How does a PPSO open an account to use PowerTrack?
Each site will be set up by PowerTrack initially. As part of that set up, a PowerTrack site administrator will be designated and provided access to PowerTrack. This person will be given rights in PowerTrack to give out user IDs and passwords.

Also, see the PowerTrack Quick Reference Guide v_2 for specific instructions, web site addresses, etc.

What is the PowerTrack HHG Help Desk number?
(866) 561-6930, or email powertrack@usbank.com. On emails, include "HHG" in the subject line.

What are the hours of operation for the PowerTrack Help Desk?
The PowerTrack Help Desk is open Monday through Friday from 7am to 6pm CST. In emergency after hours, a message can be left to page a Customer Support representative.

Is there a toll-free number in Germany for PowerTrack?
Yes, the toll-free number is 0-800-101-5396. It will reach our US Bank helpdesk in Minneapolis.

What is the CWA Help Desk phone number?
(800) 331-7348, email: CWA-helpdesk@sddc.army.mil

If a TSP submits an invoice to PowerTrack and it does not show up in PowerTrack. What should the TSP do?
If CWA cannot match your invoice to an existing shipment record or uncovers other data errors, CWA will reject the invoice. When an invoice is rejected by CWA, PowerTrack will cancel the invoice and prepare a reject report. The TSP will need to resubmit a corrected invoice.

Follow these steps to see if the invoice may have been rejected by CWA:
1. Log on to PowerTrack
2. Click Data Exchange in the menu bar. Select Rejected Files; a Rejected Files submit window appear.
3. Set the parameters or accept the defaults and press submit.
4. A list of rejected invoices will appear with the reason (invalid BOL number, invalid SCAC – BOL combination, …)

If the invoice is not on the reject report, you can contact the PowerTrack Help Desk to locate it. It is most beneficial if you have the GWID number that appeared in the pop up window signifying successful transmission to PowerTrack. This GWID number will make it easier for PowerTrack personnel to trace the original submission of the invoice.

What are some the reasons that my invoice might not show up on the reject report in PowerTrack?

One of the most common reasons for this to occur is that the SCACpayee you submitted may not be set up to process invoices in PowerTrack. Be sure to sign up all possible SCACpayees that may be billed under your Master TP.

How do I add additional SCACs to my Master TSP Seller Agreement?
Additional SCACs are added on the Participation Addendum. If multiple bank accounts are used, you need to complete a Participant Schedule for each bank account signifying the SCACs that use that bank account.

What shall I do if I am unable to create a Saved Find in PowerTrack and I keep getting an error message about an invalid character?

You cannot use the apostrophe when naming your saved find. Additionally there is a character limit in the description so delete the existing description and retype the new description.

Are there any illegal characters that I cannot use in the Chart of Accounts Default Accounting code?

Only alpha and numeric characters may be used. Illegal characters include commas, periods, asterisks, etc.

Can we lockbox to receive our payments from PowerTrack?
Yes, either you can choose to receive a net settlement, less the 1% fee or you can specify a checking or savings account for PowerTrack to debit the fees from.

How do I become certified to transmit EDI invoices in PowerTrack?
To receive PowerTrack certification, you must successfully process 3 EDI invoices in PowerTrack. The EDI specifications and certification criteria are on the home page of the PowerTrack website when you log in.

https://www.powertrack.usbank.com/powertrack/

How can I find out more about becoming a TSP for SDDC or where can I find those SCACs that are currently approved by SDDC?
The location of the carrier list for SDDC is on the SDDC website at
- http://www.sddc.army.mil/
- Click on Personal Property/POV (upper right corner)
- Under "Carrier Qualifications / Performance" (left side of page), click on Approved Carriers

For those carriers not on the total SDDC list, they can find out about certification from SDDC. SDDC currently has a moratorium in effect for TSPs to apply for DOD carrier approval. Once the moratorium is lifted for 2004, SDDC will post the open time period to accept the submissions. The time period will be posted on the web site at www.sddc.army.mil, Personal Property/POV, under Qualification/Performance click "More" in the body.

Will each service be able to set its own Threshold and Tolerance in PowerTrack?
Yes. This information will be determined/edited/reviewed at the military service HQ level.

