

OFFICE OF THE CHIEF FINANCIAL OFFICER

**PROCESS AND INSTRUCTIONS TO ADD, UPDATE AND
INACTIVATE ACCOUNTS RECEIVABLE CUSTOMER
VENDOR CODE DATA**



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1.0 Maintenance of Accounts Receivable Customers

As a part of the implementation of the Billing and Accounts Receivable (BAAR) Project, a new form was introduced entitled the “Vendor Code Request Form” to enable the creation and maintenance of Account Receivable Customers in the Pegasys Vendor table. The word “Vendor” can mean GSA’s customers (AR) and vendors (AP), but in the context of this process and document will always refer to AR customers.

The Vendor Code Request form is used to:

- Add a new Vendor/Customer code or Agency Location code (ALC)
- Update a Vendor/Customer code (to include address, Agency Location code (ALC) or contact information)
- Inactivate a Vendor/Customer Code or Agency Location Code (ALC)

In addition to the vendor process described in this document the Global Supply Custom Address File (CAF) and the ITS Telecommunications Ordering & Pricing System (TOPS) will continue to be used to create vendors in Pegasys.

2.0 Roles involved in the Maintenance of Accounts Receivable Customers

There are four possible roles involved in the Maintenance of Accounts Receivable Customers. Each role may be performed by more than 1 person.

- Requester
- Vendor Analyst
- Pegasys Vendor Coder
- Pegasys Code Implementation Team

The activities associated with the four roles are described in the next four sections.

2.1 The Requester

When completing the Vendor Code Request Form, GSA business line personnel should provide the information that is described in the instructions to the Vendor Code Request Form.

The filled out Vendor Request form is sent to the Region 6 Vendor Request mailbox (arvendorrequest@gsa.gov) for Federal Acquisition Service (FAS) business lines or the Region 7 AR Vendor Request mailbox (FW-arvendorcoderequest@gsa.gov) for Public Building Service (PBS) business lines. In the Subject line of the email, the type of request (new/add, change, inactivate) is identified.

Requests that include the 9 digit Social Security Number (SSN) or Individual Taxpayer Number (ITIN) for Non-Federal customers should be password protected when submitted. A separate email should be sent containing the password.

It takes up to three business days for the creation/update of the vendor to be completed in Pegasys.

2.2 The Vendor Analyst

The associate(s) monitoring the Region 6 (FAS) or Region 7 (PBS) Accounts Receivable (AR) Vendor Request mailboxes will review the form and do the following:

- For a new Vendor Code Request
 - Check the form for completeness and to ensure it is not a duplicate request.
 - If the form is incomplete the form will be returned to the Requester for modification and resubmission
 - If the vendor code requested already exists the form will be returned to the Requester and the existing vendor code identified.
 - For Federal IPAC Customers confirm that the ALC currently exists in Pegasys and is active:
 - ✓ The ALC must be setup in Pegasys prior to the Vendor code being established. If the ALC is not in Pegasys, the analyst will email a request to the Pegasys Code Implementation Team at codeimplemenation@gsa.gov
 - ✓ The request for a new ALC should include:
 - ❖ the new ALC, and
 - ❖ the Agency Code.
 - For Federal Customers confirm that the Bureau Code currently exists in Pegasys and is active:
 - ✓ The Bureau Code must be setup in Pegasys prior to the Vendor code being established. If the Bureau Code is not in Pegasys or requires update, the analyst will email a request to the Pegasys Code Implementation Team at codeimplemenation@gsa.gov and copy the OCFO Request Team at CodeRequestOCFOTEAM@gsa.gov to set up Bureau Code. The data elements needed to create a new Bureau code include which should be sent with the request include:
 - ❖ Name of organization to be established as agency and/or bureau code
 - ❖ Evidence of Agency/Organization existence (This could be TAS if Federal or website if commercial, for example.)
 - ❖ Evidence supporting change to agency and/or bureau code (if applicable)
 - ❖ Treasury Account Symbol (if Federal)
 - ❖ DUNS
 - ❖ Billing Address
 - ❖ Customer Type (Federal, State, City, County Territory, Contractor, etc.)
 - ❖ Sponsoring Agency (if applicable)
 - ❖ Point of Contact and phone number

PROCESS AND INSTRUCTIONS TO ADD, UPDATE AND /INACTIVATE A/R VENDOR CODE DATA

Note: The System for Award Management Unique Entity Identifier (UEI) can also be provided. This data element will replace DUNS in April 2022, but will not be required in the interim period.

