

USDC NOAA NMFS

Office of International Affairs and Seafood Inspection



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

Version (1.0.5) – March 2016

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.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Your SIP Account
THU, MAR 3, 2016
C - INTEGRATION DOMESTIC
SIP COMPANY 42
142 HONDA DR, SUITE 242
SEATTLE, WA 98142
DSFA Vendor ID: 210501

- 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.

Fisheries Home | Privacy Policy | Information Quality | Disclaimer

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

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.

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DSFA Vendor ID: 210501

- 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

View Invoices & Payments

- Invoices
- Statements
- Make a Payment

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 end of each 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.



Build Version: 4.3.6 SIP Home

Your SIP Account

THU, MAR 3, 2016

C - INTEGRATION DOMESTIC
SIP COMPANY 42

142 HONDA DR, SUITE 242
SEATTLE, WA 98142
DSFA Vendor ID: 210501

- 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:

Certificate Number:

Date Range:
Start:

Invoice Status:

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

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

Invoices from the last three months to present are displayed as well as pertinent information generated for a single invoice or group of invoices including the **Invoice Date, Invoice Amount, Invoice Status, Certificate Number and Statement Number.**

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

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	100002111	\$494.50	PENDING PAYMENT	US.5454.43624.15	200103439
12/01/2015	100002111	\$116.00	PENDING PAYMENT	CN.5454.43622.15	200103439

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

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.

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	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 First Previous 1 Next Last

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

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
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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 First Previous 1 Next Last

“Open” invoices are generated during the current month. Open invoices are automatically converted to Statements at the end of each month; when this occurs, customers are notified that payment is due.

Build Version: 4.3.6 SIP Home

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My Requests
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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.

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	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

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.

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:

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
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

First Previous 1 Next Last

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*.

Welcome, **KOLIN PHILLIPS**

LOOKUP MY INVOICES

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](#)

Search Invoices

Invoice Number: Invoice 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
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

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; partial payments will be automatically credited to the oldest invoice first.

5. From the **“Lookup My Invoices”** page, select a **“Certificate Number”**.

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	U.S.5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454.43622	200103439

Showing 1 to 3 of 3 entries



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

Please note: sometimes a certificate number may appear without an invoice number; in these cases, though the certificate was generated, the inspection work may not have been completed.

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

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

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	200103439

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

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.

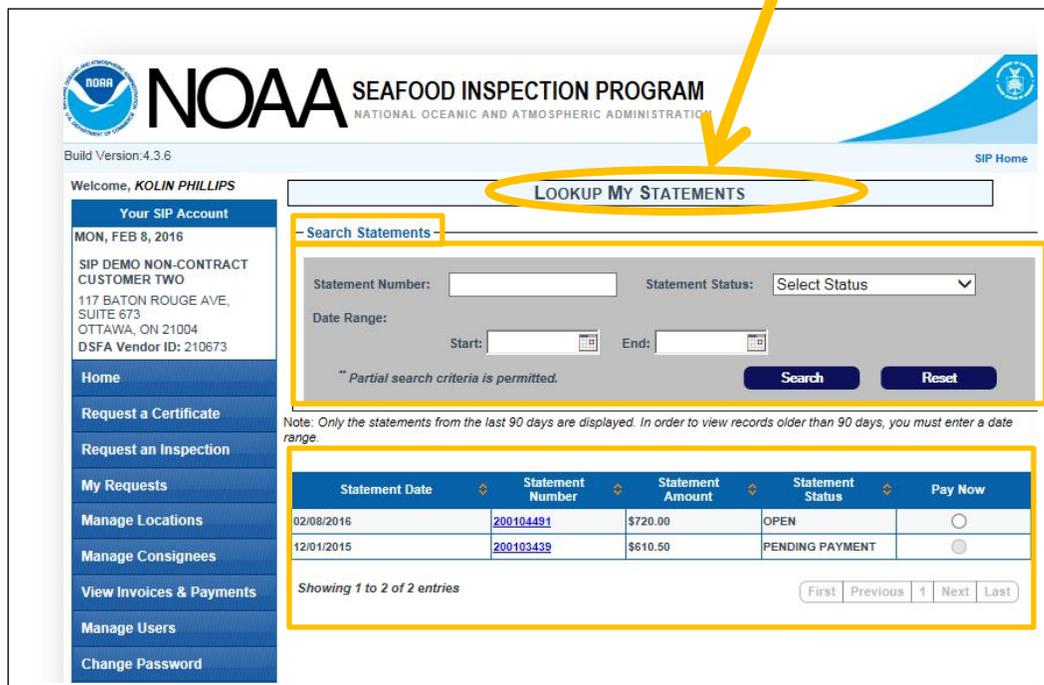
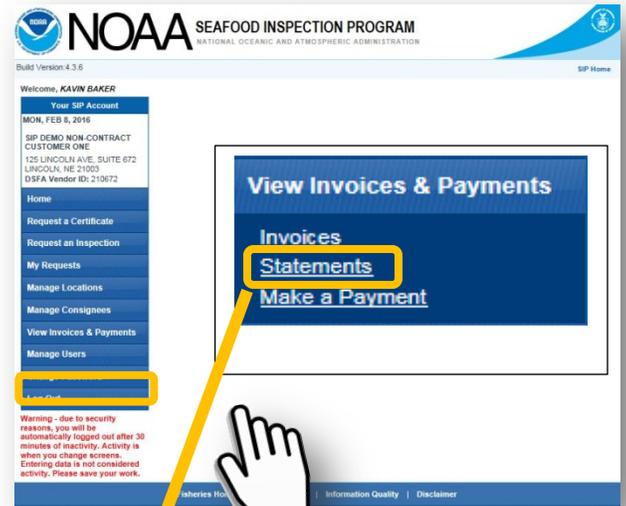
Using SISP to Manage Statements

