Introduction and Document Organization

This document provides answers to common questions asked about the Invoice Processing Platform. The document is structured as follows:

- Vendor Transition to IPP
- IPP Access
- Awards in IPP
- Creating an IPP Invoice
- Resolving IPP Error Messages
- NIH Invoice Processing

Acronyms used in this document:

Acronym	Description
COR	Contracting Officer's Representative
IPP	Treasury's Invoice Processing Platform
OFM	NIH Office of Financial Management
PO	All awards are referred to as "PO" in IPP
POC	Point of Contact
UEI	Unique Entity Identifier Number
Vendor	Includes contractors and vendors

Click on any of the questions to navigate to the answer. After each question, click the <u>Back to Table of</u> <u>Contents</u> link to return to the beginning of the document.

Q&A Table of Contents:

VENDOR TRANSITION TO IPP	4
Q1. How do I determine when my company transitions to IPP?	
Q2: Are foreign vendors transitioning to IPP?	4
Q3: How do I determine if a vendor has transitioned to IPP?	4
Q4. If my vendor is not matched in the NBS Vendor Site Helpful Lookup, how do I get them matched?	
IPP ACCESS.	4
Q5: Who is the vendor's IPP POC? What is the vendor's IPP User ID and Password?	
Q6: How quickly will a vendor receive their IPP User ID and Password?	
Q7: How are additional vendor individuals added to an IPP account?	
Q8: I am a COR who is responsible for reviewing invoices. How do I access IPP?	5
AWARDS IN IPP	5
Q9: The vendor's award is not in IPP. Who do I contact?	5
Q10: How quickly will a vendor's PO be visible in IPP?	5
CREATING AN IPP INVOICE	6
Q11: I am not sure how to enter my invoice in IPP. Who can I contact to walk me through the process	
entering an IPP invoice?	
Q12: My award does not have a "Create" button so I cannot create an IPP invoice. Who do I contact t resolve this issue?	
Q13: The award is closed in IPP, but the vendor has not fully billed for the total dollars and/or quantity. W	
needs to be done to open the award so that the vendor can submit an invoice?	
Q14: I am submitting my first invoice in IPP, but the unit price and amount does not match how I have b	
invoicing in the past. What do I invoice in IPP?	
Q15: In IPP, the line item unit price and/or amount is incorrect. How do I correct the line item unit price	
and/or amount?	
Q16: How can I get my PRISM line changed? Q17: In IPP, how can I determine the remaining quantity and unit price on a line item?	
Q17. In FP, now can retermine the remaining quantity and and price on a line termining mutation of Q18: My PO states a quantity of "1", but I need to invoice for more than a quantity of "1". What quantity	
enter?	
Q19: I have submitted several invoices against a line item with a Quantity of "1". How do I determine remaining balance on the line item?	
Q20: How do I determine what quantity of less than 1 to enter in IPP when invoicing against a line set-up v	
a quantity of 1?	
Q21: How does a vendor cancel an IPP invoice?	9
Q22: A vendor's invoice is on hold. Who should the vendor contact?	9
RESOLVING IPP ERROR MESSAGES	9
Q23: How does the vendor fix an IPP invoice that is save in "Exception" with an "EFT/+4 Code does not ma	atch
the vendor site code" or "No Vendor Site given for combination of Site Code and EFT" error message?	
Q24: How does the vendor fix an IPP invoice that is save in "Exception" with an "Vendor site ID is not Act	ive"
error message?	10
Q25: How does the vendor fix an IPP invoice that is save in "Exception" with an "Unit price is above limit se	
the agency for PO Line – Please correct Unit Price" error message?	
Q26: How does the vendor fix an IPP invoice that is save in "Exception" with an "Quantity is above limit se	
the agency for PO Line – Please correct Quantity" error message?	10

Q27: How does the vendor fix an IPP invoice that is save in "Exception" with an "Extended Price is abov set by the agency for PO Line – Please correct Quantity and/or Unit Price" error message? Q28: What should the vendor do if they cannot figure out how to correct an IPP error message?	10
NIH INVOICE PROCESSING	10
Q29: What processes have changed with NIH's transition to IPP?	10
Q30: How does NIH staff cancel an IPP invoice?	11
Q31: How do I determine the funds remaining on a PRISM line?	
Q32: How do I determine all invoices that were paid against a PRISM line?	11
NEW FAQS ADDED AFTER JULY 12, 2023	12
Q33: What is Multifactor Authentication and where can I find information on this change?	12
Q34: The vendor's award is not in IPP. Who do I contact?	12
Q35: In IPP, what does "Pending Approval" mean?	12
Q36: My vendor submitted an invoice via IPP. When will the vendor receive payment for the invoice?	

