# General Services Administration Billing and Accounts Receivable Pegasys 7.8 User Guide



Contract #: HHSN316201200011W

Order #: GD-47HAA023F0039

7 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 7.

#### 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

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- Appendix B: User Defined Field and Form Description
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#### 4 BAAR User Actions and Procedures

#### 4.16 **Delinquency**

The accounts receivable life cycle includes activities to manage delinquent accounts. Sometimes an agency is not able to collect receivables that have been established. Outstanding receivables may need to be written off for reasons such as the inability to collect. Outstanding billed receivables that cannot be collected may have an allowance reduction recorded in net realizable value on the GL. Customers with overdue receivable balances may be notified of their delinquent bill amounts via Dunning Notices generated at the Statement level for Billing Documents as well as at the Debt Account Level. Outstanding billed receivables that have passed their Collection Due Dates may have late fees applied in the form of overdue charges. For Federal and Non-Federal customers, the delinquency process includes Write-Offs, allowance for doubtful accounts, and dunning. Additionally, for Non-Federal customers, the delinquency process also includes overdue charges.

#### 4.16.1 Write-Offs

#### 4.16.1.1 Write-Offs of Billing Documents (Non-IPAC)

#### 4.16.1.1.1 Manual Creation of Write-Offs (Non-IPAC)

The outstanding amount of a receivable (Normal Line Type) may need to be written off because the debtor cannot pay the bill. Write-Offs may happen as an adjustment to a receivable or a permanent indication that the bill cannot be collected.

Users manually Write-Off uncollectible Non-IPAC receivable amounts (i.e., losses).

The manual Write-Off process involves the following steps:

- Identify eligible statement amounts to be written-off via the Aged Receivables report (Section 4.16.1.1.2)
- Verify the statement amounts identified to be written off via the Billing Query (**Section 4.16.1.1.3**)
- Manually generate Non-IPAC Cash Receipt (CR) documents with a Line Type of Write-Off (Section 4.16.1.1.4)

**NOTE:** All Non-IPAC Write-Off CRs require workflow approvals prior to processing.

#### 4.16.1.1.2 Identify Statements to be Written Off via Aged Receivables Report

Users are able to identify eligible statement amounts to be written-off via the Aged Receivables report. It is important to note the information displayed on the report is current through the previous day from which the report was run and may not show collections received against

statements after being generated. Thus, statement amounts identified for Write-Off via the Aged Receivables report need to be verified.

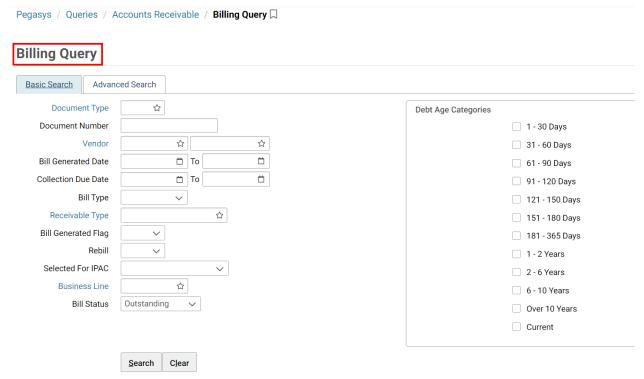
#### 4.16.1.1.3 Verify Amounts for Write-Off via Billing Query

The Billing Query can be used to verify the statement, BD, and Accounting Line amounts to be written-off. The following steps describe how to search and verify Non-IPAC receivable amounts that should be written off as uncollectible via the Billing Query.

#### Steps to Search & Verify Amounts for Write-Off via Billing Query:

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

Figure 1: Billing Query Page



2. Enter the search criteria to search for BDs related to statement amounts that need to be verified for Write-Off. At a minimum, enter the **Document Type**, **Document Number**, **Bill Generated Flag**, and **Bill Type**.

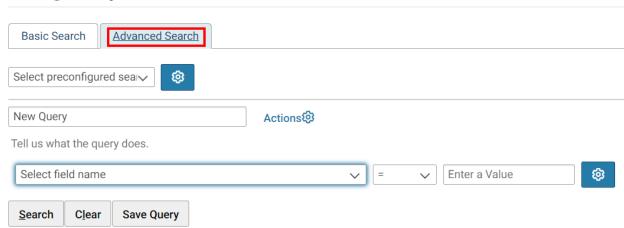
**NOTE:** Query performance is improved with each additional search criteria entered. For example, rather than simply entering Document Number, enter the Document Type, Bill Generated Flag, Line Type and any additional BD detail that can be provided. Users should not execute "Blind" queries, meaning no search criterion is entered.

3. Enter the additional criteria to search for BDs related to statement amounts that need to be verified for Write-Off.

**NOTE**: If necessary, use the Advanced Search tab to run additional queries to return the appropriate results.

Figure 2: Advanced Search tab

#### **Billing Query**



4. Select the **Search** button. The results are returned in the item collection.

**Figure 3: Item Collection** 



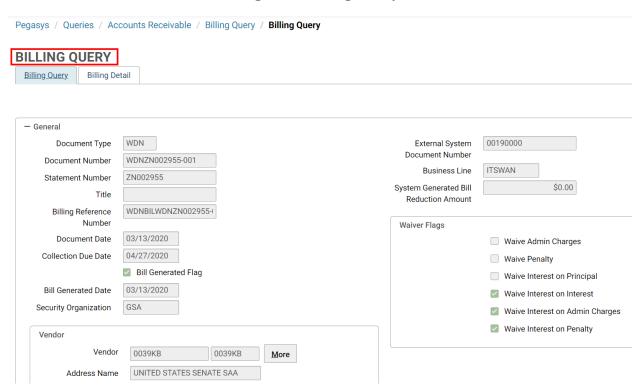
5. Select the desired BD record from the item collection and select the **Details** button to review the selected BD record.

Figure 4: Details Button



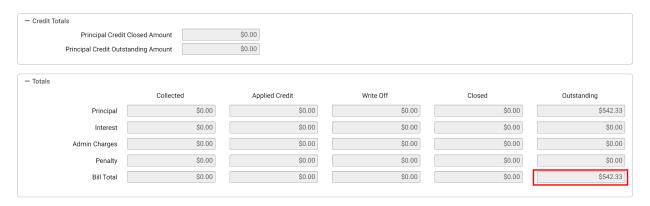
The Billing page is displayed.

**Figure 5: Billing Query** 



6. Review the Billing Query page information. In the Totals section, verify the total outstanding amount to be written-off for the BD.

**Figure 6: Total Outstanding Amount** 



7. Select the **Billing Detail** tab.

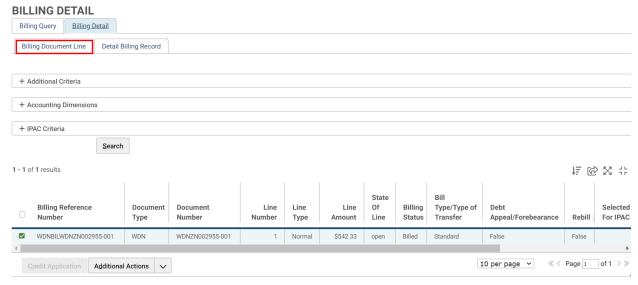
Figure 7: Billing Detail Tab



The Billing Detail page is displayed.

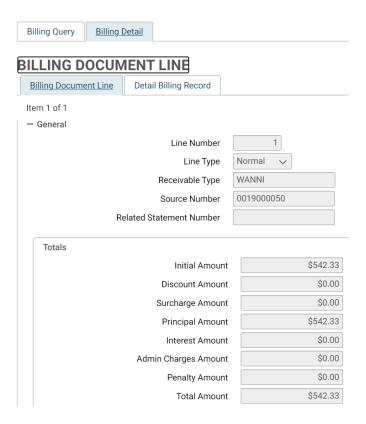
8. Select the accounting line from the item collection and select the **Billing Document Line** hyperlink.

**Figure 8: Billing Document Line** 



The Billing Document Line page is displayed.

Figure 9: Billing Document Line Page



9. Review the Billing Document Line page information. In the Totals section, verify the total outstanding amount to be written-off at the Accounting Line-level.

Figure 10: Bill Total



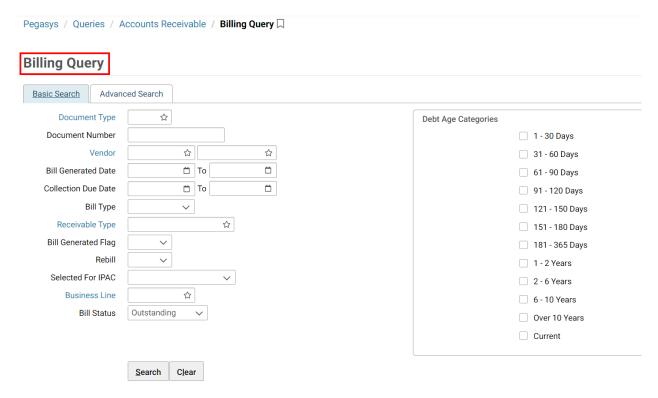
#### 4.16.1.1.4 Write-Off Cash Receipt (CR) (Non-IPAC) via Billing Query

Once receivable amounts to be written off are verified via the Billing Query, the Write-Off CR can be generated by the user to Write-Off those amounts. The Billing Query can then be used to generate the Write-Off CR.

#### Steps to Write-Off Outstanding Collection Adjustments Using the Billing Query:

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

Figure 11: Billing Query Write-Off CR



- 3. 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. Business Line
  - b. Helpful search Criteria for Advanced Search:
    - i. Document Type
    - ii. Document Number
    - iii. Receivable Type
    - iv. Business Line
    - v. Agreement Number
    - vi. Assignment Code
    - vii. Statement Number

Figure 12: Billing Query - Helpful Search Criteria for Basic Search

#### **Billing Query**

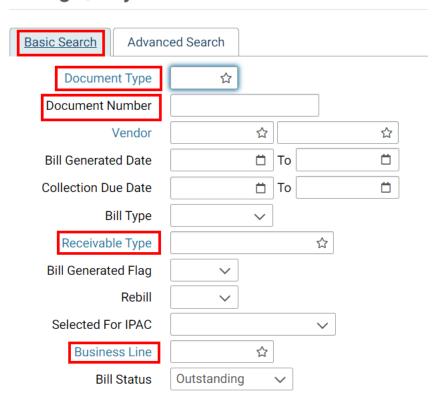
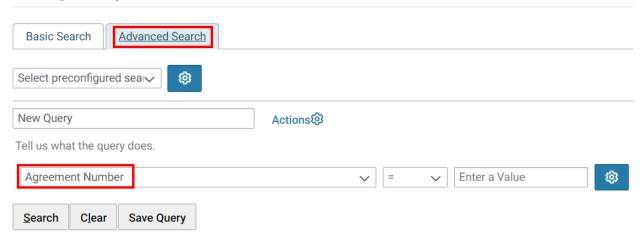


Figure 13: Billing Query - Helpful Search Criteria for Advanced Search

#### **Billing Query**



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

Figure 14: Billing Query - Item Collection

Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount
ODN	ODNO0022185- 001	ODNBILODNO0022185- 001	00022185	\$40.00
ODN	ODNO0022190- 001	ODNBILODNO0022190- 001	00022190	\$40.00
ODN	ODNO0022201- 001	ODNBILODNO0022201- 001	00022201	\$40.00
ODN	ODNO0022230- 001	ODNBILODNO0022230- 001	00022230	\$89.18

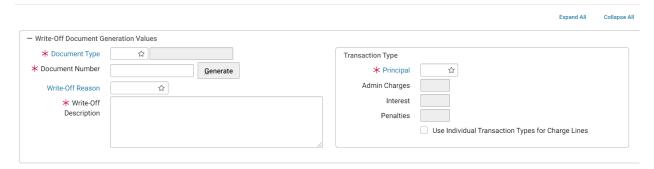
- 6. Open the **Additional Actions** drop-down menu.
- 7. Select Generate Write-Off.
- 8. The write-off generation page opens in a new window.

Figure 15: Additional Actions - Generate Write-Off



Figure 16: Write-Off Document Action Page

#### WRITE-OFF DOCUMENT ACTION



<u>Submit</u> <u>Cancel</u>

- 9. REQUIRED Enter the Write-Off **Document Type** (**NW6 or NW7** for non-Federal receivables; **WO6 or WO7** for Federal receivables).
- 10. REQUIRED Enter a **Document Number** or select **Generate**.
- 11. 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.

- 12. REQUIRED Enter the Write-Off Description.
- 13. REQUIRED Enter Transaction Type Principal 01.

**Figure 17: Enter Document Information** 

#### WRITE-OFF DOCUMENT ACTION Expand All Collapse All Write-Off Document Generation Values ★ Document Type NW6 ☆ R6 Non-Federal Write Off Transaction Type \* Document Number NW6202103100003 \* Principal 01 ☆ Generate Admin Charges NONCOLLECT☆ Write-Off Reason Interest ★ Write-Off Not able to collect Description Penalties Use Individual Transaction Types for Charge Lines

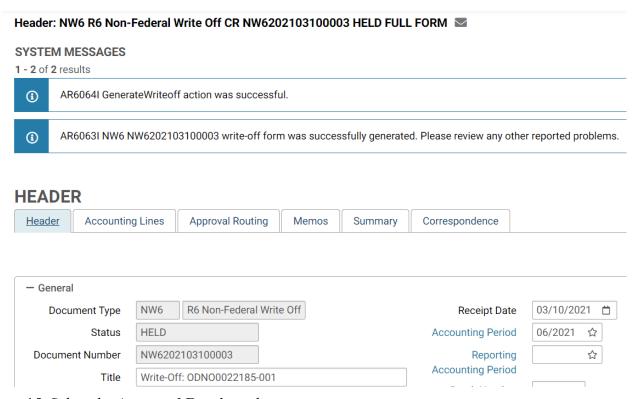
14. Select Submit.

**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 18: Opened CR Form



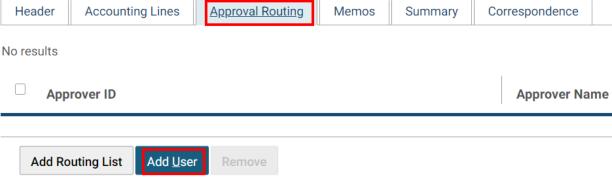
15. Select the **Approval Routing** tab.

**NOTE:** If using the Workflow process please see **Section 4.19** after submitting the Document for additional information.

16. Select Add User.

Figure 19: Approval Routing - Add User

# APPROVAL ROUTING



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

Figure 20: Approval Routing - Approver Added

# APPROVAL ROUTING Header Accounting Lines Approval Routing Memos Summary Correspondence 1 - 1 of 1 results Approver ID Approver Name Trung D. Truong

18. Select the Save button.

Figure 21: Successful Save



19. Select the Verify button.

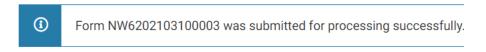
**NOTE**: If any errors exist, a message will appear at the top of the page displaying the error(s) encountered. Correct the errors and select the Verify button again. The message in the screen above is informational only and does not need to be corrected.

**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

(<u>https://corporateapps.gsa.gov/applications/financial-apps/pegasys/</u>) provides more details.

20. Select the **Submit** button.

**Figure 22: Successful Submission** 



#### 4.16.1.1.5 Manual Creation of Write-Off Cash Receipt (CR) (Non-IPAC)

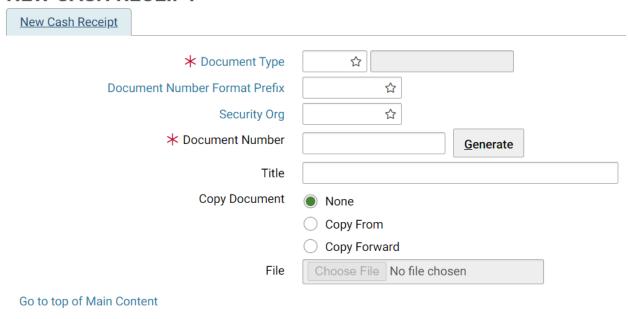
Once receivable amounts to be written off are verified via the Billing Query, the Write-Off CR can be manually generated by the user to Write-Off those amounts. When creating the Write-Off CR, the Copy Forward functionality enables the user to reference the BD with line amounts to be written off.

The users are required to populate the following types of fields to create the Write-Off CR manually:

- **Pegasys System Required Fields** These fields have the red asterisk and the system throws hard error when they are left blank.
- **GSA Business Process Required Fields** These fields are optional in Pegasys but required to be populated per the business process of each Business line. For a list of available Cash Receipt (CR) Document Types for Write-Offs, please refer to **BAAR User Guide 8 of 10, Section A.5**.
- Navigate to Transactions → Accounts Receivable → New → Cash Receipt.
   The New Cash Receipt page is displayed.

Figure 23: New Cash Receipt Page

#### **NEW CASH RECEIPT**





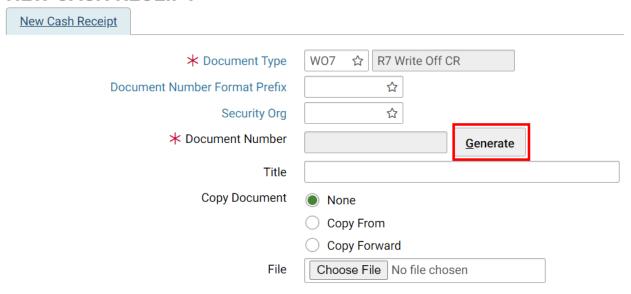
2. **REQUIRED-** Enter the Document Type.

**NOTE:** Only manual document types are used for online creation. Cash Receipt (CR) document types are differentiated by what type of collection is being recorded. CR Write-Off documents have a distinct document type.

3. Select the **Generate** button to auto-generate a Document Number.

Figure 24: Auto-Generate Document Number

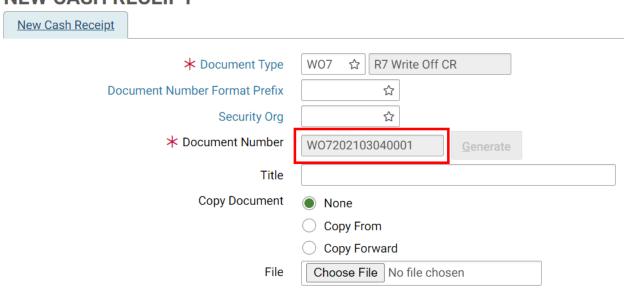
#### NEW CASH RECEIPT



A unique Document Number is generated in the Document Number field. Once the document number is generated, the **Generate** button will be disabled, prohibiting multiple selection attempts so that sequence numbers are not skipped.

Figure 25: Unique Document Number

#### **NEW CASH RECEIPT**



**NOTE:** The Document Number Formats are defined per document type and business line. For example, the Document Number format for 'WO7' is the document type of Cash Receipt (CR) form followed by the date and a sequential number (e.g., WO7YYYYMMDD###). The Document Number format for 'WO6' is the document

type of Cash Receipt (CR) form followed by the date and a sequential number (e.g., WO6YYYYMMDD###).

The complete list of Document Number formats is defined in the Configuration Spreadsheet.

4. Select **Copy Forward** to copy forward the referenced BD.

Figure 26: Copy Forward



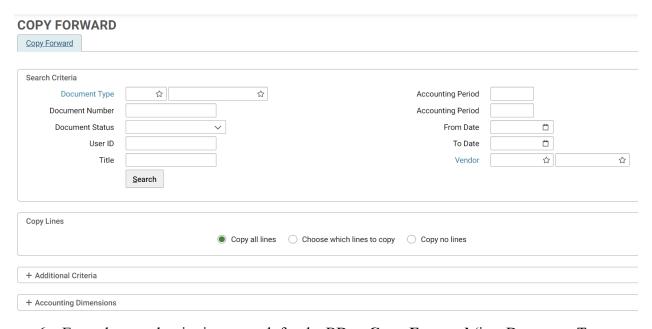
5. Select Next.

Figure 27: New Cash Receipt Next Button



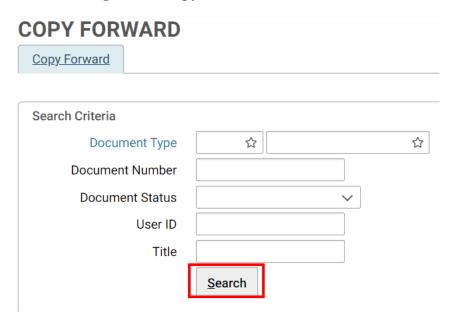
The Copy Forward page is displayed.

Figure 28: Copy Forward Page



- 6. Enter the search criteria to search for the BD to **Copy Forward** (i.e., Document Type, Document Number, etc.).
- 7. Select the **Search** button.

Figure 29: Copy Forward Search Button



The results are returned in the item collection.

Figure 30: Returned Results in the Item Collection

	Document Category	Document Type	Document Number	Document Date	Amendment / Modification Number	Temporary Amendment Number	Title	Document Status	User ID
0	BD	ADI	ADIW0028767-0003	05/19/2020			R2032924	Processed	runbatcharbillgen
0	BD	ADI	ADIW0028767-0004	05/19/2020			R2033486	Processed	runbatcharbillgen
0	BD	ADI	ADIW0028768-0001	05/19/2020			R2032267	Processed	runbatcharbillgen
0	BD	ADI	ADIW0028768-0002	05/19/2020			B5010626	Processed	runbatcharbillgen
0	BD	ADI	ADIW0028769-0001	05/19/2020			R2032513	Processed	runbatcharbillgen

8. Select the **Copy all lines** radio button to **Copy Forward** all the Accounting Lines from the outstanding BD.

OR Select the **Choose which lines to copy** radio button to **Copy Forward** specific Accounting Lines.

