Intra-governmental Transactions Working Group (ITWG)

August 20, 2024

Today's Agenda

- Tentative ITWG Schedule

- Program Updates

- GPO Speaking Invitation

- OMB Controller Alert CA-24-3

- Patch Release 7.0.3

- IPAC Release 25.3

- Release 7.1

- SSAE-18 Update

- Office Hours

- Open Agency Discussion

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Tentative ITWG Schedule

- ✓ June 11 – Program Updates, Policy & Guidance Updates, 2024 Mid-Year Powerful User Recert, Office Hours, May Survey Results, Survey Questions, Open Agency Discussion

- ✓ July 9 – Program Updates, 2024 Mid-Year Powerful User Recert, Order Lines/Schedules Enhancements, Office Hours, June Survey Results, Open Agency Discussion

- ❑ August 20 – Program Updates, GPO Speaking Invitation, OMB Controller Alert CA-24-3, Patch Release 7.0.3, IPAC Release 25.3, Release 7.1, SSAE-18 Update, Office Hours, Open Agency Discussion

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Planned Dates: Sept 10, Oct 8, Nov 12

2:00 - 3:30 pm ET

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Program Updates

- ## Q4 FY24 Implementation Plans are due to Treasury by September 30th

  - These submissions will be reflected on your Year-End (YE) Scorecard

  - Please ensure that the correct Agency G-Invoicing POCs are captured on your quarterly Attachment A submissions

  - **Reminder**: Pull templates from G-Invoicing webpage each quarter to ensure you are submitting the most up-to-date versions

    - https://www.fiscal.treasury.gov/g-invoice/training.html

- ## Patch Release 7.0.2

  - Will deliver the following: Performance Optimization & Defect Remediations

  - R7.0.2 deployment planned for August 21st (Production) and August 30th (QA-C)

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Program Updates Continued

- Q3 FY24 G-Invoicing Agency Implementation Plan submissions updated on Connect.gov
  - **Note:** Limited to CFO Act agency data only
    - Connect.gov only supports 200 attachments per page (timeout/page load issue)
  - Contact your AIT or reach out to the IGT@fiscal.treasury.gov mailbox if you need help identifying an agency G-Invoicing Point of Contact or would like to request a copy of an agency's Q3 FY24 submission
  - https://community.connect.gov/display/CrossAgencyExternal/G-Invoicing+-+Agency+Implementation+Plans

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Program Updates Continued

- **G-Invoicing Webpage Updates Continued**

    - OMB Controller Alert (CA-24-3) In-Flight Order Planning Template published on 07/22/24

        - https://www.fiscal.treasury.gov/g-invoice/resources.html

    - FY25 G-Invoicing Performance Transaction / Fund Settlement Schedule published on 07/19/24

        - Designed to help agencies understand the difference between the Performance transaction window and the Fund Settlement window in G-Invoicing

        - Will help agencies know exactly when they need to enter Performance transactions in G-Invoicing to settle funds in the desired Accounting Period

        - Clarifies whether or not Fund settlement will occur with each Performance transaction under both FOB Source and Destination

        - Similar to the GTAS Reporting Window Schedule, we intend to publish a new version of this annually in advance of the FY crossover

            - https://www.fiscal.treasury.gov/g-invoice/resources.html

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Program Updates Continued

- ## G-Invoicing Webpage Updates Continued

  - Three New Office Hours Recordings added to the G-Invoicing Training Page in August

    1) G-Invoicing Office Hours - Backdating G-Invoicing Transactions (June 4, 2024)

    2) G-Invoicing Office Hours - In-Flight Orders (June 18, 2024)

    3) G-Invoicing Office Hours - NARA Spotlight (July 9, 2024)

       - https://www.fiscal.treasury.gov/g-invoice/training.html

  - Revised IPAC Bulk File Layout Specifications published on 08/19/24

    - Updated Appendix B to reflect the two new IPAC Transaction Sub-Category Codes

    - These new codes will go into effect on November 7th in conjunction with IPAC Release 25.3

