FAQ’s

These are the questions asked during the webinars held in December 2015 and January 2016. Please review as they may answer a question you have.

1. If an invoice is rejected will the email indicate the reason for rejection?
   a. If the invoice is rejected by the Project Manager, you will receive an email simply stating to call them to discuss.
   b. If the invoice is rejected by the BSO, you will receive a separate email telling you why.

2. As the person submitting the invoice, can I sign and date the A&E pay app?
   a. No, a principal of the company must sign

3. If it is a service/repair and no PO is provided, what do we do?
   a. You should not be performing work without a PO. Reach out to the Project Manager so he can work with the BSO to obtain a PO

4. What if the SOV exceeds one page? My totals don’t equal the first page.
   a. When completing the first page indicate page 1 of ... The second number will generate the correct information.

5. If we are a CM and the architect has no governance over us how do we get them to sign our application?
   a. The correct answer here, is that the architect’s signature is only required as the Project Manager deems it necessary. Talk to the Project Manager on each of your projects.

6. Can other vendors use a Quickbooks Invoice as part of the supporting documents?
   a. Yes, as supporting documentation, however, the first page must be one of our forms.

7. Will change orders be downloaded by CCF into the system or will they be mailed as before?
   a. You will not experience any difference in how change orders are handled at this time

8. Is the overall waiver submitted with the app from the CM, not the trailing waivers, a conditional waiver?
   a. We only accept unconditional waivers.

9. What if we have not been paid for the previous draw when we are processing the next one, how do we submit unconditional waivers?
   a. We track them and if we notice that there was not sufficient time between invoicing, we will not stop the payment but will expect the waivers be submitted with the next invoice.

10. Are you going to update the affidavit form so that we can complete electronically?
    a. That may be something we look at later in 2016. If the affidavit form does not allow room for all your subs, you can attach excel spreadsheet detailing your subs and payments due.
11. How should the tiff files be named in Filezilla?
   a. This is for your reference, so you can name them however you like. We would suggest referencing our project number and our PO so that you can find them, but it is completely up to you.

12. Can we submit multiple invoice numbers for the same project with one cover sheet?
   a. If you are referring to multiple invoice numbers from various subcontractors as your back up documentation, then yes. Each application for payment should be assigned a unique invoice number.

13. How many invoices can we submit at one time?
   a. As many as you like, however, each invoice is to be submitted as a separate file and each must have our cover page and the specific back up documentation attached.

14. Does this billing procedure apply to all CCF PO’s or only those ending in CCON?
   a. This is only for invoices related to a construction project. Most of our PO’s end with CCON but there are a few that begin with a “4” or a “5” and do not end with CCON.

15. Will your team replace the AP contacts we currently have.
   a. If your invoice is related to a construction project, it should be uploaded to OnBase and not sent to AP. If it is not construction related, continue to send to AP.

16. Can you send us a copy of this presentation?
   a. The presentation can be found at www.ccf.org/ocm Quick clicks on the right side, click on OnBase

17. Can we change the primary contact currently listed?
   a. If you are making or have had a personnel change, yes you can change it on the form and also notify us.

18. Can the signature be typed?
   a. Yes, you can type the signature.

19. Is there any way to record this meeting?
   a. A prerecorded version will be available online in the next few weeks.

20. Is tiffedit the only acceptable tiff creation program?
   a. The OnBase system currently will only accept tiff files.

21. Is it correct the Po’s that end in CPU do not apply to this process?
   a. Yes, only PO’s that end with CCON

22. If we are a sub-contractor to a GC does this apply to us?
   a. If you are submitting your invoices directly to the GC, this does not apply to you.

23. Can we use Adobe to type in the affidavit information vs printing and handwriting it?
   a. Yes.