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

Revised February 2023

## D-208: Invoices

…

### 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.

VR staff must:

1. return the invoice and the [VR3460, Vendor Invoice Additional Data Request](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html), to the vendor within 21 days of receiving the invoice (the VR3460 form tells the vendor what additional information TWC requires to process payment);
2. create a RHW case note to document the date on which the invoice was returned to the vendor and the reason for the return;
3. date-stamp the corrected invoice and use it as the invoice of record for the purchase; and
4. do not acknowledge receipt of the invoice in RHW until the provider submits a corrected invoice or until the disputed point is resolved.

Note: Use the date of resolution as the invoice's received date in RHW, and date-stamp the invoice with that date.

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://www.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://www.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.