Vendor Transition to IPP

Q1. How do I determine when my company transitions to IPP?

A: As of March 13, 2023, all existing NIH vendors, except for foreign and utility vendors, transitioned to IPP and must use IPP for invoice submission. New vendors doing business with NIH will transition to IPP when the vendor is added to NBS. Foreign and utility vendors should continue to send invoices to the NIH OFM until their award reflects the IPP invoice submission information.

Back to Table of Contents

Q2: Are foreign vendors transitioning to IPP?

A: The domestic Tax Identification Number (TIN) for foreign vendors will transition to IPP. The timeframe for the IPP transition of foreign vendors without a domestic TIN is still to be determined. If you are unsure if a foreign vendor has a domestic TIN, please send an email to the NIH OFM Customer Service (ofm customer service@mail-cmp.niceincontact.com) with the vendor's name and associated UEI number.

Back to Table of Contents

Q3: How do I determine if a vendor has transitioned to IPP?

A: Using the <u>NBS Vendor Site Helpful Lookup (nih.gov)</u> and the vendor's UEI number, if the "Vendor IPP Enabled = Yes" <u>and</u> "Vendor Site IPP Status = Matched", then the vendor has transitioned to IPP and must use IPP for invoicing. The NBS Vendor Site Helpful Lookup is only available to NIH staff. If the vendor is not matched, please contact the NIH OFM Vendor Management Team (<u>nbrssgovtacctg@mail.nih.gov</u>) for the vendor's matching status.

Back to Table of Contents

Q4. If my vendor is not matched in the NBS Vendor Site Helpful Lookup, how do I get them matched? A: Contact the NIH OFM Vendor Management Team at <u>nbrssgovtacctg@mail.nih.gov</u> for the vendor's matching status.

Back to Table of Contents

IPP Access

Q5: Who is the vendor's IPP POC? What is the vendor's IPP User ID and Password?

A: Please review the FAQs on Treasury's IPP website <u>https://www.ipp.gov/vendors/faq-vendors</u> under the "Enrollment" section for enrollment information.

If NIH enrolls a vendor in IPP (meaning the vendor is not already using IPP at another agency), then the vendor's SAM.gov POC will be the vendor's IPP POC.

If a vendor does not know the name of their IPP POC, did not receive their IPP User ID and Password, or is having IPP access issues, then the vendor should contact Treasury's IPP help desk. Since IPP is a Treasury system, Treasury will need to assist with log-in or access issues.

Treasury's IPP Help Desk:

Support | (866) 973-3131, M-F 8AM to 6PM ET, IPPCustomerSupport@fiscal.treasury.gov

Back to Table of Contents

Q6: How quickly will a vendor receive their IPP User ID and Password?

A: It depends. If the vendor is already enrolled in IPP, then the vendor will use their existing login credentials. If the vendor is not enrolled in IPP, then the Treasury IPP team typically enrolls vendors within 2-3 business days after the NIH OFM submits the vendor information to Treasury. The Treasury IPP team will reach out to the vendor's SAM.gov POC and provide IPP credentials.

Back to Table of Contents

Q7: How are additional vendor individuals added to an IPP account?

A: The vendor's IPP POC can add other vendor users to their IPP account.

Back to Table of Contents

Q8: I am a COR who is responsible for reviewing invoices. How do I access IPP?

A: CORs, program staff, and acquisition staff do not need access to IPP to review and approve invoices. Invoice receiving, review and approval is performed in the NBS workflow.

Back to Table of Contents

Awards in IPP

Q9: The vendor's award is not in IPP. Who do I contact?

Response: NIH as an agency and a vendor's POs will be available in IPP after the vendor transitions to IPP. If a vendor has transitioned to IPP and does not see their POs in IPP, then the vendor should use the advance search in IPP and search for the full PO number (parent and child, if applicable) as it appears on the award and remove the date range in the search criteria. If the PO still is not in IPP, please contact NIH OFM Customer Service (301-496-6088 or <u>ofm customer service@mail-cmp.niceincontact.com</u>) for assistance. Please provide vendor's name and full PO number.

Back to Table of Contents

Q10: How quickly will a vendor's PO be visible in IPP?