- If the form is complete, and if necessary the new ALC or Bureau code has been secured, the form will be forwarded to the Pegasys Vendor Coder for data entry
- For a modify Vendor Code Request
 - Confirm that the Vendor Code currently exists in Pegasys and is active
 - Check the form for completeness and to ensure it is not a duplicate request.
 - If the form is incomplete the form will be returned to the Requester for modification and resubmission
 - If the request is a duplicate of an existing vendor code the form will be returned to the Requester with the notation that it is a duplicate request
 - For Federal IPAC Customers confirm that the ALC currently exists in Pegasys and is active:
 - ✓ The ALC must be setup in Pegasys prior to the Vendor code being established. If the ALC is not in Pegasys, the analyst will email a request to the Pegasys Code Implementation Team that contains the:
 - ❖ the new ALC, and
 - ❖ the Agency Code.
 - For Federal Customers confirm that the Bureau Code currently exists in Pegasys and is active:
 - ✓ The Bureau Code must be setup in Pegasys prior to the Vendor code being established. If the Bureau Code is not in Pegasys or requires update, the analyst will email a request to the Pegasys Code Implementation Team and copy the OCFO Request Team. The data elements needed to create a new Bureau code include which should be sent with the request include:
 - ❖ Name of organization to be established as agency and/or bureau code
 - ❖ Evidence of Agency/Organization existence (This could be TAS if Federal or website if commercial, for example.)
 - ❖ Evidence supporting change to agency and/or bureau code (if applicable)
 - ❖ Treasury Account Symbol (if Federal)
 - ❖ DUNS
 - ❖ Billing Address
 - ❖ Customer Type (Federal, State, City, County Territory, Contractor, etc.)
 - ❖ Sponsoring Agency (if applicable)
 - ❖ Point of Contact and phone number

Note: The System for Award Management Unique Entity Identifier (UEI) can also be provided. This data element will replace DUNS in April 2022, but will not be required in the interim period.

- If the form is complete and if necessary the new ALC or Bureau code has been secured, the form will be forwarded to the Pegasys Vendor Coder for data entry
- For an Inactivate Vendor Code Request
 - Confirms that the Vendor Name and Vendor Code on the form identify the same vendor.

Requests forms that include the 9 digit Social Security Number (SSN) or Individual Taxpayer Number (ITIN) for Non-Federal customers will be password protected. A separate email will be received which contains the password.

2.3 The Pegasys Vendor Coder

The associate(s) responsible for maintaining vendor data in Pegasys will perform the following activities.

When creating a new vendor record the associate will update the following information:

- Agency Code
- Agency Location code (ALC)
- Bureau code
- Customer Name
- Data Universal Numbering System (DUNS)
- Unique Entity Identifier (UEI) (if provided)
- General Contact information
- Mailing Address information
- Physical Address information
- Primary Contact information
- Remittance Address information
- Tax Identification Number (TIN)

When modifying a vendor record the associate will update the information above, as necessary.

When inactivating a vendor record the associate will update the inactive flag field.

Once the Vendor Code is created/updated/inactivated, the associate will send an email to the Requester and the Region 6 (FAS) or Region 7 (PBS) Accounts Receivable (AR) Vendor Request mailbox.

NOTE: All Military Vendors have two Vendor Address Codes. The 2nd Vendor Address Code will be recorded as the 6-character Vendor Code + 'F' and is used to determine the ALC for Fleet Military customers.

NOTE: The Pegasys Vendor Coder does NOT populate DUNS/UEI in the DUNS/UEI field if Vendor Code record is CCR enabled. To check if the record is CCR enabled, the Pegasys Vendor Coder will search for vendor records in the System for Award Management (SAM, <https://www.sam.gov/>).