- a. If **Copy all lines** was selected in step 8, select the BD from the item collection and select the Finish button and see step 14.
- b. If **Choose which lines to copy** was selected in step 8, select the BD from the item collection and select the Next button and see step 10.

Figure 31 Copy all Lines and Choose Which Lines to Copy Button



**NOTE:** The Finish button converts into the Next button once Choose which lines to copy is selected.

**Figure 32: Finish Button** 



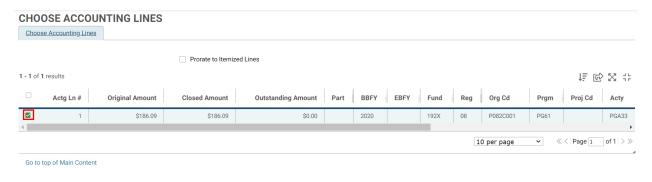
9. The Choose Accounting Lines page is displayed.

Figure 33: Prorate to Itemized Lines



10. Select the desired Accounting Lines to **Copy Forward** and select the **Next** button.

Figure 34: Next Button



< Back Next > Cancel

- 11. The Choose Itemized Lines page is displayed.
- 12. Select the Finish button.

**Figure 35: Finish Choosing Itemized Lines** 



The CR Header page is displayed.

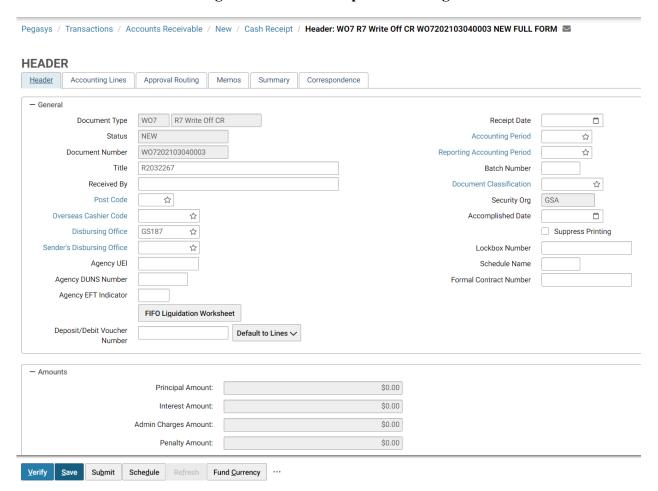


Figure 36: Cash Receipt Header Page

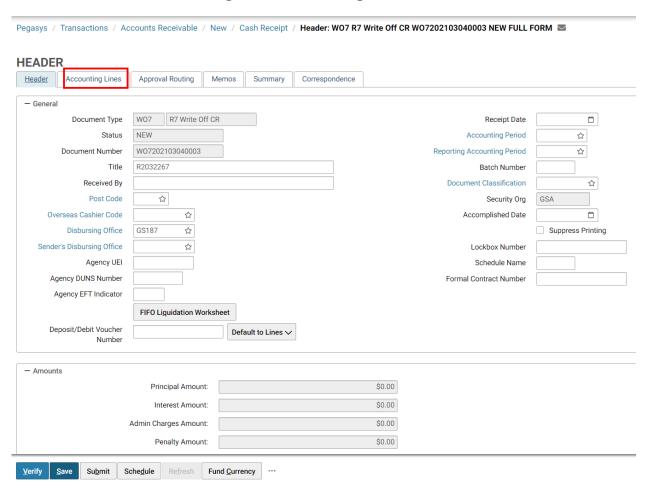
**NOTE:** The Document Date, Disbursing Office, Accounting Period, and Reporting Accounting Period will default to the current date when these fields are left blank and the form is verified or processed.

**NOTE:** The System ID will not **Copy Forward** from a referenced document. For a list of System IDs, please refer to the Configuration Specification.

**NOTE:** The Disbursing Office, Assignment Code, Accomplished Date and Security Org, will default from the Document Type settings and/or **Copy Forward** from the referenced document.

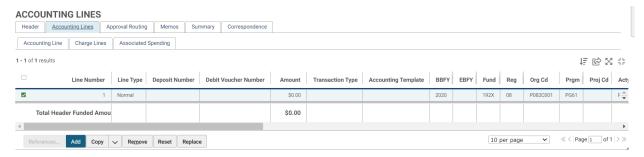
13. Select the **Accounting Lines** Tab.

Figure 37: Accounting Lines Tab



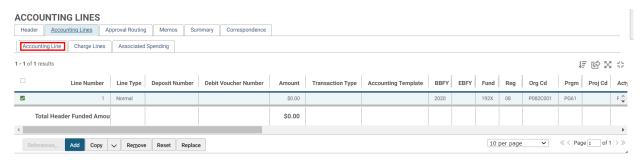
The Accounting Lines tab is displayed.

Figure 38: Accounting Lines Tab Display



14. Select the Accounting Line(s) and select the **Accounting Line** hyperlink located beneath the Accounting Line tab.

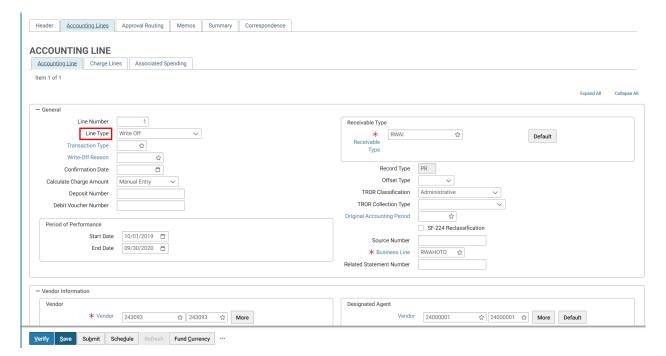
Figure 39: Accounting Line Hyperlink



**NOTE**: To modify an accounting line, select the checkbox by the row and then select the 'Accounting Line' link to open the page. To delete an existing line, select the line by highlighting its tab and select the Remove button.

The Accounting Line page is displayed.

Figure 40: Accounting Lines Type



- 15. On the "Accounting Line" tab:
  - a. Enter field Line Type = Write Off
  - b. Enter field Transaction Type = 01
  - c. Document Reference
  - d. Verify the referenced BD's Document Number, Accounting Line Number, and Statement Number.

- e. When manually creating CRs, the Final Flag should not be checked because it will liquidate the full amount of the referenced BD even if the amount of the CR is less than the BD.
- f. Accounting Dimensions
  - i. Verify the referenced BD's Accounting Dimensions.
- g. Description

**NOTE:** The remaining information on the CR has been populated by the referenced document.

16. Select the **Verify** button to check for errors in the form.

**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

(<u>https://corporateapps.gsa.gov/applications/financial-apps/pegasys/</u>) provides more details.

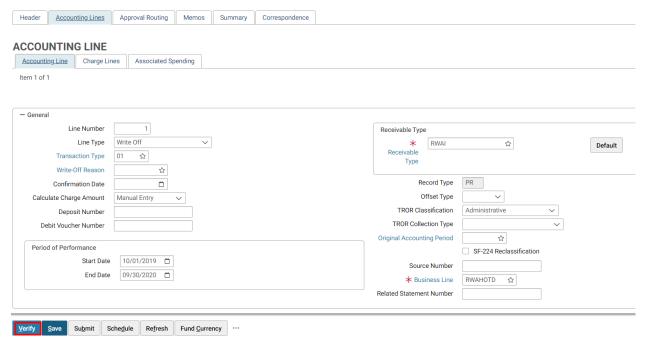
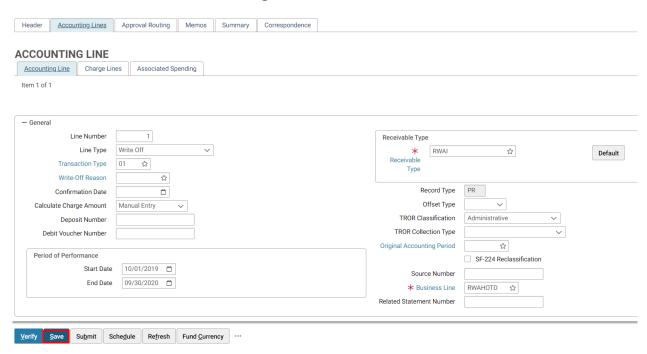


Figure 41: Select Verify Button for Errors

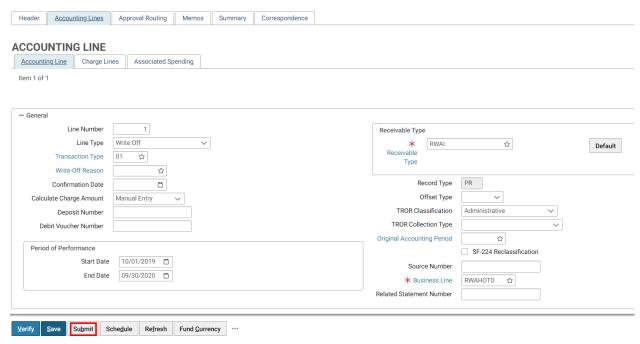
17. Select the Save button.

Figure 42: Save button



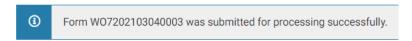
18. Select the **Submit** button to submit the form for processing.

Figure 43: Select the Submit Button for form Processing



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

Figure 44: Form Processing Successfully



**NOTE:** After submission, the form will go through the Workflow process. For more information on Workflow, see **Section 4.19** Workflow Management and Form Approval.

#### 4.16.1.2 Write-Offs of Debt Accounts

#### 4.16.1.2.1 Creation of Write-Offs

The outstanding amount of a Debt Account may need to be written off because the debtor cannot pay the claim. Write-Offs may happen as an adjustment to a debt account or a permanent indication that the debt account cannot be collected.

Pegasys has both manual and automated processes to Write-Offs uncollectible Debt Account amounts. The Write-Off process may involve the following steps:

- Write-Off Query (**Section 4.16.1.2.2**).
- Manual Creation (Section 4.16.1.2.1).
- Write-Off Selection batch job (Section 4.16.1.2.3).
- Authorization (Section 4.16.1.2.4).
- Write-Off Generation batch job (Section 4.16.1.2.5.1).

**NOTE:** All Debt Account Write-Off CRs require workflow approvals prior to processing.

#### 4.16.1.2.2 Write-Off Entry Query

#### 4.16.1.2.2.1 Write-Off Entry Query

The Write-Off Query is used to view Write-Off information and update Debt Account information for Write-Off. The following steps describe how to view the Write-Off uncollectible Debt Account via the Write-Off Query.

#### **Steps to View the Write-Off via Write-Off Entry Query:**

Navigate to Queries → Accounts Receivable → Write-Off Entry
 The Write-Off Entry Query page is displayed.

Figure 45: Write-Off Entry

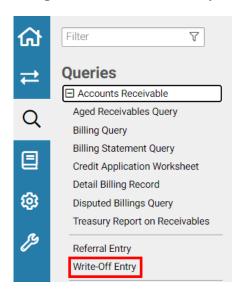
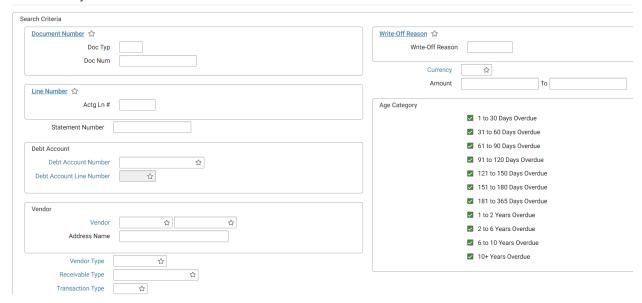


Figure 46: Write-Off Entry Search Criteria



2. Enter the search criteria to search for DAs related to debt account amounts that need to be Write-Off.

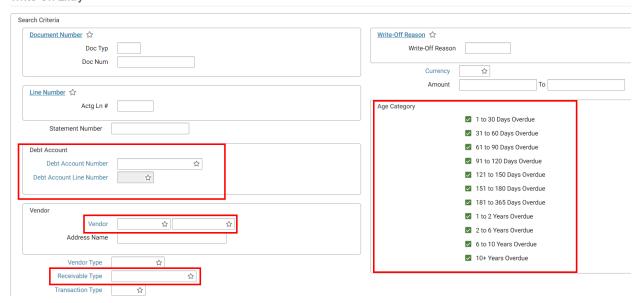
At a minimum, enter the Debt Account Number, Debt Account Line Number, Receivable Type, Vendor, Write-Off Status, and Age Category. The Write-Off Entry Query page is displayed.

**NOTE**: Query performance is improved with each additional search criteria entered. For example, rather than simply entering Debt Account Number, enter the Debt Account Line Number, Write-Off Status, Receivable Type, Vendor, Write-Off Status and any

additional DA detail that can be provided. Users should not execute "Blind" queries, meaning no search criterion is entered.

Figure 47: Write-Off Entry

#### **Write-Off Entry**



# **Steps to View the Write-Off Entry Query:**

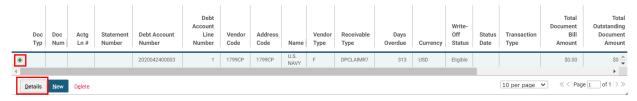
1. Select the **Search** button.

Figure 48: Search Button



2. Select the record from the item collection and select **Details.** 

Figure 49: Item Selected from the Collection Details



3. Review the Write-Off Entry record.

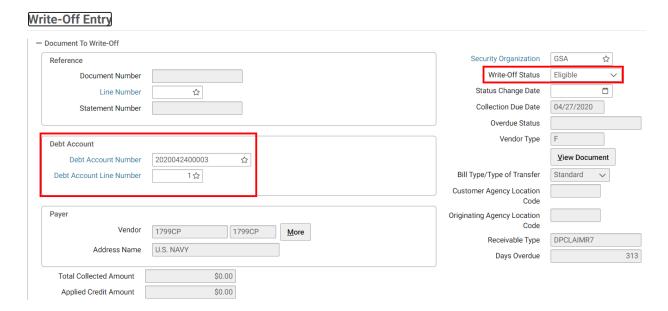


Figure 50: Write-Off Entry Record

### 4.16.1.2.2.2 Manual Creation of Write-Off Cash Receipt (CR)

Once debt account amounts to be written off are viewed via the Write-Off Query, the Write-Off CR can be manually generated by the user to Write-Off those amounts. When creating the Write-Off CR, the **Copy Forward** functionality enables the user to reference the DA with line amounts to be written off.

The users are required to populate the following types of fields to create the Write-Off CR manually:

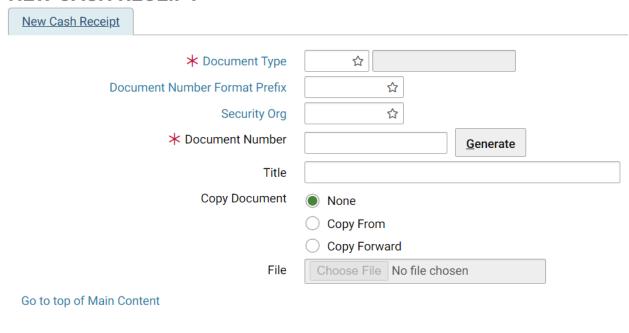
- **Pegasys System Required Fields** These fields have the red asterisk and the system throws hard error when they are left blank.
- GSA Business Process Required Fields These fields are optional in Pegasys but required to be populated per the business process of each Business line. For a list of available Cash Receipt (CR) Document Types for Write-Offs, please refer to BAAR User Guide 8 of 10, Section A.5.

### Steps to Create an Accounts Receivable Cash Receipt (CR) Form Write-Off Line Type:

Navigate to Transactions → Accounts Receivable → New → Cash Receipt.
 The New Cash Receipt page is displayed.

Figure 51: New Cash Receipt

## **NEW CASH RECEIPT**





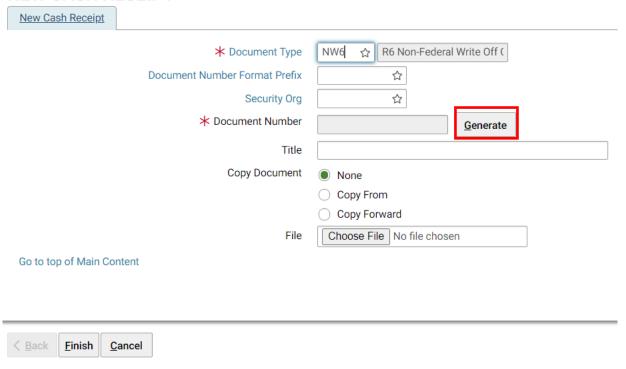
2. **REQUIRED:** Enter the **Document Type.** 

**NOTE:** Only manual document types are used for online creation. Cash Receipt (CR) document types are differentiated by what type of collection is being recorded. CR Write-Off documents have a distinct document types they are, NW6 or NW7 for Non-federal customers.

3. Select the **Generate** button to auto-generate a Document Number.

Figure 52: Auto Generate Document Number Page

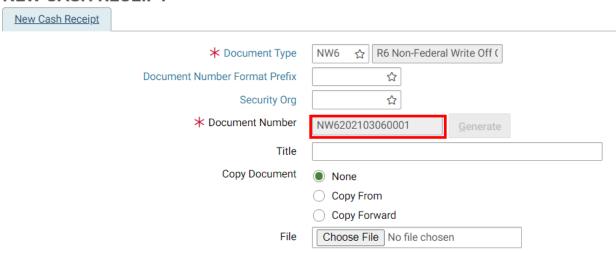
### **NEW CASH RECEIPT**



A unique Document Number is generated in the Document Number field. Once the document number is generated, the **Generate** button will be disabled, prohibiting multiple selection attempts so that sequence numbers are not skipped.

Figure 53: New Cash Receipt

### **NEW CASH RECEIPT**



**NOTE:** The Document Number Formats are defined per document type and business line. For example: the Document Number format for 'NW7' is the document type of

Cash Receipt (CR) form followed by the date and a sequential number (e.g., NW7YYYMMDD###). The Document Number format for 'NW6' is the document type of Cash Receipt (CR) form followed by the date and a sequential number (e.g., NW6YYYYMMDD###).

The complete list of Document Number formats is defined in the Configuration Spreadsheet.

4. Select **Copy Forward** to Copy Forward the referenced AO7.

Figure 54: Copy Forward



5. Select Next.

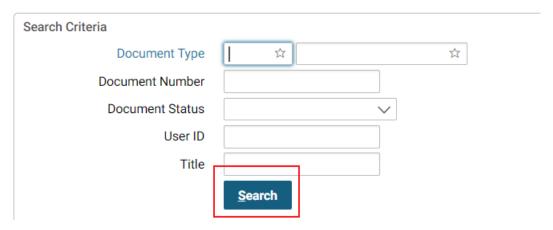
Figure 55: Next



The Copy Forward page is displayed.

- 6. Enter the search criteria to search for the DA to Copy Forward (i.e., Document Type, Document Number, etc.)
- 7. Select the **Search** button.

Figure 56: Search



The results are returned in the item collection.

Figure 57: Results Returned

Document C	ategory Document Type	Document Number	Document Date	Amendment / Modification Number	Temporary Amendment Number	Title	Document Status	User ID
○ DA	D6M	D6M2020040100007	04/01/2020			070E8569	Processed	ginaweaver
○ DA	D6M	D6M2020040100006	04/01/2020			070E8045	Processed	ginaweaver
O DA	D6M	D6M2020040100019	04/01/2020			040E4442	Processed	ginaweaver
O DA	D6M	D6M2020040200006	04/02/2020			070E7695	Processed	ginaweaver
○ DA	D6M	D6M2020011400007	04/28/2020	00002		040E1236	Processed	ginaweaver
O DA	D6M	D6M2020040100017	04/01/2020			040E4428	Processed	ginaweaver
O DA	D6M	D6M2020040100016	04/17/2020	00002		040E4418	Processed	ginaweaver
O DA	D6M	D6M2020040800000	04/03/2020			079EH635	Processed	ginaweaver

- 8. a. Select the **Copy all lines** radio button to **Copy Forward** all the Accounting Lines from the outstanding D6M or D7M.
  - b. Select the **Choose which lines to copy** radio button to **Copy Forward** specific Accounting Lines.
- 9. a. If **Copy all lines** was selected in step 8, select the BD from the item collection and select the Finish button and see step 14.
  - b. If **Choose which lines** to copy was selected in step 8, select the BD from the item collection and select the Next button and see step 10.

**NOTE:** The Finish button converts into the Next button once Choose which lines to copy is selected.

**Figure 58: Finish Button** 



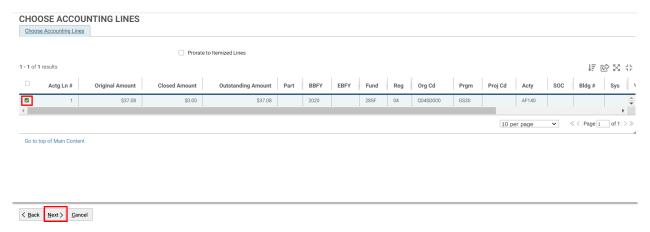
10. The Choose Accounting Lines page is displayed.

