

GFEBS PR/PO

Single Charge Card Solution

Frequently Asked Questions

Version 3.3

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UPDATES
(Numbers 31, 37, 38, 44 & EDI 810 – Invoice Table)

General

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).

Key Terms and GFEBs Specific Roles and Responsibilities

A/OPC – Ensures that “legacy” accounts and GFEBs SCCS are NOT under the same Level 4/Agent. They train the CH and BO 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 FM Office to ensure invoice certification monitoring processes are in place, invoices are certified in a timely manner, and works with the FM office to ensure processes are in place to prevent delinquencies and maximize agency rebates.

Financial Manager (FM) – is the Army 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 has the primary responsibility to appoint a GFEBs GPC Account Maintainer, Purchase Order Interface Processing Monitor, Site Invoice Interface Processing Monitor and 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 CH and BO on GFEBs procedures if the CH or the BO will have a role in GFEBs.

NOTE. An error may occur between GFEBs and Access Online when ACCESS ONLINE sends both the 821 (PO Update) and 810 (Create Invoice) interfaces. When this happens, an IDoc is created by GFEBs. As a courtesy, GFEBs creates a weekly IDoc report that is posted to the AKO Site (normally on Monday) listing all the IDocs (both successful and errors). The PO Interface Processing Monitor and the Site Invoice Interface Processing Monitor are responsible for monitoring the AKO site to review IDoc Errors and/or also running their own reports specific to their Funds Center. These individuals bear the primary responsibility of working with the PO processor to resolve the errors if required. Failure of the PO Interface Processing Monitor to review failed 821 IDoc and of the Site Invoice Interface Processing Monitor to review failed 810 IDocs will lead to delinquent payments.

GPC Account Maintainer Role – 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.

“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.

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.

PO Processor – Assigned to those within Resource Management 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 Fund Certifier (L4) – Enables funds certification and is typically assigned to Resource Management to allow for precise management of charge card spending and budget awareness.

Purchase Requisition (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.

Account ID Number – sometimes referred to as “Card Identifier,” “Pseudo Number.” Unique Account ID acts as a pseudo account number in place of the actual 16-digit charge card account number.

GFEBs POC & Resources

GFEBs Single Charge Card Solution Support Team (until 31 January 2014 - after that use normal GFEBs O&S Help Desk procedures)

Vince Scatamacchia
Lawrence Lewis
Nancy Boggs

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nancy.c.boggs.ctr@mail.mil

GFEBs FAQs

General: Contacting GFEBs. - After reviewing the FAQ and if you do not find the answer to your question then contact the GFEBs Help Desk at gfebs.helpdesk@accenture.com. Do not send a mass e-mail to everyone as GFEBs, if it determines it is not a GFEBs issue, will forward it either to U.S. Bank or DFAS or they will respond back to you.

GFEBs Training Requirements

1. Where can I find the GFEBs Single Charge Card Solution PR/PO Process Presentation or DCO Recordings?

ANSWER:

- 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/39994956>. The name of the slide presentation is "Single Charge Card Process Overview Session 06-03-2013."
- b. Or for the DCO recordings <https://connect.dco.dod.mil/p5sfla9t0sb/>

2. What if you don't have GFEBs training; can you still access the system?

ANSWER: No. To have access to GFEBs you must have one or more roles. To be provisioned in any role you must undergo the training for that role.

3. How can I view/listen to the GFEBs Single Charge Card Solution PR/PO Overview Defense Connect Online (DCO) Training Sessions?

ANSWER: You can access previous Wave 1 DCO recordings, Q&A transcripts as well as the slide presentation directly by going to <https://www.us.army.mil/suite/files/39435035>. Wave 2 materials can be accessed directly by going to <https://www.us.army.mil/suite/files/39994956>.

4. Are there other GFEBs related documents that you would recommend to provide an overview of the GFEBs SCCS?

ANSWER: Yes, the list below is not all-inclusive, but the documents listed below are essential to provide you a high 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>

- a. 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 to include IDoc Error Report handling.
- b. 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>
- c. 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.
- d. GFEBs SCCS High Level Process Flow.pdf – A one page document that shows at a high level the process flow for the GFEBs SCCS process between GFEBs, Access Online and DFAS and the key players, PR Processor, PR Approver, GPC Account Maintainer, etc. This is located within the slides presented during the DCO training sessions.

GFEBs Cardholder Account Record

5. How do I add, change, or close a GFEBs cardholder account record in GFEBs after the go-live date and post implementation?

ANSWER: On the day of the go-live date, 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.

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.

