

FISCAL PRACTICES MANUAL

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PURCHASING

Consumers' Responsibilities

DVR staff must review and complete the [Consumer Fiscal Responsibilities Agreement Form \(DVR-16843-E\)](#) with the consumer. This form must be signed by the consumer at the time the initial Individualized Plan for Employment (IPE) is developed. If a service is being purchased prior to IPE development, as part of the comprehensive assessment, the form should be signed at that time. Attach the signed form to the case file if the signature was not captured via the form within IRIS, and provide a copy to the consumer. The form should be reviewed with the consumer annually, when the IPE is amended and as determined needed.

Consumers' responsibilities in the purchasing process and the consequences of not completing them should be discussed with consumers throughout the case process but especially:

- When planning the purchase of services;
- When developing the IPE;
- When authorizing a service.

IPE

Other than assessment services, most purchasing begins with the creation of the IPE. It is through the process of creating an IPE that the counselor and consumer agree upon services necessary in order to realize the mutually-agreed upon Goal of Employment for the consumer. The IPE must be signed by the consumer and by the counselor in order to be considered active.

- The IPE must be documented within the IRIS case management system and signatures must be present, either electronically or via an attached and signed signature page.
- Services must be identified within the active IPE before they can be authorized with a Purchase Order (PO) or Direct Payment (DP). (NOTE: An exception to this would be assessment services.)

Delegated Authority

Delegated case services authority limits in IRIS are as follows:

- VR Counselors and Consumer Case Coordinators – Up to \$5,000
- WDA Directors/VR Supervisors – Between \$5,000 & \$24,999
- Central Office Management – Over \$25,000

WDA Directors are responsible for the appropriate discharge of delegated authority and duties within their respective WDA. WDA Directors may limit delegated authority levels for specific staff members with identified performance improvement needs. When delegated authority has been limited due to performance issues, a written plan of action must be developed and implemented to help staff achieve satisfactory performance and regain delegated authority appropriate to the job classification.

Authorization

The Authorization contains all information related to a purchase. An authorization for purchase of services exists when a DVR staff person documents the intention to purchase the service in an authorization for services case note. The created date in IRIS must be the same day as or prior to the actual purchase or service date. Verbal authorizations are not allowed.

A Prior Authorization Exception must be requested when:

1. The intent to purchase was documented by DVR staff prior to the service start date, but the authorization for services created date in IRIS is after the start date of the purchase, and
2. When the PO order date or DP requested on date is after the start date of the purchase.

The prior authorization exception will be approved by the BCS Director, BCS Assistant Director or as delegated by the BCS Director by the WDA Director.

Depending on the circumstances, failure to follow these procedures could result in discipline to the employee. The consumer or service provider could be liable for the unauthorized costs. Services provided by any service provider that DVR did not intend to authorize will not be paid by DVR and will remain the responsibility of the service provider. Purchases made by any consumer that DVR did not intend to authorize will not be paid by DVR and will remain the responsibility of the consumer who purchased the goods or service.

The authorization consists of a group of comments related to a purchase of one or several services. Updated comments are added throughout the process of purchasing in order to maintain documentation in one area for ease of review. Information contained within the authorization should include:

1. Prior Authorization
2. What is the service or item and time period?
3. Why is it necessary and appropriate?
4. Cost Determination
5. Are comparable benefits used and if applicable, why not?

Please refer to the [DVR Policy Manual](#) for purchasing policies.

Other information to include in the Authorization if appropriate:

- Rationale for using a DP vs. PO.
- Justification for spending outside of the Fee Schedule.
- Information that shows how we know that we can document receiving or satisfaction of a service/product.
- WDA Directors/VR Supervisors can document the rationale for approving an Exception, Approval or Disapproval of any purchase.
- If a service was denied, the authorization should contain a comment to document that due process was provided to the consumer.

- Any problems experienced with the purchase including documentation of an [Invoice Resolution Form](#).
- Communication with vendors regarding the PO, invoicing, reports, or to respond to questions.

Any DVR Staff may add updates to the authorization. The authorization is especially useful to Team Members, Supervisors, Auditors **or anyone who has a need to review** all information related to the purchase of services for the consumer.

PURCHASE ORDERS

Before issuing a PO, the service/product (other than assessment services) must be identified in the active IPE, and an authorization must be completed. The authorization must provide the required documentation for purchasing and include the reason for using the PO method.

Service dollars should be encumbered only as long as necessary to provide a service for a period not to exceed 3 months. Services which are expected to take longer than 3 months to deliver are to be written in increments, not to exceed 3 months. See further instructions and time period below regarding Job Development and Supported Employment plan and hire POs.

Vendors are to be notified that DVR is to receive their billing for completed services within 60 days of said completion. Further, POs not billed against within 60 days will be cancelled.

Completion of a Purchase Order

Entering an Authorization

The first step in completing a PO is to provide documentation of all information related to that purchase. The service (other than assessment services) must have already been identified in a signed IPE. Then the details regarding making the actual purchase must be documented. Use an authorization within IRIS to organize the details.

Details can be entered and updates can be made to an authorization. Users can have one place to view all details "at a glance", rather than reading through several casenotes.

Types of information that can be documented in an authorization include:

- Policy information on Consumer Choice and Due Process.
- Details regarding estimates.
- Exceptions to purchasing policies.
- Approval from supervision.
- Expected time frames for the services.
- Updates or changes to any of the planned services.

Requesting a Consumer Purchase Order

Any DVR Staff can request a service for a consumer. At a minimum, the request must include the following information:

- Name/Number of a consumer.
- The vendor who will provide the service.
- A description of the service.
- The begin date of the service.
- The end date of the service.
- The quantity and rate of service.

Each team or WDA will determine the process for generating a request. There are several efficient methods, and it is up to the team or WDA to determine what is most efficient for their use. ***One rule to consider when making this decision is that the person who approves the PO cannot be the person who documents receiving on that PO, which authorizes the payment to the vendor.*** Some of the options available to staff are listed below:

- Counselor completes the Quick Entry Page in IRIS with minimal data and saves the request. Using the Incomplete Orders To-Do List, a CCC will then pick up that request, check it for accuracy, and approve the PO. The CCC will not be able to do receiving on the orders they have approved.
- Counselor completes the Quick Entry Page in IRIS with minimal data and saves the request. Using the Incomplete Orders To-Do List, a CCC will then pick up only a request from a Counselor other than their assigned Counselor. This will allow that CCC to be able to document receiving for their counselor.
- Counselor completes the Quick Entry Page in IRIS, completes all data fields, approves and prints the order. This process allows their assigned CCC to be able to document receiving.
- Counselor requests a service via an Outlook Email sent to a Fiscal Mailbox. A CCC will pick up that request and re-enter all of the data into an IRIS Quick Entry page in IRIS. That CCC will not be able to document receiving.

