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

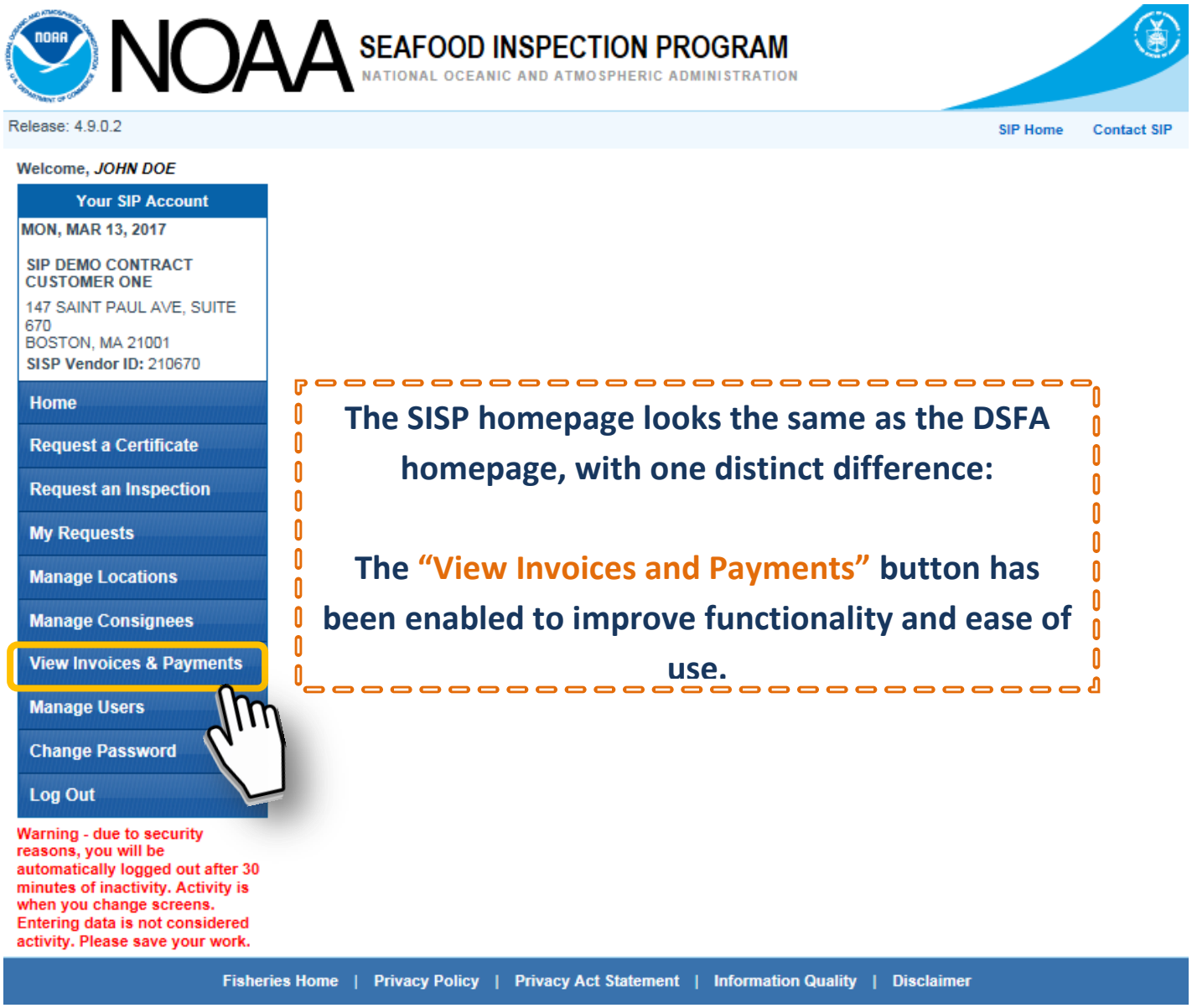
1. Begin by Logging into the Seafood Inspection Systems Portal.*

*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

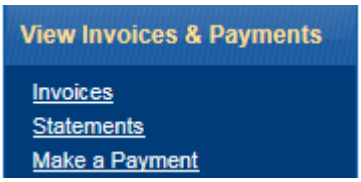
In this section, we'll learn how to locate an invoice and describe the key information that can be accessed.



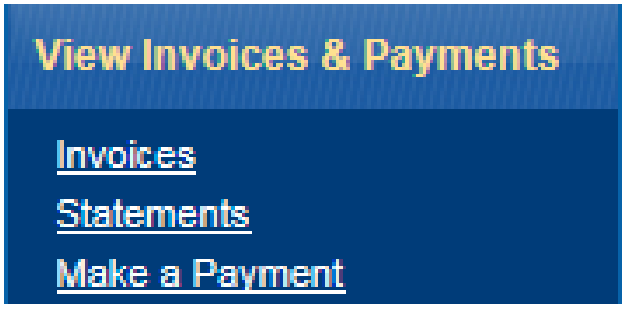
The SISP homepage looks the same as the DSFA homepage, with one distinct difference:

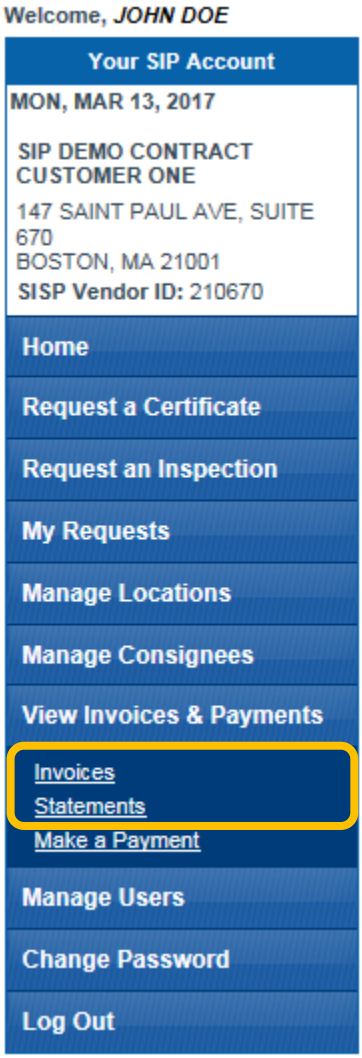
The "View Invoices and Payments" button has been enabled to improve functionality and ease of use.

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



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.



