

USDC NOAA NMFS

Office of International Affairs and Seafood Inspection



Seafood Inspection Services Portal (SISP): Utilizing System Updates for Non-Contract Customers

Alternative Version (6.0) – May 2017
NOAA SI Office of Education and Program Development

Please note: for the purposes of this tutorial, a **Non-Contract Customer** is a customer without a signed contract and/or guarantee of payment with USDC/NOAA/NMFS Seafood Inspection.

The updated NOAA SI Billing System

DSFA is now the Seafood Inspection Services Portal (SISP)

With the release of the new Seafood Inspection Services Portal (SISP) Billing System Update, NOAA Seafood Inspection (SI) Non-Contract Customers will experience adjustments in how they utilize the billing system.

The updates in SISP allow for improvement in the non-contract customer experience, including a single access point, easier bill payments, and improved billing accuracy and visibility.



Tutorial for using SISP for Non-Contract Customers

Due to the depth of the changes, there was a need for a downloadable work aid to assist Non-Contract Customers in navigating the revised billing system. This tutorial has been designed to help Non-Contract Customers already familiar with DSFA to successfully navigate the updated SISP billing system.

Points of Contact

For specific questions that may arise when using the system, please contact your regional office point of contact listed below. [Link here](#) for all NOAA SI line office contact information.

Region	Email (Preferred)	Phone/Fax
Northwest	nmfs.northwest.inspection@noaa.gov	Phone: 206.526.4259 Fax: 206.526.4264
Northeast	nmfs.northeast.inspection@noaa.gov	Phone: 978.281.9124 Fax: 978.281.9134
Southwest	nmfs.southwest.inspection@noaa.gov	Phone: 562.388.7346 Fax: 562.388.7353
Southeast	nmfs.southeast.inspection@noaa.gov	Phone: 727.551.5708 Fax: 727.551.5612

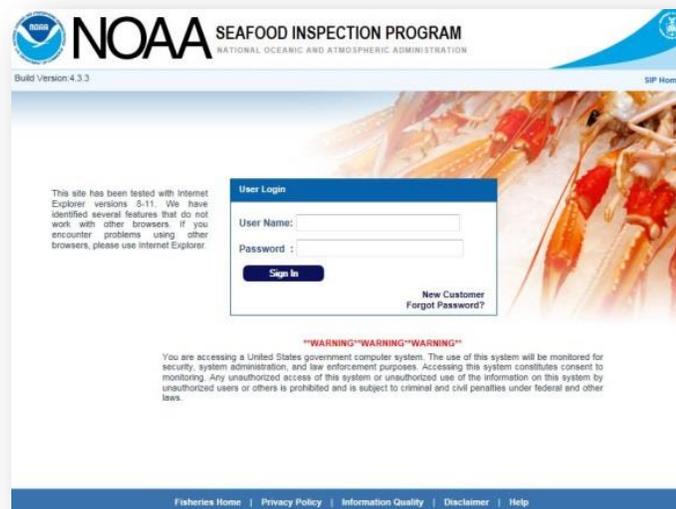
Purpose

This tutorial is designed to inform Non-Contract Customers of the general concepts behind how the SISP billing system works, as well as identifies the steps necessary to pay billing statements. Instructions are provided on how to:

Use the SISP system to manage invoices, statements and payments on a timely basis to ensure continued inspection services

In this tutorial, we will provide you sequential instructions on how to navigate the new key features of SISP so you can **manage invoices, statements and payments**, ensuring that there will be no disruption in your company's receipt of inspection related services.

Log into the SISP System



1. Begin by Logging into the [Seafood Inspection Systems Portal](#).*

*The SISP works with Internet Explorer versions 8 through 11. There are several identified features that do not work with other browsers. If you encounter problems using other browsers, please use Internet Explorer.