Requests forms that include the 9 digit Social Security Number (SSN) or Individual Taxpayer Number (ITIN) for Non-Federal customers will be password protected. A separate email will be received which contains the password.

2.4 The Pegasys Code Implementation Team Member

The Pegasys Code Implementation Team is responsible for maintaining reference tables in Pegasys including the ALC and Bureau code tables. The Pegasys Code Implementation Team confirms that requests for new ALCs are for valid Treasury codes and assigns the identifier for new Bureau requests.

ALCs may be validated at the Treasury Bureau of Fiscal Service Shared Accounting Module (SAM) website (<https://www.sam.fms.treas.gov/index.html>).

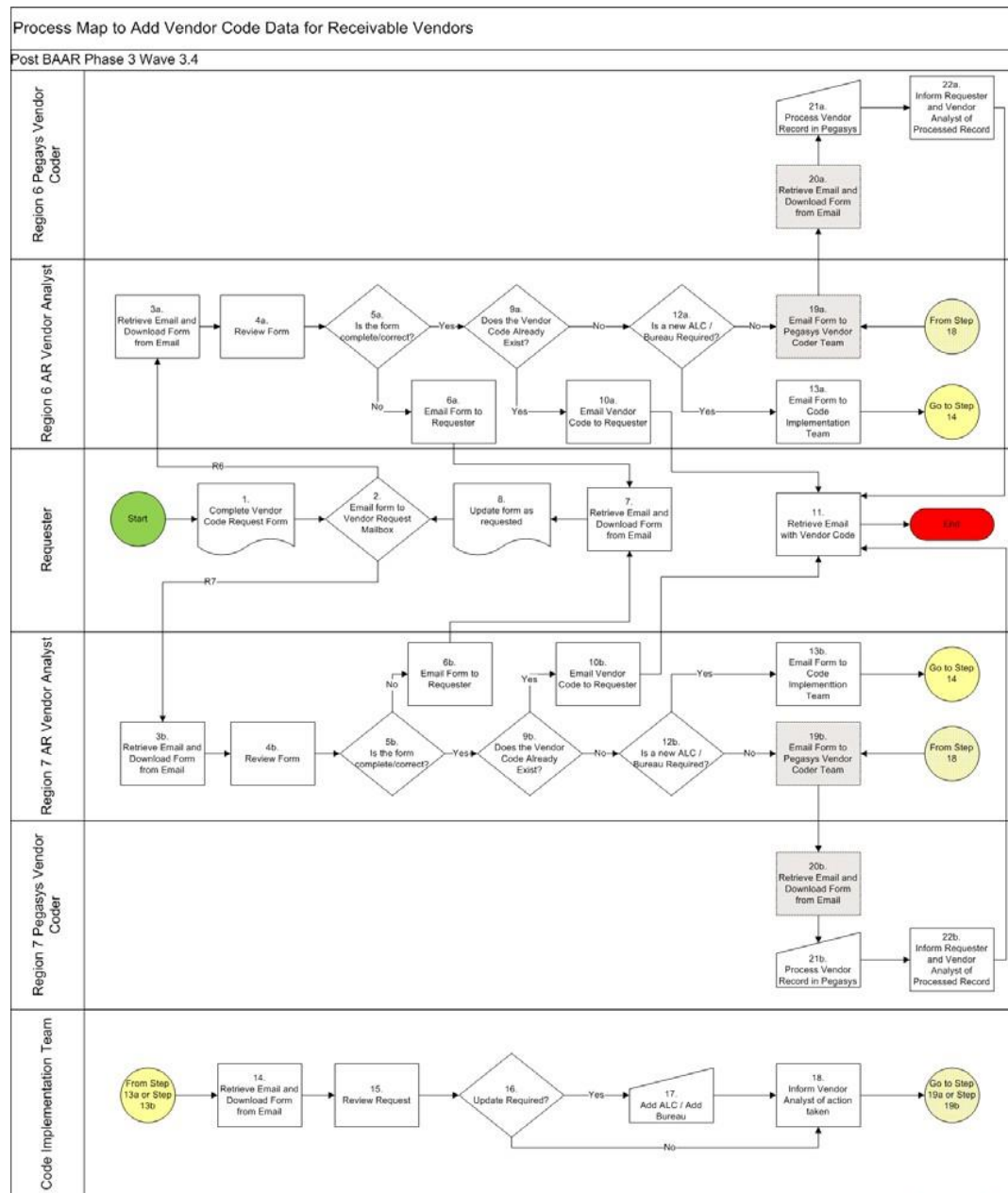
The ALC and Bureau Code must be setup in Pegasys prior to being included on a Vendor code.

