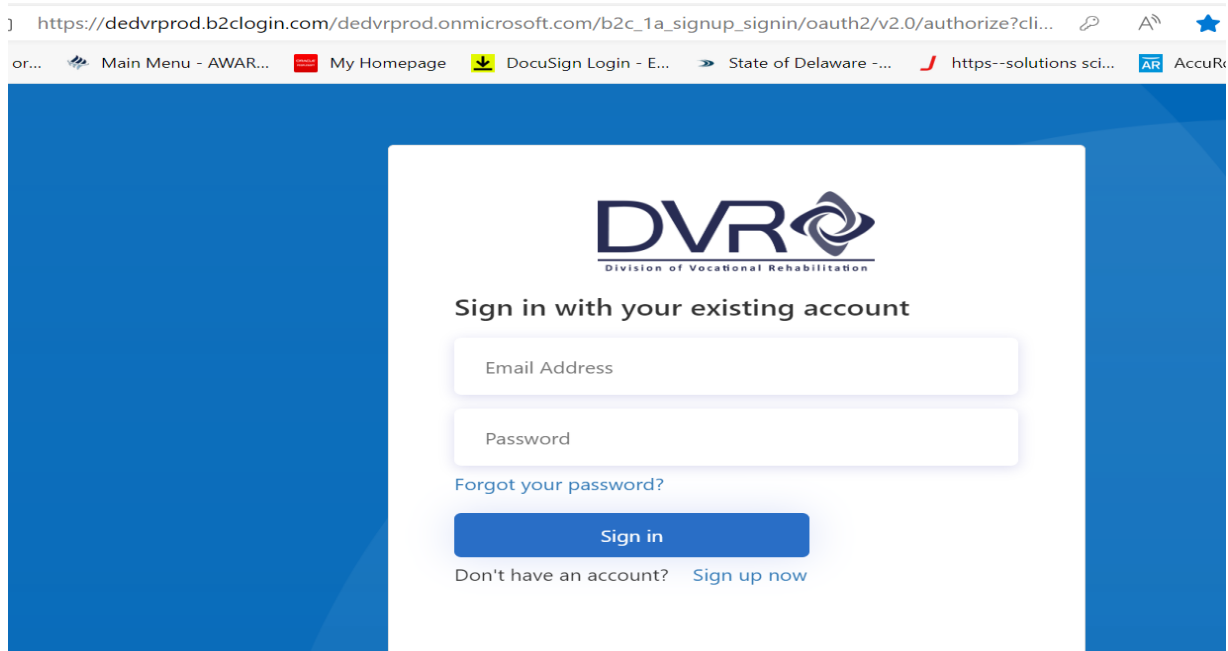
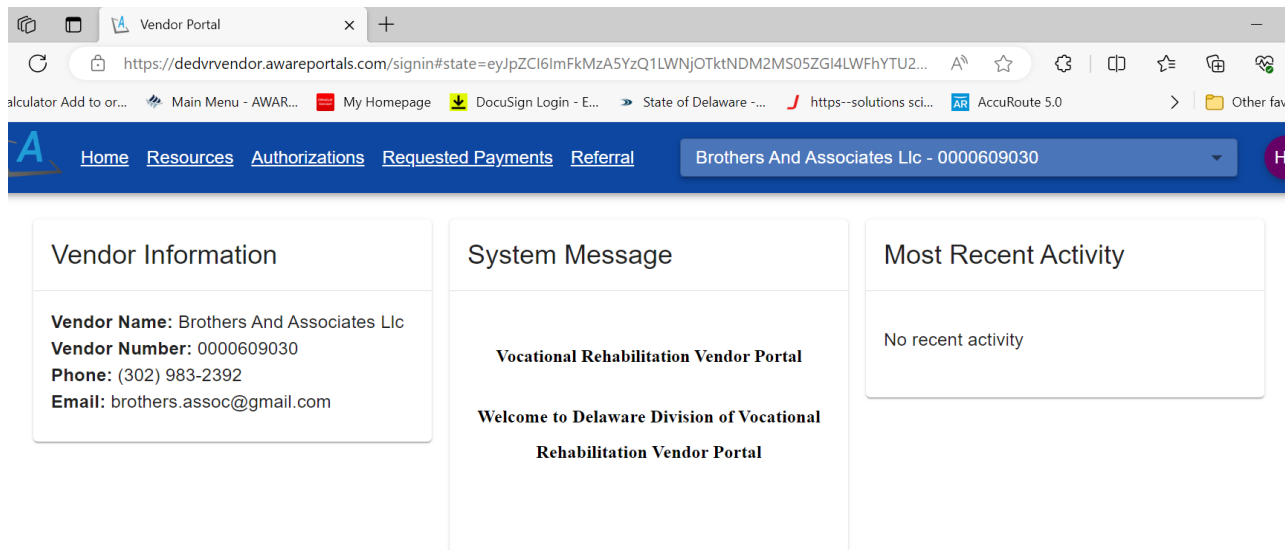


