

General Services Administration
Billing and Accounts Receivable
Pegasys 7.8 User Guide



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5 of 10

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Guide Summary

To meet 508 compliance requirements, the BAAR Guide is divided into 10 documents, which contains the following sections. This is Document 5.

Document 1

- Section 1: General
- Section 2: BAAR Overview
- Section 3: BAAR Feeder System Integrations
- Section 4: BAAR User Actions and Procedures
 - o Section 4.1: BAAR User Actions
 - o Section 4.2: Detail Billing Records from Detail Billing Record Query
 - o Section 4.3: PCAS Agreements

Document 2

- o Section 4.4: Manual Billing
- o Section 4.5: Standard Voucher (SV)
- o Section 4.6: BAAR Queries
 - Section 4.6.1: Search Functionality
 - Section 4.6.2: Billing Query
 - Section 4.6.3: Billing Statement Query

Document 3

- Section 4.6.4: Retired IPAC Transaction Query
- Section 4.6.5: G-Invoicing/IPAC Outbound Query
- Section 4.6.6: G-Invoicing/IPAC Staging Query
- Section 4.6.7: IPAC Import Query
- Section 4.6.8: G-Invoicing/IPAC Reconciliation Activity Query
- Section 4.6.9: G-Invoicing/IPAC Completed Reconciliation Query
- Section 4.6.10: Form/Document Selection Query
- Section 4.6.11: GL Account Detail Query
- Section 4.6.12: Query IPAC Rejections (G-Invoicing/IPAC Staging Query)
- Section 4.6.13: Vendor Activity Query
- o Section 4.7: Debt Accounts (Claims)

Document 4

- o Section 4.8: Collections

Document 5

- o **Section 4.9: Correspondence**
- o **Section 4.10: Disputes (Non-IPAC)**
- o **Section 4.11: Amend DA to Set the Debt Appeal Forbearance Flag**
- o **Section 4.12: IPAC Chargebacks**

Document 6

- o Section 4.13: Revenue Credit Card Chargebacks
- o Section 4.14: Pay.gov Chargebacks
- o Section 4.15: Manage Credits

Document 7

- o Section 4.16: Delinquency
- o Section 4.17: Adjustments
- o Section 4.18: Treasury Report on Receivables (TROR)
- o Section 4.19: Workflow Management and Form Approval
- o Section 4.20: Inventory Management
- o Section 4.21: Mass Import

Document 8

- Section 5: Vendor and Customer Self Service
- Section 6: G-Invoicing
- Appendix A: BAAR Document Types

Document 9

- Appendix B: User - Defined Field and Form Description
- Appendix C: GSA Business Line Specific Required Fields
 - o C.1: Appendix: BAAR Accounting Dimensions
 - o C.2: Appendix: Detail Billing Record Query Search Criteria
 - o C.3: Appendix: Create Detail Billing Records - DBR Query
 - o C.4: Appendix: Create an Agreement Charge (AG)
 - o C.5: Appendix: Create an External Direct Agreement (ED)
 - o C.6: Appendix: Create an Internal Direct Agreement (ID)

Document 10

- o C.7: Appendix: Create Billing Document (BD)
- o C.8: Appendix: Create Internal Voucher (NV) – All Business Lines
- o C.9: Appendix: Create Itemized Order (IO) – RWA/HOTD/RPUDD/Region 6 Manual Business Lines
- o C.10: Appendix: Create Standard Voucher (SV)
- o C.11: Appendix: Create Cash Receipt (CR) – Lockbox & Contract Fees
- o C.12: Appendix: GSA Business Process Required Fields for Maintaining Correspondence on Internal Vouchers (NVs)
- o C.13: Appendix: Create Debt Account
- o C.14: Appendix: Debt Account Search Criteria
- Appendix D: BAAR Glossary
- Appendix E: Workflow Approvals
- Appendix F: TROR Calculations

Table of Contents

Guide Summary	1
Table of Contents	4
Table of Figures	6
4 BAAR User Actions and Procedures	13
4.9 Correspondence.....	13
4.9.1 Statement/ Vendor Account/ Document Level Correspondence - User-Defined Search Field Definitions	14
4.9.2 Managing Correspondence History	15
4.9.3 Managing Correspondence Attachments	15
4.9.4 Execute a Query for Statement Correspondence, View History, and Manage Attachments	15
4.9.5 Execute a Query for Vendor Account Correspondence, View History and, Manage Attachments	22
4.9.6 Execute a Query for Document Level Correspondence, View History, and Manage Attachments	30
4.9.7 Managing Correspondence Workflow Tasks.....	37
4.10 Disputes (Non-IPAC).....	41
4.10.1 Disputed Billings Query (Non-IPAC) Search Parameters.....	43
4.10.2 Query Disputed Billings	43
4.10.3 Manage Dispute Workflow Task.....	46
4.10.4 Initial Dispute Evaluation	49
4.10.4.1 Initial Dispute Evaluation - Request.....	50
4.10.4.2 Initial Dispute Evaluation - Under Review.....	52
4.10.5 Pending Final Action and Dispute Resolution.....	55
4.10.6 Add Dispute-Related Statement-Level Correspondence	59
4.10.7 New Disputed Creation from Dispute Billings Query.....	61
4.11 Amend DA to Set the Debt Appeal Forbearance Flag.....	68
4.12 IPAC Chargebacks.....	70
4.12.1 Collection Adjustment Chargebacks.....	71
4.12.1.1 Review Collection Adjustment Chargebacks	72
4.12.1.1.1 Steps to Review Collection Adjustments Using the Billing Query	73
4.12.1.2 Rebill Collection Adjustment Chargeback	85

4.12.1.2.1	Rebill Collection Adjustment Chargeback - Correcting Interagency Description or Articles and Services.....	90
4.12.1.2.2	Rebill Collection Adjustment Chargeback - Correcting ALC or Vendor Code.....	90
4.12.1.2.3	Rebill Collection Adjustment Chargeback - Correcting SpeedPay FSN	
4.12.1.3	Accept Chargeback.....	91
4.12.1.3.1	Accept Chargeback Associated with an Agreement - Recurring Flat Rate	95
4.12.1.3.2	Accept Chargeback Associated with an Agreement - Non-Recurring or Recurring (Bill Based on Agreement Charges).....	96
4.12.1.4	Write-Off Chargeback.....	97
4.12.2	Payment Adjustments.....	103
4.12.2.1	Review Payment Adjustments.....	105
4.12.2.2	Refund (Reissue Credit) Payment Adjustments via Billing Query.....	116
4.12.2.3	Resolve Payment Adjustment: Transfer Non-Refundable Payment Adjustments to Treasury.....	122
4.12.3	Customer Generated Exceptions (Pseudo Chargebacks).....	122
4.12.3.1	Options for Resolving Customer Generated Exceptions.....	124
4.12.3.1.1	Resolve Customer Generated Exception - Cash Receipt Debit Voucher	125
4.12.3.1.2	Resolve Customer Generated Exception - Itemized Payment (Pull Payment).....	126
4.12.3.1.3	Resolve Customer Generated Exception - Cash Receipt (Push Payment)	127

Table of Figures

Figure 1: Correspondence Page	14
Figure 2: Billing Statement Query	16
Figure 3: Select Search Button	16
Figure 4: Billing Statement Records Returned	16
Figure 5: Select Billing Statement Record and Details Button.....	17
Figure 6: Statement Balance Page Displayed	17
Figure 7: Correspondence Tab.....	17
Figure 8: Correspondence Page	18
Figure 9: Select Search Button	18
Figure 10: Correspondence Records Returned	18
Figure 11: Desired Correspondence Record Details.....	18
Figure 12: History Button	19
Figure 13: Correspondence History Associated With Billing Statement	19
Figure 14: Attachments Button Select	19
Figure 15: Correspondence Manage Attachments Page Display.....	19
Figure 16: Attachment Checked Out and Locked.....	20
Figure 17: Select the Check In Button	20
Figure 18: Document Management Check In Button	20
Figure 19: Select the Browse Button to Upload	21
Figure 20: Open Updated File.....	21
Figure 21: Select Upload	22
Figure 22: Edit Information Section	22
Figure 23: Vendor Query	22
Figure 24: Select Search Button	23
Figure 25: Vendor Records Returned	23
Figure 26: Desired Vendor Record Details.....	23
Figure 27: Main Page Display	24
Figure 28: Account Summary Tab.....	24
Figure 29: Account Summary Page	24
Figure 30: Select Address Amounts	25
Figure 31: Address Amounts Page	25

Figure 32: Select Address Level Vendor and Correspondence Button25

Figure 33: Correspondence Page Display.....25

Figure 34: Select Search Button26

Figure 35: Desired Correspondence Record Details.....26

Figure 36: Select History Button26

Figure 37: Correspondence History Page27

Figure 38: Select Attachments Button27

Figure 39: Correspondence Manage Attachments Page27

Figure 40: Correspondence Manage Attachments Page Edit Information28

Figure 41: Check In Attachment After Editing.....28

Figure 42: Document Management Check In Page28

Figure 43: Select Browse Button to Upload Attachment File29

Figure 44: Open Updated File.....29

Figure 45: Upload Updated File29

Figure 46: Correspondence Manage Attachments Page Edit Information30

Figure 47: Form/Document Selection Query.....30

Figure 48: Select Search Button31

Figure 49: Document Records Returned.....31

Figure 50: Select Desired Document Record.....31

Figure 51: Header Page Display32

Figure 52: Correspondence Tab.....32

Figure 53: Correspondence Page Display.....32

Figure 54: Select Search Button33

Figure 55: Correspondence Records Returned in Item Collection33

Figure 56: Desired Correspondence Record Details.....33

Figure 57: Select History Button33

Figure 58: Correspondence History Page Display.....34

Figure 59: Select Attachments Button34

Figure 60: Correspondence Manage Attachments Page34

Figure 61: Correspondence Manage Attachments Page Edit Information35

Figure 62: Check In Attachment After Editing.....35

Figure 63: Document Management Check In Page36

Figure 64: Upload Edited Attachment File.....36

Figure 65: Open Updated File.....36

Figure 66: Upload Document Management Check In Page37

Figure 67: Correspondence Manage Attachments Page Edit Information37

Figure 68: Inbox Display38

Figure 69: Select Search Button39

Figure 70: Open Review Correspondence Task39

Figure 71: Selected Task Has Been Acquired40

Figure 72: Select Complete.....41

Figure 73: Work Item Completed.....41

Figure 74: Navigate to Disputed Billings Query44

Figure 75: Disputed Billings Query.....44

Figure 76: Select the Dispute Request Details.....45

Figure 77: General Dispute Information.....45

Figure 78: Select One of the Action Buttons45

Figure 79: Select Disputed Items Tab.....46

Figure 80: Inbox Search Criteria and Item Collection.....46

Figure 81: Enter Additional Search Criteria47

Figure 82: Returned Records48

Figure 83: Notification of Review Billing Dispute Request Workflow Task48

Figure 84: Select View Billing Dispute Request49

Figure 85: Disputed Billings Query Search Criteria.....49

Figure 86: Disputed Billings Query.....50

Figure 87: Dispute Resolution Description.....51

Figure 88: Disputed Billings Query General Dispute Information.....51

Figure 89: Disputed Billings Query.....52

Figure 90: Select Save Button.....52

Figure 91: Billing Document Opened Automatically.....53

Figure 92: Successful Verification.....54

Figure 93: Successful Save55

Figure 94: Successful Submission55

Figure 95: Disputed Billings Query.....56

Figure 96: Disputed Billings Query General Dispute Information Tab57

Figure 97: Debt Appeal Forbearance Flag.....58

Figure 98: Successful Verification.....58

Figure 99: Successful Save58

Figure 100: Successful Submission59

Figure 101: Launched Correspondence Template60

Figure 102: Populate Correspondence Fields60

Figure 103: Sent Email Message61

Figure 104: Disputed Billings Query61

Figure 105: Select New Button.....62

Figure 106: Dispute Request Submission Billing Document/Internal Voucher Page62

Figure 107: Select Dispute Type.....63

Figure 108: Dispute Request Submission Wizard Choose Accounting Lines Page.....63

Figure 109: Insert Search Parameter to Retrieve Accounting Line64

Figure 110: Mark Accounting Lines for Dispute.....64

Figure 111: Dispute Request Submission Wizard Choose Detail Records Page.....65

Figure 112: Search Criteria to Retrieve Detail Billings Records.....66

Figure 113: Mark Detail Billings Records for Dispute.....66

Figure 114: Detail Billings Records Have Been Included in Current Dispute66

Figure 115: Supplementary Dispute Information Page Displayed67

Figure 116: Review General Dispute Information Page Displayed.....67

Figure 117: Disputed Items Review Page.....68

Figure 118: Submit Dispute Request68

Figure 119: Successfully Submitted Dispute Request68

Figure 120: Dispute Billings Query Display68

Figure 121: Select Record Details From Item Collection.....69

Figure 122: Accepted Dispute Status.....69

Figure 123: Select Record Dispute Button69

Figure 124: Ensure Debt Appeal Forbearance Flag is True70

Figure 125: High-Level IPAC Collection Adjustment Process72

Figure 126: Billing Query73

Figure 127: Billing Query - Helpful Search Criteria for Basic Search.....74

Figure 128: Billing Query - Helpful Search Criteria for Advanced Search75

Figure 129: Billing Query - Item Collection.....75

Figure 130: Select Details from Item Collection75

Figure 131: Billing Query - Billing Query Tab76

Figure 132: Billing Query - Billing Detail Tab76

Figure 133: Billing Query - Billing Document Line Tab77

Figure 134: Rebill Status78

Figure 135: Non-DBR-Based Selected for IPAC Status78

Figure 136: Billing Query - Detail Billing Record Tab79

Figure 137: Billing Query - Detail Billing Record View79

Figure 138: DBR-Based Chargeback Information80

Figure 139: Amend Document Button.....81

Figure 140: New Amendment Page.....82

Figure 141: Amendment Justification.....82

Figure 142: Billing Status83

Figure 143: IPAC Schedule Date.....84

Figure 144: Submit for Processing84

Figure 145: Billing Query Basic Search85

Figure 146: Billing Query - Helpful Search Criteria for Basic Search.....86

Figure 147: Billing Query - Helpful Search Criteria for Advanced Search87

Figure 148: Billing Query - Item Collection.....87

Figure 149: Additional Actions - Reject Chargeback.....88

Figure 150: Action Confirmation Message.....88

Figure 151: New Amendment Page.....88

Figure 152: Amendment Justification.....89

Figure 153: IPAC Schedule Date.....89

Figure 154: Submit for Processing90

Figure 155: Billing Query Basic Search92

Figure 156: Billing Query - Helpful Search Criteria for Basic Search.....93

Figure 157: Billing Query - Helpful Search Criteria for Advanced Search94

Figure 158: Billing Query - Item Collection.....94

Figure 159: Additional Actions - Accept Chargeback.....95

Figure 160: Action Confirmation Message.....95

Figure 161: Billing Query Search Criteria.....98

Figure 162: Billing Query - Helpful Search Criteria for Basic Search.....99

Figure 163: Billing Query - Helpful Search Criteria for Advanced Search99

Figure 164: Billing Query - Item Collection.....100

Figure 165: Additional Actions - Generate Write-Off.....100

Figure 166: Write-Off Generation Page100

Figure 167: Enter Document Information.....101

Figure 168: Opened CR Form.....101

Figure 169: Approval Routing - Add User102

Figure 170: Approval Routing - Approver Added.....102

Figure 171: Successful Save102

Figure 172: Successful Submission103

Figure 173: IPAC Payment Adjustment Process103

Figure 174: IPAC Payment Adjustment Cycle.....104

Figure 175: Billing Query Basic Search Page105

Figure 176: Billing Query - Helpful Search Criteria for Basic Search.....107

Figure 177: Billing Query - Helpful Search Criteria for Advanced Search108

Figure 178: Select Details from Item Collection108

Figure 179: Billing Query - Billing Query Tab109

Figure 180: Billing Query - Billing Detail Tab109

Figure 181: Billing Query - Billing Document Line Tab110

Figure 182: Detail Billing Record Tab111

Figure 183: View Document.....112

Figure 184: References Button112

Figure 185: Expand Reference Tree113

Figure 186: Amend Document Button.....113

Figure 187: New Amendment Page.....114

Figure 188: Amendment Justification.....114

Figure 189: Invoice Date115

Figure 190: Submit for Processing116

Figure 191: Billing Query Search Page117

Figure 192: Billing Query - Helpful Search Criteria for Basic Search.....118

Figure 193: Billing Query - Helpful Search Criteria for Advanced Search119

Figure 194: Billing Query - Item Collection.....119

Figure 195: Amend Document Button.....120

Figure 196: New Amendment Page.....120

Figure 197: Amendment Justification.....121

Figure 198: Invoice Date121

Figure 199: Submit for Processing122

Figure 200: High-Level Process for Customer-Generated Exceptions.....123

4 BAAR User Actions and Procedures

4.9 Correspondence

Correspondence functionality enables users to communicate electronically with GSA customers (and vice versa) regarding general customer account issues as well specific issues pertaining to individual billing statements, disputes, collections, and refunds. Additionally, correspondence can be used to communicate internally should certain matters need to be resolved internally prior to discussing with the customer. All correspondence, whether at the 1) billing statement level, 2) customer account level, or at the 3) document level, is documented within Pegasys and can be researched and referred to in efforts to assist GSA customers better.

In addition to storing correspondence records within the system, correspondence functionality also provides individual histories of each correspondence record. History records contain all the fields on the correspondence record and an additional field called Action Performed. Each time a correspondence record is added, modified, deleted or emailed, the system captures the appropriate action. For example, a user entered a correspondence record on July 1, 2009 and modified the record on July 6, 2009, July 10, 2009 and July 20, 2009. The history of that correspondence record would show four (4) records in the history. Additionally, if a correspondence record is deleted, its corresponding history record will continue to be viewable via the correspondence history functionality.

The correspondence template used to create a correspondence record is designed to extract all pertinent information regarding the communication. Additionally, users can determine whether Pegasys-created correspondence records should be publicly published (i.e., transmitted to VCSS to be viewed by the customer) or should remain as internal correspondence. Users are also provided the option to send emails containing the correspondence text to customers.

As noted above, correspondence can be created at the statement level, account level, and document level:

- **Statement Level Correspondence** - Statement level correspondence can be created and viewed by users from the Billing Statement Query, IPAC Transaction Query, or Disputed Billings Query. Statement level correspondence is then associated with, and can be accessed from, the billing statement to which it is associated.
 - Creation of statement level correspondence from the Billing Statement Query is documented in **BAAR User Guide 2 of 10, Section 4.6.3**.
 - Creation of statement level correspondence from the Retired IPAC Transaction Query is documented in **BAAR User Guide 3 of 10, Section 4.6.4**.
- **Account Level Correspondence** - Account level correspondence can be created and viewed by users from the Vendor Activity Query. Account level correspondence is then associated with, and can be accessed from, the specific vendor account via the Vendor Activity Query.
 - Creation of account level correspondence from the Vendor Activity Query is documented in **BAAR User Guide 3 of 10, Section 4.6.13**.

- Document Level Correspondence - Document level correspondence can only be created and viewed by users while creating or reviewing Internal Voucher (NV), Cash Receipt (CR), or Payment Authorization (IP) document types. Document level correspondence is then associated with, and can be accessed from, the specific Internal Voucher (NV), Cash Receipt (CR), or Payment Authorization (IP) document from which it was created.
 - o Creation of document level correspondence from Internal Voucher (NV) document types is documented in **BAAR User Guide 2 of 10, Section 4.4.2.**
 - o Creation of document level correspondence from Cash Receipt (CR) document types is documented in **BAAR User Guide 4 of 10, Section 4.8.1.**
 - o Creation of document level correspondence from Payment Authorization (IP) document types is documented in **BAAR User Guide 6 of 10, Section 4.15.4.4.**

NOTE: Correspondence related to a billing is recorded on the Billing Statement as Statement Level Correspondence and not on the Billing Document (BD).

The following sections describe the correspondence functionality, including:

- Managing correspondence associated with statements/vendor accounts/documents.
- Managing correspondence history records.
- Managing correspondence attachments.

4.9.1 Statement/ Vendor Account/ Document Level Correspondence - User-Defined Search Field Definitions

Multiple correspondence records can be recorded against a billing statement, vendor account, Internal Voucher (NV), Cash Receipt (CR), or Payment Authorization (IP) form/document, allowing for multiple communications with the customer. The Correspondence page of the billing statement, vendor account, and document provides search criteria to aid users searching for correspondence when multiple records exist.

The listing of User-Defined fields for Correspondence is available at **BAAR User Guide 9 of 10, Section B.12.**

Figure 1: Correspondence Page

The screenshot shows a search criteria form for correspondence. It includes several input fields and dropdown menus:

- Search Criteria:**
 - Creator: [Text Input]
 - Subject: [Text Input]
 - Type Of Correspondence: [Dropdown Menu]
 - Public Publishing Flag: [Dropdown Menu]
 - Record Number: [Text Input]
 - Itemized Line Number: [Text Input]
 - Accounting Line Number: [Text Input]
- Created Date:**
 - From: [Text Input]
 - To: [Text Input]
- Contact Person:**
 - First Name: [Text Input]
 - Last Name: [Text Input]
 - Assignment Code: [Text Input]
- Correspondence:** [Large Text Area]
- Buttons:** Search, Clear

4.9.2 Managing Correspondence History

As noted in the sections above, correspondence records automatically track changes and updates. This tracking is performed via dedicated history records. History records contain all the fields on the correspondence record and an additional field called Action Performed. Each time a correspondence record is added, modified, deleted or emailed, the system captures the appropriate action. The history of the correspondence record can then be reviewed to determine how it has been updated from when it was first created. Additionally, if a correspondence record is deleted, its corresponding history record will continue to be viewable via the correspondence history functionality.

4.9.3 Managing Correspondence Attachments

Correspondence functionality also provides the ability to attach multiple files to correspondence records, allowing for further documentation to be recorded with the correspondence. Once uploaded to the correspondence record, attachments can be managed from the correspondence Manage Attachments page, where attachments can be viewed, checked out and locked for editing, checked in, and unlocked.

Attached files can be designated as “attachments” or “supporting documentation”. Files designated as attachments can be transmitted from Pegasys to VCSS whereas supporting documentation files remain internal to Pegasys.

4.9.4 Execute a Query for Statement Correspondence, View History, and Manage Attachments

The following steps describe how to search correspondence records, view correspondence history records, and manage attachments associated with billing statement correspondence records.

Steps to Search Correspondence Records Associated with a Billing Statement

1. Navigate to Queries → Accounts Receivable → Billing Statement Query.

The Billing Statement Query page is displayed.

Figure 2: Billing Statement Query

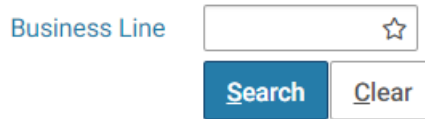
Search - Billing Statement Query

2. Enter the search criteria.

NOTE: Query performance is improved with each additional search criteria entered. Users should not execute “Blind” queries, meaning no search criterion is entered.

3. Select the **Search** button.

Figure 3: Select Search Button



The billing statement records are returned in the item collection.

Figure 4: Billing Statement Records Returned

Statement Number	Primary Vendor	Primary Vendor Address	Bill Type	Print Option	Business Line	Credit Card Number	Bank Charge Indicator	Disbursing Office	ALC	Customer ALC	Statement Generated Flag	Statement Print Date	Collection Due Date	Last Statement Print Date	Security Organization
<input type="radio"/>	X0098556	280000000	00001	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	12/21/2020	02/02/2021	PEGMISC
<input type="radio"/>	X0098593	102095	102095	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/>	X0098623	964174	964174	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/>	X0098601	10138V	10138V	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/>	X0098616	10P392	10P392	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/>	X0098586	113359	113359	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/>	X0098591	10667W	10667W	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/>	X0098613	103351	103351	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/>	X0098603	107422	107422	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/>	X0098642	10P39A	10P39A	Standard	Yes	RWAHOTD		GS187	47000017		Yes	02/02/2021	04/18/2021	02/02/2021	ARPEG

Details 10 per page << Page 1 of 6 >>

4. Select the desired billing statement record in the item collection and select the **Details** button.

Figure 5: Select Billing Statement Record and Details Button

Statement Number	Primary Vendor	Primary Vendor Address	Bill Type	Print Option	Business Line	Credit Card Number	Bank Charge Indicator	Disbursing Office	ALC	Customer ALC	Statement Generated Flag	Statement Print Date	Collection Due Date	Last Statement Print Date	Security Organization
<input checked="" type="radio"/> X0098556	280000000	00001	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	12/21/2020	02/02/2021	PEGMISC
<input type="radio"/> X0098593	102095	102095	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/> X0098623	964174	964174	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/> X0098601	10138V	10138V	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/> X0098616	10P392	10P392	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/> X0098586	113359	113359	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/> X0098591	10667W	10667W	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/> X0098613	103351	103351	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/> X0098603	107422	107422	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	03/19/2021	02/02/2021	ARPEG
<input type="radio"/> X0098642	10P39A	10P39A	Standard	Yes	RWAH0TD			GS187	47000017		Yes	02/02/2021	04/18/2021	02/02/2021	ARPEG

Details 10 per page << Page 1 of 6 >>

The Statement Balances page is displayed.

Figure 6: Statement Balance Page Displayed

STATEMENT BALANCES

Statement Balances | Vendor Balances | Document Balances | Correspondence

General

Statement Number: X0098556

Last Statement Print Date: 02/02/2021

Collection Due Date: 12/21/2020

Statement Print Date: 02/02/2021

Statement Generated

Security Org: PEGMISC

Bill Type: Standard

Print Option: Yes

Business Line: RWAH0TD

Disbursing Office: GS187

ALC: 47000017

Statement Vendor

Code: 280000000 00001

Name: Social Security Administra

Customer ALC:

Centralized Collections Services

Credit Card Number:

Bank Charge Indicator:

Billed Amount

Initial Amount: \$0.00

Discount Amount: \$0.00

Surcharge Amount: \$0.00

Principal Amount: \$0.00

Interest Amount: \$0.00

Admin Charges Amount: \$0.00

Penalty Amount: \$0.00

Billed Total Amount: \$0.00

Credit Amount

Initial Amount: \$0.00

Discount Amount: \$0.00

Surcharge Amount: \$0.00

Principal Amount: \$0.00

Credit Total Amount: \$0.00

Billed Totals

	Collected	Applied Credit	Write Off	Closed	Outstanding
Principal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Interest:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

5. Select the **Correspondence** tab.

Figure 7: Correspondence Tab

Statement Balances | Vendor Balances | Document Balances | **Correspondence**

The Correspondence page is displayed.

Figure 8: Correspondence Page

The screenshot shows a search interface for correspondence records. At the top, there are search criteria fields for Creator, Subject, Created Date (From/To), Contact Person (First/Last Name), Type Of Correspondence, Public Publishing Flag, Record Number, and Assignment Code. Below these is a large text area for 'Correspondence' and 'Search'/'Clear' buttons. A table below shows '1 - 1 of 1 results' with columns: Record Number, Vendor, Vendor Address, Created Date, Creator, First Name, Last Name, Assignment Code, Subject, Correspondence, Type Of Correspondence, and Public Publishing Flag. The table contains one row with the following data: Record Number: 1, Vendor: 00008522, Vendor Address: 00008522, Created Date: 12/23/2011 10:53, Creator: katherineditucci, First Name: Kit, Last Name: DiTucci, Assignment Code: (empty), Subject: (empty), Correspondence: Reconciliation on this invoice, outstanding balance and chargebacks. See attachment for information, Type Of Correspondence: B, Public Publishing Flag: False. Below the table are navigation buttons (Back, Add, Reply, Save, Respond, Email) and a 'Contact Person' form with fields for First Name, Contact Title, Contact Phone Number, International Phone Number, and Contact Email Address. A red asterisk indicates a required field for Last Name.

6. Enter the search criteria to search for correspondence records.
For example, the Type of Correspondence, Contact Person, and date range.
7. Select the **Search** button.

Figure 9: Select Search Button



The correspondence records are returned in the item collection.