In addition, there will be a bi-monthly Consolidated Active Cardholders file posted to AKO at <https://www.us.army.mil/suite/files/36984399> every other Wednesday beginning the first Wednesday after the go-live date. The bi-monthly refresh file will contain a list of all active cardholders. This file is just for reference and no action is required.

6. How do we add, change, or "close" the GFEBs Cardholder Account Record?

ANSWER: 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 by the A/OPC. Once U.S. Bank completes the new account setup, a daily Refresh File is sent to GFEBs for posting to the AKO site. The refresh file has the Cardholder information to include the new 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.
NOTE. A GFEBs Cardholder Account Record Account ID cannot be modified.
- 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.
- d. To close a Cardholder Account Record due to Fraud. If a cardholder's account is closed due to Fraud and there is a GFEBs Cardholder Account Record. U.S. Bank closes the account and "re-issues" a new account with a new CH 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.

The refresh file has the Cardholder information to create the new account ID. The Agency GPC Account Maintainer would then need to first "invalidate" the current 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.

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. If the CH type is H do not change it and if it is US change to an "H."

7. What Job Aides or Templates are available to me to add or update the Cardholder Account Records in GFEBs?

ANSWER: There are several job aides and templates to add or update a GFEBs Cardholder Account Record.

- a. Create_Single_Charge_Card_Master_Record_User_Procedure – Job Aide for creating a NEW GFEBs Cardholder Account Record. Site Location: <https://www.us.army.mil/suite/files/37305798>
- b. Uploading_Charge_Card_Records_to_GFEBs – Job aide for creating multiple NEW GFEBs Cardholder Account Records using the upload template. Site Location: <https://www.us.army.mil/suite/files/37012838>
- c. Cardholder_Upload_Tool_Template - Site Location: <https://www.us.army.mil/suite/files/37195090>
- d. Change_Single_Charge_Card_Master_Record_User_Procedure - Job Aide for changing GFEBs Cardholder Account Record that already exists in GFEBs; Site Location: <https://www.us.army.mil/suite/files/37305899>

8. In the cardholder account demographic information-, do we HAVE to have the cardholder's AKO email address listed? Or does that only applies to those cardholders that do not have a role GFEBs?

ANSWER: The e-mail address is required only for those cardholders who do not have a GFEBs role, i.e. PR Processor. In addition, it does not have to be an AKO e-mail, however, must be a “.mil” email address.

GFEBs PR/PO Processing Procedures

9. Does the GFEBs process have to be complete before a purchase is made?

ANSWER: Yes, the 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.”

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.

However, the PR/PO must be created in GFEBs and sent to Access Online before the cardholder and Billing Official certify their statement.

10. What is a PR and a PO?

ANSWER: A PR is a Purchase Requisition. Under the GFEBs SCCS 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.

In this process, once the PO is created it will send an eOrder to Access Online, against which you can match your transaction. Once the eOrder is created then cardholder is authorized to purchase the requirement.

11. Why do eOrders fail to load into Access Online and what actions can we take?

ANSWER: This normally occurs because the PO failed to be created automatically. There are several possibilities

- a) The PR is not L4 approved. Fix: L4 Approve the PR.
- b) An invalid cardholder account ID is cited on the GPC tab. Fix: Ensure that the cardholder account record is loaded into GFEBS. Ensure that the cardholder 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.
- c) 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. Fix: Never use the Y to reduce funding. Reduce the funding directly on the PO line for this process.
- d) 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. Fix: This will require a PO Processor to manually create, in GFEBS, a Purchase Order, which in turn “flows” to Access Online as an eOrder.
- e) The line of accounting cited on the PR is a ZCITE Fund. Fix: This will require a PO Processor to manually create a Purchase Order in GFEBS, which in turn “flows” to Access Online as an eOrder
- f) The funds cited on the PR are cancelled year funds. Fix: 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.

12. How can I know if the PR has auto created a PO?

ANSWER: To ensure the PO is created the L4 certifier should immediately refresh her 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”.

13. How do I cancel a PR/PO in GFEBS that is no longer needed? What if the PR has been approved by the L1 and L4, thus creating the PO, but it turns out the requirement was not needed/cancelled?

ANSWER: 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.

14. If we elect to centralize our GPC PR Processor, do we have to create a Level 8 PR Approval for cardholders? Can we just have them get an e-mail in their ‘.mil’ mail alerting them that a PR for their card has been certified?

ANSWER: 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.

15. How do I create a PR/PO for rebates?

ANSWER: The rebate PR is created after the Cardholder identifies a rebate in his/her Transaction List in Access Online. The rebate PR is created using the exact amount the rebate transaction is for 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.

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.

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. ([See also answers to questions 38 and 42](#)).