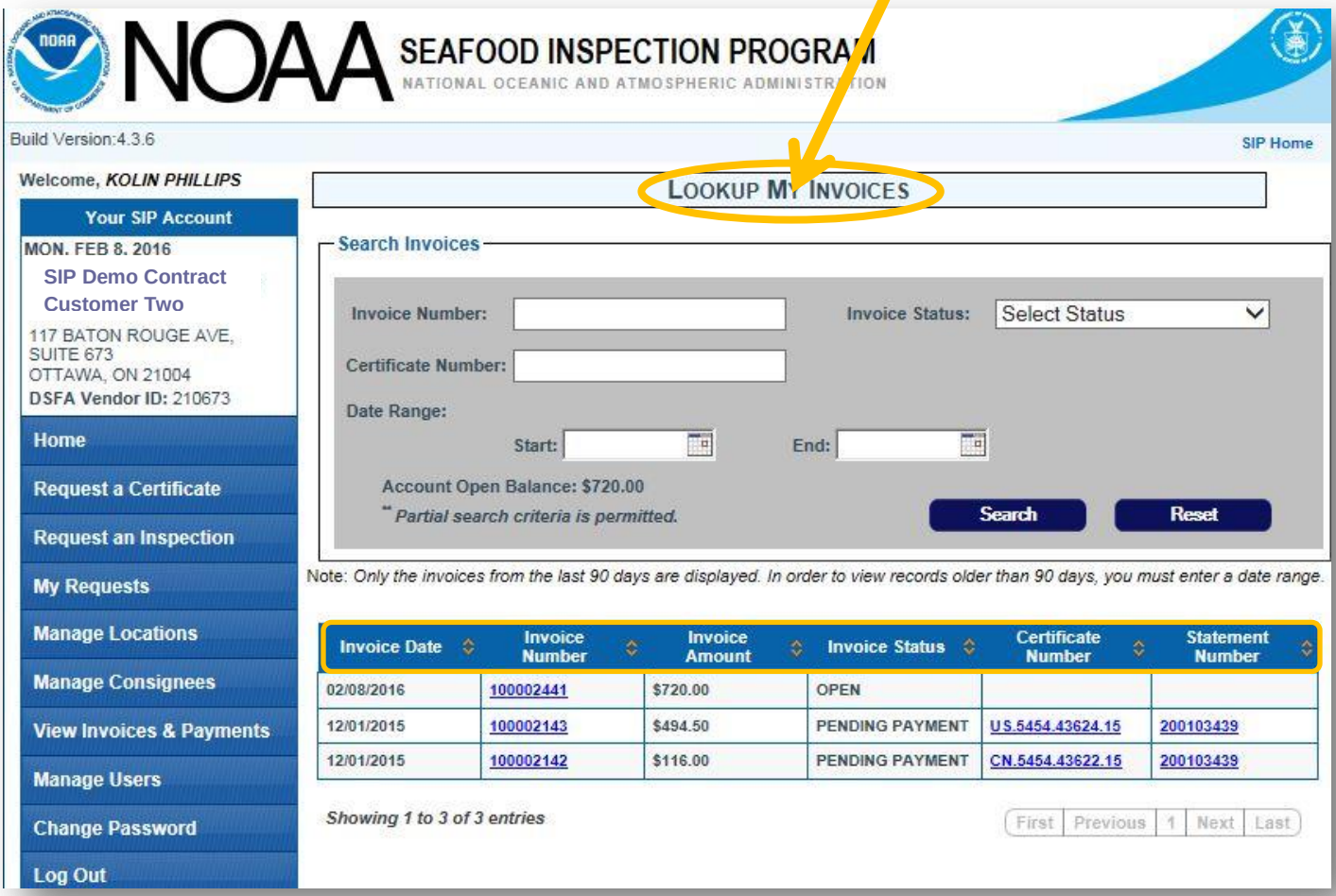


An Invoice is a record of charges for a single type of work (inspection, audit, stand-alone certificate, etc.). Invoices are created by NOAA SI Inspection staff. Selecting this choice opens a list of the latest invoices for recent inspection services.

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.

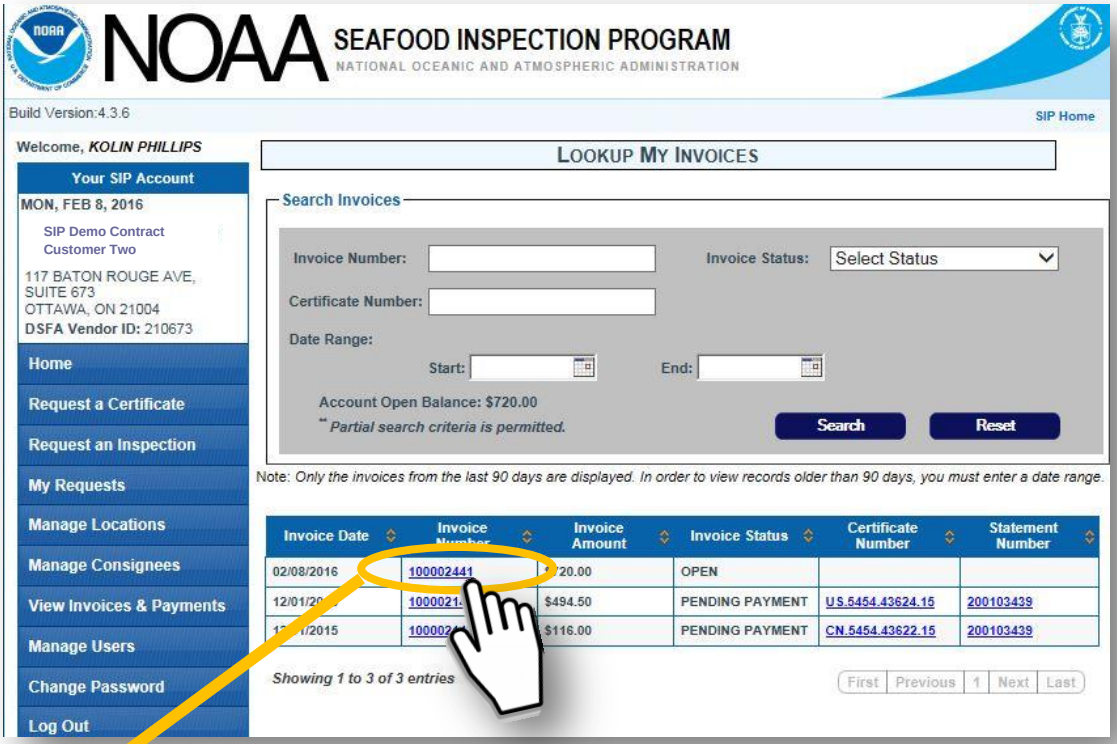
2. **To locate a particular invoice, under the *View Invoices & Payments* link and choose *"Invoices"* which will bring you to the *"Lookup My Invoices"* page.**