Figure 10: Correspondence Records Returned

	Record Number	Vendor	Vendor Address	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Type Of Correspondence	Public Publishing Flag
	1	00008522	00008522	12/23/2011 10:53	katherineditucci	Kit	DiTucci			Reconciliation on this invoice, outstanding balance and chargebacks. See attachment for information	B	False

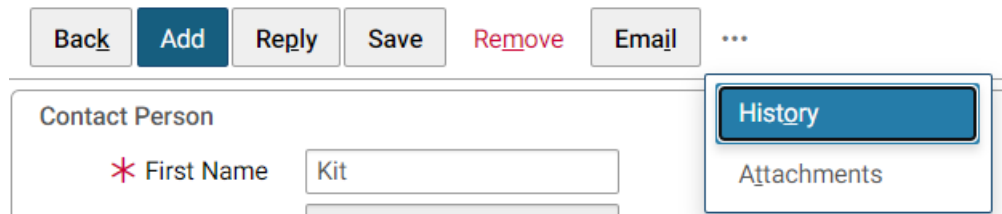
8. Select the desired correspondence record in the item collection and view the details in the Contact Person, Agency Contact, and Correspondence sections below the item collection.

Figure 11: Desired Correspondence Record Details

	Record Number	Vendor	Vendor Address	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Type Of Correspondence	Public Publishing Flag
	1	00008522	00008522	12/23/2011 10:53	katherineditucci	Kit	DiTucci			Reconciliation on this invoice, outstanding balance and chargebacks. See attachment for information	B	False

9. Select the **History** button.

Figure 12: History Button



10. The Correspondence History page is displayed.

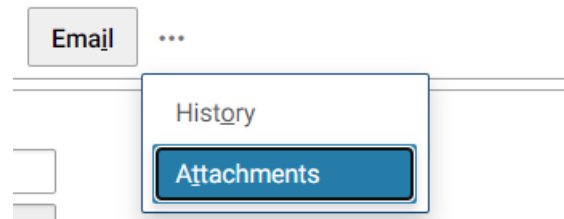
Review the correspondence history records associated with the billing statement.

Figure 13: Correspondence History Associated With Billing Statement

	Record Number	Action	Vendor	Vendor Address	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Corresponder	Type Of Corresponder	Public Publishing Flag
<input type="radio"/>	1	Add	00008522	00008522	12/23/2011 10:53	katherineditucci	Kit	DiTucci			Reconciliation on this invoice, outstanding balance and chargebacks. See attachment for information	B	False

11. Select the **Attachments** button from the main Correspondence page.

Figure 14: Attachments Button Select



The Correspondence Manage Attachments page is displayed.

Figure 15: Correspondence Manage Attachments Page Display

	Number	Status	Title	Attachment Type	Draft/Final	Actions
<input checked="" type="checkbox"/>	1		AA000008			

12. To view an attachment, select the desired attachment in the item collection and select the **View** button.

13. To delete an attachment, select the desired attachment in the item collection and select the **Delete** button.

14. To check out and lock an attachment for editing, select the desired attachment in the item collection and select the **Check Out** button.

NOTE: Selecting Check Out updates the Checked Out field to True, the Locked By field with the user ID of the current user, and the Last Edit Date with the current system date and time.

15. The Correspondence Manage Attachments page Edit Information section is displayed.

NOTE: The selected attachment checked out and is locked.

Figure 16: Attachment Checked Out and Locked

	Number	Status	Title	Attachment Type	Draft/Final	Actions
<input checked="" type="checkbox"/>	1		AA000008			

View Repository Check Out Check In Unlock Delete 10 per page << Page 1 of 1 >>

NOTE: The user can discard the checkout of the attachment by selecting the **Unlock** button.

16. To check in the attachment after editing, select the desired attachment in the item collection and select the **Check In** button.

Figure 17: Select the Check In Button

	Number	Status	Title	Attachment Type	Draft/Final	Actions
<input checked="" type="checkbox"/>	1		AA000008			

View Repository Check Out Check In Unlock Delete 10 per page << Page 1 of 1 >>

17. The Document Management Check In page is displayed.

Figure 18: Document Management Check In Button

Upload Files

Click or Drag Files Here

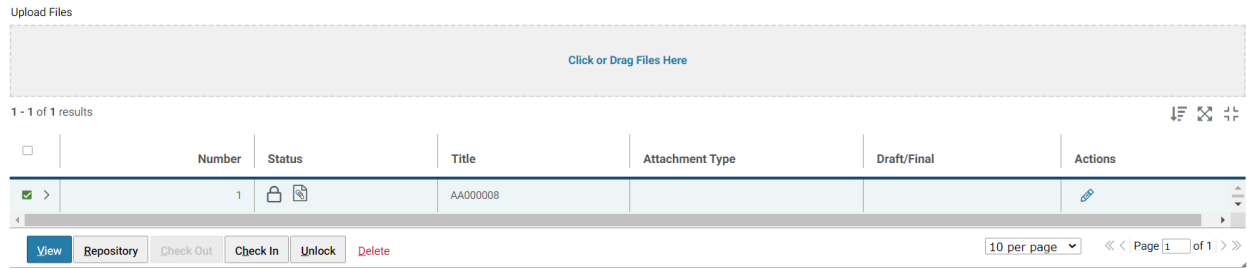
1 - 1 of 1 results

	Number	Status	Title	Attachment Type	Draft/Final	Actions
<input checked="" type="checkbox"/>	1		AA000008			

View Repository Check Out Check In Unlock Delete 10 per page << Page 1 of 1 >>

18. Select the **Browse** button to upload the attachment file that has been edited.

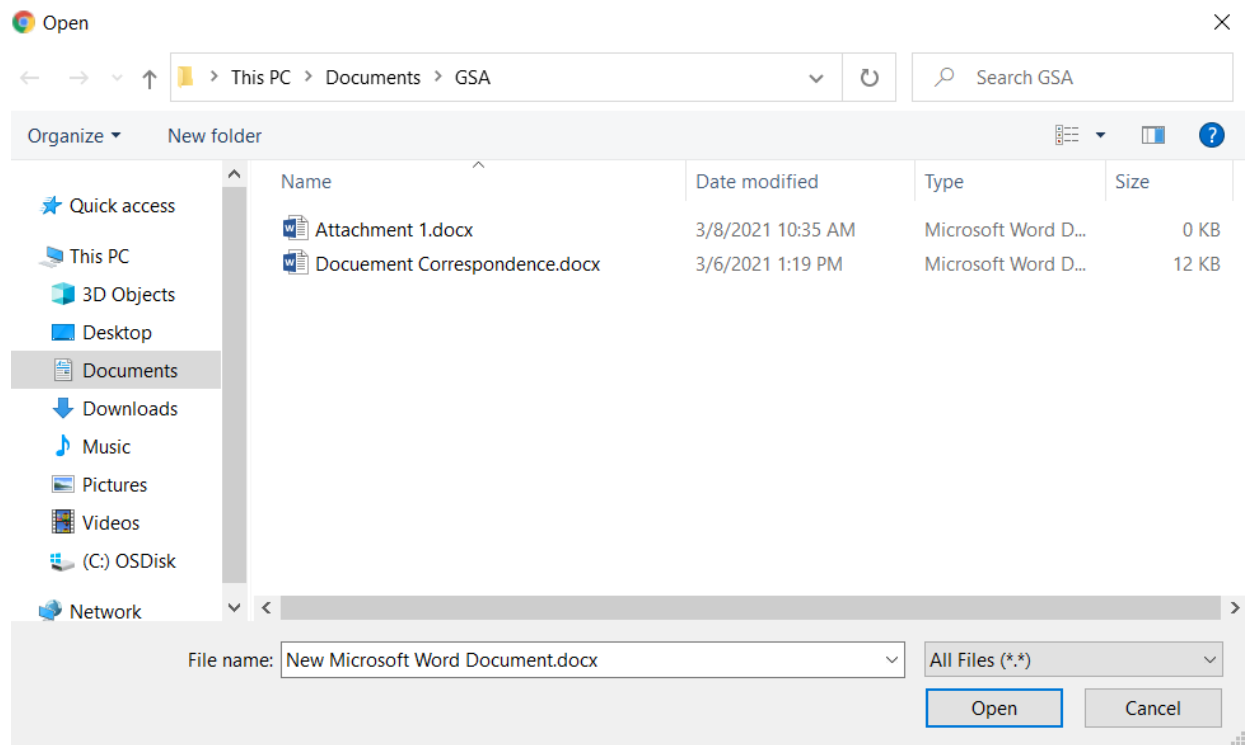
Figure 19: Select the Browse Button to Upload



19. The File Upload screen using the local directory is displayed.

Select the updated file from the local directory and select **Open**.

Figure 20: Open Updated File



20. The Document Management Check In page with the updated file in the Content Field is displayed.

Select **Upload**.

Figure 21: Select Upload

ATTACHMENTS

Number Attachment Signed Transmit to External Application

Title Description

Number of Pages

Attachment Date

Attachment Type

Draft/Final

File Name Attachment Editable Flag

File Type

NOTE: Selecting Upload returns the user to the Correspondence Manage Attachments page and updates the Checked Out field to False, clears the Locked By field, and updates the Last Edit Date with the current system date and time.

- The Correspondence Manage Attachments page Edit Information section is displayed.

NOTE: The selected attachment is checked in and unlocked.

Figure 22: Edit Information Section

— Edit Information

Checked Out

LockedBy

Last Edit Date

4.9.5 Execute a Query for Vendor Account Correspondence, View History and, Manage Attachments

The following steps describe how to search correspondence records, view correspondence history records, and manage attachments associated with a vendor activity record.

Steps to Search Correspondence Records Associated with a Vendor Account

- Navigate to Queries → Vendor → Vendor Activity Query.

The Vendor Activity Query page is displayed.

Figure 23: Vendor Query

Vendor Activity Query

Code UEI AAC/DDDAAC

TIN EFT Indicator DUNS Number

No results

Vendor Codes	UEI	DUNS Number	EFT Indicator	CAGE Code	AAC/DDDAAC	Name	TIN	Vendor Category	Vendor Class	Vendor Group	Vendor Type	Reporting Attribute	Address Code	Address Type	Agency	Bureau	Agency Location Code
[Empty Table]																	

2. Enter the search criteria. At a minimum, enter the **Vendor Code**.

NOTE: Query performance is improved with each additional search criteria entered. For example, rather than simply entering the Vendor Code, enter the Address Code and any additional billing detail that can be provided. Users should not execute “Blind” queries, meaning no search criterion is entered.

3. Select the **Search** button.

Figure 24: Select Search Button



The vendor records are returned in the item collection.

Figure 25: Vendor Records Returned

Vendor Codes	UEI	DUNS Number	EFT Indicator	CAGE Code	AAC/DODAAC	Name	TIN	Vendor Category	Vendor Class	Vendor Group	Vendor Type	Reporting Attribute	Address Code	Address Type	Agency	Bureau	Agency Location Code	Use For Payments	Use For Billing	1099 Vendor	Use For Procure
<input checked="" type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Ultimate Parent Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	EVS Monitoring				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Ultimate Domestic Parent Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	HQ Parent Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Mailing Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Physical Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Remittance Address				Yes	Yes	Yes	Yes

10 per page Page 1 of 1

4. Select the desired vendor record in the item collection and select the **Details** button.

Figure 26: Desired Vendor Record Details

Vendor Codes	UEI	DUNS Number	EFT Indicator	CAGE Code	AAC/DODAAC	Name	TIN	Vendor Category	Vendor Class	Vendor Group	Vendor Type	Reporting Attribute	Address Code	Address Type	Agency	Bureau	Agency Location Code	Use For Payments	Use For Billing	1099 Vendor	Use For Procure
<input checked="" type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Ultimate Parent Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	EVS Monitoring				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Ultimate Domestic Parent Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	HQ Parent Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Mailing Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Physical Address				Yes	Yes	Yes	Yes
<input type="radio"/>		002056562		47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Remittance Address				Yes	Yes	Yes	Yes

10 per page Page 1 of 1

The Main page is displayed.

Figure 27: Main Page Display

[Main](#) | [Account Summary](#) | [Blanket Agreements](#) | [Contracts](#) | [Invoices](#)

General Information

Code: 111196240
 Name: POLLARDWATERCOM
 Alias: POLLARDWATER.COM
 Miscellaneous
 TIN Type: EIN
 SSN/EIN: 11-1196240
 Vendor Category: 6
 Vendor Class:
 Vendor Group:
 Vendor Type: C
 Active Status: Active
 Approval Status: Reviewed
 Security Org: PEGASYS
 Vendor/Provider: Both
 Reporting Attribute: Non-Government
 Agency:
 Bureau:
 Tax Exempt Code:
 1099 Vendor

Parent Vendor

Name:
TIN:

TIN Verification Information

Action: Not Required
Status:
Date:

Invoice Key Configuration

Include Invoice Date
 Include Contract Number

Effective Dates

Start Date:
End Date:

[Go to top of Main Content](#)

[Documents](#) | [Route](#)

5. Select the **Account Summary** tab.

Figure 28: Account Summary Tab

[Main](#) | [Account Summary](#) | [Blanket Agreements](#) | [Contracts](#) | [Invoices](#)

The Account Summary page is displayed.

Figure 29: Account Summary Page

[Main](#) | [Account Summary](#) | [Blanket Agreements](#) | [Contracts](#) | [Invoices](#)

General

Security Org: PEGASYS	Scheduled Amount: \$0.00	Outstanding Unbilled Amount: \$0.00
Code: 111196240	In Transit Amount: \$0.00	Outstanding Billed Amount: \$0.00
Vendor Name: <input type="text"/>	Disbursed Amount: \$802.59	Outstanding Billing Amount: \$0.00
Reservation Amount: \$0.00	Canceled Disbursement Amount: \$0.00	Outstanding Unbilled Credit Amount: \$0.00
Outstanding Commitment Amount: \$0.00	Holdback Amount: \$0.00	Outstanding Billed Credit Amount: \$0.00
Outstanding Obligation Amount: \$0.00	Suspension Amount: \$0.00	Outstanding Credit Amount: \$0.00
Outstanding Accrual Amount: \$0.00	Prepayment Amount: \$0.00	Collected Amount: \$0.00
Expenditure Amount: \$802.59		Write-off Amount: \$0.00
Invoiced Amount: \$0.00		Agreement Charges Amount: \$0.00
Total Debt Account Amount: \$0.00		Adjustment Amount: \$0.00
Total Debt Account Balance Amount: \$0.00		Agreement Amount: \$0.00
		Advance Amount: \$0.00
		Advance Offset Amount: \$0.00
		Withdrawal Amount: \$0.00

Expenditure-Accounts Payable Detail

Prompt Pay Penalty Amount: \$0.00	Discounts Taken Amount: \$0.00	Discounts Lost Amount: \$0.00
Prompt Pay Interest Amount: \$0.00		

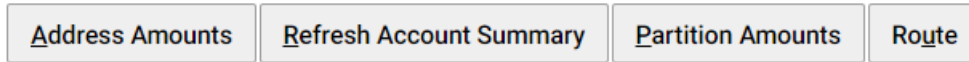
Billing-Accounts Receivable Detail

Bill Principal Amount: \$0.00	Collected Principal Amount: \$0.00	Credit Principal Amount: \$0.00
-------------------------------	------------------------------------	---------------------------------

[Address Amounts](#) | [Refresh Account Summary](#) | [Partition Amounts](#) | [Route](#)

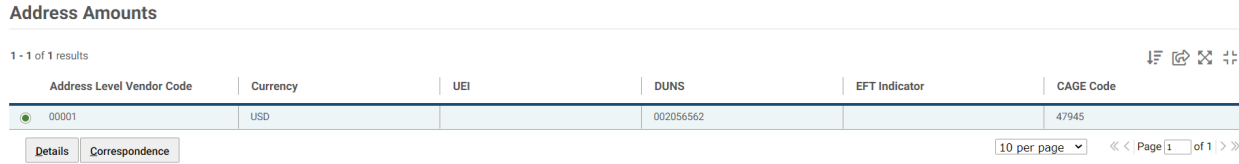
6. Select the **Address Amounts** button.

Figure 30: Select Address Amounts



The Address Amounts page is displayed.

Figure 31: Address Amounts Page



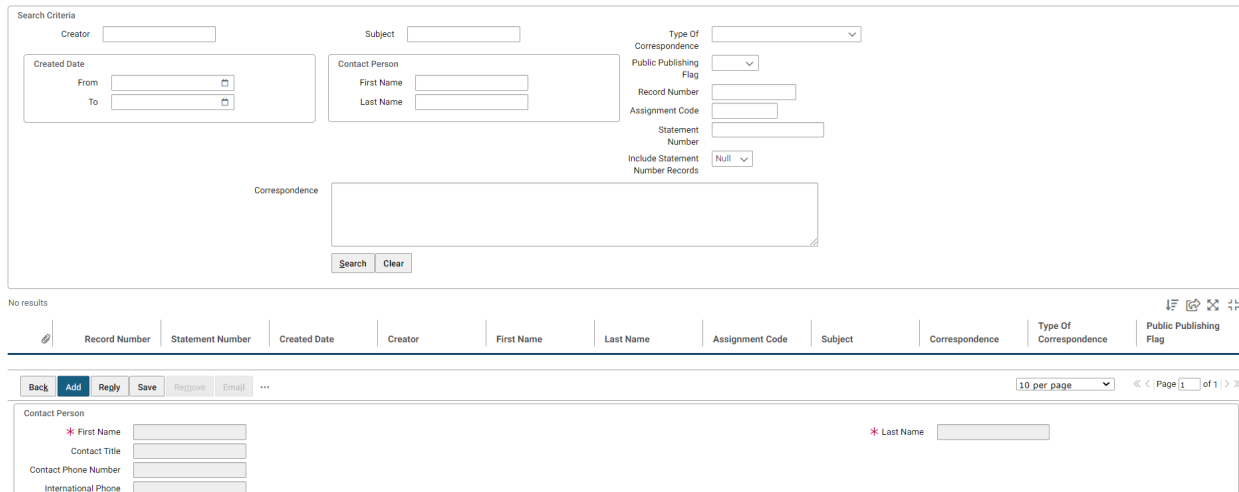
7. Select the appropriate **Address Level Vendor Code** from the item collection and then select the **Correspondence** button.

Figure 32: Select Address Level Vendor and Correspondence Button



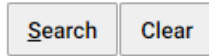
The Correspondence page is displayed.

Figure 33: Correspondence Page Display



8. Enter the search criteria to search for correspondence records.
For example, the Type of Correspondence, Contact Person, and date range.
9. Select the **Search** button.

Figure 34: Select Search Button



10. Select the desired correspondence record in the item collection and view the details in the Contact Person, Agency Contact, and Correspondence sections below the item collection.

Figure 35: Desired Correspondence Record Details

1 - 1 of 1 results

Record Number	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Itemized Line Number	Accounting Line Number
1	03/10/2021 18:50	allroles100	John	Smith			Mr. Smith, I noticed you sent an over payment.		

...

Contact Person

* First Name: * Last Name:

Contact Title:

Contact Phone Number:

International Phone Number:

Contact Email Address:

Agency Contact

Agency Contact Name:

Agency Contact Title:

Agency Contact Phone Number:

From Email Address:

Research Information

Researcher Name:

Researcher Phone Number:

Researcher International Phone Number:

Researcher Email Address:

Contact Date:

Open Date:

Complete Date:

Total Research Days:

Correspondence

Communication Source:

* Type Of Correspondence:

Subject:

Itemized Line Number:

Public Publishing Flag

Record Number:

Created Date:

Last Modified:

Creator:

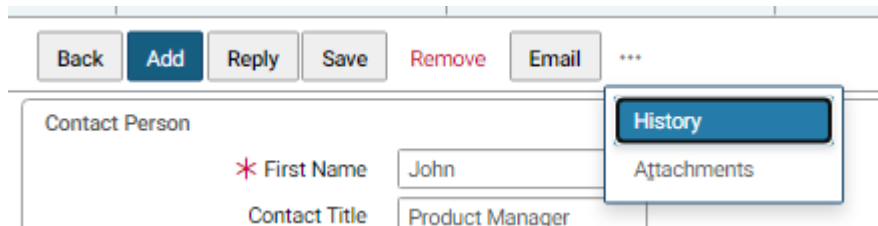
Last Modified By:

Accounting Line Number:

* Correspondence:

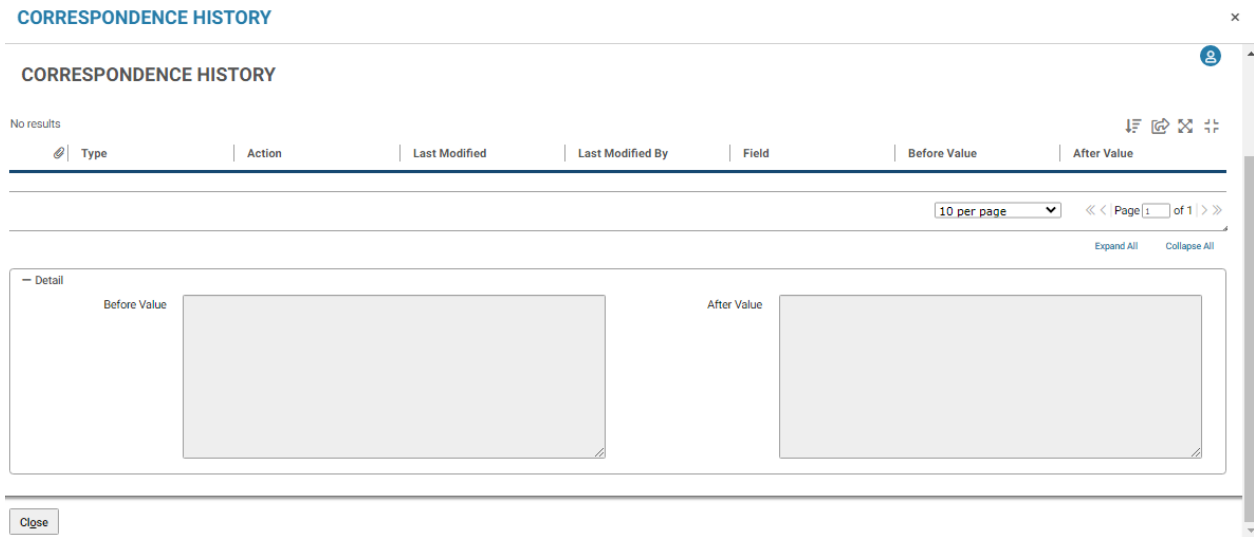
11. Select the **History** button.

Figure 36: Select History Button



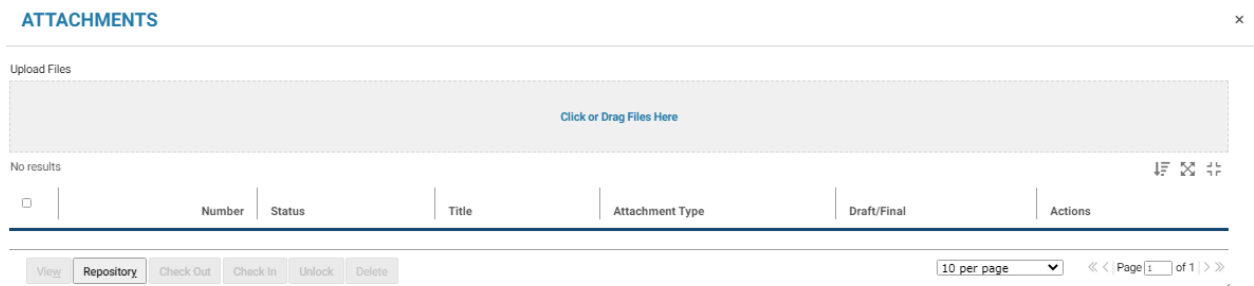
12. The Correspondence History page is displayed.
Review the correspondence history records associated with the vendor record.

Figure 37: Correspondence History Page



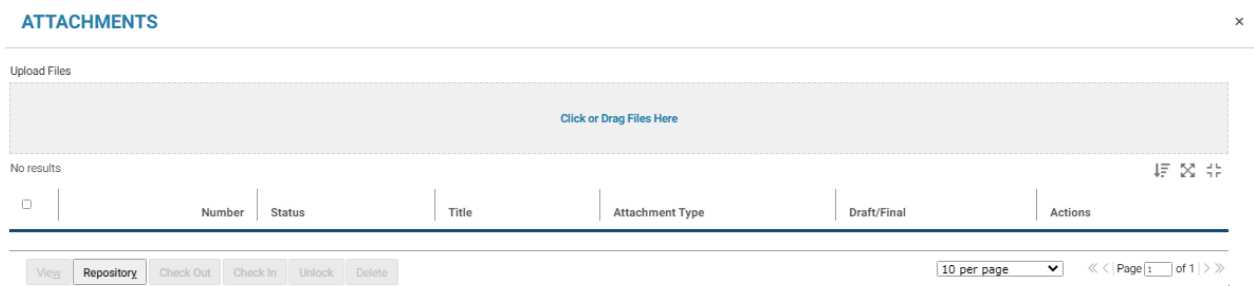
13. Select the **Attachments** button from the main Correspondence page.

Figure 38: Select Attachments Button



The Correspondence Manage Attachments page is displayed.

Figure 39: Correspondence Manage Attachments Page



14. To view an attachment, select the desired attachment in the item collection and select the **View** button.

15. To delete an attachment, select the desired attachment in the item collection and select the **Delete** button.

- To check out and lock an attachment for editing, select the desired attachment in the item collection and select the **Check Out** button.

NOTE: Selecting Check Out updates the Checked Out field to True, the Locked By field with the user ID of the current user, and the Last Edit Date with the current system date and time.

- The Correspondence Manage Attachments page Edit Information section is displayed.

NOTE: The selected attachment checked out and is locked.

Figure 40: Correspondence Manage Attachments Page Edit Information

Number	Status	Title	Attachment Type	Draft/Final	Actions
1		TEST.docx			

Number of Pages
 Attachment Date
03/10/2021
 Description

File Name
TEST.docx
 File Type
docx

Attachment
 Transmit to External Application
 Signed

Checked Out/Locked By
allroles100
 Last Modified
03/10/2021 19:06:51

[View](#) [Repository](#) [Check Out](#) [Check In](#) [Unlock](#) [Delete](#)

10 per page << Page 1 of 1 >>

NOTE: The user can discard the checkout of the attachment by selecting the **Unlock** button.

- To check in the attachment after editing, select the desired attachment in the item collection and select the **Check In** button.

Figure 41: Check In Attachment After Editing

[View](#) [Repository](#) [Check Out](#) [Check In](#) [Unlock](#) [Delete](#)

- The Document Management Check In page is displayed.

Figure 42: Document Management Check In Page

ATTACHMENTS

Upload Files

Click or Drag Files Here

1 - 1 of 1 results

Number	Status	Title	Attachment Type	Draft/Final	Actions
1		TEST.docx			

[View](#) [Repository](#) [Check Out](#) [Check In](#) [Unlock](#) [Delete](#)

10 per page << Page 1 of 1 >>

- Select the **Browse** button to upload the attachment file that has been edited.

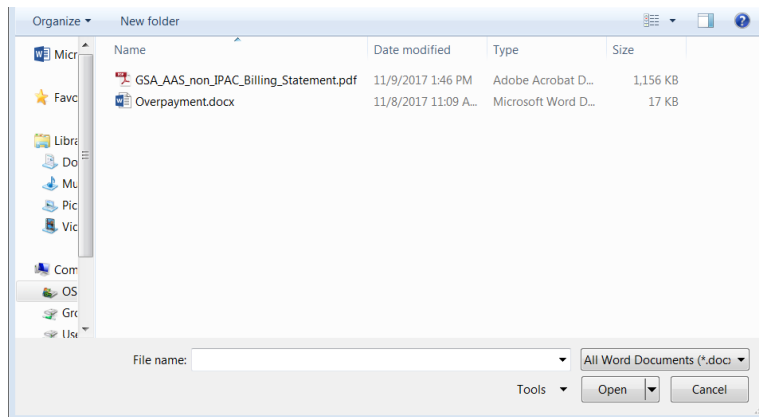
Figure 43: Select Browse Button to Upload Attachment File



21. The File Upload screen using the local directory is displayed.

Select the updated file from the local directory and select **Open**.

