

USDC NOAA NMFS

Office of International Affairs and Seafood Inspection



Seafood Inspection Services Portal (SISP): Utilizing System Updates for Contract Customers

Alternative Version (6.0) – May 2017
NOAA SI Office of Education and Program Development

Please note: for the purposes of this tutorial, a **Contract Customer** is a customer with a signed contract and/or guarantee of payment with USDC/NOAA/NMFS Seafood Inspection.

The updated NOAA SI Billing System

DSFA is now the Seafood Inspection Services Portal (SISP)

With the release of the new Seafood Inspection Services Portal (SISP) Billing System Update, NOAA Seafood Inspection (SI) Contract Customers will experience adjustments in how they utilize the billing system.

The updates in SISP allow for improvement in the contract customer experience, including a single access point, easier bill payments, and improved billing accuracy and visibility.

Contract Customer Tutorial for using SISP

Due to the depth of the changes, there was a need for a downloadable work aid to assist Contract Customers in navigating the revised billing system. This tutorial has been designed to help Contract Customers already familiar with DSFA to successfully navigate the updated SISP billing system.

Points of Contact

For specific questions that may arise when using the system, please contact your regional office point of contact listed below. [Link here](#) for all NOAA SI line office contact information.



Region	Email (Preferred)	Phone/Fax
Northwest	nmfs.northwest.inspection@noaa.gov	Phone: 206.526.4259 Fax: 206.526.4264
Northeast	nmfs.northeast.inspection@noaa.gov	Phone: 978.281.9124 Fax: 978.281.9134
Southwest	nmfs.southwest.inspection@noaa.gov	Phone: 562.388.7346 Fax: 562.388.7353
Southeast	nmfs.southeast.inspection@noaa.gov	Phone: 727.551.5708 Fax: 727.551.5612

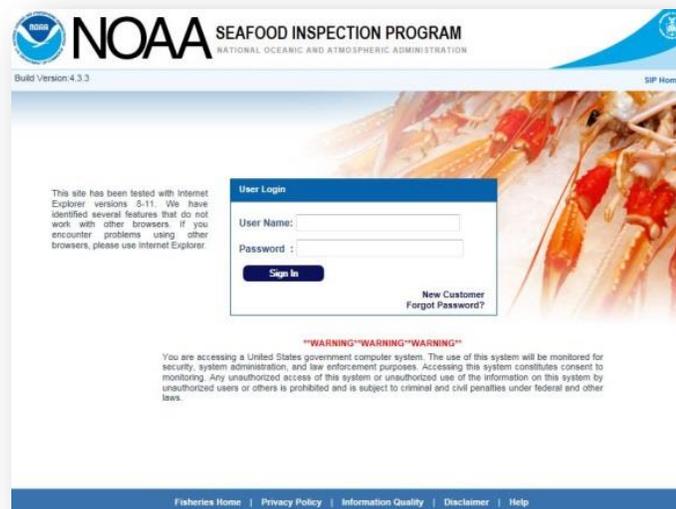
Purpose

This tutorial informs Contract Customers of the general concepts behind how the SISP billing system works, as well as identifies the steps necessary to pay Contract Customer billing statements. Instructions are provided on how to:

- I. **Use the SISP system to manage invoices, statements and payments on a timely basis to ensure continued inspection services**

In this tutorial, we will provide you sequential instructions on how to navigate the new key features of SISP so you can **manage invoices, statements and payments**, ensuring that there will be no disruption in your company's receipt of inspection related services.

Log into the SISP System



1. Begin by Logging into the [Seafood Inspection Systems Portal](#).*

*The SISP works with Internet Explorer versions 8 through 11. There are several identified features that do not work with other browsers. If you encounter problems using other browsers, please use Internet Explorer.

2. You can bookmark this page so that you can easily get to SISP in the future.



Using SISP to Manage Invoices

In this section, we'll learn how to locate an invoice and describe the key information that can be accessed.



Welcome, *JOHN DOE*

Your SIP Account

MON, MAR 13, 2017

SIP DEMO CONTRACT
CUSTOMER ONE

147 SAINT PAUL AVE, SUITE
670
BOSTON, MA 21001
SISP Vendor ID: 210670

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

The SISP homepage looks the same as the DSFA homepage, with one distinct difference:

The **“View Invoices and Payments”** button has been enabled to improve functionality and ease of use.