A: Once the vendor is matched by the NIH OFM, POs are sent to IPP on a daily basis.

Creating an IPP Invoice

Q11: I am not sure how to enter my invoice in IPP. Who can I contact to walk me through the process of entering an IPP invoice?

A: Treasury has an extensive IPP website (<u>https://www.ipp.gov</u>) with vendor training resources. Please review the below vendor training resources located on Treasury's IPP website at ipp.gov/vendors/training-vendors:

- Monthly Vendor Webinars (training sessions)
- Video Tutorial (IPP First Time Login)
- Quick Reference Guide
- IPP Collector User Guide

Treasury's IPP FAQs are located at <u>ipp.gov/vendors/faq-vendors</u>.

In addition, the line item unit price and/or amount in IPP reflects the information in PRISM so vendors must invoice based upon the way the PRISM line was set-up. Please reference the "IPP PO Quantity and Unit Price Best Practices" document located on NIH's <u>OALM Invoice Processing Platform (IPP)</u> <u>Information | Office of Management (nih.gov)</u> website for best practices on invoicing using the Treasury IPP platform.

Back to Table of Contents

Q12: My award does not have a "Create" button so I cannot create an IPP invoice. Who do I contact to resolve this issue?

A: Please send an email to NIH OFM Customer Service at <u>ofm_customer_service@mail-</u> <u>cmp.niceincontact.com</u> with the vendor's name, full award number, and a detailed description of the issue.

Back to Table of Contents

Q13: The award is closed in IPP, but the vendor has not fully billed for the total dollars and/or quantity. What needs to be done to open the award so that the vendor can submit an invoice? A: Please send an email to NIH OFM Customer Service at <u>ofm customer service@mail-</u> <u>cmp.niceincontact.com</u> with the vendor's name, award number, and a detailed description of the issue.

Back to Table of Contents

Q14: I am submitting my first invoice in IPP, but the unit price and amount does not match how I have been invoicing in the past. What do I invoice in IPP?

A: The line item unit price and/or amount in IPP reflects the information in PRISM so vendors must invoice based upon the way the PRISM line was set-up. Please reference the "IPP PO Quantity and Unit Price Best Practices" document located on NIH's <u>OALM Invoice Processing Platform (IPP) Information</u> <u>Office of Management (nih.gov)</u> website for best practices on invoicing using the Treasury IPP platform.

Q15: In IPP, the line item unit price and/or amount is incorrect. How do I correct the line item unit price and/or amount?

A: The line item unit price and/or amount in IPP reflects the information in PRISM. This information can only be changed via a PRISM modification. Once payment has been made on a PRISM line, the unit price and amount cannot be changed in PRISM.

Back to Table of Contents

Q16: How can I get my PRISM line changed?

A: Please contact the NIH Contracting Officer.

Back to Table of Contents

Q17: In IPP, how can I determine the remaining quantity and unit price on a line item?

A: In IPP when a vendor tries to create an Invoice against a Purchase Order, the remaining quantity and unit price are auto-populated in the corresponding invoice lines.

The below screenshots from IPP Collector module show the auto-populated invoice lines with the remaining quantity and unit price for the corresponding PO lines. If a PO line does not have any remaining balances left, the corresponding invoice line will not appear. A vendor cannot invoice in excess of the remaining quantity or amount.

tatus: (Open										2	Create Invoice	Print	Related Docume	nts Hist
						Issuing Office:	Ship to: See individual	schedule items on	the PO for sh	ip to informati		PO D Order Num	ate: Nov ber: 1	25, 2022	
ne # 🛋	Revisio	at I	tem Code			Description			Quantity	<u>U</u>	it Price	Unit of Measur (Type)	•	Total Price	Schedule
1	0								10.0	0	190.52	CASE (G)		1,905.20	Schedules
2	0								2.0	0	172.77	CASE (G)		345.54	Schedules
3	0								7.0	0	845.00	CASE (G)		5,915.00	Schedules
4	0								9.0	0	231.40	EACH (G)		2,082.60	
5 ving 1-5 (0								6.0	0	767.00	EACH (G)		4,602.00	Schedules
														14,850.34	
							Create Involce					54	ib-total:	14,850.34	
												Extended	Jo-totai:	14,800,34	
0	INV Line #	PO Line	PO Sch.	Agency Part #	Item Code	Description	Create Involce Service Date From	Service Date To	QTY	Unit Price	U.O.M. (Type)		Tax Type	Tax %	
	INV		PO Sch.	Agency Part #	Item Code		Service Date	Service Date	QTY 7.00	Unit Price	U.O.M. (Type) CASE (G)	Extended Price	Tax		Amour
•	INV		Sch.	Agency Part #	Hem Code		Service Date	Service Date		Price	(Type)	Extended Price [Remaining Balance] 1,333.64	Тах Туре	Tax %	Ta Amour
0	INV		Sch.	Agency Part #	Nem Code		Service Date	Service Date	7.00	Price 190.52	(Type) CASE (G)	Extended Price [Remaining Balance] 1,333.64 [1,333.64] 172.77	Tax Type Exempt	Tax %	Amour
0	INV		11 21	Agency Part #	hem Code		Service Date	Service Date	7.00	Price 190.52 172.77	(Type) CASE (G) CASE (G)	Extended Price [Remaining Balance] 1,333.64 [1,333.64] 172.77 [172.77] [172.77]	Tax Type Exempt Exempt	Tax %	Amou

