



RWA Billing Tips & Reminders

October 2018

ALC and/or TAS Changes

All organizational level changes (those impacting multiple RWAs and likely impacting multiple PBS regions) to the 8-digit Agency Location Code (ALC) or the Treasury Account Symbol (TAS) on an accepted RWA should be reported to the PBS RWA ALC TAS Changes mailbox at rwaalc.taschanges@gsa.gov as soon as possible to avoid errors in IPAC billing. Updates needed to the ALC and/or TAS due to errors, typos, or other minor updates impacting a single RWA should continue to be submitted using the existing regional process.

ALC and TAS change notifications should include:

- Customer name
- Type of change (ALC and/or TAS)
- Effective Date
- Old and New ALC and/or TAS Numbers
- Impacted RWA Numbers (if known)
- Applicable Bureau Name(s)
- AB Code (if known)

Please note that an RWA amendment may be requested if there is a change to the fund type and/or fund year.

Billing Adjustments/Chargebacks

If you disagree with or have questions regarding your RWA bill, there are steps you can take to help resolve the matter timely.

- Contact the GSA Budget Analyst listed on the RWA Acceptance Letter for immediate assistance if you have billing questions. If you require additional assistance, you may also use the RWA Managers Map or list located on the Reimbursable Services (RS) Program¹ page to contact the appropriate PBS RWA Manager.
- Provide a reason when submitting a Receiver Initiated Adjustment transaction, i.e. chargeback. Chargeback reasons typically include: Billed Wrong Agency or Agency Location Code (ALC), Billed Wrong Treasury Account Symbol (TAS), RWA Closed/No

¹ <https://www.gsa.gov/real-estate/real-estate-services/reimbursable-services-rs-program>

Funds Available, Bill Exceeds Authorized Amount, Billed Work Not Performed and/or Unsatisfactory, Missing Customer Order Number, etc.

- Include your Point of Contact (POC) when submitting a chargeback and any additional detail that GSA can use to understand and address the transaction.
- Process a “Partial Adjustment” when disputing a portion of the IPAC billing statement. For instance, if you are disputing the billing details for one of multiple RWAs included on the statement, then it would be appropriate to process a partial adjustment for the one RWA instead of disputing the entire billing statement. Refer to the Bureau of Fiscal Service IPAC System User Guide for Agencies (Section 3.4.2 Adjustment Transactions) for instructions on processing partial adjustments².
- When processing a manual payment to GSA using the IPAC system, please use GSA’s Treasury Codes for RWAs: Agency Location Code (ALC) = 47000017 and Treasury Account Symbol (TAS) = 047 X4542001. The RWA number and billing statement number should also be included.

Multiple Lines of Accounting

If you are funding an RWA with multiple funding sources, below are a few important reminders:

- While the GSA Form 2957 and GSA’s RETA and eRETA applications can handle multiple accounting lines, limitations with GSA’s billing system only allow for one line to be included on each monthly billing statement.
- The accounting line to be billed first should be highlighted or annotated on the 2957 form. In eRETA, select the radio button next to the appropriate accounting line to be billed first.
- When the accounting line to be billed on an accepted RWA needs to change, send an email notification to GSA, submit an amended 2957 to GSA (administrative amendment), or make the change in eRETA directly by selecting the radio button next to the appropriate accounting line.
- GSA does not track billings against individual lines of accounting. The line of accounting is displayed on the bill as a courtesy.
- In the future, GSA will include a note when multiple lines of accounting are submitted. The note will be displayed in front of the line of accounting on the bill as a courtesy reminder to the use of multiple funding sources.

Viewing Your RWA Bill

The Vendor and Customer Self Service (VCSS) system can be used by both vendors and customers of GSA. VCSS is a web-based application that allows customers to view billing and payment information.

- IPAC and non-IPAC billing statements can be viewed in VCSS:
<https://vcss.ocfo.gsa.gov>.

² https://www.fiscal.treasury.gov/fsservices/gov/acctg/ipac/IPAC_Guide_Agency.pdf

- Non-IPAC billing statements can be disputed directly in VCSS.
- If you do not register your Billing Office Address Code (BOAC), your billing statement will not be accessible in VCSS.
- For IPAC customers, there are differences in the level of detail provided in the GSA RWA Billing Statement found in VCSS and the IPAC Transaction Report found in the IPAC system. The GSA RWA Billing Statement includes the itemized charges that can be reconciled to the summary level charges shown in the IPAC Transaction Report.
- For assistance, please contact GSA Financial Systems Service Desk 1-866-450-6588 or email businessapps@gsa.gov.

For billing or other project specific financial RWA questions, please contact the GSA Budget Analyst listed on your RWA Acceptance Letter located in the Documentation Tab in eRETA. For questions about the RWA Program, Process, or Policy please contact AskRWA@gsa.gov. For region or project specific RWA questions, please use the RWA Managers Map or list located on the Reimbursable Services (RS) Program³ page to contact the appropriate PBS RWA Manager.

³ <https://www.gsa.gov/real-estate/real-estate-services/reimbursable-services-rs-program>