

GoArmyEd Non-LOI School Training Webinar

July 2019





The Army's Virtual Gateway to Education – Anytime, Anywhere



GoArmyEd - The Army's Virtual Gateway to Education – Anytime, Anywhere

GoArmyEd Non-LOI School Training Webinar

July 2019

Subject Matter Experts

Headquarters Army Continuing Education System (HQ ACES) GoArmyEd School Support Team





Welcome to the GoArmyEd Non-LOI School

Training Webinar

This webinar will be recorded. The recording will be sent to schools soon after the call and will also be available in the GoArmyEd Message Center and the GoArmyEd School Support Knowledge Base.

There will be time for questions after the presentations.

To ask a question:



Select the Chat icon in the bottom of your WebEx screen to access the Chat panel.

Type your question in the Chat box and select the **"Send"** button. Please remember to send the Chat to Everyone.

Send to:	Everyone	\sim	
Enter c	nat message here		Send



Agenda

- Welcome & Introductions
 - Glossary of Terms
- Overview of GoArmyEd Homepage
- > Get Help
- Point of Contact (POC) Management
 - School User Roles
 - Add/Activate/Deactivate School Users
 - Designating a New POC
 - Designating Alternate POCs
 - School Profile Setup
- > Invoicing Process
 - Disputing a Line Item
 - Rejecting a Class that has Not Reached 19% Complete
 - Removing a Class from an Invoice
 - Rejecting a Class that has Reached 19% Complete
 - Refunding/Rejecting a Class after It has been Invoiced
- Protecting PII/FERPA





Welcome & Introductions



GoArmyEd School Support Team

- Stephanie Kahne, GoArmyEd School Support Lead
- Patricia Taylor, GoArmyEd School Support Liaison
- Su-Mei Hedges, GoArmyEd School Support Liaison
- Susan Wolozyn, GoArmyEd School Support Liaison
- Tania Betancourt-Urquiaga, GoArmyEd School Support Liaison
- * Anna Catelli, GoArmyEd School Support Project Manager

Webpage: https://www.goarmyedschoolsupport.org/

Contact Phone number: 1-800-892-7205





- Signed Memorandum of Understanding (MOU) with DoD
- Adhere to GoArmyEd Policies in acceptance of Tuition Assistance
- Has at least one Soldier using Tuition Assistance (TA)
- Quarterly Invoicing unless high enrollment and HQ ACES approved for Monthly



How Can GoArmyEd School Support Help?



- Assistance with adding new school users or POC change
- Invoicing Concerns
- Cost Verification Requirements
- Posting Grades
- Course Planner Assistance
- General Questions
- Opening a CRM case
- Any questions on the use of GoArmyEd
- Glossary of Termshttp://kb.globalknowledgebase.com/23351/article/99811/where-can-i-findthe-school-glossary-of-terms-and-acronyms-for-goarmyed





GoArmyEd Homepage/Get Help





The Army's Virtual Gateway to Education – Anytime, Anywhere

Overview of GoArmyEd Homepage



USACC Terms and Conditions

GoArmyEd Homepage

Key features accessed through your homepage include:

- •Student Records for all Soldiers who have declared your school as their home school, taken a class at your school and who still require a grade
- Review Course Planner
- Review Request TA forms
- •Training and Communications
- •Degree Program Management
- Manage Tuition Rates and Residency
- •TA Invoices
- •Grading Administration



NOTE: If granted access by HQ ACES, only administrative staff that have been designated with special user rights by the school's Primary POC for GoArmyEd will have access to these features.



How to Get Help (Self-help vs. Helpdesk)

GO ARMY ED

0.5.4890



There are several ways to get help to address GoArmyEd related issues/questions:

Green Question Mark Icon

Select the Green Question Mark icon to view Step-bystep Instructions, Technical Specifications, and view instructional videos.

Opening Helpdesk/CRM Cases

From this page, you can also open a CRM case in regards to an issue or to request guidance. Select the "Create Helpdesk Case" link to open a case. You will receive an email notification when the case is resolved.

_	Instructional Videos and Training Resources
	Course Admin
	Invoice Admin
	Other Training and Reference Guides
	Reference Documents (Training Materials)
	GoArmyEd Assistance Center
	Launch Pocket Reference Guide GoArmyEd EAOs
	General Technology Support
	Helpdesk Contact Information
	GoArmyEd Helpdesk Phone Numbers
	You may also call the GoArmyEd Helpdesk using the
	Saturday and Sunday: Closed
	Create Helpdesk Case



Training Documents



Select the **"GoArmyEd Tutorials"** link located in the School Resources section to view Training Modules. You may also access the Step-by-step Instructions/Technical Specifications from this page or by selecting the **"Reference Documents"** link

School Resources

- Army Civilian Course/Class Management
- <u>Army Civilian Invoice...</u>
- Army Civilian Invoice History....
- Class Search...
- <u>Degree Program Management...</u>
- Degree Program Upload...
- DoD Refund Report...
- GoArmyEd Tutorials
- HQDA G-3/5/7 GPC Information...
- HQDA G-3/5/7 Terms and Agreement
- Manage Soldier Grades...
- Group SF 182 (Vendor View)...
- Manage SF 182...
- Reference Documents
- Return Previously Approved TA Invoice
- <u>Registration Report</u>
- SF 182 Grading Queue...

