



GFEBs PR/PO

Single Charge Card Solution

Frequently Asked Questions v4.0

GFEBs - Standardizes processes army-wide

Transforming the purchase card processes...

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Revision Sheet

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| Rev. 4 | 10/30/14 | Changed format and added Section and Appendix |

GFEBs PR/PO FAQs

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1.0 GENERAL INFORMATION

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1.0 GENERAL INFORMATION

1.1 System Overview

The General Fund Enterprise Business System (GFEBS) is the Army's new web-enabled financial, asset and accounting management system that standardizes, streamlines, and shares critical data across the Active Army, the Army National Guard, and the Army Reserve. GFEBS will subsume over 80 legacy systems including the Standard Finance System (STANFINS), the most widely used standard accounting system for Army Installations, and the Standard Operation and Maintenance Army Research and Development System (SOMARDS).

1.2 Key Terms & Concepts

Access Online – Credit Card Management System managed by U.S. Bank.

Card Account ID – Unique Access Online Card Account ID number which acts as a pseudo account number in place of the actual Cardholder 16-digit charge card Account Number. The Card Account ID is sometimes referred to as “Card Identifier” or “Pseudo Number.”

Default Accounting Code (DAC) – when referencing the GFEBS SCCS (PR/PO) process, the DAC has an entirely different meaning from its intended purpose. The DAC for GFEBS SCCS accounts is NON-financial and not intended to fund the purchase(s). The GFEBS DAC utilizes the Line Of Accounting segments to pass Cardholder account information from Access Online to GFEBS.

Electronic Data Interchange (EDI) – an electronic communication system that provides standards for exchanging data via any electronic means. By adhering to the same standard, two different companies or two different countries, can electronically exchange documents (such as purchase orders, invoices, shipping notices, and many others).

eOrder – the order in Access Online that has been created by GFEBS under the new process (called the PR/PO Process).

Global EXchange Services (GEX) – supports the overall DoD and Federal initiative to provide a common set of tools and services to implement Electronic Commerce (EC) throughout the DoD and Federal Government.

Goods Receipt (G/R) – entered in GFEBS by a Goods Receipt Processor for material receipt.

Government Risk & Compliance System (GRC) – where GFEBS enters user roles and tracks user training for provisioning.

Intermediate Documents (IDocs) – GFEBS documents that indicate by status code either a successful Purchase Order or invoice update or suspension because of an error.

“Legacy” Account – any GPC Managing Account that currently uses the STANFINS, SOMARDS or SIFS accounting systems that, due to the “type of money” or the “year of money” did not implement GFEBS SCCS.

Manual Order – the order that a Cardholder or Billing Official creates in Access Online.

Matching – transactions linked to the orders created in or transferred to Access Online.

Purchase Order (PO) – the obligation of dollars in GFEBS. In this process, once the PO is created it will send an eOrder to Access Online.

Purchase Request (PR) – the transaction/document utilized to administratively reserve the funds for a particular purchase, the same as a GFEBs commitment.

Single Charge Card Solution (SCCS) or PR/PO Process – the automated Government Purchase Card (GPC) process in GFEBs utilizing a Purchase Request/Purchase Order to commit and obligate funding in advance of making a purchase per the Department of Defense (DoD) Financial Management Regulation (FMR) vol 3, chapter 8, paragraph 080202G.

Transactions – government credit card charges that post to the Cardholder account in Access Online.

Transaction codes (t-codes) – GFEBs users are provisioned to use t-codes to accomplish tasks.

1.3 Key Roles

The implementation of the GFEBs SCCS (PR/PO) process requires the use of existing roles as well as new roles to facilitate the proper processes and procedures. The roles listed below are not optional; however, the individual(s) that will perform said roles should be assigned by the organization in a matter best suitable for the agency's business practices.

Agency/Organization Program Coordinator (A/OPC) – Ensures that “legacy” accounts and GFEBs SCCS accounts are NOT under the same Level 4/Agent Hierarchy. The A/OPC is responsible for training the CHs and BOs on the GPC program and U.S. Bank's Electronic Access System - Access Online. Works with the Financial Management Office to implement GFEBs SCCS and determine GFEBs SCCS CH/BO training requirements. In addition, they will coordinate with the Financial Management Office to ensure invoice certification monitoring processes are in place, invoices are certified in a timely manner, and works with the Financial Management Office to ensure processes are in place to prevent delinquencies and maximize agency rebates.

Agent or Financial Manager (FM) – is the Resource Manager or Budget Analyst serving as the primary point of contact for their agency in implementing and enforcing GFEBs SCCS procedures for their agency's GPC accounts. The agency FM Office is responsible for the funding of GPC Accounts and has the primary responsibility to appoint a GFEBs GPC Account Maintainer, Purchase Order Interface Processing Monitor, Site Invoice Interface Processing Monitor and other GFEBs roles as required. In addition, the FM Office will provide their Contracting Office, A/OPC, a Financial Manager POC list for their GPC Accounts. The FM has the primary responsibility to advise and train the CHs and BOs on GFEBs procedures if any of these users should have a role in GFEBs.

GPC Account Maintainer – The GPC Account Maintainer is responsible to add and maintain the Cardholder master account records within GFEBs. As part of their functions, they are responsible for monitoring the AKO site to review the Daily Refresh File posted there to ensure that new Cardholder Account Records are added in GFEBs.

Site Invoice Interface Processing Monitor – Required to monitor IDoc errors between U.S. Bank and GFEBs related to charge card purchases through inbound EDI-810 interface reporting (T-Codes: WE02, WE09).

PO Interface Processing Monitor – Required to monitor IDoc errors between U.S. Bank and GFEBs related to charge card purchases through inbound EDI-821 interface reporting.

PO Processor – Assigned to those within the Resource Management Office and authorized to increase the amount of an existing obligation should the purchase in question be higher than initially entered.

PR Approver – A provisioned role that provides workflow approval to the PR before becoming a PO. They approve the PR for card purchases that is initiated by the Purchase Requisition Processor.

PR Processor – creates Purchase Requisition (PR) in GFEBs to commit funds for the charge card process. The PR processor has to complete the requisite GFEBs training before being provisioned for the role that creates the PR. If a Cardholder has the PR Processor role, they may create a PR for themselves; otherwise, they must go to a PR Processor. The agency financial manager determines whether the Cardholder or financial manager will be the PR Processor.

PR Fund Certifier (L4) – Enables funds certification and is typically assigned to the Resource Management Office to allow for precise management of purchase card spending and budget oversight.

Account Credit Rating Codes (Access Online)

| Code | Description | Notes |
|-------------|---------------------|--|
| Open | Account Open/Active | “Open” or Blank |
| V9 | Voluntary Close | Temporary Closure |
| T9 | Termination | Permanent Closure |
| M9 | Suspension (System) | Delinquency Status – Account 61+ DPD |
| B3 | Suspension Override | Overrides M9 Status |
| S1 | Suspension (Manual) | No Approvals within 60 Days (Pay & Confirm only) |
| FR | Potential Fraud | Account Blocked, Cardholder Contacted |
| F1 | Lost/Stolen | Account Closed |
| FA | Fraud | Account Closed, Fraud Case Started |

2.0 SYSTEM SUMMARY

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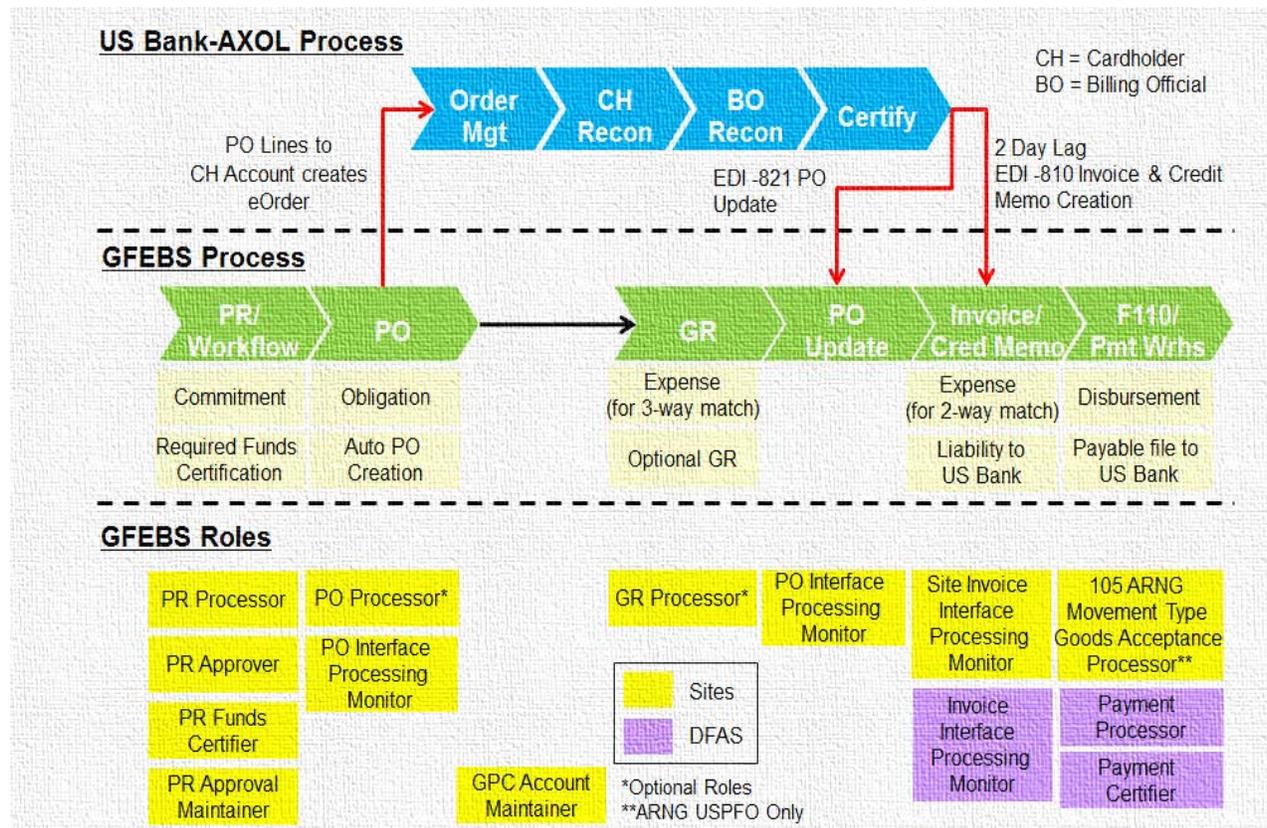
2.0 SYSTEM SUMMARY

2.1 PR/PO High Level Process Flow

The PR/PO process is required by *DoD FMR Vol 3, Chap 8, para 080202G* "Commitments shall be established in advance in...for commercial purchase cards." The PR creates a GFEBs accounting commitment which automatically generates a PO upon L4 certification. The GFEBs PO causes the automatic generation of an eOrder in Access Online. This is the document that transactions will need to be matched to after the implementation date. Matching a transaction to a manually created eOrder after switching to PR/PO process, if certified by the BO, results in a DFAS manual payment and potential suspension of the agencies purchase card program. Billing Officials may serve as a PR Approver given that they are provisioned as such in GFEBs. Their role is to approve PRs and once approved the PR automatically creates a PO generating an automatic eOrder in Access Online. All transactions after conversion from the FMY to the PR/PO process should be matched to automatically-generated eOrders. The Billing Official should reject any transactions matched to an eOrder with a Control Number beginning with anything other than "21".

