New York City
Department of Health and
Mental Hygiene

2018

Vendor Invoice Processing System User Guide

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1.0 Introduction

1.1 Application Overview

Vendor Invoice Processing System (VIPS) is a vendor payment request (PR) submission and tracking application that records all the details of a transaction, from the upload of the initial invoice through the PR completion. After PR submission, vendors can review their contract or purchase order (PO) details for each payment request in real time and view their Check/EFT numbers. In addition, VIPS allows vendor administrators to create and manage their company's users.

Users of the application will be assigned the following roles: Vendor Account Administrator, Vendor Viewer or Vendor Invoice Processor.

User Role	Description
Vendor Viewer	The Vendor Viewer can search and view all contracts, POs and PRs for the vendor organization(s) linked to them.
Vendor Invoice Processor	The Vendor Invoice Processor can create, edit and cancel payment requests for their linked vendor organization(s).
Vendor Account Administrator	The Vendor Account Administrator can view, add and update Vendor User accounts in their vendor organization(s). The Vendor Account Administrator can assign roles and approve or disable user access to the selected vendor organization.

Table 1: User Roles

1.2 Application Workflow

The following is a list of transitions available in the VIPS application for the vendor user. The Vendor Invoice Processor or Vendor Account Administrator will be notified by email when their payment request will transition from one status into another.

Step #	Workflow Transition Status	Description
1	Submitted	This status indicates that the invoice payment request has been submitted; all relevant, required supporting documentation (invoice/payroll roster/timesheet/receipt/supporting documentation/other) has been uploaded. In this status, the Vendor User can't perform any PR or document modifications.
2	EFT/Check Issued	The system will move the payment request into the "EFT/Check Issued" status when the vendor payment voucher is issued in NYC Finance Management System (FMS). The payment request will be completed and will be considered closed. The Check/EFT/HH information is received from FMS and available for display.
3	Canceled	The Vendor Invoice Processor or Vendor Account Administrator could cancel the payment request in the Returned status. Such PR will be closed and cannot be re-opened for any tasks, but it would be available for viewing.
4	Rejected	When the PR is initiated by the Vendor User, it could be rejected by the privileged agency representative. The PR could be rejected at any time. A rejected PR becomes read-only and cannot be re-opened or processed further.
5	Returned	The system will issue the Returned status when a PR needs to be returned to the Vendor User for correction and re-submission. If there is an error that could be corrected, the payment request will be returned to the Vendor User for correction, with the explanation message from Health Department staff included in the Notes Section.
6	Check Canceled	The system will move payment request into the "Check Canceled" status when PAYRS status 'Payment Canceled' is issued after an FMS check cancelation.

Table 2: PR Transition Statuses

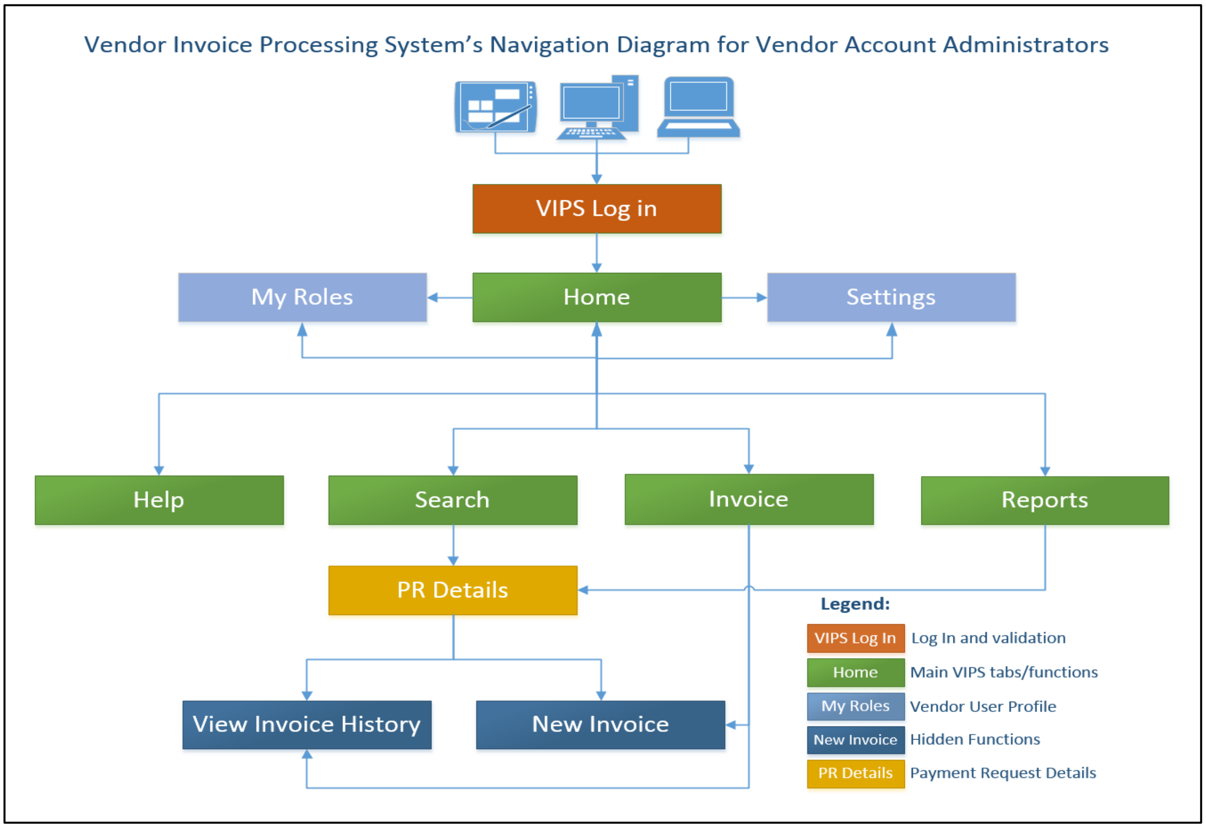


Figure 1: VIPS Navigation Diagram for Administrators

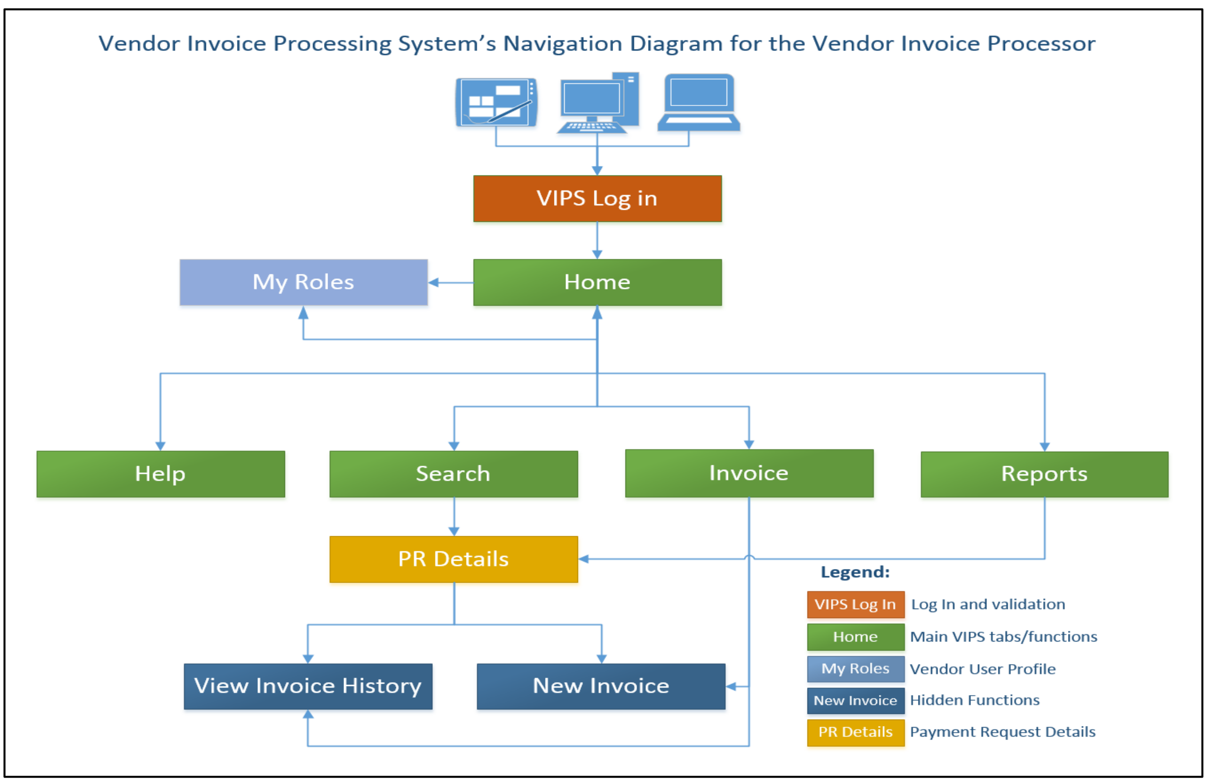


Figure 2: VIPS Navigation Diagram for Vendor Invoice Processor

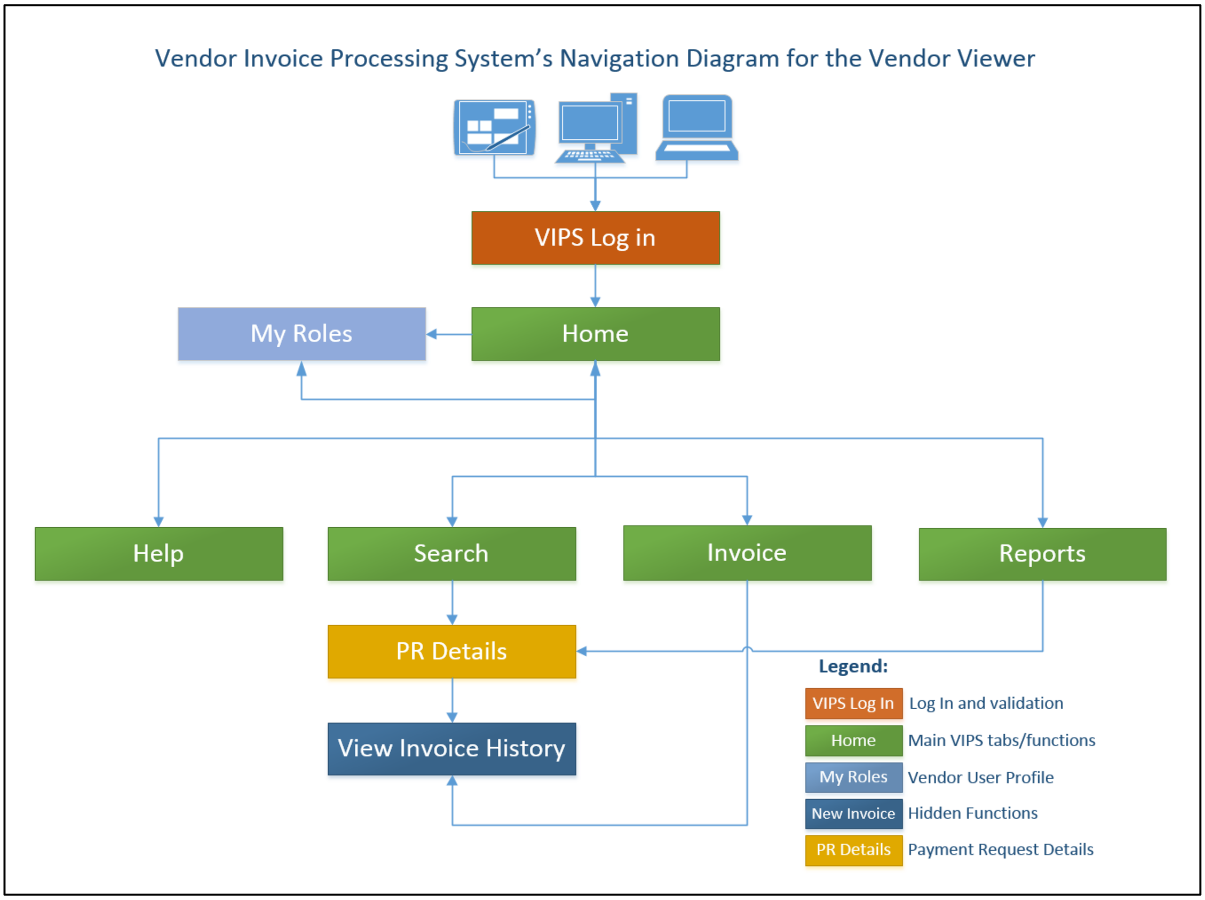


Figure 3: VIPS Navigation Diagram for Vendor Viewer

2.0 How Do Vendors Access VIPS?

2.1 VIPS Navigation

To access VIPS, a user must have the current version of one of the following internet browsers installed on their computer: Microsoft Internet Explorer, Microsoft Edge, Mozilla Firefox, Safari or Chrome

1. Enter NYC Health web address into the internet browser window: http://www1.nyc.gov/site/doh/index.page
2. Select the **Business** tab on the NYC Health web page (Figure 4).

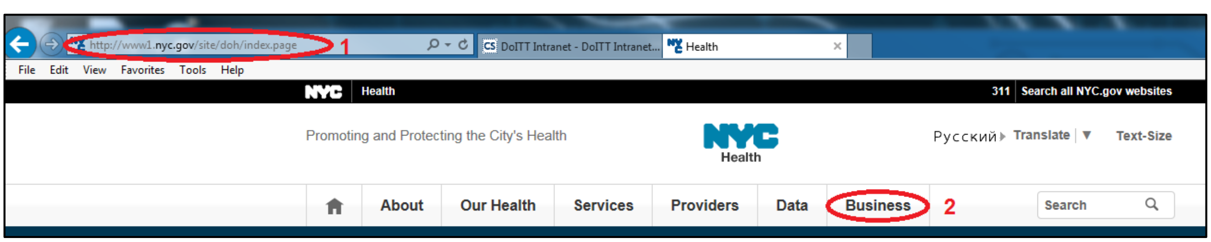


Figure 4: NYC Health Webpage

3. Click on the **Opportunities** section on the Business page (Figure 5).
4. Select the **Vendor Invoice Processing System** link on the left side of the Contracting Opportunities page (Figure 5).

Figure 5: Health Business Opportunities

5. On the VIPS page, click on the **Vendor Invoice Processing System** link to log in to VIPS using your NYC.ID (Figure 6).

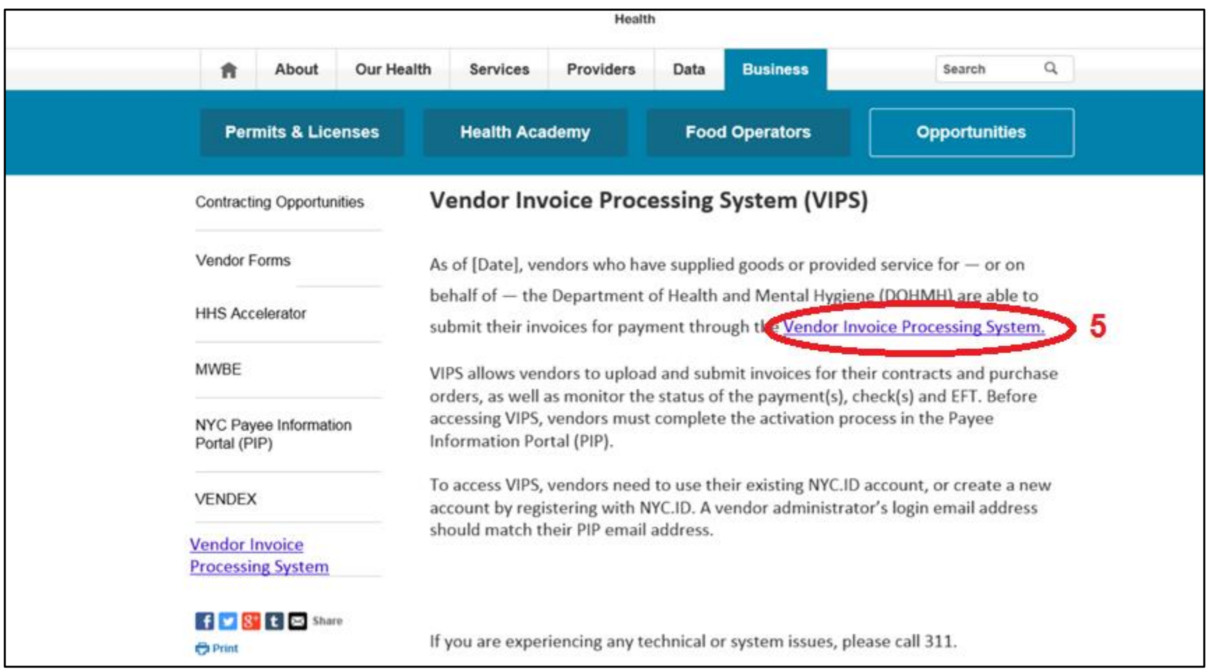


Figure 6: VIPS Landing Page

2.2 Centralized Public User Identity Management - NYC.ID

The VIPS application is integrated with the NYC.ID public user identity management and log in authentication application. When **Vendor Invoice Processing System** link is selected, you will be prompted to enter your VIPS account and password.

1. Enter your **VIPS account** (email address) equivalent to your NYC.ID account (Figure 7).

Note: A VIPS application's account must be an email address. If your NYC.ID account is created with the username, you may change your username to an email address by updating your profile; see 2.2.4 below.

2. Enter your **Password**, which you created when your NYC.ID account was created. (Figure 7).
3. Click the **LOG IN** button (Figure 7).

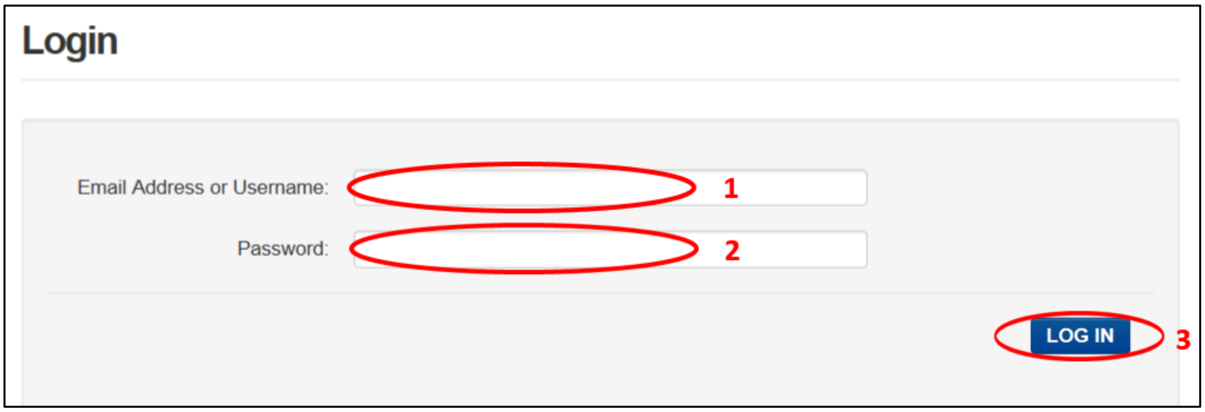


Figure 7: Log In

When you click the **LOG IN** button, you will be able to access VIPS if:

- You are a Vendor Account Administrator and you completed the activation process or created a new payee/vendor code account on the Payee Information Portal (PIP) (2.4.2 below).
- You are a Vendor Viewer or Vendor Invoice Processor and your Vendor Account Administrator created an account for you in VIPS and granted you vendor access (2.3.1 below).

NYC.ID provides the following capabilities to public users:

- One-time registration and self-service account management
- Forgot Password Self-Service through email or security questions
- Profile Change Self-Service: Change Email Address, Change Password, Update Security Questions, Change Name
- Email Validation
- An easy-to-use web interface with a responsive design
- A user interface translated into six languages – Arabic, Chinese, Haitian Creole, Korean, Russian and Spanish
- Single Sign-on and Logout to many City applications

2.2.1 Create New NYC.ID Account

When you select the **Vendor Invoice Processing System** link in the body of the VIPS introduction page, you will be prompted to log in to VIPS using your NYC.ID account.

1. If you don't have an NYC.ID account, click on the **Create Account** link on the bottom left side of the Login page (Figure 8).