Back to Table of Contents

Q18: My PO states a quantity of "1", but I need to invoice for more than a quantity of "1". What quantity do I enter?

A: It is possible that the PO was incorrectly set-up. If it looks like the quantity and amount should be "flipped", then the vendor will need to leave the unit price unchanged and invoice for a quantity of less than "1". IPP has a 6 decimal limit.

Q19: I have submitted several invoices against a line item with a Quantity of "1". How do I determine the remaining balance on the line item?

A: When the vendor creates an invoice in IPP, the remaining Quantity will be shown in the column with the "QTY" label.

atus: (Open										2	Create Invoice	Print	Related Docume	nts Hst
						Issuing Office:	Ship to: See individual	schedule items on	the PO for sh	ip to informatio	on.	PO D Order Num	bate: Nov	25, 2022	
a a 🖷	Revisi	on.f	ttern Code			Description			Quantity	<u>Ur</u>	nit Price	Unit of Measur (Type)	18	Total Price	Schedule
1	0								10.0	0	190.52	CASE (G)		1,905.20	Schedules
2	0								2.0	0	172.77	CASE (G)			Schedules
3	0								7.0	•	845.00	CASE (G)		5,915.00	
4	0								9.0		231.40	EACH (G) EACH (G)		2,082.60	
						+	Create Involce								
	INV	PO	PO Sch.	Agency			Service Date	Service Date		Unit	U.O.M.	Extended Price Remaining	Tax		
0			PO Sch.	Agency Part #	Item Code	Description	Service	Service	QTY		U.О.М. (Туре)	Price [Remaining Balance]	Тах Туре	Tax %	
0			PO Sch.	Agency Part#	Nem Code		Service Date	Service Date		Unit		Price [Remaining		Tax %	Amour
			Sch.	Agency Part #	hem Code		Service Date	Service Date	QTY	Unit Price	(Type)	Price [Remaining Balance] 1,333.64	Туре	_	Ta Amour
0	Line	Line #	Sch.	Agency Part #	Hem Code		Service Date	Service Date	01Y	Unit Price	(Type) CASE (G)	Price [Remaining Balance] 1,333.64 (1,333.64] 172.77	Type	0.00	Amour 0.1
0	Line	Line 1 2	Sch. 11 21	Agency Part #	Nem Code		Service Date	Service Date	QTY 7.00	Unit Price 190.52 172.77 845.00	(Type) CASE (G) CASE (G)	Price [Remaining Balance] 1.333.64 [1.333.64] [172.77] [172.77] [172.77]	Type Exempt Exempt	0.00	Amou 0.

Back to Table of Contents

Q20: How do I determine what quantity of less than 1 to enter in IPP when invoicing against a line setup with a quantity of 1?

A: You will divide the line amount that you want to invoice for by the unit price to get the decimal quantity to enter in IPP (Invoice Line Amount /Unit Price=Quantity). Please note that IPP has a 6 decimal limit.

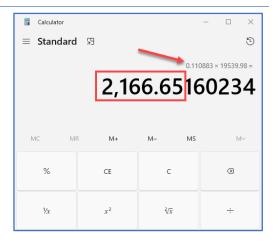
Example: Unit Price: 19,539.38 Invoice Line Amount: 2,166.66

Factoring Quantity:

2,166.66 /19,539.98=0.110883429768096

Galculator			- 🗆 ×
≡ Standard	9 FR	-	5
		216	6.66 + 19539.98 =
0	110883	342976	38096
0.	11000.	57257	00000
MC N	IR M+	M- MS	M~
%	CE	С	8
ŀ/x	x ²	₹√x	÷

Checking Quantity: 0.110883 * 19,539.98 = \$2,166.65



Back to Table of Contents

Q21: How does a vendor cancel an IPP invoice?

