USDC NOAA NMFS

Office of International Affairs and Seafood Inspection

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

Alternative Version (1.0) – February 2016

NOAA SI Office of Education and Program Development

Please note: for the purposes of this tutorial, a **Non-Contract Customer** is a customer without 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) Non-Contract Customers will experience adjustments in how they utilize the billing system.

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

Tutorial for using SISP for Non-Contract Customers

Due to the depth of the changes, there was a need for a downloadable work aid to assist Non-Contract Customers in navigating the revised billing system. This tutorial has been designed to help Non-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 is designed to inform Non-Contract Customers of the general concepts behind how the SISP billing system works, as well as identifies the steps necessary to pay billing statements. Instructions are provided on how to:

> **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

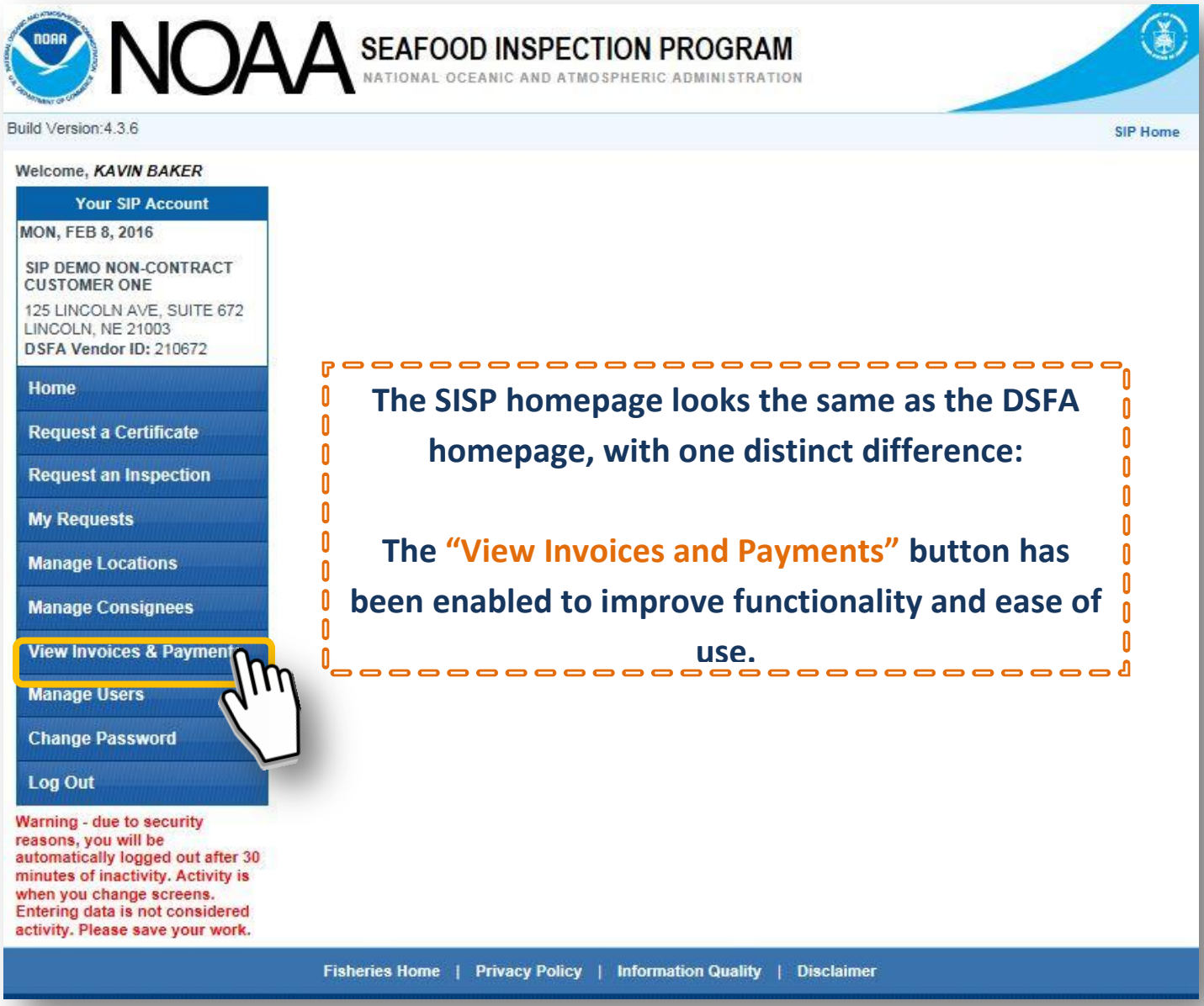
1. Begin by Logging into the Seafood Inspection Systems Portal.*

*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

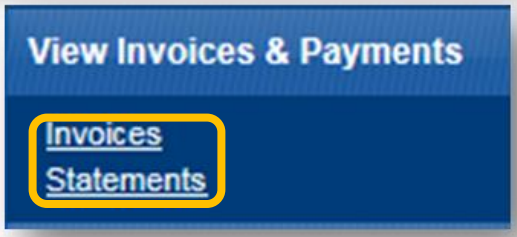
In this section, we'll learn how to locate an invoice and describe the key information that can be accessed.



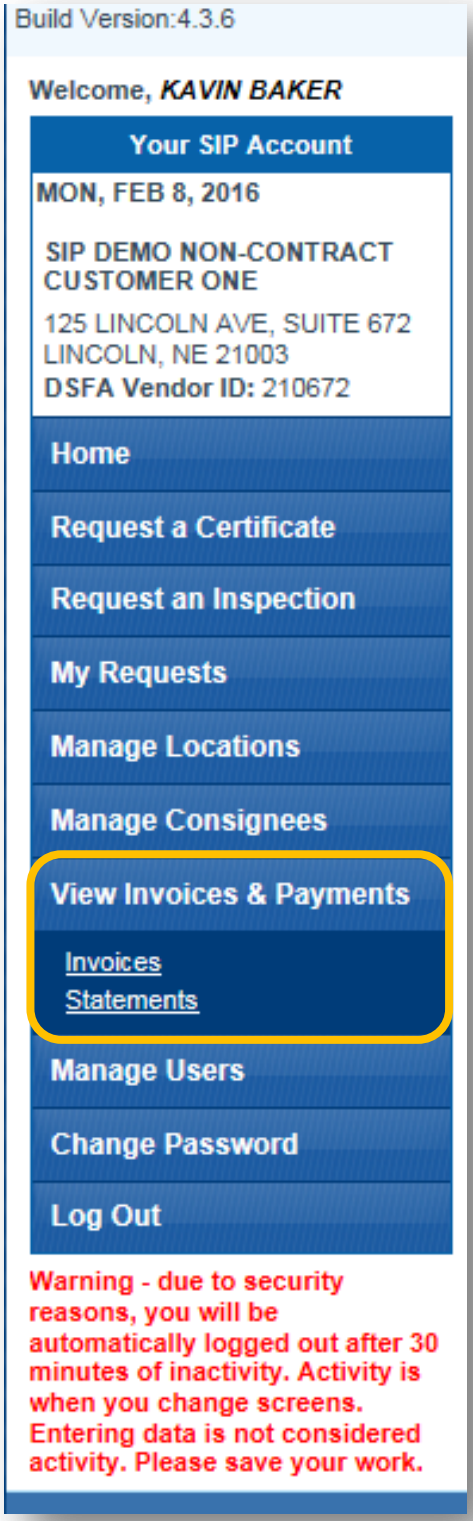
The SISP homepage looks the same as the DSFA homepage, with one distinct difference:

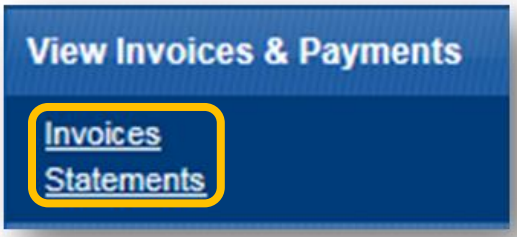
The "View Invoices and Payments" button has been enabled to improve functionality and ease of use.

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.



