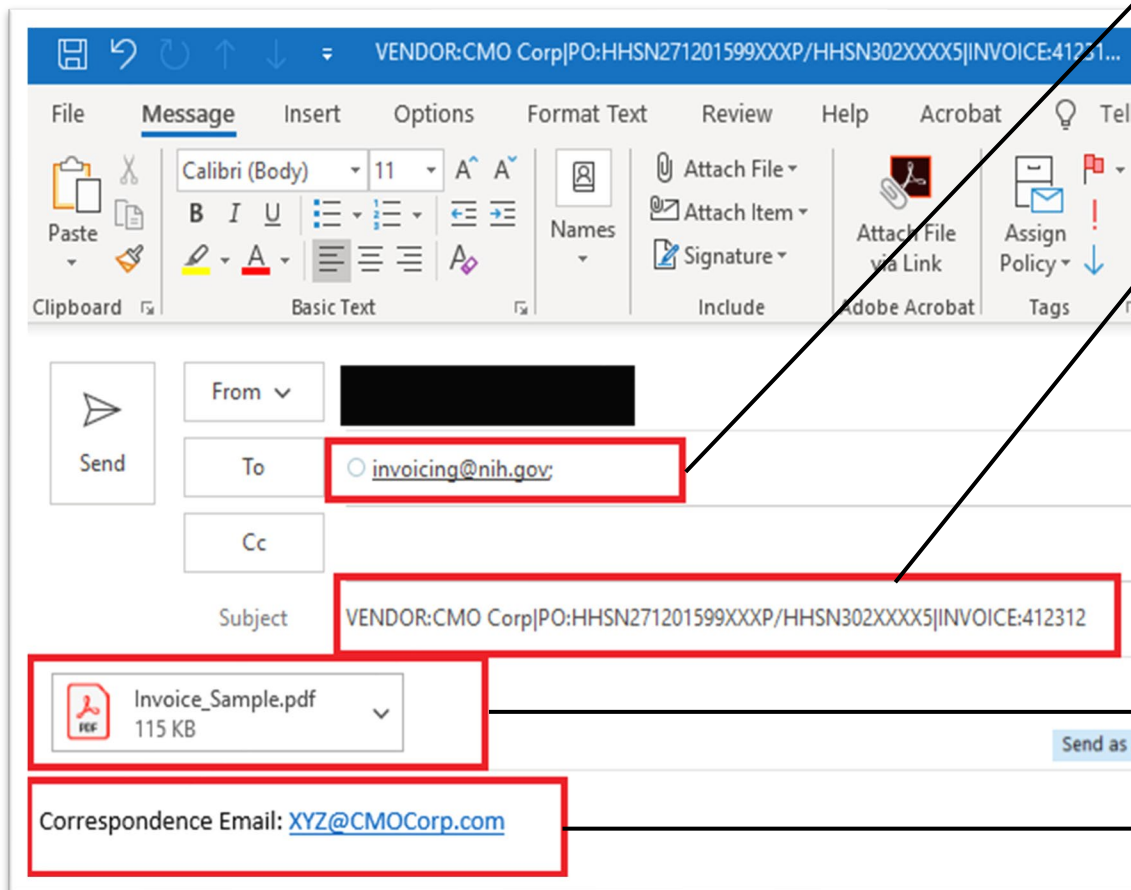


# Instructions for Submitting Electronic Invoices via Email to the NIH Office of Financial Management (OFM) Effective April 23, 2020 (Updated April 21, 2022)

## 4 Steps to Create the Invoice Submission Email



Step 1:  
Send invoices to the following email address:  
invoicing@nih.gov

Step 2:  
Subject line must follow this format for the invoice you are submitting (see **note\*** below)

Step 3:  
Attach the invoice to the email as either a PDF or Word document. See Reminders below.

Step 4:  
In the body of the email, type "Correspondence Email:" followed by your email address.

**PLEASE READ THE BELOW INSTRUCTIONS THOROUGHLY BEFORE SUBMITTING YOUR INVOICE ELECTRONICALLY.**

**\*Note:** The key words (**Vendor**, **PO**, and **Invoice**), Colon (:) character following the keywords and the **PIPE (|)** character must be present to identify the information. The pipe (|) character is entered by pressing and holding the shift key and the backslash (\) key at the same time. The term "PO" is being used as a generic term to identify the award number [purchase order, contract, Blanket Purchase Agreement (BPA) call, task or delivery order] and must be used in the subject line, regardless of the specific type of your award.