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

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

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

Old Version: 4.3.6 SIP Home

Welcome, KOLIN PHILLIPS

LOOKUP MY STATEMENTS

Your SIP Account

LOOKUP MY STATEMENTS

Search Statements

Statement Number: Statement Status:

Date Range: Start: End:

Partial search criteria is permitted.

Search **Reset**

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:	PAID	Previous Balance:	-\$26.56
Statement Number:	200103309	Payments Received:	\$0.00
Billing Period:	10/01/2015 - 10/31/2015	Adjustments:	\$0.00
Statement Date:	11/01/2015	Total Charges This Billing Period:	\$0.00
Due Date for Total Charges this Billing Period:	12/01/2015	Interest on Previous Balance:	\$1.56
		Penalties on Previous Balance:	\$0.00
		Administrative Charges:	\$25.00
		Total Amount Due:	\$0.00

Note: 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
No Activity for the billing period		

Showing 0 to 0 of 0 entries

Print Statement to PDF **Back**

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.

4. When examining a Statement, the **“Statement Status”** can be viewed and printed if desired.

View Statement Details

Statement Status:	PAID	Previous Balance:	-\$26.56
Statement Number:	200103309	Payments Received:	\$0.00
Billing Period:	10/01/2015 - 10/31/2015	Adjustments:	\$0.00
Statement Date:	11/01/2015	Total Charges This Billing Period:	\$0.00
Due Date for Total Charges this Billing Period:	12/01/2015	Interest on Previous Balance:	\$1.56
		Penalties on Previous Balance:	\$0.00
		Administrative Charges:	\$25.00
		Total Amount Due:	\$0.00

Note: 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
No Activity for the billing period		

Showing 0 to 0 of 0 entries

First Previous Next Last

Print Statement to PDF **Back**



The **Statement Status** lets contract customers know whether or not a statement has been paid. The four most typical Statement Status designations are: Paid, Pending Payment, Open and Delinquent.

Statements in **“PAID”** status (as in the example above) have been paid in full. Statements in **“PENDING PAYMENT”** status reflect that a payment has been submitted, but is awaiting confirmation by the SISP system.

Statements in **“OPEN”** status are not yet overdue and available for payment. Statements in **“DELINQUENT”** status are past due, more than 30 days past statement date. Delinquent accounts may be suspended by NOAA SI.

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.



Using SISP to Make Payments

In this section, we'll learn how to pay for inspection services using the SISP system.

SISP/Pay.Gov (Preferred Method)

Department of Commerce LockBox

Wire Transfer through FedWire

NOAA SEAFOOD INSPECTION PROGRAM
OFFICIAL, SECURED AND AUTHENTICATED ADMINISTRATION

Make a Payment

Statement Number	Amount
200105256	\$100.00
Previous Account Balance	\$100.00
Payments Received	\$0.00
Payments Made	\$0.00
Account Balance	\$100.00
Account Number	200105256
Account Name	C. INVESTIGATION DOMESTIC SIF COMPANY 42
Account Address	1410 15th Avenue SW, Suite 1402 Seattle, WA 98142 DSFA Number: 80-210001
Total Amount Due	\$228.00
Pay Total Amount	\$228.00

Make a Payment



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.