3.0 Process to Add / Update Vendor Codes for Receivable Customers

This section provides the process and instructions required to add and update Vendor Codes in Pegasys for Receivable Customers.

Figure 1 illustrates the process for adding New Vendor Codes for Receivable Customers into Pegasys. For each process activity, detailed steps are provided in the instructions after the process map.

Figure 1: Process for Add / Update Vendor Codes for Receivable Customers



Step 1: Complete Vendor Code Request Form

To create a new Vendor Code record in Pegasys, the Business Line Requester/Analyst will complete the AR Vendor Code Request Form for a New Vendor Code.

To update / modify a Vendor Code record in Pegasys, the Business Line Requester/Analyst will complete the AR Vendor Code Request Form to Update a Vendor Code.

Step 2: Email form to Vendor Request Mailbox

The Business Line Requester/Analyst emails the completed AR Vendor Code Request Form to the Region 6 (FAS) or Region 7 (PBS) Accounts Receivable (AR) Vendor Request mailbox.

Each email will only include one (1) AR Vendor Code Request Form. The Business Line Requester/Analyst will identify that the request is for a New Vendor Code in the subject line. (i.e. "Subject: New Vendor Code Request") or the Business Line Requester/Analyst will identify that the request is to a Update a Vendor Code in the subject line. (i.e. "Subject: Update Vendor Code Request").

Step 3a and Step 3b: Retrieve Email and Download Form from Email

The Region 6 (FAS) and Region 7 (PBS) AR Vendor Request mailboxes are shared mailboxes where Vendor Analysts in each of the regions can access the emails and download the associated AR Vendor Code Request Forms.

Step 4a and Step 4b: Review Form

The Region 6 or Region 7 Vendor Analyst reviews the form.

Step 5a and Step 5b: Is the form complete/correct?

The Region 6 or Region 7 Vendor Analyst will determine if the form is complete and correct.

If the vendor request form requires update, the Region 6 or Region 7 Vendor Analyst will return the form to the Requester. Proceed to step 6.

If the form is complete/correct the Region 6 or Region 7 Vendor Analyst proceeds with their analysis. Proceed to step 9.

Step 6a and Step 6b: Email Form to Requester

If the submitted form is incomplete or incorrect the Region 6 or Region 7 Vendor Analyst will email the form along with an explanation of the update necessary to the Business Line Requester.

Step 7: Retrieve Email and Download Form from Email

The Requester accesses the email and downloads the associated AR Vendor Code Request Form.

Step 8: Update form as requested

If update to the information initially submitted has been requested the Business Line Requester/Analyst will update the form as needed then email the updated AR Vendor Code Request Form to the Region 6 (FAS) or Region 7 (PBS) AR Vendor Request mailbox. Proceed to step 2.

Step 9a and Step 9b: Does the Vendor Code Already Exist?

The Region 6 or Region 7 Vendor Analyst will determine if the request is a duplicate, i.e. that the vendor code already exists.

In determining if the vendor code already exists, the following fields are among those which may be compared:

- ALC,
- Agency,
- Bureau, and
- Physical Address.

Vendors can be queried in Pegasys using the Vendor Review Query (navigation path: Pegasys > Queries > Vendor > Vendor Review), it is important that sufficient criteria be provided to limit the dataset when executing the vendor query. Failure sufficiently restrict the dataset may result in a search that causes a system timeout and/or overall degradation of system performance for all users.

There is also a Business Objects query which can be used to search for existing vendor codes. The Business Object query can be assessed from the Business Objects Portal (<https://boxi.ocfo.gsa.gov/BOE/BI>) following the path: Public Folder > Pegasys > Billings and Accounts Rec > Acct Rev Vendor Address Code Report.

