your internet - this
enables a RESET
Bring your Internet back up

Go into the myInvoice web site
<https://myinvoice.csd.disa.mil>

You are now ready to complete the Contractor/Vendor Registration or Government/Military registration.

Registrations: Contractors/Vendors:

You will create your own unique User Id and PIN. The User ID must be 8 digits and the PIN must be 4-8 digits. You cannot use more than 2 repeating or 2 consecutive letters, numbers, or special characters.

Contractors/vendors must ensure their Central Contractor Registration (CCR) is current and up-to-date. When completing the registration, the Contractor and Government Entity (CAGE) code or Data Universal Numbering System (DUNS) number, and Tax Identification Number (TIN) must be entered.

Note: Foreign contractors/vendors will be required to register in CCR in order to view their invoice information in myInvoice. The following are required for foreign contractors/vendors to register in the CCR:

- A DUNS number, provided by Dun & Bradstreet. Information regarding obtaining a DUNS number is located at <https://www.bpn.gov/ccr> or may be obtained by calling D&B's Federal Government DUNS number request line at 1-866-705-5711 for assistance.

- A North Atlantic Treaty Organization (NATO) CAGE (NCAGE). Information on obtaining a NCAGE is located at the CCR website at <https://www.bpn.gov/ccr>.

- If assistance is required in registering/updating CCR, please call 866-606-8220 or 334-206-7828 for assistance.

- After obtaining a NCAGE, foreign vendors should provide it to their contracting offices for inclusion on any future contracts.

- If information in CCR is current and up-to-date, an instant on-screen pop-up message of approval will appear; or a disapproval message will show stating the reason.

Note: Contractors/Vendors -

To add a CAGE code to an already existing contractor/vendor registration in myInvoice:

- Input your User ID and PIN, click on 'Submit'

- Click on the 'Registration' tab at the top

Click on 'Add Record' near bottom right
Input the CAGE (or DUNS number) and the TIN
Click 'Submit'.

You should receive a pop-up message stating the status of your transaction attempt, either acceptable or unacceptable.

To delete a CAGE/DUNS/TIN from your registration:
Login with your User ID and PIN, click on 'Submit'
Click on the 'Registration' tab at the top
Highlight the line with this CAGE/DUNS/TIN
Click on 'Delete A Record'
Click on 'Submit'

Effective May 2007, a feature was added to allow contractors/vendors to key in their CAGE or DUNS when retrieving reports. By using the "Disable List" button on the report form, contractors/vendors may manually enter specific CAGE or DUNS to retrieve reports.

Effective July 2007, myInvoice began the following:

- Registrations which have not been used (logged-in) for over 90 days (but less than 180) will be disabled and the Advice of Payment (AoP) notification turned off. Registrars will be able to "Reset" these accounts but the user will have to access his/her registration to check the AoP box to resume receiving email notifications.

- Registrations that have not been used for over 180 days will be permanently archived. The User ID will no longer be available for use (or re-use).

- Registrations that have been disabled due to three failed log-in attempts will have the AoP notification turned off the day after the disabling occurs. Registrars will be able to "Reset" these accounts as before but the user will have to access his/her registration to check the AoP box to resume receiving email notifications.

- The DUNS and TIN fields for Vendor Registrations will only accept numbers. Dashes, spaces, alphas, etc. are not accepted.

Registrations: Government/Military:

Government/Military registrations require a review and approval procedure. You should receive a system generated e-mail upon approval or disapproval within 5 days of your original registration date. It is very important for you to ensure the e-mail addresses in the registration are correct before you click on the 'Submit" button.

The requested information on the Government registration must appear exactly the same as on the Leave and Earnings Statement (LES). On the registration form, there are three options for Government registration:

Department of Defense (DoD):

Defense Finance and Accounting Service (DFAS)
Defense Contract Management Agency (DCMA)
Defense Contract Audit Agency (DCAA)
Defense Information Systems Agency (DISA)
Defense Logistics Agency (DLA) (except overseas s/b
Other)
Civilians working for other Defense Agencies or for any
of the military services

Military:

Must be in the military
Reservist
Guard

Other: (example)

Contractors who work for DoD
In DFAS Outlook, with 'CTR' next to their
name
Have a Government e-mail address, not paid by the
Government, but paid by a government contractor

NOTE: If you receive a pop-up message stating you are not recognized as a Government/Military entity and the information you have input matches your LES exactly, you must send an e-mail to CCO-SYSTEMS-SUPPORT-HELPDESK@DFAS.MIL and alert them of the error message from myInvoice. You must provide them with your Name and the Organization for which you work. Once they have researched the Payroll records, they will respond back to you on how to complete the registration process.

Effective May 2007, a new feature was added for Government registrants:

Government users are now allowed a "second-chance" to register if their first registration attempt was unsuccessful. They may review and verify the name and SSN on their registration, then submit. Note that the name and SSN must be an exact match to the employee's name and SSN as recorded on his/her LES.

