Pre-Employment Screening Program

Federal Motor Carrier Safety Administration

Account Holder **Billing Manual**

Version 3.2
11/2015

ACCOUNT HOLDER BILLING MANUAL

Edition date: 11/2015
Version: 3.2

Contact and Assistance Information: The preferred method of contact is by e-mail: Customer Support Email: PSPbilling@egov.com
Customer Support Phone: (877) 642-9499 Customer Support Phone Hours: Monday-Thursday, 8 a.m. - 6 p.m. and Friday 8 a.m. – 5 p.m. Eastern

Prepared by NIC Federal, LLC (NICF), a subsidiary of NICUSA Inc. Information in this document is subject to change without notice, and does not represent a commitment on the part of NICF. Without NICF's express written permission, no part of this manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information storage/retrieval systems, for any purpose other than intended use.

Use of Trademarked Names:
Registered trademarks and trademarked names of other Companies may be referred to in this Manual. Rather than affixing a trademark sign or symbol to these names, we simply state that we are using the names for the benefit of the respective trademark owners, with no intention of infringement.

TABLE OF CONTENTS

- INTRODUCTION 4
- EMAIL NOTIFICATIONS 5
- LOGIN INSTRUCTIONS 6
- LOGIN DETAILS 7
- MONTHLY INVOICE 8
- ITEMIZED BILLING SUMMARY 10
- BILLING SUMMARY 12
- INVOICE NOT FINAL 13
- CONTACT PSP CUSTOMER SERVICE 14

INTRODUCTION

Thank you for using the Pre-Employment Screening Program online motor carrier service!

As a PSP subscriber, you have access to the PSP Customer Database (CDB), powered by NIC Federal, LLC. CDB offers an online view of your current and historic monthly invoices, as is your resource for PSP billing data.

- To use CDB, Internet access is required. Use your choice of Internet browser: Internet Explorer, Mozilla Firefox, Safari, or Google Chrome. (The system works best with Internet Explorer.)
- CDB requires a username and password. You must use the same credentials you use to access the PSP online service.

EMAIL NOTIFICATIONS

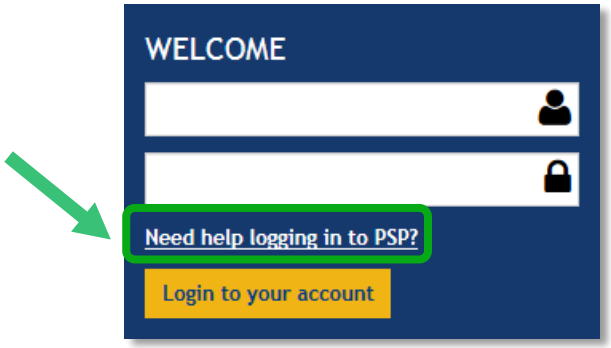
- The billing contact on your company's account will receive a notification email each month from PSPbilling@egov.com when your invoice is ready to view, the invoice will be attached.
- Email invoice notifications are sent once per month for all transactions completed during the previous month.
  - If you would like to change your billing contact, please access the change request form via the following link: https://www.psp.fmcsa.dot.gov/PSP/Documents/Change_Req_Billing.pdf
  - It is the responsibility of your company to maintain an up-to-date billing email contact with the PSP customer service team.

LOGIN INSTRUCTIONS

- Access CDB at the address: https://cmbs-admin-dot.cdc.nicusa.com/dot/cust-admin/login.html
- To login to CDB, use your PSP username and password.
  - You must have active PSP account to access CDB. Any account holder user can access CDB, but only the billing contact(s) will receive the notification email.

