

## TO OUR BILLING CUSTOMERS

The shipper information you input into our pre-registration program gives our office a head start on your billing, as well as a reference to know for which shipments we will be receiving backup. It is still necessary to send us *every piece of paper* needed to support billing DFAS-IN. That means every DD619/619-1 must have the T.O. signature for those items requiring T.O. authorization. If a T.O. has authorized a third party billing on the DD619, you *must* include a copy of that third party invoice or we will not bill the government for the third party invoice.

When we find something in your billing packets which we are not able to bill without supporting documentation, we will send you a memo by **e-mail** that we refer to as "**an FYI**". We also use FYIs to let you know why we didn't bill something, or why we billed it differently than it was presented to us. Once you receive our FYI and are able to obtain and provide us with the necessary documentation, you would need to send that documentation, *as well as all needed back-up*, to us, in order to create a supplemental billing. The supplemental billing created by our FYI does still need to be pre-registered like any other billing submitted to our office. It is often helpful if you send along a copy of our original FYI so that we are sure of what you want us to bill for you.

If we are missing a weight ticket, cannot read or understand the weight ticket, or do not have a true copy of the GBL when billing the original linehaul, we will FAX you for these needed documents. There is *nothing* we can bill until we receive requested paper back-up. We will hold all paperwork until you have completed our request. If it is necessary for you to wait for a T.O. to authorize a certified copy of the GBL for you, or for you to wait for a weight ticket, please let us know that you are taking action so we can allow the needed time for the return of paperwork.

The main thing to be aware of is that we are immediately billing all *supported items*. We will not hold up billing of the linehaul to wait for a response on something that can be billed on a supplemental invoice. We guarantee that we will complete your billings within 24 hours of receipt of the paperwork. If we receive your paperwork on Tuesday, we will begin billing it as soon as we complete the registration process, and complete it by 10:30 a.m. the next day. This includes being second checked by another auditor. Then we release EDI to DFAS-IN.

After your invoices have been generated, and second checked, we create a file that contains an invoice for each shipment we have billed for you, which is e-mailed to you the following morning, enabling you to view each invoice and give you the totals billed.

I hope this helps you understand our procedures. If you have concerns or questions, please contact me. Our service goal is to make government billing easy for our customers and enable them to enjoy the benefits of EDI billing.