**Figure 59: Choose Accounting Lines** 



11. Select the desired Accounting Lines to Copy Forward and select the **Next** button.

**Figure 60: Accounting Lines** 



12. The Choose Itemized Lines page is displayed.

Figure 61: Choose Itemized Lines



- 13. Choose Vendor Page is displayed.
- 14. Select the Vendor.
- 15. Select the Finish button.

**Figure 62: Finish Choosing Itemized Lines** 



The CR Header page is displayed.

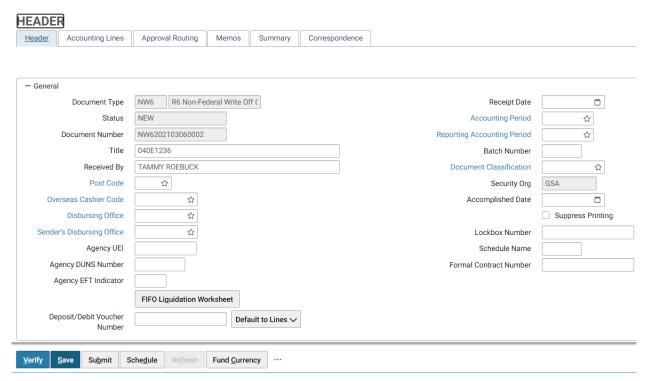


Figure 63: Cash Receipt Header Page

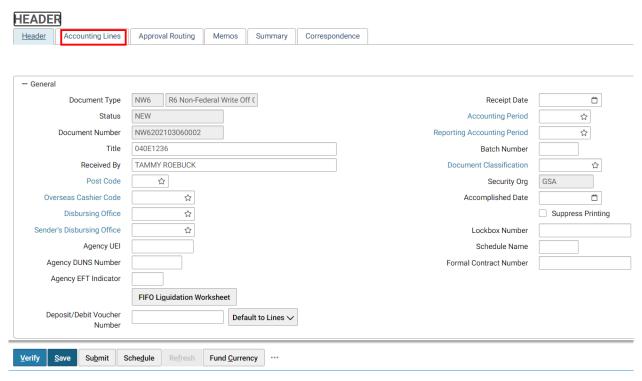
**NOTE**: The Document Date, Disbursing Office, Accounting Period, and Reporting Accounting Period will default to the current date when these fields are left blank and the form is verified or processed.

**NOTE**: The System ID will not **Copy Forward** from a referenced document. For a list of System IDs, please refer to the Configuration Specification.

**NOTE**: The Disbursing Office, Assignment Code, Accomplished Date and Security Org, will default from the Document Type settings and/or **Copy Forward** from the referenced document.

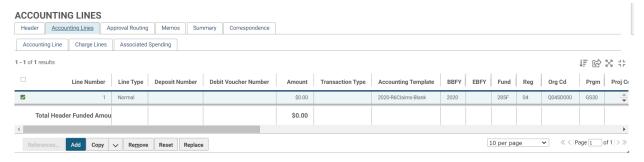
16. Select the **Accounting Lines** tab.

Figure 64: Accounting Lines Tab Display



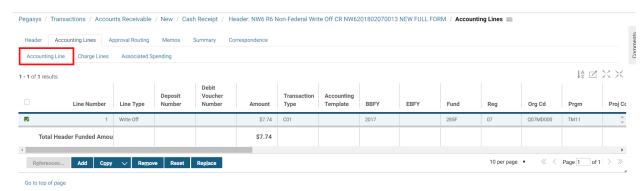
The Accounting Lines tab is displayed.

Figure 65: Accounting Lines Tab



17. Select the Accounting Line(s) and select the **Accounting Line** hyperlink located beneath the Accounting Line tab.

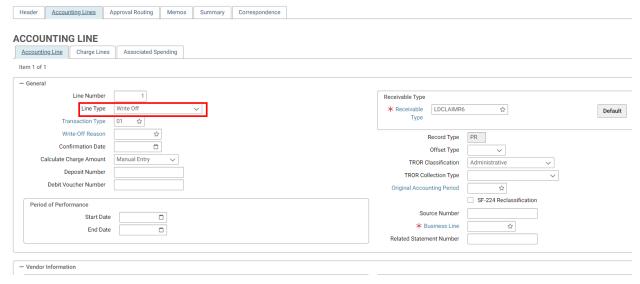
Figure 66: Accounting Line Hyperlink



**NOTE:** To modify an accounting line, select the checkbox by the row and then select the 'Accounting Line' link to open the page. To delete an existing line, select the line by highlighting its tab and select the Remove button.

The Accounting Line page is displayed.

Figure 67: Accounting Line Page



- 18. On the "Accounting Line" tab,
  - a. Enter field Line Type = Write Off.
  - b. Enter field Transaction Type = 01

Figure 68: Field Transaction and Line Type



c. Debt Account Information.

i. Verify the referenced Debt Account Number, Accounting Line Number.

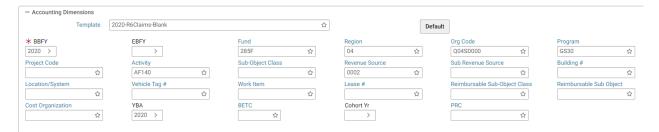
Figure 69: Debt Account and Line Number



- d. Accounting Dimensions
  - i. Verify the referenced DA's Accounting Dimensions.
- e. Description.

**NOTE:** The remaining information on the CR has been populated by the referenced document.

Figure 70: Populated Reference Document



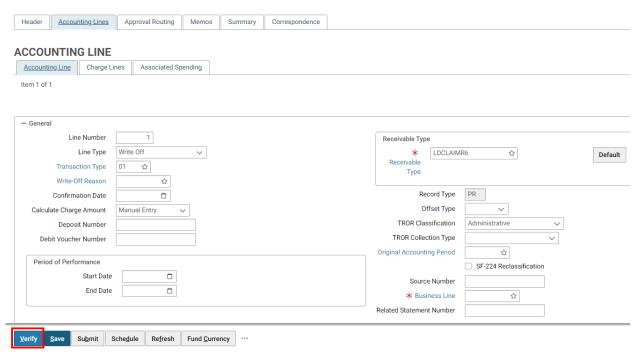
19. Select the **Verify** button to check for errors in the form.

**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

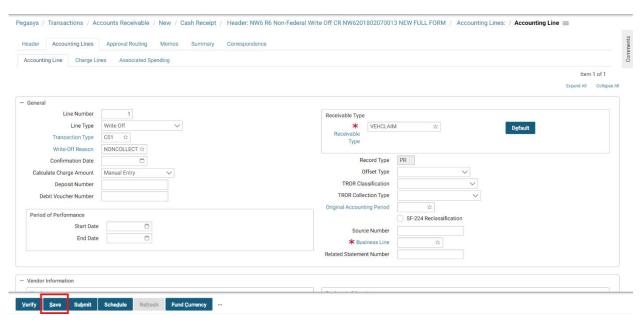
(<u>https://corporateapps.gsa.gov/applications/financial-apps/pegasys/</u>) provides more details.

Figure 71: Verify Button



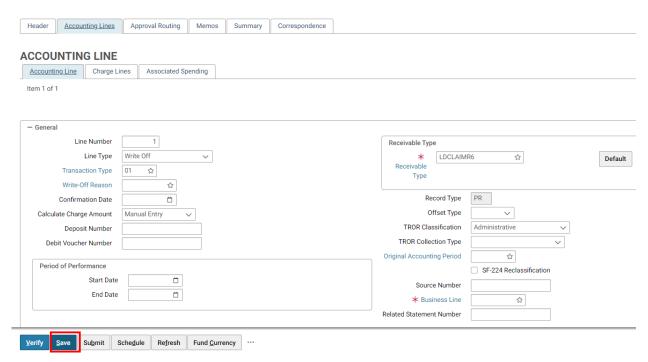
20. Select the **Save** button.

Figure 72: Select Save Button



21. Select the **Submit** button to submit the form for processing.

Figure 73: Submitted Form



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

Figure 74: Submitted Form Message



#### 4.16.1.2.3 Write-Off Selection Batch Job

The Write-Off Selection batch job selects Debt Accounts that meet the eligibility criteria. Debt Accounts become eligible for Write-Off selection 30 days after the First Demand Letter Generation date. When an eligible Debt Account is located, the batch job will: Create a new record on the Write-Off Entry Query and set the Write-Off Status to 'Eligible.' Below are the parameters associated with the Write-Off Selection Batch job.

Table 1: Write-Off Selection Batch Job (R6 Claims) - Maintenance Tab

Field	Required? Multi Values?	Description	Value
Job ID	Yes	Unique code assigned to the batch job run.	ARWOSELR6C

Field	Required? Multi Values?	Description	Value
Process Code	No	The unique code used to identify and initiate the batch process.	ARWOSEL
Job Name	No	Name assigned to the batch job being run.	Write Off Selection R6 Claims
Process Name	No	Name assigned to the process code to identify the batch process.	Write Off Selection Processor
Security Org	No	The established security organization for the item. When performing maintenance, the security org establishes what group the item will be associated with. Only users specified in the security organization will have access to this item. Must be a valid Security Org	GSA
Save Report To Database	No	Indicates that the report will be saved to the database so that users will be able to view the report from the user interface. Defaults to False.	TRUE
Save Report To File	No	Indicates that the report will be saved to the server so that it can be accessed by system administrator. Defaults to True.	TRUE
Batch File Location	No	The location of the batch file.	NULL
Generate File Name	No	Indicates that the file name will be generated.	FALSE
Name Format	No	The format of the file name.	NULL
Name	No	The file name.	ARWOSELR6C.rpt
Create Formatted Report	No	Indicates whether the system should create a formatted report.	FALSE
Saved Output Format	No	Indicates the format of the saved output file.	PDF

Field	Required? Multi Values?	Description	Value
Report Output View Access	No	Indicates the access needed to view the report. Valid options include: Private, Shared. Defaults to Private.	PRIVATE
Report Security Org	No	The Security Organization associated with the batch job report.	NULL

**Table 2: Write-Off Selection Batch Job (R6 Claims) - Parameters** 

Field	Required? Multi Values?	Description	Value
Effective Date	Required	This field identifies the date to be used as the current date in determining the age of the outstanding receivable. Defaults to the current date. Must be a valid date in mm/dd/yy or mm/dd/yyyy format.	Current Date
Age Category	Multi Values	This field identifies the age category upon which overdue charges calculations are based.	Valid values include: A, B, C, D, E, F, and G. (A - 1 to 90 Days Overdue, B - 91 to 180 Days Overdue, C - 181 to 365 Days Overdue, D - 1 to 2 Years Overdue, E - 2 to 6 Years Overdue, F - 6 to 10 Years Overdue, G - 10+ Years Overdue). Multiple values are allowed.
Receivable Type	Multi Values	This field identifies the receivable type associated with the transaction.	Must be a valid entry on the Receivable Type table. Multiple instances allowed.

Field	Required? Multi Values?	Description	Value
Vendor Type	Multi Values	This field identifies the vendor type associated with the vendor on the transaction.	Must be a valid entry on the Vendor Type table. Multiple instances allowed.

Table 3: Write-Off Selection Batch Job (R7 Claims) - Maintenance Tab

Field	Required? Multi Values?	Description	Value
Job ID	Yes	Unique code assigned to the batch job run.	ARWOSELR7C
Process Code	No	The unique code used to identify and initiate the batch process.	ARWOSEL
Job Name	No	Name assigned to the batch job being run.	Write Off Selection R7 Claims
Process Name	No	Name assigned to the process code to identify the batch process.	Write Off Selection Processor
Security Org	No	The established security organization for the item. When performing maintenance, the security org establishes what group the item will be associated with. Only users specified in the security organization will have access to this item. Must be a valid Security Org.	GSA
Save Report To Database	No	Indicates that the report will be saved to the database so that users will be able to view the report from the user interface. Defaults to False.	TRUE
Save Report To File	No	Indicates that the report will be saved to the server so that it can be accessed by system administrator. Defaults to True.	TRUE

Field	Required? Multi Values?	Description	Value
Batch File Location	No	The location of the batch file.	NULL
Generate File Name	No	Indicates that the file name will be generated.	FALSE
Name Format	No	The format of the file name.	NULL
Name	No	The file name.	ARWOSELR7C.rpt
Create Formatted Report	No	Indicates whether the system should create a formatted report.	FALSE
Saved Output Format	No	Indicates the format of the saved output file.	PDF
Report Output View Access	No	Indicates the access needed to view the report. Valid options include: Private, Shared. Defaults to Private.	PRIVATE
Report Security Org	No	The Security Organization associated with the batch job report.	NULL

Table 4: Write-Off Selection Batch Job (R7 Claims) - Parameters

Field	Required? Multi Values?	Description	Value
Effective Date	Required	This field identifies the date to be used as the current date in determining the age of the outstanding receivable. Defaults to the current date. Must be a valid date in mm/dd/yy or mm/dd/yyyy format.	Current Date

Field	Required? Multi Values?	Description	Value
Age Category	Multi Values	This field identifies the age category upon which overdue charges calculations are based.	Valid values include: A, B, C, D, E, F, and G. (A - 1 to 90 Days Overdue, B - 91 to 180 Days Overdue, C - 181 to 365 Days Overdue, D - 1 to 2 Years Overdue, E - 2 to 6 Years Overdue, F - 6 to 10 Years Overdue, G - 10+ Years Overdue). Multiple values are allowed.
Receivable Type	Multi Values	This field identifies the receivable type associated with the transaction.	Must be a valid entry on the Receivable Type table. Multiple instances allowed.
Vendor Type	Multi Values	This field identifies the vendor type associated with the vendor on the transaction.	Must be a valid entry on the Vendor Type table. Multiple instances allowed.

### 4.16.1.2.4 Authorization

The Write-Off Authorization takes place after the Write-Off Selection batch job execution and the Debt Account becomes eligible for Write-Off.

The following steps describe how to search and Write-Off eligible uncollectible Debt Account via the Write-Off Query.

# Steps to Search and Write-Off via Write-Off Entry Query:

Navigate to Queries → Accounts Receivable → Write-Off Entry.
 The Write-Off Entry Query page is displayed.

Figure 75: Write-Off Entry Page

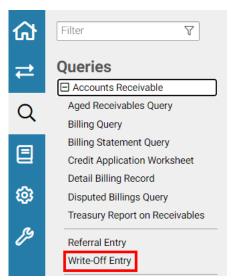
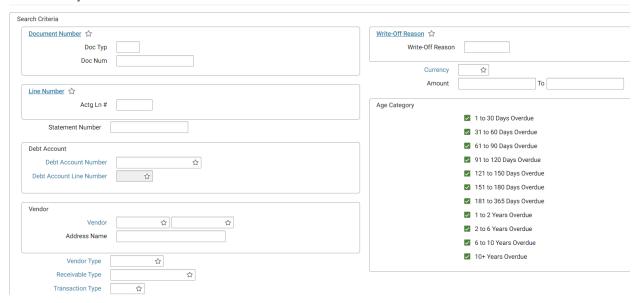


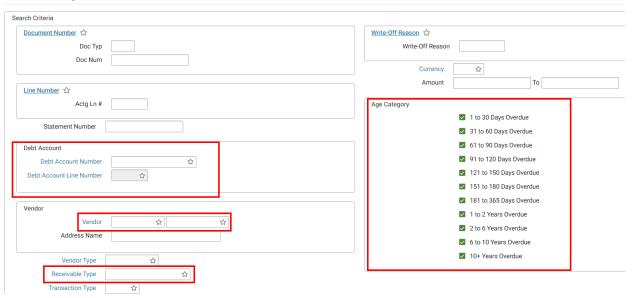
Figure 76: Write-Off Entry Criteria



2. Enter the search criteria to search for eligible DAs related to debt account amounts that need to be Write-Off. At a minimum, enter the Debt Account Number, Debt Account Line Number, Receivable Type, Vendor, Write-Off Status, and Age Category.

**NOTE**: Query performance is improved with each additional search criteria entered. For example, rather than simply entering Debt Account Number, enter the Debt Account Line Number, Write-Off Status, Receivable Type, Vendor, Write-Off Status and any additional DA detail that can be provided. Users should not execute "Blind" queries, meaning no search criterion is entered.

Figure 77: Write-Off Entry



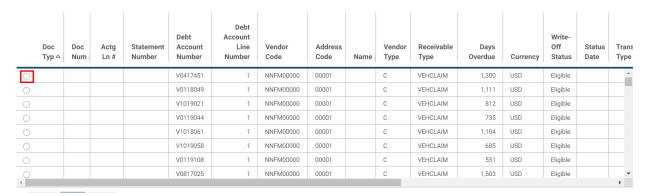
3. Select the **Search** button.

Figure 78: Write Off Search button



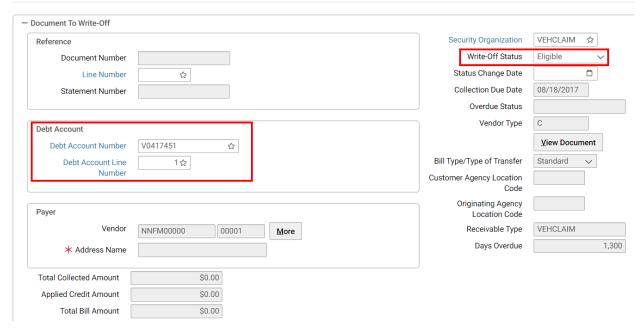
4. Select the record and select the **Details** button.

Figure 79: Write-Off Entry



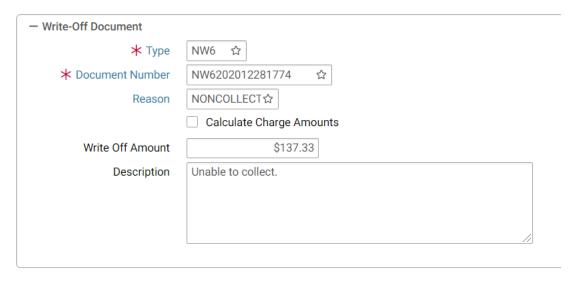
5. Review the Write-Off Entry record.

Figure 80: Review Write-Off Record



- 6. Update the Write-Off Status from 'Eligible' to 'Authorized.'
- 7. Populate Document Type, Document Number, Reason, Write-Off Amount, and Transaction Type.

**Figure 81: Write-Off Document Section** 



8. Select Save.

Figure 82: Write Off Save button

<u>S</u>ave

#### 4.16.1.2.5 Write-Off Generation

### 4.16.1.2.5.1 Write-Off Generation Batch Job

The Write-Off Generation batch job will search for Debt Account records on the Write-Off Entry query where the Write-Off status has been updated to 'Authorized.' When an Authorized record is located, the Write-Off Generation batch job will: Generate a new Write-Off Cash Receipt (Document Type = NW6/NW7). **Copy Forward** all relevant information from the Debt Account to the Cash Receipt. Submit the document to Workflow for Approval if the CR dollar amount is within the range specified on the Document Type Approval Template, and update the Debt Account Entity to record the Write-Off transaction. Below are the parameters associated with the Write-Off Generation Batch job.

**Table 5: Write-Off Generation - Maintenance Tab** 

Field	Description	Value
Job ID	Unique code assigned to the batch job run.	ARWOGENRCLMS
Process Code	The unique code used to identify and initiate the batch process.	ARWOGEN
Job Name	Name assigned to the batch job being run.	Write Off Generation - Claims
Process Name	Name assigned to the process code to identify the batch process.	Write Off Generation Processor
Security Org	The established security organization for the item. When performing maintenance, the security org establishes what group the item will be associated with. Only users specified in the security organization will have access to this item. Must be a valid Security Org.	GSA
Save Report To Database	Indicates that the report will be saved to the database so that users will be able to view the report from the user interface.  Defaults to False.	TRUE
Save Report To File	Indicates that the report will be saved to the server so that it can be accessed by system administrator. Defaults to True.	TRUE

Field	Description	Value
Batch File Location	The location of the batch file.	NULL
Generate File Name	Indicates that the file name will be generated.	FALSE
Name Format	The format of the file name.	NULL
Name	The file name.	ARWOGENRCLMS.rpt
Create Formatted Report	Indicates whether the system should create a formatted report.	FALSE
Saved Output Format	Indicates the format of the saved output file.	PDF
Report Output View Access	Indicates the access needed to view the report. Valid options include: Private, Shared. Defaults to Private.	PRIVATE
Report Security Org	The Security Organization associated with the batch job report.	NULL

**Table 6: Write-Off Generation - Parameters** 

Field	Description	Value
Doc Status	This field identifies the status of the Write-Off Cash Receipt form generated. Valid values are SCHEDULED and HELD. Defaults to HELD.	HELD
Effective Date	This field identifies the date used as the Document Date on the generated cash receipts. Defaults to the current date. Must be a valid date in mm/dd/yy or mm/dd/yyyy format.	Current Date
Overridden Flag	This field identifies the overridden flag, which allows the batch process to automatically override any overrideable errors that occur during processing. Valid options include True (T) and False (F). Defaults to False.	T

Field	Description	Value
Schedule Date	This field identifies the schedule date. If SCHEDULED is selected for the docStatus parameter, then this is the date that the CR is scheduled to be processed through off-line document processing. If HELD is selected for the docStatus parameter, then this value is ignored. Defaults to the current date. Must be a valid date in mm/dd/yy or mm/dd/yyyy format.	Current Date
user ID	This field identifies the identification code associated with all database updates. Where necessary, the security permissions of the ID are checked and validated against the requirements for completing the updates. In addition, all log entries made are associated with the given value. Must be a valid entry on the Principal table.	runbatchwogen

### 4.16.1.2.5.2 Approval of Write-Off CR via Workflow

Non-IPAC Write-Off CR forms require Workflow Approvals prior to processing. The Approval routing of Write-Off CR forms is based on the Write-Off amount and GSA Policy Write-Off thresholds for Federal and Non-Federal receivables.

