The background of the slide features a collage of images. On the left, several soldiers in desert camouflage gear are shown in various poses, some holding rifles. On the right, a young child is smiling, and a woman wearing a red headscarf is also smiling. The overall tone is professional and human-centric.

General Fund
Enterprise Business System
(GFEBS)

GFEBS / U.S. Bank
A/OPC Delinquency Resolution Training

February 2015



ASA (FM&C)



- **Purpose**
- **High Level Process Flow**
- **Important Roles**
- **US Bank Delinquency Report**
- **Delinquency**
- **FB03-Invoice Verification**
- **FB03-Payment Verification**
- **US Bank Account Reconciliation**
- **Delinquent Month Identified**
- **Weekly IDOC Report on AKO**
- **Status Codes for IDOCs**
- **Access Online® Screenshots**
- **Successful IDOC Messages**
- **Important Terms**
- **Common EDI 821 PO IDOC Errors**
- **Common EDI 810 Invoice IDOC Errors**
- **Conclusions**
- **Appendix A – Access Online® Reporting**
- **Appendix B – US Bank Invoice Services Representative Contact Information**

- **Help A/OPCs meet their responsibility to get Government Purchase Card (GPC) bills paid on time**
 - **Show steps to identify & correct Intermediate Document (iDOC) failures which prevent payment of GPC invoices**

High Level Process Flow

US Bank-AXOL Process



CH = Cardholder
BO = Billing Official

PO Lines to
CH Account creates
eOrder

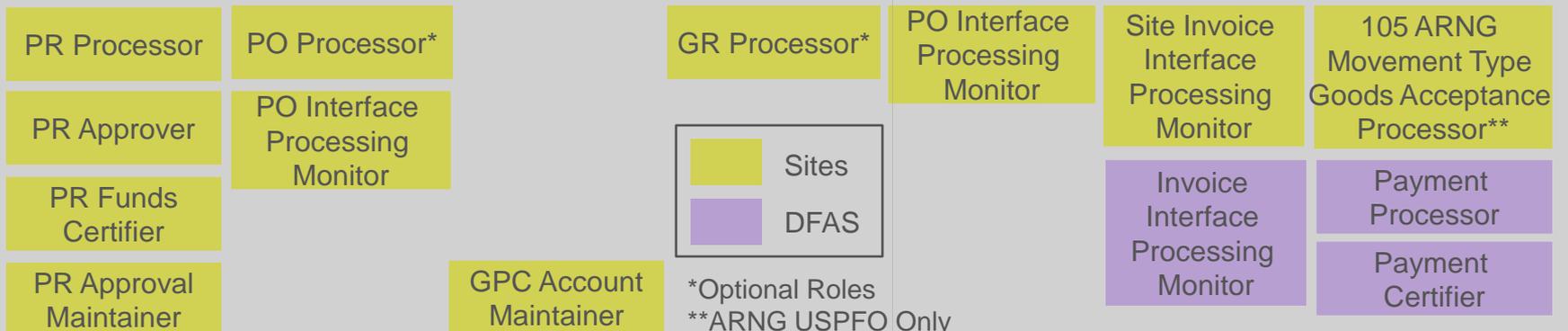
EDI -821 PO
Update

2 Day Lag
EDI -810 Invoice & Credit
Memo Creation

GFEBS Process



GFEBS Roles



Important Roles

- **Site Invoice Interface Processing Monitor**
 - Required to monitor IDoc errors between US Bank and GFEBS related to charge card purchases through inbound Electronic Data Interchange (EDI)-810 interface reporting
- **PO Interface Processing Monitor**
 - Required to monitor IDoc errors between US Bank and GFEBS related to charge card purchases through inbound EDI-821 interface reporting
- **PO Processor**
 - Assigned to those within Resource Management (RM) and authorized to increase the amount of an existing obligation should the purchase in question be higher than initially entered

U.S. Bank Delinquency Report

- Monthly Delinquency report sent to Level 3 A/OPCs approximately 3-4 days after the billing cycle
 - Not an Access Online® generated report