      - https://fiscal.treasury.gov/ipac/bulk-file-format.html

Appendix B – Transaction Sub-Categories and Codes

Transaction Sub-Categories and Corresponding Codes Valid as of the Effective Date of this Document Note: The Transaction Sub-Category Code will become a required field effective October 1, 2023.	
Transaction Sub-Category	**Code**
Buy/Sell Transfer	A1
Expenditure Transfer - Non-Exchange	A2
Custodial Transfer - Exchange	A3
Custodial Transfer - Non-Exchange	A4
Capital Transfer	A5
Benefits	A6
Investments	A7
Borrowings	A8
Other	A9
Legacy In-Flight Buy/Sell	B1
Intra-Departmental Buy/Sell	B2

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Program Updates Continued

- ## G-Invoicing Webpage Updates
  - Several files (summarized below) were removed from the G-Invoicing Resources page last month
    - Agencies/Vendors may request copies of the files (below) by contacting the Treasury Support Center
      1) Guidance Section
         - G-Invoicing System Integration Guide
      2) System Interface Specifications
         - GT&C/Orders/Performance/7600EZ - Pull (JSON)
         - Orders/Performance/7600EZ - Push (JSON)
         - Pull Organization from G-Invoicing (JSON)
         - Pull Remittance Advice (JSON)
         - Pull Feature/BizApp (JSON)
         - GT&C/Orders/Performance - Pull (XML)
         - Orders/Performance - Push (XML)
      3) XML Data Samples
         - Sample Pull GTC v2.1
         - Sample Pull GTC v3.0
         - Sample Pull Order v2.2
         - Sample Pull Order v2.3
         - Sample Pull Performance v2.1
      4) JSON Services
         - OpenAPI | Swagger Editor Instructions
         - GT&C Service v3_0
         - Order/Performance v3_0
         - 7600EZ v1_0
         - Feature Service v1_0
         - Organization Service v1_0
         - Reference Service v1_0
         - Remittance_Service v1_0

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GPO Speaking Invitation

DOING BUSINESS WITH GPO IN G-INVOICING

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GPO Speaking Invitation

DOING BUSINESS WITH GPO IN G-INVOICING

- GPO is now ready to do business in G-Invoicing as the Requesting and Servicing Agency

- Full support for Standard Order Processing (Advance and Non-Advance Orders)

  - GPO will not be supporting the 7600EZ process as the Servicing Agency

- GT&C Templates and Order Submission Guidelines are available on our webpage

  - GPO GINV Webpage: https://www.gpo.gov/how-to-work-with-us/agency/g-invoicing

- GPO is hosting information sessions on how to do business with GPO in G-Invoicing

  - To register visit: https://www.gpo.gov/how-to-work-with-us/agency/g-invoicing

- For questions, support, or to schedule a consultation, email GINV@gpo.gov

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GPO Speaking Invitation

DOING BUSINESS WITH GPO IN G-INVOICING

GPO's G-Invoicing Team is here to help with your agency's transition to G-Invoicing

- For questions, support, or to schedule a consultation, email ginv@gpo.gov

- https://www.gpo.gov/how-to-work-with-us/agency/g-invoicing

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OMB Controller Alert CA-24-3

Current Mandate

1) **October 2022: Implementation of New Orders**
   - New Orders to be established within G-Invoicing

2) **October 2025: IPAC Cut-Off**
   - Intended to include the transition of Orders originated prior to G-Invoicing implementation (i.e., In-Flight Orders)
   - IPAC cut-off control established to limit use of IPAC for Buy/Sell activity beyond October 2025

3) **Office of Management and Budget Controller Alert CA-24-3**
   - Reminds Federal agencies adoption of G-Invoicing is required for all agencies no later than October 1, 2025

Challenges Identified

In-Flight Order Activity

Intra-Departmental Activity

Non-Compliant Trading Partners

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G-Invoicing Implementation Challenges

Challenge #1: In-Flight Order Activity

Problem Statement: The transition of In-Flight orders to G-Invoicing is a highly complex process that requires agencies to collaborate with their trading partners to reconcile pre-existing inter-agency agreements, implement an increased data standard to meet G-Invoicing requirements, and the obligation of funds at fiscal year-end for existing orders that may be tied to expired funds.

