

## **Section 5. Invoices: Rejected and Suspended**

### **Q. My invoice was rejected. If I void the Invoice, am I also voiding the Receiving Report?**

A. No. The Invoice and Receiving Report are individual documents even when created as a Combo and/or linked in WAWF.

### **Q. My invoice was rejected. How do I correct it?**

A. Based on the reject reasons, there are 3 options:

- 1) Resubmit
- 2) Change DoDAAC
- 3) Void.

Visit this link for more information: <http://www.dfas.mil.dfas.ecommerce/wawf/vendor.html>. Note that on a rejected document, there are numerous fields you cannot correct such as the contract number, delivery order number, Cage Code, document type, Invoice Number, Invoice Date, Shipment Number, Shipment Date.

### **Q. I got a rejection notice. Why was my invoice rejected?**

A. Invoices may reject for many reason. Comments for the reason for rejection are included on the email received when rejected. Also, the comments can be viewed on the Misc Info tab of the document in WAWF.

### **Q. What does the status "Suspended" mean?**

A. "Suspended" status means the document is at the Entitlement/Payment system and the document is not matching with what's in that system. For MOCAS Vendors, you will get "Suspended" status on duplicate documents. Government personnel working with the recipient system (typically Pay Officials) will research the discrepancy and either process the document or reject is as needed.

### **Q. When the Invoice for a Combo is rejected and the Receiving Report is in another status, if the vendor makes a change to the Invoice, will the Receiving Report auto-update?**

A. No. Receiving Reports will not auto-update.

### **Q. When an invoice is rejected, does the person who submitted it get an email?**

A. The rejection email will be sent to the organizational email address associated with the Vendor's Cage Code in WAWF.

**Q. Are rejections automatic?**

A. Only during electronic submission via FTP or EDI. After the document is successfully submitted, rejections are a manual process. A document may go into temporary status called "Suspense" at the pay office if there is a problem. After review, then the pay office may reject the document.