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## How to Properly Format the Subject Line of Your Email

### **EXAMPLE 1 – If Your Contract Includes a Contract Number AND an Order Number or Call Number:**

**Vendor:** Name of the Contractor or Vendor | **PO:**Contract Number/Order Number or Call Number | **Invoice:**9999999

### **EXAMPLE 2 – If Your Contract ONLY Includes a Contract Number:**

**Vendor:** Name of the Contractor or Vendor | **PO:**Contract Number | **Invoice:**9999999

### **EXAMPLE 3 – If Your Contract ONLY Includes an Order Number:**

**Vendor:** Name of the Contract or Vendor | Order Number | Invoice:99999999

## Screenshot of How to Locate the Contract Number and Order Number on Your SF 1449

(SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS Form)

The screenshot below shows where the Contract Number and Order Number are located on the SF 1449. The SF 1449 is provided to you by the NIH Contracting Officer upon awarding the contract. Please use the information on your SF 1449 to populate the correct Contract Number and Order Number in the subject line of your email invoice submission.

The Contract Number is required to process all invoices. The Contract Number is the same as the “PO” on the invoice email subject line. The Order Number is only applicable for certain contracts and can be found in field number 4, on the SF 1449 form. If your SF 1449 does not include an Order Number, then follow EXAMPLE 2 above to ensure the Subject line of your email is properly formatted.

The screenshot shows the SF 1449 form with two red circles and arrows. Circle 'A' points to field 2, 'CONTRACT NO.', which is labeled 'Contract Number'. Circle 'B' points to field 4, 'ORDER NUMBER', which is labeled 'Task Order Number'.

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER		PAGE 1 OF			
2. CONTRACT NO. (A)		3. AWARD/EFFECTIVE DATE		4. ORDER NUMBER (B)		5. SOLICITATION NUMBER		6. SOLICITATION ISSUE DATE	
7. FOR SOLICITATION INFORMATION CALL: ▶		a. NAME				b. TELEPHONE NUMBER (No collect calls)		8. OFFER DUE DATE/ LOCAL TIME	
9. ISSUED BY		CODE		10. THIS ACQUISITION IS		<input type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: _____ % FOR: WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS: _____ <input type="checkbox"/> EDWOSB SIZE STANDARD: _____ <input type="checkbox"/> R / A)			

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### Screenshot of How to Locate the Contract Number on Your SF 1447 (SOLICITATION/CONTRACT Form)

The screenshot below shows where the Contract Number is located on the SF 1447. The SF 1447 is provided to you by the NIH Contracting Officer upon awarding the contract. Please use the information on your SF 1447 to populate the correct Contract Number in the subject line of your email invoice submission.

The Contract Number is required to process all invoices. The Contract Number is the same as the “PO” on the invoice email subject line.

The screenshot shows the SF 1447 form with a red arrow pointing from the text "Contract Number" to field 2, "CONTRACT NUMBER". A red circle with the letter "A" is drawn around field 2. The form title is "SOLICITATION/CONTRACT BIDDER/OFFEROR TO COMPLETE BLOCKS 11, 13, 15, 21, 22, & 27". Other fields include "1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)", "RATING", "PAGE OF", "3. AWARD/EFFECTIVE DATE", "4. SOLICITATION NUMBER", "5. SOLICITATION TYPE" (with checkboxes for SEALED BIDS (IFB) and NEGOTIATED (RFP)), "6. SOLICITATION ISSUE DATE", "7. ISSUED BY", "CODE", "8. THIS ACQUISITION IS" (with checkboxes for UNRESTRICTED OR, SET ASIDE, SMALL BUSINESS, HUBZONE SMALL BUSINESS, SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS, 8(A), WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM, EDWOSB, NAICS, and SIZE STANDARD).

### Screenshot of How to Locate the Contract Number and Release Number on Your OF 347 (ORDER FOR SUPPLIES OR SERVICES Form)

The screenshot below shows where the Contract Number and Order Number are located on the OF 347. The OF 347 is provided to you by the NIH Contracting Officer upon awarding the contract. Please use the information on your OF 347 to populate the correct Contract Number (if any) and Order Number in the subject line of your email invoice submission.

The Order Number is required in order to process all invoices. If there is no Contract Number, the Order number is the same as the “PO” on the invoice email subject line. The Contract Number is only applicable for certain contracts and can be found in field number 2, Contract Number, on the OF 347 form. If your OF 347 does not include a Contract Number, then follow EXAMPLE 3 on page 2 to ensure the Subject line of your email is properly formatted.

The screenshot shows the OF 347 form with two red arrows. One arrow points from the text "Task Order Number" to field 3, "ORDER NUMBER", which has a red circle with the letter "B" around it. The other arrow points from the text "Contract Number" to field 2, "CONTRACT NUMBER (If any)", which has a red circle with the letter "A" around it. The form title is "ORDER FOR SUPPLIES OR SERVICES". Other fields include "1. DATE OF ORDER", "6. SHIP TO:" (with sub-fields a-f), "7. TO:", and "a. NAME OF CONTRACTOR". An "IMPORTANT" note at the top says "Mark all packages and papers with contract and/or order numbers." The form also includes "PAGE OF PAGES" at the top right.

