



GO ARMY ED

# GoArmyEd Non-LOI School Training Webinar

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July 2019



GoArmyEd  
School  
Support

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.

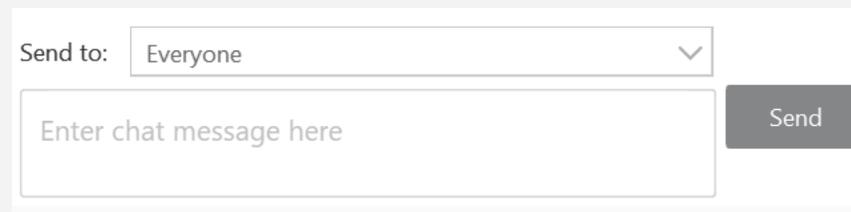
There will be time for questions after the presentations.

### 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.

A screenshot of a WebEx chat interface. It features a dropdown menu labeled 'Send to:' with 'Everyone' selected. Below the dropdown is a text input field with the placeholder text 'Enter chat message here'. To the right of the input field is a grey button labeled 'Send'.

- **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**

## 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

# Definition of a Non-LOI School



- 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 Terms-  
<http://kb.globalknowledgebase.com/23351/article/99811/where-can-i-find-the-school-glossary-of-terms-and-acronyms-for-goarmyed>

# GoArmyEd Homepage/Get Help

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# Overview of GoArmyEd Homepage



## 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.

The screenshot shows the GoArmyEd homepage interface. At the top, it says "Welcome back, [User Name] : School. (Logout)" and "Last Login: [Time]". Below this is a green banner with "SENSITIVE // FOR OFFICIAL USE ONLY".

Key sections and callouts include:

- Pending Actions:** A red arrow points to this section with the text "Requires school action". It contains links for "View Report", "View...", "View Ungraded Classes", and "View Soldier Grades".
- Student Management:** A red arrow points to the search fields with the text "Retrieve Student Records of Soldiers that selected your school as their home school in GoArmyEd". It includes fields for "User ID/EmpID", "Last Name", and "SSN/EIN", along with a "Retrieve Student Record" button.
- Helpdesk Information:** A red arrow points to the "Create/Track Helpdesk Cases" link with the text "Open a helpdesk case or view progress on a case you opened".
- GoArmyEd Updates:** A red arrow points to the "GoArmyEd Updates" section.
- Designate New POCs, Add/update School users, Update school profile:** A red arrow points to the "School User Administration" section, which lists options like "School User Management", "School Profile Management", "Points of Contact (POC) Management", and "Create JST POC".
- School Resources:** A list of various administrative tools such as "Army Civilian Course/Class Management", "Army Civilian Invoice", "Class Search", "Degree Program Management", etc.



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

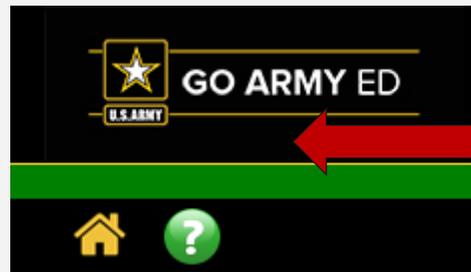


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There are several ways to get help to address GoArmyEd related issues/questions:

## Green Question Mark Icon

Select the Green Question Mark icon to view Step-by-step 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 FAQs](#)
- [General Technology Support](#)

**Helpdesk Contact Information**

 [GoArmyEd Helpdesk Phone Numbers](#)  
Monday through Friday: 7:00 a.m. to 7:00 p.m.  
Saturday and Sunday: Closed

 [Create Helpdesk Case](#)

**You may also call the GoArmyEd Helpdesk using the number(s) in this link.**

# 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](#)
- [Army Civilian Invoice...](#) 
- [Army Civilian Invoice History...](#)
- [Class Search...](#)
- [Degree Program Management...](#)
- [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](#)** 
- [Refund Previously Approved TA Invoice](#)
- [Registration Report](#)
- [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:

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



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# 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
<b>Primary Point of Contact (POC)</b>	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
<b>Secondary Point of Contact (SPOC) (Alternate)</b>	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
<b>Invoice Administrator</b>	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
<b>Course Administrator</b>	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
<b>TA Government Purchase Card (GPC) POC</b>	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



