

## **Vendor Remittance – Frequently Asked Questions**

### **What is a Vendor Remittance Advice?**

When the State makes a payment by paper warrant, the warrant includes a detachable section called the remittance advice and provides information such as the paying agency, the agency contact phone number, invoice number, invoice description, and amount. If the payment is by direct deposit, no paper remittance advice is available.

### **What is the Vendor Remittance Application?**

The Vendor Remittance Application is a secure web application that allows vendors to access and view their remittance advices through the SCO Web site.

### **As a vendor, why should I sign up for this service?**

A paper remittance advice is not available if you receive your payment by direct deposit, and the payment information that is provided through the banking system may not properly identify where the payment should be posted in your accounts. The Vendor Remittance Advice application, however, can get the information you need immediately, and is available 24/7. By enrolling for direct deposit/EFT, you will automatically be enrolled in this service. Otherwise your accounts receivable personnel would have to contact the paying State agency (if identifiable) or the SCO to obtain this information.

### **Is there a cost to sign up?**

There is no cost to sign up or use this service.

### **Are all State of Idaho payments viewable in this application?**

No. The following types of payments are not viewable in this application:

- Payments made without the use of the vendor tax identification number or social security number.
- Payments made from Health and Welfare from various special programs such as Medicaid or the Idaho Child Care Program.
- Refunds from the State Tax Commission.

### **Do I have to be enrolled for direct deposit to use this service?**

Enrollment in direct deposit/EFT is not required to use this service. However, we highly recommend that you sign up for direct deposit. When you do, you will automatically be enrolled in this service. For additional information on direct deposit/EFT, please see the Direct Deposit FAQ document [in the Vendor Services section of the SCO Web site](#).

### **How often is the information updated?**

Vendor payment information is updated nightly, Monday through Friday, excluding holidays.

**Can more than one of my accounting personnel use this service?**

Yes. Please contact the State Controller's Office at [dsahelp@scoidaho.gov](mailto:dsahelp@scoidaho.gov) to sign up. In order to verify your connection with the vendor, you will be required to provide the last 4 digits of the vendor's tax identification number (TIN), employer identification number (EIN) or social security number (SSN).

**Is access available 24/7?**

Web access is normally available 24/7. However, if updates are made or maintenance needs to be done to the site, access will be unavailable for a short time. We strive to keep service disruption to a minimum.

**Will I be notified when there is a remittance advice available on the web site?**

Yes, you can opt-in for e-mail notification. A total of 5 separate e-mail addresses can be added for e-mail notifications.

**Who do I call if I have questions about a specific payment?**

The agency contact phone number is included in each payment's detail information. Note that on the remittance advice, warrant numbers for direct deposits begin with a 0 (zero) and warrant numbers for paper warrants that are mailed begin with a 1.

**Can the general public access this information?**

Use of this site is limited to vendors that have a user name and password. However, most vendor payment information is public knowledge that can be obtained with a public information request made to the SCO.

**I'm the contact for multiple vendors. Can I have one user name and password to access all?**

Yes! The site has the capability of creating one user name and password to allow viewing access to multiple vendors. Send a request to the [dsahelp@scoidaho.gov](mailto:dsahelp@scoidaho.gov) and provide the vendor names and the last 4 digits of each related TIN.

**How do I sign up?**

Contact the State Controller's Office Division of Statewide Accounting at [dsahelp@scoidaho.gov](mailto:dsahelp@scoidaho.gov) to request access to the vendor remittance advice application. In order to verify your connection with the vendor, you will be required to provide the last 4 digits of the vendor's tax identification number (TIN), employer identification number (EIN) or social security number (SSN).