The GFEBs SCCS (PR/PO) process is comprised of three phases and eight steps/actions.

- **Step 1-** PR Processor inputs PR for each CH
- **Step 2-** PO Processor certifies funds (L4) and obligates funds
- **Step 3-** PO feeds into Access Online and creates an eOrder
- **Step 4-** The CH matches all transactions to the eOrder that is created in Access Online
- **Step 5-** CH approves statement
- **Step 6-** BO final approves all transactions
- **Step 7-** BO MA/DA certifies statement
- **Step 8-** Data flows back into GFEBs (*Reference Section 2.2.1 and Appendix B*)

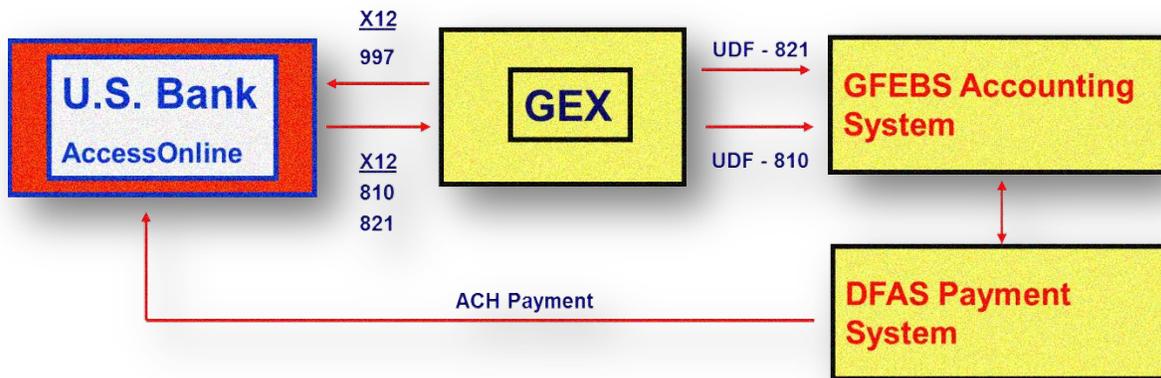


2.2 PR/PO Invoice Certification Process

The Invoice Certification Process within Access Online follows the Confirm and Pay Model. The Billing Official will certify the invoice which included the sending and receiving of the 810 and 821 files. Transactions for that billing period are summarized by Managing Accounts (MA) and/or Line of Account (LOA). A Standard Document Number (SDN) assigned by U.S. Bank is attached to each Managing Account/LOA Combination. Upon receipt, GFEBS will then process the files for verification of valid invoices and amounts with tolerance. If the invoice should pass the verification process, the files are sent to DFAS who then remits Payment to U.S. Bank via ACH. Within 6-10 Days payment will posts to Access Online. If the invoice should fail the verification process, a GFEBS IDoc error is created, the monitoring of said error is the responsibility of the Site Invoice Interface Processing Monitor and Purchase Order Interface Processing Monitor.

2.2.1 PR/PO EDI Data Flow

The EDI Data Flow diagram below displayed the sending and receiving of data (810, 821, 997 etc.) from U.S. Bank's Access Online to DoD Global Exchange (GEX) to the GFEBS Accounting System then eventually to DFAS for ACH payment.



2.2.1.1 PR/PO EDI Data Flow Legend

| Abbreviation | Definition |
|--------------|--|
| GEX | Global Exchange Service |
| 810 | Invoice - transmitted two business days after obligation flows |
| 821 | Obligation - transmitted on day BO certifies invoice |
| 997 | Functional acknowledgement |

3.0 GFEBS

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3.0 GFEBs

3.1 GFEBs Training Requirements

All roles within GFEBs require the requisite training for that role. The agencies' GRC Training Coordinator can help identify the training required for each role; contact your GRC Supervisor and/or GRC Training Coordinator for more information. After reviewing the FAQ and if you do not find the answer to your question then contact the GFEBs Help Desk at Army.GFEBs.Helpdesk@mail.mil. If determined it is not a GFEBs issue, it will be forwarded to either to U.S. Bank or DFAS for further assistance.

1. **Where are the GFEBs Single Charge Card Solution PR/PO Process Presentations or DCO Recordings located?**
 - a. The slides are posted in a folder on AKO (you will need a CAC card to log in): <https://www.us.army.mil/suite/files/41229928>. The name of the slide presentation is "Single Charge Card Process Overview Session Wave 3."
2. **Can you access the system without having any GFEBs training?**
 - a. You cannot access the system without completing the necessary GFEBs training. To have access to GFEBs you must have one or more roles. To be provisioned in a given role you must undergo the training for that role.
 - i. All GFEBs Users Must Take Three Basic Courses
 1. L101E GFEBs Overview
 2. L201E Integrated Process Overview
 3. L303E GFEBs Navigation and Reports
 - ii. *GPC Account Maintainer*
 1. L250E Acquisition Process Overview
 2. L450C Charge Card Process in GFEBs
 - iii. *Site Invoice Interface Processing Monitor*
 1. L250E Acquisition Process Overview
 2. L251E Accounts Payable Process Overview
 3. L450C Charge Card Process in GFEBs
 - iv. *Purchase Requisition Processor*
 1. L250E Acquisition Process Overview
 - v. *Purchase Order Processor & Purchase Order Interface Processing Monitor*
 1. L250E Acquisition Process Overview
 2. L251E Accounts Payable Process Overview
 3. L453E Purchase Orders and Contracts
3. **Are there other recommended GFEBs related documents that would provide an overview of the GFEBs SCCS (PR/PO) process?**
 - a. Yes, the list below is not all-inclusive, but the documents listed below are essential to provide you a high level overview. Unless otherwise specified, the documents are located in the "Charge Card Job Aides and Training Materials" folder on AKO: <https://www.us.army.mil/suite/files/39435437>
 - i. *Single Charge Card Process Overview* – Shows in detail the charge card process in GFEBs to include the roles of the key players, PR Processor, PR Approver, GPC Account Maintainer and additional key players. In addition, it shows the 2-Way Single PR, 2-Way Bulk PR, 3-Way Single PR and includes IDoc Error Report handling.
 - ii. *Role_to_Course_Master_Mapping_W8b_-_5.25.12.xlsx* – Lists courses that GFEBs users should take. This document is located at <https://www.us.army.mil/suite/files/16775285>.
 - iii. *How to Search-Register-Playback and Complete L450C Using ALMS-CAT – v0.pdf* – Provides step by step screen shots on how to register, launch and

complete the L450C Charge Card Process in GFEBs Collaborative Army Training Course in ALMS.

- iv. *GFEBs SCCS High Level Process Flow*– A one page overview that shows at a high level the process flow for the GFEBs SCCS (PR/PO) process between GFEBs, Access Online and DFAS and the key players, PR Processor, PR Approver, GPC Account Maintainer, etc. (*Reference Section 2.1*)

3.2 GFEBs Cardholder Account Record

The purpose of requiring charge card information in GFEBs is to link the PO data sent to Access Online with the Cardholder's charge card account for reconciling eOrders. U.S. Bank's Access Online sends the charge card information to GFEBs via Microsoft Excel Spreadsheet on a daily basis. GFEBs users with the GPC Account Maintainer role download the file from AKO and enter new charge card information for each of their users into GFEBs.

1. What are the instructions for adding, changing, closing or viewing a GFEBs Cardholder Account Record in GFEBs after the go-live date and post implementation?

- a. The Daily Cardholder Refresh file will be posted daily to AKO at <https://www.us.army.mil/suite/files/36984390>. This file will be posted every day by 1700 ET, and will contain only records that were created or deactivated between 0001ET to 2359 ET of the previous day.
- b. GPC Account Maintainers need to actively monitor this file and create those new Cardholder accounts in GFEBs. New Cardholders that need to be created will be denoted by a 'blank' in the Account Status Column. Cardholders that have been deactivated, and should be marked inactive in GFEBs, will be denoted with an 'F1' value in the Account Status Column.
- c. In addition, there will be a weekly Consolidated Active Cardholders file posted to AKO at <https://www.us.army.mil/suite/files/36984399> every Wednesday. The weekly refresh file will contain a list of all active Cardholders. This file is just for reference and no action is required.

2. What are the directions for editing or closing the GFEBs Cardholder Account Record?

- NOTE: The Cardholder Account Record must exist in GFEBs before the PR is created.
- a. To add a new GFEBs Cardholder Account Record: New Cardholder accounts are setup (created) in Access Online or PCOLS by the A/OPC. Once U.S. Bank completes the new account setup, the account information will be included in the daily Refresh File sent to GFEBs for posting to the AKO site. The refresh file has the Cardholder information to include the new Card Account ID. The Agency GPC Account Maintainer would then need to go into GFEBs to add the Cardholder Account Record using T-Code ZSSC_CRS1 or for multiple Cardholders at one time using T-Code ZSSC_CREDIT_UP.
 - b. To change an existing GFEBs Cardholder Account Record: Cardholder records can be modified in GFEBs using T-Code CRS2.
 - c. To close the GFEBs Cardholder Account due to the Cardholder no longer being with the Agency: First ensure that no open PRs are in the system. The GPC Account Maintainer would then "invalidate" the GFEBs Cardholder Account Record following the steps in 2.d. below.
 - d. To close a Cardholder Account Record due to fraud or the loss of a card: If a Cardholder's account is closed due to Fraud or loss of a card and there is a GFEBs Cardholder Account Record U.S. Bank will close the account and issue a new Card Account Number with a new Card Account ID. Once U.S. Bank completes the new account setup, a Daily Cardholder Refresh File is sent to GFEBs for posting to the AKO site.
 - i. The refresh file has the Cardholder information to include the new Card Account ID to create the new Cardholder Account Record in GFEBs. The Agency GPC Account Maintainer would then need to first "invalidate" the current (old) GFEBs

Cardholder Account Record by using the transaction CRS2, “Change Credit Master Record” and follow these steps:

1. Change the “CardhdrTyp” field to H. If this is already H, leave it.
 2. Clear out the “Cardholder ID” field (Cardholders EDIPI). If this is already blank, leave it.
 3. Change the “Cardholder Name” field to “INVALID”.
 4. Save the record.
- ii. The GPC Account Maintainer would then need to enter the “new” Cardholder Account Record into GFEBs with the new information from the refresh file, using transactions ZSSC_CRS1 or ZSSC_CREDIT_UP.
- 3. What Job Aides or Templates are available that will show how to add or update the Cardholder Account Records in GFEBs?**
- a. There are several job aides and templates on how to add or update a GFEBs Cardholder Account Record. Site Location: <https://www.us.army.mil/suite/files/37305799>
 - i. *Create_Single_Charge_Card_Master_Record_User_Procedure* – Job Aide for creating a NEW GFEBs Cardholder Account Record.
 - ii. *Uploading_Charge_Card_Records_to_GFEBs* – Job aide for creating multiple NEW GFEBs Cardholder Account Records using the *Cardholder_Upload_Tool_Template*.
 - iii. *Change_Single_Charge_Card_Master_Record_User_Procedure* – Job Aide for changing GFEBs Cardholder Account Record that already exists in GFEBs
- 4. In the Cardholder account demographic information, is it necessary to have the Cardholder's AKO email address listed? Or does that only applies to those Cardholders that do not have a role GFEBs?**
- a. The e-mail address is required only for those Cardholders who do not have a GFEBs role. In addition, it does not have to be an AKO e-mail, however, must be a “.mil” email address.

