



# Vbill User Manual



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# Introduction

Vbill is an internet based billing system, developed by the Committee for Public Counsel Services, for Massachusetts State/CPCS Vendors who provide non-legal services to indigent persons.

## System Requirements/Information

To use Vbill you must have access to a computer (PC or MAC) with an Internet Service Provider and a Web browser. The web address for the Vbill web site is: <https://www.cpcsvendorbill.com>.

The Vbill system was designed to take advantage of modern Web technologies.

So that Vbill will run efficiently the Vbill system requires that cookies and JavaScript be enabled in your browser in order to function properly (in most browsers cookies and JavaScript are enabled by default). Cookies can be enabled specifically for the Vbill web site by including <https://www.cpcsvendorbill.com> as a Safe Site. Please consult online help in your browser for more assistance with enabling cookies and JavaScript.

Vbill is a secure application; however, the pages that you visit within Vbill remain in the browser's memory until you close the web browser window. To avoid navigation errors and to maintain the security of your billing information you should make sure to logout of Vbill and close (or exit) the browser window after using Vbill.

The Vbill system is optimized for a screen resolution of 1024 x 768 pixels. It is advisable to adjust your monitor's settings to this resolution before logging into Vbill. You may change the resolution to the original settings after logging out of Vbill. Please consult your computer's online help or your monitor's Owner's Manual for assistance.

# 1. Vbill Security and Registration

## 1.1. CPCS Vbill Access Agreement

Every State Vendor who submits invoices through the Vbill system must first complete a Vbill Access Agreement form and mail it to CPCS.

- a. CPCS will enter your Vbill Access Agreement form into our billing system.
- b. You will receive an email to the address noted on the form. The email will include a verification link and a temporary password, which will allow you to access the Vbill web site.
- c. Click once on the link in the email. Your web browser will go to the web site indicated by the link and your email address will be verified in our system.
- d. Go to the Vbill Login page, <https://www.cpcsvendorbill.com>.

## 1.2. Registration

To register your Vbill account and set up your PassKey, do the following:

- a. Enter your Login ID\* and click the Login button. \*Your Login ID is the email address that you provided on the Vbill Access Agreement form.
- b. In the CPCS Vbill Password field, enter the temporary password exactly as it appears in the email that you received and click the Login button.
- c. You will then be prompted to fill out the PassKey page.
- d. Vbill will then display the Vendor Information page. You are required to enter a new password.
  - i. Enter the temporary password.
  - ii. Enter your new password. A password must be at least 8 characters long and contain at least one number (1, 2, 3, etc), one of the following special characters ( !@#\$%&\* \_ - ), and one upper and one lower case letter.
  - iii. Re-enter your new password and click the Update button.
  - iv. Vbill will display the Vendor Information page.

## 1.3. Login

After you have completed your Vbill account setup and registration you will need only to do the following each time you log into Vbill.

- a. Go to the Vbill web site, <https://www.cpcsvendorbill.com>.
- b. Enter your Login ID and click the Login button.
- c. Enter your answer to the displayed security question (questions that you selected during your PassKey setup) and then click the Submit button.
- d. Vbill will display the PassKey image and the description that you provided during setup and registration. If you recognize the image and its description then continue. Otherwise, contact the Vbill Security helpline at [vendorbills@publiccounsel.net](mailto:vendorbills@publiccounsel.net) between the hours of 9 a.m. and 5 p.m. Monday through Friday (with the exception of holidays) for assistance and further instructions.
- e. Enter your password and then click the Login button.

**Important** – If you enter your password incorrectly more than three consecutive times your account will be locked. Contact the Vbill Security helpline at [vendorbills@publiccounsel.net](mailto:vendorbills@publiccounsel.net) between the hours of 9 a.m. and 5 p.m. Monday through Friday (with the exception of holidays) for assistance and further instructions.

## 2. Vbill Notices Page

The primary method of communication between CPCS and State Vendors will be by Vbill Notice. You will receive information regarding submitted invoices, changes in policies, and State budget information. Vbill will require you to review each new notice before entering and submitting invoices.

**2.1.** The Vbill Notices page contains a list of reviewed and new notices.

**2.2.** The menu buttons will not be useable until you have reviewed all new notices. A new notice will not have a date in the Review Date column. Please review any new notices.

When you have completed reading the notice, click the Close Form button at the bottom of the notice. Clicking the Close Form button records the date that you reviewed the displayed notice.

**Important** – If you do not click the Close Form button, Vbill will not record that the displayed notice was reviewed. This will cause you to be restricted from entering and submitting invoices.

**2.3.** After you review a new notice you may choose to delete it from your Vbill Notices list. To delete a notice click on the Delete button directly to the right of the notice you want to delete. Notices with a Review Date older than 30 days are automatically removed from your list by the Vbill system.

### 3. Vbill Invoice List Page

The Invoice List page displays all of the invoices that you are preparing and have submitted. Vbill separates your invoices into six Status categories. Invoices with a status of Work In Progress are listed by default. To list invoices in any of the other status categories just click on the radio button to the left of the category name. Only invoices in the Work In Progress status are editable.