Non-IPAC receivables between the amounts of \$0.01 and \$999,999,999.00 are eligible for Write-Off after 30 days of delinquency.

Federal Federal Max Non-Federal Non-Federal **Approvals** Min (\$) **(\$)** Min (\$) Max (\$) 50.01 1,000 50.01 1,000 User 1,000.01 5,000 1,000.01 10,000 Manager 5,000.01 10,000 10,000.01 50,000 **Branch Chief** 20,000 99,999.99 10,000.01 50,000.01 **Division Director** 20,000.01 N/A 100,000 N/A **Director Financial Policy** and Operations

**Table 7: Federal and Non-Federal Write-Off Approvers** 

### 4.16.2 Allowance for Loss (AFL)

An allowance for estimated losses is recorded for uncollectible amounts when it is not likely that the receivable will be fully collected. Receivables are presented on the Balance Sheet at their net realizable value.

\* Net Realizable Value = Total Accounts Receivable - Allowance for Loss

An allowance for loss is established based on the history of collections and responses or non-responses from debtor customers. A different calculation for allowances is applied based on the age and type of receivable for the following receivable categories: Federal, Non-Federal, Disputed, and Charged Back.

Allowance can be manually calculated using the following reports:

- Aged Unbilled Receivables (BC1040).
- Aged Billed Receivables (BC1265).
- Outstanding Chargebacks (BC1048).
- Delinquencies and Disputes Queries.
- IPAC Customer Generated Exceptions Report (BC1300).

**NOTE:** Instructions for using the above reports will be included in the Reporting Addendum.

The Standard Voucher (SV) document is used to create allowance entries in Pegasys. The SV updates any affected budget lines, plans, and projects based on the accounting event derived from the vouchers entered transaction type.

Please refer to the existing Pegasys User Guide for additional information on Standard Vouchers (SV). For information on AR Accruals, please refer to **BAAR User Guide 1 of 10**, Section 2.6. For information on PBS Imputed Rent, please refer to **BAAR User Guide 2 of 10**, Section 4.5.5.

- Region 6 Quarterly
  - o > 365 days < 730 days 50%
  - o > 730 days 100%
- AAS/ITS
  - o > 365 days < 730 days 5%
  - o > 730 days 100%
- Supply
  - o > 180 days < = 365 days 15%
  - o > 365 days < = 730 days 35%
  - o > 730 days 100%
- Fleet
  - o > 180 days < = 365 days 15%
  - o > 365 days < = 730 days 35%
  - o > 730 days 100%
- Region 7 Monthly

- o Rent Disputed Federal
  - > 180 days < = 365 days 50%
  - > 365 days < = 731 days 85%
  - > 730 days 100%
- o Rent Non-Disputed Federal
  - > 180 days < = 365 days 15%
  - > 365 days < = 730 days 35%
  - > 730 days 100%
- Rent Chargeback
  - = <= 90 days 85%
  - > 90 days 100%
- o RWA Disputed
  - > 180 days < = 365 days 35%
  - > 365 days < = 730 days 50%
  - > 730 days 100%
- o RWA Non-Disputed
  - > 180 days < = 365 days 20%
  - > 365 days < = 730 days 65%
  - > 730 days 100%
- o RWA Chargeback
  - > 180 days < = 365 days 10%
  - > 365 days < = 730 days 25%
  - > 730 days 100%
- o Outlease
  - > 180 days < = 365 days 25%
  - > 365 days < = 730 days 50%
  - > 730 days 100%
- o Region 7 Manual Federal
  - > 180 days < = 365 days 10%
  - > 365 days < = 730 days 25%
  - > 730 days 100%
- o Region 7 Manual Non Federal
  - > 180 days < = 365 days 25%

- > 365 days < = 730 days 50%
- > 730 days 100%
- o Region 7 Claims
  - > 180 days < = 365 days 25%
  - > 365 days < = 730 days 50%
  - > 730 days 100%
- o FAS Information Technology Category
  - > 365 days < 730 days 5%
  - > 730 days 100%

#### 4.16.2.1 Allowance for Loss Batch Job

The Allowance for Loss Batch job to allows agencies to select receivables to be included in the calculation to determine the allowance for loss amount based on a variety of selection criteria (and associate an Allowance for Loss Percentage); not limited to the Fund dimension. This flexibility will allow Pegasys to tailor the document line selection criteria to the needs of each individual GSA Business Line. Each GSA Business Line will be able to control the level of the detailed selection in the receivable base, set the allowance for loss percentage at the desired level of detail, use the automated batch process to calculate and post the allowance for loss amounts at either the Fund level or the lowest accounting dimension level. An additional parameter setting will control if a vendor will be present on the SV line and posting will be grouped by Vendor, using a combination of Vendor/Vendor Address Code and Transfer TSYM for summarization. The batch process will introduce the ability to be run in Preliminary or Final Mode.

**NOTE:** Preliminary does not make any updates, only produces the batch execution report for analysis.

The batch job now requires an Allowance for Loss Selection Criteria Code. This code links the batch job to the appropriate Selection Criteria. The Allowance for Loss Selection Criteria is used to set up allowance for loss percentages and additional conditions that have to be met for a record to be eligible for batch selection.

### 4.16.2.2 Standard Voucher (SV) Available Document Types for AFL

For a list of Standard Voucher (SV) Available Document Types for AFL, please refer to **BAAR** User Guide 8 of 10, Section A.4.

#### 4.16.2.3 Manual Creation of a Standard Voucher (SV) Allowance for Loss

Standard Vouchers are currently used in Pegasys Accounts Payable transactions, and also will be used in Accounts Receivable Allowance for Loss transactions. Please see the Pegasys User Guide for more information on Standard Vouchers (SV) and Accounts Payable.

For more information about Standard Vouchers (SV), please refer to **BAAR** User Guide 2 of 10, Section 4.5.5 for information on Imputed Rent SVs; see Section 4.16.2 for Allowance for Loss as well as the Pegasys User Guide.

The steps to create a Standard Voucher (SV) form (Allowance for Loss) below assumes the user has reviewed the reports listed in **Section 4.16.2** and has determined the appropriate calculation based on receivable age and group.

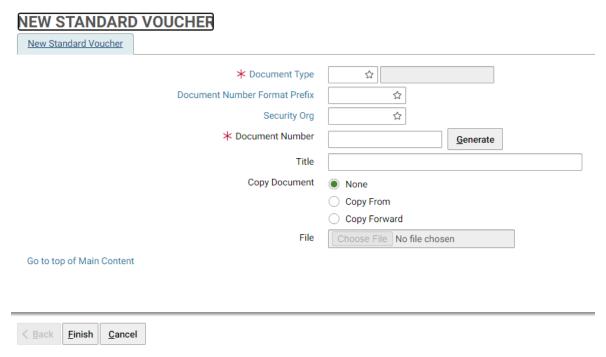
The users are required to populate the following types of fields to create a General System Standard Voucher (SV) form (Allowance for Loss) manually:

- **Pegasys System Required Fields** -These fields have the red asterisk and the system throws hard error when they are left blank.
- **GSA Business Process Required Fields** -These fields are optional in Pegasys but required to be populated per the business process of each Business line. Appendices list these fields for every business line.

### Steps to Create a General System Standard Voucher (SV) Form (Allowance for Loss):

Navigate to Transactions → General System → New → Standard Voucher.
 The New Standard Voucher page is displayed.

Figure 83: New Standard Voucher



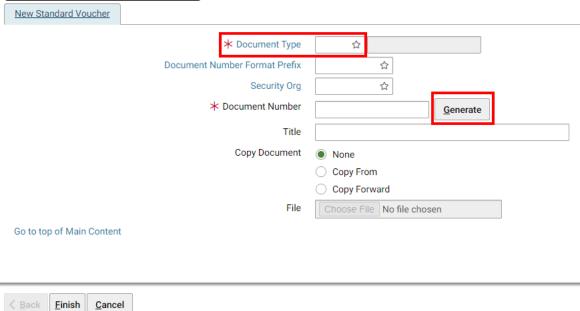
2. **REQUIRED** - Enter the **Document Type**.

**NOTE:** Only manual document types are used for online creation.

3. Select the **Generate** button to auto-generate a Document Number.

Figure 84: Document Type

### NEW STANDARD VOUCHER



A unique document number is generated in the Document Number field. Once the document number is generated, the **Generate** button will be disabled, prohibiting multiple selection attempts so that sequence numbers are not skipped.

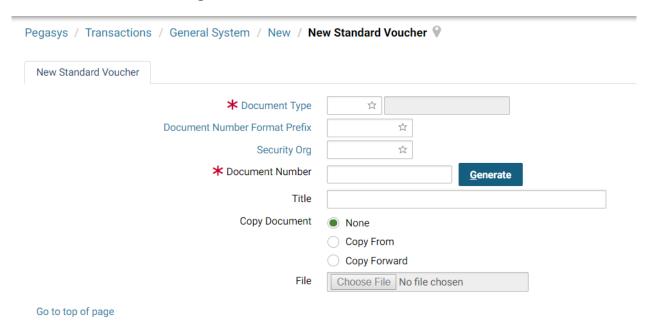
**NOTE:** The Document Number Formats are defined per document type and business line. For example: the Document Number format for 'RML' is the document type of Standard Voucher (SV) form followed by the year, month and day, combined with 4 incremented digits. (i.e., RMLYYYYMMDD####).

The Document Number format for 'FML' is the document type of Standard Voucher (SV) form followed by the year, month and day, combined with 4 incremented digits. (i.e., FMLYYYYMMDD####).

The complete list of Document Number formats is defined in the Configuration Spreadsheet.

4. Select the **Finish** Button.

Figure 85: Finish New Standard Voucher





The Header page is displayed.

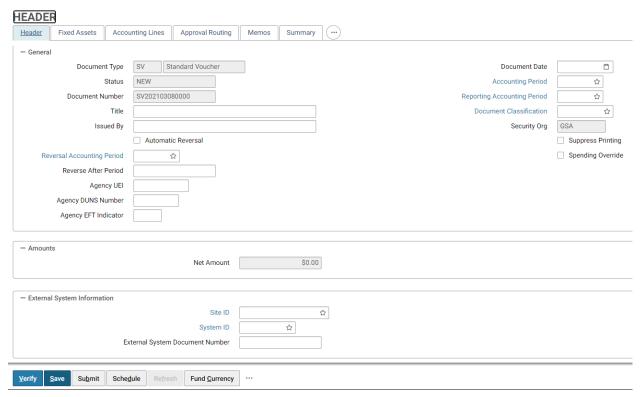


Figure 86: SV Header Page Display

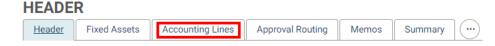
- 5. On the "Header" tab, populate the Pegasys System required fields and GSA Business Process required fields in the following sections. The Pegasys System required fields have the red asterisk. The GSA Business Process required fields are optional in Pegasys but required to be populated per the business process of each Business line. For details on these fields, refer to **BAAR User Guide 10 of 10, Section C.10.4.** 
  - a. General.

**NOTE:** The Accounting Period, Reporting Accounting Period will default to the current date when these fields are left blank and the form is verified or processed.

**NOTE:** The System ID will default from the document type.

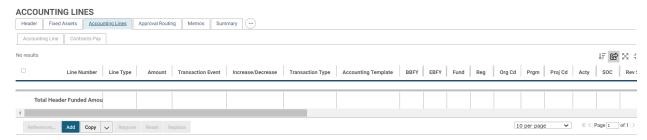
- b. Amounts.
- 6. Select the **Accounting Lines** tab.

Figure 87: SV Accounting Lines Tab



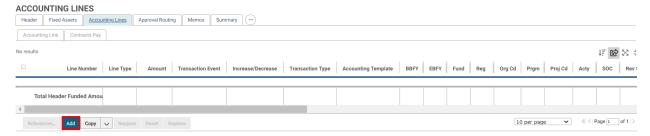
The Accounting Lines page is displayed.

Figure 88: SV Accounting Lines Page



7. Select the **Add** button.

Figure 89: Select the Add button



**NOTE:** To modify an accounting line, select the checkbox by the row and then select the 'Accounting Line' link to open the page. To delete an existing line, select the line by highlighting its tab and select the Remove button.

- 8. On the "Accounting Line" tab, populate the Pegasys System required fields and GSA Business Process required fields in the following sections. The Pegasys System required fields have the red asterisk. The GSA Business Process required fields are optional in Pegasys but required to be populated per the business process of each Business line. For details on these fields, refer to **BAAR User Guide 10 of 10, Section C.10.4.** 
  - a. General.
  - b. Vendor Information:

**NOTE:** The Vendor Code used on Allowance Entries represents the Agency level rather than an ALC or BOAC/AB level.

c. Line Amounts:

**NOTE:** The SV does not reference other documents. Referenced Statement Number is for descriptive purposes only.

- d. Accounting Dimensions:
- e. Select the Default button after entering the Accounting template to populate the accounting dimensions from the template.

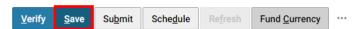
Example Accounting Template For Rent Bills:

11RNT-01-192X-P0125100-PG00-PGA33

**NOTE:** Please see the Configuration Guide for the complete list of Accounting Templates.

9. Select the Save button.

Figure 90: Save SV Form

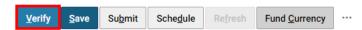


10. Select the **Verify** button.

**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

(<u>https://corporateapps.gsa.gov/applications/financial-apps/pegasys/</u>) provides more details.

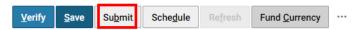
Figure 91: Select Verify



**NOTE:** The Accomplished Date will default upon verify or process.

11. Select the **Submit** button.

Figure 92: Select Submit



**NOTE:** If no errors are encountered upon selecting the Submit button a message appears stating that the form has successfully processed.

### 4.16.3 **Dunning**

Pegasys generates Dunning Notices to inform both Federal and Non-Federal customers (vendor or designated agent level) of delinquent bill or debt account amounts, including principal and IP&A charges, and Collections received by GSA. Dunning Notices are sent to customers to formally notify them of delinquency and to request for payment for delinquent amount cited on the notice. Dunning Notices are generated in Pegasys and transmitted to VCSS for the customer to view. GSA additionally sends printed hard copy Dunning Notices to delinquent customers through the mail.

The dunning of customers is based on Document Type or at the individual bill level. The GSA Accounts Receivable and Debt Collection Manual and GSA business process requirements provide guidance on the eligibility, timing, and frequency for the generation of dunning notices for federal and non-federal customers.

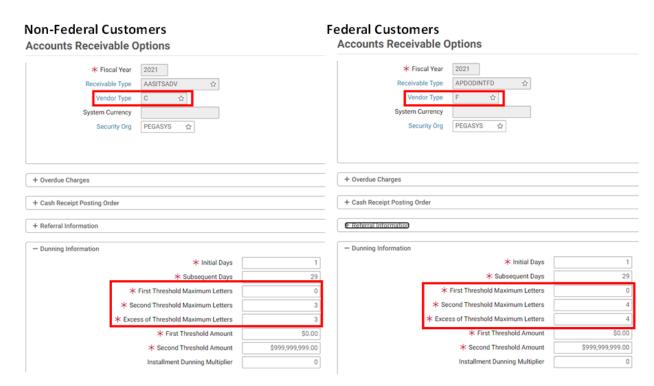
Dunning selection criteria is configured on the AR Options Maintenance table. The setup determines time between dunning letters and maximum number of letters generated for selected bills or debt accounts. Customers with multiple receivables outstanding will have one Dunning Notice generated per statement or debt account.

G-Invoicing/IPAC Document Types, Revenue Credit Card, and DoD Interfund billings are not set up to dun in Pegasys. For Non-IPAC billings, the Dunning Print Flag on the BD and DA Accounting Line determines whether Dunning Notices will generate.

Pegasys determines when to generate Dunning Notices by adding the Initial Dunning Days value specified on the Accounts Receivable Options Maintenance table to the Collections Due Date on the BD:

- If the resulting date is less than the Print Date parameter, a dunning notice is generated.
- Once the first dunning notice has been generated, another calculation is performed to determine if a subsequent notice should be printed.

Figure 93: Accounts Receivable Options Maintenance Table Settings for Statement Dunning



**NOTE:** The Accounts receivable options maintenance table settings for statement dunning is composed of a non-federal customers section and a federal customers section. Both sections are composed of the following required fields: initial days, subsequent days, first threshold maximum letters, second threshold maximum letters, excess of threshold maximum letters, first threshold amount, and second threshold amount. There is also an installment dunning multiplier. For both non-federal customers and federal customers, the initial days has a value of 1 and the first threshold maximum letters has a value of 0. For non-federal customers the second threshold

maximum letters and excess threshold maximum letters fields have a value of 3. For federal customers the second threshold maximum letters and excess threshold maximum letters fields have a value of 4.

If the Debt Appeal/Forbearance flag is True on the DA Accounting Line, the DA line will not be dunned. The Debt Appeal/Forbearance flag is manually checked by the Claims Billing Unit when a customer has formally submitted a dispute against their Debt Account.

If an Amortization Schedule has been established with the customer, the user updates the DA and sets the Dunning Print flag to false (unchecked) causing the DA Line to be excluded from dunning.

### 4.16.3.1 Automated Dunning Notice Generation Process - Billing Document.

Pegasys will use the automated dunning notice batch job (ARDUNNING) which runs on a weekly basis (on Thursday at 3 AM for all business lines) to generate Dunning Notices at the Statement level for customers. The ARDUNNING process selects statements that are eligible for dunning based on the information defined on the Accounts Receivable Options Maintenance Table. Once eligible Statements are selected, the ARDUNNING batch process will create the Notice of Payment Due reports based on the Accounting Line information on the statement. The Notice of Payment Due reports will only contain details for the Accounting Lines which are eligible for Dunning (e.g., Not in Dispute, unliquidated and X days past their collection due dates or since the last dunning date). AROVERDUE corrects BDs to apply IP&A calculations on each Accounting Line by creating Charge Lines. IP&A calculations for each batch instance apply to the Document Types that are set up in the Complex Parameters. ARDUNNING will auto trigger the Dunning/Due Process reports. The Dunning report will be attached to the statement.

### 4.16.3.2 Automated Dunning Notice Generation Process - Debt Account

Pegasys will use the automated dunning notice batch job (ARDUNNING) which runs on a daily basis to generate Dunning Notices for customer Debt Accounts. The ARDUNNING process selects Debt Accounts that are eligible for dunning based on the information defined on the Accounts Receivable Options Maintenance Table. Once eligible Debt Accounts are selected, the ARDUNNING batch process will create the Notice of Payment Due reports based on the Accounting Line information on the debt account. The Notice of Payment Due reports will only contain details for the Accounting Lines which are eligible for Dunning (e.g., Not in Dispute, unliquidated and X days past their First Demand Letter Generated Dates or since the last dunning date). AROVERDUE corrects DAs to apply IP&A calculations on each Accounting Line by creating Charge Lines. IP&A calculations for each batch instance apply to the Document Types that are set up in the Complex Parameters. ARDUNNING will auto trigger the Dunning/Due Process reports. The Dunning report will be attached to the debt account in Pegasys.

#### 4.16.4 **Overdue Charges**

Overdue charges are assessed against non-Federal customers when any portion of a billing statement or debt account remains outstanding after the Collection Due Date. Overdue charges,

or late fees, are calculated/assessed against the outstanding Billing Document (BD) amount or Debt Account (DA) amount as overdue charge lines. The charges are assessed on the following GSA business lines:

- FAS Fleet Leasing, Fleet Rental, Global Supply, Fleet Purchasing.
- PBS RWA/HOTD.
- Region 6 Claims.
- Region 7 Claims.

**NOTE:** Rent is only for Federal customers and since only Non-Federal customers are assessed overdue charges, Rent does not assess overdue charges.

- GSA calculates and assesses the following three types of overdue charges:
- Interest Charges.
- Penalty Charges.
- Administrative Charges.

Overdue charges are manually set up by the user on the General System Options Maintenance table and Overdue Charges Maintenance tables. The General System Options Maintenance table specifies billing periods for Non-Federal bills that dictate assessment of Interest, Penalty, and Administrative (IP&A) Charges. Non-Federal bills are due in 30 days after the Bill Print date. For interest calculations, the Interest Uses Collection Due Date Flag determines the date used to calculate interest. The dates specified for the Interest Begin Date, Admin Begin Date, and Penalty Begin Date values specified on the Debt Account document.

**NOTE:** Both Region 6 and Region 7 will have the Interest Uses Collection Due Date flag set to False (this flag is a global setting on the General System Options Maintenance table).

★ Federal Billing Days

 ★ Non-Federal Billing Days

 ★ Non-Federal Billing Days

 ★ Group Bills

 ☑ Group Dunning

 First Internal Offset Posting Order

 Second Internal Offset Posting Order

 Outstanding Amount ✓

 Require Non-Federal Advance

Date Used for Calculating IPA Charges

 Bill Print Date

 ★ Federal Billing Days

 ☑ Group Bills

 ☑ Group Bills

 ☑ Group Dunning

 ☑ Collection Due Date ✓

 ☑ Require Non-Federal Advance

Figure 94: General System Options Maintenance Table

The following Overdue Charges maintenance tables are configured by the funds each type hits:

- Interest Type.
- Penalty Type.

• Administrative Charge Type.