3.3 GFEBs PR/PO Processing Procedures

The GFEBs PR/PO process eliminates the need for Cardholders to create manual orders in Access Online. A PR is created by a PR Processor that automatically creates a PO in GFEBs and flows into Access Online as an eOrder. If a Cardholder matches a vendor transaction to an order created manually in Access Online and the Billing Official certifies the statement it will cause an error that cannot be corrected in GFEBs. The Cardholders must always ensure that they only match vendor transactions to orders originating out of GFEBs. These will normally have a control number that starts with “21” and on isolated occasions may start with “46”.

- 1. Does the GFEBs SCCS (PR/PO) process have to be completed before a purchase is made?**
 - a. The DoD FMR requires that funds be encumbered prior to the purchase per Volume 3, Chapter 8, paragraph 080202G: “Commitments shall be established in advance in amounts no less than the periodic purchase limits authorized for commercial purchase cards.”
 - b. However, there is nothing systematically that prevents the Cardholder from making the purchase before the PR/PO is created in GFEBs and sent to Access Online.
 - c. However, the PR/PO must be created in GFEBs and sent to Access Online as an eOrder before the Cardholder can match their transaction to the eOrder and approve their statement and before the Billing Official can do the transaction final approval and certify the Managing Account Statement.
- 2. What is a PR and a PO?**
 - a. A PR is a Purchase Requisition. Under the GFEBs SCCS (PR/PO) process, once the PR is created and approved it will automatically create a PO. This creates the

commitment of dollars in GFEBS. A PO is a Purchase Order. This creates the obligation of dollars in GFEBS.

- b. In this process, once the PO is created it will send an eOrder to Access Online, wherein the CH or the BO will match it against the transaction once the transaction posts in Access Online, Transaction Management. Once the eOrder is created then Cardholder is authorized to purchase the requirement.

3. What would cause an eOrder to fail to load into Access Online, and what actions can we take?

- a. This normally occurs because the PO failed to be created automatically. There are several possibilities:
 - i. The PR is not L4 approved.
 1. Corrective Action: Have the L4 Approver approve the PR.
 - ii. An invalid Card Account ID is cited on the GPC tab.
 1. Corrective Action: Ensure that the Cardholder Account Record is loaded into GFEBS. Ensure that the Card Account ID matches with what is in Access Online. Have the PR Processor to correct/change Cardholder Account ID on the PR.
NOTE: If the eOrder failed due to an invalid Card Identifier (not found in Access Online), the GFEBS Helpdesk will receive a notification with the failed PO number. They will directly contact the RM on the failed PR/PO and specify what needs to be done to correct it.
 - iii. Use of Account Assignment Y on any PR Lines in an attempt to reduce the funding on the line. This will fail to create a PO.
 1. Corrective Action: Never use the Y to reduce funding. Reduce the funding directly on the PO line for this process.
 - iv. For unfunded PRs, which are not purposely being left unfunded, the L4 certifier neglects to change the account assignment from U to a K, P or F.
 - v. Corrective Action: The PR Fund Certifier must decertify the PR, change the account assignment (to P, K, or F), complete the data needed on the Account Assignment tab, save, and recertify.
 - vi. The line of accounting cited on the PR is a ZCITE Fund.
 1. Corrective Action: This will require a PO Processor to manually create a Purchase Order in GFEBS, which in turn “flows” to Access Online as an eOrder.
 - vii. The funds cited on the PR are cancelled year funds.
 1. Corrective Action: This will require a PO Processor with the authority to cite cancelled funds to manually create a Purchase Order in GFEBS, which in turn “flows” to Access Online as an eOrder.

4. What are the indications that the PR auto created a PO?

- a. To ensure the PO is created the L4 certifier should immediately refresh their screen after certifying then look at the Status Tab of the PR in GFEBS. If the PO auto created, the Proc Status field will say, “*PO Created*”. If it failed to auto create it will say, “*Not Edited in the Proc Status field.*”

5. What are the instructions for canceling a PR/PO in GFEBS that is no longer needed? The PR has been approved by the L1 and L4, thus creating the PO, however the requirement was not needed or cancelled?

- a. You should “trash-can” (delete) the PO lines that are no longer required. Since the PO fully liquidated the PR thereby closing the PR, trashing the lines on the PO will return funds to available funding. Do not also reduce the funding on the lines to zero.

6. If an agency elects to centralize the GPC PR Processor role, is the creation of a Level 8 PR Approval for Cardholders necessary?

- a. The L8 approval is not required. L8 is optional and does not require any setup in the Workflow Routing Table to use, however if you should choose to require the L8 then the Cardholder would need the PR Approver Role to make the approval.

7. How to create a PR/PO for rebates.

- a. The rebate PR is created quarterly in GFEBs after the Cardholder or Billing Official identifies that a rebate has posted to the Cardholder account in Access Online, Transaction Management, Transaction List. The rebate PR is created using the exact amount of the rebate transaction in Access Online. Creating a rebate PR is the same as creating a regular PR except you would use Account Assignment "R." The negative sign should not be added. The PR Processor enters in the Line of Accounting (LOA) information on the "Account Assignment" tab by inputting a Cost Center, Internal Order, or WBS. Once the Account Assignment Category "R" is "entered," the PR line closes. This is by design to ensure that funds are not committed when creating the PR.
- b. If a PR Processor starts the process of creating a PR with the "R," but then wishes to change it to a debit PR (Account Assignment F, K, or P) then they must start over because the R has already closed the line and will fail to create a PO upon PR certification.
- c. If your business process is to use the Account Assignment of "U" and add the LOA prior to L4 certification, a common issue is that the system will not allow the "U" to change to a "R." In this case, the simple workaround is to copy the unfunded line to a new line. Change the "U" on the new line to "R," and add the LOA information. After you have created the new line, delete the unfunded line and proceed to certifying the PR. A rebate PR may also be adopted so long as the new PR is also to be a rebate PR. (Reference Section 4.7 No. 5-7 and Section 4.7.1)

8. A 2-Way Bulk with two LOAs was created that was L4 certified, thus sending two eOrders to Access Online under the same PO#. Instead of the vendor submitting two separate transactions, it was combined into one. Is it possible to match a single transaction to two eOrders?

- a. A transaction can only be matched to one eOrder. If the merchant sends two or more separate transactions, then it is recommended that the original PR/PO be canceled and a new 2-Way Single PR/PO with multiple lines be created, thereby sending a new eOrder to Access Online. Trash (delete) the original 2-Way Bulk PO and cancel the corresponding Access Online eOrder so no transactions can be inadvertently matched to it. (Reference Section 4.4 No.4)

9. A PR Processor created a PR in GFEBs with a single LOA, it was certified, the PO was auto-created, and the eOrder was sent to Access Online. The PO was then updated by deleting the original LOA and then adding 2 new LOAs. Two new eOrders with the same PO# appeared in Access Online. Why does this happen?

- a. Two eOrders with the same PO number appeared in Access Online because it is an existing PO. When the PO is changed in this manner the two new lines will be sent to Access Online and create new eOrders but the deletion of the original line will not be reflected.
- b. In this scenario the added PO lines will add to the corresponding PO and create new eOrders in Access Online.

NOTE: Regardless of the document type, each added line will be sent as a SEPARATE eOrder (in the fashion of the Bulk PR). New lines can be added to the existing PO, but each new line will be sent as a separate eOrder regardless of document type.

- c. Changes to existing PR or PO lines WILL NOT be sent to U.S. Bank, as eOrders already in Access Online cannot be modified once created. If a PR is decertified and changed, that change will not copy over to the corresponding PO and will not update in Access Online (U.S. Bank). The same is true of a changed PO line.

10. What happens to transactions in foreign currency?

- a. Every PR/PO should be in U.S. Dollars. When making the PR, the PR Processor needs to consider the exchange rate. When the transaction posts in Access Online, it may be for more than the estimate.
- b. If the transaction matched to the eOrder is within the 10% or \$100 order tolerance, whichever is less, then it will automatically increase the obligation. If it is outside that tolerance, contact the Resource Manager to have the PO Processor increase the dollar amount before the Cardholder matches the eOrder to the transaction or before the BO final approves the transaction or certifies the invoice.

11. Agencies that are located overseas and using the VAT Forms to not pay the taxes. What if an eOrder was matched in a previous month but the vendor after the fact by mistake charges the taxes to a paid order; how can this issue be eliminated with eOrders/GFEBS?

- a. The PO line can be increased to the new total, and an invoice will be sent. Otherwise, a new PR can be made for the taxes. If the vendor later issues a refund, that credit should be matched against this original eOrder.

12. In order to deobligate funds on a PO that has no purchase order history but is no longer needed should I trash the line AND zero out the line?

- a. No never do both. All that is needed to deobligate the funds on an unused PO is to trash it. This provides the flexibility that if a card holder later mistakenly matches to that order you will get a correctable IDoc error that can be fixed by merely "untrashing" the line. If the line is also zeroed out the IDoc error will be uncorrectable and a manual payment will be needed.

3.4 GFEBS IDoc Reports

IDocs are records of an interface exchange between GFEBS and an interface partner. Running the IDoc Report in the background will allow you to do other things and come back to your report when it completes, while ensuring the system doesn't 'time out'.

1. What is an IDoc?

- a. In this scenario, an IDoc (Intermediate Document) is a record of an Electronic Data Interchange (EDI) file between Access Online and GFEBS.
- b. The EDI-821 is an obligation file that is used to report financial transactions. The EDI-810 is an Invoice/Credit Memo equivalent to an electronic version of a paper invoice.

2. Where are the GFEBS EDI IDoc Error Reports located?

- a. The weekly AKO IDoc Error Report can be found at www.us.army.mil/suite/files/35900811
- b. In lieu of the above report a user with the role of Interface Processing Monitor can also identify IDocs using transaction code WE09. The Job Aid "GPC EDI-821 (PO Update) and EDI-810 (Invoice Create) IDoc Errors and Reports. This job aid is at <https://www.us.army.mil/suite/files/39435437> and look for the link to [IDoc Errors and Reports Job Aid](#)

NOTE: You must have the PO Interface Processing Monitor role to view the 821 IDocs and the Site Invoice Interface Processing Monitor role to view the 810 IDocs.

3. How frequent should the Charge Card IDoc Reports be generated and monitored?

- a. IDocs for each bill cycle are generated when the billing official certifies the Managing Account. Generate and monitor the report as often as required in order to maintain proper control.

