

SG/PRC Letter to Service Providers **New** to e-Billing – New System

December 2, 2010

Dear Service Provider,

This is to confirm that you are now set up for e-billing over the web. The state Department of Developmental Services (DDS) completed the redesign of the web-based e-billing system. This new e-billing system will be available to our regional center effective December 21, 2010. Invoices for the month of **December** will be issued and paid on the new system. The new system is more user-friendly and convenient for your input. Please see below for answers to questions you might have.

Q: What is my sign-on?

A: User I.D.: Your user I.D. is based on your personal name (R, first initial, last name) and is good for all vendor numbers that your organization handles. **Your new user I.D. has been sent to you on paper by regular mail.**

Password: Your password has also been sent to you, but you will need to change it once you sign on to the new system and every 90 days thereafter.

Q: How do I access the new system?

A: You'll have to wait until December 21. Then you'll go to our Regional Center web site www.sgprc.org and click on "Vendor e-billing", the last item in the left menu panel. Click "ok" when you are notified that you are entering a secure site. On the following screen, you will be able to launch the application and then sign-on with your user I.D. and password.

Q: What are the main features in the new e-billing system?

A: (1) ease of sign-on when you have more than one vendor number, (2) ease of reporting attendance, (3) screens are generally self explanatory and intuitively to use, (4) no printing and mailing of invoices required, (5) access to billing and payment history, including attendance, and (6) option to print reports.

Q: How do I bill and report attendance?

A: Once you are signed on, you choose the vendor number you want to work with. Then the invoice(s) that is (are) ready to be processed will be displayed. You double click on the invoice you want to work with and the attendance calendar will appear for the first client. You enter attendance for each client and the system will calculate the correct billing based on the attendance you enter. When you are done, you save your work. You can work at different times on your billing and do not need to finish everything in one session. Once you finish entering the attendance for all clients, you can reconcile to the invoice summary and edit your input if necessary. When you are ready to submit your invoice click on the "submit" button. If you have a specific question, please ask your vendor payment specialist in POS, or Sharan Loya, Fiscal Manager.

Q: Will there be training available and who can I ask if I have more questions?

A: Yes, there will be training available on the web and at the Regional Center. Training at the Regional Center will start in the first week of January, before invoices for December are due. As we get closer to the implementation date, we will announce further information and instructions. **Check our website for the most current information!** If you have further questions, please e-mail to Vendorinfo@sgprc.org.

Thank you for your participation in e-billing. By using e-billing you will be able to receive payment two days before our regular check payment days.

Gabi McLean
Director, Fiscal Services