



# Forest Service Vendor Incident Payment Processing Overview

Invoice Solution Team (IST) & Incident Payment Resolution Opportunities

## Payment Processing Overview



- The finance unit with Incident Management Team (IMT) will submit invoice for you
- The Government will self service the IPP invoice for you, on your behalf
- If your invoice is flagged with an issue, the Invoice Solution Team (IST) may reach out to the IMT, Incident Business Specialist or vendor to help resolve

## Invoice Issue Resolution Options

1. Contact the Incident Management Team (IMT) at the incident first
2. Contact your local incident business specialist if no IMT is in place
3. Research payment status in [www.ipp.gov](http://www.ipp.gov) (See Vendor Incident Payment Info document for more information)
4. Call or e-mail the **ASC B&F Contact Center** at [1-877-372-7248](tel:1-877-372-7248) or [SM.FS.SUPRT@usda.gov](mailto:SM.FS.SUPRT@usda.gov)

## Helpful Hints

- Invoice short name in IPP
  - Due to IPP character limit restrictions the IPP Invoice Short Name is different than OF-286 Invoice Number
  - IPP Invoice Short Name: Dates of Service, RO#, Incident Number, Last 4 of Invoice Number
- Easiest to search in IPP by vendor name or agreement number
- You can download a pdf of the invoice used for payment in IPP
  - May contain pen and ink changes made after you demobed from incident
- Vendors are encouraged to have interim invoices processed after 14 days on an incident
- If by day 20-30 after demobing from an incident you have not received notification that an invoice is in IPP.gov, consider reaching out to the IMT or Incident Business Specialist to confirm that your invoice was batched correctly, and not inadvertently left in FireNet
- If Shift Tickets do not provide enough space to clearly note payment line items, consider using a commercial invoice, standardized invoice template or excel document to track instead (needs both Government and vendor signatures)
- Shift Tickets should include all operator names, retained transports (if applicable), periods of breakdown or any other special conditions
- Batch numbers are intended for IMT management and tracking, not helpful or needed for payment processing

## Suggestions for Vendors

- Request a draft invoice prior to demob, review your invoice and resolve issues with the incident prior to signing the invoice
- Retain the FireNet finance email address from each incident, email stays active during team transitions
- Retain and file detailed records of each incident, for each resource
  - Fully signed OF-286 (Government and Contractor)
  - Any receipts or inspection reports
  - Supporting documentation (General messages, D&F, Claims, shift ticket copies etc)
- Consider updating sam.gov at beginning of year so there is no lapse during summer/fall