System Down:

You may check the status of myInvoice by calling 800-756-4571, option 5, then option 1; or commercial 614-693-8507, option 5, then option 1. This message is updated every workday by 7:30 a.m. Eastern Standard Time (EST).

myInvoice is programmed to reboot itself if the system is down for longer than 5 minutes, so please wait 10 minutes and retry before reporting the system down.

Pop-up Blockers:

You cannot have a pop-up blocker on when using myInvoice. You must turn it off and allow pop-up messages in this system.

Error Messages:

Once you receive an error message within myInvoice, you must do a system reset. In order to do this reset, you must log completely out of the internet (not just myInvoice), log back into the internet, then log back into myInvoice.

E-Mail Notification:

Contractors/vendors may elect to receive a system generated e-mail when a payment is made to their specific CAGE code. To receive the e-mail notice, just check the box on your Vendor Registration that reads 'Send Advice of Payment to e-mail address listed above'. Please realize that if you receive 100 payments a day, you will receive 100 different e-mails a day. Some payment systems pay per invoice total, while other payment systems pay per line item on the invoice.

Using the myInvoice System:

After you have successfully registered, you are ready to utilize myInvoice. Just click on 'Log-In', input your User ID and PIN, then click on 'Submit'.

You will receive the 'Choose A Report' screen.

Contractor/Vendor Reports:

There are four different types of reports for contractors/vendors:

Payment Definition: Query paid invoices by EFT Number, Check Number, Amount, or Voucher Number:

Use this report when a deposit has been sent to your bank for which you are not able to match with an invoice.

Status and Date: Query Paid or Unpaid Invoices, or query via Both:

Use this report to verify the daily status of invoices that have processed into the payment system.

Contract/Invoice/Shipment: Query by Contract Number, Invoice Number or Shipment Number:

Use this report if you are searching for information regarding a specific contract number.

Status by Last Action Date: Query for transactions within a specified date range:

Only transactions within the specified date range will appear. The following entitlement systems are the only ones that provide last action date information:

- AVEDS
- FAS
- MOCAS
- Navy ERP

Check Load Status: This report is available to both Government/Military and Contractors/Vendors. The report provides (by payment system and payment location) the date and time a file was last loaded into myInvoice.

Vendor Pay Information System (VPIS) Download: This is not a report. This will download myInvoice records into the old VPIS format (if you were a previous VPIS download user).

Note: Government/Military users do not have access to this download feature.

Note: Government/Military users have one additional report not available to vendors-**Contract (no CAGE/DUNS)**

To View A Report:

Contractors/Vendors: The CAGE codes or DUNS you registered will be listed in the left column. Using the arrows in the middle, move the Cage or DUNS over to the Report List on the right.

Government Users: As a Government entity, you have access to all CAGE or DUNS within myInvoice. You must enter the desired CAGE Code(s) or DUNS to query in the right hand column under '**Report List**', except for the Contract (no CAGE/DUNS) Report.

Note-If querying Air Force contracts, it is advisable to use the DUNS instead of the CAGE code. Some IAPS contracts use a seven digit CAGE code versus a five digit CAGE code.

Report Download Instructions:

You may download the myInvoice information to an excel spreadsheet or a comma delimited file. Under the INSTRUCTIONS tab, click on the files titled:

How to Save Reports to a Spreadsheet
How to Save Reports to a Comma Delimited File

You must first download the applicable template - under INSTRUCTIONS tab, scroll to Templates. There is one for Vendors and one for Government Users.

E-Mail Assistance:

If you require assistance while you are in myInvoice, you may select this. Provide specific details regarding your issue in order to assist with our research and response to you. Make sure you select the correct Payment Office/Processing Site from the list as the e-mail is forwarded to that specific Customer Service Office.

Disabled Accounts:

Do not attempt an invalid User ID and PIN combination more than two times as you will disable your account on the third attempt. If you should input the wrong combination two times, exit completely out of the internet and relog back into the internet, then go into myInvoice.

To prevent disabling your account on the third attempt, enter the 'User ID' only, leave the 'PIN' blank, and check the box 'Check here to reset PIN'. Click 'Submit'.

On the next screen, you will need to input the email address listed on the registration. Your registration form will appear on the screen and the 'PIN' field will be highlighted. Enter the new 'PIN' (4-8 digits), press the 'Tab' key on your keyboard, input to confirm the 'PIN', and then click 'Submit'.

You will receive an on-screen message stating the transaction is successful.

Go to 'Log-In' for myInvoice, enter your 'User ID' and your newly created 'PIN', then click 'Submit'. You cannot change your PIN more than once within a 24-hour period. You cannot use the same PIN that has been used within the last ten times.

If you have disabled your account, call 1-800-756-4571, option 5; or commercial 614-693-8507, option 5 to request an account reset. You should have the following available to assist in the process:

- your User ID
- state if Government Registration or Vendor Registration
- your name
- your e-mail address

After your account has been reactivated, you will be provided information on how to do a PIN reset to complete the process.

News Tab:

This section provides information on important announcements and news updates.

F.A.Q. Tab:

Check this section for tips on solving common problems.

Links:

Check this section for some important web links to other web sites.

The End.