- 3.1. Work In Progress** – When you add/enter a new invoice it is categorized with the status of Work In Progress. To modify or submit any invoice in the Work In Progress category click on “edit” to the left of the invoice. An invoice will remain with a status of Work In Progress until you either submit or delete it.
- 3.2. Pending** – Upon the successful submission an invoice Vbill will change the status of the invoice to Pending. Vbill will list each pending invoice, its current status, any instructions, and invoice information to identify the invoice. An invoice will maintain a status of Pending until the attorney who hired you has certified the invoice and it is then processed and approved for payment by CPCS.
- 3.3. Rejected** – An invoice rejected by CPCS will be categorized with a Rejected status.
- 3.4. Partially Processed** (Not Applicable for all service types) – If the amount of the invoice that you submit exceeds the amount on the allowed motion, CPCS will process only the amount of your invoice up to the amount allowed by the court. The CPCS Invoice Processing System, at the discretion of CPCS, will generate a new invoice for the unprocessed balance of the invoice and insert into Vbill with a status of Partially Processed.
- 3.5. Processed** – An invoice is categorized with a status of Processed by CPCS after has been reviewed and approved for payment by CPCS.
- 3.6. Transmitted for Payment** – An invoice is categorized with a status of Transmitted for Payment after CPCS transmits the invoice to the State Comptroller for payment. To display an invoice that was transmitted for payment, click on “view” to the left of the invoice. Paid invoices are listed for only thirty (30) calendar days after they are transmitted for payment. To view older invoices, click the View Payment Detail button.

## 4. Vbill Invoice Pages

### 4.1. Add/Enter an invoice

#### 4.1.1. Invoice Summary Page

Please fill out all required fields. **Fields on this page differ for some service types.**

**a. Service types.**

Vbill allows only one type of service to be billed per invoice. If your firm/agency provides only one type of service for CPCS cases, it will be displayed by default in the Service Type Field. Multiple Types of Service cannot be combined under one Type of Service.

If your firm/agency provides more than one type of service for a single CPCS case, such as Private Investigation and Service of Process, a separate invoice for each Type of Service with a unique invoice number must be entered and submitted.

**b. Notice of Assigned Counsel (NAC) (not applicable to all service types).**

If you have a Notice of Assigned Counsel (NAC) number enter it in the appropriate field, this will populate a majority of the page for you if the NAC is on file with CPCS. Otherwise please select the appropriate attorney type.

**Important** – Please be sure to ask the attorney assigned to this case if there is a NAC #. Having this number will speed up the processing of your invoice.

**c. Invoice numbers.**

The invoice number is whatever your agency's accounting system uses to uniquely identify an invoice. Vbill will reject an invoice number if your agency has used it on a previously entered/submitted invoice.

**Important** – The Commonwealth of Massachusetts requires that the invoice number be unique to a specific invoice. You cannot use the same invoice number for invoices submitted to two different State Agencies. *Also, no part of the client name may be used to make up the invoice number.*

**d. Client name.**

Please use the following format: Last, First MI (e.g. Smith, John M).

Upon saving, Vbill will display the Enter Invoice Detail button. Click this button to continue entering the invoice

#### 4.1.2. Invoice Detail Page

Upon filling out and saving the data for any required fields at the top of this page Vbill will display the data entry panels. In this portion of the Vbill Invoice Detail page you will enter the Activity performed, Travel/Conveyance, and other out-of-pocket expenses incurred by your company for the service provided for this case and being billed on this invoice.

These detail panels differ for all service types.

Please fill out all required fields.

When you have completed entering all billing information into an invoice you may click the Return to Invoice button or you may click any of the menu buttons at the top of the page and return to this invoice at a later time.

#### 4.2. Submitting an invoice

When you are ready to submit your invoice, go to the Invoice Summary page for the invoice to be submitted. And click on the *Review & Submit* button.

Carefully review the invoice for accuracy.

If your invoice is accurate, **click the Submit button** at the bottom of the page. Read the disclaimer and click the OK button to continue. Vbill will display the V-Bill Final Invoice Summary page.

If after 30 days from the date of submission your invoice is still listed as pending with a status of Awaiting CPCS Approval please send an email to [vendorbills@publiccounsel.net](mailto:vendorbills@publiccounsel.net). Enter “Awaiting CPCS Approval” and the Vbill ID in the subject line of the email.



## 5. Vendor Information Page

On the Vendor Information page you may modify your telephone and fax numbers, email address, change your password, and change your PassKey.

If your name or the name of your firm, address, or other tax related information (Social Security Number, FEIN, etc.) has changed, you cannot modify this within Vbill. Please email [vendorinfo@publiccounsel.net](mailto:vendorinfo@publiccounsel.net) and enter "Update information" in the subject line of your email.

If the listed Service Types (services that your firm provides on CPCS cases) are incorrect or incomplete, please send an email to [vendorbills@publiccounsel.net](mailto:vendorbills@publiccounsel.net) and enter "Service Types" in the subject line of your email.