IPPS Credit Memo Functionality

February 24, 2022

Director (00)

VR&E Officers

Subject: Credit memo functionality within Invoice Payment Processing System and enhanced refusal reason for invoices.

Veteran Readiness and Employment (VR&E) Service is excited to announce that the Invoice Payment Processing System (IPPS) will be deploying credit memo

functionality in its next release.

Beginning March 3, the following features will be available:

* When a credit memo is accepted, an email is automatically generated by the system and sent to the Support Services Division (SSD). This feature is dependent upon the case manager entering a correct va.gov email address for the local SSD.
  + The case manager does not need to download the credit memo and email the document to the SSD as this step will be sent directly to the local SSD.
  + The case manager may enter more than one correct email address for the local SSD when accepting the credit memo.
* When a credit memo is refused, an email is automatically generated through IPPS and sent to the vendor.
  + Case Managers can enter a refusal reason up to 256 characters, which will be added to the system-generated email to the vendor. When refusing an invoice, the case manager should a provide a detailed reason to assist the vendor with the reason of rejection. For example:
    - Selecting the “Other” reason for rejection, please ensure an explanation is provided to the vendor.
    - When selecting “Outside the period authorization”, please note if a new period is available.
    - When selecting “Duplicate”, please note if it was previously paid or a duplicate charge is noted on the invoice.
* Enhanced reporting for pending credit memos.
* Enhanced reporting for resolved credit memos.
* Increased the default number of viewable records in the authorization table from 1,000 to 3,000, which fixed an issue where authorizations over the maximum number would not display in the table.

**Field Liaison Team**

VR&E Officers and Assistant VR&E Officers should direct inquiries to the primary Field Liaison in their district. The alternate liaison will address the inquiry if the primary liaison is unavailable. All inquiries, regardless of the nature or scope, should be sent to the associated district mailbox listed below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Area** | **Primary** | **Alternate** | **E-mail** |
| Northeast | Latrese Thompson (326-405, 301)  Qiana Smith (304-325, 460) | Veronica Brown  (If Latrese and Qiana are not available) | [VAVBAWAS/CO/VRE/NE](mailto:VAVBAWAS/CO/VRE/NE) |
| Southeast | Veronica Brown | Latrese Thompson | [VAVBAWAS/CO/VRE/SE](mailto:VAVBAWAS/CO/VRE/SE) |
| Continental | LeGuster Seawright | Lynn Horwatt | [VAVBAWAS/CO/VRE/CONT](mailto:VAVBAWAS/CO/VRE/CONT) |
| Pacific | Lynn Horwatt | LeGuster Seawright | [VAVBAWAS/CO/VRE/PA](mailto:VAVBAWAS/CO/VRE/PA) |

Thank you,

VR&E Service