Army Delinquency Report (00021 Items)
As of: Monday, January 19, 2015

LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5	Billing Official #	Billing Official Name	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	121-150 DAYS	151-180 DAYS	181+ DAYS
21	9	91	30384	xxxx-xxxx-x684-5611	SHARON WILSON-EMMONS	\$0.00	\$2,185.96	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2101	10228	xxxx-xxxx-x697-4643	JOYCE MAPLE	\$558.98	\$452.57	\$3,248.93	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2101	17809	xxxx-xxxx-x697-5483	ETHEL L DESHIELDS	\$5,009.79	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2101	19653	xxxx-xxxx-x697-5723	NORMAN CYPRAIN	\$42,373.09	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2101	88599	xxxx-xxxx-x697-6150	WILLIAM F MARTIN	\$50,379.76	\$46,376.66	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2102	31164	xxxx-xxxx-x708-3410	ROXANN DENT	\$39.67	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2102	32550	xxxx-xxxx-x669-4316	WILLIAM O'DONNELL	\$6,265.46	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2103	18246	xxxx-xxxx-x697-5533	MARK E MCDERMOTT	\$26,907.80	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2103	22678	xxxx-xxxx-x697-6333	LYNN W RAY	\$529.75	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2103	30606	xxxx-xxxx-x697-7141	SHAREE M QUEEN	\$18.77	\$477.31	\$10,029.35	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2103	47365	xxxx-xxxx-x698-3800	DORENE MATHEIS	\$16,965.42	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2109	5408	xxxx-xxxx-x640-2876	SHEREE A CLARK	\$35,568.05	\$5,017.55	\$119,810.24	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2109	20557	xxxx-xxxx-x697-5962	MARK A HOLLOWAY	\$2,206.13	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
21	9	2110	27808	xxxx-xxxx-x697-1383	VICENTE E GUADARRAMA	\$0.00	\$79.26	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Identified this account to work first

- **A/OPCs need to monitor the delinquency report once it is received**
 - Identify and work the oldest (most delinquent) accounts first
 - Contact Billing Officials for additional information
- **If unable to determine what month is delinquent A/OPCs should:**
 - Have Resource Manager (RM) verify in GFEBS (using transaction code FB03) if any invoices are missing or unpaid or
 - Contact your U.S. Bank invoice services representative
 - See Appendix B for contact information

FB03 – Invoice Verification

- For invoices that are missing
 - Note that invoices for 19.09.2014 and 19.10.2014 are missing
 - RM's can identify unposted invoices

Document List

Menu ◀ Back Exit Cancel System ▶ Choose Select All Deselect All Sort in Ascending Order Sort in Desc

Reference Key	DocumentNo	Rev. with	Type	Document ...	Posting Date	Document Header Text	Reference
51007468922015	5100746892		RH	19.12.2014	29.12.2014	558.98	471630455697464320141219
51004882102015	5100488210		RH	19.11.2014	28.11.2014	452.57	471630455697464320141119
51030572652014	5103057265		RH	19.08.2014	26.08.2014	4120.00	471630455697464320140819
1700107784ARMY2014	1700107784		KQ	18.07.2014	29.07.2014	4825.41	471630455697464320140718
51027955482014	5102795548		RH		29.07.2014	4825.41	471630455697464320140718
1700094588ARMY2014	1700094588		KQ	19.06.2014	27.06.2014	2173.27	471630455697464320140619
51024914462014	5102491446		RH		27.06.2014	2173.27	471630455697464320140619
51021581182014	5102158118		RH	19.05.2014	27.05.2014	2628.42	471630455697464320140519
1700075397ARMY2014	1700075397		KQ	18.04.2014	29.04.2014	3946.07	471630455697464320140418
51018919452014	5101891945		RH		29.04.2014	3946.07	471630455697464320140418
51012509312014	5101250931		RH	19.02.2014	25.02.2014	1993.97	471630455697464320140219
1700041950ARMY2014	1700041950		KQ	17.01.2014	01.02.2014	1148.12	471630455697464320140117
51010196222014	5101019622		RH		01.02.2014	1148.12	471630455697464320140117
51007126332014	5100712633		RH	19.12.2013	27.12.2013	5793.31	471630455697464320131219
51004595342014	5100459534		RH	19.11.2013	25.11.2013	5556.17	471630455697464320131119
1700005722ARMY2014	1700005722		KQ	18.10.2013	29.10.2013	4145.16	471630455697464320131018
51001877552014	5100187755		RH		29.10.2013	4145.16	471630455697464320131018
51000331772014	5100033177		RH	19.09.2013	10.10.2013	14685.67	471630455697464320130919
1700045939ARMY2013	1700045939		KQ	19.08.2013	30.08.2013	5101.25	471630455697464320130819
51026192132013	5102619213		RH		30.08.2013	5101.25	471630455697464320130819
51023524152013	5102352415		RH	19.07.2013	01.08.2013	12537.38	471630455697464320130719
51020883992013	5102088399		RH	19.06.2013	02.07.2013	772.10	471630455697464320130619
51018568132013	5101856813		RH	17.05.2013	04.06.2013	2578.96	471630455697464320130517
1700025076ARMY2013	1700025076		KU	19.04.2013	06.05.2013	2.66-	471630455697464320130419