If the form is not a duplicate the Region 6 or Region 7 Vendor Analyst proceeds with their analysis in step 12. Otherwise proceed to the next step.

Step 10a and Step 10b: Email Vendor Code to Requester

If it has been determined that the vendor request is a duplicate of an existing vendor code the Region 6 or Region 7 Vendor Analyst will email the vendor code to the Business Line Requester.

Step 11: Retrieve Email with Vendor Code

The Requester accesses the email where the Region 6 or Region 7 Vendor Analyst has identified the vendor code in the case of a duplicate request.

The Requester accesses the email where the Region 6 or Region 7 Pegasys Vendor Coder has identified the vendor code established based on the Request Form submitted.

Step 12a and Step 12b: Is a new ALC /Bureau Required?

The Region 6 or Region 7 Vendor Analyst determines if a new ALC or new Bureau is necessary to complete the request. The ALC and Bureau must be setup in Pegasys prior to the Vendor code being established.

If setup of a new ALC or Bureau is required the Region 6 or Region 7 Vendor Analyst will send the form to the Code Implementation Team (go to Step 13a or Step 13b).

If setup of a new ALC or Bureau is not required the Region 6 or Region 7 Vendor Analyst will send the form to the Vendor Code Team (go to Step 19a or 19b).

Step 13a and Step 13b: Email Form to Code Implementation Team

The Region 6 or Region 7 AR Vendor Analyst emails the Vendor Code Request Form to the Pegasys Code Implementation Team mailbox, codeimplemenation@gsa.gov.

[If a new bureau code is required the Analyst will copy the OFCO Code Request Team \(CodeRequestOCFOTEAM@gsa.gov\).](mailto:CodeRequestOCFOTEAM@gsa.gov)

Step 14: Retrieve Email and Download Form from Email

The Pegasys Code Implementation mailbox is a shared mailbox where the members of the Pegasys Code Implementation Team can access the emails and download the associated AR Vendor Code Request Forms.

Step 15: Review Request

The Pegasys Code Implementation Team will review the request for a new ALC or Bureau code.

Step 16: Update Required?

The Pegasys Code Implementation Team will determine if the new ALC or Bureau code is necessary. If the code is to be added go to the next step, if the ALC or Bureau code will not be added go to Step 18.

Step 17: Add ALC / Add Bureau

The Pegasys Code Implementation Team will update the ALC table or the Bureau Code reference tables in Pegasys and will confirm the data entry.

Step 18: Inform Vendor Analyst of action taken

The Pegasys Code Implementation Team will email the Region 6 or Region 7 Vendor Analyst to inform them if the ALC or Bureau Code has been added.

If the ALC or Bureau Code is not added the rationale for the decision will be provided.

Step 19a and Step 19b: Email Form to Pegasys Vendor Coder Team

The Region 6 or Region 7 AR Vendor Analyst emails the Vendor Code Request Form to the **Region 6 or Region 7 Pegasys Vendor Coder mailbox.**

Note: an individual may have the roles of Vendor Analyst and Pegasys Vendor Coder in which case skip steps 19a or 19b and steps 20a or 20b then the Vendor Analyst/Coder proceeds to step 21a or 21b.

Step 20a and Step 20b: Retrieve Email and Download Form from Email

The **Region 6 and Region 7 Pegasys Vendor Coder mailboxes** are shared mailboxes where the Pegasys Vendor Coders in each of the regions can access the emails and download the associated AR Vendor Code Request Forms.

The Region 6 or Region 7 Pegasys Vendor Coder will access and retrieve the Vendor Code Request Form from the **Region 6 or Region 7 Pegasys Vendor Coder mailbox.**

Note: an individual may have the roles of Vendor Analyst and Pegasys Vendor Coder in which case skip steps 19a or 19b and steps 20a or 20b then the Vendor Analyst/Coder proceeds to step 21a or 21b.

Step 21a and Step 21b: Process Vendor Record in Pegasys

If the request is an “Add” request, the Region 6 or Region 7 Pegasys Vendor Coder will add the requested vendor to the Pegasys Vendor Table.