Job Development (JD) Placement and Hire and Supported Employment (SE) Placement and Hire Purchase Order Procedure

- JD Plan and JD Hire should be authorized on one PO using two lines and for a period not to exceed 6 months. The PO may be extended for additional 6 month periods as needed. Authorize a Job Retention PO as soon as you receive notice that the consumer has been hired.
- SE Hire should be authorized on a PO for a period not to exceed 6 months and may be extended for additional 6 month periods as needed.

Purchase Orders for Training Grants

The Training Grant process begins with the **DVR Training Grant – Information Form**. The instructions for completing this form can be found in the DVR Information Center at http://dwd.wisconsin.gov/dvr/trg_grant/default.htm

For In-State Public Schools, the Purchase Order will be issued after the census date of start of semester and FAO confirms the Training Grant amount.

Purchase Order Entry:

- Review information regarding any exception requests and proper supervisory review to complete for additional funding. Review fiscal summary for prior payments to insure it is not duplicative.
- Enter school name and remit address from training grant form. This address has been specifically designated for receipt of the payment. The address selected is where the check will be delivered, to insure that it is not misdirected; please confirm the address.
- Enter coding and amount from training grant form.
- Check DVR TG box on PO entry which schedules payment within 7 days.
- Complete receiving right away.
- Forward copy of TG form to mailbox DWD MB DVR Vendor Invoices. DO NOT FAX. State in subject line of the email "TG Consumer Last Name, Consumer First Name". This is the invoice on which payment is made.
- Attach completed copy of TG to Consumer's file.

For Non-FAO, Private or Out of State Schools, Purchase Orders can be issued as soon as the total costs are calculated using related guidance for these programs and indicated on the training grant form. The school will then invoice DVR for payment and payment will be expedited.

Direct Payments to consumers for post-secondary training are to be considered only as an exception and with supervisory review. The supervisor must confirm that the school will NOT accept a Purchase Order. DVR staff must record the date, name and contact information for school personnel in a casenote when a school will NOT accept a Purchase Order.

Purchase Orders Issued for Closed Cases

POs can be created or changed within 365 days after the case has been closed in IRIS. It is not necessary to re-open an IRIS case in order to process an invoice, if that case has been closed less than 365 days.

Purchase Order Coding

Specific instructions for each of the Coding fields located on the PO can also be found in the [Coding Manual](#) and on the [IRIS Help Pages](#). It is the responsibility of the field staff completing the order in IRIS to assign correct coding to consumer POs. Prior to final approval of the invoice, Center for Consumer Payments (CCP) staff will check the coding to see if it is in compliance with the Internal Revenue Service (IRS) rules for services being paid. Coding has been automated as much as possible within the IRIS System. Please find a description of each of the coding fields below.

- **Appropriation:** The authorization made by the State Legislature to make expenditures and to incur obligations from a specific statutory fund for a specific purpose. All DVR discretionary consumer purchases will be coded to appropriation code **54400**. This code is automatically assigned by IRIS.

- **State Fiscal Year:** The State Fiscal Year (SFY) is displayed with the 4 digit SFY in which the service will occur. There is a period of time from June 1 through the cut off date determined by the Bureau of Finance, generally the third week of July when users will be able to select between two state fiscal years. The current SFY will default in IRIS. Critical dates will be announced by a directive from Central Office.
- **FFY Project Code:** The project code identifies the Federal Fiscal Year (FFY). This is a fifteen-digit code, the last two digits identifying the FFY funding year. For a period of time after October 1, users will be able to select between two federal fiscal years. The current project code will default in IRIS.
- **Department:** The department code is used to report consumer spending by WDA. There is one department code assigned to each WDA. This code is automatically assigned by IRIS based on the consumer's WDA.
- **Activity:** The activity code allows for the breakdown of transactions. Summary expenditures by activity code are reported to RSA. The code must be manually assigned by DVR field staff. IRIS displays a short description of each code.
- **Account:** The purpose of the accounts codes are to identify if a service is reportable or non-reportable to the IRS. When assigning this code, field staff should take into consideration the service being provided.
 - IRIS will display a default code which looks at the activity code and tells the user what the account code has been in the majority of purchases for that service. However, the default code should be only a guide for users.
 - If in doubt with what account code to assign, assign a reportable code and let the vendor determine whether or not they must report the payment to the IRS.

STAR PeopleSoft Vendor Database

DVR uses the STAR PeopleSoft vendor file to maintain vendors for consumer purchases. Although DVR will access and view the vendor database from IRIS, ASD staff will facilitate addition/change/inactivation with Department of Administration (DOA). Refer to the [specific instructions for new and existing vendors](#).

• **Adding a New Vendor**

If the vendor is not set up in the STAR PeopleSoft vendor database, DVR field staff should work with the vendor in completing the paperwork by following the [instructions for entering new and updating existing vendors](#). In addition, [talking points](#) have been created to assist staff when setting up a new vendor.

• **New Vendor Review**

In order to provide a pre-audit review of a vendor to assure the vendor is an appropriate provider of services, DVR requires that all new vendors imported from STAR be reviewed by a WDA Director/VR Supervisor. The WDA Director/VR Supervisor review is to assure the vendor is appropriate for offering the services that are being requested. The reviewing supervisor must complete the approval in IRIS with review comments. New addresses imported for an existing vendor do not require WDA Director/VR Supervisor approval; see the [guidance for reviewing and approving new vendors](#) for additional guidance on what to review for a potential new vendor.

- **Updating or Inactivating an Existing Vendor**

DVR field staff should work with the vendor in completing the paperwork by following the [instructions for entering new and updating existing vendors](#). If a vendor only has a change of address and has provided a letter (dated/signed) or an invoice listing the new address, the letter or invoice can be submitted in place of the DOA-6457 form. When a vendor wants to be inactivated from the STAR PeopleSoft vendor file, the DOA-6457 form should be completed and signed by the vendor. On the DOA-6457, write in Address Inactivation to the right of Change of Address section and in the Address to be Replaced section cross off the word Replaced and write Inactivate along with a brief reason for the inactivation.

- **DVR Vendor Type**

When importing a STAR Vendor, DVR staff will select the DVR Vendor Type. Each vendor that provides services to DVR consumers must be assigned a DVR Vendor Type as required by the Rehabilitation Services Administration (RSA). The types of Vendors are: Consumer, Other Private Vendor, Other Public Vendor, Private Rehab Facility, or Public Rehab Facility.

- **Consumer is Also a Vendor**

When a consumer has a business from which DWD purchases items or services the consumer will have two vendor records. One will be the consumer record under vendor type DVR DP Vendors and the other will be under vendor type DVR PO Vendors. All consumer vendor records for direct payments are exclusively in IRIS and not in STAR PeopleSoft.

- **Adding a DVR Consumer for Direct Payment**

In order to provide a direct payment to a consumer, the consumer record is created directly in the direct payment page. ASD Vendors does not approve in the system, nor do they inactivate addresses. IRIS limits each consumer to 3 active addresses at one time so if a consumer has multiple addresses an address may have to be inactivated prior to adding a new address.