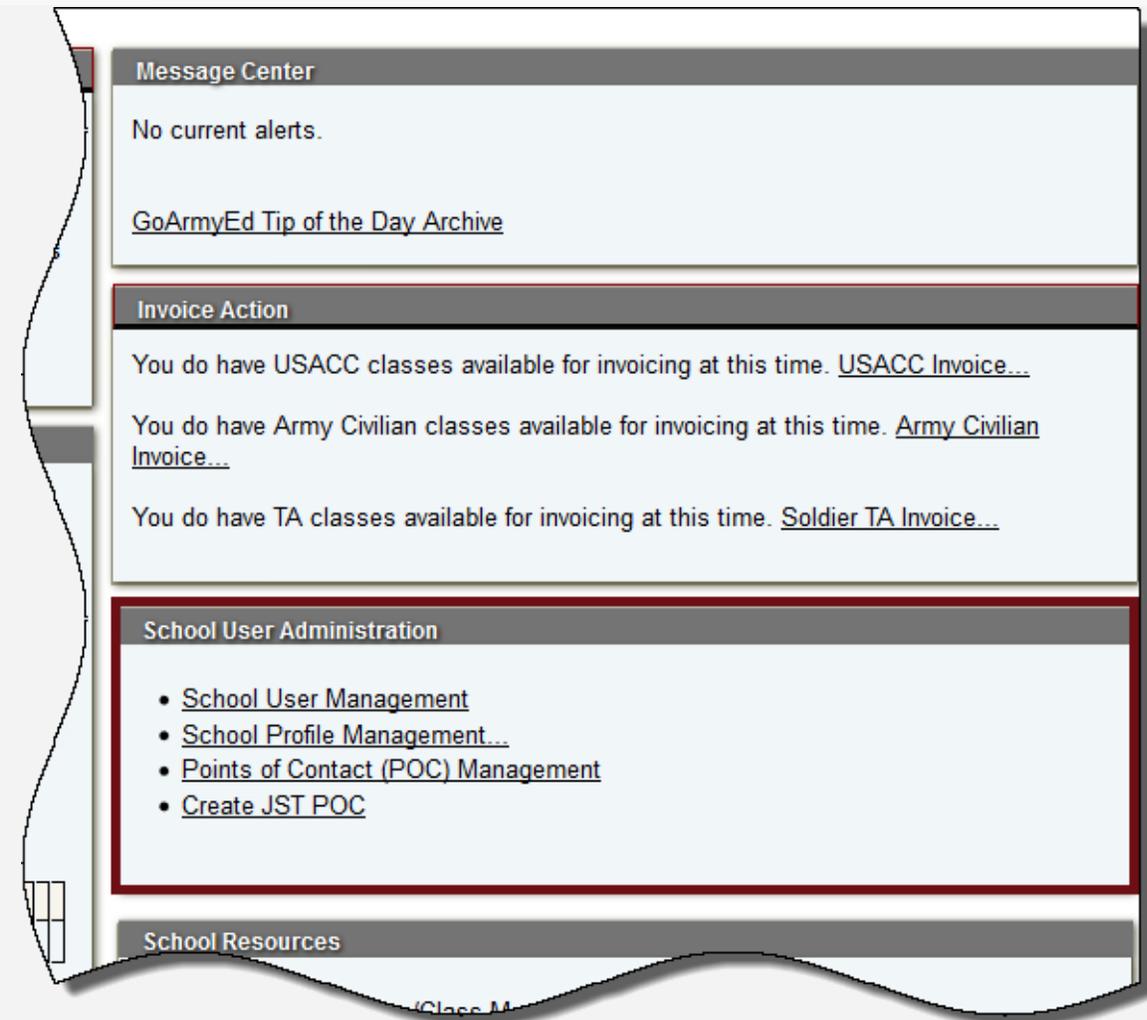
# POC Management

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**

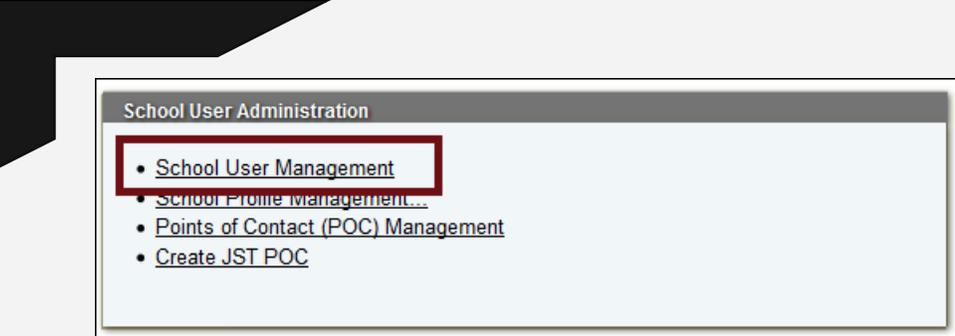


# POC Management (continued)



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

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



School Users for Norwich Univ

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	aonlin1111	abram.online@school.edu	School Course Admin	Activate?	Update User?	Inactive

- **Add New User**
- Edit Users in POC Management
- Back

# 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.**

The screenshot shows two web interface sections. The top section, titled "School User Administration", contains a list of links: "School User Management", "School Profile Management", "Points of Contact (POC) Management" (highlighted with a red box), and "Create SOT POC". The bottom section, titled "POC Management", contains instructions and several tables of assigned users. The "Assign POC" form is also highlighted with a red box.

**School User Administration**

- [School User Management](#)
- [School Profile Management](#)
- [Points of Contact \(POC\) Management](#)
- [Create SOT POC](#)

**POC Management**

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.

Assigned Alternate User(s):		Assigned Army Civilian GPC POC(s):		Assigned USACC GPC POC(s):	
Name	Email	Name	Email	Name	Email
Sanderson, Felicia	Sanderson_Felicia_1959420@eau.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
				Sanderson, Felicia	Sanderson_Felicia_1959420@eau.com

Assigned GPC POC(s):

Name	Email
Domino, Toni	Domino_Toni_850290@eau.com

Buttons: Add USACC GPC POCs..., USACC GPC POC Refresh

**Assign POC**

Existing College User(s):

Alternate  
 GPC POC  
 Army Civilian GPC POC

Submit

[Designate New Primary POC](#)

# 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.



## School GoArmyEd Account Setup

- Welcome
- ✓ Personal Profile
- ✓ School Profile
- ⚠ Invoice Admin
- ⚠ Course Admin Setup
- ✓ TA GPC POC Setup
- ⚠ HQDA G-3/5/7 GPC POC Setup
- ✓ USACC GPC POC Setup
- Confirmation