Pegasys will use the automated Pegasys batch process to calculate and access overdue charges for Non-Federal customers only.

**Table 8: Overdue Charges** 

<b>Business Line</b>	Overdue Charges Maintenance Table	Non-Federal IP&A Types	Federal IP&A Types
Global Supply, Fleet Purchasing, AAS,ITS, Telecom, WANR, 6 Manual Business Lines, FAS Information Technology Category	Interest	INTF285	FEDINT
Global Supply, Fleet Purchasing, AAS,ITS, Telecom, WANR, 6 Manual Business Lines, FAS Information Technology Category	Penalty	PEN28F	FEDPENALTY
Global Supply, Fleet Purchasing, AAS, ITS, Telecom, WANR, 6 Manual Business Lines, FAS Information Technology Category	Administrative Charge	ADMIN285F	FEDADMIN
Rent,RWA,HOTD,Outlease.R7 Manual Business Lines	Interest	INT192X	FEDINT
Rent,RWA,HOTD,Outlease.R7 Manual Business Lines	Penalty	PEN455F	FEDPENALTY
Rent,RWA,HOTD,Outlease.R7 Manual Business Lines	Administrative Charge	ADMIN192X	FEDADMIN
Fleet Leasing, Fleet Rental	Interest	INT455F	FEDINT
Fleet Leasing, Fleet Rental	Penalty	PEN455F	FEDPENALTY
Fleet Leasing, Fleet Rental	Administrative Charge	ADMIN455F	FEDADMIN

Table 9: Overdue Charges - Region 6 and 7 Claims

<b>Business Line</b>	Overdue Charges Maintenance Table	Non-Federal IP&A Types
Region 6 Claims	Interest	INTR6CLM
Region 6 Claims	Penalty	PENR6CLM

<b>Business Line</b>	Overdue Charges Maintenance Table	Non-Federal IP&A Types
Region 6 Claims	Administrative Charge	ADMINR6CLM
Region 7 Claims	Interest	INTR7CLM
Region 7 Claims	Penalty	PENR7CLM
Region 7 Claims	Administrative Charge	ADMINR7CLM

#### 4.16.4.1 Billing Documents - Three Types of Overdue Charges

GSA calculates and assesses the three types of overdue charges (interest, penalty, and administrative) on a monthly interval only on the Billing Document's outstanding Principal Amount. Therefore, additional interest is not calculated on the prior month's interest.

Pegasys begins calculations on interest charges monthly from the Bill Print Date. If Collection is not received by the Due Date of the bill, interest will be applied at the fixed Treasury Current Value rate, APR.

**NOTE:** The Treasury Current Value Rate as initially assessed is fixed throughout the life of the overdue receivable (even though the Treasury Current Value Rate may be updated during that period).

Pegasys begins calculations on Penalty charges 30 days after the bill's Collection Due Date. If Collection is not received 30 days after the BD's Collection Due Date, penalty of 6% APR will be applied. Pegasys begins calculations on administrative charges the day of the Collection Due Date. If Collection is not received 30 days after the BD's Collection Due Date, flat administrative charge of \$10 will be applied at the statement level.

**NOTE:** The administrative fee of \$10 per month will not vary in amount regardless of the amount overdue.

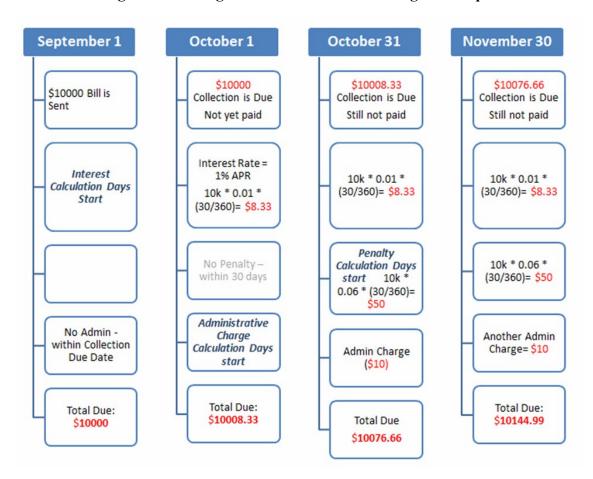


Figure 95: Billing Document - Overdue Charges Example

The Billing Document - Overdue Charges illustration is detailed below.

- September 1
  - o \$10,000 bill is sent
  - o Interest calculation days start
  - o No admin within collection due date
  - o Total Due: \$10,000
- October 1
  - o \$10,000 collection is due but not yet paid
  - o Interest rate = 1%APR
    - **10,000 \* 0.01 \* (30/360) = \$8.33**
  - o No penalty within 30 days
  - o Administrative charge calculation days start
  - o Total due: \$10,008.33

- October 31
  - o \$10,008.33 collection is due and is still not paid
  - o \$10,000 \* 0.01 \* (30/60) = \$8.33
  - o Penalty calculation days start
    - **\$10,000 \* 0.06 \* (30/360) = \$50**
  - o Admin charge is \$10
  - o Total due is \$10,076.66
- November 30
  - o \$10,076.66 collection is due and is still not paid
  - o \$10,000 \* 0.01 \* (30/360) = \$8.33
  - o \$10,000 \* 0.06 \* (30/360) = \$50
  - o Admin charge is \$10
  - o Total due: \$10,144.99

**NOTE:** When Pegasys receives dispute correspondence regarding an overdue bill, the overdue charges (interest, penalty, and administrative fees) are frozen until the dispute is resolved.

## 4.16.4.2 Debt Accounts - Three Types of Overdue Charges

GSA calculates and assesses the three types of overdue charges (interest, penalty, and administrative) on the Debt Account's outstanding Principal Amount. Therefore, additional IP&A overdue charges are not calculated on the prior month's IP&A. For all Debt Accounts, the Interest Begin Date, Admin Begin Date, and Penalty Begin Date are set to be equal to the First Demand Letter Generated Date.

Pegasys begins calculations on interest charges monthly from the Interest Begin Date. If Collection is not received within 30 days of the Interest Begin Date, interest will be applied at the fixed Treasury Current Value rate, APR.

**NOTE:** The Treasury Current Value Rate as initially assessed is fixed throughout the life of the overdue receivable (even though the Treasury Current Value Rate may be updated during that period).

Pegasys begins calculations on Penalty charges 60 days after the Debt Account's Penalty Begin Date. If Collection is not received within 60 days of the Penalty Begin Date, then penalty of 6% APR will be applied. A penalty charge of 6% APR will subsequently be applied every 30 days after the previous penalty charge application date.

Pegasys begins calculations on administrative charges 30 days after the Admin Begin Date. If Collection is not received within 30 days of the Admin Begin Date, then a flat administrative

charge of \$10 will be applied to the Debt Account. A flat administrative charge of \$10 will subsequently be applied every 30 days after the previous admin charge application date.

**NOTE:** The administrative fee of \$10 per month will not vary in amount regardless of the amount overdue.

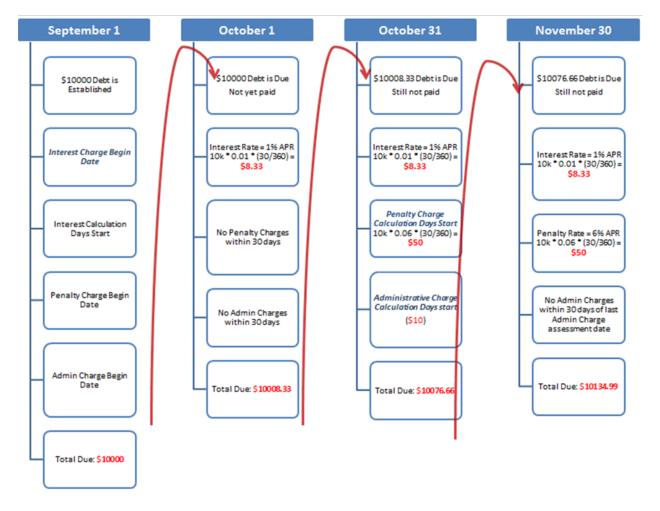


Figure 96: Debt Account - Overdue Charges Example

The Debt Account - Overdue Charges illustration is detailed below.

- September 1
  - o \$10,000 debt is established
  - o Interest charge begin date
  - o Interest calculation days start
  - o Penalty charge begin date
  - o Admin charge begin date
  - o Total due \$10,000

- October 1
  - o \$10,000 debt is due but not yet paid
  - o Interest rate = 1%APR
    - **\$10,000 \* 0.01 \* (30/360) = \$8.33**
  - o No penalty charges within 30 days
  - o No admin charges within 30 days
  - o Total due: \$10,008.33
- October 31
  - o \$10,008.33 debt is due and is still not paid
  - o Interest rate = 1%APR
    - **10,000 \* 0.01 \* (30/60) = \$8.33**
  - Penalty charge calculation days start
    - **10,000** \* 0.06 \* (30/360) = \$50
  - o Administrative charge calculation days start \$10
  - o Total due is \$10,076.66
- November 30
  - o \$10,076.66 debt is due and is still not paid
  - o Interest rate = 1%APR
    - **\$10,000 \* 0.01 \* (30/360) = \$8.33**
  - o Penalty rate = 6%APR
    - **\$10,000 \* 0.06 \* (30/360) = \$50**
  - o No admin charges within 30 days of last admin charge assessment date
  - o Total due: \$10,134.99

#### 4.16.4.3 Automated Assessment of Overdue Charges

Pegasys will use the automated Overdue Charges batch job (AROVERDUE) which runs on a monthly basis (6 or 7 days after the end of the month) to calculate and assess overdue charges on the Billing Document's or Debt Account's outstanding principal amount. This calculation, driven by the "Assess Current Period IP&A" flag on the BD or DA (set to True), uses the <u>Current</u> Outstanding Principal Balance for each period the BD or DA was delinquent.

**NOTE**: That a different batch instance of AROVERDUE exists per business line. AROVERDUE corrects BDs and DAs to apply IP&A calculations on each Accounting Line by creating Charge Lines. IP&A calculations for each batch instance apply to the Document Types that are set up in the Complex Parameters.

**NOTE:** The Outlease Business Line utilizes a different timeline for executing the AROVERDUE batch job. Outlease will run AROVERDUE prior to the current month's billing to ensure only the prior month's bills have Interest, Penalty, and Admin Charges assessed.

**NOTE:** Users may manually assess overdue charges for certain Federal customers with recurring delinquency issues.

#### 4.16.5 Referrals

After 90 days and a minimum of 3 dunning notices (or in the case of claims, the First Demand Letter and 2 subsequent dunning notices) Pegasys can refer debts to Treasury for collection. The process of submitting a debt to Treasury for referral can be split into two stages: Referral Submission and Treasury Collection.

When Pegasys refers a debt to the U.S. Treasury Financial Management System Center, Treasury will act as a collections agent and attempt to collect the debt on GSA's behalf. Treasury assesses a fee to the debtor for this service. The Referral service is facilitated by the Treasury Artiva system. If Treasury successfully collects on the debt, they notify Pegasys via a weekly collections file/report and IPAC the money back to GSA. If Treasury is unsuccessful, they return the debt to GSA as uncollectible. Users may write the debt off as uncollectible at this time if it has not been written off already.

Delinquent Debt

Transmit to Artiva

Treasury successfully collects

Treasury IPACs money back to Agency & records on the weekly Collections file

Agency records collections in their system against the debt

Figure 97: Referrals Life Cycle

The Referrals Life Cycle illustration is detailed below.

- 1. Delinquent debt
- 2. Transmit to Artiva
- 3. Treasury successfully collects
- 4. Treasury IPACs money back to Agency and records on the weekly Collection file
- 5. Agency records collection in their system against the debt

If Treasury is unsuccessful, they return the debt to GSA as uncollectible. Users may write the debt off as uncollectible at this time if it has not been written off already.

The Outlease, Region 6 Claims and Region 7 Claims business lines use the Pegasys Treasury referral functionality.

#### 4.16.5.1 Referrals: Submission Life Cycle

The Referral Submission Life Cycle flows through three stages. First, the system or a user identifies delinquent debt that meets pre-defined eligibility criteria. Next, a user reviews the identified debt and if appropriate, authorizes the submission of the debt to Treasury for referral. The system then creates an extract file using the ARTREOX batch to send the authorized debt information to Treasury for collection.



Figure 98: Referrals Submission Life Cycle

The Referrals Submission Life Cycle illustration is detailed below.

- 1. Referral selection
- 2. Review and approve
- 3. Referral file

#### 4.16.5.2 Referrals: Selection

#### 4.16.5.2.1 Referrals: Selection - Automated (ARREFSEL)

The Referral Selection batch job selects all delinquent debt that meets Pegasys' pre-defined eligibility criteria for selection. There is a distinct instance of the batch job for each of the business lines using the Referral process (R6 Claim, R7 Claims and Outlease). The batch job only selects records that meet the appropriate criteria. These criteria include:

- Non-Federal Vendor type
- Referral Minimum Amount = \$0.00
- Minimum Number of Days Outstanding = 90 days
- Minimum Dunning Notice Count = 3, (2 for R6 Program Office Claims as the first Demand Letter is generated outside of Pegasys)

• Billing Document or Debt Account Entity is not in debt appeal/forbearance, bankruptcy or foreclosure.

The batch then creates a referral entry on the Referral entry query for each eligible Billing Document or Debt Account Entity and sets the Treasury Servicing status to 'Eligible' so a user can review the debt and determine if it should be referred to Treasury. If a user determines the debt should be referred, the user sets the treasury Servicing Status to 'Authorized' and then selects the Submit button. This process is covered in detail in **Section 4.16.5.2**.

#### 4.16.5.2.2 Referrals: Selection - Manual

Users can manually create a referral entry on the Referral Entry Query to refer an outstanding debt to Treasury that has not yet been selected by the Referral Selection batch job. The steps to create a Referral Entry manually are outlined below.

#### Steps to Create the Referral Entry via Referral Entry Query:

Navigate to Queries→Accounts→Receivable→Referral Entry.
 The Referral Entry Query page is displayed.

Gilter

Queries

Accounts Receivable

Q Aged Receivables Query

Billing Query

Billing Statement Query

Credit Application Worksheet

Detail Billing Record

Disputed Billings Query

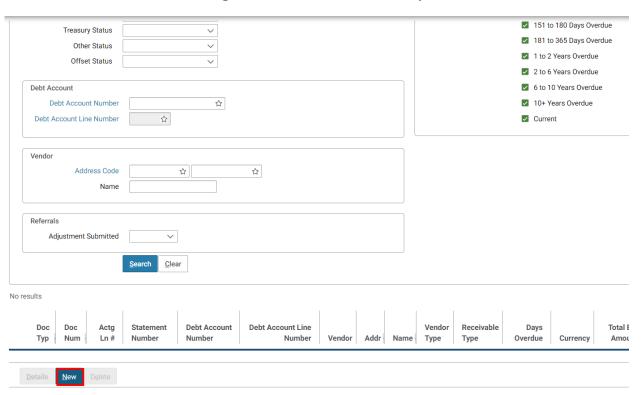
Treasury Report on Receivables

Referral Entry

Figure 99: Referral Entry Query Page Display

2. Select the **New** button.

Figure 100: New Referral Entry



3. To create a Referral Entry record for a Billing Document, enter the **Document Type** and **Document Number** of the Billing Document to be referred.

To create a Referral Entry record for a Debt Account Entity, set the **Referral Type** dropdown to Debt Account and enter the **Debt Account Number**.

Figure 101: Referral Entry Document Search

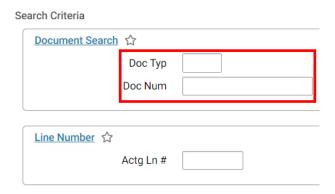
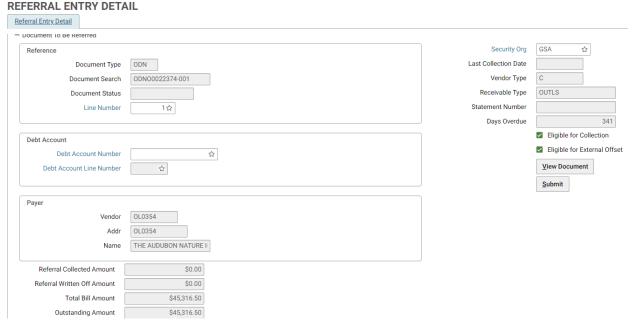


Figure 102: Referral Type



4. Select **Continue** and the Referral Entry page displays. The Reference section of the Document Search and Document Status fields are populated if creating a Referral Entry for a Billing Document (**NOTE:** Line Number will not auto-populate), and the Debt Account section Debt Account Number field is populated if creating a Referral Entry for a Debt Account Entity (**NOTE:** Line Number will not auto-populate).

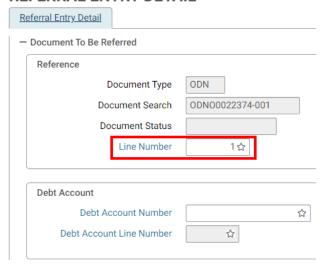
Figure 103: Referral Entry Detail



5. Enter the Billing Document Line Number or the Debt Account Line Number as applicable.

Figure 104: Billing Document Line Number

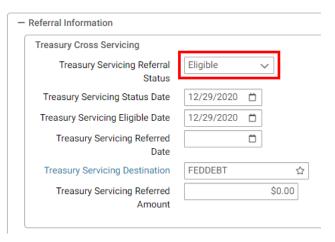
#### REFERRAL ENTRY DETAIL



- 6. Select the checkbox (set to checked or True).
- 7. In the Treasury Cross Servicing box, Set the Treasury Referral Status to 'Eligible'.

**NOTE**: The status may be set to 'Eligible', 'Not Authorized' or 'Rejected' and the referral entry will not be submitted to Treasury. Setting the status to 'Authorized' will trigger transmission to Treasury.

Figure 105: Billing Referral Information



8. Select the Save button.

Figure 106: Select Save



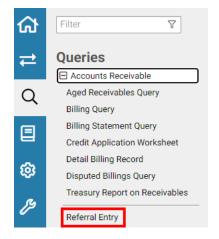
## 4.16.5.3 Referrals: Review and Approval

All referral entries must be authorized manually prior to submission to Treasury. Referral entries, whether created by the Referral Selection batch job (ARREFSEL) or manually via the Referral Entry Query, are initially set with a Treasury Cross Servicing status of 'Eligible'. This indicates that the debt has met Pegasys' pre-defined eligibility criteria and is waiting for authorization/approval to be sent to Treasury.

#### **Steps to Review and Authorize a Referral Entry:**

Navigate to Queries → Accounts Receivable → Referral Entry.
 The Referral Entry Query page is displayed.

Figure 107: Referral Entry Query Page



2. Enter the **Document Type** and **Document Number** of the Billing Document or the **Debt Account Number** if searching for a specific Referral Entry to review.

If looking for items selected by the Referral Selection batch, set the Treasury Status field to 'Eligible', enter the appropriate Receivable Type (OUTL, R6CLAIMS, R7CLAIMS) and select the Age Categories desired for review.

**NOTE:** The query parameters only permit the return of 5000 results, so Age Category and Vendor Type may need to be adjusted to reduce the query results.

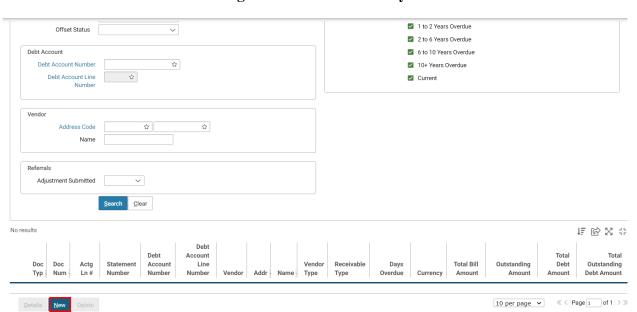


Figure 108: Referral Entry

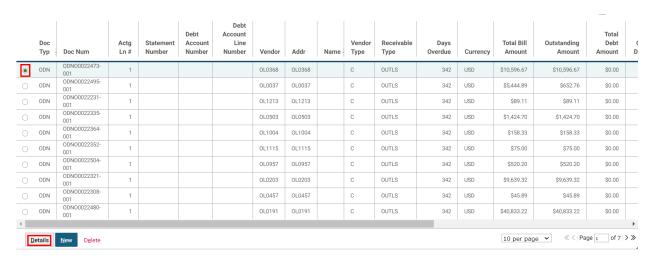
3. Select the **Search** button.

Figure 109: Referral Entry Search Button



4. Select the radio button of the desired Referral Entry and select the **Details** button.

Figure 110: Referral Entry Details Button



5. Review the Referral Entry. If the debt is ready to be referred to Treasury, set the **Treasury Servicing Referral Status** to 'Authorized' and enter the **Treasury Servicing Referred Amount** (Amount to be referred to Treasury).

If the debt should not be referred to Treasury, set the **Treasury Servicing Referral Status** to 'Not Authorized'.

