Below is a collection of the key points from Application Course 3: Invoice Notifications and Outreach in EPC. These images review important concepts or locations in EPC. For more details, please access the training here [https://www.usac.org/e-rate/learn/videos/#EPC-invoicing-for-Applicants](https://www.usac.org/e-rate/learn/videos/#EPC-invoicing-for-Applicants)

**COURSE OBJECTIVES**
- Respond to outreach
- Locate system notifications
- Request extensions
- Contact USAC

This table shows the types of invoice notifications in EPC. For a downloadable version, view the Resources slide of this course.

<table>
<thead>
<tr>
<th>Notification</th>
<th>Description</th>
<th>Generated</th>
<th>Method of Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice Pending Certification</td>
<td>Notification that an invoice requires certification by a Full Rights user</td>
<td>A Partial Rights user creates an invoice and sends it to a Full Rights user to verify.</td>
<td>Create FFC Form 471 task in My Pending Tasks tab assigned to Full Rights user. Send alert to Full Rights user that a new task has been assigned.</td>
</tr>
<tr>
<td>Information Request Issued from USAC for an Invoice Line</td>
<td>Notification that an invoice line has an invoice line has an invoice line has an invoice line has an invoice line</td>
<td>A USAC reviewer sends a request for information regarding an invoice line.</td>
<td>Notify Partial and Full Rights users with invoice instructions for the SPA.</td>
</tr>
<tr>
<td>Deadline Extended for Response to Information Request</td>
<td>Notification that additional time has been granted to respond to an inquiry for an invoice line</td>
<td>A USAC reviewer updates the response due date for an invoice line that was granted an extension.</td>
<td>Notify Partial and Full Rights users with invoice instructions for the SPA.</td>
</tr>
<tr>
<td>BEAR Notification Letter</td>
<td>A letter notifying users that an invoice line is not submitted using the submit button</td>
<td>After each payment is batch, notify the BEAR of activity in the BEAR system.</td>
<td>Notify BEAR of activity in the BEAR system.</td>
</tr>
<tr>
<td>BEAR Notification Statement*</td>
<td>A letter notifying users of the amount approved for payment for a proposed invoice line or lines</td>
<td>After each payment is batch, notify the BEAR of activity in the BEAR system.</td>
<td>Notify BEAR of activity in the BEAR system.</td>
</tr>
<tr>
<td>Applicant QM*</td>
<td>A quarterly summary of disbursements activity for a particular EPC number for invoice lines submitted using both the BEAR and SPI mode.</td>
<td>At the end of every quarter, notify the BEAR of activity in the BEAR system.</td>
<td>Notify BEAR of activity in the BEAR system.</td>
</tr>
</tbody>
</table>

*Your invoice with a funding year of 2021 or earlier the BEAR, BEAR notification letter, BEAR notification statement, and Applicant QM will be discontinued. For more details, please visit the training cell.

This list provides guidance on who can respond to outreach and what steps they need to follow.

- Ensure invoicing permissions in EPC are up to date
- Only Full Rights users can respond, and have 7 days to respond
- Full rights users can request a one-time 7-day extension
- If USAC does not receive a reply by the deadline, the invoice line will be denied
- Respond to each inquiry in the method it was received
- Read the communication carefully and download any attachments
- Response to outreach should be complete, accurate, and timely
- Applicants and service providers can receive or be copied on communication

This is one way full rights users can respond to outreach. For a reminder of the other outreach response methods, visit the Responding to Outreach for SPI invoices section of this module.

Where to create a Customer Service Case:
EPC Landing Page > **Actions** tab > **Contact Us** > Complete form > Click **SUBMIT**