

## July 2019 Non-LOI Point of Contact (POC) Management and Invoicing Webinar Q&A

- 1. Q: We have been trying to get assistance with uploading our degree programs. The information on GoArmyEd has not been helpful. Is it possible to have someone help us walk through this process?**  
A: You can contact the GoArmyEd School Support team at 1-800-892-7205 and a GoArmyEd School Support Liaison will assist you.
- 2. Q: How do you remove a user from the list of POCs? Is being inactive the only option?**  
A: At this time, you can only deactivate the school user. If the deactivated school user reports they are still getting email communication from GoArmyEd, please open a Helpdesk case.
- 3. Q: Does anyone know the difference between GoArmyEd and WAWF?**  
A: The WAWF system is used by Air Force and Navy at this time, and it is not used with the Army Tuition Assistance program. All payments for Army Tuition Assistance (TA) will be billed through GoArmyEd.
- 4. Q: Do we have to get paid by government credit card or can we receive money through ACH?**  
A: The Army's preferred payment option is the Government Purchase Card (GPC). If your school would like to request to receive payment through ACH, please open a Helpdesk case for HQ ACES review.
- 5. Q: Will there be a webinar regarding reporting of grades and graduation?**  
A: Quarterly webinar topics are based on trends we notice from schools. We will be sure to provide information on grades and graduations during the next Non-LOI Quarterly School Call in September. Additionally, if you need assistance with completing any of the processes, you can contact the GoArmyEd School Support team.
- 6. Q: I received email notifications that I have TA requests pending my precertification but when I look in GoArmyEd, they have already been either rejected or approved. Who does that and why do I get notification when it's already been done?**  
A: Army Education Counselors review TA Requests for approval/rejection. If the Counselor approves/rejects the TA Request before you access the form, you will not be able to pre-certify the request.
- 7. Q: Should Soldiers know their benefits? If they ask us about this, should we continue to direct them to GoArmyEd?**  
A: If a Soldier requires clarification of their TA benefit and policies for use of this benefit, they should be directed to their Education Center. The Education Center staff will assist the Soldier to better understand their education benefit and activate their account in GoArmyEd.
- 8. Q: Are we able to get assistance for the credit card fees from using the GPC card?**  
A: Please open a Helpdesk case for HQ ACES to assist with requests concerning the fees associated with the GPC card.
- 9. Q: Who is responsible for entering grades in GoArmyEd?**  
A: Your school is responsible for grade posting in GoArmyEd, specifically a GoArmyEd Course Administrator at your school.
- 10. Q: Who signs up for the training?**

A: Primary Points of Contact (PPOCs) are sent the invitations for the training webinars. The PPOC can then forward the invitations to other school users. Additionally, all general GoArmyEd communications are sent to your school's PPOC for distribution to other GoArmyEd staff at your school as necessary.

**11. Q: How do you post transcripts?**

A: You do not need to post transcripts in GoArmyEd. If you need to report grades, the Course Administrator will need to use the **"Manage Soldier Grades"** link in the School Resources section of the GoArmyEd homepage. If the school needs to upload documentation for a Soldier's GPA, the school user must upload it to eFile within the Soldier's Student Record. Please remove all PII from the documents before uploading anything to eFile in GoArmyEd.

**12. Q: Our college works with semester funds. Is there another way to refund GoArmyEd without using the next invoice? With a negative in the next quarter it becomes an accounting nightmare.**

A: Non-LOI schools have a quarterly invoice window. If you do have some concerns, you can contact GoArmyEd School Support and we can offer suggestions on best times to invoice and involve HQ ACES if necessary.

**13. Q: What is the website to renew our DoD Memorandum of Understanding (MOU)?**

A: Institutions can renew by logging into the DoD MOU website at <https://www.dodmou.com/>

**14. Q: Our school submitted the DoD MOU in early July; however, it is still in pending final approval status. What timeline should be expected to receive final approval?**

A: Due to the heavy volume of schools renewing the DoD MOU at the same time, it is taking longer to approve the DoD MOU. There is no set timeline on the approval.

**15. Q: What was the name of the screen to go to for the informational documents on instructions such as the Glossary of Terms?**

A: You can view the Glossary of Terms on the GoArmyEd School Support website.

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

To view Step-by-step Instructions and Technical Specifications on how to complete processes in GoArmyEd, select the green question mark icon at the top of the page in GoArmyEd. Then select **Reference Documents (Training Materials)**.

**16. Q: The DoD MOU website says that a "renewal process is coming soon" - should we wait for those instructions, or can we start on something now?**

A: With the deadlines approaching, schools should be starting the process now. Please log into your school profile at <https://www.dodmou.com/>

**17. Q: Am I to presume the Course Planner goes off our school's grad plan?**

A: Yes. The official degree plan that needs to be submitted into the Course Planner must include all classes needed to complete the degree, transfer credit, and JST transcripts.

**18. Q: If I have rejected a line item on an invoice because the student did not attend, why am I being asked to enter a grade for that student and that class?**

A: Grades are still required if you do not select **“Drop/Withdrawal (No Cost)”** or **“Never Enrolled-No Cost”** Reduction Reasons. If you feel you have processed the rejections correctly and a grade is still due, please contact GoArmyEd School Support, and we will gladly assist you.

**19. Q: Is there anywhere in the GoArmyEd portal to see the 19% completion date, so we know the earliest date to check back in the portal to bill that class?**

A: The school will need to calculate 19% using the class length (start date to end date).

**20. Q: Is there a preferred browser to use to access the GoArmyEd portal?**

A: Please use Internet Explorer, Firefox, or Google Chrome. Microsoft Edge is not a supported browser.

**21. Q: Can we set a per-credit rate in the portal for our university so the Soldiers cannot exceed the amount they are requesting?**

A: TA pays up to \$250.00 per semester hour in GoArmyEd. Soldiers cannot exceed that amount during the TA Request process.

**22. Q: Are TA students required to report graduations in GoArmyEd? I am unsure how to know which of my TA students have graduated.**

A: Soldiers cannot report graduations in GoArmyEd. Schools report graduations in GoArmyEd using the **“Graduation Reporting”** link with the Soldier’s Student Record. Once Soldiers complete a degree, they must take the transcript to their Army Personnel Office to update the Civilian Education Level.

**23. Q: Will this recorded presentation be posted in GoArmyEd for future reference?**

A: The recording is posted on the GoArmyEd School Support website within the same article as this Q&A document.