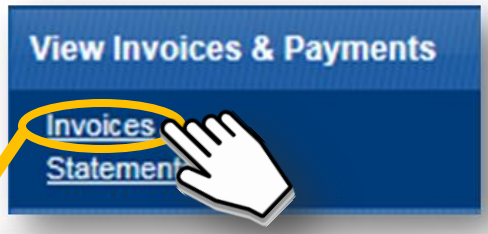


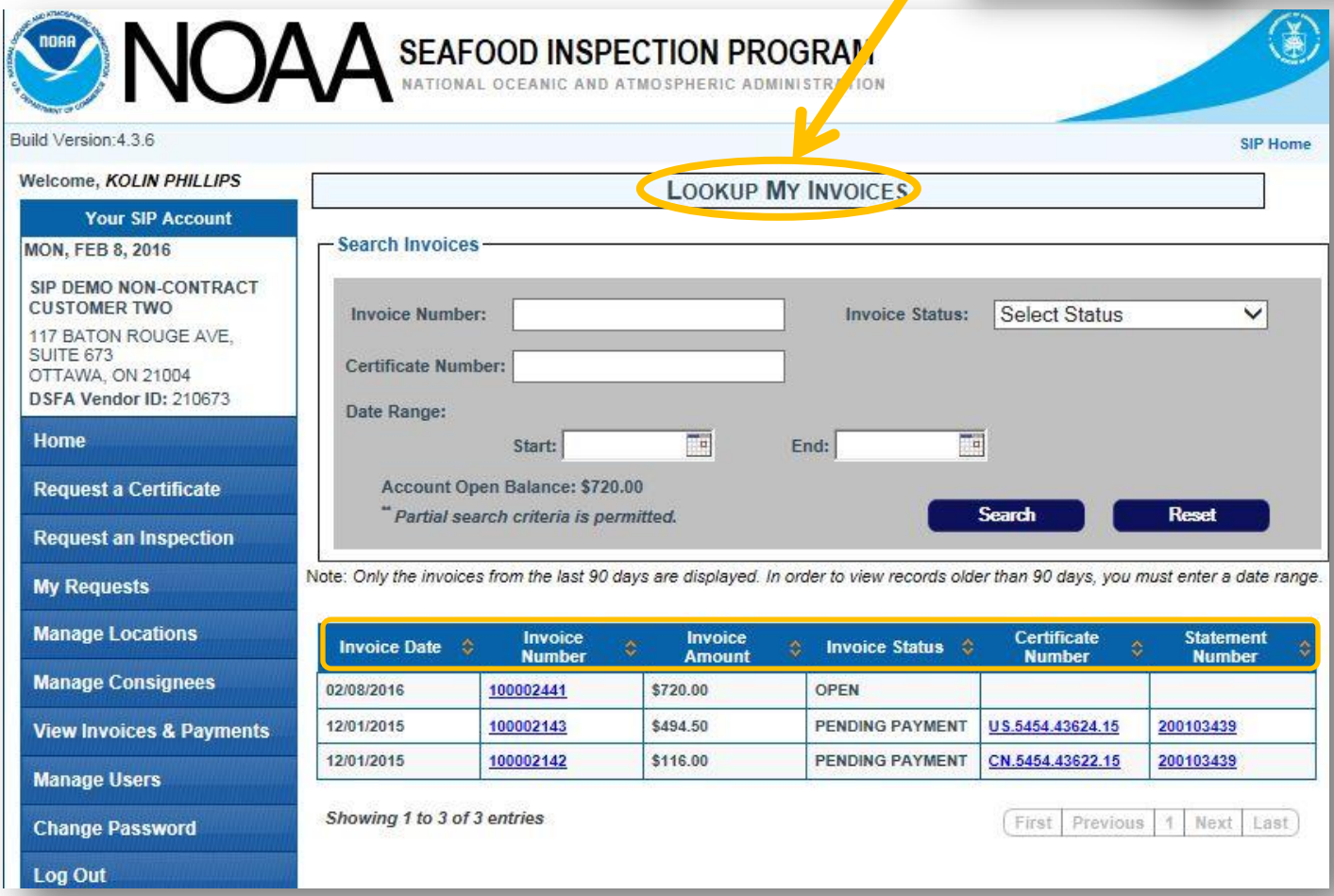
An Invoice is a record of charges for a single type of work (inspection, audit, stand-alone certificate, etc.). Invoices are created by NOAA SI Inspection staff. Selecting this choice opens a list of the most recent invoices.

A Statement is collection of Invoices from each day. Invoices are converted to Statements each day.

IMPORTANT: For Non-Contract Customers, the SISP automatically converts an Invoice to a Statements at the end of each day. Statements must be paid in full each day in order for a non-contract customer to continue to receive services.

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.**

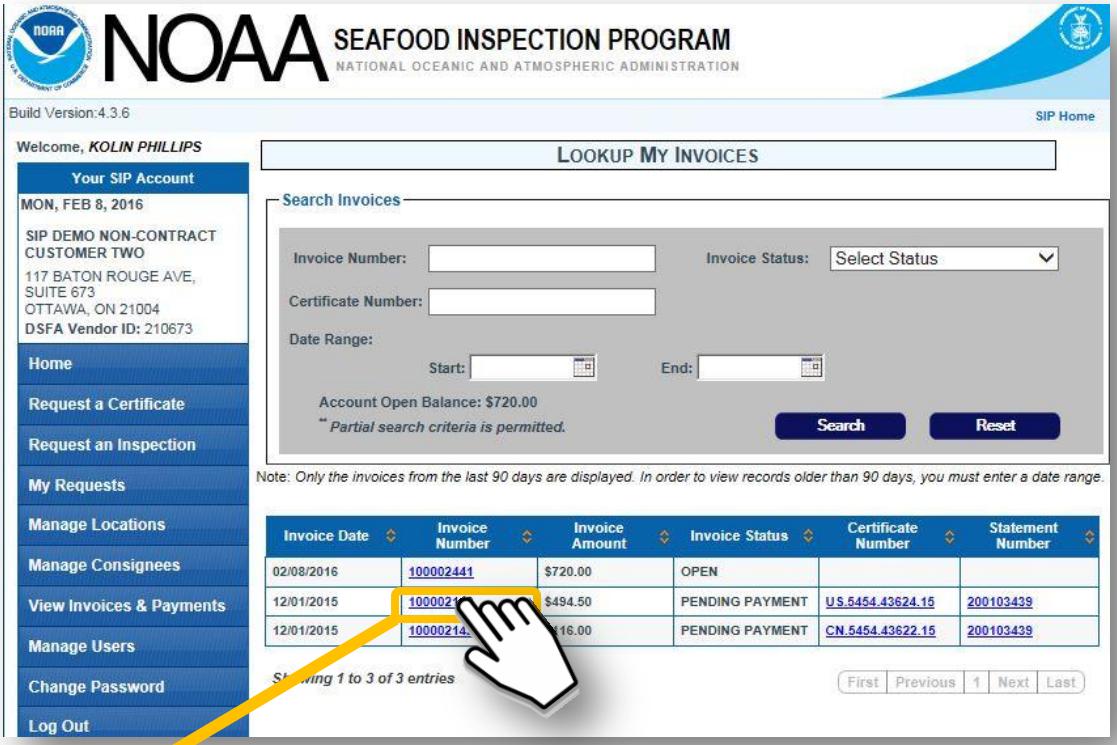


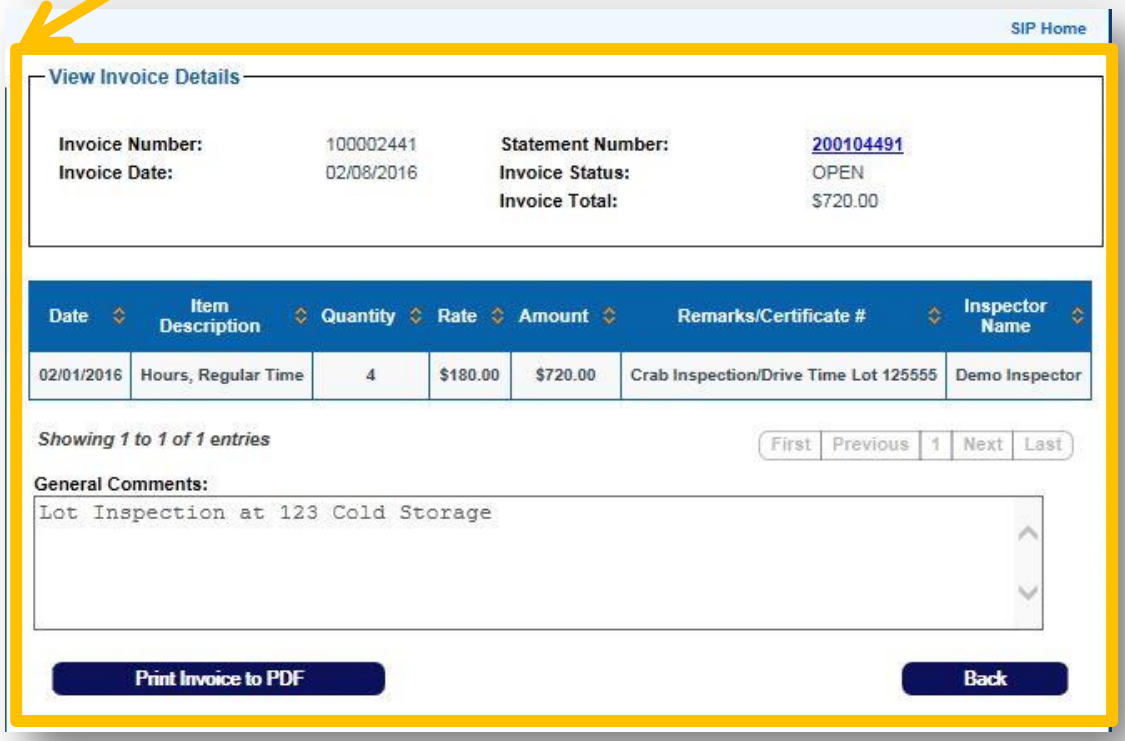


When a non-Contract Customer selects Invoices from the View Invoices and Payments tab, a list of their current invoices appears.

