Centralized Administrative Accounting Transaction System (CAATS) VR&E Contractors Manual v.3



Training Guide

Department of Veterans Affairs (VA) Veterans Benefits Administration (VBA) Administrative and Loan Accounting Center (ALAC)

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1. Introduction

The Centralized Administrative Accounting Transaction System (CAATS) is an application that is being used by the Veterans Benefits Administration (VBA) Vocational Rehabilitation and Employment (VR&E) program office and finance office for the VetSuccess program. The VetSuccess program assists Veterans with service-connected disabilities to prepare for, find, and keep suitable jobs. For Veterans with service-connected disabilities so severe that they cannot immediately consider work. VetSuccess offers services to improve their ability to live as independently as possible. CAATS will allow those outside Contractors to bill for their services provided to those Veterans.

CAATS is accessed from VBA field stations (Regional Offices - RO's); V R & E Contractor sites; as well as the VBA Administrative and Loan Accounting Center (ALAC) in Austin, Texas. CAATS provides centralization for related benefit and administrative accounting functions. Stations will have the capability to input referrals and update invoices received from the Contractor. These invoices will create a transaction that will feed into the Department of Veterans Affairs (VA) Financial Management System (FMS) to issue payments to the Contractor.

Implementation of CAATS will greatly streamline the processing of accounting documents and transactions into the accounting system. Currently, these documents are handled in a manual overly labor-intensive manner. CAATS allows for the automated preparation, approval and processing of transactions directly into the accounting system.

2. CAATS System Overview

Contractors will have the capability to submit several invoices for payment on the CAATS External website. This external website interfaces with the CAATS internal website and allows VR&E employees to approve invoices for payment.

Architecture

The CAATS system is a web application developed in C#.Net. The users will be VA Contractors and VA employees. The system will be hosted on web servers in Austin, which has a complete and modern hosting facility. The CAATS external system will interface with the CAATS internal system. Additionally, CAATS will contain a Microsoft SQL Server database to record external and internal information, such as users, configuration, access logs, as well as data to record all of the events and usage of the CAATS system. The database will provide for comprehensive web-based reporting using Microsoft's integrated SQL Reporting Service.

User Management and System Administration

The CAATS system will maintain a database of authorized users. Authorized users will be tied to email accounts and will need to maintain VA mandated account/password requirements (i.e. passwords must adhere to VA complexity rules, must be changed every 90 days, etc).

CAATS user accounts will be assigned to configurable roles. Various functions in the system will be enabled via the use of roles. This will ease user administration, which will be centralized at the ALAC.

In addition to limiting access to functionality by roles, user accounts will be assigned station access. A user can have one or more stations that they can access accounts for. User profiles can be established that will allow for specific CAATS modules to be enabled or disabled on a per user basis.

The CAATS user permissions and system issues will be controlled for each user by the ALAC in Austin, Texas. The ALAC will be able to assign user IDs on a station-by-station basis. Once a user has been added, the ALAC security officers will specify which Module the user has access to and will assign their Role they are permitted to perform.

Systemic issues should be reported to <u>CAATS.VBAMLA@va.gov</u>.

3. Getting Started

CAATS is located at the following external website:

https://www.caats.va.gov/

The CAATS –Contractor Access Form located in the appendix 6.2 must be completed and submitted prior to accessing the external website. Once completed, the forms should be sent to the CAATS mailbox at <u>CAATS.VBAMLA@va.gov</u> for processing.

You will log into CAATS using the email address and password you registered with. If you have registered but have forgotten your password, you can create a new password by entering your email address and clicking the link on the right side of the screen under "Forgot your password?" If you input your email address or password incorrectly, the message "Invalid email or password" will appear.

CAATS - Centralize Version: (1.8.8.3062)	zed Admin Accounting Transactions System						
VA sustance are intereded to be used by author	Author	ized Use Only	ee efficial husineen and limited personal upo under VA				
VA systems are interfaced to be used by author policy. Information from this system resides o expectation of privacy in the use of Governme review and action including (but not limited to) actions by all authorized VA and law enforcem access to this system; (4) accrue resources for administrative penalties.	1260 VA network version version version and recreting inform and transmits through computer systems and networks nt networks or systems. All access or use of this system monitoring; recording; copying; auditing; inspecting; in ent personnel. Unauthorized user attempts or acts to (1) r unauthorized use; or (5) otherwise misuse this system	ation only; except as binerwise explicitly authorized is funded by the VA. All access or use constitutes und constitutes user understanding and acceptance of th vestigating; restricting access; blocking; tracking; dis laccess; upload; download; change; or delete inform are strictly prohibited. Such attempts or acts are sub	or onclai business and initial de personia use durer VA erstanding and acceptance that there is no reasonable ese terms and constitutes unconditional consent to closing to authorized personnel; or any other authorized ation on this system; (2) modify this system; (3) deny ject to action that may result in criminal; civil; or				
	Login to CAATS	Login Information					
	Password: *	You can cick here to reset your password. Not already a use? You can <u>cick here to create a new account</u> .					
	Privacy Disclaimer Freed	om of Information Act Webmaster					

If you have not registered your email address and created a password, you can do so by clicking the link at the bottom of the screen under "Not already a user?" You will fill in all required fields and select the SIGN UP button. The vendor code and email address must be the same ones you filled out on your External Website CAATS Access form. You must be vendorized, i.e. have a valid vendor code with VA, in order for the Administrators to grant you access.

	CAATS - Centralized Admin Accounting Version: (1.8.8.3062) Dain	Transactions System						
		Authorized Use Only						
VA systems are in policy. Information expectation of priv review and action actions by all auth access to this syst administrative per	VA systems are intended to be used by authorized VA network users for viewing and retrieving information only; except as otherwise explicitly authorized for official business and limited personal use under VA policy. Information from this system resides on and transmits through computer systems and networks funded by the VA. All access or use constitutes understanding and acceptance that there is no reasonable expectation of privacy in the use of Government networks or systems. All access or use of this system constitutes user understanding and acceptance of these terms and constitutes understanding is documented by antioning recording; coopying; auditing; inspecting; investigating; rescipating; blocking; tracking; disclosing to authorized personnel; or any other authorized actions by all authorized VA and law enforcement personnel. Unauthorized user attempts or acts to (1) access; uplead; download; change; or delete information on this system; (2) modify this system; (3) deny administrative penalties.							
Please complete th	ne form to register with CAATS							
All Helds Delow an	re requireu.							
First Name: "								
Last Name: *								
Vendor Code: *								
Email: *								
Phone: *								
Security Question	ion 1: *							
Security Answe	er 1: *							
Security Questic	ion 2: *							
Security Answe	er 2: *							
Password: *								
Confirm Passwo	ord: *							
	Register							

Once completed, you will get a message that you have successfully registered. ALAC administrators will then activate your account based upon the CAATS access form received and notify you through email when your account has been activated.