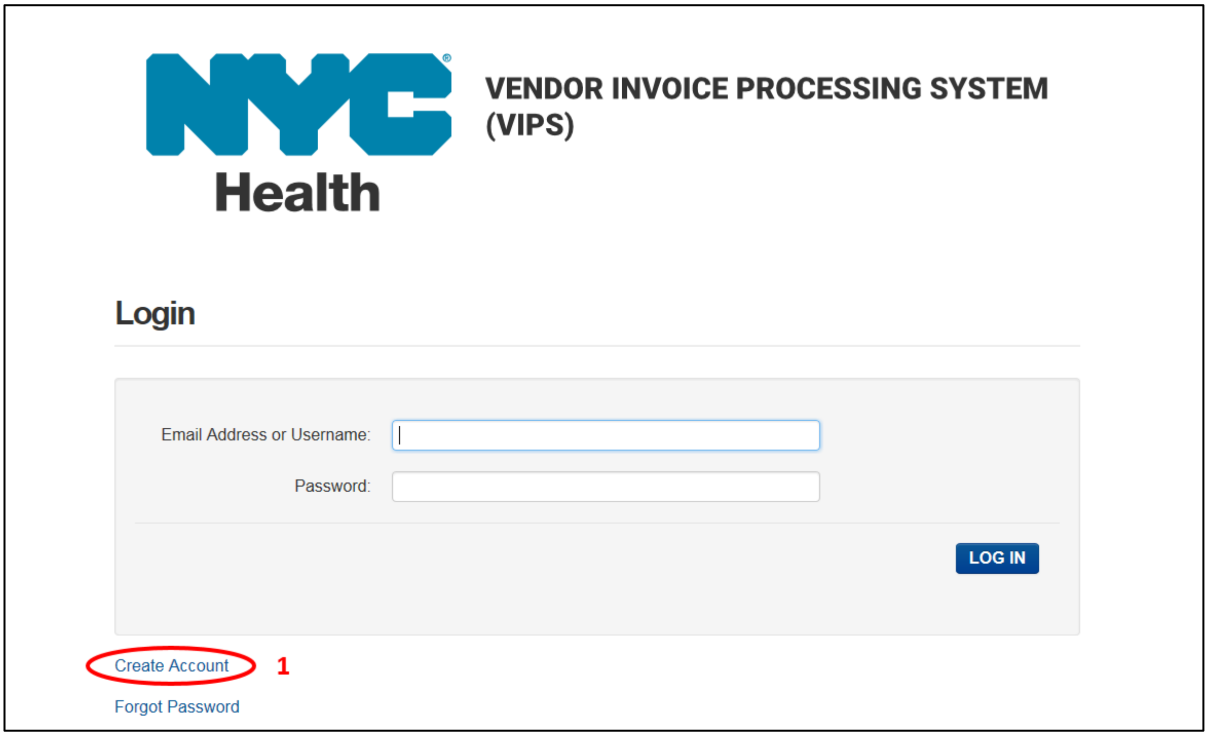


Figure 8: Create NYC.ID Account or Log In

On the Create Account page:

- Enter a valid Email Address
- Confirm Email Address
- Create a Password
- Confirm a Password
- Select three Security Questions
- Answer three Security Questions
- Select **Show** or **Hide** the security question radio button
- Check the box to accept NYC.ID Terms and Conditions
- Click Create Account

For NYC ID registration and login, please use either your business email address or a personal email address. VIPS does not accept the use of social media accounts such as Facebook, LinkedIn, etc.

On the Confirmation Email Sent page:

- When the account is created, NYC.ID will display an informational message (Figure 9).

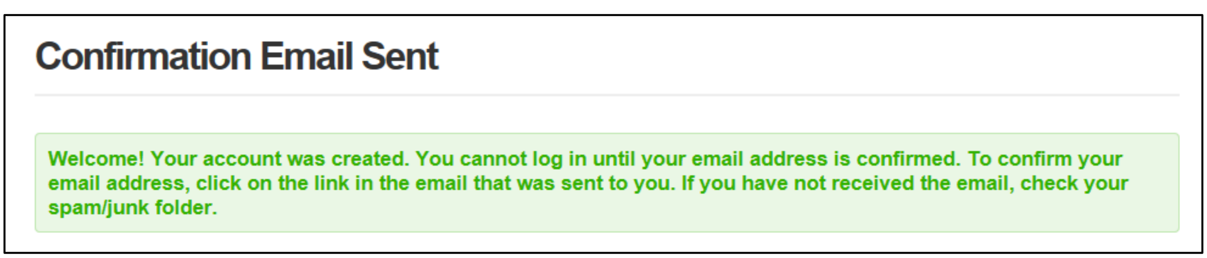


Figure 9: Confirmation Message

When you receive email sent by NYC.ID, you can validate your email address. Email confirmation link will expire in two weeks.

- You can confirm your address by clicking on link **1** or **2** (Figure 10).
- You can deactivate your account by clicking on link **3** (Figure 10).

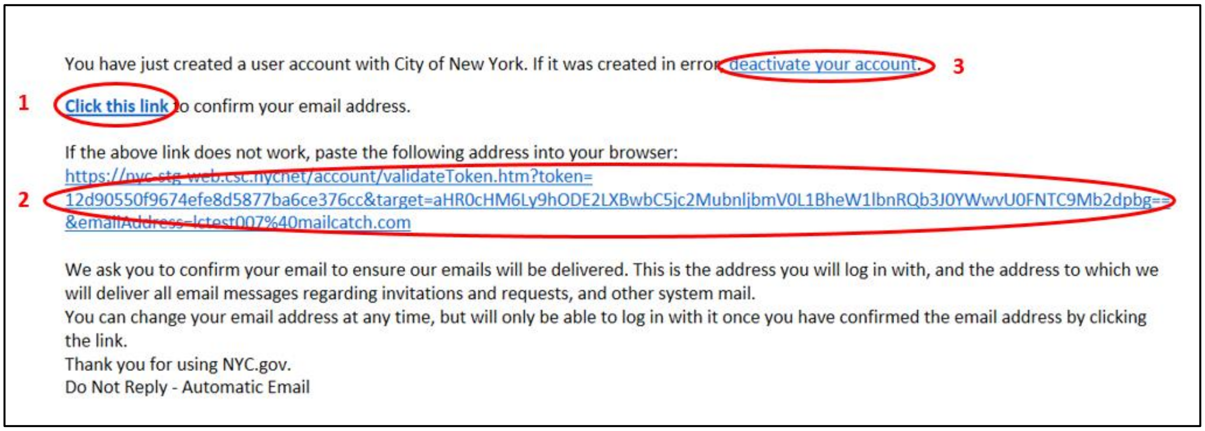


Figure 10: Email Address Confirmation Email

On the Email Address Confirmed page:

- When the email address is confirmed, NYC.ID will display a confirmation message (Figure 11).
- Click Continue (**1**) (Figure 11).

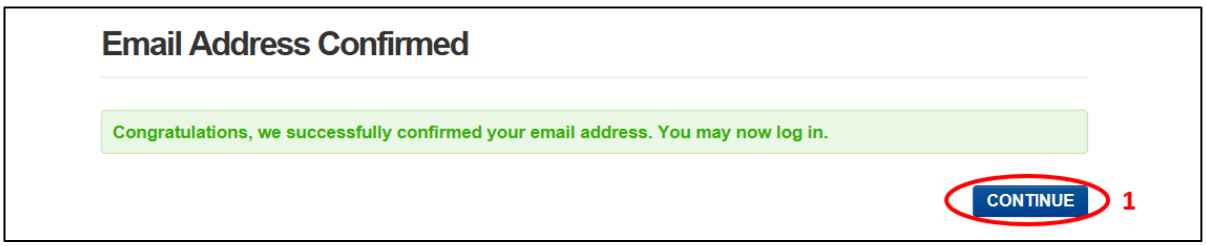


Figure 11: Email Address Confirmation

2.2.2 Forgot NYC.ID Password

When you select the **Vendor Invoice Processing System** link in the body of the VIPS introduction page, you will be prompted to log in to VIPS using your NYC.ID account.

1. If you forgot your NYC.ID password, click on **Forgot Password** on the left bottom side of the Login page (Figure 12).

Figure 12: Log in and Reset Password

1. Enter your **Email Address** in the text box on the Forgot Password page (Figure 13).
2. Click **Submit** (Figure 13).

Figure 13: Forgot Password page

2.2.3 Reset NYC.ID Password

When you forget your password and have to enter your active email address, you will be prompted to choose to reset the password either by email or security questions (Figure 14).

1. Select the **Reset via email** button on the Reset Password page (Figure 14).
2. Click **Continue** (Figure 14).

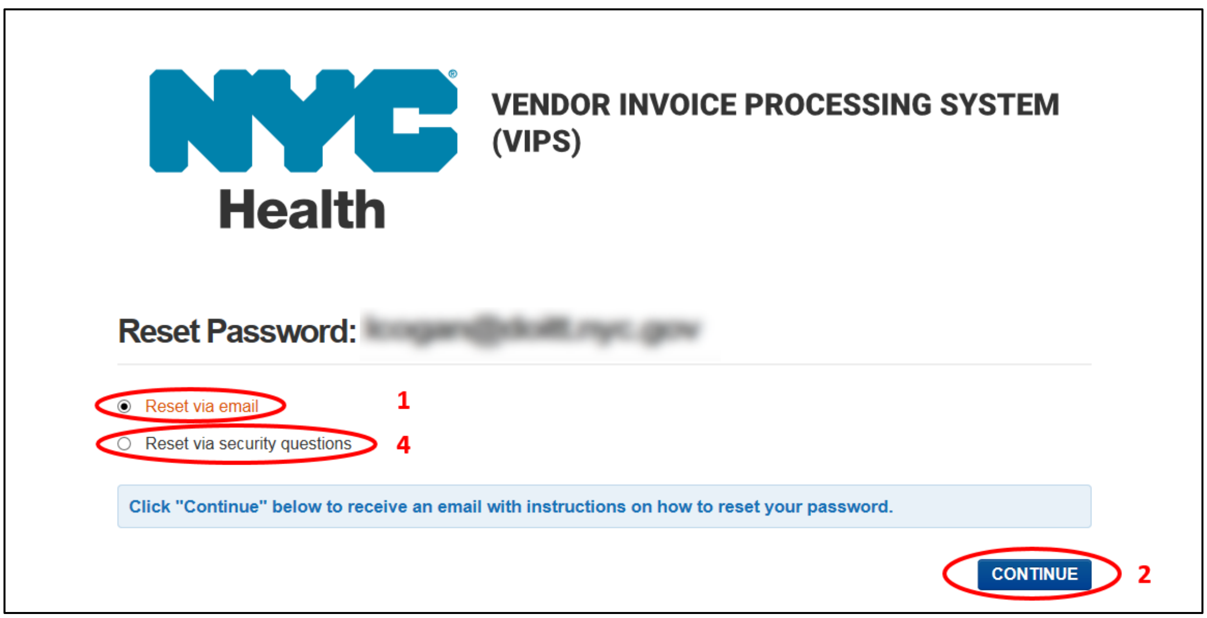


Figure 14: Reset Password page

On the Check Your Email page:

3. Click **Continue** to receive an email with instructions on how to reset your password (Figure 15). Based on your request, you will receive an email with a link needed to reset your password.

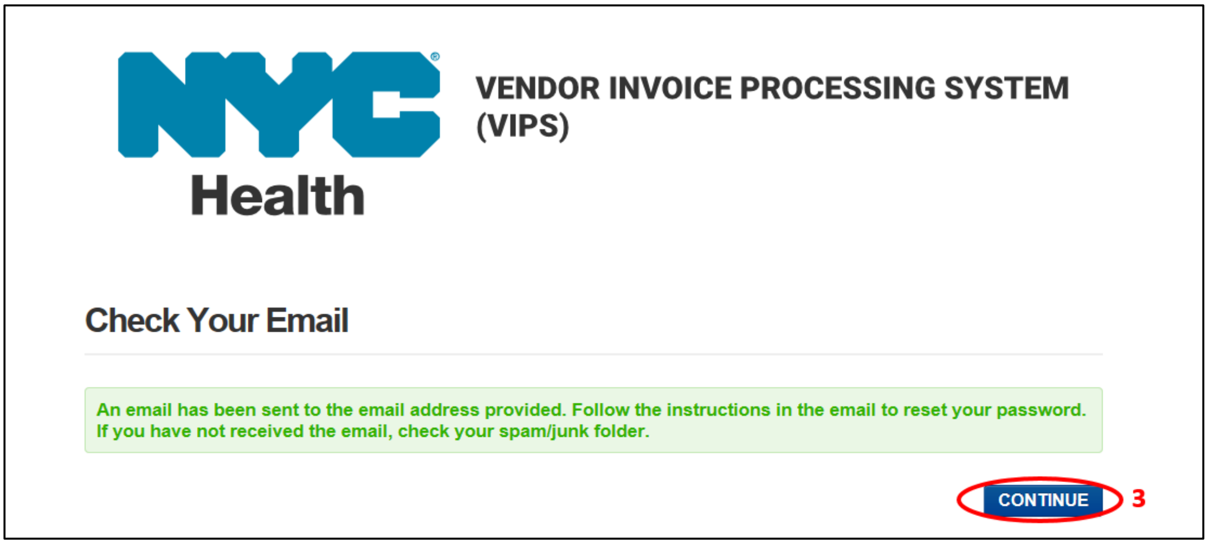


Figure 15: Check Your Email

You can confirm your password reset request by clicking on link **1** or **2** (Figure 16). If you did not request the password reset, you can click on link **3** (Figure 16) to report the incident.

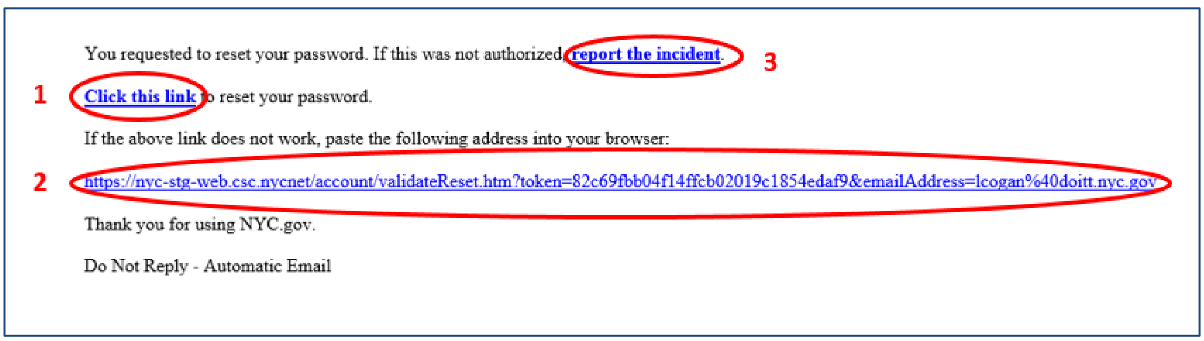


Figure 16: Reset Password Email Confirmation

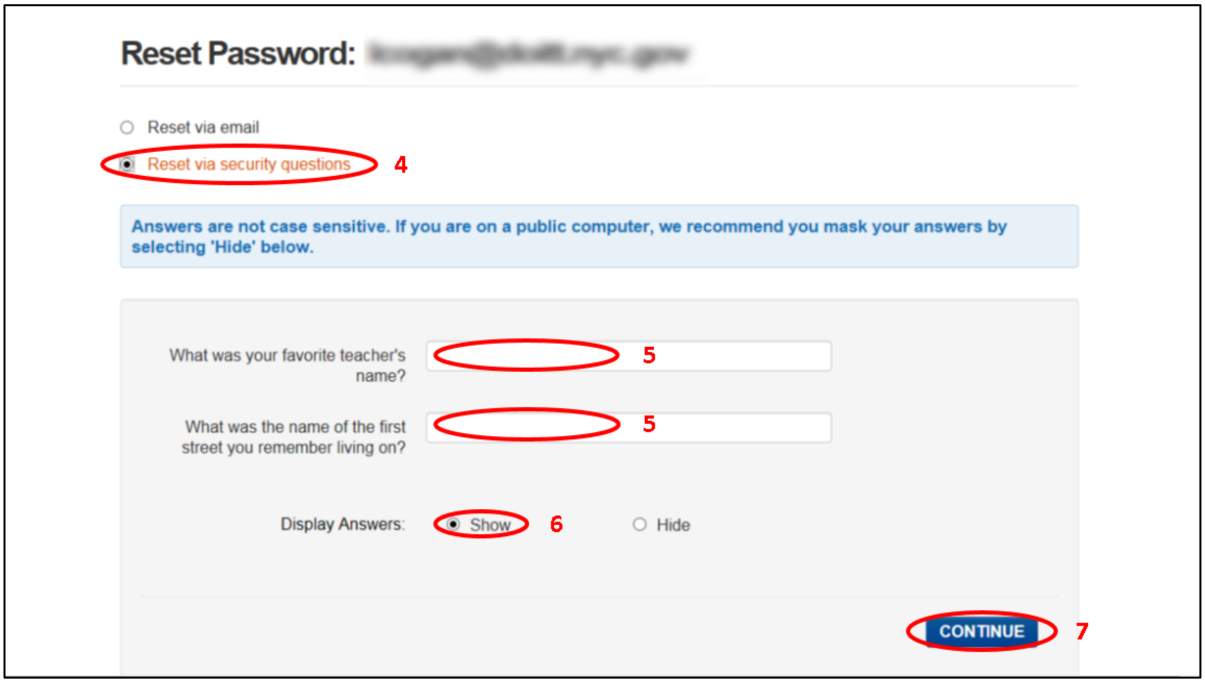


Figure 17: Reset Password via Security Questions

On the Reset Password page:

4. Select the **Reset via security questions** check box on the Reset Password page and click **Continue** (Figure 14).
5. When **Reset via security questions** check box is selected, enter your answers in the text box next to the displayed security questions (Figure 17).
6. Check either **Show** or **Hide** (Figure 17).
7. Click **Continue** (Figure 17).

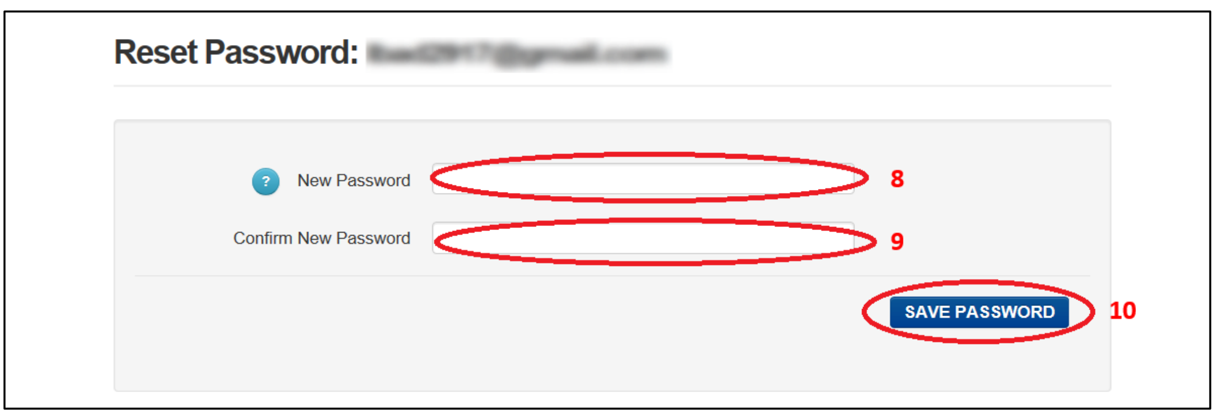


Figure 18: Reset Password Page

On the reset Password Log In page:

8. Enter your **New Password** (Figure 18).
9. Confirm **New Password** (Figure 18).
10. Click on **Save Password** (Figure 18).

2.2.4 Change Username to Email Address

You email address is considered to be your VIPS application's account. If you already have an NYC.ID account with a username, you can still use this account after changing your username to be your email address.

- Click on the **Vendor Invoice Processing System** link on the VIPS lending page to log in to VIPS (Figure 6).
- Enter your username and password (Figure 7).
- Click on the **LOG IN** button (Figure 7).

1. A warning message will be displayed when you try to log in to VIPS with your username (Figure 19)
2. Click **Continue to Profile** (Figure 19).

On the Account Profile page:

3. The **Email Address** tab will be pre-selected on the Account Profile page (Figure 20).
4. Enter **Email Address** and confirm it (Figure 20).
5. Click **Save Changes** (Figure 20).