Field #	Field Name	Required Information
[150]	Type/IdType	1000
[200]	Amount	(enter service payment amount)
[340]	Receiver ABA routing number *	02100004
[340]	Receiver ABA short name	TREAS NYC
[360]	Business Function Code	CTR (or CTF)
[420]	Beneficiary Identifier (account number)	1314001
[420]	Beneficiary Name	NOAA
[500]	Originator	(enter the name of the originator of the payment)
[600]	Originator to Beneficiary Information - Line 1	SEAFOOD INSPECTION PROGRAM
[600]	Originator to Beneficiary Information - Line 2	(enter vendor ID number)
[600]	Originator to Beneficiary Information - Line 3	(enter bill number)
[600]	Originator to Beneficiary Information - Line 4	POC: James Williams

* The financial institution address for Treasury's routing number is: FID 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 service 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 (preferred), or through the existing LockBox or Wire Transfer processes. Please remember when making a lock box or wire transfer payment, customers must reference their SISP account number.

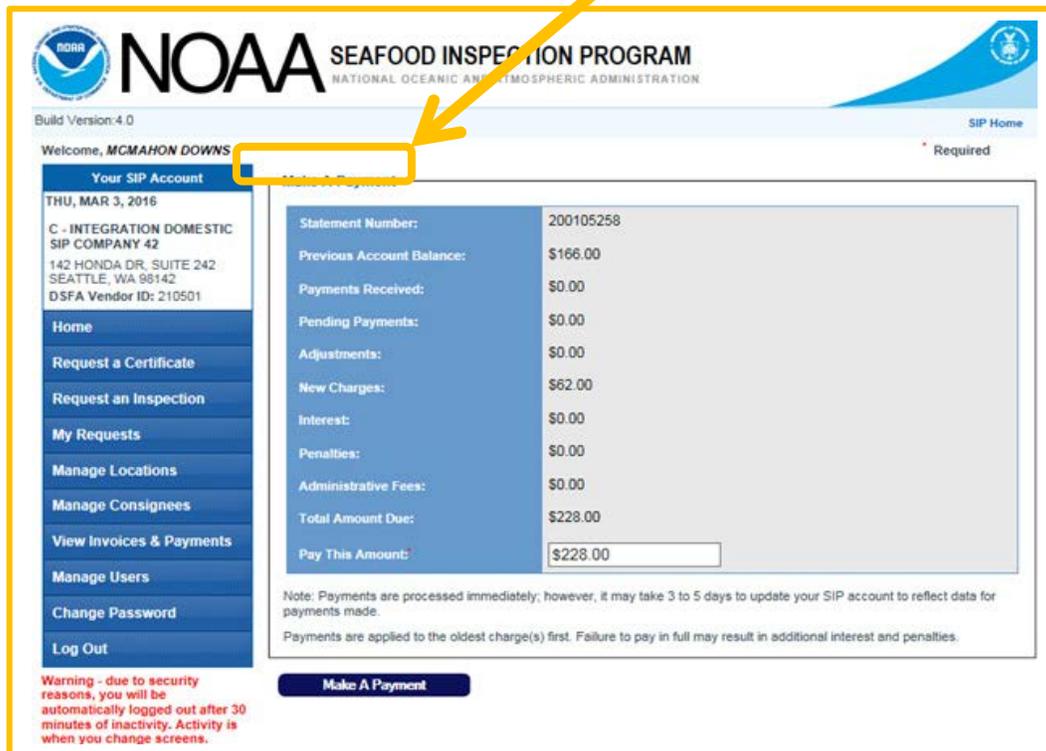
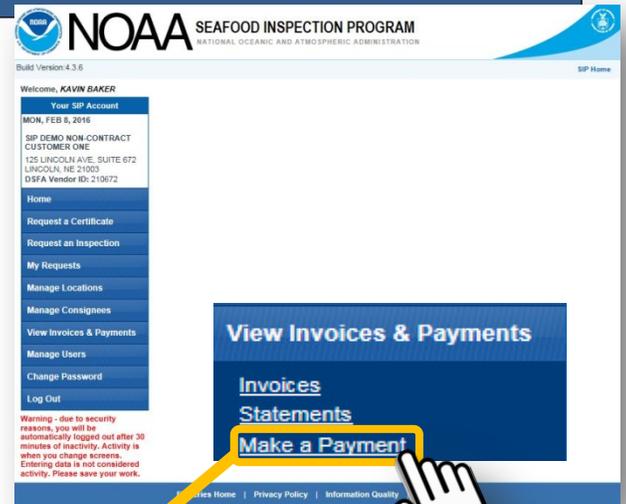
Please note: 1) prepayment for services is no longer permitted and 2) Pay.Gov may only be accessed through the SISP system. Prior "Vendor ID" numbers used for Pay.Gov under the prior DSFA system have been deactivated.

