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Billing and Accounts Receivable
Pegasys 7.5.1 User Guide



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Guide Summary

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

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- 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
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Document 2

- Section 4.4: Manual Billing
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- Section 4.6.4: Retired IPAC Transaction Query
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- Section 4.7: Debt Accounts (Claims)

Document 4

- Section 4.8: Collections

Document 5

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

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- Section 4.13: Revenue Credit Card Chargebacks
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- Appendix C: GSA Business Line Specific Required Fields
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- C.7: Appendix: Create Billing Document (BD)
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- C.10: Appendix: Create Standard Voucher (SV)
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- C.12: Appendix: GSA Business Process Required Fields for Maintaining Correspondence on Internal Vouchers (NVs)
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- Appendix D: BAAR Glossary
- Appendix E: Workflow Approvals
- Appendix F: TROR Calculations

4 BAAR User Actions and Procedures

4.9 Correspondence

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

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

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

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

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

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

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

The following sections describe the correspondence functionality, including:

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

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

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

The listing of User-Defined fields for Correspondence is available at **BAAR User Guide B.12 Appendix: Vendor Account/Statement/Document Level Correspondence-User-Defined Search Fields and Form Definitions.**

Figure 1: Correspondence Page

The screenshot shows a search criteria form for correspondence. It is organized into several sections:

- Search Criteria:**
 - Creator:** A text input field.
 - Subject:** A text input field.
 - Created Date:** A section with 'From' and 'To' text input fields, each with a calendar icon.
 - Contact Person:** A section with 'First Name', 'Last Name', and 'Assignment Code' text input fields.
 - Type Of Correspondence:** A dropdown menu currently showing 'Resolution'.
 - Public Publishing:** A dropdown menu.
 - Record Number:** A text input field.
 - Itemized Line Number:** A text input field.
 - Accounting Line Number:** A text input field.
- Correspondence:** A large text area for displaying search results, with a scrollbar and a small icon in the bottom right corner.
- Buttons:** 'Search' and 'Clear' buttons located below the correspondence text area.

4.9.2 Managing Correspondence History

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

4.9.3 Managing Correspondence Attachments

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

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

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

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

Steps to Search Correspondence Records Associated with a Billing Statement

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

Figure 2: Billing Statement Query

Search - Billing Statement Query

Search Criteria

Statement Number

Security Organization

Statement Vendor

Code

Customer ALC

Bill Type

Print Option

Statement Generated Flag

Disbursing Office

ALC

Business Line

Centralized Collections Services

16 Digit Credit Card Number

Bank Charge Indicator

Statement Print Date To

Collection Due Date To

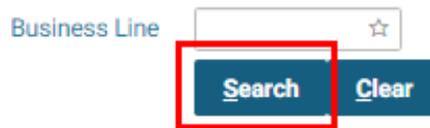
Last Statement Print Date To

2. Enter the search criteria.

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

3. Select the **Search** button.

Figure 3: Select Search Button



The billing statement records are returned in the item collection.

Figure 4: Billing Statement Records Returned

Statement Number	Primary Vendor	Primary Vendor Address	Bill Type	Print Option	Business Line	Credit Card Number	Bank Charge Indicator	Disbursing Office	ALC	Customer ALC	Statement Generated Flag	Statement Print Date	Collection Due Date	Last Statement Print Date	Security Organization
<input type="radio"/> AA000008	00008522	00008522	IPAC	Suppress	RENT			GS193	47000017	00005570	Yes	11/16/2011	12/16/2011	11/16/2011	ARALC
<input type="radio"/> AA000003	S9799	S9799	Standard	Suppress	RENT			GS193	47000017		Yes	10/19/2011	11/18/2011	10/19/2011	ARPEG
<input type="radio"/> AA000007	00008522	00008522	IPAC	Suppress	RENT			GS193	47000017	00008522	Yes	11/16/2011	12/16/2011	11/21/2011	ARALC
<input type="radio"/> AA000009	00008522	00008522	IPAC	Suppress	RENT			GS193	47000017	00005570	Yes	11/16/2011	12/16/2011	11/16/2011	ARALC

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

Figure 5: Select Billing Statement Record and Details Button

Statement Number	Primary Vendor	Primary Vendor Address	Bill Type	Print Option	Business Line	Credit Card Number	Bank Charge Indicator	Disbursing Office	ALC	Customer ALC	Statement Generated Flag	Statement Print Date	Collection Due Date	Last Statement Print Date	Security Organization
<input checked="" type="radio"/> AA000008	00008522	00008522	IPAC	Suppress	RENT			GS193	47000017	00005570	Yes	11/16/2011	12/16/2011	11/16/2011	ARALC
<input type="radio"/> AA000003	S9799	S9799	Standard	Suppress	RENT			GS193	47000017		Yes	10/19/2011	11/18/2011	10/19/2011	ARPEG
<input type="radio"/> AA000007	00008522	00008522	IPAC	Suppress	RENT			GS193	47000017	00008522	Yes	11/16/2011	12/16/2011	11/21/2011	ARALC
<input type="radio"/> AA000009	00008522	00008522	IPAC	Suppress	RENT			GS193	47000017	00005570	Yes	11/16/2011	12/16/2011	11/16/2011	ARALC

10 per page | Page 1 of 1 >>

The Statement Balances page is displayed.

Figure 6: Statement Balance Page Displayed

The screenshot displays the 'Statement Balances' page with the following sections:

- General Section:** Includes fields for Statement Number (AA000008), Last Statement Print Date (11/16/2011), Collection Due Date (12/16/2011), Statement Print Date (11/16/2011), a checked 'Statement Generated' box, Security Org (ARALC), Bill Type (IPAC), Print Option (Suppress), Business Line (RENT), Disbursing Office (GS193), and ALC (47000017).
- Statement Vendor Section:** Includes Code (00008522), Name (DFAS - CL), and Customer ALC (00005570).
- Centralized Collections Services Section:** Includes Credit Card Number and Bank Charge Indicator.
- Billed Amount Section:** A list of input fields for Initial Amount, Discount Amount, Surcharge Amount, Principal Amount, Interest Amount, Admin Charges Amount, Penalty Amount, and Billed Total Amount, all set to \$0.00.
- Credit Amount Section:** A list of input fields for Initial Amount, Discount Amount, Surcharge Amount, Principal Amount, and Credit Total Amount, all set to \$0.00.
- Billed Totals Section:** A table with columns for Collected, Applied Credit, Write Off, Closed, and Outstanding. Rows include Principal, Interest, Penalty, Admin, and Bill Total, all showing \$0.00.

NOTE: The Statement Balances page is comprised of a general section and within that are multiple sub sections. These sections are Billed Amount, Billed Totals, Statement Vendor, Centralized Collections services, and credit amount. Some of the following fields can be found within the general section: Statement number, last statement number print date, security org, and bill type. There is a bill amounts section where various payment amounts can be inputted. The summed total of all of the amounts can be found within the billed totals section. The vendor can be specified within the vendor section. A credit card number and a bank charge indicator can be specified within the centralized collections services section. The credit amount is similar to the billed amount as it lists various amounts.

5. Select the **Correspondence** tab.

Figure 7: Correspondence Tab

The screenshot shows a navigation bar with four tabs: 'Statement Balances', 'Vendor Balances', 'Document Balances', and 'Correspondence'. The 'Correspondence' tab is highlighted with a red rectangular border.

The Correspondence page is displayed.

Figure 8: Correspondence Page

The screenshot shows a web interface for managing correspondence. At the top, there is a 'Search Criteria' section with several input fields: 'Creator', 'Subject', 'Type Of Correspondence' (a dropdown menu), 'Created Date' (with 'From' and 'To' sub-fields), 'Contact Person' (with 'First Name' and 'Last Name' sub-fields), 'Public Publishing' (a dropdown menu), 'Record Number', and 'Assignment Code'. Below these fields is a large 'Correspondence' text area and two buttons: 'Search' and 'Clear'. Underneath is a table with 11 columns: Record Number, Vendor, Vendor Address, Created Date, Creator, First Name, Last Name, Assignment Code, Subject, Correspondence, Type Of Correspondence, and Public Publishing. The table contains one row with the following data: Record Number: 1, Vendor: 00008522, Vendor Address: 00008522, Created Date: 12/28/2011 10:59:04, Creator: katherine.dtucci, First Name: Kit, Last Name: DiTucci, Assignment Code: , Subject: , Correspondence: Reconciliation on this invoice, outstanding balance and chargebacks. See attachment for information, Type Of Correspondence: Chargeback, Public Publishing: False. Below the table is a row of action buttons: Back, Add, Save, Remove, Email, History, and an ellipsis. At the bottom, there is a 'Contact Person' section with fields for 'First Name', 'Title', 'Phone Number', 'International Phone Number', and 'To Email Address(es)'. There is also a 'Last Name' field with an asterisk.

NOTE: Within the correspondence page is a search criteria section. This section is made up of various fields with some of those being: Creator, subject, type of correspondence, public publishing, and record number. Within the search criteria section is a created date section with a to and from field. To the right of this section is a contact person section where a first name, last name, and assignment code can be entered. Below all of this is a correspondence field. Below this field is a search button a clear button. Below these buttons is an item collection table where the columns make up the parameters for each row. Each row represents an individual record and each record can be selected by selecting the radio button to the left of the record. Below the table are six buttons being back, add, save, remove, email, history, and ellipses which expands to reveal more actions.

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

Figure 9: Select Search Button



The correspondence records are returned in the item collection.

Figure 10: Correspondence Records Returned

Record Number	Vendor	Vendor Address	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Type Of Correspondence	Public Publishing
1	00008522	00008522	12/23/2011 10:53:04	katherine.dtucci	KR	DiTucci			Reconciliation on this invoice, outstanding balance and chargebacks. See attachment for information	Chargeback	False

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

Figure 11: Desired Correspondence Record Details

Record Number	Vendor	Vendor Address	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Type Of Correspondence	Public Publishing
1	00008522	00008522	12/23/2011 10:53:04	katherinediucci	Kit	DiTucci			Reconciliation on this invoice, outstanding balance and chargebacks. See attachment for information.	Chargeback	False

9. Select the **History** button.

Figure 12: History Button



10. The Correspondence History page is displayed.

Review the correspondence history records associated with the billing statement.

Figure 13: Correspondence History Associated With Billing Statement

Record Number	Action	Vendor	Vendor Address	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Type Of Correspondence	Public Publishing
1	Add	00008522	00008522	12/23/2011 10:53:04	katherinediucci	Kit	DiTucci			Reconciliation on this invoice, outstanding balance and chargebacks. See attachment for information.	Chargeback	False

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

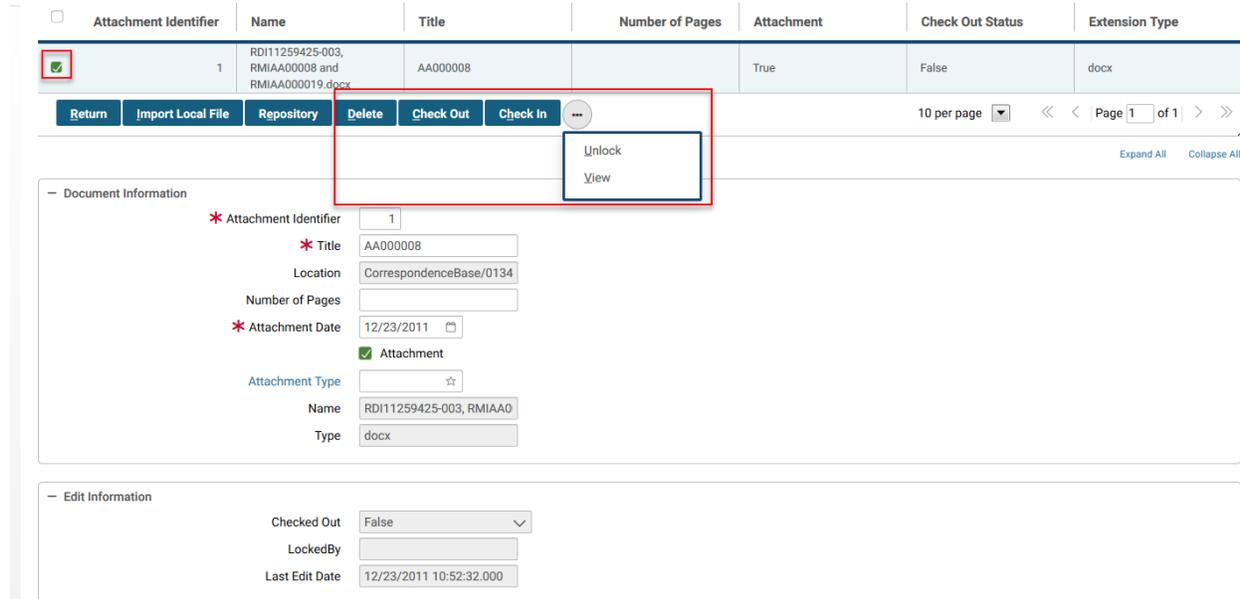
11. Select the **Attachments** button from the main Correspondence page.

Figure 14: Attachments Button Select



The Correspondence Manage Attachments page is displayed.

Figure 15: Correspondence Manage Attachments Page Display



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

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

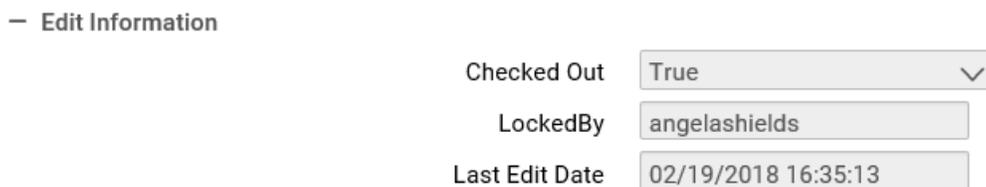
14. To check out and lock an attachment for editing, select the desired attachment in the item collection and select the **Check Out** button.

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

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

NOTE: The selected attachment checked out and is locked.

Figure 16: Attachment Checked Out and Locked



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

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

Figure 17: Select the Check In Button

<input type="checkbox"/>	Attachment Identifier	Name	Title	Number of Pages	Attachment
<input type="checkbox"/>	1	RDI11259425-003, RMIAA00008 and RMIAA000019.docx	AA000008		True
<input checked="" type="checkbox"/>	2	Attachment 2.docx	Att 2	1	True

Return Import Local File Repository Delete Check Out **Check In** ...

17. The Document Management Check In page is displayed.

Figure 18: Document Management Check In Button

— Document Check In

Content Browse...

Cancel Upload

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

Figure 19: Select the Browse Button to Upload

— Document Check In

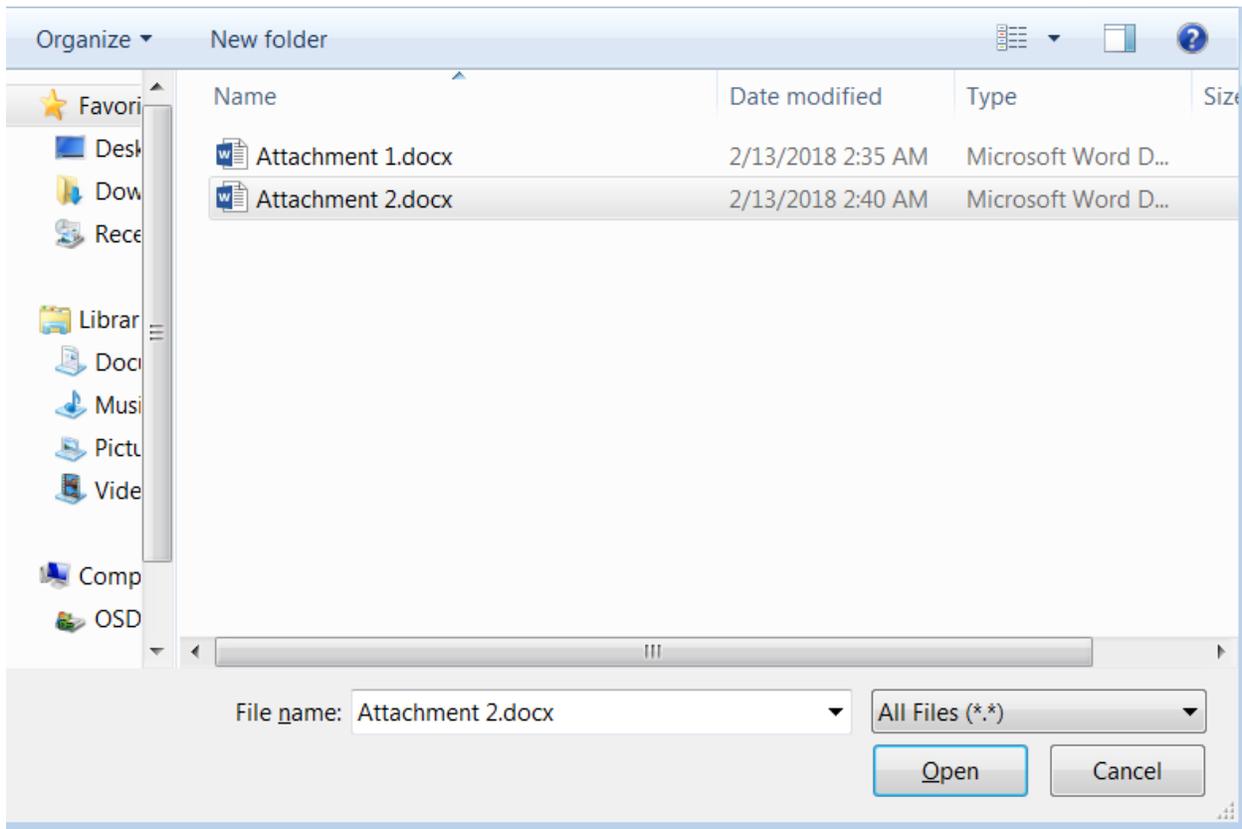
Content **Browse...**

Cancel Upload

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

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

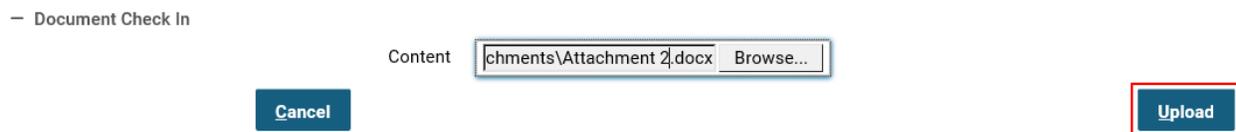
Figure 20: Open Updated File



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

Select **Upload**.

Figure 21: Select Upload



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

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

NOTE: The selected attachment is checked in and unlocked.

Figure 22: Edit Information Section

— Edit Information

Checked Out

LockedBy

Last Edit Date

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

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

Steps to Search Correspondence Records Associated with a Vendor Account

1. Navigate to Queries → Vendor → Vendor Activity Query.

The Vendor Activity Query page is displayed.

Figure 23: Vendor Query

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

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

3. Select the **Search** button.

Figure 24: Select Search Button



The vendor records are returned in the item collection.