Each invoice is listed 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. Please note, invoices from the last three months can be seen from this screen.

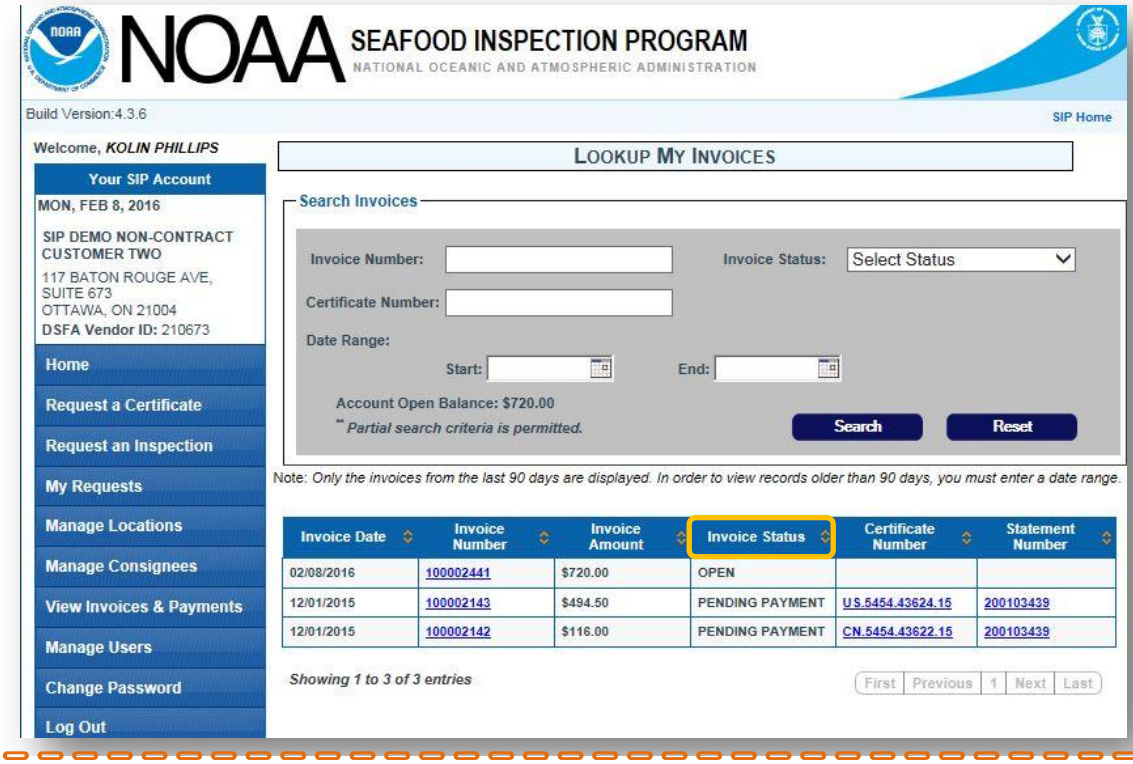
3. **To view details from a specific invoice, from the *"Lookup My Invoices"* page, click on the desired *"invoice number"*.**



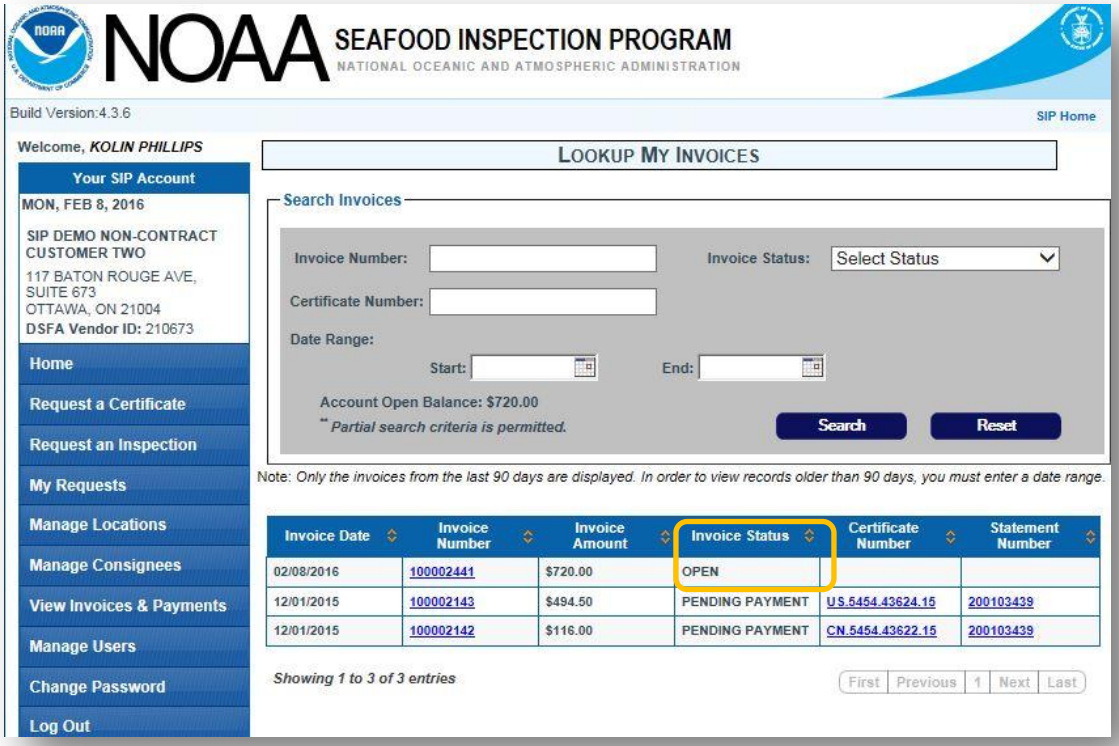


By clicking on an Invoice number, a non-Contract Customer has the ability to view and print the specific Invoice, along with more detailed information regarding the inspection service for which the invoice was created.

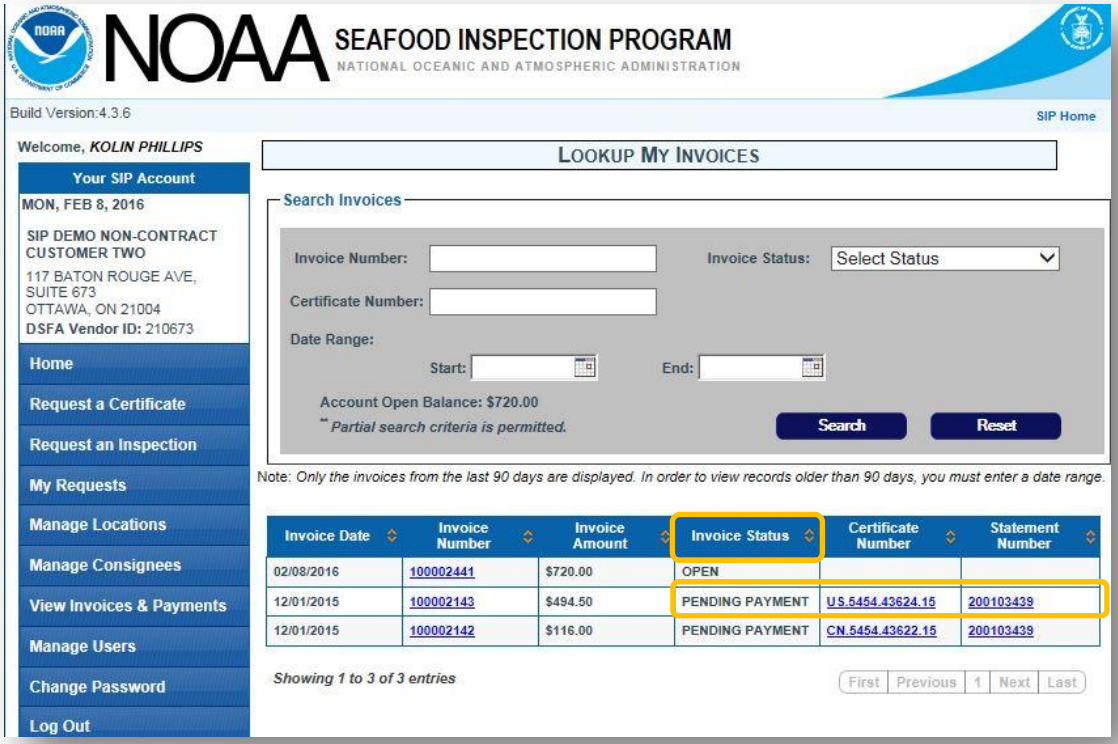
4. **From the *"Lookup My Invoices"* page, the *"invoice status"* can be viewed.**