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

Using SISP to Make a Payment

In this section, we'll learn how to access and use the Make a Payment menu selection.

1. From the SISP homepage, click **“View Invoices & Payments”** to open a drop-down menu with three options: **Invoices**, **Statements** and **Make a Payment**.
2. To make a payment, choose the **View Invoices & Payments** link and then select **“Make a Payment”** which will bring you to the **“Make a Payment”** page in the SISP system.



Current statement details are displayed for the most recent statement.

3. From this page, customers can view **“New Charges”**, any **“Previous Account Balances”** that may remain from the prior month’s statement, payments that have been made or are pending, and any other fees that may have accrued.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.0 SIP Home

Welcome, **MCMAHON DOWNS** * Required

Your SIP Account

THU, MAR 3, 2016

C - INTEGRATION DOMESTIC
SIP COMPANY 42
142 HONDA DR, SUITE 242
SEATTLE, WA 98142
DSFA Vendor ID: 210501

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 Number:	200105258
Previous Account Balance:	\$166.00
Payments Received:	\$0.00
Pending Payments:	\$0.00
Adjustments:	\$0.00
New Charges:	\$62.00
Interest:	\$0.00
Penalties:	\$0.00
Administrative Fees:	\$0.00
Total Amount Due:	\$228.00
Pay This Amount:	\$228.00

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.

Make A Payment

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.

The system will automatically populate the current amount owed by totaling current and past charges.

4. When making a payment, customers may pay the total amount that was auto-populated, or they may change the amount by typing an alternative amount in the **“Pay This Amount”** section. Whether paying the current amount or an alternative amount, customers would then select the **“Make a Payment”** button.

Welcome, MCMAHON DOWNS * Required

Your SIP Account

THU, MAR 3, 2016

C - INTEGRATION DOMESTIC
SIP COMPANY 42

142 HONDA DR, SUITE 242
SEATTLE, WA 98142
DSFA Vendor ID: 210501

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 Number:	200105258
Previous Account Balance:	\$166.00
Payments Received:	\$0.00
Pending Payments:	\$0.00
Adjustments:	\$0.00
New Charges:	\$62.00
Interest:	\$0.00
Penalties:	\$0.00
Administrative Fees:	\$0.00
Total Amount Due:	\$228.00
Pay This Amount:	<input type="text" value="100.00"/>

Note: Payments are processed immediately; however, it may take 3 to 5 days to update your SIP account to reflect data for payments made.