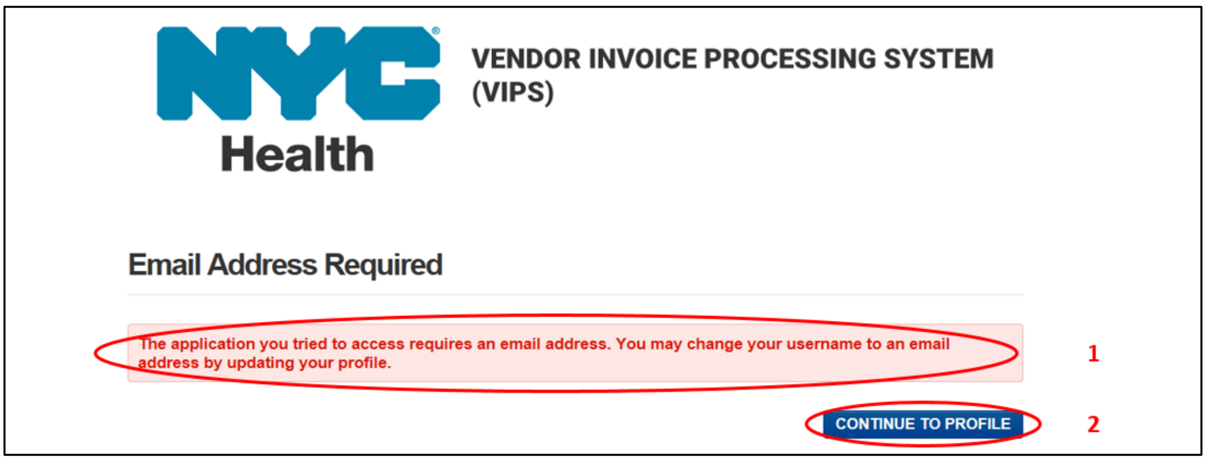


Figure 19: User Update

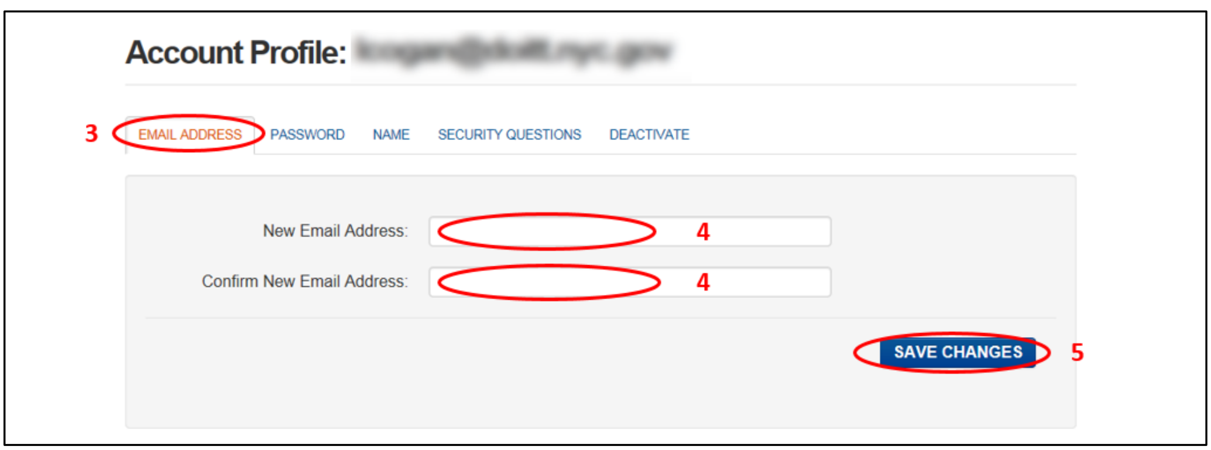


Figure 20: Account Profile

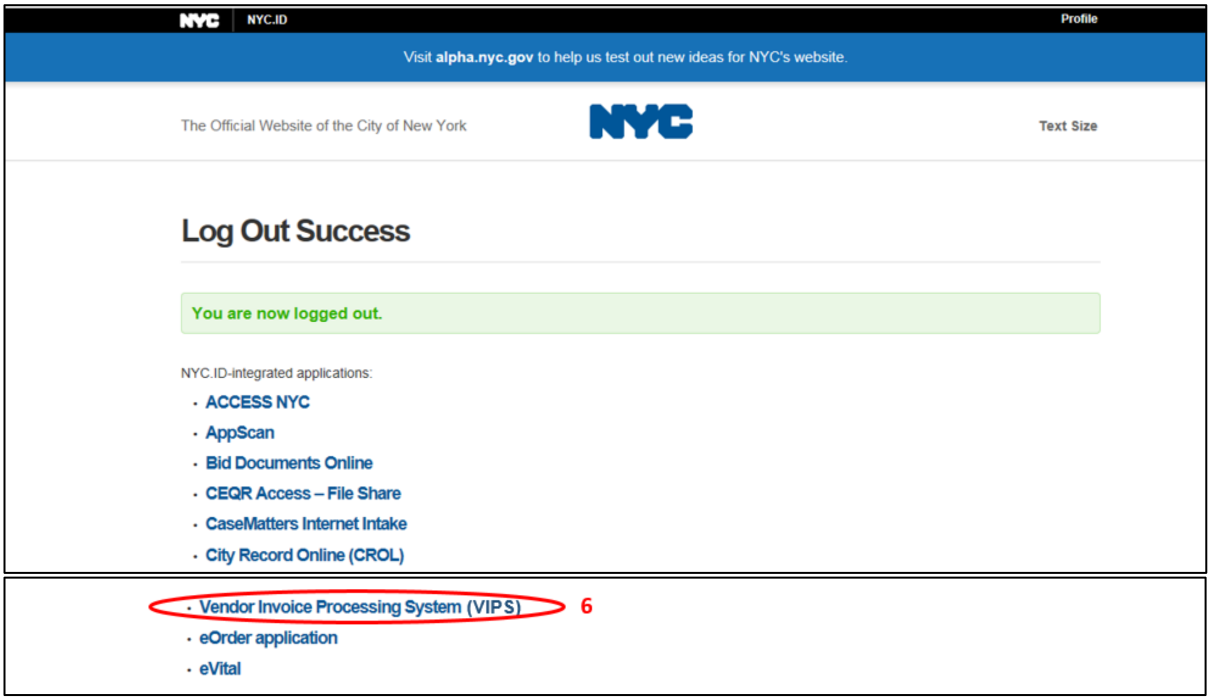


Figure 21: Logged Out Page

When your account is updated, click on **Log Out** in the top right corner to exit the application and log in to VIPS with your email address.

On the Log Out Success page, you will see a list of applications that are integrated with NYC.ID (Figure 21).

6. To return to VIPS, click on the **Vendor Invoice Processing System (VIPS)** link (Figure 21).

2.2.5 NYC.ID Account Profile Page

When you are successfully logged in to VIPS, the top right side of the NYC.ID header will have your **Profile** link, which can be used to:

1. Change your Account/Email Address (Figure 22)
2. Reset your password (Figure 22)
3. Update your account name (Figure 22)
4. Update security questions (Figure 22)
5. Deactivate the account (Figure 22)

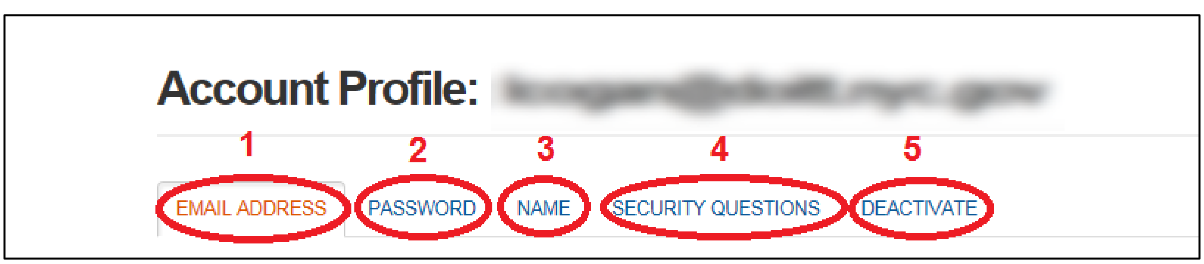


Figure 22: Profile Options

The **Profile** link is also available when you are logged in to NYC.ID.

When the NYC.ID Profile link is selected, you can:

- Reset your password
- Create a new account

2.2.6 Deactivate your NYC.ID Account

To deactivate the account:

1. Select the **Deactivate** tab on the Account Profile page (Figure 23).

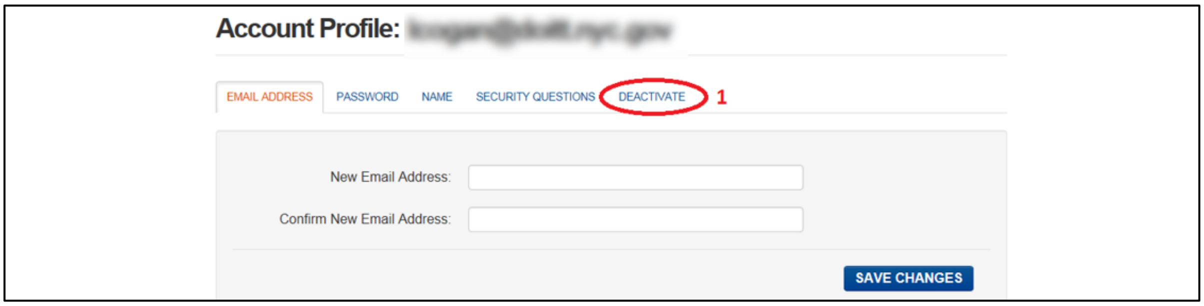


Figure 23: Account Profile

2. A warning message will notify you about the account deactivation; click **Deactivate** to continue (Figure 24).

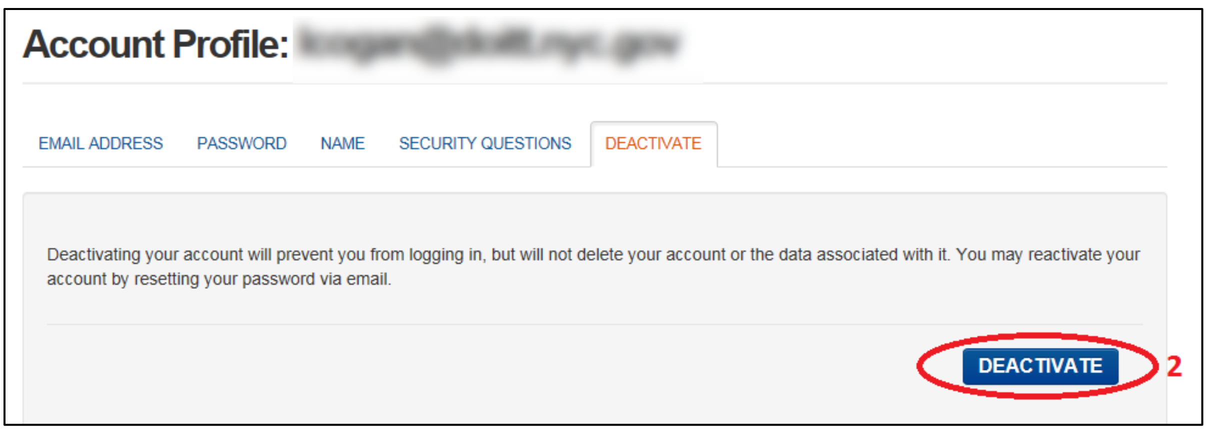


Figure 24: Deactivate Account Continue

1. A popup warning window will ask for confirmation; Click **Deactivate My Account** or **Cancel** (Figure 25).

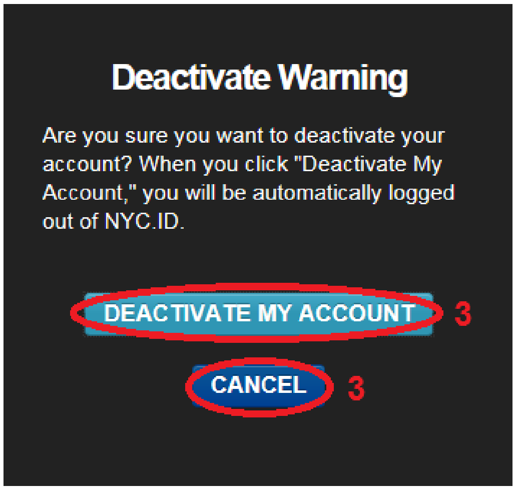


Figure 25: Deactivate Account Confirmation

2.2.7 Reactivate Deactivated NYC.ID Account

1. To reactivate your account, enter the deactivated account's email address on the Login page (Figure 26).
2. Click **Forgot Password** (Figure 26).
3. On the Forgot Password page, type your deactivated account's email address.
4. Click the **Submit** button.
5. An email will be sent to your account's address. Open the email and click on link **1** or **2** to reset your password (Figure 16).
6. After you type your new password and confirm it, your account will be reactivated.
7. On the Password Changed page, click **Continue** (Figure 27).
8. Log in to VIPS with your reactivated account and new password.

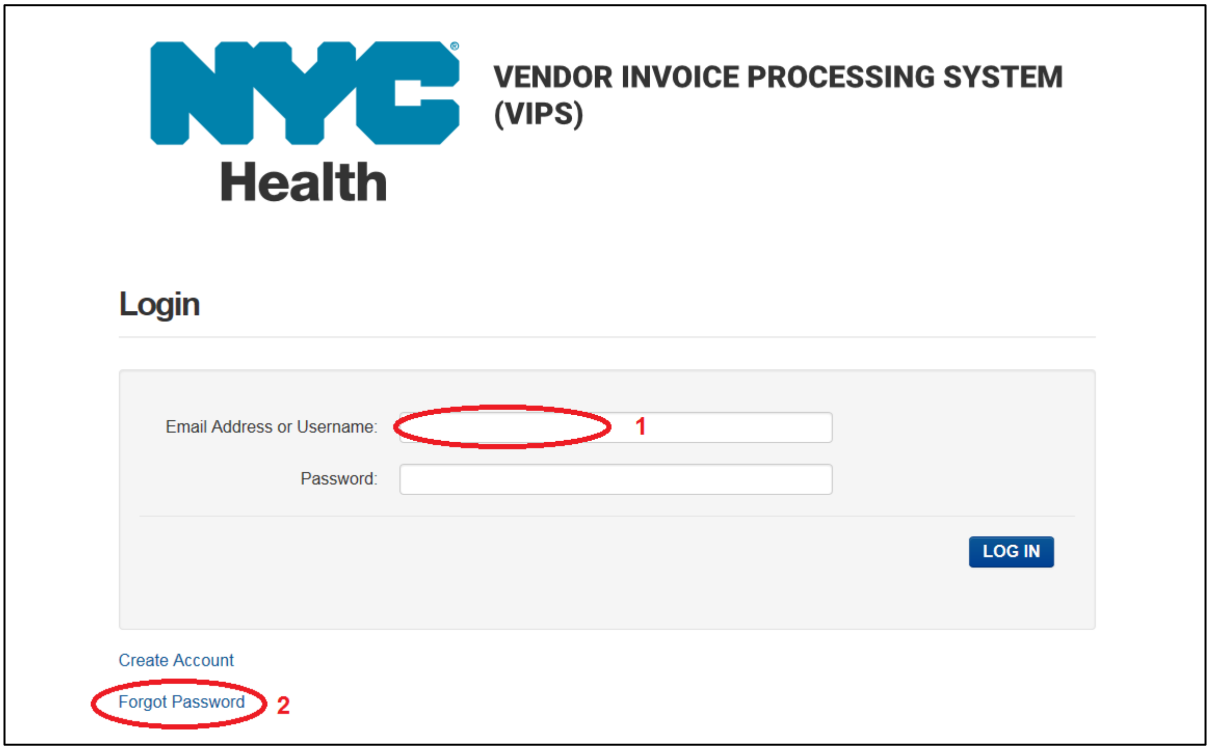


Figure 26: Reactivate Account

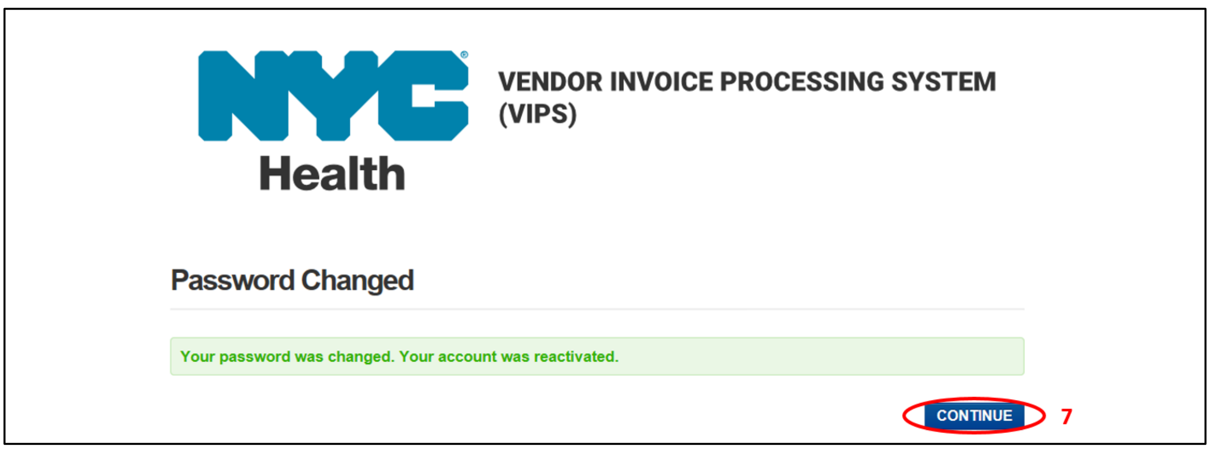


Figure 27: Password Changed

2.3 How Do Vendor Invoice Processors and Vendor Viewers Access VIPS?

2.3.1 Vendor Invoice Processor and Vendor Viewer VIPS Log In

When you select the **Vendor Invoice Processing System** link in the body of the VIPS landing page (Figure 6), you will be prompted to log in to VIPS using your NYC.ID account (Figure 7).

You will be able to access VIPS when:

- You have a valid NYC.ID account matching the VIPS account, created by your Vendor Account Administrator; and

- Your access status is approved by your Vendor Account Administrator to view or create payment requests for your vendor organization, based on the vendor code.

To log in:

1. Enter a valid NYC.ID email address matching the VIPS account's email address (Figure 7).
2. Enter your **password** (Figure 7).
3. Click **LOG IN** (Figure 7).
4. If your email address does not match the email address in VIPS, a warning message will be displayed on the Introduction page (Figure 28).
5. Click the **Vendor Invoice Processing System** link to log in with another email address (Figure 28) or exit by clicking on **Log Out**.

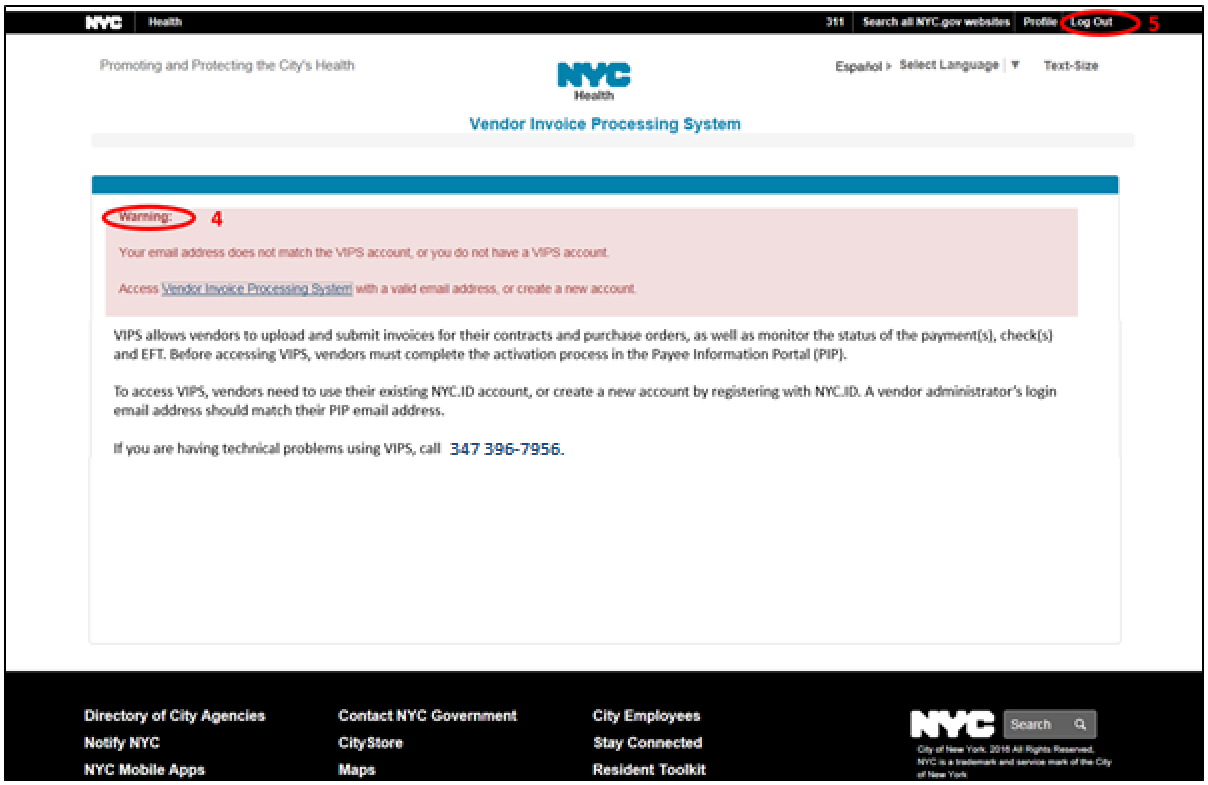


Figure 28: Login Email Validation Warning Page

2.4 How Do Vendor Account Administrators Access VIPS?

2.4.1 PIP Registration

Before accessing VIPS, the Vendor Administrator should complete the activation process or create a new payee/vendor code account on the Payee Information Portal (PIP) (Figure 29). The person setting up the PIP account becomes the PIP Primary Account Administrator.

While creating the PIP account, you will enter additional information to capture the address and contact details for each of your different address types. You may enter the same address and contact for all Administrative, Ordering, Payment and Billing account types. Please note, only the contact information for Payment account types will be considered as the VIPS administrator. Multiple addresses and contacts are allowed for each account type.

PIP Activation eLearning #3 – Account Maintenance (Figure 30) training in the PIP will allow you to update the PIP account, addresses and contacts.

Figure 29: PIP Login Page

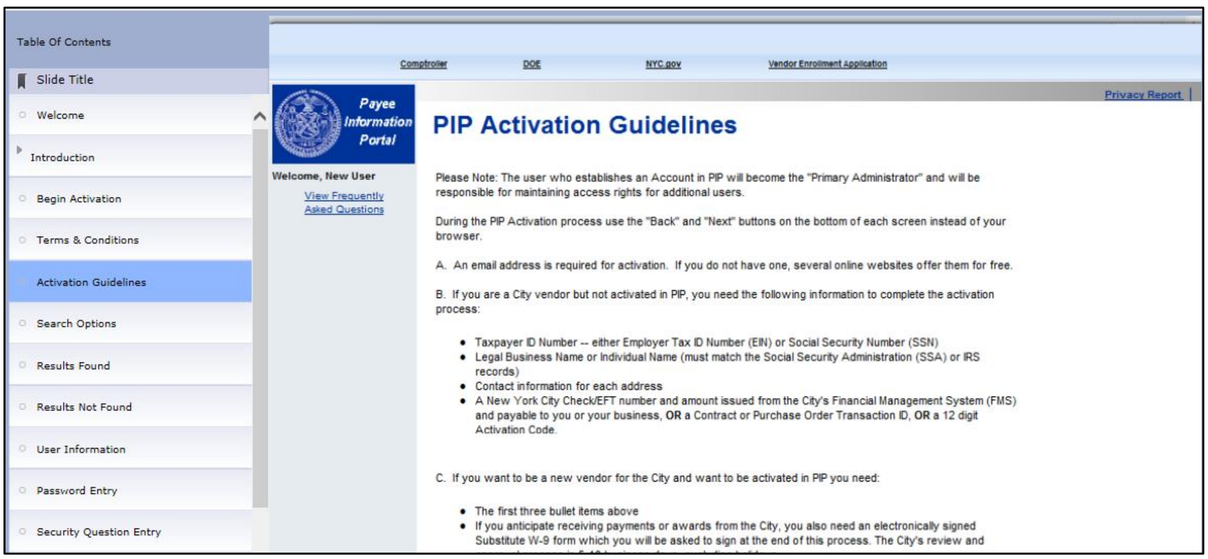


Figure 30: PIP Account Activation Tutorial

2.4.2 Administrator VIPS Log In

When you select the **Vendor Invoice Processing System** (VIPS) link in the body of the VIPS landing page (Figure 6), you will be prompted to log in to VIPS using your NYC.ID account (Figure 7).