**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.

# School Profile Set-up



## 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.



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# Invoicing Process

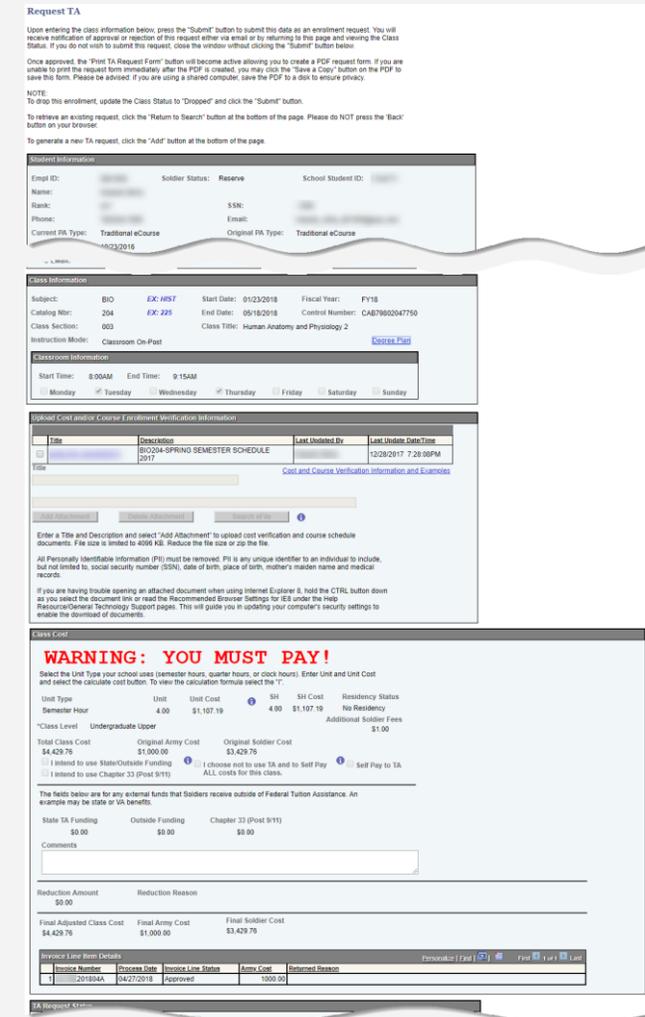
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# Invoicing Process



Enrollment process initiates the invoicing process:

- Student enrolls at your school
- Student submits TA Request in GoArmyEd & submits completed TA Request form to 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 later)
  - If enrollment is valid, your school must mark it as "Validated"
  - If TA Request is **not approved** by GoArmyEd, the enrollment will be classified as **"Student-funded."** GoArmyEd Invoicing does not apply.
- Enrollment reaches 19% complete – eligible to invoice

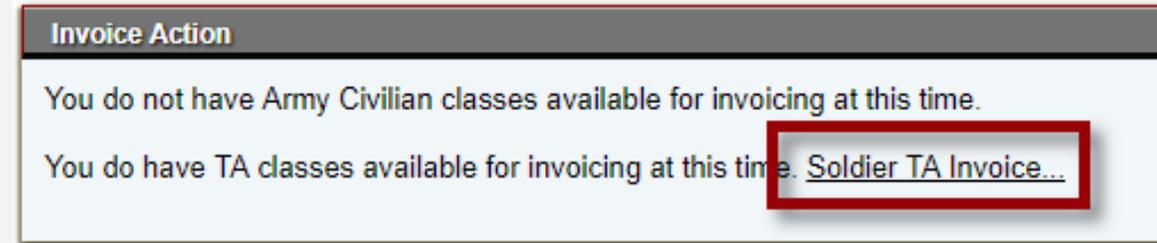
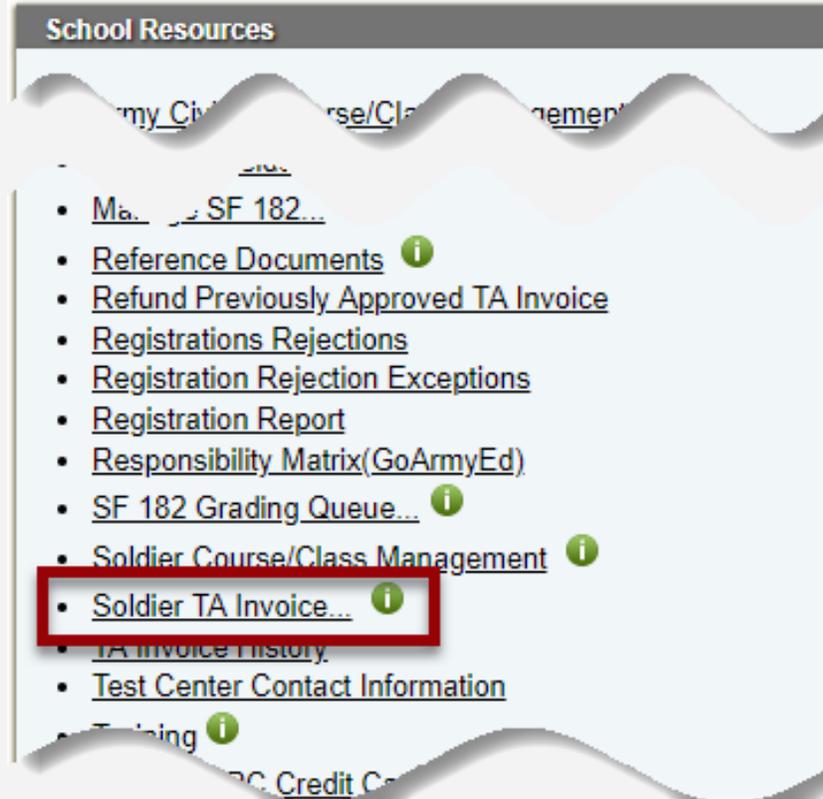


