



U.S. Department of Justice  
Office of Justice Programs  
Office of the Chief Financial Officer

# Phone-Activated Paperless Request System



## Instruction Manual

## Welcome to PAPRS . . . .

Through the use of a touch-tone telephone, you may access funds awarded to your organization by the Office of Justice Programs (OJP). Once your organization has submitted the signed acceptance of your award, your organization will receive a letter containing grant ID and personal identification number (PIN) information. This information will allow you to use OJP's Phone-Activated Request System (PAPRS) to access your funds. A payment or funds request is also referred to as a draw down.

If this is your first award, your organization was assigned a vendor number, grant ID number, and a PIN. To access subsequent awards, you will need a new grant ID number for each award, but your PIN will remain the same as for the initial award.

To access PAPRS, call 1-800-879-4513. 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.

Funds requested through PAPRS are usually deposited to a grantee's bank account within 4 business days from the date of draw down. Funds will not be processed by OJP during the last 4 business days of each month, thus deposits will not be made during that time.

If you have questions concerning PAPRS, payments, or any financial aspect of your OJP award, contact the OCFO Customer Service Center at 1-800-458-0786 (choose option 2) or [ask.ocfo@usdoj.gov](mailto:ask.ocfo@usdoj.gov).

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 or employer identification number assigned by the Internal Revenue Service.

*Please enter your PIN number.*

Enter the four-digit PIN that was sent to you by letter. If your combination of OJP vendor number and PIN 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.*

**(This option is currently unavailable on PAPRS. Accounts cannot be reconciled online; the SF-269a system does not allow reconciliations.)**

If you choose option 1 from Main Menu: Request Funds

*Please enter your grant ID*

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 beginning date for an advance of funds. Note that the date entered for an “advance” cannot be earlier than today’s date.

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

*Please enter the ending date now.*

Enter the ending date. Note that the ending date must be later than the “beginning date” and should not exceed 10 business days from 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 to request a lower amount from this award, press 1.*

*To exit, press 2.*

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

\* \* \* \* \*

Sub-Menu Option 2: Press 2 if you are requesting reimbursement for funds that you have already expended. The beginning and ending dates must be earlier than today's date.

*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 2 5 0 0 0 \* 5 0 #.*

*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 U.S. Postal Service and your request is approved, you will hear:

*Your request has been approved.*

**Note:** The U.S. Department of the 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 SF-269a. Please mail your report to.... To return to the main menu, press “\*”.*

**Note:** OJP and Office on Violence Against Women (OVW) grantees are required to submit the SF-269a online via the Grants Management System (GMS) at <https://grants.ojp.usdoj.gov>. A Financial Point of Contact must first register on GMS to submit an SF-269a.

For instructions, see [http://www.ojp.usdoj.gov/funding/pdfs/fsr\\_user\\_manual.pdf](http://www.ojp.usdoj.gov/funding/pdfs/fsr_user_manual.pdf).

Community Oriented Policing Services (COPS) grantees should fax their reports to the COPS Control Desk at 202–616–9004. COPS grantees will not be able to use GMS at this time. If the FAX is not available, mail the report to: Department of Justice Response Center, Attn: COPS Control Desk, 1100 Vermont Ave., Sixth Floor, Washington, DC 20530 (U.S. Postal Service delivery) or 20005 (overnight delivery, e.g. FedEx, UPS, etc.)

*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 OCFO Customer Service Center at 1–800–458–0786 ([choose option 2](#)) or at [ask.ocfo@usdoj.gov](mailto:ask.ocfo@usdoj.gov).