Once you have successfully entered your email address, password, and confirmation code, then you will arrive at the following main menu screen below:

	CAATS - Centralized Admin Accounting Transactions System Version: (1.8.8.3010) Logged On: <u>cavenmonster3434@hotmail.com</u> <u>Home</u> > VRE Service Group > Invoice List								
Logout Profile	▼ VRE Service Gro	up 🔻							
Station:	Invoice Filter:	: My Invoices 💌	Status: All Active		Add Invoice	Export As: Pdf 💌	Export		
Status	Document Number	Referral Number	Invoice Number	Invoice Date	Total Amount	Total Amount Certified	Created By	Submitted Date	Updated Date
Status	Document Number	Referral Number	Invoice Number	Invoice Date	Total Amount	Total Amount Certified	Created By	Submitted Date	Updated Date

You will see only those stations which you have been granted access to invoice by selecting the drop down arrow key.

	CAATS - Centralized Admin Accounting Transactions System Version: (1.8.8.3010) Logged On: cavemonster6484@hotmail.com Home > VRE Service Group > Invoice List										
Logo	ut P	rofile 🔻	VRE Service Grou	-r qu							
Sta	ition:	311	Invoice Filter:	My Invoices	Status: All Active		Add Invoice	Export As: Pdf 💌	Export		
		318									
	<u>Status</u>	319	nent Number	Referral Number	Invoice Number	Invoice Date	Total Amount	Total Amount Certified	Created By	Submitted Date	Updated Date 🔹
		320	9		8	- 9	8	8	8	• 💎	
		328 350				No d	data to display				

If you have registered but have forgotten your password, you can create a new password by entering your email address and clicking the link on the right side of the screen under "Forgot your password?" You will then see the screen below:

	CAATS - Centralized Admin Accounting Version: (1.8.8.3062) Login	Transactions System
		Authorized Use Only
VA systems arr policy. Informa expectation of review and act actions by all a access to this s administrative	intended to be used by authorized VA network users for viewing i tion from this system resides on and transmits through computer s privacy in the use of Government networks or systems. All access on including (but not limited to) monitoring; recording; copying; a uthorized VA and law enforcement personnel. Unauthorized user al ystem; (4) accrue resources for unauthorized use; or (5) otherwise penalties.	and retrieving information only; except as otherwise explicitly authorized for official business and limited personal use under VA systems and networks funded by the VA. All access or use constitutes understanding and acceptance that there is no reasonable or use of this system constitutes user understanding and acceptance of these terms and constitutes unconditional consent to uditing; inspectating; restricting access; blocking; tracking; disclosing to authorized personnel; or any other authorized titempts or acts to (1) access; upload; download; change; or delete information on this system; (2) modify this system; (3) deny is misuse this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal; civil; or
		Reset Password
		Email: * Reset Password

After you type in your email address and select "Reset Password,' you will see the following screen:

CAATS - Centralized Admin Acco	unting Transactions System	
Version: (1.8.8.3062)	Human Verification	
	To verify you are a human, please answer the following question:	
	What is 1 + 1?	
VA systems are intended to be used by authorized VA network users in policy. Information from this system resides on and transmits through expectation of privacy in the use of Government networks or systems review and action including (but not limited to) monitoring; recording; actions by all authorized VA and law enforcement personnel. Unauthor access to this system; (4) accrue resources for unauthorized use; or (administrative penalties.	or vi com All a Verify Placeptance copy copy comp via coptance constitute via coptance constitute via constitute via constitute via constitute via constitute via constitute via coptance constitute via coptance constitute via coptance via via coptance via via via via via via via via	ized for official business and limited personal use under VA understanding and acceptance that there is no reasonable of these terms and constitutes unconditional consent to g; disclosing to authorized personnel; or any other authorized formation on this system; (2) modify this system; (3) deny e subject to action that may result in criminal; civil; or
	Reset Password	
	Email: * harrison.tyler@va.gov	
	Reset Password	

After you answered the randomly generated question and select "Verify," you will see the following screen:

CAATS - Centralized Admin Account Version: (1.8.8.3062)	ting Transactions System		
	Authorized Use Only		
VA systems are intended to be used by authorized VA network users for vir policy. Information from this system resides on and transmits through com expectation of privacy in the use of Government networks or systems. All a review and action including (but not limited to) monitoring; recording; copy actions by all authorized VA and law enforcement personnel. Unauthorized access to this system; (4) accrue resources for unauthorized use; or (5) of administrative penalties.	ewing and retrieving information only; except as other outer systems and networks funded by the VA. All acc ccess or use of this system constitutes user understan ing; auditing; inspecting; investigating; restricting acc user attempts or acts to (1) access; upload; download, erwise misuse this system are strictly prohibited. Suc	vise explicitly authorized for official business and limited personal u ass or use constitutes understanding and acceptance that there is n uding and acceptance of these terms and constitutes unconditional c sis; blocking; tracking; disclosing to authorized personnel; or any o ; change; or delete information on this system; (2) modify this syst h attempts or acts are subject to action that may result in criminal;	se under VA o reasonable onsent to ther authorized em; (3) deny civil; or
	Verify Security Questions		
	Who is your favorite actor/actress? Answer 1: *		
	Who was your first best friend?		
	Answer 2: *		

The system will prompt you to answer two security questions, which you created and answered when you registered with CAATS. After you answered the security questions and select "Verify," you will see the following screen:

	CAATS - Centralized Admin Accounting Transactions System Version: (1.8.6.3062)
	Authorized Use Only.
VA systems at policy. Inform expectation of review and ac actions by all access to this administrative	<pre>e intended to be used by authorized VA network users for viewing and retrieving information only; except as otherwise explicitly authorized for official business and limited personal use under VA ation from this system resides on and transmits through computer systems and networks funded by the VA. All access or use constitutes understanding and acceptance that there is no reasonable privacy in the use of Government networks or systems. All access or use of this system constitutes user understanding and acceptance of these terms and constitutes unconditional consent to tion including (but not limited to) monitoring; recording; copying; auditing; inspecting; investigating; restricting access; yeload; download; change; or delete information on this system; (2) modify this system; (3) deny system; (4) access or use constitutes user understanding and constitutes user understanding and excert ense of these terms and constitutes user understanding and constructes (2) modify this system; (3) deny system; (4) access or use constitutes user understanding and excert ense of these terms and constitutes user understanding and sectence of these terms and constitutes user understanding and excert ense of these terms and constitutes user understanding and excert ense of these terms and constitutes user understanding and ense terms (2) modify this system; (3) deny system; (4) access or use constitutes user understanding and terms in on this system; (2) modify this system; (3) deny system; (4) access or use constitutes user understanding and terms in or the system; (2) modify this system; (2) modify this system; (3) deny system; (4) access or use constitutes user understanding and terms into and terms there is no reasonable provides access ensembles.</pre>

After you entered a new password and select "Change Password," you will see the following screen:

	v U	CAA ersi	ATS - Centralized Admin Account ion: (1.8.8.3062) d On: <u>harrison.tvler@va.gov</u>	ting Transactions System	
Logout Prof	file 🔻		VRE Service Group 🔻		
				Password Changed Your password has been changed successfully.	

Now you can navigate to update your profile or create an invoice.

<u>4. Creating an Invoice</u> Once you have received a VR&E Contract Referral Form, completed the services on that referral form, and received the Quality and Assurance deliverable, you can create an invoice by clicking the arrow key to select the station you are invoicing and then selecting "Add Invoice."

	Version: (1.8.8.3 Logged On: <u>caven</u> Home > VRE Serv	ntranzed Admin 010) nonster8484@hotmail.co ce Group > Invoice List	m Accounting	Transaction	is System	I				
Logout F	Profile 🔻 VRE Service	Group 🔻								
Station:	Invoice Fil	ter: My Invoices 💌	Status: All Active	•	Add Invoice	e Expo	ort As: Pdf 💌 E	xport		
	311									
Status	319 hent Number	Referral Number	Invoice Number	Invoice Date	Total Amoun	nt <u>Total A</u>	mount Certified Cre	ated By Si	ubmitted Date	Upda
	320	۷ 	?	۹ 🔹 ۹	?	8	8	Ŷ	• 9	
	350			No	data to display					
	Logged On: caven	nonster8484@hotmail.co	<u>m</u>							
Logout F	Version: (1.8.8.3 Logged On: <u>caven</u> Home > VRE Serv Profile VRE Service	nonster8484@hotmail.co ce Group > Invoice List Group ▼	<u>m</u>	^ ^						
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Once the "Add Invoice" has been selected, the below screen will appear:



Invoice	Certified Info	History
Invoice/Payment Station: 320 Status: Working E Requesting Office: NASHVILLE TN Accepted Date:	xternal Action: <u>Exit</u> VARO	
Referral Number: * Veteran First Name: * Veteran Last Name: *	Enter Referral Number Enter Veteran First Name Enter Veteran Last Name	

Select the information from the drop downs or complete the following fields under the Invoice tab:

Referral Number – Fill In [Required Field] Veteran First Name – Fill In [Required Field] Veteran Last Name – Fill In [Required Field]

If you typed an invalid Referral Number, Veteran First Name, or Veteran Last name, then you will see the following screen:



Invoice	Certified Info	History									
Invoice/Payment											
Station: 320 Status: Working External Action: Exit											
Requesting Office: NASHVILLE TN VARO											
Accepted Date:											
Referral Number: *	3201200510116										
Veteran First Name: *	Martin										
Veteran Last Name: * Rigg											
Referral not found! Please check your	Referral not found! Please check your referral number or veteran's name.										

After you type a valid referral number, Veteran First Name, and Veteran Last Name, the following screen will appear:

Invoice	Certified Info	History
Invoice/Payment		
Station: 320 Status: Working E	External Action: Exit	
Requesting Office: NASHVILLE TN	VARO	
Assested Date:	100	
Accepted Date:		
Referral Number: *	3201200510116	
Veteran First Name: *	Martin	
Veteran Last Name: *	Riggs	
Full VA Claim #:	****2424	
Service Rendered Date: *		•
Quantity: *		
Unit Price:	\$76.49	
Extended Price Rendered:	Hourly Rate	
Reimbursement for Travel Auth?:	* 🥥 Yes 💿 No	
Travel Amount:		
Total Billed Amount:	\$0.00	
Obligation Number:	320VE2002	
Contract Number:	VA798-11-D-0051	
Type of Service/CLIN/SLIN/Travel	l: 0003C3 - C-3 Follow-Up S	Services (2506)
Location of Service: *		
Invoice Number: *		
Invoice Date:	05/24/2012	
Billing Period		
Begin Date: *		•
End Date: *		•
Comment:		
comment.		
Contractor Information		
Vendor Code:	541254075	
Contractor Name:	AIF & Cavemonster Inc 123 Brody Lane Austin to	v 79700
Address.	125 brody Lane Adstin, o	n, 70722
Contractor Details		
Contact Name:	Bill Freeman	
Contact Title:	Normal name	
Phone:	512-981-4643	
Email: Contractor Cort, Name: *	Bilifreeman8484@notmail.	.com
Contractor Cert. Date:		
Contractor Statement:		
By submitting this invoice you are a cost for the items or services furnis	pproving the amounts billed hereon do r hed.	not exceed the usual and customary
Save Cancel		

Service Rendered Date – Fill In [Required Field] Quantity – Fill In [Required Field] If the services being rendered are priced using a flat rate, then the quantity field will auto-populate 1 for the quantity. Unit Price – Auto-Populate- Based on referral order Extended Price Rendered – Auto-Populate – Based on referral order If Travel was authorized, then the system will generate the following fields: Reimbursement for Travel Auth?: * 🔵 No Yes Was Reimbursement for Travel Authorized? - Select Yes or No [Required Field] If the user selects "Yes", then the system will generate the following field: Travel Amount: Travel Amount – Fill In [Required Field] If the user selects "No," then the system will allow the user to finish the transaction. Total Billed Amount – Calculated Field – Quantity multiplied by Unit Price. If it's a flat rate, then the system will auto-populate 1 for quantity. If travel was authorized and the user input a travel amount, then the system will first multiply the Unit Price field by the Quantity field and then add the travel amount. Obligation Number – Auto-Populate – Based on referral order Contract Number - Auto-Populate - Based on referral order Type of Service/CLIN/SLIN/Travel – Auto-Populate – Based on referral order Location of Service – Fill In [Required Field] Invoice Number – Fill In – The system will not allow duplicate invoice numbers or special characters [Required Field] Invoice Date – Auto-Populate – Based on the current date Billing Period Begin Date – Fill In [Required Field] Billing Period End Date – Fill In [Required Field] Comment – Fill In Vendor Code – Auto-Populate – Based on user logon Name – Auto-Populate – Based on user logon Address – Auto-Populate – Based on user logon Contact Name – Auto-Populate Based on user logon Contact Title – Auto-Populate Based on user logon Phone – Auto-Populate Based on user logon Email – Auto-Populate Based on user logon Contractor Cert. Name – Fill In [Required Field] Contractor Cert. Date - Auto-Populate - Based on date submitted

Once the Invoice tab is completed, select the SAVE or CANCEL button.