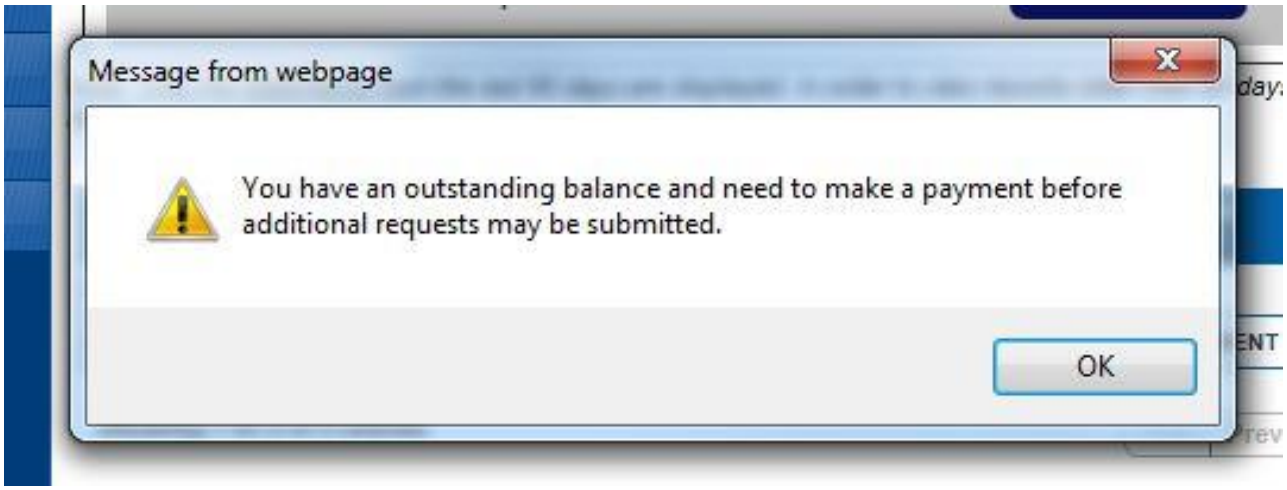
The Invoice Status section provides information on the invoices that are *Open*, *Pending Payment*, *Paid* and *Delinquent*.



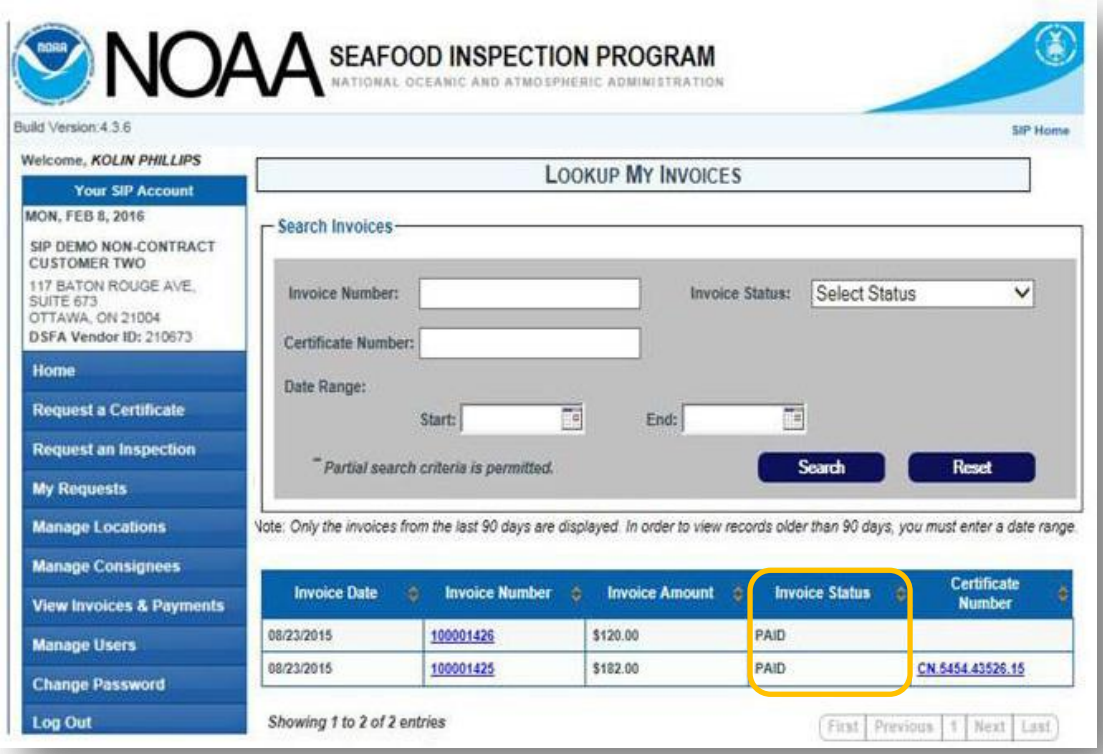
"Open" invoices are automatically converted to Statements at the end of each day; Non-Contract customers are required to pay that Statement in full before further service can be requested.



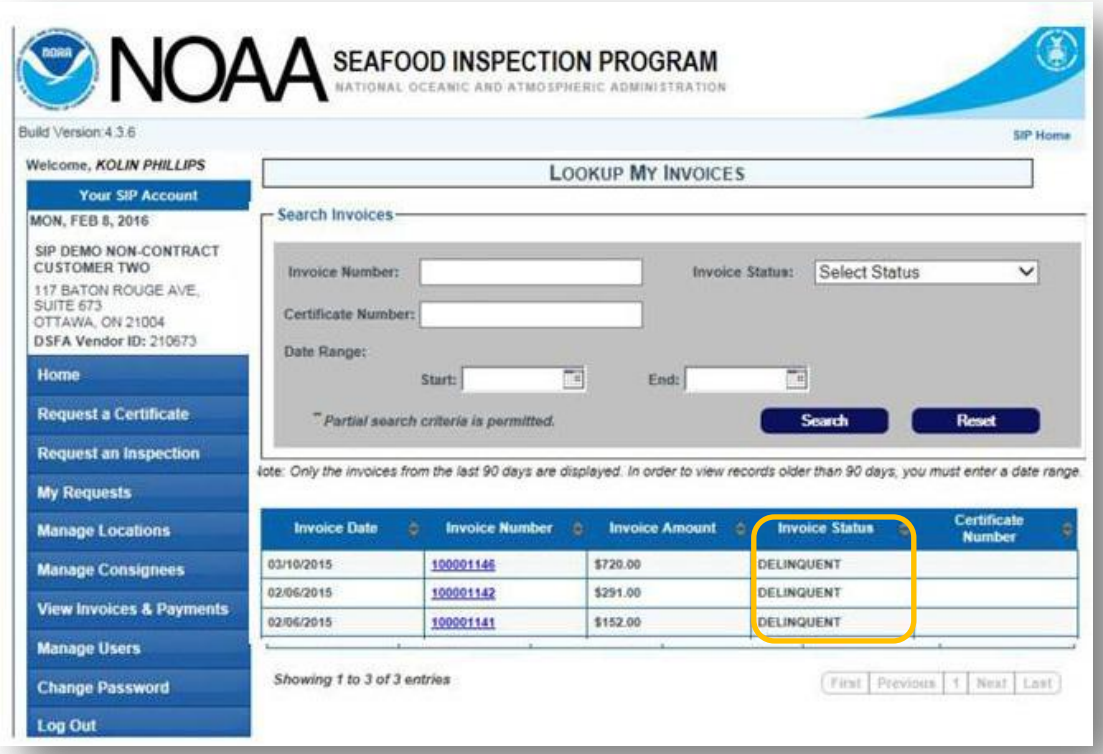
Pending Payment invoices indicate that payment has been made on the Statement that included this invoice, but the payment has yet to be processed by SISP.



Please note: If a Non-Contract customer attempts to request service and a Statement is unpaid from the previous day, a message will appear indicating that payment must be submitted prior to additional inspection requests being submitted.