If the request is an “Update” request, the Region 6 or Region 7 Pegasys Vendor Coder will make the appropriate changes in Pegasys to update the vendor code as indicated on the vendor request form. All updates should be validated to ensure they processed correctly before proceeding to the next step of e-mail the vendor analyst and requestor.

Note: All Military Vendors have two Vendor Address Codes. The 2nd Vendor Address Code will be recorded as the 6-character Vendor Code + ‘F’ and is used to determine the ALC for Fleet Military customers. Both vendor codes should be updated.

Note: All Military Vendors have two Vendor Address Codes. The 2nd Vendor Address Code will be recorded as the 6-character Vendor Code + ‘F’ and is used to determine the ALC for Fleet Military customers.

Step 22a and Step 22b: Inform Requester and Vendor Analyst of Processed Record

The Region 6 or Region 7 Pegasys Vendor Coder will ensure or validate that vendor data has been correctly input in Pegasys based on information provided on the Vendor Request Form. If the request is an “Add” request, the Pegasys Vendor Coder will confirm that the new vendor form has been correctly processed in Pegasys, the Pegasys Vendor Coder will send a

confirmation email to the Business Line Requester/Analyst and the initiating Region 6 or Region 7 AR Vendor Code Request Mailbox stating that the Vendor Code is available to use.

The Pegasys Vendor Coder will note in the subject line that the request has been completed (i.e. "Subject: Completed Vendor Code Request-New").

If the request is an "Update" request, the Region 6 or Region 7 Pegasys Vendor Coder will ensure or validate that vendor data has been correctly input in Pegasys based on information provided on the Vendor Request Form. After the Pegasys Vendor Coder confirms that the vendor form has been correctly processed in Pegasys, the Pegasys Vendor Coder will send a confirmation email to the Business Line Requester/Analyst and the initiating Region 6 or Region 7 AR Vendor Code Request Mailbox stating that the Vendor Code has been modified.

The Pegasys Vendor Coder will note in the subject line that the request has been completed (i.e. "Subject: Completed Vendor Code Request-Update").

