

**EUROPE**  
**Kaiserslautern,**  
**Germany**



# DFAS Europe

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# Accounts Payable Customer Support (APCS)

APCS is a 10-member team within DFAS-EU. We provide support and liaison to both Internal and External partners and organizations. APCS is **NOT** a pay office.

## Internal – Other DFAS Accounts Payable Offices

- ✓ Rome, NY
- ✓ Indianapolis, IN
- ✓ Limestone, ME
- ✓ Columbus, OH

## External – US

- ✓ Army
- ✓ Air Force
- ✓ Defense Agencies
- ✓ Joint Combatant Commands (Europe/Africa)

## External – Foreign

- ✓ Host Nation POCs
- ✓ NATO
- ✓ Vendors



# Agenda

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- ▶ Functions of Accounts Payable Customer Support
- ▶ Vendor Pay Process Overview
- ▶ Wide Area Workflow
- ▶ myInvoice
- ▶ Regulations
- ▶ Prompt Payment Act
- ▶ Training and Contacts



# 3 Primary Functions of APCS



## Manual Payment Packet Submissions

- ✓ Research, audit, and provide guidance for corrections on submissions
- ✓ Reviews and upload invoices, receiving reports, SF1034's, DD1155's, contracts, modifications, etc. to multiple payment offices
  - DFAS RO
  - DFAS IN
  - DFAS CO
  - DFAS LI

## Customer Service Inquiries

- ✓ Services foreign vendors, contracting, and budget offices across Europe, Africa, and Southwest Asia
  - Invoices Without Receiving Reports (IWORR)
  - Payment Status
  - Contract Closeouts
  - Voucher Requests
  - Research and provide guidance for corrections within GFEBS

## Value Added Tax (VAT) Forms

- ✓ Research and validate payments to provide 19% tax relief for goods provided or services performed in Germany



## Registration (SAM.gov)

- ✓ Not always applicable to foreign vendors
- ✓ FAR 52.204-7

## Contract Award

- ✓ Awarded by authorized Contracting Officer (KO)

## Invoice Submission

- ✓ Wide Area Workflow (WAWF)

## Receiving Report

- ✓ Automatically generated with COMBO or 2-in-1

## Acceptance

- ✓ Government POC verifies for accuracy

## Payment

- ✓ Made within 30 days of acceptance

## Other factors that are required in the Vendor Payment process that could delay payment:

- ✓ Establishing a Purchase Requisition
- ✓ Creating the Purchase Order (PO) within the Entitlement System
- ✓ Identifying a proper acceptor for Receiving Reports
- ✓ Having foreign banking verified
- ✓ Vendor ID (VID) created and loaded into the entitlement system

PROPPER  
PLANNING  
PREVENTS  
POOR  
PERFORMANCE



# WAWF Common Invoices



## 2-in-1

- ✓ Services
- ✓ INV/RR flow to Unit

## COMBO (preferred)

- ✓ Goods
- ✓ INV to Pay Office
- ✓ RR to Unit

## Construction & Facilities Maintenance

- ✓ Must have BOTH an Inspector and Acceptor
- ✓ Inspector folder first
- ✓ Once accepted, flows to Acceptance Folder
- ✓ Acts as 2-in-1



Questions about  
invoicing?

Join one of our  
monthly trainings!



# WAWF Common Inquiries



## ▶ Suspended Status

- ✓ Pay Office cannot review until Receiving Report (RR) goes into Suspended status.
- ✓ If RR is in Submitted status, RR has not been accepted

## ▶ Goods Receipt (GR) not Posted

- ✓ Automatic message from pay office once an Invoice is submitted.
- ✓ Essentially saying, RR hasn't been accepted yet
- ✓ GR is another word for RR.

## ▶ Validation Warnings

- ✓ Normal because WAWF pulls information for EDA
  - System interface
- ✓ Message will reflect in **BLUE**
- ✓ Doesn't prevent invoice from being submitted.

## ▶ Hard Stops

- ✓ Populate in **RED**
- ✓ Cannot continue invoicing and must address the error

Submitted/Suspended is OK

Received	Status ▲	Amount
2025-01-08	Submitted	\$ 350,426.87
2025-01-29	Submitted	\$ 26,196.44
2025-01-29	Submitted	\$ 24,126.67
2025-01-29	Submitted	\$ 24,126.67
2025-01-03	Submitted	\$ 181,966.40
2025-01-13	Submitted	\$ 181,966.40
2025-01-10	Submitted	\$ 246,834.00
2025-01-06	Submitted	\$ 30.83
2025-01-13	Suspended	\$ 588,461.39
2025-01-13	Suspended	\$ 29,115.03

Rejects need to be fixed

Received	Status
G2019-08-19	Rejected
G2021-03-04	Rejected
G2021-03-20	Rejected
G2023-06-30	Rejected

Click into the Shipment>Comments for guidance on the reject

System

Name: WAWF SYSTEM ACCOUNT

Email: This userid should never have roles assigned

Org Email:

Attachments:

Comments:

USER COMMENT: Your invoice is being returned u  
Customer Service Telephone Number: 888-332-730  
rejection of the associated Invoice on 2025/01/28. f