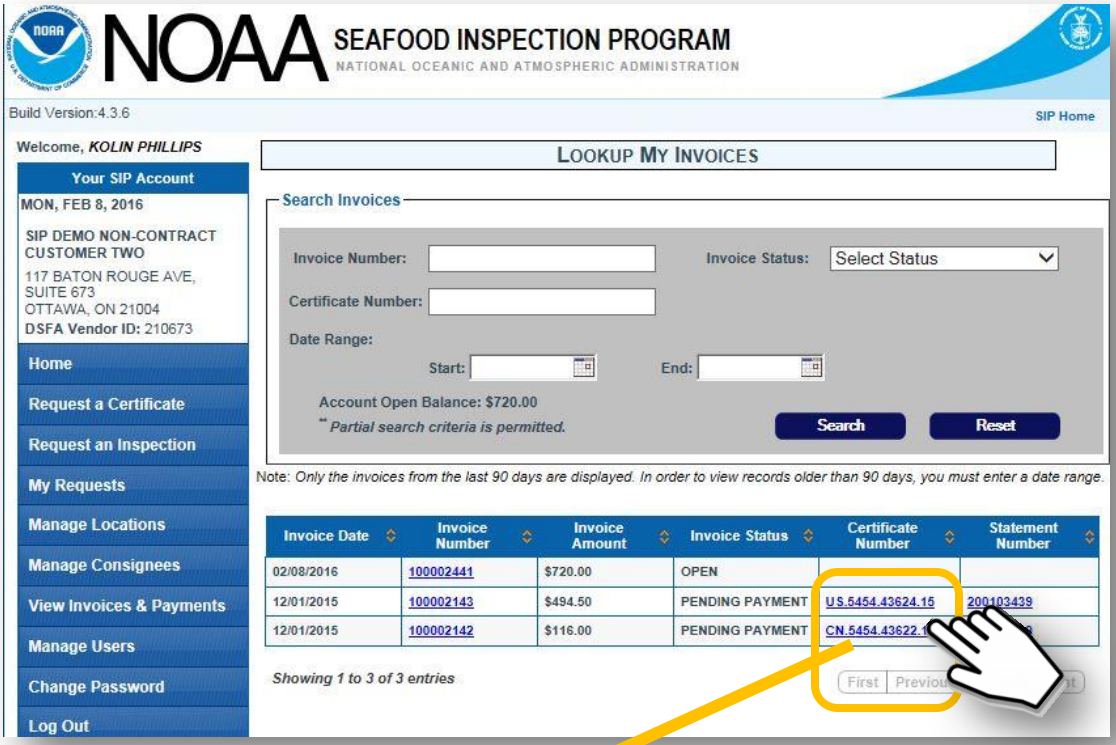


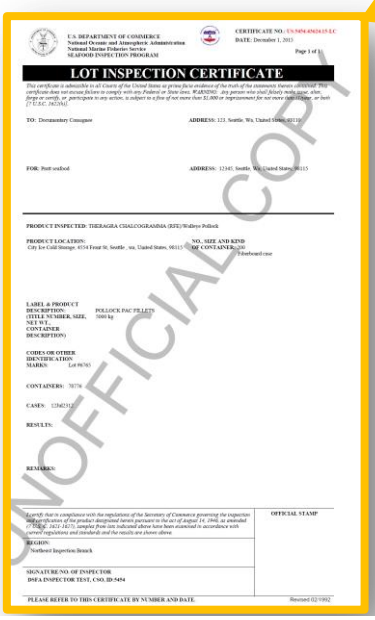
Invoices in Paid status are associated with a Statement that was paid in full. These invoices can be viewed by clicking on the individual *Invoice Number*.



Invoices that are in "Delinquent" status indicate that the Statement for this invoice was not paid. 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"*.

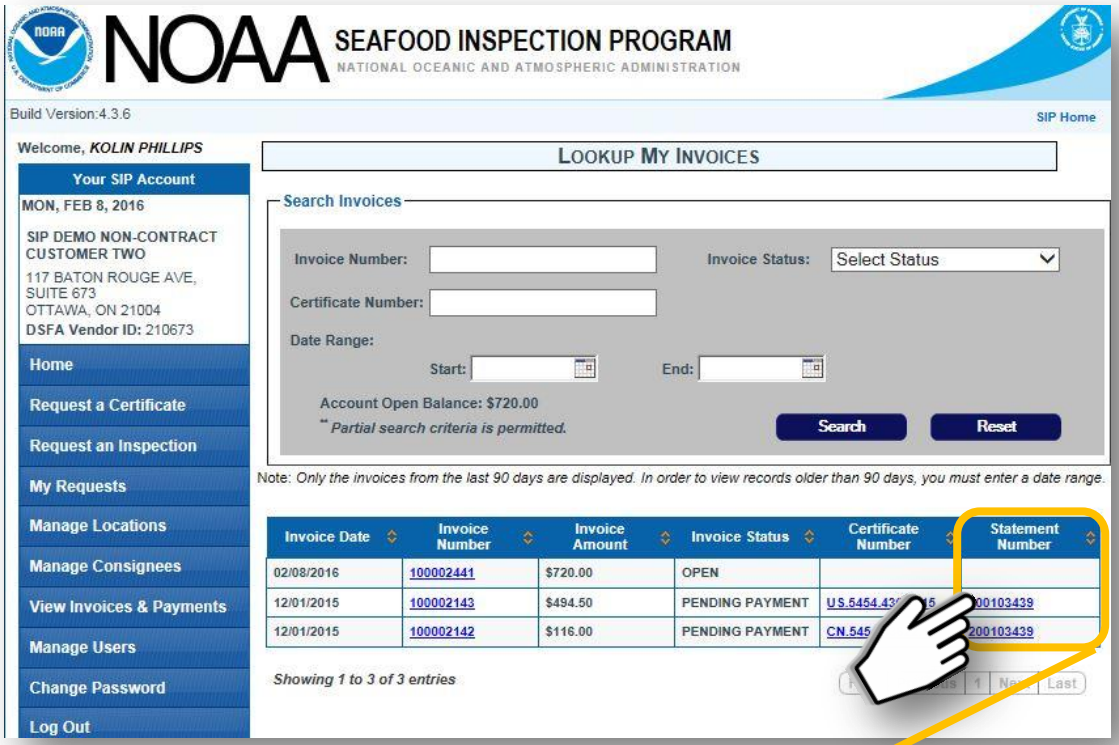


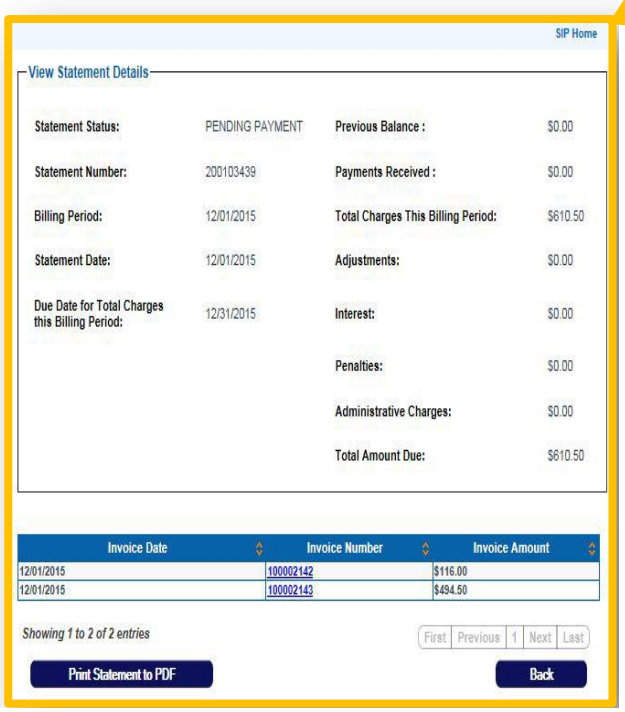


Clicking onto the *Certificate Number* will link you to a copy of the Certificate that was issued.

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.*





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.

