



## Appendix 8: VIPERS to Submit Payment Requests User Guide

The [Vendor Invoicing Portal & Electronic Reporting System \(VIPERS\)](#) is a web-based system that allows government vendors and grant fund recipients to enter invoices electronically and delivers those invoices to other Energy-related site(s) through a secure portal for payment. Recipients must use VIPERS to submit payment requests and to upload documentation to support project costs, both DOE funds and cost share.

On the following pages are instructions for Registration, Login, and Invoice Submission. Screenshots from the VIPERS system are included to guide users through the steps.

For questions about the steps required to submit an invoice electronically, contact VIPERS Customer Service at [payments@hq.doe.gov](mailto:payments@hq.doe.gov) or by phone at 888-251-3557.

For system issues, contact VIPERS Technical Support at [cbshelpdesk@hq.doe.gov](mailto:cbshelpdesk@hq.doe.gov) or by phone at 866-834-6246, Option 4.

### Table of Contents

<a href="#">Registration</a> .....	2
<a href="#">Login to VIPERS</a> .....	6
<a href="#">Invoice Submission</a> .....	9





## Registration (Steps 1 – 6)

**Step 1:** To register with VIPERS, go to <https://vipers.doe.gov/> and click on “**Register for VIPERS.**”

**Vendor Invoicing Portal & Electronic Reporting System**  
*Government e-invoicing solutions made simple*

User: Not Logged On

**Navigation:** Main | News | Vendor Benefits | DOE Agencies | Contact Us | **Register for VIPERS** | Login

**Contact Information**  
Wednesday, May 1, 2024

**Customer Service**  
200 Administration Road  
Oak Ridge, Tennessee 37830  
Email: [payments@hq.doe.gov](mailto:payments@hq.doe.gov)  
Phone: 1-888-251-3557

**Technical Support**  
Email: [cbshelpdesk@hq.doe.gov](mailto:cbshelpdesk@hq.doe.gov)  
Phone: 1-301-903-2500 or Toll Free 1-866-834-6246, Option 4  
(Corporate Business Systems)  
Hours: 8am-6pm EST Monday-Friday

**Documents**  
General documents  
[FAQ](#)

**Welcome to VIPERS**  
[Terms Of Use](#), [General Disclaimer](#), [Security Notice](#)

VIPERS is a web based system that allows government vendors to enter invoices electronically and delivers these invoices to other Energy related site(s) through a secure portal. VIPERS was designed by the Department of Energy (DOE) and supported by [Eagle Harbor Solutions, LLC](#) for DOE Entities and their vendors. To see if the Energy-related site that you are doing business with is enrolled in VIPERS [click here](#).

**NEED TO REGISTER?** You must be registered in VIPERS before you may log in. If you have not registered, please click [HERE](#).

**Browser Compatibility**

	Windows	Mac
Chrome	✓	✓
Firefox	✓	✓
Internet Explorer	✗	n/a
Edge old version (recommend New)	✗	n/a
Edge New	✓	✓
Opera	✓	✓
Safari	n/a	✓

**Note:** It is recommended that you always use the latest browser version.

**Note to tablet users:** VIPERS can be used on any tablet that supports one of the listed browsers.

[Click here](#) to perform a browser test



**Step 2:** Review the Terms of Use and the bulleted information. Next, click the box beside “I have I have read and agree to the terms of use” and click “Begin Request Process.”

Request Access

It is very **IMPORTANT** that you understand the following:

- This access request is for the VIPERS Portal and is subject to the [Terms Of Use](#).
- Upon completion of the access request section a notification will be sent to the company point of contact (POC) setup in the SAM system (System for Award Management) or DOE Accounting System.
- Upon review the POC will either confirm or deny your request.
- If confirmed, you will receive a one time temporary password to access VIPERS to complete the setup of your credential.
- The POC will have up to 2 weeks to review your request.
- **Important:** Make sure that our domain DOE.GOV can send you email by putting us in your trusted senders list. Otherwise you might not be able to confirm your access since some systems block this type of email as spam.
- **Important:** In order to access this system you must either have a government issued PIV, LOGIN.GOV credential or UserId/Password.

☒ I have read and agree to the terms of use.

