



## 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.

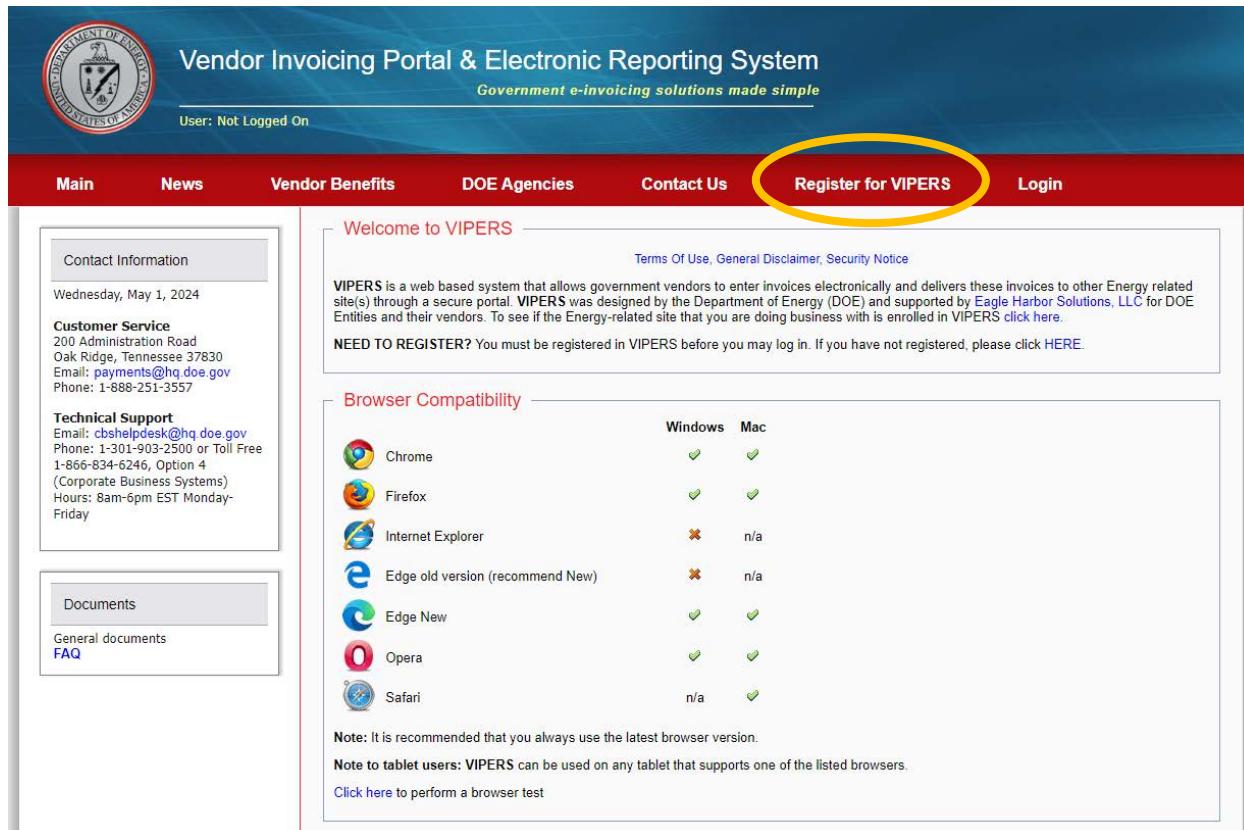
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## Registration (Steps 1 – 6)

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



The screenshot shows the VIPERS homepage with the following layout:

- Header:** "Vendor Invoicing Portal & Electronic Reporting System" and "Government e-invoicing solutions made simple".
- User Status:** "User: Not Logged On".
- Top Navigation:** Main, News, Vendor Benefits, DOE Agencies, Contact Us, **Register for VIPERS** (circled in yellow), and Login.
- Left Sidebar:**
  - 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 1-866-634-6246, Option 4 (Corporate Business Systems). Hours: 8am-6pm EST Monday-Friday.
- Center Content:**
  - Welcome to VIPERS** message.
  - Terms Of Use, General Disclaimer, Security Notice** links.
  - NEED TO REGISTER?** message: You must be registered in VIPERS before you may log in. If you have not registered, please click [HERE](#).
  - Browser Compatibility** table:

	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 read and agree to the terms of use” and click “Begin Request Process.”

The screenshot shows the 'Request Access' section of the VIPERS portal. It includes a list of instructions and a checkbox for accepting the terms of use. The 'Begin Request Process' button is circled in yellow.

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

The screenshot shows the 'Profile Information' section of the VIPERS portal. It contains fields for 'Your Name', 'Phone (Phone, Ext, Country Code)', 'Email Address', and 'Confirm Email Address'. The entire section is highlighted with a yellow box.