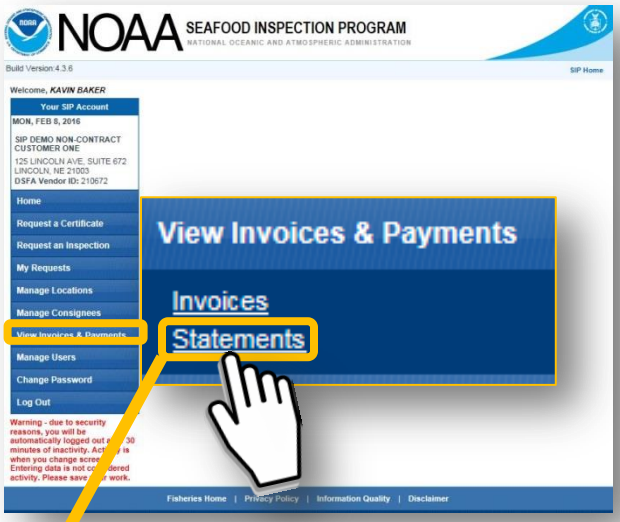
Using SISP to Manage Statements

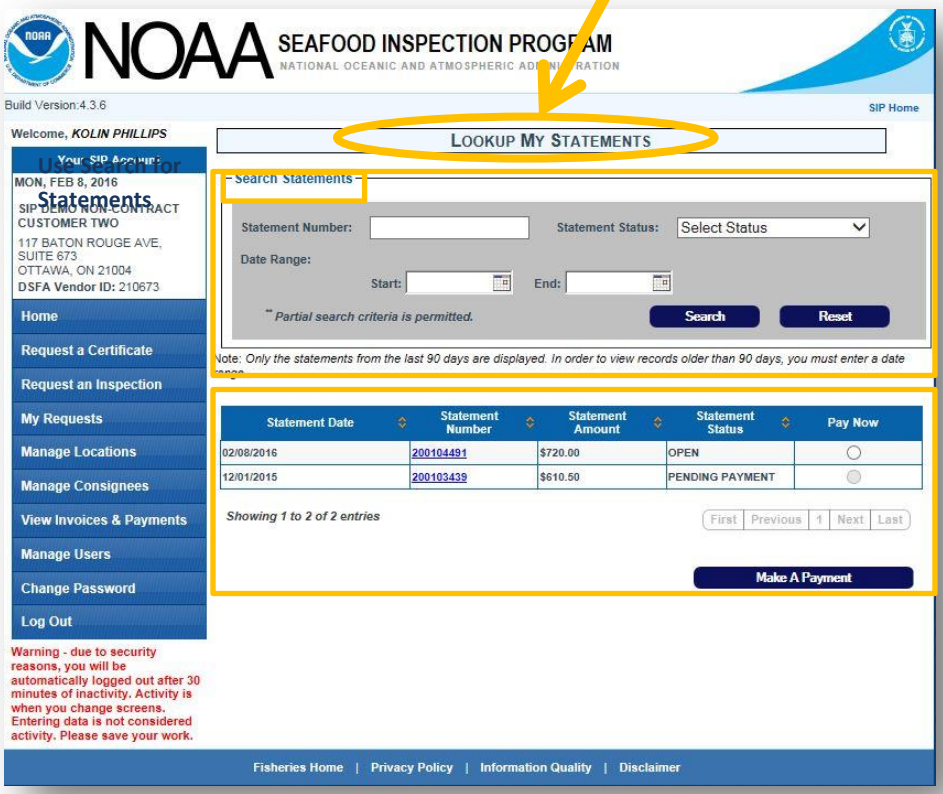
In this section, we'll learn how to locate a Statement and describe the key information that can be accessed.

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

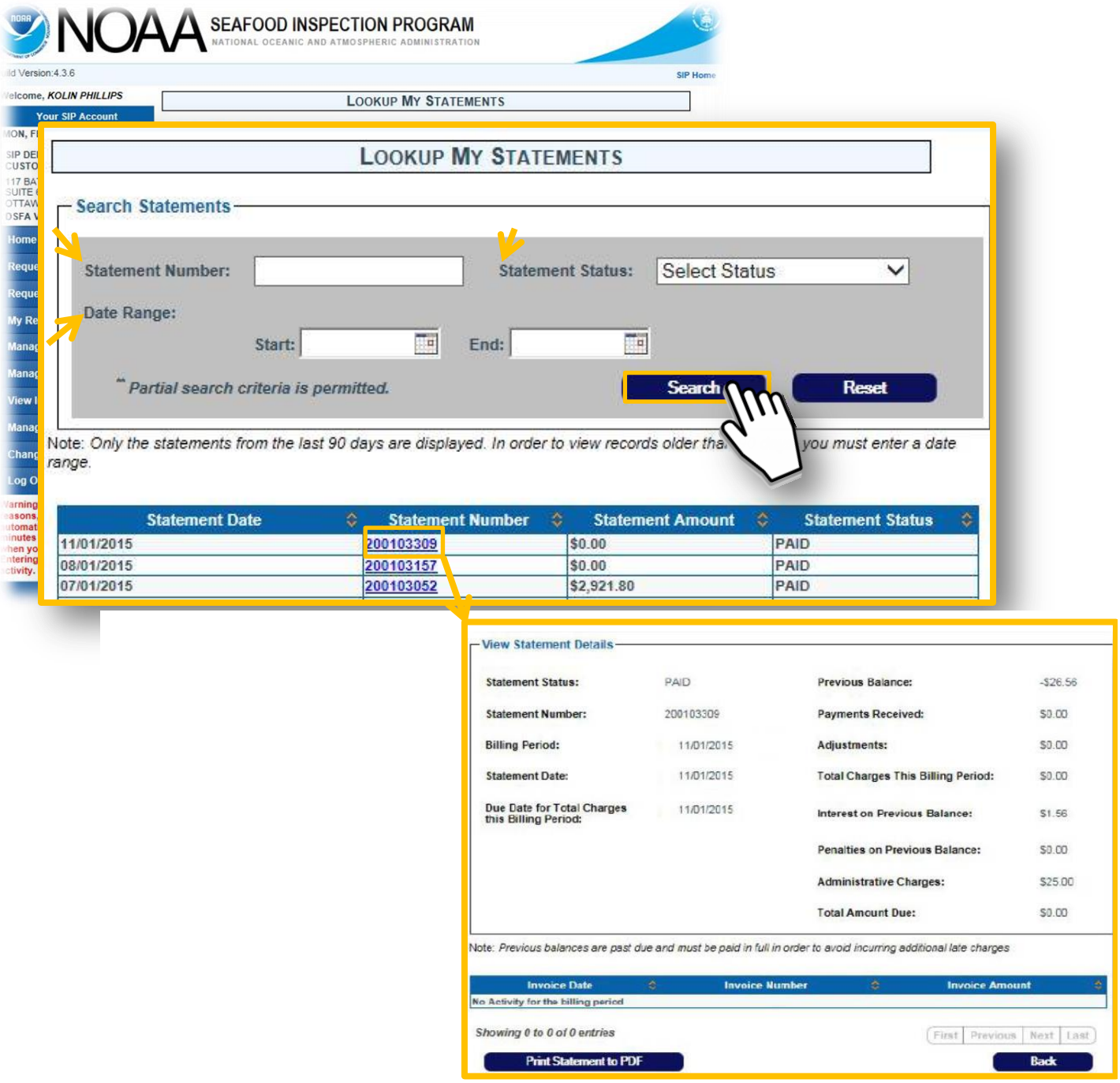
2. **To locate a particular statement, choose the *View Invoices & Payments* link and then select *"Statements"* which will bring you to the *"Lookup My Statements"* page.**