[Begin Request Process](#)

**Step 3:** Fill out your Profile information and click “Check and Submit Profile.”

Request Access

It is very **IMPORTANT** that you understand the following:

- This access request is for the VIPERS Portal and is subject to the [Terms Of Use](#).
- Upon completion of the access request section a notification will be sent to the company point of contact (POC) setup in the SAM system (System for Award Management) or DOE Accounting System.
- Upon review the POC will either confirm or deny your request.
- If confirmed, you will receive a one time temporary password to access VIPERS to complete the setup of your credential.
- The POC will have up to 2 weeks to review your request.
- **Important:** Make sure that our domain DOE.GOV can send you email by putting us in your trusted senders list. Otherwise you might not be able to confirm your access since some systems block this type of email as spam.
- **Important:** In order to access this system you must either have a government issued PIV, LOGIN.GOV credential or UserId/Password.

☒ I have read and agree to the terms of use.

[Begin Request Process](#)

**Profile Information**

Your Name:

Phone (Phone, Ext, Country Code):

Email Address:

Confirm Email Address:

[Check and Submit Profile](#)



**Step 4:** On the **Select Energy Site** dropdown, select “**Department of Energy.**”

Select Energy Site: Department of Energy

Once you verify you have the required information to validate your registration, click the circle beside “**Yes. I have the required information and will validate online.**”

Select Energy Site: Department of Energy

**Required Energy Site Security Information**

**Note:** The Energy site security policy requires the following pieces of information to request access.

- U.S. Taxpayer Identification Number (EIN, SSN, ITIN)
- Site provided Purchase Order or Award Number

☒ Yes. I have the required information and will validate online.

Site Security Administrator(s)

Name	Phone	Email Address
Corporate Business Systems	(301) 903-2500 or Toll Free (866) 834-6246, Option 4 (Corporate Business Systems)	cbshelpdesk@hq.doe.gov

**Step 5:** Enter your **US Tax ID** (EIN). Next, for the field labeled Site provided Contract/Purchase Order/Award, enter your **DOE Indian Energy award number**, which is in this format: DE-IE0000XXX. When complete, click “**Validate Security Info.**”

**NOTE:** The Award Number is located in Box 1 of the Award Agreement.

**Required Energy Site Security Information**

**Note:** You must provide below information for online validation.

Tax Id: (no dash)

Site provided Contract/Purchase Order/Award:





**Step 6:** Once this step is completed, an email notification will be sent to the Point of Contact (POC), who will review and approve your request. When your POC approves your request, you will receive an email from [viperssupport@hq.doe.gov](mailto:viperssupport@hq.doe.gov) with instructions on how to complete your registration. Your “Message from VIPERS - VIPERS Access Approval” will include a link and temporary password to access VIPERS.

**NOTE:** The Point of Contact is the person identified in the SAM.gov registration as the Entity Administrator.

If you have questions, review Frequently Asked Questions ([FAQ](#)) on VIPERS, or contact Customer Service at [payments@hq.doe.gov](mailto:payments@hq.doe.gov) or 1-888-251-3557.

**Request Access**  
It is very IMPORTANT that you understand the following:

- This access request is for the VIPERS Portal and is subject to the [Terms Of Use](#).
- Upon completion of the access request section a notification will be sent to the company point of contact (POC) setup in the SAM system (System for Award Management) or DOI System.
- Upon review the POC will either confirm or deny your request.
- If confirmed, you will receive a one time temporary password to access VIPERS to complete the setup of your credential.
- The POC will have up to 2 weeks to review your request.
- **Important:** Make sure that our domain DOE.GOV can send you email by putting us in your trusted senders list. Otherwise you might not be able to confirm your access since some systems block this type of email as spam.
- **Important:** In order to access this system you must either have a government issued PIV, LOGIN.GOV credential or UserId/Password.

☒ I have read and agree to the terms of use.

[Begin Request Process](#)

**Profile Information**

Your Name:

Phone (Phone, Ext, Country Code):  Ext.  code

Email Address:

Confirm Email Address:

[Check and Submit Profile](#)

Next, choose an Energy site from the drop down listed below.

Select Energy Site:

**Required Energy Site Security Information**  
**Note:** You must provide below information for online validation.

Department of Energy Employee? ☐

Tax Id: (no dash)

Site provided Contract/Purchase Order/Award:

[Validate Security Info](#)

Fill in the security information then click the Validate Security Info button.