**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: **DE-IE0000XXX**

**Validate Security Info**



**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.

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

User: Not Logged On

Main News Vendor Benefits DOE Agencies Contact Us Register for VIPERS Login

**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.

**Profile Information**

Your Name: Thuy Thi Do  
Phone (Phone, Ext, Country Code): (999) 999-9999 Ext. code  
Email Address: Thuy@XYZ.com  
Confirm Email Address: Thuy@XYZ.com  
  
Next, choose an Energy site from the drop down listed below.

Select Energy Site: Department of Energy

**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: DE-IE000XXXX  
  
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)	cbxhelpdesk@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.

The screenshot shows the VIPERS Login page at <https://vipers.doe.gov/Login.aspx>. The page header includes the Department of Energy seal and the text "Vendor Invoicing Portal & Electronic Reporting System" and "Government e-invoicing solutions made simple". The "Login" tab is active. A sidebar on the left contains "Contact Information" (Customer Service and Technical Support details) and "Documents" (General documents and FAQ). The main content area has a "Login" section with an "IMPORTANT" note: "You must be registered in VIPERS before you may use one of the following login methods. If you have not registered, please click [HERE](#)". Below this is a checkbox labeled "I agree to the [Terms of Use](#)". To the right, under "Available Login Methods", are three options: "LOGIN.GOV" (using a Login.gov credential), "PIV" (using a DOE PIV or DOD CAC), and "Multi-Factor Authentication (Username/Password)". A yellow arrow points to the "I agree to the Terms of Use" checkbox, and another yellow arrow points to the "Multi-Factor Authentication" section.

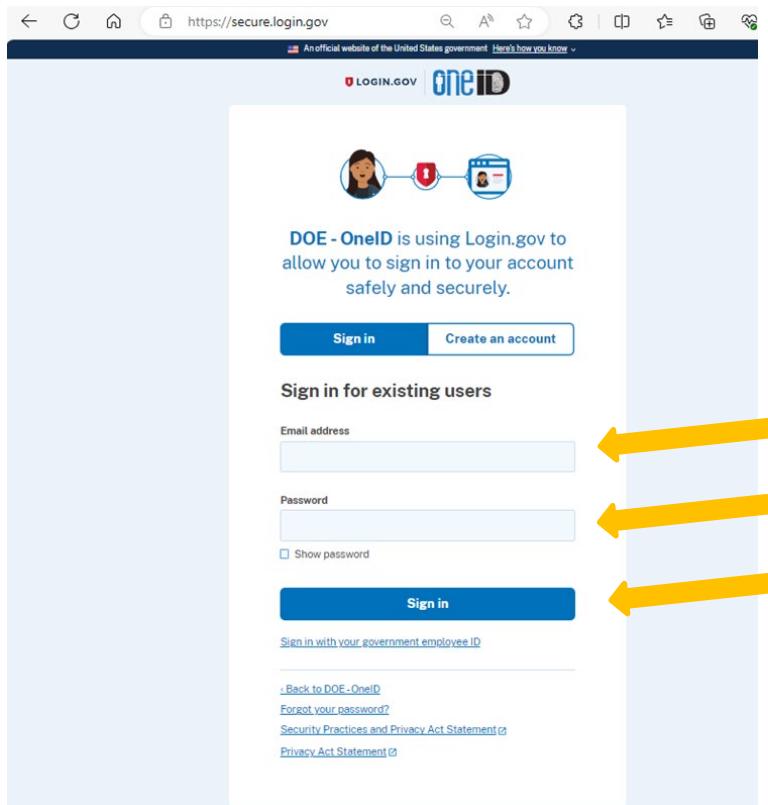


## Login with Login.gov.

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.

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

User: Not Logged On

Main News Vendor Benefits DOE Agencies Contact Us Register for VIPERS Login

Contact Information

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-8pm EST Monday-Friday

Documents

General documents  
[FAQ](#)

**Login**

IMPORTANT: You must be registered in VIPERS before you may use one of the following login methods. If you have not registered, please click [HERE](#).

I agree to the [Terms Of Use](#)

Email:

Password:

Please enter your credentials

**News**

**Login Changes**  
Friday, March 10, 2023

In response to Executive Order 14028, Improving the Nation's Cybersecurity, the Vendor Invoicing Portal & Electronic Reporting System (VIPERS) has implemented additional Multi-Factor Authentication options.

Users will notice a new process for signing into VIPERS. If the user has an active Personal Identity Verification (PIV) card (e.g., HSPD-12 badge) they will be required to use it to log in. All other users can use the current process of username and password (MFA). All users can access the system with their 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.