An address or name change for an existing consumer in IRIS must be entered on both the case side and the fiscal side of IRIS.

Approval of a Purchase Order

Approve

With the exception of staff with the IRIS role of CCP, any DVR staff can approve a PO. The person who approves the PO will not be allowed to document receiving against that PO.

With this in mind, each Team or WDA will determine a process regarding who will approve the POs that will be the most efficient.

Print

After a PO has been approved, it will be sent to the vendor. The PO can be printed for mailing, it can be sent via FAX or it can be attached electronically to an email. All of these methods are acceptable.

High Cost Orders

When the total of a PO, including any change orders, exceeds limits set according to staff functions in IRIS, DVR management must review the PO before it can be approved in IRIS. Refer to the [Case Services Delegated Authority Levels](#) section. If the total of the order exceeds \$25,000, the WDA Director/VR Supervisor must approve the order, AND it must also be reviewed by the DVR BCS Director or a designee. This includes the original PO amount as well as any changes that are made to the order that cause it to exceed those limits.

Documentation of Receiving on a Purchase Order

What is Receiving?

Receiving ensures DVR is paying the amount obligated to pay and minimizes the risk of inappropriate or inaccurate payments. The "OK to pay" must be confirmed by someone who knows the goods or services were indeed received. This person is the consumer, which is why it is critical for the consumer to confirm **before** payment is made to the vendor. DVR should not complete receiving based solely on an invoice or provider report. A provider report is submitted by the same provider of the invoice; therefore, risk of inaccuracies on both is possible.

The CCC assigned to the case is ultimately responsible to ensure receiving is completed, although team strategies should include the options for others to also complete. In general, the CCC assigned to the case is also the Alert Recipient. As attempts and contacts are made to the consumer, enter PO comments and add to case activity list. This practice facilitates a reminder to follow up with consumer upon review of casenotes and allows any staff to see the results to date.

If the service includes a report, be sure to review the report and ensure consumer received as indicated on the report and [technical specification](#) requirements have been met.

If during contact with the consumer, it is determined the good or service was not received as ordered, proceed with completion of the [Invoice Resolution Form](#) (see [Invoice Resolution Form Procedures](#) under the Miscellaneous Section).

To complete receiving:

- 1) Enter the quantity (units) of goods or services received as ordered. Entry of this value confirms two things:
 - The number of units of goods or services received by consumer. This identifies the amount DVR is obligated to pay.
 - The goods or services were received as described on the PO. There can be a variance between what we ordered and consumer satisfaction. If what DVR ordered was received as ordered, then the vendor is owed payment. If the consumer received what DVR ordered, but isn't satisfied for some reason, payment is still owed to the vendor because the order was fulfilled as ordered. If the consumer is not satisfied and the item can be returned, that action should proceed as usual.
- 2) Enter a brief comment to explain **how you know** the consumer received the goods or service as ordered. Completion of receiving cannot be based solely on receipt of an invoice or report from a provider. Although a provider's report is a requirement of the technical specifications of the service, basic fiscal control is to confirm with the receiver of services that indeed the services have been received.

Complete receiving as soon as you know the services were provided – don't wait until the invoice is received. The staff that do the best job with receiving have developed a process to have the consumer inform them when a service is completed. Another method

that can assist in timely receiving is to enter the review date on the PO as the date you need to make contact with the consumer.

Alerts from CCP

If you have not completed receiving before the invoice is received in the CCP unit, you will receive an IRIS alert initiated by CCP, asking that you act on the receiving as soon as possible so payment is not delayed. This is extremely important on all invoices but especially on large invoices with multiple orders. The entire payment to the vendor may be held up waiting for receiving on an order to be completed.

The first alert is sent by CCP as soon as the invoice is entered by the CCP unit. The alert will be sent to the "Alert Recipient" on the PO, and staff are expected to review ASAP and minimally within 5 business days, multiple contacts should be made to the consumer to complete receiving. CCP will follow up with a 2nd alert to the Alert Recipient, Alert Recipient's Supervisor, and WDA Fiscal Expert(s) after the 5 business days have passed. No further alerts or emails will be sent by CCP. Invoices not paid within 30 days may incur late payment charges that must be added to the payment due.

Use the ***Orders on Invoices To Do List*** in IRIS to prioritize receiving by scheduled payment date to ensure payments are made in a timely manner.

Signed Receipts

If the CCP receives a signed receipt with an invoice, they will indicate this in the alert they send. If the consumer has signed a receipt, completion of receiving can occur immediately by referencing the alert message.

Reassigning Responsibilities During Absences

If staff are going to be gone for a period of time, they (or an IRIS System Administrator) should set up a delegate for their alerts or transfer their receiving responsibilities to other staff during their absence. This can be done in IRIS via the "Other" tab, select [Staff Search](#), find yourself, and then select Alert Delegate on the [Staff Information](#) page; you can also go to the "Fiscal" tab, select [Change Receiver](#), and select the staff you would like to get the "Receiving Needed" alerts. All staff members have the ability to change their own delegates and message receivers.

To Cancel or Delete Receiving

If there is a mistake made when entering receiving, the entry cannot be cancelled or deleted. Instead, you must enter a new line and show a "negative" receiving. For example, if you entered 3 units and should have only entered 1 unit, you will enter a new line showing -2 units, which reduces the total amount received. The reason you are not allowed to cancel or delete receiving is to maintain a historical record of any receiving that was documented.

Consumer Satisfaction Survey Completion

The consumer satisfaction survey questions will only appear directly under the receiving area for statewide services. A response to the survey questions should be obtained at the time of receiving but will not delay receiving if the responses cannot be obtained until a later time.

Survey responses are required at the end of a service. For continuing services such as job coaching, the survey not needed checkbox and reason "Continuing service, survey not needed" may be selected until the last invoice is paid.

Case closure drafts can be saved, but the case cannot be closed with outstanding surveys. If a response cannot be obtained from the consumer at the time of case closure, the unable to locate consumer checkbox may be selected to complete the survey.

Maintenance of Purchase Orders

It is the responsibility of DVR field staff to maintain all purchase orders, from the time they are requested until they are completely liquidated. Vendors are to be notified that DVR is to receive their billing for completed services within 60 days of said completion.

The individual listed as alert recipient on a PO should monitor the list of open POs regularly to assure the POs remain accurate. The alert recipient should also complete receiving and obtain invoices if appropriate for that order.

Unliquidated Order To Do List

This to-do list can be run in IRIS by Alert Recipient, Keyer or Requestor.

Open PO Report

The DVR Dashboard includes open PO reports under the Fiscal tab for staff and managers to use to monitor open POs.

Change Orders

Change orders are subject to the same approval process as an original order consistent with staff delegated authority levels. The original order amount + the change order amount will determine if additional approval is needed. Pending and in process change orders can be viewed using the Change Order To Do List in IRIS.

