ACCES-VR VENDOR PORTAL
FREQUENTLY ASKED QUESTIONS

Question	Answer
UPDATED: What is the Invoice Number on the Vendor Request for Payment?	The invoice number is required to be entered by the Vendor. If you are not currently using invoice numbers in your accounting system, you are to create your own. It is recommended you use a distinct number for each request for payment. Please do not enter an Invoice Number that exceeds 10 characters. Also, if multiple payments will be made on the same item of an authorization, the Invoice Number on each of the payment requests related to that authorization item must be unique. Please do not include the authorization number or participant name as part of the Invoice Number, as these values are already added to the Invoice Number when it gets submitted to the Statewide Financial System for processing.
UPDATED: How do I submit a Monthly Report that does not require a Payment (MPAR, MPSE, etc.)?	Currently, Monthly Progress Reports (MPAR, MPSE) are submitted through the Vendor Portal via a Payment Request. This has proven problematic, based on the billing status of the associated authorization and line of service. **Effective immediately** these reports should be submitted directly to the ACCES-VR counselor, **by email, as an attachment**. The ability to upload attachments through the vendor portal, not associated with a payment request, is being explored as a future capability. **Please note,** the process is only after final payment has been made on the service the report corresponds to. Prior to that, Vendors can send in the monthly reports through the Request Payment workflow.
NEW: When filing a final bill, and there is a remaining authorization balance to cancel, do I need to send a separate cancellation request?	**No.** When submitting the invoice, put this note in the comment field: Final invoice - Cancel Balance. This will result in our staff marking the invoice final and the balance will automatically cancel when the request goes to OSC for payment.

Question	Answer
What is the ACCES-VR Vendor Portal?	The ACCES-VR Vendor portal is replacing the need for the ERS Vendor Portal and the Potentially Eligible Vendor Portal. All processes will now be handled within the ACCES-VR Vendor Portal
What Vendors are using the Vendor Portal?	CRS, Potentially Eligible and Interpreter Contracted Vendors are the first group that will be required to use the ACCES-VR Vendor Portal.
Is using the Vendor Portal optional?	**No,** all vendors mentioned in the answer above will be required to use the Vendor Portal to submit Deliverables and Request for Payments.
How do I get my SFS Vendor ID?	To obtain your SFS Vendor ID visit https://www.osc.state.ny.us/state-vendors and click on "Review Invoices, Purchase Orders and Payments" link to get to the SFS Vendor Portal. This SFS Vendor Number is also on all contracts and should be on any payment remittance information.
How do I access the Vendor Portal?	The Vendor Portal can be accessed by visiting https://nysedvendor.awareportals.com/.
Will the VR-370 still be distributed?	**No,** the Vendor Portal allows Vendors to access and search their Authorizations in real time. There is no longer the need for the VR-370.
Will Vendors use the Vendor Portal to submit Quarterly Extended Services Billing?	**No,** at this time, Extended Services billing will proceed with the existing process outside of the Vendor Portal.
How do we know current rates for CRS Services?	Current rates are posted here: http://www.acces.nysed.gov/vr/core-rehabilitation-services.
Do Vendors need to use the same file naming convention that has been previously required?	While no longer required, it is still recommended that you use a naming convention that makes identifying the file easy.
Will ACCES-VR continue to mail Authorizations?	**No,** the Vendor Portal allows for immediate access to an Authorization once it is issued to the Vendor. Therefore, they will no longer be mailed.
Will Vendors receive notification when there is something new in the Vendor Portal?	**Yes,** nightly emails will be distributed to Vendor Portal Users if a New Authorization was issued, a Referral was approved or rejected, a Payment Request was rejected, or a Service Request was approved or rejected.