Warning - due to security reasons, you will be automatically logged out after 30 minutes of inactivity. Activity is when you change screens. Entering data is not considered activity. Please save your work.

1. Click **“View Invoices & Payments”** to open a drop-down menu with two options: Invoices and Statements.

View Invoices & Payments

[Invoices](#)

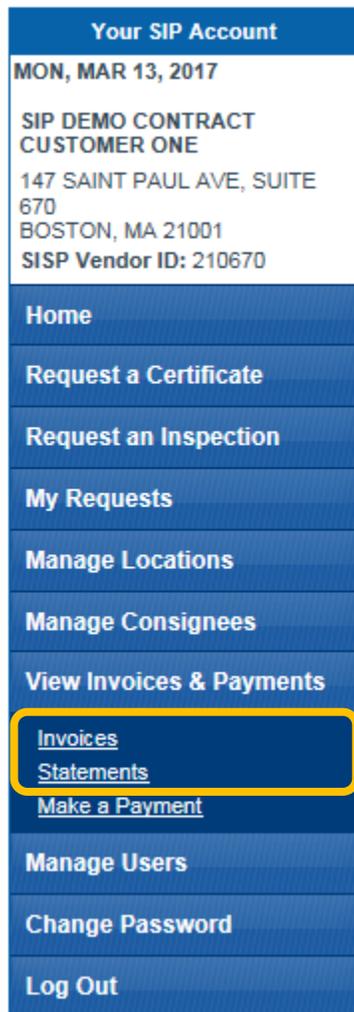
[Statements](#)

[Make a Payment](#)

Key Point: Learn to differentiate between an invoice and a Statement. Please review the descriptions below to understand how the terms “invoice” and “statement” are used in the SISP system.



Welcome, JOHN DOE



An **Invoice** is a record of charges for a single type of work (inspection, audit, stand-alone certificate, etc.). Invoices are created by NOAA SI Inspection staff. Selecting this choice opens a list of the latest invoices for recent inspection services.

A **Statement** is a collection of Invoices. For contract customers, statements can include invoices generated through a month. Selecting this choice opens a list of the statements from the last 3 months. To search for statements older than 3 months, a contract customer will utilize the “date search” bar.

IMPORTANT: For Contract Customers, the SISP automatically converts ALL OPEN INVOICES to Statements at the beginning of of the next month.

2. To locate a particular invoice, under the **View Invoices & Payments** link and choose **"Invoices"** which will bring you to the **"Lookup My Invoices"** page.



NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

Your SIP Account
MON. FEB 8. 2016
SIP Demo Contract
Customer Two
117 BATON ROUGE AVE,
SUITE 673
OTTAWA, ON 21004
DSFA Vendor ID: 210673

Home
Request a Certificate
Request an Inspection
My Requests
Manage Locations
Manage Consignees
View Invoices & Payments
Manage Users
Change Password
Log Out

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	U.S.5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454.43622.15	200103439

Showing 1 to 3 of 3 entries First Previous 1 Next Last

When a Contract Customer selects **Invoices** from the **View Invoices and Payments** tab, a list of their current invoices appears.

Each invoice is listed (from the last three months) along with pertinent information including the **Invoice Date**, **Invoice Amount**, **Invoice Status**, **Certificate Number** and **Statement Number** that was generated for a single invoice or group of invoices.

3. To view details from a specific invoice, from the **“Lookup My Invoices”** page, click on the desired **“invoice number”**.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

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MON, FEB 8, 2016
117 BATON ROUGE AVE,
SUITE 673
OTTAWA, ON 21004
DSFA Vendor ID: 210673

Home
Request a Certificate
Request an Inspection
My Requests
Manage Locations
Manage Consignees
View Invoices & Payments
Manage Users
Change Password
Log Out

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	20.00	OPEN		
12/01/2015	1000021	\$484.50	PENDING PAYMENT	U.S.5454.43624.15	200103439
12/01/2015	1000021	\$116.00	PENDING PAYMENT	CN.5454.43622.15	200103439