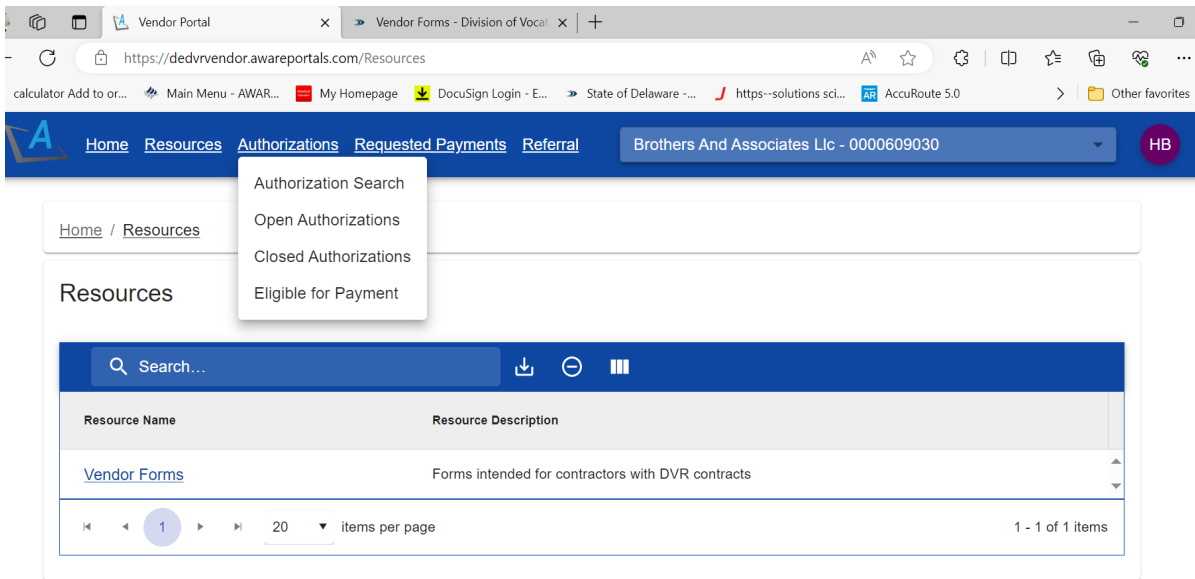
Vendor Portal User Guide on Submitting Payment Requests



- ❖ Login to your Vendor portal account with your login credentials.
 - Please make sure to contact the DVR MIS team to request to add all your necessary billing staff as a user to your account to complete submissions on the portal. The Vendor Portal email is as follows: DVR.Vendor.Portal@delaware.gov