If you have any questions, please contact DOE's CBS Helpdesk at [cbshelpdesk@hq.doe.gov](mailto:cbshelpdesk@hq.doe.gov).

**Delays in SAM Registrations and Renewals**  
Friday, June 24, 2022

For vendors with SAM registrations expiring within the next 90 days, please renew your registration at your earliest convenience. SAM.gov is experiencing processing delays with the new Entity Validation Process. Read more details about the requirements here: [GSAFSD Tier 0 Knowledge Base - Validating your entity](#)

**Receipt(s) for Employee Reimbursements**  
Tuesday, August 17, 2021

If submitting an invoice for employee reimbursements through VIPERS, please ensure to attach receipt/proof of payment for your invoice submission. You can attach your receipt/proof of payment and other supporting documents by clicking the paperclip at the end of the invoice submission process. If you need assistance with VIPERS, please reach out to [payments@hq.doe.gov](mailto:payments@hq.doe.gov).

**VIPERS Two-Factor Authentication Is Mandatory April 12th**  
Monday, March 29, 2021

Effective April 12th, Two-Factor Authentication will be mandatory for all Department of Energy VIPERS accounts.

When accessing your account on or after that date, you will be required to select your preferred method (mobile phone or email) to receive a random one-time PIN when using your Logon ID and password.

**2019 VIPERS Survey Results**  
Wednesday, November 20, 2019

Thanks to everyone who participated in our annual VIPERS survey. [Click here to see](#)

**Why Us**

**Credit Bureau, Inc**  
My office manager continues to forward comments about the benefits of VIPERS. From initial activation through payment receipt, the entire system could not be easier to use. We especially appreciate the invoice tracking feedback. This ensures there are no questions about the invoice and no delay in its processing. VIPERS has eliminated any thought of "red tape" in government services.

**Kathy Edwards - President**

**H&T Enterprises, Inc**  
The VIPERS system is one of the best and most user friendly systems that we work with. It requires minimal data entry... It has a file attachment limit that is the highest that we have seen so far among the various government vendor payment systems. Its internet connection is relatively fast, stable, and rarely disruptive.

**William Hall, Jr. - President**

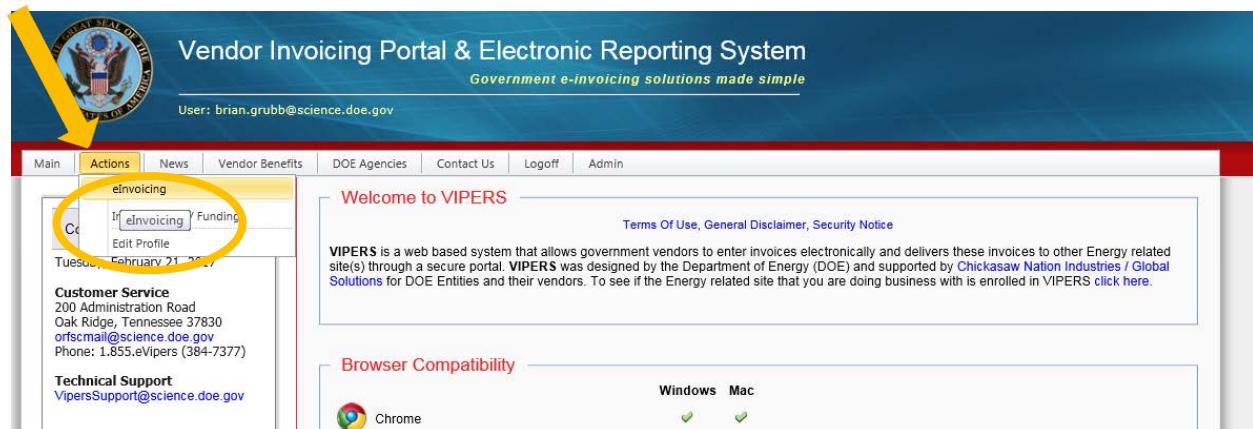
**Wastren Advantage, Inc**  
VIPERS is an excellent billing tool. The process is simple and it allows us to easily track our invoice from submission to payment.