In-Flight Order Activity – Proposed Relief Options

- **Temporarily Continue Use of IPAC**
    - **Action:** Establish a new transaction category in the IPAC application to categorize transactions as *"Legacy In-Flight Buy/Sell"*
    - **Action:** Require a data call from agencies to determine duration and extent IPAC will be used beyond October 2025 for In-Flight Buy/Sell activity
    - **Benefit:** Allows agencies to continue the use of the IPAC application to phase out In-Flight Order activity

AND

- **Temporarily Allow Use of 7600EZ Without Threshold**
    - **Action:** Establish a BizApp within G-Invoicing to allow agencies to leverage G-Invoicing 7600EZ capability without a $10,000 threshold
    - **Benefit:** Allows agencies to transition future transactions to G-Invoicing without requiring the conversion of historical data and Orders

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G-Invoicing Implementation Challenges

In-Flight Order Activity – Data Call Requested

Controller Alert CA-24-3

- OMB and Fiscal Service are requesting agencies to complete the accompanied In-Flight order template to document the scope, challenges, and plans to reduce their In-Flight order balances each Fiscal Year.

- Agencies should submit the completed template to the Department of Treasury, Bureau of Fiscal Service at IGT@fiscal.treasury.gov no later than September 30, 2024.

In-Flight Order Data Call Template

- Intended to collect data on the projected volume, dollar amounts, and duration agencies anticipate using the IPAC application to facilitate intra-governmental Buy/Sell transactions instead of G-Invoicing.

- The projected data should be separated by activity as a seller (intra-departmental and inter-departmental) and buyer (intra-departmental and inter-departmental).

- Allows for the data to be summarized by the agency's trading partners if significant amounts are projected to be with a single trading partner.

- Includes a questionnaire to gain insight on how the agency projected the data and gather information on the challenges that exist in converting In-Flight orders to G-Invoicing.

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G-Invoicing Implementation Challenges

Challenge #2: Intra-Departmental Activity

Problem Statement: Agency intra-departmental activity currently includes processes and procedures that allows agencies to sufficiently manage, record, reconcile, and report without documentation in a Treasury application prior to executing transactions. Implementation of G-Invoicing requires additional burden on agencies to incorporate the documentation of Orders prior to executing transactions.

Intra-Departmental Activity – Proposed Relief Options

- **Temporarily Continue Use of IPAC**
    - **Action:** Establish a new transaction category in the IPAC application to categorize transactions as *"Intra-Departmental Buy/Sell"*
    - **Benefit:** Allows agencies to continue the use of the IPAC application to facilitate intra-departmental Buy/Sell activity

AND

- **Temporarily Allow Use of 7600EZ Without Threshold**
    - **Action:** Establish a BizApp within G-Invoicing that allows agencies to use G-Invoicing 7600EZ capability without a $10,000 threshold
    - **Benefit:** Allows agencies to transition intra-departmental transactions to G-Invoicing without requiring the implementation of Orders to be documented within G-Invoicing

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Patch Release 7.0.3

- Angular 17 (framework) Upgrade
  - Current framework (Angular 16) end of life (EOL) date is November 8th
    - EOL date is driving force behind the need for this patch
  - Patch may be impactful to agencies who utilize BOTs in our User Interface (UI)
  - Agency testing window in QA-F (September 2nd - October 7th)
  - Production Support contacted our known agency BOT users providing additional details around agency patch release testing
    - If your agency uses BOTs but has not received an email from Production Support by the start of the agency testing window, please contact the Treasury Support Center

Treasury Support Center

The Treasury Support Center, provided by the Federal Reserve Bank of St. Louis, is open Monday through Friday, 7:00am through 8:00pm.