2. You can bookmark this page so that you can easily get to SISP in the future.



Using SISP to Manage Invoices

In this section, we'll learn how to locate an invoice and describe the key information that can be accessed.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KAVIN BAKER**

Your SIP Account

MON, FEB 8, 2016

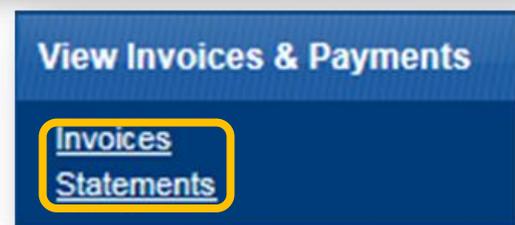
SIP DEMO NON-CONTRACT
CUSTOMER ONE
125 LINCOLN AVE, SUITE 672
LINCOLN, NE 21003
DSFA Vendor ID: 210672

- Home
- Request a Certificate
- Request an Inspection
- My Requests
- Manage Locations
- Manage Consignees
- View Invoices & Payments**
- Manage Users
- Change Password
- Log Out

Warning - due to security reasons, you will be automatically logged out after 30 minutes of inactivity. Activity is when you change screens. Entering data is not considered activity. Please save your work.

Fisheries Home | Privacy Policy | Information Quality | Disclaimer

1. Click **“View Invoices & Payments”** to open a drop-down menu with two options: Invoices and Statements.



Key Point: Learn to differentiate between an invoice and a Statement. Please review the descriptions below to understand how the terms “invoice” and “statement” are used in the SISP system.

Build Version:4.3.6

Welcome, **KAVIN BAKER**

Your SIP Account

MON, FEB 8, 2016

SIP DEMO NON-CONTRACT
CUSTOMER ONE

125 LINCOLN AVE, SUITE 672
LINCOLN, NE 21003
DSFA Vendor ID: 210672

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Invoices

Statements

Manage Users

Change Password

Log Out

Warning - due to security reasons, you will be automatically logged out after 30 minutes of inactivity. Activity is when you change screens. Entering data is not considered activity. Please save your work.

View Invoices & Payments

Invoices

Statements

An **Invoice** is a record of charges for a single type of work (inspection, audit, stand-alone certificate, etc.). Invoices are created by NOAA SI Inspection staff. Selecting this choice opens a list of the most recent invoices.

A **Statement** is collection of Invoices from each day. Invoices are converted to Statements each day.

IMPORTANT: For Non-Contract Customers, the SISP automatically converts an Invoice to a Statements at the end of each day. **Statements must be paid in full each day** in order for a non-contract customer to continue to receive services.

2. To locate a particular invoice, under the **View Invoices & Payments** link and choose **"Invoices"** which will bring you to the **"Lookup My Invoices"** page.



NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

Your SIP Account
MON, FEB 8, 2016
SIP DEMO NON-CONTRACT CUSTOMER TWO
117 BATON ROUGE AVE,
SUITE 673
OTTAWA, ON 21004
DSFA Vendor ID: 210673

Home
Request a Certificate
Request an Inspection
My Requests
Manage Locations
Manage Consignees
View Invoices & Payments
Manage Users
Change Password
Log Out

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
*** Partial search criteria is permitted.*

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	U.S.5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454.43622.15	200103439

Showing 1 to 3 of 3 entries First Previous 1 Next Last

When a non-Contract Customer selects **Invoices** from the **View Invoices and Payments** tab, a list of their current invoices appears.

Each invoice is listed along with pertinent information including the **Invoice Date**, **Invoice Amount**, **Invoice Status**, **Certificate Number** and **Statement Number** that was generated for a single invoice or group of invoices. Please note, invoices from the last three months can be seen from this screen.

3. To view details from a specific invoice, from the **“Lookup My Invoices”** page, click on the desired **“invoice number”**.