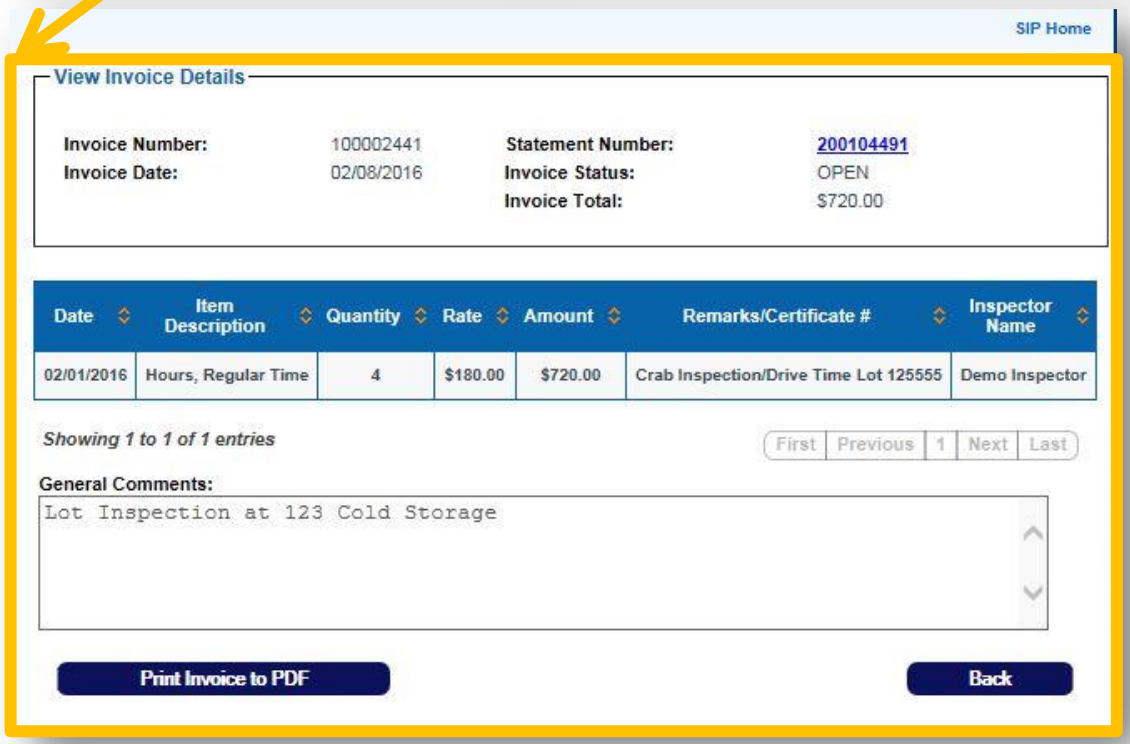


When a Contract Customer selects Invoices from the View Invoices and Payments tab, a list of their current invoices appears.

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.

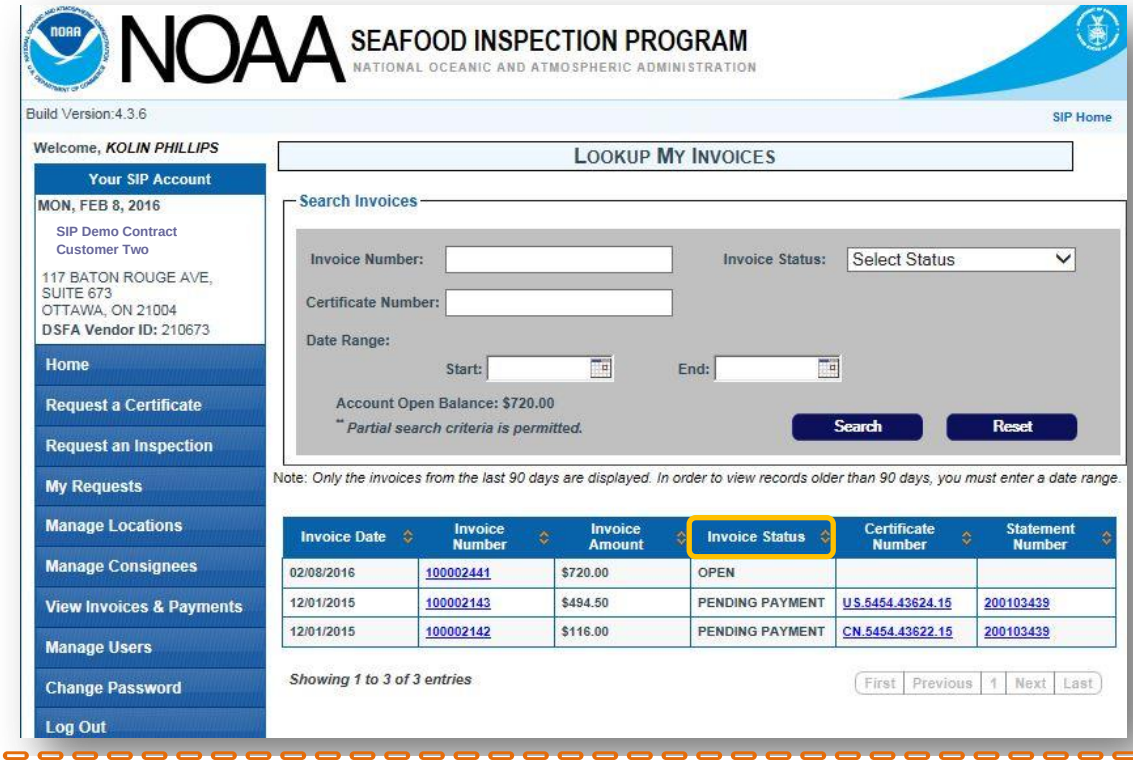
3. To view details from a specific invoice, from the *"Lookup My Invoices"* page, click on the desired *"invoice number"*.



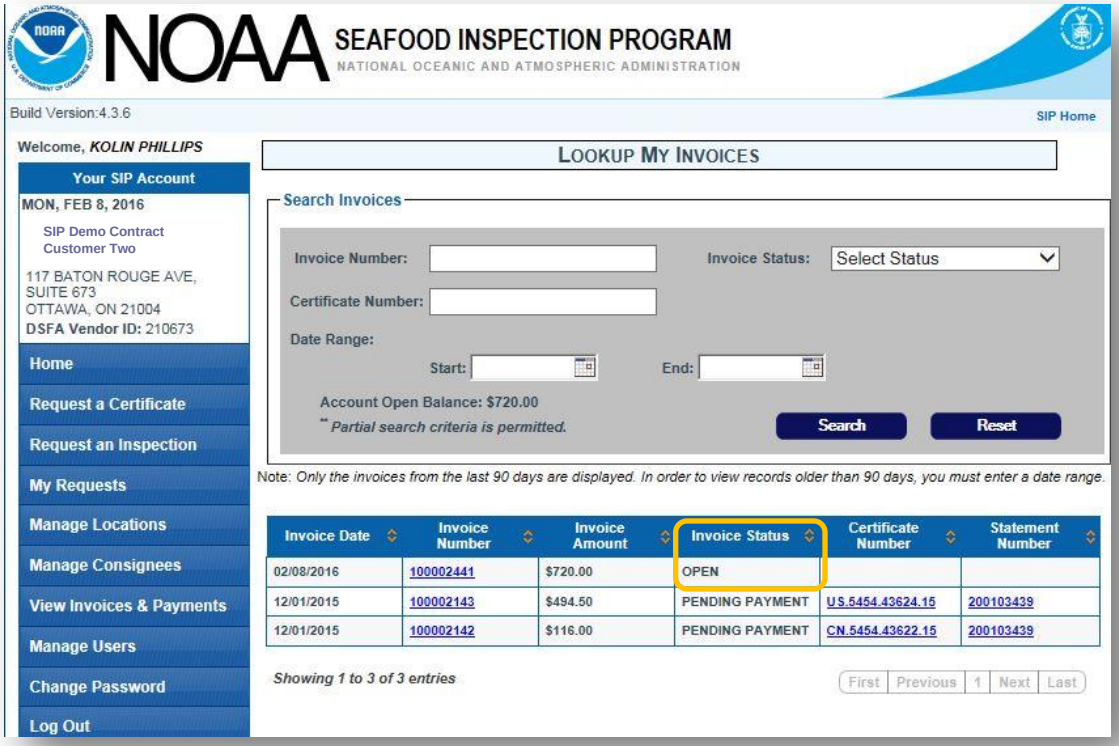


By clicking on an Invoice number, a Contract Customer has the ability to view and print the specific Invoice, along with more detailed information regarding the inspection service for which the invoice was created.

