

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

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## 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          |

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

Click on any of the questions to navigate to the answer. After each question, click the [Back to Table of Contents](#) link to return to the beginning of the document.

## Q&A Table of Contents:

|  |          |
|--|----------|
| <b>VENDOR TRANSITION TO IPP</b> .....  | <b>4</b> |
| Q1: How do I determine when my company transitions to IPP?.....  | 4        |
| 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?.....   | 4        |
| <b>IPP ACCESS</b> .....  | <b>4</b> |
| Q5: Who is the vendor's IPP POC? What is the vendor's IPP User ID and Password?.....   | 4        |
| Q6: How quickly will a vendor receive their IPP User ID and Password?.....   | 5        |
| Q7: How are additional vendor individuals added to an IPP account?.....  | 5        |
| Q8: I am a COR who is responsible for reviewing invoices. How do I access IPP?.....  | 5        |
| <b>AWARDS IN IPP</b> .....   | <b>5</b> |
| 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        |
| <b>CREATING AN IPP INVOICE</b> .....   | <b>6</b> |
| 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?.....   | 6        |
| Q12: My award does not have a "Create" button so I cannot create an IPP invoice. Who do I contact to resolve this issue?.....  | 6        |
| 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?.....                   | 6        |
| 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?.....   | 6        |
| 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?.....  | 7        |
| Q16: How can I get my PRISM line changed?.....   | 7        |
| Q17: In IPP, how can I determine the remaining quantity and unit price on a line item?.....  | 7        |
| 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?.....   | 7        |
| 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?.....   | 8        |
| Q20: How do I determine what quantity of less than 1 to enter in IPP when invoicing against a line set-up with a quantity of 1?.....   | 8        |
| Q21: How does a vendor cancel an IPP invoice?.....   | 9        |
| Q22: A vendor's invoice is on hold. Who should the vendor contact?.....  | 9        |
| <b>RESOLVING IPP ERROR MESSAGES</b> .....  | <b>9</b> |
| 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?..... | 9        |
| Q24: How does the vendor fix an IPP invoice that is save in "Exception" with an "Vendor site ID is not Active" error message?.....   | 10       |
| 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?.....                            | 10       |
| 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?.....                                | 10       |

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

---

*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?.....10*  
*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?.....11*  
*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*

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

---

## 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](mailto: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 [NBS Vendor Site Helpful Lookup \(nih.gov\)](#) and the vendor's UEI number, if the "Vendor IPP Enabled = Yes" **and** "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 ([nbrssgovtacctg@mail.nih.gov](mailto:nbrssgovtacctg@mail.nih.gov)) 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: Proceed with the award. Contact the NIH OFM Vendor Management Team at [nbrssgovtacctg@mail.nih.gov](mailto:nbrssgovtacctg@mail.nih.gov) 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 <https://www.ipp.gov/vendors/faq-vendors> 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.

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

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## Treasury's IPP Help Desk:

Support | (866) 973-3131, M-F 8AM to 6PM ET, [IPPCustomerSupport@fiscal.treasury.gov](mailto: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 [ofm\\_customer\\_service@mail-cmp.niceincontact.com](mailto:ofm_customer_service@mail-cmp.niceincontact.com)) 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.

[Back to Table of Contents](#)

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

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## 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 (<https://www.ipp.gov>) with vendor training resources. Please review the below vendor training resources located on Treasury's IPP website at [ipp.gov/vendors/training-vendors](https://www.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 [ipp.gov/vendors/faq-vendors](https://www.ipp.gov/vendors/faq-vendors).

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 [OALM Invoice Processing Platform \(IPP\) Information | Office of Management \(nih.gov\)](https://www.nih.gov/office-of-management/information) 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 [ofm\\_customer\\_service@mail-cmp.niceincontact.com](mailto:ofm_customer_service@mail-cmp.niceincontact.com) 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 [ofm\\_customer\\_service@mail-cmp.niceincontact.com](mailto:ofm_customer_service@mail-cmp.niceincontact.com) 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 [OALM Invoice Processing Platform \(IPP\) Information | Office of Management \(nih.gov\)](https://www.nih.gov/office-of-management/information) website for best practices on invoicing using the Treasury IPP platform.