Showing 1 to 3 of 3 entries First Previous 1 Next Last

SIP Home

View Invoice Details

Invoice Number: 100002441 Statement Number: [200104491](#)
Invoice Date: 02/08/2016 Invoice Status: OPEN
Invoice Total: \$720.00

Date	Item Description	Quantity	Rate	Amount	Remarks/Certificate #	Inspector Name
02/01/2016	Hours, Regular Time	4	\$180.00	\$720.00	Crab Inspection/Drive Time Lot 125555	Demo Inspector

Showing 1 to 1 of 1 entries First Previous 1 Next Last

General Comments:

By clicking on an **Invoice number**, a Contract Customer has the ability to view and print the specific Invoice, along with more detailed information regarding the inspection service for which the invoice was created.

4. From the "Lookup My Invoices" page, the "invoice status" can be viewed.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, KOLIN PHILLIPS

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MON, FEB 8, 2016
SIP Demo Contract
Customer Two
117 BATON ROUGE AVE,
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OTTAWA, ON 21004
DSFA Vendor ID: 210673

Home
Request a Certificate
Request an Inspection
My Requests
Manage Locations
Manage Consignees
View Invoices & Payments
Manage Users
Change Password
Log Out

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	US.5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454.43622.15	200103439

Showing 1 to 3 of 3 entries

The **Invoice Status** section provides information on the invoices that are Open, Pending Payment, Paid and Delinquent.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, KOLIN PHILLIPS

Your SIP Account
MON, FEB 8, 2016
117 BATON ROUGE AVE,
SUITE 673
OTTAWA, ON 21004
DSFA Vendor ID: 210673

Home
Request a Certificate
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View Invoices & Payments
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LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	US.5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454.43622.15	200103439

Showing 1 to 3 of 3 entries

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status: Select Status ▼

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	U.S. 5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454.43622.15	200103439

Showing 1 to 3 of 3 entries

1

Pending Payment invoices indicate that payment has been made on the Statement that included this invoice, but the payment has yet to be processed by SISP.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status: Select Status ▼

Certificate Number:

Date Range: Start: End:

** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number
08/23/2015	100001426	\$120.00	PAID	
08/23/2015	100001425	\$182.00	PAID	CN.5454.43526.15

Showing 1 to 2 of 2 entries

1

Invoices in **Paid** status are associated with a Statement that was paid in full. These invoices can be viewed by clicking on the individual *Invoice Number*.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

SIP Demo Contract
Customer Two

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Partial search criteria is permitted.

Search **Reset**

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number
03/10/2015	100001146	\$720.00	DELINQUENT	
02/06/2015	100001142	\$291.00	DELINQUENT	
02/06/2015	100001141	\$152.00	DELINQUENT	

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

Invoices that are in **“Delinquent”** status have not been paid within 30 days of the Statement date per NOAA SI financial policy. Delinquent invoices are subject to late fees at the statement level; partial payments will be automatically credited to the oldest charge first.

6. Last, from the **“Lookup My Invoices”** page, select the **“Statement Number”** to view the **Statement Details**.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	US.5454.439	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454.439	200103439

Showing 1 to 3 of 3 entries

SIP Home

View Statement Details

Statement Status:	PENDING PAYMENT	Previous Balance :	\$0.00
Statement Number:	200103439	Payments Received :	\$0.00
Billing Period:	12/01/2015	Total Charges This Billing Period:	\$610.50
Statement Date:	12/01/2015	Adjustments:	\$0.00
Due Date for Total Charges this Billing Period:	12/31/2015	Interest:	\$0.00
		Penalties:	\$0.00
		Administrative Charges:	\$0.00
		Total Amount Due:	\$610.50

Invoice Date Invoice Number Invoice Amount

Clicking the **Statement Number** will provide you more specific detailed information including the statement date and total charges, which are the sum of all invoices represented by that statement. The Statement Number should be referenced when making payment, or disputing a bill.