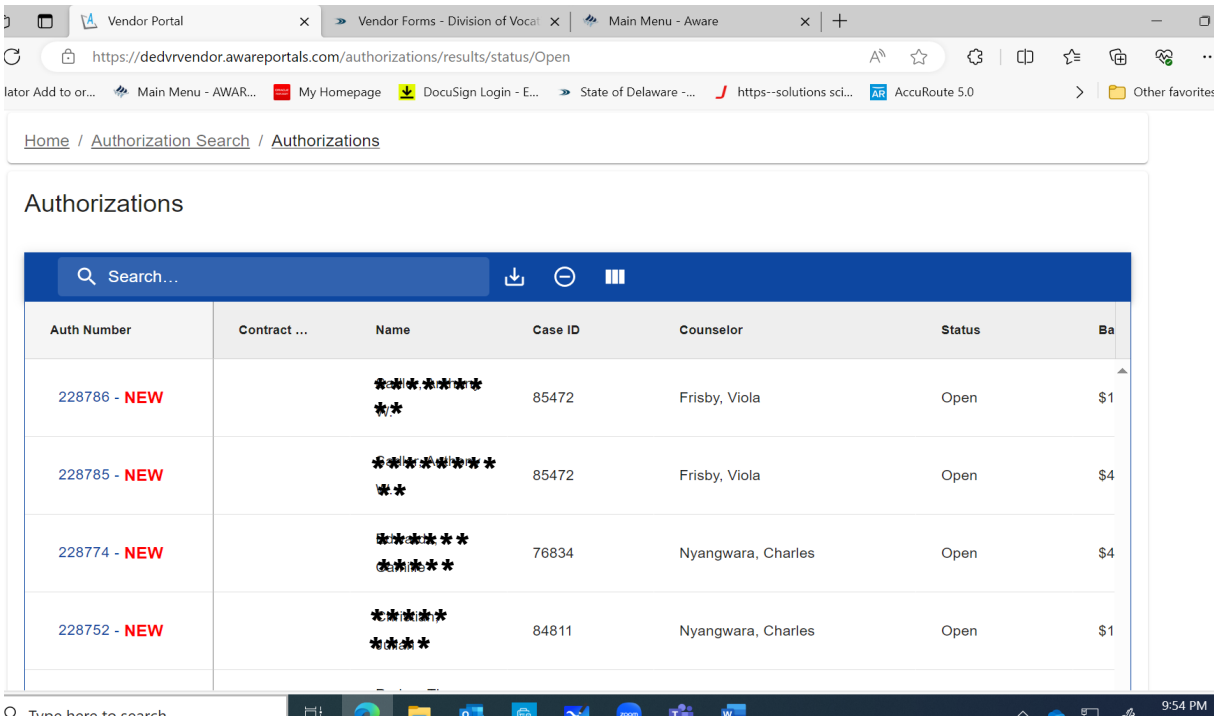


- ❖ Once signed into the Vendor portal you will be on your agency's home page. Click on 'Authorizations' from the menu at the top of the page.



Michael.crenshaw@delaware.gov | Division of Vocational Rehabilitation Vendor Forms | 302.354-6405

❖ Select 'Open Authorizations' from the Menu.



All your organization's Open Authorizations will be listed, with the most recent appearing first.

❖ Scroll through the list of open authorizations to select the one that you would like to request payment for. **Click on the authorization number to open.**

Once selected the authorization will open to the Authorization Detail screen.

Vendor Portal | Vendor Forms - Division of Vocat | Main Menu - Aware

https://dedrvvendor.awareportals.com/authorization/228693

Home / Authorization Search / Authorizations / Authorization Detail [Auth #228693]

Authorization Detail [Auth # 228693]

Authorization Number: 228693
Contract Number:
Participant Name: *****
Case ID: 83546

Line Number	Service	Description	Amount Paid	Current Amo...	Status
1	JOB SEARCH ASSISTANCE	PLACEMENT - DEVELOPMENT	\$0.00	\$400.00	Open

1 - 1 of 1 items

❖ Scroll down the page to the Case Note section to submit the accompanying documentation reports with your payment request.

Vendor Portal | Vendor Portal | Main Menu - Aware

https://dedrvvendor.awareportals.com/authorization/228693

Line Number	Service	Description	Amount Paid	Current Amo...	Status
1	JOB SEARCH ASSISTANCE	PLACEMENT - DEVELOPMENT	\$0.00	\$400.00	Open

1 - 1 of 1 items

[Back](#)