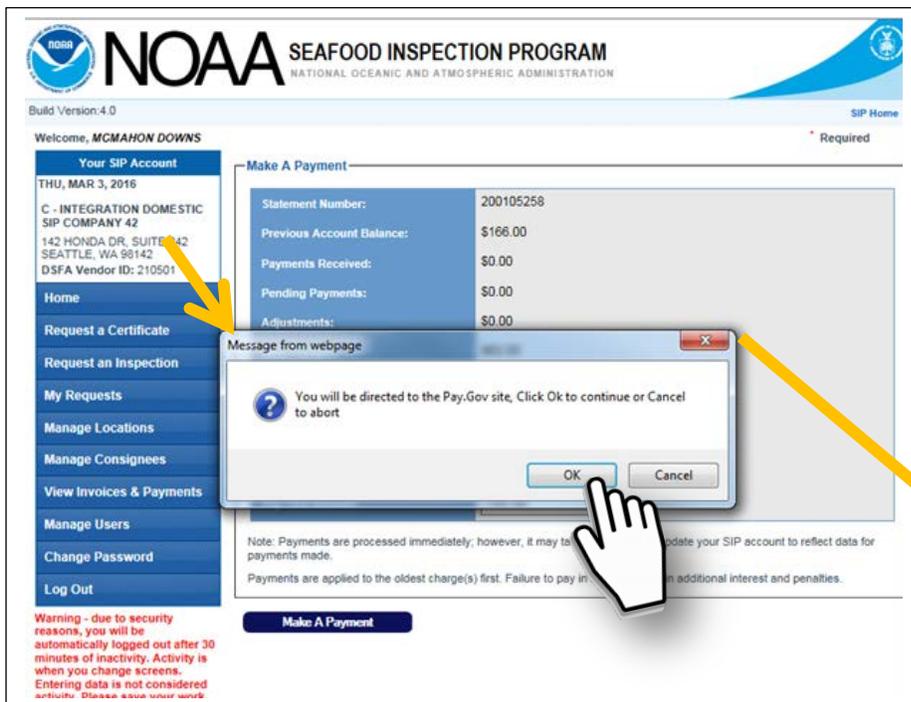
Payments are applied to the oldest charge(s) first. Failure to pay in full may result in additional interest and penalties.

Make A Payment

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.

Please note: If an amount less than the total amount due is paid, and further payment is not made to reduce the statement balance to 0 by the due date, late fees and interest will accrue and will be reflected on the following month's statement.

5. After the customer selects the **“Make a Payment”** button, a dialog box will appear indicating that the customer will be directed to the Pay.Gov site. To continue, select OK. To return, select cancel.



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

The screenshot shows the Pay.Gov 'System Message' and 'Online Payment' form. The form includes the following fields and information:

- System Message:** The system has populated the Payment Date with the next available payment date.
- Online Payment:** Step 1: Enter Payment Information. Pay Via Bank Account (ACH) [About ACH Debit](#)
- Required fields are indicated with a red asterisk ***
- Account Holder Name:** [Text Field] *
- Payment Amount:** \$720.00
- Account Type:** [Dropdown Menu] *
- Routing Number:** [Text Field] *
- Account Number:** [Text Field] *
- Confirm Account Number:** [Text Field] *
- Check Number:** [Text Field]
- Payment Date:** 02/29/2016
- MIXED_CBS_CONTACT_NO:** 1
- MIXED_RECEIVABLE_SENT_CBS_FLAG:** Y
- MIXED_DOCUMENT_NO:** 200104491
- MIXED_COMPANY_NAME:** SIP DEMO NON-CONTRACT CUSTOMER TWO
- MIXED_AGENCY_TRACKING_ID:** 1456451296137
- Buttons:** Continue with ACH Payment, Cancel

As a reminder: Contract customers may not prepay for services. Pay.gov payments will only be accepted through SISP and payment can be made only when there is an outstanding balance.

7. When payment in full is made, customers returning to the “Make a Payment” screen will see the following dialog box indicating there is no balance due. Payments may not be made unless there is a balance due.

The screenshot displays the NOAA Seafood Inspection Program interface. At the top, the NOAA logo and 'SEAFOOD INSPECTION PROGRAM' are visible, along with the text 'NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION'. Below this, the user is logged in as 'LANGLEY Edited' and 'LINDSAY Edited'. A yellow arrow points to the 'Make A Payment' link in the top navigation bar. A red message box in the center of the page states: 'Currently there is no balance due. A payment cannot be made at this time.' The left sidebar contains a menu with options such as 'Your SIP Account', 'Request a Certificate', 'Request an Inspection', 'My Requests', 'Manage Locations', 'Manage Consignees', 'View Invoices & Payments', 'Manage Users', 'Change Password', and 'Log Out'. A warning message at the bottom left indicates that the user will be automatically logged out after 30 minutes of inactivity. The footer contains links for 'Fisheries Home', 'Privacy Policy', 'Information Quality', and 'Disclaimer'.

Conclusion

This concludes the “job aid” style tutorial designed to support existing users of DSFA to perform key functions that are part of the new SISP billing system migration. So you can check your knowledge base, the following pages contain self-study questions and answers.

If you require further assistance on navigating the new SISP billing system, please email or phone your region-specific NOAA SI Point of Contact. Thank you very much!

NOAA SI 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

Using SISP to Make Statement Payments

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 DSFA 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 DSFA 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.