



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

- 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

Vendor Payment Process



- 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 & FacilitiesMaintenance
 - 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

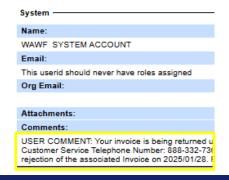
Submitted/Suspended is OK

	Received	Status▲	Amount
1	2025-01-08	Submitted	\$ 350,426.87
2	2025-01-29	Submitted	\$ 26,196.44
1	2025-01-29	Submitted	\$ 24,126.67
i	2025-01-29	Submitted	\$ 24,126.67
	2025-01-03	Submitted	\$ 181,966.40
i	2025-01-13	Submitted	\$ 181,966.40
1	2025-01-10	Submitted	\$ 246,834.00
•	2025-01-06	Submitted	\$ 30.83
1	2025-01-13	Suspended	\$ 588,461.39
į.	2025-01-13	Suspended	\$ 29,115.03
	2025 04 42		0 555 00

Rejects need to be fixed

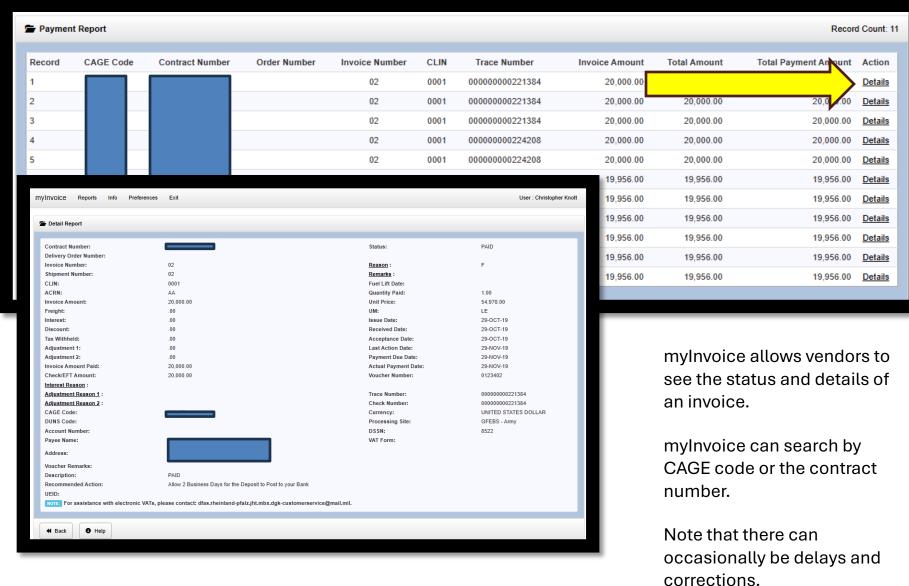
	Status	Received
:	Rejected	G2019-08-19
	Rejected	G2021-03-04
	Rejected	G2021-03-20
\$	Rejected	G2023-06-30

Click into the Shipment>Comments for guidance on the reject



mylnvoice





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



Prompt Payment Act (PPA)



- 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
 - √ 405TH 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.

APCS Contact Information



- Elevated Payment Issues or WAWF Assistance
 - √ 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
- Financial Analyst Chris Knott
 - ✓ <u>christopher.a.knott4.civ@mail.mil</u>
- Team Lead- Kaylin Degen
 - √ <u>kaylin.b.degen.civ@mail.mil</u>
- Ombudsman- Kenya Taylor (non-vendor pay issues)
 - √ dfas.rheinland-pfalz.jh.mbx.dgk-ombudsman@mail.mil