



## ITS-009440 INVOICING PROCESS

This document details the invoicing process for North Carolina’s IT Supplemental Staffing Contract, ITS-009440. Only resources selected through the PeopleFluent VMS workflow should be invoiced to CAI.

### METHODS OF SUBMISSION

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

METHOD OF SUBMISSION	
Mail	NC Vendor Invoicing Computer Aid, Inc. 1390 Ridgeview Drive Allentown, PA 18104
Email	NC_Invoices@compaid.com

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

### TIME PERIOD

Invoices should be for a true month time period (e.g. 10/1 - 10/31)

### CONTENT

The invoice should contain the following information:

- Time period (e.g. 10/1 - 10/31)
- Person's name
- Number of hours worked
- Bill rate
- Total amount charged for individual resource
- Line for 4% ITS Admin fee deduction, from total amount (Note: CAI will forward ITS Admin fee to North Carolina)
- Line for 1.96% CAI MSP fee deduction, from total amount
- Grand total for the invoice at the bottom (should reflect a 5.96% reduction from total amount)

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

### ADDITIONAL DOCUMENTATION

If necessary, please be sure to submit itemized reimbursable expenses with the invoice.

### PAYMENT TERMS

Invoices are paid 30 days after we receive the **correct** invoice. Therefore, 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.

### PAYMENT STATUS

CAI has a web-based Accounts Payable Inquiry (API) system to track invoice payments. The URL for this site is <https://extranet.compaid.com/api/>. Once on the site’s main page, you can activate your account by clicking on the blue “click here” to activate your account link and entering your Vendor ID and EIN. Once assigned your password, you can use that information to login. If you do not know your Vendor ID, contact [NC\\_Help@compaid.com](mailto:NC_Help@compaid.com). If you are having problems with your password, please contact [helpdesk@compaid.com](mailto:helpdesk@compaid.com) or 877-234-4357. **Please note:** Invoices won’t appear in API until approximately ten business days after submission.

### QUESTIONS

Please direct all payment-related questions to [AccountsPayableQuestions@compaid.com](mailto:AccountsPayableQuestions@compaid.com).