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	10000214	\$494.50	PENDING PAYMENT	US.5454.43624.15	200103439
12/01/2015	10000214	\$16.00	PENDING PAYMENT	CN.5454.43622.15	200103439

Showing 1 to 3 of 3 entries First Previous 1 Next Last

View Invoice Details

Invoice Number: 100002441 Statement Number: [200104491](#)
Invoice Date: 02/08/2016 Invoice Status: OPEN
Invoice Total: \$720.00

Date	Item Description	Quantity	Rate	Amount	Remarks/Certificate #	Inspector Name
02/01/2016	Hours, Regular Time	4	\$180.00	\$720.00	Crab Inspection/Drive Time Lot 125555	Demo Inspector

Showing 1 to 1 of 1 entries First Previous 1 Next Last

General Comments:

By clicking on an **Invoice number**, a non-Contract Customer has the ability to view and print the specific Invoice, along with more detailed information regarding the inspection service for which the invoice was created.

4. From the "Lookup My Invoices" page, the "invoice status" can be viewed.

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

Your SIP Account

MON, FEB 8, 2016

SIP DEMO NON-CONTRACT
CUSTOMER TWO
117 BATON ROUGE AVE,
SUITE 673
OTTAWA, ON 21004
DSFA Vendor ID: 210673

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	US.5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454.43622.15	200103439

Showing 1 to 3 of 3 entries First Previous 1 Next Last

The **Invoice Status** section provides information on the invoices that are Open, Pending Payment, Paid and Delinquent.

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

Your SIP Account

MON, FEB 8, 2016

SIP DEMO NON-CONTRACT
CUSTOMER TWO
117 BATON ROUGE AVE,
SUITE 673
OTTAWA, ON 21004
DSFA Vendor ID: 210673

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	US.5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN.5454.43622.15	200103439

Showing 1 to 3 of 3 entries First Previous 1 Next Last

"Open" invoices are automatically converted to Statements at the end of each day; Non-Contract customers are required to pay that Statement in full before further service can be requested.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

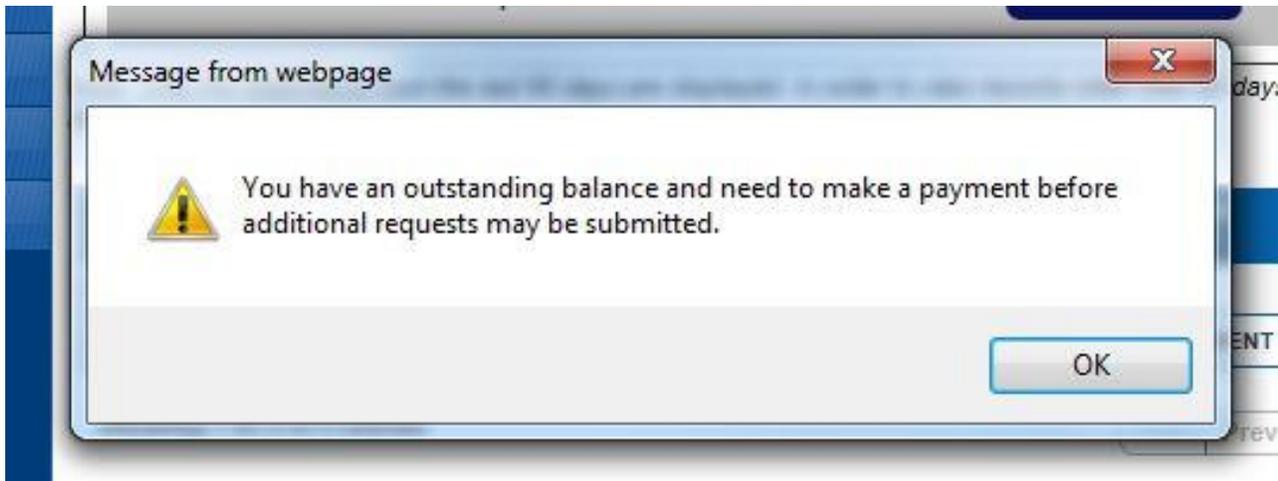
Account Open Balance: \$720.00
** Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	U.S. 5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN. 5454.43622.15	200103439

Showing 1 to 3 of 3 entries First Previous 1 Next Last

Pending Payment invoices indicate that payment has been made on the Statement that included this invoice, but the payment has yet to be processed by SISP.



