# Vocational Rehabilitation Services Manual D-200: Purchasing Goods and Services

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## **D-213: Other Types of Payments and Purchases**

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### **D-213-5: Multicustomer Purchases**

A multicustomer purchase is made when services are purchased from a single provider for multiple customers. Customers may be on or from the same or different caseloads.

A multicustomer service record (SR) completed in RHW serves the same function as an individual SR and is used to create a multicustomer service authorization (MCSA).

Information related to multiple customers must never be filed in an individual customer's file. Invoices that include the names of multiple customers must be kept in a separate file; therefore, separate invoices are not required for each customer. Individual reports may be maintained in the individual case file since no identifying information for other customers is documented within the report.

Please note that potentially eligible services may only be authorized using an MCSA. A single customer may be listed on the MCSA if it is for an independent, stand-alone service.

For additional information on creating multicustomer SRs and MCSAs, refer to the [ReHabWorks User's Guide, Chapter 20: Multicustomer Purchases, 20.1 Multicustomer Service Record](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html).

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