

Getting Started in myInvoice

<https://myInvoice.csd.disa.mil>

Updated as of:
November 8, 2013

Getting Started in myInvoice

Introduction:

myInvoice is a web-based application developed specifically for contractors/vendors and Government/Military employees to obtain invoice status and payment data. 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. Known exceptions are as follows:

- General Funds Enterprise Business System (GFEBs) - 90 days
- Mechanization of Contract Administration Services (MOCAS) contracts - 90 days
- Enterprise Business System (EBS) (formerly Business Systems Modernization (BSM)) - 30 days with the two following exceptions:
 - if it is a final payment on a line item and there are other line items open, the line item paid in full will only be provided to myInvoice for a couple of days
 - if the contract is paid in full with the available funds for that particular day, it will only be provided to myInvoice for a couple of days

In addition to querying data on the screen, users may download the data available from myInvoice 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 with accessing myInvoice, effective June 17, 2013, contact the Columbus Accounting System Helpdesk (CASH) at CCO-CASH@DFAS.MIL or via Toll Free (855)211-6308, Local (614) 701-4357 (HELP) or DSN 791-4357.

Content:

The following payment entitlement systems provide information daily to myInvoice:

- AVEDS** Automated Voucher Examination and Disbursing System
- CAPS-W** Computerized Accounts Payable System - Windows
- DAI** Defense Agencies Initiative
- DEAMS** Defense Enterprise Accounting and Management System
- EBS** Enterprise Business System (formerly BSM)
- FABS** Financial Accounting and Budgeting System
- FAS** Fuels Automated System
- GFEBs** General Funds Enterprise Business 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 ONE PAY** Standard Accounting and Reporting System-One Pay

Certificates:

DoD certificates are necessary for access and are available at the following link:

http://iase.disa.mil/pki-pke/function_pages/tools.html

(NOTE: Your servicing Information Technology (IT) support personnel may need to install for you since administrative privileges to the computer are required.) Click on the above link, and then scroll down to the last section on the page (section titled Trust Store Management). Click once on InstallRoot 3.16A, then click on (ZIP download) Size: 1,803 KB (appears in light blue letters). When the "File Download" dialog box appears, click "Open". Scroll down to the file named InstallRoot_v3.16A.exe (which should be identified as Type: Application) and double click on it. It will take just a few seconds to run. For assistance, use the InstallRoot 3.16: User Guide available at the beginning of the Trust Store Management section.

Software:

Java - myInvoice requires Java, and the Java website is www.java.com. Ensure you load the appropriate bit Java version required for your operating system and internet browser being used. If you use Java 7 update 17 or lower, be sure to also see the section further down in this document *******. See the link below for Java SE Runtime Environment 7 current downloads for 32-bit (Windows x86 Online) and 64-bit (Windows x64) processors. NOTE: both Java 32-bit and 64-bit versions are suggested to be loaded for compatibility in working with whichever version of Internet Explorer the customer uses (32-bit or 64-bit).

The java website provides information regarding the available versions. Additional downloads are available via the following:

<http://www.oracle.com/technetwork/java/javase/downloads/jre7-downloads-1880261.html>

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

Click on the Java web link <http://www.java.com> to provide the 'JAVA + You' screen. To see what Java version your computer is using and if a newer version is available, click on the link named "Do I have Java?" Before possibly changing any of your Java, first continue with the following:

Click on the Start button on your computer.
Click on Control Panel.
Click on the Java icon to open the Java Control Panel.

On the General tab, click on the About button to see what Java version is on the computer.

Also on the General tab, click on the Network Settings button. Java will use the browser settings by default. If the computer is using something different than the browser settings, verification with your servicing Information Technology staff is advised to ensure the setting is correct. Close this window by clicking OK once the setting has been verified.

Click on the Java tab and then the View button. Click on the User tab and System tab to ensure the version of Java just verified and/or installed is being used by the system. Click OK on the User and System tabs, but if any change was made to either or both, click Apply on the Java tab.

NOTE: Each tab will show a check mark in the Enabled column. Verify that the tabs represent the same view to ensure the system will use the Java version on the computer.

Click on the Advanced tab to review and verify additional settings for the Java environment.

- Default Java for browsers: DFAS uses Internet Explorer, so we have that checked.
- Java Plug-in: Enable the next-generation Java plug-in (requires browser restart)
- Advanced Security Settings: Ensure that TLS 1.0 and SSL 3.0 are checked.
- Miscellaneous: Place Java icon in system tray should be checked.

Click the Apply button if you made any changes to the Java Control Panel, otherwise click OK.

NOTE: Remember to remove old versions of Java not being used.

Exit completely out of your internet - this enables a RESET.
Bring your Internet back up.

