

## SG/PRC Letter to Service Providers **Currently Using e-billing**

December 2, 2010

Dear Service Provider,

Thank you for your continued participation in e-billing. We have exciting news for you: the state Department of Developmental Services (DDS) completed the redesign of the web-based e-billing system and it 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: Does my sign-on (user I.D. and password) change?**

A: **User I.D.:** Yes, your user I.D. is now based on your personal name and not on the vendor number. On the new system, you can use the same user I.D. for all different vendor numbers that you handle. **Your new user I.D. has been sent to you on paper by regular mail and is good for all your vendor numbers that are currently on e-billing.** Your new user I.D. is valid for the current/old system and the new system.

**Password:** Your password has also been sent to you, but you will need to change it once you sign on to the new system. We recommend you change it to the same password that you are using on the current/old system. You will be required to change your password every 90 days on the new system. The password for the current/old system remains under Regional Center control. (sign-on to the old system is only needed to look up billing and payments that were made on the old system.)

**Q: How do I access the new system?**

A: You'll have to wait until December 21. Then you'll go to the e-billing website just as you currently do, and follow the instructions on the site.

**Q: Will I still have access to the existing billing and payment history?**

A: Yes. The new system will collect billing and payment history separately from the current system but you will still be able to see the history of your billings and our payments by using the link to the "old" system and signing on with your new user I.D. and your old regional center-assigned password.

**Q: Can I still bill for old invoices?**

A: You will have to bill for any invoices that were issued on the old system (the last ones will be for November) on the old system. So please check the web by December 15 (the last time we issue invoices on the old system) and process those invoices right away. **Please submit any invoices on the old system no later than December 16.** Any invoices remaining unprocessed by December 17 will be deleted. ***NOTE: The e-billing system will not be available from December 17 through 20.***

**Q: Will I be able to receive retro invoices after the new system is in place?**

A: Yes, we will be able to issue retro invoices and pay on the new system. (After December 16, we won't be able to pay on invoices **issued** on the old system). If you have a specific question, please ask your vendor payment specialist in POS.

**Q: What is different in the new e-billing system?**

A: The two major changes are (1) ease of sign-on when you have more than one vendor number, and (2) ease of reporting attendance. Throughout the system, the screens look differently but are generally self explanatory and intuitively to use.

**Q: Will there be training available?**

A: Yes, there will be training available on the web and at the Regional Center. We will inform you of the specific details as soon as they become available to us. We expect that the web based training will be sufficient for most users since the system is very user friendly. However, we will also be offering training at the Regional Center starting 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.

**Q: Who can I ask if I have more questions?**

A: You can e-mail your questions to [Vendorinfo@sgprc.org](mailto:Vendorinfo@sgprc.org) or check **our website for the most current information.**

Gabi McLean,  
Director, Fiscal Services