If you have a valid NYC.ID account matching the PIP Payment account type contact's email address, you will be able to access VIPS.

VIPS receives contact information from PIP daily and uses it to validate your login information.

1. Enter a valid NYC.ID email address matching the PIP Payment account type's email address (Figure 7).
2. Enter your password (Figure 7).
3. Click **LOG IN** (Figure 7).

4. If your email address does not match the email address in VIPS, a warning message will be displayed on the Introduction page (Figure 28).
5. You can select the **Log Out** link to log in with another email address (Figure 28).

3.0 VIPS Vendor User Management

3.1 How Do Administrators Create and Maintain VIPS Vendor Accounts?

If you are a Payment account type administrator in PIP and have successfully logged in to VIPS, you will be able to create a Vendor Viewer and Vendor Invoice Processor for your vendor company by clicking on the **Settings** tab from the top bar navigation (Figure 31).

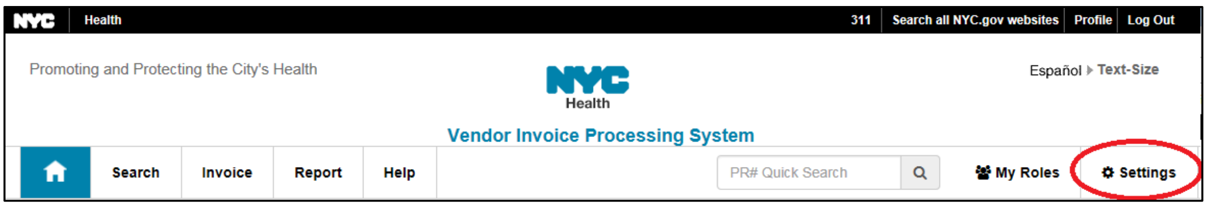


Figure 31: VIPS Home with Settings tab

3.1.1 Filter Information by Vendor Name/FMS Vendor Code

Vendor Name/FMS Vendor Code is a drop-down list of all Vendor Names, along with the corresponding Vendor Codes that are associated with your account.

1. If you need to add or display vendor users for one or multiple **Vendor Names/FMS Vendor Codes**, you may filter the selection by highlighting one or multiple names from the drop down list (Figure 32).
2. Click **Apply** (Figure 32). To reset your vendor selection, highlight another vendor name (or all vendor names) from the drop-down list.
3. If you have existing users already defined for the selected vendors, they will be listed on the Settings page and the total number of records will be displayed (Figure 33).

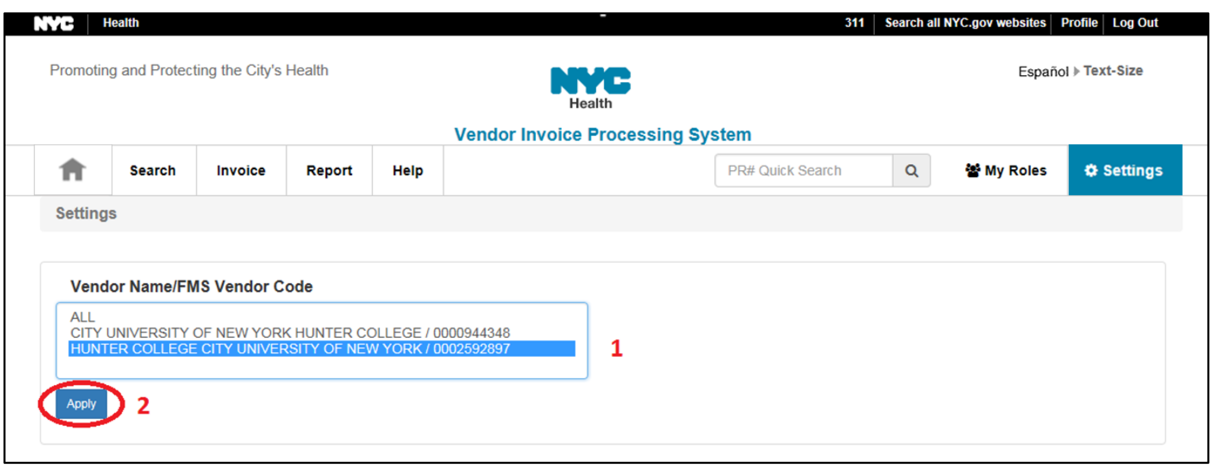


Figure 32: Select Vendor on Settings page

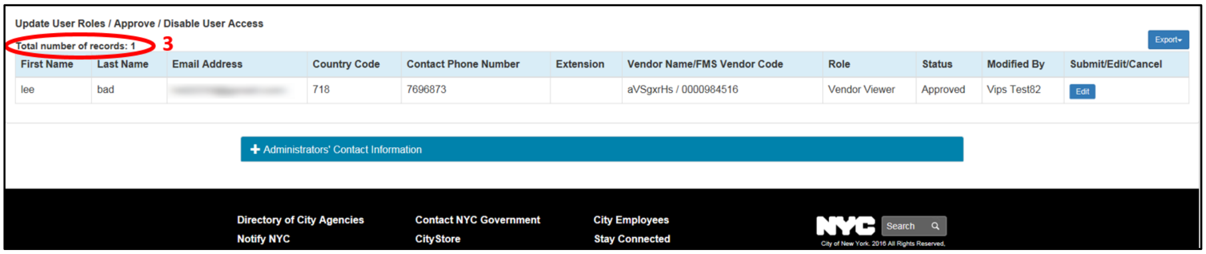


Figure 33: Defined Users Table

3.1.2 Add Vendor User Account

1. Click **Add User** to display an empty row where you can enter user information, assign Role, and Grant VIPS access (Figure 34).
2. Select **Submit** to add the new user, or select **Cancel** to remove the empty row (Figure 34).

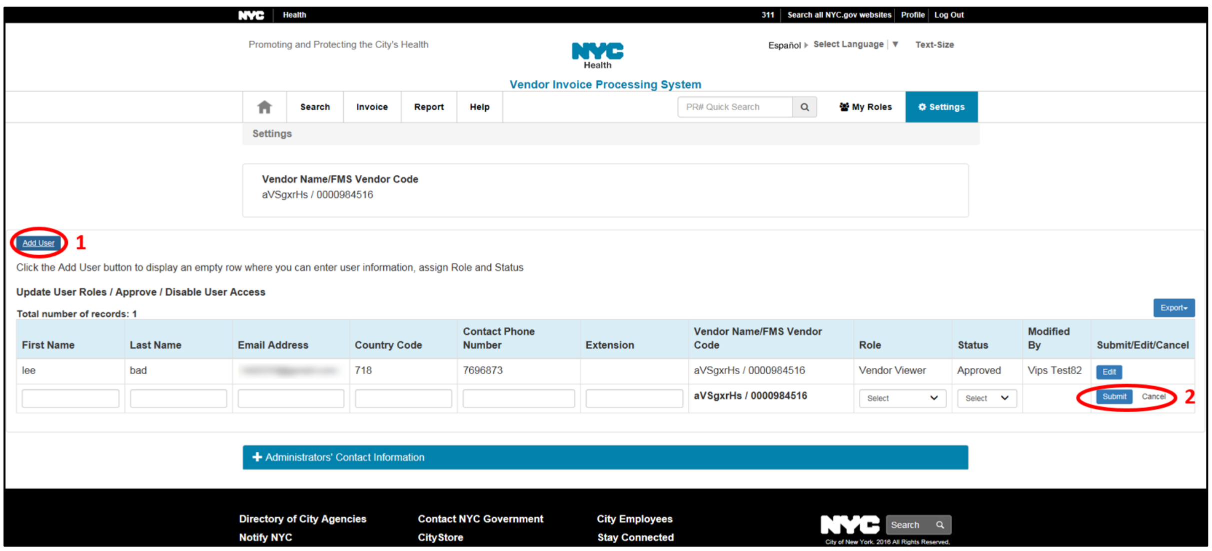


Figure 34: Add New User Button

3.1.3 Update Vendor User Account

When vendor users are defined (by you or other PIP Payment account administrators) you will see a table of those users sorted by the Vendor Name/FMS Code and the Last Name. You will be able to toggle between the ascending and descending order of all columns (Figure 35).

1. You also will be able to see who last created or updated the user. If you are the only PIP Payment account type administrator for the current vendor company, then only your name will be listed in the **Modified By** column (Figure 35).
2. If you need to update Vendor User Contact Information (CI), Role or Status, select **Edit** (Figure 35).
3. Modify user Contact Information or update user role or status (Figure 36).

Figure 35: Display User Information in Edit Mode

4. When all entered information is correct, click **Submit,** or **Cancel** to revert updated information to the original values. Click **Cancel** again and you will return to View mode without any changes (Figure 36).
5. When changes are submitted, you name will be reflected in the **Modified By** column (Figure 36).

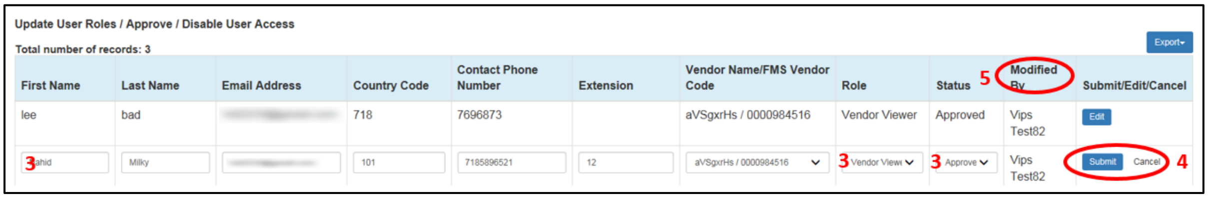


Figure 36: Update User Contact Information, Role, Status

Note: If you selected a single vendor, you will not be able to update the Vendor Name/FMS Vendor Code column. If you need to re-assign the selected user to another vendor, you must disable the current vendor access and define this user for another vendor.

When Vendor Name/FMD Vendor Code filter is not applied, or multiple vendors are selected, you can re-assign users to another vendor without disabling their access.

3.1.4 View Administrators Contact Information Table

1. Click the "**+**" button to expand the Administrator's Contact Information table (Figure 37).

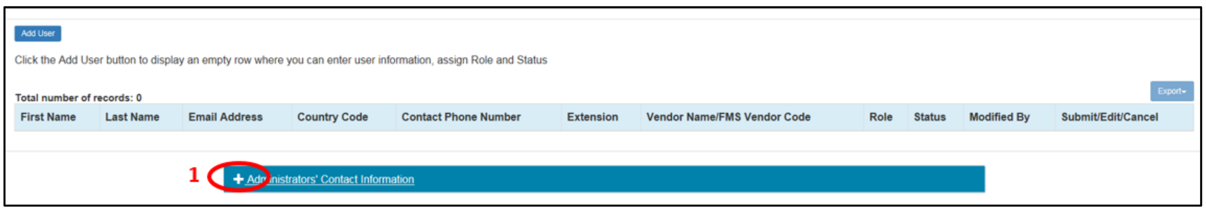


Figure 37: Administrators Table

There can be multiple PIP Payment account type administrators and multiple Vendor Names/FMS Vendor Codes.

2. Your name, as an Administrator, will be listed first for each Vendor Name/FMS Vendor Code (if you are associated with multiple Vendor Codes) (Figure 38).
3. You will see additional administrators for your vendor company(s), if they are defined in the PIP FMS (Figure 38).

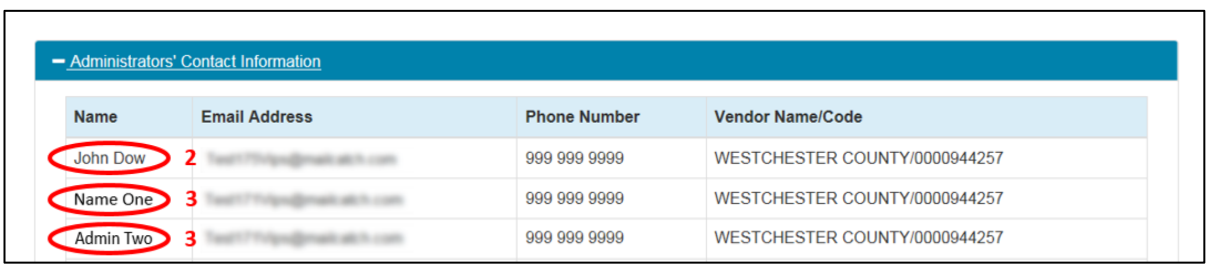


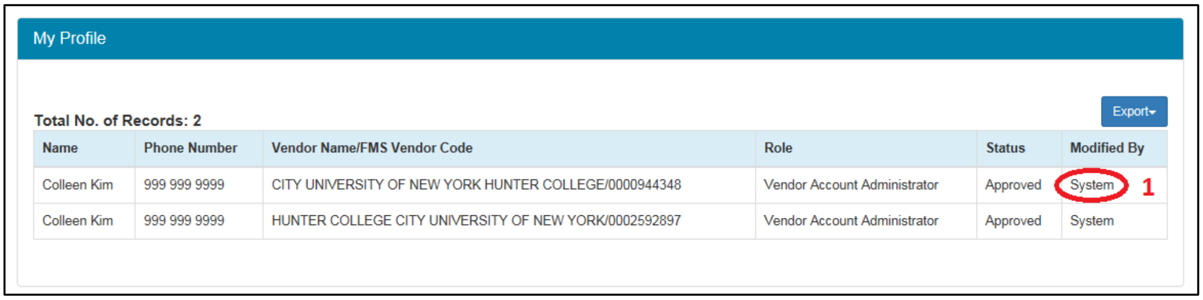
Figure 38: Expanded Administrators Table

3.2 How Do Vendor Users View their VIPS Profiles, Roles and Statuses?

Vendor Viewers, Vendor Invoice Processors and Vendor Account Administrators will be able to access the My Roles page to see their profiles by clicking on the **My Roles** tab.

3.2.1 My Profile as the Administrator

1. If you are a PIP Payment account type administrator for one or multiple Vendor Names/FMS Vendor Codes, your VIPS Vendor Account Administrator role will be assigned by the system automatically, and you will see “System” in the Modified By column (Figure 39).



My Profile

Total No. of Records: 2

Export

Name	Phone Number	Vendor Name/FMS Vendor Code	Role	Status	Modified By
Colleen Kim	999 999 9999	CITY UNIVERSITY OF NEW YORK HUNTER COLLEGE/0000944348	Vendor Account Administrator	Approved	System
Colleen Kim	999 999 9999	HUNTER COLLEGE CITY UNIVERSITY OF NEW YORK/0002592897	Vendor Account Administrator	Approved	System

Figure 39: Administrators My Roles Page

2. It is possible that for other Vendor Names/FMS Vendor Codes, you do not have the administrator rights, but your role, as a Vendor Viewer or Vendor Invoice Processor for the vendor, was granted by that vendor’s administrator. In this case, you will be able to see the name of the administrator who created your account in VIPS in the Modified By column (Figure 40).
3. Click the “**+**” button on the My Roles page to expand the Administrator’s Contact Information table. There could be multiple PIP Payment account type administrators associated with multiple Vendor Names/FMS Vendor Codes (Figure 40).
4. If you are an Administrator for one or multiple Vendor Names/FMS Vendor Codes, then you will see all additional administrators, if any, associated with those vendors (Figure 40).
5. Vendor Names/FMS Vendor Codes for which you are a Vendor Viewer or Vendor Invoice Processor will have their Administrators’ Contact Information on the My Roles page (Figure 40).

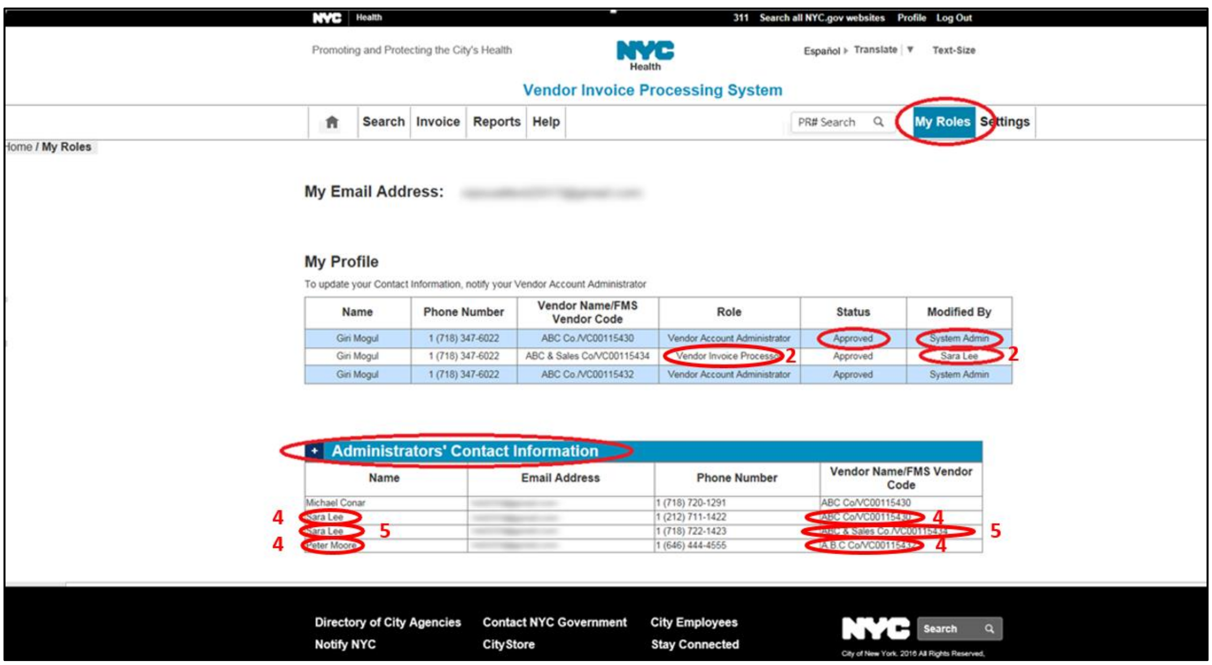


Figure 40: My Roles Page for Administrator and Vendor Viewer

3.2.1 My Profile as the Vendor Viewer or Vendor Invoice Processor

If your account was created by the administrator for one or multiple Vendor Names/FMS Vendor Codes with the Approved status, then you will be able to access VIPS and the My Roles page.

1. You will be able to check and verify your Contact Information, Role and Status.

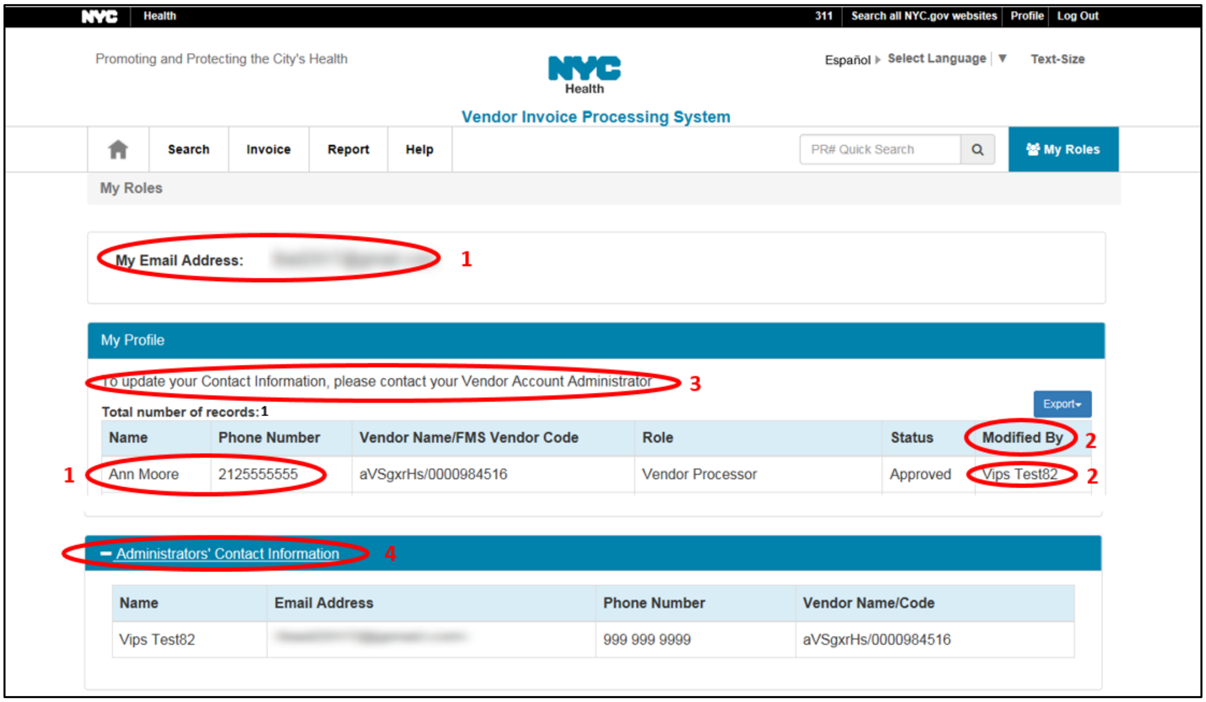


Figure 41: Vendor Users My Roles Page

2. The name of the administrator who created/modified your account will be available in the Modified By column (Figure 41).
3. To change your Contact Information, contact your Vendor Account Administrator (Figure 41). Your administrator's Contact Information will be listed in the Administrators' Contact Information table.
4. Click the "+" button to expand the Administrator's Contact Information table. There could be multiple PIP Payment account type administrators associated with multiple Vendor Names/FMS Vendor Codes.

