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. <u>Link here</u> for all NOAA SI line office contact information.

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

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 <u>Seafood Inspection Systems Portal</u>.*

*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.



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

<u>Key Point:</u> 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.

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View Invoices & Payments

Invoices Statements Make a Payment

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

Invoices Statements Make a Payment

Manage Users

Change Password

Log Out

An <u>Invoice</u> 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 <u>Statement</u> 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 <u>ALL OPEN INVOICES</u> to Statements at the beginning of of the next month.

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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.

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

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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.

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

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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 0 inspection service for which the invoice was created.

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

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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.

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Invoices in Paid status are associated with a Statement that was paid in full. These 0 invoices can be viewed by clicking on the individual Invoice Number.

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_ _ _ _ _ _ Ñ 0 Invoices that are in "Delinquent" status have not been paid within 30 days of the 0 0 Statement date per NOAA SI financial policy. Delinquent invoices are subject to 0 0 0 0 late fees at the statement level; partial payments will be automatically credited to 0 0 the oldest charge first. 0 ---1 ____ _____ _____

5. From the "Lookup My Invoices" page, select a "Certificate Number".

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000000 0000 Clicking onto the Certificate Number will link you to a copy of the Certificate that was issued.

Please note: sometimes a certificate **I** number may appear without an invoice number; in these cases, though the 0 certificate was generated, the inspection work and/or final inspection fees may not have been completed.

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

						SIP Ho
ne, KOLIN PHILLIPS			LOOKUP MY	INVOICES		
Your SIP Account						
FEB 8, 2016	- Search Invoices					
a Demo Contract stomer Two ATON ROUGE AVE,	Invoice Numbe	r:	1 	Invoice Status:	Select Stat	us 🗸
. 673 WA, ON 21004	Certificate Num	ber:				
Vendor ID: 210673	Date Range:					
e		Start:	E	nd: 🗌		
iest a Certificate	Account O	en Balance: \$720.00				_
lest an Inspection	" Partial se	arch criteria is permi	tted.		Search	Reset
lequests No	ote: Only the invoice	s from the last 90 day	s are displaye <mark>d. In o</mark> r	der to view records old	ler than 90 days,	you must enter a date ra
age Locations	Invoice Date 💲	Invoice Number	Invoice Amount 💲	Invoice Status 💲	Certificate Number	Statement Number
age Consignees	02/08/2016	100002441	\$720.00	OPEN		
Invoices & Daymonte	12/01/2015	100002143	\$494.50	PENDING PAYMENT	<u>US.5454.439</u>	5 10103439
invoices a rayments						
age Users	12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454	00103439
age Users	12/01/2015 Showing 1 to 3 of	<u>100002142</u> 3 entries	\$116.00	PENDING PAYMENT	CN.5454	00103439
age Users nge Password Out	12/01/2015 Showing 1 to 3 of	100002142 3 entries	\$116.00	PENDING PAYMENT	<u>CN.5454</u>	00103439
age Users nge Password Out View Statement Det	12/01/2015 Showing 1 to 3 of tails	100002142 3 entries	\$116.00	PENDING PAYMENT	<u>CN 5454</u>	SIP Home
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View Statement Det Statement Status: Statement Number: Billing Period:	12/01/2015 Showing 1 to 3 of tails F 2 1	100002142 3 entries ENDING PAYMENT 00103439 2/01/2015	\$116.00 Previous Ba Payments F Total Charg	PENDING PAYMENT alance : Received :	CN.5454	00103439 1 Next Last SIP Home 50.00 5610.50
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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.

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Using SISP to Manage Statements

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

- 1. From the SISP homepage, click "View Invoices & Payments" to open a dropdown menu with two options: <u>Invoices</u> and <u>Statements</u>.
- 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.



Id Version:4.3.6						SIP Ho
elcome, KOLIN PHILLIPS	ř.		LOOKUP	MY STATEMENTS	i	
Use Search for						
ON, FEB 8, 2016	- search statements -	Ē		-		
17 BATON ROUGE AVE, SUITE 673 OTTAWA ON 21004	Statement Number: Date Range:			Statement Statu	s: Select Status	~
OSFA Vendor ID: 210673		Start:		End:		
Home	" Partial search cr	iteria is j	permitted.		Search	Reset
Dequest a Castificata						
request a certificate	lote: Only the statements fro	m the lev	at 0.0 days and disat	eved in order to view re-	cords older than 90 days	you must enter a date
	ance	in ure la	st 90 days are displa	ayeu. In order to view rei	cords older man oo days,	, you must enter a dat
Request an Inspection	enge	in the la.	st 90 days are displ	ayed. In order to view re-	onus older man oo uuys,	, you must enter a dat
Request an Inspection	Statement Date	sin the las	Statement Number	Statement Amount	 Statement Status 	Pay Now
Request an Inspection My Requests Manage Locations	Statement Date	\$ 2	Statement Number 200104491	Statement Amount	Statement Status OPEN	Pay Now
Request an Inspection My Requests Manage Locations Manage Consignees	Statement Date 02/08/2016 12/01/2015	© 2	Statement Number 200104491 200103439	Statement Amount \$720.00 \$610.50	Statement Status OPEN PENDING PAYMENT	Pay Now
Request an Inspection My Requests Manage Locations Manage Consignees View Invoices & Payments	Statement Date 02/08/2016 12/01/2015 Showing 1 to 2 of 2 entric	a a a a a a a a a a a a a a a a a a a	Statement Number 200104491 200103439	Statement Amount \$720.00 \$610.50	Statement Status OPEN PENDING PAYMENT (First Previo	Pay Now O O O O O I Next Last
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3. From the "Lookup my Statements" page, use the Search Function to locate detailed information for a specific statement.