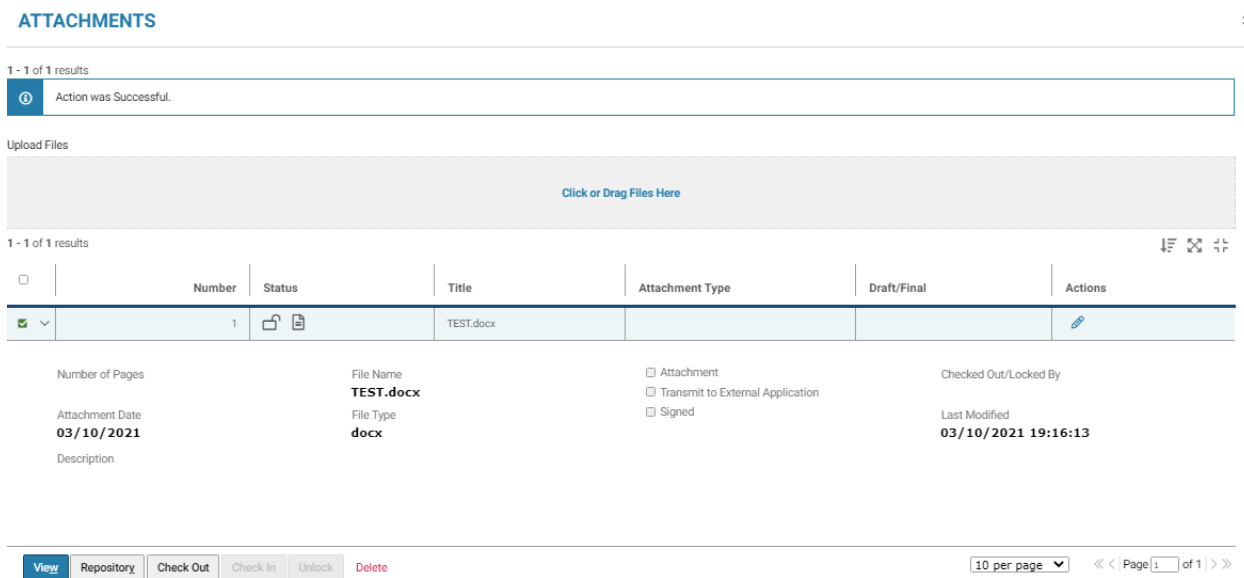
Figure 44: Open Updated File



22. The Document Management Check In page with the updated file in the Content Field is displayed.

Select Upload.

Figure 45: Upload Updated File



NOTE: Selecting Upload returns the user to the Correspondence Manage Attachments page and updates the Checked Out field to False, clears the Locked By field, and updates the Last Edit Date with the current system date and time.

23. The Correspondence Manage Attachments page Edit Information section is displayed.

NOTE: The selected attachment is checked in and unlocked.

Figure 46: Correspondence Manage Attachments Page Edit Information

	Number	Status	Title	Attachment Type	Draft/Final	Actions
<input checked="" type="checkbox"/>	1		TEST.docx			

Number of Pages	File Name TEST.docx	<input type="checkbox"/> Attachment	Checked Out/Locked By
Attachment Date 03/10/2021	File Type docx	<input type="checkbox"/> Transmit to External Application	Last Modified 03/10/2021 19:16:13
Description		<input type="checkbox"/> Signed	

10 per page << Page 1 of 1 >>

4.9.6 Execute a Query for Document Level Correspondence, View History, and Manage Attachments

The following steps describe how to search correspondence records, view correspondence history records, and manage attachments associated with an Internal Voucher (NV), Cash Receipt (CR), or Payment Authorization (IP) Form/Document.

Steps to Search Correspondence Records Associated with a Document

1. Navigate to Transactions → Form/Document Selection.

The Form/Document Selection Query page is displayed.

Figure 47: Form/Document Selection Query

Form/Document Selection

The fields designated as (OFF) indicate the fields that are Optimized For Performance when executing a search on this page. Failure to populate at least one OFF field may result in a search that causes a system timeout and/or overall degraded system performance for all users.

Please enter a To and From Date range of less than one month when searching for documents.

Search Criteria Subsystem <input type="text"/> Document Type (OFF) <input type="text"/> <input type="text"/> Document Number (OFF) <input type="text"/> Amendment / Modification Number <input type="text"/> Document Category <input type="text"/> Accounting Period <input type="text"/> To <input type="text"/> From Date (OFF) <input type="text"/> To <input type="text"/> System ID <input type="text"/>	Document Status (OFF) <input checked="" type="checkbox"/> Processed <input checked="" type="checkbox"/> Rejected <input checked="" type="checkbox"/> Canceled <input type="checkbox"/> Archived <input checked="" type="checkbox"/> Scheduled <input checked="" type="checkbox"/> Pending Approval <input checked="" type="checkbox"/> Held User ID <input type="text"/> Security Org <input type="text"/> Title/ Contract Number (OFF) <input type="text"/>
Vendor Code (OFF) <input type="text"/> <input type="text"/> UEI <input type="text"/> DUNS <input type="text"/> Designated Agent - ALC <input type="text"/> <input type="text"/> AAC/DODAAC <input type="text"/>	TIN (SSN/EIN) <input type="text"/> EFT Indicator <input type="text"/> Customer Account <input type="text"/>

- Enter the search criteria. Enter the **Document Number** or **Statement Number** at a minimum.

NOTE: Query performance is improved with each additional search criteria entered. For example, rather than simply entering the Document Number, enter the From/To Date and any additional document detail that can be provided. Users should not execute “Blind” queries, meaning no search criterion is entered.

NOTE: Please refer to **BAAR User Guide 3 of 10, Section 4.6.10** for how to query on Form/Document Selection.

- Select the **Search** button.

Figure 48: Select Search Button



The document records are returned in the item collection.

Figure 49: Document Records Returned

1 - 2 of 2 results ⌵ ⌶ ⌷ ⌸

Document Type	Document Number	Amendment / Modification Number	Temporary Amendment Number	Title	Document Date	Document Status	User ID
<input checked="" type="radio"/> WO6	WO6202006030000			Write-Off: PDNRN003272-001	06/03/2020	Processed	brookestack
<input type="radio"/> WO6	WO6202101170000				01/17/2021	Processed	allroles158

Correct Cancel Delete View Reference Query Amend/Modify ...
 10 per page << Page 1 of 1 >>

- Select the desired document record in the item collection and select the **View** button.

Figure 50: Select Desired Document Record

1 - 2 of 2 results ⌵ ⌶ ⌷ ⌸

Document Type	Document Number	Amendment / Modification Number	Temporary Amendment Number	Title	Document Date	Document Status	User ID
<input checked="" type="radio"/> WO6	WO6202006030000			Write-Off: PDNRN003272-001	06/03/2020	Processed	brookestack
<input type="radio"/> WO6	WO6202101170000				01/17/2021	Processed	allroles158

Correct Cancel Delete View Reference Query Amend/Modify ...
 10 per page << Page 1 of 1 >>

The Header page is displayed.

Figure 51: Header Page Display

HEADER

Header | Accounting Lines | Approval Routing | Memos | Summary | Correspondence

— General

Document Type: WOG | R6 Write Off CR

Status: PROCESSED

Document Number: WO6202006030000

Title/Contract Number: Write-Off: PDNRN003272-001

Received By: _____

Post Code: _____

Number of Accounting Lines: 1

Number of Closed Accounting Lines: 1

Overseas Cashier Code: _____

Disbursing Office: X0109

Sender's Disbursing Office: _____

Agency UEI: _____

Agency DUNS Number: _____

Agency EFT Indicator: _____

Created by: brookestack

Org Receipt Date: 06/03/2020

Last Receipt Date: 06/03/2020

Accounting Period: 09/2020

Reporting Accounting Period: 09/2020

Last Batch Number: _____

Document Classification: _____

Security Org: GSA

Accomplished Date: 06/03/2020

Last Print Date: _____

Last Modification Number: 0

Suppress Printing

Lockbox Number: _____

Schedule Name: _____

Formal Contract Number: _____

...

5. Select the **Correspondence** tab.

Figure 52: Correspondence Tab

HEADER

Header | Accounting Lines | Approval Routing | Memos | Summary | Correspondence

The Correspondence page is displayed.

Figure 53: Correspondence Page Display

Search Criteria

Creator: _____ Subject: _____

Type Of Correspondence: _____

Public Publishing Flag: _____

Record Number: _____

Itemized Line Number: _____

Accounting Line Number: _____

Created Date: From: _____ To: _____

Contact Person: First Name: _____ Last Name: _____ Assignment Code: _____

Correspondence: _____

No results

Record Number	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Itemized Line Number	Accounting Line Number	Type Of Correspondence	Public Publishing Flag
---------------	--------------	---------	------------	-----------	-----------------	---------	----------------	----------------------	------------------------	------------------------	------------------------

...

10 per page << Page 1 of 1 >>

Contact Person

* First Name: _____ * Last Name: _____

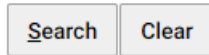
Contact Title: _____

Contact Phone Number: _____

International Phone Number: _____

6. Enter the search criteria to search for correspondence records.
For example, the Type of Correspondence, Contact Person, and date range.
7. Select the **Search** button.

Figure 54: Select Search Button



The correspondence records are returned in the item collection.

Figure 55: Correspondence Records Returned in Item Collection

1 - 1 of 1 results

Record Number	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Itemized Line Number	Accounting Line Number	Type Of Correspondence
1	03/10/2021 18:50	allroles100	John	Smith			Mr. Smith, I noticed you sent an over payment.			Q

Back Add Reply Save Remove Email ... 10 per page

8. Select the desired correspondence record in the item collection and view the details in the Contact Person, Agency Contact, and Correspondence sections below the item collection.

Figure 56: Desired Correspondence Record Details

1 - 1 of 1 results

Record Number	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Itemized Line Number	Accounting Line Number
1	03/10/2021 18:50	allroles100	John	Smith			Mr. Smith, I noticed you sent an over payment.		

Back Add Reply Save Remove Email ...

Contact Person

* First Name: John * Last Name: Smith
 Contact Title: Product Manager
 Contact Phone Number: 555-555-5555
 International Phone Number:
 Contact Email Address:

Agency Contact

Agency Contact Name: All Roles 100 CGI
 Agency Contact Title: IT Manager
 Agency Contact Phone Number:
 From Email Address: fake.email@guada.gov

Research Information

Researcher Name:
 Researcher Phone Number:
 Researcher International Phone Number:
 Researcher Email Address:
 Contact Date:

Open Date:
 Complete Date:
 Total Research Days:

Correspondence

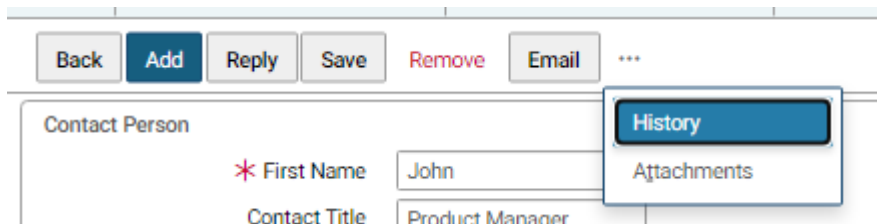
Communication Source: Mail Or Email
 * Type Of Correspondence: Question
 Subject:
 Itemized Line Number:
 * Correspondence: Mr. Smith, I noticed you sent an over payment.

Public Publishing Flag:
 Creator: allroles100
 Last Modified By: allroles100
 Accounting Line Number:

Record Number: 1
 Created Date: 03/10/2021 18:50
 Last Modified: 03/10/2021 18:50

9. Select the **History** button.

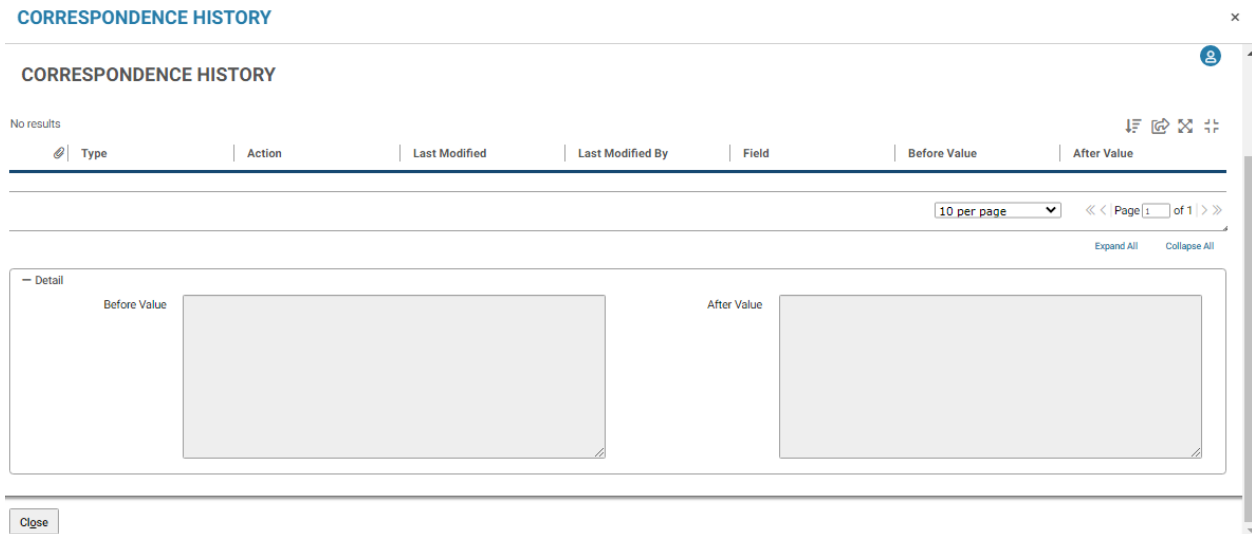
Figure 57: Select History Button



10. The Correspondence History page is displayed.

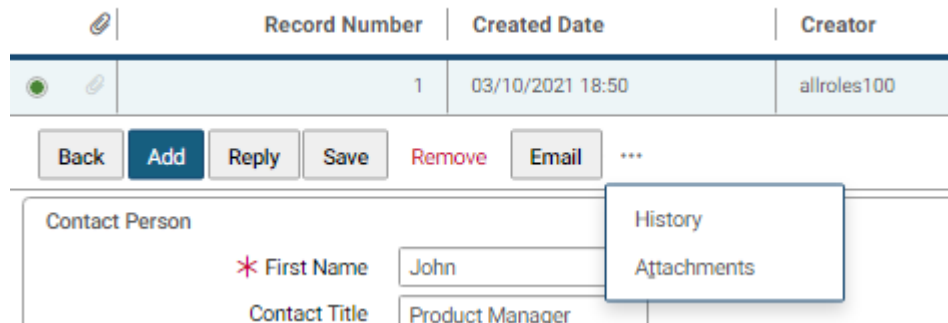
Review the correspondence history records associated with the document record.

Figure 58: Correspondence History Page Display



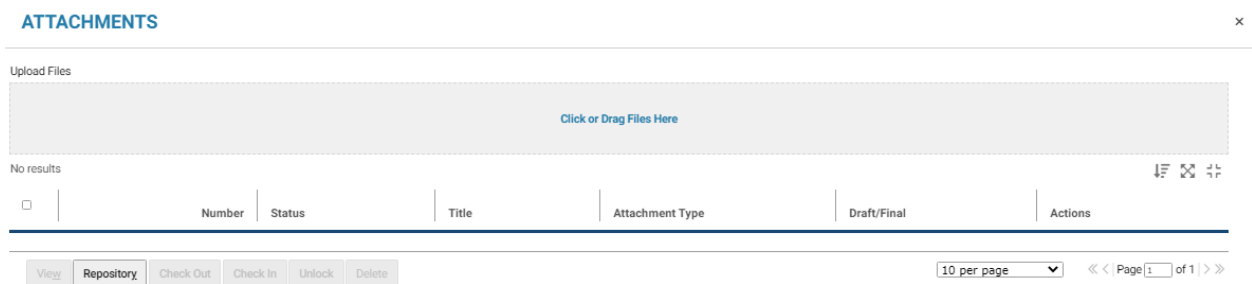
11. Select the **Attachments** button from the main Correspondence page.

Figure 59: Select Attachments Button



The Correspondence Manage Attachments page is displayed.

Figure 60: Correspondence Manage Attachments Page



NOTE: There is a table within the Manage Attachments Page with the following columns: Attachment identifier, name, title, number of pages, attachment, check out status, and extension type. Each row represents an individual record and each record can be selected by selecting the radio button to the left of the attachment identifier column for the given row. The following buttons can be found at the bottom of the table: return, import local file, attachment access, repository, delete, check out, check in, and an ellipses button, which expands to reveal, the unlock and view buttons. There is a document information section below the buttons where the required fields Attachment Identifier, Title, and Attachment Date can be found.

12. To view an attachment, select the desired attachment in the item collection and select the **View** button.
13. To delete an attachment, select the desired attachment in the item collection and select the **Delete** button.
14. To check out and lock an attachment for editing, select the desired attachment in the item collection and select the **Check Out** button.

NOTE: Selecting Check Out updates the Checked Out field to True, the Locked By field with the user ID of the current user, and the Last Edit Date with the current system date and time.

15. The Correspondence Manage Attachments page Edit Information section is displayed.

NOTE: The selected attachment checked out and is locked.

Figure 61: Correspondence Manage Attachments Page Edit Information

Number	Status	Title	Attachment Type	Draft/Final	Actions
1		TEST.docx			

Number of Pages	File Name TEST.docx	<input type="checkbox"/> Attachment	Checked Out/Locked By allroles100
Attachment Date 03/10/2021	File Type docx	<input type="checkbox"/> Transmit to External Application	Last Modified 03/10/2021 19:06:51
Description		<input type="checkbox"/> Signed	

[View](#)
[Repository](#)
[Check Out](#)
[Check In](#)
[Unlock](#)
[Delete](#)
10 per page << Page 1 of 1 >>

NOTE: The user can discard the checkout of the attachment by selecting the **Unlock** button.

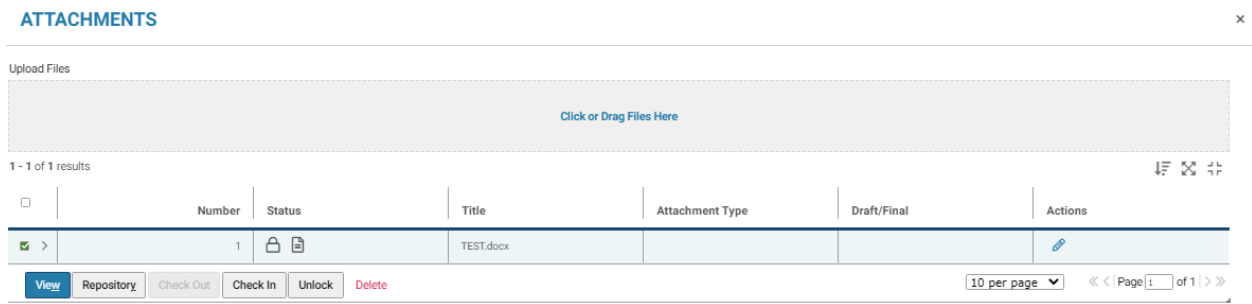
16. To check in the attachment after editing, select the desired attachment in the item collection and select the **Check In** button.

Figure 62: Check In Attachment After Editing

[View](#)
[Repository](#)
[Check Out](#)
[Check In](#)
[Unlock](#)
[Delete](#)

17. The Document Management Check In page is displayed.

Figure 63: Document Management Check In Page



18. Select the **Browse** button to upload the attachment file that has been edited.

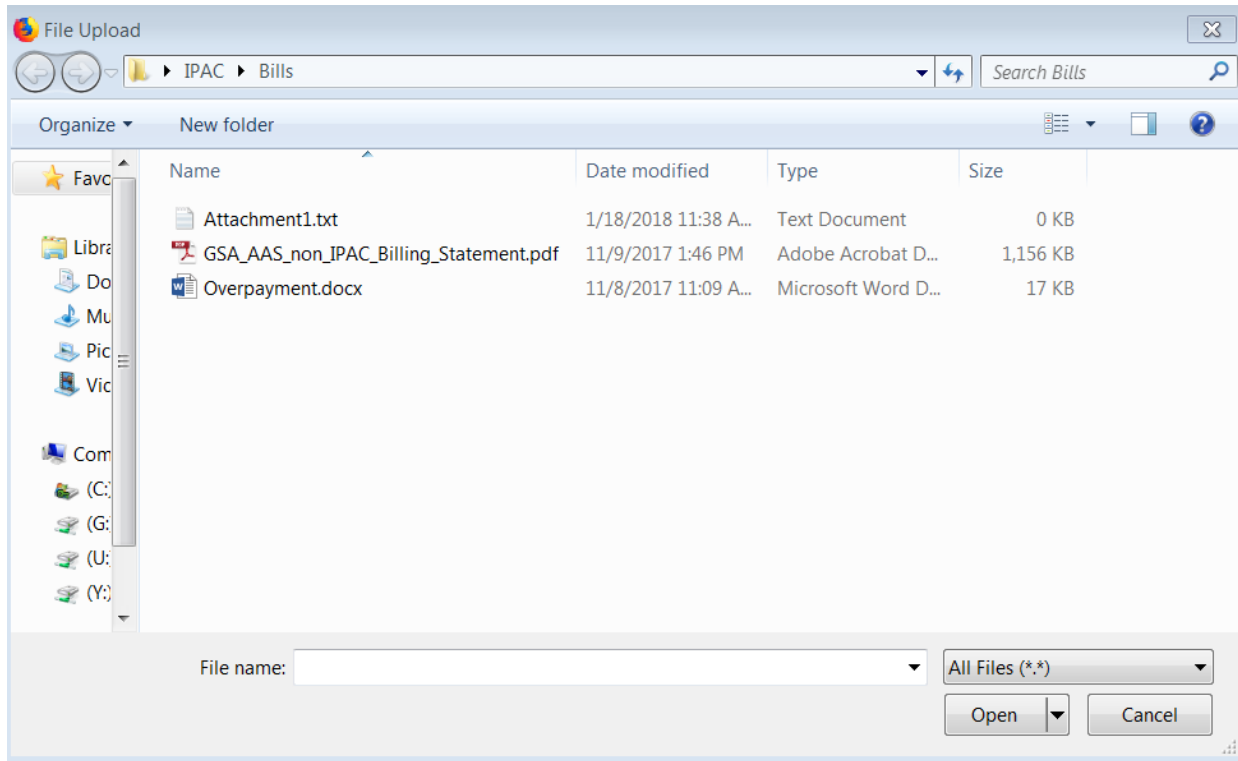
Figure 64: Upload Edited Attachment File



19. The File Upload screen using the local directory is displayed.

Select the updated file from the local directory and select **Open**.

Figure 65: Open Updated File



20. The Document Management Check In page with the updated file in the Content Field is displayed.

Select Upload.

Figure 66: Upload Document Management Check In Page

ATTACHMENTS x

1 - 1 of 1 results

i Action was Successful.

Upload Files

Click or Drag Files Here

1 - 1 of 1 results ⌵ ⌶ ⌷

<input type="checkbox"/>	Number	Status	Title	Attachment Type	Draft/Final	Actions
<input checked="" type="checkbox"/>	1		TEST.docx			

Number of Pages	File Name TEST.docx	<input type="checkbox"/> Attachment	Checked Out/Locked By
Attachment Date 03/10/2021	File Type docx	<input type="checkbox"/> Transmit to External Application	Last Modified 03/10/2021 19:16:13
Description		<input type="checkbox"/> Signed	

View
Repository
Check Out
Check In
Unlock
Delete
10 per page
Page 1 of 1

NOTE: Selecting Upload returns the user to the Correspondence Manage Attachments page and updates the Checked Out field to False, clears the Locked By field, and updates the Last Edit Date with the current system date and time.

21. The Correspondence Manage Attachments page Edit Information section is displayed.

NOTE: The selected attachment is checked in and unlocked.

Figure 67: Correspondence Manage Attachments Page Edit Information

<input type="checkbox"/>	Number	Status	Title	Attachment Type	Draft/Final	Actions
<input checked="" type="checkbox"/>	1		TEST.docx			

Number of Pages	File Name TEST.docx	<input type="checkbox"/> Attachment	Checked Out/Locked By
Attachment Date 03/10/2021	File Type docx	<input type="checkbox"/> Transmit to External Application	Last Modified 03/10/2021 19:16:13
Description		<input type="checkbox"/> Signed	

View
Repository
Check Out
Check In
Unlock
Delete
10 per page
Page 1 of 1

4.9.7 Managing Correspondence Workflow Tasks

When a new correspondence record is transmitted from a customer via VCSS to Pegasys, a new “Review Correspondence” workflow task is created and routed using Pegasys workflow. The Review Correspondence task serves as a notification to that new correspondence which has been submitted by a customer for user review.

To search for and manage the Review Correspondence Workflow Task, follow the steps below.

Steps to Manage the Review Correspondence Workflow Task:

1. Navigate to the Inbox.
The Inbox is displayed.

Figure 68: Inbox Display

The screenshot shows a web interface for searching tasks. At the top, there are two tabs: 'Links' and 'Inbox', with 'Inbox' being the active tab. Below the tabs are several search filters, each with a text input field and a dropdown arrow: 'Task' (set to 'Review Correspondence'), 'Item/Number', 'Title', 'Task Status', 'Task Description', and 'Date Due'. At the bottom of the filter section are three buttons: 'Search' (highlighted in blue), 'Clear', and 'Refresh'. Below the buttons is a link labeled 'Additional Criteria'.

NOTE: The Inbox Item field associated with the Review Correspondence workflow task will additionally include the Assignment Code. At the time of this delivery, the Assignment Code does not appear in the screenshot above due to pending web Methods code updates.

2. Select “Review Correspondence” from the Task dropdown.
Enter any additional search criteria to narrow down the results.
3. Select the **Search** button.

Figure 69: Select Search Button

The screenshot shows a search interface with the following elements:

- Navigation tabs: **Links** and **Inbox** (selected).
- Task**: A dropdown menu with "Review Correspondence" selected.
- Item/Number**: A text input field containing "Item/Number".
- Title**: A text input field containing "Title".
- Task Status**: A dropdown menu.
- Task Description**: A text input field containing "Task Description".
- Date Due**: A date picker input field containing "Date Due".
- Buttons: **Search** (highlighted), **Clear**, and **Refresh**.
- Text below buttons: **Additional Criteria**.

- The Review Correspondence workflow tasks are returned in the item collection. Select the **Review Correspondence** task from the Item collection and select **Open and Acquire**.

Figure 70: Open Review Correspondence Task

The screenshot shows a task details page with the following data:

REVIEW CORRESPONDENCE 5761BV 5761BVF			
Task	Review	Assignment Date	11/10/2020
Type	Correspondence	Expected Completion	11/11/2020
Item	5761BV 5761BVF	Date	
Title	Review	Priority	Medium
Task Description	Correspondence Communication 5761BV 5761BVF	Task Status	Assigned
Document		Amendment/Modification Number	
Document Type		Security Organization	
Document Number		Form Creation Status	
Document Date		Form Creation Step	
Document Status		Accounting Period	
Total Transaction Amount	\$0.00	Vendor Code	5761BV
Fund Amount	\$0.00	Vendor Address Code	5761BVF
Fund Currency		Vendor Name	US AIR FORCE, STRATCOM J4
Transaction Currency			
Contract Number			
Blanket Agreement Number			
Classification			
Document Description	Test Message		
Header Fields		Severable	
Assignment Code		Service/SCAC Code	
Client Phone Number		Short Contract Number (GWAC)	
Contract Number		Multiyear	
Bidder's Last Name/Fund Code/Appropriation			

At the bottom of the page, there are four buttons: **Open and Acquire**, **View**, **Release**, and a menu icon (three dots).

The Notification of Review Correspondence Workflow Task window is displayed.


NOTE: The Document Type and Document Number fields of the Notification of Review Correspondence Workflow Task window are only viewable when the task is associated with document level correspondence (hidden when the task is associated with statement level correspondence). The View Document button of the Notification of Review Correspondence Workflow Task window is only viewable when the task is associated with document level correspondence (hidden when the task is associated with statement level correspondence).

NOTE: Selecting Open from the Pegasys inbox results in the user acquiring the task. If routed to other users, the selected task drops from their respective inboxes.

Figure 71: Selected Task Has Been Acquired

SYSTEM MESSAGES

1 - 1 of 1 results

 The selected task has been acquired.

Notification of Review Correspondence Workflow Task

— General

Vendor Code

Vendor Address Code

— Contact Person

First Name

Last Name

Complete

- To complete the Review Correspondence task and allow it to drop from the user inbox, select **Complete**.

Figure 72: Select Complete

SYSTEM MESSAGES

1 - 1 of 1 results

 The selected task has been acquired.

Notification of Review Correspondence Workflow Task

— General

Vendor Code

Vendor Address Code

— Contact Person

First Name

Last Name


Complete

The Work Item has been completed message displays and the Review Correspondence task is removed from the Inbox.

