Below is a collection of the key points from Service Provider 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-Service-Providers](https://www.usac.org/e-rate/learn/videos/#EPC-Invoicing-for-Service-Providers)

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

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**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 Full Rights user creates the invoice and sends it to a Full Rights user to verify</td>
<td>Create FCC Form 471 task in My Pending Tasks tab assigned to Full Rights user. Email alert to Full Rights user that a new task has been assigned.</td>
</tr>
<tr>
<td>Information Request Generated from RCM for an Invoice Line</td>
<td>Notification that an invoice line has an error form RCM that requires a response</td>
<td>A Full Rights user sends a notification regarding the invoice line</td>
<td>Email alert to Full Rights user that there is a new task and the invoice line needs to be updated.</td>
</tr>
</tbody>
</table>

**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.**

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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**

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**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.**