Case Notes

NEW CASE NOTE

Case Note ID	Entry Date	Category	Summary	Description
No records available				

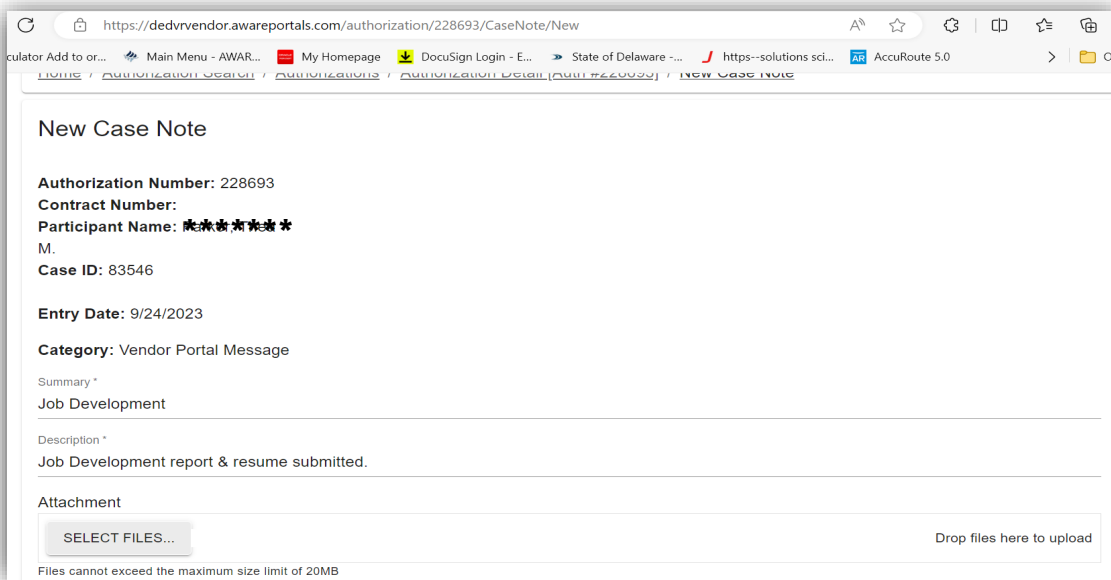
0 - 0 of 0 items

❖ Select 'New Case Note'

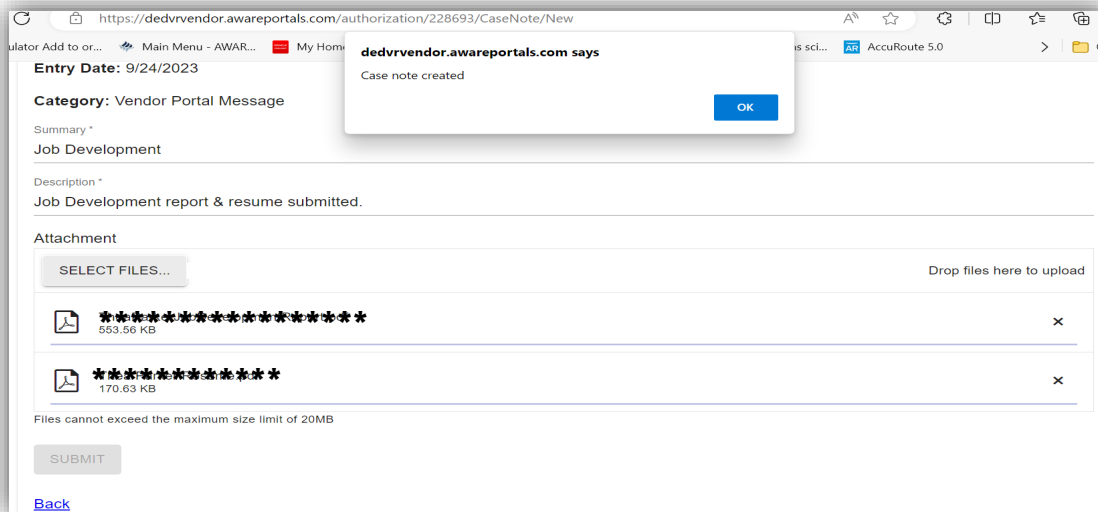
- ❖ You will be asked to enter a **'Summary'** and a **'Description'** for the documentation you are submitting.

For **'Summary'** enter the service you are requesting payment for, i.e., Job Development.

For **'Description'** enter the documents being attached, i.e., Job Development report, Resume.