4. Creating a Charge Card IDoc report.

- a. The Purchase Order Interface Processing Monitors and Site Invoice Interface Processing Monitors monitor the EDI-821 and EDI-810 IDocs, respectively to ensure errors are

identified, addressed, and payments are on time. The documents are located on the AKO site at the link stated above.

- b. A Job Aide titled "IDoc Errors and Reports Job Aid" is available on AKO at the following link: <https://www.us.army.mil/suite/files/39435437> then look for the link to [IDoc Errors and Reports Job Aid](#)

5. When is it appropriate to use ZOS_ISC to change the status of an IDoc from 51 to either 53 or 68?

- a. It is never appropriate to change the status to 53. This indicates a successfully processed IDoc. The only way an IDoc should be moved to status 53 is by correcting a correctable IDoc error and allowing the system to reprocess the IDoc. Once all corrective actions are taken the IDoc will move to 53 systemically.
- b. Only IDocs with uncorrectable IDocs that will result in the need for a manual payment request should be moved to 68. IDocs with correctable errors should never be moved to 68. Status 68 tells the system never to reprocess the IDoc even after corrections are made to correctable IDocs.
- c. To view a listing of correctable and uncorrectable IDoc errors go to www.us.army.mil/suite/files/35900811 . Look for the latest IDoc report. The second tab on that report lists the IDoc errors along with the corrective actions needed.

3.4.1 IDocs Report Useful Tips

1. Opening more than one status message from the top (most recent) in the IDoc Status Records, may give you more information, particularly if the listing includes multiple 821 IDoc failures along with corresponding PO Numbers.
2. Changing IDoc statuses manually (particularly on the 821) will interfere with the system's processing and can ultimately prevent the invoice from posting. Do not change an IDoc's status unless you are positive the invoice has posted for that Managing Account and bill cycle or the invoice was paid manually by DFAS.
3. Do not perform a BD87 on an 821 or 810 IDocs, as you most likely do not have the necessary authorizations. If you have the PO Processor role, you may be able BD87 821 IDocs. No one at the organization level has the ability to execute BD87 for EDI-810 (Invoice Update) IDOCs.

3.4.2 IDocs Status Codes

IDoc status codes are monitored by the PO Invoice Interface Processing Monitor (EDI-821) and the Site Invoice Interface Processing Monitor (EDI-810). PO Interface Processing Monitors must monitor IDoc failures for PO Updates (EDI-821) coming from Access Online. Site Invoice Interface Processing Monitors must monitor IDoc failures for invoices (EDI-810) coming from Access Online. There are four codes associated with the GFEBS SCCS (PR/PO) process 51, 53, 64 and 68.

IDocs Status Codes Table

| Code | Description | Action Require |
|------|--|--|
| 51 | IDoc in suspended status Not recorded in financial system (commonly known as a failed IDoc). | Get the Error Group and pull IDoc# to get additional info to problem solve |
| 53 | IDoc posted successfully Results reflected in GFEBS accounts | No action required |
| 64 | Not processed; waiting for batch job to run and process | No action required |
| 68 | IDoc not processed and has been marked for no further processing | More information needed Normally no action required |

3.5 GFEBS Resources

| Name | Email Address | Contact Number |
|------------------------|---|----------------|
| Vince Scatamacchia | vincent.scatamacchia.ctr@mail.mil | 703-545-8848 |
| Nancy Boggs | nancy.c.boggs.ctr@mail.mil | 703-545-8838 |
| GFEBS Help Desk | Army.GFEBS.Helpdesk@mail.mil | |
| GPC Job Aids/Materials | https://www.us.army.mil/suite/files/35900811 | |

4.0 ACCESS ONLINE

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4.0 ACCESS ONLINE

4.1 U.S. Bank Resources

After reviewing the FAQ and if you do not find the answer to your question then contact U.S. Bank Help Desk or the Army Relationship Management Team. If inquiry is not a U.S. Bank issue, it will be forwarded to either GFEBS or DFAS and they will respond back to you.

4.1.1 U.S. Bank Contacts

These are the point of contact for the Army Relationship Management Team; please ensure to follow procedures set forth for contact U.S. Bank personnel.

| U.S. Bank Services | Contact Number |
|--|----------------|
| Customer Service 24/7 | 888-994-6722 |
| Technical Support (Access Online, Training Website, or password/ID issues) | 800-254-9885 |

1. Who should be contacted at U.S. Bank regarding a specific (GFEBS) Access Online question?

- a. All Access Online questions/issues, GFEBS, and non-GFEBS need to be directed to our Technical Support Help Desk at 1-800-254-9885. Any issues that they are not immediately rectified will be escalated internally at U.S. Bank for resolution.

4.2 Access Online - Account Administration

A Managing Account controls all the funding between our organization and your organization. All Cardholder transactions pass through a Managing Account to ensure that appropriate funds are available for each transaction. Correct setup, edits and modification of the managing administration is vital to ensuring the proper functionalities are working as designed within Access Online.

1. If there are “sensitive” or “classified” funds that need to stay with SOMARDS (or other legacy systems), is it necessary to have a new agent to separate these accounts from the rest of the new GFEBS SCCS accounts?

- a. The new GFEBS SCCS (PR/PO) process is different from legacy/GFEBS FMY processes and requires a new financial extract that has to be turned on at the U.S. Bank Agent number (Processing Hierarchy) level only. By including non-GFEBS SCCS (PR/PO) CH and MAs under the same Agent this would cause problems and rejects with credits and the payment files. Prior to the GFEBS SCCS go-live date, all legacy accounts need to be setup under a different or “new,” separate Level Four/Agent number. If a “new” Level Four/Agent Number is required, or if an account move is required, please contact your Level Two A/OPC for approval first, before contacting U.S. Bank.
- b. The A/OPC needs to ensure at all times that no “legacy” accounts are built under their GFEBS SCCS Level Four/Agent hierarchy.

2. Is the Resource Manager EDIPI number required during the setup or maintenance of the Billing Official’s Managing Accounts?

- a. Yes. The RM EDIPI (or some other person from the RM shop) is required to provide a contact for GFEBS to get in touch with in the event of any issues with activities pertaining to a particular Cardholder’s account. Refer to *QR ARMY GFEBS Account Setup – Step 25*. Type the EDIPI of the person in the resource management office responsible for this Managing Account in the *FMS-GFEBS COST ELEM*.

4.3 Access Online – Managing Account Extracts

The extract information tells the system which types and values of extract files you want to send to your Data Exchange mailbox. The file types and values vary with each client's unique program setup and payment model. For the GFEBs SCCS (PR/PO) process, the applicable extract information is listed in Sections 4.3.1 and 4.3.2. It is the responsibility of the FM to ensure that they select the correct 810 and 821 Extracts.

4.3.1 EDI 810 – Invoice

The EDI 810 is transmitted from U.S. Bank to GFEBs at the end of the billing cycle for each Managing Account two business days after the EDI-821 is transmitted. It is an electronic version of a paper invoice or bill and contains data of the cycle transactions. The files are transmitted via the MA Extracts in Access Online. The correct selection of the MA Extracts is important and is required to ensure the proper routing of the invoice to the correct paying office. U.S. Bank will not issue guidance as to what extracts should be used, that information is provided by the financial managers within each organization.

| | IS | SELECT | DESCRIPTION |
|--|--------|--------|--|
| IF YOUR GFEBs PAY OFFICE DODAAC | HQ0490 | ZQTREA | GFEBs Standard CONUS Operations (Non-ARNG) & exempt ARNG Fund Centers |
| | HQ0670 | ZQ0670 | GFEBs Standard CONUS Operations (ARNG) |
| | HQ0671 | ZQ0671 | DFAS-Japan Operations |
| | HQ0695 | ZQ0697 | ARCENT Operations |
| | HQ0696 | | |
| | HQ0697 | | |
| | HQ0698 | | |
| | HQ0708 | ZQ0708 | Army Reserves Bright Star Exercise |
| | W56FJW | Z56FJW | Italy Operations |
| | W56GBU | Z56GBU | Korean Operations (Non-MEDCOM) |
| | W56FJU | ZQ0672 | Processed Centrally by DFAS-Indy OCONUS EUR (MEDCOM) Korean Operations (MEDCOM Only) |
| | W56FJX | | |
| | HQ0672 | | |

4.3.2 EDI 821 – Obligation

The EDI 821 is transmitted from U.S. Bank to GFEBs at the end of the billing cycle for each Managing Account one business day after statement certification by the Billing Official. The 821 is an obligation file used to report balances, detail and summary financial transactions, and other related financial account information. As with the EDI 810 Invoice, these files are transmitted via the MA Extracts in Access Online. The correct selection of the MA Extracts is important and is required to ensure the proper routing of the invoice to the correct paying office. U.S. Bank will not issue guidance as to what extracts should be used, that information is provided by the financial managers within each organization.

| | | | |
|--|--------|--------|-------------|
| | 021001 | Z21001 | GFEBs PR/PO |
|--|--------|--------|-------------|

4.4 Access Online – Order Management (eOrders)

Order Management is a function (tool) within Access Online used to match an order to the transactions that make up the order. During the PR/PO process the ability for a Cardholder to manually create an order in Order Management is going away and is being replaced with an electronic order (eOrder) created in GFEBs and sent electronically to the Cardholder's account in Access Online. These eOrders will be placed in the "Order Management" section in Access Online. A/OPCs and Financial Managers should ensure that All Cardholders, Billing Officials and Alternate Billing Officials using the GFEBs SCCS (PR/PO) process are familiar with these processes outlined under this section.

1. **How long does an eOrder stay open in Access Online?**
 - a. An eOrder will stay in Access Online for 185 days (6 months).
2. **What happens if a transaction is matched to an incorrect eOrder? Can this be fixed in Access Online?**
 - a. If the Managing Account Statement (Invoice) has not yet been certified in Access Online, then the BO can “Reject” the transaction back to the Cardholder and notify the Cardholder either via telephone or e-mail. The CH (or BO) can then “Unmatch” it either from the manual order or the incorrect eOrder and then rematch it to the correct eOrder. If the BO, prior to “Final Approving” the transaction does NOT “Reject” the transaction and the BO certifies the Invoice, then after certification, the order that the transaction is matched against will be invoiced. In the case of the manual order, the invoice WILL have to be paid manually. Keep in mind, that 15 days after the end of the cycle close date, the BO will have to perform the actions for the Cardholder.
3. **PR/PO’s in GFEBS were created with the subsequent eOrders appearing in Access Online. The card was then reported lost/stolen. When the new account is issued, the transactions moved but the eOrders did not. Why did the eOrders not transfer to the new account?**
 - a. When a card is reported lost/stolen and a new account is generated, the UNMATCHED eOrders do not transfer to the new account; only partially or fully fulfilled eOrders will transfer.
4. **How do you remove an eOrder in Access Online, Order Management that is no longer necessary because the PR/PO was cancelled in GFEBS?**
 - a. Currently, only the A/OPC has the ability to suspend or cancel orders in Access Online.
 - b. To remove this eOrder, the A/OPC will need to log into Access Online, then: **Order Management > Order Maintenance** > Select the Appropriate eOrder > Click the Cancel button (at the bottom of the Order).
NOTE: In order to cancel orders, the A/OPCs will have to add the Functional Entitlement Group (FEG) “Army_GFEBS_SCCS_AOPC” or Army_AOPC_non_Account_Setup to their Access Online User ID thru User Profiles. The current PA_AOPC_WF_Army or any other FEG will not allow A/OPCs to cancel an order.
5. **Why and when should an eOrder be marked as final in Access Online?**
 - a. When checked, the Final Invoice Indicator in GFEBS will redirect residual funds from the PO/eOrder back to the available funding after the invoice is certified. The CH or BO should only check the Final Invoice Indicator when they are certain that the PO/eOrder will not be used for future matching.
 - i. If the Final Invoice Indicator is checked, in order to match to that eOrder at a later date, the Final Invoice Indicator will need to be unchecked in GFEBS and funds added back if needed to cover the new purchases.
6. **How do you mark the eOrder as final in Access Online?**
 - a. After the transaction(s) has been matched to the eOrder there are three different ways to change the SAR/GFEBS Final Inv from an ‘N’ to a ‘Y’ in the Line of Accounting, which will close the PO in GFEBS, but will have no effect on the eOrder in Access Online. The eOrder will remain in Access Online for 185 days until it is purged from the system.
 - b. All three ways are in Access Online Transaction Management.
 - i. The CH or BO can check the box next to the transaction and hit the reallocate button on the bottom.
 - ii. Click the allocation hyper link.
 - iii. Or they can click on another hyperlink in TM and then go to the Allocations Tab.
NOTE: In the process of changing the Final Inv Indicator from as ‘N’ to a ‘Y’, be sure not to revert to the Default Account Code (DAC) when prompted to do so. The DAC in question is NOT referring to the Financial Line of Accounting (LOA) intended to fund the purchase(s). It is very important to keep in mind that all