Financial Changes

When changing a purchase order on any field that must go to the state accounting system, STAR PeopleSoft, DVR will be required to go through the change order process. When making these financial changes, we will send these changes through the nightly batch process.

Non-Financial Changes

Certain non-financial changes are not sent to STAR PeopleSoft; these changes include: requestor, alert recipient, end and review dates. Therefore, those changes can be done without being sent through the nightly batch cycle.

Cancellation

When you close a PO, it will cancel the amount remaining on that PO. This is regardless of whether or not an invoice has been paid against any of the lines on the PO.

If you don't intend to cancel the entire PO, you can cancel one of the lines or the remaining balance on the line. A line should be cancelled if it will not be used. For lines with partial invoicing, do a change order to reduce the lines to what will be used.

Monitor your POs routinely to see if any can be cancelled. Don't cancel a PO just because the invoice hasn't been sent. This causes a problem because the vendor hasn't received their payment and the vendor usually discovers this at a later time which causes more work for both DVR field staff and CCP. If the vendor hasn't sent an invoice, contact the vendor to obtain one.

CCP has the capability to finalize POs and will finalize orders under the circumstances described under the Finalizing/Canceling Order Lines section.

Invoices on a Purchase Order

Invoice Review

All invoices for materials or services purchased by state agencies must be reviewed before payment for:

- Math and coding accuracy.
- Compliance with purchasing regulations.
- Compliance with terms of the PO.
- Evidence of receipt in good condition.
- Potential duplicate payments.
- Conformance with legislative and program intent.

The review of invoices should be performed prior to the processing of orders approved for payment and is primarily a CCP responsibility. Field staff determines legislative and program conformance as they “okay payment” through the receiving process. Communication between field staff and CCP is necessary in many instances in order to resolve issues outlined above and to meet prompt payment guidelines.

Voucher Jacket Review and Recordkeeping

A voucher jacket is generated daily of all CCP processed payments, including direct payments. A review against the actual invoices is done daily to check for errors in payment amounts, names, and addresses and other identifying information such as invoice numbers. If an error is found by the reviewer, the voucher jacket is taken to the CCP member who processed the payment. Follow up is made as appropriate with the Bureau of Finance to intercept the check from mailing and correct the situation.

Once invoices are processed and reviewed, they are stored along with the voucher jacket per state record retention rules.

Elements Required on an Invoice

Some elements are required on an invoice, and the other elements are preferred on an invoice. The elements are:

- Vendor name and address (required).
- Vendor contact and telephone/fax numbers.
- Invoice date.
- Invoice number.
- PO number (required).
- Recipient of services – consumer name.
- Dates of services
- Description of goods and/or services received (required).
- Remit to address (required).
- Federal ID# or FEIN.
- Unit and dollar breakdown by consumer and invoice total (required).

When a vendor purchases items on behalf of a consumer (i.e. bus pass, clothing), the invoice must be accompanied by a receipt showing the item as paid and include the purchase date and amount. If CCP receives an invoice without a receipt, a request will be made to the vendor before payment is approved.

The invoice must be submitted from the vendor ([DVR service provider sample invoice](#)). A copy of the PO does not serve as an invoice and will not be treated as an invoice by CCP.

Invoices Received in Field Offices

All invoices should be sent directly from vendors to the CCP electronic mailbox at dvrvendorinv@dwd.wisconsin.gov. If an invoice is received in the DVR field office, it should be date stamped when it is received, scanned and sent to the CCP electronic mailbox at dvrvendorinv@dwd.wisconsin.gov. Invoices may also be sent directly to the CCP via USPS, inter-departmental mail or faxed to 608 266-1133. The invoice must be sent to the CCP as soon as possible, whether or not it is being disputed. If it is being disputed, field staff should attach a copy of the [Invoice Resolution Form](#) to the invoice when it is mailed or faxed to the CCP unit.

Only CCP Will Enter Invoices into IRIS

CCP will enter the header information and remittance information for an invoice.

Assigning Invoice Numbers

Because only CCP can enter an invoice, CCP will assign the invoice number if none is provided by the vendor, in accordance with its established format.

Emailed Invoices

Vendors should be instructed to send all invoices directly to the CCP electronic mailbox at dvrvendorinv@dwd.wisconsin.gov as this is the preferred method of receiving invoices.

Payment from a Cash Register Receipt

Some vendors have specifically asked that we wait for an actual invoice before processing payment. They also ask that we not pay from a cash register receipt. Although the register receipt is an itemization, the actual invoice should be considered the billing.

Payment from a Statement

CCP will not process a "statement" as payment unless it is clear that the "statement" is actually the vendor's invoice, and has all required invoice information. An actual statement from a vendor that lists outstanding invoice numbers will not be processed. In this case, CCP will contact the vendor requesting copies of the original invoices referenced on the statement. Each statement needs to be handled separately, and the CCP needs to make the final determination whether to pay from a statement or not.

Requesting CCP to Remove an Invoice

DVR staff should not request CCP to remove an invoice or change the “final payment” status just so the order can be changed to match the invoice. If another line can be added to the order instead of changing that order line, that is also appropriate. It is very important for CCP staff to mark an invoice as final so that the remaining funds are liquidated on the accounting records and the line is closed. Otherwise, too many orders inappropriately remain open with a balance. However, if the “final payment” status needs to be changed so that a line can be increased, CCP staff will do this when the situation is explained and the payment has not been scheduled or processed.

Finalizing/Canceling Order Lines

Whenever CCP pays an invoice against a PO line, they will cancel the balance remaining on that line if they have been informed that there will be no more services provided or bills received against that line. CCP can cancel the remaining balance of an order line when they pay an invoice. CCP staff will check “invoice complete” if they know they can cancel the remaining balance of that order line. IRIS will automatically finalize a line in which the maximum quantity of that line is reached when invoiced.

In addition, CCP can close the following types of POs:

- Duplicate/replacement orders that may have been done when the vendor is incorrect.
- Orders with small balances or few units remaining after an invoice was processed.
- Orders that the vendors will not be invoicing on.
- Orders that have a zero (\$0) balances in IRIS.

CCP is not able to process a change order to a PO. An alert will be sent to the Alert Recipient when CCP closes a particular order.

Tolerance Level

The current tolerance for invoice payments is 25% per line, up to \$100. This tolerance level was set by DVR. The system automatically calculates if payments are within tolerance or not and will not allow CCP to process a payment that exceeds the tolerance level. An order can be split in order to facilitate more efficient invoice processing. However, if the orders combined exceed the tolerance level, a WDA Director/VR Supervisor must provide approval as though the order was one.

Scheduled Payment Date

The policy for the State of Wisconsin is net 30 days. This means we have 30 days to meet prompt payment requirements. The 30 day prompt payment period begins the day the invoice is received in DWD, or the day the goods are received, whichever is later. Currently, IRIS automatically calculates the scheduled payment date by adding 23 days (determined by DOA) to the date the invoice was received by DWD. This does not always mean the date the invoice was received in CCP. The policy is for all invoices to be sent directly to CCP. However, some invoices are received at the DVR field offices, which is then the date received by DWD. Invoices received at DVR field offices must be date stamped for this reason.