Please note: If a Non-Contract customer attempts to request service and a Statement is unpaid from the previous day, a message will appear indicating that payment must be submitted prior to additional inspection requests being submitted.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

Your SIP Account

MON, FEB 8, 2016

SIP DEMO NON-CONTRACT
CUSTOMER TWO
117 BATON ROUGE AVE,
SUITE 673
OTTAWA, ON 21004
DSFA Vendor ID: 210673

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number
08/23/2015	100001426	\$120.00	PAID	
08/23/2015	100001425	\$182.00	PAID	CN 5454 43526.15

Showing 1 to 2 of 2 entries

1

Invoices in **Paid** status are associated with a Statement that was paid in full. These invoices can be viewed by clicking on the individual *Invoice Number*.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

Your SIP Account

MON, FEB 8, 2016

SIP DEMO NON-CONTRACT
CUSTOMER TWO
117 BATON ROUGE AVE,
SUITE 673
OTTAWA, ON 21004
DSFA Vendor ID: 210673

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

LOOKUP MY INVOICES

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number
03/10/2015	100001146	\$720.00	DELINQUENT	
02/06/2015	100001142	\$291.00	DELINQUENT	
02/06/2015	100001141	\$152.00	DELINQUENT	

Showing 1 to 3 of 3 entries

1

Invoices that are in **Delinquent** status indicate that the Statement for this invoice was not paid. Delinquent invoices are subject to late fees; partial payments will be automatically credited to the oldest charge first.

6. Last, from the **“Lookup My Invoices”** page, select the **“Statement Number”** to view the **Statement Details**.

Release: 4.9.0.2 SIP Home Contact SIP

Welcome, **KAVIN BAKER**

LOOKUP MY INVOICES

Your SIP Account

MON, MAR 13, 2017

SIP DEMO NON-CONTRACT
CUSTOMER ONE
125 LINCOLN AVE, SUITE 672
LINCOLN, NE 21003
SISP Vendor ID: 210672

- Home
- Request a Certificate
- Request an Inspection
- My Requests
- Manage Locations
- Manage Consignees
- View Invoices & Payments
- Manage Users
- Change Password
- Log Out

Search Invoices

Invoice Number: Invoice Status:

Certificate Number:

Date Range: Start: End:

Account Open Balance: \$1,273.50
Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

DO NOT PAY: Please refrain from paying open invoices until the charges appear on a statement. Invoices are for reference purposes only.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
03/01/2017	100005148	\$1,273.50	OPEN		200107313

Showing 1 to 1 of 1 entries

View Statement Details

Statement Status: PENDING PAYMENT Previous Balance: \$0.00

Statement Number: 200103439 Payments Received: \$0.00

Billing Period: 12/01/2015 Total Charges This Billing Period: \$610.50

Statement Date: 12/01/2015 Adjustments: \$0.00

Due Date for Total Charges this Billing Period: 12/31/2015 Interest: \$0.00

Penalties: \$0.00

Administrative Charges: \$0.00

Total Amount Due: \$610.50

Invoice Date	Invoice Number	Invoice Amount
12/01/2015	100002142	\$116.00
12/01/2015	100002143	\$494.50

Showing 1 to 2 of 2 entries

Clicking the **Statement Number** will provide you more specific detailed information including the statement date and total charges, which are the sum of all invoices represented by that statement.