## Invoicing Process in GoArmyEd

Schools can view detailed instructions on how to use this page by viewing: [Invoicing Process](#)



# Invoicing Process (continued)



- 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

# Invoicing Process (continued)



## 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:	<input type="text"/>	<input type="button" value="🔍"/>
Catalog:	<input type="text"/>	
Start Date:	<input type="text"/>	<input type="button" value="📅"/>
SSN:	<input type="text"/>	
Last Name:	<input type="text"/>	
First Name:	<input type="text"/>	
Show only previously saved invoice line items: <input type="checkbox"/>		
<input type="button" value="Search"/>		

# Invoicing Process (continued)

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](http://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.

OK

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.

# Invoicing Process (continued)



**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" button for an invoice line item, you must "Validate" or "Dispute" that line item.

School: [Redacted] **Freeze Invoice Data:**

Fed Tax ID: 999999999 CAGE Code: [Redacted] Select Count: 0 Of 1

CAGE Code Expiration: 05/23/2019 Invoice Total: \$0.00

	GPC POC Name	GPC POC EMail
1	[Redacted]	[Redacted]
2	[Redacted]	[Redacted]

[Return to Search](#) [Cancel](#) [Save](#) [Select all](#) [Deselect 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.



# Invoicing Process (continued)

## 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.

**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" button for an invoice line item, you must "Validate" or "Dispute" that line item.

School: \_\_\_\_\_ Freeze Invoice Data:

Fed Tax ID: 999999999 CAGE Code: \_\_\_\_\_ Select Count: 0 Of 187

CAGE Code Expiration: 08/14/2019 Invoice Total: \$0.00

GPC POC Name	GPC POC Email
1	338@eau.com
2	1434@eau.com
3	9609@eau.com

Validate	Dispute	Remove from Queue	Return History	SSN	Last Name	First Name	Soldier Status	Course	Course Description	Std Price	Std	TA Eligible Fees	Soldier Funded Fees	Total Class Cost	Current Army Cost
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$245.38	3.00	\$0.00	\$0.00	\$736.14	\$736.14
<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$245.38	3.00	\$0.00	\$0.00	\$736.14	\$736.14
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$436.25	2.00	\$0.00	\$0.00	\$872.50	\$500.00
<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$436.25	4.00	\$0.00	\$0.00	\$1,745.00	\$1,000.00
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$227.85	4.00	\$0.00	\$0.00	\$911.40	\$911.40
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Return History"/>				Active			\$227.85	4.00	\$0.00	\$0.00	\$911.40	\$455.70
														\$683.55	

# Invoicing Process (continued)



Description	SH Price	SH	TA Eligible Fees	Soldier Funded Fees	Total Class Cost	Current Army Cost	Soldier Intends to Use State/Outside Funding	Soldier Intends to Use Chapter 33 (Post 9/11)	Reduction Reason	Reduction Reason Other	Reduce Army Cost	Final Adjusted Class Cost	Final Army Cost	Final Soldier Cost
logy of e	\$1,107.19	3.00	\$0.00	\$1.00	\$3,322.57	\$750.00	<input type="checkbox"/>	<input type="checkbox"/>				\$3,322.57	\$750.00	\$2,572.57

- Chapter 33 (Post 9/11)
- Discounted Tuition
- Drop/Withdrawal (No Cost)
- Drop/Withdrawal (With Cost)
- Never Enrolled - No Cost
- Other
- Scholarship/Grants
- State TA

- 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)



# Invoicing Process (continued)

- If you are ready to submit to the Army, select the **SUBMIT** button.
- Once submitted, the invoice will not 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 ready to **SUBMIT** the full invoice.

### 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" button for an invoice line item, you must "Validate" or "Dispute" that line item.

School:	Freeze Invoice Date:	GPC POC Name	GPC POC Email
Fed Tax ID: 999999999	Select Count: 0 of 187	1	338@eau.com
CAGE Code:	Invoice Total: \$0.00	2	0434@eau.com
CAGE Code Expiration: 1/4/2019		3	9809@eau.com

Return to Search | Cancel | Save | Select all | Deselect all | Submit

	Validate	Dispute	Remove from Queue	Return History	SSN	Last Name	First Name	Soldier Status	Course	Course Description	SH Price	SH	TA Eligible Fees	Soldier Funded Fees	Total Class Cost	Current Army
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$245.38	3.00	\$0.00	\$0.00	\$736.14	\$736.14
2	<input type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$245.38	3.00	\$0.00	\$0.00	\$736.14	\$736.14
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$436.25	2.00	\$0.00	\$0.00	\$872.50	\$500.00
5	<input type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$436.25	4.00	\$0.00	\$0.00	\$1,745.00	\$1,000.00
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
7	<input type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
8	<input type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
9	<input type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$227.85	4.00	\$0.00	\$0.00	\$911.40	\$911.40
11	<input type="checkbox"/>	<input type="checkbox"/>	Remove	Return History				Active			\$227.85	4.00	\$0.00	\$0.00	\$911.40	\$455.70
														\$0.00	\$683.55	

# Disputing a Line Item

**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.  
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" button for an invoice line item, you must "Validate" or "Dispute".