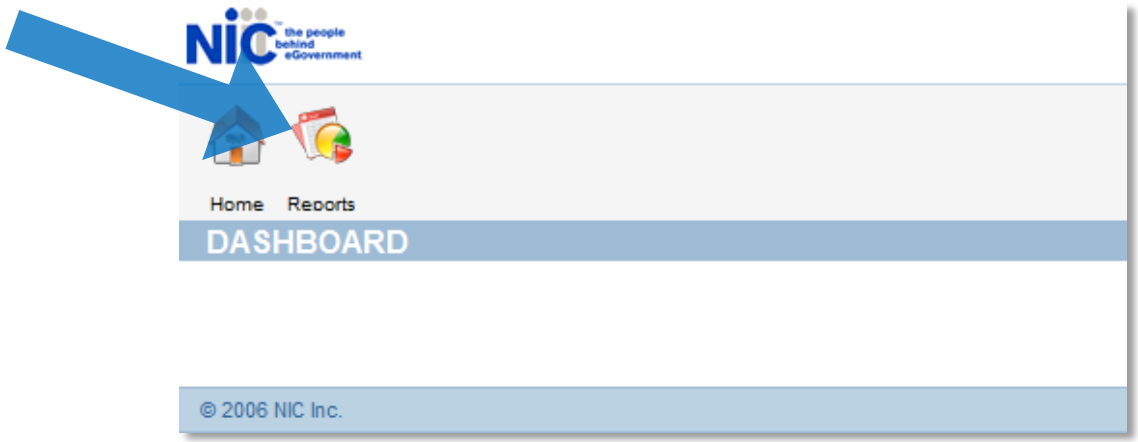
LOGIN DETAILS

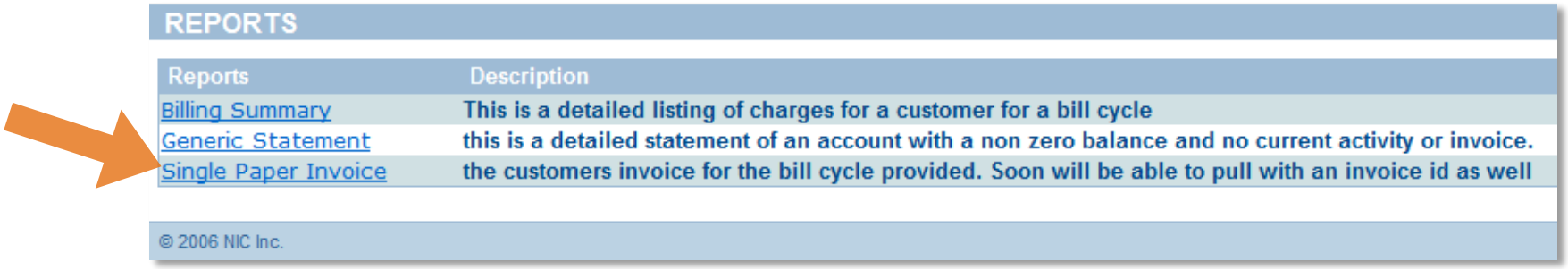
- Your username (typically your full email address in all lowercase), provided when you enrolled with PSP.
- If you have forgotten your PSP password, you will need to reset it through the PSP application, **not in CDB**. Please visit https://www.psp.fmcsa.dot.gov/psp/Default.aspx. Click *Need help logging in to PSP?* and follow the instructions on screen.



MONTHLY INVOICE

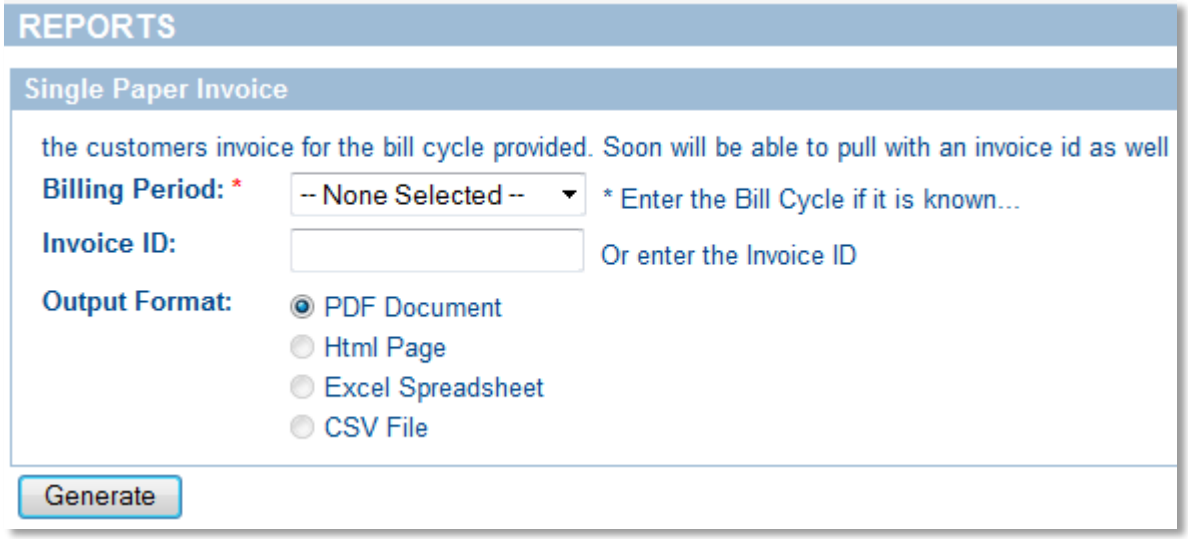
- Once logged into CDB, you can request your monthly invoice.
  - Click on the *Reports* icon in the upper left-hand corner.
- Under *Reports*, click *Single Paper Invoice*.





