

## **Fleet Repair Invoice Processing Frequently Asked Questions**

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### **1. Is there a standard form or invoice template that I should be using or do vendors use their own invoice format?**

As of current, there is no standard form or invoice template for vendors to use. However, when submitting an invoice, please keep in mind the invoice format listed above to ensure prompt and uninterrupted payment.

### **2. What is the Payee Data Record (STD 204) and when do I need to update it?**

To receive payment, vendors must have a completed STD 204 on file with the department. If any changes are needed, notify OFAM of the change as follows:

- For name, remittance address, and ownership changes, please submit a new STD 204.

### **3. What might delay the processing and payment of my invoice?**

- The invoice submitted did not include required vendor information with sufficient detail on the goods and services provided to the consumer (e.g., pages missing, missing fleet information, goods not itemized, missing authorization number).
- An invoice was submitted with information that did not match the STD 204 on file (e.g., vendor has a new address, name of remittance address).
- Vendor submitted preliminary estimate, estimate, or repair order instead of the final invoice.

### **4. What can I do if my invoice is disputed?**

If an invoice does not contain the required information, it will be returned to the vendor with an Invoice Dispute Notification letter along with the reason the invoice cannot be processed.

If you receive a dispute notification, please make necessary changes to invoice and resubmit for payment. If you have questions about why an invoice is being disputed, please contact the Maintenance and Repair Invoicing Unit at (916) 928-4640.

### **5. How will I receive payment?**

After an invoice is approved by the Maintenance and Repair Unit and Program Support Accounting Section (PSAS), the State Controller's Office (SCO) will issue a check in the mail to the vendor's "remit to" address listed on the invoice.

## **6. When can I expect to receive payment?**

The payment due date required in Chapter 927 of the Government Code, also known as the California Prompt Payment Act is 45 Calendar days after the receipt of a properly submitted, undisputed invoice, unless otherwise specified in the contract or grant.

**For more information, contact Office of Fiscal Services.**

Phone: 1 (800) 767-5956

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