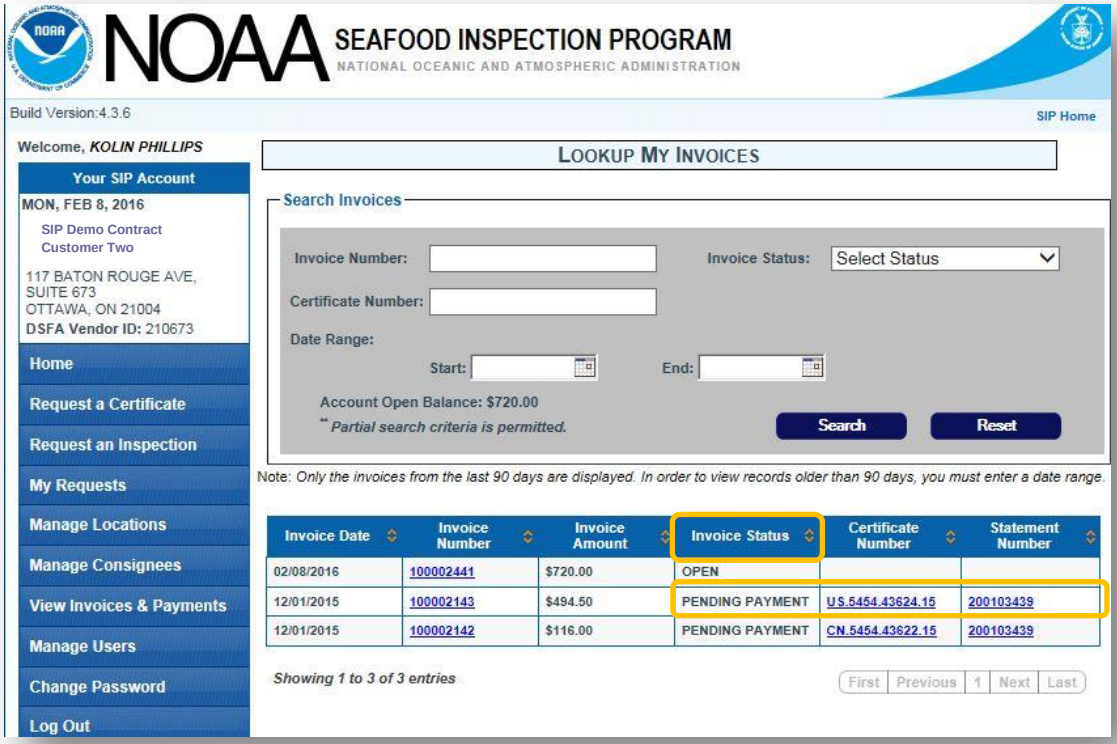
4. **From the *"Lookup My Invoices"* page, the *"invoice status"* can be viewed.**



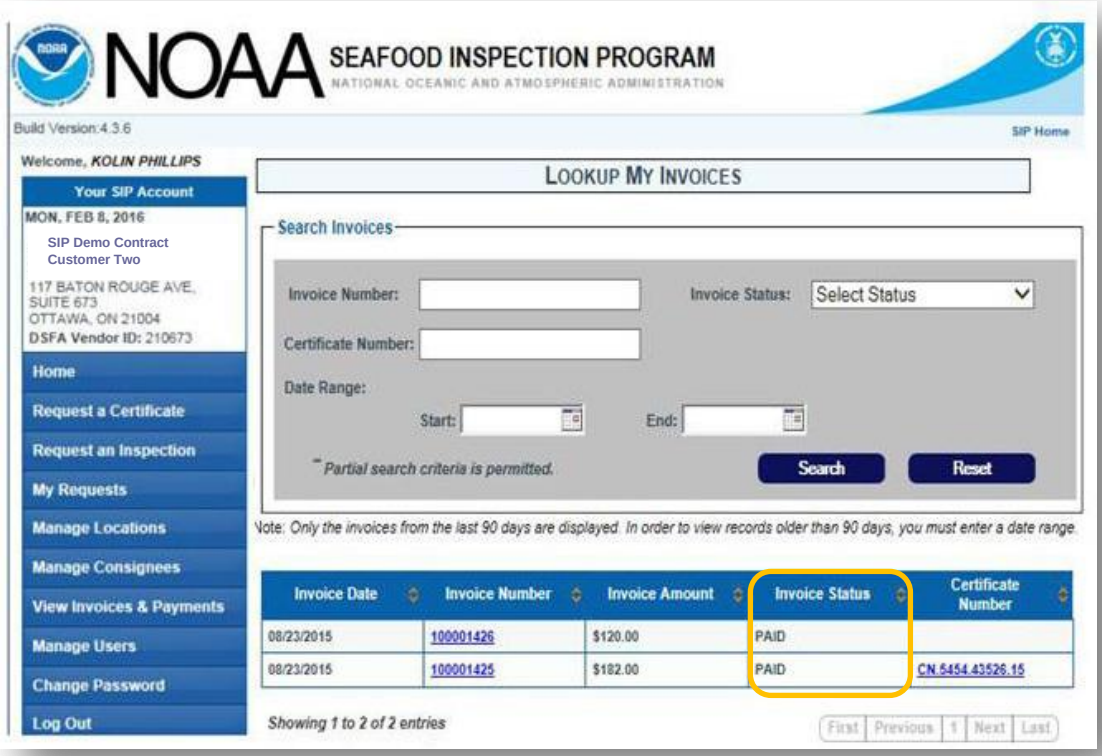
The Invoice Status section provides information on the invoices that are *Open*, *Pending Payment*, *Paid* and *Delinquent*.



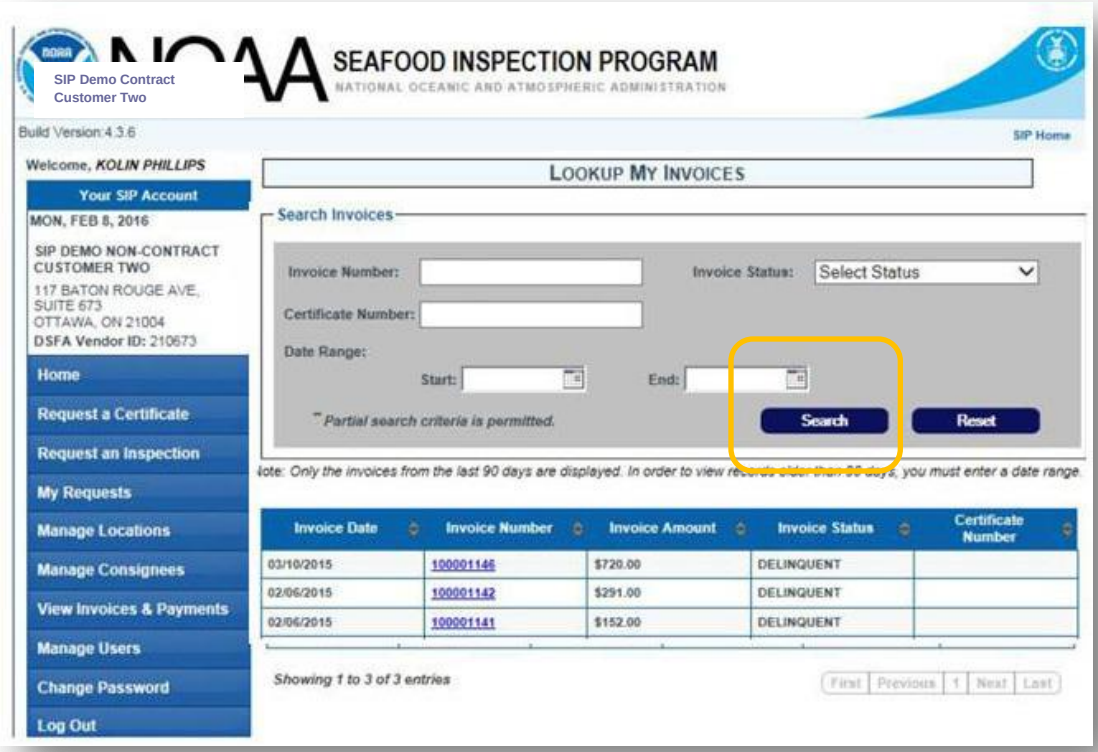
"Open" invoices are generated during the current month. Open invoices are automatically converted to Statements at the beginning of a new month; when this occurs, customers are notified that payment is due.