Figure 25: Vendor Records Returned

1 - 7 of 7 results

Vendor Codes	DUNS Number	DUNS-H	CAGE Code	AAC/DODAAC	Name	TIN	Vendor Category	Vendor Class	Vendor Group	Vendor Type	Reporting Attribute	Address Code	Address Type	Agency	Bureau	Agency Location Code	Use For Payments	Use For Billing	1099 Vendor	Use For Procurement	Miscellaneous	Delinquent Federal Debt	Do Not Pay	Default Payment	Legal Name	Region	Region Number	#
<input checked="" type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Global Parent Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	D & B Monitoring				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Domestic Parent Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	HO Parent Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Mailing Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Physical Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Remittance Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11

10 per page Page 1 of 1

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

Figure 26: Desired Vendor Record Details

1 - 7 of 7 results

Vendor Codes	DUNS Number	DUNS-H	CAGE Code	AAC/DODAAC	Name	TIN	Vendor Category	Vendor Class	Vendor Group	Vendor Type	Reporting Attribute	Address Code	Address Type	Agency	Bureau	Agency Location Code	Use For Payments	Use For Billing	1099 Vendor	Use For Procurement	Miscellaneous	Delinquent Federal Debt	Do Not Pay	Default Payment	Legal Name	Region	Region Number	#
<input checked="" type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Global Parent Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	D & B Monitoring				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Domestic Parent Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	HO Parent Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Mailing Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Physical Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11
<input type="radio"/>	111196240	002056962	47945		POLLARDWATERCOM	11-1196240	6			C	Non-Government	00001	Remittance Address				Yes	Yes	Yes	Yes	No	No	No	EFT	JOSEPH S. POLLARD CO. INC.			11

10 per page Page 1 of 1

The Main page is displayed.

Figure 27: Main Page Display

The screenshot shows a web interface with a navigation bar at the top containing tabs: Main, Account Summary, Blanket Agreements, Contracts, and Invoices. Below the navigation bar is a section titled "General Information" containing various input fields and dropdown menus. The fields include Code (111196240), Name (POLLARDWATERCOM), Alias (POLLARDWATER.COM), TIN Type (EIN), SSN/EIN (11-1196240), Vendor Category (6), Vendor Class, Vendor Group, Vendor Type (C), Active Status (Active), Approval Status (Reviewed), Security Org (PEGASYS), Vendor/Provider (Both), Reporting Attribute (Non-Government), Agency, Bureau, Tax Exempt Code, and a checked checkbox for "1099 Vendor". To the right of the General Information section are three sub-sections: "Parent Vendor" with Name and TIN fields; "TIN Verification Information" with Action (Not Required), Status, and Date fields; and "Invoice Key Configuration" with checkboxes for "Include Invoice Date" and "Include Contract Number". At the bottom left of the main content area are two buttons: "Documents" and "Route".

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

Figure 28: Account Summary Tab

The screenshot shows the navigation bar from Figure 27, with the "Account Summary" tab highlighted with a red rectangular border. The other tabs (Main, Blanket Agreements, Contracts, Invoices) are not highlighted.

The Account Summary page is displayed.

Figure 29: Account Summary Page

Main Account Summary Blanket Agreements Contracts Invoices

Security Org PEGASYS

Code 111196240

Vendor Name

Reservation Amount \$0.00

Outstanding Commitment Amount \$0.00

Outstanding Obligation Amount \$0.00

Outstanding Accrual Amount \$0.00

Expenditure Amount \$802.59

Invoiced Amount \$0.00

Total Debt Account Amount \$0.00

Total Debt Account Balance Amount \$0.00

Scheduled Amount \$0.00

In Transit Amount \$0.00

Disbursed Amount \$802.59

Canceled Disbursement Amount \$0.00

Holdback Amount \$0.00

Suspension Amount \$0.00

Prepayment Amount \$0.00

Outstanding Unbilled Amount \$0.00

Outstanding Billed Amount \$0.00

Outstanding Billing Amount \$0.00

Outstanding Unbilled Credit Amount \$0.00

Outstanding Billed Credit Amount \$0.00

Outstanding Credit Amount \$0.00

Collected Amount \$0.00

Write-off Amount \$0.00

Agreement Charges Amount \$0.00

Adjustment Amount \$0.00

Agreement Amount \$0.00

Advance Amount \$0.00

Advance Offset Amount \$0.00

Withdrawal Amount \$0.00

Expenditure-Accounts Payable Detail

Prompt Pay Penalty Amount \$0.00

Prompt Pay Interest Amount \$0.00

Discounts Taken Amount \$0.00

Discounts Lost Amount \$0.00

Billing-Accounts Receivable Detail

Bill Principal Amount \$0.00

Bill Interest Amount \$0.00

Bill Admin Charges Amount \$0.00

Bill Penalty Amount \$0.00

Writeoff Principal Amount \$0.00

Writeoff Interest Amount \$0.00

Writeoff Admin Charges Amount \$0.00

Writeoff Penalty Amount \$0.00

Collected Principal Amount \$0.00

Collected Interest Amount \$0.00

Collected Admin Charges Amount \$0.00

Collected Penalty Amount \$0.00

Applied Credit Principal Amount \$0.00

Applied Credit Interest Amount \$0.00

Applied Credit Admin Charges Amount \$0.00

Applied Credit Penalty Amount \$0.00

Credit Principal Amount \$0.00

Credit Closed Amount \$0.00

Address Amounts Refresh Account Summary Partition Amounts Route

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

Figure 30: Select Address Amounts



The Address Amounts page is displayed.

Figure 31: Address Amounts Page

Address Amounts

1 - 1 of 1 results

Address Level Vendor Code	Currency	DUNS	DUNS+4	Cage Code
00001	USD	002056562		47945

Details Correspondence 10 per page ▼

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

Figure 32: Select Address Level Vendor and Correspondence Button

Address Amounts

1 - 1 of 1 results

Address Level Vendor Code	Currency	DUNS	DUNS+4	Cage Code
00001	USD	002056562		47945

Details Correspondence 10 per page ▼

The Correspondence page is displayed.

Figure 33: Correspondence Page Display

The screenshot shows a web interface for searching correspondence records. At the top, there is a 'Search Criteria' section with several input fields: 'Creator', 'Subject', 'Created Date' (with 'From' and 'To' sub-fields), 'Contact Person' (with 'First Name' and 'Last Name' sub-fields), 'Type Of Correspondence' (a dropdown menu set to 'Resolution'), 'Public Publishing' (a dropdown menu), 'Record Number', 'Assignment Code', 'Statement Number', and 'Include Statement Number Records' (a dropdown menu set to 'Null'). Below these fields is a large text area labeled 'Correspondence' with a search bar and 'Search' and 'Clear' buttons. Underneath the search area, it says 'No results'. Below that is a table header with columns: 'Record Number', 'Statement Number', 'Created Date', 'Creator', 'First Name', 'Last Name', 'Assignment Code', 'Subject', 'Correspondence', 'Type Of Correspondence', and 'Public Publishing'. Below the table header is a row of buttons: 'Back', 'Add', 'Save', 'Remove', 'Email', 'History', and an ellipsis. To the right of the buttons is a pagination control showing '10 per page' and 'Page 1 of 1'. Below the buttons is a 'Contact Person' form with fields for 'First Name' (marked with a red asterisk), 'Last Name' (marked with a red asterisk), 'Title', 'Phone Number', 'International Phone Number', and 'To Email Address(es)'. The 'Search' button in the screenshot is highlighted with a red border.

NOTE: There is a item collection table below search criteria section which has various columns that display parameters about each row. Each row in the table represents an Individual Record and each record can be selected by selecting the radio button to the left of the record number column. Below the table are seven buttons being back, add, save, remove, email, history, and ellipses which can be expanded to reveal more actions. Below the buttons is a contact person section where there are required first name and last name fields. Below this section is the agency contact section and within this section are the following fields, name, title, phone number, and from email address.

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

Figure 34: Select Search Button



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

Figure 35: Desired Correspondence Record Details

1 - 1 of 1 results

Record Number	Statement Number	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Type Of Correspondence	Public Publishing
				John	Smith		Question About yCurrent Account Balance		Question	True

10 per page | Page 1 of 1

Contact Person

* First Name: * Last Name:

Title:

Phone Number:

International Phone Number:

To Email Address(es):

Agency Contact

Name:

Title:

Phone Number:

From Email Address:

Correspondence

* Communication Source:

* Type Of Correspondence:

* Subject:

* Correspondence:

Public Publishing

Creator:
 Last Modified By:
 Record Number:
 Created Date:
 Last Modified Date:
 Statement Number:

NOTE: The item collection table has various columns that display parameters about each row. Each row in the table represents an Individual Record and each record can be selected by selecting the radio button to the left of the record number column. There are seven buttons below the table and these are back, add, save, remove, email, history, and ellipses which can be expanded to reveal more actions. There is a contact person section below the buttons where there are the required first name and last name fields. There is an agency contact section below this section and within this section are the following fields, name, title, phone number, and from email address. There is a correspondence page where there is a required communication source, a required type of correspondence, a required subject, and a required correspondence fields. Some of the other fields are creator, public publishing, record number, and created date.

11. Select the **History** button.

Figure 36: Select History Button



12. The Correspondence History page is displayed.

Review the correspondence history records associated with the vendor record.

Figure 37: Correspondence History Page

Correspondence History

Correspondence History

1 - 1 of 1 results

Record Number	Statement Number	Action	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Type Of Correspondence	Public Publishing
1		Add	01/29/2018 16:25:32	alroles104	James	Smith		Overpayment	Overpayment	Resolution	False

Back Save Email History 10 per page Page 1 of 1

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

Figure 38: Select Attachments Button



The Correspondence Manage Attachments page is displayed.

Figure 39: Correspondence Manage Attachments Page

Attachment Identifier	Name	Title	Number of Pages	Attachment	Check Out Status	Extension Type
<input checked="" type="checkbox"/>	RD11259425-003, RMIAA00008 and RMIAA000019.docx	AA000008		True	False	docx

Return Import Local File Repository Delete Check Out Check In ... 10 per page Page 1 of 1

Unlock View

Document Information

- * Attachment Identifier: 1
- * Title: AA000008
- Location: CorrespondenceBase/0134
- Number of Pages:
- * Attachment Date: 12/23/2011
- Attachment
- Attachment Type:
- Name: RD11259425-003, RMIAA0
- Type: docx

Edit Information

- Checked Out: False
- LockedBy:
- Last Edit Date: 12/23/2011 10:52:32.000

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

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

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

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

NOTE: The selected attachment checked out and is locked.

Figure 40: Correspondence Manage Attachments Page Edit Information

The screenshot shows a form titled "Edit Information" with three input fields:

- Checked Out:** A dropdown menu set to "True".
- LockedBy:** A text input field containing "allroles104".
- Last Edit Date:** A text input field containing "01/30/2018 13:04:01".

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

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

Figure 41: Check In Attachment After Editing

Attachment Identifier	Name	Title	Number of Pages	Attachment	Check Out Status	Extension Type
1	RDI11259425-003, RMIAA00008 and RMIAA000019.docx	AA000008		True	False	docx

Below the table, a row of action buttons is visible: Return, Import Local File, Repository, Delete, Check Out, and Check In. The "Check In" button is highlighted with a red box, and a dropdown menu is open below it, showing "Unlock" and "View" options.

19. The Document Management Check In page is displayed.

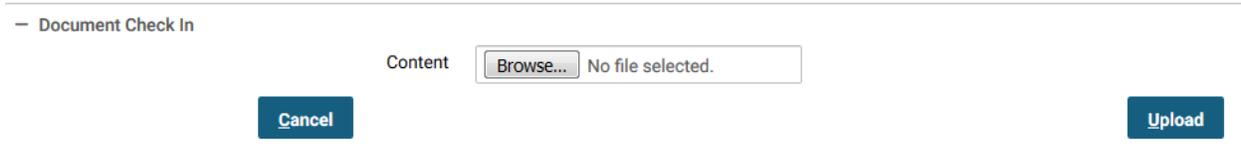
Figure 42: Document Management Check In Page

The screenshot shows a form titled "Document Check In" with the following elements:

- Content:** A text input field containing "No file selected." with a "Browse..." button to its left.
- Buttons:** "Cancel" and "Upload" buttons are located below the content field.

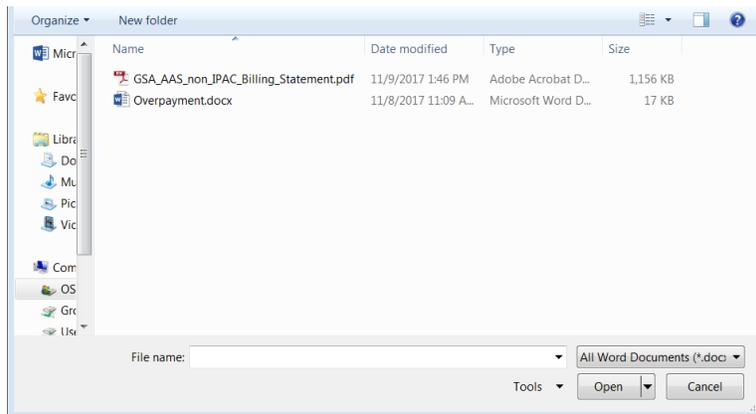
20. Select the **Browse** button to upload the attachment file that has been edited.

Figure 43: Select Browse Button to Upload Attachment File



- The File Upload screen using the local directory is displayed.
Select the updated file from the local directory and select **Open**.

Figure 44: Open Updated File



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

Figure 45: Upload Updated File



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

- The Correspondence Manage Attachments page Edit Information section is displayed.
NOTE: The selected attachment is checked in and unlocked.

Figure 46: Correspondence Manage Attachments Page Edit Information

- Edit Information

Checked Out	False ▼
LockedBy	<input type="text"/>
Last Edit Date	12/23/2011 10:52:32.000

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

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

Steps to Search Correspondence Records Associated with a Document

1. Navigate to Transactions → Form/Document Selection.

The Form/Document Selection Query page is displayed.

Figure 47: Form/Document Selection Query

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

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

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

3. Select the **Search** button.

Figure 48: Select Search Button



The document records are returned in the item collection.

Figure 49: Document Records Returned

1 - 10 of 3,465 results

Document Type	Document Number	Amendment / Modification Number	Title	Document Date	Document Status	User ID
<input checked="" type="radio"/> WO6	WO6201108140001		FLTCONVERT	08/14/2011	Processed	runbatchconvbbaar
<input type="radio"/> WO6	WO6201108140002		FLTCONVERT	04/08/2015	Processed	debradejong
<input type="radio"/> WO6	WO6201108140003		FLTCONVERT	08/14/2011	Processed	runbatchconvbbaar
<input type="radio"/> WO6	WO6201108140004		FLTCONVERT	04/21/2015	Processed	lawrenceplaskett
<input type="radio"/> WO6	WO6201109020001		FLTCONVERT	09/02/2011	Processed	brookestack
<input type="radio"/> WO6	WO6201109280001		Write-Off: FDNF7167753-001	04/26/2012	Processed	michaelhawley
<input type="radio"/> WO6	WO6201109280022		Write-Off: FDNF7790227-001	04/26/2012	Processed	michaelhawley
<input type="radio"/> WO6	WO6201109280037		Write-Off: FDNF7817689-001	04/26/2012	Processed	michaelhawley
<input type="radio"/> WO6	WO6201109280038		Write-Off: FDNF7818918-001	04/26/2012	Processed	michaelhawley
<input type="radio"/> WO6	WO6201109280039		Write-Off: FDNF7845062-001	07/05/2012	Processed	loisheineken

Correct Cancel Delete View Reference Query Amend/Modify 10 per page Page 1 of 347

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

Figure 50: Select Desired Document Record

1 - 10 of 3,465 results

Document Type	Document Number	Amendment / Modification Number	Title	Document Date	Document Status	User ID
<input checked="" type="radio"/> WO6	WO6201108140001		FLTCONVERT	08/14/2011	Processed	runbatchconvbbaar
<input type="radio"/> WO6	WO6201108140002		FLTCONVERT	04/08/2015	Processed	debradejong
<input type="radio"/> WO6	WO6201108140003		FLTCONVERT	08/14/2011	Processed	runbatchconvbbaar
<input type="radio"/> WO6	WO6201108140004		FLTCONVERT	04/21/2015	Processed	lawrenceplaskett
<input type="radio"/> WO6	WO6201109020001		FLTCONVERT	09/02/2011	Processed	brookestack
<input type="radio"/> WO6	WO6201109280001		Write-Off: FDNF7167753-001	04/26/2012	Processed	michaelhawley
<input type="radio"/> WO6	WO6201109280022		Write-Off: FDNF7790227-001	04/26/2012	Processed	michaelhawley
<input type="radio"/> WO6	WO6201109280037		Write-Off: FDNF7817689-001	04/26/2012	Processed	michaelhawley
<input type="radio"/> WO6	WO6201109280038		Write-Off: FDNF7818918-001	04/26/2012	Processed	michaelhawley
<input type="radio"/> WO6	WO6201109280039		Write-Off: FDNF7845062-001	07/05/2012	Processed	loisheineken

Correct Cancel Delete View Reference Query Amend/Modify 10 per page Page 1 of 347

The Header page is displayed.

Figure 51: Header Page Display

Header ▾

Header Accounting Lines Approval Routing Memos Summary Correspondence

General

Document Type	WO6 R6 Write Off CR	Org Receipt Date	08/14/2011
Status	PROCESSED	Last Receipt Date	08/14/2011
Document Number	WO6201108140001	Accounting Period	11/2011
Title/Contract Number	FLTCONVERT	Reporting Accounting Period	11/2011
Received By		Last Batch Number	
Post Code		Document Classification	
Number of Accounting Lines	1	Security Org	GSA
Number of Closed Accounting Lines	1	Accomplished Date	02/14/2011
Overseas Cashier Code		Last Print Date	
Disbursing Office	GS127	Last Modification Number	0
Sender's Disbursing Office		<input type="checkbox"/> Suppress Printing	
Agency DUNS Number		Lockbox Number	
Agency DUNS+4		Schedule Name	
Created by	runbatchconvbaar	Formal Contract Number	

...

5. Select the **Correspondence** tab.

Figure 52: Correspondence Tab

Header ▾

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

The Correspondence page is displayed.

Figure 53: Correspondence Page Display

The screenshot displays a web interface for managing correspondence. At the top, there is a 'Search Criteria' section with several input fields: 'Creator', 'Subject', 'Type Of Correspondence' (a dropdown menu set to 'Resolution'), 'Created Date' (with 'From' and 'To' sub-fields), 'Contact Person' (with 'First Name', 'Last Name', and 'Assignment Code' sub-fields), 'Public Publishing' (a dropdown menu), 'Record Number', 'Itemized Line Number', and 'Accounting Line Number'. Below these fields is a large 'Correspondence' text area. At the bottom of this section are 'Search' and 'Clear' buttons.

Below the search section, it says 'No results'. To the right of this text are icons for sorting, printing, and other actions. Below this is a table header with the following columns: Record Number, Created Date, Creator, First Name, Last Name, Assignment Code, Subject, Corresponder, Itemized Line Number, Accounting Line Number, Type Of Corresponder, and Public Publishing. Below the table header is a row of action buttons: Back, Add, Save, Remove, Email, History, and an ellipsis. To the right of these buttons is a pagination control showing '10 per page' and 'Page 1 of 1'.

