



BUREAU OF THE  
**Fiscal Service**  
U.S. DEPARTMENT OF THE TREASURY

# Intra-governmental Transactions Working Group (ITWG)

April 8, 2025

# Today's Agenda

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- Tentative ITWG Schedule
- Program Updates
- GSA Fleet G-Invoicing Integration
- Gaining Access to Intralinks
- IPAC Relief Options - Availability Timeframe
- Office Hours
- Survey Questions
- Open Agency Discussion

# Tentative ITWG Schedule

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- ✓ February 11 – Program Updates, IGT Buy/Sell Differences Progress, IPAC Release 26.0 Cloud Go-Live, IPAC Cutoff Relief Options, Federal Entity Relief Options Decision Matrix, Office Hours, Open Agency Discussion, Survey Questions
  - ✓ March 11 – Program Updates, Non-Compliant Agency Implementation Status, IPAC Release 26.0 Cloud Go-Live, IPAC Cutoff Relief Options, Federal Entity Relief Options Decision Matrix, Defense Logistics Agency (DLA) Speaking Invitation, Office Hours, Open Agency Discussion, February Survey Results, Survey Questions
  - ❑ April 8 – Program Updates, GSA Fleet G-Invoicing Integration, Gaining Access to Intralinks, IPAC Relief Options - Availability Timeframe, Office Hours, Survey Questions, Open Agency Discussion
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Planned Dates: May 13, June 10, July 8



*2:00 - 3:30 pm ET*

# Program Updates

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- Q2 FY25 Implementation Plans were due to Treasury by March 31<sup>st</sup>
  - Thank you for your timely submissions!
  - These submissions will be reflected on your Q2 Scorecard
  - Q3 FY25 Implementation Plans are due to Treasury by June 30<sup>th</sup>
  - **Reminder:** Please ensure that the correct Agency G-Invoicing POCs are captured on your quarterly Attachment A submissions
- G-Invoicing Release 7.1 successfully deployed on April 2<sup>nd</sup> (Production)
  - Delivered the following: Cancelled Order Lines / Schedules Enhancements (including a new Order Cancellation Feature Flag), Mishandling of spaces as a valid character in G-Invoicing UI (Order and 7600EZ), User Experience Enhancements, Performance Optimization to address the latency issues in Prod/QA, and Defect Remediations
  - Comprehensive list of items included are documented in the Release Notes
  - QA-C deployment planned for April 11<sup>th</sup>