16. I created a 2-Way Bulk with two LOAs 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. How do I match a single transaction to two eOrders?

ANSWER: 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.

17. I have a CH who created a PR/PO in GFEBs with a single LOA, was certified and the eOrder was sent to Access Online. The CH then realized they need to update the PO by deleting the original LOA and then adding 2 new LOAs. After the PO was recertified, two new eOrders with the same PO# appeared in Access Online. Why does this happen?

ANSWER: 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 U.S. Bank (Access Online) and create new eOrders but the deletion of the original line will not be reflected.

In this scenario the added PO lines will add to the corresponding PO create new eOrders to U.S. Bank. NOTE. That 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.

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 & will not update in Access Online (U.S. Bank). The same is true of a changed PO line.

18. What about transactions in foreign currency?

ANSWER: 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.

If the transaction matched to the eOrder is within the 10% or \$100 order tolerance 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 BO final approves the transaction or certifies the invoice.

19. I am located overseas and am using 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?

ANSWER: 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.

GFEBs IDoc Error Reports

20. What is an IDoc?

ANSWER: In this scenario, an IDoc (intermediate document) is a record of an Electronic Data Interchange (EDI) file between Access Online (AXOL) and GFEBs. More broadly, IDocs are records of an interface exchange between GFEBs and an interface partner.

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.

21. Where can I find the GFEBs EDI IDoc Error Reports?

ANSWER: The weekly AKO IDoc Error Report can be found at www.us.army.mil/suite/files/35900811

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. You can also run these reports yourself by using the WE09 job aid – IDoc Search for Business Content or the WE02 – IDoc List.

22. How do I create a Charge Card IDoc report?

ANSWER: The Purchase Order Interface Processing Monitors and Site Invoice Interface Processing Monitors monitor the EDI-821, 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.

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/40122599>

To run the 821/810 Charge Card IDoc report. **NOTE.** Running the report in the background will allow you to do other things and come back to your report when it completes, while ensuring the system does not 'time out'.

T-Code WE09 - Search for IDoc in Database. > Variant: GPC810MA.

NOTE. The user can also use GPC821MA, GPC810FC, GPC810MA to search for 821/810 IDocs by Funds Center or Managing Account number.

- a. Change "Created On" dates as relevant (for September, I'd put "9/19/2012" to today)
- b. Clear status "51" if you're looking for all IDocs, leave if you're only looking for failed invoices
- c. Scroll to bottom & replace MA number (or Funds Center if using another variant)

Go to Menu > Program > Execute in Background Click the green check mark on the pop up. Then another pop up will come up: click "Immediately" & then hit the save button.

This should start the batch job, which can be monitored in SM37. It will take about 30 minutes to run & will say "Finished" in green when the results are there. There should be a scroll icon next to the batch job to show you the report found IDocs. Double clicking into this spool will give you the IDoc numbers. You can then pull these IDocs up in WE02 or WE09 (clear everything & enter only IDoc number). These IDocs will show you what errors are preventing the invoice from posting (or if in status 53, will give you the posted invoice number). Opening the data records will show you the specific managing account/ bill cycle and other information.

You can also use ZOS_IFV (IDoc Field Values Report). This custom T-Code allows you to view all the segments of an IDoc at once and can be exported into a spreadsheet and saved to your computer's hard drive.

T-Code ZOS_IFV (IDoc Field Values Report):

Put "Z1SSC_Access Online_INV_PO_ITEM" in the first "Seg" box. Then scroll down, clear the dates & enter IDoc number(s). Choose a layout to display the fields you are looking for (PO doc-lines & amounts at least). You can instead enter "Z1SSC_Access Online_INV_PO_HDR" in that "Seg" field to see the header info on multiple IDocs simultaneously.

Access Online FAQs

General: Contacting U.S. Bank - 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. Do not send a mass e-mail to everyone as the U.S. Bank POC, if they determine it is not a U.S. Bank issue, will forward it either to GFEBs or DFAS or they will respond back to you.

U.S. Bank POCs and Resources

U.S. Bank Government Services – Army Relationship Management Team

U.S. Bank Customer Service 24/7

[888-994-6722](tel:888-994-6722)

Technical Support - Access Online, Training Website, or password/ID issues

[800-254-9885](tel:800-254-9885)

23. Whom do I contact at U.S. Bank with a specific (GFEBs) Access Online question?

ANSWER: All Access Online questions/issues, GFEBs, and non-GFEBs need to be directed to our 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.

Access Online Account Administration

24. If I have “sensitive” or “classified” funds that need to stay with SOMARDS (or other legacy systems), why do I need a new agent and have to separate these accounts from the rest of the new GFEBs SCCS accounts?

