# **Vocational Rehabilitation Services Manual D-200: Purchasing Goods and Services**

Revised June 26, 2023

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## **D-208: Invoices**

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### D-208-3: Incomplete or Inaccurate Invoices

VR staff must not authorize payment for a product or service without an accurate and complete invoice from the provider. When an invoice is inaccurate or incomplete, VR staff return it to the vendor for correction by completing a VR3460, Vendor Invoice Additional Data Request. The VR3460 identifies additional information TWC-VR requires to process payment.

Do not acknowledge receipt of an inaccurate or incomplete invoice in RHW until the provider submits a corrected invoice or until the disputed point is resolved.

VR staff must:

1. complete the VR3460, Vendor Invoice Additional Data Request in RHW, which will generate a case note in RHW;
   * If RHW is not available and the VR3460 is completed outside of RHW, create a RHW case note to document the date on which the invoice was returned to the vendor and the reason for the return;
2. return the invoice and the VR3460, Vendor Invoice Additional Data Request, to the vendor within 21 days of receiving the invoice; and
3. once the corrected invoice is received, date-stamp the corrected invoice and use it as the invoice of record for the purchase.
   * This date is the invoice receive date in RHW.

If billing for medically related purchases (professional medical services, durable medical equipment, hearing aids, and hospital services) lacks the required invoice data, but all other information on the billing is accurate and complete, the VR staff member attaches the RHW system-generated billing cover sheet for the SA to the billing statement and files the documents in the VR case file. The combination of the two documents serves as the invoice for the associated SA.

When advance payment is authorized by [VRSM D-213-2: Advance Payments](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d213-2), the vendor's billing statement may be used as the invoice for receiving and paying. If the vendor's billing statement for advance payment situations lacks the required invoice data but all other information is accurate and complete, the VR staff member attaches the RHW system-generated billing cover sheet for the SA to the billing statement. The combination of the two documents serves as the invoice for the associated SA. For additional information about advance payments, refer to [D-213-2: Advance Payments](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d213-2).

All other billing must be invoiced on the provider's or contractor's paperwork that includes all required invoice data.

Do not send the RHW system-generated billing cover sheet to the service provider.

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