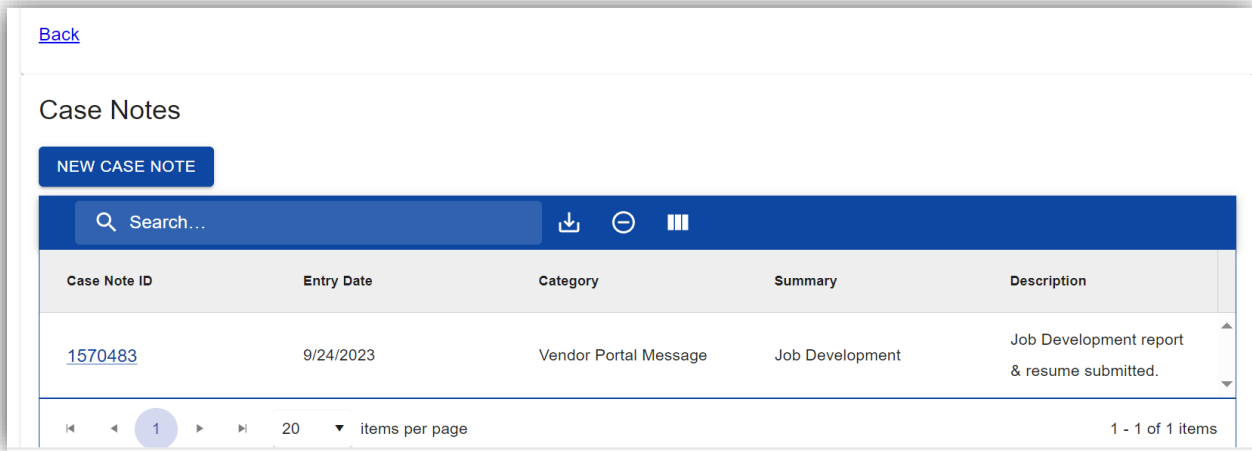


- ❖ Click **'Select Files'** to attach the necessary documentation to the case note submission.



- ❖ Once you submit the documentation a pop-up box will appear notifying you of the case note creation.

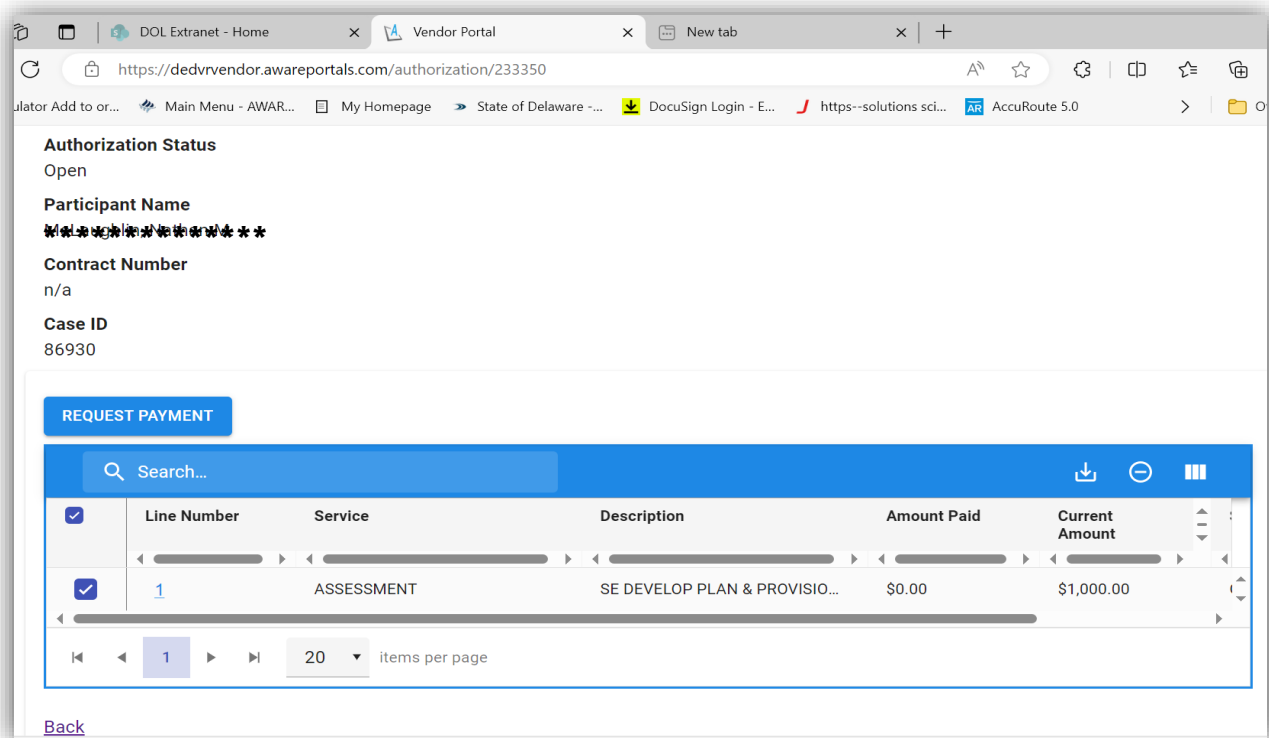
Click 'Ok.' You will now see the case note that you created.