Non LOI School Training

Non LOI School Training courses are provided to Non LOI schools participating in GoArmyEd. The links to the modules are provided below for your reference. Note: Modules are in Microsoft PowerPoint format. If you wish to save them to your desktop, right-click and select "Save Target As" (for Internet Explorer users) or "Save Link As" (for Firefox users).

Module Name (click to view)	File Type
Non-LOI School Training - Course Enrollment Process	PowerPoint
Non-LOI School Training - GoArmyEd Overview	PowerPoint
Non-LOI School Training - Grade Reporting	PowerPoint
Non-LOI School Training - Invoicing for Tuition Assistance-Funded Classes	PowerPoint

Select a Reference Document Category: Non-LOI Training

Document Type	Name	Description	Graphics & Text	Video	Text Only	Date Created	Date Updated
Technical Specification	Technical Specifications - Degree File Upload Instructions	This document provides instruction for preparing upload files for Degree Program data. Schools should use this document when preparing documents for upload to the Degree Program Management tool.	Pdf	Not Available	Not Available	4/3/2015	8/29/2017
Technical Specification	Technical Specifications - Uploading Non-LOI Course and Class Data	This document provides schools information on preparing files to upload courses and classes in GoArmyEd.	Pdf	Not Available	Not Available	3/4/2014	8/10/2017
Step-by-Step Instructions	Non-LOI School - Creating and Tracking Communications	This step-by-step instruction explains the tool and process Non-LOI Schools should use to create and track GoArmyEd communications with Soldiers that occur outside of helpdesk Customer Relationship Management (CRM) cases. The Communication Tracking Summary (CTS) page is available from the Soldier's Student Record.	Pdf	Not Available	Not Available	9/29/2009	12/9/2015
Step-by-Step Instructions	Non-LOI School - Creating and Tracking Cases for Soldiers	This step-by-step instruction explains the process for creating and tracking a Customer Relationship Management (CRM) case on behalf of a Soldier for a concern or question directly related to a Soldier.	Pdf	Not Available	Not Available	3/21/2006	3/25/2016





Points of Contact (POC) Management





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School User Roles



Explanation of School User Roles:

School User Role	Description	Links in School Resource
Primary Point of Contact (POC)	Ability to complete school account set-up, maintain school account set-up data, delegate the Primary POC role to another school employee, and provide user rights to other authorized employees at the school such as Invoice Administrator, Course Administrator and GPC Roles. The Primary POC will also be the Army's contact for questions.	All
Secondary Point of Contact (SPOC) (Alternate)	Acts as Primary POC in the absence of the Primary POC. He or she will have the ability to maintain school set-up data and provide user rights to others at the school.	All
Invoice Administrator	Create an invoice, submit and view invoice history on behalf of your school. The Primary POC for a school may designate as many Invoice Administrator as deemed necessary	Soldier TA Invoice TA Invoice History Refund Previously Approved TA Invoice Tuition Rates
Course Administrator	Can post grades, reject TA Requests, upload courses/classes, input degrees in the Degree Program Management tool, and report graduations for Soldiers attending your school. The Primary POC for the school may designate as many Course Administrators as deemed necessary.	Degree Program Management Degree Program Upload Manage Soldier Grades Soldier Course/Class Management TA Request Queue
TA Government Purchase Card (GPC) POC	Will receive emails from GoArmyEd notifying him or her when an invoice has been approved by the Army. This email will include the amount that has been approved and instructions for accessing the credit card number the school will use to process electronic payment. The Primary POC for the school may designate a maximum of three GPC POC roles.	TA GPC Information



POC Management



The Primary Point of Contact (POC) at each Non-LOI School using **School User Administration** has the ability to:

- Activate and Deactivate School Users
- Add a New User
- Add additional user roles
- Designate an Alternate POC
- Editing Users in POC Management
- Manage School Profile page

Designate up to 2 Alternate (Secondary) POCs

Designate up to 3 GPC POCs

Message Center

No current alerts.

GoArmyEd Tip of the Day Archive

Invoice Action

You do have USACC classes available for invoicing at this time. USACC Invoice

You do have Army Civilian classes available for invoicing at this time. <u>Army Civilian</u> Invoice...