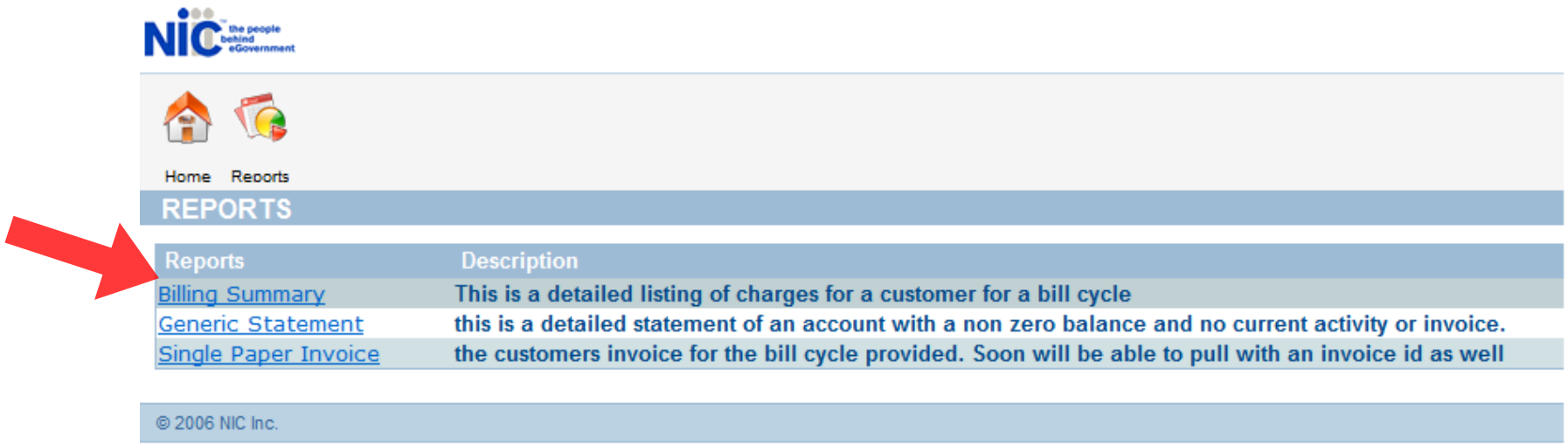
MONTHLY INVOICES

- Select the desired *Billing Period*. The format is previous month/year; for example, 092014 is the month of September, 2014.
- Invoices are generated one month in arrears.
- You may generate the current or historic invoices.
- The *Invoice ID* field is not required. Entering an invalid value will return a blank invoice.
- Click *Generate*. Your invoice is available as a PDF document. You can open, save and/or print the PDF.



