Introduction

- Customer generated exceptions occur when a customer has intended to "chargeback" a transaction, but has not initiated the chargeback following the Treasury IPAC adjustment process
  - Also called "Pseudo chargebacks"
  - Customer generated exceptions can be received by GSA as a Cash Receipt (CR) Push Payment or an Itemized Payment (IP) Pull Payment
  - They could be inside or outside of the 90 day Treasury Window
- Customer Generated Exceptions (Itemized Payment)
  - Pegasys creates a non-referencing Itemized Payment transaction to correspond to the Treasury collection transaction if the customer is pulling money back
- Customer Generated Exceptions (Cash Receipt)
  - Pegasys creates a non-referencing Cash Receipt transaction to correspond to the Treasury payment transaction if the customer is pushing money to GSA
- For detailed information, please refer to the BAAR User Guide

Review Customer Generated Exception

1. Navigate to **Queries** - **General System** - **IPAC Transaction Query**
2. Populate the Search Criteria per the following:
   - *IPAC Status: Pending*
   - *Document Category: CR or IP*
   - *Document Type:*
     - *CB6/CB7 for IP Pull Payments*
     - *IR6/IR7 for CR Push Payments*
   - *Business Line*
   - *Other known customer information*
3. Select Search

4. Select a record from the Item Collection
5. Select the **Details** button to view the details of the IPAC Transaction record
6. Select the **IPAC History** Tab to view the IPAC Transaction's history

   To see the details, select the record

   The item collection will be displayed
7. Select the **Correspondence** tab to view/add any correspondence for the chargeback

   See User Guide or QRC to add Statement Level Correspondence
8. To perform an action on the record, select the appropriate action button
9. When selecting **View Document** or **Amend Document**, the document will be opened in a new window in appropriate mode
10. If the IPAC Status is Pending, select the **Correct IP** Document button to correct the form
11. Alternatively, the user can correct the forms from Form/Document Selection
12. Enter the required and/or missing information

    Note: If a document reference cannot be found or a document cannot be referenced, the form will need the Vendor and Accounting information entered
13. To review the form for potential Statement Number matches, review the data in the following fields:
    - IP Pull Payment: Related Statement Number, Invoice Number, Source Number
    - CR Push Payment: Invoice Number, Funding Document, Customer Funding Source
14. Select the **Save** button
15. Select the **Verify** button
16. Select the **Submit** button
17. Navigate back to the IPAC Transaction Query and query for the document

    Note: The IPAC Status is set to "Received"

Rebill Customer Generated Exception (IP)

1. Navigate to **Transactions** - **Accounts Receivable** - **New** - **Billing Document**
2. Enter Document Type
3. Select the **Generate Statement Number** button to generate a Statement Number

   A unique Statement number will be generated in the Statement Number field
4. Select the **Generate** button to generate a Document Number

   A unique document number will be generated in the Document Number field
5. To copy forward from the IP Pull, select **Copy Forward** in the Copy Document group box

   Otherwise, select the **Finish** Button to proceed in the form creation
6. Enter the name of the user that authorized the billing in the Billed By field
7. Enter (or search using the reference link) the BOAC or Agency/Bureau (AB) in the Vendor Code field
8. Select the Default Button in the Designated Agent Group Box
9. Enter the required IPAC information
10. Enter User Defined fields
11. Select the **Accounting Line** tab

    Note: See User Guide for Accounting Line required IPAC field listing
12. Select the **Add** button to enter a new Accounting Line
13. Enter the Transaction Type - **03**
14. Enter Period of Performance
15. Enter the Initial Line Amount
16. Enter the Accounting Template and Accounting Dimensions
17. Enter Revenue Source Code and any other required dimensions

18. Enter the required IPAC information in the Interagency Transfer Section on the accounting line
19. Enter the Customer Funding Source

    The Customer Funding Source is the Customer Purchase Order/Line of Accounting information
20. Enter Customer Treasury Symbol (Optional)
21. Enter the Funding Document value
22. Enter the Accounting Classification Code
23. Enter the Fiscal Station Number
24. Enter the Contract Number
25. Enter "**NA**" in the Contract Line Item Number field

    Enter the other required fields per Business Line
26. Enter any descriptive information in the Description field
27. For business lines that require Detail Billing Records, select the **Detail Billing Record Search** Tab

    For business lines that do NOT require Detail Billing Records, proceed to step 36
28. Select **Add**
29. Enter a Quantity, Unit Price, Unit, Record Date, Articles or Services description for IPAC

    Note: See User Guide for Detail Billing Record required IPAC field listing.
30. Enter the Total Amount of the DBR in the Amounts field
31. Enter Charge Period if applicable
32. Enter the Required Detail Billing Elements for the business line
33. Select **Save**
34. Select **Office Addresses** tab
35. Select the **Remit To** address line
36. Select **Office Address** link
37. Enter the Office Code
38. Select **Get Address** button
39. Select the **Accounting Line** link then select the **Articles Tab**

40. Select the **Add** button
41. Enter Article Number
42. Enter Unit = **EA**
43. Enter the Article Or Services text
44. Set the IPAC Schedule Date to 60 days from the current date
45. Select **Save**
46. Select **Verify**
47. Select the **Submit** button

Pegasys Resources

- **Functional Coordinator**
- **Service Representative**
- **Pegasys Web Site**
  http://pegasys.gsa.gov
- **BAAR User Guides**
- **Financial System Service Desk**
  1-866-450-6588
  ocfoservicedesk@gsa.gov

General Services Administration

GSA

The Integrated Financial Management System

BAAR: Rebill Customer Generated Exceptions IP Quick Reference Card