OLIN PHILLIPS SI Account	LOOKUP MY STAT				
	LOOKUP	My Statement	S		
- Search Statements					
Statement Number:		Statement Stat	us: Select Statu	ıs 🗸	
Date Range:					
Start:		End:			
"Partial search criteria is pern	nitted.		Search	Reset	
				h	
lote: Only the statements from the last 90	i aays are aispia	ayea. In order to view r	records older that	you must enter a date	
ange.					
Statement Date	Statemer	nt Number 🔅 St	atement Amount	Statement Status	\$
Statement Date	Statemer 200103309	nt Number 🔅 St \$0.00	atement Amount	Statement Status	\$
Statement Date 11/01/2015 08/01/2015	Statemer <u>200103309</u> <u>200103157</u>	nt Number 💠 St \$0.00 \$0.00	atement Amount	Statement Status PAID PAID	\$
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Statement Date 11/01/2015 08/01/2015 07/01/2015	Statemer 200103309 200103157 200103052	nt Number 💸 St \$0.00 \$0.00 \$2,924	atement Amount	Statement Status PAID PAID PAID PAID	\$
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Statement Date 11/01/2015 08/01/2015 07/01/2015	Statemer 200103309 200103157 200103052	Number 💸 St \$0.00 \$0.00 \$2,92 View Statement Details Statement Status:	atement Amount	Statement Status PAID PAID PAID PAID Previous Balance:	\$
Statement Date 11/01/2015 08/01/2015 07/01/2015	Statemer 200103309 200103157 200103052	Number 💸 St \$0.00 \$0.00 \$2,92 View Statement Details Statement Status: Statement Number:	atement Amount 1.80 OPEN 200107414	Statement Status PAID PAID PAID PAID PAID Previous Balance: Payments Received:	S0 S0
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Statement Date 11/01/2015 08/01/2015 07/01/2015	Statemer 200103309 200103157 200103052	Number 💸 St \$0.00 \$0.00 \$2,92 View Statement Details Statement Status: Statement Number: Billing Period: Statement Date: Due Date for Total Charges this Billing Period:	atement Amount 1.80 OPEN 200107414 02/01/2017 - 02/28/2017 03/01/2017 03/01/2017	Statement Status PAID PAID PAID PAID PAID PAID PAID Previous Balance: Payments Received: Adjustments: Total Charges This Billing Period: Interest on Previous Balance:	\$ 50 51 51 51 51 51 51 51 51 51
Statement Date 11/01/2015 08/01/2015 07/01/2015	Statemer 200103309 200103157 200103052	It Number 🔅 St \$0.00 \$0.00 \$2,92* View Statement Details Statement Status: Statement Number: Billing Period: Statement Date: Due Date for Total Charges this Billing Period:	atement Amount 1.80 OPEN 200107414 02/01/2017 - 02/28/2017 03/01/2017 03/01/2017	Statement Status PAID Previous Balance: Penalties on Previous Balance:	\$ 50 50 51 51 50 50 50 50 50 50 50 50 50 50 50 50 50
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Statement Date 11/01/2015 08/01/2015 07/01/2015	Statemer 200103309 200103157 200103052	Number 💸 St \$0.00 \$0.00 \$2,92 View Statement Details Statement Status: Statement Number: Billing Period: Statement Date: Due Date for Total Charges this Billing Period:	atement Amount 1.80 OPEN 200107414 02/01/2017 - 02/28/2017 03/01/2017 03/31/2017	Statement Status PAID PAID	\$ 50 50 50 51 51 51 51 51 51 51 51 51 51 51 51 51

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.

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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.





_____ 0 To make a payment, Contract Customers may use one of three options: Statement Payments may be made through the SISP system using Pay.Gov, 0 Λ or through the existing LockBox or Wire Transfer processes. Using the SISP/Pay.Gov system is preferred. 0

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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.

