

Frequently Asked Questions Contractors, Customers, and Vendors

What if my payment was scheduled to happen during this transition?

All payments that have been submitted to the accounting system and scheduled for payment prior to the business interruption by your Contracting Officer, Grants and Agreements point of contact, or program manager will be paid on October 24, 2012. For example, if an invoice is scheduled for payment on November 2, 2012, it will be disbursed on October 24, 2012.

When the business interruption takes place, when should I expect my payment?

Payments will be processed in the order of receipt as soon as possible after the new accounting system is operational.

What happens if a late payment causes a financial hardship for me or my business?

The Forest Service has taken steps to address financial hardship cases and does have some limited means to affect a disbursement to avoid vendor hardship. Contractors, customers and vendors should work with their Contracting Officer, Grants and Agreements point of contact, or Program Manager to address hardship situations.

Will there be a change in where my payment is sent?

All payments will continue to be processed in accordance with legal, proper, and correct policies and procedures and disbursed to the current address/banking institution on file. Be sure to always periodically review your information for revisions and changes.

What if I am eligible and require an advance?

To determine if you are eligible to receive an advance payment, please work closely with your local Contracting Officer, Grants and Agreements point of contact, or Program Manager.