Name	Phone	Email Address
Corporate Business Systems	(301) 903-2500 or Toll Free (866) 834-6246, Option 4 (Corporate Business Systems)	cbshelpdesk@hq.doe.gov



## Login to VIPERS (Step 7)

**Step 7:** Go to the <https://vipers.doe.gov> Login Tab, review the Terms of Use, and click the box indicating you agree with them.

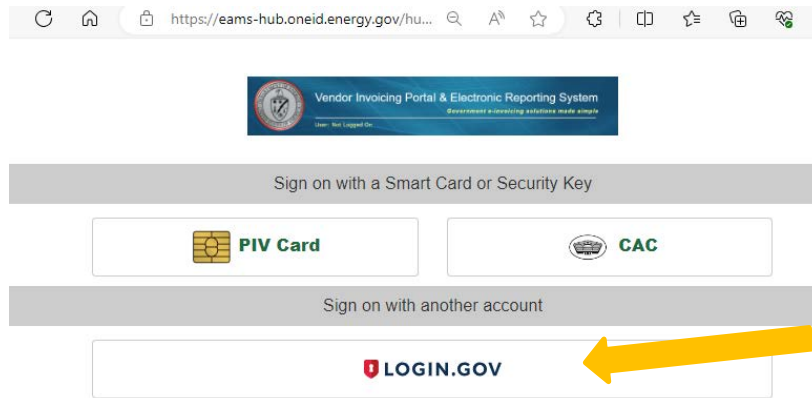
Users can use the current process of Multi-Factor Authentication (Username/Password), **or** users can access the system with their Login.gov account. Both methods are shown below.

If you choose to use a Login.gov account, the Login.gov account must have the same email address as the user's VIPERS account, and the user must prove identity through a social security number, address, and/or U.S. based state-issued identification.