REFERRAL ENTRY DETAIL Referral Entry Detail GSA Reference Security Org ☆ Document Type Last Collection Date Document Search ODNO0022231-001 Vendor Type С Document Status Receivable Type OUTLS Line Number Statement Number 1☆ Days Overdue Eligible for Collection Debt Account ✓ Eligible for External Offset View Document Debt Account Line Number <u>S</u>ubmit Payer Vendor OL1213 Addr OL1213 SUSAN M TUCKER Name \$0.00 Referral Collected Amount Referral Written Off Amount \$0.00 Total Bill Amount \$89.11 Outstanding Amount \$89,11 Adjusted Outstanding Amount \$89.11 Total Debt Amount \$0.00 Total Outstanding Debt Amount \$0.00 - Referral Information Referrals Adjustments Treasury Servicing Referral Authorized Adjustment Submitted S<u>a</u>ve

**Figure 111: Billing Referral Information** 

**ALTERNATE PROCESS FLOW**: If the referral entry record is for a Debt Account, the following should be verified prior to authorizing the referral entry record on the query:

- a. If the Vendor Code documented on the referral entry record is NOT a miscellaneous vendor:
  - i. In a new window, navigate to Reference  $\rightarrow$  Vendor  $\rightarrow$  Vendor Codes.
  - ii. Enter the Vendor Code from the referral entry record and select Search.
  - iii. Select one of the records in the item collection and select Open.
  - iv. Confirm TIN Type and TIN fields are populated.
  - v. If not, populate with the appropriate TIN Type and TIN values for the vendor. (**NOTE:** These fields are required for Treasury referral.)
  - vi. Select Save.
- b. Close the Vendor Maintenance window and return to the Referral Entry Query window.
  - i. From the Referral Entry Query, copy the Debt Account Number.
  - ii. In a new window, navigate to Queries → Accounts Receivable → Debt Account → Debt Account.

- iii. Enter the Debt Account Number copied from the Referral Entry Query and select Search. Select the Debt Account record from the item collection and select Details.
- iv. Select the History.
- v. On the Debt Account History window, select the Debt Account document record in the item collection and select View Document.
- vi. Select the Debtor tab.
- vii. Select the Vendor record from the item collection.
- viii. If the Vendor Code documented on the Debtor tab is a miscellaneous vendor:
  - ix. Select More.
  - x. Confirm the TIN Type and TIN fields are populated.
- xi. If not, amend the Debt Account document via Form/Document Selection and populate with the appropriate TIN Type and TIN values for the vendor. (**NOTE:** These fields are required for Treasury referral.)
- c. Select the Accounting Lines tab.
- d. Select the Accounting Line from the item collection and select the Accounting Line hyperlink.
- e. In the DMS Debt Information section, verify the following:
  - i. TROR Category Should be set to "Commercial" or "Consumer". "Commercial" can be used for TIN Type of EIN, SSN, or ITIN. "Consumer" can be used for SSN or ITIN. Should match value in Consumer/Commercial Debt field.
  - ii. DMS Debt Classification Should be set to MD- Miscellaneous Debt.
  - iii. Do not use "None".
  - iv. DMS Debt Type Should be set to Administrative.
  - v. Consumer/Commercial Debt Should match value in TROR Category field.
- f. If any of the above fields are not set correctly, amend the Debt Account Document via Form/Document Selection and populate with the appropriate values.
- 6. Select Save.

Figure 112: Select Referral Entry Save Button

Save

7. Select the **Submit** button.

Debt Account

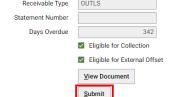
Debt Account Number

Debt Account Line Number

REFERRAL ENTRY DETAIL

Figure 113: Submit Referral Entry





GSA

☆



**NOTE:** The data in the **Billing Referral Information** box can be viewed on the associated Billing Document or Debt Account by selecting the Accounting Line and then selecting the **Referral** button.

Figure 114: Referral



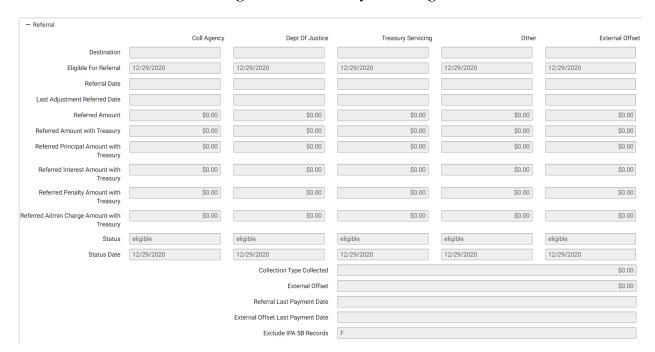


Figure 115: Treasury Servicing

#### 4.16.5.4 Referrals: Generation

The Referral Generation process consists of two phases, both executed by batch jobs in Pegasys. The first batch job is the Treasury Referral and External Offset (ARTREOEX) batch job. ARTREOEX extracts the data from the Referral Entry Query and builds the submission file to Treasury. The Second is the Treasury Referral and External Offset Error (ARTREOERR) batch. This batch processes any file errors returned from Treasury.

# **4.16.5.4.1 Referrals: Generation - Treasury Referral and External Offset Extract** (ARTREOEX)

The Treasury Referral and External Offset Extract batch job (ARTREOEX) selects all referral entries with a status of 'Authorized' or 'Processed', creates a unique Agency Debt ID for each entry, and builds a submission file of all the debt to be referred to Treasury (Artiva system).

The Agency Debt ID is a concatenation of Doc Type, Doc Number, Line Number, DA Number and DA Line Number. This means either the first three sections of the Agency Debt ID will be blank (when referring a Debt Account) or the last two sections will be blanked out (when referring a Billing Document).

The batch then updates the associated Referral Entries with the Referral Status ('Processed'), Status Date, and the Referred Date. The corresponding Billing Document or Debt Account is also updated to record this information.

# 4.16.5.4.2 Referrals: Generation - Treasury Referral and External Offset Error (ARTREOERR)

After Treasury receives the extract file created by the Treasury Referral and External Offset Extract batch job (ARTREOEX), Treasury validates the information from the file. Any data that appears to have errors or is missing pertinent information is returned to Pegasys via a return file.

The Treasury Referral and External Offset Error batch job (ARTREOERR) interprets the data in the return file and updates the related record on the Referral Entry Query **Treasury Servicing Referral Status** to 'Rejected'. It also adds Treasury's error(s) to the referral entry record so users can correct the problem (i.e., Vendor Zip Code is not in the State of the Vendor's address or debt has been referred previously).

Users can then review the rejected referral entry, make the appropriate corrections to the debt or referral entry, and change the status of the **Treasury Servicing Referral Status** back to 'Authorized' to be picked up in the next extract run.

#### 4.16.5.5 Referrals: Treasury Collection Life Cycle

After Treasury has received and validated the extract file from Pegasys, it will begin collection activities. Any payment received by Treasury on the agency's behalf will be turned over to GSA via Treasury's IPAC system. Money collected from Treasury will then be applied against the referred debts in Pegasys. Treasury also provides a report with collection information, which is processed through the External Collections (AREOCOLL) batch job. This report is used to reconcile Treasury's collections against the actual collections records received via IPAC.

#### 4.16.5.5.1 Referrals: Collection - IPAC Inbound (GSIPACIN)

Debt collected by Treasury is returned to GSA through the new IPAC process and will no longer utilize the IPAC Inbound (GSIPACIN) batch job. With the new IPAC process, the IPAC file from Treasury will be imported using the IPAC Import Processor batch job (GSIPACIMP). The import job will process the IPAC file from Treasury and import these debt collection records to the IPAC Import Query. Once the import is complete, the IPAC Crosswalk batch job (GSIPACXWIN) will skip and reject any Debt collected by Treasury for referrals based on the IPAC Crosswalk configuration in the system. This will prevent the IPAC process from generating Cash Receipts for referred debt.

The referral collection from Treasury will now be processed using the Referral External Collections (AREOCOLL) process. Please refer to **Section 4.16.5.5.2**.

#### **4.16.5.5.2 Referrals: External Collections (AREOCOLL)**

Treasury sends a weekly collections report regarding collections on the Debt Accounts and Billing Documents previously referred by GSA called the External Collections Report (also known as the Weekly Collections Integrated Agency Interface (IAI) file). The External

Collections batch job (AREOCOLL) uses the information from the file to generate individual Cash Receipts on a debt by debt basis.

The information from the report is identified by the Agency Debt ID originally generated by the Treasury Referral and External Offset Extract (ARTREOEX) batch job when the debt was referred. Pegasys uses the Agency Debt ID from the file to locate and copy forward reference transactions (Billing Documents/Debt Accounts) and to map data from the file to populate fields on the Cash Receipt. The AREOCOLL batch job streamlines the referral collections process by automatically creating Cash Receipts to capture collections from Treasury.

If the batch cannot parse the Agency Debt ID (i.e., it was entered manually in Artiva or was referred to Treasury before the referral functionality was live in Pegasys), the system will still create a CR for the transaction. The debt details are captured in the description field on the accounting line so a user can easily identify the debt associated debt and the document will be in a rejected or held status.

If the Cash Receipt did not process in the initial batch run, the user can make any necessary corrections to the held or rejected document and submit the form for processing. The collection will then be applied to the referenced debt.



**Figure 116: External Collections Description** 

**NOTE**: For the FD6 and FD7 cash receipts used exclusively for referral collections from Treasury, the TROR Collection Type is defaulted to Treasury to prevent these collections from being transmitted back to Treasury as new payments.

The batch also writes the collection records to the Pegasys External Collections Reconciliation Query. The External Collections Reconciliation Query provides collection information for Billing Documents and Debt Accounts that have been previously referred to Treasury.

Various simple and complex parameters have been configured to create individual cash receipts for each item in the external collection report. Two new cash receipt document types (FD6/FD7) have been configured for the Treasury collections process. This new process allows the system to do the work of creating individual collection documents for each debt, rather than trying to manually split IPAC transactions to be applied to the corresponding BD/DA.

Required Value Name False 47000016 applicationMethod False hatchNumber False True cashReceiptInternalReferralUpdates Т createCashReceipt True defaultCashReceiptDocType False documentAction False SCHEDULE documentDate False xternalSystemID fedebt False holdRejectedForm False numberOfExternalLines False overriddenFlag False Т overrideJustification False Т postExtCollReconQuery True scheduleDate False unreferencedOutputFile False userld False nunhatchareocoll

Figure 117: External Collections batch job (AREOCOLL) parameters

**NOTE**: **Figure 117** only displays KC Finance center's AREOCOLL job parameters. Fort Worth Finance center also has its own batch job version with the appropriate ALC and document type FD7 configured.

As records are received from the External Collection file on the External Collections Reconciliation Query, the records are updated to record the Pegasys IPAC Cash Receipt document numbers, showing a match between the collection information provided by Treasury in the file and the collection transactions received via the IPAC Treasury system in Pegasys.

The associated IPAC collection is returned in the **External Collections Reconciliation Documents Summary** item collection **if**:

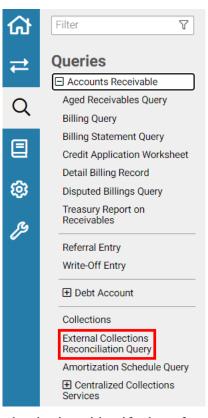
• A CR (IR6/IR7/FD6/FD7) has been processed with the same IPAC Reference Number.

**NOTE:** Unapplied Collections, CRs processed with TT = 02 and matching IPAC Reference Number, will also be displayed on this screen even though there is no direct link (reference) between the CR and DA

#### **Steps to Use the External Collections Reconciliation Query:**

1. Navigate to Queries → Accounts Receivable → External Collections Reconciliation Query.

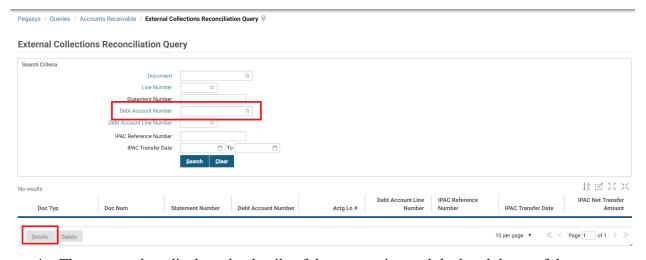
The External Collections Reconciliation Query page is displayed.



**Figure 118: External Collections** 

- 2. Enter the appropriate search criteria to identify the referred debt or transaction (i.e., **Document** (Doc Type, Document Number), **Debt Account Number**, **IPAC Reference Number** or **IPAC Transfer Date**) and select **Search**.
- 3. Select the item to review and select **Details.**

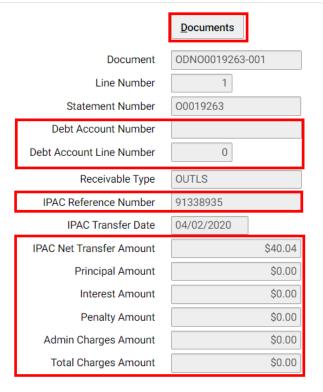
Figure 119: External Collections Reconciliation Query



4. The system then displays the details of the transaction and the breakdown of the payment.

Figure 120: External Collections Reconciliation Detail

## External Collections Reconciliation Detail



- 5. Select **Documents** to view the associated Cash Receipts.
- 6. Select the desired Cash Receipt and select View to see the details or Correct to change or add referenced documents.

Figure 121: External Collections Reconciliation Documents Summary



#### 4.16.5.6 Referrals: Direct Payment from Debtor after Referral

If a Debtor pays a debt directly to GSA after it has been referred to Treasury, there is a general procedure for processing the collection in Pegasys, with slight variations depending on the kind of debt (Debt Account versus Billing Document). Treasury will then deduct its fee(s) via an IPAC pull, and this pull payment will be recorded in Pegasys. The steps for the procedure are described in detail in the following section.

### 4.16.5.6.1 Referrals: Post Direct Payment from Debtor after Referral

When GSA receives a payment directly from a debtor after the debt has been referred to Treasury, the payment should be applied to the debt as a collection. This process may occur automatically for Pay.gov payments, or, may require manual processing for Lockbox check or other manual collection types. After Treasury's fee has been pulled from GSA, the fee amount must be recorded in Pegasys. The steps for this process include the following:

- 1. The collection is processed on a Cash Receipt (CR) as an applied collection, and references the associated debt.
  - a. Apply balance via normal CR posting order using Charge Lines and Principal line: Interest → Penalty → Admin → Principal
  - b. Interest Charge Line
    - i. For Debt Account debt collection, Transaction Type = INC
    - ii. For Billing Document debt collection, Transaction Type = IN
  - c. Penalty Charge Line
    - i. For Debt Account debt collection, Transaction Type = PNC
    - ii. For Billing Document Debt collection, Transaction Type = PN
  - d. Administrative Charge Line
    - i. For Debt Account debt collection, Transaction Type = ADC
    - ii. For Billing Document debt collection, Transaction Type = AD
  - e. Accounting Line (principal)
    - i. For Debt Account debt collection, Transaction Type = C01
    - ii. For Billing Document debt collection, Transaction Type = 01
  - f. Referenced Debt.
    - i. For Debt Account debt collection, populate the Debt Account Number and Debt Accounting Line Number in the Debt Account section.
    - ii. For Billing Document Debt, populate the Document Type, Document Number, and Accounting Line Number in the Document Reference section.
  - g. Referrals
    - i. Collection Reversal = False
    - ii. Internal Referral Updates Only = False
    - iii. Cash Receipt Type = Payment
- 2. During the next scheduled run, ARTREOEX runs and generates 5A collection adjustment record, sent to Treasury.

- a. For Debt Account debt, the Debt Account entity and the Referral Entry Query referral amounts are updated to reflect the collection.
- b. For Billing Document debt, the Billing Document and the Referral Entry Query referral amounts are updated to reflect the collection.
- 3. Treasury then sends a Pull Payment transaction that is created in Pegasys via the IPAC Inbound batch job (GSIPACIN) to deduct their fee.
  - a. The Treasury Pull Payment results in the creation of an Itemized Payment CB6 or CB7 (IP) for the Treasury fee amount. The CB6/CB7 rejects in Pegasys.
  - b. The Pegasys user corrects and submits the CB6/CB7 for processing.
    - i. Amount = amount from GSIPACIN file (Do not change amount.)
    - ii. Transaction Type = 04
    - iii. Sub-Object Class = (blank)
    - iv. Revenue Source = (blank)
    - v. Document Reference = (blank)
    - vi. Document Reference = (blank) (Can write Billing Document number in Description.)
    - vii. Debt Account Reference (blank) (Can write Debt Account number in Description.)
- 4. During the next scheduled run, AREOCOLL runs and populates the External Collections Query.
  - a. Use the IPAC Reference Number from CB6/CB7 transaction to search for and determine applicable Debt Account or Billing Document.
- 5. Create and process a manual Cash Receipt (CR) to update the collected amounts and outstanding amounts on the referred Debt Account or Billing Document.

## The CR document type is the same CR document type used in Step 1.

- a. Accounting Line 1.
- b. Line Type = Debit Voucher-Normal
- c. Transaction Type =
  - i. For Debt Account debt use C01
  - ii. For Billing Document debt use 01
- d. Document Reference = Document Type, Document Number, and Accounting Line Number of the CR in Step 1
- e. For Debt Account debt, Debt Reference = Debt Account Number and Debt Account Line Number
- f. Internal Referral Updates Only flag = True (checked)
- g. Amount = amount of Treasury's fee processed on CB6/CB7 in step 3

- h. Referrals
  - i. Collection Reversal = False
  - ii. Internal Referral Updates Only = True
  - iii. Cash Receipt Type
    - For Lockbox or check Cash Receipts, Cash Receipt Type = Bad Check
    - 2. For pay.gov Cash Receipts, Cash Receipt Type = Credit/Debit Card Chargeback
  - iv. Accounting Line 2
- i. Line Type = Normal
- j. Transaction Type = 02
- k. Document Reference = Document Type, Document Number, and Accounting Line Number of the CB6/CB7 in Step 3
- 1. For Debt Account debt, Debt Reference = (blank)
- m. Internal Referral Updates Only flag = False (unchecked)
- n. Amount = amount of Treasury's fee
- o. Referrals
- p. Collection Reversal = False
  - i. Internal Referral Updates Only = False
  - ii. Cash Receipt Type = (blank)
- 6. During the next scheduled run, ARTREOEX runs and does not generate a 5A or 5B record.
  - a. For Debt Account debt, the Debt Account entity and the Referral Entry Query referral amounts are updated to reflect the new amount at Treasury.
  - b. For Billing Document debt, the Billing Document and the Referral Entry Query referral amounts are updated to reflect the new amount at Treasury.

# 4.17 Adjustments

Adjustments are necessary in Pegasys to correct or update the General Ledger. Similar to Pegasys today, the Accounts Receivable subsystem will use the Standard Voucher (SV) document category to create adjustment transactions.

• The NEAR Write-Off Reversal SV is used in the event that a collection is received for a billing that was originally written-off in NEAR. This document provides the ability to recreate the NEAR receivable transaction, reverse the NEAR Write-Off, and book the collection without overstating revenue.

- The NEAR Collection Reversal SV is used in the event that a chargeback or returned check is received for a billing that was originally collected upon in NEAR. This document provides the ability to recreate the NEAR receivable and collection transactions and then process the chargeback or returned check without overstating revenue.
- The Unfilled Customer Order transaction will be created when it is necessary to record transactions in Pegasys to represent the unfilled customer order balances.

#### NCR/NWR:

GSA will utilize CGI Production Support in the event that a NEAR Write-Off Reversal or NEAR Collection Reversal is required to be processed.

For a list of Adjustment Standard Voucher (SV) Document Types, please refer to **BAAR User Guide 8 of 10, Section A.4**.

## 4.18 Treasury Report on Receivables (TROR)

The Treasury Report on Receivables or TROR report is a quarterly report mandated by Treasury. It is a compilation of all outstanding debts in the agency and the efforts to collect on outstanding debts. The TROR is a management report that is then compiled by Treasury of the gross book value of receivables owed to Federal agencies and the status of the Federal Government's debt portfolio. Additional information about the TROR and report due dates can be found at the Bureau of Fiscal Management's website: <a href="https://fiscal.treasury.gov/dms/resources/debt-management-governmentwide-reports.html">https://fiscal.treasury.gov/dms/resources/debt-management-governmentwide-reports.html</a>

The process for producing the TROR flows through five steps: capturing transaction, executing the batch job (ERTROR), reviewing results on the query, performing adjustments and generating the report.

Capture Transactions

Execute Batch Job (ERTROR)

Review Results on Query

Query

Perform Adjustments

Report

Figure 122: Pegasys TROR Process

The Pegasys TROR Process is detailed below in order:

1. Capture transactions

- 2. Execute batch job (ERTROR)
- 3. Review results on query
- 4. Perform adjustments
- 5. Generate report

## 4.18.1 TROR: Capturing Transactions

The first part is capturing transactions. The attributes used by the TROR are captured on transactions in Pegasys. The TROR tracks Receivables (Billing Documents; Debt Accounts; and Standard and Journal Vouchers with a 'Receivable' Accounting Event that is not a Budget Correction). It also tracks Collections (Cash Receipts and Vouchers with an Accounting Event of 'Cash Receipt' that is not a Budget Correction). Finally, it tracks Write-Offs, debts written off by the agency (Cash Receipts and Standard Vouchers).

During document processing, Pegasys identifies the kind of debt (Administrative, Direct Loan and Defaulted Guaranteed Loan), also known as the TROR Classification. All of GSA's transactions fall under Administrative, which defaults by the system during document processing.

Pegasys also captures data about the debtor (Foreign/Sovereign government, State/Local government, Commercial or Consumer), also known as the TROR Category. The TROR Category defaults based on the Vendor Reporting Attribute of the vendor recorded on the transaction:

- If the Reporting Attribute is 'Government', a TROR Category will NOT be defaulted to the line (i.e., will remain as blank).
- If the Reporting Attribute is 'Employee', a TROR Category of 'Consumer' will be defaulted to the line.
- If the Reporting Attribute is 'State Government', a TROR Category of 'State/Local Government' will be defaulted to the line.
- Else, a TROR Category of 'Commercial' will be defaulted to the line.
- If the TROR Category on a billing document line is NOT blank, the system will not attempt to default a value to the line.