When does the TSP submit their invoice?
A TSP can submit an invoice when a shipment has been delivered or placed into SIT. A supplemental invoice can be submitted for destination SIT and other destination services.

How does the TSP submit an invoice to PowerTrack?
The TSP submits an invoice to PowerTrack via EDI transfer or manually by entering the PowerTrack user interface.

Where do I mail my certified summary invoice?
The Certifying Official (CO) will print, review, and certify the PowerTrack Summary Invoice (PSI) and send (Fax recommended) to the DFAS office supporting the site. USCG and Army Corps of Engineers submit to Finance Center Chesapeake or Millington TN, respectively. For USCG sites certifying for other services, fax the certified summary invoice statement to (317) 510-2397.

Can TSPs edit an invoice in PowerTrack and have it force a change in CWA?
No. The entries to change price, quantity or UOM must be made in both systems.

How long will it take an invoice to go to PowerTrack if all line items are approved and one line item is denied?
CWA sends to PowerTrack hourly. Once a shipment is rated, with all items either approved or denied,and the PPSO presses the submit button, the invoice will be flagged to be sent to PowerTrack. The invoices are sent to PowerTrack hourly. For any denied items, the TSP must send in a supplement invoice for reconsideration of payment. .

If a shipment is above the threshold, does the PPSO get notified? Will the PPSO be required to take action on Approval Required items in a timely manner?
The PPSO should check PowerTrack daily to find those invoices that require their approval. The PPSO should save a [FIND] that finds those invoices that have a Financial Status of "Approval Required". Master Control at SDDC will also be monitoring this during the evaluation phase. Metrics will be kept to ensure that offices are addressing the required items in a timely manner. The Prompt Payment Act does apply in this program; SDDC and the services will be working to avoid paying Prompt Payment Act interest.

Why does only the origin PPSO have access to PowerTrack?
Shipment charges are based upon origin PPSO. This makes sure only one party has responsibility for the invoice.

Only Origin has access to PowerTrack. Destination PPSO DOES NOT.

Can an invoice go to CWA from PowerTrack if the Notice Of Service Completion (NOSC) is not submitted?

No, PowerTrack will not allow an invoice to go to CWA until the NOSC is submitted.

What type of documents can you do a Find in PowerTrack?
Orders and invoices. TSPs and PPSOs are mostly interested in the invoice.

Will Audit Exception report show you what is wrong in PowerTrack?
Yes, the line item detail screen will reflect whether the discrepancy was based upon Price (P), Unit of Measure (U) or Quantity (Q). Once an invoice is in Audit Exception status, the TSP must change the line items in audit exception to match the order information to get paid. If the TSP believes they are still due the amount that was denied in CWA, they can resubmit a new invoice for those items, hopefully better documenting the charges so the TO will approve them in CWA.

The TSP must either submit these changes via an EDI invoice change (CO correction), or manually enter change in the user interface.

Can a TSP zero out a disputed line item to speed up the payment?
Yes. If the TSP elects to zero out disputed line items then the TSP must also change the information in PowerTrack. A TSP can change quantities, units of measure, and cost. The PPSO will then deny all disputed items and the invoice will be sent to PowerTrack for payment with the quantity of zero and cost of zero. Then, the TSP can choose to submit a supplemental invoice if he believes he should have been paid for those items.

Additionally, the TSP can change the quantity in CWA to whatever the PPSO disputes in CWA to allow the PPSO to approve the charges. If the TSP changes quantities, unit of measure, or cost in CWA, then the TSP must also change their invoice in PowerTrack. The TSP can enter PowerTrack and manually make the changes, or submit another EDI invoice with the updated data.

What do I need to download PowerTrack?
PowerTrack is a web-based tool; there is no need for cd's to download the software.

However, PowerTrack does require the use of Internet Explorer 6.0 with the IE 6.0 Service Packs # 1 and XML Parcer # 4 (Netscape will not work).

How will credit invoices be processed?
The Credit invoice will be entered as a positive number; not as a negative number.

Can TSPs re-bill using a supplemental invoice?

Yes, however invoice must contain a new invoice number.

Can an invoice be canceled in CWA?
No, not in CWA. An invoice can be canceled in PowerTrack.