GInvoicing@stls.frb.org   1-877-440-9476   1-314-444-7346 (fax)

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Patch Release 7.0.3 Continued

- Product Service Code (PSC) Updates – Item Code in G-Invoicing
  - Updated to reflect the current list that is available on Acquisition.gov (https://www.acquisition.gov/psc-manual)
  - Removed 3 PSCs that were deactivated as of 04/29/24
  - Updated 37 PSCs that had their descriptions updated
  - Added 6 new PSCs that became effective on 04/30/24

- Defect Remediations
  - Full list of defects remediated to be documented in the Release Notes

- R7.0.3 deployment tentatively planned for October 23rd (Production) and November 1st (QA-C)

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IPAC Release 25.3

- New IPAC Transaction Sub-Categories resulting from OMB Controller Alert
  - Legacy In-Flight Buy/Sell
  - Intra-Departmental Buy/Sell

- Angular 17 (framework) Upgrade
  - Current framework (Angular 16) end of life (EOL) date is November 8th
    - EOL date is driving force behind the need for this patch

- OPM Postal Reform Implementation
  - Delivering a second RITS Drawdown File for the new Postal Service Health Benefit (PSHB) Program
    - New program will provide health benefits to more than 1.7 Million Postal Service employees, annuitants and their family members

- R25.3 deployment planned for November 7th (Production) and November 15th (QA-C)

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Release 7.1

- Cancelled Order Lines / Schedules Enhancements
  - Enhancement #1: G-Invoicing will no longer allow cancelled Order Line/Schedule data to be edited
    - New validation will prevent changes in both the UI and API
  - Enhancement #2: Order Lines/Schedules may be deleted while in Draft status or during a Modification (UI Only)
    - Specific Line/Schedules may not be deleted if they have been on an Open Order or Performance has occurred; however, newly added Line/Schedules added during an Order Modification may be deleted
  - Enhancement #3: G-Invoicing will no longer require at least one active Order Line/Schedule
    - Will allow all Order Lines/Schedules to be cancelled
  - Agency Best Practice Leading up to R7.1
    - Moving forward, if you need to cancel an Order Line or Schedule agencies should try to have all the required fields populated with valid data in G-Invoicing
      - Those include TAS, BETC, Object Class Code, Item Code, Unit of Measure, Quantity, Unit Price, Bona Fide Need, etc.
    - If this best practice is not followed, agencies will have to revisit those at a future date as part of a large data cleanse effort leading up to R7.1

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Release 7.1 Continued

- New 7600EZ BizApps resulting from OMB Controller Alert with $10k thresholds removed
  - Legacy In-Flight (7600EZ)
  - Intra-Departmental (7600EZ)

- Defect Remediations
  - Full list of defects remediated to be documented in the Release Notes

- R7.1 deployment dates TBD

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SSAE-18 Update

- Status of FY 24 Examination for IPAC and G-Invoicing
  - SSAE 18 Reports are a Service Organization Control (SOC) 1 Type 2
    - SOC 1 - Internal controls over financial reporting
    - Type 2 - Reports on the operating effectiveness of internal controls over a period-of-time, in addition to the controls' design
  - External Auditor: Baker, Newman & Noyes
  - Attestation Period: July 1, 2023 - June 30, 2024
  - Target Issuance Date: Late-August

- A bridge letter will be issued in mid-October to cover the period of July 1, 2024 - September 30, 2024

- An update will be provided at the September ITWG

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SSAE-18 Update

- Complementary User Entity Controls (CUECs) and Complementary Subservice Organization Controls are identified in the report

  – Complementary User Entities are Federal Program Agencies that are users of G-Invoicing and IPAC

  – The Complementary Subservice Organization is National Information Technology which hosts Treasury's shared infrastructure that is managed for the Treasury by FRB Richmond

- When the report is available, please coordinate with your G-Invoicing/IPAC POC to have one representative from your Agency request the reports from IGT@fiscal.treasury.gov or your Agency's AIT

  – It's not necessary to have access to a secure email tool to receive the report

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Upcoming Office Hours

- G-Invoicing Program conducts virtual Office Hours sessions twice monthly where we host targeted discussions as well as "open-mic" styled discussions.