- ❖ Scroll up the page to the Authorization details near the top of the screen.

You are now ready to submit the Request for Payment.

- ❖ Check the box to the left of the Line Number (1) column to highlight the **'Request Payment'** box. Click on the **'Request Payment'** box to open the New Vendor Requested Payment screen.



- ❖ On the Payment Request Screen, you will be asked to enter several lines of data; the Invoice Number, Invoice Date, Service Start Date, Service End Date, and Amount Requested.

Authorization Number
233350

Authorization Status
Open

Participant Name
~~XXXXXXXXXXXXXXXXXXXX~~

Contract Number
n/a

Case ID
86930

Invoice Number: _____ Invoice Date:

Line Number	Service	Description	Current Amount	Start Date	End Date	Amount	Action
1	1042 - ASSESSMENT	SE DEVELOP PLAN & PROVISION OF SERVICES	\$1,000.00	<input type="text" value="mm/dd"/>	<input type="text" value="mm/dd"/>	\$ _____	<input type="button" value="DELETE"/>

Total Amount Requested \$0.00

- ❖ For the **Invoice Number** enter the authorization number, i.e., Auth# 233350.
- ❖ For the **Invoice Date** enter the date of submission.
- ❖ For the **Service Start Date** enter the ‘Begin’ date on the authorization form, i.e., ‘06/28/2024.’
- ❖ For the **Service End Date** enter the ‘End’ date on the authorization form, i.e., ‘09/30/2024.’
- ❖ For the **Amount requested** enter the amount due for the service provided.

AUTHORIZATION FOR PURCHASE

COUNSELOR NAME AND MAILING ADDRESS
 Elterich, Karin
 Newark Office
 252 Chapman Road, Suite 210
 Newark, DE 19702
 Phone (302) 368-6980

Authorization Number
233350

Vendor Number 000024462

VENDOR NAME AND MAILING ADDRESS
 SERVICESOURCE
 13 Reads Way
 Suite 101
 NEW CASTLE, DE 19720

1. Participant Information

Participant Name ~~XXXXXXXXXXXXXXXXXXXX~~

AUTHORIZATION DATES
 Begin 06/28/2024
 End 09/30/2024

- ❖ Scroll down the screen to the **attachment section** to submit the vendor-signed authorization copy in the portal. *An invoice may also be submitted here in place of the signed authorization.

*If the authorization has been signed via an 'Aware Sign' link, a signed copy of the authorization is already available in our AWARE case management system, and nothing further needs to be submitted.

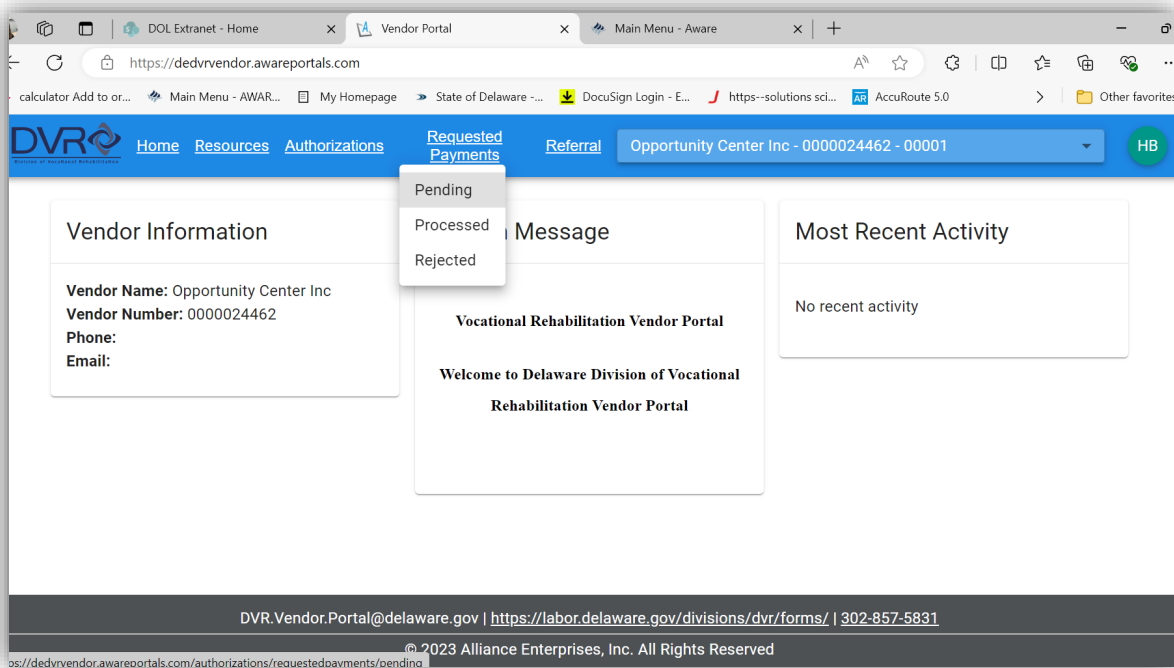
The screenshot shows a web form for submitting a vendor requested payment. It includes the following fields and elements:

- Service Start Date:** 09/12/2023
- Service End Date:** 09/30/2023
- Amount Requested:** \$400
- Comments:** A text area for providing additional information.
- Attachment *:** A section for uploading files. It contains a "SELECT FILES..." button, a "Drop files here to upload" area, and a single file named "*****.pdf" (685.88 KB). A note below states "Files cannot exceed the maximum size limit of 20MB".
- Buttons:** A blue "SUBMIT" button and a "Back" link.

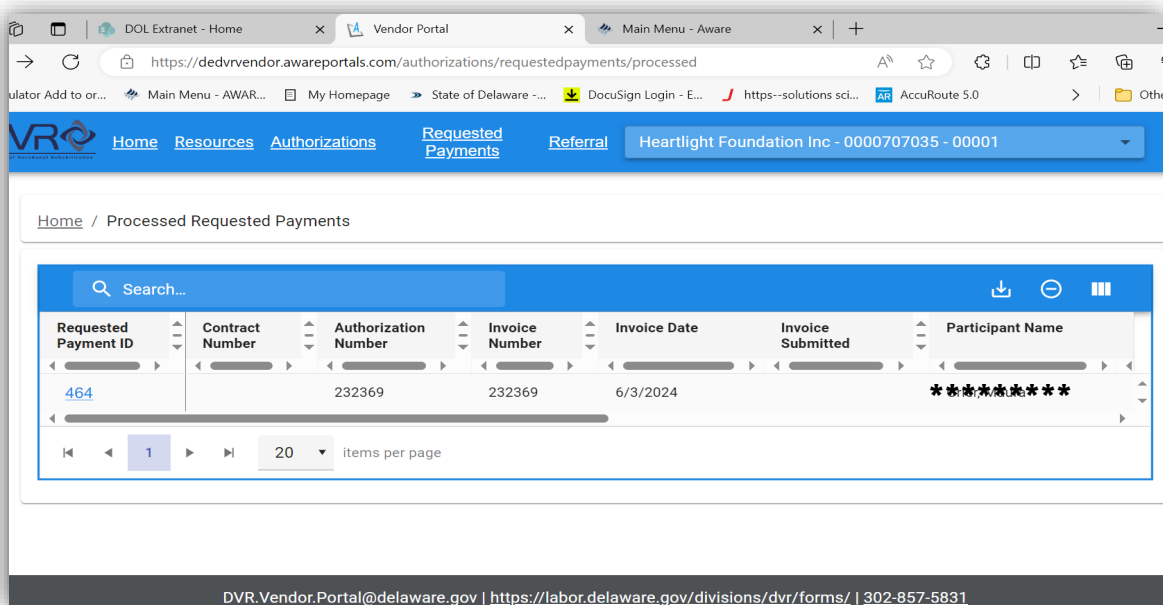
- ❖ Select **'Submit'** once the necessary copy of the authorization has been attached.
- ❖ A pop-up box will appear notifying of the 'Vendor Requested Payment Submission,' **Click 'Ok.'**

This screenshot shows the same form as above, but with a confirmation pop-up box overlaid. The pop-up box contains the text "dedrvendor.awareportals.com says Vendor Requested Payment Submitted" and an "OK" button. The "SUBMIT" button on the form is now disabled (greyed out).

