

Who should I contact with SLICS issues or questions?

The SLICS Help Desk is available via phone or email at 865-425-4099 or SLICS_SLS@leidos.com

What are the hours of operation for the SLICS Help Desk?

8:00 AM - 5:00 PM Eastern, Monday through Friday.

How do I change my SLICS Password?

You can view the Change Your Password QRC on the SLICS Training Materials website: <http://www.leidos.com/suppliers/SLICS>

Please Note: SLICS users are **required** to change their password every 90 days. If your password is not updated within 30 days of the 90 day cut-off (essentially NLT 120 days from your last password change) your account will be disconnected. If you are disconnected and need to have your account re-instated you will need to contact the SLICS Help Desk for assistance.

What is the deadline for entering my Labor and/or Misc. Expense Claim?

All claims for the current week's costs must be **submitted and approved** by 4:00 PM Eastern every Friday.

If an employee misses the 4:00 PM Friday deadline, can a claim be entered over the weekend?

We highly encourage that all claims be submitted by the stated deadline to ensure ample time to process the claim. However, claims that are fully approved (Subcontractor **and** Leidos approvals completed) NLT 10:30 AM Monday morning will **generally** be processed.

What is the payment cycle for claims submitted via SLICS?

SLICS claims are processed on a monthly batching schedule, which means all claims are accumulated during the course of a month and assigned a batch posting date at the end of each month. Payments are scheduled for 30 days from the monthly batch posting date.

How can I obtain payment information for claims submitted via SLICS?

The Leidos AP department provides weekly automated **Invoice Status Report**. The report provides the SLICS Invoice Number(s), for fully processed claims, that have been paid within the last 10 calendar days. In addition to the SLICS invoice number, the report includes payment information such as check numbers, check dates and anticipated payment dates.

To request this automated report you must send an email to aphelpdesk@leidos.com and provide the following information:

- Vendor Name
- Report Format Type – Excel is preferred but PDF is an option
- Report Recipients
 - First and Last Name
 - Telephone Number
 - Email Address
- Day of the Week you wish to receive the report (any day Mon-Fri)

I have received a payment, but I am unable to pull invoices needed to complete my reconciliation. How can I get access to pull SLICS invoices?

To have the ability to access invoice copies you must have what is called a Billing Viewer role for each line of the Purchase Order. To obtain this access you must contact the Leidos Subcontract Administrator (SCA) assigned to your Program so they can verify that you should have this access level. If it is determined that it is appropriate for you to have this role, the SCA will submit an internal request to have it added to your profile. If you do not know who your Leidos SCA is, you can contact the SLICS Help Desk for assistance.

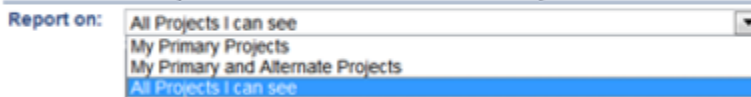
What is the best way to reconcile my SLICS Claims to Payments?

The weekly automated **AP Invoice Status Report** that is received via email (upon signing up to receive them) is best used in conjunction with **SLICS Invoice Status Report**. The two reports used together are helpful when attempting to reconcile payments to claims.

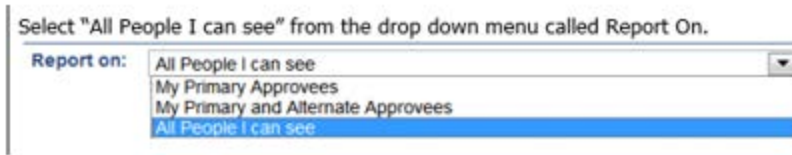
I'm not getting any results when I run the Invoice Status or Labor Claim Status Reports. What am I doing wrong?

If running an **Invoice Status Report**, be sure to select “*All Projects I can see*” from the “**Report On**” dropdown menu.

Select “All Projects I can see” from the drop down menu called Report On



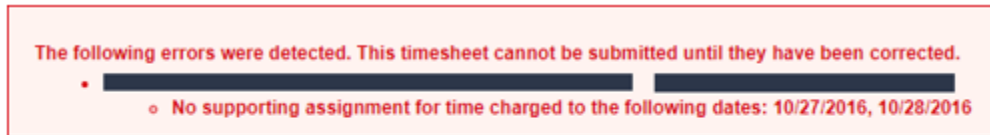
If running a **Labor Claim Status Report**, be sure to select “*All People I can see*” from the “**Report On**” dropdown menu.



If you still cannot pull the information needed you may not have the appropriate access to view this data. Please contact the SLICS Help Desk for assistance.

I am getting an error message when I attempt to submit my Labor and/or Misc. Expense Claim. What should I do?

The following error messages indicate that you are trying to submit a claim outside of the performance dates currently set in SLICS **OR** you should be charging to a different task/charge code.



The best course of action to resolve this issue is to contact your Leidos Subcontract Administrator (SCA) so they can verify that your information is correct. If you do not know who your Leidos SCA is, you can contact the SLICS Help Desk for assistance.

I've been informed that I need to correct a labor/expense claim that I previously submitted in the system. How do I do that?

Please review the Adjusting a Labor Claim QRC or the Adjusting an Expense Claim QRC for guidance on how to complete this action/request. Both can be found at: <http://www.leidos.com/suppliers/SLICS>