



U. S. Department of Justice
Office of Justice Programs
Office of the Comptroller

Phone Activated Paperless Request System (PAPRS)

Instruction Manual

December 2002

Welcome to PAPRS.....

Through the use of a touch tone telephone, you may access funds awarded to your organization through the Office of Justice Programs (OJP). To access PAPRS, call 1-800-879-4513.

If this is your first award, you will be provided with an OJP-assigned vendor number, grant ID number, and a PIN number. To access subsequent awards, you will need a new grant ID number, but your PIN number will remain the same as the initial award. These numbers will be mailed to the contact person within your organization who is named in your grant application. If your organization does not receive these numbers within 30 days from your acceptance of the award, contact the Office of the Comptroller, Customer Service Center, at 1-800-458-0786 or askoc@ojp.usdoj.gov.

Once you have dialed PAPRS, you will hear easy-to-follow prompts as you proceed. You will have the opportunity to change information related to your request. At the end of each request for funds, PAPRS will advise you if your request has been approved for payment. If your request has not been approved, PAPRS will tell you what you will need to do to clear the record for approval. If PAPRS gives you a Reference number, it means that your request has been accepted but will require additional review before it can be approved. Please make note of any reference number given to you, as you can call back to check on the progress of any such requests.

The following is a step-by-step caller interface flow of how the system works and what information is needed during your call. Text in italics is the voice response you will hear from PAPRS. As you connect to PAPRS you will hear.....

Thank you for calling the Phone Activated Paperless Request System at the Office of Justice Programs. Please enter your vendor number.

Enter your nine digit OJP-assigned vendor number. This number may or may not be the same as your taxpayer identification number (EIN) assigned by the Internal Revenue Service.

Please enter you PIN number.

Enter the four digit PIN number which was sent to you by letter. If your combination of OJP vendor number and PIN number are correct, you will be allowed to continue.

Main Menu:

To request grant funds, press 1.

Press 1 to request a drawdown or payment of your grant funds.

To reconcile your account, press 2. (currently unavailable)

Press 2 to make an adjustment of previously drawn down funds. For example, if you have previously drawn funds against a grant in error and wish to move that drawdown of funds to the correct grant, you are able to do that on line.

If you choose option 1 from Main Menu: Request Funds

Please enter your grant I.D.

Enter the unique six digit number assigned to the grant you wish to access now.

You have entered (grant ID). To continue, press 1. To re-enter, press 2.

Sub-Menu Option 1: Press 1 if you are requesting funds for a future period of time.

To request an advance of funds from one of your accounts, press 1.

If you wish to request reimbursement for your expenses, press 2.

To return to the main menu, press the star key ().*

Please enter the dates covered by this expense claim.

To enter October 2, 2001, you would enter 10022001.

Please enter the beginning date now.

Enter the begin date for an advance of funds. Note that the date entered for an “advance” must be greater than today’s date.

You entered (date). To continue, press 1. To re-enter, press 2.

Please enter the ending date now.

Enter the end date. Note that the end date must be greater than the “beginning date.”

You entered (date). To continue, press 1. To re-enter, press 2.

Please enter the amount you are requesting as a whole dollar amount, followed by a pound sign.

*Cents may be entered using the star sign as a decimal point. For example, twenty five thousand dollars and 50 cents would be added as 2 5 0 0 0 * 5 0 #.*

You entered (amount). To continue, press 1. To re-enter, press 2.

If you wish request a lower amount from this award, press 1.

To exit, press 2.

You will then return to previous menu where you can request funds on another grant.

* * * * *

Sub-Menu Option 2: Press 2 if you are requesting reimbursement for funds which you have already expended.

Please enter the dates covered by this expense claim. To enter March 15, 2001, you would enter 03152001. Please enter the beginning date now.

You entered (date). To continue, press 1. To re-enter, press 2.

Please enter the ending date now.

You entered (date). To continue, press 1. To re-enter, press 2.

Please enter the amount you are requesting as a whole dollar amount, followed by a pound sign.

*Cents may be entered using the star sign as a decimal point. For example, twenty five thousand dollars and 50 cents would be added as 25000*50#.*

You entered (amount). To continue, press 1. To re-enter, press 2.

* * * * *

The system will be performing many calculations and checks against various database files as you are entering information. If you are enrolled in the Automated Clearing House (ACH) and your request is approved, you will hear:

Your request has been approved. Your request has been received and is

being processed.

If you have previously received paper checks through the US Postal Service, your and your request is approved:

Your request has been approved.

*** Please note: the U. S. Department of Treasury has directed Federal agencies to establish electronic deposit (through ACH) for payments issued through their programs.

You may also hear a message that your request for funds is not approved for specific reasons, such as:

The amount you have requested is equal to the entire amount of this award. If you wish to request a lower dollar amount from this award, press 1. To return to the main menu, press “”.*

Or

Your request for funds exceeds the amount currently available for this award. If you wish to re-enter a different amount, press 1. To return to the main menu, press “”.*

Or

The dates you have entered overlap with previous fund requests. To return to the main menu, press “”.*

Or

Our records indicate that you have not filed a current SF269. Please mail your report to... To return to the main menu, press “”.*

Or

Our records indicate that you have not accepted your grant award document. To return to the main menu, press “”.*

In each instance, you will have the opportunity to exit, and to try again. If you need further information or assistance with payment issues, contact the OC Customer Service Center at 1-800-458-0786 or askoc@ojp.usdoj.gov.

If you choose option 2 from Main Menu: Reconcile your Account (currently unavailable).

For an account summary, press 1.

To reconcile an account, press 2.

To return to the main menu, press the star key.

If you wish an account summary which provides you with an available dollar amount for each of your grant accounts:

For account number (number), you have (amount). To repeat this information, press 1. To reconcile your accounts, press 2. To return to the main menu, press 3.

In order to reconcile or move previously requested drawdowns from one grant account to another, please remember that the account you wish to remove the previous drawdown from, is the account you wish to increase. The account you wish to add the previous drawdown to, is the account you wish to decrease. In effect you are increasing or decreasing the available balance of your grant accounts.

If you wish to reconcile your accounts by individually moving previous drawdowns from one grant account to another:

Please enter the dollar amount for this transaction. You have entered

(amount). If this is correct, press 1. Otherwise, press 2 to re-enter the amount.

Please enter the account number (grant number) you wish to increase by this amount.

Please enter the account number (grant number) for the account you wish to decrease by this amount.