- Future Topics Include:

  - ~~Round Table Discussion: Common Operational Support Issues (July 23rd)~~

  - ~~Powerful User Recertification Drop-In Session #2: (August 6th)~~

  - Round Table Discussion: Entering In-Flight Orders into G-Invoicing: (August 20th)*

  - Trading Partner Spotlight: GSA ETSNext (September 10th)

  - Round Table Discussion: Preparing for Cancelled Order Lines and Schedules (September 24th)

  - Trading Partner Spotlight: Providing agencies a platform to discuss their G-Invoicing implementation approach with trading partners

  * 90-minute session

- Register for Office Hours here: https://fiscal.treasury.gov/training/g-invoicing-office-hours.html

G-Invoicing Office Hours	REGISTER	08/20/2024 09/10/2024 09/24/2024 10/08/2024 10/22/2024	Online	Open to all federal agencies	Fiscal Accounting	IGT@fiscal.treasury.gov

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Open Agency Discussion

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G-Invoicing Program Support and Contacts

For IGT Program Management and Agency Outreach Support

Andy Morris
Manager, Intragovernmental Transaction & Reconciliation Branch (ITRB)
Bureau of the Fiscal Service – Fiscal Accounting
Andrew.R.Morris@fiscal.treasury.gov

Jeff Board
G-Invoicing Product Owner, ITRB
Bureau of the Fiscal Service – Fiscal Accounting
Jeffrey.Board@fiscal.treasury.gov

Keith Jarboe
IGT Agency Outreach, Engagement & Onboarding
Bureau of the Fiscal Service – Fiscal Accounting
Keith.Jarboe@fiscal.treasury.gov

For Intragovernmental Transactions Working Group Information

IGT@fiscal.treasury.gov

https://www.fiscal.treasury.gov/g-invoice/

For G-Invoicing Additional Support

GInvoicing@stls.frb.org

1-877-440-9476

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Appendix

- Policy & Guidance Updates (Slide 27)

- What's Next (Slide 28)

- IPAC Transaction Sub-Category Timeline (Slide 29)

- Historical G-Invoicing Roadmap (Slide 30)

- Post-Mandate Enhancement Timeline (Slide 31)

- Connecting With Your Trading Partners (Slide 32)

- Knowledge and Training Offerings (Slides 33 - 34)

- Treasury Support Center (Slide 35)

- Commonly Referenced Resources (Slide 36)

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Policy & Guidance Updates

Policy / Guidance Document	Purpose	Last Updated	Next Update	Located
TFM Chapter 4700, Appendix 8 (Updated Annually)	Main Policy Document governing how IGT Buy/Sell activity shall be conducted	November 2023	November 2024	https://tfx.treasury.gov/tfm-classic/volume1/part2/chapter-4700-federal-entity-reporting-requirements-financial-report
G-Invoicing Program Guide	Guide for Basic Accounting and Reporting for the proper treatment of IGT Buy/Sell transactions processed through G-Invoicing	August 2022	NLT 9/30/2024	https://www.fiscal.treasury.gov/ussgl/resources-g-invoicing-program-guide.html
G-Invoicing System Integration Guide	Details how FPAs may utilize automated data exchanges to communicate IGT Buy/Sell activities to/from G-Invoicing	May 2023	TBD	Please contact the Treasury Support Center
G-Invoicing Rules of Engagement	Outlines protocols for Trading Partner interaction in support of transitioning IGT Buy/Sell business processes to G-Invoicing	July 2023	TBD	https://www.fiscal.treasury.gov/files/g-invoice/g-invoicing-rules-of-engagement.pdf
Federal Intra-governmental Data Standards (FIDS)	Defines the data attributes and the system mapping & validation rules for the new IGT Buy/Sell data standard which is implemented through G-Invoicing	March 2024	TBD	https://fiscal.treasury.gov/g-invoice/resources.html#standards