***** IF USING Java 7 update 17 or below, additional information and review required.**

After both Java 7 32-bit and 64-bit have been loaded to the computer, also check the following based on the operating system:

Java tab > View > User tab > Runtime Parameters should contain the below (NOTE: include the dash at the beginning and the quotation mark at the end):

```
-Djava.vendor="Sun Microsystems Inc."
```

If the above is not listed in the Runtime Parameters box, double click on the box and enter -Djava.vendor="Sun Microsystems Inc." then click OK then Apply to accept the changes.

For Windows 7 & 8 if using Java 7 update 17 or below:

64-bit: Copy the below:

C:\Program Files\Java\jre7\bin\javacpl.exe

Paste the copied information in the following location:

Start > Paste in box search programs and files and it should bring up Windows showing javacpl.exe

Open the javacpl.exe (Control Panel)

Java tab > View > User tab > Runtime Parameters for Java 7 update 17 or below should contain the below (it begins with the - and ends with the second ") :

-Djava.vendor="Sun Microsystems Inc."

If the above is not listed in the Runtime Parameters box, double click on box and enter -Djava.vendor="Sun Microsystems Inc." then click OK > Apply to accept the changes.

For Windows XP and Vista if using Java 7 update 17 or below:

32-bit: Copy the below:

C:\Program Files\Java\jre7\bin\javacpl.exe

64-bit: Copy the below:

C:\Program Files\Java\jre7\bin\javacpl.exe

Paste the copied information above in the following location:

Start > Search > What do you want to search for > click on All files and folders > in the box All or part of the file name, paste the copied information from above and then click search. It should bring up the javacpl.exe (which is the control panel).

Open the javacpl.exe

Java tab > View > User tab > Runtime Parameters for Java 7 update 17 or below should contain the below (it begins with the - and ends with the second ") :

-Djava.vendor="Sun Microsystems Inc."

If the above is not listed in the Runtime Parameters box, double click on box and enter (or copy and paste) -Djava.vendor="Sun Microsystems Inc." in the box, then click OK > Apply to accept the changes.

NOTE: Remember to remove old versions of Java not being used.

Exit completely out of your internet - this enables a RESET.
Bring your Internet back up.

Settings:

Trusted Site? At the top of your web browser:

Click on TOOLS

Internet Options

On the General tab, under Browsing history, click on Delete Temporary files, history, cookies, saved passwords, and web form information

Check boxes for Temporary Internet files and Cookies

Click on Delete

Click on the Security tab

Click on Trusted Sites (the green check mark in the box Select a zone to view or change security settings)

Click on Sites

If <https://myInvoice.csd.disa.mil> is not listed in the 'Websites' box, type it in the 'Add this web site to the zone' box

Click on ADD and it should now be listed in the Websites box

Click on Close

Click on the Privacy tab

If the Turn on Pop-up Blocker box is not already checked, check it and click the Apply button.

Click on the Settings button.

If not already listed in the 'Allowed sites:' box, type the myInvoice home page URL address **myinvoice.csd.disa.mil** and also ***.csd.disa.mil** into the 'Address of website to allow:' text box, and click the Add button after typing each one.

Click on Close

Click on the Advanced tab

Scroll down to the very end and ensure that the 'Use TLS 1.0' and 'SSL 3.0' boxes are checked. If both are not already checked, check as appropriate, click the Apply button, and then click the OK button.

NOTE: If any changes were made to any of the tabs above and the Apply button is still highlighted, click on Apply. Otherwise, click the OK button.

Access the myInvoice web site:

<https://myinvoice.csd.disa.mil/>

NOTE: If you are still unsuccessful at accessing and logging in to myInvoice, Java may not be installed properly, for which we suggest complete Java uninstall, Java reinstall including provided steps above, and a computer restart. If any additional assistance is needed with these instructions, please refer to your company's supporting Information Technology personnel to assist computer settings and programs.

myInvoice Accounts

General Information:

You will create your own unique User ID and PIN. There are 3 different types of Registrations available: Government Registration, Vendor Registration and Foreign Vendor Registration. Specifics associated with Contractors/Vendors and Government user registrations are listed further down in this document.

*** User IDs are disabled after 30 days of nonuse *.** To request reset of a disabled User ID, submit an email to the DFAS Systems Support Helpdesk at CCO-CASH@DFAS.MIL and include the system name and User ID along with the stated issue. Suggestion: set your own calendar reminder to log in to myInvoice at least every 30 days.

*** User IDs are deleted/archived after 45 days of nonuse *.** Deleted/archived User IDs may not be used again. If your User ID is deleted due to non-use and myInvoice access is still needed, you will need to create a new registration with a new unique User ID.

*** PINs (passwords) must be changed at least every 60 days *.** The new Password Date box in your established registration lists the PIN expiration date. Suggestion: set your own calendar reminder to change your PIN at least every 60 days.

