1. Why am I receiving an eVA invoice?

Response: eVA Invoices are mailed to the billing address in the eVA account profile. If billing address changes are needed and you are unable to update this information in eVA or if you believe you have received this invoice in error, contact eVA Customer Care by telephone (866-289-7367 or 804-371-2525) and select option 2 or by email (eVACustomerCare@dgs.virginia.gov). When updating addresses in eVA, please be sure to include a floor or suite number, if applicable.

2. The Commonwealth has not paid me yet, why do I have to pay the eVA transaction fee first?

Response: eVA invoices are generated in the first billing cycle following the date the Purchase Order is issued by the buyer. This is the point at which the supplier has received all related primary benefits of eVA. These benefits include, but are not limited to, the ability to access all state agency (and most local government) business opportunities from a single web portal, the ability to submit electronic bids via eVA Quick Quote, the opportunity to create an electronic store front in the eVA eMall, and standardized purchase order formats.

3. What are the current vendor transaction fees?

Response: For new orders issued July 1, 2014 or later, the vendor transaction fee will be as follows:

- 1%, capped at $500 per order to eVA-Registered DSBSD*-Certified Small Businesses
- 1%, capped at $1,500 per order to eVA-Registered Businesses That Are NOT DSBSD*-Certified Small Businesses

Vendor transaction fees are assessed only when a vendor receives an order. The specific fee is based on the vendor’s registration status and DSBSD* certification as recorded in eVA on the date the order is issued. Vendor transaction fees are not automatically adjusted when DSBSD* backdates a certification or a certification renewal. Vendor transaction fees are not automatically adjusted when DSBSD* awards a certification or a certification renewal retroactively.

4. How frequently are eVA invoices issued?

Response: eVA invoices are issued bi-monthly.

- Vendors with organization names that begin with the alphabet characters “A” thru “J”, numbers, and special characters receive invoices in January, March, May, July, September, and November.
- Vendors with organization names that begin with the alphabet characters “K” thru “Z” receive invoices in February, April, June, August, October, and December.
**FAQ – eVA Vendor Registration Fees, Transaction Fees, and Invoices**

5. How do I access the eVA Billing and Payment Portal?

   Response: Go to [http://www.eVA.virginia.gov](http://www.eVA.virginia.gov)
   - Click on Resources
   - Click on eVA Billing
   - Click on eVA Billing & Payment Portal
   - Enter your eVA Account Number and an eVA Invoice Number

6. Can I pay my eVA invoice online?

   Response: Yes, you can pay online with a MasterCard or VISA credit card. Log in to the Portal as described in #5 above and click on the Pay Online with Credit Card here link. DGS is looking to accept ACH/EFT through the Portal in the near future.

7. How can I find out about a payment I made that is not showing on my invoice?

   Response: The most common cause for payments not showing on an invoice is a timing issue, where payments are received and posted to an account after the end date of the current billing period. You can validate receipt and posting of payments received after the end date of the current billing period by logging into the Portal as described in #5 above and click on Payments. If your payment does not show on your invoice or on the Portal, contact eVA Customer Care by telephone (866-289-7367 or 804-371-2525) and select option 2 or by email (eVACustomerCare@dgs.virginia.gov).

8. How can I obtain additional information about a purchase order listed on my invoice?

   Response: The eVA Billing & Payment Portal will allow you to view and print the details for any purchase order listed on your invoice. Log in to the Portal as described in #5 above and use the Search by P.O. Number option.

9. What is a purchase order ending with a V-2, V-3, etc.?

   Response: Change Orders are designated by adding a version number such as V-2 to the original purchase order number. The higher the version number, the more recent the version of the Purchase Order.

10. How can I get additional information I need to reconcile my invoice?

    Response: DGS/DPS has developed an invoice reconciliation report that you can download from the eVA Billing & Payment Portal. Log in to the Portal as described in #5 above and click on Account Reconciliation Reports and follow the prompts.

11. How can I get an invoiced fee corrected because there was a change to the order amount after the purchase order was issued?

    Response: To request a change order, contact the buyer that issued the original purchase order. eVA buyers are required to issue change orders if the order amount changes after the original purchase order was issued. When a change order is issued, the appropriate eVA fee adjustment will automatically be reflected on the next eVA invoice you receive.
12. How can I get a copy of a previously-issued invoice?

Response: To view or print copies of previously-issued invoices, log in to the Portal as described in #5 above and click on the View/Print option for the invoice you wish to view or print. Note: If the invoice was issued in a prior calendar year, select that year from the drop-down box in the upper right corner of the screen.

13. How can I find out why I did not receive an invoice when I know I received orders or there was other account activity during the current billing period?

Response: To improve efficiency, we do not generally issue invoices until the total aggregated eVA account balance is $5.00 or more. As a result, a customer may not receive an invoice during a billing period when there were orders received or other account activity. Further, a customer may receive an invoice that includes fees assessed for a prior billing period when those fees were not previously invoiced because the aggregated account balance was less than $5.00.