[Back to Table of Contents](#)

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

**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.

The screenshot displays the IPP Collector interface. At the top, it shows 'Purchase Order: [redacted]' and 'Revision #0'. Below this, there are buttons for 'Create Invoice', 'Print', 'Related Documents', and 'History'. A red arrow points to the 'Create Invoice' button. The main section shows a table of Purchase Order lines with columns for Line #, Revision #, Item Code, Description, Quantity, Unit Price, Unit of Measure, and Total Price. The table contains 5 lines of data. Below the PO table, there is a 'Create Invoice' button with a red arrow pointing to it. Below that, there is a table of Invoice Lines with columns for INV Line #, PO Line #, PO Sch. #, Agency Part #, Item Code, Description, Service Date From, Service Date To, QTY, Unit Price, U.O.M. (Type), Extended Price (Remaining Balance), Tax Type, Tax %, and Tax Amount. The table contains 5 lines of data, each corresponding to a PO line. A red arrow points from the 'Create Invoice' button to the first line of the Invoice Lines table.

| Line # | Revision # | Item Code  | Description | Quantity | Unit Price | Unit of Measure (Type) | Total Price | Schedules                 |
|--------|------------|------------|-------------|----------|------------|------------------------|-------------|---------------------------|
| 1      | 0          | [redacted] | [redacted]  | 10.00    | 190.52     | CASE (G)               | 1,905.20    | <a href="#">Schedules</a> |
| 2      | 0          | [redacted] | [redacted]  | 2.00     | 172.77     | CASE (G)               | 345.54      | <a href="#">Schedules</a> |
| 3      | 0          | [redacted] | [redacted]  | 7.00     | 845.00     | CASE (G)               | 5,915.00    | <a href="#">Schedules</a> |
| 4      | 0          | [redacted] | [redacted]  | 9.00     | 231.40     | EACH (G)               | 2,082.60    | <a href="#">Schedules</a> |
| 5      | 0          | [redacted] | [redacted]  | 6.00     | 767.00     | EACH (G)               | 4,602.00    | <a href="#">Schedules</a> |

| INV Line #               | PO Line # | PO Sch. # | Agency Part # | Item Code  | Description | Service Date From | Service Date To | QTY  | Unit Price | U.O.M. (Type) | Extended Price (Remaining Balance) | Tax Type | Tax % | Tax Amount |
|--------------------------|-----------|-----------|---------------|------------|-------------|-------------------|-----------------|------|------------|---------------|------------------------------------|----------|-------|------------|
| <input type="checkbox"/> | 1         | 1         | 11            | [redacted] | [redacted]  |                   |                 | 7.00 | 190.52     | CASE (G)      | 1,333.64<br>[1,333.64]             | Exempt   | 0.00  | 0.00       |
| <input type="checkbox"/> | 2         | 2         | 21            | [redacted] | [redacted]  |                   |                 | 1.00 | 172.77     | CASE (G)      | 172.77<br>[172.77]                 | Exempt   | 0.00  | 0.00       |
| <input type="checkbox"/> | 3         | 3         | 31            | [redacted] | [redacted]  |                   |                 | 3.00 | 845.00     | CASE (G)      | 2,535.00<br>[2,535.00]             | Exempt   | 0.00  | 0.00       |
| <input type="checkbox"/> | 4         | 4         | 41            | [redacted] | [redacted]  |                   |                 | 6.00 | 231.40     | EACH (G)      | 1,388.40<br>[1,388.40]             | Exempt   | 0.00  | 0.00       |
| <input type="checkbox"/> | 5         | 5         | 51            | [redacted] | [redacted]  |                   |                 | 4.00 | 767.00     | EACH (G)      | 3,068.00<br>[3,068.00]             | Exempt   | 0.00  | 0.00       |

[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.

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

[Back to Table of Contents](#)

**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.

**Purchase Order** [Redacted] **Revision #0**

Important: Mark all packages with Purchase Order number or Contract number shown here

Status: Open

Issuing Office: [Redacted] Ship to: [Redacted] PO Date: Nov 25, 2022

| Line # | Revision # | Item Code  | Description | Quantity | Unit Price | Unit of Measure (Type) | Total Price | Schedules   |
|--------|------------|------------|-------------|----------|------------|------------------------|-------------|-------------|
| 1      | 0          | [Redacted] | [Redacted]  | 10.00    | 190.52     | CASE (G)               | 1,905.20    | [Schedules] |
| 2      | 0          | [Redacted] | [Redacted]  | 2.00     | 172.77     | CASE (G)               | 345.54      | [Schedules] |
| 3      | 0          | [Redacted] | [Redacted]  | 7.00     | 845.00     | CASE (G)               | 5,915.00    | [Schedules] |
| 4      | 0          | [Redacted] | [Redacted]  | 9.00     | 231.40     | EACH (G)               | 2,082.60    | [Schedules] |
| 5      | 0          | [Redacted] | [Redacted]  | 6.00     | 767.00     | EACH (G)               | 4,602.00    | [Schedules] |