Below the table is a 'Contact Person' section with input fields for: * First Name, Title, Phone Number, International Phone Number, * Last Name, and To Email Address(es) (a large text area).

NOTE: There is a search criteria section within the correspondence page. This section is made up of various fields such as: Creator, subject, type of correspondence, public publishing, and record number. There is a created date section with a to and from field within the search criteria section. To the right of this section is a contact person section where a first name, last name, and assignment code can be entered. The last field is a correspondence field. There is a search button and a clear button at the bottom of all of the fields. There is an item collection below these buttons. The item collection table has columns that make up the parameters for each row. Each row represents an individual record and each record can be selected by selecting the radio button to the left of the record. There are six buttons below the table and these are back, add, save, remove, email, history, and ellipses which expands to reveal more actions.

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

Figure 54: Select Search Button



The correspondence records are returned in the item collection.

Figure 55: Correspondence Records Returned in Item Collection

1 - 1 of 1 results ⌵ ⌵ ⌵ ⌵

Record Number	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Itemized Line Number	Accounting Line Number	Type Of Correspondence	Public Publishing
1	01/30/2018 12:56:59	allroles104	John	Smith		Overpayment	Dear Mr Smith, I noticed you over Paid			Question	True

Back Add Save Remove Email History ...
 10 per page ⌵ << < Page 1 of 1 > >>

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

Figure 56: Desired Correspondence Record Details

1 - 1 of 1 results 🔍 🗨️ 🗑️ ✕

Record Number	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Itemized Line Number	Accounting Line Number	Type Of Correspondence	Public Publishing
1	01/30/2018 12:56:59	allroles104	John	Smith		Overpayment	Dear Mr Smith, I noticed you over Paid			Question	True

10 per page | Page 1 of 1

Contact Person

* First Name: * Last Name:

Title:

Phone Number:

International Phone Number:

To Email Address(es):

Agency Contact

Name:

Title:

Phone Number:

From Email Address:

Research Information

Researcher Name:

Researcher Phone Number:

Researcher International Phone Number:

Researcher Email Address:

Contact Date:

Open Date:

Complete Date:

Total Research Days:

Correspondence

* Communication Source:

* Type Of Correspondence:

* Subject:

Itemized Line Number:

* Correspondence:

Public Publishing

Record Number:

Created Date:

Last Modified Date:

Creator:

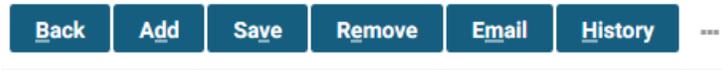
Last Modified By:

Accounting Line Number:

NOTE: There is an item collection box within the correspondence page which has columns that are parameters for each row. Each row makes up an individual record and each record can be selected by selecting the radio button to the left of the record number. The following buttons can be found below this table: Back, add, save, remove, email, history, and ellipses which expands to reveal more actions. There is a contact person section under these buttons where the first name and last name are required fields. The next section is an agency contact section. The agency contact section has some of the following fields: the name, title, phone number, and from email address can be specified. There is a research information section below the agency contact section. There is a correspondence section below the research information section. The required fields in the correspondence section are Communication source, type of correspondence, subject, correspondence, and accounting line number.

9. Select the **History** button.

Figure 57: Select History Button



10. The Correspondence History page is displayed.

Review the correspondence history records associated with the document record.

Figure 58: Correspondence History Page Display

1 - 2 of 2 results

Record Number	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondent	Itemized Line Number	Accounting Line Number	Type Of Correspondent	Public Publishing
1	01/30/2018 13:00:09	allroles104								Resolution	False
2	01/30/2018 13:00:09	allroles104	John	Smith		Question About Current Account Balance	Current	0001	111	Resolution	False

10 per page | Page 1 of 1

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

Figure 59: Select Attachments Button



The Correspondence Manage Attachments page is displayed.

Figure 60: Correspondence Manage Attachments Page

1 - 1 of 1 results

<input type="checkbox"/>	Attachment Identifier	Name	Title	Number of Pages	Attachment	Sensitive	Check Out Status	Extension Type
<input checked="" type="checkbox"/>	1	Attachment1.txt	Detailed BillingDocumentation	2	False	False	False	txt

[Return](#)
[Import Local File](#)
[Attachment Access](#)
[Repository](#)
[Delete](#)
[Check Out](#)
⋮
10 per page
<<
<
Page 1 of 1
>
>>

Document Information

* Attachment Identifier:

* Title:

Location:

Number of Pages:

* Attachment Date:

Sensitive

Attachment

Attachment Type:

Draft/Final:

Transmit to External Application

Name:

Type:

Explicit Access

Export Controlled

Is CD Available

Edit Information

Checked Out:

LockedBy:

Last Edit Date:

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

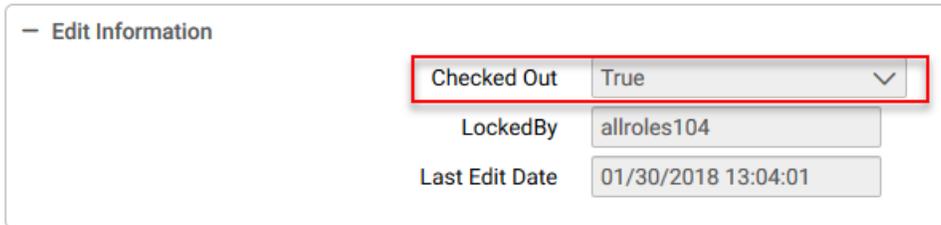
12. To view an attachment, select the desired attachment in the item collection and select the **View** button.
13. To delete an attachment, select the desired attachment in the item collection and select the **Delete** button.
14. To check out and lock an attachment for editing, select the desired attachment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

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

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

NOTE: The selected attachment checked out and is locked.

Figure 61: Correspondence Manage Attachments Page Edit Information



— Edit Information

Checked Out True

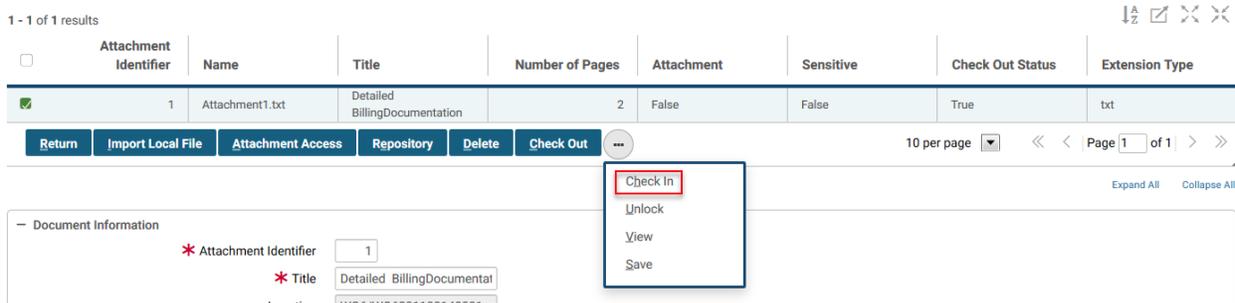
LockedBy allroles104

Last Edit Date 01/30/2018 13:04:01

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

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

Figure 62: Check In Attachment After Editing



1 - 1 of 1 results

Attachment Identifier	Name	Title	Number of Pages	Attachment	Sensitive	Check Out Status	Extension Type	
<input checked="" type="checkbox"/>	1	Attachment1.txt	Detailed BillingDocumentation	2	False	False	True	txt

Return Import Local File Attachment Access Repository Delete Check Out

10 per page Page 1 of 1

— Document Information

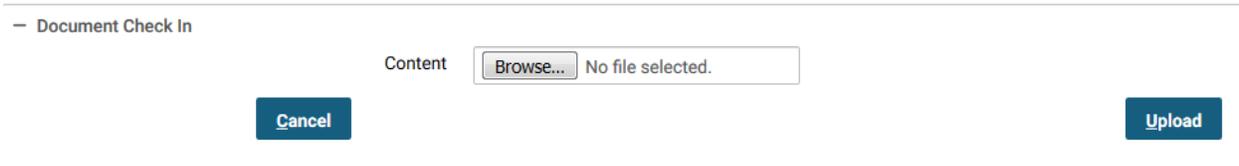
* Attachment Identifier 1

* Title Detailed BillingDocumentat

Check In
Unlock
View
Save

- The Document Management Check In page is displayed.

Figure 63: Document Management Check In Page

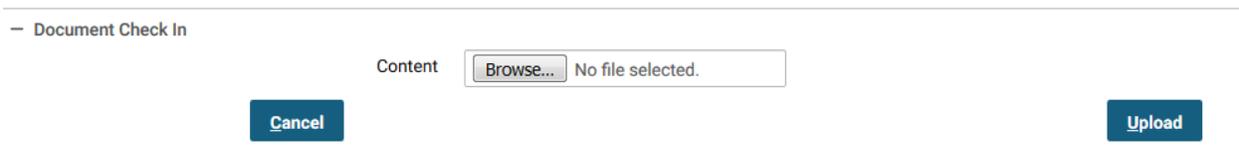


— Document Check In

Content No file selected.

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

Figure 64: Upload Edited Attachment File



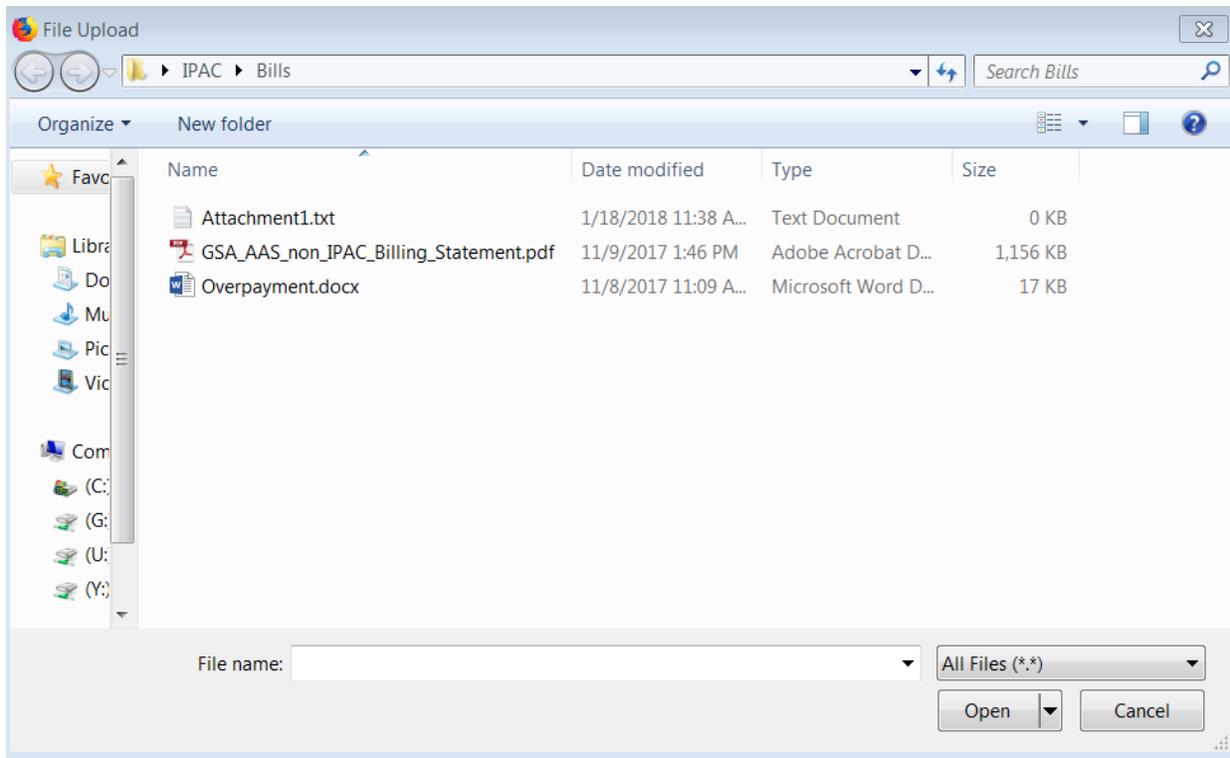
— Document Check In

Content No file selected.

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

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

Figure 65: Open Updated File



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

Select **Upload**.

Figure 66: Upload Document Management Check In Page



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

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

NOTE: The selected attachment is checked in and unlocked.

Figure 67: Correspondence Manage Attachments Page Edit Information

- Edit Information

Checked Out	False ▼
LockedBy	<input type="text"/>
Last Edit Date	01/30/2018 13:10:06

4.9.7 Managing Correspondence Workflow Tasks

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

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

Steps to Manage the Review Correspondence Workflow Task:

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

Figure 68: Inbox Display

Links
 Inbox

Task

Review Correspondence
▼

Item

Item

Task Status

▼

Task Description

Task Description

Date Due

Date Range

Search

Clear

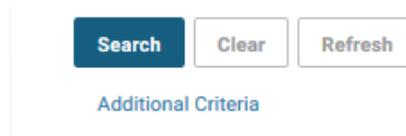
Refresh

[Additional Criteria](#)

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

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

Figure 69: Select Search Button



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

Figure 70: Open Review Correspondence Task

REVIEW CORRESPONDENCE CI000NBC 973008 973008 ×

Task		Item	
Type	Review Correspondence	Item	CI000NBC 973008 973008
Task Description	Review Correspondence Communication 973008 973008 CI000NBC	Assignment Date	01/03/2018
		Expected Completion Date	01/04/2018
Priority	Medium	Task Status	Assigned
Document			
Document Type		Amendment/Modification Number	
Document Number		Document Title	
Document Date		Security Organization	
Document Status		Form Creation Status	
Total Transaction Amount	\$0.00	Form Creation Step	
Fund Amount	\$0.00	Accounting Period	
Fund Currency		Vendor Code	973008
Transaction Currency		Vendor Address Code	973008
Contract Number		Vendor Name	DOD, DEFENSE INTELLIGENCE AGENCY
Blanket Agreement Number			
Classification			
Document Description	Test Communication		
Header Fields			
Assignment Code		Serverable Service/SCAC Code	
Client Phone Number		Short Contract Number (GWAC)	
Contract Number		Multiyear	
Bidder's Last Name/Fund Code/Appropriation			

Open and Acquire **View** **Release** ...

The Notification of Review Correspondence Workflow Task window is displayed.

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

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

Figure 71: Selected Task Has Been Acquired

Pegasys / Transactions / Form/Document Selection / Notification of Review Correspondence Workflow Task

1 - 1 of 1 results

 The selected task has been acquired.

Notification of Review Correspondence Workflow Task

— General

Vendor Code

Vendor Address Code

— Contact Person

First Name

Last Name

To Email Address(es)

Complete

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

Figure 72: Select Complete

Pegasys / Transactions / Form/Document Selection / Notification of Review Correspondence Workflow Task

1 - 1 of 1 results

 The selected task has been acquired.

Notification of Review Correspondence Workflow Task

— General

Vendor Code

Vendor Address Code

— Contact Person

First Name

Last Name

To Email Address(es)

Complete

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

Figure 73: Work Item Completed

1 server message(s)

 **Work Item has been completed.**

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

4.10 Disputes (Non-IPAC)

Accounts Receivables disputes functionality provides the ability to:

- Receive customer dispute requests of non-IPAC bills from VCSS.
- Create customer dispute requests (on the customer’s behalf) of non-IPAC bills from within Pegasys.
- Track those dispute requests from inception through resolution.

- Update the Billing Document(s) associated with a dispute request to prevent assessment of overdue charges while the dispute is being reviewed.

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

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

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

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

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

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

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

- Managing the Review Billing Dispute Request workflow task from the Pegasys Inbox.
- Querying for and updating dispute requests via the Disputed Billings Query.
- Recording initial dispute evaluation, including document updates.
- Recording pending final action and resolution dispute evaluation, including document updates.
- Removing a dispute request from the corresponding Pegasys transaction.
- Creating customer correspondence directly from the Disputed Billings Query.
- Manually creating new dispute requests using the Disputed Billings Query.

4.10.1 Disputed Billings Query (Non-IPAC) Search Parameters

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

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

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

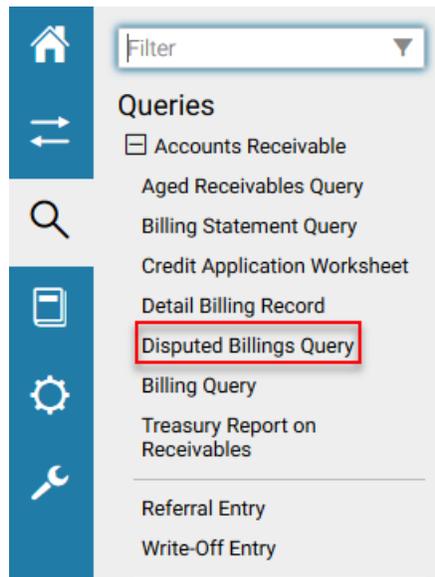
4.10.2 Query Disputed Billings

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

Steps to Query Dispute Requests from the Disputed Billings Query

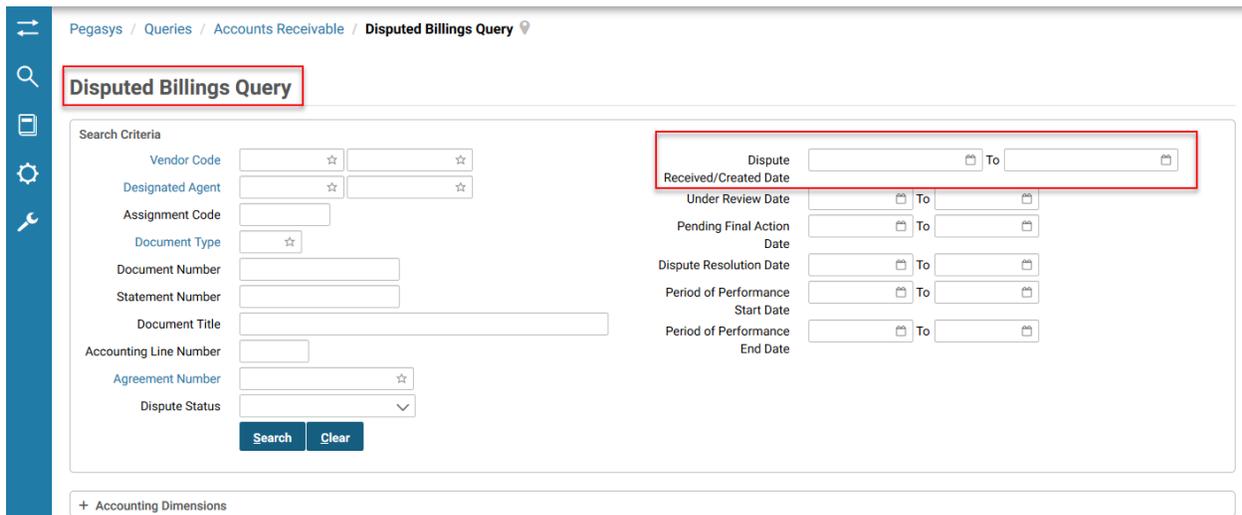
1. Navigate to Queries → Accounts Receivable → Disputed Billings Query.

Figure 74: Navigate to Disputed Billings Query



The Disputed Billings Query is displayed.