A: The vendor should contact NIH OFM Customer Service at <u>ofm_customer_service@mail-</u> <u>cmp.niceincontact.com</u> and request that an IPP invoice be cancelled. Please provide the vendor's name, full PO number and invoice number.

Back to Table of Contents

Q22: A vendor's invoice is on hold. Who should the vendor contact?

A: A 2-way match invoice may require invoice approval in NBS, or a 3-way match invoice may require receiving to be entered in NBS. Please contact the NIH Contracting Officer. If the NIH Contracting Officer cannot resolve the issue, then please contact NIH OFM Customer Service at <u>ofm customer service@mail-cmp.niceincontact.com</u>. NIH OFM will need the vendor's name, full PO number and invoice number.

Back to Table of Contents

Resolving IPP Error Messages

Q23: How does the vendor fix an IPP invoice that is save in "Exception" with an "EFT/+4 Code does not match the vendor site code" or "No Vendor Site given for combination of Site Code and EFT" error message?

A: Please check the EFT/+4 Code field on the invoice. This field should be blank unless the vendor has more than one (1) Unique Entity Identifier (UEI) number. In this case, the EFT/+4 Code field will contain the 4-digit Electronic Funds Transfer (EFT) code that is added to the base UEI number. Please resubmit the invoice with a different invoice number and ensure that the EFT/+4 Code field reflects the correct information. If the field should be blank, then remove any pre-populated information.

Q24: How does the vendor fix an IPP invoice that is save in "Exception" with an "Vendor site ID is not Active" error message?

A: The vendor's SAM.gov record was expired at the time that the invoice was submitted. The vendor must reactivate its SAM.gov record. Once the SAM.gov record is active, then the vendor should resubmit the invoice with a different invoice number.

Back to Table of Contents

Q25: How does the vendor fix an IPP invoice that is save in "Exception" with an "Unit price is above limit set by the agency for PO Line – Please correct Unit Price" error message?

A: The vendor should keep the Unit Price as stated in IPP (do not change the unit price) and update the Quantity to reflect the full price that the vendor wants to invoice for that line.

Back to Table of Contents

Q26: How does the vendor fix an IPP invoice that is save in "Exception" with an "Quantity is above limit set by the agency for PO Line – Please correct Quantity" error message?

A: This may be a situation where the PO was set-up with a Quantity of "1" and the vendor has submitted more than 1 invoice. The vendor should keep the Unit Price as stated in IPP (do not change the unit price) and update the Quantity to reflect a number less than "1". IPP has a 6 decimal limit so rounding issues will occur.

Back to Table of Contents

Q27: How does the vendor fix an IPP invoice that is save in "Exception" with an "Extended Price is above limit set by the agency for PO Line – Please correct Quantity and/or Unit Price" error message? A: This is a situation where the vendor is invoicing in excess of the Quantity and/or Unit Price. The vendor should review the line item and invoice according to the way the line was set-up.

Back to Table of Contents

Q28: What should the vendor do if they cannot figure out how to correct an IPP error message?

A: Please send an email to the NIH OFM Customer Service at <u>ofm_customer_service@mail-</u> <u>cmp.niceincontact.com</u> with the vendor's name, IPP screenshots of the error message and a description of the problem.

Back to Table of Contents

NIH Invoice Processing

Q29: What processes have changed with NIH's transition to IPP?

A: The method by which a vendor submits an invoice has changed <u>from</u> electronic invoice submission to the NIH Office of Financial Management (OFM) <u>to</u> invoice submission via IPP. Partial approval of invoices is not permitted with IPP. Existing processes for inspection, acceptance, receiving, invoice review and approval have not changed.

Q30: How does NIH staff cancel an IPP invoice?

A: Please do the following:

- For 2-way match awards NIH staff should cancel the invoice in the NBS workflow. An OFM Triage Ticket is no longer needed.
- For 3-way match awards NIH staff should contact your NIH Institute/Center (IC) Invoice Specialist who must submit an OFM Triage Ticket. The Triage Ticket must be identified as "IPP".

Back to Table of Contents

Q31: How do I determine the funds remaining on a PRISM line?

A: NIH staff should use iSupplier (see below screenshot) or the nVision NIH Award Search to obtain this information.