Finally, Pegasys captures information about collections (Agency, Sales after Foreclosure, Private Collection Agency, DOJ/Litigation, Wage Garnishment, and Treasury), also known as the TROR Collection Type.

- If the cash receipt line references a billing document line or it references a cash receipt line that in turn references a billing document line, then the system will read the value of the following fields on the billing document line:
  - o Foreclosure Date
  - o Referred to Collection Agency Referral Date

- o Litigation Date
- o Wage Garnishment Date
- o Referred to Treasury Cross-Servicing Date
- o Referred to TOP Date
- If one or more of these date fields is populated, the system will choose the most recent date of the populated date fields and default the TROR Collection Type as follows, depending on which date is the most recent date:
  - o Foreclosure Date: TROR Collection Type defaulted to 'Sales After Foreclosure'
  - o Referred to Collection Agency Referral Date: TROR Collection Type defaulted to 'Private Collection Agency'
  - o Litigation Date: TROR Collection Type defaulted to 'DOJ/Litigation'
  - o Wage Garnishment Date: TROR Collection Type defaulted to 'Wage Garnishment'
  - o Referred to Treasury Cross-Servicing Date: TROR Collection Type defaulted to 'Treasury'
  - o Referred to TOP Date: TROR Collection Type defaulted to 'Treasury'
- If the conditions in the steps above are not met, the TROR Collection Type is defaulted to 'Agency'.

#### 4.18.2 TROR: Executing the Batch Job

The Treasury Report on Receivables batch job groups transactions by Bureau as defined by the Fund code on the transaction. If no Bureau is specified in the batch parameters, the batch will create a TROR record for each Agency/Bureau record configured in Pegasys.

The TROR Data Extract (ERTROR) batch job extracts the applicable records based on the simple input parameters and hard-coded selection criteria, including the specified Agency and Bureau. The batch job then filters through Pegasys documents, only selecting transactions where the Vendor Reporting Attribute of the associated vendor is not set to Government, and where the Accounting Event does not start with "BE".

The TROR Data Extract (ERTROR) batch job then builds the TROR entity by populating the selected data on the TROR Query based on the criteria rules set up within each cell of the TROR.

Please refer to the appendix for a full listing of TROR fields and how Pegasys calculates the values to populate the report - BAAR User Guide 10 of 10, Section F.1.

#### 4.18.3 TROR: Reviewing the Batch Results on the Query

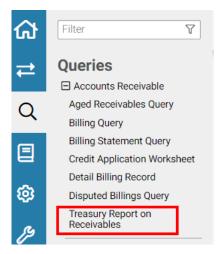
The Treasury Report on Receivables query allows GSA to preview the report and make necessary adjustments to the report as needed before creating the soft copy TROR pdf for upload to Treasury.

The TROR Query initially displays a single "header" record for each Reporting Period (FQ/FY), Agency/Bureau, TROR Classification, and Version No

#### Steps to Review a TROR record on the Treasury Report on Receivables Query.

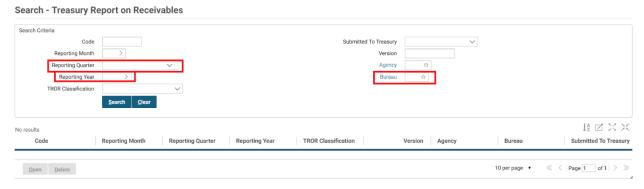
Navigate to Queries → External Reports → Treasury Report on Receivables.
 The Treasury Report on Receivables Query page is displayed.





2. Enter the **Reporting Quarter**, **Reporting Year** and **Bureau** of the TROR report you wish to review.

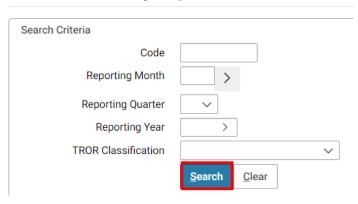
Figure 124: Treasury Report on Receivables



3. Select the **Search** Button.

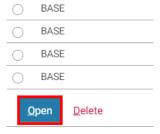
Figure 125: TROR Search Button

## **Search - Treasury Report on Receivables**



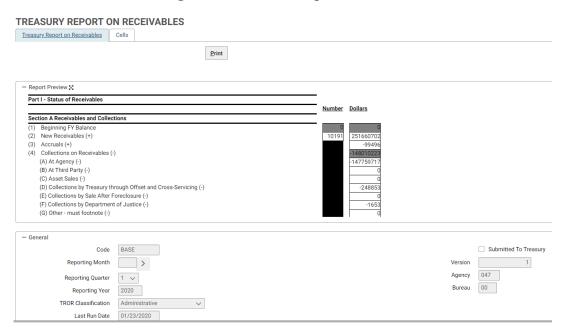
4. Select the radio button of the desired TROR record and select the Open button.

Figure 126: TROR Report Review



5. The preview of the report will display. Select the Report Preview button to view the report in full, instead of in the small window.

Figure 127: TROR Report Preview



#### 4.18.4 TROR: Making Adjustments

From within the TROR Record, a user with appropriate security permissions can adjust the values of that display in the report. There are several values that the batch job is unable to calculate and will need to be completed manually. Also, a user can add footnotes to the report from within the query.

#### Steps to Adjust a TROR Report.

1. From within the TROR Query Record, select the Cells tab.

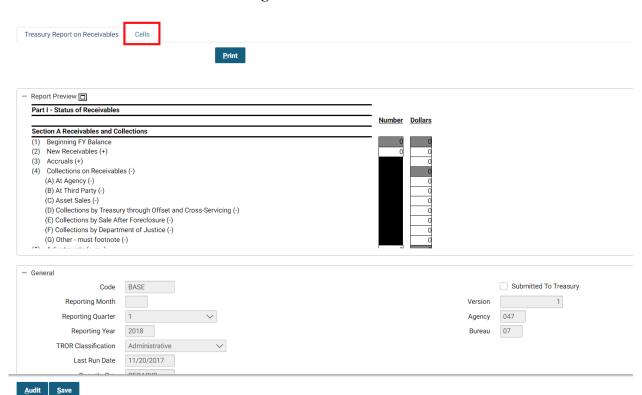
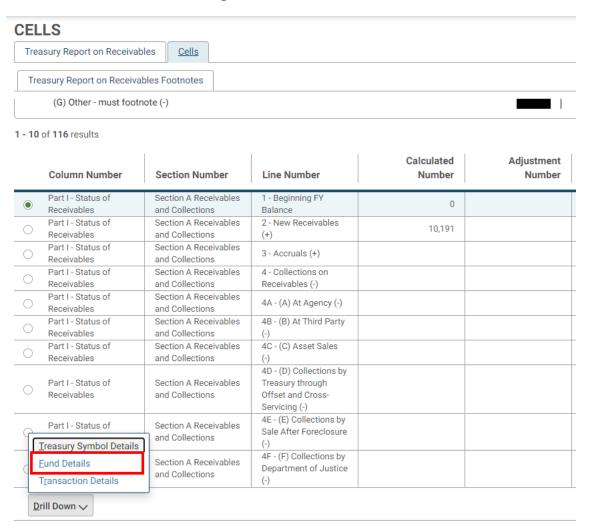


Figure 128: Cells Tab

- 2. Each row of the TROR displays with the calculated values. By selecting a row and then the button at the top of the Summary, a user can drill down through the various levels down to the actual documents that make up the calculated amounts. The first drill down is by Treasury Symbol. Select the row and then select the Treasury Symbol button.
- 3. Then select the desired Fund and Select Fund Details.

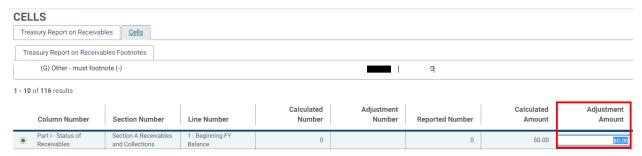
**NOTE:** If results (Funds) selections can be narrowed by using the Treasury Symbol Search functionality to narrow results.

Figure 129: Fund Details



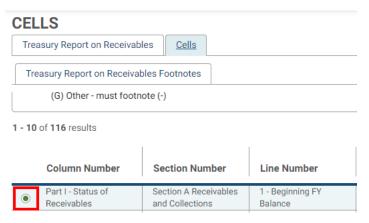
- 4. The user can then select a Fund and then select Transaction Details to view the individual transaction records that fall under the Fund.
- 5. Finally, the user can select the individual billing documents, cash receipts, debt accounts or vouchers to see the lowest level details of the dollar amount and count of the selected TROR item.
- 6. To make adjustments, return to the query (cells tab) and enter the amount by which the calculated value needs to be adjusted in the Adjustment Number or Adjustment Amount field as applicable. The field accepts both positive and negative numbers. The page will then sum the calculated and adjustment values into the Reported column.

Figure 130: Adjustment Amount



7. To add a footnote. Select the radio button at the beginning of the row.

Figure 131: Radio Button to Select a Row



- 8. Select the Use Footnotes field at the end of the row. The value 'False' will change to a checkbox.
- 9. Select the check box.

Figure 132: Use Footnotes



10. Select the **Footnotes** hyperlink at the top of the page.

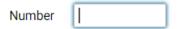
Figure 133: Treasury Report on Receivables



11. Select the **Add** button.

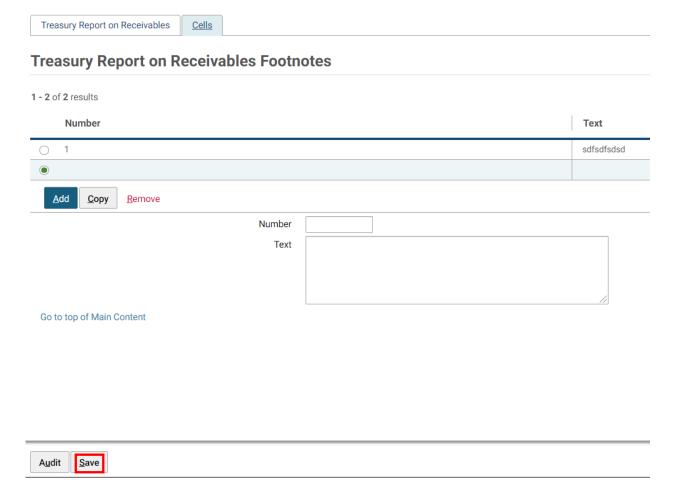
12. Enter the footnote Number and footnote Text.

**Figure 134: Enter Footnote Number** 



13. Select Save.

Figure 135: Save TROR



# 4.18.5 TROR: Generate the Final TROR Report (pdf)

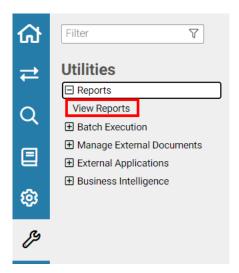
The final step of the TROR process is to generate the final report in pdf format for submission to the Bureau of Fiscal Services (BFS) via the internet utilizing the Debt Management Information System (DMIS). Pegasys takes all the information compiled in the query and creates a pdf version of the TROR.

**NOTE:** The submitting the TROR to Treasury electronically (through an interface) is not supported, so the data will need to be manually entered into DMIS, Treasury's Debt Management Information System.

# Steps to Create a the TROR Report in PDF Format

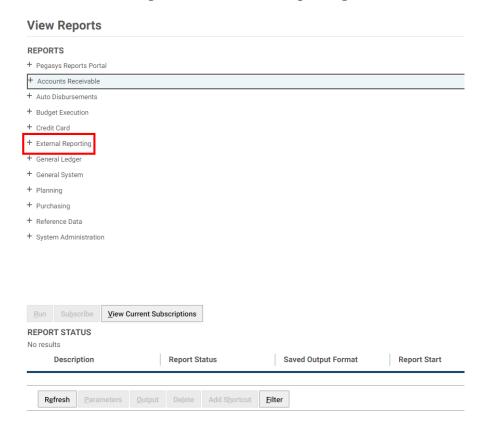
Navigate to Utilities → Reports → View Reports.
 The View Reports page is displayed.

Figure 136: Reports



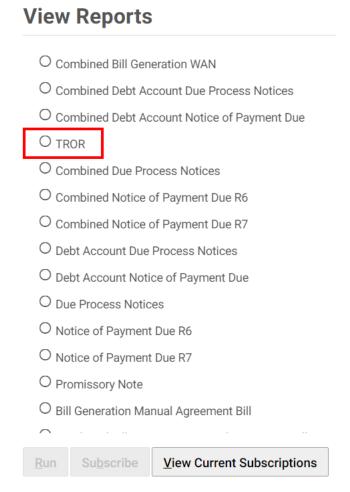
2. Select External Reporting.

Figure 137: External Reporting



3. Select Treasury Report on Receivables.

Figure 138: Select Receivables Reports



4. At this point, a user can select an existing report from the Report Status table at the bottom of the screen and view either the parameters or the report by selecting the desired row and Parameters or Output buttons respectively.

Figure 139: Parameters and Outputs

Description	Report Status	Saved Output Format	Report Start	Report End	Report Expiration
•	Complete	PDF	02/16/2018 14:57:44	02/16/2018 14:57:45	03/18/2018 14:57:44
0	Complete	PDF	02/16/2018 14:51:53	02/16/2018 14:51:54	03/18/2018 14:51:53
0	Complete	PDF	02/15/2018 09:33:13	02/15/2018 09:33:14	03/17/2018 09:33:13
0	Complete	PDF	01/29/2018 21:08:07	01/29/2018 21:08:08	02/28/2018 21:08:07
0	Complete	PDF	01/29/2018 20:11:36	01/29/2018 20:11:36	02/28/2018 20:11:36
	Complete	PDF	01/22/2018 13:33:58	01/22/2018 13:33:59	02/21/2018 13:33:58
	Complete	PDF	01/22/2018 13:00:29	01/22/2018 13:00:30	02/21/2018 13:00:29
)	Complete	PDF	05/31/2017 09:38:20	05/31/2017 09:38:21	06/30/2017 09:38:20
	Complete	PDF	05/31/2017 09:36:44	05/31/2017 09:36:45	06/30/2017 09:36:44
	Complete	PDF	05/31/2017 08:49:42	05/31/2017 08:49:43	06/30/2017 08:49:42

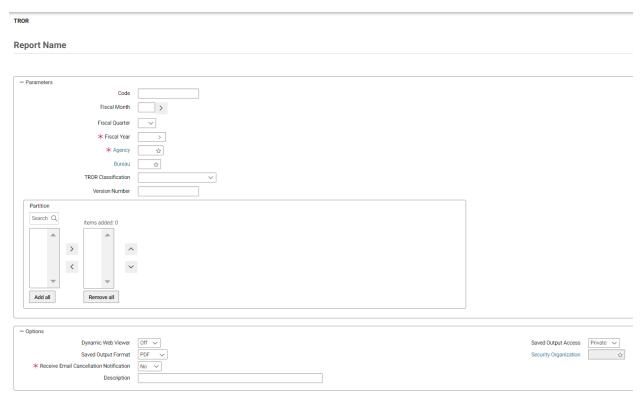
5. To create a new report, select Run.

Figure 140: Run Reports



6. Enter the desired parameters of the report to be generated, at a minimum the **Fiscal Quarter**, the **Fiscal Year** and the **Agency.** 

Figure 141: TROR Parameters



7. Then select **Run**. The system will generate the report.

# 4.19 Workflow Management and Form Approval

Workflow is the automation of a business process, in whole or part, during which documents, information, or tasks, are passed from one participant to another for action according to a procedural set of rules. In Pegasys, Workflow handles the correction, approval, and ad-hoc or manual routing of forms and documents. Workflow tasks are routed to a user's Inbox in Pegasys.

The Inbox will be displayed on the Homepage after logging in to Pegasys. It is also accessible by selecting the Inbox hyperlink in the Link Strip. The Inbox contains forms that require the user's approval or correction, and also forms or documents that have been manually routed to the user for his or her review. Tasks will remain in the Inbox until the assignment is completed or terminated. Users may filter through the Inbox task list using any of the Inbox column headers found in the Search Criteria group box.

#### 4.19.1 Query Inbox Workflow Tasks

The Pegasys Inbox provides query functionality similar to that found on typical Pegasys queries. This functionality allows for the querying Inbox items using a variety of criteria to identify specific workflow tasks or groups of workflow tasks. For example, the Task search parameter can be used to identify all workflow tasks assigned to the user by task type (i.e., Approve Form, Review Correspondence, and Review Billing Dispute Request).

In addition to querying workflow tasks, the Inbox provides the ability to manage those tasks actively. Tasks can be opened and viewed directly from the Inbox. Once opened, tasks generally require some type of user action to complete the task (depending on the type of task). Additionally, tasks can be acquired by the user directly from the Inbox. If originally routed to a group of users, the task will drop from the Inbox of the other users once it has been acquired by a single user. Similarly, tasks that have been acquired by a user can also be released, resulting in the task being re-displayed in the Inbox of the other users in the original routing group with a status of assigned.

The Completed Tasks tab of the Inbox serves as a repository of tasks completed by the user. Completed tasks can be searched using the same criteria as those from the Inbox (except for Status and Priority). The list of completed tasks includes the Task Type, Item, Description, and Assigned Date fields found in the Inbox. Additionally, the Completed Tasks tab includes the Outcome (e.g., Complete, Disapproved) as well as the Completion Date of the task.

The following steps describe how to query and open a workflow task from the Inbox.

## Steps to Open a Workflow Task from the Inbox:

1. Login to Pegasys and select the Inbox hyperlink from the top right hand corner of the screen.

The Pegasys Inbox is displayed.

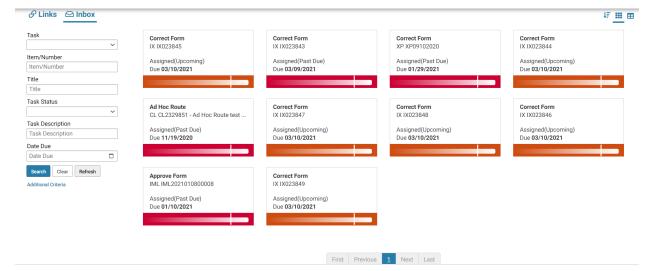


Figure 142: Pegasys Inbox

- 2. View the Inbox. Users may have Approve Form, Correct Form, or Ad-Hoc Routing Task records in their Inboxes.
- 3. If needed, enter search criteria to narrow the workflow tasks in the Inbox as appropriate.

**NOTE:** No fields of the Inbox search criteria are required, but it is advisable to include as much information as possible for optimum query performance.

**NOTE:** Document Title has been added to both Inbox Tiles as well as the List View.

#### 4. Select Search.

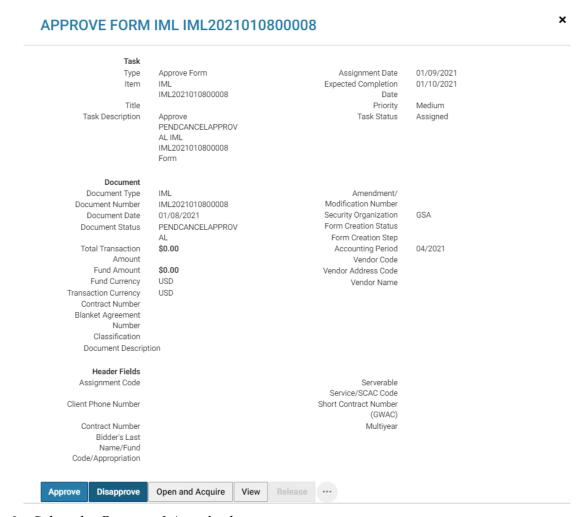
The Pegasys Inbox returns search results matching the search criteria in the item collection.

**Figure 143: Expected Completion Date** 



5. Select the workflow task record to be approved/disapproved from the item collection. A task summary is displayed.

Figure 144: Task Summary

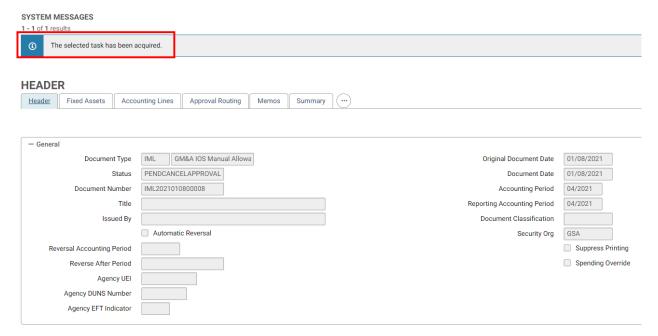


6. Select the **Open and Acquire** button.

**NOTE:** The form will be displayed in read-only mode for approvals and in an editable mode for corrections.

**NOTE:** Once opened, the workflow task status will be updated from Assigned to Acquired. If originally routed to a group of users, the task will drop from the Inbox of the other users once it has been acquired.

Figure 145: Selected Task Opened/Acquired



Approve Form and Correct Form tasks will be removed automatically from the Inbox after the user has either approved or resubmitted the corrected form.

For detailed information about the Bulk Load "Review Offline Processing" workflow task, please refer to **Section 4.19.1**.

#### 4.19.1.1 Documents Requiring Approval

Approvals are used to ensure transactions are processed via a specified level of authority. Approvals are required on following Accounts Receivables related transactions based on the specified document action.

