### Introduction

- If GSA Receives a Chargeback (Collection Adjustment), and determines it is invalid, GSA can rebill the customer
  - The rebill must be for the full amount of the Chargeback
- Bills reopened by a chargeback can be rebilled via Treasury's IPAC System
  - In order to rebill an IPAC bill, a new IPAC Reference Number has to be used
- Pegasys will automatically create a new Rebill article to use in Rebilling with a new IPAC Reference Number
- BDs that are ready to be re-billed will be picked up by the IPAC Outbound process
  - The Bill must have an IPAC Status of "Not Submitted"
- For detailed information, please refer to the BAAR User Guide

# Research Collection Adjustment Chargeback

- 1. Log into Pegasys
- 2. Navigate to Queries General System IPAC Transaction Query
- **3.** Populate the **Search Criteria** per the following:
  - Document Number and/or Business Line and/or Statement Number
  - IPAC Status Hold Pending Chargeback
  - Date Criteria, e.g.: IPAC Submission dates or Chargeback Age Categories



- 4. Select Search
- **5.** Select a record from the Item Collection
- 6. Select the **Details** button to view the details of the IPAC Transaction record, including IPAC DBE details if applicable

Note: The User can view or amend Billing Documents from the Item collection by selecting the appropriate action button



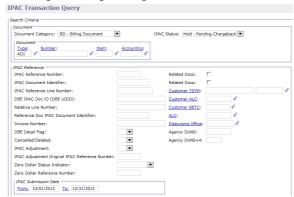
- View the IPAC Transaction Detail to see the amount, date and other information for the Chargeback
- 8. If the IPAC BD Transaction has DBE Detail flag set to True, select the IPAC Transaction DBE Detail Tab to view the associated IPAC DBE Detail records
- **9.** Select the **IPAC History** tab to view the transaction history
- **10.** Select the **Correspondence** tab to view any correspondence for the chargeback

  See Users Guide section regarding Statement Level Correspondence

# Rebill Collection Adjustment Chargeback

- 1. Navigate to Queries General System IPAC Transaction Query
- 2. Populate the **Search Criteria** per the following:

- Document Number and/or Business Line and/or Statement Number
- IPAC Status- Set to **Hold Pending** Chargeback
- Date Criteria: e.g.- IPAC Submission dates or Chargeback Age Categories



- 3. Select Search
- **4.** Select the record from the Item Collection
- 5. Select the **Details** button to review the details of the IPAC Transaction record, including IPAC DBE details if applicable

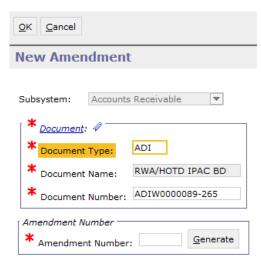
To enter correspondence regarding the Chargeback, see Users Guide.

**6.** Select the **Amend Document** button to open the Billing Document in Amend mode

Note: The BD must be amended in order to add the Reason Code field and update the IPAC Status



**7.** Enter the Amendment Number or select the **Generate** button



- 8. Select the **OK** button
- 9. Enter the Amendment Justification



- 10. Select the Accounting Line Tab
- **11.** Select the appropriate accounting line and select the **Article** link
- **12.** Select the Article with the IPAC Status of **Hold Pending Chargeback**, Rebill flag of **Yes**

Note: If there are multiple accounting lines charged back in the same transaction, each accounting line's article will need to be updated with the Reason code

- 13. Select the Article link
- **14.** Enter the Reason for the Chargeback in the Reason field



15. Set the IPAC Status to Not Submitted



- 16. Select the Save button
- 17. Select Verify

Note: If any errors exist, a message will appear at the top of the page displaying the error(s) encountered. Correct the errors and select the Verify button again

18. Select Submit

Once processed, the transaction will be picked up by the GSIPACOUT offline processor at the next nightly cycle

- 19. Navigate to Queries General System IPAC Transaction Query
- 20. Search for the Billing Document from this exercise on the IPAC Query Note the BD's IPAC Status is now Not Submitted

## **Pegasys Resources**

- Functional Coordinator
- Pegasys Web Site http://pegasys.gsa.gov
- Pegasys User Guide
- BAAR User Guide
- Quick Reference Cards
- OCFO Consolidated Service Desk 1-866-740-0994



General
Services
Administration

# The Integrated Financial Management System



BAAR: Rebill IPAC
Chargeback Quick
Reference Card