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.

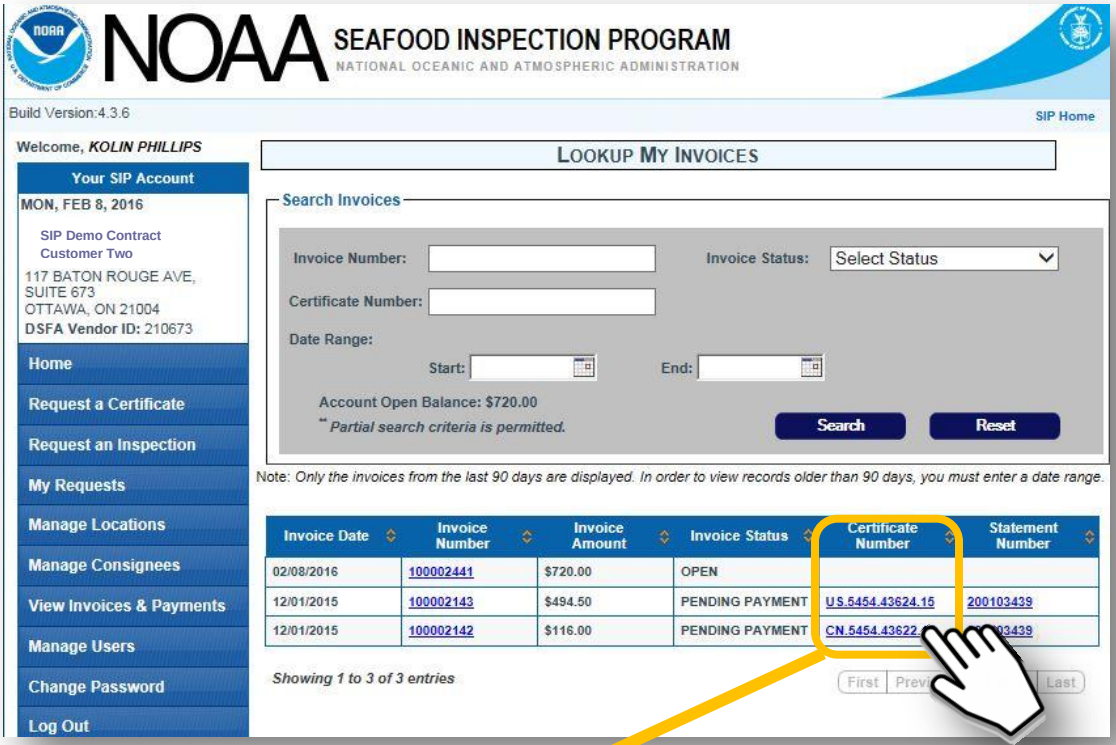


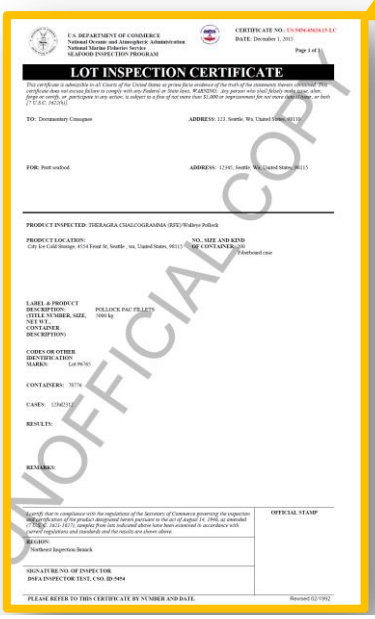
Invoices in Paid status are associated with a Statement that was paid in full. These invoices can be viewed by clicking on the individual *Invoice Number*.



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.