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What's Next

- Ongoing Application Optimization
  - Continuous effort to refine our code to ensure application performance is optimal for agencies

- Cyber Security Improvements

- Cloud Migration
  - Transitioning from On-Premises Infrastructure to Cloud Infrastructure

- Other Security Enhancements

- Defect Remediations

- Minor (Non-ERP Impacting) Feature Work

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IPAC Transaction Sub-Category Timeline

- FY24 TFM Chapter 4700 publication provided updates to the IPAC Timeline
  - The new IPAC Transaction Sub-Category data element became required for the Bulk File in October 2023 (Fiscal Year 2024)
  - Delayed the removal of Buy/Sell option for both the IPAC User Interface and IPAC Bulk File until October 2025 (Fiscal Year 2026)

December 2021	October 2022	October 2023	October 2025
• New data element available as optional in IPAC.	• New data element required in the IPAC User Interface, optional in IPAC Bulk File.	• New data element required in IPAC Bulk File	• Removal of Buy/Sell option for both the IPAC User Interface and IPAC Bulk File.

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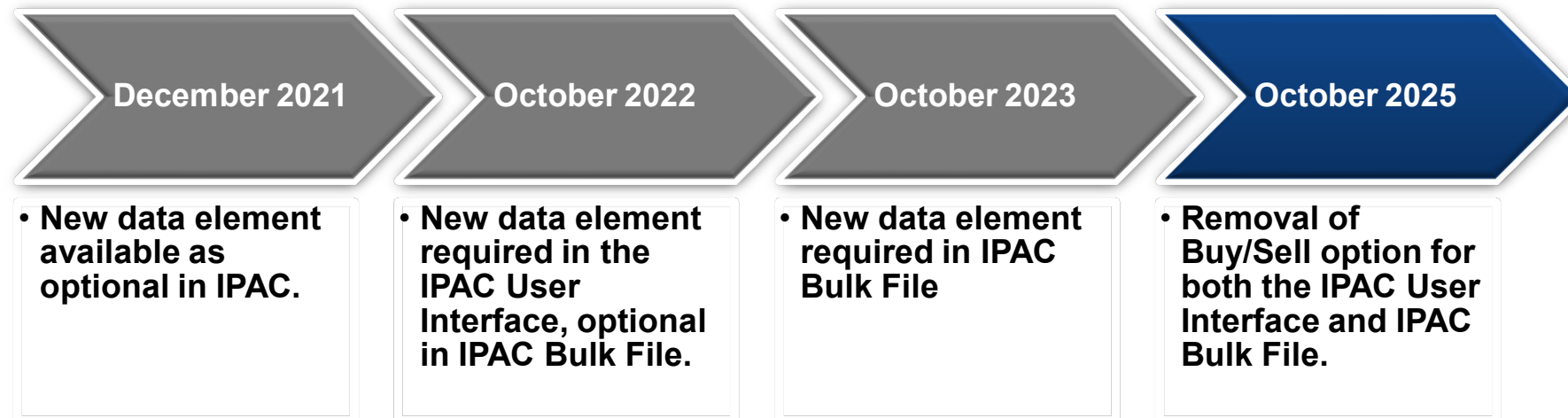
Historical G-Invoicing Roadmap

Calendar Year					
2023				2024	
G-Invoicing Releases					
G-Invoicing	Q1	Q2	Q3	Q4	Q1	Q2
R5.0	✓					
R5.1		✓				
R5.1.1		✓				
R5.2			✓			
R6.0			✓			
R6.0.1				✓		
R7.0					X	

All timelines are tentative and based on known requirements as of November 2023
"X" denotes targeted quarter for deployment (development done).