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- 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: <u>Invoices</u>, <u>Statements</u> and <u>Make a</u> <u>Payment.</u>
- 2. Choose "Make a Payment" which will bring you to the "Make a Payment" page.

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Your SIP Account					MAKE	A PAYMENT			
TUE, MAR 28, 2017 SIP DEMO CONTRACT CUSTOMER ONE	26	Statement	t #	Bill Amount	Total Fee	Total Adjusted	Payments Received	Balance Amount	Status
147 SAINT PAUL AVE, SUITE 670 BOSTON, MA 21001 SISP Vendor ID: 210670	P	2001074	114	\$732.54	\$0.00	\$0.00	\$0.00	\$732.54	OPEN
Home	Total Balanc	e Amount:	\$732	2.54					
Request a Certificate	Pending Pay	ment:	\$0.0	0					
Request an Inspection	Total Amoun	nt Due:	\$732	2.54					
My Requests	Pay This Am	ount:	\$7	732.54					
Manage Locations									
Manage Consignees	Mak	e A Payment							
View Invoices & Payments	Note: Paymer	ats are proces	sed im	mediately: howe	ver it may take 3	to 5 days to undat	e your SIP account	to reflect data for r	avments made
Manage Users	Payments are	applied to the	e oldes	t charge(s) first. I	Failure to pay in f	full may result in ad	ditional interest an	d penalties.	aymonto mado.
Change Password									
Log Out									

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.

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3. 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.

Your SIP Account	MAKE A PAYMENT										
UE, MAR 28, 2017	80										
SIP DEMO CONTRACT CUSTOMER ONE		Statement #	# Bill Amou	nt Total Fee	Total Adjusted	Payments Received	Balance Amount	Status			
147 SAINT PAUL AVE, SUITE 670 BOSTON, MA 21001 SISP Vendor ID: 210670	P	20010741	4 \$732.5	4 \$0.00	\$0.00	\$0.00	\$732.54	OPEN			
Home	Total Balance	e Amount:	\$732.54								
Request a Certificate	Pending Pays	ment:	\$0.00								
Request an Inspection	Total Amount	t Due:	\$732.54								
My Requests	Pay This Ame	ount:	\$732.54								
Manage Locations											
Manage Consignees	Make	A Payment									
View Invoices & Payments											
Manage Users	Payments are	applied to the	ed immediately; r oldest charge(s) i	owever, it may take a irst. Failure to pay in	fo 5 days to upda full may result in a	te your SIP account dditional interest an	to reflect data for p d penalties.	ayments made			
Change Password											
Log Out											

4. Then, then click the "*Make a Payment*" button

Welcome, JOHN DOE	-								1			
Your SIP Account	MAKE A PAYMENT											
TUE, MAR 28, 2017	5											
SIP DEMO CONTRACT CUSTOMER ONE		Statement	# 1	Bill Amount	Total Fee	Total Adjusted	Payments Received	Balance Amount	Status			
147 SAINT PAUL AVE, SUITE 670 BOSTON, MA 21001 SISP Vendor ID: 210670	20010		14	\$732.54	\$0.00	\$0.00	\$0.00	\$732.54	OPEN			
Home	Total Balanc	e Amount:	\$732.5	54								
Request a Certificate	Pending Pay	ment:	\$0.00									
Request an Inspection Total Am		t Due: \$732.54										
My Requests	Pay This Amount:		mount: \$732.54									
Manage Locations												
Manage Consignees	Мак	e A Payment	ſh	m								
View Invoices & Payments	Note: Paymer	ts are proces		111 k howey	ver, it may take 3	to 5 days to updat	e vour SIP account	to reflect data for r	avments made			
Manage Users	Payments are	applied to the		s) first. I	Failure to pay in t	ull may result in a	dditional interest an	d penalties.				
Change Password			ALL A									
Log Out												

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



System Message

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

,	Return to your originating application
Step 1: Enter Payment Information	1 2
Pay Via Bank Account (ACH) About ACH Debi	<u>a</u>
Required fields are indicated with a red aste	risk *
Account Holder Name:	*
Payment Amount: \$7	720.00
Account Type:	*
Routing Number:	*
Account Number:	*
Confirm Account Number:	*
Check Number:	
	Routing Number Account Number Check Number
Payment Date: 02 MIXED_CBS_CONTACT_NO: 1	229/2016
MIXED_RECEIVABLE_SENT_CBS_FLAG: Y MIXED_DOCUMENT_NO: 20 MIXED_COMPANY_NAME: SI MIXED_AGENCY_TRACKING_ID: 14	IP DEMO NON-COLORACT CUSTOMER TWO

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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 <u>only</u> 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.