DIRECT PAYMENTS TO CONSUMERS

General Guidelines

- The preferred method of payment is through a PO directly to the vendor. Direct payments to the consumer should be limited as much as possible and limited to the few circumstances as described in the following sections.
- Reoccurring services, such as tutoring or child care, expected to last longer than 3 months should have the provider set up as a vendor and issued with a PO rather than Direct Payments to the consumer.
- Before issuing a DP, the service/product must be identified in the active IPE, and an authorization must be completed. The authorization must provide documentation for purchasing and include the reason for using the DP method. The Expense Reimbursement Log (ERL) will inform the consumer of what services DVR is authorizing and, therefore, define which services can be reimbursed by DVR.
- The DP is entered by field staff, and routed through the WDA Director/VR Supervisor if required, and then approved by CCP staff once the entry is reviewed and supporting documentation is attached/linked to the DP in IRIS.
- The system allows CCP three options with a payment – to Approve, Deny or put the payment back In Process to a field staff person. If revisions are needed, CCP must route the payment back to the requestor to correct, after which the field staff can route the payment back to CCP for approval.
- No further DPs will be paid after 30 days (the clock starts from the date the DP is approved) if a prior DP has not been verified and reviewed by CCP. If an overpayment was made to the consumer, a reimbursement to DVR is needed by check or money order for the amount not covered by receipts or items purchased (refer to instructions for [Refund Checks](#) under the Miscellaneous Section). Offsetting the over payment against a future DP will not be allowed.
- In situations where an unverified payment falls within the 30-day timeframe, POs can be used to purchase additional services with the approval of the WDA Director/VR Supervisor.
- Field staff can use the Unverified TG & DP report located under the Fiscal tab on the Dashboard to ensure that all advance payments receive follow-up to be sure the consumer returns the advance ERL form and to be sure that verification is completed in IRIS. It is field staff responsibility to make sure the verification documentation is attached to IRIS and linked to the DP for CCP review.
- If consumers have any other unverified Training Grants and DPs, including those from previously closed cases, verification must be completed before any new DPs are provided.
- **Important:** Be sure that the address information is correct under the Fiscal tab in IRIS when entering a direct payment. This field cannot be changed by CCP. The payment request will need to be routed back to the Requestor for correction. (NOTE: CCP does not receive the IRIS warning that the fiscal address does not match the case summary address.)
- The Actual Payment Service start and end dates should fall within the Authorized Service dates. Enter the Actual Payment Service dates on the Payment/Verification Info tab with the first service date as the start date and the last service date as the end date.

- The payment description should be the actual service information listed on the ERL and must include the service authorized and the purpose of the service.
- Receipts are required for all items that fall under “Other Authorized Expenses” on the Reimbursement ERL and the Advance ERL, including parking and taxicabs.
- Consumers cannot claim tax exemption when purchasing goods or services, therefore any tax charged to the consumer should be claimed against an advance or reimbursed.
- No DPs can be issued to a Consumer after 365 days of the case closure date.

Verification

Summary of DP verification can be found at [Direct Payment Verification Guidance and Reminders](#).

Make multiple attempts and use multiple methods to obtain verification and case note results.

- In the event that a receipt is missing or lost, an [Alternate Receipt for DVR Services Form \(DVR-13813\)](#) can be submitted in its place if the alternate verification method demonstrates the good or service has been received. The form needs to be approved by WDA Director/VR Supervisor and should rarely be used.
- For all new cases, any outstanding unverified advance payments from previous cases must be resolved prior to purchasing any services.
- If the consumer has an outstanding unverified DP, Supervisory approval is required to purchase services with a PO.

Suspected Fraud or Misuse of Funds, consult with supervision when:

- Verification is not received from the consumer within 15 days. It may be considered misuse of funds or suspected fraud.
- Funds were not spent as intended or there is suspected fraudulent activity.

In order to guarantee separation of duties, the person who verifies a DP cannot be the person who approves the DP.

- DVR has determined that only Field Staff will be allowed to document Verification on a Direct Payment.
- Only CCP Staff will be allowed to approve a Direct Payment.

All forms of DPs (except Advances) will need to show as “Verified” before payment can be approved. Verification should be specific and concise as to actual services received. It should include what was used to verify payment and what service is being verified. If CCP receives a DP request that does not show as being “Verified” in the IRIS system, they will not be able to process the payment.

Field staff should enter specific comments in IRIS (under the tab for Payment/Verification Info.) that describe how they know the service received is consistent with the DVR payment.

If the linked verification supporting documentation or verification comments are not sufficient and clear, CCP may have questions about the documentation. In such instances, CCP may return the DP to the person who verified the payment.

Appropriate Receipt

The information below covers receipts for all direct consumer payments submitted to CCP for approval. Receipts are required for all items that fall under “Other Authorized Expenses” on the Reimbursement ERL and the Advance ERL, including meals, parking and taxicabs. Receipts are not required for mileage.

An Appropriate Receipt:

- Clearly provides details of services/items purchased.
- Clearly demonstrates payment amount for services/items.
- Includes the vendor’s name/address.
- Is an original receipt.
 - If a copy of a receipt is provided, the consumer must provide an explanation as to why a copy is being submitted (an example of when a consumer may not want to submit an original receipt is when they have purchased something where they need the receipt for warranty purposes).
- The Expense Reimbursement Log for mileage must include purpose(s) of travel, business name(s) and city(ies) of travel from-to-return. Must also include consumer and counselor signatures and calculate using the correct mileage rate.
- The Attendant/Child Care Provider Log. It can be used for attendant care, child care, scribe services, etc. (<http://dwd.wisconsin.gov/dwd/forms/DVR/pdf/DVR-13178.pdf>).
- The Rent or Security Deposit Receipt. It can be used as a receipt for rent or security deposit payments (<http://dwd.wisconsin.gov/dwd/forms/DVR/doc/DVR-13814.doc>).

Following is Not an Appropriate Receipt:

- The duplicate check copy from a checkbook or a copy of the check. These show that the consumer probably wrote out a check but do not demonstrate the check was ever sent and/or received and cashed by the vendor.
- A charge slip that only provides an amount paid. This does not provide details of items purchased and therefore unable to verify that DVR is reimbursing only for items authorized.
- The payment return slip for a utility, telephone or other type of service. This does not provide the detail of the services nor does it demonstrate payment history with a zero balance forward. Unable to verify that DVR is reimbursing only for the service(s) authorized.
- A handwritten and/or typed receipt prepared and signed by the consumer.

Internet Purchases:

- Print the final page that provides detail of items purchased and also documents method of payment. Generally it will show the last 4 digits of a credit card number in the payment information.
- The ‘shopping cart’ page is not a receipt as it does not confirm goods have been purchased or that they have been paid for.
- Many sites provide account information that can provide details of purchase or payments after the fact.