Showing 1-5 of 5

Sub-total: 14,850.34

| INV Line #               | PO Line # | PO Sch. # | Agency Part # | Item Code  | Description | Service Date From | Service Date To | QTY  | Unit Price | U.O.M. (Type) | Extended Price (Remaining Balance) | Tax Type | Tax % | Tax Amount |
|--------------------------|-----------|-----------|---------------|------------|-------------|-------------------|-----------------|------|------------|---------------|------------------------------------|----------|-------|------------|
| <input type="checkbox"/> | 1         | 1         | 11            | [Redacted] | [Redacted]  |                   |                 | 7.00 | 190.52     | CASE (G)      | 1,333.64<br>[1,333.64]             | Exempt   | 0.00  | 0.00       |
| <input type="checkbox"/> | 2         | 2         | 21            | [Redacted] | [Redacted]  |                   |                 | 1.00 | 172.77     | CASE (G)      | 172.77<br>[172.77]                 | Exempt   | 0.00  | 0.00       |
| <input type="checkbox"/> | 3         | 3         | 31            | [Redacted] | [Redacted]  |                   |                 | 3.00 | 845.00     | CASE (G)      | 2,535.00<br>[2,535.00]             | Exempt   | 0.00  | 0.00       |
| <input type="checkbox"/> | 4         | 4         | 41            | [Redacted] | [Redacted]  |                   |                 | 6.00 | 231.40     | EACH (G)      | 1,388.40<br>[1,388.40]             | Exempt   | 0.00  | 0.00       |
| <input type="checkbox"/> | 5         | 5         | 51            | [Redacted] | [Redacted]  |                   |                 | 4.00 | 767.00     | EACH (G)      | 3,068.00<br>[3,068.00]             | Exempt   | 0.00  | 0.00       |

[Back to Table of Contents](#)

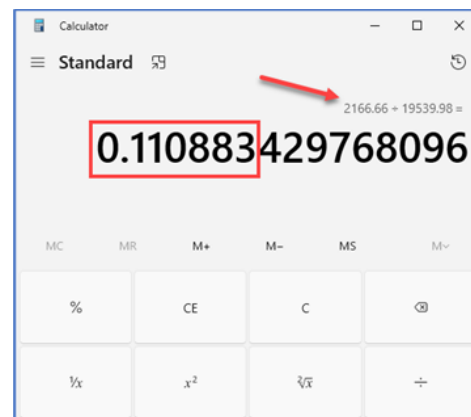
**Q20: How do I determine what quantity of less than 1 to enter in IPP when invoicing against a line set-up with a quantity of 1?**

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:

$$2,166.66 / 19,539.98 = 0.110883429768096$$

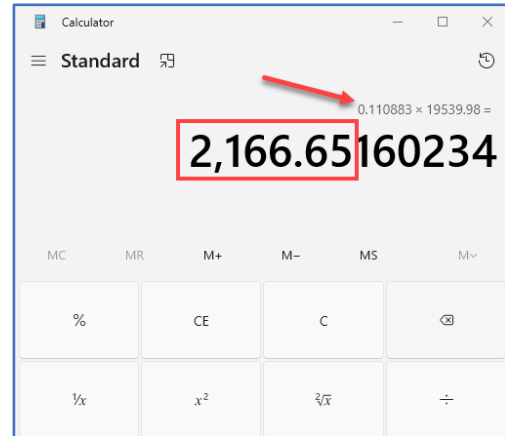




# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

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 [ofm\\_customer\\_service@mail-cmp.niceincontact.com](mailto:ofm_customer_service@mail-cmp.niceincontact.com) 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 [ofm\\_customer\\_service@mail-cmp.niceincontact.com](mailto:ofm_customer_service@mail-cmp.niceincontact.com). NIH OFM will need the vendor's name, full PO number and invoice number.

## 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.

[Back to Table of Contents](#)

## Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

---

**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 [ofm\\_customer\\_service@mail-cmp.niceincontact.com](mailto:ofm_customer_service@mail-cmp.niceincontact.com) 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 **from** electronic invoice submission to the NIH Office of Financial Management (OFM) **to** 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.