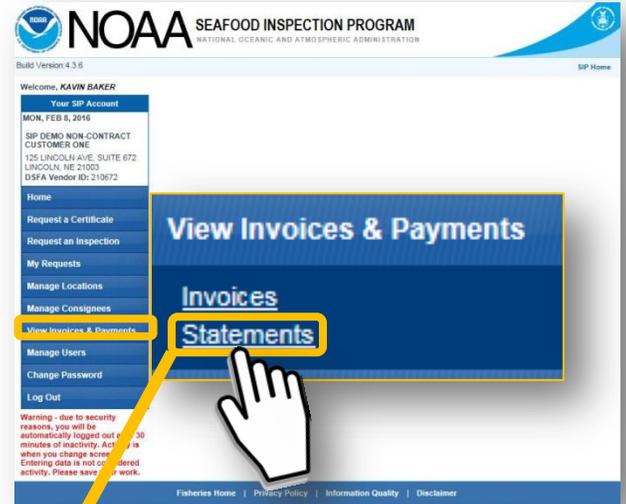
The Statement Number should be referenced when making payment, or disputing a bill.

Using SISP to Manage Statements

In this section, we'll learn how to locate a Statement and describe the key information that can be accessed.

1. From the SISP homepage, click **“View Invoices & Payments”** to open a drop-down menu with two options: **Invoices** and **Statements**.
2. To locate a particular statement, choose the **View Invoices & Payments** link and then select **“Statements”** which will bring you to the **“Lookup My Statements”** page.

Statements generated within the last 90 days are visible on the page; older statements can be located using the **“Search Statements”** function.



Use Search for Statements

The screenshot shows the 'Lookup My Statements' page. A search bar is highlighted with a yellow circle. Below it, the search criteria form is shown with fields for 'Statement Number', 'Statement Status', and 'Date Range'. A table of statements is displayed below the search form. The table has columns for 'Statement Date', 'Statement Number', 'Statement Amount', 'Statement Status', and 'Pay Now'. Two statements are listed: one from 02/08/2016 with amount \$720.00 and status 'OPEN', and another from 12/01/2015 with amount \$610.50 and status 'PENDING PAYMENT'. A 'Make A Payment' button is visible at the bottom of the table.

Statement Date	Statement Number	Statement Amount	Statement Status	Pay Now
02/08/2016	200104491	\$720.00	OPEN	<input type="radio"/>
12/01/2015	200103439	\$610.50	PENDING PAYMENT	<input type="radio"/>

3. From the “Lookup my Statements” page, use the Search Function to locate detailed information for a specific statement.

NOAA SEAFOOD INSPECTION PROGRAM
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Welcome, KOLIN PHILLIPS

LOOKUP MY STATEMENTS

LOOKUP MY STATEMENTS

Search Statements

Statement Number: Statement Status:

Date Range: Start: End:

Partial search criteria is permitted.

Search **Reset**

Note: Only the statements from the last 90 days are displayed. In order to view records older than that you must enter a date range.

Statement Date	Statement Number	Statement Amount	Statement Status
11/01/2015	200103309	\$0.00	PAID
08/01/2015	200103157	\$0.00	PAID
07/01/2015	200103052	\$2,921.80	PAID

View Statement Details

Statement Status: PAID Previous Balance: -\$26.56

Statement Number: 200103309 Payments Received: \$0.00

Billing Period: 11/01/2015 Adjustments: \$0.00

Statement Date: 11/01/2015 Total Charges This Billing Period: \$0.00

Due Date for Tctal Charges this Billing Period: 11/01/2015 Interest on Previous Balance: \$1.56

Penalties on Previous Balance: \$0.00

Administrative Charges: \$25.00

Total Amount Due: \$0.00

Note: Previous balances are past due and must be paid in full in order to avoid incurring additional late charges

Invoice Date	Invoice Number	Invoice Amount
No Activity for the billing period		

Showing 0 to 0 of 0 entries

Print Statement to PDF **Back**

The **Statement Number**, **Statement Status** (Paid, Payment Pending, etc.) or **Date Range** may be used to search for Statements. Enter the data and select the “search button” to see search results. Then, select a Statement Number to access the statement details.