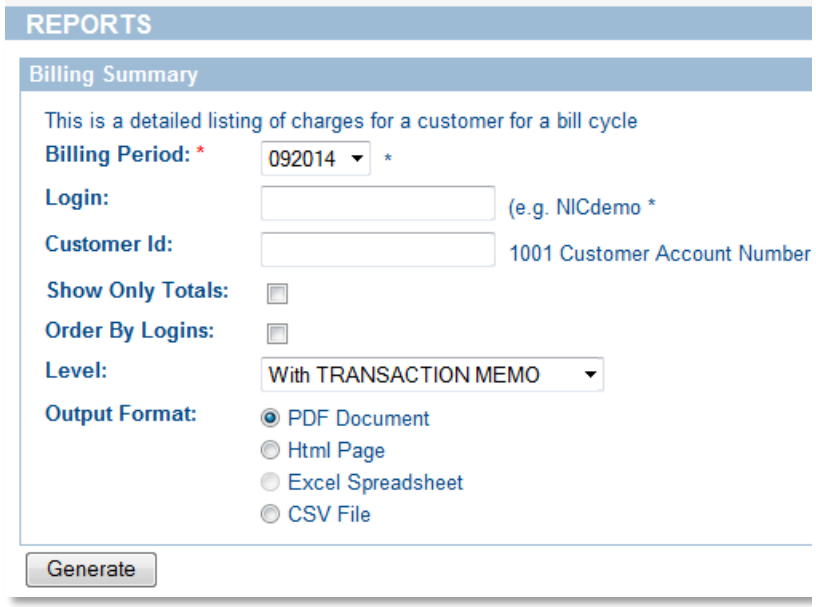
ITEMIZED BILLING SUMMARY

- If you are interested in an itemized monthly list of transactions, you may generate an itemized billing summary.
  - You may generate current or historic billing summaries.
- Click *Billing Summary* under *Reports*.



ITEMIZED BILLING SUMMARY

- Select the *Billing Period* (MM/YYYY).
- Optional report information:
  - Login: Only displays transactions made by the login ID entered.
  - Show Only Totals: the report will display totals only, not an itemized list.
  - Order by Logins: this feature is not available at this time; a future enhancement will give you the ability to sort by user.
  - Level: select with or without transaction memos. Transaction memos display what was entered in the *Internal Reference* field when a request was made.
  - Output format: select PDF document to generate a PDF to view and/or save. Select HTML document to view an on-screen report.



BILLING SUMMARY

- When processing a transaction, information added to the *Internal Reference* field will show on your monthly *Billing Summary* report under the *Transaction Memo* column after the driver's last name (Lastname - Internal Reference).
- This feature can be used to assist companies with record keeping and reconciliation efforts.

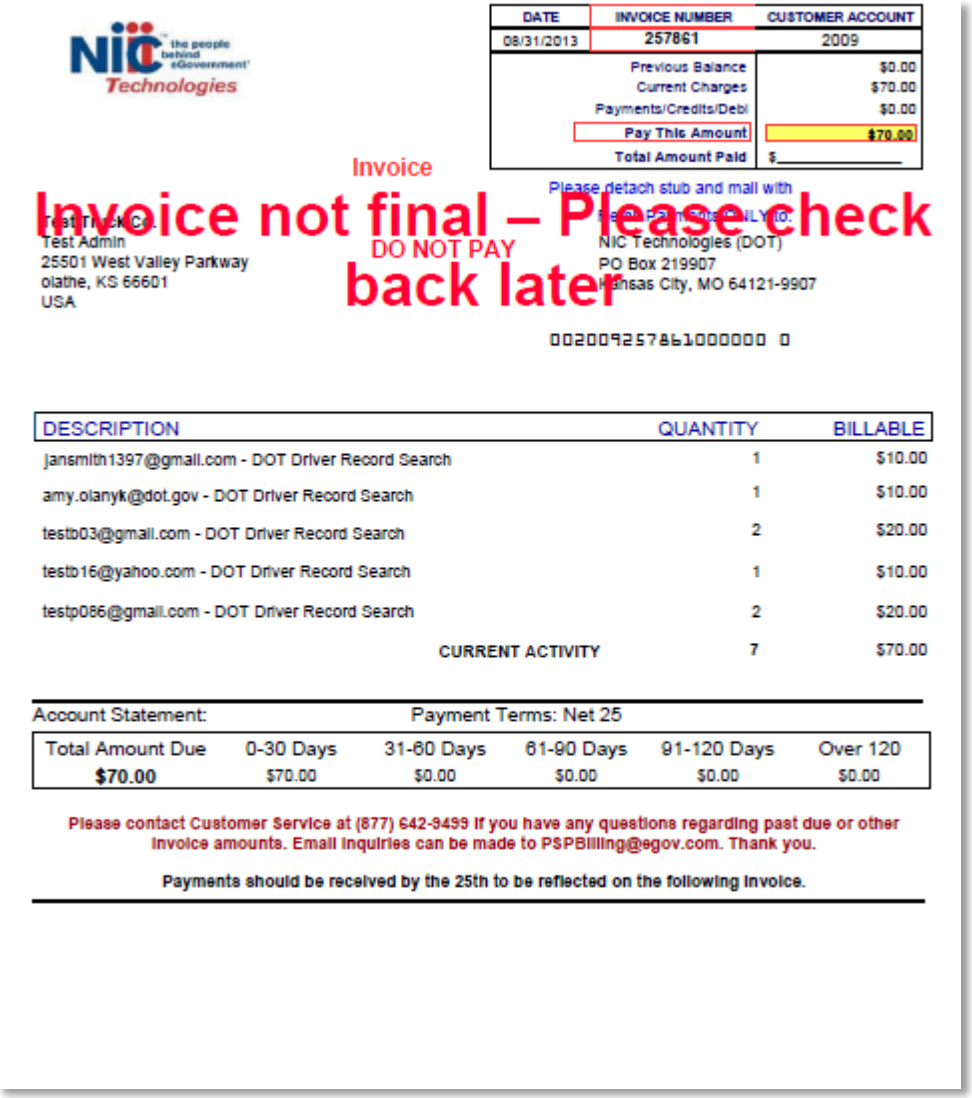
Report produced for NIC. **Run Date: 11/21/2013 10:50:21 AM**