ANSWER: The new GFEBs SCCS process is different from legacy/GFEBs FMY processes and requires a new financial extract that has to be turned on at the Agent number level only. By including non-GFEBs PR/PO SCCS CH & MAs under the same Agent will 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.

NOTE. Post Implementation – the A/OPC needs to ensure that no legacy accounts are built under Level Four/Agent number that their GFEBs SCCS accounts shares.

25. No other organizations that have transferred over to GFEBs (FMY process) required a different agent number. Why is that?

ANSWER: The reason no other organization that have transferred over to GFEBs (FMY process) required a different agent number is because these new organizations will not be operating in the same manner. There is a substantial difference between the GFEBs FMY & the PR/PO processes.

26. Is the Resource Manager EDIPI number required during the setup of the Billing Official’s accounts?

ANSWER: 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. The information is entered in the FMS-GFEBs Cost Element Segment.

Access Online - Managing Account Extracts

GFEBs SCCS Flags/Routers – DFAS/GFEBs provide the values to U.S. Bank for inclusion into Access Online. If you have any questions on which values to use, please contact either GFEBs or DFAS. Please refer to Access Online user guides for instructions on how to assign extracts to the Managing Account.

EDI 810 - Invoice

	IS	SELECT	DESCRIPTION
IF YOUR GFEBs PAY OFFICE DODAAC	HQ0490	ZQTREA	GFEBs Standard CONUS Operations (Non-ARNG)
	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 Europe/Korean Operations (MEDCOM Only)
	W56FJX		
	HQ0672		

EDI 821 - Obligation

	021001	Z21001	GFEBs PR/PO
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Access Online – Order Management - eOrders

27. How long does an eOrder stay open in Access Online?

ANSWER: An eOrder will stay in Access Online for 185 days (6 months).

28. What happens if a charge is matched to an incorrect eOrder? Can this be fixed in Access Online?

ANSWER: If the statement has not yet been certified, then the BO can reject the transaction back to the Cardholder. 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 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.

29. I created PR/PO's in GFEBS with the subsequent eOrders appearing in Access Online. I then report my card 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?

ANSWER: 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.

30. I have an eOrder in Access Online that is no longer necessary because the PR/PO was cancelled in GFEBS. How do I remove this from my Order List?

ANSWER: Currently, only the A/OPC has the ability to suspend or cancel orders in Access Online. A/OPCs will have to add the Functional Entitlement Group (FEG) Army_GFEBS_SCCS_AOPC to their User ID thru User Profiles to cancel orders. The current PA_AOPC_WF_Army or any other FEG will not allow A/OPCs to cancel an order.

To remove this eOrder, the A/OPC will need to log into Access Online, then: *Order Management > Order Maintenance > Select the Appropriate eOrder > Click Cancel (at bottom of Order).*

31. How do I mark the eOrder as final in Access Online?

ANSWER: After the transaction(s) has been matched to the eOrder there are 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.

All three ways are in Access Online Transaction Management.

- a. The CH or BO can check the box next to the transaction and hit the reallocate button on the bottom.
- b. Click the allocation hyper link.
- c. 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) indented 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).

Access Online – Order Management - eOrder & Transaction Tolerance

32. What is the tolerance dollar amount (over/under) allowed by GFEBS when matching a transaction to an eOrder in Access Online?

ANSWER: 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.

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 cardholder matches the eOrder to the transaction in Access Online.

Please note, that updating the PO in GFEBS will not update the dollar amount on the Access Online eOrder.

Matching eOrders to Transactions

33. If I create a PR/PO that is good for 1 year and eOrders only stay in Access Online for 185 days, what happens/ or what do I need to do to match transactions after the eOrder is purged?

ANSWER: 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 every month.

34. When can Cardholders start matching transaction to the newly created eOrders in Access Online?

ANSWER: For the GFEBS SCCS implementation, it is critical that you refer to the dates and tasks on the appropriate Wave Chronology of Events document. This requirement only applies to the first "implementation" billing cycle. Once that is done, then the normal approve/certify process can resume.

35. Will a cardholder/billing official be able to approve/certify statement without matching the transaction to an eOrder

ANSWER: No, the Cardholder must match a transaction to a GFEBS eOrder.

36. I have a cardholder who 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. How do I match one transaction to multiple eOrders?

ANSWER: There are two options for this issue:

Option 1 - 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.

Option 2 - 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. In addition, when the update in GFEBS is done, it will *NOT* update the eOrder in Access Online.