School: \_\_\_\_\_ Freeze Invoice Data:   
Fed Tax ID: 999999999 CAGE Code: \_\_\_\_\_ Select Count: 0 Of 18  
CAGE Code Expiration: 08/14/2019 Invoice Total: \$0.00

[Return to Search](#) [Cancel](#) [Save](#) [Select all](#) [Deselect all](#) [Submit](#)

	Valid	Dispute	Remove from Queue	Return History	SSN	Last Name	First Name	Soldier Status
1	<input checked="" type="checkbox"/>		<a href="#">Remove</a>	<a href="#">Return History</a>				Active
2	<input type="checkbox"/>		<a href="#">Remove</a>	<a href="#">Return History</a>				Active
3	<input checked="" type="checkbox"/>		<a href="#">Remove</a>	<a href="#">Return History</a>				Active
4	<input checked="" type="checkbox"/>		<a href="#">Remove</a>	<a href="#">Return History</a>				Active
5	<input type="checkbox"/>		<a href="#">Remove</a>	<a href="#">Return History</a>				Active
6	<input checked="" type="checkbox"/>		<a href="#">Remove</a>	<a href="#">Return History</a>				Active
7	<input type="checkbox"/>		<a href="#">Remove</a>	<a href="#">Return History</a>				Active
8	<input type="checkbox"/>		<a href="#">Remove</a>	<a href="#">Return History</a>				Active

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)



GO ARMY ED

## 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 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.

The screenshot shows the GoArmyEd interface for creating a TA dispute. At the top left is the GoArmyEd logo. Below it is a small icon and the text "Dispute Description". The form contains the following fields and values:

- Name: [Redacted]
- SSN: [Redacted]
- Course: MTH208
- Unit Price: \$250.00    Sem. Hours: 3.00    Tuition: \$845.00
- Case ID: [Redacted] 1172

Below these fields is a large text area labeled "Dispute Description". At the bottom of the form are three buttons: "OK", "Cancel", and "Print Page".

# Rejecting a Class < 19% Complete



POC Email: [Redacted]

**Class Information**

Subject:	PED	<i>EX: HIST</i>	Start Date:	01/23/2018	Fiscal Year:	FY18
Catalog Nbr:	463	<i>EX: 225</i>	End Date:	05/17/2018	Control Number:	CAB79802046931
Class Section:	001		Class Title:	Physiology of Exercise		
Instruction Mode:	Classroom On-Post				<a href="#">Degree Plan</a>	

**Classroom Information**

8:00AM

\$0.00

Final Adjusted Class Cost	Final Army Cost	Final Soldier Cost
\$3,322.57	\$750.00	\$2,572.57

**Invoice Details**

The invoice has not yet been submitted by the school.

**TA Request Status**

\*Class Status:

Reject Reason:

Note: If there are additional comments, please enter them in the text box below.

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

## Rejecting a TA Request Form

Schools can view detailed instructions on how to use this page by viewing: [Rejecting a TA Request 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

**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" button for an invoice line item, you must "Validate" or "Dispute" that line item.

School: \_\_\_\_\_ Freeze Invoice Data:

Fed Tax ID: 999999999 CAGE Code: \_\_\_\_\_ Select Count: 0 Of 187

CAGE Code Expiration: 08/14/2019 Invoice Total: \$0.00

GPC POC Name	GPC POC Email
1	338@eau.com
2	3434@eau.com
3	9609@eau.com

[Return to Search](#) [Cancel](#) [Save](#) [Select all](#) [Deselect all](#) [Submit](#)

Validate	Dispute	Remove from Queue	Return History	SSN	Last Name	First Name	Soldier Status	Course	Course Description	SH Price	SH	TA Eligible Fees	Soldier Funded Fees	Total Class Cost	Current Army
1		Remove	Return History				Active			\$245.38	3.00	\$0.00	\$0.00	\$736.14	\$736.14
2		Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
3		Remove	Return History				Active			\$245.38	3.00	\$0.00	\$0.00	\$736.14	\$736.14
4		Remove	Return History				Active			\$436.25	2.00	\$0.00	\$0.00	\$872.50	\$500.00
5		Remove	Return History				Active			\$436.25	4.00	\$0.00	\$0.00	\$1,745.00	\$1,000.00
6		Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
7		Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
8		Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
9		Remove	Return History				Active			\$265.83	3.00	\$0.00	\$0.00	\$797.49	\$750.00
10		Remove	Return History				Active			\$227.85	4.00	\$0.00	\$0.00	\$911.40	\$911.40
11		Remove	Return History				Active			\$227.85	4.00	\$0.00	\$0.00	\$911.40	\$455.70

## 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

### 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" button for an invoice line item, you must "Validate" or "Dispute" that line item.