Types of Direct Payments

Advances

An Advance is money provided to a consumer up front, with verification documentation submitted after payment. Advances are used when other procurement methods (i.e., purchase orders, reimbursements) are not possible or cannot secure a service. The initial Advance for mileage should provide the consumer with money to get started, but then future payments for mileage should be in the form of a Reimbursement for documented and actual expenses.

DVR needs to ensure that advance payments are verified in a timely manner, that funds were used as intended, and that consumers are satisfied with the services.

Note: When possible, Advances should be authorized for only one month at a time but should not exceed two months. For unique situations, consult with your Supervisor. Advances should rarely be granted and should only be given in cases of hardship.

Advances must receive approval from the WDA Director/VR Supervisor in order for the CCP Unit to approve payment. Verification is completed after the payment has been made.

The consumer should return the completed ERL within 15 days from the end date on the Advance form. This allows DVR to complete the verification process within the 25 days. Staff should calculate this date and include it on the Advance form in the space provided.

If verification does not take place within the 25-day timeframe, supervisory approval is required to authorize any further services. The 25-day clock for unverified payments starts from the end date on the Advance form.

- The Advance begins by field staff entering an authorization and DP in the IRIS System. DPs that are indicated as advances will typically be approved on the date of receipt. It is recommended that an advance be indicated as ADV at the beginning of the description of the DP.
- The DP is Saved and Routed to a WDA Director/VR Supervisor.
 - If the WDA Director/VR Supervisor disapproves the DP, the requester will receive notice of the disapproval and the DP will not be routed further.
 - If the WDA Director/VR Supervisor approves the DP, he/she will then route it to the CCP Unit for approval.
- Once the Advance has been approved by CCP, the **Advance ERL Form** (DVR-12987-E) is printed and it is sent to the consumer. Instructions for completion are on the form.
- When the consumer returns a completed Advance ERL form, the field staff will review the form to assure the document is completed properly and has adequate supporting documentation. Verify the following:

- a. Calculations are accurate.
 - b. The ERL is an original document – not a copy.
 - c. The document contains both consumer and counselor signatures.
 - d. The case number is correct.
 - e. Receipts are present and are original.
 - f. The ERL is not a duplicate payment.
 - g. Services are actual expenditures and not for future claims.
 - h. If an overpayment was made, the consumer must reimburse DVR with a check or money order for the amount of the overpayment. Offsetting the amount against a future DP is not allowed. Refer to instructions for [Refund Checks](#) under the Miscellaneous Section. A copy of the check or money order must be attached in IRIS and then linked to the direct payment.
- If the Advance ERL form has errors, field staff will contact the consumer to facilitate correction of the document.
 - The Advance ERL form and supporting receipts/documentation must be attached to IRIS and linked to the appropriate DP.
 - Field staff must document on the DP listed in IRIS (under the Fiscal Summary) consumer verification of services and satisfaction with services based on receipt of the signed Advance ERL form and receipts.
 - CCP staff will review supporting documentation/attachments. If insufficient supporting documentation is linked, CCP will return the DP to the field staff for further follow up regarding verification.

Training Grants

Direct Payments for post-secondary training are to be considered only with supervisory review and an approved exception. The supervisor must confirm that the school will not accept a purchase order. Staff must record the date, name and contact information for school personnel in a casenote when a school will not accept a purchase order.

The student must provide proof of payment for verification and grades for continued support.

Instructions for completing the training grant process are found at the DVR Information Center at http://dwd.wisconsin.gov/dvr/trg_grant/default.htm

Reimbursements

A Reimbursement is money given to a consumer after the consumer has actually purchased an agreed-upon product or service and DVR is providing payment for the agreed-upon expenses.

- The Reimbursement begins by field staff entering an Authorization and DP in IRIS under the Authorization Information tab.
- The DP is saved, and the Reimbursement Log (ERL) Form DVR-12989-E is printed and provided to the consumer. The form will clearly indicate the product/service and the funding level that will be reimbursed. Instructions for completing the ERL are provided on the form.
- When creating a reimbursement request, there may be instances when multiple dates of service need to be entered.

- A DP can then be created and saved in IRIS, but not yet routed to the CCP for approval. By doing this, DVR can create a report showing all “In Process” DPs, which will provide a way to determine the amount of funds that have been “promised” but not yet approved for payment.
- When the consumer returns a completed ERL form, the field staff will review the form to assure the document is completed properly and has adequate supporting documentation. Verify the following:
 - Calculations are accurate.
 - The ERL is an original document – not a copy.
 - The document contains both consumer and counselor signatures.
 - The case number is correct.
 - Receipts are present and original.
 - The ERL is not a duplicate payment.
 - Services are actual expenditures and not future claims.
- If the Reimbursement ERL Form is missing documentation, field staff will contact the consumer for resolution.
- When the Reimbursement ERL Form is accurately completed and ready for approval, field staff will document verification for the DP in IRIS on the Payment/Verification Info. tab listing Actual Service Start/End dates. They will attach and link the appropriate receipts/documents to the DP in IRIS.
- Field staff will then route the DP to CCP for approval.
- The CCP will approve a Reimbursement ERL only when verification is completed and the supporting documentation is sufficient. If insufficient supporting documentation is attached, CCP will return the DP to the field staff for further follow up regarding verification.

NOTE: Multiple lines can be entered on one Direct Payment. For example, if there is a consumer who has mileage listed for job searches and they also list buying interview clothing, one DP should be entered with two lines: one line using the 065 code for the transportation/mileage with the dollar amount listed, and the other using the 027 code for maintenance with the amount listed.

Wage Verification

Wage verification payments should no longer be made to consumers who have not previously received these payments.

MISCELLANEOUS

Advance Payments to Vendors

DVR will not be granting any advance payments to vendors. Making such advances to our vendors is not a good business practice, since advance payment severely reduces our ability to hold the vendor accountable, should the goods or service being purchased be in any way lacking.

We are aware that some potential vendors may not have enough credit capacity to be able to advance the funds to pay for the goods or services DVR might order. Therefore, it is critical that any staff involved in arranging for the purchase of goods or services with a particular vendor, make that vendor aware of our payment process up front; most particularly, that we do not provide any advance payments. If the vendor is not able to accept our order without advance payment, then DVR must find another vendor who can.

Check Numbers Beginning with Z

A vendor that owes delinquent taxes or other monies to the Department of Revenue or other state agency may have payments intercepted. If a vendor asks about a DVR payment not received, first check to see if the payment has been made and if so, review the check number under the Invoice screen on the Voucher Information tab. If the check number begins with a Z, the payment was intercepted and the vendor should contact Department of Revenue at (608) 266-7879 for further information.

Staff Updates

If there is a change to a staff name, location, role, supervisor, telephone, etc, they should notify an IRIS System Administrator. These changes will typically come through the Human Resources Department but may also be reported directly to an IRIS System Administrator.