Additional releases will be added as planning occurs for future Program Increments. The following link can be used to reference the Services Quick Reference Guide for additional information regarding the versions of Application Program Interface (API), XML, specifications, Federal Intragovernmental Data Standards (FIDS) and System Mapping & Validation Rules (SM&VR) supported by each release.

R5.0 (02/16/2023) – Post-mandate functionality for 7600EZ capabilities, Order Upload and advanced Pre-Paid Performance Quantity (PPQ) for IFO, and Feature Management and Feature reports. Enhancements to the User Interface include improved date and time handling and Product Service Code (PSC - Item Code) validation.

R5.1 (05/18/2023) – Limit non-printable characters on Orders and Performance to support Vendor integration, Constructive Order Acceptance available through new JSON APIs for Orders and Performance, and 7600EZ copy invoice functionality

R5.1.1 (06/22/2023) – Multiple application defects were remediated and additional security enhancements for data-at-rest.

R5.2 (07/27/2023) – Enhanced Order Modification, Order Modification Revert and Performance while Order in Modification, and Product Service Code (Item Code) Validation.

R6.0 (09/14/2023) – Multi-Factor Login Enforcement; Common Approach to Identity Assurance (CAIA)

R6.0.1 (10/19/2023) – Defect remediation; APIs (non-printable characters & SFO mod), Print for rejected Orders, and Incorrect Notifications. Application performance and stability enhancements.

R7.0 (Target CYQ1 2024) – Bi-directional Order Modification, DLA 7600EZ GT&C, User Interface enhancements for 508 compliance and user experience, application stability and performance improvements and other post-mandate features – to be prioritized.

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Post-Mandate Enhancement Timeline

The following enhancements are high priority following the mandate based on Agency requests.

These enhancements will also require further ERP integration changes:

Enhancement	G-Invoicing Development Completed	Available in Production	Release Number	Agency Implementation Date, if Required
In-Flight Order Upload Tool for the User Interface	Q1 FY2023	2/16/2023	5.0	N/A
* 7600EZ (Low Dollar Purchases)	Q1 FY2023	2/16/2023	5.0	Q1 FY2024
* Constructive Order Acceptance (GSA Rent)	Q2 FY2023	5/18/2023	5.1	Q1 FY2025
* Performance During an Order Modification	Q3 FY2023	7/27/2023	5.2	TBD
* Order Revert	Q3 FY2023	7/27/2023	5.2	TBD
Treasury Single Sign-On (SSO) Migration to CAIA	Q3 FY2023	9/14/2023	6.0	9/14/2023
* Bi-directional Order Modification	Q1 FY2024	3/16/2024	7.0	TBD
* Performance Amount Enhancement	TBD	TBD	TBD	TBD

* Both Trading Partners must enable Feature Flags to use this Functionality.

Note: Fiscal Service will continue to collaborate with ERP Vendors in support of their development timelines.

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Connecting With Your Trading Partners

Staying up to date on your Partners' progress is key to your own success in transitioning your IGT Buy/Sell activity to G-Invoicing. Fiscal Service provides several utilities to facilitate effective communication with your Partners to gain an understanding of their implementation approach and timeline.

Intra-governmental Transactions Working Group (ITWG)

- A monthly venue for FPAs to review, discuss and provide feedback on the requirements and functional/technical design of the G-Invoicing solution, and related IGT Policy. Learn more here: https://www.fiscal.treasury.gov/g-invoice/

G-Invoicing Office Hours

- Bi-monthly sessions allow FPAs to engage with Treasury and their Trading Partners on a variety of G-Invoicing and IGT Buy/Sell topics. Agency-specific Office Hours allow FPAs to learn about specific implementation approaches being conducted by key Buy/Sell Partners. Register for office hours here: https://fiscal.treasury.gov/g-invoice/training.html