You do have TA classes available for invoicing at this time. Soldier TA Invoice

School User Administration

- School User Management
- School Profile Management...
- Points of Contact (POC) Management
- <u>Create JST POC</u>

School Resources



POC Management (continued)



Use the **"School User Management"** link from the School User Administration menu to:

- Activate and deactivate accounts
- Update User Attributes
- Add New Users

_	
	School User Administration

Last Name	First Name	Login Name	Email	Additional Responsibility	Activate/Deactivate	Update Account	Account Status
Online ,	Jonathan	jonli1111	jonathan.online@school.edu	School Course Admin	Activate?	Update User?	Inactive
Online	Robert	ronli1018	robert.online@school.edu	School Course Admin	Activate?	Update User?	Inactive
Online	Alyssa	aonli1025	alyssa.online@school.edu	School Course Admin	Activate?	Update User?	Inactive
Online	Kylie	konli525	kylie.online@school.edu	School Course Admin, Secondary POC	Deactivate?	Update User?	Active
Online	Mila	monli324	mila.online@school.edu	School Course Admin	Activate?	Update User?	Inactive
Online	Annalisa	aonli324	annalisa.online@school.edu	School Course Admin, School Invoice Admin, School Pre-certifier, Primary POC	Deactivate?	Update User?	Active
Online	Jacob	jonli1105	jacob.online@school.edu	School Course Admin School Invoice Admin, School Pre-certifier, Secondary POC	Deactivate?	Update User?	Active
Online	Nicolas	nonli1105	nicolas.online@school.edu	School Invoice Admin	Deactivate?	Update User?	Active
Online	Abram a	onlin1111	abram.online@school.edu	School Course Admin	Activate?	Update User?	Inactive
Add New User Edit Osers in POC Wanagement							



POC Management (continued)



Primary POC (PPOC) can designate a new POC using the "Designate New Primary POC" link.

REMINDER: This action will deactivate the original POC account.

POCs can designate an Alternate POC as another point of contact who will have the ability to add a new user, update a user, activate or deactivate a user.

If the PPOC account is inactive, or has left the school, a CRM case is required to request a PPOC change to the new PPOC.

School User Management School Deable Management Points of Contact (POC) Management Ereate JOT FOC

POC Manageme

To create a new user, click on the School User Management link on your homepage. You are allowed up to 2 alternate POCs and up to 3 GPC POCs. This page allows the Primary POC to designate a new Primary POC. Please note: Once a new Primary POC is designated, the current Primary POC's account will be deactivated and they will no longer have access to GoArmyEd.

Name	Email	Name	Email		Name	Email
Sanderson, Felicia	Sanderson_Felicia_1959420@ea	u.com Domino	, Toni Domino	Toni 850290@eau.com	Domino, Toni	Domino_Toni_850290@eau.com
Cortez, Heejung	Cortez_Heejung_1775860@eau	com			Laurence, Shawn	Laurence_Shawn_871628@eau.com
Assigned GPC P	OC(s):				Sanderson, Felicia	Sanderson_Felicia_1959420@eau.com
Name I	Email				Add USACC GPC	POCs
Domino, Toni I	Domino_Toni_850290@eau.com				USACC GPC POC	Refresh
Existing College Alternate GPC POC Army Civiliar Submit esignate New Pr	n GPC POC			v		



School Profile



As a new PPOC, upon your first log-in will need to set-up your School Profile. You will be prompted to go tab by tab to complete the required information. When these setup steps are completed, your confirmation tab will indicate that all steps are confirmed complete and your school or organization will be listed among those schools in GoArmyEd that are eligible for receiving Tuition Assistance (TA) and/or Army Civilian Training Education System (ACTEDS) payments for Soldier and/or Army Civilian tuition and fees.

	GO ARMY ED									
School GoArmyEd Account Setup										
Welcome 🖌 Personal Profile 🗸 School Profile 🕼 Invoice Admin 🕴 🛆 Course Admin Setup	School Profile 🛕 Invoice Admin 🗴 Course Admin Setup 🗸 TA GPC POC Setup 🖄 HQDA G-3/5/7 GPC POC Setup 🗸 USACC GPC POC Setup Confirm									
Welcome to the GoArmyEd! GoArmyEd is the Army's Tuition Assistance (TA) and Army Civilian professional development Management Information System for Active and Reserve Component Soldiers and Army Civilian employees. It is used by: Active and Reserve Component Soldiers to pursue their postsecondary educational goals; Army Civilian Employees to pursue both postsecondary and career professional development goals; Army Education Counselors to provide educational guidance to Soldiers; Army Civilian Career Program Managers and Training Mangers to provide educational guidance to Army Civilians; and Army administrators to pay school invoices; and schools and vendors to submit invoices and report Soldier and Army Civilian grades to the Army. Please complete or validate the information on all of the account set-up tabs to enable the Army to pay invoices for Army-funded courses directly to schools and authorized vendors. Schools and vendors will follow a standard, electronic process in GoArmyEd to receive payments from the Army and to report grades for Army-funded classes at your school.	is the Army's Tuition Assistance (TA) and Army Civilian professional development Management Information System for Active and Reserve Component Soldiers and Army Civilian emp Soldiers to pursue their postsecondary and career professional development goals; ue both postsecondary and career professional development goals; provide educational guidance to Soldiers; anagers and Training Mangers to provide educational guidance to Army Civilians; and sol invoices; and schools and vendors to submit invoices and report Soldier and Army Civilian grades to the Army.									