Sep and Oct 2014 Invoices are missing

FB03 – Payment Verification

- For invoices that are not paid
 - Example shows clearing doc for November Invoice
 - If no clearing document is present no payment has been made to this account
 - RM must research reason for non payment

Display Document: Data Entry View

Menu ◿ ◀ Back Exit Cancel System ◿ | Display Another Document Select Individual Object Display Document Header Taxes Display Currency General Led

Data Entry View

Document Number: 100488210 Company Code: ARMY Fiscal Year: 2015
Document Date: 19.11.2014 Posting Date: 28.11.2014 Period: 2
Reference: 4716304556974643 Cross-Comp.No.:
Currency: USD Texts exist: Ledger Group:

Item PK G/L Account Description Cmnt Item Amount Quantity Unit Cost Ctr WBS elem... Funds Ctr Fund Func. Area Funded Prg Text Clrng doc.

1	81	6100.26RB	O/E-GovPurchaseCard	26RB	452.57	1	AU	30000745		A22GG	202010D15	431398XMGH	ARMY	47163	
2	31	2110.0100	U.S. BANCORP	AP	452.57-					A22GG		ARMY	ARMY		2400049866

Clearing doc indicates the DFAS ready-to-pay file

U.S. Bank Account Reconciliation

- If unable to determine what month is delinquent contact your Government services research representative who can provide an account reconciliation

	Stmt Date	Amt. Due	Pymnts. Recd	Date of Pmt	Difference	Comments
JOYCE MAPLE xxxx-xxxx-x697-4643	Sep-14	\$10,225.82	(\$10,225.82)	10/17/2014	\$0.00	
	Oct-14	\$4,264.34	\$0.00		\$4,264.34	missing payment
	Nov-14	\$452.57	(\$452.57)	12/2/2014	\$0.00	
	Dec-14	\$558.98	(\$558.98)	12/30/2014	\$0.00	
	Jan-15	(\$3.86)			(\$3.86)	
					\$4,260.48	

Identified Oct 2014 Invoice payment is missing

Delinquent Month Identified

- **Invoice Missing**
 - Review IDoc error report posted to AKO
 - If IDocs are present, correct all IDocs.
 - If no IDocs check if BO certified statement
- **Invoice present but not paid**
 - **Common reasons for non-payment:**
 - Insufficient funding of interest LOA (B block)
 - Missing goods receipt on a 3 way match purchase order (R block)

Weekly IDoc Report on AKO

- **Posted Weekly by COB Friday ET on Army Knowledge Online (AKO):**
 - <https://www.us.army.mil/suite/files/35900811>
- **File titled “AXOL_PR-PO_IDoc_Report_XX-XX-XX_to_XX-XX-XX”**
 - Ex: AXOL_PR-PO_IDoc_Report_08-19-12_to_03-18-13
- **“AXOL PR-PO IDoc Pull XXXXXX” (Tab 1) contains all IDocs**
 - **Column A: IDoc Number**
 - **Column B: Message Type:**
 - ZSSC_AXOL_PO_UPDATE = EDI-821 PO IDoc
 - ZSSC_AXOL_INV_CREATE = EDI-810 Invoice IDoc
 - **Column C: Status (refer to previous slide)**
 - **Column D: Managing Account**
 - **Column E: Funds Center**
 - **Column F: Error** – If in 51, high level reason for IDoc failure, see Tab 2
 - **Column G: Message Variant**
 - **Column H: Created On** – Date the IDoc was created
 - **Column I: Status Text** – More specific explanation for the IDoc failure, see Tab 2
 - **Column J: “Content 16” is the Managing Account/Bill Cycle End**
- **“Error Guidance” (Tab 2) contains common error messages & guidance**
- **“STATUS Codes” (Tab 3) contains the status code guide**

