

Introduction

- Pegasys **Dispute** functionality provides GSA the ability to:
 - Receive customer dispute requests for Non-IPAC bills from VCSS
 - Create dispute requests on customer's behalf for Non-IPAC bills and Internal Vouchers within Pegasys
 - Track those dispute requests from inception through resolution
- Dispute requests originating in Pegasys can be submitted for the total document amount or for specific accounting lines/detail billing records.
Note: Detail billing records are only available for customers doing business with GSA's Fleet, Rent, Global Supply, Automotive Purchases, AAS, ITS, Telecom, and WAN business lines.
- Submission of the dispute automatically generates a Customer Correspondence entry in Pegasys and associates it with the corresponding billing statement.
- Dispute requests submitted by customers in VCSS also generate a Review Billing Dispute Request workflow notification task in Pegasys, which is routed to the correct GSA user based on Assignment Code.
- Once the status of the dispute request is updated, the workflow task is completed and removed from the Inbox.
- For detailed information, please refer to the Disputes section of the BAAR User Guide.

Creating a Non-IPAC Dispute

1. To create a Non-IPAC dispute request in Pegasys on the customer's behalf, log into **Pegasys**.
2. Select **Queries → Accounts Receivable → Disputed Billings Query** from the menu bar.
3. From the Disputed Billings Query page, select **New**.

4. The Dispute Request Submission Wizard Billing Document/Internal Voucher page is displayed.
5. Enter the Document Type and Document Number of the Billing Document/Internal Voucher to be disputed.

5a. Select the **Dispute Entire Document** radio button to dispute the total Billing Document amount.

5b. Select the **Choose Which Accounting Lines to Dispute** radio button to dispute specific accounting lines.

5c. Select the **Choose Which Detail Records to Dispute** radio button to dispute specific detailed billing records.

Note: Generating disputes at the detailed billing record (DBR) level is only applicable for those business lines that use the DBR functionality.

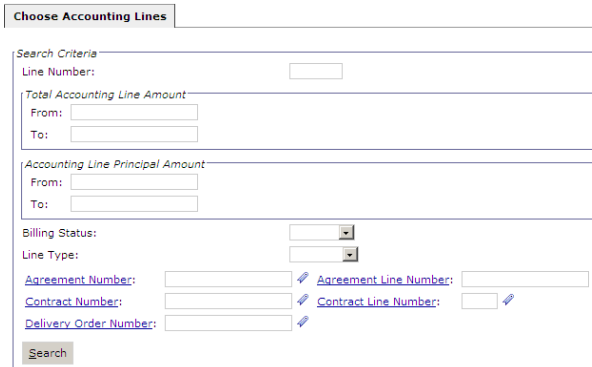
6. Select **Next**.

6a. If **Dispute Entire Document** was selected in step 5, see step 15.

6b. If **Choose Which Accounting Lines to Dispute** was selected in step 5, see step 7.

6c. If **Choose Which Detail Records to Dispute** was selected in step 5, see step 11.

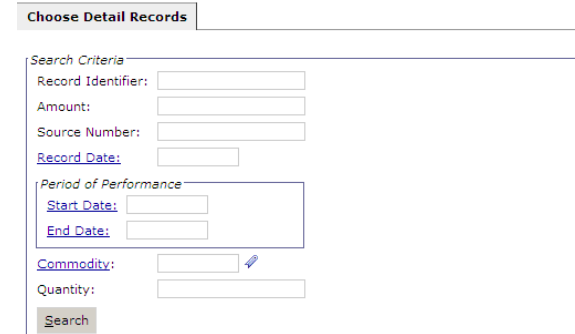
7. The Dispute Request Submission Wizard Choose Accounting Lines page is displayed.



8. Populate the various search parameters to retrieve the accounting lines to be included in the dispute request and select **Search**.
9. Select those accounting lines in the Item Collection to be included in the dispute and then select **Mark for Dispute**.

10. Select **Next**. See step 15.

11. The Dispute Request Submission Wizard Choose Detail Records page is displayed.

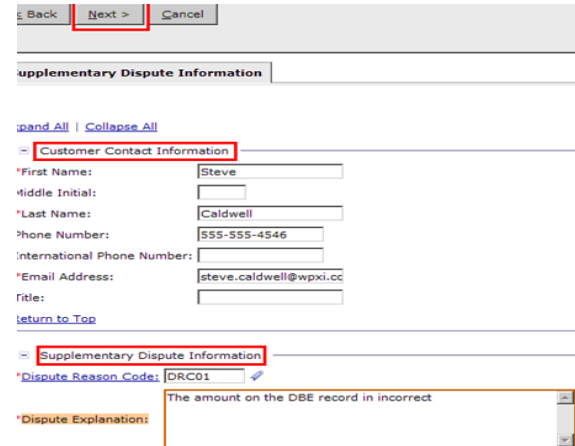


12. Populate the various search parameters to retrieve the detail billing records to be included in the dispute request and select **Search**.