	Work Confirmations	Purchase many	,															
	rchase Order:		3 (Total USD	216535 841													in the second state	oyv Ge Emp
rency= USD	Chapter Crown.		0 (1011 0 00	10000.04												Actions	. View Change Hee	uy v ue esp
and a cost																		
rder Informat	tion																	
Several				ferms and Condition			Summ											
								Total 21 Received 14										
	Total : Supplier			Payment Terma P Carrier	ROMPT PK/			invoiced 1	13405.32									
	supplier Site			FOD			Payme	ent Stature Pr	enally Paid									
	tier Contact			Freight Terms														
	Address			Shipping Control														
			1	Ship-To Address														
Contract	ting Officer 1 Oxder Date																	
	Description .			Address SLDC-3 3 Center 0														
	Status			Defressia.														
Note	to Supplier			Bill-To Address														
Ope	erating Unit 1																	
Supplier Ord	for Number			Address MSC 8500														
				Bothenda,	MD 20802-8500													
O Details																		
ov Al Details H																		
etails Line 🗠		Description					Full Description		Quantity	Price(USD)		Contractor Name		Neason	Global Agreen	nent	Attachments	Price Differential
4	Goods						Pull Description	EACH	26227.52		26227.52		Closed					
F 1	Goods 1						Full Description	EACH	1	26006.48	20000.40		Closed					
	Goods						Full Description	EACH	27685.8	1	27685.80		Open					
Þ 5	Goods (Pull Description	EACH	27906.72		27586.72		Open					
4 6	Goods (Full Description	EVCH	26626.92	1	26420.82		Open					
Shipments	-	1				1												
						•												
Shipment	Ordered	Qty Received	Invoiced Cancelled	Ordered	Amount Received	Invoiced Promised Date		Need By Dat	te .	Supplier Order	Line	Ship-To Location		Status	Reason	Split	Attachmen	ts Details
60001	26625.92	\$3010.40	29187.54	0.00	100,0000	20187.14 05-Nev-2021 09 1	6.42					BLOG 3, BETHING		Open				Defails
3							Full Description	EACH	27476.92		27470.52		Cosed					
							Full Description	EACH	1	25650.44	29650.44		Ciceed					
2							Full Description	EACH	20007.04		20087.04		Open					
2																		

Back to Table of Contents

Q32: How do I determine all invoices that were paid against a PRISM line?

A: NIH staff should use iSupplier (see below screenshot) or the nVision NIH Award Search to obtain this information.