Figure 75: Disputed Billings Query



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

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

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

Figure 76: Select the Dispute Request Details

Disputed Billings Query

Status	Code	Code	Vendor Name	Agent	Address Code	Agent Name	Name	Name	Code	Type	Number
<input type="radio"/> New	14485R	14485R	DOI, US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0145
<input type="radio"/> New	14485R	14485R	DOI, US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0145
<input type="radio"/> New	68801R	68801R	WESTON SOLUTIONS, INC				Becky	Re-Telang		FMN	FMNF0071
<input type="radio"/> New	14485R	14485R	DOI, US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0145
<input type="radio"/> New	803322	803322	A.I.SOLUTIONS, INC				gt4qtyq	y64wy54w		FMN	FMNF0145
<input type="radio"/> New	14485R	14485R	DOI, US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0145
<input type="radio"/> New	14485R	14485R	DOI, US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0145
<input checked="" type="radio"/> New	14485R	14485R	DOI, US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0145
<input type="radio"/> New	803322	803322	A.I.SOLUTIONS, INC				Auto	Tester		FMN	FMNF0145
<input type="radio"/> New	14485R	14485R	DOI, US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0145

10 per page | Page 1 of 4

[Go to top of page](#)

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

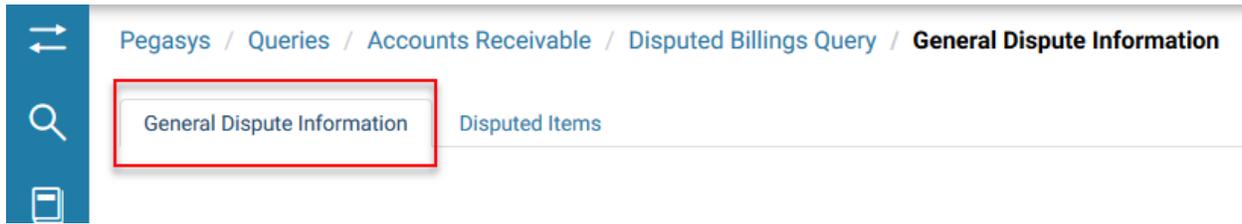
The General Dispute Information tab is displayed.

Figure 77: General Dispute Information

NOTE: There are three main sections within the general dispute information tab and these are disputed document, status, and customer information. The following fields can be found within the disputed document section: document type field, doc Num field, and statement number field. There is a required dispute status field within the status section. Some of the other fields are dispute received/created date time, under review date, pending final action date, and dispute resolution date. The Customer information can be specified within the customer information section. The following buttons can be found at the bottom of this page: save, view document, correct document, amend document, add customer correspondence, record dispute, and ellipses which expands to reveal more actions.

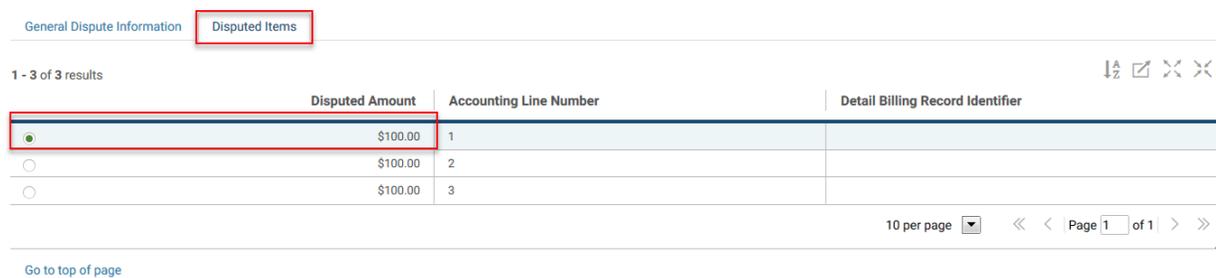
NOTE: To perform an action on a dispute, select one of the action buttons.

Figure 78: Select One of the Action Buttons



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

Figure 79: Select Disputed Items Tab



4.10.3 Manage Dispute Workflow Task

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

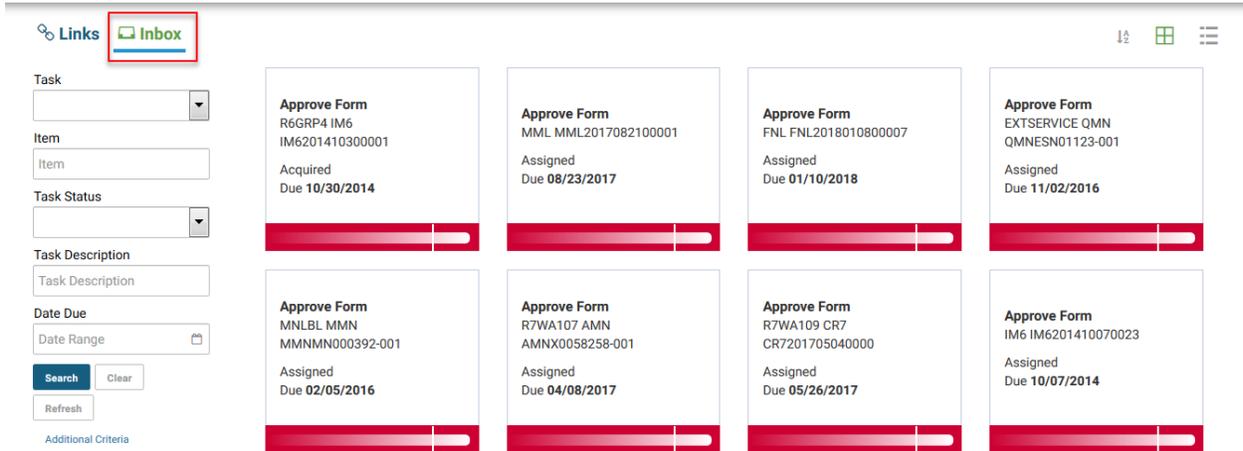
To search for and manage the Review Billing Dispute Request Workflow Task:

Steps to Manage Review Billing Dispute Request Workflow Tasks

- Navigate to the Pegasys Inbox.

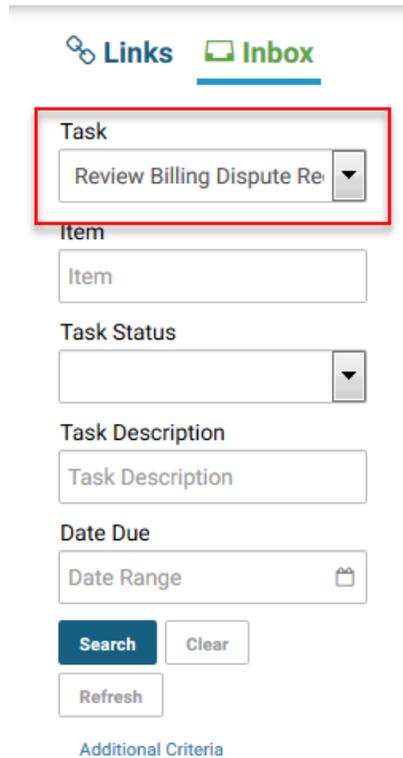
The inbox Search Criteria section and item collection is displayed.

Figure 80: Inbox Search Criteria and Item Collection



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

Figure 81: Enter Additional Search Criteria



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

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

4. Select the Search button.

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

Figure 82: Returned Records

REVIEW BILLING DISPUTE REQUEST R6FIT2 CN000BNC ✕

Task	Review Billing Dispute Request	Item	R6FIT2 CN000BNC
Type	Request	Task Description	Review Billing Dispute Request for CN000BNC 00355R 00355R
Assignment Date	01/04/2018	Expected Completion Date	01/09/2018
Task Status	Assigned	Priority	Medium
Document			
Document Type	CDN	Amendment/Modification Number	
Document Number	CDN-708	Document Title	
Document Date	01/04/2018	Security Organization	GSA
Document Status		Form Creation Status	
Total Transaction Amount	\$0.00	Form Creation Step	
Fund Amount	\$100.00	Accounting Period	
Fund Currency		Vendor Code	00355R
Transaction Currency		Vendor Address Code	00355R
Contract Number		Vendor Name	WASHINGTON METRO TRANSIT COMMISSION
Blanket Agreement Number			
Classification			
Document Description	Test Dispute for Test 5		
Header Fields			
Assignment Code		Serverable Service/SCAC Code	
Client Phone Number		Short Contract Number (GWAC)	
Contract Number		Multiyear	
Bidder's Last Name/Fund Code/Appropriation			

Open and Acquire **View** Release ...

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

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

Figure 83: Notification of Review Billing Dispute Request Workflow Task

Pegasys / Transactions / Form/Document Selection / Review Correspondence Workflow Task / Notification of Review Billing Dispute Request Workflow Task

1 - 1 of 1 results

 The selected task has been acquired.

Notification of Review Billing Dispute Request Workflow Task

Vendor Code	00355R
Address Code	00355R
Vendor Name	WASHINGTON METRO TR.
Document Type	CDN
Doc Num	CDN-708
Statement Number	CN000BNC

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6. Select View Billing Dispute Request.

Figure 84: Select View Billing Dispute Request

Pegasys / Transactions / Form/Document Selection / Review Correspondence Workflow Task / Notification of Review Billing Dispute Request Workflow Task

Notification of Review Billing Dispute Request Workflow Task

Vendor Code	00355R
Address Code	00355R
Vendor Name	WASHINGTON METRO TR.
Document Type	CDN
Doc Num	CDN-708
Statement Number	CN000BNC

[Go to top of page](#)

[View Billing Dispute Request](#) [Complete](#)

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

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

Figure 85: Disputed Billings Query

Disputed Billings Query

Search Criteria

<p>Vendor Code <input type="text"/> ☆ <input type="text"/> ☆</p> <p>Designated Agent <input type="text"/> ☆ <input type="text"/> ☆</p> <p>Assignment Code <input type="text"/></p> <p>Document Type <input type="text" value="ADN"/> ☆</p> <p>Document Number <input type="text"/></p> <p>Statement Number <input type="text"/></p> <p>Document Title <input type="text"/></p> <p>Accounting Line Number <input type="text"/></p> <p>Agreement Number <input type="text"/> ☆</p> <p>Dispute Status <input type="text" value="Under Review"/> ▼</p> <p style="text-align: center;"><input type="button" value="Search"/> <input type="button" value="Clear"/></p>	<p>Dispute Received/Created Date <input type="text"/> To <input type="text"/></p> <p>Under Review Date <input type="text"/> To <input type="text"/></p> <p>Pending Final Action Date <input type="text"/> To <input type="text"/></p> <p>Dispute Resolution Date <input type="text"/> To <input type="text"/></p> <p>Period of Performance Start Date <input type="text"/> To <input type="text"/></p> <p>Period of Performance End Date <input type="text"/> To <input type="text"/></p>
--	---

+ Accounting Dimensions

+ User Defined Header Fields

1 - 10 of 104 results ⌵ ⌵ ⌵ ⌵

Dispute Status	Vendor Code	Address Code	Vendor Name	Designated Agent	Designated Agent Address Code	Designated Agent Name	First Name	Last Name	Assignment Code	Document Type	Document
<input type="radio"/> Under Review	104409	104409	U.S. DISTRICT COURT				Rinda	Ilustrisimo	R7WA104	ADN	ADNX00104

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

4.10.4 Initial Dispute Evaluation

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

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

The BD is updated per the following:

- The system automatically locates the accounting line(s) associated with the dispute request.

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

4.10.4.1 Initial Dispute Evaluation - Request

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

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

1. Navigate to the Disputed Billings Query via the workflow notification task described in **BAAR User Guide 5 of 10, Section 4.10.1** or via: Queries → Accounts Receivable → Disputed Billings Query.

Figure 86: Disputed Billings Query

Pegasys / Queries / Accounts Receivable / Disputed Billings Query

Disputed Billings Query

Search Criteria

<p>Vendor Code <input type="text"/> ☆ <input type="text"/> ☆</p> <p>Designated Agent <input type="text"/> ☆ <input type="text"/> ☆</p> <p>Assignment Code <input type="text"/></p> <p>Document Type <input type="text" value="ADN"/> ☆</p> <p>Document Number <input type="text"/></p> <p>Statement Number <input type="text"/></p> <p>Document Title <input type="text"/></p> <p>Accounting Line Number <input type="text"/></p> <p>Agreement Number <input type="text"/> ☆</p> <p>Dispute Status <input type="text" value="New"/> ▾</p> <p style="text-align: right;"><input type="button" value="Search"/> <input type="button" value="Clear"/></p>	<p>Dispute Received/Created Date <input type="text"/> To <input type="text"/></p> <p>Under Review Date <input type="text"/> To <input type="text"/></p> <p>Pending Final Action Date <input type="text"/> To <input type="text"/></p> <p>Dispute Resolution Date <input type="text"/> To <input type="text"/></p> <p>Period of Performance Start Date <input type="text"/> To <input type="text"/></p> <p>Period of Performance End Date <input type="text"/> To <input type="text"/></p>
--	---

+ Accounting Dimensions

+ User Defined Header Fields

1 - 2 of 2 results ⌵ ⌵ ⌵ ⌵

Dispute Status	Vendor Code	Address Code	Vendor Name	Designated Agent	Designated Agent Address Code	Designated Agent Name	First Name	Last Name	Assignment Code	Document Type	Doc Nur
<input type="radio"/> New	96P33D	96P33D	USA CORPS OF ENGINEERS PITTSBURGH DIS				Kevin	Gembarosky		ADN	ADN
<input type="radio"/> New	97A05Q	97A05Q	DOD US DEPT OF THE ARMY				Jake Test	Jake Test		ADN	ADN

10 per page ⌵ < > Page 1 of 1 >>

⋮

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

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

Figure 87: Dispute Resolution Description

- Dispute Information	
Dispute Reason Code	WRONGAGCY
Dispute Explanation	Charges belong to other USACE agency in building. Contact local GSA to correct.
Total Dispute Amount	\$541.54

6. Select the **Save** button.

The Disputed Billings Query General Dispute Information tab is displayed.

Figure 88: Disputed Billings Query General Dispute Information

General Dispute Information	Disputed Items
- Disputed Document	
Document Type	ADN
Doc Num	ADNX0016211-001
Statement Number	X0016211
- Status	
* Dispute Status	Rejected
Dispute Received/Created Date Time	05/15/2014 05:21:49
Under Review Date	05/27/2014
Pending Final Action Date	
Dispute Resolution Date	
+ Customer Information	
+ Dispute Information	
- Dispute Resolution Description	
* Description	This dispute request was received against a bill that has already been reduced to the correct information.

NOTE: There are 5 main sections within the general dispute information tab: disputed document, status, customer information, dispute information, and dispute resolution description. The following fields can be found within the disputed document section: the document type which has a value of AND, the document number which has a value of ADNX0016211-001, and the statement number which has a value of X0016211. There is a required dispute status field which has a value of Rejected. The other fields are dispute received/created date time with a time of 05/15/2014 05:21:49 and the under review date has a date of 05/27/2014. At the bottom of this page is a dispute resolution description section with a required description field.

4.10.4.2 Initial Dispute Evaluation - Under Review

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

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

1. Navigate to the Disputed Billings Query via the workflow notification task described in **BAAR User Guide 5 of 10, Section 4.10.1** or via: Queries → Accounts Receivable → Disputed Billings Query.

Figure 89: Disputed Billings Query

The screenshot shows the 'Disputed Billings Query' interface. On the left is a blue sidebar with navigation icons. The main area has a breadcrumb trail: 'Pegasys / Queries / Accounts Receivable / Disputed Billings Query'. Below this is a red-bordered box containing the title 'Disputed Billings Query'. Underneath is a 'Search Criteria' section with various input fields: Vendor Code, Designated Agent, Assignment Code, Document Type, Document Number, Statement Number, Document Title, Accounting Line Number, Agreement Number, and Dispute Status (a dropdown menu). To the right of these fields are date range filters for Dispute Received/Created Date, Under Review Date, Pending Final Action Date, Dispute Resolution Date, and Period of Performance (Start and End Dates). At the bottom of the search criteria are 'Search' and 'Clear' buttons. Below the search criteria is a '+ Accounting Dimensions' section.

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

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

Figure 90: Select Save Button

The screenshot shows a horizontal row of action buttons. From left to right, the buttons are: 'Save' (highlighted with a red box), 'View Document', 'Correct Document', 'Amend Document', 'Add Customer Correspondence', and 'Record Dispute'. There is a three-line menu icon to the right of the 'Record Dispute' button.

4. Select Record Dispute.

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

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

Figure 91: Billing Document Opened Automatically

1 - 1 of 1 results

Billing Document
AR22831 You may wish to update the dispute status on the disputed item query record if it exists, as a result of updating the corresponding billing document.

Header Accounting Lines Office Addresses Approval Routing Memos Summary

Expand All Collapse All

General

Document Type	ADN RWA/HOTD Non-IPAC BD	Document Date	
Status	PROCESSED	Accounting Period	
Document Number	ADNX0016211-001	Reporting Accounting Period	
Statement Number	X0016211 Generate	Batch Number	
Amendment Number	05109	Document Classification	
Title	NG721619	Security Org	GSA
Billed By		Business Line	RWAHOTD
Post Code			
Agency DUNS Number			
Agency DUNS+4			
<input checked="" type="checkbox"/> Bill Generated Flag			
Bill Generated Date	03/20/2014		

Vendor Information

Vendor	* Vendor 96P33D 96P33D More	Designated Agent	Vendor More Default
Address Name	USA CORPS OF ENGINEERS PITTSBURG	Address Name	

Verify Save Submit Schedule Refresh Fund Currency

5. As a result of selecting **Record Dispute**, the system:
 - a. Automatically locates the accounting line(s) associated with the dispute request.
 - b. Updates the accounting line(s) per the following logic:
 - i. For disputes of the entire Billing Document or select accounting lines:
 1. Sets the Debt Appeal Forbearance Flag to True on all Accounting Lines included in the dispute.
 2. Records the current system date in the Debt Appeal Forbearance Date field.
 - ii. For disputes of select Detail Billing Records (DBRs):
 1. Reduces the accounting line by the total amount of disputed DBRs.
 2. Generates a new accounting line, setting the Debt Appeal Forbearance Flag to True and capturing the Debt Appeal Forbearance Date.
 3. Transfers the DBRs specified in the billing dispute request from the original accounting line to the new accounting line.
- NOTE:** If transferring the disputed DBRs to another accounting line would leave the current line without any DBRs, the system does not reduce the accounting line or perform the transfer. Rather, the system sets the Debt Appeal Forbearance Flag to True and records the current system date in the Debt Appeal Forbearance Date field on the original accounting line.
6. Select the **Verify** button.

Figure 92: Successful Verification

1 - 4 of 4 results

- Billing Document/Billing Document Line 1
GS6782I Interagency information will not be transmitted to IPAC when the Bill Type/Type of Transfer is not IPAC
- Billing Document/Billing Document Line 2
GS6782I Interagency information will not be transmitted to IPAC when the Bill Type/Type of Transfer is not IPAC
- Form FMNF0145608-001 was verified successfully.