4.0 VIPS Main Functionality

4.1 Accessing the VIPS Banner

The VIPS banner is displayed on each screen and contains the VIPS Functions' tabs (**1-5**), PR# Quick Search box, and My Roles and Settings tabs (if you are the vendor account administrator) (6-8) (Figure 42).

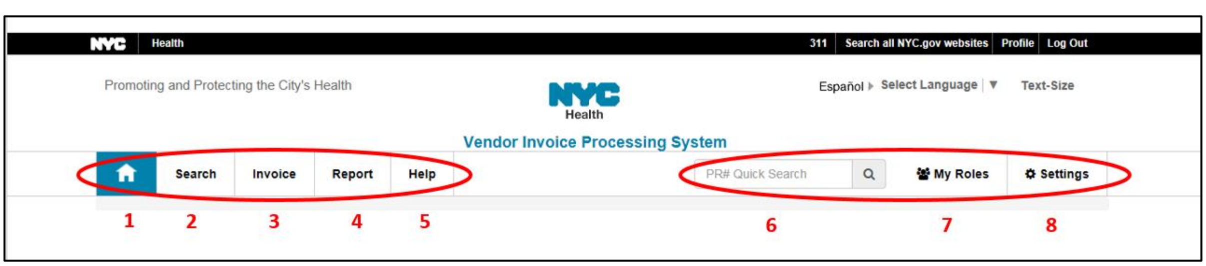


Figure 42: VIPS Banner

The **PR# Quick Search** (**6**) box is available for a quick Payment Request (PR) search if the whole PR number is entered.

The **My Roles** (**7**) tab is available for viewing your roles and accessing statuses for the vendors associated with you. You can also view your and your administrators' contact information.

The **Setting** (**8**) tab is available for you, as an administrator. You can add a new user and update existing user Contact Information, Role, and Status. You can also view your vendor organizations' additional administrators' Contact Information.

4.1 Accessing Supporting Information on VIPS

4.1.1 Accessing the NYC.ID Header

The VIPS header, integrated with NYC.ID, will have the following Official Website of the City of New York links:

1. The **NYC 311** link provides you access to non-emergency City services and information about City government programs (Figure 43).
2. The **Search all NYC.gov websites** link allows you to find information available on the NYC.gov websites (Figure 43).
3. The **Profile** link displays the NYC.ID profile maintenance page, integrated with the VIPS application (Figure 43). You will be able to update your NYC.ID Email Address, Password, Name and Security Questions, as well as deactivate your NYC.ID account:
4. **The Log Out/Log In** link allows you to exit VIPS (Figure 43). When you click **Log Out**, the VIPS application window will close. The system will check for any tasks that have not been saved by you and prompts you to save before logging out.

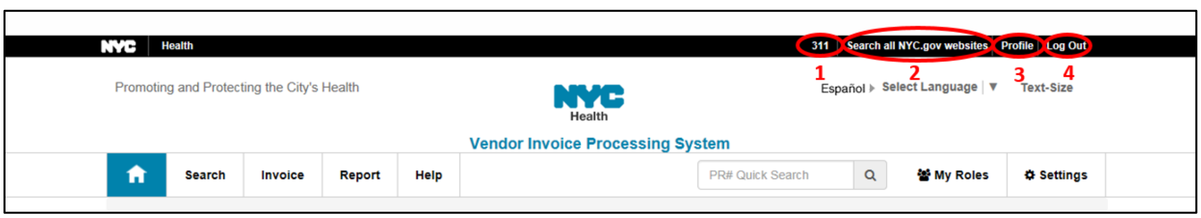


Figure 43: Header

4.1.2 Accessing the NYC.ID Footer

The following Official Website of the City of New York links are available in the Footer (Figure 44) on every VIPS page:

1. NYC.gov Search
2. Directory of the City Agencies
3. Notify NYC
4. NYC Mobile Apps
5. Contact NYC Government
6. CityStore
7. Maps
8. City Employees
9. Stay Connected
10. Residents Toolkit

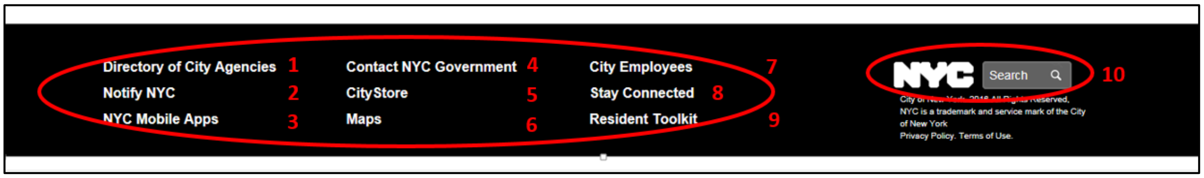


Figure 44: Footer

4.2 When Will I Be directed to the Vendor Select Page?

After you log in to VIPS, you will be directed to the Vendor Select page if:

- You are a Payment account type administrator for multiple vendor organizations and your contact information in PIP (email address in particular) is the same for each vendor organization associated with you; or
- You are the VIPS Vendor Invoice Processor or Vendor Viewer for multiple vendors, and your Vendor Account Administrator created your accounts and granted access.

There could be multiple Vendor Names/FMS Vendor Codes for a single vendor organization. Those vendor names and their corresponding vendor codes are grouped by the Taxpayer Identification Number (TIN). On the Vendor Select page, you would need to select one unique TIN to work with during the current session.

1. Select the Check Box next to the vendor organization you wish to work with during this session (Figure 45).
2. Click **Apply** (Figure 45).
3. After vendor selection, you will be rerouted to the Home page with the enabled VIPS top functional bar navigation (Figure 46).

Figure 45: Vendor Selection

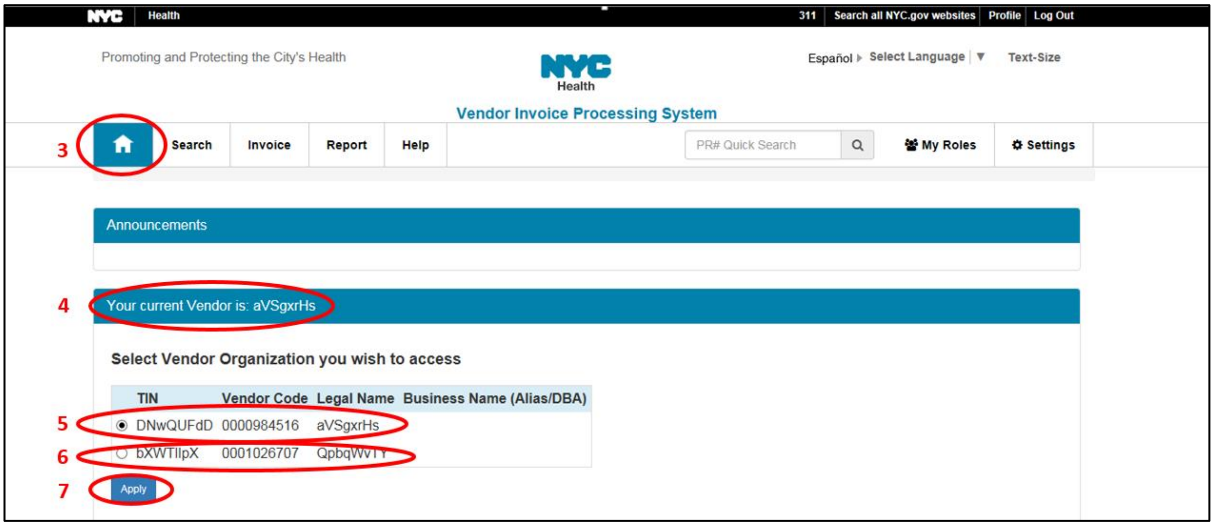


Figure 46: Home Page with Selected Vendor Organization

4. The VIPS application will be available for you to work with the selected vendor (Figure 46).
5. The selected vendor organization will remain checked in the vendor selection window on the Home page (Figure 46).
6. When you need to work with another vendor company, select a different check box, and your Home page will be refreshed (Figure 46).
7. Click **Apply** (Figure 46).

4.3 What Is a Home Page?

The Home page is the VIPS application's landing page. It is the first page you will see after logging-in to VIPS, and it will be available from the top bar navigation on every screen. The top bar navigation has all available VIPS functions. When you hover your cursor over the tab, the function's short description will be displayed.

VIPS Function Tab	Short Description
Home symbol	Landing Page with Announcements
Search	Search for Payment Requests, Invoices, POs, Contracts
Invoice	Create Payment Request, View Invoice History
Reports	Payment Request Details
Help	User Guide for DOHMH Vendors
My Roles	View User and Administrator Contact Information, Role, Status
Settings	Update User Contact Information, Role, Status

Table 3: VIPS Functions' Short Description

4.3.1 View Announcements

1. The Home page shows the five latest system and agency generated announcements. You can see an announcement's title link and two lines of the announcement text or letter, schedule, or note summary.

Announcements are posted in chronological order, starting two weeks before the date when the described event will take place (Figure 47).

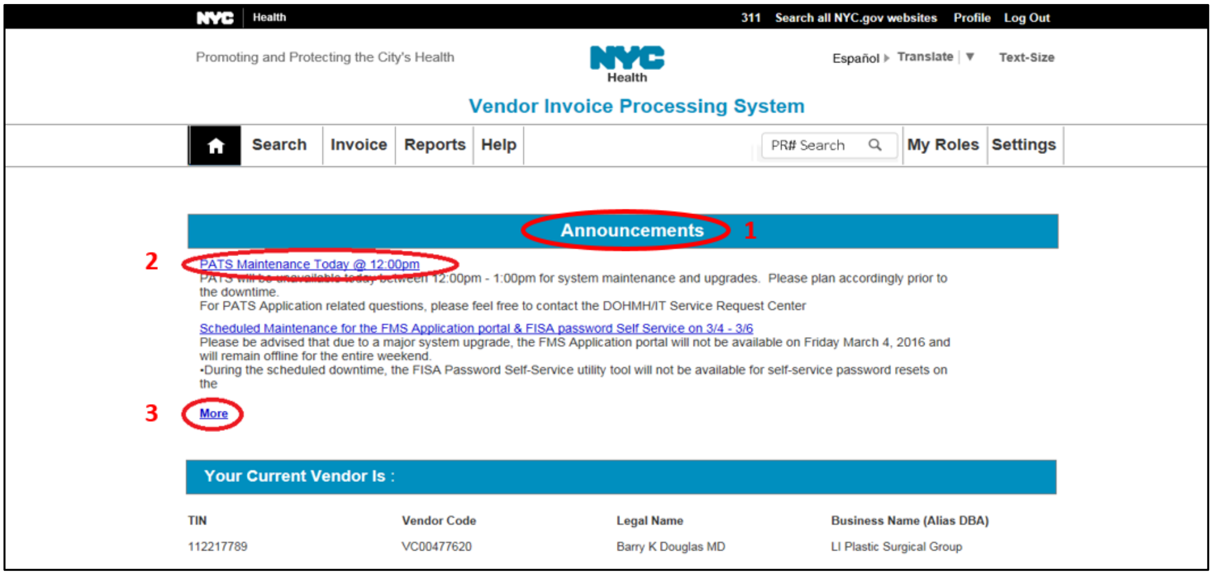


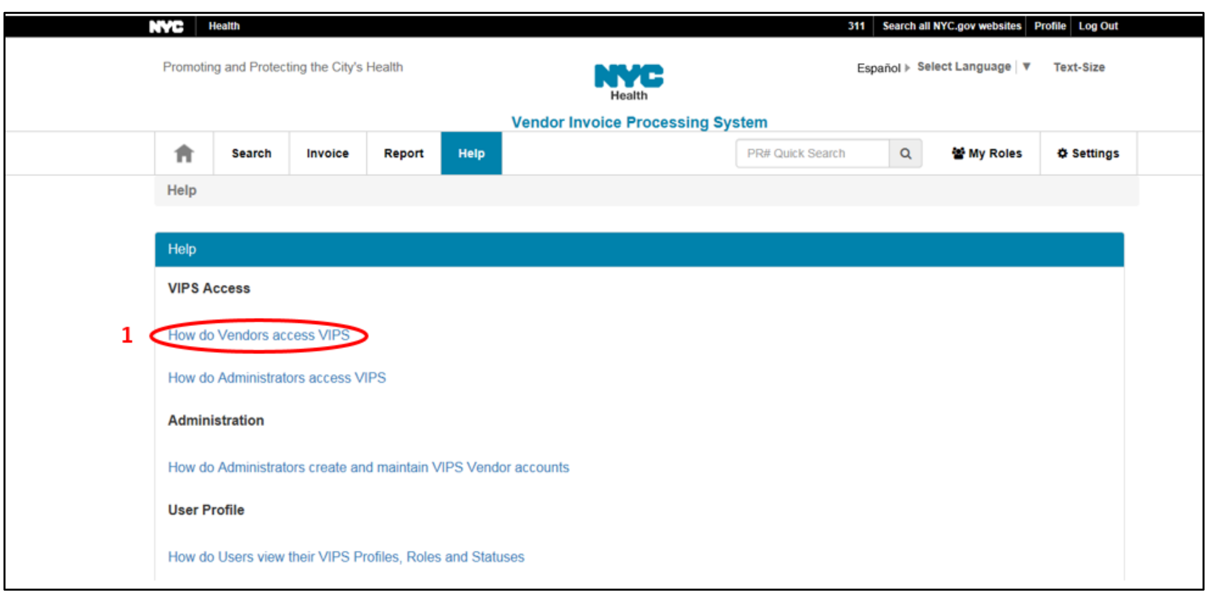
Figure 47: Home Page and Announcements

2. To display a full text of the announcement, click on the title link (Figure 47).

3. If there are more announcements than can fit in the announcements area, click on the **More** link (Figure 47) to display other current and historical announcements. When you select **More**, the Home page will expand to show all announcements.

4.4 Getting Help

For VIPS application support, or to view the User Guide, access the Help page on the VIPS main menu bar. The Help page lists VIPS main functionality questions, which are links to the VIPS User Guide document and FAQs (Figure 48).



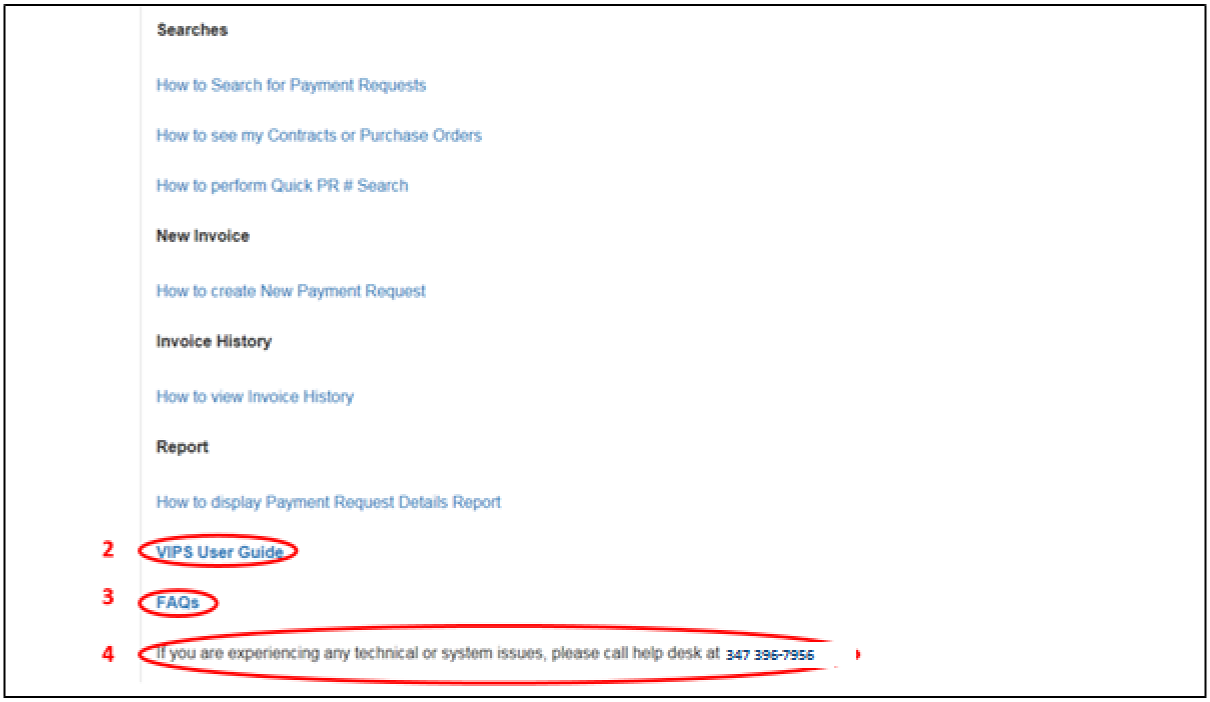


Figure 48: Help Page

1. Click the VIPS Functionality Question link to read the answer, displayed for you on the VIPS User Guide (Figure 48).
2. Click the FAQs link to see frequently asked questions and answers (Figure 48).
3. Click the VIPS User Guide link to read full VIPS user guide (Figure 48).
4. If you are having technical problems using VIPS, call 347 396-7956 (Figure 48).

4.5 How to Search for Payment Requests?

The VIPS Search is used to look up your PRs, Invoices and Contracts/POs. The Search box is displayed on all VIPS pages.

1. Select the **Search** tab from the VIPS top navigation bar (Figure 49).
2. Apply any of the **Search Criteria** (Figure 49) to select payment requests for your vendor:
   a) Enter the numeric whole **PR #** (the payment request number associated with the payment request).
   b) Select one or multiple **PR Status(s)** from a drop-down list, which includes all the available payment request transition statuses your PRs have.
   c) Enter at least the first three characters of the **Invoice #** associated with the payment request.
   d) Enter any part of the FMS Registration number:
      - FMS Doc Type (three exact characters)
      - FMS Agency ID (three digits; the exact number is required)
      - FMS Doc ID (at least the first four characters of the FMS document ID for the contract or PO)
   e) Select one or multiple Vendor Name/FMS Vendor Code combinations from a drop-down list.
   f) Enter the MHY Contract # (Available for Mental Hygiene contracts only). You must provide the exact number, up to four digits.

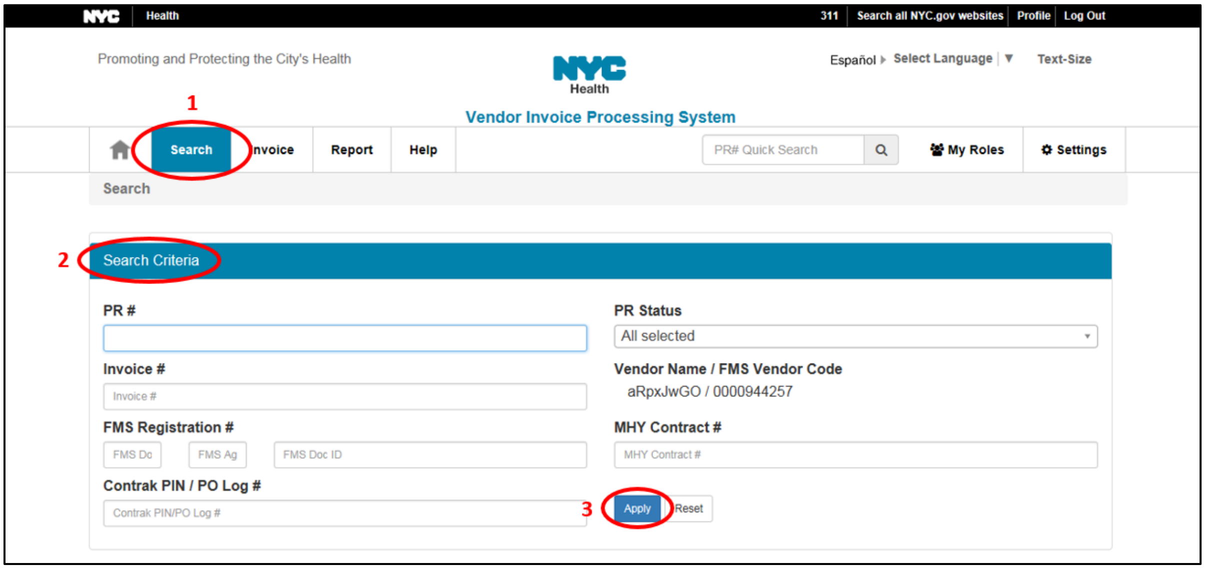


Figure 49: Search Criteria

3. Click **Apply** (Figure 49).

   If you click **Apply** without the selected Search Criteria, all payment requests in all available statuses, existing for all vendor organizations associated with you, will be displayed in chronological order according to the invoice submission date. All PR Statuses and Vendor Name/FMS Vendor Code combinations are pre-selected by default.

4. You can clear the search criteria by clicking **Reset** (Figure 50).

5. You can change the order of the results by clicking on the header to toggle between ascending and descending order (Figure 50).

6. You can click on the **PR #** link (Figure 50) displayed in the results set to go to the Payment Request Details (PR Details) page.