Figure 73: Work Item Completed

SYSTEM MESSAGES

1 message(s)

 Work Item has been completed.

4.10 Disputes (Non-IPAC)

Accounts Receivables disputes functionality provides the ability to:

- Receive customer dispute requests of non-IPAC bills from VCSS.

- Create customer dispute requests (on the customer's behalf) of non-IPAC bills from within Pegasys.
- Track those dispute requests from inception through resolution.
- Update the Billing Document(s) associated with a dispute request to prevent assessment of overdue charges while the dispute is being reviewed.

The Pegasys Disputed Billings Query captures all of the information provided by the customer in order to facilitate the analysis and eventual resolution of the dispute.

It is important to note that dispute requests may only be created for non-IPAC billings. Disputes of IPAC billings should be performed via Treasury guidelines using the IPAC chargeback process.

When a new dispute request is submitted by a customer from VCSS, it is recorded on the Disputed Billings Query. Additionally, a workflow notification task is sent to the appropriate GSA analysts notifying them that a new dispute request has been received and requires further action. The Disputed Billings Query can then be used to:

- View the detailed information associated with the request.
- Update the dispute status.
- Record internal notes regarding the analysis.
- Update the Pegasys Billing Document associated with the dispute.
- Communicate with the customer via correspondence.

As mentioned above, dispute requests can also be created by users from within Pegasys on behalf of their customers (for example, after receiving a phone call or email request). The Disputed Billings Query leads the analyst through a structured template designed to extract all information required to adequately determine the validity of the customer's request, including:

- Statement number and/or specified accounting lines/Detail Billing Records.
- Dispute reason from GSA-defined listing.
- Dispute explanation (free text for specific description).
- Customer contact information (name/phone/email).
- Attachment of supporting documentation.

The following sections describe the Accounts Receivable disputes functionality, including:

- Managing the Review Billing Dispute Request workflow task from the Pegasys Inbox.
- Querying for and updating dispute requests via the Disputed Billings Query.
- Recording initial dispute evaluation, including document updates.
- Recording pending final action and resolution dispute evaluation, including document updates.

- Removing a dispute request from the corresponding Pegasys transaction.
- Creating customer correspondence directly from the Disputed Billings Query.
- Manually creating new dispute requests using the Disputed Billings Query.

4.10.1 Disputed Billings Query (Non-IPAC) Search Parameters

When a dispute request is received from VCSS, in addition to automatically creating a Billing Dispute Request notification task, the dispute request itself is automatically recorded on the Disputed Billings Query in Pegasys. The dispute request captures the information provided by the VCSS customer or Pegasys user (when creating a dispute on the customer's behalf) as well as additional, document-specific data. The Disputed Billings Query can be used to search for and create new dispute requests, view related billing dispute information, update the dispute object status, and view/correct/amend the associated Billing Document (BD).

In addition to standard search parameters such as Vendor Code, Statement Number, Document Number, Agreement Number, and Accounting Dimensions, the Disputed Billing Query provides dispute request-specific search parameters, including:

- Dispute Status (New, Under Review, Pending Final Action, Accepted, Rejected).
- Dispute Amount range (from/to).
- Dispute Received/Created Date range (from/to).
- Under Review Date range (from/to).
- Pending Final Action Date range (from/to).
- Resolution Date range (from/to).

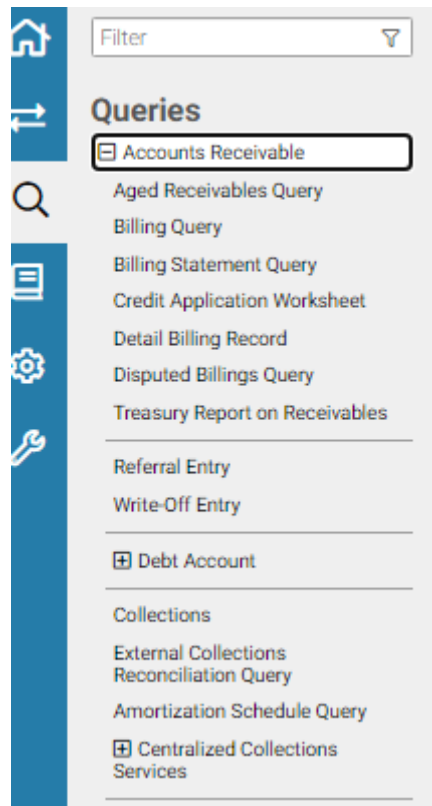
4.10.2 Query Disputed Billings

The Disputed Billings Query can be accessed via the workflow task (as demonstrated in the following section) or via the following steps:

Steps to Query Dispute Requests from the Disputed Billings Query

1. Navigate to Queries → Accounts Receivable → Disputed Billings Query.

Figure 74: Navigate to Disputed Billings Query



The Disputed Billings Query is displayed.

Figure 75: Disputed Billings Query

Pegasys / Queries / Accounts Receivable / Disputed Billings Query

Disputed Billings Query

Search Criteria

Vendor Code <input type="text" value="*"/>	Disputed Amount <input type="text" value=""/> To <input type="text" value=""/>
Designated Agent <input type="text" value="*"/>	Dispute Received/Created Date <input type="text" value=""/> To <input type="text" value=""/>
Assignment Code <input type="text"/>	Under Review Date <input type="text" value=""/> To <input type="text" value=""/>
Document Type <input type="text"/>	Pending Final Action Date <input type="text" value=""/> To <input type="text" value=""/>
Document Number <input type="text"/>	Dispute Resolution Date <input type="text" value=""/> To <input type="text" value=""/>
Statement Number <input type="text"/>	Period of Performance Start Date <input type="text" value=""/> To <input type="text" value=""/>
Document Title <input type="text"/>	Period of Performance End Date <input type="text" value=""/> To <input type="text" value=""/>
Accounting Line Number <input type="text"/>	
Agreement Number <input type="text"/>	
Dispute Status <input type="text"/>	

2. Enter the search criteria to search for a dispute request.
3. Select the **Search** button.

Records matching the search criteria are displayed in the item collection.

4. Select the dispute request from the item collection and select **Details**.

Figure 76: Select the Dispute Request Details

1 - 10 of 38 results

Dispute Status	Vendor Code	Address Code	Vendor Name	Designated Agent	Designated Agent Address Code	Designated Agent Name	First Name	Last Name	Assignment Code	Document Type	Document Number	Statement Number	Document Title	Dispute Amount	Dispute Reason	Dispute Received/Create Date Time
<input checked="" type="radio"/> New	17999V	17999VF	MOBILE WELFARE & REGISTRATION 0910				Test5	User5		FDN	FDNF008597-001	F008597		\$11,498.22	Duplicate Charge	01/12/2021 13:28:59
<input type="radio"/> Accepted	S1017	S1017	US COURTS OF APPL FOR THE FED CIRCUITS				Test5	User5		RDN	RDN2016756-001	2016756		\$552,978.73	Fleet Conversion	01/12/2023 16:02:28
<input type="radio"/> New	14485R	14485R	DOI US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0210994-000	F0210994		\$300.00	Services are over billed	01/19/2021 14:31:14
<input type="radio"/> New	14485R	14485R	DOI US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0210961-720	F0210961		\$100.00	Services are over billed	01/20/2021 18:05:31
<input type="radio"/> New	14485R	14485R	DOI US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0210974-000	F0210974		\$100.00	Services are over billed	01/20/2021 21:51:15
<input type="radio"/> New	799772	799772	PINOLEVILLE INDIAN COMMUNITY				test	test		FDN	FDNF0137119-001	F0137119		\$262.47	Other	12/29/2020 13:50:18
<input type="radio"/> New	799772	799772	PINOLEVILLE INDIAN COMMUNITY				Test	Testing		FDN	FDNF0137119-001	F0137119		\$262.47	Other	12/29/2020 13:02:20
<input type="radio"/> New	14485R	14485R	DOI US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0210935-000	F0210935		\$300.00	Services are over billed	01/19/2021 14:30:49
<input type="radio"/> New	14485R	14485R	DOI US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0210936-000	F0210936		\$300.00	Services are over billed	01/19/2021 23:07:55
<input type="radio"/> New	14485R	14485R	DOI US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0210949-700	F0210949		\$300.00	Services are over billed	01/20/2021 08:00:41

10 per page | Page 1 of 4

NOTE: The Disputed Billings Query also provides the ability to delete the dispute request, view, correct, or amend the disputed document, and add correspondence directly from the item collection.

The General Dispute Information tab is displayed.

Figure 77: General Dispute Information

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / General Dispute Information

GENERAL DISPUTE INFORMATION

General Dispute Information | Disputed Items | Add Correspondence

Expand All | Collapse All

- Disputed Document

Document Type: LDN
 Doc Num: LDNN0001378-000
 Statement Number: N0001378

- Status

* Dispute Status: Accepted
 Dispute Received/Created Date Time: 05/19/2023 14:53:55
 Under Review Date: 05/19/2023
 Pending Final Action Date:
 Dispute Resolution Date: 05/19/2023

- Customer Information

Vendor Code: 147708 | 147708
 Vendor Name: PUEBLO OF POJOAQUE
 Designated Agent:
 Designated Agent Name:

NOTE: To perform an action on a dispute, select one of the action buttons.

Figure 78: Select One of the Action Buttons

...

- To see the disputed accounting line and Detail Billing Record (DBR) information, select the **Disputed Items** tab.

Figure 79: Select Disputed Items Tab

DISPUTED ITEMS

General Dispute Information | **Disputed Items**

1 - 3 of 3 results

	Disputed Amount	Accounting Line Number	Detail Billing Record Identifier
<input checked="" type="radio"/>	\$11,090.50	1	
<input type="radio"/>	\$40.00	2	
<input type="radio"/>	\$367.72	3	

10 per page Page 1 of 1

[Go to top of Main Content](#)

4.10.3 Manage Dispute Workflow Task

When a dispute request is generated and recorded on the Disputed Billings Query (as a result of submission from VCSS, but not from manual creation by a user from within Pegasys), a new Review Billing Dispute Request workflow task is created and routed using Pegasys workflow capabilities. The workflow task includes information specific to the dispute request and provides the user the ability to view the related dispute object from the Disputed Billings Query. Upon updating the status of the dispute object from the Disputed Billings Query, the Review Billing Dispute Request workflow task is completed and removed from the user inbox.

To search for and manage the Review Billing Dispute Request Workflow Task:

Steps to Manage Review Billing Dispute Request Workflow Tasks

1. Navigate to the Pegasys Inbox.

The inbox Search Criteria section and item collection is displayed.

Figure 80: Inbox Search Criteria and Item Collection

[Links](#) [Inbox](#)

Task

Item/Number

Title

Task Status

Task Description

Date Due

Search Clear Refresh

Additional Criteria

2. To narrow down the list of workflow tasks in the Inbox, select “**Review Billing Dispute Request**” from the Task dropdown.
3. To further narrow down the list of workflow tasks in the Inbox, optionally enter additional search criteria regarding the dispute.

Figure 81: Enter Additional Search Criteria

The screenshot shows a web interface with two tabs: 'Links' and 'Inbox'. The 'Inbox' tab is selected. Below the tabs is a search form with the following fields and controls:

- Task:** A dropdown menu with 'Review Billing Dispute Request' selected.
- Item/Number:** A text input field containing 'Item/Number'.
- Title:** A text input field containing 'Title'.
- Task Status:** A dropdown menu.
- Task Description:** A text input field containing 'Task Description'.
- Date Due:** A date picker input field containing 'Date Due'.
- Buttons:** 'Search' (blue), 'Clear', and 'Refresh' (grey).
- Label:** 'Additional Criteria' is displayed below the buttons.

NOTE: The Item field can be used to search by document type, document number, and/or assignment code. Wild card searches are available.

NOTE: The Description field can be used to search by document type, document number, and vendor code. Wild card searches are available.

4. Select the Search button.

Records are returned in the item collection matching the search criteria.

Figure 82: Returned Records

REVIEW BILLING DISPUTE REQUEST R6GRP4 F0068597 ✕

Task			
Type	Review Billing Dispute Request	Assignment Date	01/12/2021
Item	R6GRP4 F0068597	Expected Completion Date	01/17/2021
Title		Priority	Medium
Task Description	Review Billing Dispute Request for F0068597 17999V 17999VF	Task Status	Assigned
Document			
Document Type	FDN	Amendment/Modification Number	
Document Number	FDNF0068597-001	Security Organization	GSA
Document Date	01/12/2021	Form Creation Status	
Document Status		Form Creation Step	
Total Transaction Amount	\$0.00	Accounting Period	
Fund Amount	\$11,498.22	Vendor Code	17999V
Fund Currency		Vendor Address Code	17999VF
Transaction Currency		Vendor Name	MORALE WELFARE & RECREATION 0910
Contract Number			
Blanket Agreement Number			
Classification			
Document Description	test 3235		
Header Fields			
Assignment Code		Serverable Service/SCAC Code	
Client Phone Number		Short Contract Number (GWAC)	
Contract Number		Multiyear	
Bidder's Last Name/Fund Code/Appropriation			

Open and Acquire
View
Release
⋮

5. Select the **Review Billing Dispute Request** task from the item collection and select **Open**.

The Notification of Review Billing Dispute Request Workflow Task window is displayed.

Figure 83: Notification of Review Billing Dispute Request Workflow Task

Momentum / Inbox / Notification of Review Billing Dispute Request Workflow Task

SYSTEM MESSAGES

i The selected task has been acquired.

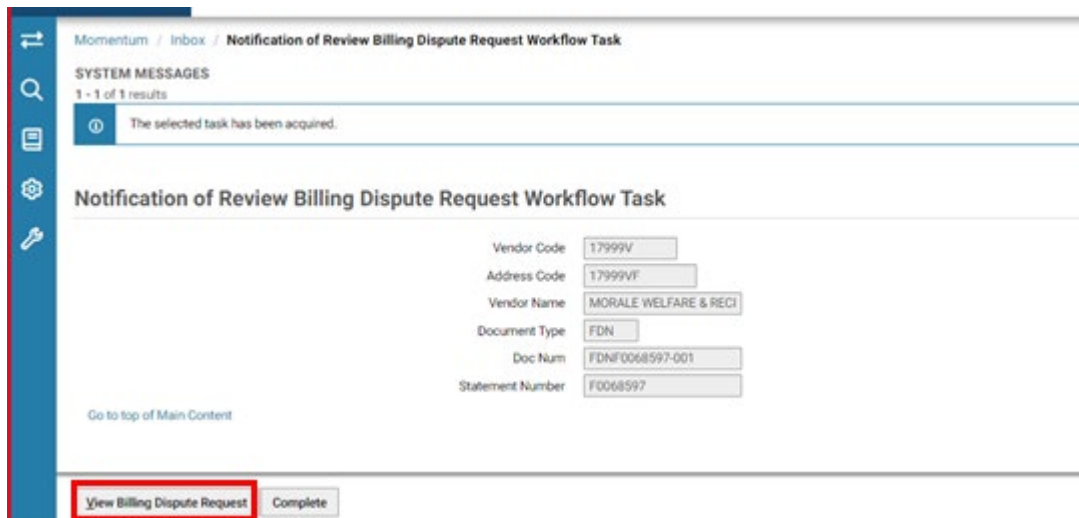
Notification of Review Billing Dispute Request Workflow Task

Vendor Code	<input type="text" value="17999V"/>
Address Code	<input type="text" value="17999VF"/>
Vendor Name	<input type="text" value="MORALE WELFARE & RECI"/>
Document Type	<input type="text" value="FDN"/>
Doc Num	<input type="text" value="FDNF0068597-001"/>
Statement Number	<input type="text" value="F0068597"/>

[Go to top of Main Content](#)

6. Select **View Billing Dispute Request**.

Figure 84: Select View Billing Dispute Request



NOTE: Selecting Complete will cause the Review Billing Dispute Request workflow task to drop off the user inbox. Only select Complete when the Review Billing Dispute Request task has been completed.

7. The Disputed Billings Query is displayed with the dispute request associated with the notification task in the item collection.

Figure 85: Disputed Billings Query Search Criteria



4.10.4 Initial Dispute Evaluation

The Disputed Billings Query provides the ability to track customer dispute requests via status updates and also provides the ability to automatically update the corresponding disputed Billing Document to cease assessment of overdue charges and creation of dunning letters. When a dispute request is first received, an initial evaluation must be performed to determine if the dispute can be immediately rejected or if further investigation is necessary to determine rejection or acceptance.

When the Record Dispute button is selected from the Disputed Billings Query, Pegasys automatically opens and updates the Billing Document (BD) associated with the dispute request. Assuming the user has the appropriate permissions, the update will occur as either an amendment or a correction, depending on the associated Document Type Maintenance table configuration.

The BD is updated per the following:

- The system automatically locates the accounting line(s) associated with the dispute request.
- The system updates the accounting line(s) per the following logic:
 - o For disputes of the entire Billing Document or select accounting lines:
 - Sets the Debt Appeal Forbearance Flag to True on all Accounting Lines included in the dispute.
 - Records the current system date in the Debt Appeal Forbearance Date field.
 - o For disputes of select Detail Billing Records (DBRs):
 - Reduces the accounting line by the total amount of disputed DBRs.
 - Generates a new accounting line, setting the Debt Appeal Forbearance Flag to True and capturing the Debt Appeal Forbearance Date.
 - Transfers the DBRs specified in the billing dispute request from the original accounting line to the new accounting line.

4.10.4.1 Initial Dispute Evaluation - Request

The following steps describe the process used to perform the initial review of the dispute request where it is determined that the dispute should be rejected and further analysis will not be needed in order to determine the validity of the request.

Steps to Perform the Initial Dispute Evaluation from the Disputed Billings Query - Reject:

1. Navigate to the Disputed Billings Query via the workflow notification task described in **Section 4.10.2** or via: Queries → Accounts Receivable → Disputed Billings Query.

Figure 86: Disputed Billings Query

Disputed Billings Query

Search Criteria

Vendor Code: Designated Agent:

Assignment Code:

Government Type:

Document Number:

Statement Number:

Document Title:

Accounting Line Number:

Agreement Number:

Dispute Status:

Disputed Amount: To:

Dispute Received/Created Date: 12/01/2021 00:00:00 To: 03/10/2021 00:00:00

Under Review Date:

Pending Final Action Date:

Dispute Resolution Date:

Period of Performance Start Date:

Period of Performance End Date:

* Accounting Dimensions

* User Defined Header Fields

1 - 18 of 38 results

Dispute Status	Vendor Code	Address Code	Vendor Name	Designated Agent	Designated Agent Address Code	Designated Agent Name	First Name	Last Name	Assignment Code	Document Type	Document Number	Statement Number	Document Title	Dispute Amount	Dispute Reason	Dispute Received/Create Date Time
<input type="radio"/> New	17999V	17999V	SOURCE REPAIR & RELOCATION OFFICE				Test	User		FDN	FND0006897-001	F006897		\$11,498.22	Duplicate Charge	01/12/2021 12:38:59
<input type="radio"/> Accepted	01017	01017	NO. COPIES OF APPL FOR THE FISCAL SERVICE				Test	User		FDN	FDN02167756-001	20167756		\$552,978.78	Fleet Conversion	01/12/2021 16:00:28
<input type="radio"/> New	148858	148858	SOL US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FAN	FAN0210094	F021094		\$90.00	Services are over billed	01/19/2021 15:31:18
<input type="radio"/> New	148858	148858	SOL US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FAN	FAN0210061	F021061		\$100.00	Services are over billed	01/05/2021 15:00:01
<input type="radio"/> New	148858	148858	SOL US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FAN	FAN0210074	F021074		\$100.00	Services are over billed	01/05/2021 21:51:12
<input type="radio"/> New	759772	759772	FRANKLINVILLE COMMUNITY PROGRAM				Walt	Hest		FDN	FND0127119-001	F012719		\$202.47	Other	12/29/2020 13:50:18
<input type="radio"/> New	759772	759772	FRANKLINVILLE COMMUNITY PROGRAM				Test	Testing		FDN	FND0127119-001	F012719		\$202.47	Other	12/28/2020 15:02:29
<input type="radio"/> New	148858	148858	SOL US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FAN	FAN0210095	F021095		\$90.00	Services are over billed	01/19/2021 14:50:49
<input type="radio"/> New	148858	148858	SOL US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FAN	FAN0210096	F021096		\$90.00	Services are over billed	01/19/2021 20:01:08

2. Enter the search criteria to search for a dispute request.

3. Select the dispute request from the item collection and select **Details**.
4. If it is determined during the initial evaluation that the dispute request can be rejected without further investigation, set the Dispute Status dropdown to Rejected.
5. Update the Dispute Resolution Description section Description field to include a description of why the dispute request was rejected.

Figure 87: Dispute Resolution Description

— Dispute Information

Dispute Reason Code	OVERBILLED
Dispute Explanation	The amount is incorrect.
Total Dispute Amount	\$300.00

— Dispute Resolution Description

* Description

6. Select the **Save** button.

The Disputed Billings Query General Dispute Information tab is displayed.

Figure 88: Disputed Billings Query General Dispute Information

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / General Dispute Information

GENERAL DISPUTE INFORMATION

General Dispute Information | Disputed Items

Add Correspondence

Expand All Collapse All

— Disputed Document

Document Type	LDN
Doc Num	LDNN001378-000
Statement Number	N0001378

— Status

* Dispute Status	New
Dispute Received/Created Date Time	05/19/2023 14:53:55
Under Review Date	05/19/2023
Pending Final Action Date	
Dispute Resolution Date	05/19/2023

— Customer Information

Vendor Code	147708	147708
Vendor Name	PUEBLO OF POJOAQUE	
Designated Agent		
Designated Agent Name		

NOTE: There are 5 main sections within the general dispute information tab: disputed document, status, customer information, dispute information, and dispute resolution description. The following fields can be found within the disputed document section: the document type which has a value of AND, the document number which has a value of ADN0016211-001, and the statement number which has a value of X0016211. There is

a required dispute status field, which has a value of Rejected. The other fields are dispute received/created date time with a time of 05/15/2014 05:21:49 and the under review date has a date of 05/27/2014. At the bottom of this page is a dispute resolution description section with a required description field.

4.10.4.2 Initial Dispute Evaluation - Under Review

The following steps describe the process used to perform the initial review of the dispute request where it is determined that further analysis will be needed in order to determine the validity of the request.

Steps to Perform the Initial Dispute Evaluation from the Disputed Billings Query - Under Review:

1. Navigate to the Disputed Billings Query via the workflow notification task described in **Section 4.10.2** or via: Queries → Accounts Receivable → Disputed Billings Query.

Figure 89: Disputed Billings Query

NOTE: There is a search criteria section within the disputed billings query. Some of the following fields can be found within the search criteria box: Vendor code, designated agent, assignment code, document type, document number, document title, Agreement number, and dispute status. There is a search button and a clear button below these fields. Enter the search criteria to search for a dispute request.

2. Select the dispute request from the item collection and select **Details**.
3. If it is determined during the initial evaluation that the dispute request requires further investigation to determine whether it should be accepted or rejected, set the Dispute Status dropdown to Under Review and select **Save**.

Figure 90: Select Save Button

4. Select Record Dispute.

NOTE: The Record Dispute functionality is only provided for Billing Documents (BDs). The Record Dispute button is disabled when reviewing a dispute request associated with an Internal Voucher (NV) document.

The BD associated with the dispute request is automatically opened as a result of selecting **Record Dispute**.

Figure 91: Billing Document Opened Automatically

5. As a result of selecting **Record Dispute**, the system:
 - a. Automatically locates the accounting line(s) associated with the dispute request.
 - b. Updates the accounting line(s) per the following logic:
 - i. For disputes of the entire Billing Document or select accounting lines:
 1. Sets the Debt Appeal Forbearance Flag to True on all Accounting Lines included in the dispute.
 2. Records the current system date in the Debt Appeal Forbearance Date field.
 - ii. For disputes of select Detail Billing Records (DBRs):
 1. Reduces the accounting line by the total amount of disputed DBRs.
 2. Generates a new accounting line, setting the Debt Appeal Forbearance Flag to True and capturing the Debt Appeal Forbearance Date.
 3. Transfers the DBRs specified in the billing dispute request from the original accounting line to the new accounting line.

NOTE: If transferring the disputed DBRs to another accounting line would leave the current line without any DBRs, the system does not reduce the accounting line or perform the transfer. Rather, the system sets the Debt Appeal Forbearance Flag to True and

records the current system date in the Debt Appeal Forbearance Date field on the original accounting line.

6. Select the **Verify** button.

Figure 92: Successful Verification

Form FMNF0210934-690 00002 was verified successfully.

HEADER

Header Accounting Lines Office Addresses Approval Routing Memos Summary

General

Document Type	FMN <input type="checkbox"/> Fleet Non-PAC BD Manu	Document Date	03/10/2021
Status	PROCESSED	Accounting Period	06/2021
Document Number	FMNF0210934-690	Reporting Accounting Period	06/2021
Statement Number	F0210934 <input type="button" value="Generate"/>	Batch Number	
Amendment Number	00002	Document Classification	
Title	<input type="text"/>	Security Org	GSA
Billed By	<input type="text"/>	Business Line	FLEET
Post Code	<input type="text"/>		
Agency UEI	<input type="text"/>		
Agency DUNS Number	<input type="text"/>		
Agency EFT Indicator	<input type="text"/>		
	<input checked="" type="checkbox"/> Bill Generated Flag		
Bill Generated Date	01/19/2021		

NOTE: If any errors exist, a message will appear at the top of the page displaying the error(s) encountered. Correct the errors and select the Verify button again.

NOTE: Forms in Held and Rejected status can be routed for review prior to submission. When initiating a review, the form can be routed to one or more reviewers in the Review Form Modal Window. Reviewers then can enter comments and/or suggest changes to the form. Users can accept/reject individual comments or reply to document a resolution. The Review Form Workflow & Commenting QRG (<https://corporateapps.gsa.gov/applications/financial-apps/pegasys/>) provides more details.

7. Select the **Save** button.

Figure 93: Successful Save

Form FMNF0210934-690 00002 was saved successfully.

HEADER

Accounting Lines | Office Addresses | Approval Routing | Memos | Summary

General

Document Type: FMN | Fleet Non-IPAC BD Manu
 Status: HELD
 Document Number: FMNF0210934-690
 Statement Number: F0210934 | Generate
 Amendment Number: 00002
 Title:
 Billed By:
 Post Code:
 Agency UEI:
 Agency DUNS Number:
 Agency EFT Indicator:
 Bill Generated Flag
 Bill Generated Date: 01/19/2021

Document Date: 03/10/2021
 Accounting Period: 06/2021
 Reporting Accounting Period: 06/2021
 Batch Number:
 Document Classification:
 Security Org: GSA
 Business Line: FLEET

8. Select the **Submit** button.

Figure 94: Successful Submission

SYSTEM MESSAGES
 1 message(s)

Form FMNF0210934-690 00002 was submitted for processing successfully.

[Links](#) | [Inbox](#)

Task:

Item/Number:

Title:

Approve Form
 PR1 TEST_12232020_1

Acquired(Past Due)
 Due 12/29/2020

NOTE: If no errors are encountered upon selecting the **Submit** button a message appears stating that the form has been submitted for processing.

4.10.5 Pending Final Action and Dispute Resolution

Once a complete evaluation of the dispute request has been performed, the user will determine whether to accept or reject the request as well as how the resolution should be recorded on the corresponding transaction.

If it is determined that a final action, such as an update to the corresponding document, is required to resolve the dispute request, the dispute status should be set to Pending Final Action. The setting of a dispute object’s status to Pending Final Action on the Disputed Billings Query

means that a Pegasys user has completed their analysis of the dispute. The dispute process will then await a feeder system transaction update (or for the BD to be manually corrected, as an alternative) to finalize the acceptance or rejection.

If a final action is not required to update the document based on the outcome of the dispute request evaluation, the Dispute Status can be immediately updated to either Accepted or Rejected. Additionally, the corresponding document should be updated. The Debt Appeal Forbearance designation should be removed by selecting the Remove Dispute button. The Remove Dispute action will automatically locate the accounting line with the disputed Detail Billing Record (DBR) and set the Debt Appeal Forbearance Flag to False, which will clear the Debt Appeal Forbearance Date field.

Steps to Perform the Pending Final Action and Dispute Resolution Updates from the Disputed Billings Query:

1. Navigate to the Disputed Billings Query via the workflow notification task described in **Section 4.10.2** or via: Queries → Accounts Receivable → Disputed Billings Query.