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

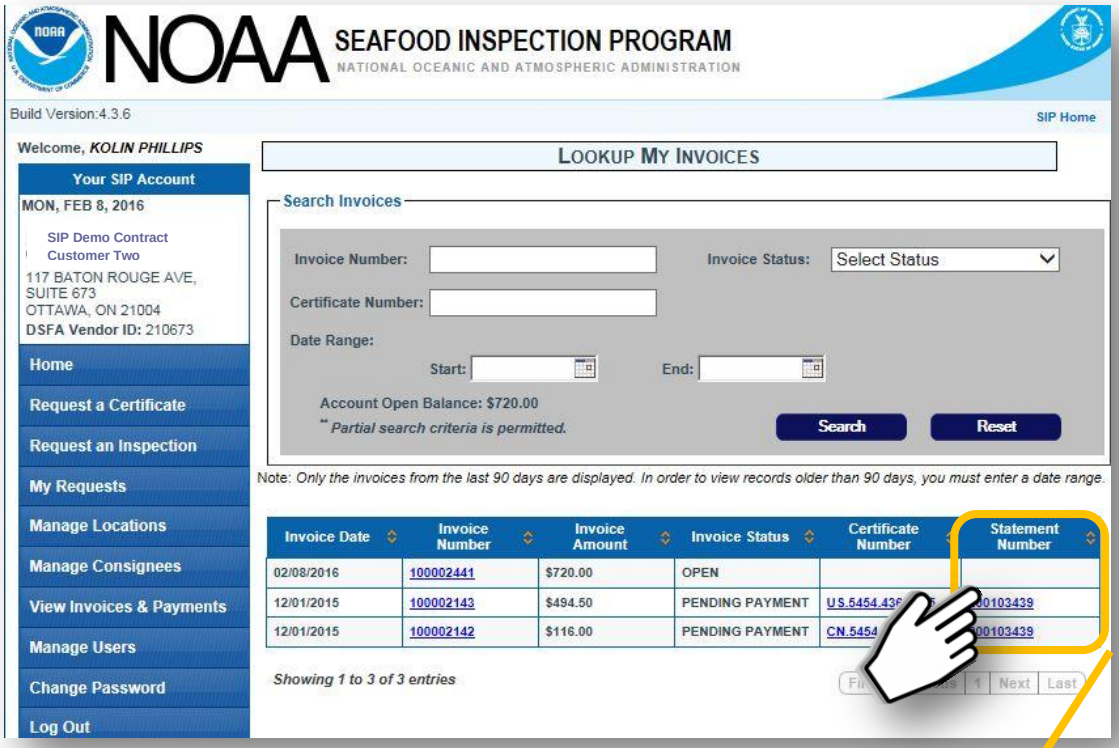


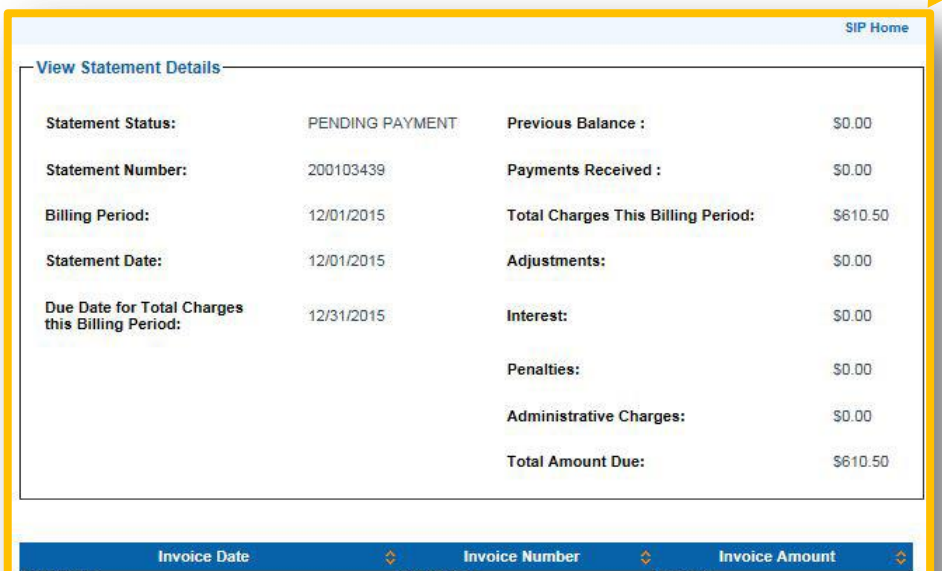


Clicking onto the *Certificate Number* will link you to a copy of the Certificate that was issued.

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

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





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.

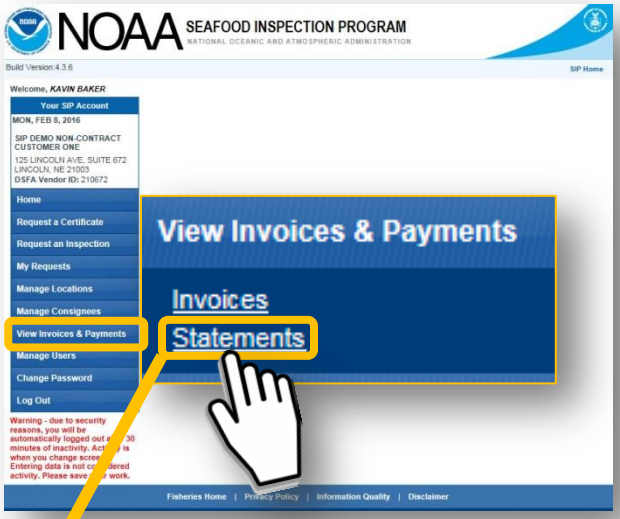
Using SISP to Manage Statements

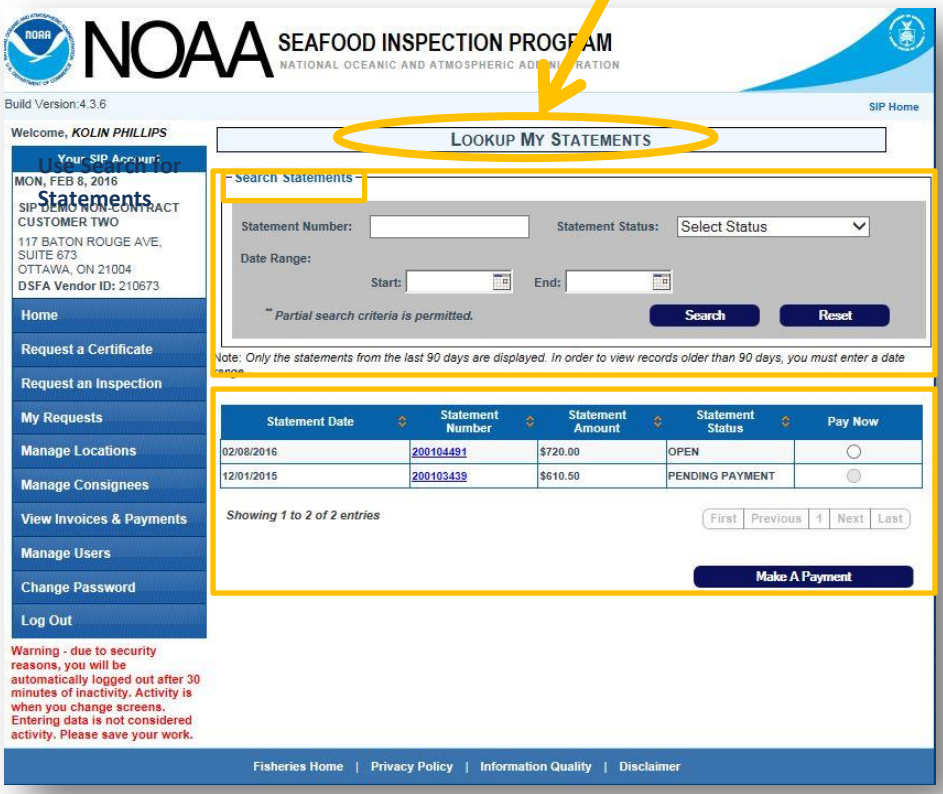
In this section, we'll learn how to locate a Statement and describe the key information that can be accessed.

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

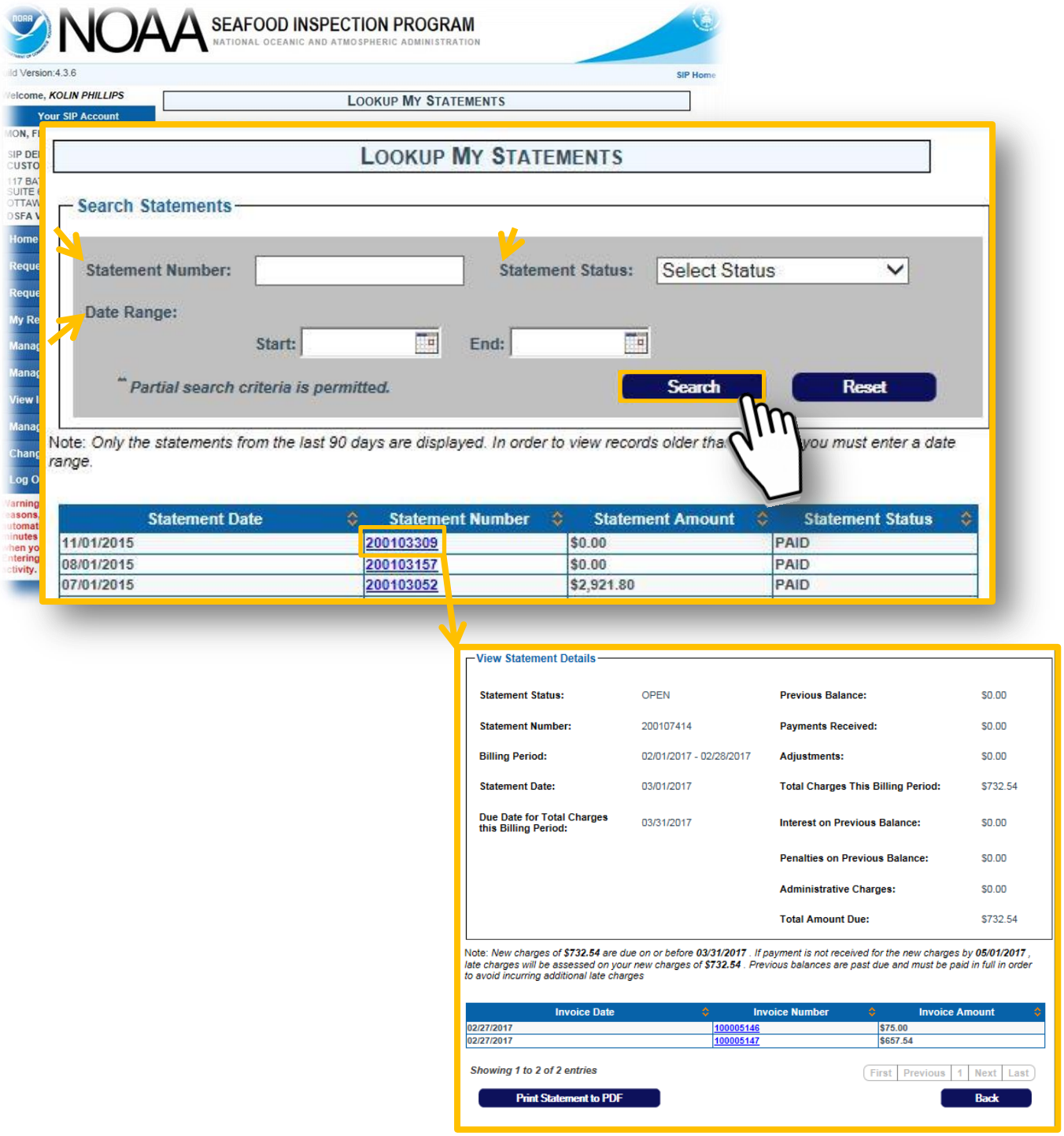
2. **To locate a particular statement, choose the *View Invoices & Payments* link and then select *"Statements"* which will bring you to the *"Lookup My Statements"* page.**