Stand	orban Oske Ned Conformies Audoes Hidoy werken = - Protections - tandade Purchase Order: 0, 3 (Total USD 216635.84) werker Hido rel Information										Adi	Ver Science	utory v Gie Experi
Order	informatio	in .								-	-	View Payments View Dayments View Stigments	
Game	al .		Terms and Conditions	Summary	Total 21								
		Total Seguirer	Payment Terms PROMPT DV/ Carrier		roked 1	HE 12							
		plicer Site r Contlact	POB- Freight Terms	Papiera	Date:								
		Address	Shipping Control										
	Contracting Officer Ship To Address												
	Contracting Officer Order Date Address BLDG 3												
	Brief Description 3-Center Drive												
		Statum	Bethenda, MD 20002										
			Note to Suppley DBI To Address										
	Operating Unit Supplier Order Number Autoreas 145C 0501 Suite 48 432												
			Address 365C 0500 Suite 48 432 Settemin, 16D 20032 4510										
POD	lapplier Order												
PO De	lapplier Order												
PO De	talls	Runber 14 Decile											
PO De	talls Could Heat	Number H Douille em Type - Brief Description		Fail Description	yow.	Quantity	Pice(USD)	Anount(UKC) Contractor Name		Reson	Gobel Agreement	Atachmenta	Price Officeredials
PO De Desais	talls Could rise	Norther Al Colum en Type Coult Coult		Full Description	EVCH.		26066.48	25256.45	Cused	Report	Gotal Agreement	Atlachmenta	Price Offerendaria
PO De Details >	Control - Marine	Nontor No Davis Davis Davis Davis Davis		Full Description Full Description	BIOH BIOH		26066.40 25650.44	26066-40 25050-44	Closed Closed	Resort	Gotal Agreement	Atlachments	Price Offerendaria
PO De Desais > >	Italia Italia Use e la 1 2 3	Nontor No Data In Tape Data Data Data Data Data Data Data Dat		Ful Desciption Ful Description Ful Description	ENDH ENDH ENDH	1 21471.82	25058.40 25050.44	28888-48 29850-44 27470-82	Conel Conel Conel	lasson	Gobe Agreement	Atachments	Price Otherentiats
PO De Details > > >	Construction of the second sec	Number Number Berf Description Grantin Grantin Grantin Grantin		Full Description Full Description Full Description Full Description	ENDH ENDH ENDH ENDH	1 21471 82 28227 82	28388.40 23930.44 1 1	26086-48 25608-66 21-675-92 26207-92	Cunel Cunel Cunel Cunel	Resort	Gistal Agreement	Alachaeria	Pite Offeentals
PO De Details P P	Calls	Norther Norther North Denth Denth Denth Denth Denth		Ful Description Ful Description Ful Description Ful Description Ful Description	BADH BADH BADH BADH BADH	1 27473-52 28227-52 27586-72	26064-48 25050-44 1 1	20088-00 20020-04 214/10-02 20027-02 25006-72	Conel Conel Conel Conel Conel	Resol	Gisbal Agreement	Algebrants	Pice Otherstals
PO De Details > > > >	Applie Order Stalls Conde - Ho Conde - Ho Co	Namber Note: Topological Sector Sec		Full Description Full Description Full Description Full Description Full Description Full Description	8101 6401 6401 8401 8401 6401	1 21473 82 28227 82 27504 72 28628 82	26266.48 25655.44 1 1 1	2888.4 2892.44 2940.82 28027.52 2958.72 2958.72 28629.52	Cunel Cunel Cunel Cunel Cunel Cunel	lassot	Gistel Agreement	Atachments	Proc Officentia's
PO De Detain > > > > >	Applie Order Salls Control Hone Laters B 1 2 3 4 5 5 5 5 5 5 7	Norther Norther North Denth Denth Denth Denth Denth		Ful Description Ful Description Ful Description Ful Description Ful Description	BADH BADH BADH BADH BADH	1 2747532 2852732 2750472 2862536 2866734	26064-48 25050-44 1 1	20088-00 20020-04 214/10-02 20027-02 25006-72	Conel Conel Conel Conel Conel	lasso	Gild Agreement	Atachments	Pice Differentials

Back to Table of Contents

New FAQs Added After July 12, 2023

Q33: What is Multifactor Authentication and where can I find information on this change?

A: Beginning August 28, 2023, Multifactor Authentication (MFA) will be required to login to IPP. MFA requires two factors to confirm user identity. For additional information, please visit Treasury's MFA webpage and FAQs (<u>ipp.gov/vendors/multi-factor-authentication</u>).

Back to Table of Contents

Q34: The vendor's award is not in IPP. Who do I contact?

Response: NIH as an agency and a vendor's POs will be available in IPP after the vendor transitions to IPP. If a vendor has transitioned to IPP and does not see their POs in IPP, then the vendor should use the advance search in IPP and search for the full PO number (parent and child, if applicable) as it appears on the award and remove the date range in the search criteria. If the PO still is not in IPP, please contact NIH OFM Customer Service (301-496-6088 or <u>ofm customer service@mail-cmp.niceincontact.com</u>) for assistance. Please provide vendor's name and full PO number.

Back to Table of Contents

Q35: In IPP, what does "Pending Approval" mean?

A: The invoice is pending Government approval (e.g., receiving needs to be entered for a 3-way match PRISM award, or the invoice needs Contracting Officer approval for a 2-way PRISM match award). Please contact your NIH Contracting Officer and program/Contracting Officer Representative (COR) for assistance.

Q36: My vendor submitted an invoice via IPP. When will the vendor receive payment for the invoice? A: Before invoice payment is made, receiving needs to be entered in NBS for a 3-way match invoice, or the Contracting Officer needs to approve the 2-way match invoice in NBS. Once the receiving or invoice approval is completed, the invoice is processed for payment. A specific invoice payment date can be located as follows:

- Vendors should contact NIH Office of Financial Management (OFM) Customer Service for assistance: 301-496-6088 or <u>ofm customer service@mail-cmp.niceincontact.com</u>. NIH OFM will need the vendor's name, full PO number, and invoice number.
- NIH staff can locate an invoice estimated payment date by using the invoice search in iSupplier. Enter the invoice number and the invoice/vendor information should appear. Click on the "Scheduled Payments" and the detailed invoice information will appear, including the Due Date which is the payment date. See below screenshots.

