

# Information for DVR Vendors and Statewide Service Providers

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The State of Wisconsin Department of Workforce Development (DWD), Division of Vocational Rehabilitation (DVR) purchases goods and services from a wide variety of vendors (also known as suppliers) and service providers. Those goods and services support a program of rehabilitation for individuals with disabilities to reach employment goals. This document intends to provide basic information and additional resources related to processing fiscal transactions and relay information about submission of reports if required to document a service.

## Fiscal Requirements

The State of Wisconsin has a two-step process for becoming a vendor to state agencies like DVR. A STAR PeopleSoft file is used by DVR to maintain vendors for consumer purchases. DVR will access and view the vendor database from our case management system, IRIS. DWD's Division of Operations will facilitate additions, changes, and inactivations in the STAR PeopleSoft vendor database with the Department of Administration (DOA). See the [DOA Supplier Maintenance](#) page for additional vendor information.

## Step One: STAR

### New Vendors

If the vendor is new to DVR and has not been set up in the State of Wisconsin STAR PeopleSoft vendor database, it will take approximately five (5) business days to activate a vendor file. This database is operated by the Department of Administration and is a required step for a vendor to be paid by the State of Wisconsin. DVR field staff works with vendors to verify authenticity and complete the paperwork, which includes several forms. Please take care in completing the forms for accuracy. Inaccurate submissions can cause delays. Contact your local DVR office to obtain these forms, which will be sent to you via email.

**NOTE:** If a vendor is found to have a financial obligation to the State of Wisconsin, they will be required to resolve the outstanding obligation to receive approval to provide a good or service to DVR.

## Step Two: DVR Approval

### New Vendor Review

To ensure a potential vendor is an appropriate provider, DVR will conduct a pre-audit review. DVR requires that all new vendors be reviewed by a WDA Director/VR Supervisor to ensure the vendor is appropriate for offering the services that are being requested. The reviewing supervisor must complete the approval in IRIS and include review comments.

For vendors who provide certain statewide services, DVR requires a separate agreement. Upon approval, these vendors are designated as Statewide Service Providers. That process and associated requirements can be found on the [DVR Service Provider Information](#) page.

### Updating Existing Vendor

Once a vendor has been activated in the STAR PeopleSoft vendor file and wants to update information, additional forms are required.

The following actions can be completed by existing DVR vendors with assistance:

- Change of Address
- Change of Vendor/Supplier
- Change of Tax ID Number
- Request for Direct Deposit

Completed form(s) should be returned via email to the local DVR office along with an effective date of the change and an indication that the agency or individual is a DVR Statewide Service Provider. DVR staff will then forward the completed forms to the DWD Vendors mailbox at [VEND@dwd.wisconsin.gov](mailto:VEND@dwd.wisconsin.gov).

Forms received by the DWD Vendors mailbox will be reviewed and submitted to DOA, and the request will be entered within 3 to 4 business days (orders cannot be approved for the service provider until the name and address are entered). For DVR service providers, the DVR Contact Specialist will reassign the service provider record to the new Tax ID as close to the effective date as possible.

### PLEASE NOTE

- All previous authorizations and resulting invoices must be completed using the previous Tax ID.
- Any **NEW** authorizations will reflect the new Tax ID.
- An overlap of time will occur. The service provider is responsible for keeping track and making the appropriate bookkeeping change.
- Large organizations wishing to "break up" many locations must submit a new Tax ID for each location. Consider the amount of tracking required to process payments for multiple locations using multiple Tax IDs. Each Tax ID must provide separate invoices which clearly indicate the appropriate Tax ID.

### Inactivating an Existing Vendor

Contact your local DVR office to be inactivated as a vendor from the STAR PeopleSoft vendor file.

### DVR Authorizations for Service

DVR requires that all services be pre-authorized:

- If services are provided without a purchase order in hand, you will **not** be paid.
- Services provided before the 'order begins' date listed on the purchase order will **not** be paid.
- Services provided not listed on the purchase order will **not** be paid.

