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The Division of Financial Operations (DFO) is committed to providing supports and services to schools, Children First Networks, clusters, central and field offices, and all DOE employees.

As part of this commitment, The Related Services Unit within DFO has created the following list of frequently asked questions regarding providers of Special Education Teacher Support Services (SETSS).

SETSS Providers: Frequently Asked Questions

Program Requirements

Q. Must I be fingerprinted and cleared through the Personnel Eligibility Tracking System (PETS) before rendering services?

A. Yes. All providers are required to have current and cleared fingerprints on file with the New York City Department of Education (DOE).

Q. What is required to become a SETSS provider?

A. All providers are required to possess required credentials, and to have these credentials verified by a DOE representative. All providers must be registered, and showing as active and eligible in PETS in order to be authorized to provide services and invoice the DOE for such services. Providers not listed in PETS cannot invoice using Vendor Portal. The provider must maintain all such clearances for the full duration of the service provision and/or access to student records.

Q. Who can I contact if I have a question about PETS?

A. Please contact Rita Venekas from the Division of Specialized Instruction and Student Support (DSISS) at rveneka@schools.nyc.gov.

Q. I am a new provider. What must I do to become a registered vendor with the New York City Comptroller's Office?

A. All providers must complete a [W-9 Form](#) in order to be registered as a vendor with the New York City Comptroller's Office. Providers cannot bill the DOE until they are registered with the Comptroller's Office.

[\(Instructions for completing the W-9 Form\)](#) are available, if needed.)

Please submit the completed W-9 Form to the DOE via mail or fax:

Mail: Non-Public Schools Payable
NYC Department of Education
65 Court Street, Room 1001
Brooklyn, NY 11201

Fax: (718) 935-3801
Attn: W-9

Once submitted, please allow up to four (4) weeks for processing. A Non-Public Schools Payable representative will contact you once your W-9 Form is approved.

Q. How do I bill/invoice the DOE for the services that I provided?

A. All SETSS providers — including both agencies and independent providers — are required to use the online Vendor Portal invoicing system (VPortal) for all

transactions.

Q. Since I am billing electronically through the Vendor Portal, do I still need to maintain hardcopy invoices?

- A. Yes. In addition to submitting invoices electronically, SETSS providers must also complete and maintain hardcopy [SETSS Invoices](#) for all services provided. Hardcopy invoices are required as they contain your signature – as the provider – as well as the signature of either the parent or principal, depending on where the services were rendered. You must maintain and produce all records that support service provision and billing for possible audit or other review. These records may include provider/employee/consultant time and payroll records. Providers are expected to cooperate with all government investigations. Records must be retained for a period of six years from the date the SETSS Authorization Form was signed or the date authorization was entered into DOE systems, whichever is latest, or longer if specifically required by the DOE.

Vendor Portal (VPortal)

Q. What is the Vendor Portal and why should I register for it?

- A. The Vendor Portal is a web-based application that allows vendors to:
- Submit invoices
 - View transactions & payment history
 - Manage account information

The DOE now requires all SETSS providers to submit invoices for services via the Vendor Portal. Paper-based invoices will no longer be accepted for payment.

Q. Is there a Vendor Portal user guide?

- A. Yes. Our user guide, accessible on the Vendor Portal home page, is entitled [A Guide to Submitting Invoices for Related Services and SETSS via the Vendor Portal](#).

Q. How do I register to use the Vendor Portal?

- A. To register for the Vendor Portal, please follow the instructions in chapter 2, pages 7-9 of the [Vendor Portal user guide](#).

Q. I am an independent provider. How do I invoice the DOE using the Vendor Portal?

- A. To invoice using the Vendor Portal, click [independent provider](#) and follow the instructions in chapter 7, pages 30-37 of the Vendor Portal user guide.

Q. I am an independent agency and have many students to invoice for. What is the quickest way to invoice using the Vendor Portal?

- A. To invoice in Vendor Portal as an [independent agency](#) with many children, follow the instructions in chapters 3 through 6, pages 10-29 of the Vendor Portal user guide.

Q. I do not see my student listed in the Vendor Portal. What should I do?

- A. Contact the issuing district (i.e., the CSE, CFN, or D75). If you are inquiring about a mandate for services rendered prior to September 1, 2014, please contact our office: NPSPPaymentInquiries@schools.nyc.gov.

Q. How can I tell which student I was paid for?

- A. Log into the Vendor Portal and select RSA/SETSS Invoice. Click on the details icon () to view a list of student names along with the amounts paid.

Q. What are “units” in Vendor Portal?

A. Units represent half hour increments of service provided.

Billing (Invoicing)

Q. When can I start providing services to a student?

A. In order to commence services, you must obtain a SETSS Authorization Form signed by a district representative (i.e., the CFN, CSE, or D75) authorizing you to provide services.