references to the DAC in Access Online has no financial bearing and that all funding data will be transmitted from GFEBs via the PO (eOrder).

7. **If the GFEBs CH account is *T9-Terminated (Permanent Closure)*, what course of action is required if the account has a credit, debit and/or a rebate?**
 - a. eOrders can still be created and sent to accounts in a *T9-Terminated* status if the account has not been purged from Access Online. Valid transactions on *T9-Terminated* accounts will require the creation a GFEBs PR/PO's in order to allow for matching in Access Online.
 - i. After an account has been closed, transactions can and will post to the CH's account. If the transactions are not valid, please follow the dispute transactions process.
 - ii. After an account has been *T9-Terminated*, the Resource/Financial manager should not make that CH "inactive" in GFEBs until AFTER the end of the quarter. This will allow PR/PO's to be created on the residual transactions without having to go through the process to reactivate the account in GFEBs.
 - iii. Ensure that Cardholders with renewable subscription or service cancel said services before requesting closure of the account.
 - iv. Refer to U.S. Bank Payment Service for individual specific account amounts due/not due or credit checks paid.
 - v. If there is only one Cardholder account under the MA and the only amount on the MA is a rebate, then the agency can elect to follow the rebate (credit check) procedures.

8. **A transaction posted to a CH's account that is currently in a "card expired" status. A PR/PO was created and L4 certified in GFEBs with no errors, however, the eOrder never posted to the CH account. Why has this not posted to the CH account?**
 - a. eOrders will not post to CH accounts that are in a "card expired" status. To correct this, The A/OPC will need to contact U.S. Bank customer service to get the expired status removed and reissue this account. Then the PR processor will need to create a brand new PR/PO so the eOrder can be sent to the CH's account. The PO processor should also cancel the original PO in order to return those funds to available funding.

9. **What happens when the card expires at the end of the card expiration date AND is in a T9-Terminated (Permanent Closure) status?**
 - a. The "card expired" status overrides the *T9-Terminated* status. Therefore if the current date is past the CH's account expiration date AND the CH account is in a T9-Terminated status - the card expiration status on the account will prevent the eOrder from posting on a T9-Terminated status account.

4.5 Access Online – eOrder & Transaction Tolerance

Tolerance is the limit specified by the U.S. Army GPC Level 2 as a dollar amount and/or percentage to allow for freight, fees, etc., that you cannot estimate when you create an order, but which are generally included in the billed transaction.

1. **What is the tolerance dollar amount (over/under) allowed by GFEBs when matching a transaction to an eOrder in Access Online?**
 - a. Tolerance is 10% or \$100 whichever is less. If the transaction amount is within the tolerance, there is no need to adjust the PO manually as the PO will automatically increase, provided the line of accounting has enough available funds.
 - b. If the LOA does NOT have enough available funds or the transaction amount is outside tolerance, then the PO will require manual intervention. The GFEBs PO Processor will need to update the PO with the correct dollar amount before the CCardholder matches the eOrder to the transaction in Access Online.
 - c. If the transaction amount(s) is greater than the amount obligated:

- i. But is within DASA-FO approved tolerance of the lesser of 10% or \$100 of the PO line amount.
 - 1. At bill cycle end, the EDI-821 file will automatically increase the corresponding PO line (assuming there is enough Available funding).
- ii. And exceeds the tolerance
 - 1. The PO line amount must be increased manually by a PO Processor (via ME22N). If this is not done before bill cycle end, the EDI-821 and EDI-810 will cause IDoc errors.
- d. Please note, that updating the PO in GFEBs will not update the dollar amount on the Access Online eOrder. If the transaction amount is more than the eOrder and outside of tolerance, the PO Processor will need to update the PO line to prevent an IDoc Error.
 - i. Example 1. Purchase eOrder: \$2000. Transaction Amount: \$2,200. System will ask 10% or \$100? The amount is within 10%, but it exceeds the \$100 threshold, therefore it will fail. The PO Processor will have to add funds. Failure to do so will create an IDoc error.
 - ii. Example 2. Purchase eOrder: \$2000. Transaction Amount: \$2,100. System will ask 10% or \$100? The amount is less than 10% and does not exceed the \$100 threshold, therefore it will pass.

4.6 Matching eOrders to Transactions

You can use both the transaction management function and order management function to match eOrders and transactions. When using the order management function to match transactions and eOrders, you can see which transactions are already matched to the eOrder. You can also match and un-match transactions from this tab. When using the transaction management function to search and select transactions to match to orders, you can look at an individual transaction and match the transaction to the correct order.

1. **If a PR/PO is good for 1 year and eOrders only stay in Access Online for 185 days, what happens/ does it allow for transactions to be matched to the eOrder after it is purged?**
 - a. A new PR/PO will need to be created with the subsequent eOrder being sent to Access Online. However, GFEBs strongly recommends that a new order is created monthly.
2. **Will a Cardholder/Billing Official be able to approve/certify statement without matching the transaction to an eOrder?**
 - a. No, the Cardholder will not be able to approve/certify statement without matching the transaction to an eOrder. The Cardholder must match a transaction to a GFEBs eOrder.
3. **A Cardholder created two PR/PO's in GFEBs, which created two eOrders in Access Online. However, the charge from the vendor came in as one transaction. Can one transaction be matched to multiple eOrders?**
 - a. There are two options for this issue:
 - i. Option 1 – The Cardholder (PR Processor) would go into GFEBs and cancel BOTH PO's, then create a new PR/PO with the correct total dollar amount. Then go into Access Online, select each eOrder and cancel them. Once the new eOrder appears in Access Online, then the CH can match the transaction to the 'new' eOrder.
 - ii. Option 2 – The Cardholder (PR Processor) would go into GFEBs and cancel just one of the PO's, then go into the remaining PO and update the dollar amount. Then go into Access Online select the canceled eOrder and then click on the 'cancel' button.
NOTE: When the update is done in GFEBs, it will NOT update the eOrder in Access Online.
4. **How does one cancel an eOrder in Access Online that is no longer needed?**

- a. Currently, only A/OPCs have the ability to Suspend or Cancel orders in Access Online. (*Reference Section 4.4 No.4*). The A/OPC will go into the CH's Account in Access Online, Order Management, click on the eOrder, and at the bottom left, click on Suspend or Cancel. This will prevent further matching to this order.
5. **Steps for locating a (PR/PO) eOrder that no longer visible in the "Match Multiple Orders to Transactions" view in Access Online.**
- a. To find the eOrder, the Cardholder will need to log into Access Online, then: **Order Management > Order Maintenance >** Then locate the eOrder under **Order List**.

4.7 Processing Credits and Rebates

A merchant /vendor credit is when funds are returned to the Cardholder by the vendor due to a return of goods/services or in the case of over payment. A merchant/vendor credit should be matched against an existing eOrder (where the original debit was matched) and to a line with debits equal to or greater than the credit return. A Rebate is a credit from U.S. Bank to the Cardholder and should be matched to a Rebate PR.

1. **How to process a MERCHANT credit transaction in Access Online where there was never an original PR/PO/eOrder under the new GFEBs SCCS (PR/PO) process.**
 - a. This is a two part ANSWER based on two different scenarios.
 - i. Scenario 1 – When a merchant sends a credit within 6 months of the original eOrder (PO) appearing in Access Online (before the eOrder purges) the Cardholder will match the credit to original eOrder.
 - ii. Scenario 2 – For any MERCHANT credit transaction that posts to a CH's account that never had an original (GFEBs created) eOrder or the original eOrder has purged from Access Online, the PR Processor will need to create a "Rebate" PR/PO in GFEBs (*Reference Section 3.3 No.2*). Once the eOrder is posted in the CH's account, they will then match MERCHANT credit transaction to that new credit eOrder.
2. **A MERCHANT credit from a previous PR/PO/eOrder that was matched, certified, and 100% fulfilled two months earlier has posted to my account in Access Online. Can the credit be matched to the original eOrder in Access Online?**
 - a. To match the credit to this order the CH will need to Log into Access Online, then: **Transaction Management >** Go to the Transaction that needs matching > **Match** (tab) > **Match to Order >** Select from All Available Orders to Match to Transaction > Locate the eOrder > Click **Match** radio button > Click **Match to Transaction**.
3. **A PR/PO/eOrder was created for \$1,000. The CH makes the first of two purchases for \$940 and matches it to the eOrder. However, Access Online marked the eOrder as fulfilled (92 %+) and no longer appears in the "Match Multiple Orders to Transactions" under the "Unfulfilled Orders to Match" view. If the eOrder was not 100% fulfilled, why is the eOrder no longer visible?**
 - a. Due to a setting between GFEBs and Access Online transactions within 10% of the eOrder amount is considered as being fulfilled in Access Online.
4. **Referencing Section 4.7 No.3. The CH still needs to match the second purchase for \$60 to that same eOrder. What are the steps to finding and matching the second purchase for \$60 to the original eOrder in Access Online?**
 - a. To find the eOrder, after the Cardholder logs into Access Online, then: **Order Management > Order Maintenance >** Then locate the eOrder under **Order List**
 - b. To match the transaction to this order the CH will need to log into Access Online, then: **Transaction Management >** Go to the Transaction that needs matching > **Match** (tab) > **Match to Order >** Select from All Available Orders to Match to Transaction > Locate the eOrder > Click **Match** radio button > Click **Match to Transaction**.