School Profile Set-up

GO ARMY ED

What does it all mean...

Personal Profile- PPOCs use this tab to validate their personal account information

School Profile- PPOCs can add and update additional information about your school. Most of the data on your school has been pre-populated using the Department of Education's Postsecondary Education Participation System (PEPS) and the Central Contractor Registration (CCR) database.

Invoice Admin Set-up- Provide one or more Invoice Administrators for your school. Invoice Administrators are authorized to process electronic invoices through GoArmyEd for all Army-funded classes more than 19% complete.

Course Admin Set-up- Provide one or more Course Administrators for your school. Course Administrators are those people at your school who are authorized to report grades electronically through GoArmyEd for all Army-funded classes taken by Active and Reserve Component Soldiers and Army Civilian Employees at your school.

TA GPC POC Set-up- Provide up to three Tuition Assistance (TA) Government Purchase Card (GPC) Points of Contact (POC). A TA GPC POC will receive an email after your school invoices are approved by the Army to provide him or her with a credit card number that the school is authorized to use to process payment.

HQDA G-3/5/7 GPC POC Set-up- Provide up to three Headquarters (HQDA) G-3/5/7 Government Purchase Card (GPC) Points of Contact (POC). A HQDA G-3/5/7 GPC POC will receive an email after your school invoices are approved by the Army to provide him or her with a credit card number that the school is authorized to use to process payment.

USACC GPC POC Set-up- Provide up to three United States Army Cadet Command (USACC) Government Purchase Card (GPC) Points of Contact (POC). A USACC GPC POC will receive an email after your school invoices are approved by the Army to provide him or her with a credit card number that the school is authorized to use to process payment.





Invoicing Process





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Invoicing Process

Enrollment process initiates the invoicing process:

- Student enrolls at your school ٠
- Student submits TA Request in GoArmyEd & submits completed TA Request form to ٠ your school:
 - TA Request form is also available in GoArmyEd (TA Request Queue link located in School Resources section on GoArmyEd homepage)
 - If enrollment is not valid, your school must reject in GoArmyEd (will discuss ٠ later)
 - If enrollment is valid, your school must mark it as "Validated" ٠
 - If TA Request is **not approved** by GoArmyEd, the enrollment will be classified as ٠ "Student-funded." GoArmyEd Invoicing does not apply.
- Enrollment reaches 19% complete eligible to invoice ٠

Invoicing Process in GoArmyEd

Schools can view detailed instructions on how to use this page by viewing Invoicing Process



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Rank:		SSN:	-				
Phone:		Email:					
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	00073/2016						_
0 Cimpin					-		
Class Information							
Subject:	BIO EX: HIST	Start Date: 01/23/2018	Fiscal Year: F	Y18			
Class Section:	204 EX: 225	End Date: 05/18/2018	Control Number: C	AB/9602047750			
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School





Invoice Action You do not have Army Civilian classes available for invoicing at this time. You do have TA classes available for invoicing at this time.

- When the class reaches 19% complete in GoArmyEd, it is eligible to invoice
- School will access the invoice in GoArmyEd; an Invoice Action menu will appear on the homepage of any user at your school with the Invoice Admin role
 - Also available under School Resources menu
- Select Soldier TA Invoice link





TA Invoice Search:

- Available Invoice Line Items lists out the number of enrollments available to invoice that day
- Search:
 - Specific student or class by inputting criteria in the search boxes
 - All available line items by leaving the search boxes blank

TA Invoice Search

Click the "Search" button to display enrollments that can be invoiced at this time. Enter search criteria as needed. Partial field searches are available on first name and last name.

School:

Available Invoice Line Items to process: 1746

Subject Code:	٩
Catalog:	
Start Date:	
SSN:	
Last Name:	
First Name:	
	Show only previously saved invoice line items:
	Search





Upon entry to your TA Invoice List page, if your school's CAGE code is expired, you will receive this message:



Message
Submit a TA Invoice Expired Cage Code (25000,680)
Your CAGE Code has expired. Invoices may not be submitted to the Army for payment without an active CAGE Code number. Please go to www.SAM.gov to renew your existing CAGE Code OR contact your School's GoArmyEd Primary Point of Contact to request that he or she update your School's GoArmyEd school profile with an active CAGE Code number for your School. If you choose to renew your CAGE Code with SAM, your expiration date will be updated within 24 hours in GoArmyEd.
ΟΚ

You will still be able to SAVE the work you do on your invoice, but you will not be able to SUBMIT it to the Army until the CAGE code is updated.

Follow the instructions in the message to update your CAGE code expiration date ASAP.