Using SISP to Manage Statements

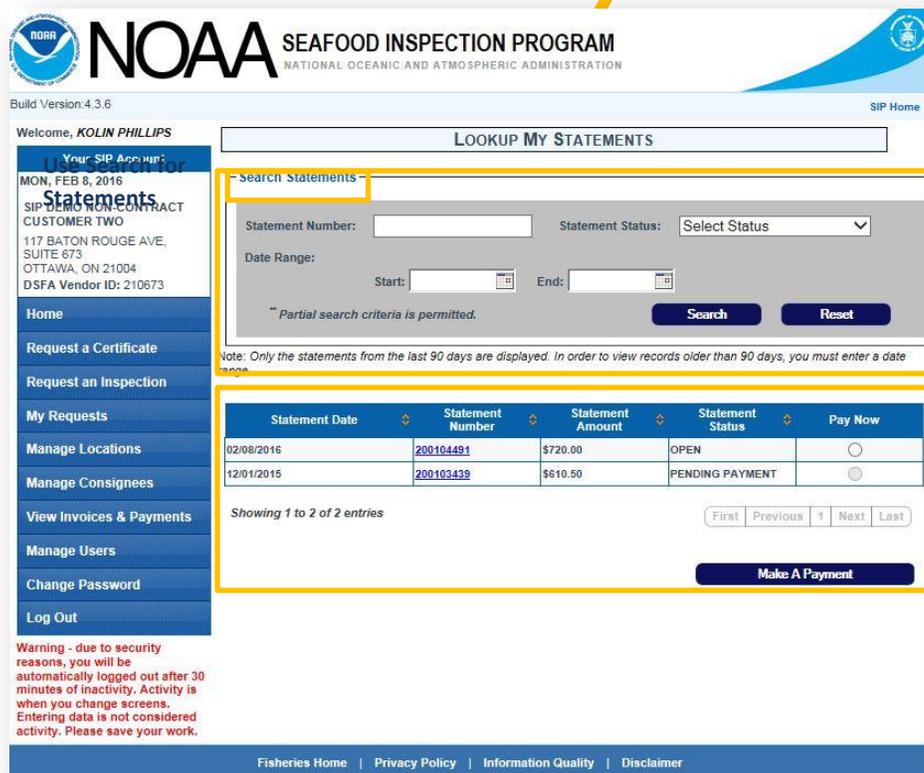
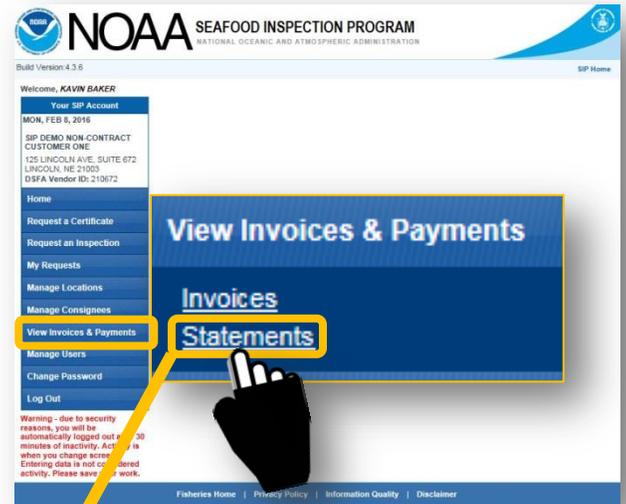
In this section, we'll learn how to locate a Statement and describe the key

1. information that can be accessed.

1. From the SISP homepage, click **“View Invoices & Payments”** to open a drop-down menu with two options: Invoices and Statements.

2. To locate a particular statement, choose the **View Invoices & Payments** link and then select **“Statements”** which will bring you to the **“Lookup My Statements”** page.

Statements generated within the last 90 days are visible on the page; older statements can be located using the **“Search Statements”** function.



3. From the “Lookup my Statements” page, use the Search Function to locate detailed information for a specific statement.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Welcome, KOLIN PHILLIPS

LOOKUP MY STATEMENTS

LOOKUP MY STATEMENTS

Search Statements

Statement Number: Statement Status:

Date Range: Start: End:

Partial search criteria is permitted.

Note: Only the statements from the last 90 days are displayed. In order to view records older than 90 days you must enter a date range.

