

INVOICING PROCESS

This document details the invoicing process for Arkansas' IT Staff Augmentation Contract.

METHODS OF SUBMISSION

All invoices can be sent via mail or email to the following location:

METHOD OF SUBMISSION	
Mail	Sharon Lawler Computer Aid, Inc. 1390 Ridgeview Drive Allentown, PA 18104
Email	ARK_Invoices@compaid.com

Please note: If sending via email, please send in PDF, Excel, or Word format.

TIME PERIOD

The invoices should be for a true month time period (10/1 - 10/31, 11/1 – 11/30, etc).

CONTENT

The invoice should contain the following information:

- Time period
- Person's name
- Number of hours worked
- Bill rate
- Total amount charged for individual resource
- Grand total for the invoice at the bottom

Please note: If you have multiple people engaged, feel free to combine them on one invoice.

ADDITIONAL DOCUMENTATION

The only documentation that needs submitted with the invoice is itemized expenses, if any.

PAYMENT TERMS

Invoices are paid according to the terms of your Subcontractor Agreement, and they are paid from the date we receive the **correct** invoice. If there is an error on the invoice and a correction is requested, payment will be issued from the date we receive the correction, not the original submission.

STATUS

CAI has a web-based system that allows you to view the status of invoices you have sent to CAI. To get access to this site, contact CAI's MSP Help Desk at MSPNetwork_Help@compaid.com. **Please note:** You will need to provide your company's EIN number.

QUESTIONS

Please direct all payment-related questions to AccountsPayableQuestions@compaid.com.