Select enrollments to be proc Select the "Select All" button Select the "Deselect All" button To process selected items as If you need to reduce the Arm Select the "Remove" button to If you do not have access to t	essed on the current inv to mark all items to be p on to unselect all items. an invoice, select the "3 by cost for a class, enter o remove the class from the "Remove" button for	voice. brocessed. By selecting "S Submit" button. r a Reduction R the TA invoice an invoice line	ave", items will be marked to be process eason and Reduction Amount. list. item, you must "Velidete" or "Dispute" th	sed at a later time. hat line item.		
School: Fed Tax ID: 999999999	CAGE Code:	05/23/2010	Freeze Invoice Data: Select Count: 0 Of 1	GPC POC Name	GPC POC EMail	
	Expiration:	00/20/2019 Source	Select all Decelect all Submit			

TA Invoice List page:

- Because Non-LOI invoices are not frozen the day the window opens unless the school elects to do so, any class that reaches 19% complete throughout the duration of the quarter will be added to the invoice as long as it has not been submitted.
- If your school elects to freeze your invoice data on the day the window opens, any class that reaches 19% complete after that day will appear on the next invoice.
- You can freeze your window using the **Freeze Invoice Data** checkbox located to the left of the GPC POC information box on your invoice.
- Conversely, you can unfreeze your window by unchecking the Freeze Invoice Data checkbox.





Review line items for accuracy:

- Select Validate checkbox for all accurate items
 - If a Validate checkbox is checked for a line item, that line item will be submitted for HQ ACES review once entire invoice is submitted
 - **MUST** check **Validate** to Submit a line item for review

NOTE: Once the invoice is submitted, it will not be available again until the next invoicing window opens. If necessary, check Validate next to reviewed line items, and SAVE (rather than SUBMIT) invoice until you are ready to SUBMIT.





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<u></u>	SH Price	<u>SH</u>	<u>TA</u> <u>Eligible</u> <u>Fees</u>	<u>Soldier</u> Funded Fees	<u>Total Class</u> <u>Cost</u>	<u>Current</u> Army Cost	Soldier Intends to Use State/Outside Funding	Soldier Intends to Use Chapter 33 (Post 9/11)	Reduction Reason	Reduction Reason Other	<u>Reduce Army</u> <u>Cost</u>	<u>Final</u> Adjusted Class Cost	<u>Final Army</u> <u>Cost</u>	<u>Final</u> <u>Soldier</u> <u>Cost</u>	J
logy of	\$1,107.19	3.00	\$0.00	\$1.00	\$3,322.57	\$750.00			T			\$3,322.57	\$750.00	\$2,572.51	



- Use the **Reduction Reason** field for any item that needs the Army amount to be discounted
 - You cannot reduce the Soldier amount because that is informational only for the Army. The Soldier is not being invoiced through GoArmyEd.
 - 100% cost reduction should be processed as a rejection (discussed under "Rejecting a Class" topic)





538@eau.com

0434@eau.com

9809@eau.com

Soldier Funded

Fees

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

50.00

Eligible

Fees

\$0.00

\$0.00

\$265.83 3.00 \$0.00

\$227.85 4.00 \$0.00

227.85 4.00 \$0.00

Total Class

Cost

\$736.14

\$797.49

\$736.14

\$872.50

\$1,745.00

\$797.49

\$797.49

\$797.49

\$797.49

\$911.40

5911.40

\$683.5

Curl

Army s

\$736.

\$750.00

\$736.14

\$500.00

\$1,000.00

\$750.

\$75

\$9

\$455

TA Invoice List

Select enrollments to be processed on the current invoice Select the "Select All" button to mark all items to be processed Select the "Deselect All" button to unselect all items. By selecting "Save", items will be marked to be processed at a later time To process selected items as an invoice, select the "Submit" button If you need to reduce the Army cost for a class, enter a Reduction Reason and Reduction Amount Select the 'Remove' button to remove the class from the TA invoice list. If you do not have access to the "Remove" but to an invoice line item, you must "Validate" or "Dispute" that line item GPC POC EMail GPC POC Nam School: Freeze Invoice Dat CAGE Fed Tax ID: 999999999 Select Count: of 187 Code 2 CAGE Code /2019 Invoice Total: -50 Expiration: ect all Q Return to Search rsonalize | Find | View 100 | 💷 | First 4 1-25 of 187 1 Las temove from Soldier Status Return History SSN Validate Dispute Last Name First Name Course **Course Description** SH Price SH Queue 1 \$245.38 3.00 \$0.00 Active Remove Remove Active \$265.83 3.00 \$0.00 \$245.38 3.00 \$0.00 4 Active \$436 25 2.00 4 Active 5 \$436 25 4 00 Remove Active C \$265.83 3.00 \$0.00 Remove Active Remove Active \$265.83 3.00 \$0.00 Remove Active \$265.83 3.00 \$0.00

Active

Active

Active

- If you are ready to submit to the Army, ٠ select the **SUBMIT** button.
- Once submitted, the invoice will not ۲ be available to be submitted again until the next quarter. (Jan-Mar, Apr-Jun, Jul-Sept, Oct-Dec)
- Use the **SAVE** button if you are not ٠ ready to **SUBMIT** the full invoice.