Statement Date	Statement Number	Statement Amount	Statement Status
11/01/2015	200103309	\$0.00	PAID
08/01/2015	200103157	\$0.00	PAID
07/01/2015	200103052	\$2,921.80	PAID

View Statement Details

Statement Status:	OPEN	Previous Balance:	\$0.00
Statement Number:	200107414	Payments Received:	\$0.00
Billing Period:	02/01/2017 - 02/28/2017	Adjustments:	\$0.00
Statement Date:	03/01/2017	Total Charges This Billing Period:	\$732.54
Due Date for Total Charges this Billing Period:	03/31/2017	Interest on Previous Balance:	\$0.00
		Penalties on Previous Balance:	\$0.00
		Administrative Charges:	\$0.00
		Total Amount Due:	\$732.54

Note: New charges of \$732.54 are due on or before 03/31/2017. If payment is not received for the new charges by 05/01/2017, late charges will be assessed on your new charges of \$732.54. Previous balances are past due and must be paid in full in order to avoid incurring additional late charges

Invoice Date	Invoice Number	Invoice Amount
02/27/2017	100005146	\$75.00
02/27/2017	100005147	\$657.54

Showing 1 to 2 of 2 entries

The **Statement Number**, **Statement Status** (Paid, Payment Pending, etc.) or **Date Range** may be used to search for Statements. Enter the data and select the “search button” to see search results. Then, select a Statement Number to access the statement details.

Self-Study Questions 1: Invoices and Statements

(see answers at the end of the document)

- 1. True or False? The Invoice number is listed on the invoice in the top right corner.**

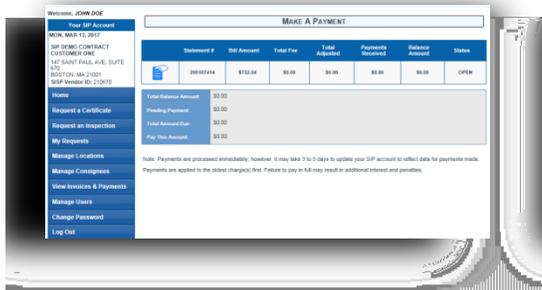
- 2. When does an Invoice become a Statement for contract customers?**
 - a. At the end of each day.
 - b. When the non-contract customer selects Make a Payment from the left-hand tool bar.
 - c. At the end of each month.

- 3. True or False? A statement can be viewed by clicking Statement Search, finding that statement and opening it.**

- 4. When a contract customer does not pay their statement on time:**
 - a. SIP reserves the right to suspend service.
 - b. The unpaid amount will roll into a new statement the following month.
 - c. An administrative fee and interest will be added to subsequent statements.
 - d. A, B & C are correct.



SISP/Pay.Gov (Preferred Method)



Department of Commerce LockBox



U.S. Department of
Commerce - NOAA,
Receipts for
Reimbursable
Projects,

P.O. Box 979008,
St. Louis, MO 63197-
9000

Wire Transfer through FedWire

UNITED STATES DEPARTMENT OF COMMERCE - NOAA
FEDWIRE INSTRUCTIONS

Please provide the following instructions to your financial institution for the remittance of Fedwire payments to NOAA.

Fedwire Field Tag	Fedwire Field Name	Required Information
(1500)	Type/IdType	1000
(2500)	Amount	Enter invoice payment amount
(3400)	Receiver ABA routing number *	02100004
(3400)	Receiver ABA short name	TREAS SVC
(5000)	Business Function Code	CTR (or CTF)
(4200)	Beneficiary Identifier (account number)	1010001
(4200)	Beneficiary Name	NOAA
(5000)	Originator	Enter the name of the originator of the payment
(0000)	Originator to Beneficiary Information - Line 1	SEAFOOD INSPECTION PROGRAM
(0000)	Originator to Beneficiary Information - Line 2	Enter vendor ID number
(0000)	Originator to Beneficiary Information - Line 3	Enter bill number
(0000)	Originator to Beneficiary Information - Line 4	POC: James Williams

* The financial institution address for Treasury's routing number is: 788 of New York
33 Liberty Street
New York, NY 10045

A foreign bank cannot make the payment directly - it must work through a U.S. correspondent bank. The payment must be in U.S. dollars.
Please remember to include the bank transaction fee with the invoice amount.