- ❖ **The Request for Payment has been submitted and is now visible and accessible to the VR Counselor and VR staff in the AWARE case management system.**



- ❖ The Payment Request that was just submitted will now be available to view among the pending Vendor Requested Payments. Access this screen by clicking on the **'Requested Payments'** tab at the top of the page and selecting **'Pending.'**
- ❖ If you select **'Processed'** from the selection at the top of the page, you can view previous submissions that have been paid.



- ❖ Scroll up the page to the top of the screen and click on **'Authorizations'** to return to the **'Open Authorizations'** layout to select other Authorizations to request additional payments.
- ❖ Repeat the process for any new payment request submissions.

The screenshot shows a web browser window with the URL <https://dedrvendor.awareportals.com/Authorizations/results/status/Open>. The page title is "Authorizations". Below the title is a search bar and a table with the following columns: Auth Number, Contract ..., Name, Case ID, Counselor, Status, and Ba. The table contains six rows of data, all with a status of "Open".

Auth Number	Contract ...	Name	Case ID	Counselor	Status	Ba
228786 - NEW		*****	85472	Frisby, Viola	Open	\$1
228785 - NEW		*****	85472	Frisby, Viola	Open	\$4
228774 - NEW		*****	76834	Nyangwara, Charles	Open	\$4
228752 - NEW		*****	84811	Nyangwara, Charles	Open	\$1
228693		*****	83546	Kynard, Anastasia	Open	\$4
228638 - NEW		*****	84984	Sakura, Marfa, Violet	Open	\$4

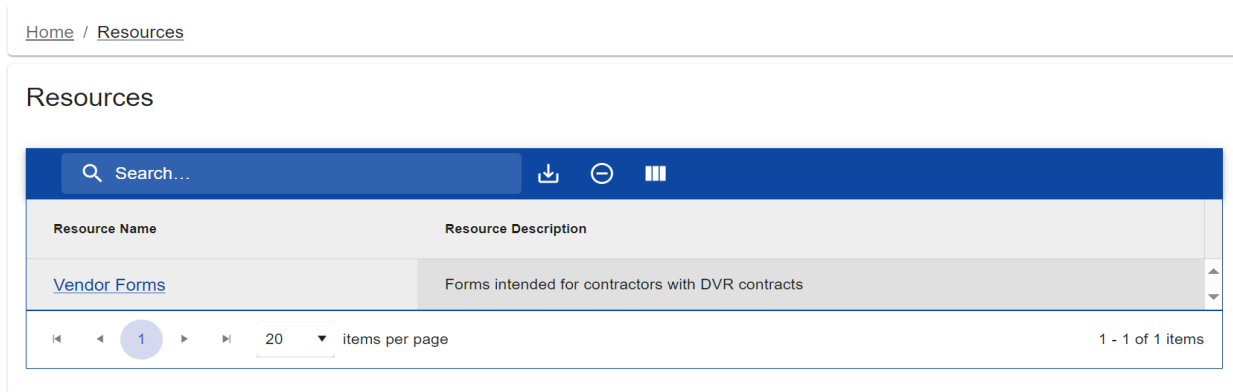
- ❖ You may also check which authorizations have been paid and closed by our DVR Fiscal team. Authorizations that show as 'Closed' have been closed out from our fiscal system and sent to the State Treasurer's office for payment. At the top of the screen, select 'Authorizations' from the menu options and **'Closed Authorizations'** to view.

The screenshot shows a web browser window with the URL <https://dedrvendor.awareportals.com/authorizations/results/status/Closed>. The page title is "Authorizations". Below the title is a search bar and a table with the following columns: Auth Number, Contract Number, Name, Case ID, Counselor, Status, and Bal. The table contains four rows of data, all with a status of "Closed".

Auth Number	Contract Number	Name	Case ID	Counselor	Status	Bal
233037 - NEW		*****	86307	Francioni, Anthony	Closed	\$0.
232751		*****	85613	Goldsmith, Sherri	Closed	\$0.
232728		*****	85133	Sweeney, Rebecca	Closed	\$0.
232722		*****	85613	Goldsmith, Sherri	Closed	\$0.

Other Features

- ❖ From your agency's Home Screen, click on 'Resources'



Once you click 'Vendor Forms' this link will take you to the DVR website, where all PDF vendor forms may be accessed near the bottom right side of the page. These forms are needed to submit documentation with payment requests.

<https://labor.delaware.gov/divisions/dvr/forms/>