Header Accounting Lines Office Addresses Approval Routing Memos Summary

Status	CORRECT	Document Date	01/31/2018
Document Number	FMNF0145608-001	Accounting Period	04/2018
Statement Number	F0145608 <input type="button" value="Generate"/>	Reporting Accounting Period	04/2018
Title		Batch Number	
Billed By		Document Classification	
Post Code		Security Org	GSA
Agency DUNS Number		Business Line	FLEET
Agency DUNS+4			
	<input checked="" type="checkbox"/> Bill Generated Flag		
Bill Generated Date	12/08/2017		

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.

7. Select the **Save** button.

Figure 93: Successful Save

1 - 1 of 1 results

- Form ADNXX0063205-001 was saved successfully.

Header Accounting Lines Office Addresses Approval Routing Memos Summary

Expand All Collapse #

General

Document Type	ADN RWA/HOTD Non-IPAC BD	Original Document Date	05/19/2017
Status	HELD	Document Date	01/31/2018
Document Number	ADNXX0063205-001	Accounting Period	04/2018
Statement Number	X0063205 <input type="button" value="Generate"/>	Reporting Accounting Period	
Title	R0644783	Batch Number	
Billed By		Document Classification	
Post Code		Security Org	GSA
Agency DUNS Number		Business Line	RWAHOTD
Agency DUNS+4			
	<input checked="" type="checkbox"/> Bill Generated Flag		
Bill Generated Date	05/22/2017		

8. Select the **Submit** button.

Figure 94: Successful Submission

The screenshot displays a web application interface. On the left is a blue vertical sidebar with icons for search, home, settings, and tools. The main content area is titled "1 server message(s)" and contains a red-bordered notification box with an information icon and the text: "Form ADN0063205-001 was submitted for processing successfully". Below the notification are tabs for "Links" and "Inbox". The "Inbox" tab is active, showing a list of tasks. The first task is "Approve Form" with ID "R6GRP4 IM6 IM6201410300001", status "Acquired", and due date "10/30/2014". The second task is "Approve Form" with ID "MNLBL MMN MMNMN000392-001", status "Assigned", and due date "02/05/2016". On the left side of the task list, there are search filters for Task, Item, Task Status, Task Description, and Date Due, along with "Search", "Clear", and "Refresh" buttons.

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

4.10.5 Pending Final Action and Dispute Resolution

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

If it is determined that a final action, such as an update to the corresponding document, is required to resolve the dispute request, the dispute status should be set to Pending Final Action. The setting of a dispute object's status to Pending Final Action on the Disputed Billings Query means that a Pegasys user has completed their analysis of the dispute. The dispute process will then await a feeder system transaction update (or for the BD to be manually corrected, as an alternative) to finalize the acceptance or rejection.

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

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

1. Navigate to the Disputed Billings Query via the workflow notification task described in **BAAR User Guide 5 of 10, Section 4.10.1** or via: Queries → Accounts Receivable → Disputed Billings Query.

Figure 95: Disputed Billings Query

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

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

2. Enter the search criteria to search for a dispute request.
3. Select the dispute request from the item collection and select **Details**.
4. If it is determined that a final action will be taken to update the corresponding document based on the dispute resolution, set the Dispute Status dropdown to Pending Final Action.
5. Update the Dispute Resolution Description section **Description** field to include a description of the pending final action to be taken.
6. Select **Save**.

The Disputed Billings Query General Dispute Information tab is displayed.

Figure 96: Disputed Billings Query General Dispute Information Tab

General Dispute Information	Disputed Items
<p>– Disputed Document</p> <p>Document Type: <input type="text" value="ADN"/></p> <p>Doc Num: <input type="text" value="ADNX0063205-001"/></p> <p>Statement Number: <input type="text" value="X0063205"/></p>	
<p>– Status</p> <p>* Dispute Status: <input type="text" value="Pending Final Action"/></p> <p>Dispute Received/Created Date Time: <input type="text" value="05/26/2017 05:14:43"/></p> <p>Under Review Date: <input type="text" value="05/26/2017"/></p> <p>Pending Final Action Date: <input type="text" value="05/26/2017"/></p> <p>Dispute Resolution Date: <input type="text" value="05/26/2017"/></p>	
<p>+ Customer Information</p>	
<p>+ Dispute Information</p>	
<p>– Dispute Resolution Description</p> <p>* Description: <input type="text" value="The Fleet Feeder system will be sending in a credit record to be applied to this customer's current month billing."/></p>	

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

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

- If it is determined that a final action is not required or has already been taken to update the corresponding document based on the dispute resolution, set the Dispute Status dropdown to either Accepted or Rejected.

8. Update the Dispute Resolution Description section **Description** field to include a description of why the dispute request was accepted or rejected.
9. Select **Save**.
10. Select **Remove Dispute**.

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

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

Figure 97: Debt Appeal Forbearance Flag

The screenshot shows a form titled "Accounts Receivable Status". It contains several fields for dates and corresponding checkboxes for flags. The fields and their values are as follows:

Field	Value	Flag
Debt Appeal/Forbearance Date	[Empty]	<input type="checkbox"/> Debt Appeal Forbearance
Foreclosure Date	[Empty]	<input type="checkbox"/> Foreclosure
Wage Garnishment Date	[Empty]	<input type="checkbox"/> Wage Garnishment
Rescheduled Date	[Empty]	<input type="checkbox"/> Rescheduled
Waived Date	[Empty]	<input type="checkbox"/> Waived
Suspended Date	[Empty]	<input type="checkbox"/> Suspended
Compromised Date	[Empty]	<input type="checkbox"/> Compromised
Closed Out Date	[Empty]	<input type="checkbox"/> Closed Out
Litigation Date	[Empty]	<input type="checkbox"/> Litigation
Last Refunded Date	[Empty]	
Bankruptcy Date	[Empty]	<input type="checkbox"/> Bankruptcy

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

Figure 98: Successful Verification

The screenshot shows a success message at the top: "Form FMNF0145608-001 was verified successfully." Below this is a form with several tabs: "Header", "Accounting Lines", "Office Addresses", "Approval Routing", "Memos", and "Summary". The "Header" tab is active, showing the following details:

Field	Value
Status	CORRECT
Document Number	FMNF0145608-001
Statement Number	F0145608
Title	[Empty]
Billed By	[Empty]
Post Code	[Empty]
Agency DUNS Number	[Empty]
Agency DUNS+4	[Empty]
Bill Generated Flag	<input checked="" type="checkbox"/>
Bill Generated Date	12/08/2017
Document Date	01/31/2018
Accounting Period	04/2018
Reporting Accounting Period	04/2018
Batch Number	[Empty]
Document Classification	[Empty]
Security Org	GSA
Business Line	FLEET

13. Select the **Save** button.

Figure 99: Successful Save

1 - 1 of 1 results

Form RMNAA008125-001 was saved successfully.

Expand All Collapse All

Header Accounting Lines Office Addresses Approval Routing Memos Summary

General

<p>Document Type: <input type="text" value="RMN"/> Rent Non-IPAC BD Manual</p> <p>Status: <input type="text" value="HELD"/></p> <p>Document Number: <input type="text" value="RMNAA008125-001"/></p> <p>Statement Number: <input type="text" value="AA008125"/> <input type="button" value="Generate"/></p> <p>Title: <input type="text" value="Disputed overbilling on RDV12046379-007"/></p> <p>Billed By: <input type="text" value="John Stevens"/></p> <p>Post Code: <input type="text" value="☆"/></p> <p>Agency DUNS Number: <input type="text"/></p> <p>Agency DUNS+4: <input type="text"/></p> <p><input checked="" type="checkbox"/> Bill Generated Flag</p> <p>Bill Generated Date: <input type="text" value="04/13/2012"/></p>	<p>Original Document Date: <input type="text" value="04/09/2012"/></p> <p>Document Date: <input type="text" value="02/01/2018"/></p> <p>Accounting Period: <input type="text" value="05/2018"/> ☆</p> <p>Reporting Accounting Period: <input type="text"/> ☆</p> <p>Batch Number: <input type="text"/></p> <p>Document Classification: <input type="text"/> ☆</p> <p>Security Org: <input type="text" value="PEGMISC"/></p> <p>Business Line: <input type="text" value="RENT"/></p>
--	---

14. Select the **Submit** button.

Figure 100: Successful Submission

1 server message(s)

Form WO6201108140001 was submitted for processing successfully.

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

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

4.10.6 Add Dispute-Related Statement-Level Correspondence

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

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

Steps to Create Statement Level Correspondence for a Dispute Request:

1. Navigate to the Disputed Billings Query via the workflow notification task described in **BAAR User Guide 5 of 10, Section 4.10.1** or via: Queries → Accounts Receivable → Disputed Billings Query.
2. Enter the search criteria to search for a dispute request.
3. Select the dispute request from the item collection and either:
 - a. Select **Add Correspondence** directly from the Disputed Billings Query main page.
 - b. Or, select **Details** and then select **Add Correspondence** from the Disputed Billings Query General Dispute Information tab.

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

Figure 101: Launched Correspondence Template

1 - 1 of 1 results ⌵ ⌵ ⌵ ⌵

Record Number	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Itemized Line Number	Accounting Line Number	Type Of Correspondence	Public Publishing
1	02/01/2018 11:44:00	allroles104	Mike	Smith		Dispute	Call back			Dispute	True

Back Add Save Remove Email History ...
 10 per page
Page 1 of 1

Contact Person

* First Name * Last Name

Title

Phone Number

International Phone Number

To Email Address(es)

Agency Contact

Name

Title

Phone Number

From Email Address

Research Information

Researcher Name

Researcher Phone Number

Researcher International Phone Number

Researcher Email Address

Contact Date

Open Date

Complete Date

Total Research Days

Correspondence

* Communication Source

* Type Of Correspondence

* Subject

Itemized Line Number

* Correspondence

Public Publishing
 Record Number

Creator
 Created Date

Last Modified By
 Last Modified Date

Accounting Line Number

NOTE: The item collection table has various columns that display parameters about each row. Each row in the table represents an Individual Record and each record can be

selected by selecting the radio button to the left of the record number column. There are seven buttons below the table and these are back, add, save, remove, email, history, and ellipses which can be expanded to reveal more actions. There is a contact person section below the buttons where there are required first name and last name fields. There is an agency section below the contact person section where some of the following fields can be found: name, title, phone number, and from email address. There is a correspondence section below this section where there is a required communication source, a required type of correspondence, a required subject, and a required correspondence fields. Some of the other fields are creator, public publishing, record number, and created date.

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

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

Figure 102: Populate Correspondence Fields

The screenshot shows a web form titled "Correspondence". On the left side, there are several fields with red asterisks indicating they are required: "Communication Source" (a dropdown menu with "Phone" selected), "Type Of Correspondence" (a dropdown menu with "Dispute" selected), "Subject" (a text input field containing "Dispute Admin Fee"), and "Correspondence" (a large text area containing a letter). To the right of these fields are: a "Public Publishing" checkbox which is checked; "Creator" and "Last Modified By" (both text input fields containing "allroles104"); and "Accounting Line Number" (an empty text input field). On the far right, there is a summary section with "Record Number" (input field with "1"), "Created Date" (input field with "02/01/2018 11:44:00"), and "Last Modified Date" (input field with "02/01/2018 11:44:00").

5. Review the correspondence template to ensure all pre-populated information is accurate.
6. Fill out any additional information to be included in the correspondence. Upload an attachment(s) via the **Attachments** button.

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

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

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

Figure 103: Sent Email Message

The screenshot displays a search interface with the following elements:

- Search Criteria:** Includes fields for Creator, Subject, Type Of Correspondence (set to Resolution), Public Publishing, Record Number, and Assignment Code.
- Created Date:** Fields for From and To.
- Contact Person:** Fields for First Name and Last Name.
- Correspondence:** A large text area for input, with Search and Clear buttons below it.
- Table:** A table with 12 columns: Record Number, Vendor, Vendor Address, Created Date, Creator, First Name, Last Name, Assignment Code, Subject, Correspondence, Type Of Correspondence, and Public Publishing. It shows 4 results, with the second row selected.

Record Number	Vendor	Vendor Address	Created Date	Creator	First Name	Last Name	Assignment Code	Subject	Correspondence	Type Of Correspondence	Public Publishing
1	214041	214041F			David	Shelley	R6GRP8	Charges do not belong to my Agency	Response from Debra: You are correct the vehicle in question is not your vehicle. At this point you...	Dispute	True
3	214041	214041F	10/11/2012 13:09:59	brookstack	David	Shelley		RE: Disputing V3 charge	I emailed Debra Satterfield, the FSR, CClng CPT Shelley, asking her to look into this dispute and le...	Resolution	True
2	214041	214041F	10/11/2012 13:00:48	brookstack	David	Shelley		RE: Disputing V3 charge	Dispute Status: New.	Communication	True

4.10.7 New Disputed Creation from Dispute Billings Query

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

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

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

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

The Disputed Billings Query is displayed.

Figure 104: Disputed Billings Query

Disputed Billings Query

Search Criteria

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

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

Figure 105: Select New Button

...

[Go to top of page](#)

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

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

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

Figure 107: Select Dispute Type

5. Select the **Next** button.
 - a. If Dispute Entire Document was selected in step 5, skip to step 16.

- b. If Choose Which Accounting Lines to Dispute was selected in step 5, see step 7.
 - c. If Choose Which Detail Records to Dispute was selected in step 5, skip to step 11.
6. The Dispute Request Submission Wizard Choose Accounting Lines page is displayed.

Figure 108: Dispute Request Submission Wizard Choose Accounting Lines Page

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

Choose Accounting Lines

Search Criteria

Line Number

Total Accounting Line Amount To

Accounting Line Principal Amount To

Billing Status

Line Type

Agreement Number

Contract Number

Delivery Order Number

Agreement Line Number

Contract Line Number

+ Interagency Search Criteria

+ Accounting Dimensions

1 - 8 of 8 results

<input type="checkbox"/>	Line Number	Total Accounting Line Amount	Principal Amount	Interest Amount	Administration Charges Amount	Penalty Amount	Billing Status	Line Type	Agreement Number	Agreement Line Number	Delivery Order Number
<input type="checkbox"/>	1	\$1,140.68	\$1,140.68	\$0.00	\$0.00	\$0.00	Billed	Normal			
<input type="checkbox"/>	2	\$5,398.49	\$5,398.49	\$0.00	\$0.00	\$0.00	Billed	Normal			
<input type="checkbox"/>	3	\$795.33	\$795.33	\$0.00	\$0.00	\$0.00	Billed	Normal			
<input type="checkbox"/>	4	\$868.04	\$868.04	\$0.00	\$0.00	\$0.00	Billed	Normal			
<input type="checkbox"/>	5	\$1,970.21	\$1,970.21	\$0.00	\$0.00	\$0.00	Billed	Normal			
<input type="checkbox"/>	6	\$4,596.81	\$4,596.81	\$0.00	\$0.00	\$0.00	Billed	Normal			

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

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

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

Figure 109: Insert Search Parameter to Retrieve Accounting Line

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

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

Figure 110: Mark Accounting Lines for Dispute

9. Select **Next**.
Skip to step 16.
10. The Dispute Request Submission Wizard Choose Detail Records page is displayed.

Figure 111: Dispute Request Submission Wizard Choose Detail Records Page

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

Choose Detail Records

Search Criteria

Record Identifier

Amount

Source Number

Record Date

Period of Performance

Start Date

End Date

Commodity

Quantity

Search

— Billing Detail

Record Load Number

System ID

Agency DUNS Number

Agency DUNS+4 Number

< Back **Next >** **Cancel**

NOTE: The choose details records tab is made up of a search criteria section and a billing detail section. The search criteria section contains the following fields: record identifier, amount, source number, record date, period of performance start and end dates, commodity, and quantity. There is a search button below these fields. The billing detail section has the following fields: record load number, system ID, Agency DUNS Number, and Agency DUNS +4 number. There is a back button, a next button, and a cancel button at the bottom of the page.

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

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

Figure 112: Search Criteria to Retrieve Detail Billings Records

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

Choose Detail Records

Search Criteria

Record Identifier

Amount

Source Number

Record Date

Period of Performance

Start Date

End Date

Commodity

Quantity

+ Billing Detail

+ General Detail Billing Elements

+ Fleet Detail Billing Elements

Record Load Number	Record Identifier	Quantity	Amount	Doc Typ	Source Record ID	Doc Num	Actg Ln #	Vendor Code	Address Code	Bill/Statement Number	Record Date	External System Id
<input checked="" type="checkbox"/> 22	FLT082320110125251	1.000000	\$700.02	FDN		FDNF0002000-001	1	14796V	14796V		08/23/2011	FMS
<input type="checkbox"/> 22	FLT082320110125253	1.000000	\$743.45	FDN		FDNF0002000-001	1	14796V	14796V		08/23/2011	FMS
<input type="checkbox"/> 22	FLT082320110125254	1.000000	\$530.30	FDN		FDNF0002000-001	1	14796V	14796V		08/23/2011	FMS
<input type="checkbox"/> 22	FLT082320110125250	1.000000	\$7.50	FDN		FDNF0002000-001	2	14796V	14796V		08/23/2011	FMS
<input type="checkbox"/> 22	FLT082320110125252	1.000000	\$7.50	FDN		FDNF0002000-001	2	14796V	14796V		08/23/2011	FMS
<input type="checkbox"/> 22	FLT082320110125255	1.000000	\$7.50	FDN		FDNF0002000-001	2	14796V	14796V		08/23/2011	FMS

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NOTE: There is a search criteria section within the choose detail records page where some of the following fields can be found: record identifier, amount, source number, record date, and period of performance. There is a search button below the search criteria. There is an expandable billing detail section, an expandable general detail billing elements section, and an expandable first detail billing elements section below the search criteria section. There is an item collection table where the columns make up the parameters for each row. Each row represents an individual record and each record can be selected by selecting the radio button to the left of the first column. There is a mark for dispute button and a clear result button below the table.

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

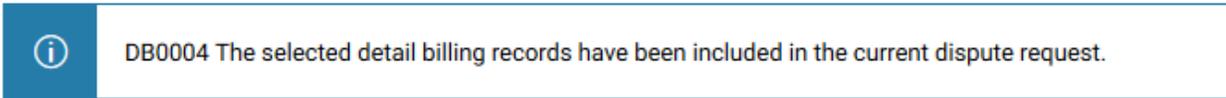
Figure 113: Mark Detail Billings Records for Dispute

Record Load Number	Record Identifier	Quantity	Amount	Doc Typ	Source Record ID	Doc Num	Actg Ln #	Vendor Code	Address Code	Bill/Statement Number	Record Date	External System Id
<input checked="" type="checkbox"/> 22	FLT082320110125251	1.000000	\$700.02	FDN		FDNF0002000-001	1	14796V	14796V		08/23/2011	FMS

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

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

1 - 1 of 1 results



- Select **Next**.

- The Supplementary Dispute Information page is displayed.

Figure 115: Supplementary Dispute Information Page Displayed

Supplementary Dispute Information

— Customer Contact Information

* First Name

* Last Name

Assignment Code

* Phone Number

International Phone Number

* Email Address

Title

— Supplementary Dispute Information

* Dispute Reason Code ☆

* Dispute Explanation

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- Fill in the required fields of the Customer Contact Information and Supplementary Dispute Information sections.

- Select the **Next** button.