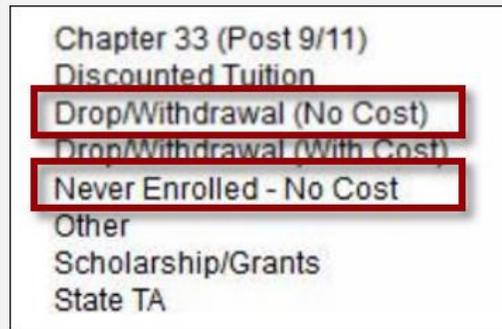
School: [Redacted]	Freeze Invoice Data: <input type="checkbox"/>	GPC POC Name	GPC POC EMail
Fed Tax ID: 999999999	CAGE Code: [Redacted]	1 [Redacted]	]95@eau.com
	Expiration: 05/23/2019	2 [Redacted]	@eau.com
	Invoice Total: \$0.00		

Return to Search Cancel Save Select all Deselect all Submit

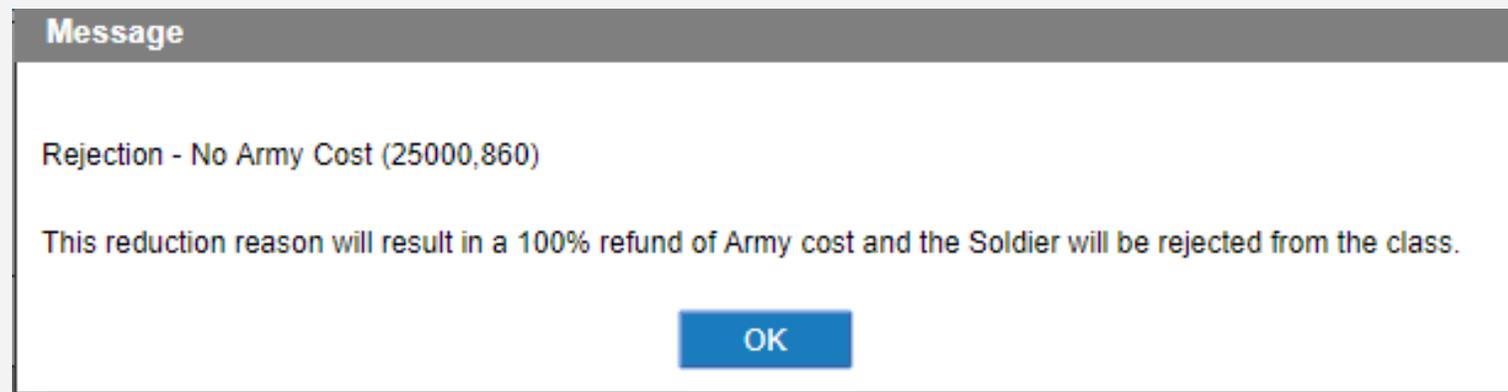
Validate	Dispute	Remove from Queue	Return History	SSN	Last Name	First Name	Soldier Status	Course	Course Description	SH Price	SH	TA Eligible Fees	Soldier Funded Fees	Total Class Cost	Current Army Cost	Soldier Intends to Use State/Outside Funding	Soldier Intends to Use Chapter 33 (Post 9/11)	Reduction Reason	Reduce Army Cost	Final Adjusted Class Cost	Final Army Cost	Final Soldier Cost
1	<input type="checkbox"/>	<input type="checkbox"/>	Remove					PED463	Physiology of Exercise	\$1,107.19	3.00	\$0.00	\$1.00	\$3,322.57	\$750.00	<input type="checkbox"/>	<input type="checkbox"/>			\$3,322.57	\$750.00	\$2,572.57

# 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

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" button for an invoice line item, you must "Validate" or "Dispute" that line item.

School:	Freeze Invoice Data: <input type="checkbox"/>	GPC POC Name	GPC POC EMail
Fed Tax ID: 999999999	CASE Code: [redacted]	1	:95@eau.com
CAGE Code: [redacted]	Expiration: 05/23/2019	2	@eau.com
Select Count: 0 Of 1	Invoice Total: \$0.00		

[Return to Search](#) [Cancel](#) [Save](#) [Select all](#) [Deselect all](#) [Submit](#)

Validate	Dispute	Remove from Queue	Return History	SSN	Last Name	First Name	Soldier Status	Course	Course Description	SH Price	SH	TA Eligible Fees	Soldier Funded Fees	Total Class Cost	Current Army Cost	Soldier Intends to Use State/Outside Funding	Soldier Intends to Use Chapter 33 (Post 9/11)	Reduction Reason	Final Adjusted Class Cost	Final Army Cost	Final Soldier Cost	Start Date
<input type="checkbox"/>		<a href="#">Remove</a>	<a href="#">Return History</a>					PED463	Physiology of Exercise	\$1,107.19	3.00	\$0.00	\$1.00	\$3,322.57	\$750.00	<input type="checkbox"/>	<input type="checkbox"/>	Drop/Withdrawal (No Cost)	\$0.00	\$0.00	\$0.00	01/23/2018