Disputing a Line Item



TA Invoice List

	School	l:				Freeze	Invoice Data	: 🗉
	Fed Ta	x ID: 999	999999 CAGE Expire	CAGE Code: Code ation:	08/14/20	19	Select Coun Invoice Tota	t: 0 (1: 50.00
21	Return to	Search)	- 1001 🗐 1 🖷	Cancel	Save	Select	all Desele	ct all
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2	0		Remove	Robert History?	-		-	Active
2	1	Q	Remove	Return History	T.		1000	Activ
•			Remove	Failure History			-	Acti
			Remove	Fishers History				Acti
5			Remove	Raham History	-		-	Activ
		53	Daman	Pature History				Active
		Kel	PAGEIDUYC					

Any line item on your invoice that you are not able to adjust or fix should be disputed

- Subject, catalog number, Semester hours, dates, need to increase Army costs
- Able to dispute even if CAGE code is expired
- Do not dispute if you need to reduce Army costs. You are able to do that yourself.

Select the Dispute icon next to the item you need to have corrected.



Disputing a Line Item (continued)

Creating a TA Dispute:

- The student and class details will prepopulate and will not be editable.
- The **Case ID** is the case number that is being created for ٠ your dispute.
 - Make a note of this case number so you can monitor it in GoArmyEd.
- Enter a description of your issue in the Dispute Description box.
- Description should be clear/concise but detailed enough to • explain the reason for your dispute.
- Select **OK** when done, or **Cancel** to cancel the dispute. •

Go/	ArmyEd	
Dispute [Description	
Name: SSN:		
Course:	MTH208	
Unit Price:	\$250.00 Sem. Hours: 3.00 Tuition: \$845.00	
Case ID:	1172	
Dispute De	escription	
	a.	
ОК	Cancel Print Page	







Rejecting a Class < 19% Complete



ubject: PED EX: HIST Start Date: 01/23/2018 Fiscal Year: FY18 tatalog Nbr: 463 EX: 225 End Date: 05/17/2018 Control Number: CAB79802046931 tass Section: 001 Class Title: Physiology of Exercise Struction Mode: classroom Information S0:00 Final Adjusted Class Cost Final Adjusted Class Cost Final Army Cost Final Soldier Cost \$0:00 Final Adjusted Class Cost Final Adjusted Class Cost Final Army Cost S2,572.57 Invoice has not yet been submitted by the school. Request Status: eject Reason: obe: If there are add obe: If there are add Print TA Form Refer to an AD Request Form								
Atalog Nbr: 463 EX: 225 End Date: 05/17/2018 Control Number: CAB79802046931 Lass Section: 001 Class Title: Physiology of Exercise Instruction Mode: Classroom On-Post Degree Plan Classroom Information	ubject:	PED	EX: HIST	Start Date:	01/23/2018	Fiscal Year:	FY18	
Class Section: 001 Class Title: Physiology of Exercise nstruction Mode: Classroom On-Post Classroom Information Source Source Source Source Source Source Source Source Source Source Source Source Source	Catalog Nbr:	463	EX: 225	End Date:	05/17/2018	Control Number:	CAB79802046931	
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If the class has not reached 19% completion and needs to be rejected, the rejection must be processed directly on the TA Request form by the Course Admin.

This includes classes that have not started and Student-funded classes.

To reject TA Request form:

- Select TA Request Queue link on GoArmyEd homepage
- Retrieve TA Request form and scroll to TA Request Status section
- Select **Rejected** then select **Submit** button.

If TA Request form is rejected, the enrollment will not show up on the invoice

For any line item that the Soldier dropped that needs to be rejected, use the Invoice to process



Form

Removing a Class from an Invoice



A class that has reached 19% complete can only be rejected on the invoice.

If you're not ready to submit the invoice, **REMOVE** the line item from the invoice to reactivate the **TA Request Status** section of TA Request form to process rejection on form (see previous slide)

- Select SAVE not SUBMIT after you select the REMOVE button
- Coordinate with Course Admin to process Removal and Rejection same day
- Remove button will only remove the line item from the invoice until the next morning
- Rejection will need to be processed directly on the TA Request form under the TA Request Status section by the Course Admin

Field Tax ID: 99999999 CAGE Code: Code: Expiration: Cancel Salect Count: 0 Of 187 QRature to Search Cancel Salect Count: 0 Of 187 1 2 3 3 3 33 33 3434@eau.com QRature to Search Cancel Save Select Call Deselect all Submit 3	AGE code: Select Count: 0 Of 187 1 Distribution Distribution<		School					Erecto	Invoice Data	- 8		GPC POC Name	G	PC PO	C EMail			
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Removing a Class on an Invoice