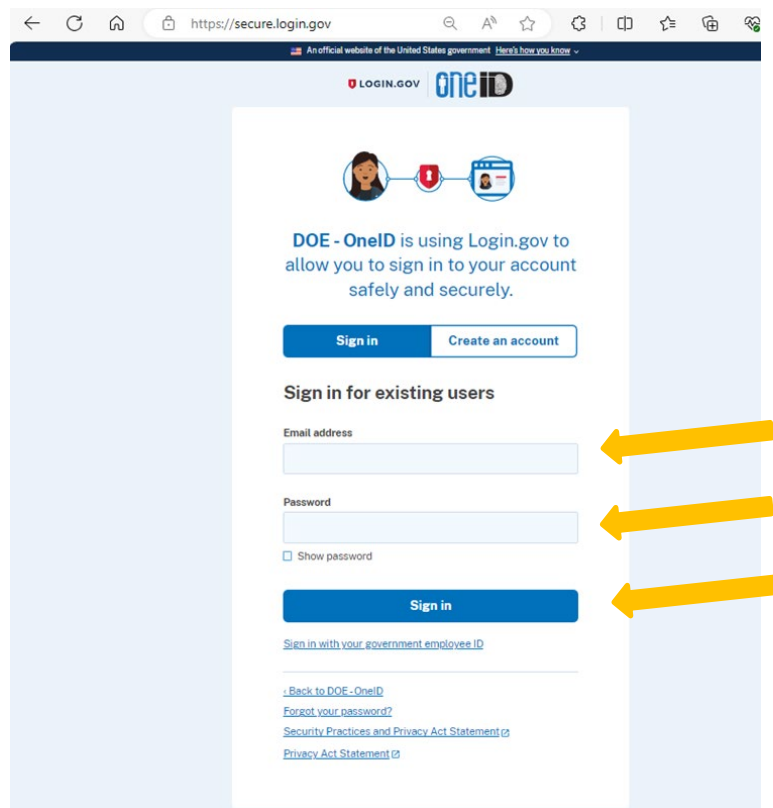


## Login with Login.gov.

1. Click on the LOGIN.GOV button.



2. Enter your email address and password, then click the Sign in button.







## Login with Email Address and Password.

1. Click the box to agree to the Terms of Use.
2. Enter your email address and password.
3. Click the Login button.

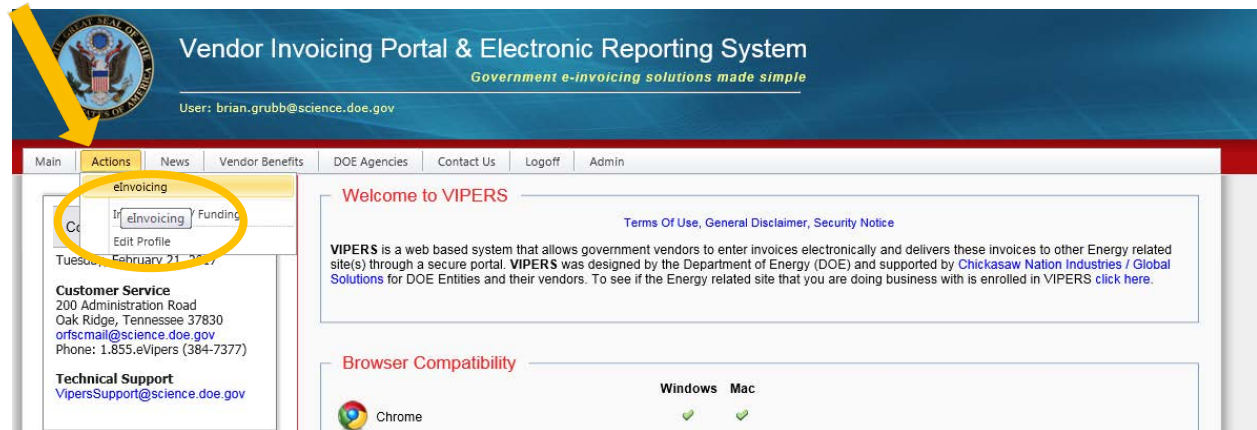
The screenshot shows the 'Vendor Invoicing Portal & Electronic Reporting System' login page. The URL in the browser is <https://vipers.doe.gov/Login.aspx>. The page has a blue header with the DOE logo and the text 'Vendor Invoicing Portal & Electronic Reporting System' and 'Government e-invoicing solutions made simple'. Below the header is a red navigation bar with links: Main, News, Vendor Benefits, DOE Agencies, Contact Us, Register for VIPERS, and Login. The main content area is divided into three columns. The left column contains 'Contact Information' (dated Tuesday, April 23, 2024), 'Customer Service' (200 Administration Road, Oak Ridge, Tennessee 37830, Email: [payments@hq.doe.gov](mailto:payments@hq.doe.gov), Phone: 1-888-251-3557), 'Technical Support' (Email: [cbshelpdesk@hq.doe.gov](mailto:cbshelpdesk@hq.doe.gov), Phone: 1-301-903-2500 or Toll Free 1-866-834-6246, Option 4 (Corporate Business Systems), Hours: 8am-6pm EST Monday-Friday), and 'Documents' (General documents, FAQ). The middle column is the 'Login' section. It has an 'IMPORTANT' notice: 'You must be registered in VIPERS before you may use one of the following login methods. If you have not yet registered, please click [HERE](#).' Below this is a checkbox labeled 'I agree to the Terms Of Use' which is circled in yellow. There are input fields for 'Email Address' and 'Password', both with yellow arrows pointing to them. A 'Login' button is below the fields, also with a yellow arrow pointing to it. Below the button is the text 'Please enter your credentials'. The right column contains a 'News' section with several articles: 'Login Changes' (Friday, March 10, 2023), 'Delays in SAM Registrations and Renewals' (Friday, June 24, 2022), 'Receipt(s) for Employee Reimbursements' (Tuesday, August 17, 2021), 'VIPERS Two-Factor Authentication Is Mandatory April 12th' (Monday, March 29, 2021), and '2019 VIPERS Survey Results' (Wednesday, November 20, 2019). There is also a 'Why Us' section with testimonials from 'Credit Bureau, Inc.', 'H&T Enterprises, Inc.', 'William Hall, Jr. - President', 'Wastren Advantage, Inc.', and 'Sherry J. McCreary - Finance Manager'.