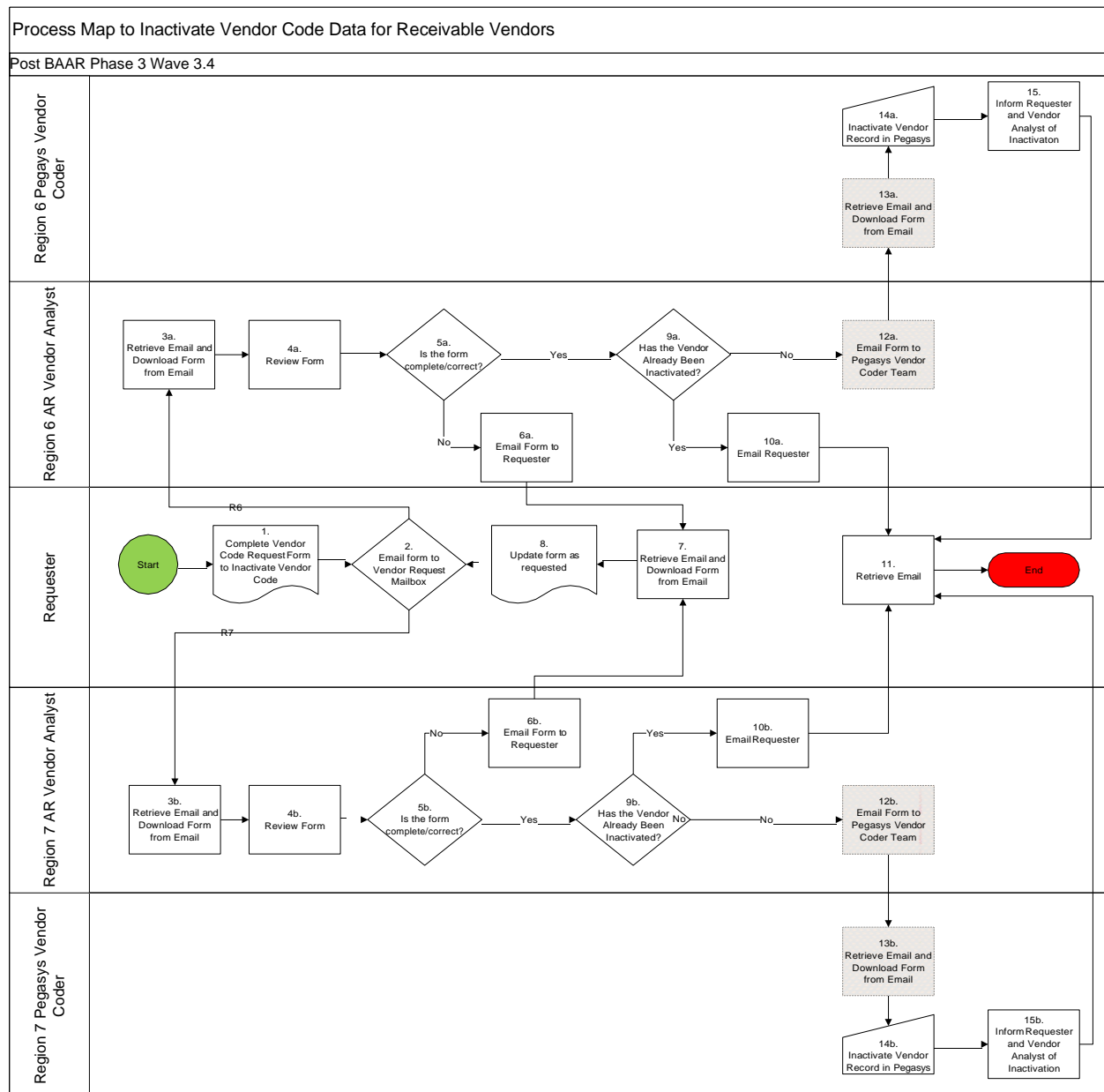
Note: an individual may have the roles of Vendor Analyst and Pegasys Vendor Coder in which case the email is sent only to the Requester.

4.0 Process to Inactivate Existing Vendor Codes for Receivable Customers

This section will describe how vendor code records are inactivated in Pegasys. Vendor code forms are never deleted in Pegasys. Instead, the vendor code forms are flagged as inactive which prevents users from using the vendor codes in Pegasys.

Figure 3, below illustrates the process for inactivating existing Vendor Codes for Receivable Customers in Pegasys. For each process activity, detailed steps are provided in the instructions after the process map.

Figure 3: Process to Inactivate Existing Receivable Vendor Records



Step 1: Complete Vendor Code Request Form to Inactivate Vendor Code

To identify a Vendor Code as no longer available for use in Pegasys, the Business Line Requester/Analyst will complete the AR Vendor Code Request Form to Inactivate a Vendor Code.

Step 2: Email form to Vendor Request Mailbox

The Business Line Requester/Analyst emails the completed AR Vendor Code Request Form to the Region 6 (FAS) or Region 7 (PBS) Accounts Receivable (AR) Vendor Request mailbox.

Each email will only include one (1) AR Vendor Code Request Form. The Business Line Requester/Analyst will identify that the request is to identify the Vendor Code as no longer available for use in the subject line. (i.e. "Subject: Inactivate Vendor Code Request")

Step 3a and Step 3b: Retrieve Email and Download Form from Email

The Region 6 (FAS) and Region 7 (PBS) AR Vendor Request mailboxes are shared mailboxes where Vendor Analysts in each of the regions can access the emails and download the associated AR Vendor Code Request Forms.

Step 4a and Step 4b: Review Form

The Region 6 or Region 7 Vendor Analyst reviews the form.

Step 5a and Step 5b: Is the form complete/correct?

The Region 6 or Region 7 Vendor Analyst will determine if the form is complete and correct.

If the vendor request form requires update, the Region 6 or Region 7 Vendor Analyst will return the form to the Requester. (Proceed to step 6a or 6b)

If the form is complete/correct the Region 6 or Region 7 Vendor Analyst proceeds with their analysis. (Proceed to step 9a or 9b)

Step 6a and Step 6b: Email Form to Requester

If the submitted form is incomplete or incorrect the Region 6 or Region 7 Vendor Analyst will email the form along with an explanation of the update necessary to the Business Line Requester.