37. How do I cancel an eOrder in Access Online that is no longer needed?

ANSWER: Currently, only A/OPCs have the ability to Suspend or Cancel orders in Access Online. ([See answer to question 30 for guidance](#)). 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.

38. How do I locate a (PR/PO) eOrder that no longer appears in the "Match Multiple Orders to Transactions" view in Access Online?

ANSWER: 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'

Processing Credits and Rebates

39. How do I process a MERCHANT credit transaction in Access Online where there was never an original PR/PO/eOrder under the new GFEBS SCCS process?

ANSWER: This is a two part ANSWER based on two different scenarios.

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.

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 ([See answer to question 15 for how to create a Rebate PR/PO](#)). Once the eOrder is posted in the CH's account, they will then match MERCHANT credit transaction to that new credit eOrder.

40. 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. How do I match the credit to the original eOrder in Access Online?

ANSWER: 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'

41. Part 1 – 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?

ANSWER: Due to a setting between GFEBs and Access Online transactions within 10% of the eOrder amount is considered as being fulfilled in Access Online.

42. Part 2 – The CH still needs to match the 2nd purchase for \$60 to that same eOrder. How do I find and match the second purchase for \$60 to the original eOrder in Access Online?

ANSWER: To find the eOrder, after the cardholder logs into Access Online, then:
Order Management > Order Maintenance > Then locate the eOrder under 'Order List'

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'

43. How do I process a rebate that posts to the cardholder's account in Access Online?

ANSWER: 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.

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 & the PR should go through regular workflow.

Upon L4 certification, the PR will create a PO & 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.

44. After I match my U.S. Bank rebate to the rebate eOrder, do I need to mark the invoice as final or change the rebate indicator in the Line of Accounting?

ANSWER: NO! No changes should be made to a rebate Line of Accounting after it has been matched to the eOrder.

Access Online - Payment Issues

45. What are the key things that I need to focus on to prevent delinquencies upon implementation of GFEBs SCCS?

ANSWER:

- a. The Purchase Order Interface Processing Monitors and Site Invoice Interface Processing Monitors needs 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 manual payments as required.
- b. 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 regardless 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.
- c. BO needs to ensure that their CHs only match an eOrder to transactions. A quick way for BOs to see orders with transactions is the Order Analysis report in Access Online. If the CH matches a manual order to a transaction, 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.
- d. 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 documents listed below to assist you with a manual payment. Documents located on the AKO Site.
 1. Field_ManualPayInstructionsSites_w1 (Final).docx.
 2. GPC Certification Statement.pdf
 3. Manual Pay Request.xlsx
- e. 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.
- f. Financial Manager ensures extracts (810 and 821) are set for GFEBs SCCS.
- g. 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
- h. 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.
- i. If manual payment is made, continue to follow-up until payment posts against the account.

Access Online Reports

46. How do I run a Managing Account Certification Report in Access Online?

ANSWER: 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.

47. What reports can I run to identify Manual Orders on the Cardholder' account?

ANSWER: The Order Detail Report in Access Online can help you identify eOrders and manual orders, for a specific cardholder or managing account. Log into Access Online, then: *Reporting > Financial Management > Order Detail > Under 'Date', select a date range > Under 'Orders Included' confirm that all 3 boxes are set to 'All' > Click 'Run Report'*

48. What Access Online report will assist me with completing the Cardholder Default Account Code (DAC) Spreadsheet during my agencies GFEBs SCCS Wave implementation?

ANSWER: 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.

49. Are there any references to help me run reports in Access Online?

ANSWER: 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.

GFEBs & Access Online FAQs

Access Online and GFEBs Interface

50. When a Government Purchase Card (GPC) requirement, 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)?

ANSWER: 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.

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.

51. Why are changes to Purchase Orders (PO) in GFEBs not reflected in Access Online? I recently made some changes, i.e. dollar amount and or LOA, to the PO in GFEBs; however, the changes never appeared in the eOrder in Access Online.

ANSWER: Currently, GFEBs and Access Online do not have the capability to accept changes to the eOrder once it appears in Access Online.

52. If the Resource Manager changes, do we need to go in and change all the Billing Official/Managing Account's MA EDIPI numbers to reflect the current RM person. What about the cardholder's accounts?

ANSWER: 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 bimonthly refresh file that GFEBs will load onto AKO.

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.

GFEBS SCCS Implementation Questions

53. What do I need to do for purchases that occurred before the go-live date, but do not post to my account until after the go-live date?

ANSWER: The GFEBS PR Processor will need to create a PR/PO (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.

54. When does the last “GFEBS FMY” Managing Account need to be approved and certified?

ANSWER: Please refer to the appropriate Chronology of Events Documents for your implementation wave.