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

# Refunding/Rejecting a Class Already Invoiced

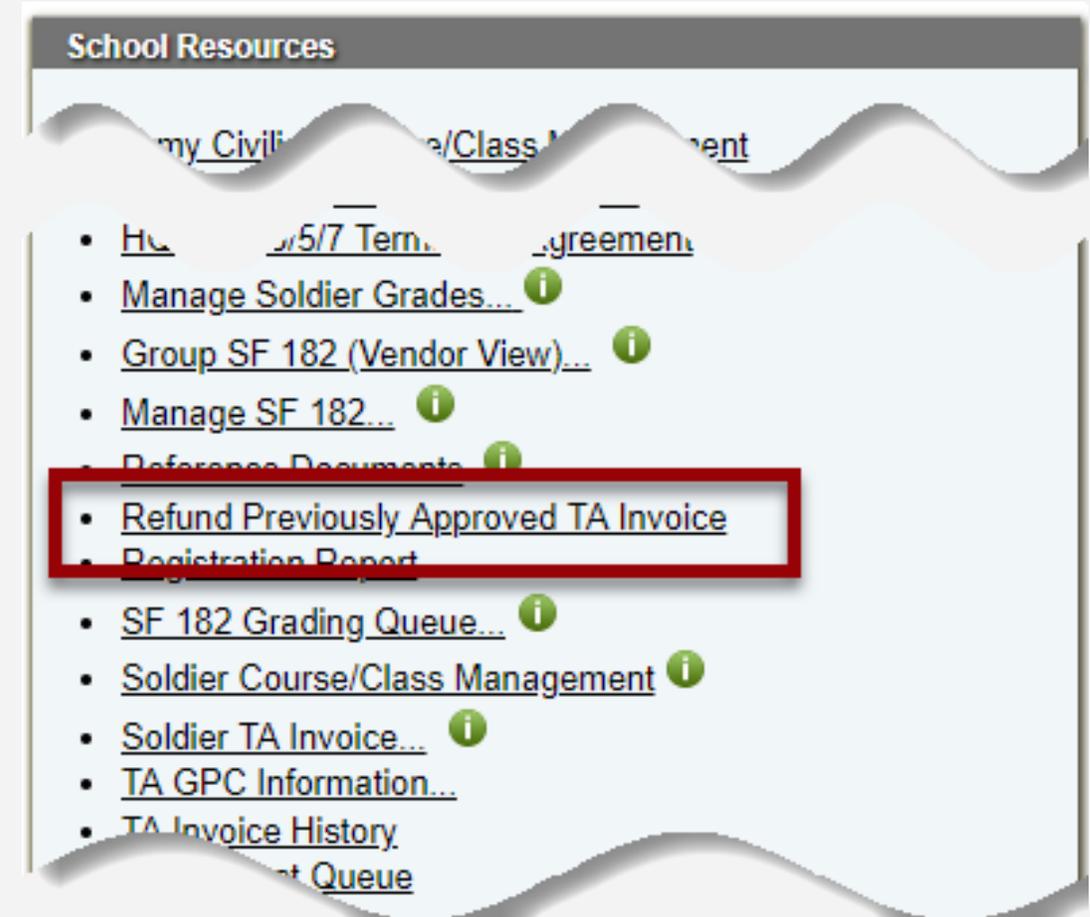


## Two-part process:

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

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 Number		Invoice Date	04/20/2018	Invoice Approved Date	05/02/2018	
School		Total Count	162	Amount Total	\$120,100.05	

Student/Class Information						
EmpID		First Name		Last Name		Last 4 SSN
Subject	C	Catalog Number	182	Control Number		
Term	0690	School SDN		Class Description	Introduction to IT	
Start Date	03/01/2018	End Date	08/31/2018	Drop Date		

Previously Invoiced Cost Information						
SH Price	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		<input type="checkbox"/> Soldier Intends to Use Chapter 33 (Post 9/11) <input checked="" type="checkbox"/> Soldier Intends to Use State/Outside Funding	
\$0.00						

Refund Army Cost						
Current Army Cost	Current Soldier Cost	Total Class Cost		<a href="#">Details</a>		
\$1,000.00	\$63.32	\$1,063.32				
Reduction Reason	Reduction Reason Other	Reduce Army Cost	Final Army Cost	Total Class Cost		
		\$0.00	\$0.00	\$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**

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 Number	Invoice Date	04/20/2018	Invoice Approved Date
School	Total Count	162	Amount Total
			\$120,100.05

Student/Class Information			
EmplID	First Name	Last Name	Last 4 SSN
Subject	C	Catalog Number	182
Control Number			
Term	0690	School SDN	Class Description
Introduction to IT			
Start Date	03/01/2018	End Date	08/31/2018
Drop Date			

Previously Invoiced Cost Information					
SH Price	SH	TA Eligible Fee	Soldier Funded Fee	Total Class Cost	Final Army Cost
\$265.83	4.00	\$0.00	\$0.00	\$1,063.32	\$1,000.00
					Final Soldier Cost
					\$63.32
Reduction Amount	Reduction Reason	Reduction Reason Other	<input type="checkbox"/> Soldier Intends to Use Chapter 33 (Post 9/11) <input checked="" type="checkbox"/> Soldier Intends to Use State/Outside Funding		
\$0.00					

Refund Army Cost				
Current Army Cost	Current Soldier Cost	Total Class Cost	<a href="#">Details</a>	
\$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

Chapter 33 (Post 9/11)  
 Discounted Tuition  
 Drop/Withdrawal (No Cost)  
 Drop/Withdrawal (With Cost)  
 Never Enrolled - No Cost  
 Other  
 Scholarship/Grants  
 State TA

**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.

Invoice Information			
Invoice Number	Invoice Date	04/20/2018	Invoice Approved Date
School	Total Count	162	Amount Total
			\$120,100.05

Student/Class Information			
EmplID	First Name	Last Name	Last 4 SSN
Subject	C	Catalog Number	182
Control Number			
Term	0690	School SDN	Class Description
Introduction to IT			
Start Date	03/01/2018	End Date	08/31/2018
Drop Date			