Weekly IDoc Report on AKO

- File titled "AXOL_PR-PO_IDoc_Report_XX-XX-XX_to_XX-XX-XX"
 - Ex: AXOL_PR-PO_IDoc_Report_08-19-12_to_02-20-15

IDoc no.	Message Type	Status	MA#	Fund Center	Error	Msg. Var.	Created on	Status text	CONTENT 16
261103912	ZSSC_AXOL_PO_UPDATE	68	xxxxxxxxx6974643	A22GG		CHD	9/24/2014	IDOC status Changed by User :1394846712, Remedy 000000. Other 1: . Oth	4716304556974643-20140919
261103913	ZSSC_AXOL_PO_UPDATE	53	xxxxxxxxx6974643	A22GG		CHD	9/24/2014	Purchase Order has been updated	4716304556974643-20140919
261103914	ZSSC_AXOL_PO_UPDATE	53	xxxxxxxxx6974643	A22GG		CHD	9/24/2014	Purchase Order has been updated	4716304556974643-20140919
261103915	ZSSC_AXOL_PO_UPDATE	53	xxxxxxxxx6974643	A22GG		CHD	9/24/2014	Purchase Order has been updated	4716304556974643-20140919
262133871	ZSSC_AXOL_INV_CREATE	68	xxxxxxxxx6974643	A22GG		CHD	9/26/2014	IDOC status Changed by User :1394846712, Remedy 000000. Other 1: . Oth	4716304556974643-20140919
262133872	ZSSC_AXOL_INV_CREATE	68	xxxxxxxxx6974643	A22GG		CHD	9/26/2014	IDOC status Changed by User :1394846712, Remedy 000000. Other 1: . Oth	4716304556974643-20140919
266343710	ZSSC_AXOL_PO_UPDATE	51	xxxxxxxxx6974643	A22GG	No PO Line Items found in GFEBs for PO Line	CHD	10/25/2014	No PO Line Items found in GFEBs for PO Line	4716304556974643-20141017
266343711	ZSSC_AXOL_PO_UPDATE	53	xxxxxxxxx6974643	A22GG		CHD	10/25/2014	Purchase Order has been updated	4716304556974643-20141017
266343712	ZSSC_AXOL_PO_UPDATE	53	xxxxxxxxx6974643	A22GG		CHD	10/25/2014	Purchase Order has been updated	4716304556974643-20141017
266841468	ZSSC_AXOL_INV_CREATE	51	xxxxxxxxx6974643	A22GG	Missing required field. PO or PIIN or SDN	CHD	10/29/2014	Missing required field. PO or PIIN or SDN needed.	4716304556974643-20141017
266841469	ZSSC_AXOL_INV_CREATE	51	xxxxxxxxx6974643	A22GG	Cannot create FB65 Credit Memo, PO IDOC XXXXXXXX failed	CHD	10/29/2014	Cannot create FB65 Credit Memo, PO IDOC 0000000266343710 failed	4716304556974643-20141017
271077587	ZSSC_AXOL_PO_UPDATE	53	xxxxxxxxx6974643	A22GG		CHD	11/25/2014	Purchase Order has been updated	4716304556974643-20141119
271459124	ZSSC_AXOL_INV_CREATE	53	xxxxxxxxx6974643	A22GG		CHD	11/28/2014	Document MIRO Invoice 5100488210 2015 Posted Successfully	4716304556974643-20141119
277360813	ZSSC_AXOL_PO_UPDATE	53	xxxxxxxxx6974643	A22GG		CHD	12/24/2014	Purchase Order has been updated	4716304556974643-20141219
277539823	ZSSC_AXOL_INV_CREATE	53	xxxxxxxxx6974643	A22GG		CHD	12/29/2014	Document MIRO Invoice 5100746892 2015 Posted Successfully	4716304556974643-20141219
282345986	ZSSC_AXOL_PO_UPDATE	51	xxxxxxxxx6974643	A22GG	No PO Line Items found in GFEBs for PO Line	CHD	1/23/2015	No PO Line Items found in GFEBs for PO Line	4716304556974643-20150119
282345987	ZSSC_AXOL_PO_UPDATE	53	xxxxxxxxx6974643	A22GG		CHD	1/23/2015	Purchase Order has been updated	4716304556974643-20150119
282836829	ZSSC_AXOL_INV_CREATE	51	xxxxxxxxx6974643	A22GG	Missing required field. PO or PIIN or SDN	CHD	1/27/2015	Missing required field. PO or PIIN or SDN needed.	4716304556974643-20150119
282836830	ZSSC_AXOL_INV_CREATE	51	xxxxxxxxx6974643	A22GG	Cannot create FB65 Credit Memo, PO IDOC XXXXXXXX failed	CHD	1/27/2015	Cannot create FB65 Credit Memo, PO IDOC 0000000282345986 failed	4716304556974643-20150119

