Top Things to Remember for Invoicing and Payment

1. Review all FA enrollments in the AI Portal

The financial assistance document means MyCAA has approved this spouse's use of the scholarship. The school or organization's responsibility is to ensure FA information matches the student's school or organization official record. (School/campus names, course/test titles, course codes, start and end dates, and costs.)

2. Create and submit an invoice online

- Submit invoice electronically through the Academic Institution (AI) Portal.
- MyCAA does not mail checks or automatically disperse funds
- MyCAA will not accept paper, faxed or emailed invoices.

3. Use the proper invoicing codes

A – Approved. If everything on the invoice is correct, use "A" and submit.

C – Changed. To lower the cost on the FA ONLY.

X – Unknown student.

D – Drop. To remove or drop the course where the spouse does not owe a balance for the course listed on the FA.

4. Check the status of the invoice

Invoices will show one of the following statuses:

- Pending: MyCAA **has not reviewed** the invoice.
- Reviewed: MyCAA **has reviewed** invoice to DoD for final review. Invoice cannot be changed from this point forward.
- Processed: DoD **has approved** the invoice and created a Payment Authorization Letter.
    - Processing invoices can take up to 40 business days.
- Rejected: MyCAA **has rejected** the invoice. Contact the MyCAA Billing team to resolve the issue.
    - NOTE: This status is also used for invoices containing only drops or courses submitted using status code "D – Dropped."

5. Retrieve the Payment Authorization Letter

Return to the electronic invoice and locate the letter. The MasterCard number in the letter must be charged within 30 days of the payment date. No actual card is sent.