

## 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 for 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*

7. 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** such as the following:

- Document Type, Document Number, 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 User 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*

Document Category	Doc Type	Doc Num	Adcp Ln #	Item Ln #	Modified	IPAC Status	IPAC Reference Number
RD - Billing Document	SDI	5019C340871-003	1	0000 No		Hold - Pending Chargeback	0000C48
RD - Billing Document	SDI	5019C340864-003	1	0000 No		Hold - Pending Chargeback	0000C49
RD - Billing Document	SDI	5019C340859-003	1	0000 No		Hold - Pending Chargeback	0000C4U
RD - Billing Document	SDI	5019C340856-003	1	0000 No		Hold - Pending Chargeback	0000C4V
RD - Billing Document	SDI	5019C340855-003	1	0000 No		Hold - Pending Chargeback	0000C4W
RD - Billing Document	SDI	5019C340852-002	1	0000 No		Hold - Pending Chargeback	0000C4X
RD - Billing Document	SDI	5019C340846-003	1	0000 No		Hold - Pending Chargeback	0000C4Y

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

OK Cancel

### New Amendment

Subsystem:

\* Document:

\* Document Type:

Document Name:

\* Document Number:

Amendment Number

\* Amendment Number:

8. Select the **OK** button

9. Enter the **Amendment Justification**

Amendment Information

Date:

\* Justification:

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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

Reason:

15. Set the IPAC Status to **Not Submitted**

IPAC Status

IPAC Status:

[IPAC Schedule Date:](#)

IPAC Submission Date:

[IPAC Confirmation Date:](#)

IPAC Confirmed Amount:

IPAC Reference Number:

Confirmed  
Hold - Pending Chargeback  
In Transit  
Rejected  
**Not Submitted**  
Do Not Send  
Write-Off

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**

- **Functional Coordinator**
- **Pegasys Web Site**  
<http://pegasys.gsa.gov>
- **BAAR User Guide**
- **Financial System Service Desk**  
**1-866-450-6588**  
[ocfoservicedesk@gsa.gov](mailto:ocfoservicedesk@gsa.gov)



## **BAAR: Rebill IPAC Chargeback Quick Reference Card**