IDoc error(s) identified for the Oct invoice.

Status Codes for IDocs

Code	Description	Action Required
51	IDOC in suspended status Not recorded in financial system	Get the Error Group and pull IDOC# to get additional info to problem solve
53	IDOC posted successfully Results reflected in GFEBS accounts	No action required
64	Not processed; waiting for batch job to run & process	No action required
68	IDOC not processed and has been marked for no further processing	More information needed Normally no action required

- View transaction under ‘Match’ tab
 - Control number starts with zeroes and not ‘21’

Transaction Summary

Status	Match	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail	Purchase ID	Accounting Code
		10/15	10/15	USBANK REBATE-THANK YOU	00000, D	10.68 CR			A22GG 11111111111111 N N X 1019194430

Disputed Matched Exception Extracted Reallocated Reallocation Locked

Summary Match Allocations Comments Approval History Client Data

The Match tab provides information on what the transaction has been matched to.
The transaction is no longer available for matching or unmatching because:

- The transaction is marked for extract
- The card account transaction has been approved
- The action days limit has been exceeded

Matched Order [View Matched Order](#)

Order Date:	10/15/2014	Unique Control Number:	Yes	Match Status:	Fulfilled
Control Number:	0000000048662086	Source:	JAMAPLE	% Fulfilled:	100.00%
Amount:	10.68 CR	Match Source:	JAMAPLE	Last Match Date:	10/24/2014
Merchant Name:	US BANK REBATE	Account #:	*****9345		

Transaction matched to a manual order

Successful IDoc Messages

- **EDI-821 IDocs**
 - “Purchase Order has been updated”
- **EDI-810 IDocs**
 - “Document MIRO Invoice 51XXXXXXXXX 20XX Posted Successfully”
 - “Document MIRO Credit Memo 51XXXXXXXXX 20XX Posted Successfully”
 - “Document FB65 Credit Memo 17XXXXXXXXX 20XX Posted Successfully”

- **EDI-821 File**

- Transmitted from US Bank to GFEBS at Bill Cycle end for each Managing Account **one** business day after statement certification by the Billing Official
- This file will generate EDI-821 IDocs, denoted by GFEBS Message Type “ZSSC_AXOL_PO_UPDATE”
- Each IDoc will contain the transaction amounts and matched Purchase Order (PO) document information
- The IDoc will check that the matched PO line contains sufficient funding

- **EDI-810 File**

- Transmitted from US Bank to GFEBS at Bill Cycle end for each Managing Account **two** business days after the EDI-821 is transmitted
- This file will generate EDI-810 IDocs, denoted by GFEBS Message Type “ZSSC_AXOL_INV_CREATE”
- Each IDoc will contain the transaction amounts and matched Purchase Order document information
- The IDoc will attempt to post a MIRO Invoice, MIRO Credit Memo, or FB65 Credit Memo for the statement based on the transaction type