SETSS Authorization Forms issued for the 2014-2015 school year must include an authorization number. If you receive a SETSS Authorization Form that does not include an authorization number, contact the issuing office to request one.

Q. Do I need to provide my first attend date to the CSE, CFN, or D75 representative prior to billing the DOE?

A. No. SETSS providers do not need to provide this information prior to invoicing the DOE. However, SETSS providers must maintain record of the first attend date as they may be asked to provide this information to the DOE at a later date.

Q. Where can I find a record of the SETSS invoices I have been paid for?

A. To view the list of invoices that have been paid, log on to the [Vendor Portal](#) and do the following:

- Click RS/SETSS Invoice found in the right-hand navigation menu. The Invoice Status page will appear.
- Click Search found on the top right menu bar.
- In the Fiscal Year field, select the desired fiscal year from the drop-down menu. Click Retrieve. A list of all invoices paid during the period will appear.
- Click the icon to the right of the desired invoice number (found in the Details column). Payment details associated with the invoice will display, including the total amount paid as well as the amount paid for each individual student.

Q. I am one of two providers at the school who works with a particular child. Are we both permitted to bill for services rendered on the same day for the same child?

A. Yes, you are both permitted to bill for services rendered to the same child on the same day. However, two or more providers cannot bill for services rendered at the same time of day (i.e., your session start and end times must be different from one another’s).

Q. What is the maximum number of hours that a SETSS provider can render in once day for one student?

A. A SETSS provider can bill the DOE a maximum of three (3) hours per day, per student.

Miscellaneous

Q. Is there a fee associated with receiving payments by paper checks?

A. Yes. As of January 1, 2011, the New York City Department of Finance began charging a \$3.50 fee per paper check issued.

These fees are authorized under the Rules of the City of New York - Title 19, Department of Finance, section 9-01 of Chapter 9 and are used to cover the costs related to the processing of paper checks and to encourage participation in Electronic Funds Transfer (EFT) program (also known as direct deposit). Providers enrolled in EFT avoid these fees.

Q. How do I enroll in direct deposit?

- A. To enroll in direct deposit, complete the [Direct Deposit/Electronic Funds Transfer \(EFT\) Vendor Payment Enrollment Form](#) found on the New York City Department of Finance website.

Q. My personal information has changed. What must I do?

- A. As a provider, any change to your personal information (for example, name change, SSN change, address change, etc.) requires the submission of a new [W-9 form](#). Once completed, fax the form, along with supporting documentation (e.g., marriage certificate, SS card, written statement indicating your old and new address) to our office:

Attn: W-9
(718) 935-3801

Please note that your new information will be validated by the New York City Comptroller's Office.

Q. What is the Payee Information Portal (PIP)?

- A. The Payee Information Portal (PIP) is a web-based application, operated by the New York City Financial Information Services Agency (FISA), which allows vendors to manage their own account information and view their financial transactions with the City of New York.

Q. How do I sign up for PIP? Who should I contact if I have questions pertaining to PIP?

- A. In order to use PIP, you must create an account. This can be accomplished on the [Payee Information Portal website](#).

Technical questions pertaining to PIP should be directed to FISA via email: pip@fisa.nyc.gov. Please include your business name, phone number, and vendor code in your communication.

Questions about payments should be directed to the DOE's Non Public School Payables (NPSP) Unit either via telephone - (718) 935-2760 – or via email - NPSPPaymentInquiries@schools.nyc.gov.

Web links referenced in this document:

- W-9 Form: http://schools.nyc.gov/NR/ronlyres/65089B9E-24F5-462D-AB42-28E1343246FD/44360/SUBSTITUTEFORMW9_SEPT2007Rev1.pdf
- W-9 Form Instructions: http://comptroller.nyc.gov/wp-content/uploads/2013/07/Substitute_W9-Instructions.pdf
- SETSS Invoice: <http://schools.nyc.gov/NR/ronlyres/E09B407C-3A56-4FE8-80A1-8168424C4B01/0/SETSSInvoice.xlsx>
- DOE's Guide to Submitting Invoices for Related Services and SETSS via the Vendor Portal: https://vendorportal.nycenet.edu/RSInvoiceProcessing/help_files/Related%20Service%20Integrated%20Invoice%20Processing%20User%20Guide.pdf
- National Plan & Provider Enumeration System (NPPES): <https://nppes.cms.hhs.gov/NPPES/Welcome.do>
- Vendor Portal: <https://vendorportal.nycenet.edu/vendorportal/login.aspx>
- Direct Deposit/Electronic Funds Transfer (EFT) Vendor Payment Enrollment Form: http://www.nyc.gov/html/dof/html/business/vendors_eft.shtml
- Payee Information Portal (PIP): <https://a127-pip.nyc.gov/webapp/PRDPCW/SelfService>