Figure 95: Disputed Billings Query

The screenshot shows the 'Disputed Billings Query' interface. On the left, under 'Search Criteria', there are input fields for: Vendor Code, Designated Agent, Assignment Code, Document Type, Document Number, Statement Number, Document Title, Accounting Line Number, Agreement Number, and Dispute Status. A 'Search' button and a 'Clear' button are located below these fields. On the right, there are date range filters for: Disputed Amount, Dispute Received/Created Date, Under Review Date, Pending Final Action Date, Dispute Resolution Date, Period of Performance Start Date, and Period of Performance End Date. Each date filter has 'To' and 'From' input boxes.

NOTE: There is a search criteria section and an item collection box within the disputed billings query. Some of following fields can be found within the search criteria box: Vendor code, designated agent, assignment code, document type, document number, document title, Agreement number, and dispute status. There is a search button and a clear button below these fields.

NOTE: There is a search criteria section and an item collection box within the disputed billings query. Some of following fields can be found within the search criteria box: Vendor code, designated agent, assignment code, document type, document number, document title, Agreement number, and dispute status. There is a search button and a clear button below these fields. The item collection table is made up of columns that are parameters for each row. Each row represents an individual record and each record can be selected by selecting the radio button to the left of the dispute status.

2. Enter the search criteria to search for a dispute request.
3. Select the dispute request from the item collection and select **Details**.
4. If it is determined that a final action will be taken to update the corresponding document based on the dispute resolution, set the Dispute Status dropdown to Pending Final Action.

5. Update the Dispute Resolution Description section **Description** field to include a description of the pending final action to be taken.
6. Select **Save**.

The Disputed Billings Query General Dispute Information tab is displayed.

Figure 96: Disputed Billings Query General Dispute Information Tab

GENERAL DISPUTE INFORMATION

General Dispute Information | Disputed Items | Add Correspondence

- Disputed Document

Document Type: FMN
 Doc Num: FMNF0210934-690
 Statement Number: F0210934

- Status

* Dispute Status: Pending Final Action
 Dispute Received/Created Date Time: 01/19/2021 14:31:14
 Under Review Date:
 Pending Final Action Date:
 Dispute Resolution Date:

+ Customer Information

- Dispute Information

Dispute Reason Code: OVERBILLED
 Dispute Explanation: The amount is incorrect.
 Total Dispute Amount: \$300.00

- Dispute Resolution Description

* Description: TEST

NOTE: There are 5 main sections within the general dispute information tab: disputed document, status, customer information, dispute information, and customer information. The following fields can be found within the disputed document section: document type field with a value of ADN, a doc Num field with a value of ADNX0063205-001, and a statement number field with a value of X0063205. There is a required dispute status field with a value of Pending Final Action. The other fields are dispute received/created date time, under review date, pending final action date, and dispute resolution date. There is a required description field within the dispute resolution section.

NOTE: The Dispute Status and Dispute Resolution Description fields updated and the Dispute Resolution Date field automatically populated the current date.

7. If it is determined that a final action is not required or has already been taken to update the corresponding document based on the dispute resolution, set the Dispute Status dropdown to either Accepted or Rejected.
8. Update the Dispute Resolution Description section **Description** field to include a description of why the dispute request was accepted or rejected.
9. Select **Save**.

10. Select **Remove Dispute**.

NOTE: The Remove Dispute functionality is only provided for Billing Document (BDs). The Remove Dispute button is disabled when reviewing a dispute request associated with an Internal Voucher (NV) document.

The Debt Appeal Forbearance flag is removed from the BD accounting line.

Figure 97: Debt Appeal Forbearance Flag

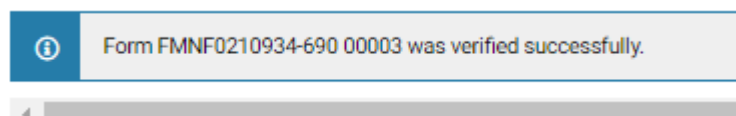
The screenshot shows a form titled "Accounts Receivable Status". It contains several date fields, each with a calendar icon, and a corresponding checkbox. The fields and checkboxes are: Debt Appeal/Forbearance Date, Foreclosure Date, Wage Garnishment Date, Rescheduled Date, Waived Date, Suspended Date, Compromised Date, Closed Out Date, Litigation Date, Last Refunded Date, and Bankruptcy Date. The "Debt Appeal/Forbearance" checkbox is currently unchecked. Red boxes highlight the "Debt Appeal/Forbearance Date" field and the "Debt Appeal Forbearance" checkbox.

11. Review the updates made to the document to ensure the system set the Debt Appeal Forbearance Flag to False and removed the date stored as the Debt Appeal Forbearance Date for all disputed accounting line(s).

12. Select the **Verify** button.

NOTE: Forms in Held and Rejected status can be routed for review prior to submission. When initiating a review, the form can be routed to one or more reviewers in the Review Form Modal Window. Reviewers then can enter comments and/or suggest changes to the form. Users can accept/reject individual comments or reply to document a resolution. The Review Form Workflow & Commenting QRG (<https://corporateapps.gsa.gov/applications/financial-apps/pegasys/>) provides more details.

Figure 98: Successful Verification



13. Select the **Save** button.


Figure 99: Successful Save



14. Select the **Submit** button.

Figure 100: Successful Submission

SYSTEM MESSAGES
1 message(s)

 Form FMNF0210934-690 00003 was submitted for processing successfully.

[Links](#) [Inbox](#)

<p>Task</p> <input type="text"/>	<p>Approve Form PR1 TEST_12232020_1</p> <p>Acquired(Past Due) Due 12/29/2020</p>
<p>Item/Number</p> <input type="text"/>	
<p>Item/Number</p> <input type="text"/>	
<p>Title</p> <input type="text"/>	

NOTE: If no errors are encountered upon selecting the Submit button a message appears stating that the form has been submitted for processing.

4.10.6 Add Dispute-Related Statement-Level Correspondence

Statement-level correspondence can be created directly from the Disputed Billings Query without the need to navigate to another part of the system. Once a dispute request has been selected from the Disputed Billings Query, the correspondence template can be launched from the query item collection or from within the dispute request details. When the Add Correspondence button is selected, the correspondence template is opened and pre-populated with pertinent information associated with the dispute. Additionally, dispute request related correspondence can be published for viewing in VCSS as well as sent to the customer via email.

To create statement-level correspondence for a dispute request follow the steps below.

Steps to Create Statement Level Correspondence for a Dispute Request:

1. Navigate to the Disputed Billings Query via the workflow notification task described in **Section 4.10.2** or via: Queries → Accounts Receivable → Disputed Billings Query.
2. Enter the search criteria to search for a dispute request.
3. Select the dispute request from the item collection and either:
 - a. Select **Add Correspondence** directly from the Disputed Billings Query main page.
 - b. Or, select **Details** and then select **Add Correspondence** from the Disputed Billings Query General Dispute Information tab.

The correspondence template launched from the Disputed Billings Query item collection or General Dispute Information tab, pre-populated with pertinent information from the dispute request, is displayed.

Figure 101: Launched Correspondence Template

CORRESPONDENCE

Search Criteria

Creator Subject

Type Of Correspondence

Public Publishing Flag

Record Number

Assignment Code

Created Date From To

Contact Person First Name Last Name

Correspondence

1 - 2 of 2 results

	Record Number	Vendor	Vendor Address	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Type Of Correspondence	Public Publishing Flag
<input type="checkbox"/>	1	1448SR	1448SR	01/19/2021 14:31	ALLROLES_ACCTS_REC	Mika	Smith	TEST	Services are over billed	Dispute Status: New. Dispute Explanation: The amount is incorrect.	D	True

10 per page Page 1 of 1

4. Required - Enter the following sections:
 - a. Contact Person:
 - i. First Name (required).
 - ii. Last Name (required).
 - iii. Assignment Code (optional).
 - b. Agency Contact:
 - i. None.
 - c. Correspondence:
 - i. Communication Source (pre-populated with phone; required).
 - ii. Type of Correspondence (pre-populated with Dispute; required).
 - iii. Public Publishing (pre-populated as True).
 - iv. Subject (pre-populated with text recorded in the Dispute Reason field of the dispute request).
 - v. Correspondence (required).

NOTE: The remaining fields of the Contact Person, Agency Contact, and Correspondence sections will be defaulted after selecting Save.

Figure 102: Populate Correspondence Fields

Correspondence

Communication Source

* Type Of Correspondence

Subject

Vendor

* Correspondence

Public Publishing Flag

Creator

Last Modified By

Vendor Address

Record Number

Created Date

Last Modified

5. Review the correspondence template to ensure all pre-populated information is accurate.

6. Fill out any additional information to be included in the correspondence. Upload an attachment(s) via the **Attachments** button.

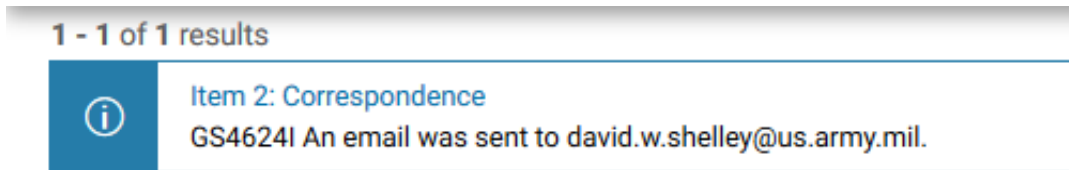
NOTE: Attachments added to Correspondence generated from the Disputed Billings Query are stored and accessible from only the disputed document/statement. Attachments applied to Correspondence generated from the Disputed Billings Query cannot be accessed from the dispute record.

7. Select **Save**.

8. Select **Email** (if an email should be sent to the To Email Address).

NOTE: When sending correspondence as an email to the customer, users should include their own email address so that the correspondence is also sent to their inbox.

Figure 103: Sent Email Message



4.10.7 New Disputed Creation from Dispute Billings Query

In addition to tracking disputes received from VCSS, the Disputed Billings Query also provides users the ability to create new dispute requests on behalf of GSA customers. This functionality may be needed for those customers who are not registered for VCSS or do not have internet access.

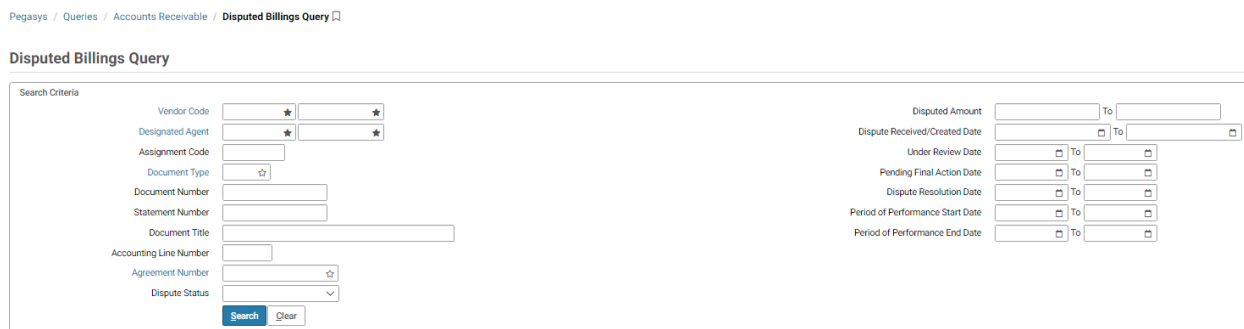
To create a new dispute request using the Disputed Billings Query:

Steps to Create a New Dispute Request from the Disputed Billings Query

1. Navigate to Queries → Accounts Receivable → Disputed Billings Query.

The Disputed Billings Query is displayed.

Figure 104: Disputed Billings Query



NOTE: There is a search criteria section within the disputed billings query. Some of the following fields can be found within the search criteria box: Vendor code, designated agent, assignment code, document type, document number, document title, Assignment number, and dispute status. There is a search button and a clear button below these fields. Select the **New** button.

Figure 105: Select New Button



- The Dispute Request Submission Billing Document/Internal Voucher page is displayed.

Figure 106: Dispute Request Submission Billing Document/Internal Voucher Page

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / **Billing Document/Internal Voucher**

BILLING DOCUMENT/INTERNAL VOUCHER

Billing Document/Internal Voucher

Document

Document Type

* Document Number

Dispute Type

Dispute Entire Document
 Choose Which Accounting Lines to Dispute
 Choose Which Detail Records to Dispute

[Go to top of Main Content](#)

< Back **Next >** Cancel

- REQUIRED - Enter the **Document Type** and **Document Number** of the Billing Document/Internal Voucher to be disputed.
- REQUIRED - Select the Dispute Type:
 - Select the **Dispute Entire Document** radio button to dispute the total Billing Document amount.
 - Select the **Choose Which Accounting Lines to Dispute** radio button to dispute specific accounting lines.
 - Select the **Choose Which Detail Records to Dispute** radio button to dispute specific detailed billing records.

Figure 107: Select Dispute Type

Dispute Type

Dispute Entire Document
 Choose Which Accounting Lines to Dispute
 Choose Which Detail Records to Dispute

5. Select the **Next** button.
 - a. If Dispute Entire Document was selected in step 5, skip to step 16.
 - b. If Choose Which Accounting Lines to Dispute was selected in step 5, see step 7.
 - c. If Choose Which Detail Records to Dispute was selected in step 5, skip to step 11.
6. The Dispute Request Submission Wizard Choose Accounting Lines page is displayed.

Figure 108: Dispute Request Submission Wizard Choose Accounting Lines Page

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / **Choose Accounting Lines**

CHOOSE ACCOUNTING LINES

[Choose Accounting Lines](#)

Search Criteria

Line Number:
 Total Accounting Line Amount: To:
 Accounting Line Principal Amount: To:
 Billing Status:
 Line Type:

Agreement Number:
 Contract Number:
 Delivery Order Number:

Agreement Line Number:
 Contract Line Number:

+ Interagency Search Criteria

+ Accounting Dimensions

1 - 5 of 5 results

Line Number	Total Accounting Line Amount	Principal Amount	Interest Amount	Administration Charges Amount	Penalty Amount	Billing Status	Line Type	Agreement Number	Agreement Line Number	Delivery Order Number	Contract Number	Contract Line Item Number	Accounting Template	BBFY	EBFY
<input type="checkbox"/> 1	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021	2
<input type="checkbox"/> 2	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021	2
<input type="checkbox"/> 3	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021	2
<input type="checkbox"/> 4	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021	2
<input type="checkbox"/> 5	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021	2

10 per page | << Page 1 of 1 >>

Go to top of Main Content

7. Enter the various search parameters to retrieve the Accounting Lines to include in the dispute request, and select **Search**.

The Choose Accounting Lines page returns Accounting Lines in the item collection matching the input search criteria.

Figure 109: Insert Search Parameter to Retrieve Accounting Line

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / Choose Accounting Lines

CHOOSE ACCOUNTING LINES

Choose Accounting Lines

Search Criteria

Line Number

Total Accounting Line Amount To

Accounting Line Principal Amount To

Billing Status

Line Type

Agreement Number

Contract Number

Delivery Order Number

Agreement Line Number

Contract Line Number

+ Interagency Search Criteria

+ Accounting Dimensions

1 - 5 of 5 results

Line Number	Total Accounting Line Amount	Principal Amount	Interest Amount	Administration Charges Amount	Penalty Amount	Billing Status	Line Type	Agreement Number	Agreement Line Number	Delivery Order Number	Contract Number	Contract Line Item Number	Accounting Template	BBFY	EBPY	F
<input type="checkbox"/> 1	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021		2
<input type="checkbox"/> 2	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021		2
<input type="checkbox"/> 3	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021		2
<input type="checkbox"/> 4	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021		2
<input type="checkbox"/> 5	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal				FLEET	NA	REGRESSIONTESTBAARFLEET	2021		2

10 per page << Page 1 of 1 >>

Go to top of Main Content

NOTE: There is a choosing accounting lines tab and within this is a search criteria tab all within the disputed billings query page. Some of the fields within the search criteria are line number, total accounting line number, accounting line principal amount, billing status, line type, agreement number and contract number. There is a search button below the fields. There are expandable sections below the search button that have fields that can be inputted to add more detail to the search. There is an item collection table below the expandable sections where the columns makeup parameters for each row. Each row represents an individual record and each record can be selected by selecting the radio button to the left of the first column. The selected row has a line number of 1, a total accounting line amount of 1140.68, and a billing status of Billed.

8. Select the Accounting Lines in the item collection to include in the dispute, and then select the **Mark for Dispute** button.

Figure 110: Mark Accounting Lines for Dispute

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / Choose Accounting Lines

CHOOSE ACCOUNTING LINES

Choose Accounting Lines

Search Criteria

Line Number

Total Accounting Line Amount To

Accounting Line Principal Amount To

Billing Status

Line Type

Agreement Number

Contract Number

Delivery Order Number

Agreement Line Number

Contract Line Number

+ Interagency Search Criteria

+ Accounting Dimensions

1 - 5 of 5 results

Line Number	Total Accounting Line Amount	Principal Amount	Interest Amount	Administration Charges Amount	Penalty Amount	Billing Status	Line Type	Agreement Number	Agreement Line Number	Delivery Order Number
<input checked="" type="checkbox"/> 1	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal			
<input type="checkbox"/> 2	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal			
<input type="checkbox"/> 3	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal			
<input type="checkbox"/> 4	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal			
<input type="checkbox"/> 5	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	Billed	Normal			

9. Select **Next**.

Skip to step 16.

10. The Dispute Request Submission Wizard Choose Detail Records page is displayed.

Figure 111: Dispute Request Submission Wizard Choose Detail Records Page

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / Choose Detail Records

CHOOSE DETAIL RECORDS

Choose Detail Records

Search Criteria

Record Identifier

Amount

Source Number

Record Date

Period of Performance

Start Date

End Date

Commodity

Quantity

+ Billing Detail

- General Detail Billing Elements

Credit/Adjustment Indicator

Advance Indicator

Assignment Agency

Interfund Indicator

DBE Period of Performance

Start Date

End Date

+ Fleet Detail Billing Elements

+ Rent Detail Billing Elements

+ Additional Criteria

NOTE: The choose details records tab is made up of a search criteria section and a billing detail section. The search criteria section contains the following fields: record identifier, amount, source number, record date, period of performance start and end dates, commodity, and quantity. There is a search button below these fields. The billing detail section has the following fields: record load number, system ID, Agency DUNS Number, and Agency EFT Indicator number. There is back button, a next button, and a cancel button at the bottom of the page.

11. Enter the various search parameters to retrieve the Detail Billing Records (DBRs) to include in the dispute request, and select Search.

The Choose Detail Records page returns DBRs in the item collection matching the input search criteria.

Figure 112: Search Criteria to Retrieve Detail Billings Records

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / Choose Detail Records

CHOOSE DETAIL RECORDS

Choose Detail Records

Search Criteria

Record Identifier

Amount

Source Number

Record Date

Period of Performance

Start Date

End Date

Commodity

Quantity

+ Billing Detail

Account Detail Billing Elements

+ Fleet Detail Billing Elements

+ Rent Detail Billing Elements

+ Additional Criteria

1 - 5 of 5 results

Record Load Number	Record Identifier	Quantity	Amount	Doc Typ	Source Record ID	Doc Num	Actg Ln #	Vendor Code	Address Code	Bill/State Number	Record Date	External System Id	Source Number	Customer Identificatio Code	Interfund Indicator	Credit/Adj Indicator	Advance Indicator	Assignment Agency	Accounting Classification Reference Number	Selected For IPAC	Chargeback End Date	Pending Chargeback Amount
<input type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	1	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222					TEST				\$0.00
<input type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	2	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222					TEST				\$0.00
<input type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	3	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222					TEST				\$0.00
<input type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	4	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222					TEST				\$0.00
<input type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	5	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222					TEST				\$0.00

12. Select the DBRs in the item collection to include in the dispute, and then select the **Mark for Dispute** button.

Figure 113: Mark Detail Billings Records for Dispute

1 - 5 of 5 results

Record Load Number	Record Identifier	Quantity	Amount	Doc Typ	Source Record ID	Doc Num	Actg Ln #	Vendor Code	Address Code	Bill/State Number	Record Date	External System Id	Source Number
<input checked="" type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	1	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222
<input type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	2	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222
<input type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	3	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222
<input type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	4	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222
<input type="checkbox"/>	MOM02FP000	1.000000	\$100.00	FMN		FMNF0210934690	5	14485R	14485R	F0210934	01/19/2021	FLEETMANL	222


Go to top of Main Content

13. The system returns a message at the top of the screen notifying the user that the selected DBRs have been included in the current dispute request.

Figure 114: Detail Billings Records Have Been Included in Current Dispute

SYSTEM MESSAGES

1 - 1 of 1 results

 DB0004 The selected detail billing records have been included in the current dispute request.

14. Select **Next**.

15. The Supplementary Dispute Information page is displayed.

Figure 115: Supplementary Dispute Information Page Displayed

SUPPLEMENTARY DISPUTE INFORMATION

[Supplementary Dispute Information](#) Attachments

Customer Contact Information

* First Name
 * Last Name
 Assignment Code
 * Phone Number
 International Phone Number
 * Email Address
 Title

Supplementary Dispute Information

* Dispute Reason Code ☆
 * Dispute Explanation

[Go to top of Main Content](#)

16. Fill in the required fields of the Customer Contact Information and Supplementary Dispute Information sections.
17. Select the **Next** button.
18. The Review General Dispute Information page is displayed.

Figure 116: Review General Dispute Information Page Displayed

[Pegasys](#) / [Queries](#) / [Accounts Receivable](#) / [Disputed Billings Query](#) / **Review General Dispute Information**

REVIEW GENERAL DISPUTE INFORMATION

[Review General Dispute Information](#) Attachments

Customer Contact Information

First Name
 Last Name
 Assignment Code
 Phone Number
 International Phone Number
 Email Address
 Title

Supplementary Dispute Information

Dispute Reason Code
 Dispute Explanation

[Go to top of Main Content](#)

19. Review the information on the Review General Dispute Information page and select **Next**.

If the information on the Review General Dispute Information page was entered incorrectly on the Supplementary Dispute Information, select the **Back** button and update accordingly.

If an attachment should be included with the dispute request, select the **Attachments** button and upload accordingly.

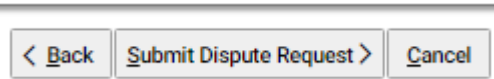
20. The Disputed Items Review page is displayed.

Figure 117: Disputed Items Review Page

The screenshot shows the 'DISPUTED ITEMS REVIEW' page. At the top, there is a breadcrumb trail: 'Pegasys / Queries / Accounts Receivable / Disputed Billings Query / Disputed Items Review'. Below this is a sub-header 'DISPUTED ITEMS REVIEW' and a button 'Disputed Items Review'. The main content is a table with 17 columns: Document Type, Document Number, Accounting Line Number, Detail Billing Record Identifier, Disputed Amount, Statement Number, Vendor Code, Address Code, Vendor Name, Agreement Number, Agreement Line Number, Delivery Order Number, Contract Number, Contract Line Number, Fund, Reg, Org Cd, Prgm, Proj Cd, and Acty. The table shows 1 - 1 of 1 results. The first row contains the following data: Document Type: FN, Document Number: FANF021094-690, Accounting Line Number: 1, Detail Billing Record Identifier: MCM22P009KZBOYW0, Disputed Amount: \$100.00, Statement Number: R210934, Vendor Code: 14489R, Address Code: 14489R, Vendor Name: DOL US FISH & WILDLIFE SERVICE, Agreement Number: (blank), Agreement Line Number: (blank), Delivery Order Number: (blank), Contract Number: (blank), Contract Line Number: (blank), Fund: 285F, Reg: 04, Org Cd: 00060224, Prgm: FM11, Proj Cd: (blank), Acty: AF114. Below the table are buttons for 'Remove Details', '10 per page', and 'Page 1 of 1'. A link 'Go to top of Main Content' is also present.

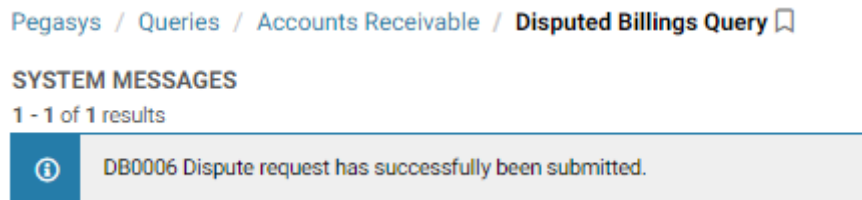
21. Review the information on the Disputed Items Review page and select **Submit Dispute Request**.

Figure 118: Submit Dispute Request



22. If there are no errors upon selecting the Submit Dispute Request button, a message will be returned indicating the dispute has been successfully submitted.

Figure 119: Successfully Submitted Dispute Request



4.11 Amend DA to Set the Debt Appeal Forbearance Flag

When a Debt Account is under dispute, the user has the option to record the dispute from the Disputed Billings Query. Once the dispute is recorded and the DAFF is set to True, the Debt Account will officially be considered under dispute.

1. Navigate to Queries → Accounts Receivable → Disputed Billings Query.

Disputed Billings Query is displayed.

Figure 120: Dispute Billings Query Display

The screenshot shows the 'Disputed Billings Query' search criteria form. It includes fields for: Vendor Code, Designated Agent, Assignment Code, Document Type, Document Number, Statement Number, Document Title, Accounting Line Number, Agreement Number, Dispute Status, Disputed Amount, Dispute Received/Created Date, Under Review Date, Pending Final Action Date, Dispute Resolution Date, Period of Performance Start Date, and Period of Performance End Date. There are 'Search' and 'Clear' buttons at the bottom.

NOTE: There is a search criteria section and an item collection table within the disputed billings query page. Some of the following fields can be found within the search criteria box: Vendor code, designated agent, assignment code, document type, document number, document title, Agreement number, and dispute status. There is a search button and a clear button below these fields. The item collection table is made up of columns that are parameters for each row. Each row represents an individual record and each record can be selected by selecting the radio button to the left of the dispute status.

2. Enter a **Debt Account Document Number**.
3. Select **Search**.
4. Select the record from the item collection and select **Details**.

Figure 121: Select Record Details From Item Collection

1 - 2 of 2 results

Dispute Status	Vendor Code	Address Code	Vendor Name	Designated Agent	Designated Agent Address Code	Designated Agent Name	First Name	Last Name	Assign Code
<input type="radio"/> New	14485R	14485R	DOI, US FISH & WILDLIFE SERVICE				John	Smith	TEST
<input type="radio"/> Pending Final Action	14485R	14485R	DOI, US FISH & WILDLIFE SERVICE				Mike	Smith	TEST

[Details](#)
[View Document](#)
[New](#)
[Delete](#)
[Correct Document](#)
[Amend Document](#)
...

[Go to top of Main Content](#)

5. Ensure the Dispute Status is **Accepted**.

Figure 122: Accepted Dispute Status

— Status

* Dispute Status

Dispute Received/Created Date Time

Under Review Date

Pending Final Action Date

Dispute Resolution Date

6. Select the Record Dispute button.

Figure 123: Select Record Dispute Button

[Save](#)
[View Document](#)
[Correct Document](#)
[Amend Document](#)
[Add Customer Correspondence](#)
[Record Dispute](#)
...

7. Navigate to the **Accounting Lines** tab.
8. Select the accounting line and select the **Accounting Line** hyperlink.
9. Ensure the **Debt Appeal/Forbearance Date** been populated with the current date.
10. Ensure the **Debt Appeal Forbearance** flag is set = True.

Figure 124: Ensure Debt Appeal Forbearance Flag is True

— Accounts Receivable Status

Debt Appeal/Forbearance Date	<input type="text" value="03/10/2021"/>	<input checked="" type="checkbox"/> Debt Appeal Forbearance
Foreclosure Date	<input type="text"/>	<input type="checkbox"/> Foreclosure
Wage Garnishment Date	<input type="text"/>	<input type="checkbox"/> Wage Garnishment
Rescheduled Date	<input type="text"/>	<input type="checkbox"/> Rescheduled
Waived Date	<input type="text"/>	<input type="checkbox"/> Waived
Suspended Date	<input type="text"/>	<input type="checkbox"/> Suspended
Compromised Date	<input type="text"/>	<input type="checkbox"/> Compromised
Closed Out Date	<input type="text"/>	<input type="checkbox"/> Closed Out
Litigation Date	<input type="text"/>	<input type="checkbox"/> Litigation
Last Refunded Date	<input type="text"/>	
Bankruptcy Date	<input type="text"/>	<input type="checkbox"/> Bankruptcy

11. Select the **Save** button.
12. Select the **Verify** button.
13. Correct any hard errors and re-verify until the action is successful.
14. Select the **Submit** button to process the document.