Schools can view detailed instructions on how to use this page by viewing: Removing a Class on an Invoice



Rejecting a Class > 19% Complete



- As you review your line items, you may find some that should have received a 100% refund. These will need to be REJECTED on the invoice.
- Process involves using one of 2 specific Reduction Reasons that include "No Cost":
 - Drop/Withdraw (No Cost)
 - Never Enrolled No Cost

Processing the rejection:

• Access the Soldier TA Invoice link and search for the enrollment to reject on the invoice





Rejecting a Class > 19% Complete (continued)



- Select one of the "No Cost" reduction reasons
- These rejections are in cases when the Soldier dropped the course during the 100% refund period or the class was cancelled. If the Soldier Withdrew after the 100% refund, then a W should be listed as a grade. The Refund Schedule would go into effect.



• A message will appear stating that the reduction reason with "No Cost" will result in a 100% reduction of Army costs and the Soldier will be rejected from the class. Select OK.





Rejecting a Class > 19% Complete (continued)



• Notice that the **Final Costs** have been reduced to \$0

TA Invoice List)										
-lect enrollments to be processed on the current invoicelect the "Select All" button to mark all items to be processedlect the "Deselect All" button to unselect all items. By selecting "Save", items will be marked to be processed at a later time process selected items as an invoice, select the "Submit" button you need to reduce the Army cost for a class, enter a Reduction Reason and Reduction Amount act the "Remove" button to remove the class from the TA invoice list you do not have access to the "Remove" button for an invoice line item, you must "Validate" or "Dispute" that line item.												
School: Freeze Invoice Data: GPC POC Name GPC POC EMail												
Fed Tax ID: 999999999 CASE Select Count: 0 0 1 195@eau.com Code Code												
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1 Remove Return History PED463 Physiology of Exercise \$1,107.19 3.00 \$1.00 \$3,322.57 \$750.00 O Drop/Withdrawal (No Cost)	\$0.00 \$0.00	\$0.00 01/23/2018 F										

- **SAVE** the invoice to save your work
- This action will automatically reduce the Army costs to \$0 and mark the enrollment as Rejected, <u>but will not be</u> completed until the invoice is Submitted and Approved by the Army.



Refunding/Rejecting a Class Already Invoiced

GO ARMY ED

Two-part process:

- 1. Refund Previously Approved TA Invoice
- 2. Soldier TA Invoice

Business Rules:

- End date within last five years
- Only previously approved invoiced rows are eligible
- Discount cannot exceed the current Army cost
- Discount an invoice line item already paid by the Army
 add it as a debit to next invoice
- One discount type per class additional discount, open CRM case for Army review
- Once refund on invoice is submitted/approved, funds are restored to the TA FY ceiling





Refunding/Rejecting a Class Already Invoiced (continued)



Refund Previously Approved Invoice

nvoice Inforr	nation		aramabio danny journo.					
Invoice Num	ber		Invoice D	ate 04/20/2018	Invoice Ap	proved Date	05/02/2018	
School			Total Cou	int 162	Amount To	tal	\$120,100.05	
Student/Class	s Information							
EmplID		First Name		Last Name			Last 4 SSN	
Subject	С	Catalog Number	182	Control Number				
Term	0690	School SDN		Class Description	Introductio	on to IT		
Start Date	03/01/2018	End Date	08/31/2018	Drop Date				
reviously In	voiced Cost In	formation						
SH Pric \$265.8	ce SH 83 4.0	H TA Eligible Fee	Soldier Funded Fee \$0.00	Total Class Cos \$1,063.32	t Final A	army Cost \$1,000.00	Final Soldier Cos \$63.3	st 2
Reductio	n Amount \$0.00	Red	luction Reason	Reduction Rea	ison Other	Soldier In	itends to Use Ch itends to Use Sta	apter 33 (Post 9/1 ite/Outside Fundi
efund Army	Cost							
Current Arr \$1	ny Cost Curre ,000.00	ent Soldier Cost \$63.32	Total Class \$1,0	Cost Det: 53.32	ails			
	Redu	ction Reason ▼	Reduction Reason	Other Reduce Arr	ny Cost \$0.00	Final Army	Cost Total Cl 50.00	ass Cost \$0.00

- Search for and select specific student/enrollment
- If a reduction already exists (has already been processed or is in progress), a message will appear at the bottom of the page

This enrollment has an existing reduction amount. Multiple reductions can not be applied online. Please open a CRM Help Desk ticket to reduce the cost again.



Refunding/Rejecting a Class Already Invoiced (continued)



Select Reduction Reason, adjust cost as necessary, and Submit.