5. Processing a rebate that posts to the Cardholder's account in Access Online.

- a. When a rebate transaction posts on a Cardholder account, Access Online, Transaction Management, the CH will need to contact a PR Processor (unless they are one themselves) to create a PR for that rebate in GFEBS.
- b. The 2-Way Single or 2-Way Bulk Doc Type can be selected and Account Assignment "R" should be used. The amount should be entered on the PR line for the rebate (do not add a negative sign), a Line of Accounting needs to be designated and the PR should go through regular workflow.
- c. Upon L4 certification, the PR will create a PO and send to Access Online to establish the Rebate eOrder, which will be a negative amount. The Cardholder or Billing Official would then match the rebate transaction to the rebate eOrder.

6. After matching the U.S. Bank rebate to the rebate eOrder, is it required to mark the invoice as final or change the rebate indicator in the Line of Accounting?

- a. No changes should be made to a rebate Line of Accounting after it has been matched to the eOrder.

7. How are rebates processed/handled on closed Accounts?

- a. All Accounts Closed –
If CHs and BOs accounts are closed with only rebates (no other debits) posted AND the accounts are loaded in the GFEBS tables, follow the proper procedure by creating a Rebate PR/PO in GFEBS and match the eOrder to the rebate. U.S. Bank will then issue a check at the next quarter's credit balance/rebate check run.
- b. All Accounts Closed –
If CHs and BOs accounts are closed with only rebates (no other debits) posted AND the accounts have not been loaded in the GFEBS tables, the Level 4 A/OPC can call U.S. Bank customer service and request a check be issued. No additional work is necessary in Access Online or GFEBS.
- c. One Account closed and one Account open with debits –
Follow the proper procedures for the open accounts and create a Rebate PR/PO in GFEBS and for the closed account add the CH to GFEBS (if they are not loaded in the GFEBS tables) and create a Rebate PR for that closed account. The closed accounts cannot be ignored because there will be other accounts on the MA that will need to be certified for payment.

4.7.1 Rebate Indicator field

When matching an U.S. Bank Rebate to a Rebate eOrder, DO NOT change the Rebate Indicator field within the eOrder. Rebate indicator field on Rebate eOrders defaults to a "Y" by design. Changing this field from a "Y" to an "N" will result in an IDoc error that requires a manual payment request.

| SAR/GFEBS FINAL INV (1) | WCR (6) | RBC/PO REBATE IND (1) | RSC (3) | CI/GFEBS PO QUA |
|-------------------------|---------|-----------------------|---------|-----------------|
| N | | Y | | |

MUST REMAIN "Y"

4.8 Access Online - Payment Issues

The GFEBs SCCS (PR/PO) process allows for very few errors that will result in a payment issues. If the process is followed correctly and manual orders are not created or matched to, then the new process will work as designed.

1. What are the key things that an A/OPC, Financial Manager, Billing Official or Cardholder need to focus on to prevent delinquencies upon implementation of GFEBs SCCS?

- a. It is the responsibility of all participants within the GPC Program to work diligently to prevent delinquencies. (*Reference Appendix A*)
- b. The Purchase Order Interface Processing Monitors and Site Invoice Interface Processing Monitors need to monitor the EDI-821 and EDI-810 IDocs. These are the critical players in insuring that errors are identified, addressed, and resolved so that payments to U.S. Bank are made on time. At a minimum, Monitors need to first determine which IDocs errors were received and take steps promptly to correct the errors, or request manual payments if IDocs are not correctable.
- c. Remind your CH and BO: no matching of manual orders to transactions. Every transaction, credit, rebate, or debit requires an eOrder; regardless of the transaction date and/or if they had a previous manual order in Access Online. The key date is the posting date as this is the date that the transaction posts in Access Online.
- d. BO needs to ensure that their CHs only match transactions to eOrders. A quick way for BOs to see orders with transactions is the Order Analysis report in Access Online. If the CH matches a transaction to a manual order, then the BO needs to reject the transaction before certifying the invoice.
NOTE: If the BO does not reject the transaction and ends up certifying the Invoice, then this will require a manual payment.
- e. If there was an amount owed on the Managing Account, then it WILL require a manual payment. Financial Managers - need to work with GFEBs/DFAS to resolve the issue. Refer to the document listed below to assist you with a manual payment.



GFEBs Single Use
Charge Card Manual I

- f. Ensure that the BO has certified the Invoice. Have the BO monitor the, "Payments Since Previous Statement" in Access Online Managing Account Summary, Transaction Management. If the payment from the previous cycle does not show, then they should notify the Financial Manager.
- g. Financial Manager ensures extracts (810 and 821) are set for GFEBs SCCS.
- h. CH DAC - Financial Managers ensure that the CH has a GFEBs SCCS DAC and CH Record is in GFEBs. A/OPCs ensure that once a NEW CH has self-registered for their NEW Access Online password that you change the Functional Entitlement Group (FEG) to Army_GFEBs_SCCS_Cardholder; Description: Army GFEBs eOrder Process.
- i. Before contacting GFEBs or U.S. Bank, please ensure that the Purchase Order Interface Processing Monitors and Site Invoice Interface Processing Monitors monitor the EDI-821 and EDI-810 IDoc Error reports and take the necessary steps/corrections first.
- j. If manual payment is made, continue to follow-up until payment posts against the account.

4.9 Access Online Reports

There are lists of Access Online reporting that will aid with the implementation and proper management of the new GFEBs SCCS (PR/PO) process. A comprehensive understanding of the use of the reports will decrease errors and eventually eliminate delinquencies and payment issues. Appendix C has a detail list of Access Online reports that will assist with proper program management.

1. **When and who should run the Managing Account Certification Report in Access Online?**
 - a. The A/OPC or RM will need to log into Access Online, then: Reporting > Financial Management > Managing Account Approval Status – for more information refer to the Access Online Web Based Training site or to the QRG – Running a Standard Report. This report is a tool used to identify what MAs has or has not been certified, allow the A/OPC to implement the necessary measures to ensure an effective and efficient program.
2. **What report will identify Manual Orders on the Cardholder’s account?**
 - a. The Order Analysis Report in Access Online can help all users easily and quickly identify “correct” eOrders, an “underfunded” eOrder and a Manual Order wrongly matched to a Transaction, which are three specific areas that can cause delinquencies with an Agency’s accounts. Specifically, the Order Analysis Report can help the BO at a quick glance, identify a correct eOrder, an Underfunded eOrder and a manual order matched to a Transaction.
 - i. To run the report, log into Access Online, then: **Reporting > Financial Management > Order Analysis** > Under ‘Date’, select a date range > Under ‘Orders Included’ confirm that all 3 boxes are set to ‘All’ > Click **Run Report**.
3. **Are there any references to assist with generating reports in Access Online?**
 - a. In the Access Online Web Based Training site, there are Quick Reference guides, User Guides, and lessons on how to run the different reports to include Flex Data Reporting.
4. **What Access Online report will assist with completing the Cardholder Default Account Code (DAC) Spreadsheet during the GFEBS SCCS Wave implementation?**
 - a. The Account List Report, under Standard Reporting, Program Management, will provide majority of the data required for the CH DAC Spreadsheet. Please refer to the CH DAC Spreadsheet Tabs for specific guidance.

5.0 ACCESS ONLINE & GFEBS INTERFACE

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5.0 ACCESS ONLINE & GFEBs INTERFACE

5.1 PR/PO & eOrder

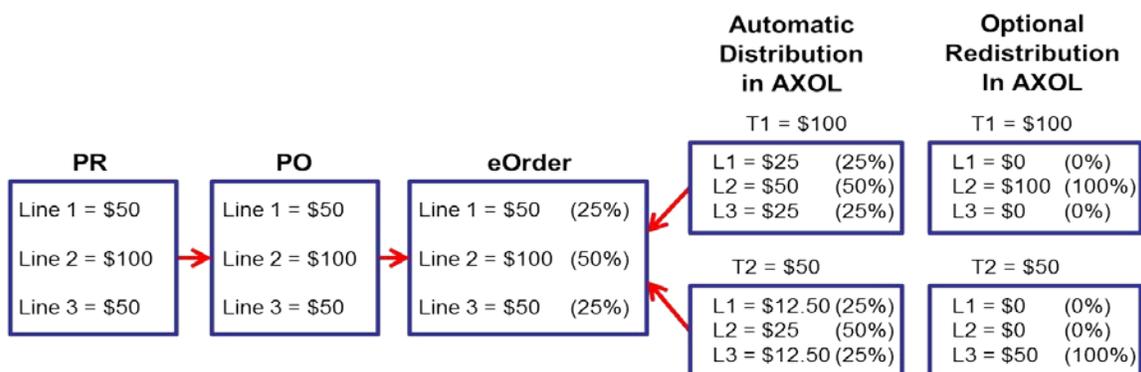
Each PO created in GFEBs generates a single eOrder or an eOrder for each line in Access Online. For that 2-Way or 3-Way Single PR, each transaction will be initially distributed across each line of the eOrder according to the percentage of the line amounts in the eOrder, the Cardholder can then redistribute the transaction once it has been matched in Access Online. If each transaction must be spread across each Line of Accounting the 2-Way or 3-Way Single PR should be used. For the 2-Way Bulk PR, each transaction is matched 100% against a single eOrder. All PRs will require at least L1 (Supervisor) and L4 (Funds Certifier) approval. Upon L4 certification, a PO will auto create and be sent to U.S. Bank's Access Online as an eOrder. It is imperative to know that all PRs/POs in GFEBs must be in USD.

1. **When a Government Purchase Card (GPC) purchase is to be made and a PR/PO is processed through GFEBs, is the order automatically mirrored/populated into Access Online? If so, is the order in Access Online under an Account ID (pseudo card number)?**
 - a. Yes, when the PR/PO is created in GFEBs it will be sent to Access Online as an eOrder. The eOrder will appear on the Cardholder's account in Order Management.
 - b. The Cardholder Account ID is used as a secure means to send the eOrder to Access Online. Once the eOrder is received in Access Online, it will post to the CHs account under their 16-digit GPC account number. When the transaction posts to the CH's account, they will need to match it to the eOrder.
2. **Why are changes to Purchase Orders (PO) in GFEBs not reflected in Access Online? For example changes made to the dollar amount and/or LOA, to the PO in GFEBs; however, the changes never appeared in the eOrder in Access Online.**
 - a. Currently, Access Online does not have the capability to accept changes to the eOrder once it appears in Access Online.
3. **If the Resource Manager (known as the Agent) changes, are there changes required to all the Billing Official/Managing Account's (MA) EDIPI numbers to reflect the current RM person. What about the Cardholder's accounts?**
 - a. If there is a change to the MA EDIPI, they will need to change that field in the Default Accounting Code segment, 'FMS-GFEBs Cost Elem' for both the Managing Account and the Cardholder accounts in Access Online. These changes will NOT appear on the daily refresh file; HOWEVER, they will be reflected on the weekly refresh file that GFEBs will load onto AKO.
 - b. To update the EDIPI MA information into GFEBs, the GPC Account Maintainer will need to manually change it for each Cardholder In GFEBs via CRS2.