Previously Invoiced Cost Information					
SH Price	SH	TA Eligible Fee	Soldier Funded Fee	Total Class Cost	Final Army Cost
\$265.83	4.00	\$0.00	\$0.00	\$1,063.32	\$1,000.00
					Final Soldier Cost
					\$63.32
Reduction Amount	Reduction Reason	Reduction Reason Other	<input type="checkbox"/> Soldier Intends to Use Chapter 33 (Post 9/11) <input checked="" type="checkbox"/> Soldier Intends to Use State/Outside Funding		
\$0.00					

Refund Army Cost				
Current Army Cost	Current Soldier Cost	Total Class Cost	<a href="#">Details</a>	
\$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)		\$265.83	\$734.17	\$797.49

Submit Cancel

- “No Cost” = cost adjustment to \$0 automatic

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

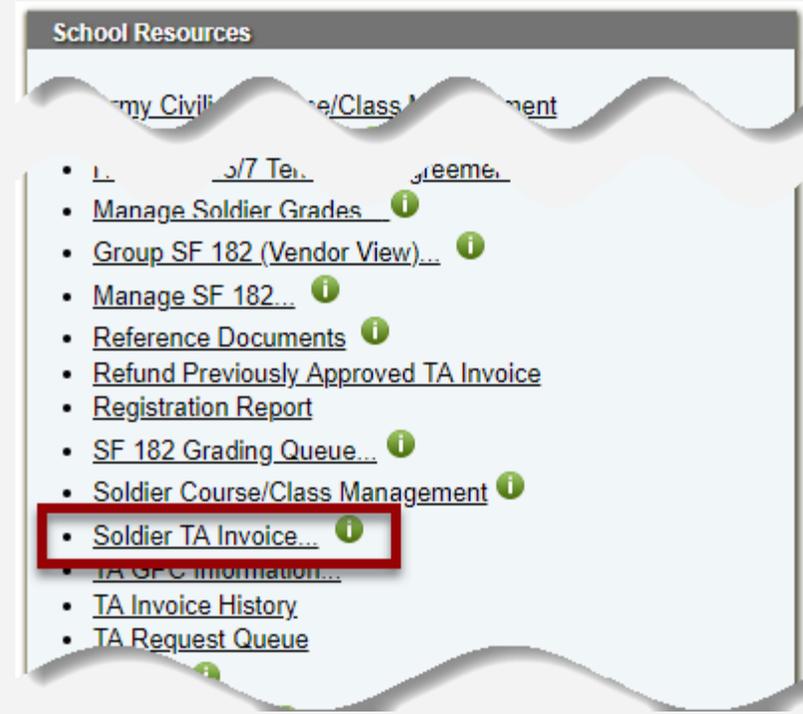
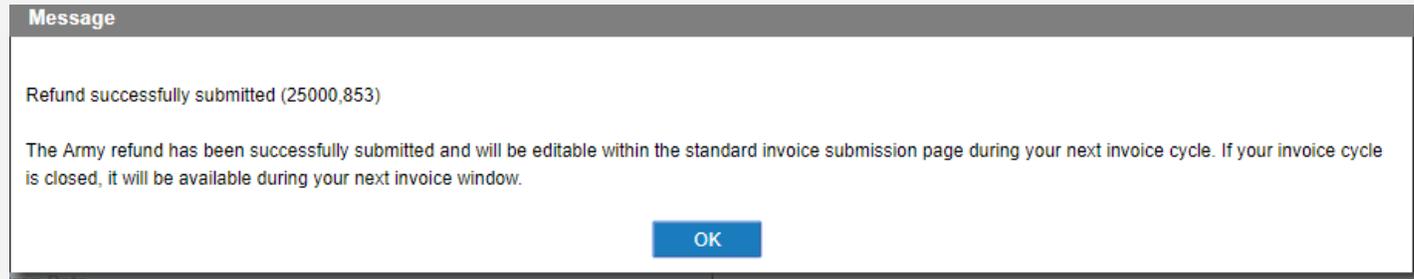
# Refunding/Rejecting a Class Already Invoiced (continued)



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.**



**Refund a Class on a Previously Approved Invoice**

Schools can view detailed instructions on how to use this page by viewing: [Refund a Class on a Previously Approved Invoice](#)

## 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



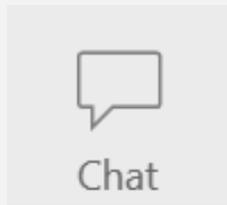
**Editable file:** Remove all PII/FERPA data

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

# Open Questions

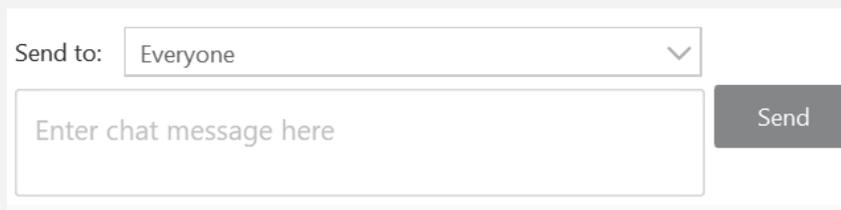
Use the WebEx Chat panel to submit your questions.

## 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:

A screenshot of a WebEx chat interface. It shows a "Send to:" dropdown menu with "Everyone" selected. Below it is a text input field with the placeholder text "Enter chat message here". To the right of the input field is a dark gray "Send" button.

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 [www.goarmyed.com](http://www.goarmyed.com)
- 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 [www.goarmyedschoolsupport.org](http://www.goarmyedschoolsupport.org) in the GoArmyEd School Support Knowledge Base

**Thank you for your time today!**