DEFENSE COMMISSARY AGENCY
HEADQUARTERS
1300 E AVENUE
FORT LEE, VIRGINIA 23801-1800

IN REPLY
REFER TO

MPS   May 6, 2018

NOTICE TO THE TRADE – DeCA NOTICE 18-40

SUBJECT: Submission of Invoice/Payment Discrepancies - CONUS

The purpose of this notice is to advise Industry of a new business process for submitting discrepancy actions between the vendors invoice and DeCA's net receipt payment to the vendor.

June 2017, vendors were given access to the Enterprise Business Solution (EBS) Power HQ Vendor Portal. All vendors are required to enter all vendor prices (DeCA cost) and adjustments by Zone and UPC with an effective beginning and end date. DeCA net costs that are effective in Power HQ at the point of our roll up payment cycle are used to pay vendors for commissary deliveries. Due to the systemic 'handshake' with the vendors, the burden of proof for any differences between the costs/adjustments and actual payments DeCA has made to vendors is the responsibility of the vendor.

A UPC screen print of the system accepted cost and adjustment during the applicable timeframe showing the differences of actual amount paid should be provided when discrepancies are submitted.

All submissions should be mailed to qa.discrepancies@deca.mil. When submitting the discrepancy package, the following items need to be included:
- Completed Vendor Discrepancy Form
- Copy of Invoice
- Copy of FDS Recap/ROR
- Proof of Delivery
- Power HQ screen print showing cost and adjustments for applicable time period.

Note: Submission without the above required documentation will be returned with no action.

Attached is the current Vendor Discrepancy Form and a job aid for Power HQ Vendor Portal. Additional information regarding EBS/Vendor Portal, to include quick tips and training resources, are available at https://www.commissaries.com/our-agency/business-with-deca/ebs-vendor-portal

Point of contact for this notice is Mr. Wayne Davis at wayne.davis@deca.mil or (804) 734-8000, ext. 86460.

Tracie L. Russ
Director, Sales

Attachments:
As stated

VENDOR DISCREPANCY INQUIRY

		CONTROL NUMBER
VENDOR NAME AND VENDOR CODE		
ADDRESS		
CITY, STATE, AND ZIP CODE		
VENDOR CONTACT, PHONE #, AND EMAIL ADDRESS		

COMMISSARY	ORDER DATE	RECEIPT DATE
DODAAC	**PIIN**	**CALL NUMBER**

Itemize each item for which a Price/Case Pack Discrepancy is claimed

UPC ((Item Code)	UNITS	DeCA's Receipt Cost	Vendor's Invoice Price	Difference	Total Dollar Difference
				TOTAL CLAIM	$

INSTRUCTIONS FOR COMPLETING
VENDOR DISCREPANCY INQUIRY

The following information must be completed in order to reconcile and resolve your discrepancy.

- Control Number: Leave Blank.

- Vendor Name, Vendor Code, Address, City, State, ZIP Code, and contact information should be entered in this area.

- Commissary: Commissary where the merchandise was delivered.

- Order Date: Date order was placed.

- Receipt Date: Date order was received at the commissary.

- DoDAAC: DoDAAC for the commissary where the merchandise was delivered.

- PIIN: Your contract number.

- CALL: Call period for the delivery.

- UPC: Unit Product Code.

- Units: Number of units delivered on this call number.

- Receipt Cost: Amount DeCA pays Vendor

- Invoice Price: Amount Vendor charges DeCA

- Difference between the Receipt and Invoice Amount: Enter Vendor Invoice amount first and then subtract DeCA receipt amount (this is the amount DeCA paid) place the net amount here – if DeCA under paid it will be a positive amount, if DeCA paid more, the amount will be negative.

- Email Discrepancy to qa.discrepancies@deca.mil

NOTES: Forward the Following Documents with this form
- Copy of Invoice
- Copy of FDS Recap/ROR
- POD (Proof of Delivery)
- For invoice/receipt price discrepancies - Power HQ Screen print of Cost and Adjustments for applicable time period.

1. IMPORT SCREENS
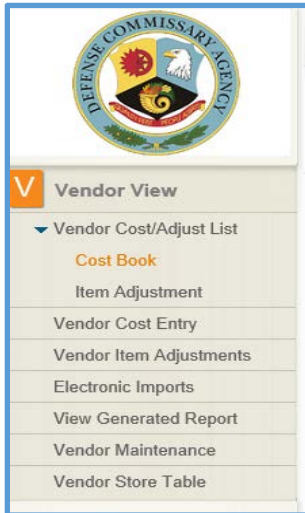
Use "COST BOOK" module to import cost changes when using a cost book spreadsheet; do **not** use "Vendor COST Entry" when using the spreadsheet.

Use "ITEM ADJUSTMENT" module to import Adjustments when using the adjustment list spreadsheet; do **not** use "Vendor Adjustment Entry" when using the spreadsheet.

Ensure you select the correct code to match the import document.

Code 0 = Cost   **Code 4** = Adjustments

2. COST ZONES

Cost Zone 99 – applies adjustment to all Cost Zones (worldwide) and should be used for Non-Negotiated Promotions only (Adjustment Code 1).

> ✔ Do not use Cost Zone **99** when offering a *negotiated* promotion because Cost Zone 99 is to be used for *non-negotiated* promotions only.

> ✔ When a cost change is submitted with Cost Zone 99, previous costs in *ALL* cost zones will end. If you need different costs reflected in different cost zones after importing Cost Zone 99, you must then re-enter them in the applicable cost zones.

> ✔ When using Cost Zone 99 for a non-negotiated TPR (Adjustment Code 1), ensure the adjustment is meant to be applied World Wide.

Cost Zone 999 – applies adjustments to the 48 states in the continental US (Not Alaska and Hawaii) and should be used for Negotiated Promotions (Adjustment Codes 2 and 10). Alaska and Hawaii Cost Zones can be added if applicable.

> ✔ Cost Zone **999** is to be used for adjustments only. Avoid using Cost Zone 999 for cost changes because the system will not process the transaction.

3. NEGOTIATED PROMOTIONS/ADJUSTMENTS

> ✔ Non-EDI vendors **cannot** present Manager Specials (Adjustment Code 10) in Vendor Portal until Bill Back Manager is deployed. Instead, Non-EDI vendors should submit an Adjustment Code 1 for Non-negotiated offers and Adjustment Code 2 for Negotiated offers (Power Buys on the National Promotional Package).

> ✔ Avoid using Cost Zones **11 (Europe), 22 and 23 (Alaska and Hawaii), and 24 (Pacific OCONUS)** when presenting a Managers Special (Adjustment Code 10) Negotiated Promotion. You can use the vendor's comment field and state Manager Special will be supported by a local VCM for HI, AK, EU, and PAC.

> ✔ Avoid using Cost Zone **11 (Europe)** and Cost Zone **24 (Pacific OCONUS)** when presenting a Negotiated Promotion. Instead use the vendor comment field to state that a "*Local VCM will be used to support if item is accept into the promotion".*