Can an email be generated from the user ID in the History tab in PowerTrack?
Not part of PowerTrack at this time.

Do you need to provide data that is already on the BL in the PowerTrack web site?
Yes

What is TSP Master role?
Those users that can access any of the TSP relationships for that TSP. TSP Multiple are those users who can have access to more than 1 SCAC.

Can TSPs change invoices that are submitted by a 3rd party?
Yes, so long as it is set up at the beginning and the 3rd party processor is informed. This arrangement should be set up with the 3rd party processor. PowerTrack will need to be authorized to give the TSP a password for the 3rd party.

How does the TSP get paid?
3 ways

1. Deposit in bank account, take service charge the following day. (full amount of invoice is paid)
2. Pay to a lock box
3. Pay net amount to bank deposit.

Can we print the invoice?
This will be a future enhancement to have a more formatted printout.

What is the cutoff time for PowerTrack to go to Payment Initiated from Approved Final?
Approximately 2 pm CST.

What time is the cutoff time for PowerTrack to go from Payment Initiated to Payment Settled?
Approximately midnight CST.

How long will it take to get into my account once payment is settled?
Depending on the Federal Reserve and your bank, payment should be in your account within 3 days.

Can you edit the criteria of a Saved Find in PowerTrack?
Yes.

Can more than one person at a company be working on the same invoice at the same time in PowerTrack?
Yes, as long as you are not making a change at the same time.

Why would aTSP use EDI instead of the manual entry?
EDI is used to manage volume. The user Interface entry takes time and EDI can be done quickly.

Can TSP enter quantity changes in PowerTrack to be forwarded to CWA?
No, quantity changes in PowerTrack are not forwarded to CWA. The TSP must make any quantity changes in both CWA and PowerTrack, separately

Will the TSP be able to dispute an item denied by PPSO?
Any item that is denied by the PPSO will be rated at a quantity and cost of zero in CWA. The TSP will then have to enter PowerTrack and make the same changes to that invoice. If the TSP feels he should have been paid for that line item, then he should submit a supplemental invoice.

Why is the PowerTrack Summary Invoice sent to DFAS (or FINCEN Chesapeake/ Millington TN) for payment?
DFAS is the government disbursing agent that will pay PowerTrack on a monthly basis. For USCG bills, FINCEN Chesapeake will pay. For Army CoE, it will be Millington, TN.

Will the number of days in the prompt payment act be the same?
Yes

How long does a TSP have to submit an invoice?
TSPs have up to 3 years to submit an invoice

What if a PPSOapproves and/or denies all of the line items in CWA and submits the approvals and then realizes that he has made a mistake? Can the PPSO edit the invoice in PowerTrack?
No, PPSOs do not have access to edit invoices in PowerTrack. TSPs must submit a supplemental invoice for items that were mistakenly approved and/or denied.

How long is a shipment online in PowerTrack?
Sixteen months from its last update activity and then will be archived.

What would the TSP's ISA sender ID be if entering invoices in the PowerTrack user interface (required for the ETA login setup)?
TSP should confirm the sender ID with US Bank. This would be the primary company SCAC.

How does the TSP know who to submit their invoices to?

The printed BoL will reflect where to submit the invoice.

Who will certify the PSIs for the Marine Corps?
Each of the four participating Marine Corps Phase I Evaluation Period site will certify their own PSI statements. USMC HQ will analyze the progress of this program change as the PSI's are being processed.

How will Prompt Pay be paid to US Bank?
Prompt Pay charges will occur as an eBill on the PSIs. Services have been requested to provide the applicable LOAs to be used.

What does it require for a Certifying Officer for the Services to be properly certified?
Provide Kathy Vaughn at DFAS-Indianapolis with the signature card and the required DoD Form 577.

DFAS-CSSVA/IN
8899 E 56TH ST
Attn: Kathy Vaughn
Indianapolis, IN 46249-5005
Phone (317) 510-2358
e-mail Kathy.Vaughn@dfas.mil

The fax number is (317) 510-5717, ATTN: Margaret Morrison

Where should the certified PSI be faxed?
CONOPS Version 8 outlines by Service which fax-number to use as well as the Point of Contact in that particular office.