#### 4.19.1.2 Mass Re-Assign Workflow Tasks

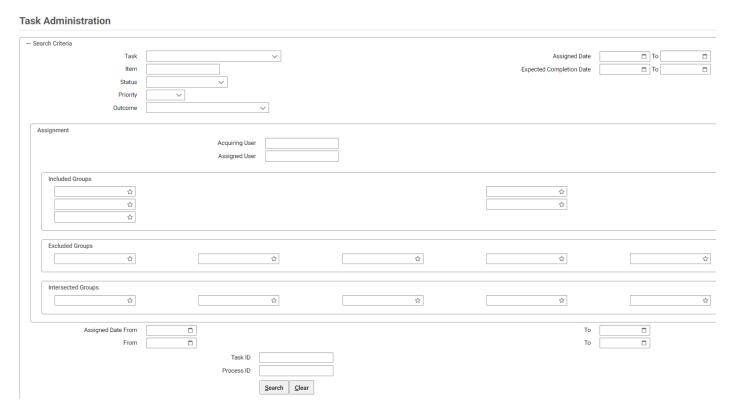
Multiple workflow tasks can be re-assigned at once to any active Pegasys user(s) and/or group(s) on the Task Administration query. On the query, a system administrator can search for and select multiple supported task types for the purpose of reassignment. Once selected, the administrator can choose one or many active users and/or active groups to which to reassign the tasks.

## Steps to Re-Assign Workflow Tasks:

1. Login to Pegasys and navigate to System Administration → Administration → Task Administration.

The Pegasys Task Administration page is displayed.

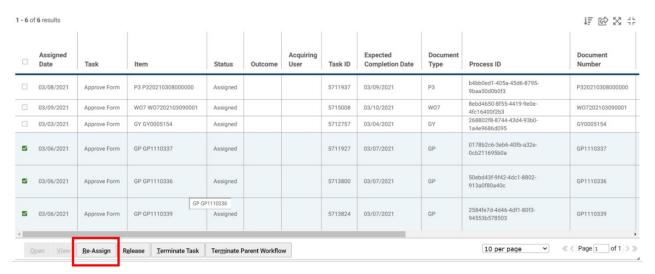
Figure 146: Pegasys Task Administration Page



2. Enter search criteria fields and select the **Search** button.

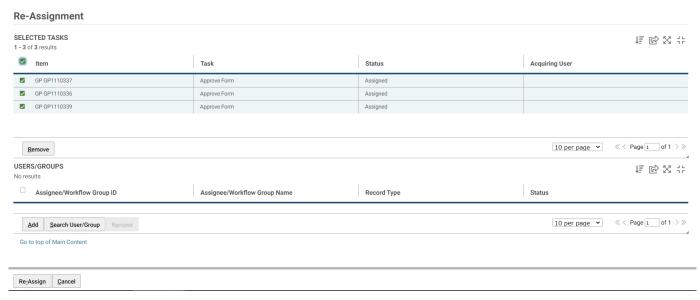
Task Administration search results are displayed.

Figure 147: Task Administration Search Results



3. Select the desired search results and select the Re-Assign button.

Figure 148: Task Administration Re-Assignment Page



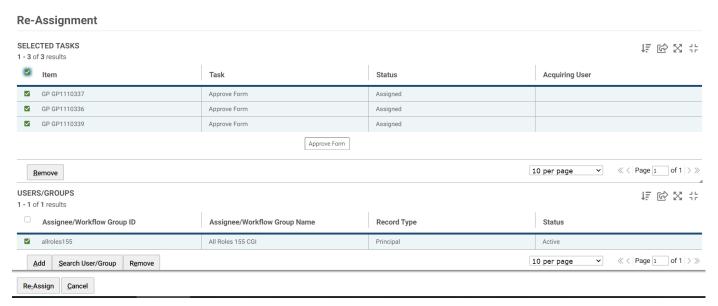
- 4. Select the tasks in the Selected Tasks section.
- 5. Use the **Remove** button to remove selected Tasks from the results.
- 6. Select the Search User/Group button.
- 7. Perform a search for the User or Group for which to reassign and select the **Select** button.

Figure 149: Task Administration User/Group Search Page



The Re-Assignment page is displayed.

Figure 150: Re-Assignment Page with Selected Tasks and Reassignment User



8. Select the Re-Assign button to reassign the tasks.

The Reassignment request submitted successfully message is displayed.

Figure 151: Task Administration Reassignment Successful Message



# 4.20 Inventory Management

Inventory Management processes are used to track and record inventory transactions within the Pegasys system. All of the information that is tracked in Pegasys is part of the Federal Acquisition Service (FAS) and the inventory that it tracks for its clients. Inventory counts are maintained within the FAS systems however, Pegasys is the system of record that maintains the Inventory General Ledger (GL). As Pegasys is the GL system of record, any time that inventory is acquired, sold, adjusted or transferred between warehouses or between warehouses and stores it must be recorded in the Pegasys GL.

#### 4.20.1 Inventory Management: Automated Batch Processes

As part of the inventory management processes, there are two methods of recording the inventory transactions within Pegasys. These automated processes allow for the import of records from each of the FAS inventory feeder systems.

The first method is the Adjustments, Receipts and Transfers (ART) interface. This batch process utilizes the existing Pegasys Form Import Batch Process. This batch process accepts an input file that is received from FAS and creates inventory Standard Vouchers (SVs). These SVs record all of the adjustment, receipt, transfer and due in records that have occurred in the FAS systems and affect the Pegasys General Ledger.

The second method for recording inventory management transactions is the Inventory from Billing Process. This batch process uses cost information included with the detail billing records to create inventory reduction SVs. As with the ART interface SVs, the Inventory from Billing SVs adjusts the Pegasys General Ledger.

#### 4.20.2 Standard Voucher (SV) Available Document Types for Inventory Management

Each BAAR Business Line will use predetermined document types. The document type is a configuration of the Document Category. For example, the Standard Voucher (SV) is a Document Category. For most document categories, each Business Line has been assigned a unique document type to accommodate different business processes as well as to provide a unique system categorization of the business line's transactions; however, certain document types will be shared by multiple business lines.

There are a number of different document types that are used for the inventory management processes. These document types are all from the Standard Voucher document category.

Please refer to the appendix for a full listing and breakdown of Document types and their descriptions - BAAR User Guide 8 of 10, Section A.4.

# 4.20.3 Inventory Management - User Defined Form and Fields Descriptions

For inventory management, Pegasys has a number of user-defined fields. These fields are used to store information that is specific to inventory information:

- Assignment Code
- Transaction Date
- Unit Cost Price
- Signal Code
- Supplemental Address/ FAS PO Number
- TD Code/Transaction Code
- Location/System
- Fedcode/Customer Fund Code
- Additional Codes

The listing of User-Defined fields on the Standard Voucher (SV) Form is available at **BAAR** User Guide 9 of 10, Section B.6.

## 4.20.4 Queries for Inventory Management

As part of inventory management, there are two queries that will be used in order to search for inventory Standard Voucher Information:

• Form/Document Selection Query.

For detailed information about the Form/Document Selection Query, please refer to **BAAR User Guide 3 of 10, Section 4.6.10**.

• GL Account Detail Query.

For detailed information about the GL Account Detail Query, please refer to **BAAR User Guide 3 of 10, Section 4.6.11**.

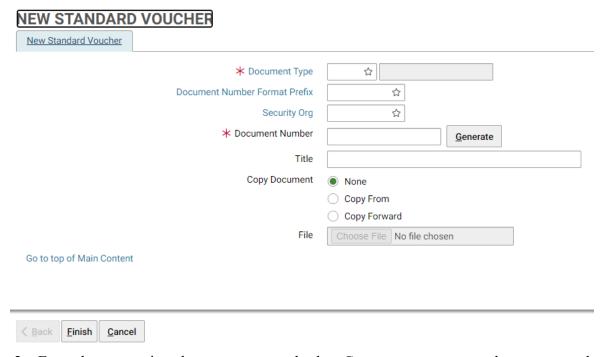
# 4.20.5 Manual Document Creation for Inventory Management Standard Voucher (SV)

As part of inventory management there is the possibility that the user will have to create inventory SV records manually. The process to create these SVs is listed below.

#### **Steps to Create an Inventory Standard Voucher (SV)**

Navigate to Transactions → General System → New → Standard Voucher
 The New Form Creation page is displayed.

Figure 152: New SV Form Creation

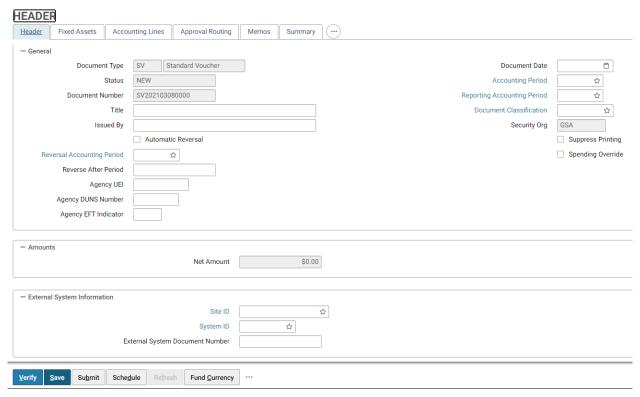


2. Enter the appropriate document type and select Generate to generate a document number.

3. Select the Finish button to create the form.

The new form screen appears.

Figure 153: New Form Screen



- 4. On the "Header" tab, populate the Pegasys System required fields and GSA Business Process required fields in the following sections. The Pegasys System required fields have the red asterisk. The GSA Business Process required fields are optional in Pegasys but required to be populated per the business process of each Business line. For details on these fields, refer to **BAAR User Guide 10 of 10, Section C.10.3**.
- 5. Navigate to the Accounting Lines Tab and select Add.

Figure 154: Accounting Line Header Tab

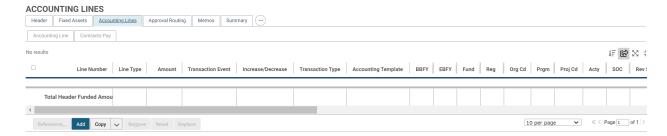


Figure 155: Accounting Line Page



- 6. On the "Accounting Lines" tab, populate the Pegasys System required fields and GSA Business Process required fields in the following sections. The Pegasys System required fields have the red asterisk. The GSA Business Process required fields are optional in Pegasys but required to be populated per the business process of each Business line. For details on these fields, refer to **BAAR User Guide 10 of 10, Section C.10.3**.
- 7. Select **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.

**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 (<a href="https://corporateapps.gsa.gov/applications/financial-apps/pegasys/">https://corporateapps.gsa.gov/applications/financial-apps/pegasys/</a>) provides more details.

- 8. Select the **Submit** button.
- 9. To check on the status of the processed document the user should navigate to Form/Document Selection Query. For detailed information about the Form/Document Selection Query, please refer to **BAAR User Guide 3 of 10, Section 4.6.10**.

# 4.21 Mass Import

Mass import provides users with the ability to import one or more Pegasys forms into the system systematically using an Excel spreadsheet format, without requiring the user to enter data through the user interface. There are templates for eight Pegasys BAAR document categories: Billing Documents; Cash Receipts; Itemized Payments; Internal Vouchers; Standard Vouchers; Internal Direct Agreements; External Direct Agreements; Debt Accounts.

The Mass Import functionality can be used to upload Excel files to generate either a single form or multiple processed documents. There are two methods for using the mass import functionality:

• Mass Import - Single Online Interface.

The Single Online Mass Import Interface allows users to create a new form from the Pegasys New Form Creation screen via uploading an Excel import file from their computer. After the Excel file has been uploaded, the new form is displayed and can be

manipulated (i.e., changing field values, verifying) prior submission for processing. The Single Online Interface allows users to create a single new form at a time in this manner.

• Mass Import - Multiple Online Interface.

The Multiple Online Mass Import Interface allows users to create and process multiple forms/documents at a time from the Mass Import screen via uploading an Excel import file from their computer. After the Excel file has been uploaded and submitted for processing, Pegasys performs normal document processing edit checks and routes a workflow notification task to the user with information regarding the submission. The Multiple Online Interface allows users to create and process multiple forms/documents at a time in this manner.

Excel templates will be provided for each of the seven document categories listed above. These templates will provide information on how to populate certain fields as part of Pegasys document creation. Mass import can be used to create new documents as well as correct and amend existing documents, all through the use of the Excel input files. The below screenshot is an example of what a Mass Import Excel input file will look like. It will include information for the header, accounting lines and any sub lines that are associated to the document that is being created such as Articles for IPAC documents or Detail Billing Records.

originalPenaltyAmount Overdue Status Date Last Modified by Type **Billing Document** allroles140 Address 4 Address 5 Type Office Count: 1 Type Activity **Accounting Template Billing Document Line** PG000 2015PBS-11-192X-P1121101-PG00-PG000 Count: 1 Count: 1

Figure 156: Excel Template for Mass Import File

#### 4.21.1 Automated Processes for Mass Import

As part of the mass import process, there is the necessity to run an automated batch process in order to process multiple documents through the Multiple Online Interface. This process can be used on any of the seven document categories that are configured to be eligible for import. The batch process is defined on the multiple online interface screens. This definition allows the system to know which batch process is going to be run in order to process the multiple documents. The GSBULKLOAD batch process allows for the import of documents by using an Excel import file. The front end user will not notice that the batch process is running as this is a background process. Once the import is complete, the user will receive a workflow task notification in his or her inbox that will indicate the success or failure of the import of the documents.

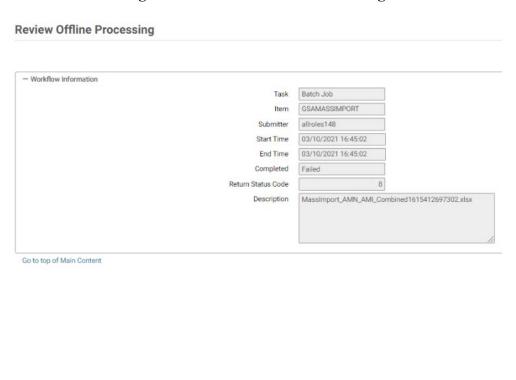


Figure 157: Review Offline Processing

Attachments (2) Cancel View Acquire

4.21.2 Available Document Types for Mass Import

Each BAAR Business Line will use predetermined document types. The document type is a configuration of the Document Category. For example, the Standard Voucher (SV) is a Document Category. For most document categories, each Business Line has been assigned a unique document type to accommodate different business processes as well as to provide a unique system categorization of the business line's transactions; however, certain document types will be shared by multiple business lines.

There are a number of document categories that are available for Excel import though the Mass Import process. The eight BAAR document categories (BD, CR, IP, NV, SV, ID, ED, and DA) are the high level values that are available for export and those for which templates will be provided. Each document category can have one or all of the document types associated to it eligible for import. In the Pegasys configuration, only manual documents will be set up to be eligible for import.

Please refer to the appendix for a full listing and breakdown of Document types and their descriptions: **BAAR User Guide 8 of 10, Section A.12**.

#### 4.21.3 Queries for Mass Import

As part of Mass Import, there is one query that will be used in order to search for documents created through the Mass Import process.

• Form/Document Selection Query

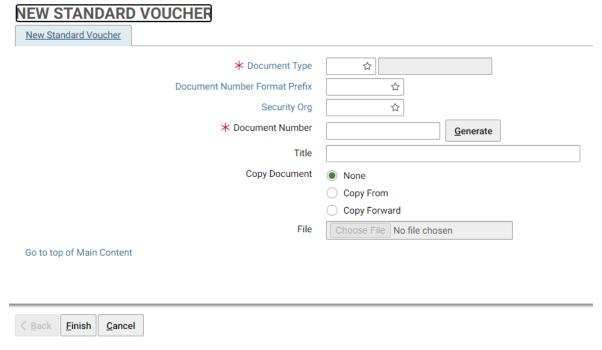
For detailed information about the Form/Document Selection Query, please refer to **BAAR User Guide 3 of 10, Section 4.6.10.** 

#### 4.21.4 Steps to Perform Mass Import - Single Online Interface

The Single Online Interface allows for the upload of a single document from the new form creation screen using an excel spreadsheet. This process can occur for any document category that is eligible for mass import. The example below is for a Standard Voucher. This can be performed for any document category by navigating to the appropriate location in the Transactions menu. For example, if the user wanted to perform the steps below for a Billing Document, they would navigate to Transactions  $\rightarrow$  Accounts Receivable  $\rightarrow$  New  $\rightarrow$  Billing Document.

Navigate to Transactions → General System → New → Standard Voucher.
 The New Form Creation page is displayed.

Figure 158: Standard Voucher

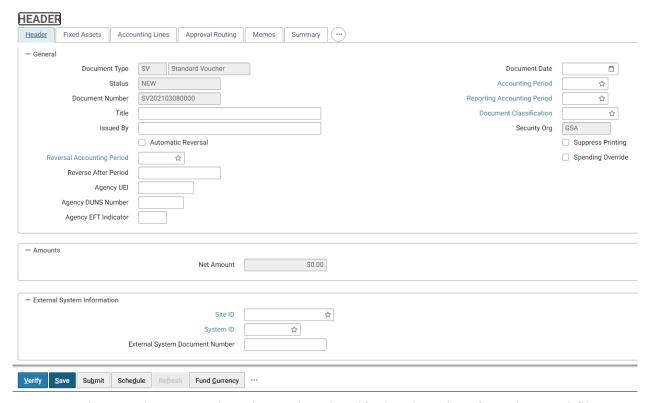


- 2. Enter the appropriate document type and select Generate to generate a document number.
- 3. Select the Browse button to select a file with one record in the Excel file for Mass Import.

4. Select the Finish button to create the form.

The new form screen appears with all of the values from the Excel file populated.

Figure 159: New Standard Voucher Form Screen with Populated Values



- 5. Navigate to the Accounting Lines Tab and verify that the values from the Excel file are populated.
- 6. Select 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.

**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 (<a href="https://corporateapps.gsa.gov/applications/financial-apps/pegasys/">https://corporateapps.gsa.gov/applications/financial-apps/pegasys/</a>) provides more details.

#### 7. Select the **Submit** button.

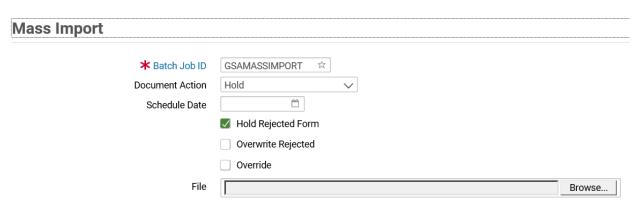
To check on the status of the processed document the user should navigate to the Form/Document Selection Query. For detailed information about the Form/Document Selection Query, please refer to **BAAR User Guide 3 of 10, Section 4.6.10**.

## 4.21.5 Steps to Perform Mass Import - Multiple Online Interface

# **Steps to Create a Document through the Multiple Online Interface:**

Navigate to Transactions → Mass Import.
 The Bulk Upload page is displayed.

Figure 160: Mass Import



- 2. Select the appropriate Document Action and place checkmarks in the appropriate checkboxes.
- 3. Select the Browse button.

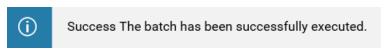
The file selection pop-up box appears.

🈂 Choose File to Upload × ▼ ← Search Computer Computer ▶ Q Organize • Favorites ■ Hard Disk Drives (1) Desktop OSDisk (C:) Downloads 142 GB free of 232 GB 🕵 Recent Places Devices with Removable Storage (1) ■ Eibraries Documents DVD RW Drive (D:) D 📣 Music ▷ → Pictures 🛮 爆 Computer ▷ 🥾 OSDisk (C:) File <u>n</u>ame: All Files (\*.\*) Cancel

Figure 161: Choose File to Upload

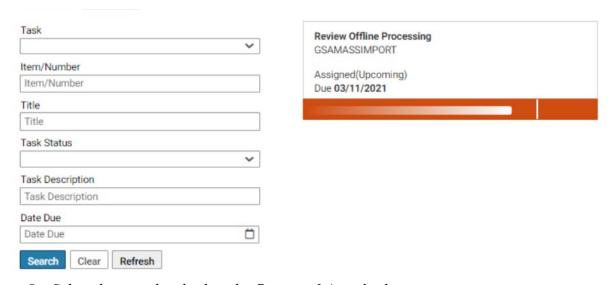
- 4. Select the excel file and select the **Open** button.
- 5. Select Upload to load the forms for processing.

Figure 162: Success Batch Executed Message



- 6. Navigate to the Inbox.
- 7. Select the Bulk Load "Review Offline Processing" Workflow task.

Figure 163: Bulk Load Offline Processing



8. Select the record and select the **Open and Acquire** button.

Figure 164: Open and Acquire

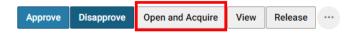
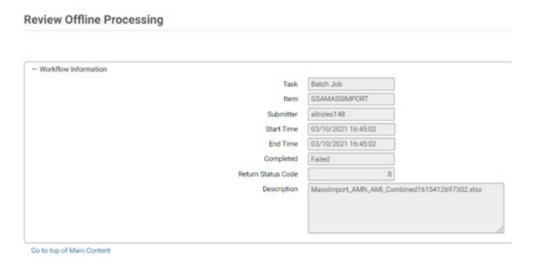


Figure 165: Review Offline Processing





9. Select the **Attachments** button.

Figure 166: Attachments



10. Select the record and Select View.

**NOTE:** You may have to override some security warnings in order to open the attachment.