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### Subject Line Examples

For your reference, below is a chart listing examples of the correct and incorrect subject lines. Note: These are just examples, you must enter the applicable information for the invoice you are submitting.

Subject Line	Correct	Incorrect
Vendor: XYZ Corp PO:HHSN299202000053J\75X98019S00848 Invoice:XYASAD	✓	
XYZ Corp PO # HHSN299202000053J \75X98019S00848 Invoice # XYASAD		✗
XYZ Corp  HHSN299202000053J \75X98019S00848 Invoice # XYASAD		✗
XYZ Corp  HHSN299202000053J \75X98019S00848  XYASAD		✗
Vendor: XYZ Corp,PO: HHSN299202000053J \75X98019S00848,Invoice:XYASAD		✗
Vendor: XYZ Corp PO:HHSN299202000053J Invoice:XYASAD	✓	
Vendor: XYZ Corp PO:HHSN311201600011U Invoice:XYASAD	✓	

### Reminders

- **Effective December 1, 2020, OFM will no longer accept hard copy vendor invoices sent to the OFM billing office via any shipping services (i.e., USPS, FedEx, UPS, DHL, etc.) or those delivered by any in-person drop off. OFM will not accept any invoices postmarked and/or delivered in-person on/after December 1, 2020. Please follow the electronic submission instructions on page 1. Failure to follow the above electronic submission instructions will result in invoice processing delays.**
- Only invoices should be sent to the following mailbox: [invoicing@nih.gov](mailto:invoicing@nih.gov). Please do not send emails to this mailbox requesting a status of your invoice(s) and do not include the [invoicing@nih.gov](mailto:invoicing@nih.gov) email address in your correspondence with NIH Institutes/Centers.
- You must submit only **one** invoice per email.
- Follow the system size limits that apply to the email and each invoice: individual email attachments cannot exceed 5 megabytes each; and the email plus all attachments cannot exceed a total of 30 megabytes.
- Clearly identify a valid and complete contract number on each invoice.
- Clearly identify an accurate Unique Entity Identifier (UEI) number on each invoice.
- DO NOT include confidential information such as Social Security Numbers (do not include TIN if it is a Social Security Number).

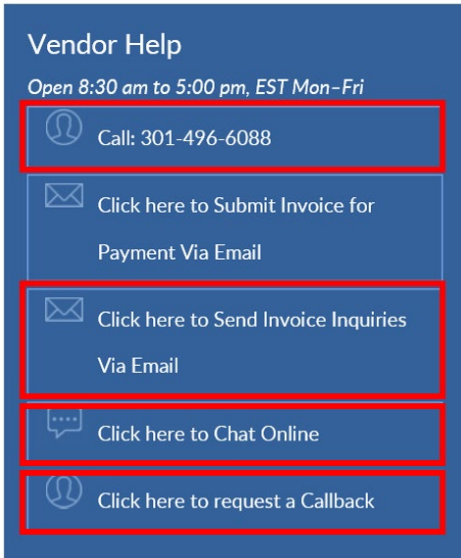
The invoice attached to the email must be in a PDF or Word format. The date/time that a valid invoice is submitted electronically to the email box ([invoicing@nih.gov](mailto:invoicing@nih.gov)) will be the same date/time logged as the invoice is received by NIH.

### Questions?

Please direct inquiries regarding the status of invoices such as receipt of invoices, due date, or payment of invoices to the OFM Customer Service Office. The OFM Customer Service contact information and of methods to contact are available at the following OFM website <https://ofm.od.nih.gov/Pages/Customer-Service.aspx> and below.

## Instructions for Submitting Electronic Invoices via Email to the NIH Office of Financial Management (OFM) Effective April 23, 2020 (Updated April 21, 2022)

The Customer Service Office is open Monday – Friday from 8:30 am to 5:00 pm (Eastern Standard Time) and is closed daily between 12:00 pm to 1:00 pm (Eastern Standard Time). The Customer Service Office phone number is 301-496-6088.



Vendor Help

Open 8:30 am to 5:00 pm, EST Mon-Fri

- Call: 301-496-6088
- Click here to Submit Invoice for Payment Via Email
- Click here to Send Invoice Inquiries Via Email
- Click here to Chat Online
- Click here to request a Callback

### Instructions for Contractor/Vendor Courtesy Copy Electronic Invoice Submission to the Contracting Officer (CO):

The Contractor/Vendor shall send a cc: copy to the NIH Contracting Officer and the NIH Contracting Officer's Representative (COR) stated in the award and the NIH Program point of contact when submitting the invoice to NIH/OFM for payment.