7. If your payment request is returned by the agency for correction, you can modify or cancel the returned PR (Figure 50).

8. If the search returns one or more records, you can export your search results into an Excel or PDF file (Figure 50).

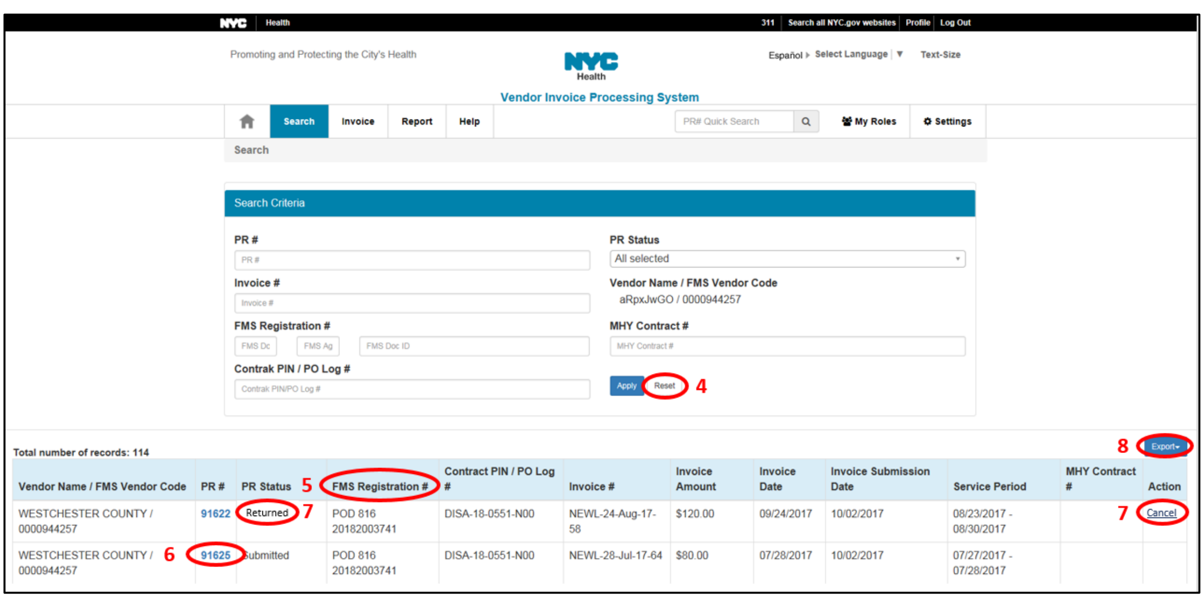


Figure 50: Search Page

If you click **Cancel** (7) on the Search page (Figure 50), a Payment Request Cancel Confirmation pop-up widow will be displayed (Figure 51).

1. Check the “I confirm the payment request cancelation” check box (Figure 51).
2. Click **Submit** to cancel the PR (Figure 51).
3. Click **Return** to terminate the cancelation (Figure 51).

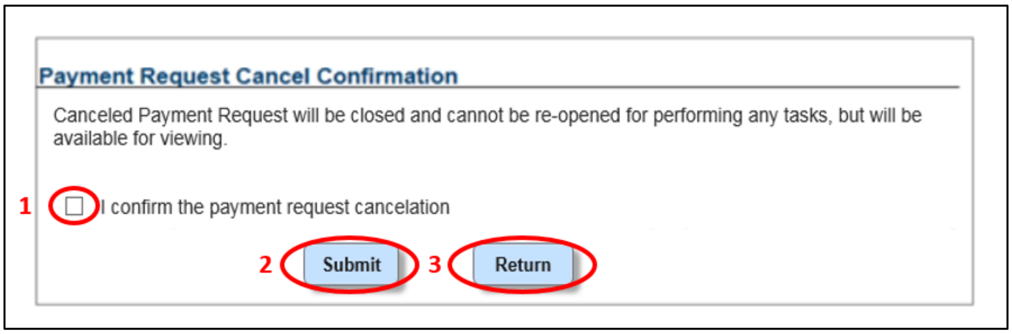


Figure 51: Cancel PR Confirmation Pop-up

When a PR’s cancel is confirmed, the results set will be reloaded and the canceled request will be displayed with the Canceled status. The PR will be closed and cannot be re-opened for performing any tasks, but it will be available for viewing.

4.6 How to Perform Quick PR# Search?

The PR# Search is used to bring PR details screen quickly. The PR# Search box is displayed on all VIPS pages, along with the functional tabs.

1. Enter the whole PR number into the PR# Search box (Figure 52).
2. Click the **PR # Search** icon (magnifying glass) (Figure 52).

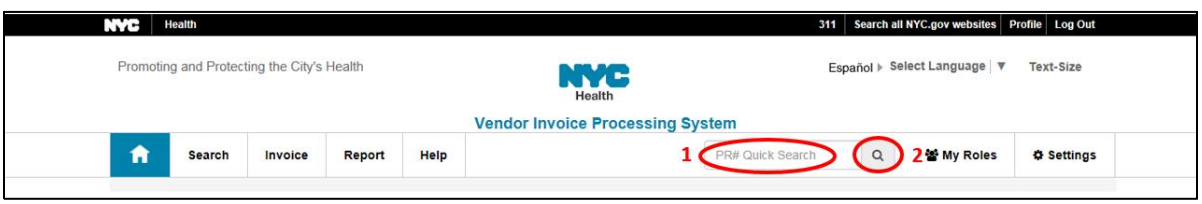


Figure 52: PR# Quick Search

4.7 How to See My Contracts or Purchase Orders?

1. Select the **Invoice** tab (Figure 53) from the top navigation bar.
2. A list of existing contracts or POs for all vendors currently associated with you will be pre-populated by the Vendor Name/FMS Vendor Code and ConTrak PIN or PO Log Number, in ascending order. You can change the order of the results by clicking on the header, allowing you to toggle between ascending and descending (Figure 53)
3. From the Invoice page, you can create a new invoice by clicking on **New Invoice**. This is only available for the Vendor Invoice Processor and Vendor Account Administrator VIPS roles (Figure 53).
4. The Action column of the results on the Invoice page has **New Invoice** and **View Invoice History** buttons. (Figure 53).

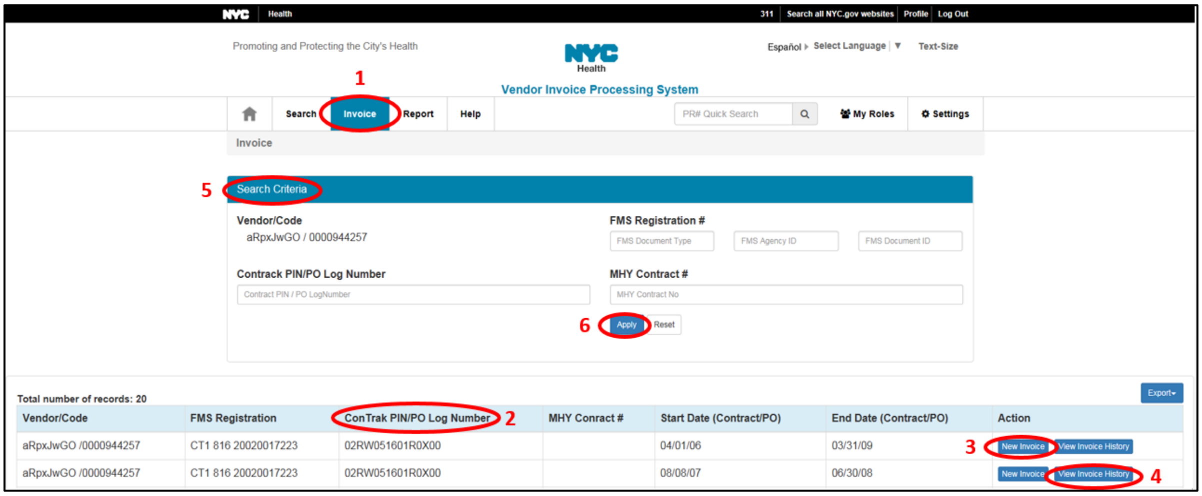


Figure 53: Invoice Page

5. Enter any of the **Search Criteria** to narrow down the Contracts/POs list (Figure 53):
   a) Select one or multiple Vendor Name/FMS Vendor Code combinations from a drop-down list.
   b) Enter at least the first three characters of the ConTrak application PIN, which uniquely identifies a contract, or the PO Log Number, which uniquely identifies a PO.
   c) Enter any part of the FMS Registration number:
      - FMS Doc Type (three exact characters)
      - FMS Agency ID (three numeric values, exact number must be entered)
      - FMS Doc ID (at least the first four first characters of FMS document ID for the contract or PO)
   g) Enter MHY Contract # (Available for Mental Hygiene contracts). You must provide the exact number up to four digits.
6. Click **Apply** (Figure 53).

4.8 How to View Invoice History?

1. Select **Invoice** tab from the top navigation bar menu (Figure 53).
2. On the Invoice page click **View Invoice History** next to your contract/PO in the results set under the Action column

OR

1. Enter the whole PR number into the PR# Quick Search box (Figure 52).

OR

1. Select the **Search** or **Reports** tab from the top navigation bar menu.
2. Locate a specific payment request and click the **PR #** link, which will bring you to the PR Details page with the View Invoice History on the top right side, above the Contract/PO section (Figure 58).
3. When you click on **View Invoice History**, the list of payment requests will be displayed in the Invoice Submission Date chronological order, starting with the latest (Figure 54).

On the View Invoice History page:

1. Select the **Group BY PR Status** check box (Figure 54) to display payment requests grouped by the PR Status.

OR

2. Enter at least three characters, or the whole invoice number, in the Invoice # text box (Figure 54) to filter payment requests by Invoice Number.

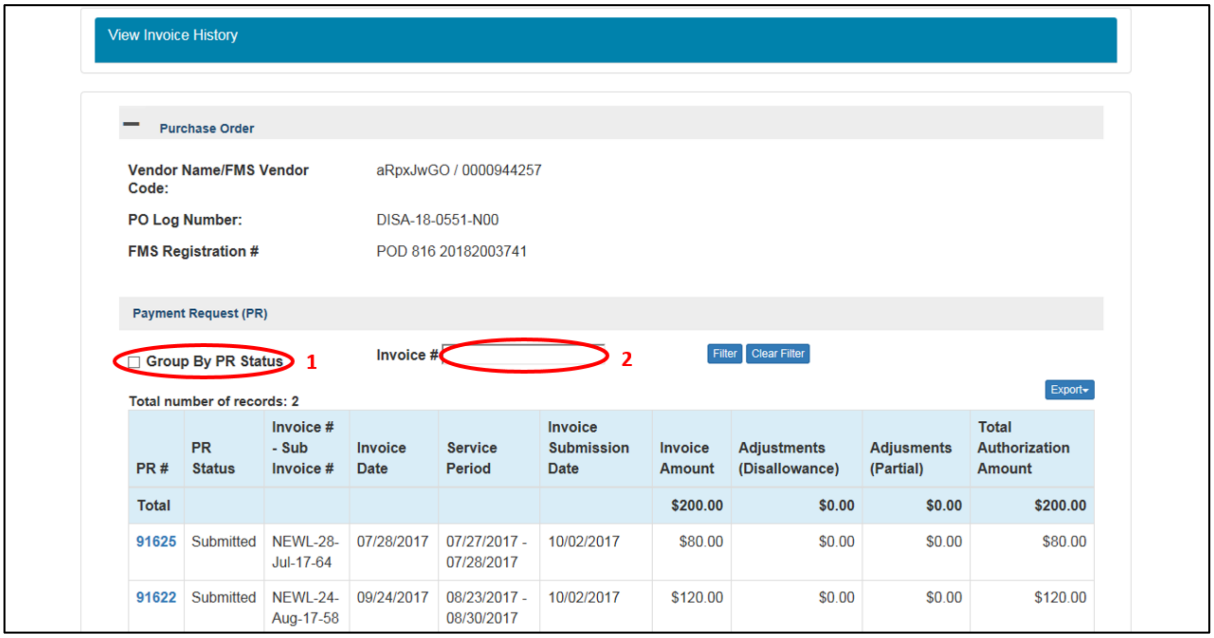


Figure 54: View Invoice History

4.9 How to View Payment Request Details Report?

1. Select the **Search** or **Reports** tab from the top navigation bar (Figure 55).
2. Click **Apply** (Figure 55).
3. Click the **PR#** link to view PR Details (Figure 55).

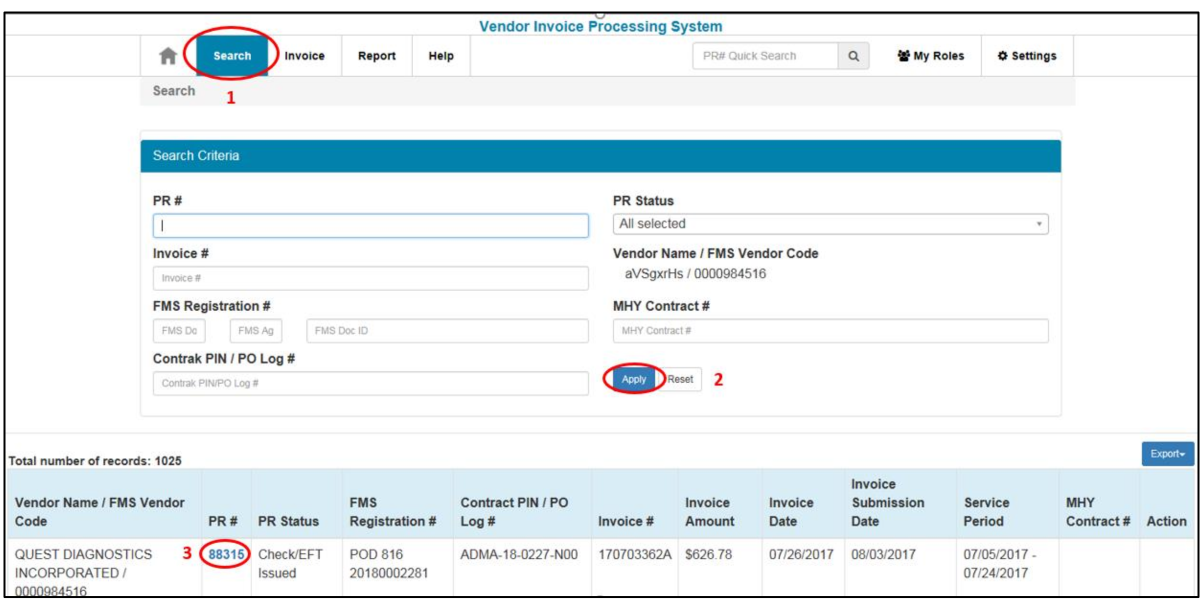


Figure 55: View PR Details1

OR

1. Enter the whole PR number into the **PR# Search** to view PR Details (Figure 56).

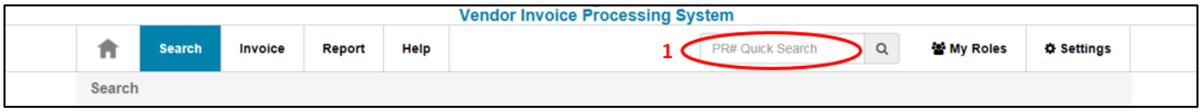


Figure 56: View PR Details2

OR

1. Select the **Invoice** tab from the top navigation bar (Figure 53).
2. Click **View Invoice History**.
3. Click the **PR#** link to view PR Details.

The VIPS PR Details page consists of multiple sections that enable all tasks related to processing payment requests to be performed. All sections will be expanded by default (Figure 58).

4.10 How to Create New Payment Request?

1. Select the **Invoice** tab from the top navigation bar menu (Figure 53).
2. Click **New Invoice,** next to your contract/PO in the results set under the **Action** column.

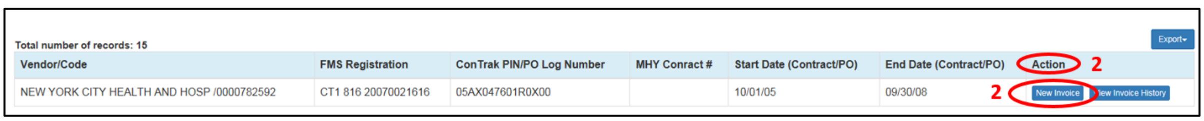
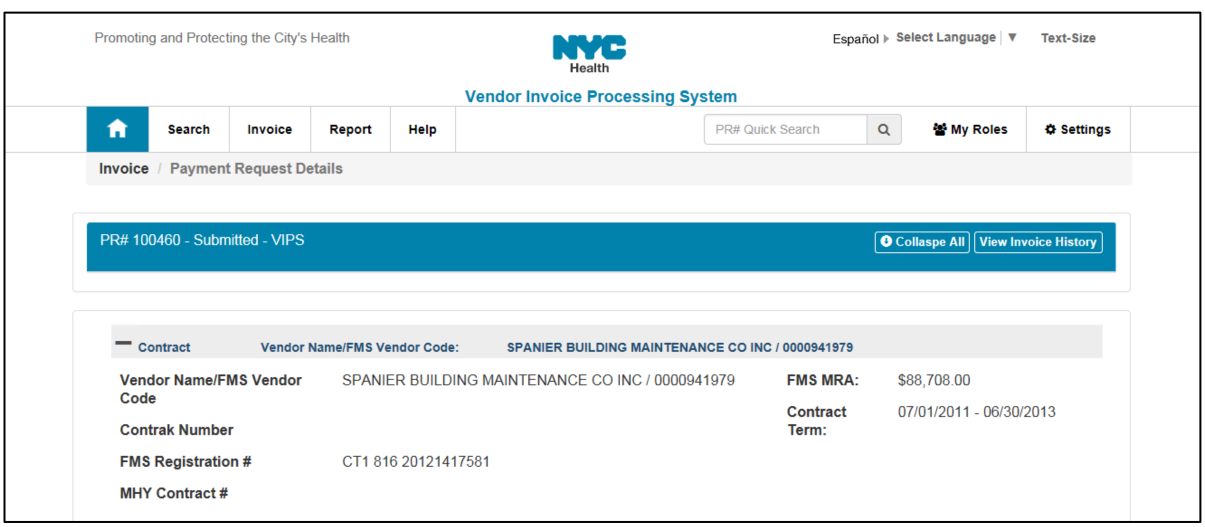


Figure 57: New Invoice Button

Note: New Invoice is available only for users with Vendor Invoice Processor and Vendor Account Administrator roles.

When New Invoice is selected, the VIPS PR Details page will be displayed in the edit mode (Figure 59):

1. Enter the Invoice number and all the required information, upload necessary documents (Figure 59).
2. Click **Submit** (Figure 59).



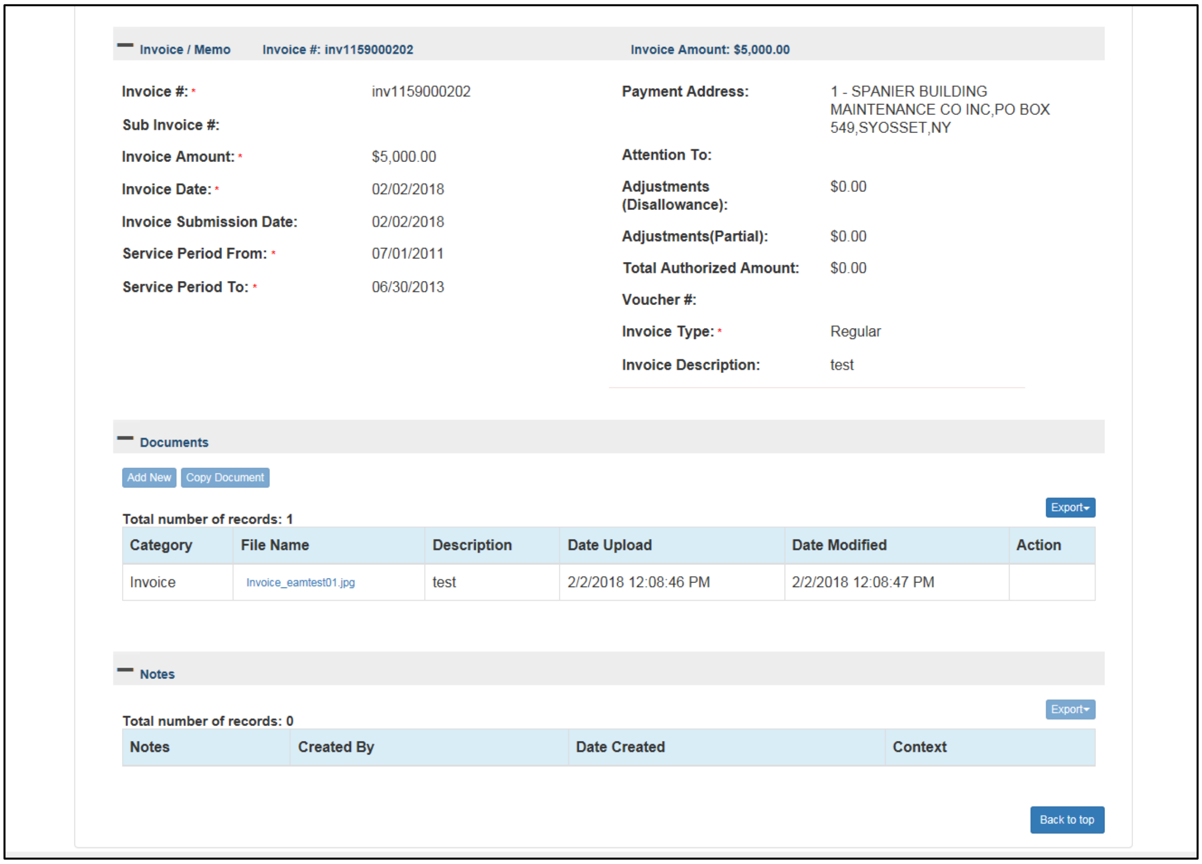


Figure 58: View PR Details Page

On the Payment Request Submit Confirmation pop-up window:

3. Select the check box to certify that the goods or services in this PR have been in accordance with the Contract/PO terms and agreement (Figure 60).
4. Click **Submit** (Figure 60).
5. The PR# will be generated by the system and the status of your payment request will be submitted. Remember the generated PR#, as you can use it later for a quick search (Figure 61).