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



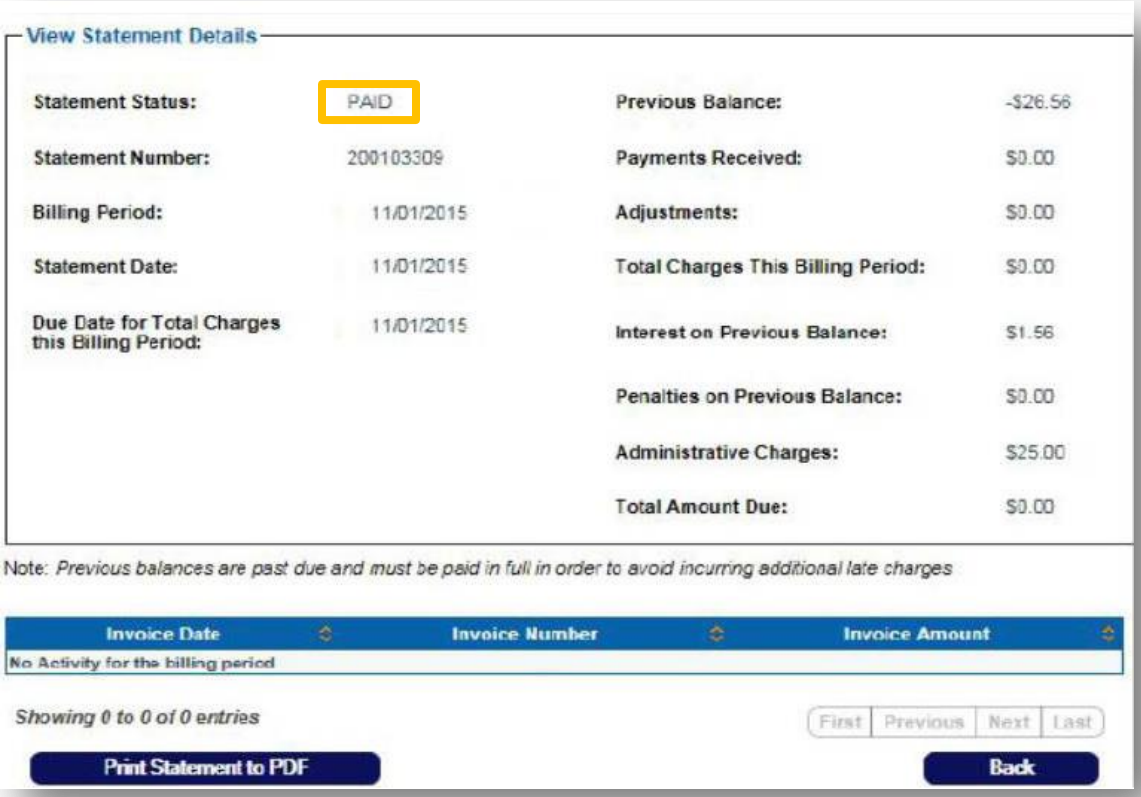


3. **From the "Lookup my Statements" page, use the Search Function to locate detailed information for a specific statement.**



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:	PAID	Previous Balance:	-$26.56
Statement Number:	200103309	Payments Received:	$0.00
Billing Period:	11/01/2015	Adjustments:	$0.00
Statement Date:	11/01/2015	Total Charges This Billing Period:	$0.00
Due Date for Total Charges this Billing Period:	11/01/2015	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 non-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. Services will be suspended to customers with Delinquent accounts.**

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.**

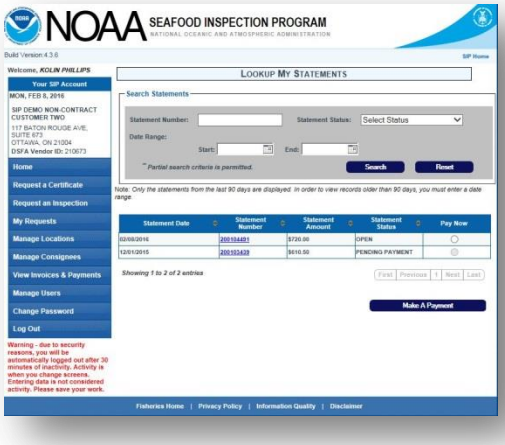
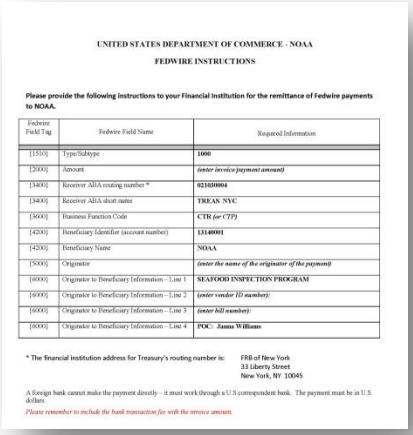
2. **When does an Invoice become a Statement for non-contract customers?**
   a. At the end of each day.
   b. When the non-contract customer selects Make a Payment from the left-hand tool bar.
   c. At the end of each month.

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

4. **When a non-contract customer does not pay their statement on time:**
   a. NOAA SIP will suspend further service until payment is received.
   b. The unpaid amount will roll into a new statement the following month.

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	

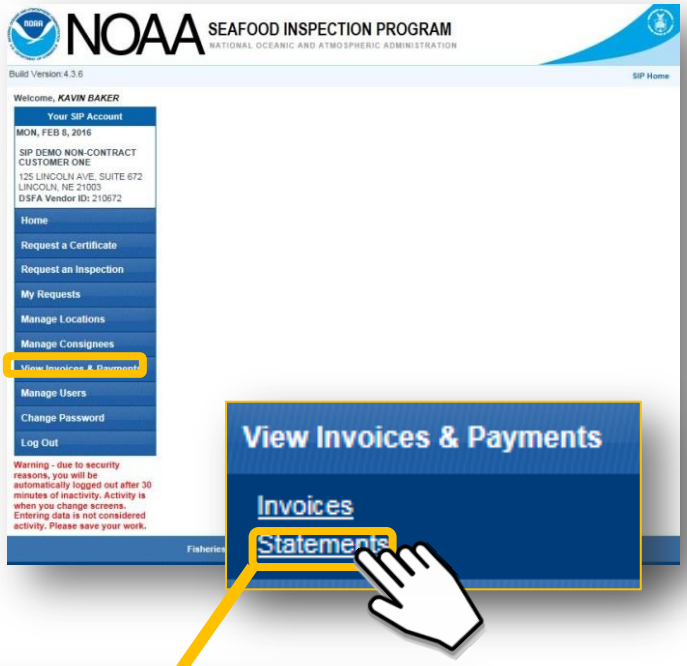
To make a payment, Non-Contract Customers may use one of three options: Statement Payments may be made through the SISP system using Pay.Gov, or through the existing LockBox or Wire Transfer processes. Using the SISP/Pay.Gov system is preferred.

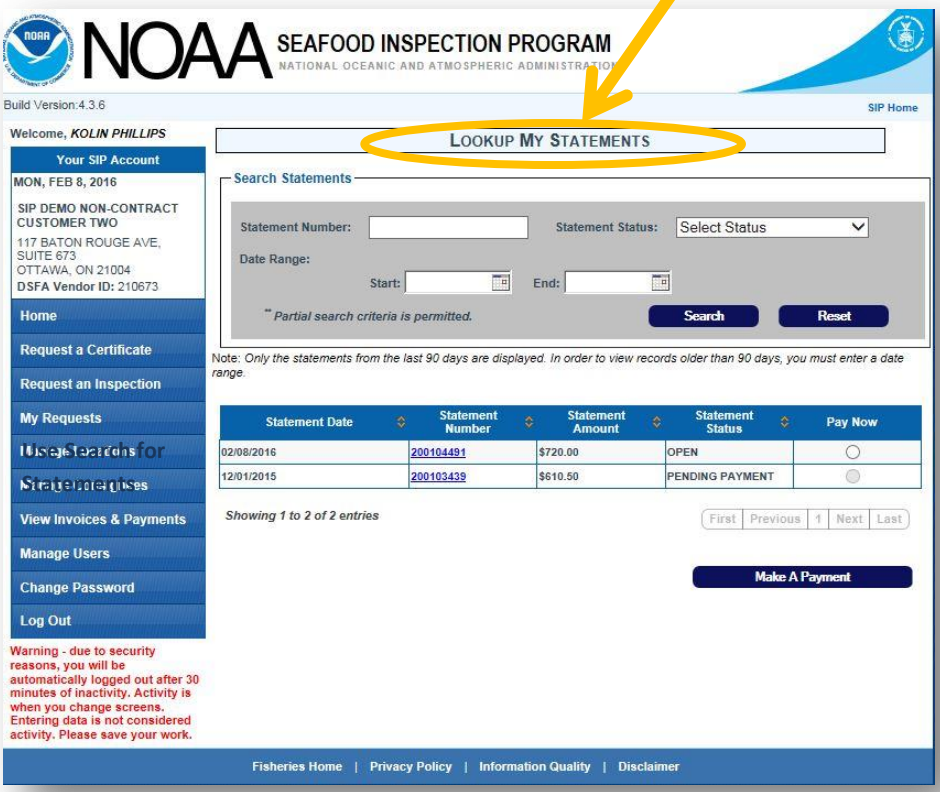
Please note: 1) prepayment for services is no longer permitted and 2) Pay.Gov may only be accessed through the SISP system. Prior "Vendor ID" numbers used for Pay.Gov under the prior DSFA system have been deactivated.

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 two options: Invoices and Statements.