**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.

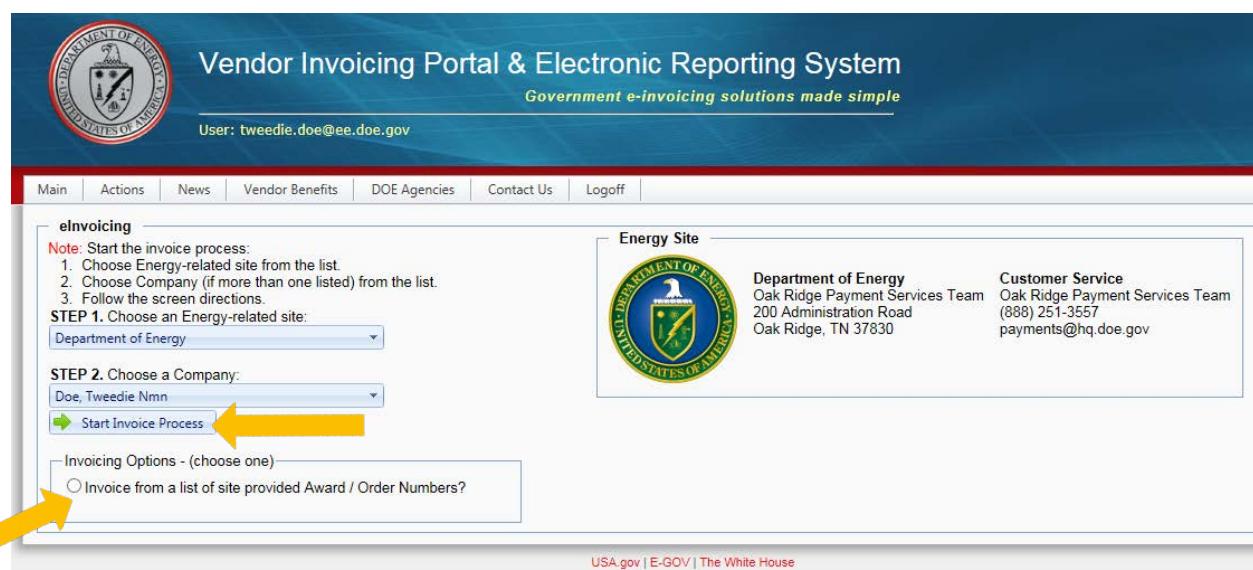


The screenshot shows the VIPERS homepage with the following details:

- Header:** Great Seal of the United States, "U.S. DEPARTMENT of ENERGY", "Office of Indian Energy", "VIPERS to Submit Payment Requests User Guide", "December 2025".
- User Information:** User: brian.grubb@science.doe.gov
- Navigation:** Main, Actions (highlighted in yellow), News, Vendor Benefits, DOE Agencies, Contact Us, Logoff, Admin.
- Content:**
  - eInvoicing:** A yellow box highlights the "eInvoicing" button. A yellow arrow points to the "Actions" tab.
  - Customer Service:** 200 Administration Road, Oak Ridge, Tennessee 37830, orfscmail@science.doe.gov, Phone: 1.855.eVipers (384-7377).
  - Technical Support:** VipersSupport@science.doe.gov
- Right Panel:**
  - Welcome to VIPERS:** Terms Of Use, General Disclaimer, Security Notice. Text: 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 Chickasaw Nation Industries / Global Solutions 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](#).
  - Browser Compatibility:** Windows (green checkmark), Mac (green checkmark). Chrome (green checkmark).

**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?**”



The screenshot shows the eInvoicing screen with the following details:

- Header:** Great Seal of the United States, "U.S. DEPARTMENT of ENERGY", "Office of Indian Energy", "VIPERS to Submit Payment Requests User Guide", "December 2025".
- User Information:** User: tweedie.doe@ee.doe.gov
- Navigation:** Main, Actions, News, Vendor Benefits, DOE Agencies, Contact Us, Logoff.
- eInvoicing:**
  - Note:** Start the invoice process:
    - Choose Energy-related site from the list.
    - Choose Company (if more than one listed) from the list.
    - Follow the screen directions.
  - STEP 1. Choose an Energy-related site:** A dropdown menu shows "Department of Energy".
  - STEP 2. Choose a Company:** A dropdown menu shows "Doe, Tweedie Nmn".
  - Start Invoice Process:** A yellow arrow points to this button.
- Energy Site:** Department of Energy, Oak Ridge Payment Services Team, 200 Administration Road, Oak Ridge, TN 37830. Customer Service: Oak Ridge Payment Services Team (888) 251-3557, payments@hq.doe.gov.
- Bottom:** USA.gov | E-GOV | The White House



**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.

Select Award / Order Number  
Choose a PO from the list by clicking on its row.

(Awards / Order Number)	Funding Report	Payment Office Contact(s)	Invoice Approver(s)	FormType
<input type="button" value="Y"/>				

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.

Select Award / Order Number  
Choose a PO from the list by clicking on its row.

(Awards / Order Number)	Funding Report	Payment Office Contact(s)	Invoice Approver(s)	FormType
<input type="button" value="Y"/>				

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.

Select Award / Order Number  
Choose a PO from the list by clicking on its row.

(Awards / Order Number)	Funding Report	Payment Office Contact(s)	Invoice Approver(s)	FormType
<input type="button" value="Y"/>				

**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.