After selecting "Save" the user will have the option to make any adjustments by selecting the "Edit Invoice".

After selecting "Save," the user has the options above the referral number to select Submit, Delete, or Exit.

INVOICE DETAIL FROM CONTRACTOR

Invoice	Certified Info	History
Invoice/Payment		
Station: 320 Status: Working Exte	ernal Action: <u>Submit</u> <u>Delete</u> Ex	<u>it</u>
Requesting Office: NASHVILLE TN VA	RO	
Accepted Date:		

If the user selects "Submit," then the system will submit the invoice to the internal VBA CAATS Invoice/Payment module and will appear in "Working" status for the station VR&E representative. The system will also send an email notification to the station's VR&E representatives.

If the user selects "Exit," then the system will bring the user back to the default screen on the external website.

If the user selects "Delete," then the system will delete the invoice. The status will change from "Working External" to "Deleted External."

If the Total Amount Certified is less than the Total Amount, which is the amount you billed for, then you can view the reason for the difference inside the invoice under the Certified Tab.

	CAATS - (Version: (1.8. Logged On: <u>cay</u> <u>Home</u> > VRE Se	Centralized Ad 8.3062) /enmonster8484@hotm ervice Group > Invoice	min Accountir ail.com List	ng Transacti	ons Syste	m						
Lagout Profile VRE Service Group +												
Station: 32	Station: 320 🔻 Invoice Filter: My Invoices 💌 Status: 🛛 💌 Add Invoice Export As: Pdf 💌 Export											
	Status Document Number Referral Number Invoice Number Invoice Date Total Amount Total Amount Certified Created By Submitted Date Updated Date 🔹											
	Ŷ	Ŷ	3201200510110 💡	♥	• 💎	9	8	9	• 9	• •		
View	Approved	320VE200159	3201200510110	873545	05/23/2012	\$150.00	\$130.00	Cave Monster	05/23/2012	05/24/2012		

If you select the Certified Info tab, then you should see the following screen:



Invoice	Certified Info	History					
Certified Invoice Information							
Certified Billed Amount: *	\$90.00						
Billed Reason:	Billed incorrect amount						
Certified Travel Amount: *	\$40.00						
Travel Reason:	Billed incorrect travel amo	Billed incorrect travel amount					
Total Certified Amount: *	\$130.00						

If the Billed Reason or Travel Reason field is blank, then the VR&E Representative certified the full amount the contractor billed for.

If the Certified Billed Amount or Certified Travel Amount is blank, then the invoice has not been certified yet.

The History tab, will display the invoice's workflow history. See below:



Invoice		Certified Info					History			
Transaction Status	History									
Action	<u>Status</u>	Doc	ument Numbe	r	Action By		Action Date			
5	?	7		Ŷ		Ŷ		T		
Finance Approved	Approved	320\	/E200159		Harrison Tyler		5/24/2012 10:36:54 AM			
Approved	Finance Review	320\	/E200159		Harrison Tyler		5/24/2012 10:36:46 AM			
Submitted	In Review	320\	/E200159		Harrison Tyler		5/24/2012 10:36:38 AM			
Submitted External	Working	320\	/E200159		Cave Monster		5/23/2012 2:00:24 PM			
Updated	Working External	320\	/E200159		Cave Monster		5/23/2012 2:00:15 PM			
Updated	Working External	320\	/E200159		Cave Monster		5/23/2012 1:59:31 PM			
Created	Working External	320\	/E200159		Cave Monster		5/23/2012 1:57:28 PM			

4.1 Researching Invoices

Users can research invoices they previously submitted by utilizing either the User Invoice List or the Contractor Invoice List.

	3	CAATS Version: (1 Logged On Home > VR	Centralize 8.7.2525) : obionekenob E Service Group	ed Admin pe@hotmail.c > User Invoid	on Account	ing	Transactions	System					
Profile	Logout	VRE Servic	e Group 👻										
		User Invo	ice List				1						
Sta	ation:	Contracto	r Invoice List	Export	t Format:	PD	F Export						
	Referral Num	nber	Invoice Numb	er 🔺	Invoice Date		Total Amount	Created By	Created Date	Submitted By	Submitted Date		
		5	?	Ŷ		• 9	7	9	• ?	9		- 9	2
							N	o data to display					

After selecting the User Invoice list, use the arrow key and select the appropriate station.

	CAATS - Centralized Admin Accounting Transactions System Version: (1.8.8.3010) Logged On: cavemonster64849(hotmail.com heme > VRE Service Group > Invoice List											
Logout	Profile 📑	VRE Service Grou	up 🔻									
			-									
Station:	•	Invoice Filter:	My Invoices 💌	Status: All Active	*	Add Invoice	Export As: Pdf 💌	Export				
	311											
	318											
Status	319	hent Number	Referral Number	Invoice Number	Invoice Date	Total Amount	Total Amount Certified	Created By	Submitted Date	Updated Date		
	320	7		7	- *	Ŷ	Ŷ	Ŷ	• ?	- 🕈		
	328											
	350				No d	lata to display						

After selecting the appropriate station, the following screen will appear:

	CAATS - Centralized Admin Accounting Transactions System Version: (1.8.8.3010) Loged On: cavemonstre4849(e)hotmail.com Home > VRE Service Group > Invoice List 2000t Profile * VRE Service Group >												
Logout P													
Station:	320 🔹 Invoice Filter:	My Invoices 💌	Status: All Active		Add Invoice	Ехро	rt As: Pdf 💌 Ex	kport					
	Status	Document Number	Referral Number	Invoice Number	Invoice Date	Total Amount	Total Amount Certified	Created By	Submitted Date	Updated Date 💌			
	7	9	7		• •	Ŷ	Ŷ	7	• 9	• •			
View	Returned To Contractor	320VE200805	3201200510056	5555	03/29/2012	\$500.00	\$350.00	Cave Monster	05/10/2012	05/10/2012			
View	Working External	320VE200134	3201200510070	9802	05/07/2012	\$100.00	\$0.00	Cave Monster		05/07/2012			
View	Working External	320VE200136	3201200510060	9804	05/07/2012	\$400.00	\$0.00	Cave Monster		05/07/2012			
View	Working External	320VE200135	3201200510047	9803	05/07/2012	\$183.58	\$0.00	Cave Monster		05/07/2012			
View	Working External	320VE200218	3201200510033	9801	05/07/2012	\$420.70	\$0.00	Cave Monster		05/07/2012			
View	Working External	320VE200217	3201200510036	980	05/07/2012	\$287.01	\$0.00	Cave Monster		05/07/2012			
View	Working External	320VE200803	3201200510060	8877	03/29/2012	\$400.00	\$0.00	Cave Monster		03/29/2012			
View	Working External	320VE200215	3201200510047	8836	03/13/2012	\$183.58	\$0.00	Cave Monster		03/13/2012			
View	Working External	320VE200213	3201200510033	8845a	03/07/2012	\$420.70	\$0.00	Cave Monster		03/07/2012			
View	Working External	320VE200115	3201200510036	555a	03/07/2012	\$287.01	\$0.00	Cave Monster		03/07/2012			
Page 1 of 2	(11 items) <u>1</u> 2 >												

The invoice filter defaults to "My Invoices" and the status filter defaults to "All Active." Please note that "All Active" consists of invoices in the following statuses:

1. Working External status - invoices that the user has created but has not yet submitted

2. Returned to Contractor status - invoices that have been rejected back to the contractor by their VR&E Representative

Under the invoice filter, users have the choice to select "My Invoices" or "All Invoices."

out P	rofile VRE Service Gro											
Invoice Filter: My Invoices Status: All Active Add Invoice Export As: Pdf Export												
		All Invoices										
	Status	Document Number	Referral Number	Invoice Number	Invoice Date	Total Amount	Total Amount Certified	Created By	Submitted Date	Updated Da		
	9	9	°	8	• •	Ŷ	9	Ŷ	- 7			
view	Working External	320VE200229	3201200510117	5435	05/24/2012	\$76.49	\$0.00	Cave Monster		05/24/2012		
/iew	Working External	320VE200158	3201200510108	87843	05/23/2012	\$100.00	\$0.00	Cave Monster		05/23/2012		
/iew	Working External	320VE200157	3201200510109	836432	05/23/2012	\$150.00	\$0.00	Cave Monster		05/23/2012		
/iew	Returned To Contractor	320VE200149	3201200510111	785673	05/22/2012	\$450.00	\$0.00	Cave Monster	05/22/2012	05/22/2012		
/iew	Working External	320VE200145	3201200510089	1456	05/15/2012	\$500.00	\$0.00	Cave Monster		05/15/2012		
/iew	Working External	320VE200143	3201200510089	4555	05/15/2012	\$100.00	\$0.00	Cave Monster		05/15/2012		
/iew	Working External	320VE200805	3201200510056	5555	03/29/2012	\$490.00	\$0.00	Cave Monster		05/15/2012		
/iew	Working External	320VE200134	3201200510070	9802	05/07/2012	\$100.00	\$0.00	Cave Monster		05/07/2012		
/iew	Working External	320VE200136	3201200510056	9804	05/07/2012	\$490.00	\$0.00	Cave Monster		05/07/2012		
View	Working External	320VE200135	3201200510070	9803	05/07/2012	\$100.00	\$0.00	Cave Monster		05/07/2012		

If "All Invoices" is selected, then the system will populate all invoices that have been created by all users for a particular station. Users will be able to view invoices created by their coworkers, but will not be able to submit their coworkers invoices. You can only submit invoices that you created.

Users can also utilize the status filter to view invoices that they already submitted.

Logout Pro	CAATS - Centralized Admin Accounting Transactions System Version: (1.8.8.3062) Logged On: cavenmonster8484@hotmail.com Home > VRE Service Group > Invoice List agout Profile * VRE Service Group *												
Station: 3	Station: 320 V Status: All Active Add Invoice Export As: Pdf V Export												
	Status	Document Number	Referra	All Active Working		Invoice Date	Total Amount	Total Amount Certified	Created By	Submitted Date	Updated Date 🔻		
	<u>Status</u>	v v	Herenta	Working E	external	- • •	v v	<u>_rocar/inioane_corcinea</u>	<u>creaced by</u>	<u>→</u> ♥	• •		
View	Working External	320VE200229	3201200	Returned In Review	To Contractor	05/24/2012	\$76.49	\$0.00	Cave Monster		05/24/2012		
View	Working External	320VE200158	3201200	Returned	To Station 👻	05/23/2012	\$100.00	\$0.00	Cave Monster		05/23/2012		
View	Working External	320VE200157	3201200	510109	836432	05/23/2012	\$150.00	\$0.00	Cave Monster		05/23/2012		
View	Returned To Contractor	320VE200149	3201200	510111	785673	05/22/2012	\$450.00	\$0.00	Cave Monster	05/22/2012	05/22/2012		
View	Working External	320VE200145	3201200	510089	1456	05/15/2012	\$500.00	\$0.00	Cave Monster		05/15/2012		
View	Working External	320VE200143	3201200	510089	4555	05/15/2012	\$100.00	\$0.00	Cave Monster		05/15/2012		
View	Working External	320VE200805	3201200	510056	5555	03/29/2012	\$490.00	\$0.00	Cave Monster		05/15/2012		
View	Working External	320VE200134	3201200	510070	9802	05/07/2012	\$100.00	\$0.00	Cave Monster		05/07/2012		
View	Working External	320VE200136	3201200	510056	9804	05/07/2012	\$0.00	\$0.00	Cave Monster		05/07/2012		
View	Working External	320VE200135	3201200	510070	9803	05/07/2012	\$0.00	\$0.00	Cave Monster		05/07/2012		
Page 1 of 2 (15 items) < <u>1</u> 2 >												

Users are able to sort any of the rows by the header in either ascending or descending order by clicking on the column title, or they can enter their search parameters in the filter. Users can also change the filter requirements in each of the columns be selecting the icon inside the

column. For example, if I select the filter icon inside the Total Amount column, then the system will populate the following screen:

	CAATS - Centralized Admin Accounting Transactions System Version: (1.8.8.3062) Loged On: <u>cavemmonster8484@hotmail.com</u> <u>Home</u> > VRE Service Group > Invoice List													
Logout	2gout Profile * VRE Service Group *													
Station:	320 Invoice Filter:	My Invoices	Status: All Active		Add Invoice	Ехро	rt As: Pdf 💌 Exp	port						
	<u>Status</u>	Document Number	Referral Number	Invoice Number	Invoice Date	Total Amount	Total Amount Certified	Created By	Submitted Date	Updated Date 💌				
	7	6	° 🔹 🕈			2	8	9	• •	• •				
View	Working External	320VE200229	3201200510117	5435	05/24/2012	\$76.4	Equals Doesn't equal	Monster		05/24/2012				
View	Working External	320VE200158	3201200510108	87843	05/23/2012	\$100.0	 Is less than 	Monster		05/23/2012				
View	Working External	320VE200157	3201200510109	836432	05/23/2012	\$150.0	Is less than or equal to	Monster		05/23/2012				
View	Returned To Contractor	320VE200149	3201200510111	785673	05/22/2012	\$450.0	is greater than Is greater than or equa	to Monster	05/22/2012	05/22/2012				
View	Working External	320VE200145	3201200510089	1456	05/15/2012	\$500.00	\$0.00	Cave Monster		05/15/2012				
View	Working External	320VE200143	3201200510089	4555	05/15/2012	\$100.00	\$0.00	Cave Monster		05/15/2012				
View	Working External	320VE200805	3201200510056	5555	03/29/2012	\$490.00	\$0.00	Cave Monster		05/15/2012				
View	Working External	320VE200134	3201200510070	9802	05/07/2012	\$100.00	\$0.00	Cave Monster		05/07/2012				
View	Working External	320VE200136	3201200510056	9804	05/07/2012	\$490.00	\$0.00	Cave Monster		05/07/2012				
View	Working External	320VE200135	3201200510070	9803	05/07/2012	\$100.00	\$0.00	Cave Monster		05/07/2012				
Page 1 of 2	2 (15 items) 🤇 1 2 🕥													

Users can also research invoices by using the Contractor Invoice List. See below

		CA Ver Log Hor	CAATS - Centralized Admin Accounting Transactio Version: (1.8.8.3062) Logged On: <u>cavenmonster8484@hotmail.com</u> Home > VRE Service Group > Invoice List							
Logout	Prof	file 🔻	VRE Service (Group 🔻						
Statio	n: 31	1 💌	Invoice List Contractor In	voice List	oices 🔻	Status:	All Active	•		
Sta	tus	Docu	iment Number	Refe	rral Number	Invoice	e Number	Invoice Date		
Sta	itus V	<u>Docu</u>	iment Number	Refe	rral Number	Invoice	Number	Invoice Date		

After selecting the Contractor Invoice List and selecting a station, the user should see the screen below:

	CAATS - Centralized Admin Accounting Transactions System Version: (1.8.8.3062) Logged On: <u>avenmenster84549khotmail.com</u> Home > VRE Service Group > Contrador Invoice List																
.ogout Profile * VRE Service Group *																	
Station: 🚾 🔻 Status: Al Active 🔹 Export As: Pdf 🔽 Export																	
				-			_									-	
	Station	<u>Status</u>	Document Id *	Referral Number	Veteran Last Name	Veteran First Name	<u>Claim #</u>	Service	Contract Number	Obligation Number	Invoice Number	Updated Date	Biled Amount	Certified Amount	Biling Period From	Billing Period To	Service Rendered Dat
	9	9	\$	9	8	8	5	° 🛛 🕈	Ŷ	Ŷ	5		۲ ۲	8	• ?	• ?	
View	320	Working External	320VE200115	3201200510036	Smashyou	Bane	****1313	B-3 Interrupted Follow-Up Services	VA798-11-D- 0051	320VE2001	555a	03/07/2012	\$287.01	\$0.00	03/10/2012	04/01/2012	03/14/2012
View	320	Working External	320VE200134	3201200510070	The Man	Fred	*****3213	B-1 Standard Case Management	VA798-11-D- 0051	320VE2001	9802	05/07/2012	\$100.00	\$0.00	05/10/2012	05/28/2012	05/24/2012
View	320	Returned To Contractor	320VE200139	3201200510090	в	Frank	*****4242	B-1 Standard Case Management	VA798-11-D- 0051	320VE2001	90002	05/15/2012	\$230.00	\$0.00	05/20/2012	06/20/2012	05/01/2012
View	320	Working External	320VE200143	3201200510089	A	Frank	****4154	B-1 Standard Case Management	VA798-11-D- 0051	320VE2001	4555	05/15/2012	\$100.00	\$0.00	05/20/2012	05/29/2012	05/01/2012
View	320	Working External	320VE200144	3201200510089	A	Frank	****4154	B-1 Standard Case Management	VA798-11-D- 0051	320VE2001	5456	05/15/2012	\$100.00	\$0.00	05/20/2012	06/01/2012	05/23/2012
View	320	Working External	320VE200145	3201200510089	A	Frank	****4154	B-1 Standard Case Management	VA798-11-D- 0051	320VE2001	1456	05/15/2012	\$500.00	\$0.00	05/24/2012	06/12/2012	05/01/2012
View	320	Returned To Contractor	320VE200149	3201200510111	Vigand	George	****2424	B-1 Standard Case Management	VA798-11-D- 0051	320VE2001	785673	05/22/2012	\$450.00	\$0.00	05/23/2012	06/23/2012	06/20/2012
View	320	Working External	320VE200157	3201200510109	Smith Jr	Fred	****3131	B-1 Standard Case Management	VA798-11-D- 0051	320VE2001	836432	05/23/2012	\$150.00	\$0.00	05/23/2012	06/23/2012	06/20/2012
View	320	Working External	320VE200158	3201200510108	Jones	Michael	*****1424	B-1 Standard Case Management	VA798-11-D- 0051	320VE2001	87843	05/23/2012	\$100.00	\$0.00	05/25/2012	06/20/2012	05/23/2012
View	320	Working External	320VE200213	3201200510033	Hank	Jim	*****3448	C-3 Follow- Up Services	VA798-11-D- 0051	320VE2002	8845a	03/07/2012	\$420.70	\$0.00	03/10/2012	04/01/2012	03/14/2012
Page 1 of 2	(15 item	s) 🤇 1 2	>														

Users are able to sort any of the rows by the header in either ascending or descending order by clicking on the column title, or they can enter their search parameters in the filter.