NOTE: Forms in Held and Rejected status can be routed for review prior to submission. When initiating a review, the form can be routed to one or more reviewers in the Review Form Modal Window. Reviewers then can enter comments and/or suggest changes to the form. Users can accept/reject individual comments or reply to document a resolution. The Review Form Workflow & Commenting QRG (<https://corporateapps.gsa.gov/applications/financial-apps/pegasys/>) provides more details.

4.12 IPAC Chargebacks

If an agency disagrees with an IPAC transaction, they “charge back” the transaction. Treasury calls chargebacks “Adjustments”. An Adjustment is a transaction the customer agency initiates to adjust an erroneous or incorrect payment or collection. Agencies can only use Adjustments to reduce (adjust down) the original transaction amount. Agencies can only process an adjustment against a payment or collection that is within the first 90 days after the transaction’s accomplished date.

It should be noted that the term “chargeback” can have multiple meanings. The action the customer takes to regain their money is referred to as “charging back”. However, the transaction Pegasys receives is also called the “chargeback” and the outstanding receivable created by the chargeback action/transaction received is referred to as a “chargeback” as well. This section will clarify the actions and transactions by referring to the term used by Treasury (Adjustment).

There are 3 types of adjustments for IPAC Transactions.

- Collection Adjustment- GSA receives an adjustment from a customer on a bill GSA sent to the customer.
 - o GSA's customer charges back the billing sent by GSA- Customer “takes” money back from GSA.
- Payment Adjustment- GSA receives an adjustment from a customer on a payment GSA sent to the customer.
 - o GSA sends a credit to the customer that the customer decides to return to GSA.
- Billing Adjustment- An outside agency pulls money from GSA and GSA charges back the billing.
 - o GSA charges back a billing sent to GSA by the customer.

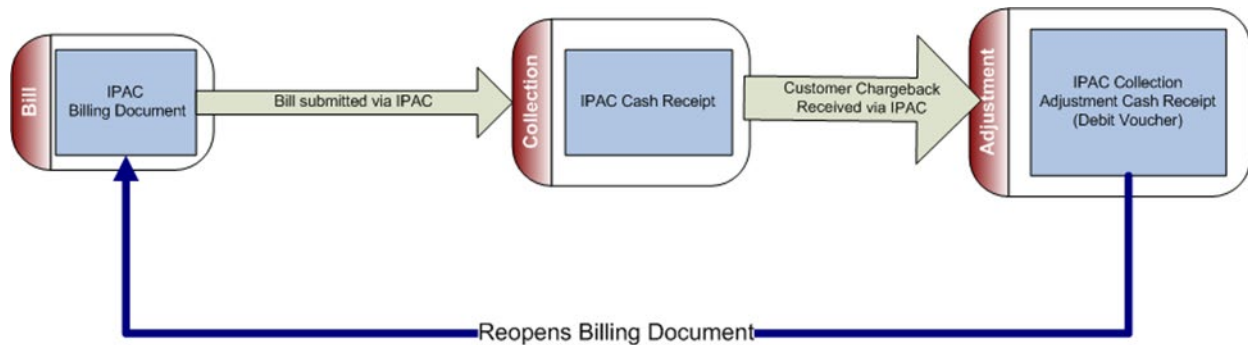
In addition to the Treasury adjustments, customers may intend to “chargeback” an IPAC Transaction by creating their adjustment outside of the Treasury adjustment process. GSA will receive regular payment and collection transactions via IPAC that are intended to be chargebacks by the customer. These transactions are called “pseudo-chargebacks” or “customer generated exceptions”. Adjustments and pseudo chargebacks are able to be queried on the Billing Query using applicable search criteria. Customer Generated Exceptions are described in **Section 4.12.3**. Please refer to **BAAR User Guide 2 of 10, Section 4.6.2.4** for the complete listing of Billing Query Search Criteria.

As part of each step in the life cycle, Pegasys assigns a G-Inv-IPAC Status. The G-Inv-IPAC Status is a Pegasys-specific status that is used to track the Pegasys IPAC transaction in its interaction with Treasury.

4.12.1 Collection Adjustment Chargebacks

An IPAC collection adjustment chargeback is created in Pegasys when a customer is billed (and subsequently collected) via Treasury IPAC but the customer disagrees with the billing.

The Customer performs an adjustment in Treasury and “pulls” the disputed amount from GSA. GSA receives a collection adjustment via IPAC or a “Chargeback”. The collection adjustment is received by GSA as a Cash Receipt (CR) with a Debit Voucher (or negative) line type referencing the confirmation of an IPAC Bill. When the collection adjustment processes, the BD referenced by the original confirmation transaction is reopened for further processing, including reissuing the bill if appropriate.

Figure 125: High-Level IPAC Collection Adjustment Process

Below are the basic steps in the High-Level IPAC Collection Adjustment Process that are illustrated in the diagram above.

1. Bill - IPAC Billing Document submitted via IPAC
2. Collection - IPAC Cash Receipt customer chargeback received via IPAC
3. Adjustment - IPAC Collection Adjustment Cash Receipt (Debit Voucher) reopens the billing document and the process continues back to Step 1

Users will use the Chargeback information on the Billing Query to age, track and resolve chargebacks resulting from the reopened IPAC Billing Document (BD). Once an IPAC Billing Document (BD) is charged back and reopened, the transaction must be reviewed before further action is taken by the system. An analyst will review the billing to determine if there is in error and if the entire customer chargeback is justified. If so, the customer chargeback is accepted. If not, the billing document is reissued along with a credit to correct the billing error. The Billing Query also provides users the ability to correct or amend the reopened billing document in order to resolve the chargeback. Users can resolve the chargebacks by either rebilling any charged back amount or accepting the chargeback.

The “chargeback” is defined in Pegasys as an IPAC Billing Document (BD) with the “Rebill Flag” set to True. When a collection adjustment Debit Voucher CR is created in Pegasys, the corresponding BD is reopened with the Selected for IPAC status set to Chargeback Pending. The Chargeback Pending Selected for IPAC status signifies the chargeback is being worked and is not ready for resolution. In order to rebill a chargeback via Treasury’s IPAC system, the Selected for IPAC status must be set to No. The Selected for IAPC status of No signifies the transaction is ready to be picked up by the IPAC Outbound Crosswalk (GSIPACXWOT) and IPAC Bulk File Generation (GSIPACBKFG) offline processors and the information included in the output file sent to Treasury.

4.12.1.1 Review Collection Adjustment Chargebacks

When GSA receives a chargeback (Collection Adjustment) from IPAC, the users have the ability to query IPAC transactions from the Billing Query. Users can query by many data elements, including Document Number, chargeback age, accomplished date, accounting date, reason, source number, agreement, Statement Number, and Business Line. After a query is executed,

users are able to view details associated with that transaction and determine if the chargeback is valid or if the transaction should be rebilled. The Collection Adjustment transaction is created by IPAC Form Generation batch process only. There are no manual steps to create a manual IPAC Debit Voucher CR.

The Billing Query also provides the ability to write off outstanding chargebacks (collection adjustment), which is detailed in **Section 4.12.1.4 IPAC Chargeback Write-Offs**.

For the Billing Query search criteria, please refer to **BAAR User Guide 2 of 10, Section 4.6.2.1**. To execute a basic query on the Billing Query, please refer to **BAAR User Guide 2 of 10, Section 4.6.2**.

4.12.1.1.1 Steps to Review Collection Adjustments Using the Billing Query

1. Navigate to Queries → Accounts Receivable → Billing Query.

The Billing Query is displayed.

Figure 126: Billing Query

NOTE: There is a basic search tab and an advanced search tab within the billing query page. The fields within the basic search tab are Document Type, Document Number, Vendor, Bill Generated Date, Collection Due Date, Bill Type, Receivable Type, Bill Generated Flag, Rebill, Selected For IPAC, Business Line, Bill Status, and a Debt Age Categories Section. There is a search button and a clear button at the bottom of this page.

Enter the desired and appropriate search criteria on the **Basic Search** tab or the **Advanced Search** tab.

- a. Helpful search criteria for **Basic Search**:

- i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Selected for IPAC: **Chargeback Pending**
 - v. Business Line
- b. Helpful search Criteria for **Advanced Search**:
- i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Selected for IPAC: **Chargeback Pending**
 - v. Business Line
 - vi. Agreement Number
 - vii. Assignment Code
 - viii. Statement Number

Figure 127: Billing Query - Helpful Search Criteria for Basic Search

The screenshot displays the 'Billing Query' search interface. At the top, there are two tabs: 'Basic Search' (highlighted with a red box) and 'Advanced Search'. Below the tabs, several search criteria are listed, each with a corresponding input field or dropdown menu. The following criteria are highlighted with red boxes: 'Document Type', 'Document Number', 'Receivable Type', 'Selected For IPAC', and 'Business Line'. Other criteria include 'Vendor', 'Bill Generated Date', 'Collection Due Date', 'Bill Type', 'Bill Generated Flag', 'Rebill', and 'Bill Status'. At the bottom of the form, there are 'Search' and 'Clear' buttons.

Figure 128: Billing Query - Helpful Search Criteria for Advanced Search

Billing Query

Basic Search **Advanced Search**

Select preconfigured search

New Query Actions

Tell us what the query does.

Match All Match Any

Agreement Number = Enter a Value OR

Assignment Code = Enter a Value OR

Statement Number = Enter a Value

Search Clear Save Query

2. Select **Search** to execute the query.
3. Select a detail from the Item Collection.

Figure 129: Billing Query - Item Collection

Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount	System Generated Bill Reduction Amount	Total Write Off Amount	Administration Charges Amount	Outstanding Amount	Credit Total Amount	Credit Outstanding Amount
<input checked="" type="checkbox"/>	RDI	RD120015001-001	RD1BILRD120015001-001	20015001	\$525,833.39	\$525,833.39	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

4. Select **Details**.

Figure 130: Select Details from Item Collection

Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount	System Generated Bill Reduction Amount	Total Write Off Amount	Administration Charges Amount	Outstanding Amount	Credit Total Amount	Credit Outstanding Amount
<input checked="" type="checkbox"/>	RDI	RD120015001-001	RD1BILRD120015001-001	20015001	\$525,833.39	\$525,833.39	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

10 per page
<< Page 1 of 1 >>

5. Review document-level information on the **Billing Query** tab.

Figure 131: Billing Query - Billing Query Tab

BILLING QUERY

Billing Query | Billing Detail

General

Document Type: RDI
 Document Number: RDI20015001-001
 Statement Number: 20015001
 Title:
 Billing Reference Number: RDIBILRDI/20015001-001
 Document Date: 01/16/2020
 Collection Due Date: 03/01/2020
 Bill Generated Flag
 Bill Generated Date: 01/16/2020
 Security Organization: GSA

External System Document Number:
 Business Line: RENT
 System Generated Bill Reduction Amount: \$0.00

Waiver Flags

- Waive Admin Charges
- Waive Penalty
- Waive Interest on Principal
- Waive Interest on Interest
- Waive Interest on Admin Charges
- Waive Interest on Penalty

Vendor

Vendor: 0500 | 0500 | More
 Address Name: GOVERNMENT ACCOUNTABILITY OFI

6. Review accounting line-level and DBR-level information on the **Billing Detail** tab.

Figure 132: Billing Query - Billing Detail Tab

BILLING DETAIL

Billing Query | Billing Detail

Billing Document Line | Detail Billing Record

+ Additional Criteria

+ Accounting Dimensions

+ IPAC Criteria

Search

1 - 10 of 10 results

Billing Reference Number	Document Type	Document Number	Line Number	Line Type	Line Amount	State Of Line	Billing Status	Bill Type/Type of Transfer	Debt Appeal/Fore	Rebill	Selected For IPAC	Chargeback End Date	System Generated Bill Reduction Amount
RDIBILRDI2001001	RDI	RDI20015001-001	1	Normal	\$16,106.37	closed	Billed	G-INV/IPAC	False	False	Yes		\$0.00

7. Select the **Billing Document Line** tab to view accounting line-level information.

Figure 133: Billing Query - Billing Document Line Tab

Billing Query
Billing Detail

BILLING DOCUMENT LINE

Billing Document Line

Detail Billing Record

Item 1 of 10 : 1 2 3 4 5 6 7 8 9 10

— General

Line Number	<input type="text" value="1"/>	
Line Type	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="Normal"/> ▼	
Receivable Type	<input type="text" value="RTNA"/>	
Source Number	<input type="text" value="AAL02681"/>	
Related Statement Number	<input type="text"/>	

Totals

Initial Amount	<input type="text" value="\$16,106.37"/>	
Discount Amount	<input type="text" value="\$0.00"/>	
Surcharge Amount	<input type="text" value="\$0.00"/>	
Principal Amount	<input type="text" value="\$16,106.37"/>	
Interest Amount	<input type="text" value="\$0.00"/>	
Admin Charges Amount	<input type="text" value="\$0.00"/>	

View Document
Amend Document
View Case History
Refresh Bill

NOTE: For both **DBR-based** and **non-DBR-based** billings and chargebacks (e.g., Rent, Fleet, etc.), the **Rebill** status is viewed on the Billing Document Line tab.

NOTE: For **non-DBR-based** billings and chargebacks (e.g., Rent, RPUDD, etc.), the **Selected for IPAC** status is viewed on the Billing Document Line tab.

Figure 134: Rebill Status

BILLING DOCUMENT LINE

[Billing Document Line](#) | [Detail Billing Record](#)

— IPAC Criteria

Customer Funding Source	NOT_PROVIDED_BY_CUST
Funding Document	AAL02681
Requisition Number	NA
JAS Number	NA
Fiscal Station Number	0
Job Number	NA
Accounting Classification Reference Number	Rent
Rebill	False
Selected For IPAC	Yes
Debit Voucher Accomplished Date	
Chargeback End Date	
Chargeback Age	0
System Generated Bill Reduction Amount	\$0.00

Figure 135: Non-DBR-Based Selected for IPAC Status

— IPAC Criteria

Customer Funding Source	NOT_PROVIDED_BY_CUST
Funding Document	AAL02681
Requisition Number	NA
JAS Number	NA
Fiscal Station Number	0
Job Number	NA
Accounting Classification Reference Number	Rent
Rebill	False
Selected For IPAC	Yes
Debit Voucher Accomplished Date	
Chargeback End Date	
Chargeback Age	0
System Generated Bill Reduction Amount	\$0.00

8. Select the **Detail Billing Record** tab to view DBR-level information.

Figure 136: Billing Query - Detail Billing Record Tab

DETAIL BILLING RECORD

Billing Document Line
Detail Billing Record

Search
Clear

— General Detail Billing Elements

Credit/Adjustment Indicator ☆

Advance Indicator

+ Detail Billing Elements

1 - 1 of 1 results

	Record Identifier	Selected For IPAC	Chargeback End Date	External Surcharge Flag
<input checked="" type="checkbox"/>	RNT011620200000253	No		

View
Audit
Additional Actions
▼

Figure 137: Billing Query - Detail Billing Record View

ACCOUNTING ELEMENTS (DBR)

Accounting Elements (DBR)
Detail Billing Element Fields
Accounting Elements (Document)

— General

Record Identifier

Source Record Identifier

System Created DBR

Current Parent Document Reference

Type	Number	Accounting
RDI	RDI20015001-001	1

NOTE: For **DBR-based** billings and chargebacks (e.g., Fleet, Supply, etc.), the **Selected for IPAC** status is viewed on the Detail Billing Record tab.

Figure 138: DBR-Based Chargeback Information

Parent Document Reference	
Document Type	RDI
Record Load Number	6293
Record Date	01/16/2020
Charge Period	
Line Type	Normal
Buyer Line Type	Normal
Transaction Type	
Buyer Transaction Type	
Bill Type	G-INV/IPAC
* Receivable Type	RTNA
Last Modified By	allroles90
Created By	runbatchdbimport
Selected For IPAC	No
Debit Voucher Accomplished Date	
Chargeback End Date	
Chargeback Age	
Pending Chargeback Amount	\$0.00
Security Org	GSA

9. Select **Amend Document**.

Figure 139: Amend Document Button

BILLING QUERY

Billing_Query | Billing Detail

— General

Document Type: RDI

Document Number: RDI20015001-001

Statement Number: 20015001

Title:

Billing Reference Number: RDIBILRDI20015001-001

Document Date: 01/16/2020

Collection Due Date: 03/01/2020

Bill Generated Flag

Bill Generated Date: 01/16/2020

Security Organization: GSA

Vendor

Vendor: 0500 | 0500 | More

Address Name: GOVERNMENT ACCOUNTABILITY OFI

View Document | **Amend Document** | View Case History | Refresh Bill

The New Amendment page opens in a new window.

10. Enter an **Amendment Number** or select **Generate**.

11. Select **OK**.

Figure 140: New Amendment Page

Pegasys / Transactions / Accounts Receivable / Amend / **New Amendment** 

New Amendment

Subsystem	<input type="text" value=""/>
Document Type	<input type="text" value="RDI"/> <input type="text" value="Rent IPAC BD"/>
Document Number	<input type="text" value="RDI20015001-001"/>
Prefix	<input type="text" value=""/>
* Amendment Number	<input type="text" value=""/> <input type="button" value="Generate"/>

12. On the **Header** tab, enter the chargeback reason in the amendment **Justification** field.

Figure 141: Amendment Justification

- Amendment Information	
Date	<input type="text" value=""/>
* Justification	<u>Overbilled</u> for statement EI0D5B15

On the **Accounting Lines** tab, the **Billing Status** of the charged-backed and reopened **Header Accounting Line** is Unbilled.

Figure 142: Billing Status

Header	<u>Accounting Lines</u>	Office Addresses	Approval Routing	Memos	Summary
--------	-------------------------	------------------	------------------	-------	---------

ACCOUNTING LINE

<u>Accounting Line</u>	Charge Lines	Associated Spending	Detail Billing Record Search	Modifie
------------------------	--------------	---------------------	------------------------------	---------

Item 1 of 10: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

— General

Line Number

Line Type

Billing Status

Transaction Type

NOTE: The following steps to update the IPAC Schedule Date are optional. Because the current Selected for IPAC Status is Chargeback Pending, the transaction will not be selected by the IPAC outbound process until the Selected for IPAC Status is updated.

- On the **Header Accounting Line**, update the **IPAC Schedule Date** to **+90 days (i.e., in the future) from the current date**.

Example: If the original IPAC Schedule Date was 09/15/2020, and current date is 10/01/2020, update the IPAC Schedule Date to 90 days in the future from the current date, i.e., 12/30/2020.

Figure 143: IPAC Schedule Date

– Interagency Transfer

Rebill

Selected For IPAC: Yes

Pending Chargeback Amount: \$0.00

Customer Sub-level Prefix: ☆

[Customer Treasury Symbol](#) ☆

Short Key	ATA	AID	BPOA	EPOA	A	MAIN	SUB
		005	2020	2020	▼	0107	000

Customer BETC: DISB ☆

Quantity: 1.000000

Unit Price Amount: \$16,106.3700

* Unit: EA ☆

Date Of Delivery: 📅

IPAC Schedule Date: 01/16/2020 📅

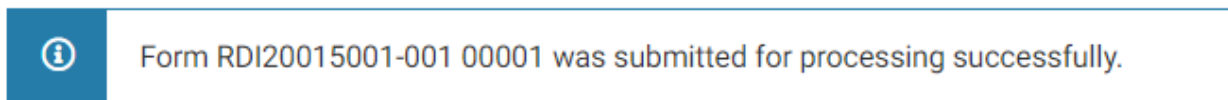
* Interagency Description: MONTHLY IPAC RENT AMOUNT FOR CUSTOMER ALC 05000001 FOR BILLING PERIOD 012020 HUNTSVILLE AL358060101202001312020

14. Select **Save**.
15. Select **Verify**.
16. Resolve any errors, including overriding any overrideable errors. Select **Verify** again.

NOTE: Forms in Held and Rejected status can be routed for review prior to submission. When initiating a review, the form can be routed to one or more reviewers in the Review Form Modal Window. Reviewers then can enter comments and/or suggest changes to the form. Users can accept/reject individual comments or reply to document a resolution. The Review Form Workflow & Commenting QRG (<https://corporateapps.gsa.gov/applications/financial-apps/pegasys/>) provides more details.

17. Select **Submit**.

Figure 144: Submit for Processing



To rebill or accept the chargeback, please refer to the sub-sections that follow in section 4.10.1 Collection Adjustments.

4.12.1.2 Rebill Collection Adjustment Chargeback

The following section describes how to prepare a charged back (or reopened) IPAC billing document for rebilling via Treasury’s IPAC system. The following steps describe how to use the Billing Query to retrieve a BD and amend it in order to rebill a chargeback. Additionally, this section includes how to change the Selected for IPAC status of a large statement to “No” via the Billing Query.

NOTE: The BD can also be amended via Form/Document Selection, Transactions → Accounts Receivable → Amend.

Please note these steps are the system process only. Communication with the customer and internal standard operating processes should be consulted before performing action on the charged back transaction.

IMPORTANT NOTE: Users should not change the amounts on the IPAC transaction or IPAC Rebill transaction. If an amount is due to the customer, a credit will be sent by the feeder system following the credit’s processing.

Steps to Rebill a Chargeback Collection Adjustment Using the IPAC Transaction Query

1. Navigate to Queries → Accounts Receivable → Billing Query.
The Billing Query page is displayed.

Figure 145: Billing Query Basic Search

2. Enter the desired and appropriate search criteria on the **Basic Search** tab or the **Advanced Search** tab.

- a. Helpful search criteria for **Basic Search**:
 - i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Selected for IPAC: **Chargeback Pending**
 - v. Business Line
- b. Helpful search Criteria for **Advanced Search**:
 - i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Selected for IPAC: **Chargeback Pending**

Figure 146: Billing Query - Helpful Search Criteria for Basic Search

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC ▼

Business Line ☆

Bill Status Outstanding ▼

Search Clear

Figure 147: Billing Query - Helpful Search Criteria for Advanced Search

Billing Query

Basic Search **Advanced Search**

Select preconfigured search

New Query Actions

Tell us what the query does.

Match All Match Any

= OR
 = OR
 =

NOTE: The advanced search tab within the billing query page starts with a select preconfigured search dropdown and a settings button. There is a new query field and an actions button below the previous fields. There is a match all radio button and a match any radio button and below this is where the advanced search can be created. There can be multiple rows of fields making up multiple search criteria's. Each search is composed of three fields and those are the field name, the arithmetic operator dropdown, and the value field. There is a settings button after each row.

Select **Search** to execute the query.

3. Select the detail from the item collection.

Figure 148: Billing Query - Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount	System Generated Bill Reduction Amount	Total Write Off Amount	Administration Charges Amount	Outstanding Amount	Credit Total Amount	Credit Outstanding Amount
<input type="checkbox"/>	ADI	ADIW0027647-0001	ADIBILADIW0027647-0001	W0027647	\$1,307.28	\$1,307.28	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,307.28	\$0.00	\$0.00
<input checked="" type="checkbox"/>	ADI	ADIW0027657-0001	ADIBILADIW0027657-0001	W0027647	\$9,153.69	\$9,153.69	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$9,153.69	\$0.00	\$0.00
<input type="checkbox"/>	ADI	ADIW0027665-0001	ADIBILADIW0027665-0001	W0027660	\$218.61	\$218.61	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$218.61	\$0.00	\$0.00

NOTE: Consult the standard operating procedures for determination on when to accept or rebill a chargeback.

NOTE: When a Chargeback is processed, the system automatically updates the BD lines or DBR's Selected for IPAC status to "Chargeback Pending". Additionally, once the BD is reopened as a result of the Chargeback, the Billing Status on the charged-back BD accounting line will be set to 'Unbilled'.

4. Open the **Additional Actions** drop-down menu.
5. Select **Reject Chargeback**.

Figure 149: Additional Actions - Reject Chargeback

6. Select **OK**.

NOTE: This action will reject the chargeback for all document lines and Detail Billing Records associated with the selected Billing Document. This action will set the **Selected for IPAC** status on all applicable accounting lines/DBRs to **No**.

Figure 150: Action Confirmation Message

7. Select **Amend Document**.
The New Amendment page opens in a new window.
8. Enter an **Amendment Number** or select **Generate**.
9. Select **OK**.

Figure 151: New Amendment Page

10. On the **Header** tab, enter the rebill reason in the amendment **Justification** field.

Figure 152: Amendment Justification

Amendment Information

Date

* Justification

11. On the **Header Accounting Line**, update the **IPAC Schedule Date** to the current date.

IMPORTANT NOTE: Users should not change the amounts on the IPAC transaction or IPAC Rebill transaction. If an amount is due the customer, a credit will be sent by the feeder system following the credit’s processing.

Figure 153: IPAC Schedule Date

Interagency Transfer

Rebill

Selected For IPAC

Pending Chargeback Amount

Customer Sub-level Prefix

[Customer Treasury Symbol](#) ☆

Short Key	<input type="text" value="70X0542"/>	ATA	<input type="text"/>	AID	<input type="text" value="070"/>	BPOA	<input type="text"/>	EPOA	<input type="text"/>	A	<input type="text" value="X"/>	MAIN	<input type="text" value="0542"/>	SUB	<input type="text" value="000"/>
-----------	--------------------------------------	-----	----------------------	-----	----------------------------------	------	----------------------	------	----------------------	---	--------------------------------	------	-----------------------------------	-----	----------------------------------

Customer BETC

Quantity

Unit Price Amount

Unit

Date Of Delivery

IPAC Schedule Date

Interagency Description

NOTE: If there are multiple accounting lines charged back in the same transaction, each accounting line’s IPAC Schedule Date will need to be updated to the current date.

12. Select **Save**.

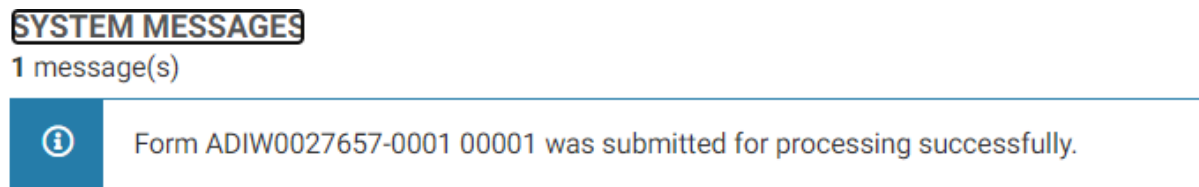
13. Select **Verify**.

14. Resolve any errors, including overriding any overrideable errors. Select **Verify** again.

NOTE: Forms in Held and Rejected status can be routed for review prior to submission. When initiating a review, the form can be routed to one or more reviewers in the Review Form Modal Window. Reviewers then can enter comments and/or suggest changes to the form. Users can accept/reject individual comments or reply to document a resolution. The Review Form Workflow & Commenting QRG (<https://corporateapps.gsa.gov/applications/financial-apps/pegasys/>) provides more details.

15. Select **Submit**.

Figure 154: Submit for Processing



Once processed, the transaction will be picked up by the IPAC Outbound Crosswalk offline processor during the next batch job cycle.

4.12.1.2.1 Rebill Collection Adjustment Chargeback - Correcting Interagency Description or Articles and Services

- RWA/HOTD, RPUDD and Manual Business Lines
 - Amend BD with reason code. Please refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** on steps to amend a BD.
 - Update Interagency Description on Header Accounting Line.
- Global Supply, Automotive Purchases, AAS/ITS, WAN, and FAS Information Technology Category (FASITC)
 - Amend BD with Reason Code. Please refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** on steps to amend a BD.
 - Region 6 enters SR for new DBR import file:
 - Request Changes for LOA in SR: GSA provides DBR IDs and the statement number.

4.12.1.2.2 Rebill Collection Adjustment Chargeback - Correcting ALC or Vendor Code

- RWA/HOTD, RPUDD and Manual Business Lines
 - If a Recurring flat rate agreement:
 - Novate agreement with correct ALC/vendor code. Please refer to **BAAR User Guide 1 of 10, Section 4.3.8** on steps to novate an agreement.
 - Amend BD with Reason Code. Please refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** on steps to amend a BD.