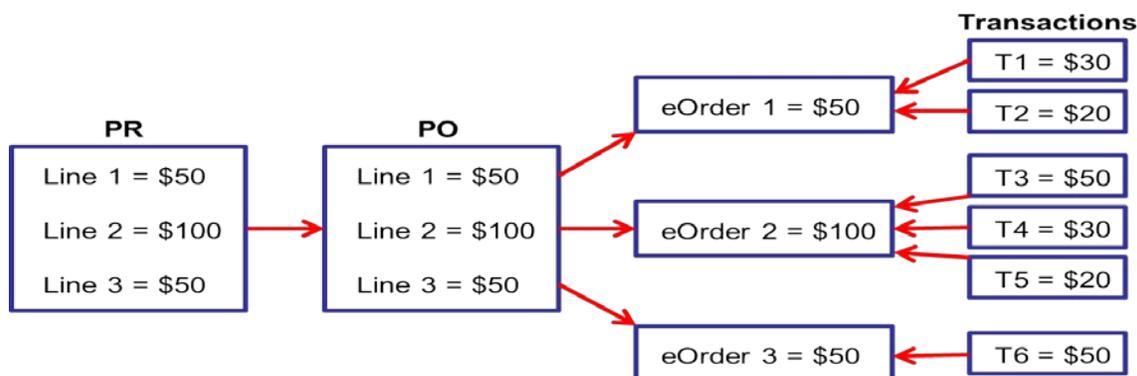
5.1.1 PR Document Types

There are three different PR Document Types; 2-Way Single PR, 3-Way Single PR and 2-Way Bulk PR. Only the 3-Way Single PR document type will require a goods receipt. Neither U.S. Bank nor GFEBs can dictate which document type should be used. That decision rests with your command according to what best supports your business practices. Line 1, Line 2 and Line 3 in the chart below is referencing the PR lines in GFEBs.

5.1.1.1 2-Way or 3-Way Single PR



5.1.1.2 2-Way Bulk PR



5.2 GFEBs SCCS Implementation Questions - (New Organizations)

Section 5.2 is only applies to organizations new to the GFEBs SCCS (PR/PO)process undergoing the implementation phase. The new PR/PO process begins in GFEBs which will transmit eOrders (PO) to Access Online. Any transactions occurring after go-live should not be matched to a manual order. A transaction after go live should be matched to a GFEBs generated eOrder produced as a result of the creation of a PR/PO in GFEBs. After go live no statement should be certified that contains a transaction matched to a manual order. Transactions should be matched to an eOrder with a Control Numbers which always begin with "21." in the Order Maintenance view of Access Online. This indicates that the transaction is generated by a GFEBs PR/PO and failure to follow these instructions will result in the need for a DFAS manual payment.

1. **What needs to be done for purchases that occurred before the go-live date, but do not post to my account until after the go-live date?**
 - a. The GFEBs PR Processor will need to create a PR (after the fact) for that transaction and when it appears in Access Online Order Management the Cardholder or Billing Official can match the eOrder to the transaction.
2. **For accounts migrating to GFEBs SCCS, when does the last "legacy" Managing Account need to be approved and certified?**

Please refer to the appropriate Chronology of Event Documents (if available) or you GPC Level 3.

6.0 APPENDIX A

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6.0 APPENDIX A

6.1 Reducing Delinquencies

Eliminating or reducing delinquencies is the responsibility of all persons within the U.S. Army GPC "Chain of Command", therefore it is incumbent on all, CH, BO, FM and A/OPC, to understand their role and how their actions or inaction can either positively or negatively influence delinquencies. To minimize delinquencies, each user listed below must do the following:

6.1.1 Agency/Organization Program Coordinator (A/OPC)

1. Determine whether the A/OPC or FM will provide the GFEBS SCCS and Access Online training for the Cardholder, Billing Official and Alternate Billing Official.
2. A/OPC - implement a process, whereby you monitor and ensure that all Cardholders have a Functional Entitlement Group of Army_GFEBS_SCCS_Cardholder (Description: Army GFEBS eOrder Process) once the CH self-registers for an Access Online User ID.

6.1.2 Financial Manager (FM)

1. Ensure that the Cardholder and Managing Account are setup correctly for GFEBS SCCS EDI payments.
2. Works with A/OPC to ensure that GFEBS SCCS Managing Accounts and "legacy" accounts are not under the same U.S. Bank Agent/Level Four hierarchy.
3. Managing Account Setup/Maintenance:
 - a. (Refer to the QR Army GFEBS Account Setup. pdf document) and ensure the following steps are completed and complied with for every GFEBS SCCS Managing Account:
 - b. Assigns the MA against the Parent Accounting Validation Control (PAVC) GFEBS PR/PO.
 - c. Sets the Reallocation Method to "Reallocate by Accounting Validation Control"
 - d. Sets and Selects the Extracts for the correct paying station.
 - e. Assigns a GFEBS SCCS Default Accounting Code (DAC).
 - i. Enters DAC values for the following segments:
 1. ASN-GFEBS FUNDS CTR ; PEC-GFEBS FUNCT AREA ; SAR/GFEBS FINAL INV; RBC/PO REBATE IND; IFS/FMY/PO DOC-LINE; FMS-GFEBS COST ELEM
 - ii. On the DAC segments listed below:
 1. PEC-GFEBS FUNCT AREA: Type **1111111111** as a default value in the field. This field is for the Cardholder EDIPI. FMS-GFEBS COST ELEM: Type the EDIPI of the person in the resource management office responsible for this Managing Account.
4. Cardholder Account Setup and Maintenance:
 - a. When a new Cardholder Account is setup, the CH DAC defaults from the MA DAC, which includes the **1111111111** (10 - 1's) EDIPI value.
 - i. IF the Cardholder is a PR Processor, you will replace the **1111111111** value with the actual EDIPI for the Cardholder.
 - ii. IF the Cardholder is NOT a PR Processor, leave the **1111111111** value.
5. The Purchase Order Interface Processing Monitors and Site Invoice Interface Processing Monitors need to monitor the EDI-821 and EDI-810 IDocs. These are the critical players in insuring that errors are identified, addressed and payment issues are resolved. At a minimum, they need to first determine which IDocs Error reports were received and more importantly correct the errors and make a manual payment if required.

6. Payments Troubleshooting :
 - a. The Resource Management Office (Financial Managers) works in conjunction with the BO and A/OPC to ensure that payments post and the agency avoids delinquencies.
 - b. The FM office will designate and assign responsibilities for:
 - i. Purchase Order Interface Processing Monitor to monitor the EDI-821 IDoc Error Reports.
 - ii. Site Invoice Interface Processing Monitor to monitor the EDI-810 IDoc Error Reports.
7. If a manual payment is required, refer to DFAS for payment processing instructions. (Reference Section 4.8 No. 1E) for the document providing the necessary instructions. Note that if interest is due because of the delay in manual payment, make sure the Prompt Pay Act Interest bucket is funded; otherwise DFAS will not make a payment until it is funded.
8. At a minimum, you will be required to submit (as attachments) the following documents with the manual payments :
 - a. Billing Official Managing Account Statement.pdf MA Statement downloaded from Access Online.
 - b. GPC Certification Statement - Signed BO certification statement.
 - c. Manual Pay Request.xlsx - Excel spreadsheet reference to Purchase Order.
9. Once the manual payment is processed by DFAS and payment is remitted to U.S. Bank, U.S. Bank will post it to the Managing Account within 24-hours upon receipt of the payment. If the Managing Account had a status of M9 Delinquent and the payment "clears" up the delinquency, then the MA will be opened once the payment posts.
10. The Financial Manager can check GFEBs to check on the status of the payment. The FM can look at the invoice in GFEBs and note whether there is a clearing document on the U.S. Bank line. By double clicking on the U.S. Bank line, this will open another screen. That screen has a field "PMNT Block". If that field is blank, it is "free" for payment. If there is an entry the payment is blocked and the FM would need to contact DFAS to determine the nature of the block.
11. If after 48-hours, the account status still reflects M9, then either the payment was insufficient to offset the delinquency or U.S. Bank did not receive the payment. In the first case, the FM or A/OPC can contact the U.S. Bank payment specialist and request a Managing Account reconciliation sheet to determine the amount of the delinquency. On the second case, submit the DFAS Voucher number, payment date, Managing Account number (last 8 digits), and the dollar amount to include interest payment to the U.S. Bank payment specialist.

6.1.3 Billing Official (BO)

1. Ensure that Cardholders comply with the GFEBs SCCS and Access Online procedures and are familiar with both GFEBs SCCS and Access Online FAQ on this document.
2. Ensure that your Cardholders match every transaction (credit, rebate, or debit) to an eOrder, regardless if they had a previous manual order in Access Online.
3. As a "quick way" to see Orders with Transactions, the Billing Official should at a minimum run the Order Analysis Report in Access Online prior to performing the "final approval" and certification on the Managing Account. The Order Analysis report will show manual orders that the user created and/or matched them to a transaction. The report also shows which transactions are not fully funded. Reference the *Order Analysis Report Table* below for additional information.

Order Analysis Report Table

| Report Column Heading | Correct | Wrong | Comment |
|-----------------------|------------------|-------------|---|
| Control Number | 2100563868-00001 | 46950988 | GFEBs generated eOrders start with '21' |
| Order Source | ARMYGFEBs | johnjilm130 | GFEBs generated eOrders WILL always show ARMYGFEBs. The wrong Order Source will show the Access Online User ID of the user that created the manual order. |
| Order User ID | Unknown | johnjilm130 | GFEBs User ID WILL always show "Unknown". The wrong Order User ID will show the Access Online User ID of the user that created the manual order. |

4. If the CH matches a manual order to a transaction, the BO needs to "Reject" the transaction, BEFORE the BO Certifies the Invoice. Note that if the BO does NOT "Reject" the transaction and certifies the Invoice, then a manual payment will be required.
5. Certify the Managing Account Invoice within the prescribed Army timelines. Prior to certifying the Invoice, pay particular attention the "Payments Since Previous Statement" and ensure that it matches the "Previous Statement Balance". If it shows \$0 or the dollar amounts do not match, the BO needs to immediately contact the Managing Account Financial Manager.
6. Continue to follow-up with Cardholder to resolve any dispute or fraud related issues and follow-up with the Financial Manager or A/OPC to resolve all pay related issues.

6.1.4 Cardholder (CH)

1. Cardholders with questions referencing GFEBs SCCS and Access Online should contact their BO, A/OPC or Financial Manager.
2. Cardholders that only have a GFEBs SCCS account - once they self-register for their Access Online User ID, need to notify the A/OPC, so that the A/OPC can change their Functional Entitlement Group to GFEBs SCCS.
3. Any Cardholder that has been advised that they have "legacy" and GFEBs SCCS accounts will have to self-register an Access Online User ID for each account. Do NOT mix a current "legacy" Cardholder Access Online User ID with a GFEBs SCCS account.
4. Do NOT create a manual order for GFEBs SCCS accounts in Access Online!
5. Ensure that an eOrder is in Access Online and that the eOrder either matches the transaction dollar amount or is within the \$100 or 10% range. (Reference Section 4.5 - Access Online – eOrder & Transaction Tolerance)
6. Match the correct eOrder to the correct transaction.
7. Match a Rebate Transaction to a Rebate eOrder. Do NOT create a manual order for a Rebate!!
8. If the Cardholder is marking the invoice as final, ensure that in the process of making the change, they do not inadvertently change the line of accounting to the Cardholder DAC. (Reference Section 4.4 - Access Online – Order Management (eOrders))

NOTE: If there is an unauthorized transaction on the card, immediately contact U.S. Bank Customer Service/Fraud Department. U.S. Bank will then re-issue a new card and credit the new credit card. The "card processor" for the new account would then have to create a new eOrder. A new card means a new Card Account Number, which the GPC Account Maintainer needs to enter into GFEBs, so that an eOrder can be created.