Budget allocation will be performed by the agency based on your contract/PO and your uploaded documents.

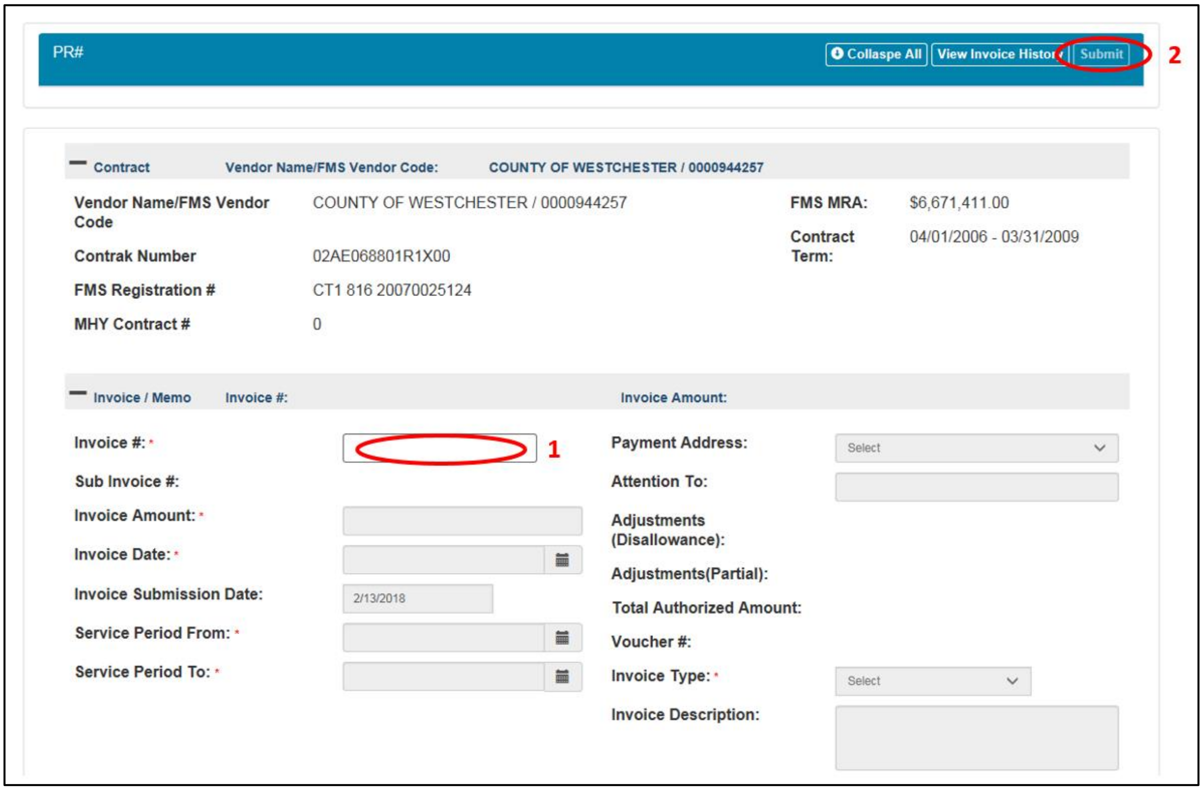


Figure 59: Submit New Invoice

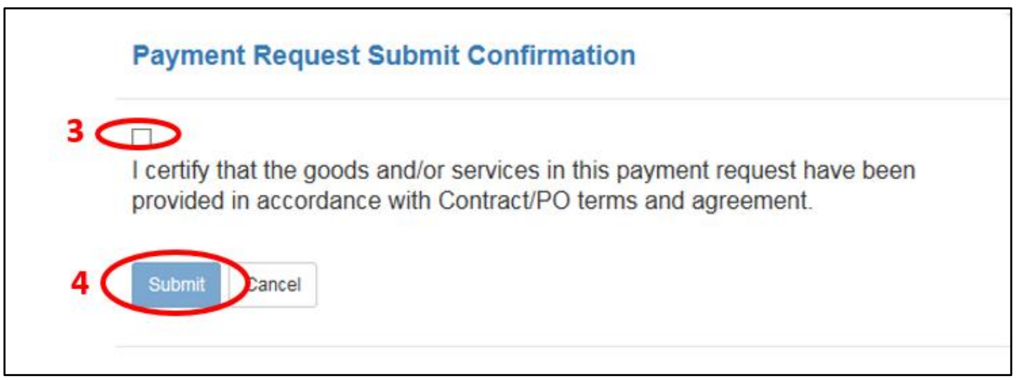


Figure 60: Submit Confirmation

Figure 61: PR Submitted

4.10.1 What Is the Contract or Purchase Order section?

The Contract or Purchase Order Expandable/Collapsible section displays the details pertaining to the Contract or PO depending on the payment type.

1. The Section and Section's title bar/header are Read-Only. Section's title bar displays the Vendor Name/FMS Vendor Code (Figure 62).
2. This section contains the ConTrak PIN for Contract or PO Log number for PO (Figure 62).
3. This section contains the FMS Registration # (Figure 62).

Verify the pre-populated FMS Registration number, Contract or PO information of the Contract/PO section.

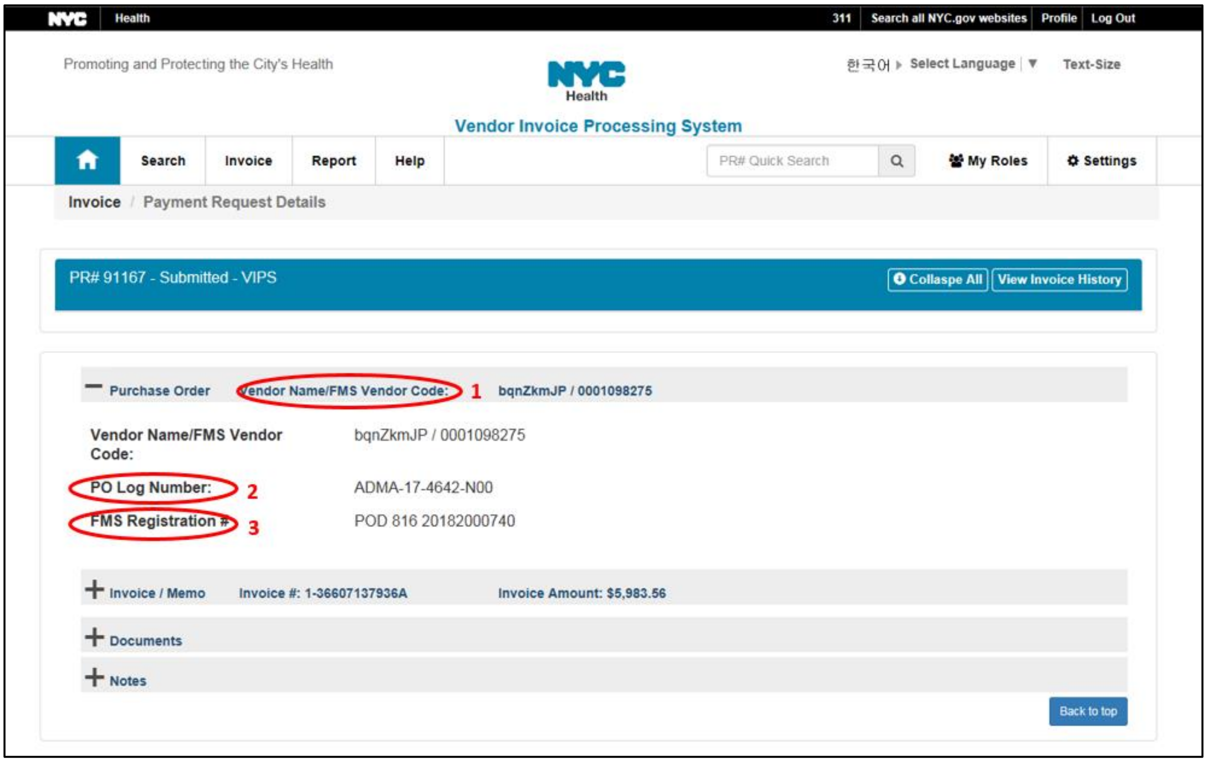


Figure 62: Contract/Purchase Order Section

4.10.2 What Is the Invoice / Memo section?

The PR Details Expandable/Collapsible Invoice / Memo section captures the details of the invoice or memo document. If you click on **New Invoice**, the Invoice / Memo section is expanded and displayed in the edit mode (Figure 63).

1. The Section's title bar/header is read-only. It provides the following key information about the invoice (Figure 63):
   a) Invoice #
   b) Invoice Amount

   Note: Until invoice is successfully submitted, these fields have no values.
2. Enter the Invoice number for your Invoice document. Invoice # is unique, with up to 30 characters and no spaces between characters (Figure 63).
3. If the Invoice number is entered and is unique, you will then be able to enter all other fields. Enter all the following required fields in the Invoice / Memo section on the PR Details page:

   b) Invoice Amount from your Invoice document (must be more than $0.00)

   c) Invoice Date from your Invoice document (must be earlier than or equal to the Current Date)

   d) Service Period From date from your Invoice document, which is the first date you rendered services (must be earlier than or equal to the Service Perion To date)

   e) Service Period To date from your Invoice document, which is the ending date of the service

   - If the invoice has only one date for the service period, From and To dates will be the same.
   - From and To dates need to be within a single Fiscal Year (FY) (i.e., between July 1 and June 30). Note: FY2018 = 07/01/2017 – 06/30/2018

- A warning message will be displayed when the Service period entered for the new Invoice overlaps with the existing invoices for the same contract/PO.
- The service period of the invoice should fall within the Contract Term.

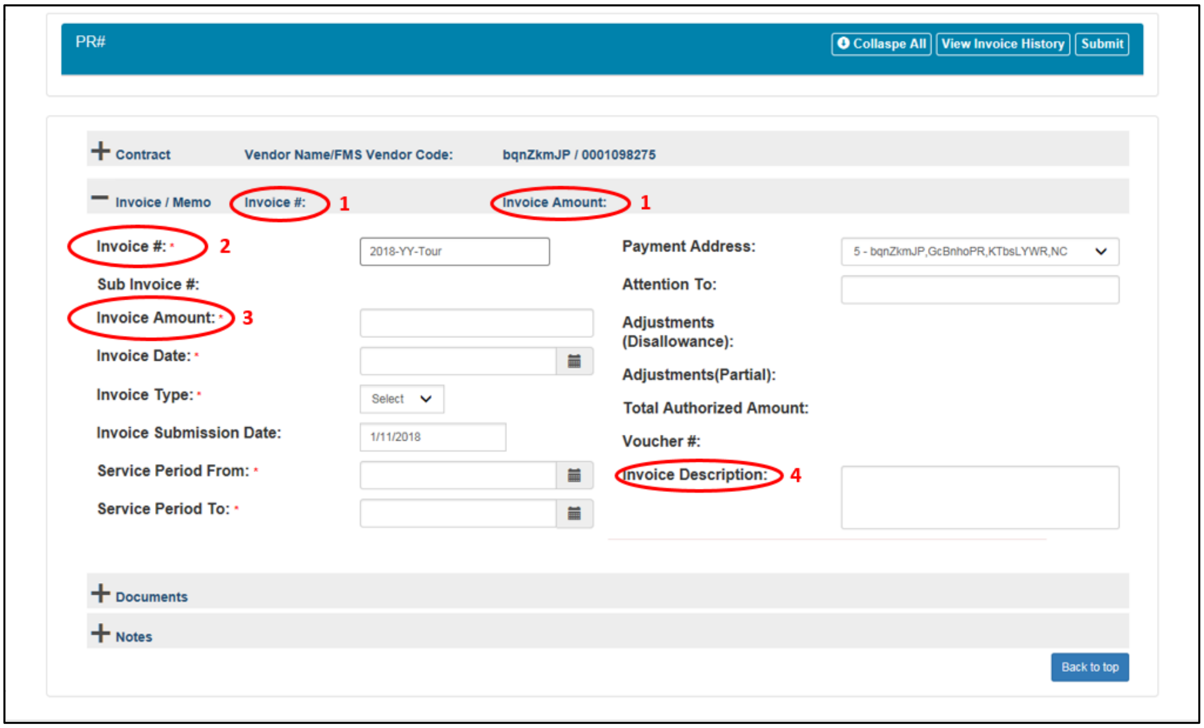


Figure 63: Add New Payment Request

4. Enter any of the below optional fields (Figure 63):
   a) Invoice Description (up to 255 characters).
   b) Select the Payment Address from the pre-populated drop down list of the all addresses associated with the Vendor Code (the details of Vendor are populated only if the Contract/PO is registered in FMS and values are available. The values are displayed in the following format: Street 1, Street 2, Zip Code, City, State, and Country).
   c) Attention To (up to 60 characters long), which is the contact name that will be printed on the issued check.

4.10.3 How to Upload the Invoice Document?

The Documents Expandable/Collapsible PR Details section is used to display and upload documents associated with the payment request.

1. Use the Documents section on the PR Details page to upload required documents (Figure 64).

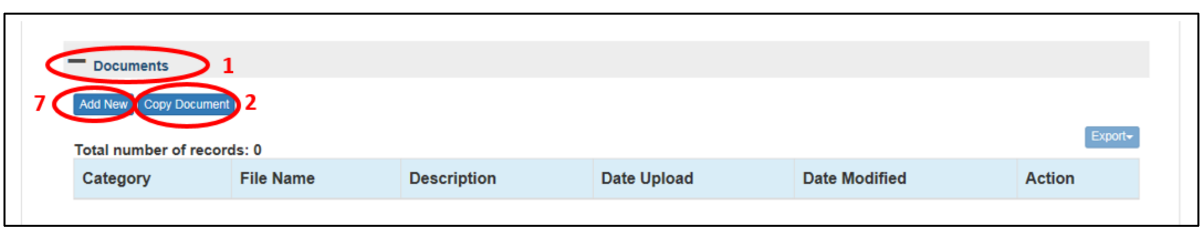


Figure 64: Documents Section

2. Click **Copy Documents** to copy a document from the previous payment requests that belong to the selected vendor and the Contract/PO. The Document section's **Copy Documents** button is available for the Vendor Invoice Processor and Vendor Account Administrator roles before the "Payment Request Submitted" and during the "Returned" statuses of the PR (Figure 64).

On the Copy Documents pop-up window:

3. select from a drop-down list one or multiple previous payment requests from which a new document needs to be copied from or click Cancel to close the pop-up (Figure 65).
4. Click **Get Documents** (Figure 65).

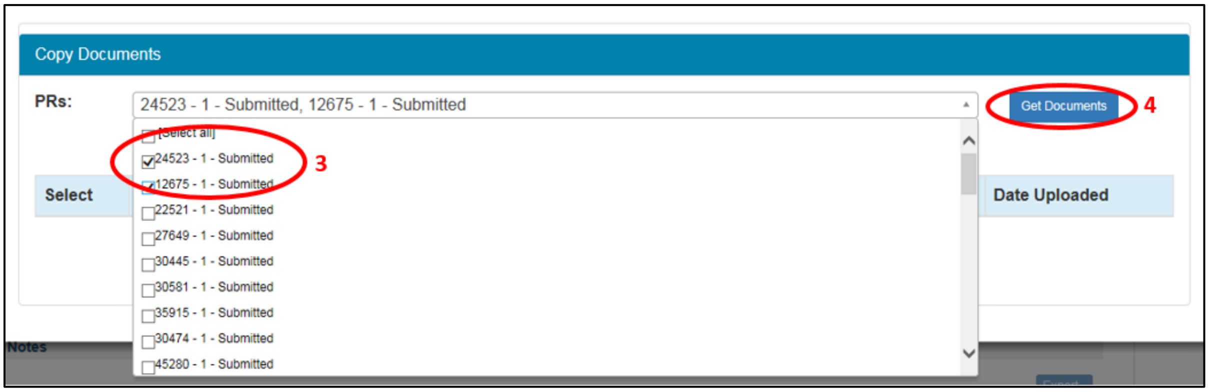


Figure 65: Copy Documents Pop-up1

On the next Copy Documents pop-up window:

5. Select desired document(s) (Figure 66).
6. Click **Get Documents,** Click **Copy Documents** (Figure 66).

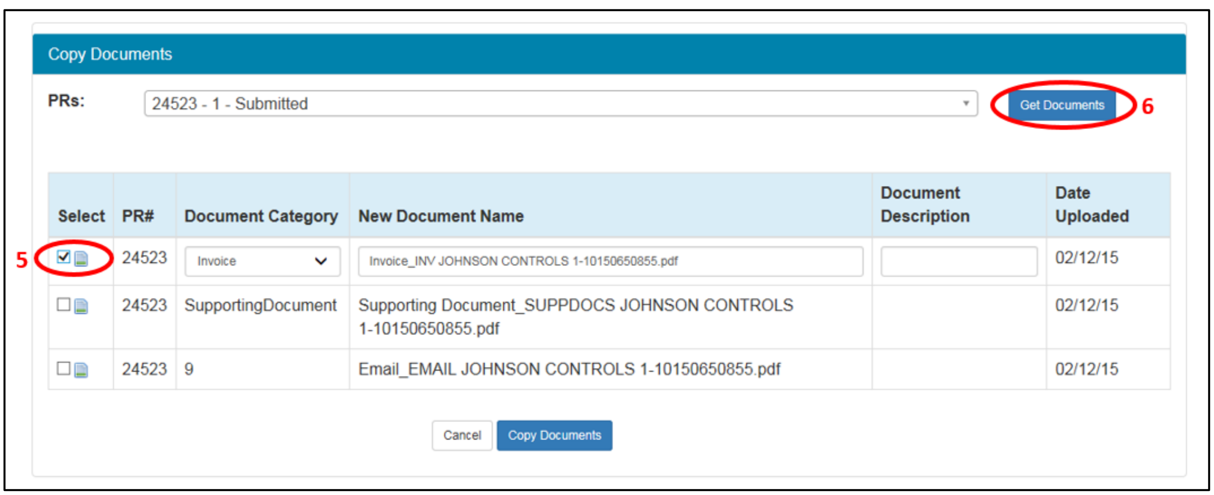


Figure 66: Copy Documents Pop-up2

On the Documents section:

7. Click **Add New** (Figure 64) to upload new or additional document. An empty row will be added to the grid**.**

Note: **Add New** button is available for the Vendor Invoice Processor and Vendor Account Administrator roles before the "Payment Request Submitted" and during the "Returned" statuses of the PR.

8. Select the document's Category from a drop-down list (Figure 67).
9. Click **Browse** to select your document for upload (Figure 67), and choose File/Document to upload.
10. Enter document's Description (optional) (Figure 67).

11. The Date Uploaded is system generated values that will reflect your name and the current date. When the document is uploaded, it will be scanned for viruses. Until the scan is finished, the Submit and Delete buttons will be disabled (Figure 67).

12. After the scan is done, click **Delete** (Figure 67) to delete the document, if necessary. You will be able to delete uploaded documents only before the PR submission.

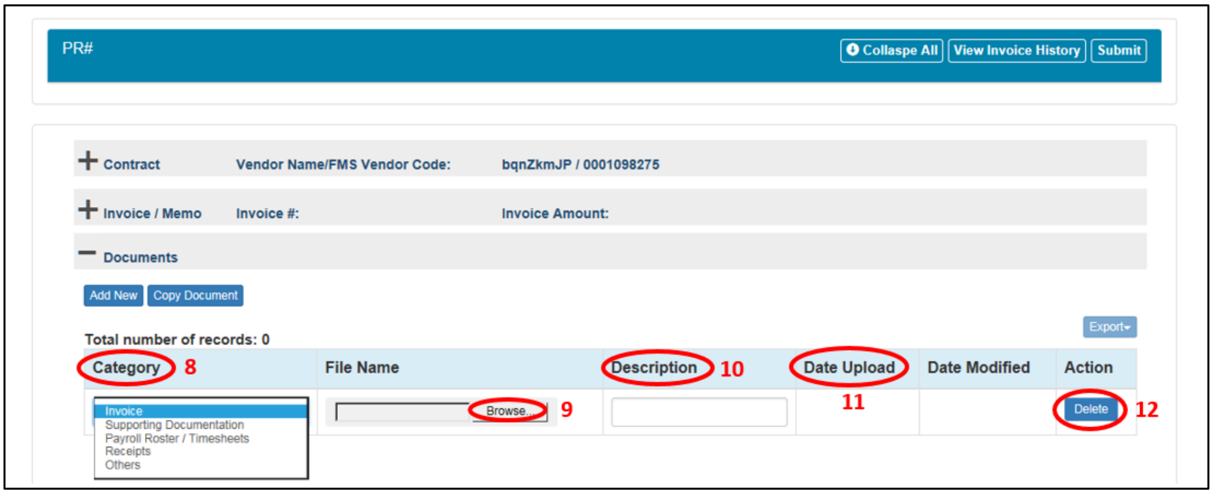


Figure 67: Add Documents

Notes:

- You should upload the required document(s) before entering the invoice details in the Invoice/Memo section. You will not be able to click the Submit button until the document scan is competed.
- You must upload either the Invoice or the Payment Authorization Memo.
- A document's name should be unique within the PR.
- The maximum size of each file that you can upload in the VIPS Documents section is 5 MB. If your file is bigger, you may split it into smaller parts and send each part separately.
- VIPS supports the following file types: "pdf"; "doc"; "docx"; "xls"; "xlsx"; "txt"; "html"; "htm"; "jpg"; "JPEG"; "bmp"; "xml"; "ppt"; "pptx"; "rtf".
- Multiple documents can be uploaded for the same Category.