Step 7: Retrieve Email and Download Form from Email

The Requester accesses the email and downloads the associated AR Vendor Code Request Form.

Step 8: Update form as requested

If update to the information initially submitted has been requested the Business Line Requester/Analyst will update the form as needed then email the updated AR Vendor Code Request Form to the Region 6 (FAS) or Region 7 (PBS) AR Vendor Request mailbox. (Proceed back to step 2)

Step 9a and Step 9b: Has the Vendor Already Been Inactivated?

The Region 6 or Region 7 Vendor Analyst will determine if the request is a duplicate, i.e. that the vendor code has already been inactivated.

If the vendor code has already been made inactive then the coder will e-mail the requestor.
(Proceed to step 10a or 10b)

If the vendor code is still active then the vendor code will e-mail the form to the Pegasys Vendor Coder team (Proceed to step 12a or 12b)

Step 10a and Step 10b: Email Requester

If the vendor has already been inactivated the Region 6 or Region 7 Vendor Analyst will email the vendor code to the Business Line Requester.

Step 11: Retrieve Email

The Requester accesses the email where the Region 6 or Region 7 Vendor Analyst has identified that the vendor code has already been inactivated.

The Requester accesses the email where the Region 6 or Region 7 Pegasys Vendor Coder has identified the vendor code has been inactivated based on the Request Form submitted.

Step 12a and Step 12b: Email Form to Pegasys Vendor Coder Team

The Region 6 or Region 7 AR Vendor Analyst emails the Vendor Code Request Form to the **Region 6 or Region 7 Pegasys Vendor Coder mailbox.**

Note: an individual may have the roles of Vendor Analyst and Pegasys Vendor Coder in which case skip steps 12a or 12b and steps 13a or 13b then the Vendor Analyst/Coder proceeds to step 14a or 14b.

Step 13a and Step 13b: Retrieve Email and Download Form from Email

The **Region 6 and Region 7 Pegasys Vendor Coder mailboxes** are shared mailboxes where the Pegasys Vendor Coders in each of the regions can access the emails and download the associated AR Vendor Code Request Forms.

The Region 6 or Region 7 Pegasys Vendor Coder will access and retrieve the Vendor Code Request Form from the **Region 6 or Region 7 Pegasys Vendor Coder mailbox.**

Note: an individual may have the roles of Vendor Analyst and Pegasys Vendor Coder in which case skip steps 12a or 12b and steps 13a or 13b then the Vendor Analyst/Coder proceeds to step 14a or 14b.

Step 14a and Step 14b: Inactivate Vendor Record in Pegasys

The region 6 or region 7 Pegasys Vendor Coder will make the appropriate entries into Pegasys in order to make the vendor code inactive. The Vendor Coder should verify updates to the

vendor code have processed appropriately before e-mailing the vendor analyst and requestor of the updates.

Note: All Military Vendors have two Vendor Address Codes. The 2nd Vendor Address Code will be recorded as the 6-character Vendor Code + 'F' and is used to determine the ALC for Fleet Military customers. Both vendor codes should be inactivated.

Step 15a and Step 15b: Inform Requester and Vendor Analyst of Inactivation

The Region 6 or Region 7 Pegasys Vendor Coder will ensure or validate that vendor data has been inactivated in Pegasys based on information provided on the Vendor Request Form. After the Pegasys Vendor Coder confirms that the vendor form has been correctly inactivated in Pegasys, the Pegasys Vendor Coder will send a confirmation email to the Business Line Requestor/Analyst and the Region 6 (FAS) or Region 7 (PBS) AR Vendor Code Request mailbox stating that the Vendor Code has been inactivated and the vendor code is no longer available for use.

The Pegasys Vendor Coder will note in the subject line that the request has been completed (i.e. "Subject: Completed Vendor Code Request-Inactivate").

Note: an individual may have the roles of Vendor Analyst and Pegasys Vendor Coder in which case the email is sent only to the Requester.