



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

# *\*Phone Activated Paperless Request System PAPRS*

## **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 PIN number information. This information will allow you to use OJP's Phone-Activated Request System (PAPRS) to access your funds.

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

To access the OJP PAPRS payment system, 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. 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.

If you have questions concerning PAPRS, payments, or any financial aspect of your OJP award, contact the Office of the Comptroller's Customer Service Center at 1-800-458-0786 or [ask.oc@usdoj.gov](mailto:ask.oc@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 identification number (EIN) assigned by the Internal Revenue Service.

*Please enter your PIN number.*

Enter the four-digit PIN number that 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 online.

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.*

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