4.10.4 What Is the Notes section?

The Notes section provides a list of notes created for you by the agency during the PR processing. Your Notes section will have notes when your PR is Returned (Figure 68) or Rejected, or when you have notes with Disallowed/Partial types of context.

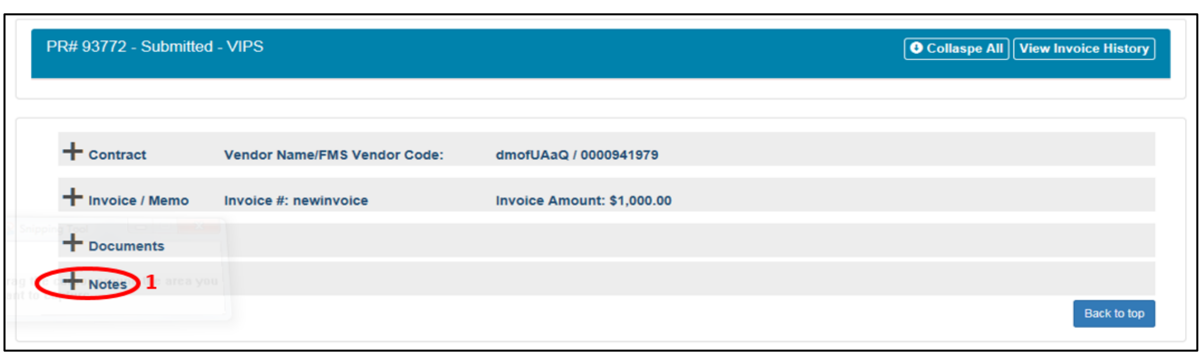


Figure 68: Notes Section

When an internal authorized agency representative initiates your payment request's budget adjustment, you will see notes in the "Comments for Vendor" column that will contain the explanation and the reason for the adjustment. A Disallowance Letter will be generated;

1. Click the "**+**" button to expand the Notes section of your Returned or Rejected PR (Figure 68).

4.11 How to Update the Returned Payment Request?

When your PR is Returned to you by the agency for correction, the Notes section will contain notes with the return reason. The **Edit** button in the Invoice / Memo section of the PR Details (Figure 69) will be available for the Vendor Invoice Processor and Vendor Account Administrator roles.

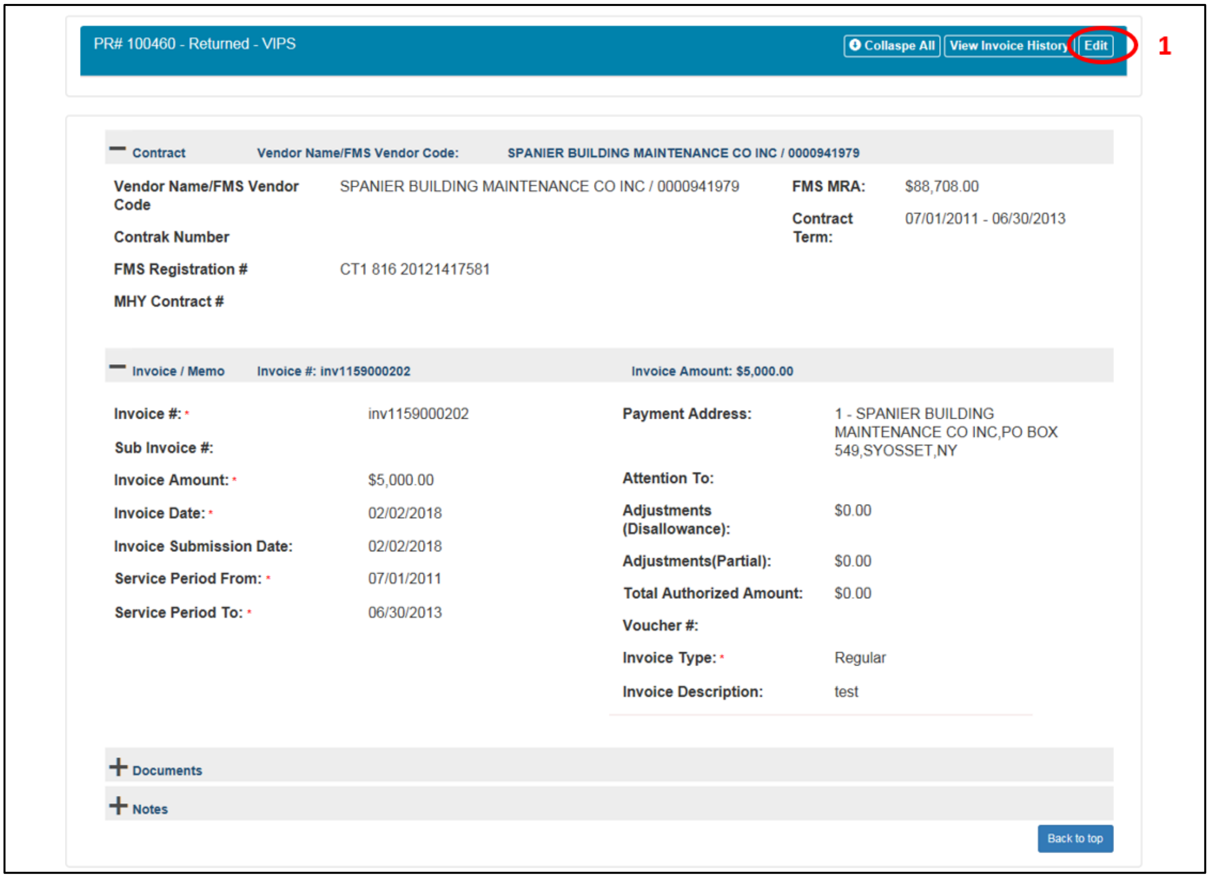


Figure 69: Update PR Data

1. Click **Edit** to modify Invoice information or a Document's Description, or to upload a new document (Figure 69).

When Edit is selected, the Invoice / Memo and Documents sections will be available for updates.
Note: Only Vendor Invoice Processor or Vendor Account Administrator can update the returned payment request.

2. Check the Notes section to see the returned reason (Figure 70).

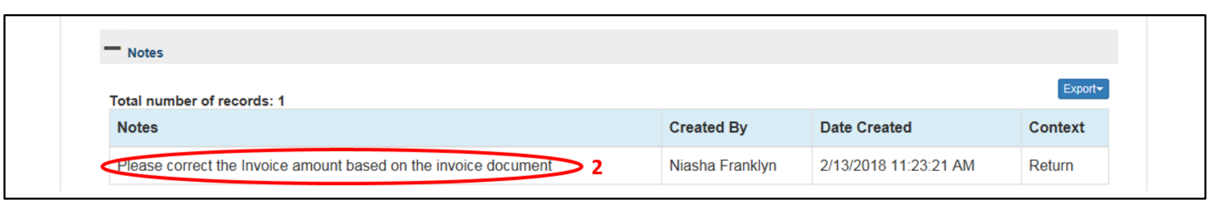


Figure 70: Returned Reason in Notes

3. Modify required fields and click **Submit** to re-submit the PR after correction (Figure 71).
4. Or click **Cancel** to revert all updates back to the original values (Figure 71).

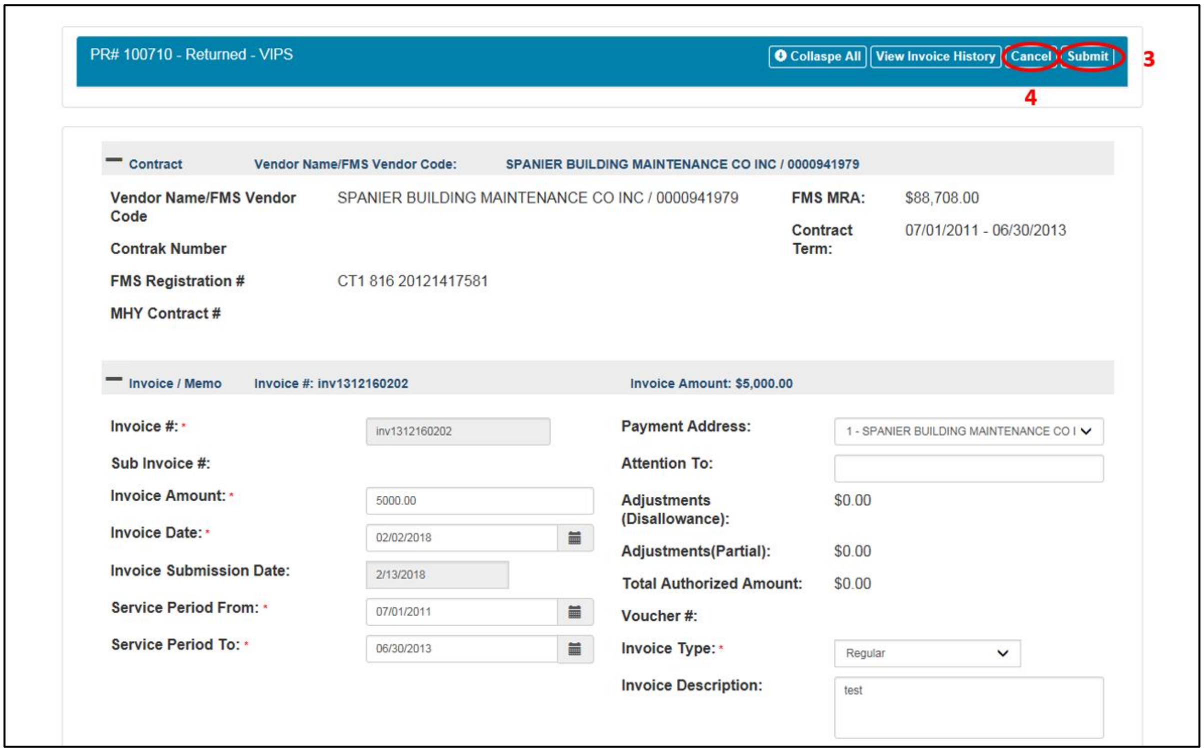


Figure 71: PR Details in Edit Mode

4.12 How to Create a Sub Invoice?

Sub Invoice # is a system generated number and applicable only to partial payments. When there is an amount retained or amount not paid on account of liquidated damages for a contract/PO, you will be able to create an additional PR with the same invoice number as in the original payment request and a sub invoice.

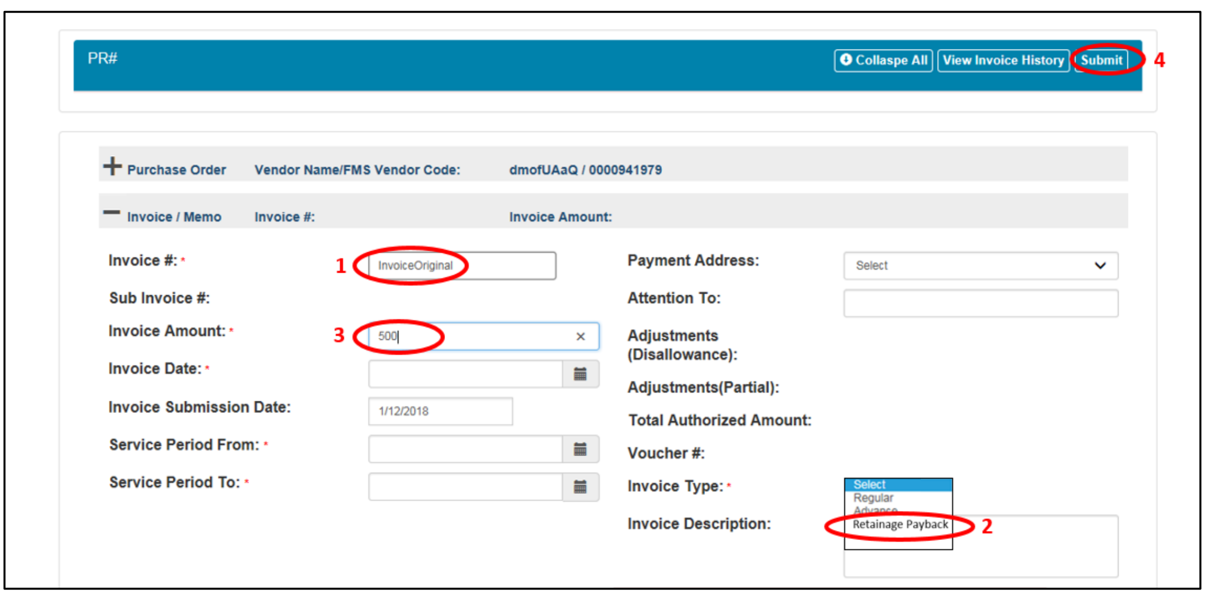


Figure 72: Create PR with Sub Invoice

1. Enter the same Invoice # as in the original payment request (Figure 72).
2. Select the **Retainage Payback** or **Liquidated Damages Payback** invoice type from the drop-down list (Figure 72).
3. Enter the remaining balance from the prior submitted invoice into the Invoice Amount field (Figure 72).
4. Enter the rest of the required and optional data, upload required documentation and submit the payment request by clicking on **Submit** (Figure 72).

4.13 How to Submit an Advanced PR?

When you need to receive some payment in advance, you may create an “Advanced” type of payment request. Enter the Invoice number and select **Advanced** from the Invoice Type drop-down list. Advance payments are made to the vendor or service providers and are applied to the Budget Total or Budget Bottom line.

4.14 How to See the Voucher and the Date When Check/EFT Was Issued for My Payment Request?

1. Select the **Reports** tab from the top navigation bar (Figure 73).

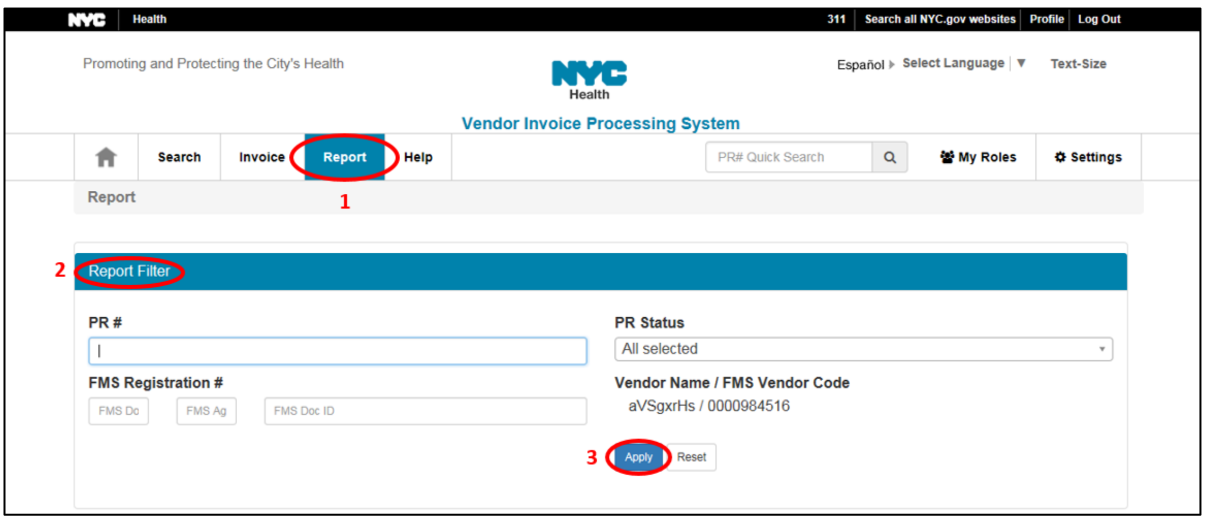
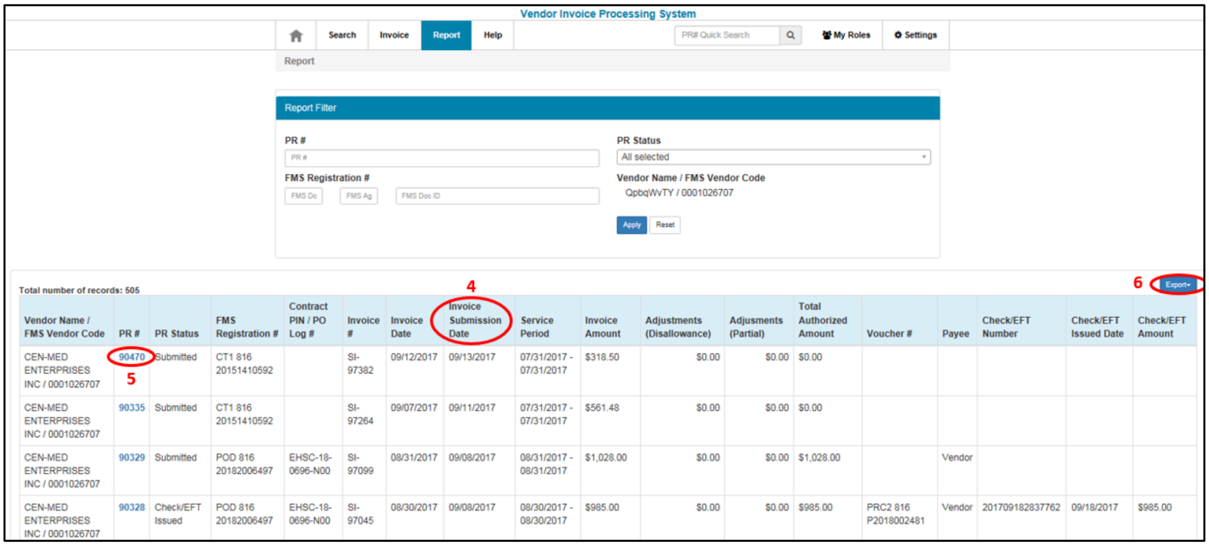


Figure 73: Report Filter

2. Apply any of the following Report Filter(s) to display selected PRs (Figure 73):
   a) Enter the numeric whole PR # associated with the PR.
   b) Select one or multiple PR Statuses from a drop-down menu listing all your available PR transition statuses.
   c) Enter any part of the FMS Registration number:
      - FMS Doc Type (three exact characters)
      - FMS Agency ID (three digits, you must enter the exact number)
      - FMS Doc ID (at least the first four characters of FMS document ID for the contract or PO)
   d) Select one or multiple Vendor Name/FMS Vendor Code combinations from a drop-down list.
3. Click **Apply** (Figure 73).



Vendor Name / FMS Vendor Code	PR #	PR Status	FMS Registration #	Contract PIN / PO Log #	Invoice #	Invoice Date	Invoice Submission Date	Service Period	Invoice Amount	Adjustments (Disallowance)	Adjusments (Partial)	Total Authorized Amount	Voucher #	Payee	Check/EFT Number	Check/EFT Issued Date	Check/EFT Amount
CEN-MED ENTERPRISES INC / 0001026707	90470	Submitted	CT1 816 20151410592		SI-97382	09/12/2017	09/13/2017	07/31/2017 - 07/31/2017	$318.50	$0.00	$0.00	$0.00					
CEN-MED ENTERPRISES INC / 0001026707	90335	Submitted	CT1 816 20151410592		SI-97264	09/07/2017	09/11/2017	07/31/2017 - 07/31/2017	$561.48	$0.00	$0.00	$0.00					
CEN-MED ENTERPRISES INC / 0001026707	90329	Submitted	POD 816 20182006497	EHSC-18-0696-N00	SI-97099	08/31/2017	09/08/2017	08/31/2017 - 08/31/2017	$1,028.00	$0.00	$0.00	$1,028.00		Vendor			
CEN-MED ENTERPRISES INC / 0001026707	90328	Check/EFT Issued	POD 816 20182006497	EHSC-18-0696-N00	SI-97045	08/30/2017	09/08/2017	08/30/2017 - 08/30/2017	$985.00	$0.00	$0.00	$985.00	PRC2 816 P2018002481	Vendor	201709182837762	09/18/2017	$985.00

Figure 74: PR Details Report

4. If you click **Apply** without the applied Report Filters, you will be able to see the PR Details Report, which will list all PRs and their statuses for vendor organization(s) associated with you, in chronological order according to the Invoice Submission Date (Figure 74). You can change the order of the report columns by clicking on the header, toggling between ascending and descending.
5. You can click on the **PR #** hyperlink displayed in the results to get to the PR Details page (Figure 74).
6. If filtering returns one or more records, you can export your search results into an Excel or PDF file by clicking **Export** (Figure 74).

5.0 Glossary

Glossary for Acronyms	
Acronym	**Definition**
ACCO	Agency Chief Contracting Officer
ATIN	Adoptive Taxpayer Identification Number
BFY	Budget Fiscal Year
CI	Contact Information
CPU	Contract Payment Unit
EFT	Electronic Funds Transfer
EIN	Employee Identification Number
FAQ	Frequently Asked Questions
FMS	NYC Finance Management System
IFY	Intended Fiscal Year
ITIN	Individual Taxpayer Identification Number
NYC.ID - CPIM	Authentication Directory - Centralized Public User Identity Management
OES	DOHMH OTPS Encumbrance System
PA	Payment account type administrator contact
PAYRS	DOHMH Payment Request System
PFA	Public Facing Application
PIP	Payee Information Portal
PO	Purchase Order
PR	Payment Request
SSN	Social Security Number
TIN	Taxpayer Identification Number
Vendor	Vendor Organization
Vendor User	Vendor (Viewer, Invoice Processor, Account Administrator)
VIPS	Vendor Invoice Processing System

Table 4: Glossary