Reminder: All questions regarding the referral and invoice information should be directed to your VR&E point of contact.

If you have system questions, please email them to the CAATS mailbox at <u>CAATS.VBAMLA@va.gov</u>.

5. Updating Your Profile

Under the Profile submodule, users can update their profile, change their password, or change their security questions and answers.

If you select "Update Profile," then you will see the following screen:

Update Profile					
First Name: *	Cave				
Last Name: *	Monster				
Phone: *	512-981-4641				
Contract	or Information				
Name:	Alf & Cavemonster				
Address 1:	123 Brody Lane				
Address 2:					
City:	Austin				
State:	ТХ				
Zip:	78722				
Phone:	512-981-4641				
Contact:	Cavemonster				
L	Edit Profile				

If you select "Change Password," then you will see the following screen:

		CA Ver Log	ATS - Centralizo sion: (1.8.8.3062) ged On: <u>cavenmonster846</u> ne > Profile > Change Pas	ed Admin Accounting Transactions System
Logout	Profile	•	VRE Service Group 🔻	
				Change Password New Password: * Confirm Password: * Change Password

If you select "Update Security Questions," then you see the following screen:

	C/ Ve Log Hor	ATS - Centrali rsion: (1.8.8.3062) Iged On: <u>cavenmonsteri</u> ne > Profile > Update S	zed Admin Accoun	ting Transactions System	
Logout Pro	file 🔻	VRE Service Group	*		
			Update Security Questions Security Question 1: * Security Answer 1: *		
			Security Question 2: *		•
			Security Answer 2: *	Save	

6. Appendix

6.1 Appendix A – Frequently Asked Questions (FAQ's)

1. Who do I contact if my account has been deactivated?

See Appendix E – Contact Information

2. I received the following message when performing an action in CAATS. "An error was encountered while processing your request. The following reference number was created for this issue." What do I need to do?

Please contact the CAATS team with a description of what you were doing at <u>CAATS.VBAMLA@va.gov</u>.

3. I tried to submit an invoice and received the following error message "Referral not found! Please check your referral number or Veteran's name." What do I need to do?

Compare the Referral Number, Veteran First Name, and Veteran Last Name to the contract referral form you received. If you still receive the same error message after verifying the information to the referral form, then please contact your VA point of contact to verify the information.

4. I tried to submit an invoice and received the following error message "Unable to proceed with action. The line detail does not have a valid referral." What do I need to do?

Please contact your VA point of contact and inquire about the referral order's QA status. Often, this error message is a result of the QA field on the referral order being set to Not Reviewed Yet.

5. I tried to submit an invoice and received the following error message "Unable to proceed with action. Billing Period from field is not within the Referral's Service Period." What do I need to do?

Compare the Billing Period From and Billing Period To field to the Period of Performance on the contract referral form. If you need to make corrections, then select the Edit button. Select the Save button after making your changes.

6. I tried to submit an invoice and received the following message. "Unable to proceed with action. The referral order is not in Form Generated Status. Contact your VA point of contact to update the referral order's status to Form Generated." What do I need to do?

Please contact your VA point of contact and inform them of the error message you received. They will have to update the referral order to Form Generated Status in order for you to submit the invoice.

7. I tried to submit an invoice and received the following error message. "Unable to proceed with action. Invoice travel amount exceeds the amount authorized." What do I need to do?

Compare the travel amount you entered to the travel amount on the contract referral form. Please contact your VA point of contact and inform them of the error message you received. The referral order's travel amount might need to be adjusted. You might have to view the travel amount you entered on previous invoices to verify you are not exceeding the travel amount authorized.

8. I tried to submit an invoice and received the following error message. "Unable to proceed with action. The amount total for multiple invoices exceeded the amount for the referral." What do I need to do?

Check to see if you have any outstanding invoices that you have not yet submitted. Query the referral number and check the history for each invoice. Delete any unnecessary invoices, where you had previously entered the invoice but never submitted the invoice. For instance, I created invoice 40 for referral order 3201200510053 but have not submitted invoice. I created a new invoice under invoice number 47 for the same referral order number and tried to submit it but received the error message. I need to delete invoice number 47 since it was created erroneously. Refer to the screen shot below:

Station: 320 Invoice Filter: All Invoice Status: All Add Invoice Export As: Pdf Export										
	<u>Status</u>	Document Number	Referral Number	Invoice Number	Invoice Date	Total Amount	Total Amount Certified	Created By S		
			3201300510009	8	• 7	Ÿ	Ŷ	9		
View	Working External	320VE300209	3201300510009	2928332	04/22/2013	\$350.00	\$0.00	Cave Monster		
View	Working External	320VE300206	3201300510009	329383	11/16/2012	\$350.00	\$0.00	Cave Monster		

9. Who do I contact if I'm not getting a timely response from the field regarding a processing issue?

First, contact your VR&E officer (COTR). If you are have not received a response after 2 weeks, then contact Carolyn Thomas.

10. Do VR&E employees get a notification after the contractor submits an invoice?

Yes, the CAATS system will send email notifications to VA employees as the invoice goes through the approval process.

11. Do we still need to submit hardcopy invoices?

No, invoices will be created and submitted electronically through CAATS.

12. What is the time limit to complete the QA form in order for a contractor to submit an invoice?

The station has 5 business days to either reject or accept the deliverables from the date of receipt.

13. How do we know when we have been paid?

You should receive payment in your bank account 30 days from the Accepted by FMS date. Utilize the Contractor Invoice List and query the status Accepted by FMS.

You could also utilize one of the following sites to help track your invoices:

- a. The U.S. Department of Treasury's Financial Management Service offers the Invoice Processing Platform and can be accessed at the following url: https://www.ipp.gov/
- b. The FSC has the Vendor Inquiry System and can be accessed at the following url: https://www.vis.fsc.va.gov

14. What do I do if I submitted an invoice for the incorrect quantity or travel amount?

Contact your VA point of contact and inform them of the situation. They will be able to return the invoice back to you. The status of the invoice will be Returned to Contractor, which you can query on the Contractor Invoice List.

15. If we forgot to bill for travel, then can we submit an invoice just for travel and will it affect the QA?

Yes, you can create an invoice just for travel and it won't affect QA because the QA is about the report and is already completed before you invoice. Please remember to adjust the quantity to 0 if you are just billing for travel.