Common EDI-821 PO IDoc Errors

	Error Message	Resolution
1.	<p>“Exceeds Tolerance and Limit. PO 46XXXXXXXX, line XXXXX by \$XXXX.”</p>	<p>Transaction values in the IDoc exceed both the 10% Tolerance and the \$100 Limit. Open the PO in ME22N. For each red Data Record, update the corresponding PO line item amount on the PO’s Limits tab (in both Expected Amount and Overall Amount fields).</p> <p>NOTE: If the PO Line already contains a “Purchase Order History” tab, there is already an invoice on this PO line (most likely from a prior billing cycle). If this is the case, the PO line’s Expected Amount and Overall Amount will need to be increased to cover any additional funding needed for the current Bill Cycle’s charges.</p>
2.	<p>“Overall budget exceeded by XX.XX USD (GFEBs AVC LEDGER) for document item XXXXX”</p>	<p>The transaction exceeded the PO line amount and was within tolerance, but there are not enough available funds on the associated line of accounting for the program to make the update. Either funds need to be moved to the PO line’s current line of accounting or the line of accounting can be changed on the PO (via the Limits tab -> green arrow). Then the PO line item amount should be increased.</p>

Common EDI-821 PO IDoc Errors

	Error Message	Resolution
3.	“PO Doc-Line 46XXXXXXXXX-XXXXX not found”	The PO doc-line is deleted. Open the PO in ME22N. Highlight and undelete the deleted line.
4.	“PO line already closed 46XXXXXXXXX-XXXXX”	The PO line has the Final Invoice Indicator checked. Open the PO in ME22N and click to the invoice tab. Uncheck the “Final Invoice Indicator” and save.
5.	“No PO Line Items found in GFEBS for PO Line” or “No PO Line Items found in GFEBS for SDN”	This occurs if there was a manually created Order in Access Online®, instead of a GFEBS PR/PO created eOrder (electronic Order). DFAS manual pay required for the Managing Account’s statement.
6.	“Enter an Expected Value”	This error occurs when a PO line has been both trashed and the amount changed to \$0.0. This iDOC will never reprocess successfully. DFAS manual pay required for the Managing Account’s statement.

Common EDI-810 Invoice IDoc Errors

	Error Message	Resolution
1.	<p>“Cannot create MIRO Invoice, PO IDOC XXXXXXX failed”</p> <p>OR</p> <p>“Cannot create MIRO Credit Memo, PO IDOC XXXXXXX failed”</p> <p>OR</p> <p>“Cannot create FB65 Credit Memo, PO IDOC XXXXXXX failed”</p>	<p>This occurs when any EDI-821 IDocs for this Managing Account and Bill Cycle failed. Open additional status 51 messages to get more information (and possibly additional failed EDI-821 IDocs). The PO IDoc number is the failed EDI-821 IDoc, which should be opened in WE02. This IDoc will direct you to the PO line that failed and corrections need to be made</p> <p>Additionally, in the IDoc display, the status 51 error just below this one will give you that specific EDI-821 IDoc’s error message. Correcting that PO in ME22N will allow the EDI-821/810 IDocs to reprocess successfully.</p>
2.	<p>“Value exceeds limit XXXX USD in PO”</p>	<p>At least one PO in the IDoc does not have enough funds to be invoiced. Find a failed EDI-821 IDoc for this account and update the PO.</p>

Common EDI-810 Invoice IDoc Errors

	Error Message	Resolution
3.	“PO Document/Line 46XXXXXXXX-XXXX not found in GFEBs”	The PO doc-line is deleted. Open the PO in ME22N. Highlight and undelete the deleted line.
4.	“PO line already closed 46XXXXXXXX XXXX” Or “PO line 46XXXXXXXX - XXXX already closed”	The PO line has the Final Invoice Indicator checked. Open the PO in ME22N and click to the invoice tab. Uncheck the “Final Invoice Indicator” and save.
5.	“Incoming invoice is not allowed (WBS XXXXXX)”	Open the WBS in CJ20N. Change status from “CREATED” to “RELEASED”
6.	“Transaction is not allowed. Fund is expired.”	Open the PO in ME22N and check the line of accounting under the Account Assignment tab. The PO will need to be updated to change the fund.