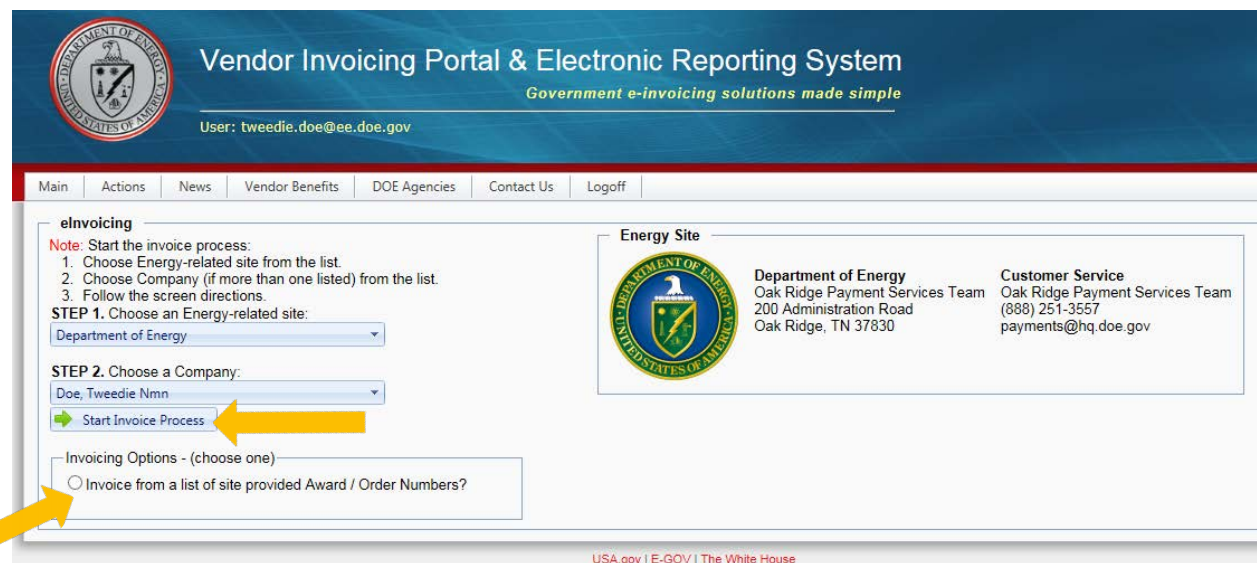
## Invoice Submission (Steps 8 – 10)

**Step 8:** Create an invoice by clicking the **Actions** tab then the “**eInvoicing**” button as shown in the screenshot below.



**Step 9:** From the eInvoicing screen,

- **STEP 1. Choose an Energy-related site.** Select “**Department of Energy**” from the dropdown box.
- **STEP 2. Choose a Company** dropdown box. Select the **name of your entity**.
- Click on “**Start Invoice Process.**”
- Then click on radio button “**Invoice from a list of site provided Award/Order Numbers?**”





**Step 10:** In the next screen, on the **Select Award/Order Number** tab (see yellow circle), select the correct award number to use for your invoice from the dropdown list.

The screenshot shows the 'Select Award / Order Number' tab selected. A yellow circle highlights the tab, and a yellow arrow points to the dropdown menu for selecting an award number. The interface includes a table with columns: (Awards / Order Number), Funding Report, Payment Office Contact(s), Invoice Approver(s), and FormType. Below the table is a dropdown menu for selecting an award number.

Next, under the **Verify Banking** tab (see yellow circle), review the information on the page and ensure it is correct. Click on the **“Verify”** button at the bottom of the screen.

The screenshot shows the 'Verify Banking' tab selected. A yellow circle highlights the tab. The interface includes a table with columns: (Awards / Order Number), Funding Report, Payment Office Contact(s), Invoice Approver(s), and FormType. Below the table is a dropdown menu for selecting an award number.

Under the **Create Invoice** tab (see yellow circle below), fill in the required invoice fields and click the **“Certify and Submit”** button at the bottom of the screen.

The screenshot shows the 'Create Invoice' tab selected. A yellow circle highlights the tab. The interface includes a table with columns: (Awards / Order Number), Funding Report, Payment Office Contact(s), Invoice Approver(s), and FormType. Below the table is a dropdown menu for selecting an award number.

**After you submit the invoice, you will be prompted to attach your supporting documentation.**

If you have any questions about the steps required to submit an invoice electronically, please contact customer support at [payments@hq.doe.gov](mailto:payments@hq.doe.gov) or by phone at 888-251-3557.