- The Review General Dispute Information page is displayed.

Figure 116: Review General Dispute Information Page Displayed

Review General Dispute Information

Customer Contact Information

First Name

Last Name

Assignment Code

Phone Number

International Phone Number

Email Address

Title

Supplementary Dispute Information

Dispute Reason Code

Dispute Explanation

< Back
Next >
Cancel

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

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

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

20. The Disputed Items Review page is displayed.

Figure 117: Disputed Items Review Page

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / **Disputed Items Review**

Disputed Items Review

1 - 1 of 1 results ⌵ ⌵ ⌵ ⌵

Document Type	Document Number	Accounting Line Number	Detail Billing Record Identifier	Disputed Amount	Statement Number	Vendor Code	Address Code	Vendor Name
<input checked="" type="checkbox"/> FDN	FDNF0002000-001	1	FLT082320110125251	\$700.02	F0002000	14796V	14796V	U.S. DEPT. OF THE INTERIOR

Remove Details
10 per page ▼
Page 1 of 1 << >>

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

Figure 118: Submit Dispute Request

Pegasys / Queries / Accounts Receivable / Disputed Billings Query / Disputed Items Review

Disputed Items Review

1 - 1 of 1 results

Document Type	Document Number	Accounting Line Number	Detail Billing Record Identifier	Disputed Amount	Statement Number	Vendor Code	Address Code	Vendor Name
<input checked="" type="checkbox"/> FMN	FMNF0136351-001	1	FLR010720169500002	(\$126,701.68)	F0136351	17251X	17251X	DEPT OF N

Remove Details 10 per page Page 1 of 1

Go to top of page

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

Figure 119: Successfully Submitted Dispute Request

Pegasys / Queries / Accounts Receivable / Disputed Billings Query

1 - 1 of 1 results

i DB0006 Dispute request has successfully been submitted.

Disputed Billings Query

Search Criteria

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

Search Clear

4.11 Amend DA to Set the Debt Appeal Forbearance Flag

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

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

Figure 120: Dispute Billings Query Display

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

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

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

Figure 121: Select Record Details From Item Collection

+ User Defined Header Fields

1 - 2 of 2 results

Dispute Status	Vendor Code	Address Code	Vendor Name	Designated Agent	Designated Agent Address Code	Designated Agent Name	First Name	Last Name	Assignment Code	Document Type	Document Number	Statement Number	Document Title	Dispute Amount	Dispute Reason	Dispute Received/Cr Date Time
<input checked="" type="radio"/> Accepted	14485R	14485R	DOL US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0145930	F0145930		\$100.00	Services are over billed	01/09/2018 00:29:30
<input type="radio"/> New	14485R	14485R	DOL US FISH & WILDLIFE SERVICE				Mike	Smith	TEST	FMN	FMNF0145930	F0145930		\$100.00	Services are over billed	01/09/2018 00:26:49

10 per page Page 1 of 1

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

Figure 122: Accepted Dispute Status

— Status

* Dispute Status	Accepted
Dispute Received/Created Date Time	01/09/2018 00:29:30
Under Review Date	
Pending Final Action Date	
Dispute Resolution Date	01/31/2018

6. Select the Record Dispute button.

Figure 123: Select Record Dispute Button

Save View Document Correct Document Amend Document Add Customer Correspondence **Record Dispute** ...

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

Figure 124: Ensure Debt Appeal Forbearance Flag is True

— Accounts Receivable Status

Debt Appeal/Forbearance Date	01/09/2018	<input checked="" type="checkbox"/>	Debt Appeal Forbearance
Foreclosure Date		<input type="checkbox"/>	Foreclosure
Wage Garnishment Date		<input type="checkbox"/>	Wage Garnishment
Rescheduled Date		<input type="checkbox"/>	Rescheduled
Waived Date		<input type="checkbox"/>	Waived
Suspended Date		<input type="checkbox"/>	Suspended
Compromised Date		<input type="checkbox"/>	Compromised
Closed Out Date		<input type="checkbox"/>	Closed Out
Litigation Date		<input type="checkbox"/>	Litigation
Last Refunded Date			
Bankruptcy Date		<input type="checkbox"/>	Bankruptcy

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

4.12 IPAC Chargebacks

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

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

There are 3 types of adjustments for IPAC Transactions.

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

In addition to the Treasury adjustments, customers may intend to “chargeback” an IPAC Transaction by creating their adjustment outside of the Treasury adjustment process. GSA will receive regular payment and collection transactions via IPAC that are intended to be chargebacks by the customer. These transactions are called “pseudo-chargebacks” or “customer generated exceptions”. Adjustments and pseudo chargebacks are able to be queried on the Billing Query using applicable search criteria. Customer Generated Exceptions are described in **BAAR User Guide 5 of 10, Section 4.12.3**. Please refer to **BAAR User Guide 2 of 10, Section 4.6.2.3** for the complete listing of Billing Query Search Criteria.

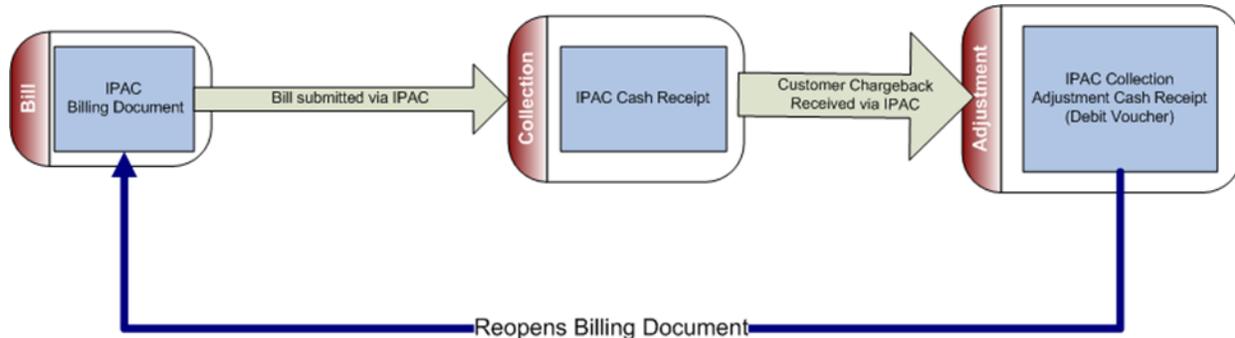
As part of each step in the life cycle, Pegasys assigns an IPAC Status. The IPAC Status is a Pegasys-specific status that is used to track the Pegasys IPAC transaction in its interaction with Treasury. Refer to **BAAR User Guide 3 of 10, Section 4.6.3** for details on IPAC statuses.

4.12.1 Collection Adjustment Chargebacks

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

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

Figure 125: High-Level IPAC Collection Adjustment Process



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

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

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

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

4.12.1.1 Review Collection Adjustment Chargebacks

When GSA receives a chargeback (Collection Adjustment) from IPAC, the users have the ability to query IPAC transactions from the Billing Query. Users can query by many data elements, including Document Number, chargeback age, accomplished date, accounting date, reason, source number, agreement, Statement Number, and Business Line. After a query is executed, users are able to view details associated with that transaction and determine if the chargeback is valid or if the transaction should be rebilled. The Collection Adjustment transaction is created by IPAC Form Generation batch process only. There are no manual steps to create a manual IPAC Debit Voucher CR.

The Billing Query also provides the ability to write off outstanding chargebacks (collection adjustment), which is detailed in **BAAR User Guide 5 of 10, Section 4.12.1.4 IPAC Chargeback Write-Offs**.

For the Billing Query search criteria, please refer to **BAAR User Guide 2 of 10, Section 4.6.2.3**. To execute a basic query on the Billing Query, please refer to **BAAR User Guide 2 of 10, Section 4.6.2**.

4.12.1.1.1 Steps to Review Collection Adjustments Using the Billing Query

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

The Billing Query is displayed.

Figure 126: Billing Query

Pegasys / Queries / Accounts Receivable / Billing Query

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC ▼

Business Line ☆

Bill Status ▼

Debt Age Categories

1 - 30 Days

31 - 60 Days

61 - 90 Days

91 - 120 Days

121 - 150 Days

151 - 180 Days

181 - 365 Days

1 - 2 Years

2 - 6 Years

6 - 10 Years

Over 10 Years

Current

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

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

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

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

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

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC Chargeback Pending ▼

Business Line ☆

Bill Status Outstanding ▼

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

Billing Query

Basic Search **Advanced Search**

Select preconfigured search

New Query Actions

Tell us what the query does.

Match All Match Any

Agreement Number = Enter a Value OR

Assignment Code = Enter a Value OR

Statement Number = Enter a Value

Search **Clear** Save Query

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

Figure 129: Billing Query - Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount
<input checked="" type="checkbox"/>	RDI	RDI18118276-001	RDIBILRDI18118276-001	18118276	\$7,736.48	\$7,736.48	\$0.00	\$0.00

4. Select **Details**.

Figure 130: Select Details from Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount
<input checked="" type="checkbox"/>	RDI	RDI18118276-001	RDIBILRDI18118276-001	18118276	\$7,736.48	\$7,736.48	\$0.00	\$0.00

Details View Document View Case History Additional Actions Correct Document Amend Document

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

Figure 131: Billing Query - Billing Query Tab

Billing Query | Billing Detail

General

Document Type	<input type="text" value="RDI"/>	External System Document Number	<input type="text"/>
Document Number	<input type="text" value="RDI18118276-001"/>	Business Line	<input type="text" value="RENT"/>
Statement Number	<input type="text" value="18118276"/>	System Generated Bill Reduction Amount	<input type="text" value="\$0.00"/>
Title	<input type="text"/>		
Billing Reference Number	<input type="text" value="RDIBILRDI18118276-001"/>		

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

Figure 132: Billing Query - Billing Detail Tab

Billing Query | **Billing Detail**

Billing Document Line | Detail Billing Record

+ Additional Criteria

+ Accounting Dimensions

+ IPAC Criteria

1 - 1 of 1 results

<input type="checkbox"/>	Billing Reference Number	Document Type	Document Number	Line Number	Line Type	Line Amount
<input checked="" type="checkbox"/>	RDIBILRDI18118	RDI	RDI18118276-00	1	Normal	\$7,736.48

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

Figure 133: Billing Query - Billing Document Line Tab

Billing Query Billing Detail

Billing Document Line Detail Billing Record

- General

Line Number	<input type="text" value="1"/>
Line Type	<input type="text" value="Normal"/> ▾
Receivable Type	<input type="text" value="RTNA"/>
Source Number	<input type="text" value="ADC07304"/>
Related Statement Number	<input type="text"/>

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

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

Figure 134: Rebill Status

- IPAC Criteria

Customer Funding Source	<input type="text" value="NOT_PROVIDED_BY_CUST"/>
Funding Document	<input type="text" value="ADC07304"/>
Requisition Number	<input type="text" value="NA"/>
JAS Number	<input type="text" value="NA"/>
Fiscal Station Number	<input type="text" value="0"/>
Job Number	<input type="text" value="NA"/>
Accounting Classification Reference Number	<input type="text" value="Rent"/>
Rebill	<input type="text" value="True"/> ▾

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

— IPAC Criteria

Customer Funding Source	NOT_PROVIDED_BY_CUST
Funding Document	ADC07304
Requisition Number	NA
JAS Number	NA
Fiscal Station Number	0
Job Number	NA
Accounting Classification Reference Number	Rent
Rebill	True
Selected For IPAC	Chargeback Pending

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

Figure 136: Billing Query - Detail Billing Record Tab

Billing Query **Billing Detail**

Billing Document Line **Detail Billing Record**

Selected For IPAC

- General Detail Billing Elements

Credit/Adjustment Indicator ☆

Advance Indicator

+ Detail Billing Elements

1 - 1 of 1 results

<input type="checkbox"/>	Record Identifier	Selected For IPAC	Chargeback End Date	Pending Chargeback Amount	External Surcharge Flag
<input checked="" type="checkbox"/>	FLT092220110014466	No		\$0.00	

▾

Figure 137: Billing Query - Detail Billing Record View

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

- General

Record Identifier

Source Record Identifier

System Created DBR

Current Parent Document Reference

Type	Number	Accounting
FDI	FDIG0000423-001	3

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

Figure 138: DBR-Based Chargeback Information

— General

Record Identifier

Source Record Identifier

System Created DBR

Parent Document Reference

Document Type

Record Load Number

Record Date

Charge Period

Line Type ▾

Buyer Line Type ▾

Transaction Type

Buyer Transaction Type

Bill Type ▾

* Receivable Type

Last Modified By

Created By

Selected For IPAC ▾

9. Select **Amend Document**.

Figure 139: Amend Document Button

Billing Query
Billing Detail

— General

Document Type	<input type="text" value="EDI"/>
Document Number	<input type="text" value="EDIEI0D5B15-001"/>
Statement Number	<input type="text" value="EI0D5B15"/>
Title	<input type="text" value="ID04150068"/>
Billing Reference Number	<input type="text" value="EDIBILEDIEI0D5B15-001"/>
Document Date	<input type="text" value="02/08/2018"/>
Collection Due Date	<input type="text"/>
	<input type="checkbox"/> Bill Generated Flag
Bill Generated Date	<input type="text"/>
Security Organization	<input type="text" value="GSA"/>

Vendor

Vendor	<input type="text" value="021045"/>	<input type="text" value="021045"/>	More
Address Name	<input type="text" value="CYBER COE"/>		

Bill Totals

Initial Amount	<input type="text" value="\$85,375.19"/>
Discount Amount	<input type="text" value="\$0.00"/>
Surcharge Amount	<input type="text" value="\$0.00"/>

View Document

View Case History

Amend Document

The New Amendment page opens in a new window.

10. Enter an **Amendment Number** or select **Generate**.
11. Select **OK**.

Figure 140: New Amendment Page

New Amendment

Subsystem

* Document Type

* Document Number

Prefix

* Amendment Number

[Go to top of page](#)

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

Figure 141: Amendment Justification

- Amendment Information

Date

* Justification	<u>Overbilled</u> for statement EI0D5B15
-----------------	--

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

Figure 142: Billing Status

Header Accounting Lines Office Addresses Approval Routing Memos Summary

Accounting Line Charge Lines Associated Spending Detail Billing Record Search Modified Detail Billing Records

General

Line Number

Line Type

Billing Status

Transaction Type

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

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

Example: If the original IPAC Schedule Date was 09/15/2018, and current date is 10/01/2018, update the IPAC Schedule Date to 90 days in the future from the current date, i.e., 12/30/2018.

Figure 143: IPAC Schedule Date

Interagency Transfer

Rebill

Customer Sub-level Prefix

Customer Treasury Symbol ☆

Short Key	ATA	AID	BPOA	EPOA	A	MAIN	SUB
<input type="text"/>	<input type="text"/>	021	2017	2017	▼	2020	000

Customer BETC

Quantity

Unit Price Amount

Unit

Date Of Delivery

IPAC Schedule Date

Interagency Description
02120172017 2020000 A57IC 321251TSGT 252B 0011029338 S.0045586.3.9
021001

Customer Funding Source

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

Figure 144: Submit for Processing



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

4.12.1.2 Rebill Collection Adjustment Chargeback

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

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

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

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

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

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

Figure 145: Billing Query

Pegasys / Queries / Accounts Receivable / Billing Query

Billing Query

Basic Search
Advanced Search

Document Type

Document Number

Vendor

Bill Generated Date To

Collection Due Date To

Bill Type

Receivable Type

Bill Generated Flag

Rebill

Selected For IPAC

Business Line

Bill Status

Debt Age Categories

1 - 30 Days

31 - 60 Days

61 - 90 Days

91 - 120 Days

121 - 150 Days

151 - 180 Days

181 - 365 Days

1 - 2 Years

2 - 6 Years

6 - 10 Years

Over 10 Years

Current

Search
Clear

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

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

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC Chargeback Pending ▼

Business Line ☆

Bill Status Outstanding ▼

Search **Clear**

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

Billing Query

Basic Search **Advanced Search**

Select preconfigured search

New Query

Tell us what the query does.

Match All Match Any

Agreement Number = Enter a Value OR

Assignment Code = Enter a Value OR

Statement Number = Enter a Value

Search **Clear** Save Query

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

Select **Search** to execute the query.

3. Select the detail from the item collection.

Figure 148: Billing Query - Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount
<input type="checkbox"/>	BD	0101_MM35	BDBIL0101_MM35		\$800.00
<input checked="" type="checkbox"/>	BD	286217	BDBIL286217		\$7.00
<input type="checkbox"/>	BD	563643	BDBIL563643		\$7.00

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

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

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

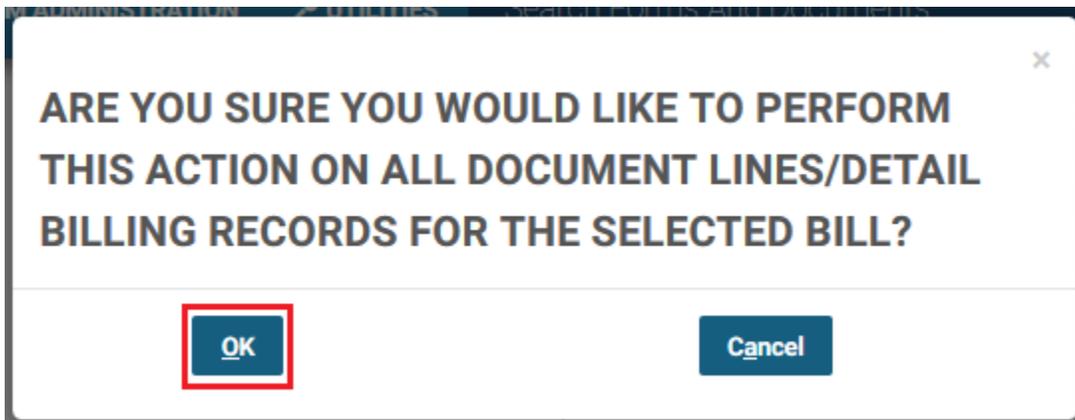
Figure 149: Additional Actions - Reject Chargeback



6. Select **OK**.

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

Figure 150: Action Confirmation Message



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

Figure 151: New Amendment Page

New Amendment

Subsystem

* Document Type

* Document Number

Prefix

* Amendment Number

[Go to top of page](#)

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

Figure 152: Amendment Justification

— Amendment Information

Date

MM/DD/YYYY

* Justification

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

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

Figure 153: IPAC Schedule Date

Interagency Transfer

Rebill

Customer Sub-level Prefix

Customer Treasury Symbol

Short Key	<input type="text" value="99B COMP TSYM"/>	ATA	<input type="text" value="99A"/>	AID	<input type="text" value="99B"/>	BPOA	<input type="text" value="2013"/>	EPOA	<input type="text" value="2016"/>	A	<input type="text" value="v"/>	MAIN	<input type="text" value="9999"/>	SUB	<input type="text" value="111"/>
-----------	--	-----	----------------------------------	-----	----------------------------------	------	-----------------------------------	------	-----------------------------------	---	--------------------------------	------	-----------------------------------	-----	----------------------------------

Customer BETC

Quantity

Unit Price Amount

Unit

Date Of Delivery

IPAC Schedule Date

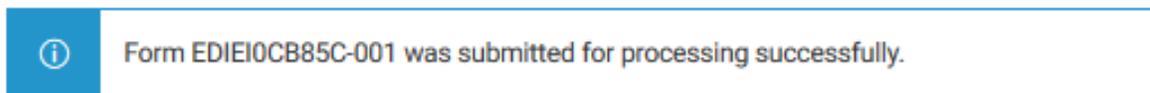
Interagency Description

Customer Funding Source

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

12. Select **Save**.
13. Select **Verify**.
14. Resolve any errors, including overriding any overrideable errors. Select **Verify** again.
15. Select **Submit**.

