

INVOICING PROCESS

This document details the invoicing process for Iowa's IT Managed Services Contract.

METHODS OF SUBMISSION

All invoices can be sent via mail or email to the following location:

| METHOD OF SUBMISSION | |
|----------------------|---|
| Mail | Emily Palubinski Computer Aid, Inc. 1390 Ridgeview Drive Allentown, PA 18104 |
| Email | lowa_invoices@compaid.com |

Please note: If sending via email, please send in PDF, Excel, or Word format.

TIME PERIOD

Invoices should be for a true month time period (e.g. 10/1 - 10/31)

CONTENT

The invoice should contain the following information:

- Time period (e.g. 10/1 - 10/31)
- Person's name
- Number of hours worked
- Bill rate
- Total amount charged for individual resource
- Grand total for the invoice at the bottom

Please note: If you have multiple people engaged, feel free to combine them on one invoice.

ADDITIONAL DOCUMENTATION

If necessary, please be sure to submit itemized reimbursable expenses with the invoice.

PAYMENT TERMS

Invoices are paid according to the terms of your Subcontractor Agreement, and they are paid from the date we receive the **correct** invoice. Therefore, if there is an error on the invoice and a correction is requested, payment will be issued from the date we receive the correction, not the original submission.

PAYMENT STATUS

CAI has a web-based Accounts Payable Inquiry (API) system to track invoice payments. The URL for this site is <https://extranet.compaid.com/api/>. Once on the site's main page, you can activate your account by clicking on the blue "click here" to activate your account link and entering your Vendor ID and EIN. Once assigned your password, you can use that information to login. If you do not know your Vendor ID, contact **MSP_VendorMgmt@compaid.com**. If you are having problems with your password, please contact helpdesk@compaid.com or 877-234-4357. **Please note:** Invoices won't appear in API until approximately ten business days after submission.

QUESTIONS

Please direct all payment-related questions to AccountsPayableQuestions@compaid.com.