### 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, and Automotive Purchases 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.

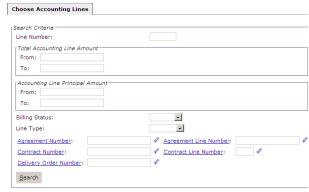
# **Creating a Non-IPAC Dispute**

- 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.

Choose Detail Records
Search Criteria
Record Identifier:
Amount:
Source Number:
Record Date:
Period of Performance
Start Date:
End Date:
Commodity:
Quantity:
<u>S</u> earch

- **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.

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	<u> </u>		
pand All   Collapse All			
Customer Contact	Information		
First Name:	Steve		
Middle Initial:			
Last Name:	Caldwell		
hone Number:	555-555-4546		
International Phone Nu	mber:		
Email Address:	steve.caldwell@wpxi.cc		
Title:			
teturn to Top			
<ul> <li>Supplementary Dis</li> </ul>			
Dispute Reason Code	DRC01		
	The amount on the DBE record in incorrect		
Dispute Explanation:			

- **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.

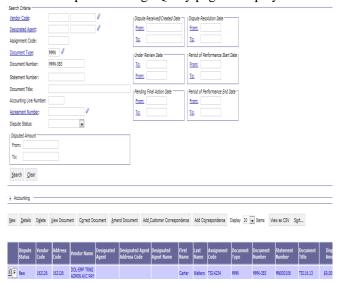
- 19. Select Next.
- **20.** The Dispute Request Submission Wizard Disputed Items Review page is displayed.



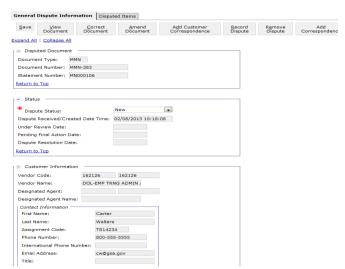
**21.** Review the information on the Disputed Items Review page and select **Submit Dispute Request**.

## **Querying a Dispute**

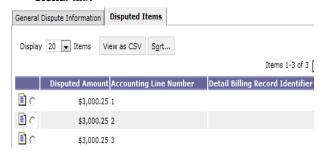
- 1. Log into Pegasys.
- Select Queries → Accounts Receivable → Disputed Billings Query from the menu bar.
- 3. The Disputed Billings Query page is displayed.



- **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.



### **Pegasys Resources**

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



General
Services
Administration

# The Integrated Financial Management System



BAAR:
Creating
Non-IPAC Disputes
Quick Reference
Card