- Run Customer Novation to update the ALC/vendor code on the BD.
- o If a Recurring AG or non-recurring agreement:
 - Correct AG/spending documents to reference correct agreement number.
 - PCPROJBILL generates credit BD, refunded by Auto Credit App/IPAC outbound process.
 - Amend chargeback BD with Reason Code. Please refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** on steps to amend a BD.
- Global Supply, Automotive Purchases, AAS/ITS, WAN, and FAS Information Technology Category (FASITC).
 - o Amend BD with Reason Code. Please refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** on steps to amend a BD.
 - o Accept Chargeback:
 - Please refer to **Section 4.12.1.3** for steps to accept a chargeback.
 - o Create a new DBR manually. Please refer to **BAAR User Guide 2 of 10, Section 4.4.1.5** on steps to create a DBR.
 - A new DBR will be created manually.
 - Will summarize to new Statement OR create new Statement.

4.12.1.2.3 Rebill Collection Adjustment Chargeback - Correcting SpeedPay FSN

- Global Supply and Automotive Purchases
 - o Correct DBR through the BD. Please refer to **BAAR User Guide 2 of 10, Section 4.4.3.2** on steps to correct a DBR through BD.
 - o If the LOA must also be changed, use the Shared Field Articles/Services Steps.
 - o Must also re-evaluate if the vendor should be a military vendor and should have additional updates per crosswalk rules.

4.12.1.3 Accept Chargeback

The following steps describe how to accept a chargeback. Chargeback in this section refers to an IPAC Billing Document (BD) that has been charged back/reopened and is in a Selected for IPAC status of Chargeback Pending. If the chargeback is accepted, no further action is taken via the IPAC system, meaning the bill will not be sent back through IPAC. The Selected for IPAC used to accept a chargeback is "Chargeback Accepted". The chargeback acceptance process and the IPAC status of "Chargeback Accepted" reduces the outstanding chargeback's unbilled receivable (revenue/income) amount; it does not perform a write-off action or update write off GLs. Please refer to **BAAR User Guide 7 of 10, Section 4.16.1.2** for IPAC Write-Offs. In order to update the BD accounting line's Selected for IPAC status to "Chargeback Accepted", the document must be amended, or updated through the Billing Query.

NOTE: The BD can also be amended via Form/Document Selection, Transactions → Accounts Receivable → Amend, or via the Billing Query (Queries → Accounts Receivable → Billing Query).

Please note these steps are the system process only. Communication with the customer and internal standard operating processes should be consulted before performing action on the charged back transaction.

IMPORTANT NOTE: Users should not change the amounts on the IPAC transaction or IPAC Rebill transaction, including when accepting a chargeback. If an amount is due to the customer, a credit will be sent by the feeder system following the credit’s processing.

Steps to Accept a Chargeback Using the IPAC Transaction Query

1. Navigate to Queries → Accounts Receivable → Billing Query.
The Billing Query page is displayed.

Figure 155: Billing Query Basic Search

2. Enter the desired and appropriate search criteria on the **Basic Search** tab or the **Advanced Search** tab.
 - a. Helpful search criteria for **Basic Search**:
 - i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Selected for IPAC: **Chargeback Pending**

- v. Business Line
- b. Helpful search Criteria for **Advanced Search**:
 - i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Selected for IPAC: **Chargeback Pending**
 - v. Business Line
 - vi. Agreement Number
 - vii. Assignment Code
 - viii. Statement Number

Figure 156: Billing Query - Helpful Search Criteria for Basic Search

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC ▼

Business Line ☆

Bill Status ▼

Figure 157: Billing Query - Helpful Search Criteria for Advanced Search

Billing Query

Basic Search **Advanced Search**

Select preconfigured search

New Query

Tell us what the query does.

Match All Match Any

Agreement Number = Enter a Value OR

Assignment Code = Enter a Value OR

Statement Number = Enter a Value

NOTE: The advanced search tab within the billing query page starts with a select preconfigured search dropdown and a settings button. There is a new query field and an actions button below the previous fields. There is a match all radio button and a match any radio button and below this is the where the advanced search can be created. There can be multiple rows of fields making up multiple search criteria's. Each search is composed of three fields and those are the field name, the arithmetic operator dropdown, and the value field. There is a settings button after each row. The highlighted fields are the first fields for three rows of criteria and these values are agreement number, assignment code, and statement number.

3. Select the **Search** button to execute the query.
4. Select the detail from the Item Collection.

Figure 158: Billing Query - Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount	System Generated Bill Reduction Amount	Total Write Off Amount	Administration Charges Amount	Outstanding Amount	Credit Total Amount	Credit Outstanding Amount
<input type="checkbox"/>	ADI	ADIW0027647-0001	ADIBILADIW0027647-0001	W0027647	\$1,307.28	\$1,307.28	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,307.28	\$0.00	\$0.00
<input checked="" type="checkbox"/>	ADI	ADIW0027657-0001	ADIBILADIW0027657-0001	W0027647	\$9,153.69	\$9,153.69	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$9,153.69	\$0.00	\$0.00
<input type="checkbox"/>	ADI	ADIW0027665-0001	ADIBILADIW0027665-0001	W0027660	\$218.61	\$218.61	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$218.61	\$0.00	\$0.00

5. Open the **Additional Actions** drop-down menu.
6. Select **Accept Chargeback**.

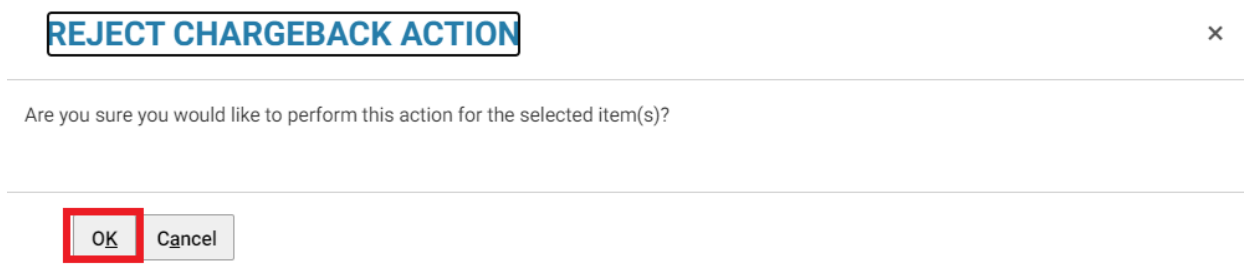
Figure 159: Additional Actions - Accept Chargeback

G-Inv / IPAC Indicator	Document Type	Document Number	Billing Reference Number	Requester	G-Invoicing Order Number	Order Line #	Order Schedule #	G-Invoicing Line Type	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount	System Generated Bill Reduction Amount	Total Write Off Amount	Administration Charges Amount	Outstanding Amount	Credit Total Amount	Credit Outstanding Amount	Title	Dc Ds
IPAC	ADI	ADW0024129-0001	ADWBLADW0024129-0001	Requester					\$231.75	\$231.75	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$231.75	\$0.00	\$0.00	N0720490	06

7. Select **OK**.

NOTE: This action will accept the chargeback for all document lines and Detail Billing Records associated with the selected Billing Document.

Figure 160: Action Confirmation Message



4.12.1.3.1 Accept Chargeback Associated with an Agreement - Recurring Flat Rate

The following section contains a high-level overview of how to address scenarios where a chargeback is received as result of a change in agreement terms.

For Example:

- \$12k authorized amount billed monthly.
- Customer charges back in month 6 due to change in terms to \$9k agreement.
- In the above scenario, follow the process outlined below if customer does want refund for previous months’ over-billing:
 - o Manually create IPAC credit bill for over-billing amount including chargeback amount (refunded by ARCRDAPPICAC outbound process) (\$1k * 6 months) - ((\$9k-12 months) * 6 months) = \$1,500. Refer to **BAAR User Guide 6 of 10, Section 4.15.2** for manual creation of a credit bill.
 - o Rebill full chargeback amount = \$1k.
 - o If the agreement originated in RETA, perform the associated modification in RETA. If the agreement originated in Pegasys, perform the associated modification in Pegasys. (Will result in reduced billing amounts for remainder of agreement).
 - New Pegasys agreement authorized amount = \$9k.

- New Pegasys agreement monthly bill amount = \$500/month (\$12k - \$9k)-6 remaining months.
Refer to **BAAR User Guide 1 of 10, Section 4.3** for information about creating or adjusting an agreement.
- o Update agreement Bill Amount field with new monthly bill amount (accounting for the refund) = \$750/month (\$9k - \$6k + \$1,500)-6 remaining months. Refer to **BAAR User Guide 1 of 10, Section 4.3** for information about creating or adjusting an agreement.
- In the above scenario, follow the process outlined below, if customer does not want refund for previous months' over-billing:
 - o Rebill full chargeback amount = \$1k. Refer to **Section 4.12** for information on how to rebill a chargeback.
 - o If the agreement originated in RETA, perform the associated modification in RETA. If the agreement originated in Pegasys, perform the associated modification in Pegasys. (Will result in reduced billing amounts for remainder of agreement.)
 - New Pegasys agreement authorized amount = \$9k.
 - New Pegasys agreement monthly bill amount = \$500/month (\$12k - \$9k)-6 remaining months.
Refer to **BAAR User Guide 1 of 10, Section 4.3** for information about creating or adjusting an agreement.

4.12.1.3.2 Accept Chargeback Associated with an Agreement - Non-Recurring or Recurring (Bill Based on Agreement Charges)

The following section contains a high level overview of how to address scenarios where a chargeback associated with an agreement is accepted-Non-Recurring or Recurring (bill based on Agreement Charges): If invalid spending/agreement charges have been recorded, either referencing the wrong agreement or for the incorrect amount.

1. Rebill full chargeback amount = \$1k. Refer to **Section 4.12.1.2** for information on how to rebill a chargeback.
2. Update the applicable spending/agreement charges based on scenario.
 - a. Wrong agreement - Update spending/AGs to reference correct agreement.
 - b. Incorrect bill amount - Reduce spending/AG amount.
3. Run PCPROJBILL to generate IPAC credit bill.
4. Refund credit bill via ARCRDAPP/IPAC outbound process.
5. Rebill full chargeback amount.

4.12.1.4 Write-Off Chargeback

The Billing Query provides the ability to write off outstanding and non-collectible chargeback transactions. IPAC BDs reopened by a collection adjustment CR Debit Voucher are the only IPAC transactions that can be written off using the Billing Query. The following steps include the details of how to generate an IPAC Write off for a charged-back IPAC BD.

Please note the following steps are the system process only. Communication with the customer and internal standard operating processes should be consulted before performing action on the charged back transaction. Users should consult managers in order to determine when an outstanding chargeback should be written off.

A write off transaction involves creating a Cash Receipt (CR) to reduce the open receivable and post the transaction amount in the write off account (via the CR posting models). The CR document category includes a distinct line type (Write-Off) for the write off transaction.

Write Off transactions are not irreversible. Should the situation change and the chargeback is able to be collected, the write off transaction can be canceled. Canceling the write off will reverse the impact the write off had on the BD, meaning the BD will be reopened and can be rebilled if necessary.

To cancel a write off, please refer to **BAAR User Guide 7 of 10, Section 4.16.1**. To rebill a chargeback once it is reopened, please refer to **Section 4.12.1.2**. To create a non-IPAC BD, please refer to **BAAR User Guide 2 of 10, Section 4.4.1.5**. To write-off a non-IPAC BD, please refer to **BAAR User Guide 7 of 10, Section 4.16.1.1**.

Note for when to use Cancel vs. Amend: Consult the regional business process for when to cancel and when to amend to \$0.00. For example, if documents are canceled the same day (i.e., a user calls and says that they mis-keyed something, but the entry will still be received), Region 6 will amend the transaction to \$0.00 rather than canceling, while Region 7 would cancel. To amend rather than cancel, see the Amend Non-IPAC Cash Receipt (CR) **BAAR User Guide 4 of 10, Section 4.8.8.1**.

NOTE: All Write-Off documents will be routed through workflows and will require the approval of a user with the appropriate role and security permissions.

Steps to Write Off Outstanding Collection Adjustments Using the Billing Query

1. Navigate to Queries → Accounts Receivable → Billing Query.

The Billing Query page is displayed.

Figure 161: Billing Query Search Criteria

Pegasys / Queries / Accounts Receivable / Billing Query

Billing Query

Basic Search | Advanced Search

Document Type

Document Number

Vendor

Bill Generated Date To

Collection Due Date To

Bill Type

Receivable Type

Bill Generated Flag

Rebill

Selected For IPAC

Business Line

Bill Status

Debt Age Categories

- 1 - 30 Days
- 31 - 60 Days
- 61 - 90 Days
- 91 - 120 Days
- 121 - 150 Days
- 151 - 180 Days
- 181 - 365 Days
- 1 - 2 Years
- 2 - 6 Years
- 6 - 10 Years
- Over 10 Years
- Current

2. Enter the desired and appropriate search criteria on the **Basic Search** tab or the **Advanced Search** tab.

a. Helpful search criteria for **Basic Search**:

- i. Document Type
- ii. Document Number
- iii. Receivable Type
- iv. Selected for IPAC: **Chargeback Pending**
- v. Business Line

b. Helpful search Criteria for **Advanced Search**:

- i. Document Type
- ii. Document Number
- iii. Receivable Type
- iv. Selected for IPAC: **Chargeback Pending**
- v. Business Line
- vi. Agreement Number
- vii. Assignment Code
- viii. Statement Number

Figure 162: Billing Query - Helpful Search Criteria for Basic Search

Billing Query

Basic Search | Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▾

Receivable Type ☆

Bill Generated Flag ▾

Rebill ▾

Selected For IPAC ▾

Business Line ☆

Bill Status ▾

Figure 163: Billing Query - Helpful Search Criteria for Advanced Search

Billing Query

Basic Search | **Advanced Search**

Select preconfigured search ▾

New Query

Tell us what the query does.

Match All Match Any

▾ = ▾ OR

▾ = ▾ OR

▾ = ▾

NOTE: The advanced search tab within the billing query page starts with a select preconfigured search dropdown and a settings button. There is a new query field and an actions button below the previous fields. There is a match all radio button and a match any radio button and below this is the where the advanced search can be created. There can be multiple rows of fields making up multiple search criteria's. Each search is composed of three fields and those are the field name, the arithmetic operator dropdown, and the value field. There is a settings button after each row. The highlighted fields are the first fields for three rows of criteria and these values are agreement number, assignment code, and statement number.

3. Select the **Search** button to execute the query.
4. Select a detail from the Item Collection.

Figure 164: Billing Query - Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount	System Generated Bill Reduction Amount	Total Write Off Amount	Administration Charges Amount	Outstanding Amount	Credit Total Amount	Credit Outstanding Amount
<input type="checkbox"/>	ADI	ADIW0027647-0001	ADIBILADIW0027647-0001	W0027647	\$1,307.28	\$1,307.28	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,307.28	\$0.00	\$0.00
<input checked="" type="checkbox"/>	ADI	ADIW0027657-0001	ADIBILADIW0027657-0001	W0027647	\$9,153.69	\$9,153.69	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$9,153.69	\$0.00	\$0.00
<input type="checkbox"/>	ADI	ADIW0027665-0001	ADIBILADIW0027665-0001	W0027660	\$218.61	\$218.61	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$218.61	\$0.00	\$0.00

5. Open the **Additional Actions** drop-down menu.
6. Select **Generate Write-Off**.

The write-off generation page opens in a new window

Figure 165: Additional Actions - Generate Write-Off

Figure 166: Write-Off Generation Page

WRITE-OFF DOCUMENT ACTION

Expand All
Collapse All

Write-Off Document Generation Values

* Document Type

* Document Number Generate

Write-Off Reason

* Write-Off Description

Transaction Type

* Principal

Admin Charges

Interest

Penalties

Use Individual Transaction Types for Charge Lines

7. **REQUIRED** - Enter the Write-Off **Document Type (WO6 or WO7)**. Document Type **WO6** is for Region 6 and Document Type **WO7** is for Region 7.

8. REQUIRED - Enter a **Document Number** or select **Generate**.

9. REQUIRED - Enter the Write-Off Reason.

NOTE: Users can search for a valid value for Write-Off Reason by selecting on the hyperlink and using the query that is presented.

10. REQUIRED - Enter the Write-Off Description.

11. REQUIRED - Enter **Transaction Type Principal 01**.

Figure 167: Enter Document Information

WRITE-OFF DOCUMENT ACTION

Submit Cancel

12. Select **Submit**.

NOTE: This action will write-off the chargeback for all document lines and Detail Billing Records associated with the selected Billing Document.

The CR form will be opened in a new window.

NOTE: The CR will have most fields populated from the referenced BD.

Figure 168: Opened CR Form

13. Select the **Approval Routing** tab or if using standard workflow, go to step 17.

14. Select **Add User**.

Figure 169: Approval Routing - Add User

APPROVAL ROUTING

Header | Accounting Lines | **Approval Routing** | Memos | Summary | Correspondence

No results

<input type="checkbox"/> Approver ID	Approver Name
<p>Add Routing List Add User Remove</p>	

15. Search for and select the user ID of an approver.

Figure 170: Approval Routing - Approver Added

APPROVAL ROUTING

Header | Accounting Lines | **Approval Routing** | Memos | Summary | Correspondence

1 - 1 of 1 results

<input type="checkbox"/> Approver ID	Approver Name
<input type="checkbox"/> allroles90	All Roles 90 CGI

Add Routing List | **Add User** | Remove

16. Select the **Save** button.

Figure 171: Successful Save

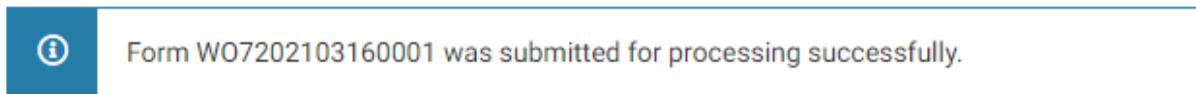
i Form W07202103160001 was saved successfully.

17. Select the **Verify** button.

NOTE: If any errors exist, a message will appear at the top of the page displaying the error(s) encountered. Correct the errors and select the Verify button again. The message in the screen above is informational only and does not need to be corrected.

NOTE: Forms in Held and Rejected status can be routed for review prior to submission. When initiating a review, the form can be routed to one or more reviewers in the Review Form Modal Window. Reviewers then can enter comments and/or suggest changes to the form. Users can accept/reject individual comments or reply to document a resolution. The Review Form Workflow & Commenting QRG (<https://corporateapps.gsa.gov/applications/financial-apps/pegasys/>) provides more details.

18. Select the **Submit** button.

Figure 172: Successful Submission

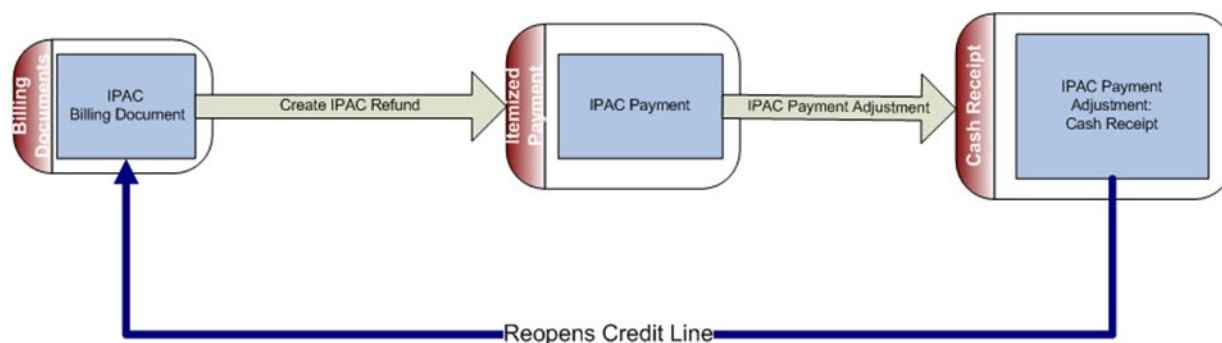
To rebill or accept the chargeback, please refer to the sub-sections following in **Section 4.12.1.2**.

4.12.2 Payment Adjustments

Payment Adjustments occur in Treasury when a customer does not want the Payment they have received from GSA. “Credit Chargebacks” occur when a customer is issued a credit via IPAC, but they refuse the payment. The customer adjusts the IPAC payment transaction via IPAC, and GSA receives a Cash Receipt (CR) document referencing the IPAC Payment that was originally sent to the customer.

Payment Adjustments are identified in Pegasys as Cash Receipts (CRs) that reference IPAC refunds (Payment Authorizations (IPs)) created from IPAC Billing Document (BD) Credit Lines. Payment Adjustments for Credits have an “indirect” reference to a BD Credit Line.

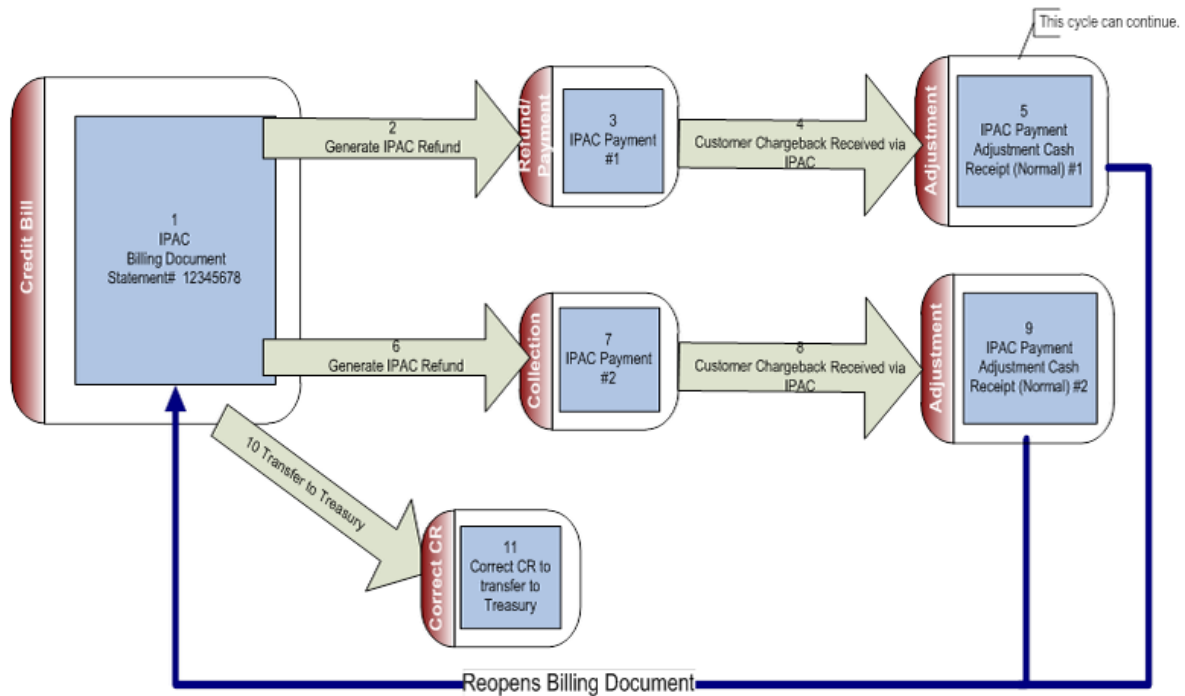
NOTE: Payment adjustments are true adjustments in Treasury but will be reported on the BC1300 Customer Generated Exception report.

Figure 173: IPAC Payment Adjustment Process

1. Billing Document - IPAC Billing document creates an IPAC refund
2. Itemized Payment - IPAC Payment adjustment
3. Cash Receipt - IPAC Payment Adjustment Cash Receipt reopens the credit line and the process continues back to Step 1

Payment adjustments can be refunded (credit is re-issued) or can be transferred to Treasury. The **Figure 174** illustrates a potential payment adjustment cycle. Note that if the determination is made to re-issue the credit to the customer, a new Payment is sent to Treasury via IPAC. The new/subsequent payments can also have adjustments made in Treasury if the customer does not want the money back.

Figure 174: IPAC Payment Adjustment Cycle



Path 1

1. Credit Bill - IPAC Billing Document Statement #12345678 generates an IPAC Refund
2. Refund/Payment - IPAC Payment #1
3. Customer chargeback received via IPAC
4. Adjustment - IPAC Payment Adjustment Cash Receipt (Normal) #1. The Billing Document is reopened and the process continues back to Step 1

NOTE: This cycle can continue.

Path 2

1. Credit Bill - IPAC Billing Document Statement #12345678 generates an IPAC Refund
2. Collection - IPAC Payment #2
3. Customer chargeback received via IPAC
4. Adjustment - IPAC Payment Adjustment Cash Receipt (Normal) #2. The Billing Document is reopened and the process continues back to Step 1

Path 3

1. Credit Bill - IPAC Billing Document Statement #12345678 generates an IPAC Refund
2. Transfer to Treasury
3. Correct CR - Correct CR to transfer to Treasury

The following section will describe the steps necessary to re-issue the credit resulting from a payment adjustment. Since the Payment adjustment transaction itself is created by the IPAC Form Generation batch process only, there are no manual steps to create one. Note that the information for the outstanding credit bill is available on the Billing Query.

4.12.2.1 Review Payment Adjustments

IPAC Credit bills can be researched using the Billing Query. Credits that are charged back can be identified and if necessary refunded via the Billing Query. Users are able to view details associated with that transaction and determine if the chargeback is valid or if the transaction should be refunded.

Please note these steps are the system process only. Communication with the customer and internal standard operating processes should be consulted before performing action on a charged back transaction.

Payment Adjustments also can be queried on the Billing Query, using a variety of search criteria.

To research a reopened IPAC Credit Bill (post-refund and credit chargeback), follow the steps below:

Steps to Query Reopened IPAC Credits Using the Billing Query

1. Accounts Receivable → Billing Query.

The Billing Query page is displayed.

Figure 175: Billing Query Basic Search Page

2. Enter the desired and appropriate search criteria on the **Basic Search** tab or the **Advanced Search** tab.
 - a. Helpful search criteria for **Basic Search**:
 - i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Bill Generated Flag: **True**
 - v. Business Line
 - b. Helpful search criteria for **Advanced Search**:
 - i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Bill Generated Flag: **True**
 - v. Business Line
 - vi. Line Type: **Credit**
 - vii. Agreement Number
 - viii. Assignment Code
 - ix. Statement Number
 - x. Outstanding Credit Amount < **0**

Figure 176: Billing Query - Helpful Search Criteria for Basic Search

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC ▼

Business Line ☆

Bill Status ▼

NOTE: Query performance is improved with each additional search criteria entered. Users should not execute “Blind” queries, meaning no or too few or too broad search criteria are entered.

Figure 177: Billing Query - Helpful Search Criteria for Advanced Search

Billing Query

NOTE: The advanced search tab within the billing query page starts with a select preconfigured search dropdown and a settings button. There is a new query field and an actions button below the previous fields. There is a match all radio button and a match any radio button and below this is the where the advanced search can be created. There can be multiple rows of fields making up multiple search criteria. Each search is composed of three fields and those are the field name, the arithmetic operator dropdown, and the value field. There is a settings button after each row. The following four interactive dropdown fields are located below the Match All/Match Any radio buttons: line type, agreement number, assignment code, and statement number. They are set up as rows that can be edited with different settings as described previously.