# R7.1 Data Cleanse

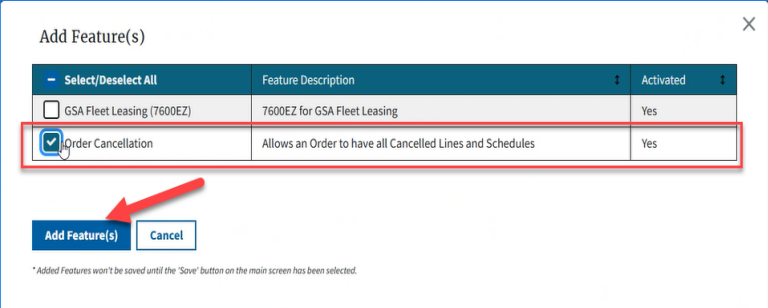
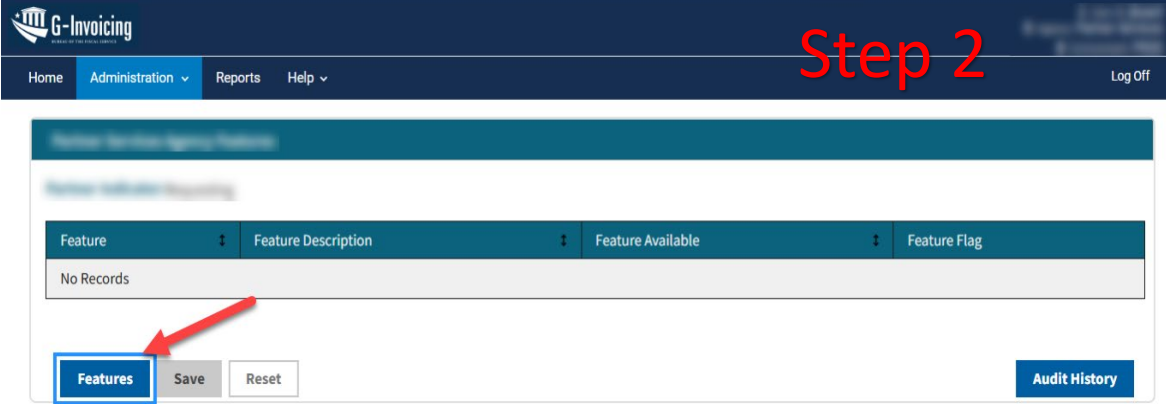
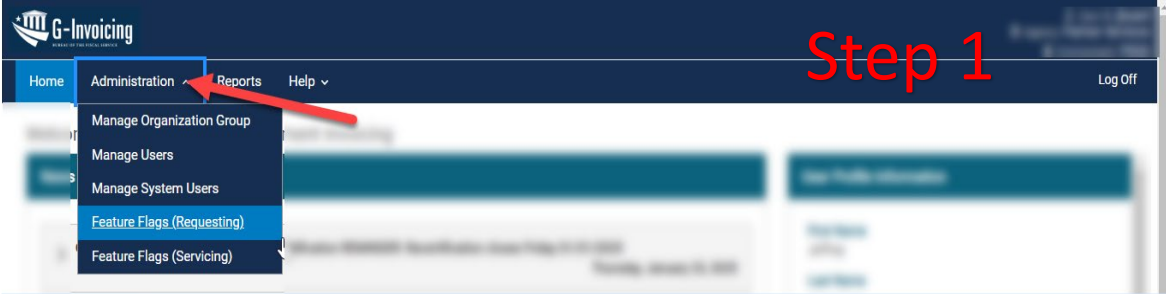
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- Production Orders were updated as part of the R7.1 Order deployment. Thank you to the agencies that proactively reviewed those Orders and assisted with the clean up
- An additional data cleanse is needed for affected Orders that were not updated prior to the release deployment. AITs are reaching out to affected agencies directly; update will be scheduled when all input is received

*Note: Users that attempt to update affected orders will receive validation errors until the update is completed.*

# Enabling Cancelled Order Feature Flag

- Step 1: Under Administration, navigate to Feature Flags (Requesting and/or Servicing)
- Step 2: Click the Features button
- Step 3: Locate Order Cancellation on Add Feature modal, select it, and click Add Feature(s) button
- Step 4: Enable Feature Flag by setting it to Yes, when ready



Feature	Feature Description	Feature Available	Feature Flag
Feature Management	Management of Feature Flags	Yes	Centrally Managed
Standard Order Processing	Agreement used to create standard (BIO/SFO) Orders	Yes	Centrally Managed
7600EZ (under 10k)	7600EZ not to exceed \$10,000	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
GSA Global Supply (7600EZ)	7600EZ for GSA Global Supply	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Batch Order Upload	Upload Orders using CSV template	Yes	<input type="radio"/> Yes <input checked="" type="radio"/> No
Bidirectional Order Modifications	Partner 1 or 2 may initiate Order modification	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Order Revert	Allows an Order that is being modified to be reverted to a previous Open or Closed version	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Performance while Order Modification	Allows Performance to continue during Order modification	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Legacy In-Flight (7600EZ)	7600EZ for Legacy Transactions	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Intra-Departmental (7600EZ)	7600EZ for Intra-Departmental Transactions	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Order Cancellation	Allows an Order to have all Cancelled Lines and Schedules	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No

# Program Updates Continued

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- IPAC Release 26.0 Cloud Go-Live
  - Will feature a modernized User Interface (UI)
    - UI changes will likely impact existing BOTs and/or any automation processes that agencies have in place today
    - Agency testing window in the IPAC Cloud Staging Environment is targeted for May 2025
      - Bulk File Automation - Users of Connect:Direct will be part of this testing effort
    - R26.0 deployment planned for end of June (Production) and mid-July (QA-C / FA-PC Stage Current)
    - R26.0 Overview Webinar recordings are available upon request by emailing [STLS.Treasury.GInv.AIT@stls.frb.org](mailto:STLS.Treasury.GInv.AIT@stls.frb.org)
- TFM Bulletin 2025-05 in Progress
  - Incorporate the new agency relief options (IPAC & G-Invoicing)
  - Provide agencies with guidance on selecting the appropriate relief options
  - Removes GPO's Print and Publishing from the list of agency business lines who've been granted exemptions to the 7600EZ \$10k threshold
  - Reaffirming the use of G-Invoicing as essential activity to fulfill a statutory purpose
  - Publication tentatively planned for late April or early May