Account Summary	2009		
Test Truck Co.			
25501 West Valley Parkway		**Current Balance:**	**As Of 082013**
Arlington KS 66601		$110.00	$155.00

Date	Transaction	Login	Client Memo	Transaction Memo	Quantity	Cost
2013/08/05 05:52:53 pm	DOT Driver Record Search	mc.prod01@gmail.com		SMITH - Application #123	1	$10.00
2013/08/08 04:52:49 pm	DOT Driver Record Search	mc.prod01@gmail.com		SMITH - Application#124	1	$10.00
2013/08/09 04:58:47 pm	DOT Driver Record Search	mc.prod01@gmail.com		CLARK - Virginia Location	1	$10.00
2013/08/16 09:53:12 am	DOT Driver Record Search	mc.prod01@gmail.com		LANE - Lane-Smith	1	$10.00

INVOICE NOT FINAL

- You may access your current invoice and billing summary at any time during the month.
- If the month's billing is not yet closed, you will see a message on the top of your invoice warning you that the information is not final.
- A previous month's invoice will be closed between the second and fifth business day of a calendar month.



NIC Technologies

DATE	INVOICE NUMBER	CUSTOMER ACCOUNT
08/31/2013	257861	2009

Previous Balance	$0.00
Current Charges	$70.00
Payments/Credits/Debi	$0.00
Pay This Amount	$70.00
Total Amount Paid	$_____

Invoice

Please detach stub and mail with

Invoice not final – Please check back later

DO NOT PAY

Test Tracker
Test Admin
25501 West Valley Parkway
olathe, KS 66601
USA

NIC Technologies (DOT)
PO Box 219907
Kansas City, MO 64121-9907

0020092578610000000 0

DESCRIPTION	QUANTITY	BILLABLE
jansmith1397@gmail.com - DOT Driver Record Search	1	$10.00
amy.olanyk@dot.gov - DOT Driver Record Search	1	$10.00
testb03@gmail.com - DOT Driver Record Search	2	$20.00
testb16@yahoo.com - DOT Driver Record Search	1	$10.00
testp086@gmail.com - DOT Driver Record Search	2	$20.00
CURRENT ACTIVITY	7	$70.00

Account Statement: Payment Terms: Net 25

Total Amount Due	0-30 Days	31-60 Days	61-90 Days	91-120 Days	Over 120
$70.00	$70.00	$0.00	$0.00	$0.00	$0.00

Please contact Customer Service at (877) 642-9499 if you have any questions regarding past due or other invoice amounts. Email inquiries can be made to PSPBilling@egov.com. Thank you.

Payments should be received by the 25th to be reflected on the following invoice.

CONTACT PSP CUSTOMER SERVICE

- Chat support:
  - Chat with Customer Service by clicking the *Live Help* icon when the status reads online.

- Email support:
  - If you are not yet enrolled and have questions you may email us at PSPenrollment@egov.com.
  - For audit questions, email PSPaudit@egov.com.
  - For billing questions, email PSPbilling@egov.com.
  - For general PSP questions or support, email PSPhelp@egov.com.
- PSP Customer Service can be reached at 1-877-642-9499.