Fiscal Experts

The [DVR Fiscal Experts](#) are a team of staff within DVR who will help the agency improve the fiscal processes related to purchasing consumer services and will be a liaison between CCP and WDA staff.

Fiscal Experts are available in each Workforce Development Area (WDA). The Fiscal Experts will perform three (3) important functions.

1. Provide training and update information for staff within their WDA related to maintaining purchase orders, processing receiving, procedures for DPs, and other fiscal-related information.
2. Evaluate current processes being used within their WDA and recommend any changes that will improve the accuracy, speed, or efficiency in the way the WDA staff function.
3. Serve as the first point of contact for CCP when there are questions or problems related to invoices or DPs. The Fiscal Expert may not be the person responsible for the problem but will be the contact that will see that the matter is taken care of.

Please direct all fiscal related questions and problems to the [Fiscal Expert in your WDA](#) who will serve as the first point of contact to answer fiscal process questions. The Fiscal Expert can consult with any Financial Specialist in the CCP Unit or the CCP Supervisor on any questions if they need assistance.

Contacts About Payment Issues

It is the responsibility of field staff to respond to consumers with questions regarding payment. Those contacts should not be referred to CCP. It is the responsibility of field staff to be the liaison between CCP and vendors on questions regarding payment, status of payment, explanation of payment, etc.

Refund Checks

Refunds are to be credited to the account(s) that the original expenditure was charged. Coding information can be found in IRIS under the Fiscal Summary tab for the DP or PO. No cash should be accepted from consumers in the field or central office. There must be a tangible financial instrument (personal or business check, money order) that identifies the refund, and is endorsed by DVR staff with the following endorsement: *For deposit only, payable to the Department of Workforce Development.*

Upon receipt from the consumer, the check or money order should be scanned and attached to IRIS. The attachment must then be linked to the direct payment that the consumer is submitting repayment.

All checks received or returned from DVR Consumers or DVR Vendor payments must be sent directly to the address shown below using form [DVR-17010-E](#). Please notify via email the appropriate staff in CCP when a vendor payment is expected.

By US mail to:

DWD ASD – Bureau of Finance
Accounts Payable – Cashier
PO Box 7946
Madison, WI 53707-7946

By Inter-Department Mail to:

DWD Finance, GEF1, G400, Attn: Cashier

Good financial control requires that all financial payments received by staff are ***immediately*** forwarded to the DWD Cashier. Field staff should use the process steps outlined below and use the DVR Refund Check Routing Slip ([DVR-17010-E](#)) created especially for this purpose, to transmit a refund check to ASD-Bureau of Finance. Include any additional information under the notes section of the form that is relevant to the refund being submitted. If the check is received by a consumer for payment against an unverified DP that has been sent for collection, check yes on the form to ensure the collection balance is updated accordingly. The information on the routing slip is required to assure that the funds are correctly credited to the original funding source, which is the responsibility of ASD-Bureau of Finance.

Steps for Processing a DVR Refund Check:

1. DVR field office receives a refund check, immediately endorses the instrument and enters a comment on the payment with the date of receipt, check number and amount on the DP Information. Go under the Fiscal Summary tab in IRIS, and then click on the description of the payment to find the DP information screen which includes the Comment section. If the payment is from a consumer for an outstanding amount owed, the check must be scanned/attached in IRIS and then linked to the direct payment.
2. Using the DVR Refund Check Routing Slip ([DVR-17010-E](#)), field staff complete the form to include the P1 or VV voucher number from the original transaction, the dollar amount and field staff contact information. The P1 or VV number is found on the DP information screen under the Voucher Information tab. The completed form and check are then sent to ASD-Bureau of Finance via inter-departmental mail if possible, or through regular mail to the address on the form.
3. ASD-Bureau of Finance receives the check and completed form. The cash receipt document is entered into STAR PeopleSoft, crediting the original account coding from the payment voucher. Finance also sends an email to the CCP staff person who approved the payment so a comment in IRIS to document the refund can be made. If the payment is for an amount sent for collection, Finance will update the collection balance accordingly.

If ASD-Bureau of Finance receives a payment without adequate identification, the payment or an inquiry will be sent to CCP for follow up with field staff, as appropriate. If a refund check is sent to CCP by a vendor or other source, CCP staff will attach the refund payment to a copy of the original payment voucher on file and send these documents to ASD-Bureau of Finance.

Additional Information on Refunds Pertaining to a Purchase Order:

These types of refunds typically go from the service provider who received the payment directly to the CCP Unit. The voucher information can be accessed by searching for the invoice directly or going to the PO (General Information tab) and clicking on the invoice number under Invoice History. CCP will take the action outlined in above paragraph if they receive the provider's refund check.

Check Returned for Non-Sufficient Funds (NSF)

When a check is returned NSF, the Bureau of Finance will notify the DVR Program Development Section Chief. The Program Development Section Chief will notify the field staff person who had routed the refund check to Finance. Field staff will contact the consumer and request a replacement check and also enter a comment in IRIS. If the direct payment was marked as verified when the check was initially received, the field staff must also contact an IRIS System Administrator to request the payment to be changed back to unverified.

Stop Payment/Reissue Check Request

Before requesting a Stop Payment/Check Reissue, field staff should make sure that this is what should be done. Remember, once the stop payment request is made, the original check is no longer valid. If the Stop Payment is requested too soon, this can be inconvenient for the consumer as well as for all state agencies involved.

Before requesting a Stop Payment/Reissue Check request, field staff should follow these procedures:

- Verify that the check was cut and mailed to the correct address. Give the vendor the check information so that they can review their records to see if they actually did receive the check. This information is found in IRIS.
- Wait a minimum of 2 weeks from the check date before requesting a Stop Payment on a check. ***If the check was issued in error, do not wait to take action on the stop payment.***
- If it is determined that the Stop Payment must be issued, email the request to the CCP person who approved the payment and indicate the following elements:
 - Voucher Number (VVxxxxxxxx)
 - Voucher Date
 - Check Number
 - Check Date
 - Check Amount
 - Payee

CCP will take the necessary steps to contact ASD-Bureau of Finance and process the stop payment action.

Alleged Stolen Check

If a copy of a cancelled check is requested from CCP and delivered to the requestor, the signature may be challenged. If this happens, the consumer must provide a copy of the police report filed and/or a written statement of factual events. The following procedure is needed in order to have the issue investigated.

The field staff will need to have the following forms/items printed off and given to the consumer for completion for DOA to investigate the issue; only the following forms are to be used:

- [Notarized Affidavit Forged Endorsement \(DOA-2789\)](#)
- [Handwriting Specimens \(DOA-2790\)](#)
- Copy of the Cancelled Check.