4. When examining a Statement, the **“Statement Status”** can be viewed and printed.

View Statement Details

Statement Status:	PAID	Previous Balance:	-\$26.56
Statement Number:	200103309	Payments Received:	\$0.00
Billing Period:	11/01/2015	Adjustments:	\$0.00
Statement Date:	11/01/2015	Total Charges This Billing Period:	\$0.00
Due Date for Total Charges this Billing Period:	11/01/2015	Interest on Previous Balance:	\$1.56
		Penalties on Previous Balance:	\$0.00
		Administrative Charges:	\$25.00
		Total Amount Due:	\$0.00

Note: Previous balances are past due and must be paid in full in order to avoid incurring additional late charges

Invoice Date	Invoice Number	Invoice Amount
No Activity for the billing period		

Showing 0 to 0 of 0 entries

First Previous Next Last

Print Statement to PDF Back

The **Statement Status** lets non-contract customers know whether or not a statement has been paid. The four most typical Statement Status designations are: Paid, Pending Payment, Open and Delinquent.

- Statements in **“PAID”** status (as in the example above) have been paid in full.
- Statements in **“PENDING PAYMENT”** status reflect that a payment has been submitted, but is awaiting confirmation by the SISP system.
- Statements in **“OPEN”** status are not yet overdue and available for payment.
- Statements in **“DELINQUENT”** status are past due. Services will be suspended to customers with Delinquent accounts.
- Statements in **“TREASURY”** status have been referred to the Department of Treasury for collection efforts.
- Statements in **“COLLECT”** status are ready to be sent to collections.

Self-Study Questions 1: Invoices and Statements

(see answers at the end of the document)

- 1. True or False? The Invoice number is listed on the invoice in the top right corner.**

- 2. When does an Invoice become a Statement for non-contract customers?**
 - a. At the end of each day.
 - b. At the end of each month.
 - c. Never

- 3. True or False? A statement can be viewed by clicking Statement Search, finding that statement and opening it.**

- 4. When a non-contract customer does not pay their statement on time:**
 - a. NOAA SIP will suspend further service until payment is received.
 - b. The unpaid amount will roll into a new statement the following month.



Using SISP to Make Payments

In this section, we'll learn how to pay for inspection services using the SISP system.

SISP/Pay.Gov (Preferred Method)

Department of Commerce LockBox

Wire Transfer through FedWire

Statement Date	Statement Number	Statement Amount	Statement Status	Pay Now
02/08/2016	20033483	\$750.00	OPEN	<input type="radio"/>
12/01/2015	20033483	\$610.00	PENDING PAYMENT	<input type="radio"/>



U.S. Department of
Commerce - NOAA,
Receipts for
Reimbursable
Projects,

P.O. Box 979008,
St. Louis, MO 63197-
9000

Fedwire Field Tag	Fedwire Field Name	Required Information
(1500)	Type/Code	1000
(2500)	Amount	Enter service payment amount
(3400)	Receiver ABA routing number *	02100004
(3400)	Receiver ABA short name	TREAS SVC
(5000)	Business Function Code	CTR (or CTF)
(4200)	Beneficiary Identifier (account number)	1014001
(4200)	Beneficiary Name	NOAA
(5000)	Originator	Enter the name of the originator of the payment
(6000)	Originator to Beneficiary Information - Line 1	SEAFOOD INSPECTION PROGRAM
(6000)	Originator to Beneficiary Information - Line 2	Enter vendor ID number
(6000)	Originator to Beneficiary Information - Line 3	Enter bill number
(6000)	Originator to Beneficiary Information - Line 4	POC: James Williams

* The financial institution address for Treasury's routing number is: FIB of New York
33 Liberty Street
New York, NY 10045

A foreign bank cannot make the payment directly - it must work through a U.S. correspondent bank. The payment must be in U.S. dollars.
Please remember to include the bank transaction fee with the service amount.