DVR will issue an Authorization for Service, commonly called a purchase order (PO). This authorization will contain 'ship to' information for any item ordered that will be delivered. An order begins the date on which services should begin.

Each PO will include the following information:

- An end date, called the 'order end date'
- A unique Purchase Order number
- A DVR consumer case number
- A description of the service or item to be provided to the DVR consumer
- An item number, if it can be identified
- The quantity or number of units
- Unit cost
- Total amount

For questions about a PO, contact the DVR office. Contact information can be found in the upper right-hand corner of the form.

[Sample Authorization for Service](#)

## Reporting Requirements

Goods or items purchased for a consumer generally do not require a report, however DVR will not pay an invoice until the consumer verifies delivery and satisfactory condition of the item. For DVR to pay for a service provided to a DVR consumer, a report describing the service is typically required, though not all services require reports. If you do not know your reporting responsibilities, contact the DVR office that issued your PO.

Statewide service providers are required to submit formatted reports to DVR within five days following the end of a service. For formatted report templates, see the Required Reporting Templates on the [Technical Specifications](#) page.

[How To: Set-Up and Use DVR's Scanning Methods](#)  
[Statewide Service Provider Webpage](#)

## Cancellation Fees

Vendors must identify established cancellation fees and policies with DVR at the time the service is arranged. The fees must be reasonable and customary for the service, business, and geographic area. DVR will not pay full price for services that are not rendered. DVR will not pay a cancellation fee for Medicaid eligible services. Statewide service providers cannot charge a cancellation fee per the signed Statewide Services agreement.

## Invoicing Requirements

Vendors must submit an invoice after the service is provided **and** within 60 days from the end of the service. Invoices **must** include:

- Dates of service(s)
- Description of goods and/or services received

- Federal ID# or FEIN
- Invoice number
- Purchase Order number – located at the top of the order
- Remit to address
- Unit and dollar breakdown by consumer and invoice total
- Vendor name and address

Other helpful information can include:

- Vendor contact and telephone/fax numbers
- Invoice date
- Recipient of services – consumer first and last name or IRIS case number
- Itemized goods/services with dollar breakdown and invoice total

For an example, see the sample invoice on page five of this document.

**NOTE:** If submitting an invoice for multiple consumers, in lieu of individual invoices consider using a statement type invoice.

### **Invoice Submission**

The preferred submission methods are to email electronic invoices to [dvrvendorinv@dwd.wisconsin.gov](mailto:dvrvendorinv@dwd.wisconsin.gov) or fax to the DVR CCP Unit at 608-266-1133. If unable to send an electronic invoice or fax, mail to:

DEPT OF WORKFORCE DEVELOPMENT  
 DVR CCP UNIT  
 BOX 7852  
 MADISON WI 53707

### **Payment Information**

The State of Wisconsin is tax exempt for all purchases. Sales to the Department of Workforce Development are exempt from taxation under the Wisconsin Sales and Use Tax Law pursuant to Sec. 77.54(9a), Wisconsin Statutes. The Sales and Use Exempt Number is ES 40709 (Date issued, 04/09/1997). The DWD FEIN is 39-6006449.

DVR requires all services be prior authorized:

- If services are provided without a purchase order in hand, you will **not** be paid.
- Services provided before the 'order begins' date listed on the purchase order will **not** be paid.
- Services provided not listed on the purchase order will **not** be paid.

DVR must receive an invoice within 60 days of completion of the requested service. Purchase orders not invoiced within 60 days will be cancelled.

The State of Wisconsin will typically pay properly submitted vendor invoices (not statements) within 30 days of receipt, provided that all reports, goods, or services have been delivered and accepted as specified. A good faith dispute creates an exception to prompt payment. The State of Wisconsin payment terms are net 30 days after receiving an invoice if services are provided as stated on the purchase order.