To make a payment, Contract Customers may use one of three options: Statement Payments may be made through the **SISP system** using **Pay.Gov**, or through the existing **LockBox** or **Wire Transfer** processes. Using the **SISP/Pay.Gov** system is preferred.

Please note: 1) prepayment for services is no longer permitted and 2) **Pay.Gov** may only be accessed through the **SISP system**. Prior "Vendor ID" numbers used for **Pay.Gov** under the prior **DSFA** system have been deactivated.

In this tutorial section, we'll cover the **new SISP "Make a Payment"** feature.

1. To make a payment using the SISP/Pay.Gov system, from the SISP homepage, click **“View Invoices & Payments”**; a drop-down menu will open with three options: Invoices, Statements and Make a Payment.

2. Choose **“Make a Payment”** which will bring you to the **“Make a Payment”** page.



Welcome, JOHN DOE

Your SIP Account

TUE, MAR 28, 2017

SIP DEMO CONTRACT
CUSTOMER ONE

147 SAINT PAUL AVE, SUITE
670
BOSTON, MA 21001
SISP Vendor ID: 210670

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

MAKE A PAYMENT

Statement #	Bill Amount	Total Fee	Total Adjusted	Payments Received	Balance Amount	Status
200107414	\$732.54	\$0.00	\$0.00	\$0.00	\$732.54	OPEN

Total Balance Amount: \$732.54

Pending Payment: \$0.00

Total Amount Due: \$732.54

Pay This Amount:

Note: Payments are processed immediately; however, it may take 3 to 5 days to update your SIP account to reflect data for payments made. Payments are applied to the oldest charge(s) first. Failure to pay in full may result in additional interest and penalties.

Payments can be made from the **“Make a Payment”** page. Customers can make payment on an **Open** or **Delinquent** statement.

Please note: Payments will always be applied to the oldest statement first.

- To make a payment, enter the amount you wish to pay into the 'Pay This Amount' field. You may not pay more than the Total Amount Due.

Please note: Statements are generated at the end of each month but there is a slight delay from when a statement is available and when it can be paid through SISP. This is typically 1 to 2 days after month's end.

Welcome, **JOHN DOE**

Your SIP Account

TUE, MAR 28, 2017

SIP DEMO CONTRACT
CUSTOMER ONE

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SISP Vendor ID: 210670

[Home](#)

[Request a Certificate](#)

[Request an Inspection](#)

[My Requests](#)

[Manage Locations](#)

[Manage Consignees](#)

[View Invoices & Payments](#)

[Manage Users](#)

[Change Password](#)

[Log Out](#)

MAKE A PAYMENT

	Statement #	Bill Amount	Total Fee	Total Adjusted	Payments Received	Balance Amount	Status
	200107414	\$732.54	\$0.00	\$0.00	\$0.00	\$732.54	OPEN

Total Balance Amount: \$732.54

Pending Payment: \$0.00

Total Amount Due: \$732.54

Pay This Amount:

[Make A Payment](#)

Note: Payments are processed immediately; however, it may take 3 to 5 days to update your SIP account to reflect data for payments made. Payments are applied to the oldest charge(s) first. Failure to pay in full may result in additional interest and penalties.

- Then, then click the **"Make a Payment"** button

Welcome, **JOHN DOE**

Your SIP Account

TUE, MAR 28, 2017

SIP DEMO CONTRACT
CUSTOMER ONE

147 SAINT PAUL AVE, SUITE
670
BOSTON, MA 21001
SISP Vendor ID: 210670

[Home](#)

[Request a Certificate](#)

[Request an Inspection](#)

[My Requests](#)

[Manage Locations](#)

[Manage Consignees](#)

[View Invoices & Payments](#)

[Manage Users](#)

[Change Password](#)

[Log Out](#)

MAKE A PAYMENT

	Statement #	Bill Amount	Total Fee	Total Adjusted	Payments Received	Balance Amount	Status
	200107414	\$732.54	\$0.00	\$0.00	\$0.00	\$732.54	OPEN