*** User ID logon sessions are limited to one user at any time *.** User IDs/PINs are not to be shared with/used by others. Each person using myInvoice should have their own User ID/PIN for accessing the system.

User ID: Your User ID must be **8 characters** in length and is alphanumeric with no more than 2 consecutive (such as 123 or ABC) or 2 repeating (such as 111 or BBB) characters. The field is not case sensitive and does not recognize special characters.

PINs must:

- be exactly 15 characters in length (no more, no less)
- include at least one uppercase alphabetic character, but no vowels (A, E, I, O, U, Y)
- include at least one lowercase alphabetic character, but no vowels (a, e, i, o, u, y)
- contain at least one number (0-9) (HINT: suggest you not use more than two numbers)
- contain at least one non-alphanumeric (special) character (example: !, @, #, \$, %, ^, &, *, +)
- not contain any blank spaces
- not match the User ID (HINT: suggest you not use data contained in the User ID)
- not match the telephone number in the registration (HINT: suggest you not use numbers contained in the telephone number)
- not be one of your last ten passwords used for the account
- be changeable by the associated user only once in a 24 hour period

PINs will:

- expire after 60 days (see Password Date field in your established registration) and set calendar reminders for yourself to:
 - log in at least every 30 days
 - change your password at least every 60 days
- be changeable by the associated user only once in a 24 hour period

PIN hints:

Avoid creating PINs containing:

- personal information such as names, User ID, Social Security number, telephone number, driver license number, passport number, or similar
- dictionary words

CONTRACTORS/VENDORS

Contractors/vendors must ensure their company information in the System for Award Management (SAM) 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. This information should be available from the person in your company with access to the SAM.

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

-A DUNS number, provided by Dun & Bradstreet. Information regarding obtaining a DUNS number is located at <https://www.sam.gov/portal/public/SAM/> and may be obtained by calling D&B's Federal Government DUNS number request line at 1-800-234-3867 for assistance.

-A North Atlantic Treaty Organization (NATO) CAGE (NCAGE) Code. Information on obtaining a NCAGE is located at http://www.dlis.dla.mil/Forms/Form_AC135.asp.

(NOTE: in myInvoice, NCAGE Codes are referred to as CAGE Codes on all forms and documents.)

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

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 (for foreign vendors input the NCAGE and DUNS)

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 or NCAGE/DUNS 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 (NCAGE/DUNS)
Click on 'Delete A Record'
Click on 'Submit'

For SAM Customer Service, contact the Federal Service Desk:

URL: www.fsd.gov

US Calls: 866-606-8220 (Hours: 8am - 8pm Eastern Time)

International Calls: 334-206-7828

DSN: 866-606-8220

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 November 8, 2013, myInvoice began the following:

- Registrations which have not been used (logged-in) for over 30 days (but less than 45) will be disabled and the Advice of Payment (AoP) notification turned off. Helpdesk Registrars will be able to "Reset" these accounts, but the user will need to log in and access his/her registration screen to check the AoP box to resume receiving myInvoice email AoP notifications.

- Registrations that have not been used for over 45 days will be deleted and 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.

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 typed correctly 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 or 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
Payroll not issued by DFAS

NOTE: If you receive a pop-up message such as 'the name and SSN entered do not match our records' and the information you have input matches your LES exactly, send an e-mail to the Columbus Accounting System Helpdesk (CASH) at CCO-CASH@DFAS.MIL and advise of the error message from myInvoice. Please provide your Name as it appears on your Leave and Earnings Statement (LES) along with the name of the organization for which you work. Once the appropriate records have been researched, you will be advised regarding if and when to again attempt the registration process.

Effective May 2007, Government users are allowed a "second-chance" to register if their first registration attempt was unsuccessful. They may review and verify the name and SSN (masked at input and thereafter) on their registration, then submit. Note that the name and SSN must be an exact match to the employee name and SSN as recorded on his/her LES and match a current valid record in the Corporate Electronic Funds Transfer (CEFT) database.

If your myInvoice PIN needs re-set:

Upon Log-In attempt, if you receive the message including "You must re-set your PIN. Click on OK and then enter your e-mail address." Click on OK, read the DoD Warning and User Agreement information, check the box for 'I agree to the terms of the User agreement', click on OK, then you will be prompted to enter your email address (NOTE: enter the email address listed in the myInvoice registration). Click Submit.

You will be taken to your myInvoice registration screen where you will create a new PIN – see information regarding PINs above. If the PIN is accepted, tab to the "**Confirm PIN**" field and type your PIN again.

*** NOTE FOR VENDORS:** Making a change to your PIN activates a validation of your CAGE/DUNS/TIN (CAGE AND DUNS for Foreign Vendors) against the System for Award Management System (SAM) records. If you receive a CAGE/DUNS/TIN (or CAGE/DUNS) error message, one or more of the values no longer matches the same value in the SAM, or the SAM record is no longer active/valid. To determine which value(s) changed or to have the SAM record re-activated, contact the person in your company with access to the SAM. The website address for the SAM is <https://www.sam.gov/portal/public/SAM/>.