Training Webinars - Focus Groups - User-Centered Design – Self-Guided Learning

- To learn more about these options available to Trading Partners, and to receive direct engagement with our Agency Implementation Team, contact us at IGT@fiscal.treasury.gov Or visit our website: https://www.fiscal.treasury.gov/g-invoice/

Agency Implementation Plans and Points of Contact

- USDA's Connect.gov page contains data related to Agency's Implementation Status including Implementation Plans for CFO Act Reporting Entities who receive IGT Scorecards.
  https://community.connect.gov/display/CrossAgencyExternal/Bureau+of+the+Fiscal+Service+G-Invoicing

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Knowledge and Training Offerings

G-Invoicing Learning Opportunities

- Our Agency Implementation Team hosts a variety of training options.

- Our program conducts virtual Office Hours sessions twice monthly where we host targeted sessions focused on key topics, as well as "open-mic" styled discussions.

- Independent learning materials including videos, reference guides, and presentations are available through the G-Invoicing website: https://www.fiscal.treasury.gov/g-invoice/

- Register for training, Office Hours, webinars, and access our independent training videos here: https://www.fiscal.treasury.gov/g-invoice/training.html

- **Don't see what you need? Ask your Agency Implementation Team Representative or contact the G-Invoicing Program Team by emailing: IGT@fiscal.treasury.gov**

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You're Not Alone – We're Here To Help

Agency Implementation Team (AIT)

- Education

  - Business Process Walkthroughs

  - Application Demos

  - User Training

- Account Establishment

- Enrollment Assistance

- Production Support

- Assistance with Agency-Led Implementation Team

- Contact Email: STLS.Treasury.Ginv.AIT@stls.frb.org

Engagement | Outreach | Support

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Treasury Support Center (TSC)

- The Treasury Support Center can manage and escalate all G-Invoicing requests/issues to the appropriate support teams including the following:

  - Enrolling in G-Invoicing

  - Access Questions

  - Resetting your Password

  - G-Invoicing features & functionality

  - G-Invoicing application errors & issues

- Due to the large volume of agency requests/issues received through various email boxes and contacts, we are encouraging all G-Invoicing issues/requests to be escalated through the Treasury Support Center via email GInvoicing@stls.frb.org or via phone 1-877-440-9476.

  - This process will ensure all requests/issues are routed to the appropriate support staff and reviewed in a timely manner. If the request/issue is of high urgency, please call the Treasury Support Center and request an immediate escalation.

  - The Treasury Support Contact information can be found on the Fiscal Service website: https://www.fiscal.treasury.gov/g-invoice/contact.html

Treasury Support Center

The Treasury Support Center, provided by the Federal Reserve Bank of St. Louis, is open Monday through Friday, 7:00am through 8:00pm.

GInvoicing@stls.frb.org	1-877-440-9476	1-314-444-7346 (fax)

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Commonly Referenced Resources

Resource Name	Purpose	Located?
G-Invoicing User Guide	General purpose resource for G-Invoicing resource. Includes detailed walk-throughs for using various application features	Within G-Invoicing under the "Help Menu"
G-Invoicing Administrator Guide	Resource for G-Invoicing users with administrator roles. Includes detailed walk-throughs for administrator only features	Within G-Invoicing under the "Help Menu"
G-Invoicing Self Paced Learning Videos	Recorded demonstrations and walk-throughs for G-Invoicing features	In the Training section of the Fiscal Service G-Invoicing page. G-Invoicing: Training (treasury.gov)
G-Invoicing Instructor Led Webinars	Instructor led webinars held weekly the focuses on brokering documents in G-Invoicing and will include advanced features post R5.0	Bureau of the Fiscal Service - Training (treasury.gov)
Treasury Support Center	Help Desk to assist with G-Invoicing issues	GInvoicing@stls.frb.org 1-877-440-9476 Available Monday through Friday, 7:00am through 8:00pm (Eastern)

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