E-Rate

EPC Invoicing Applicant Course 3 Summary

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

COURSE OBJECTIVES

- Respond to outreach
- Locate system notifications
- Request extensions
- Contact USAC

Universal Service Administrative Co.

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

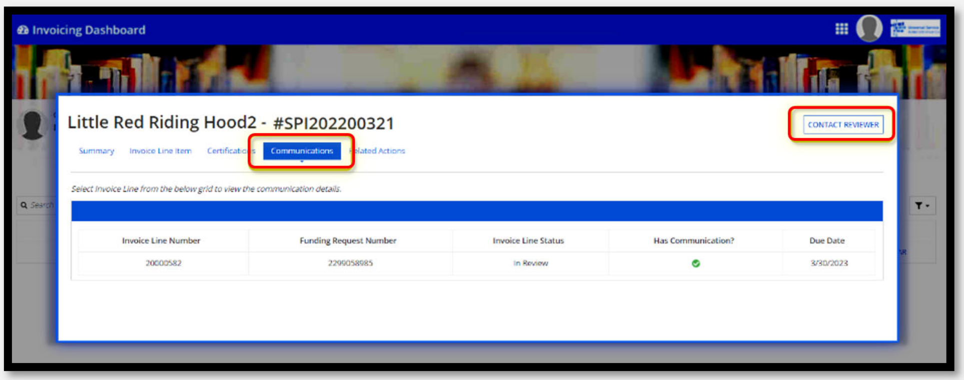
Notification:	Description:	Generated:	Method of Delivery:
Invoice Pending Certification	Notification that an invoice requires certification by a Full Rights user	A Partial Rights user creates an invoice and sends it to a Full Rights user to certify	**Create FCC Form 472** task in **My Pending Tasks** tab assigned to **Full Rights** users Email alert to **Full Rights** user that a new task has been assigned
Information Request Received from USAC for an Invoice Line	Notification that an invoice line has an inquiry form USAC that requires a response	A USAC reviewer sends new communication regarding an invoice line	Email to **Partial** and **Full Rights** users with invoice permissions for the BEN **Invoice Line Number** listed for **Full Rights** users in **My Pending Inquiries** tab
Deadline Extended for Response to Information Request	Notification that additional time has been granted to respond to an inquiry for an invoice line	A USAC reviewer updates the response due date for an invoice line that was granted an extension	Email to **Partial** and **Full Rights** users with invoice permissions for the BEN **Invoice Line Number** listed for **Full Rights** users in **My Pending Inquiries** tab
BEAR Notification Letter*	A letter notifying users that an invoice line or lines submitted using the BEAR mode have been processed	After each payment file batch is run, typically at the end of every Monday and Thursday	Email to **all users** with invoice permissions for the BEN News post visible to **all users** with invoice permissions for the BEN
BEAR Remittance Statement*	A letter notifying users of the amount approved for payment for a processed invoice line or lines	After each payment file batch is run, typically at the end of every Monday and Thursday	Email to **General Financial Contact listed on FCC Form 498** News post visible to **General Financial Contact on FCC Form 498**
Applicant QDR*	A quarterly summary of disbursement activity for a particular BEN number for invoice lines submitted using both the BEAR and SPI mode	At the end of every quarter (Jan, Apr, Jul, and Aug) if the BEN has invoicing activity that quarter	Email to **all users** with invoice permissions for the BEN News post visible to **all users** with invoice permissions for the BEN

**For invoices with a funding year of 2015 and earlier, the BEAR Notification Letter, BEAR Remittance Statement, and Applicant QDR will be continue to be sent via mail.*

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**