## Payment Report

Record Count: 11

Record	CAGE Code	Contract Number	Order Number	Invoice Number	CLIN	Trace Number	Invoice Amount	Total Amount	Total Payment Amount	Action
1				02	0001	000000000221384	20,000.00			<a href="#">Details</a>
2				02	0001	000000000221384	20,000.00	20,000.00	20,000.00	<a href="#">Details</a>
3				02	0001	000000000221384	20,000.00	20,000.00	20,000.00	<a href="#">Details</a>
4				02	0001	000000000224208	20,000.00	20,000.00	20,000.00	<a href="#">Details</a>
5				02	0001	000000000224208	20,000.00	20,000.00	20,000.00	<a href="#">Details</a>
							19,956.00	19,956.00	19,956.00	<a href="#">Details</a>
							19,956.00	19,956.00	19,956.00	<a href="#">Details</a>
							19,956.00	19,956.00	19,956.00	<a href="#">Details</a>
							19,956.00	19,956.00	19,956.00	<a href="#">Details</a>
							19,956.00	19,956.00	19,956.00	<a href="#">Details</a>

myInvoice Reports Info Preferences Exit

User: Christopher Knott

## Detail Report

Contract Number:   
 Delivery Order Number:   
 Invoice Number: 02  
 Shipment Number: 02  
 CLIN: 0001  
 ACRN: AA  
 Invoice Amount: 20,000.00  
 Freight: .00  
 Interest: .00  
 Discount: .00  
 Tax Withheld: .00  
 Adjustment 1: .00  
 Adjustment 2: .00  
 Invoice Amount Paid: 20,000.00  
 Check/EFT Amount: 20,000.00  
 Interest Reason :  
 Adjustment Reason 1 :  
 Adjustment Reason 2 :  
 CAGE Code:   
 DUNS Code:   
 Account Number:   
 Payee Name:   
 Address:   
 Voucher Remarks: PAID  
 Description: Allow 2 Business Days for the Deposit to Post to your Bank  
 Recommended Action:  
 UEID:  
 NOTE: For assistance with electronic VATs, please contact: dfas.rheinland-pfalz.jht.mbx.dgk-customerservice@mail.mil.

Status: PAID  
 Reason : F  
 Remarks :  
 Fuel Lift Date:  
 Quantity Paid: 1.00  
 Unit Price: 54,978.00  
 UM: LE  
 Issue Date: 29-OCT-19  
 Received Date: 29-OCT-19  
 Acceptance Date: 29-OCT-19  
 Last Action Date: 29-NOV-19  
 Payment Due Date: 29-NOV-19  
 Actual Payment Date: 29-NOV-19  
 Voucher Number: 0123402  
 Trace Number: 000000000221384  
 Check Number: 000000000221384  
 Currency: UNITED STATES DOLLAR  
 Processing Site: GFBS - Army  
 DSSN: 8522  
 VAT Form:

myInvoice allows vendors to see the status and details of an invoice.

myInvoice can search by CAGE code or the contract number.

Note that there can occasionally be delays and corrections.





# Regulations

- Federal Acquisition Regulation (FAR):
  - ✓ Provides uniform policies and procedures
  - ✓ Website: <https://acquisition.gov/far>
  
- Defense Federal Acquisition Regulation Supplement (DFARS)
  - ✓ Supplemented policies and regulations tailored to Defense-related contracts
  - ✓ Website: <https://acquisition.gov/dfars>
  
- Financial Management Regulations (FMR) Volume 10
  - ✓ Contract Payment Policy
  - ✓ Website: <https://comptroller.defense.gov/FMR/fmrvolumes.aspx>





- ▶ The Prompt Payment Act requires Federal agencies to pay their bills on a timely basis; to pay interest penalties when payments are made late, and to take discounts
- ▶ Latest of the following two circumstances determine the due date:
  - ✓ 30 days after invoice date
  - ✓ 30 days after acceptance date (most common)
- ▶ Regulations for PPA
  - ✓ 5 CFR Part 1315
  - ✓ FAR 52.232-25
  - ✓ DFARS Subpart 32.9- Prompt Payment
- ▶ Current Interest Rate:
  - ✓ 1JAN25-30JUN25 is 4.625%



# Training & Outreach Program



- ▶ In 2024, we offered tailored training sessions on specific topics for the following commands:
  - ✓ IMCOM
  - ✓ EUCOM
  - ✓ SOCAF
  - ✓ 405<sup>TH</sup> AFSB Transportation Office
  - ✓ USAF and ARMY Contracting Offices
- ▶ Consistent WAWF training opportunities
  - ✓ Offered virtually or in-person
- ▶ Newsletter is sent out quarterly with any relevant changes, policies, and training opportunities
  - ✓ If you are not on the distribution list and would like to be, please meet with us after our presentation so we may gather your contact information.





- ▶ Elevated Payment Issues or WAWF Assistance
  - ✓ [dfas.rheinland-pfalz.jht.mbx.dgk-customerservice@mail.mil](mailto:dfas.rheinland-pfalz.jht.mbx.dgk-customerservice@mail.mil)
  - ✓ Commercial: 011-49-631-7106-8829
  - ✓ DSN: 324-206-8829
  
- ▶ Director- Dale Berry
  - ✓ [dale.e.berry2.civ@mail.mil](mailto:dale.e.berry2.civ@mail.mil)
  
- ▶ Financial Analyst– Chris Knott
  - ✓ [christopher.a.knott4.civ@mail.mil](mailto:christopher.a.knott4.civ@mail.mil)
  
- ▶ Team Lead– Kaylin Degen
  - ✓ [kaylin.b.degen.civ@mail.mil](mailto:kaylin.b.degen.civ@mail.mil)
  
- ▶ Ombudsman- Kenya Taylor (non-vendor pay issues)
  - ✓ [dfas.rheinland-pfalz.jh.mbx.dgk-ombudsman@mail.mil](mailto:dfas.rheinland-pfalz.jh.mbx.dgk-ombudsman@mail.mil)