2. Choose ***"Statements"*** which will bring you to the ***"Lookup My Statements"*** page.





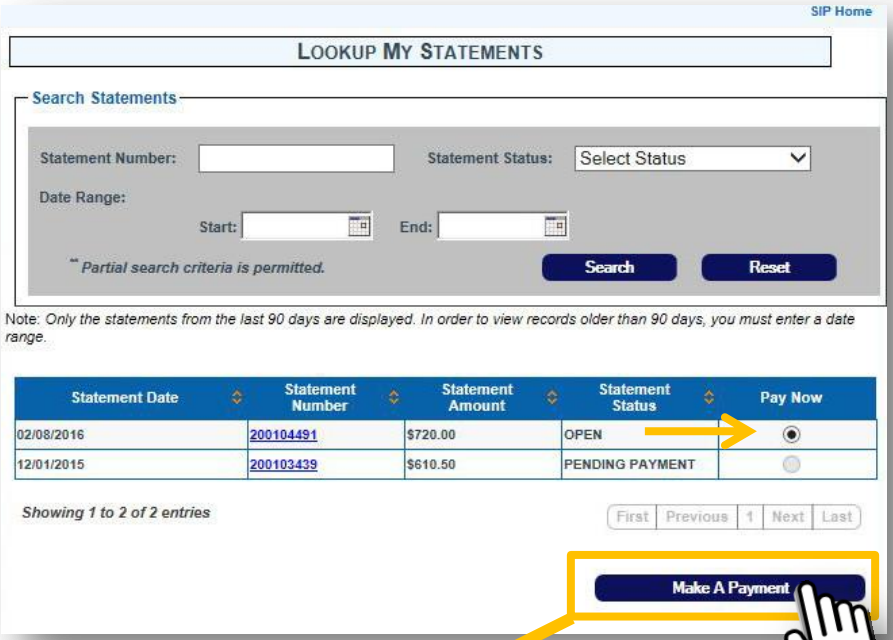
Use Search for Statements

Payments can be made from the ***"Lookup My Statements"*** page. Customers can make payment on an ***Open statement.***

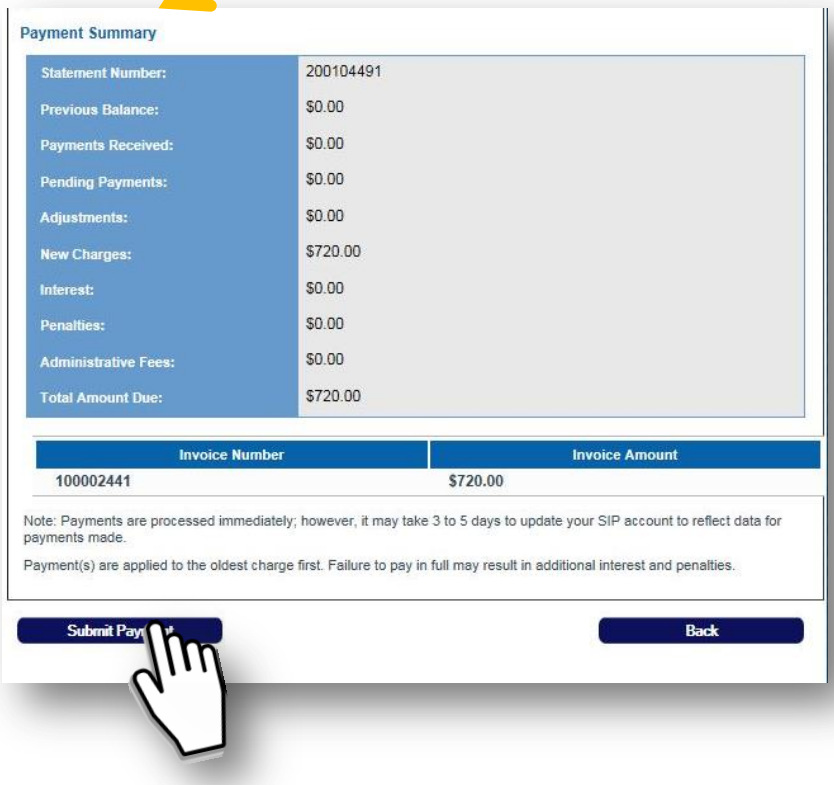
Please note: If a statement is in ***"Delinquent"*** status, payments will result in the oldest bill being paid first. Non-contract customers in an unpaid status are not permitted to receive services until full payment has been remitted.

3. To make a payment on an Open statement, choose the *"Pay Now"* radio button associated with the Open invoice.

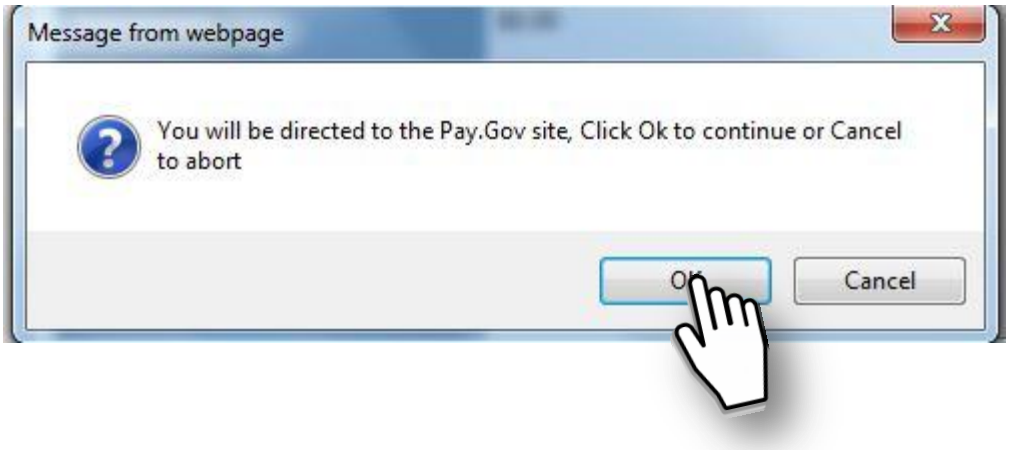
4. Then, then click the "*Make a Payment*" button, which will bring you to the Payment Summary.



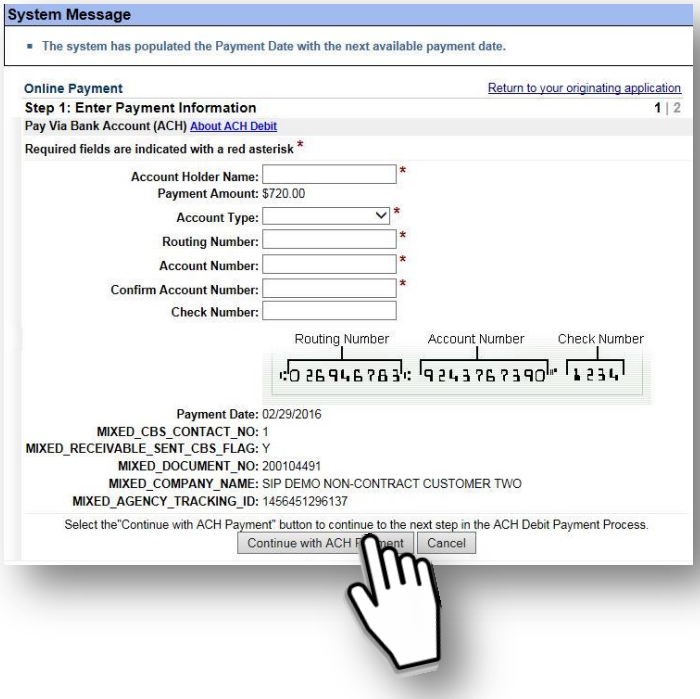
5. From the Payment Summary page, select *"Back"* to cancel payment or select *"Submit Payment"* to continue to Pay.Gov.



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



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



Please note: **To continue to receive uninterrupted service, non-contract customers must pay Open Statements at the close of that day's business.**

And remember: **NOAA Inspection services <u>may no longer</u> be prepaid. Pay.gov payments will only be accepted through SISP; payment can be made only when there is an outstanding balance.**

Using SISP to Make Statement Payments

Self-Study Questions 2

1. **True or False? A non-contract customer must pay outstanding balances daily to receive service on the following day.**

2. **A non-contract customer may pay using SISP:**
    a. On the third Tuesday of the month only.
    b. By selecting the "Pay Now" radio button next to the Statement they want to pay.
    c. Non-contract customers do not need to pay their Statements.

3. **True or False? A customer can pay their bill by going to pay.gov without logging into SISP.**

Self-Study Questions 3: Using the SISP Search Function

1. **True or False? A Statement is a collection of Invoices and you can only pay a Statement not an Invoice.**

2. **True or False? When searching for an invoice, a customer will select "Invoice Search" from the left hand toolbar.**

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. The status of the statement was erroneously changed.

Self-Study Answers

Self-Assessment 1

1. True. The invoice number is located on the invoice in the top right corner.
2. C: Both A and B are correct. An invoice for a non-contract customer becomes an invoice either when the customer clicks Make a Payment or at the end of each day, whichever comes first.

Self-Assessment 2

1. True. A non-contract customer is required to pay daily to receive service on the following day.
2. B: Using pay.gov is the preferred way to pay.
3. False, a customer can only access pay.gov through SISP system.

Self-Assessment 3

1. True. Statements are collection of Invoices and only a Statement can be paid, not an Invoice.
2. True. Invoice Search reveals search criteria for locating an Invoice.
3. B: It was generated more than three months ago and you must enter specific date ranges in the search criteria.