Common EDI-810 Invoice IDoc Errors

	Error Message	Resolution
7.	“Functional Area ‘Army’ is not allowed”	A rebate PR/PO was created with a Functional Area of “Army” in the line of accounting. Open the PO in ME22N and click to the Account Assignment tab.
8.	“Reversal value greater than value invoiced to date”	<p>This EDI-810 IDoc is trying to post a credit memo for returns (not rebates). Returns need to be matched against a PO line that has been invoiced (or will be in the same Bill Cycle) for at least the dollar amount of the return. If that invoice is failing to post, that would cause this credit memo to also fail. It will reprocess successfully once the corresponding invoice does post.</p> <p>If this is failing because there will be no invoice against the PO line (or there is an invoice, but not for enough funds), this IDoc will never reprocess to post the MIRO Credit Memo.</p> <p>Example: Purchase made, but return amount is higher than the debit due to exchange rate fluctuation. Example: Rebate matched to Debit PR</p> <p>DFAS manual pay required for the Managing Account’s statement.</p>

Common EDI-810 Invoice IDoc Errors

	Error Message	Resolution
9.	“Missing required field. PO or PIIN or SDN” or “SDN XXXXXXXX/XXXX not found in GFEBS in PIIN field”	This occurs if there was a manually created eOrder, instead of a GFEBS PR/PO created eOrder. DFAS manual pay required for the Managing Account’s statement.

- **Monitoring and correcting IDocs is essential to a healthy living Managing Account and a happy BO**
- **You can take responsibility for your own survival by understanding the importance of IDOCs**

APPENDIX A

Access Online Reporting

All of **us** serving you®

U.S. Bank Confidential



Reports to Monitor Payment

- Managing Account Approval Status Report
 - Are all accounts approved and certified?
- Prompt Payment Report
 - Have all expected payments posted in the last cycle?
- Delinquency Management Report
 - Are all accounts current?
 - What months are past due?

Managing Account Approval Status Report

- Steps to run this report:
 - Reporting > Financial Management > Managing Account Approval Status
- Report can be scheduled to automatically run, daily, weekly, monthly, etc.
- Confirm and Pay

Account Number	Account Name	Close Date	Statement Amount	Status Type	Current Status	Status Date	Approver ID
*****4559999999	GEORGE JETSON	2011/03/18	\$1,881.66	Approved - AO	Pending		
*****4559999999	GEORGE JETSON	2011/03/18	\$1,881.66	Certified - BO	Certified - BO	2011/03/24	JSMITH
*****4558888888	TONY TIGER	2011/03/18	\$609.27	Approved - AO	Pending		
*****4558888888	TONY TIGER	2011/03/18	\$609.27	Certified - BO	Certified - BO	2011/03/22	MHOOK1
*****4557777777	JACK SPARROW	2011/03/18	\$4,641.54	Approved - AO	Pending		
*****4557777777	JACK SPARROW	2011/03/18	\$4,641.54	Certified - BO	Certified - BO	2011/03/25	BMILLER

- Pay and Confirm – USAF accounts

Account Number	Account Name	Close Date	Statement Amount	Status Type	Current Status	Status Date	Approver ID
*****4555111111	JOHN SMITH	2011/04/19	\$4,157.05	Approved - AO	Approved - AO	2011/05/06	JDOE123
*****4555111111	JOHN SMITH	2011/04/19	\$4,157.05	Certified - FSO	Certified - FSO	2011/04/26	JDOE123
*****4555222222	ANN JONES	2011/04/19	\$11,701.54	Approved - AO	Pending		
*****4555222222	ANN JONES	2011/04/19	\$11,701.54	Certified - FSO	Certified - FSO	2011/04/26	STNICK
*****4555333333	GEORGE OLSON	2011/04/19	\$26,109.20	Approved - AO	Approved - AO	2011/05/03	KKRINGLE
*****4555333333	GEORGE OLSON	2011/04/19	\$26,109.20	Certified - FSO	Certified - FSO	2011/04/26	KKRINGLE

Payment and Prompt Payment Interest Report

- Custom reports – ‘Payment and Prompt Payment Act Interest Penalty Transactions’ report
- Steps to run this report:
 - Reporting > Custom Reports > Shared Reports > **Access Online Shared Reports** > Transaction Activity > Payment and Prompt Act....

