

ePACE Vendor First Invoice Submission Guide

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Welcome to ePACE! This guide will walk you through the process of submitting your first invoice in ePACE, the Maryland Department of Human Services' (DHS) procurement and invoicing platform powered by OpenGov. By following the steps below, you can help ensure your invoice is submitted correctly and processed without delays.

Local Department of Social Services vendors must have their DHS contract monitor submit their invoices valued over \$50,000

Need more help? If your questions are not addressed in this guide, submit a request using the [ePACE Vendor Assistance Google Form](#). You can also visit the [ePACE webpage](#) for training recordings, step-by-step guides, FAQs, and additional information.

Step 1 — Before You Begin: Confirm Your Account is Active

Before submitting your first invoice, confirm the following:

- You have received your vendor enrollment email from OpenGov and completed account setup, including verification of your user account using your Employer Identification Number (EIN).
- You can successfully log in to ePACE.
- Your contract is visible in the system.
- You have the invoice information ready and have signed your invoice (see Step 2).

Not enrolled yet or having trouble logging in? See the [ePACE Vendor FAQ](#) — Section 1: Getting Started & Account Access, or submit a question using the [ePACE Vendor Assistance Google Form](#).

Step 2 — Gather What You Need

Have the following information ready before you begin:

- **Invoice number** (your internal invoice number; it must be unique)
- **Invoice amount** and the service period covered by the invoice
- **Any supporting documentation** required by your DHS program contact (e.g., performance service logs, reports, or other backup documentation)

Is your contract unavailable to select or Are you unsure of what documentation is required?

Contact your DHS program contact before submitting your invoice. Missing or incomplete documentation is one of the most common reasons invoices are returned for correction.

Step 3 — Submit Your Invoice

Follow the step-by-step Scribe guide: [Create and Submit an Invoice for Processing](#)

At a high level, you will:

1. **Log in to ePACE** and navigate to your contract.
2. **Create a new invoice** and enter the required details, including invoice number, invoice amount, and period of service.
3. **Attach any supporting documentation** required by your DHS program contact.
4. **Review your invoice carefully** before submitting. Verify the invoice number, amount, service period, and attachments are accurate. .
5. **Submit the invoice.**

Once your invoice is submitted successfully, you will receive a confirmation email.

Did not receive a confirmation email? Check your spam or junk folder. Then log in to ePACE and verify that the invoice appears in the system. If the invoice is not visible, it may not have been submitted successfully. Try submitting it again or submit a question using the [ePACE Vendor Assistance Google Form](#).

Step 4 — Track Your Invoice Status

After submitting, you can check your invoice status at any time. For step-by-step instructions, see: [View Invoice Status](#).

You may see on of the following Invoice statuses:

- **Submitted:** Your invoice has been received and is awaiting review.
- **In Review (Program Team):** Your DHS program contact is reviewing the invoice.
- **Pending Approval:** The invoice is with Accounts Payable or the Office of the Secretary (for invoices over \$50,000.00).
- **Returned:** An issue was identified, and the invoice has been returned to you for correction. See Step 5 for next steps.
- **Invoice Approved:** Your invoice has received all required approvals and has been forwarded for payment processing. Payment is issued through the Maryland Comptroller's office.

Processing timeline: DHS has up to five business days to process your invoice. If your invoice status has not changed after five business days, submit a question using the [ePACE Vendor Assistance Google Form](#) and include your invoice number.

Step 5 — If Your Invoice is Returned

A returned invoice means a DHS reviewer identified an issue and sent it back for correction. You will receive a notification with comments explaining what needs to be fixed.

Common reasons invoices are returned:

- A missing or incorrect purchase order may cause your invoice to be returned. Your DHS contract monitor can assist you in confirming the correct information to ensure accurate submission.

- Supporting documentation is missing or incomplete.
- Invoice amount does not match contract terms.
- Invoice period is not covered under the active contract.
- Invoice contract information is incorrect.

To correct and resubmit your invoice, follow the Scribe guide: [Change and Resubmit an Invoice](#). Once resubmitted, the five-business-day processing timeline restarts.

Note: A returned invoice is different from a rejected invoice. A returned invoice can be corrected and resubmitted. A rejected invoice is a final determination. In that case, contact your DHS program contact for next steps.

Quick Reference: Scribe Guides

- [Create and Submit an Invoice for Processing](#)
- [View Invoice Status](#)
- [Change and Resubmit an Invoice](#)
- [Register for a Vendor Account](#)

Questions? Submit a question using the [ePACE Vendor Assistance Google Form](#)
or visit the [DHS ePACE Website](#)