Refund Previously Approved Invoice	Refund Previously Approved Invoice							
Schools are able to use this page to refund the Army for previously invoiced classes. Please enter a reduction amount and reduction reason and select Submit. This action will create a line item credit to the Army available during your next invoice window.	Schools are able to use this page to refund the Army for previously invoiced classes. Please enter a reduction amount and reduction reason and select Submit. This action will create a line item credit to the Army available during your next invoice window.							
Invoice Information	Invoice Information							
Invoice Number Invoice Date 04/20/2018 Invoice Approved Date 05/02/2018 School Total Count 162 Amount Total 5120 100 05	Invoice Number Invoice Date 04/20/2018 Invoice Approved Date 05/02/2018 School Total Count 162 Amount Total \$120,100.05							
Student/Class Information	33 (Post 9/11) nformation							
EmpliD First Name Last Name Last 4 SSN Discounter Subject C Catalog Number 182 Control Number Drop/With Term 0690 School SDN Class Description Introduction to IT Never End Start Date 03/01/2018 End Date 08/31/2018 Drop Date Other	Ted Tuition First Name Last Name Last 4 SSN hdrawal (No Cost) Catalog Number 182 Control Number hdrawal (With Cost) Catalog Number 182 Control Number irolled - No Cost 0690 School SDN Class Description Introduction to IT j3/01/2018 End Date 08/31/2018 Drop Date							
Previously Invoiced Cost Information Scholars SH Price SH TA Eligible Fee Soldier Funded Fee Total Class Cost Final Army Cost Final Soldier Cost State TA S265.83 4.00 \$0.00 \$0.00 \$1,063.32 \$1,000.00 \$63.32 Reduction Amount Reduction Reason Reduction Reason Other Soldier Intends to Use Chapter 33 (Post 9/11)	hip/Grants SH TA Eligible Fee Soldier Funded Fee Total Class Cost Final Army Cost Final Soldier Cost \$265.83 4.00 \$0.00 \$0.00 \$1,063.32 \$1,000.00 \$63.32 Reduction Amount Reduction Reason Reduction Reason Other S0.00 Soldier Intends to Use Chapter 33 (Post 9/11)							
Image: Control of the state of the stat								
Current Army Cost Current Soldier Cost Total Class Cost Details \$1,000.00 \$63.32 \$1,063.32 Reduction Reason Reduction Reason Other Final Army Cost Total Class Cost Never Enrolled - No Cost ▼ \$0.00 \$0.00 Submit Cancel	Current Army Cost Current Soldier Cost Total Class Cost Details \$1,000.00 \$63.32 \$1,063.32 Reduction Reason Reduction Reason Other Reduce Army Cost Final Army Cost Total Class Cost Drop/Withdrawal (With Cost) Image: Cancel Submit Cancel Cancel Submit							

• "No Cost" = cost adjustment to \$0 automatic

 Any other reason + Reduce Army Cost amount = cost adjustment automatic



Refunding/Rejecting a Class Already Invoiced (continued)



Once processed, reduction will appear on the next invoice

- If current invoice is open/unsubmitted, reduction will appear within 24 hours
- Must validate the reduction on the invoice for it to process

**The refund will be deducted from the total invoice amount.

	20230						
Refu	and successfully submitted (25000,853)						
The is cl	Army refund has been successfully submitted and will be editable within the standard invoice submission page during your next invoice cycle. If your invoice cycle osed, it will be available during your next invoice window.						
	ОК						
ron D							
Refund a Class on a Previously Approved Invoice							
s car	view detailed instructions on how to use this page by viewing: Refund a Class on a Previously Approved Invo						





GoArmyEd School

Support



Protecting Personally Identifiable Information is everybody's job!

What is PII?

Information about an individual's identity

- > Name
- Social security number (Full SSN/ last 4 SSN)
- > Date and place of birth
- Biometric records

Data Transfers

- E-file in the GoArmyEd
- CRM case queue
- Email
- Messaging (text, Phone)

Document Handling

VIOLATION

YOU WILL BE REPORTED TO THE ARMY



Editable file: Remove all PII/FERPA data

Non-editable file: Screenshot Non-PII/FERPA data, type out Non-PII/FERPA data



Open Questions



Use the WebEx Chat panel to submit your questions.

To open the Chat panel:



Select the Chat icon in the top right of your WebEx screen to access the Chat panel.

To ask a question:

Send to:	Everyone	\sim	
Enter cl	hat message here		Send

Type your question in the Chat box and select the **"Send"** button.

Ensure that the question is being sent to "Everyone".





Reminders



- Training Documents are available for help on <u>www.goarmyed.com</u>
- Glossary of Terms-
- http://kb.globalknowledgebase.com/23351/article/99811/where-can-i-find-the-school-glossary-of-terms-and-acronyms-for-goarmyed
- GoArmyEd School Support is an available resource for assistance
- Next GoArmyEd Quarterly Non-LOI School Call is 11 September 2019
- This training is being recorded and will be available at <u>www.goarmyedschoolsupport.org</u> in the GoArmyEd School Support Knowledge Base

Thank you for your time today!