Access Online

Access Online Custom Reports

Custom Reports

- [-] Domains
 - [-] Custom Reports
 - [+] Reporting Objects
 - [+] My Reports
 - [-] Shared Reports
 - [-] **Access Online Shared Reports**
 - [+] Account Information
 - [-] Transaction Activity
 - All Convenience Check Transactions
 - Declined Transactions
 - Frequent Credit Transactions
 - Frequent Credits by Merchant
 - High Cardholder Spending by Merchant
 - Large Dollar Transactions
 - Mismatched Authorizations
 - Over Limit Convenience Check Transactions
 - Payment and Prompt Pay Act Interest Penalty Transactions
 - Potential Split Requirement Review
 - Transactions for Selected MCCs
 - Transactions Without Authorization
 - Transactions Without Terminal ID
 - Travel Industry Transactions
 - Unusual Spending Activity

Payment and Prompt Payment Interest Report

- Report sample shows managing account payment date, payment amount and if any interest was paid

Level 1	Level 2	Level 3	Level 4	Level 5	Start Date	End Date	Ma Account	Name	Statement Date	Posted Date	Payment/Interest Penalty Amount	Payment/Interest Penalty
47163	00021	01000	00001	12345	2012/02/17	2012/03/31	45111111111	A	2012/03/19	2012/02/28	-6787.74	Payment Amount
47163	00021	01001	00002	23456	2012/02/17	2012/03/31	45222222222	B	2012/03/19	2012/02/28	3.51	Prompt Payment Interest Penalty Amount
47163	00021	01002	00003	34567	2012/02/17	2012/03/31	45333333333	C	2012/03/19	2012/02/28	5.66	Prompt Payment Interest Penalty Amount
47163	00021	01003	00004	45678	2012/02/17	2012/03/31	45444444444	D	2012/03/19	2012/03/01	-5357.75	Payment Amount
47163	00021	01004	00005	56789	2012/02/17	2012/03/31	45555555555	E	2012/03/19	2012/02/28	-5395.70	Payment Amount
47163	00021	01005	00006	67890	2012/02/17	2012/03/31	45666666666	F	2012/03/19	2012/02/28	1.20	Prompt Payment Interest Penalty Amount
47163	00021	01006	00007	78901	2012/02/17	2012/03/31	45777777777	G	2012/03/19	2012/02/28	-6600.54	Payment Amount



Delinquency Management Report

- Steps to run this report:
 - Reporting > Program Management > Delinquency Management > Past Due
- Report shows:
 - Total past due
 - Delinquent dollars in each category (30, 60 days, etc.)
 - Last payment amount and date
 - Account status
- Report can be scheduled to automatically run, daily, weekly, monthly, etc.

APPENDIX B

U.S. Bank Invoice Services

Representative Contact Information

All of **us** serving you®

U.S. Bank Confidential



Invoice Services Representative Contact Information

Andrea Ramsett

Phone: 701-461-3914 **Fax:** 866-616-1712

E-Mail: andrea.ramsett@usbank.com

Hours: 7:00AM to 3:30PM M-F CST

Army Level 3 Commands Managed:

MICC	72, 74, 79
ACC	3, 9
ECC	26, 37, 58, 77, 85, 86
PEOSTRI	6
USAMRAA	65
INSCOM	84
CHAPLAINS	90
MEDCOM	99

Greg Wixo

Phone: 701-461-3250 **Fax:** 866-616-1712

E-Mail: gregory.wixo@usbank.com

Hours: 8:00AM to 4:30PM M-F CST

Army Level 3 Commands Managed:

MICC	27, 31, 32, 56, 60, 70, 71, 73, 80
ACC	33, 34, 78
ECC	75, 76, 82, 89

Invoice Services Representative Contact Information

Krista Arendes

Phone: 701-461-3270 **Fax:** 866-616-1712

E-Mail: krista.arendes@usbank.com

Hours: 8:00AM to 4:30PM M-F CST

Army Level 3 Commands Managed:

ACC-RI	12
Army Guard	18
NAF	21
USACE	55
Air Guard	94
All Commands	Army Contract Pay

Connie McClellan

Phone: 701-461-3312 **Fax:** 866-616-1712

E-Mail: constance.mcclellan@usbank.com

Hours: 8:30AM to 5:00PM M-F CST

**Bank Card Payment Research
Supervisor**