Total Balance Amount: \$732.54

Pending Payment: \$0.00

Total Amount Due: \$732.54

Pay This Amount:

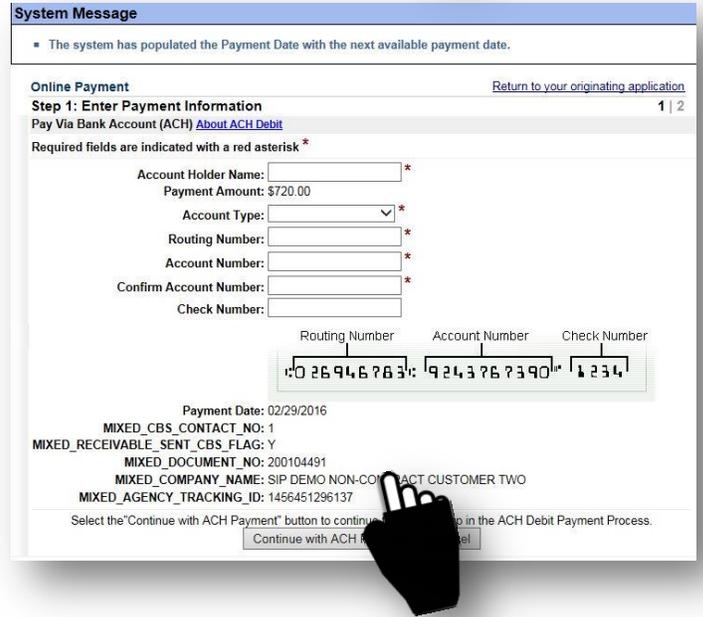
[Make A Payment](#)

Note: Payments are processed immediately; however, it may take 3 to 5 days to update your SIP account to reflect data for payments made. Payments are applied to the oldest charge(s) first. Failure to pay in full may result in additional interest and penalties.

5. Customers must click "OK" to be directed to the Pay.Gov site



6. At the Pay.Gov site, customers can finalize the payment process by using their credit card or bank checking or savings account.



Self-Study Questions 2

1. True or False? Daily invoice payments are permitted and encouraged for contract customers.

2. Contract customers can pay invoices:
 - a. Only when the statement is generated with the individual invoice(s) listed on it at the end of each month.
 - b. After the invoice has been generated, but before the statement has.
 - c. Whenever it is convenient.

3. True or False? Contract customers can only pay via lockbox payments.



Self-Study Questions 3: Using the SISP Search Function

1. **True or False?** To search for an invoice, a customer will click **Statement Search**, on the left-hand tool bar.
2. **True or False?** When searching for a **Certificate**, you must enter the **Certificate number in its entirety**.
3. **Why might you not be able to find a specific Statement or Invoice within the SISP 4.0 billing system?**
 - a. The statement has been paid.
 - b. It was generated more than three months ago, and you must enter specific date ranges in the search criteria.
 - c. Someone has changed the status of the statement.



Self-Study Answers

Self-Assessment 1

1. True. The Invoice number is located at the top right corner of the document.
2. C. At the end of each month. Unlike non-contract customers, the contract customer Invoice becomes a Statement at the end of each month and cannot be pre-paid.
3. True. Generated statements are located by clicking Statement Search and viewing the desired statement.
4. D. A, B, and C are correct. When a contract customer does not pay their statement on time an administrative fee and interest will be added to subsequent statements, the unpaid amount will roll into a new statement the following month and SIP reserves the right to suspend service.

Self-Assessment 2

1. False. Contract customers cannot prepay and will receive new statements at the beginning of each month to be paid by the due date listed on the statement.
2. A. Only when the statement is generated with the individual invoice(s) listed on it at the end of each month. Contract customers can only pay Statements when they are generated at the end of each month. They may not pre-pay.
3. False. Contract customers may pay via pay.gov through the SISP portal, wire transfer or lockbox payments.

Self-Assessment 3

1. False. A customer must select Invoice Search from the left-hand tool bar.
2. False. Searching with minimal information produces all certificates with those unique numbers in a row.
3. B. It was generated more than three months ago and you must enter specific date ranges in the search criteria.