NIH Natio	onal Institut of Managemen	tes of Health	iSupp	lier Port	al								î	* 🌣		Logged In	As ANDERSAN_NIH	?	Ċ
pplier Home Orders	Shipments	Finance																	
View Invoices Vie	w Payments																		
View Invoices																		E	xport
Simple Search																	Adv	anced Sea	arch
To search, please enter	at least one	of the following	search crit	er		pplier													
Invoice Numb	er 2308167		⊴ Q				PON	Number	(example : 123										
Suppli	ier		ыQ				Release N	Number	(example : 123	4)									
Supplier Si	ite		⇒ Q				Refease i	tumber	(example : 123	4-2)									
Payment Numb							Invoice			~									
Receipt Numb							Payment			~									
Gross Amount Fro			То				nvoice Dat			6			šo.						
Amount Due Fro	m		То				Due Dat	te From	(19-Oct-202	3) 📬	То		io.						
	Go Cle	ar												•					
•••																			
Invoice 🛆 Type	Description	Invoice Date	PO Number	PO Details	Invoice Source	Invoice Amount 🛆	Amount Due	Status	Payment Number	Supplier		Supplier Site	Currency	Scheduled Payments	Attachment	Payment Terms	Action History/Reason Codes	Markvi Invoi Imag	ce
		08-Oct-2023		14018458	100	10760.02	19760.02	In-					USD	(2)		PROMPT	14	1	

hance: View Payments > tandard Invoice: 2308167 (Total USD 19760.02) reneral Amount Summary Bald 0.00 Status 08-Oct.2023 Item 19760.02 Status In-Process 0.00 Batch IPPBST10092023 Tax 0.00 Batch IPPBST10092023 Tax 0.00 iier Ses 100 Status 1976.02 Attachments Hold Reasons	w Invoices	View Pay	ments										
Amount Summer Payment Information Invoice Date 08-Oct-2023 Item 1976/02 Discount Taken 0.00 Status In-Process Office 0.00 Discount Taken 0.00 On Hold NH OTY RCC Breight 0.00 Discount Taken 0.00 Bate IPPRST10090023 Tax 0.00 Discount Taken 0.00 Attachment IPPRST10090023 Tax 0.00 Discount Taken 0.00 Ise IPPRST10090023 Tax 0.00 Discount Taken 0.00 Attachment IPPRST10090023 Tax 0.00 Discount Taken 0.00 Ise IPPRST10090023 Tax 0.00 Discount Taken 0.00 Status IPPRST10090023 Tax 0.00 Discount Taken 0.00 Ise IPPRST10090023 Tax 0.00 Discount Taken 0.00 Ise IPPRST10090023 Tax 0.00 Discount Taken IPPRST10090023 Attachments IPPRST10090023 IPPRST10090023 IPPRST10090023 IPPRST10090023 IPPRST10090023 Scheduled Payments Hold Reasons IPPRST10090023 IPPRST10090023 IPPRST10090023 IPPRST10090023			2308167 (Te	otal USD 19	760.02)								
Invoice Date 08-Oct.2023 Item 19760.02 Status In-Process Freight 0.0 On Hold NH GYT REC Miscellaneous 0.0 Batch IPPBST10092023 Tax 0.0 Attachments Prepayment 0.0 View Total 19760.02 Status Invoice Date 0.0 Batch IPPBST10092023 Tax 0.0 Attachments Prepayment 0.0 Status Invoice Date 0.0 Status Invoice Date 0.0 Status Invoice Date 0.0	rrency= USD)											
Invoice Date 08-Oct-2023 tem 19780.02 tem 19780.02 Ue	neral							Amount Summ	anv				
iler Ste Ste Scheduled Payments Hold Reasons Withholding Tax 0.00 Total 19780.02	Stat On Ho Bat	tus In-Proce old NIH QT tch IPPBST	ess Y REC					ltem Freight Miscellaneous Tax Prepayment	19760.02 0.00 0.00 0.00 3 0.00 3		Discount Taken Due Status Payment Date Payment	0.00 19760.02 Not Paid	
	S	ŝite ess	d Payments H	old Reasons				Withholding Tax	0.00				
ue Date Amount Remaining Remit-to Remit-to Supplier Status Method First Discount Date First Discount Date Second Discount Amount Date Amount Amount Date Amount Am	ue Date	Amount			Remit-to Supplier Site	Status	Method	First Discount	First Discount Amount	Second Discount	Second Discount	Third Discount	Third Discount