14. Why did I receive an invoice for an amount less than $5.00 when the eVA billing threshold is $5.00 or more?

Response: As a courtesy, we issue eVA invoices for account balances less than $5.00 (including $0.00) to document payments received during the current billing period. Annually, we may issue invoices where the account balance is under $5.00.

15. Why does my invoice include fees for orders my organization received during a different (prior) billing period?

Response: To improve efficiency, we do not generally issue invoices until the total aggregated eVA account balance is $5.00 or more. As a result, a customer may receive an invoice that has fees assessed for a prior billing period when those fees were not previously invoiced because the aggregated account balance was less than $5.00. Annually, we may issue invoices where the account balance is under $5.00.

16. How can I dispute an invoice, if there is a purchase order listed and my organization did not provide any goods or services to the state entity listed during this billing cycle?

Response: Contact eVA Customer Care by telephone (866-289-7367 or 804-371-2525) and select option 2 or by email (eVACustomerCare@dgs.virginia.gov).

17. How do I get a W-9 form for the Commonwealth of Virginia?

Response: Go to http://www.eVA.virginia.gov
- Click on Resources
- Click on eVA Billing
- Click on Signed COVA W-9 Form
FAQ – eVA Vendor Registration Fees, Transaction Fees, and Invoices

18. Where can I get a copy of the Vendor Memorandum Agreement?

Response: To view the language in the current Vendor Memorandum Agreement effective 5-16-2006, Go to http://www.eVA.virginia.gov
- Click on Resources
- Click on eVA Billing
- Click on Vendor Memorandum Agreement

To find out the user who agreed to the Vendor Memorandum Agreement for your organization, contact eVA Customer Care by telephone (866-289-7367 or 804-371-2525) and select option 1 or by email (eVACustomerCare@dgs.virginia.gov).

19. Is it true that eVA vendor registration fees have been permanently discontinued?

Response: Yes, The Department of General Services, Division of Purchases and Supply (DGS/DPS) permanently discontinued vendor registration fees as of 07/01/2009. This means that vendors will not have been charged a fee for eVA registrations and registration renewals that occur after 06/30/2009. eVA-registered vendors will, however, be required to pay any outstanding registration and registration renewal fees that were invoiced for periods prior to 07/01/2009. If you have questions about the eVA registration policy, please contact eVA Customer Care by telephone (866-289-7367 or 804-371-2525) and select option 2 for billing related calls or by email (eVACustomerCare@dgs.virginia.gov).

20. My organization is still being invoiced for eVA registration fees for one or more registration periods prior to July 1, 2009. What happens if I don’t pay these old fees?

Response: All vendors with outstanding registration and registration renewal fees that originated prior to 07/01/2009 are required to pay those fees. This ensures that all vendors are being treated equally. Vendors that don’t pay these past due fees are subject to the Delinquent eVA Fee Collection Policy. To view this policy,

Go to http://www.eVA.virginia.gov
- Click on Resources
- Click on eVA Billing
- Click on Delinquent eVA Fee Collection Policy

21. If your organization has a new name, a new Tax Identification Number, or was bought out what should you do?

Response: Online forms are available to update your eVA account information.

Go to http://www.eVA.virginia.gov
- Click on Get Help – Customer Care
- Under eVA Forms, select the eVA form that is applicable.

If you have any questions, contact eVA Customer Care by telephone (866-289-7367 or 804-371-2525) and select option 1 or by email (eVACustomerCare@dgs.virginia.gov). When updating addresses in eVA, please be sure include a floor or suite number, if applicable.
22. My eVA account is not active and I want it active. What should I do?

Response: To reinstate your account, please complete the online reinstatement form.

Go to http://www.eVA.virginia.gov
- Click on Get Help – Customer Care
- Under eVA Forms, click on 2. Request Reinstatement of your eVA account

You will be required to pay all past-due and current eVA fees prior to account reactivation. An eVA Billing Specialist will contact you in the event you owe eVA fees. To find out the status of your reinstatement request, contact eVA Customer Care by telephone (866-289-7367 or 804-371-2525) and select option 2 or by email (eVACustomerCare@dgs.virginia.gov).

23. What do the different eVA statuses mean?

Response: An eVA account can be in one of the statuses below.

*Pending Approval* – Supplier submitted registration and account is being reviewed for approval.

*Active* – Supplier is visible in eMall and is able to do business with the Commonwealth.

*Discontinued* – The Supplier is no longer interested in doing business with the Commonwealth, according to the Commonwealth’s Terms and Conditions.

*Debarred* – Supplier has been excluded from contracting with state agencies for particular types of goods or non-professional services for specified periods of time. See Vendor’s Manual 7.20 for details.

*Suspended* – Supplier has been excluded from contracting with state agencies for particular types of goods or non-professional services for one year or less. See Vendor’s Manual 7.24 for details.

*Enjoined* – Supplier has been excluded from contracting with state agencies for Construction for specified periods of time. See DGS Debarment and Enjoinment Procedures for Construction.

*Nonpayment* – Supplier is delinquent in paying their vendor transaction fees.

*Bad Address* – Supplier billing address information is incorrect.