13. Select those detail billing records in the Item Collection to be included in the dispute and then select **Mark for Dispute**.

14. Select **Next**.

15. The Dispute Request Submission Wizard Supplementary Dispute Information page is displayed.



16. Populate the required fields of the Customer Contact Information and Supplementary Dispute Information sections.

17. Select **Next**.

18. The Dispute Request Submission Wizard Review General Dispute Information page is displayed.

19. Select **Next**.

20. The Dispute Request Submission Wizard Disputed Items Review page is displayed.



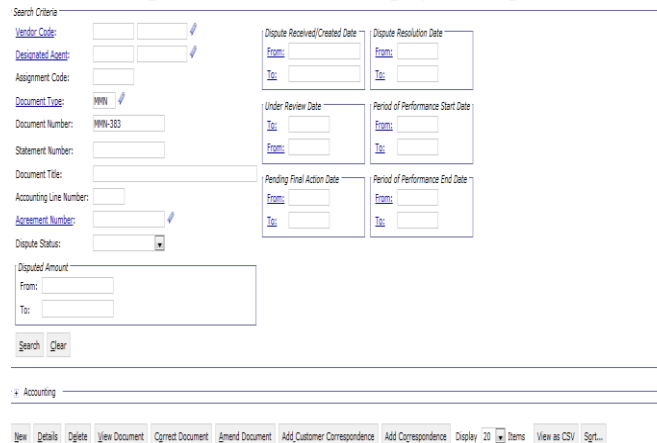
21. Review the information on the Disputed Items Review page and select **Submit Dispute Request**.



1. Log into **Pegasys**.

2. Select **Queries** → **Accounts Receivable** → **Disputed Billings Query** from the menu bar.

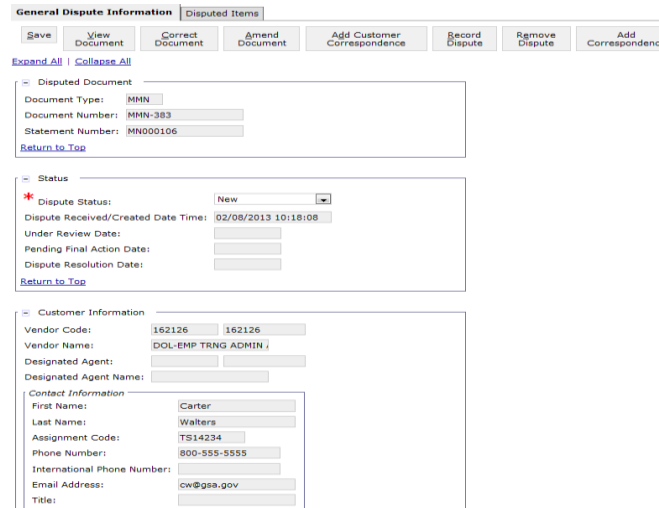
3. The Disputed Billings Query page is displayed.



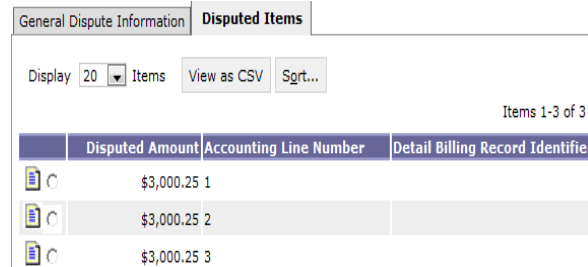
4. Enter appropriate search criteria and select **Search**.

5. Select the desired dispute request in the Item Collection and select **Details**.

6. The General Dispute Information tab is displayed.



7. To see the disputed detail billing record information (if the dispute request was generated at the DBR level), select the **Disputed Items** tab.



- **Functional Coordinator**
- **Service Representative**
- **Pegasys Web Site**
<http://pegasys.gsa.gov>
- **Pegasys User Guides**
- **BAAR User Guides**
- **Quick Reference Cards**
- **Federal Financial Service Desk**
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