[Back to Table of Contents](#)

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)

## 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.

| Details Line | Item | Type  | Description | UOM              | Quantity | Price(USD) | Amount(USD) | Contractor Name | Status | Reason | Global Agreement | Attachments | Price Differential |
|--------------|------|-------|-------------|------------------|----------|------------|-------------|-----------------|--------|--------|------------------|-------------|--------------------|
| 4            |      | Goods |             | Full Description | EACH     | 2627.62    | 1           | 2627.62         | Closed |        |                  |             |                    |
| 1            |      | Goods |             | Full Description | EACH     | 1          | 2686.46     | 2686.46         | Closed |        |                  |             |                    |
| 9            |      | Goods |             | Full Description | EACH     | 2766.6     | 1           | 2766.60         | Open   |        |                  |             |                    |
| 5            |      | Goods |             | Full Description | EACH     | 2766.72    | 1           | 2766.72         | Open   |        |                  |             |                    |
| 6            |      | Goods |             | Full Description | EACH     | 2626.62    | 1           | 2626.62         | Open   |        |                  |             |                    |

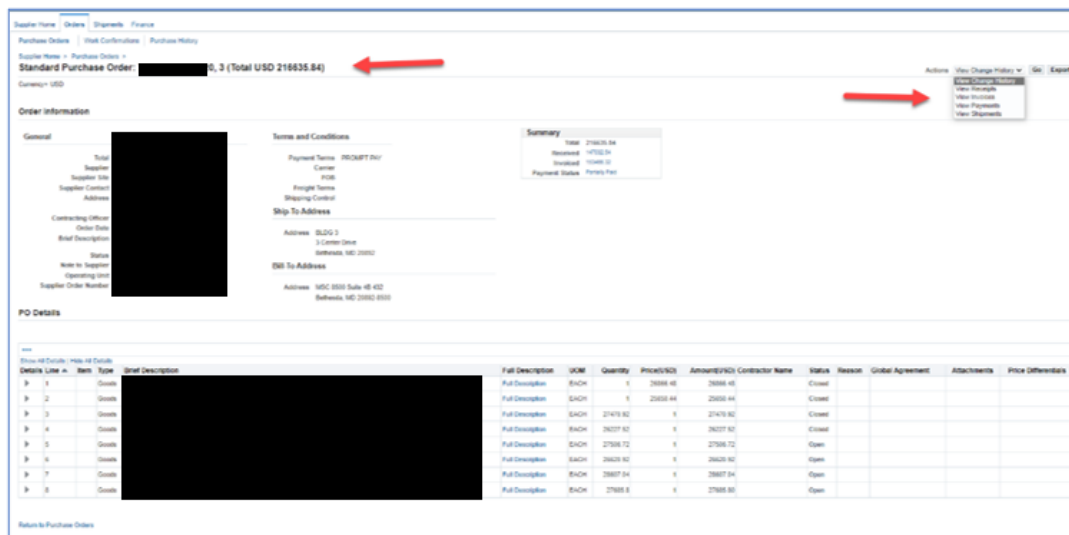
| Shipment | Ordered | Received | Invoiced | Cancelled | Amount Ordered | Amount Received | Invoiced | Promised Date        | Need By Date | Supplier Order Line | Ship-To Location | Status   | Reason  | Split    | Attachments | Details |  |
|----------|---------|----------|----------|-----------|----------------|-----------------|----------|----------------------|--------------|---------------------|------------------|----------|---------|----------|-------------|---------|--|
| 3        | 2626.62 | 5253.46  | 2626.62  |           | 6.50           |                 | 2626.62  | 01-Nov-2023 09:16:42 |              |                     | BLD19 1, BLD19AC | Open     |         |          |             |         |  |
| 3        |         |          |          |           |                |                 |          |                      |              | Full Description    | EACH             | 27476.92 | 1       | 27476.92 |             | Closed  |  |
| 2        |         |          |          |           |                |                 |          |                      |              | Full Description    | EACH             | 1        | 2686.44 | 2686.44  |             | Closed  |  |
| 7        |         |          |          |           |                |                 |          |                      |              | Full Description    | EACH             | 2687.64  | 1       | 2687.64  |             | Open    |  |

[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.

# Invoice Processing Platform (IPP) Frequently Asked Questions (FAQ)



[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 ([ipp.gov/vendors/multi-factor-authentication](http://ipp.gov/vendors/multi-factor-authentication)).

[Back to Table of Contents](#)