

Electronic Invoicing Instructions

To All National Institutes of Health (NIH) Contractors/Vendors:

This notification is effective on **Wednesday April 1, 2020**.

The current national emergency and the need to protect Federal and Contractor staff has resulted in a change to NIH's invoice submission process. Effective Wednesday, April 1, 2020, all NIH contractors/vendors invoices should be sent electronically via email to the NIH Office of Financial Management (OFM), the NIH Contracting Officer (CO), and NIH Contracting Officer Representative (COR) using the below electronic submission instructions.

On March 30, 2020, Governor Hogan issued a stay-at-home order for the state of Maryland where residents should not leave their homes unless it is for an essential purpose. Stay-at-home orders were also issued by the state of Virginia and the District of Columbia. Therefore, any mailed contractor/vendor invoices will be processed by NIH; however, significant delays are expected due to staff teleworking and complying with the stay-at-home orders. It is important that NIH contractors/vendors follow the below procedures in order to ensure smooth processing of invoices and timely payment.

Contractor/Vendor Electronic Invoice Submission to the Office of Financial Management (OFM):

The Contractor/Vendor shall:

- Send the invoice to the NIH centralized invoice email box: invoicing@nih.gov
- Follow the below format in the email subject line, which is a **must** (Note: The keywords and separating bars in **bold** must be present to identify the information.)

Vendor: name of the contractor/vendor | **PO:** Contract Number/Task Order Number | **Invoice:**9999999

- Ensure that the body of the email and attached invoice must both include the contractor/vendor's correspondence email address in the below format (**bolded information must be present to identify information**):

Correspondence email address: xyz@abc.com

Note: See a screenshot example in the attachment

- Follow the system size limits that apply to the email and each invoice: individual email attachments cannot exceed 5 megabytes each; and the email plus all attachments cannot exceed a total of 30 megabytes.
- Clearly identify a valid and complete contract number on each invoice
- Clearly identify a valid and complete order number on each invoice
- Clearly identify an accurate DUNS number on each invoice
- Not include confidential information such as Social Security Numbers (do not include TIN if it is a Social Security Number)

- Not submit supporting documentation

The date/time that a valid invoice is submitted electronically to the email box (invoicing@nih.gov) will be the same date/time logged as that the invoice is received by NIH.

Please do not hand-deliver invoices to any NIH office. Please follow the above electronic submission instructions until further notice. In addition, please note that your contract or order will not be modified to reflect the above changes to the invoicing instructions. Failure to follow the above electronic submission instructions may result in invoice processing delays.

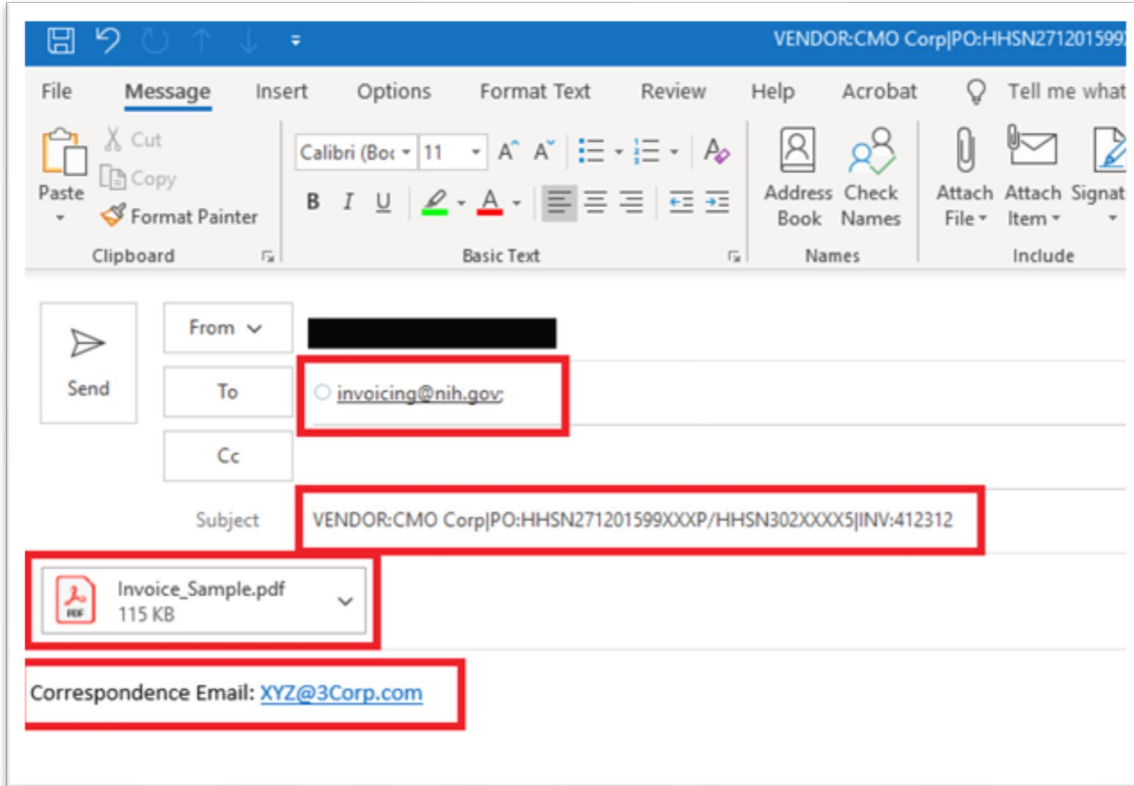
For Questions? Inquiries regarding the status of invoices such as receipt of invoices, due date, or payment of invoices should be directed to the OFM Commercial Accounts Branch, Customer Service Office at 301-496-6088. The office is open Monday-Friday from 8:30 am to 4:30 pm (eastern prevailing time). The Customer Service Office is closed daily between 12:00 pm to 1:00 pm (eastern prevailing time).

Contractor Courtesy Copy Electronic Invoice Submission to the Contracting Officer (CO) and Contracting Officer Representative (COR):

The Contractor shall:

- Send the OFM-submitted invoice to the NIH Contracting Officer
- Submit supporting documentation for each invoice
- Follow the system size limits that apply to the email and each invoice: individual email attachments cannot exceed 5 megabytes each; and the email plus all attachments cannot exceed a total of 30 megabytes.

Example: Screenshot of Invoice Submission via Email



Example: Enlarged