In order to save the PIN change, you must correct or delete any invalid lines prior to submitting your registration. If you do not correct or delete all highlighted records, myInvoice will not allow you to submit your registration.

AoPs: The Advice of Payment box titled 'Send Advice of Payment to e-mail address listed above' on the vendor registration screen is systemically unchecked for User IDs that required reset due to 30 days of non-use. You may wish to check/re-check the box in order to be issued myInvoice email AoPs.

*** NOTE FOR GOVERNMENT USERS:** Making a change to your PIN activates a validation of your name and SSN/Government ID. Your name must be entered as it appears in your payroll records and match what is on your latest Leave and Earning Statement (LES). If you receive the error message, 'The name and SSN entered do not match our records...', please send an email to the Helpdesk address listed on the myInvoice website and provide specifics about the message received along with your name as it appears on your LES.

If you forget your PIN:

At the Log-In screen, enter your User ID, but leave the PIN field blank. Click on the box next to "Check here to re-set PIN" and then click the Submit button.

Click on OK, read the DoD Warning and User Agreement information, check the box for 'I agree to the terms of the User agreement', click on OK.

The next screen will prompt you for your email address. Ensure that you enter the email address listed in your myInvoice registration. Click Submit.

You will be taken to your registration where you can create a new PIN.

Enter your new PIN, press the tab key and all the rest of the fields will open. Confirm your PIN by re-typing it the "Confirm PIN" field, click the Submit button and you will be taken back to the myInvoice Home Page where you can Log In with your User ID and new PIN. If during this process you receive any pop-up messages, you will need to attempt again.

*** NOTE FOR VENDORS:** Making a change to your PIN activates a validation of your CAGE/DUNS/TIN (CAGE AND DUNS for Foreign Vendors) against the System for Award Management System (SAM) records. If you receive a CAGE/DUNS/TIN (or CAGE/DUNS) error message, one or more of the values no longer matches the same value in the SAM, or the SAM record is no longer active/valid. To determine which value(s) changed or to have the SAM record re-activated, contact the person in your company with access to the SAM. The website address for the SAM is <https://www.sam.gov/portal/public/SAM/>.

In order to save the PIN change, you must correct or delete any invalid lines prior to submitting your registration. If you do not correct or delete all highlighted records, myInvoice will not allow you to submit your registration.

*** NOTE FOR GOVERNMENT USERS:** Making a change to your PIN activates a validation of your name and SSN/Government ID. Your name must be entered as it appears in your payroll records and match what is on your latest Leave and Earning Statement (LES). If you receive the error message, 'The name and SSN entered do not match our records...', please send an email to the Helpdesk address listed on the myInvoice website and provide specifics about the message received along with your name as it appears on your LES.

System Down:

Effective June 17, 2013, you may check the status of myInvoice by calling Toll Free (855) 211-6308, Local (614) 701-4357 (HELP) or DSN 791-4357. 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.

User 15 minute idle time out: users are automatically timed out of the system after 15 minutes of idle time (non-usage).

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:

If 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.

Advice of Payment (AoP) E-Mail Notification:

Contractors/vendors may elect to receive a system generated AoP e-mail when a payment is made to their specific CAGE code or DUNS. To receive the AoP e-mail notice, just check the box on your Vendor Registration that reads 'Send Advice of Payment to e-mail address listed above'. NOTE: If your company receives 100 payments a day, you could receive 100 different AoP e-mails a day. Some payment systems pay per invoice total, while other payment systems pay per line item on the invoice. The AoP e-mails are issued for invoices reported to myInvoice with PAYMENT DATE = current date and PAY STATUS = paid. The AoP e-mail job runs daily at noon Eastern Time.

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) (myInvoice was formerly named VPIS) Download: This allows only the download of 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 that is not available to vendors, named **Contract (no CAGE/DUNS)**.

To View A Report:

Contractors/Vendors: The CAGE codes or DUNS from your registration will be listed in the left column of the query screen. 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.

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 using a report, you may select this option. Provide specific details regarding your issue for the customer support to assist with research and response to you. Make sure you select the correct Payment Office/Processing Site as the e-mail is forwarded to that 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 then log 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 in your registration. Your registration form will appear on the screen and the 'PIN' field will be highlighted. Enter the new 'PIN' (15 characters - see above for requirements), press the 'Tab' key on your keyboard, input to confirm the 'PIN', and then click 'Submit'. You will receive an on-screen message regarding success of the transaction.

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, send an email to the helpdesk listed on the myInvoice home webpage to request a myInvoice account reset. You should have the following available to assist in the process and include in the email:

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

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.

End of Document

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