Once the forms are completed, please send the ORIGINAL forms and the police report/statement to:

Controller, Bureau of Finance - G400
Department of Workforce Development
PO Box 7946
Madison, WI 53707
Phone (608) 261-4582

Invoice Resolution Form

Responsibility for Completing the Invoice Resolution Form

Any time there is a problem with an invoice, a delay in processing an invoice or DVR isn't agreeing with the invoice, the [Invoice Resolution Form \(DVR-14726-E\)](#) must be completed. This is written documentation to the vendor and CCP that explains why there is a problem with the payment or why it won't be received within 30 days. This also protects DVR from being subject to prompt payment interest charges.

- CCP Staff – Is responsible for completing the [Invoice Resolution Form](#) when the invoice does not reference an order number and the order could not be found or when the invoice has already been paid. CCP will also issue Invoice Resolution forms if the invoice received includes state or local taxes.
- Field Staff – When disputing a payment or partial payment of an invoice, field staff complete this form with the specific reasons for the dispute. Then send the form to the vendor with a copy to CCP.

The [Invoice Resolution Form](#) was a DWD Administrative Services Division document, amended to meet DVR needs. This form was created to meet requirements of Wisconsin Statute 16.53 Pre-Audit Procedures, Section 2 Improper Invoices. Completion of the [Invoice Resolution Form](#) stops the 30 day prompt payment requirement and gives the vendor a chance to review and update their records if needed.

An invoice resolution can be completed two ways: directly within IRIS or with IRIS form (instructions directly below). To complete directly in IRIS, the invoice must be entered in IRIS. Field staff can then click on the link under the invoice status under the Invoice History section on the PO screen. See below for further instructions on what to enter.

Invoice Resolution Form Instructions

The Invoice Resolution form is located on the DVR forms page.

- The address in the upper left corner of the [Invoice Resolution Form](#) is filled in with the address of the office where the staff person creating the form is located, so that replies from vendors can be sent to that address.
- The Contact Person on the form should be the person to answer vendor questions or comments.
- The Dispute Reason should include checking the appropriate box(es) and adding any additional comments that make the reason(s) clear and precise to the vendor.

Field staff should send the form to the vendor, send a copy of the form to CCP, and attach a copy of the form to IRIS, and update the Authorization to document the dispute. CCP staff will keep a copy of the [Invoice Resolution Form](#) with the invoice in a folder and will move the status of the invoice to Disputed. When the matter has been resolved, field staff should update the issue:

- Field staff should add an update to the Authorization to document the results of the dispute. If appropriate, Receiving should be completed.
- Field staff should send an email to CCP to let them know that the issue was resolved and documented in IRIS, that receiving has been completed, and that the invoice can be approved.

- If the invoice can be cancelled, field staff should send an email to CCP to let them know that the issue was resolved and documented in IRIS, and that the invoice can be cancelled.
- CCP will file a copy of the [Invoice Resolution Form](#) with the invoice regardless of the outcome of the dispute.

Subscription Services

When it has been determined necessary and appropriate to purchase subscription services, the following should be followed:

Subscription services should not be paid for through a PO. These payments should be made directly to the consumer, preferably through an ERL. This will help build in the responsibility for the consumer that he/she is responsible for the subscription payment. This will also allow for the vendor to perceive the consumer as the ongoing payee and responsible for the upkeep of the service. This should be discussed with the consumer at the front end of his/her case.

DVR definition of subscription service: A purchase made by signed order to contract and pay for an item or service for a specified period of time, or for a series of performances (issues).

Examples of subscription services: telephone, direct service lines (DSL), cable, satellite, internet, periodicals, memberships, licenses, rent, insurance, or the like. This listing is not intended to be all inclusive. For example, a self-employed consumer's advertisement for his/her business could be considered a subscription service.

If you are unsure if a service would be classified as a subscription service, please consult with your supervisor.

Recovery/Repossession of Equipment

DVR does not recover or repossess equipment purchased for consumers with Title 1B grant dollars. Regulatory language and an opinion rendered by the Rehabilitation Services Administration (RSA) do not support such recovery or repossessions. Furthermore, DVR incurs liability for the proper tracking, storage and disposition of any equipment recovered. If a consumer tries to voluntarily return an item, it can be suggested that they donate the item to a charitable organization of their choice.

Account Coding - http://dwd.wisconsin.gov/dvr/pdf_files/fiscal_account_codes.pdf

IRIS Help Pages

The [IRIS Help Pages](#) can be accessed using the following instructions:

- 1) Open IRIS or navigate to the IRIS home page (<https://dwdworkweb/iris/>).
- 2) Click "Help" in the top right-hand corner of the screen. This will open a new window and bring you to the Help Page: "[Basic Information for Using IRIS](#)."
- 3) Click "Help Page List" at the top and select the topic you are looking for.

Collection Procedures and Unable to Verify Process

If you have unverified direct payments after making multiple contacts using multiple methods of contact, DVR will work with ASD-Bureau of Finance for collection. The procedures are outlined below:

Send an email to DVR Program Development Section Chief, Lorie Lange, with the following information:

- Consumer's full name
- Consumer's IRIS case number
- Voucher Number (P1VCIxxxxxx)
- Consumer's current address
- Amount of unverified payment
- Brief summary of collection attempts (dates, methods, results)

The information will be forwarded to the ASD-Bureau of Finance. Please note the address must be a current address, as Finance will not research undeliverable addresses. Finance will create and send an invoice to the consumer. The consumer will receive an invoice/collection notice from Finance for three (3) consecutive months, followed by a collection notice. If there is no payment, Finance will submit to Department of Revenue (DOR) for further collection attempts for amounts greater than \$50. Any funds that are collected by DOR above a 15% collection fee will be transferred to DWD/DVR.

Formal monthly payment plans are no longer available. When the consumer is in contact with DVR, a discussion should occur to determine a reasonable amount to be paid at least monthly. Finance will send an invoice for the full unverified amount and if the consumer makes regular payments, the balance will not be sent to Department of Revenue. Payments will be applied to the consumer's outstanding balance. If no payments are made, the process will proceed as described above.

Field staff should casenote in the IRIS case record that a DP was sent for collection and enter a comment under the DP. When the full amount or appropriate verification documentation is received, the status of the DP should be updated from unverified to verified. When Finance receives a payment from the consumer, a comment will be found under the DP.

If field staff directly receives a payment from the consumer after it has been submitted for collection, staff should follow the instructions under Refund Checks section, and check the box to indicate payment is for collection amount. If the payment or appropriate verification documentation fully satisfies the unverified payment, contact Lorie Lange immediately to stop the collection process.

When all attempts have been made and request for collection has occurred, staff should follow the Unable to Verify process to remove the "Direct Payments needs verification" alert. From the Payment/Verification Info Tab, select unable to verify. Next select a reason and enter text if other is selected. Enter the dollar amount that remains unverified, select the supervisor to be routed to, and enter a brief summary of the multiple attempts and methods used and the results. The supervisor will receive a "Direct Payment Unable to Verify Request" alert and must accept or return the unable to verify request. The consumer will continue to be unable to receive another direct payment until verification is satisfied.