   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.**



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.**

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

First | Previous | 1 | 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 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 (above) 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.
Statements in "REFER" status have been referred to the Department of Treasury for collection efforts.
Statements in "COLLECT" status are ready to be sent to collections

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.**

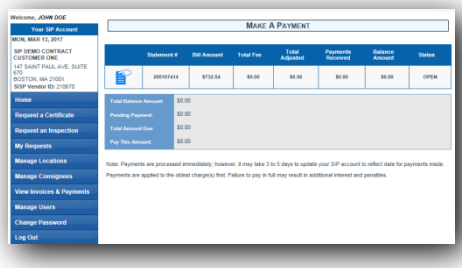
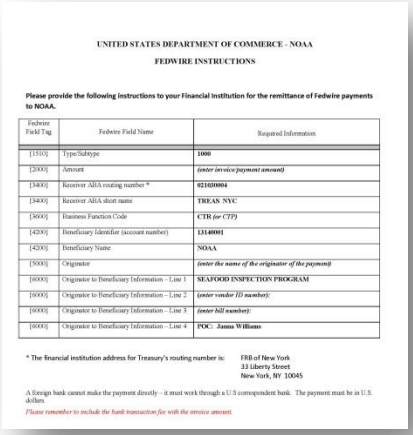
2. **When does an Invoice become a Statement for contract customers?**
   a. At the end of each day.
   b. When the non-contract customer selects Make a Payment from the left-hand tool bar.
   c. At the end of each month.

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
	U.S. Department of Commerce - NOAA, Receipts for Reimbursable Projects, P.O. Box 979008, St. Louis, MO 63197-9000	

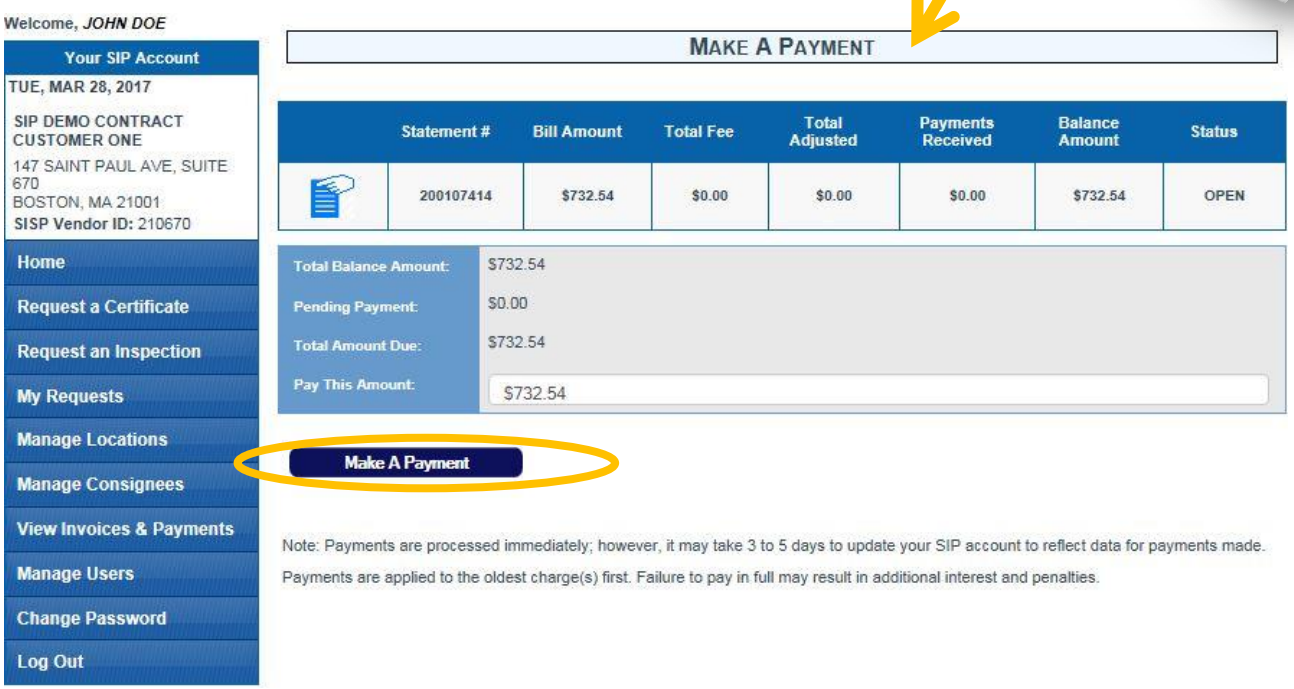
To make a payment, Contract Customers may use one of three options: Statement Payments may be made through the SISP system using Pay.Gov, or through the existing LockBox or Wire Transfer processes. Using the SISP/Pay.Gov system is preferred.

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.