Figure 154: Submit for Processing



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

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

- RWA/HOTD, RPUDD and Manual Business Lines

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

4.12.1.2.2 Rebill Collection Adjustment Chargeback - Correcting ALC or Vendor Code

- RWA/HOTD, RPUDD and Manual Business Lines
 - o If a Recurring flat rate agreement:
 - Novate agreement with correct ALC/vendor code. Please refer to **BAAR User Guide 1 of 10, Section 4.3.8** on steps to novate an agreement.
 - Amend BD with Reason Code. Please refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** on steps to amend a BD.
 - Run Customer Novation to update the ALC/vendor code on the BD.
 - o If a Recurring AG or non-recurring agreement:
 - Correct AG/spending documents to reference correct agreement number.
 - PCPROJBILL generates credit BD, refunded by Auto Credit App/IPAC outbound process.
 - Amend chargeback BD with Reason Code. Please refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** on steps to amend a BD.
- Global Supply, Automotive Purchases, AAS/ITS, WAN, and FAS Information Technology Category (FASITC) .
 - o Amend BD with Reason Code. Please refer to **BAAR User Guide 2 of 10, Section 4.4.3.1** on steps to amend a BD.
 - o Accept Chargeback:
 - Please refer to **Section 4.12.1.3** for steps to accept a chargeback.
 - o Create a new DBR manually. Please refer to **BAAR User Guide 1 of 10, Section 4.4.2.3** on steps to create a DBR.
 - A new DBR will be created manually.
 - Will summarize to new Statement OR create new Statement.

4.12.1.2.3 Rebill Collection Adjustment Chargeback - Correcting SpeedPay FSN

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

4.12.1.3 Accept Chargeback

The following steps describe how to accept a chargeback. Chargeback in this section refers to an IPAC Billing Document (BD) that has been charged back/reopened and is in a Selected for IPAC status of Chargeback Pending. If the chargeback is accepted, no further action is taken via the IPAC system, meaning the bill will not be sent back through IPAC. The Selected for IPAC used to accept a chargeback is "Chargeback Accepted". The chargeback acceptance process and the IPAC status of "Chargeback Accepted" reduces the outstanding chargeback's unbilled receivable (revenue/income) amount; it does not perform a write-off action or update write off GLs. Please refer to **BAAR User Guide 6 of 10, Section 4.16.1.2** for IPAC Write-Offs. In order to update the BD accounting line's Selected for IPAC status to "Chargeback Accepted", the document must be amended, or updated through the Billing Query.

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

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

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

Steps to Accept a Chargeback Using the IPAC Transaction Query

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

Figure 155: Billing Query

Pegasys / Queries / Accounts Receivable / Billing Query 

Billing Query

Basic Search
Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC ▼

Business Line ☆

Bill Status ▼

Debt Age Categories

1 - 30 Days

31 - 60 Days

61 - 90 Days

91 - 120 Days

121 - 150 Days

151 - 180 Days

181 - 365 Days

1 - 2 Years

2 - 6 Years

6 - 10 Years

Over 10 Years

Current

Search
Clear

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

- vii. Assignment Code
- viii. Statement Number

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

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC Chargeback Pending ▼

Business Line ☆

Bill Status Outstanding ▼

Search **Clear**

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

Billing Query

Basic Search **Advanced Search**

Select preconfigured search

New Query

Tell us what the query does.

Match All Match Any

Agreement Number = Enter a Value OR

Assignment Code = Enter a Value OR

Statement Number = Enter a Value

Search **Clear** Save Query

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

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

Figure 158: Billing Query - Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount
<input type="checkbox"/>	BD	0101_MM35	BDBIL0101_MM35		\$800.00
<input checked="" type="checkbox"/>	BD	286217	BDBIL286217		\$7.00
<input type="checkbox"/>	BD	563643	BDBIL563643		\$7.00

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

Figure 159: Additional Actions - Accept Chargeback

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount
<input checked="" type="checkbox"/>	FDI	FDIGJ111175-001	FDIBILFDIGJ111175-001	GJ111175	\$30.00	\$30.00	\$0.00	\$0.00

Go to top of page

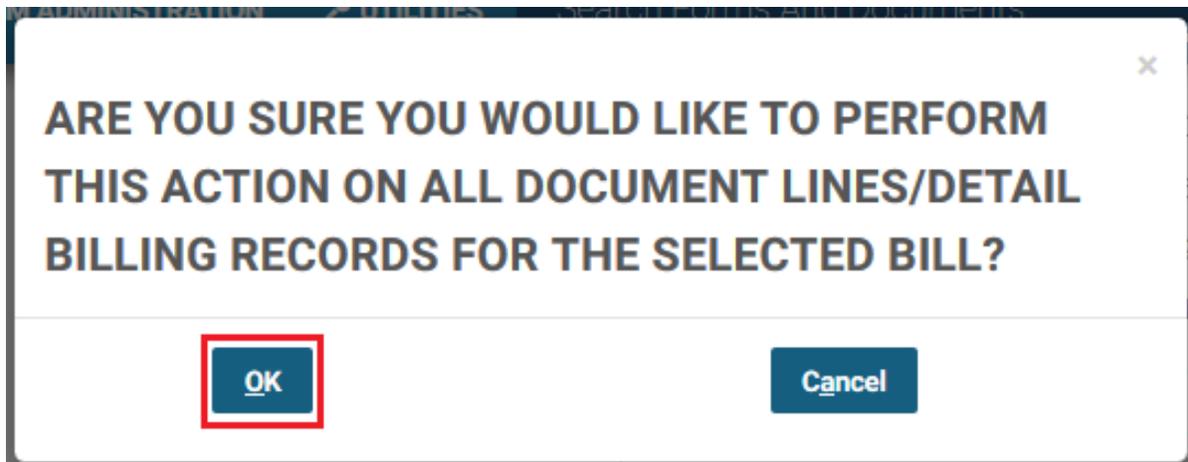
Details
View Document
View Case History
Additional Actions
Correct Document
Amend Document

Accept Chargeback
Reject Chargeback
Generate Write-Off

7. Select **OK**.

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

Figure 160: Action Confirmation Message



4.12.1.3.1 Accept Chargeback Associated with an Agreement - Recurring Flat Rate

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

For Example:

- \$12k authorized amount billed monthly.
- Customer charges back in month 6 due to change in terms to \$9k agreement.
- In the above scenario, follow the process outlined below if customer does want refund for previous months' over-billing:

- o Manually create IPAC credit bill for over-billing amount including chargeback amount (refunded by ARCRDAPPIPAC outbound process) ($\$1k * 6 \text{ months}$) - ($(\$9k / 12 \text{ months}) * 6 \text{ months}$) = \$1500. Refer to **BAAR User Guide 6 of 10, Section 4.15.2** for manual creation of a credit bill.
- o Rebill full chargeback amount = \$1k.
- o If the agreement originated in RETA, perform the associated modification in RETA. If the agreement originated in Pegasys, perform the associated modification in Pegasys. (will result in reduced billing amounts for remainder of agreement).
 - New Pegasys agreement authorized amount = \$9k.
 - New Pegasys agreement monthly bill amount = \$500/month ($\$12k - \$9k$) / 6 remaining months.
Refer to **BAAR User Guide 1 of 10, Section 4.3** for information about creating or adjusting an agreement.
- o Update agreement Bill Amount field with new monthly bill amount (accounting for the refund) = \$750/month ($\$9k - \$6k + \1500) / 6 remaining months. Refer to **BAAR User Guide 1 of 10, Section 4.3** for information about creating or adjusting an agreement.
- In the above scenario, follow the process outlined below, if customer does not want refund for previous months' over-billing:
 - o Rebill full chargeback amount = \$1k. Refer to **BAAR User Guide 5 of 10, Section 4.12** for information on how to rebill a chargeback.
 - o If the agreement originated in RETA, perform the associated modification in RETA. If the agreement originated in Pegasys, perform the associated modification in Pegasys. (will result in reduced billing amounts for remainder of agreement).
 - New Pegasys agreement authorized amount = \$9k.
 - New Pegasys agreement monthly bill amount = \$500/month ($\$12k - \$9k$) / 6 remaining months.
Refer to **BAAR User Guide 1 of 10, Section 4.3** for information about creating or adjusting an agreement.

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

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

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

4.12.1.4 Write-Off Chargeback

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

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

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

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

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

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

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

Steps to Write Off Outstanding Collection Adjustments Using the Billing Query

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

The Billing Query page is displayed.

Figure 161: Billing Query

Pegasys / Queries / Accounts Receivable / Billing Query

Billing Query

Basic Search

Advanced Search

Document Type

Document Number

Vendor

Bill Generated Date **To**

Collection Due Date **To**

Bill Type

Receivable Type

Bill Generated Flag

Rebill

Selected For IPAC

Business Line

Bill Status

Debt Age Categories

1 - 30 Days

31 - 60 Days

61 - 90 Days

91 - 120 Days

121 - 150 Days

151 - 180 Days

181 - 365 Days

1 - 2 Years

2 - 6 Years

6 - 10 Years

Over 10 Years

Current

Search

Clear

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

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

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

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

- i. Document Type
 - ii. Document Number

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

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

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC Chargeback Pending ▼

Business Line ☆

Bill Status Outstanding ▼

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

Billing Query

Basic Search **Advanced Search**

Select preconfigured search

New Query

Tell us what the query does.

Match All Match Any

Agreement Number = Enter a Value OR

Assignment Code = Enter a Value OR

Statement Number = Enter a Value

Search **Clear** Save Query

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

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

Figure 164: Billing Query - Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount
<input type="checkbox"/>	BD	0101_MM35	BDBIL0101_MM35		\$800.00
<input checked="" type="checkbox"/>	BD	286217	BDBIL286217		\$7.00
<input type="checkbox"/>	BD	563643	BDBIL563643		\$7.00

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

The write-off generation page opens in a new window,

Figure 165: Additional Actions - Generate Write-Off

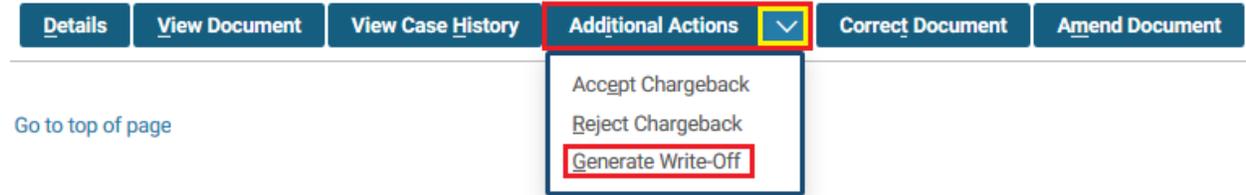
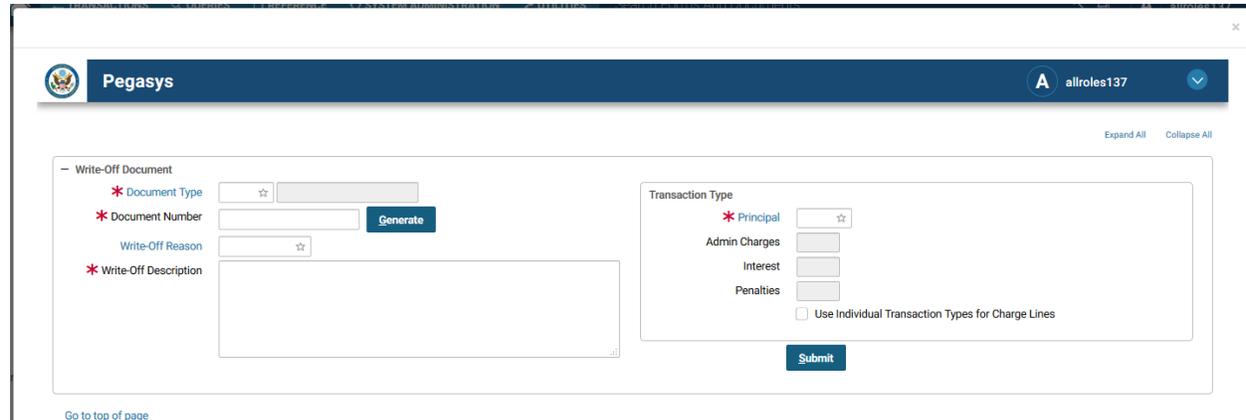
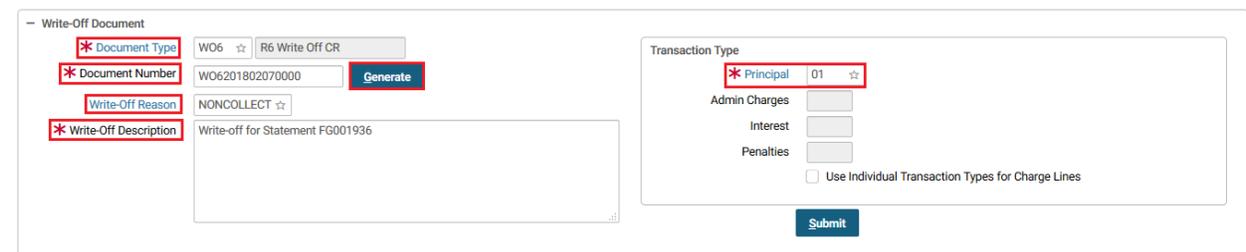


Figure 166: Write-Off Generation Page



7. REQUIRED - Enter the Write-Off **Document Type (WO6 or WO7)**. Document Type **WO6** is for Region 6 and Document Type **WO7** is for Region 7.
 8. REQUIRED - Enter a **Document Number** or select **Generate**.
 9. REQUIRED - Enter the Write-Off Reason.
- NOTE:** Users can search for a valid value for Write-Off Reason by selecting on the hyperlink and using the query that is presented.
10. REQUIRED - Enter the Write-Off Description.
 11. REQUIRED - Enter **Transaction Type Principal 01**.

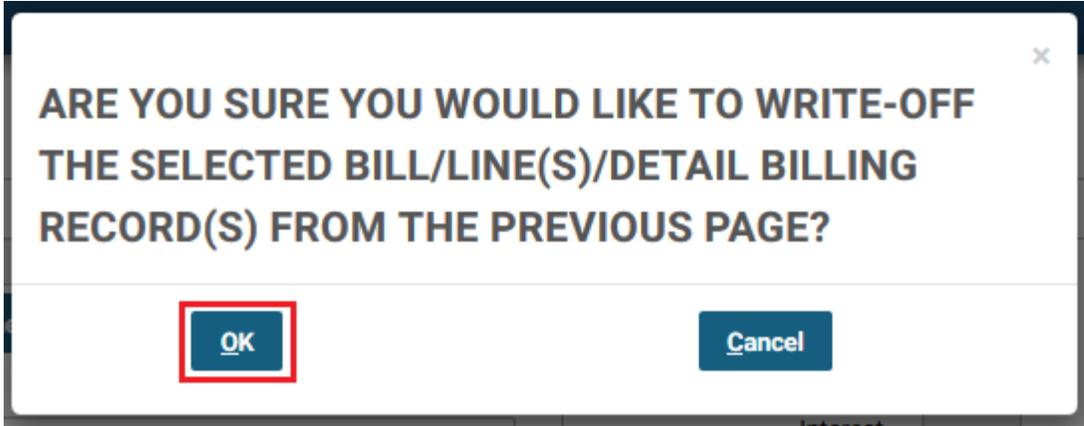
Figure 167: Enter Document Information



12. Select **Submit**.
13. Select **OK**.

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

Figure 168: Action Confirmation Message



The CR form will be opened in a new window.

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

Figure 169: Opened CR Form

Header: **W06 R6 Write Off CR W06201802070000 HELD FULL FORM** ☰

1 - 2 of 2 results

- i AR6064I GenerateWriteoff action was successful.
- i AR6063I W06 W06201802070000 write-off form was successfully generated. Please review any other reported problems.

Header Accounting Lines Approval Routing Memos Summary Correspondence

General

Document Type	W06 R6 Write Off CR	Receipt Date	02/07/2018 📅
Status	HELD	Accounting Period	05/2018 ☆
Document Number	W06201802070000	Reporting Accounting Period	☆
Title	Write-Off: FDIGJ111121-001		

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

15. Select **Add User**.

Figure 170: Approval Routing - Add User

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

10 results

Approver Name

Add Routing List **Add User** Remove

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

Figure 171: Approval Routing - Approver Added

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

1 - 1 of 1 results

<input type="checkbox"/> Approver Name	Approver Id
<input type="checkbox"/> Trung D. Truong	trungtruong

Add Routing List **Add User** Remove

17. Select the **Save** button.

Figure 172: Successful Save

i Form WO6201802070000 was saved successfully.

18. 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.

19. Select the **Submit** button.

Figure 173: Successful Submission

i Form WO6201802070000 was submitted for processing successfully.

To rebill or accept the chargeback, please refer to the sub-sections following in **Section 4.12.1 Collection Adjustment Chargebacks**.