3. Select the **Search** button.
4. Select a detail record.
5. Select **Details**.

Figure 178: Select Details from Item Collection

Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount	System Generated Bill Reduction Amount	Total Write Off Amount	Administration Charges Amount	Outstanding Amount	Credit Total Amount	Credit Outstanding Amount
<input checked="" type="checkbox"/>	RDI	RDZ0015001-001	RDIBILRDZ0015001-001	20015001	\$525,833.39	\$525,833.39	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

10 per page << Page 1 of 1 >>

6. Review document-level information on the **Billing Query** tab.

Figure 179: Billing Query - Billing Query Tab

BILLING QUERY

Billing Query | Billing Detail

General

Document Type: RDI
 Document Number: RD120015001-001
 Statement Number: 20015001
 Title:
 Billing Reference Number: RDIBILRD120015001-001
 Document Date: 01/16/2020
 Collection Due Date: 03/01/2020
 Bill Generated Flag
 Bill Generated Date: 01/16/2020
 Security Organization: GSA

External System Document Number:
 Business Line: RENT
 System Generated Bill Reduction Amount: \$0.00

Waiver Flags

- Waive Admin Charges
- Waive Penalty
- Waive Interest on Principal
- Waive Interest on Interest
- Waive Interest on Admin Charges
- Waive Interest on Penalty

Vendor

Vendor: 0500 | 0500 | More
 Address Name: GOVERNMENT ACCOUNTABILITY OFI

7. Review accounting line-level and DBR-level information on the **Billing Detail** tab.

Figure 180: Billing Query - Billing Detail Tab

BILLING DETAIL

Billing Query | Billing Detail

Billing Document Line | Detail Billing Record

+ Additional Criteria

+ Accounting Dimensions

+ IPAC Criteria

Search

1 - 10 of 10 results

Billing Reference Number	Document Type	Document Number	Line Number	Line Type	Line Amount	State Of Line	Billing Status	Bill Type/Type of Transfer	Debt Appeal/Fore	Rebill	Selected For IPAC	Chargeback End Date	System Generated Bill Reduction Amount
<input type="checkbox"/> RDIBILRD12001-001	RDI	RD120015001-001	1	Normal	\$16,106.37	closed	Billed	G-INV/IPAC	False	False	Yes		\$0.00

8. Select the **Billing Document Line** tab to view accounting line-level information.

Figure 181: Billing Query - Billing Document Line Tab

Billing Query
Billing Detail

BILLING DOCUMENT LINE

Billing Document Line
Detail Billing Record

Item 1 of 10 : 1 2 3 4 5 6 7 8 9 10

General

Line Number	1
Line Type	Normal ▼
Receivable Type	RTNA
Source Number	AAL02681
Related Statement Number	

Totals

Initial Amount	\$16,106.37
Discount Amount	\$0.00
Surcharge Amount	\$0.00
Principal Amount	\$16,106.37
Interest Amount	\$0.00
Admin Charges Amount	\$0.00

View Document
Amend Document
View Case History
Refresh Bill

NOTE: For both **DBR-based** and **non-DBR-based** billings and chargebacks (e.g., Rent, Fleet, etc.), information is available on the Billing Document Line tab.

9. Select the **Detail Billing Record** tab to view DBR-level information.

NOTE: For **DBR-based** billings and chargebacks (e.g., Supply, Fleet, etc.), information is available on the Detail Billing Record tab.

Figure 182: Detail Billing Record Tab

DETAIL BILLING RECORD

Billing Document Line
Detail Billing Record

Search
Clear

— General Detail Billing Elements

Credit/Adjustment Indicator ☆

Advance Indicator

+ Detail Billing Elements

1 - 1 of 1 results

	Record Identifier	Selected For IPAC	Chargeback End Date	External Surcharge Flag
<input checked="" type="checkbox"/>	RNT011620200000253	No		

View
Audit
Additional Actions
▼

10. To review previous refund attempts, select **View Document**.
The BD opens in a new window.

Figure 183: View Document

1 - 1 of 1 results

<input type="checkbox"/>	Record Identifier	Selected For IPAC	Chargeback End Date	External Surcharge Flag
<input checked="" type="checkbox"/>	RNT011620200000253	No		

[Go to top of Main Content](#)

11. Navigate to and select the credit accounting line associated with the payment adjustment.
12. Select **References**.

Figure 184: References Button

ACCOUNTING LINES

1 - 10 of 10 results

	Line Number	Line Type	Transaction Type	Net Amount	Outstan
<input checked="" type="radio"/>	1	Normal	01	\$16,106.37	
<input type="radio"/>	2	Normal	01	\$81,369.52	
<input type="radio"/>	3	Normal	01	\$40,060.62	
<input type="radio"/>	4	Normal	01	\$55,497.25	
<input type="radio"/>	5	Normal	01	\$58,429.37	
<input type="radio"/>	6	Normal	01	\$65,295.26	
<input type="radio"/>	7	Normal	01	\$51,752.53	
<input type="radio"/>	8	Normal	01	\$38,750.93	
<input type="radio"/>	9	Normal	01	\$90,040.19	
<input type="radio"/>	10	Normal	01	\$28,531.35	
Total Header Funded Amou				\$525,833.39	

13. Expand the reference tree to see all refund payments made for this credit.

Figure 185: Expand Reference Tree

ACCOUNTING LINE REFERENCE TREE

Document	Doc Typ	Doc Num	Status	Amend #	Actg Ln #
<input type="radio"/> Rent IPAC BD	RDI	RDI20015001-001	Processed	00001	1
<input checked="" type="checkbox"/> Referencing					
<input type="radio"/> R7 IPAC CR (ALC: 47000017)	IR7	IR7202001170222	Processed		1

14. In the **Billing Query**, select **Amend Document**.

Figure 186: Amend Document Button

BILLING QUERY

[Billing Query](#) [Billing Detail](#)

General

Document Type: RDI

Document Number: RDI20015001-001

Statement Number: 20015001

Title:

Billing Reference Number: RDIBILRDI20015001-001

Document Date: 01/16/2020

Collection Due Date: 03/01/2020

Bill Generated Flag

Bill Generated Date: 01/16/2020

Security Organization: GSA

Vendor

Vendor: 0500 0500 [More](#)


Address Name: GOVERNMENT ACCOUNTABILITY OFI

The New Amendment page opens in a new window.

15. Enter an Amendment Number or select Generate.

16. Select **OK**.

Figure 187: New Amendment Page

Pegasys / Transactions / Accounts Receivable / Amend / **New Amendment** 

New Amendment

Subsystem

Document Type

Document Number

Prefix

* Amendment Number

17. On the **Header** tab, enter the chargeback reason in the amendment **Justification** field.

Figure 188: Amendment Justification

- Amendment Information

Date

* Justification	Over-credited for Statement 18003101
-----------------	--------------------------------------

18. On the Header Accounting Line, update the **Invoice Date** to +60 days (i.e., in the future) from the current date.

Figure 189: Invoice Date

— Contract Information

Contracts Number	RENT	☆
Contracts Line Item Number	NA	☆
Sub-Contracts Line Item Number		☆
Exhibit Contract Line Item Number		☆
Delivery Order Number		☆
Blanket Agreement Number		☆
Blanket Agreement Line Item Number		☆
Sub Blanket Agreement Line Item Number		☆
Exhibit Blanket Agreement Line Item Number		☆
Invoice Number		
Invoice Date	05/16/2021	📅

19. Select **Save**.

20. Select **Verify**.

21. Resolve any errors, including overriding any overrideable errors. Select **Verify** again.

NOTE: Forms in Held and Rejected status can be routed for review prior to submission. When initiating a review, the form can be routed to one or more reviewers in the Review Form Modal Window. Reviewers then can enter comments and/or suggest changes to the form. Users can accept/reject individual comments or reply to document a resolution. The Review Form Workflow & Commenting QRG (<https://corporateapps.gsa.gov/applications/financial-apps/pegasys/>) provides more details.

22. Select **Submit**.

Figure 190: Submit for Processing

Form RDI20015001-001 00003 was submitted for processing successfully.

Once the payment adjustment is ready to be re-issued, follow the steps in **Section 4.12.2.2** to reissue the credit. If the payment adjustment must be transferred to Treasury, **Section 4.12.2.3** to transfer the credit to Treasury.

4.12.2.2 Refund (Reissue Credit) Payment Adjustments via Billing Query

Payment Adjustments (or Credit Chargebacks) received by GSA may need to be reissued to the customer. If the determination is made to re-issue the credit that was charged back, the following steps can be taken by a user (assuming the user has the appropriate security permissions).

IMPORTANT NOTE: Prior to the next run of the Auto Credit Application job, the re-opened credit BD must be manually updated to set the Invoice Date 60 days in the future to avoid automatically re-issuing the credit without researching chargeback validity.

When a refund is charged back, the receivable will be held for a 60-day window from the time it is reopened. If the determination is made to reissue the payment, the user can manually create a new IPAC payment or the payment can be created from the Credit Application process. If an outstanding credit is resolved within the 60 days, the finance region may determine the payment needs to be expedited and can use the manual process. Otherwise, the Credit Application process will be run as part of the monthly billing cycle. **NOTE:** Payment adjustments are true adjustments in Treasury, and therefore only occur within the Treasury 90 day adjustment window. If the customer initiates an adjustment on a payment after the 90 window, the transaction will be received as a push payment CR. To resolve Customer Generated Exception Push Payments, please refer to **Section 4.12.3**.

Please also note these steps are the system process only. Communication with the customer and internal standard operating processes should be consulted before performing action on a charged back transaction.

To refund a payment adjustment, follow the steps below.


Steps to Refund Payment Adjustments Using the Billing Query:

1. Navigate to Queries → Accounts Receivable → Billing Query.

NOTE: The BD can also be amended via Transactions → Accounts Receivable → Amend → Billing Document.

The Billing Query page is displayed.


Figure 191: Billing Query Search Page

Pegasys / Queries / Accounts Receivable / Billing Query 



Billing Query



Basic Search



Advanced Search


Document Type 


Document Number


Vendor  


Bill Generated Date  To 


Collection Due Date  To 


Bill Type 


Receivable Type 

Bill Generated Flag 

Rebill 

Selected For IPAC 

Business Line 

Bill Status 

Debt Age Categories

1 - 30 Days

31 - 60 Days

61 - 90 Days

91 - 120 Days

121 - 150 Days

151 - 180 Days

181 - 365 Days

1 - 2 Years

2 - 6 Years

6 - 10 Years

Over 10 Years

Current

2. Enter the desired and appropriate search criteria on the **Basic Search** tab or the **Advanced Search** tab.

a. Helpful search criteria for **Basic Search**:

- i. Document Type
- ii. Document Number
- iii. Receivable Type
- iv. Bill Generated Flag: **True**
- v. Business Line

b. Helpful search criteria for **Advanced Search**:

- i. Document Type
- ii. Document Number
- iii. Receivable Type
- iv. Bill Generated Flag: **True**
- v. Business Line
- vi. Line Type: **Credit**
- vii. Agreement Number
- viii. Assignment Code
- ix. Statement Number

x. Outstanding Credit Amount < 0

Figure 192: Billing Query - Helpful Search Criteria for Basic Search

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC ▼

Business Line ☆

Bill Status ▼

Figure 193: Billing Query - Helpful Search Criteria for Advanced Search

Billing Query

Basic Search **Advanced Search**

Select preconfigured search

New Query

Tell us what the query does.

Match All Match Any

Line Type	=	Credit		AND
Agreement Number	=	Enter a Value		AND
Assignment Code	=	Enter a Value		AND
Statement Number	=	Enter a Value		AND
Bill Generated Flag	=	True		AND
Outstanding Credit Amount	<	0.000000		

Search **Clear** **Save Query**

NOTE: The advanced search tab within the billing query page starts with a select preconfigured search dropdown and a settings button. There is a new query field and an actions button below the previous fields. There is a match all radio button and a match any radio button and below this is the where the advanced search can be created. There can be multiple rows of fields making up multiple search criteria's. Each search is composed of three fields and those are the field name, the arithmetic operator dropdown, and the value field. There is a settings button after each row. There are three editable dropdown fields in the first rows below; these fields are agreement number, assignment code, and statement number.

3. Select **Search** to execute the query.
4. Select a detail from the Item Collection.

Figure 194: Billing Query - Item Collection

Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount	System Generated Bill Reduction Amount	Total Write Off Amount	Administration Charges Amount	Outstanding Amount	Credit Total Amount	Credit Outstanding Amount
<input checked="" type="checkbox"/> RDI	RDID0015001-001	RDIBILRDID0015001-001	20015001	\$525,833.39	\$525,833.39	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

5. Select **Amend Document**.

Figure 195: Amend Document Button

BILLING QUERY

Billing_Query | Billing Detail

— General

Document Type: RDI

Document Number: RDI20015001-001

Statement Number: 20015001

Title: [Empty]

Billing Reference Number: RDIBILRDI20015001-001

Document Date: 01/16/2020

Collection Due Date: 03/01/2020

Bill Generated Flag

Bill Generated Date: 01/16/2020

Security Organization: GSA

Vendor

Vendor: 0500 | 0500 | More

Address Name: GOVERNMENT ACCOUNTABILITY OFI

View Document | **Amend Document** | View Case History | Refresh Bill

The New Amendment page opens in a new window.

6. Enter an **Amendment Number** or select **Generate**.
7. Select **OK**.

Figure 196: New Amendment Page

Pegasys / Transactions / Accounts Receivable / Amend / New Amendment

New Amendment

Subsystem: [Dropdown]

Document Type: RDI | Rent IPAC BD

Document Number: RDI20015001-001

Prefix: [Empty]

* Amendment Number: [Input] | **Generate**

- On the **Header** tab, enter the refund reason in the amendment **Justification** field.

Figure 197: Amendment Justification

The screenshot shows a form titled "Amendment Information". At the top, there is a "Date" field with a calendar icon. Below it, a table-like structure contains a row with a red asterisk icon and the label "Justification". The value in this field is "Confirmed March 2018 credit for Statement 18003101". This row is enclosed in a red rectangular border.

- On the Header Accounting Line, update the **Invoice Date** to the current date.

Figure 198: Invoice Date

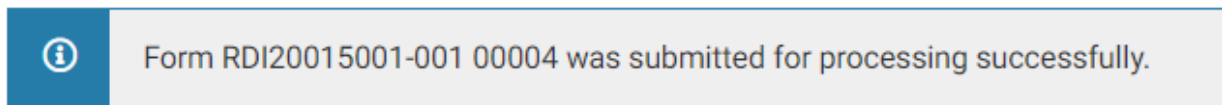
The screenshot shows a form titled "Contract Information". It lists various contract-related fields, each with a text input box and a star icon. The fields include: Contracts Number (value: RENT), Contracts Line Item Number (value: NA), Sub-Contracts Line Item Number, Exhibit Contract Line Item Number, Delivery Order Number, Blanket Agreement Number, Blanket Agreement Line Item Number, Sub Blanket Agreement Line Item Number, Exhibit Blanket Agreement Line Item Number, Invoice Number, and Invoice Date. The "Invoice Date" field is highlighted with a red rectangular border and contains the value "03/16/2021" with a calendar icon.

- Select **Save**.
- Select **Verify**.
- Resolve any errors, including overriding any overrideable errors. Select **Verify** again.

NOTE: Forms in Held and Rejected status can be routed for review prior to submission. When initiating a review, the form can be routed to one or more reviewers in the Review Form Modal Window. Reviewers then can enter comments and/or suggest changes to the form. Users can accept/reject individual comments or reply to document a resolution. The Review Form Workflow & Commenting QRG (<https://corporateapps.gsa.gov/applications/financial-apps/pegasys/>) provides more details.

13. Select **Submit**.

Figure 199: Submit for Processing



Once processed, the credit is eligible to be selected in the next run of the Automated Credit Application (ARCRDAPP) batch process to generate an IPAC Refund payment document. That refund IP will then be eligible to be selected by the IPAC outbound process.

4.12.2.3 Resolve Payment Adjustment: Transfer Non-Refundable Payment Adjustments to Treasury

If a credit is charged back and cannot be refunded, or has been refunded previously, the credit amount should be transferred to the Treasury special fund (0890). In order to accomplish this, the push payment CR will be amended to use the Fund, Transaction Type, and Accounting Dimensions associated with a transfer to Treasury.

Below is a list of cross references to complete the steps needed to transfer credits to Treasury fund 0890.

- To optionally amend the IPAC BD, please refer to the steps described in **BAAR User Guide 2 of 10, Section 4.4.3.1**.
- To amend the push payment CR, please refer to **Section 4.12.3.1.3.1.2**.

4.12.3 Customer Generated Exceptions (Pseudo Chargebacks)

Customer generated exceptions (CGEs) occur when a customer has intended to “chargeback” a transaction, but has not initiated the chargeback following the Treasury IPAC adjustment process. Also called “Pseudo chargebacks”, customer generated exceptions can be received by GSA as a payment or a collection, meaning the customer may pull money back or push money to GSA. When a transaction is adjusted via IPAC per standard Treasury adjustment guidelines, the original IPAC transaction is referenced in Treasury as well as in Pegasys.

Although the Trading Partner has attempted to adjust one of the following scenarios:

1. A previous GSA-initiated billing

2. A previous GSA-initiated refund

CGEs (or pseudo-chargebacks) are not recognized by Treasury as true collection adjustments or payment adjustments due to either of the following reasons:

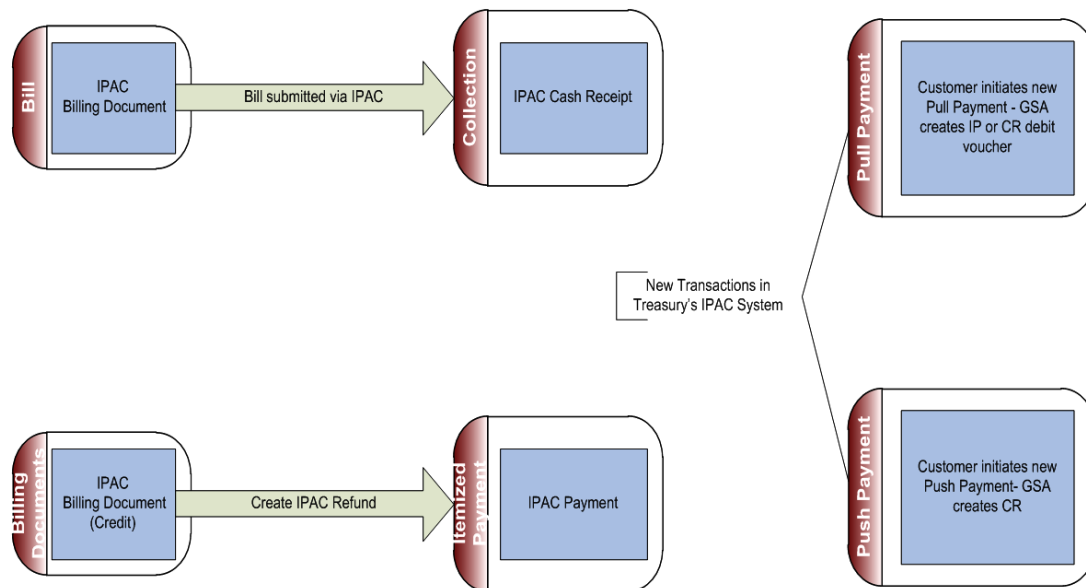
- Trading Partner attempting to submit an IPAC adjustment outside of Treasury’s 90-day adjustment window
- Trading Partner performing a push payment or pull payment while including identifying information regarding a previous GSA-initiated billing or refund

After IPAC Reconciliation takes place (manual or automated reconciliation), there are two different types of CGEs:

1. Itemized Payment/Cash Receipt Debit Voucher - Trading Partner **pulls money from GSA** without using standard Treasury collection adjustment protocol
2. Cash Receipt - Trading Partner **pushes money to GSA** without using standard Treasury payment adjustment protocol

Figure 200 shows how the Customer Generated Exceptions are created in Pegasys.

Figure 200: High-Level Process for Customer-Generated Exceptions



Path 1:

1. Bill - IPAC Billing Document
2. Bill submitted via IPAC
3. Collection - IPAC Cash Receipt

Path 2:

1. Billing Document - IPAC Billing Document (Credit) created an IPAC Refund
2. Itemized Payment - IPAC Payment

Description of New transactions in Treasury's IPAC system:

1. Pull Payment
 - a. Customer initiates new Pull Payment
 - b. GSA created new IP or CR debit voucher
2. Push Payment
 - a. Customer initiates new Push Payment
 - b. GSA creates CR

4.12.3.1 Options for Resolving Customer Generated Exceptions

There are several options to resolve each type of customer generated exception. When transactions are created to resolve customer generated exceptions, they are reported on the BC1300 Customer Generated Exception until they are resolved.

Please refer to the reporting addendum for additional information on the BC1300 report.

CGEs that result in Cash Receipt Debit Vouchers can be resolved three different ways. All three resolution options use the same procedures as the three options for IPAC Collection Adjustments (i.e., true chargebacks).

1. Rebill
2. Accept
3. Write-Off

Refer to **Section 4.12.1.1** for steps on how to review a Collection Adjustment.

Refer to **Section 4.12.1.2** for steps on how to rebill a Collection Adjustment.

Refer to **Section 4.12.1.3** for steps on how to accept a Collection Adjustment.

Refer to **Section 4.12.1.4** for steps on how to write off a Collection Adjustment.

Customer Generated Exceptions Pull Payments (Itemized Payments) can be resolved through the following options.

1. If the pull payment is invalid (i.e., the Trading Partner was incorrect):
 - a. Rebill the Trading Partner to retrieve the money.
2. If the pull payment is valid (i.e., the Trading Partner was correct):
 - a. Take no further IPAC action.

or

- b. Rebill the Trading Partner to retrieve the money, and also create new credit BD to offset the rebill.

Customer Generated Exceptions Push Payments (CRs) can be resolved through the following three options once GSA identifies the push payment as a pseudo-chargeback of a previous GSA-initiated refund:

1. Reissue refund
 - a. If within Treasury's 90-day window, process manual IPAC refund IP copied forward from push payment CR.
 - b. If outside of Treasury's 90-day window, process manual IPAC refund IP that references, but is not copied forward from, the push payment CR.
2. Transfer non-refundable credit to Treasury
 - a. Update push payment CR to transfer funds to Treasury

4.12.3.1.1 Resolve Customer Generated Exception - Cash Receipt Debit Voucher

Refer to **BAAR User Guide 3 of 10, Section 4.6.8** for details on IPAC reconciliation.

Because an IPAC reconciliation match has been found (through the GSIPACRCON batch process or manually) for the transaction on the IPAC Reconciliation Activity Query, a Cash Receipt Debit Voucher document has been processed.

CGEs that result in Cash Receipt Debit Vouchers can be resolved three different ways. All three resolution options use the same procedures as the three options for IPAC Collection Adjustments (i.e., true chargebacks).

1. Rebill
2. Accept
3. Write-Off

4.12.3.1.1.1 Rebill Customer Generated Exception - Cash Receipt Debit Voucher

Refer to **Section 4.12.1.2** for steps on how to **rebill** a Collection Adjustment.

4.12.3.1.1.1.2 Accept Customer Generated Exception - Cash Receipt Debit Voucher

Refer to **Section 4.12.1.3** for steps on how to **accept** a Collection Adjustment.

4.12.3.1.1.1.3 Write-Off Customer Generated Exception - Cash Receipt Debit Voucher

Refer to **Section 4.12.1.4** for steps on how to **write off** a Collection Adjustment.

4.12.3.1.2 Resolve Customer Generated Exception - Itemized Payment (Pull Payment)

Refer to **BAAR User Guide 3 of 10, Section 4.6.8** for details on IPAC reconciliation.

Because an IPAC reconciliation match could not be found (through the GSIPACRCON batch process or manually) for the transaction on the G-Invoicing/IPAC Reconciliation Activity Query, the following steps have already been completed.

1. GSA has located the IPAC Staging Record, has selected the reconcile button drop-down, and has selected Reconcile without Match.
2. GSA has located the IPAC Reconciliation Record, and has selected the status Ready for Form Generation.
3. The IPAC Form Generation batch process has run, and the pull payment IP document has been processed.

The following steps should be taken the same day as the creation of the pull payment IP document.

1. Create new manual BD based on, but **not copied forward** from, the pull payment IP, and with the following characteristics on the Accounting Line.
 - a. Accounting Line Type: Normal
 - b. Transaction Type: 03
 - c. IPAC Schedule Date: +60 days (i.e., in the future) from the current date
 - d. Document Reference: none
 - e. Add manual DBRs, if applicable

Refer to **BAAR User Guide 2 of 10, Section 4.4.1.5** for general steps to create a manual BD.

4.12.3.1.2.1.1 Invalid Customer Generated Exception - Itemized Payment (Pull Payment)

1. Amend the BD described in **Section 4.12.3.1.2** to ensure that, once sent to Treasury via IPAC, it will not be charged back again by the trading partner.
2. On the Accounting Line, update the IPAC Schedule Date to the current date.

Refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** for general steps to amend a BD.

Once the amendment is processed, the BD will be selected by the IPAC outbound process and submitted to Treasury (IPAC Outbound Crosswalk and IPAC Bulk File Generation).

4.12.3.1.2.1.2 Valid Customer Generated Exception - Itemized Payment (Pull Payment)

Option A:

1. Amend the BD described in **Section 4.12.3.1.2** to zero down all accounting line amounts and DBR amounts.

2. On the Header, enter an explanation in the Amendment Justification field.
Refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** for general steps to amend a BD.

Option B:

1. Amend the BD described in **Section 4.12.3.1.2** to update the IPAC Schedule Date to the current date.

Refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** for general steps to amend a BD.

Once the amendment is processed, the BD will be selected by the IPAC outbound process and submitted to Treasury (IPAC Outbound Crosswalk and IPAC Bulk File Generation).

2. Create a new credit BD to offset the rebill in Step 1:
 - a. For non-agreement-based billing (i.e., DBR-based or manual):
 - i. DBR-based: DBR Feeder system will initiate creation of a new IPAC credit BD with Transaction Type 02.
 - ii. Manual: Finance personnel will manually create new IPAC credit BD.

Refer to **BAAR User Guide 6 of 10, Section 4.15.2.1** for general steps to create a credit BD.

- b. For Spending-based or Agreement Charge-based billing:
 - i. Finance personnel will reduce the applicable spending amounts, which will trigger PCPROJBILL to generate a new IPAC credit BD.
- c. For Flat Rate Agreement-based billing:
 - i. The agreement is modified, resulting in reduced billing amounts for remainder of agreement.

Once the credit BD is processed, the BD will be selected by the Automated Credit Application (ARCRDAPP) batch process.

4.12.3.1.3 Resolve Customer Generated Exception - Cash Receipt (Push Payment)

Refer to **BAAR User Guide 3 of 10, Section 4.6.8** for details on IPAC reconciliation.

Because an IPAC reconciliation match could not be found (through the GSIPACRCON batch process or manually) for the transaction on the G-Invoicing/IPAC Reconciliation Activity Query, the following steps have already been completed.

1. GSA has locate the IPAC Staging Record, has selected the reconcile button drop-down, and has selected Reconcile without Match.
2. GSA has located the IPAC Reconciliation Record, and has selected the status Ready for Form Generation.
3. The IPAC Form Generation batch process has run, and the push payment CR document has been processed.

Customer Generated Exceptions Push Payments (CRs) can be resolved through the following three options once GSA identifies the push payment as a pseudo-chargeback of a previous GSA-initiated refund:

1. Reissue refund
 - a. If within Treasury's 90-day window, process manual IPAC refund IP copied forward from push payment CR.
 - b. If outside of Treasury's 90-day window, process manual IPAC refund IP that references, but is not copied forward from, push payment CR.
2. Transfer non-refundable credit to Treasury
 - a. Update push payment CR to transfer funds to Treasury

4.12.3.1.3.1.1 Reissue Refund for Customer Generated Exception - Cash Receipt (Push Payment)

Option A:

Use the following steps if the reissuance take place **within** Treasury's 90-day window.

1. Create a new manual IPAC IP by copying forward from the push payment CR, and with the following characteristics on the Accounting Line.
 - a. Line Type: Normal
 - b. Transaction Type: 02

Refer to **BAAR User Guide 6 of 10, Section 4.15.4.9** for general steps to create an IPAC IP.

After the IP is processed, it will be selected by the IPAC outbound process and submitted to Treasury (IPAC Outbound Crosswalk and IPAC Bulk File Generation).

Option B:

Use the following steps if the reissuance take place **outside of** Treasury's 90-day window.

1. Create a new manual IPAC IP, but **not by copying forward** from the push payment CR, and with the following characteristics on the Accounting Line.
 - a. Line Type: Normal
 - b. Transaction Type: 02
 - c. Document Reference: Document Type, Document Number, and Accounting Line Number of the push payment CR

Refer to **BAAR User Guide 6 of 10, Section 4.15.4.9** for general steps to create an IPAC IP.

After the IP is processed, it will be selected by the IPAC outbound process and submitted to Treasury (IPAC Outbound Crosswalk and IPAC Bulk File Generation).

4.12.3.1.3.1.2 Transfer to Treasury for Customer Generated Exception - Cash Receipt (Push Payment)

1. Use the following if the CGE cannot be refunded, and the funds must be transferred to Treasury. Amend the push payment Cash Receipt to have the following characteristics.
 - a. **Fund:** 0890YE
 - b. **Transaction Type:** 06
 - c. **Accounting Dimensions:** region-specific miscellaneous receipt accounting dimensions
 - d. **Vendor Code**

Refer to **BAAR User Guide 4 of 10, Section 4.8.8.1** for general steps to amend a CR.