16. Why is my bank statement not listing the invoice number?

Check with your bank and make sure EBI is enabled. The bank might charge you additional money for certain information.

17. Who do I contact if I have an idea for a system enhancement to improve the CAATS functionality?

Submit CAATS enhancement ideas to Frank Corbin at <u>frank.corbin@va.gov</u> and copy Carolyn Thomas at carolyn.thomas2@va.gov.

18. Where can I find an updated version of the CAATS VR&E Contractor manual?

An updated CAATS manual can be located at http://vretraining.vba.va.gov/Training_Topics.htm under VetSuccess Post Award Contract Training

6.2 Appendix B – CAATS Contractor Access Form

Department of Veterans Affai	rs	CAATS	со	NTRACTOR A	CCESS RE	QUES	T FORM		
PRIVACY ACT STATEMENT: The information is solicited under authority of Title 38, United States Code and Executive Order 9397 and is necessary to accomplish the action requested by the requester, including establishing, modifying or deleting a Network Resources Customer Account. Furnishing the information on this form is voluntary; however, if the information is not furnished, we will be unable to take further action on your request.									
1. ACTION REQUESTED (Check only one)									
CREATE NEW CUSTOMER	DIFY EXIS	STING CUSTOMER	E	DELETE EXISTING CUST	OMER				
		2. CUS	TOMER						
A. FULL NAME (First Name, Last Name) B. CAATS USER ID (Email Address)									
C. COMPANY	D. ADDRESS			E. CITY/STATE	ZIP				
F. TELEPHONE NUMBER (Include Area Code)	F. TELEPHONE NUMBER (Include Area Code) G. JOB TITLE					DDE (Tax Ide	entification Number)		
			SECT	ION A					
STATION ACCESS NEE (List all stations you nee access to in CAATS)	DED nd			OBLIGATION NUM CONTRACT NUM	IBER/		ROLE		
							TOR READ ONLY		
							TOR READ ONLY		
					3				
All access requested above will require app	roval bef	fore action can be	comple	eted. Send this form elect	ronically to your VI	R&E repre	sentative.		
NOTE: Do not combine multiple staff in	one ema	ail request.							
		3	. SIGN	ATURES					
REQUESTING OFFICIAL AND TITLE							DATE		
VR&E OFFICIAL AND TITLE							DATE		
CAATS APPROVING OFFICIAL AND TITLE							DATE		

VA FORM 8824i

- 1. Action Requested (check only one)
 - Create New Customer check only if user does not have access to CAATS currently
 - Modify Existing Customer check if adding additional roles for current users in CAATS
 - Delete Existing Customer check is deleting user in CAATS
- 2. Customer Information
 - A. Full Name Full name of user
 - B. CAATS User ID email address
 - C. Company name of your agency
 - D. Address street address of agency
 - E. City/State/Zip City, state and zip for your agency
 - F. Phone Number phone number
 - G. Job Title/Department job title/department
 - H. Vendor Code Tax identification number (TIN)

Section A

- (Column 1 Station Number (List all stations need access to in CAATS) can be multiple stations
- Column 2 Obligation Number/Contract Number obligation number or contract number
- Column 3 Roles select the roles for the users <u>can only check one selection per line</u> (can have multiple roles per one form per one user)
 - Initiator inputs/ creates the document
 - Read Only view only no input ability (type this on the form under
- 3. Signatures
 - Requesting Official and Title/Date Contractor who is requesting the user access should be supervisor
 - VR&E Official and Title/Date Person who is approving the user access
 - CAATS Approving Official and Title/Date no input required by contractor

Form needs to be emailed to your VR&E representative.

The VR&E representative will email the form to <u>CAATSVBAMLA@va.gov</u> mailbox.

6.3 Appendix C – VR&E Contract Referral Form

🐼 Dep	partment of	f Veterans Affairs	VR&E CONTRACT REFERRAL FORM						
1. LAST - FIRS Smith, John	T MIDDLE NAM	E OF VETERAN	2. REFERR 105120000	AL NUMBER)058	2b. TAS 105VE1	TASK ORDER NUMBER VE1002			
3. NAME OF CO Test	ONTRACTOR		4. CONTRA VA798-11-E	CT NUMBER		5. FISCAL YEAR 2012			
6. ADDITIONAL	IDENTIFYING	DATA:							
	SSN: *****	2424 Chapti	er: Chapter 3	31					
	Due Date: 05/2	0/2012 Period of Perform	nance: 05/20	1/2012 - 06/20/2012	2				
Remaining information about the participant will be provided by separate attachment 7. SERVICES REQUIRED									
	T/			TALCA	6				
CLIN BUC	Soprice Grou	PE OF SERVICE REQUIRED	. (Ch 18 or	Hourly Date	Las Dichord Ty	e Authorized By			
0001C1 2506	C-1 Job Readin	ess Assessment		\$800.00/\$200.00					
		Travel		Total Cost					
	Amount Author	ized							
This allows you to provide this person with the services in Item 7. As shown in the contract, VA needs these services to process a claim for vocational rehabilitation, education and training, or for vocational and educational counseling. This individual must report for counseling for you to claim payment for providing these services. VA referrals are limited to the number of persons for which VA has obligated funds. At any time before you begin to deliver services to this counselee, VA may stop this authorization by written notice if payment would exceed the legal limits for contract counseling. VA cannot pay for services you begin to provide after you receive written notice.									
8. TITLE 38, U.S. CODE (Check applicable box) Chapter 31									
9. OBLIGATIO \$ 80000.00	N AMOUNT	10. DATE 05/16/2012	11. SIGNATURE AND TITLE OF REFERRING VRC Richard Tyler						
Region Office 105		Submit Report To: VR&E	Period 05/20/2	Period of Performance: 05/20/2012 to 06/20/2012					

Note: The contract referral form will be sent to you outside of CAATS (i.e. email or fax)

6.4 Appendix D – CAATS Contact Information

Reminder: All questions regarding the referral and invoice information should be directed to your VR&E point of contact.

If you have system questions or need to be reactivated, please email them to the CAATS mailbox at <u>CAATS.VBAMLA@va.gov</u>.

You can also contact Alice Garrett, Lynn Walter, Harrison Tyler, or Tynetta Ballinger.

Alice Garrett 512-981-4610 / alice.garrett@va.gov

Lynn Walter 512-981-4611 / lynn.walter@va.gov

Harrison Tyler 512-981-4641 / harrison.tyler@va.gov

Tynetta Ballinger 512-981-4656 / tynetta.ballinger@va.gov