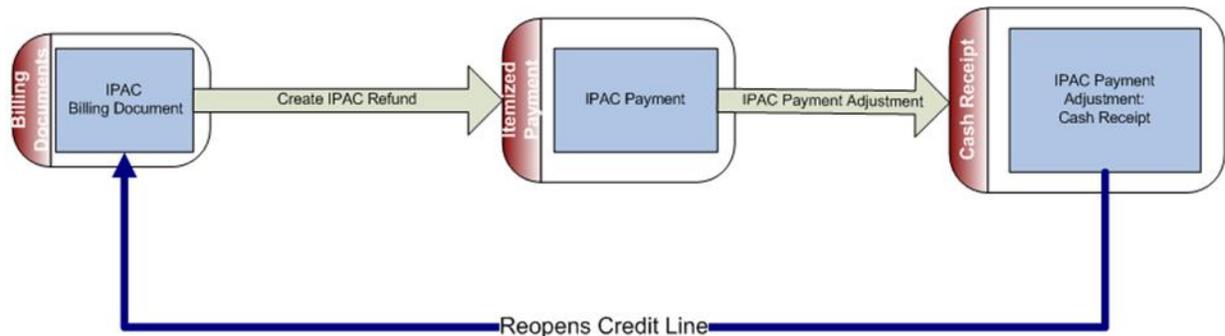
4.12.2 Payment Adjustments

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

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

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

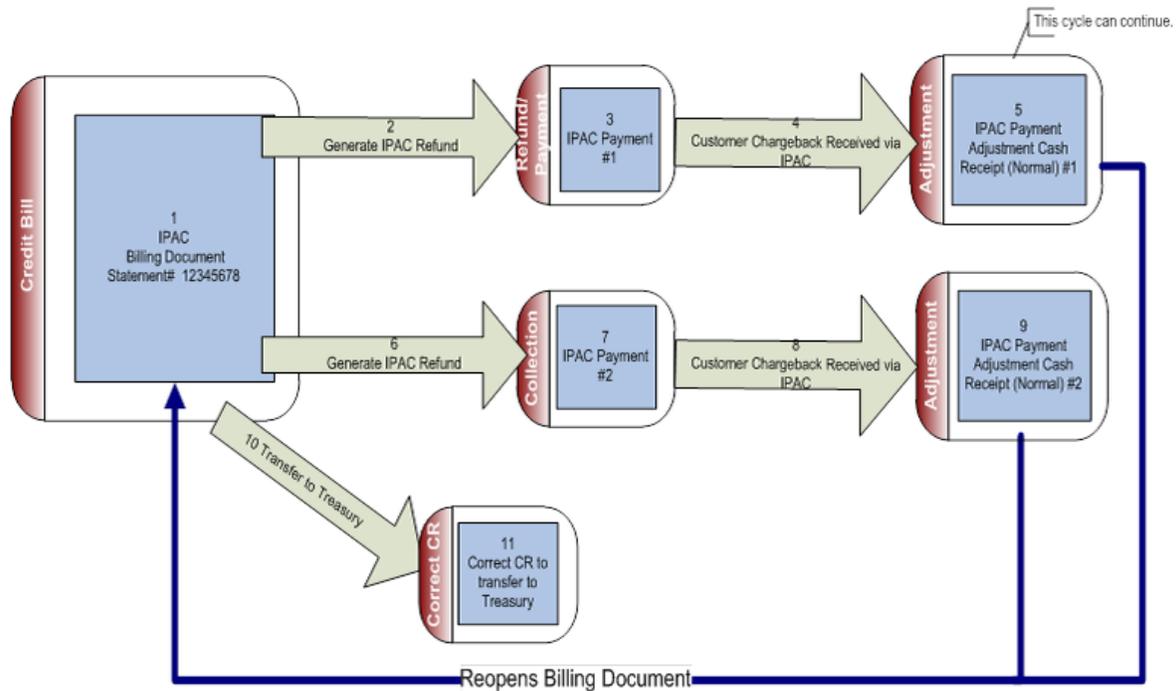
Figure 174: IPAC Payment Adjustment Process



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

Payment adjustments can be refunded (credit is re-issued) or can be transferred to Treasury. The **Figure 175: IPAC Payment Adjustment Cycle** illustrates a potential payment adjustment cycle. Note that if the determination is made to re-issue the credit to the customer, a new Payment is sent to Treasury via IPAC. The new/subsequent payments can also have adjustments made in Treasury if the customer does not want the money back.

Figure 175: IPAC Payment Adjustment Cycle



Path 1

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

NOTE: This cycle can continue.

Path 2

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

Path 3

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

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

4.12.2.1 Review Payment Adjustments

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

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

Payment Adjustments are also queryable on the Billing Query, using a variety of search criteria.

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

Steps to Query Reopened IPAC Credits Using the Billing Query

1. Accounts Receivable → Billing Query.
The Billing Query page is displayed.

Figure 176: Billing Query

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC ▼

Business Line ☆

Bill Status ▼

Debt Age Categories

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

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

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

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

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

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

- vii. Agreement Number
- viii. Assignment Code
- ix. Statement Number
- x. Outstanding Credit Amount < 0

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

Billing Query

Basic Search
Advanced Search

Document Type	<input type="text"/>	<input type="button" value="☆"/>
Document Number	<input type="text"/>	
Vendor	<input type="text"/>	<input type="button" value="☆"/>
Bill Generated Date	<input type="text"/>	To <input type="text"/>
Collection Due Date	<input type="text"/>	To <input type="text"/>
Bill Type	<input type="text"/>	
Receivable Type	<input type="text"/>	<input type="button" value="☆"/>
Bill Generated Flag	True	<input type="button" value="v"/>
Rebill	<input type="text"/>	
Selected For IPAC	<input type="text"/>	
Business Line	<input type="text"/>	<input type="button" value="☆"/>
Bill Status	Outstanding <input type="button" value="v"/>	

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

Figure 178: Billing Query - Helpful Search Criteria for Advanced Search

Billing Query

Basic Search **Advanced Search**

Select preconfigured search 

New Query 

Tell us what the query does.

Match All Match Any

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

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

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

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

Figure 179: Select Details from Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount
<input checked="" type="checkbox"/>	1MN	1MN000024	1MNBIL1MN000024	1MN-00007	\$0.00	\$0.00	\$0.00	\$0.00

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

Figure 180: Billing Query - Billing Query Tab

Document Type	<input type="text" value="RDI"/>	External System Document Number	<input type="text"/>
Document Number	<input type="text" value="RDI18118276-001"/>	Business Line	<input type="text" value="RENT"/>
Statement Number	<input type="text" value="18118276"/>	System Generated Bill Reduction Amount	<input type="text" value="\$0.00"/>
Title	<input type="text"/>		
Billing Reference Number	<input type="text" value="RDIBILRDI18118276-001"/>		

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

Figure 181: Billing Query - Billing Detail Tab

Billing Query **Billing Detail**

Billing Document Line Detail Billing Record

Search

+ Additional Criteria

+ Accounting Dimensions

+ IPAC Criteria

1 - 1 of 1 results

<input type="checkbox"/>	Billing Reference Number	Document Type	Document Number	Line Number	Line Type	Line Amount
<input checked="" type="checkbox"/>	RDIBILRDI18118	RDI	RDI18118276-00	1	Normal	\$7,736.48

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

Figure 182: Billing Query - Billing Document Line Tab

The screenshot shows a web interface with two main tabs: "Billing Query" and "Billing Detail". Under "Billing Query", there are two sub-tabs: "Billing Document Line" (which is highlighted with a red border) and "Detail Billing Record". Below the tabs is a section titled "General" containing several input fields:

Line Number	<input type="text" value="1"/>
Line Type	<input type="text" value="Normal"/>
Receivable Type	<input type="text" value="RTNA"/>
Source Number	<input type="text" value="ADC07304"/>
Related Statement Number	<input type="text"/>

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

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

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

Figure 183: Detail Billing Record Tab

Billing Query | **Billing Detail**

Billing Document Line | **Detail Billing Record**

Selected For IPAC

- General Detail Billing Elements

Credit/Adjustment Indicator ☆

Advance Indicator

+ Detail Billing Elements

1 - 1 of 1 results

<input type="checkbox"/>	Record Identifier	Selected For IPAC	Chargeback End Date	Pending Chargeback Amount	External Surcharge Flag
<input checked="" type="checkbox"/>	FLT092220110014466	No		\$0.00	

▾

10. To review previous refund attempts, select **View Document**.

The BD opens in a new window.

Figure 184: View Document

<input type="checkbox"/>	Billing Reference Number	Document Type	Document Number	Line Number	Line Type	Line Amount	State Of Line
<input type="checkbox"/>	1MNBIL1MN000024	1MN	1MN000024	1	Credit	(\$20.00)	open
<input checked="" type="checkbox"/>	1MNBIL1MN000024	1MN	1MN000024	2	Credit	(\$20.00)	open

Credit Application **Additional Actions** ▾

[Go to top of Main Content](#)

- [View Document](#)
- [Correct Document](#)
- [Amend Document](#)
- [View Case History](#)
- [Refresh Bill](#)

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

Figure 185: References Button

Header **Accounting Lines** Office Addresses Approval Routing Memos Summary ---

[Accounting Line](#) [Charge Lines](#) [Detail Billing Record Search](#) [Associated Spending](#) [History](#)

1 - 2 of 2 results

	Line Number	Line Type	Transaction Type	Net Amount	Outstanding Amount	Av	Te
<input checked="" type="radio"/>	1	Credit	AR03	(\$20.00)	(\$20.00)		
<input type="radio"/>	2	Credit	AR03	(\$20.00)	(\$20.00)		
Total Header Funded Amount				(\$40.00)	(\$40.00)		

References... [View Case History](#)

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

Figure 186: Expand Reference Tree

Document	Doc Typ	Doc Num	Status	Amend #	Actg Ln #
<input type="radio"/> Rent IPAC BD	RDI	RDI18003101-001	Processed		1
<input checked="" type="radio"/> Referencing					
<input type="radio"/> R7 IP IPAC Refund	RE7	RE72018020700001	Processed		1

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

Figure 187: Amend Document Button

The screenshot shows a web interface with two tabs: "Billing Query" and "Billing Detail". The "Billing Query" tab is active. Below the tabs is a section titled "General" containing several fields:

- Document Type: EDI
- Document Number: EDIEI0D5B15-001
- Statement Number: EI0D5B15
- Title: ID04150068
- Billing Reference Number: EDIBILEDIEI0D5B15-001
- Document Date: 02/08/2018
- Collection Due Date: (empty)
- Bill Generated Flag:
- Bill Generated Date: (empty)
- Security Organization: GSA

Below the "General" section is a "Vendor" section with the following fields:

- Vendor: 021045 (with a "More" button next to it)
- Address Name: CYBER COE

Below the "Vendor" section is a "Bill Totals" section with the following fields:

- Initial Amount: \$85,375.19
- Discount Amount: \$0.00
- Surcharge Amount: \$0.00

At the bottom of the interface are three buttons: "View Document", "View Case History", and "Amend Document". The "Amend Document" button is highlighted with a red border.

The New Amendment page opens in a new window.

15. Enter an Amendment Number or select Generate.

16. Select **OK**.

Figure 188: New Amendment Page

New Amendment

Subsystem

* Document Type

* Document Number

Prefix

* Amendment Number

[Go to top of page](#)

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

Figure 189: Amendment Justification

— Amendment Information

Date

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

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

Figure 190: Invoice Date

- Contract Information	
Contracts Number	RENT ☆
Blanket Agreement Number	☆
Delivery Order Number	☆
Contracts Line Item Number	NA ☆
Sub-Contracts Line Item Number	☆
Blanket Agreement Line Item Number	☆
Sub Blanket Agreement Line Item Number	☆
Exhibit Contract Line Item Number	☆
Exhibit Blanket Agreement Line Item Number	☆
Invoice Number	18003101
Invoice Date	04/18/2018 📅

19. Select **Save**.
20. Select **Verify**.
21. Resolve any errors, including overriding any overrideable errors. Select **Verify** again.
22. Select **Submit**.

Figure 191: Submit for Processing

i	Form EDIEI0CB85C-001 was submitted for processing successfully.
---	---

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

4.12.2.2 Refund (Reissue Credit) Payment Adjustments via Billing Query

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

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

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

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

To refund a payment adjustment, follow the steps below.

Steps to Refund Payment Adjustments Using the Billing Query:

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

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

The Billing Query page is displayed.

Figure 192: Billing Query

Billing Query

Basic Search Advanced Search

Document Type ☆

Document Number

Vendor ☆ ☆

Bill Generated Date 📅 To 📅

Collection Due Date 📅 To 📅

Bill Type ▼

Receivable Type ☆

Bill Generated Flag ▼

Rebill ▼

Selected For IPAC ▼

Business Line ☆

Bill Status ▼

Debt Age Categories

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

2. Enter the desired and appropriate search criteria on the **Basic Search** tab or the **Advanced Search** tab.
 - a. Helpful search criteria for **Basic Search**:
 - i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Bill Generated Flag: **True**
 - v. Business Line
 - b. Helpful search criteria for **Advanced Search**:
 - i. Document Type
 - ii. Document Number
 - iii. Receivable Type
 - iv. Bill Generated Flag: **True**
 - v. Business Line
 - vi. Line Type: **Credit**

- vii. Agreement Number
- viii. Assignment Code
- ix. Statement Number
- x. Outstanding Credit Amount < 0

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

Billing Query

Basic Search Advanced Search

Document Type	<input type="text"/>	☆
Document Number	<input type="text"/>	
Vendor	<input type="text"/>	☆
Bill Generated Date	<input type="text"/>	To <input type="text"/>
Collection Due Date	<input type="text"/>	To <input type="text"/>
Bill Type	<input type="text"/>	▼
Receivable Type	<input type="text"/>	☆
Bill Generated Flag	True	▼
Rebill	<input type="text"/>	▼
Selected For IPAC	<input type="text"/>	▼
Business Line	<input type="text"/>	☆
Bill Status	Outstanding	▼

Figure 194: Billing Query - Helpful Search Criteria for Advanced Search

Billing Query

Basic Search **Advanced Search**

Select preconfigured search

New Query

Tell us what the query does.

Match All Match Any

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

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

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

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

Figure 195: Billing Query - Item Collection

<input type="checkbox"/>	Document Type	Document Number	Billing Reference Number	Statement Number	Billed Total Amount	Principal Amount	Interest Amount	Penalty Amount
<input checked="" type="checkbox"/>	RDI	RDI18118276-001	RDIBILRDI18118276-001	18118276	\$7,736.48	\$7,736.48	\$0.00	\$0.00

5. Select **Amend Document**.

Figure 196: Amend Document Button

Billing Query
Billing Detail

— General

Document Type

Document Number

Statement Number

Title

Billing Reference Number

Document Date

Collection Due Date

Bill Generated Flag

Bill Generated Date

Security Organization

Vendor

Vendor More

Address Name

Bill Totals

Initial Amount

Discount Amount

Surcharge Amount

View Document
View Case History
Amend Document

The New Amendment page opens in a new window.

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

Figure 197: New Amendment Page

New Amendment

Subsystem

* Document Type

* Document Number

Prefix

* Amendment Number

[Go to top of page](#)

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

Figure 198: Amendment Justification

- Amendment Information

Date

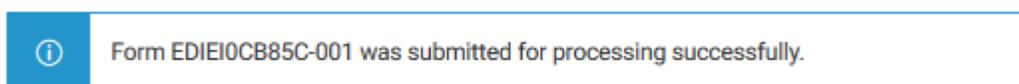
* Justification

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

Figure 199: Invoice Date

- Contract Information	
Contracts Number	RENT ☆
Blanket Agreement Number	☆
Delivery Order Number	☆
Contracts Line Item Number	NA ☆
Sub-Contracts Line Item Number	☆
Blanket Agreement Line Item Number	☆
Sub Blanket Agreement Line Item Number	☆
Exhibit Contract Line Item Number	☆
Exhibit Blanket Agreement Line Item Number	☆
Invoice Number	18003101
Invoice Date	02/14/2018 📅

10. Select **Save**.
11. Select **Verify**.
12. Resolve any errors, including overriding any overrideable errors. Select **Verify** again.
13. Select **Submit**.

Figure 200: Submit for Processing

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

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

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

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

- To optionally amend the IPAC BD, please refer to the steps described in **BAAR User Guide 2 of 10, Section 4.4.3.1**.
- To amend the push payment CR, please refer to **Section 4.12.3.1.3.1.2 Transfer to Treasury for Customer Generated Exception - Cash Receipt (Push Payment)**.

4.12.3 Customer Generated Exceptions (Pseudo Chargebacks)

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

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

1. A previous GSA-initiated billing
2. A previous GSA-initiated refund

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

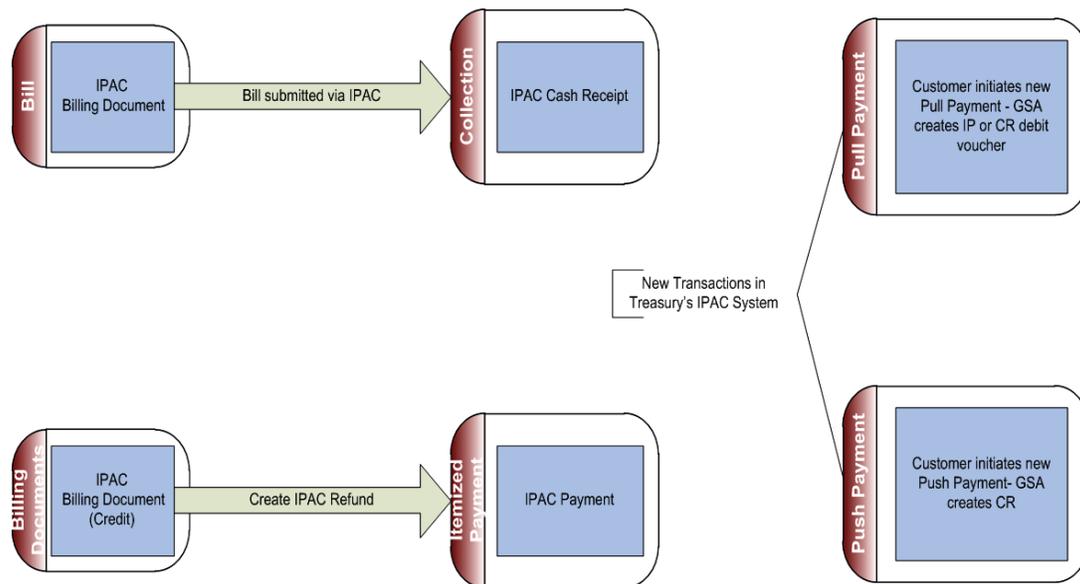
- Trading Partner attempting to submit an IPAC adjustment outside of Treasury’s 90-day adjustment window
- Trading Partner performing a push payment or pull payment while including identifying information regarding a previous GSA-initiated billing or refund

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

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

Figure 201 shows how the Customer Generated Exceptions are created in Pegasys.

Figure 201: High-Level Process for Customer-Generated Exceptions



Path 1:

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

Path 2:

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

Description of New transactions in Treasury’s IPAC system:

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

4.12.3.1 Options for Resolving Customer Generated Exceptions

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

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

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

1. Rebill
2. Accept
3. Write-Off

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

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

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

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

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

1. If the pull payment is invalid (i.e., the Trading Partner was incorrect):
 - a. Rebill the Trading Partner to retrieve the money.
2. If the pull payment is valid (i.e., the Trading Partner was correct):
 - a. Take no further IPAC action.
 - or
 - b. Rebill the Trading Partner to retrieve the money, and also create new credit BD to offset the rebill.

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

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

4.12.3.1.1 Resolve Customer Generated Exception - Cash Receipt Debit Voucher

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

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

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

1. Rebill
2. Accept
3. Write-Off

4.12.3.1.1.1 Rebill Customer Generated Exception - Cash Receipt Debit Voucher

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

4.12.3.1.1.2 Accept Customer Generated Exception - Cash Receipt Debit Voucher

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

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

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

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

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

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

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

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

1. Create new manual BD based on, but **not copied forward** from, the pull payment IP, and with the following characteristics on the Accounting Line.
 - a. Accounting Line Type: Normal

- b. Transaction Type: 03
- c. IPAC Schedule Date: +60 days (i.e., in the future) from the current date
- d. Document Reference: none
- e. Add manual DBRs, if applicable

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

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

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

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

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

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

Option A:

1. Amend the BD described in **Section 4.12.3.1.2** to zero down all accounting line amounts and DBR amounts.
2. On the Header, enter an explanation in the Amendment Justification field.

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

Option B:

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

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

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

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

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

- b. For Spending-based or Agreement Charge-based billing:

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

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

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

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

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

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

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

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

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

Option A:

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

1. Create a new manual IPAC IP by copying forward from the push payment CR, and with the following characteristics on the Accounting Line.

- a. Line Type: Normal
- b. Transaction Type: 02

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

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

Option B:

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

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

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

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

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

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

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