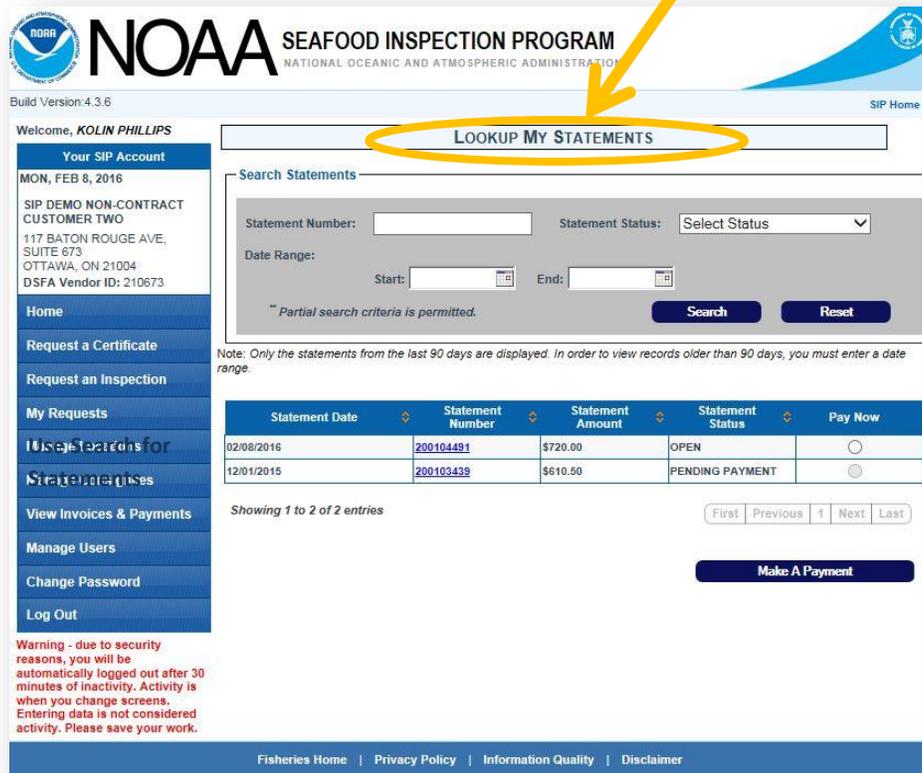
To make a payment, Non-Contract Customers may use one of three options: Statement Payments may be made through the SISP system using Pay.Gov, or through the existing LockBox or Wire Transfer processes. Using the SISP/Pay.Gov system is preferred.

Please note: 1) prepayment for services is no longer permitted and 2) Pay.Gov may only be accessed through the SISP system. Prior "Vendor ID" numbers used for Pay.Gov under the prior DSFA system have been deactivated.

In this tutorial section, we'll cover the new SISP "Make a Payment" feature.

1. To make a payment using the SISP/Pay.Gov system, from the SISP homepage, click **“View Invoices & Payments”**; a drop-down menu will open with two options: **Invoices** and **Statements**.

2. Choose **“Statements”** which will bring you to the **“Lookup My Statements”** page.



Payments can be made from the **“Lookup My Statements”** page. Customers can make payment on an **Open statement**.

Please note: If a statement is in **“Delinquent”** status, payments will result in the oldest bill being paid first. Non-contract customers in an unpaid status are not permitted to receive services until full payment has been remitted.

3. To make a payment on an Open statement, choose the **“Pay Now”** radio button associated with the Open invoice.

4. Then, then click the **“Make a Payment”** button, which will bring you to the Payment Summary.

5. From the Payment Summary page, select **“Back”** to cancel payment or select **“Submit Payment”** to continue to Pay.Gov.

LOOKUP MY STATEMENTS

Search Statements

Statement Number: Statement Status:

Date Range: Start: End:

Partial search criteria is permitted.