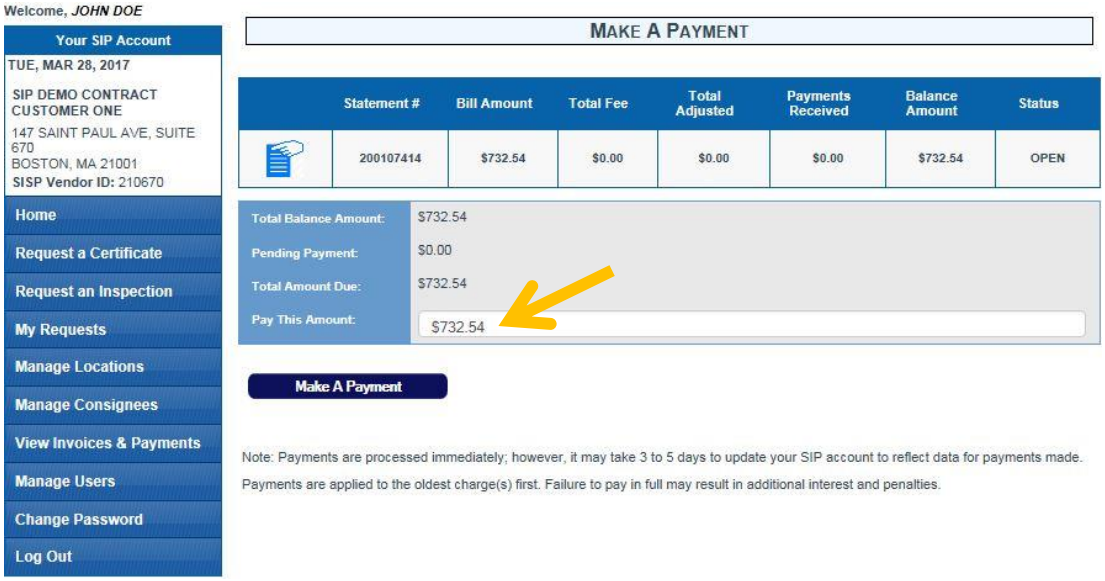


Payments can be made from the *"Make a Payment"* page. Customers can make payment on an *Open* or *Delinquent* statement.

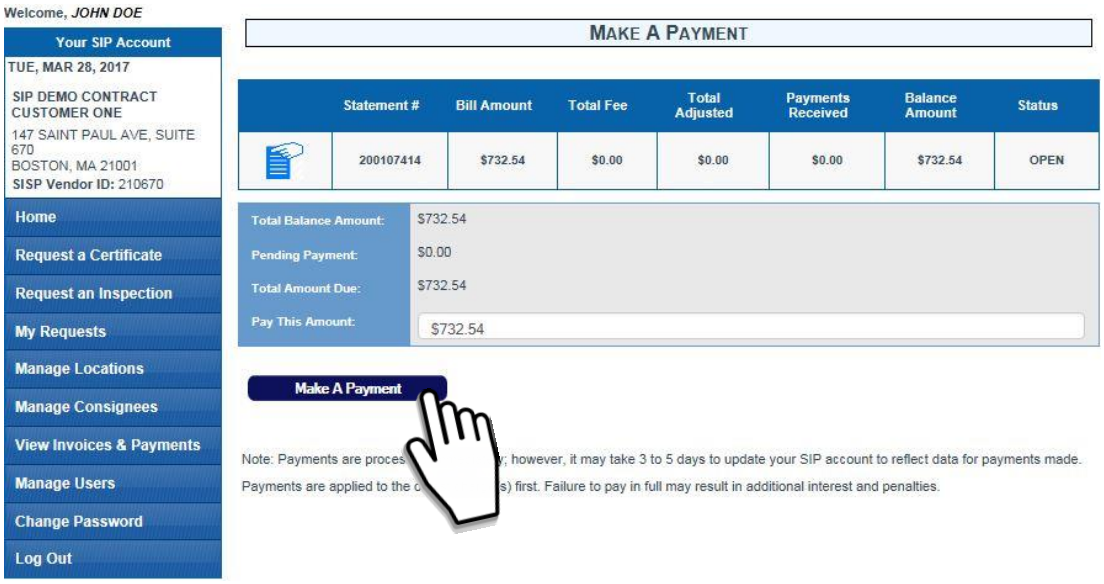
Please note: Payments will always be applied to the oldest statement first.

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.**

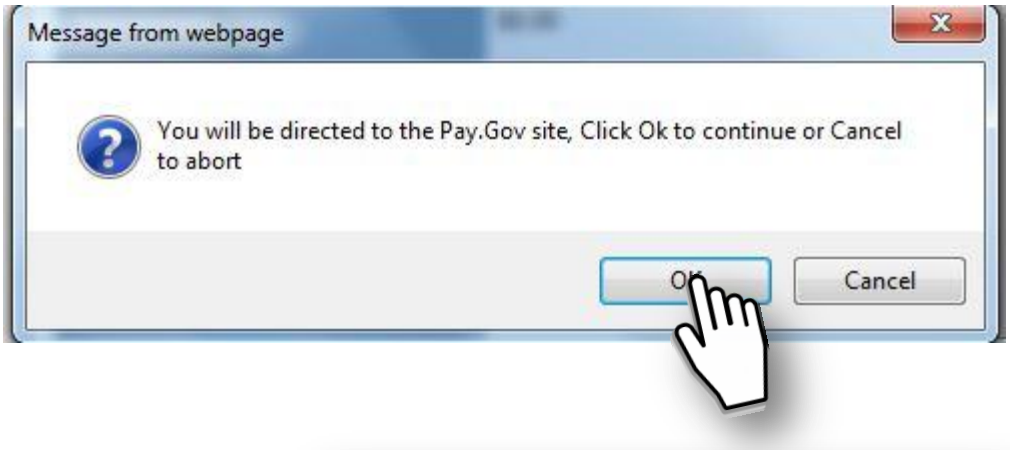
Please note: Statements are generated at the end of each month but there is a slight delay from when a statement is available and when it can be paid through SISP. This is typically 1 to 2 days after month's end.



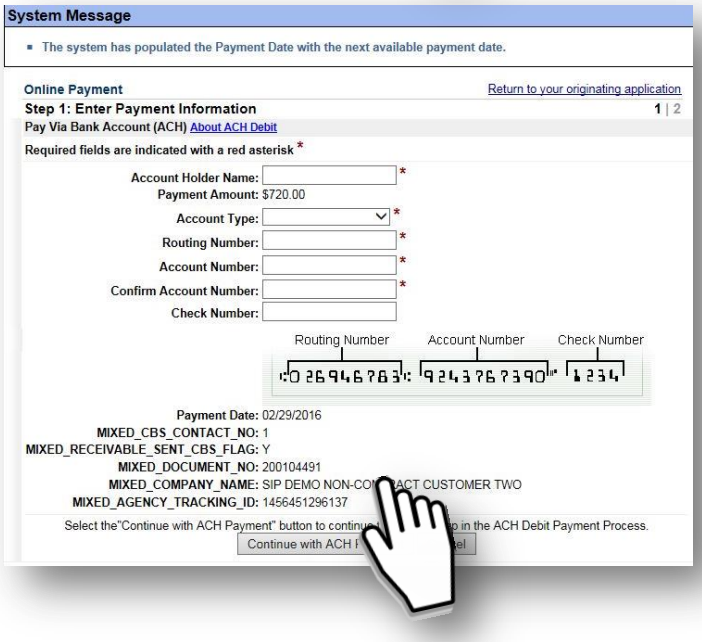
4. **Then, then click the "*Make a Payment*" button**



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.**



Please note: When there is an Open Statement pending, Contract Customers may pay that without accruing any late fees or charges within 30 days of the Statement date. Customers will receive an email notification about a statement being prepared. Customers will be able to pay 48 hours after notification.

And remember: Contract customers may <u>not</u> prepay for services. Pay.gov payments will only be accepted through SISP ; payment can be made only when there is an outstanding balance.

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.