6.2 Common Errors that Cause Delinquencies

In an effort to eliminate all delinquency, U.S. Bank Army Relationship Management Team has established some best practices that will assist with decreasing delinquency while supporting an effective Government Purchase Card (GPC) Program. Research has shown the root causes for the high delinquency and found that the reasons are common for most agencies within the Army GPC Program. These best practices may not apply to all agencies. Some organizations have already instituted similar measures.

6.2.1 Failure to remove the W Block (ANG/ARNG ONLY)

Ensure that the appropriate individual within the Vendor Pay section generates the W Block report and removes all the W Blocks belonging to your USPFO. Blocked invoices can be identified via T-code FBL1N (Vendor Line Item Display). This report should be run daily after the end of each GPC cycle until all invoices for all statements have been cleared. Contact the Army National Guard Financial Services Center (ARNG-RMC-F) for further guidance.

6.2.2 Transactions matched to Manual Orders

Ensure that all Billing Officials (BOs) and Cardholders (CHs) within your agency have the correct Functional Entitlement Group (FEG) preventing them from creating Manual Orders. These are the FEGs that should be used for all GFEBs SCCS Accounts:

- i. Army_GFEBs_SCCS_Cardholder (Global)
- ii. Army_GFEBs_SCCS_Billing Official (Global)
- iii. Army_GFEBs_SCCS_Alternate_Billing Official (Global)

Generating the Order Detail Report in Access Online will help to identify and address all active Manual Orders.

6.2.3 Incorrect Default Account Code

The GFEBs SCCS Default Accounting Code (DAC) is non-financial and should not contain 2065, 2120, 2020 appropriations or any other Line of Account (LOA). Resource Managers (RMs) and/or A/OPCs should generate and analyze the Default Accounting Code Report or the Account List Report in Access Online to ensure that the DAC is correct.

6.2.4 GFEBs SCCS Cards with Legacy Flags & Routers

For new MA setup, the RM should ensure that the correct Flags & Routers are selected. Frequent monitoring of the Flags & Routers Report in Access Online will assist with identifying accounts not in compliance.

6.2.5 Checking the Final Invoice Indicator and matching to that eOrder in another Billing Cycle

Checking the Final Invoice Indicator in GFEBs on the Invoice tab of the PO will redirect residual funds from the PO/eOrder back to the available funding after the invoice is certified. In order to match to that eOrder at a later date, the Final Invoice Indicator will need to be unchecked in GFEBs and funds added back if needed to cover the new purchases.

6.2.6 Matching U.S. Bank Rebate to a Non-Rebate eOrder

Per GFEBS SCCS Implementation training, a U.S. Bank Rebate must be matched to a Rebate PR/PO (eOrder).

6.2.7 Failure to fund POs in order to cover matched transactions

When matching transactions to an eOrder ensure that the PO in GFEBS has enough funds to cover the matched transactions. If and when an Out of Tolerance error is visible in Access Online, please increase funding on the PO line in GFEBS.

6.2.8 Failure to monitor and work IDoc Reports

It is the responsibility on the PO Interface Processing Monitor to view and analyze the 821 IDocs and the Site Invoice Interface Processing Monitor view and analyze the 810 IDocs. A working knowledge of the IDoc Codes and resolutions will assist will rectifying the errors.

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7.0 APPENDIX B

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7.0 APPENDIX B

7.1 EDI-810 & 821 Overview

The Cardholder reconciles the eOrder(s) in Access Online and the Billing Official certifies the transactions within Access Online. Next, an EDI-821 PO (obligation) is sent to GFEBs, which will then update the PO associated with each eOrder only if the update meets the set tolerance levels of 10% or a limit of \$100, as defined by DASA-FO. After a two business days, the EDI-810 (Invoices/Credit Memos) is sent to GFEBs to generate the Invoices and Credit Memos where applicable. Errors may occur between GFEBs and Access Online. The Site Invoice Interface Processing Monitor role and Purchase Order Interface Processing Monitors are responsible for working to resolve these errors with other GFEBs users or personnel from the interface. As an example, a failure may occur that requires an update to an existing PO. The Site Invoice Interface Processing Monitor must work with a user who has the Purchase Order Processor role to update the PO. When a failure occurs with an interface, an IDoc is created, which the Site Invoice Interface Processing Monitor (as an example) reviews to help determine the failure point, which leads to finding the cause and resolving the error. The majority of the errors within the Charge Card Process are related to the EDI-810 and EDI-821 files from Access Online.

7.1.1 EDI-821 (Updates to Obligation)

The Purchase Order Interface Processing Monitor watches for the IDocs generated because of an error with the Access Online interface. The EDI-821 will find the corresponding PO in GFEBs per transaction. If the transaction is less than or equal to the PO line's obligated amount, the EDI-821 will update the Managing Account/BillCycleEndDate field on the bottom of the GPC Tab. If the transaction exceeds the PO line's obligated amount and exceeds approved tolerance, the EDI-821 will fail to update ANY PO lines. The IDoc will include a message denoting the PO doc number and line that was exceeded, or if there is insufficient quantity available.

7.1.1.1 Common 821 Error Messages and Resolution:

1. **“Exceeds tolerance and limit, PO 46XXXXXXXX-XXXX”**
 - a. Open the PO in ME22N. For each red Data Record, update the corresponding PO line item amounts on the PO's Limits tab (in both Expected Amount and Overall Amount fields).
2. **“Overall budget exceeded by XX.XX USD (GFEBs AVC Ledger) for document item XXXX”**
 - a. The transaction exceeded the PO line amount and was within tolerance, but there are not enough available funds on the associated line of accounting for the program to make the update. Either funds need to be moved to the current line of accounting or the line of accounting can be changed on the PO (via the Limits tab -> green arrow). Then the PO line item amount should be increased.
3. **“PO Doc-Line 46XXXXXXXX-XXXX not found”**
 - a. The PO doc-line is deleted. Open the PO in ME22N. Highlight and undelete the deleted line.
4. **“No PO Line Items found in GFEBs for PO Line” or “No PO Line Items found in GFEBs for SDN”**
 - a. This occurs if there was a manually created eOrder, instead of a GFEBs PR/PO created eOrder. DFAS manual pay required for the Managing Account.

7.1.2 EDI-810 (Posting of Invoices/Credit Memos)

The Site Invoice Interface Processing Monitor watches for the IDocs generated because of an error with the Access Online interface. IDocs processed through this interface will not succeed if their associated EDI-821 has failed for any reason. If the previous EDI-821 interface exceeds the PO line's obligated amount and exceeds approved tolerance, the EDI-821 will fail to update ANY PO lines. The IDoc will

include a message denoting PO doc number and line that was exceeded, or if there is insufficient quantity available.

7.1.2.1 Common 810 Error Messages & Resolution:

1. **“Incoming invoice is not allowed (WBS XXXXXXXX)”**
 - a. Open the WBS in CJ20N. Change status from “CREATED” to “RELEASED”.
2. **“Reversal value greater than value invoiced to date”**
 - a. This 810 IDoc would be trying to post a credit memo for returns (not rebates). Returns need to be matched against a PO line that has been (or will be in the same bill cycle) invoiced for at least the dollar amount of the return. If that invoice is failing to post, that would occur this credit memo to also fail. It will reprocess once the corresponding invoice does post. If this is failing because there will be no invoice against the PO (or there is an invoice, but not for enough funds), this IDoc will never reprocess. The transactions in this IDoc will have to be posted manually via DFAS manual pay (for just the credit memo).
3. **“Value exceeds limit in PO”**
 - a. At least one PO in the IDoc does not have enough funds to be invoiced. Find a failed 821 IDoc for this account and update the PO.
4. **“PO Document/Line 46XXXXXXXX-XXXXX not found in GFEBs”**
 - a. The PO doc-line is deleted. Open the PO in ME22N. Highlight and undelete the deleted line.
5. **“Missing required field. PO or PIIN or SDN” or “SDN not found in GFEBs in PIIN field”**
 - a. This occurs if there was a manually created eOrder, instead of a GFEBs PR/PO created eOrder. DFAS manual pay required for the Managing Account.
6. **“Cannot create MIRO Invoice/Credit Memo/FB65 Credit Memo, PO IDoc XXXXXXXX failed”**
 - a. This occurs when the Managing Account’s 821 IDocs failed due to tolerance exceeded. Open additional status 51 messages to get more information (and possibly additional 821 IDocs). The PO IDoc number is the failed 821 IDoc, which should be opened in WE02. This IDoc will direct you to the PO line that failed and what the amount needs to be increased to. Additionally the status 51 error just below this one will give you that same PO line item. Updating that PO amount in ME22N will allow the 821/810 IDocs to reprocess successfully.
7. **“PO line already closed 46XXXXXXXX-XXXXX”**
 - a. The PO line has the Final Invoice Indicator checked. Open the PO in ME22N and click to the invoice tab. Uncheck the “Final Invoice Indicator” and save.
8. **“Transaction is not allowed. Fund is expired”**
 - a. Open the PO in ME22N and check the line of accounting under the Account Assignment tab. The PO will need to be updated to change the Fund.

8.0 APPENDIX C

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8.0 APPENDIX C

8.1 Access Online Reports

These are lists of Access Online reports along with their locations and usages that will aid with the implementation and proper management of the GFEBS SCCS (PR/PO) process.

1. **Account List Report**
 - a. Used to assist with the Cardholder Default Account Code (DAC) Spreadsheet which is to be completed and submitted prior to implementation.
2. **Managing Account Approval Status Report**
 - a. Used to determine certification status of the Managing Account and is recommended to be generated after the close of the billing cycle to ensure that the invoices are certified.
3. **Default Accounting Codes Report**
 - a. Used to verify if the CH/BO DACs are correct. This report is suggested to be generated a day or two after the go-live date.
4. **Extracts (Flags/Routers) Report – Flex Data Report**
 - a. Used to identify 821 Obligation and 810 Invoice on each Managing Account. Generate this report before the end of the billing cycle to ensure that obligations and invoices are received and sent to the correct locations. Reference the U.S. Bank QR Guide Run a Flag and Router Report.
5. **Transaction Detail or Transaction Summary Reports**
 - a. Used to view transaction information, identifying LOA used on transactions as well as transactions spend by time period/agency.
6. **Order Detail Reports**
 - a. Full Transaction & Order Detail Report
 - i. Provides billed transaction analysis along with the order detail information.
 - b. Order Detail Report
 - i. Used to view Order Detail Information to ensure that manual orders are not being created.
7. **Payment & Prompt Payment Interest Report**
 - a. Used to identify the posted payments & prompt payment interest paid by Managing Account.
8. **Standard Document Number (SDN) Report**
 - a. Used to view the Managing Account's SDN and LOA.