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Accounts Receivable - FAQs

Last Modified:

How do I pay my VS Credit Account?

Pay.gov

VS account payment types (206.66 KB)

How do I pay my ROT Credit Account?

Pay.gov

ROT account payment types (206.68 KB)

Frequently Asked Questions

To help answer questions you may have about our program, please review:

Veterinary Services (VS) Frequently Asked Questions (98.67 KB)

Reimbursable Overtime (ROT) Frequently Asked Questions (150.2 KB)

How do I request a Credit Account?

1. Complete the APHIS Form 192 - Application for Credit Account and Request for Services:

APHIS Form 192 (143.55 KB)

2. Review the terms and conditions

Terms and Conditions Form (129.86 KB) *(for VS User Fees only)*
Terms and Conditions (129.12 KB) *(ROT User Fees only)*

3. Attach a copy of your W9.

IRS - W-9, Request for Taxpayer Identification Number and Certification

4. Return the completed APHIS 192 form and W9 by mail, email, or fax:

USDA, APHIS, FMD, FOB
Attn: APHIS AR Team
250 Marquette Ave, Suite 410
Minneapolis, MN 55401

ABSHelpline@usda.gov

Fax: (612) 336-3563

How to speed up the process:

- Type or print clearly
- Include a telephone number with the area code
- Be sure the form is signed
- Specify what account number request is needed for VS or ROT User Fee Service
- Must include the company’s EIN/ TIN or the applicant's social security number and a current W9
- Provide a contact name and email address for the applicant/accounts payable persons and for all credit references

(Accounts will not be established without this information.)

I need a copy of an account statement, an APHIS 81 (VS) or an APHIS 89 (PPQ). How do I get it?

There are three main ways to request documents:

- Email request to *ABSHelpline@usda.gov*
- Telephone our helpline at 1-877-777-2128
- Submit a fax request to 612-336-3563

You must provide the following information for any method of request:

- Customer name
- Account number
- Document number for statement of services (known as APHIS 81or APHIS 89)
- Specific month of statement (for account statements only)
- Contact information including phone number, fax and e-mail

If you are having problems receiving these documents on a routine basis, please call the APHIS Accounts Receivable Team **immediately** to verify your address and contact information. If you are moving to a new location, you must provide the new address in writing via email, fax or mail.

How do I obtain backup documentation such as certificates, specific documents directly related to service, etc.?

You must contact the APHIS field office that **performed the service** directly.

Field office contact information

Reimbursable Over Time (ROT) Short Hand Code (SHC)

ROT Short Hand Code (SHC) *(Employees Only)*

APHIS Accounts Receivable Team Contact Information:

Toll Free Number: 1-877-777-2128
Email: *ABSHelpline@usda.gov*
Fax Number: 612-336-3563

- Contact Us
- Authorities and Regulations
- Accounts Receivable Shared Services Team

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