Note: Only the statements from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Statement Date	Statement Number	Statement Amount	Statement Status	Pay Now
02/08/2016	200104491	\$720.00	OPEN	<input checked="" type="radio"/>
12/01/2015	200103439	\$610.50	PENDING PAYMENT	<input type="radio"/>

Showing 1 to 2 of 2 entries

Payment Summary

Statement Number:	200104491
Previous Balance:	\$0.00
Payments Received:	\$0.00
Pending Payments:	\$0.00
Adjustments:	\$0.00
New Charges:	\$720.00
Interest:	\$0.00
Penalties:	\$0.00
Administrative Fees:	\$0.00
Total Amount Due:	\$720.00

Invoice Number	Invoice Amount
100002441	\$720.00

Note: Payments are processed immediately; however, it may take 3 to 5 days to update your SIP account to reflect data for payments made.
Payment(s) are applied to the oldest charge first. Failure to pay in full may result in additional interest and penalties.

6. Customers must click "OK" to be directed to the Pay.Gov site



7. At the Pay.Gov site, customers can finalize the payment process by using their credit card or bank checking or savings account.

System Message

- The system has populated the Payment Date with the next available payment date.

Online Payment [Return to your originating application](#)

Step 1: Enter Payment Information 1 | 2

Pay Via Bank Account (ACH) [About ACH Debit](#)

Required fields are indicated with a red asterisk *

Account Holder Name: *

Payment Amount: \$720.00

Account Type: *

Routing Number: *

Account Number: *

Confirm Account Number: *

Check Number:

Routing Number Account Number Check Number

026946763 9243767390 1234

Payment Date: 02/29/2016

MIXED_CBS_CONTACT_NO: 1

MIXED_RECEIVABLE_SENT_CBS_FLAG: Y

MIXED_DOCUMENT_NO: 200104491

MIXED_COMPANY_NAME: SIP DEMO NON-CONTRACT CUSTOMER TWO

MIXED_AGENCY_TRACKING_ID: 1456451296137

Select the "Continue with ACH Payment" button to continue to the next step in the ACH Debit Payment Process.

Please note: To continue to receive uninterrupted service, non-contract customers must pay Open Statements at the close of that day's business.

And remember: NOAA Inspection services may no longer be prepaid. Pay.gov payments will only be accepted through SISP; payment can be made only when there is an outstanding balance.

Using SISP to Make Statement Payments

Self-Study Questions 2

1. **True or False? A non-contract customer must pay outstanding balances daily to receive service on the following day.**

2. **A non-contract customer may pay using SISP:**
 - a. On the third Tuesday of the month only.
 - b. By selecting the “Pay Now” radio button next to the Statement they want to pay.
 - c. Non-contract customers do not need to pay their Statements.

3. **True or False? A customer can pay their bill by going to pay.gov without logging into SISP.**



Self-Study Questions 3: Using the SISP Search Function

1. True or False? A Statement is a collection of Invoices and you can only pay a Statement not an Invoice.
2. True or False? When searching for an invoice, a customer will select “Invoice Search” from the left hand toolbar.
3. Why might you not be able to find a specific Statement or Invoice within the DSFA 4.0 billing system?
 - a. The statement has been paid.
 - b. It was generated more than three months ago and you must enter specific date ranges in the search criteria.
 - c. The status of the statement was erroneously changed.



Self-Study Answers

Self-Assessment 1

1. True. The invoice number is located on the invoice in the top right corner.
2. A. An invoice for a non-contract customer becomes a statement at the end of each day.

Self-Assessment 2

1. True. A non-contract customer is required to pay daily to receive service on the following day.
2. B: Using pay.gov is the preferred way to pay.
3. False, a customer can only access pay.gov through SISP system.

Self-Assessment 3

1. True. Statements are collection of Invoices and only a Statement can be paid, not an Invoice.
2. True. Invoice Search reveals search criteria for locating an Invoice.
3. B: It was generated more than three months ago and you must enter specific date ranges in the search criteria.