# Program Updates Continued

- Webpage Updates

- Training content/materials updated in March
  - New Additions include:
    - 1) G-Invoicing Office Hours - R7.1 Overview (March 18, 2025)
    - 2) G-Invoicing SailPoint Forms Overview (March 24, 2025)
- Format of the Training page has also been updated to include buttons that will provide users the ability to expand/collapse the pre-recorded training content by Month/Year
  - Intended to enhance the user experience when scrolling through that page by providing the newest video content at the top of the page
  - **Note:** These files will all eventually be transitioned to Intralinks
  - <https://www.fiscal.treasury.gov/g-invoice/training.html>

## Training

### G-Invoicing Training

We currently offer both in-person and online webinar: editing, sharing and approving the General Terms & C who use or are soon to implement G-Invoicing.

[Register for Training](#)

- + March 2025
- + February 2025
- + January 2025
- + November 2024

March 2025  
G-Invoicing Office Hours - IPAC Relief Options (March 04, 2025)

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G-Invoicing Office Hours  
March 4<sup>th</sup>, 2025

0:00 / 58:20

G-Invoicing Office Hours - R7.1 Overview (March 18, 2025)

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G-Invoicing Office Hours  
Revision 7.1 Overview  
Presenter: Andrew Zeff  
March 18, 2025

0:00 / 39:30



# Program Updates Continued

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- Cancellation of the G-Invoicing User Experience (UX) Working Group for the foreseeable future
  - This working group helps support User Interface (UI) development and product design
  - Our focus for the remainder of Calendar Year 2025 will be on completing our Infrastructure Migration development work
    - G-Invoicing Release 8.0 Cloud Go-Live is targeted for Production by Q2 FY2026
  - Intend to resume this meeting series sometime in Calendar Year 2026
  - Would like to thank all of you who have been participating and supporting us in this working group

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# GSA Fleet G-Invoicing Integration

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# Who We Are

GSA Fleet supplies federal agencies with non-tactical vehicle and fleet management solutions



## Vehicle Purchasing

GSA Fleet is the mandatory source for all federal, non-tactical vehicle purchases. Over 40,000 vehicles are purchased annually.



## Vehicle Leasing

GSA Fleet leasing provides end-to-end fleet management services for over 235,000 federal vehicles and more than 70 agencies.



## Short Term Rental

STR provides agencies with surge capacity and short term vehicle and equipment needs.



## Data and Reporting

GSAFleet.gov is a one stop shop for agencies to procure vehicles and manage their inventory.

# April 2026

## Planned G-Invoicing integration w/ GSA Fleet

Vehicle Purchasing and other  
**non-recurring** services

- **Standard seller facilitated** process with order authorization pause step
- Critical vehicle purchases may be needed on a condensed timeline - timely approval of order authorizations may be required to ensure mission success

Leasing, Short Term Rental, and other  
**recurring** services

- **Seller facilitated EZ process** with automatic billing, no order authorization pause step
- DOD entities cannot have unique billing details at a vehicle level - all accounting must be consistent across the BOAC / account code
- Allows for Fleet services to continue uninterrupted, as is the process today with IPAC



# Why EZ?



## Recurring Services

GSA Fleet Leasing and other services are recurring in nature, with no defined start and end date.

Vehicles support missions in perpetuity and are maintained and replaced while maintaining agency operation.

## Mission-Critical Support

Recurring services like Short Term Rental fill mission-critical and often urgent, emergency situations where the speedy delivery of services is essential to mission success.

## Variable Costs

Costs for recurring services can be extremely variable and dependent on driver behavior (think accidents and damage) and use (miles driven), which does not fit within the order authorization structure.

## Statutory Authority

GSA Fleet provides leasing and rental services to federal agencies under specific statutory authority.

Working with GSA Fleet does not enter the customer agency into contractual relationships or agreements.

# Next Steps

## Preparation for full integration with G-Invoicing

<b>Establish GT&amp;Cs</b>	<b>Determine Agency Readiness</b>	<b>Update Wallet</b>	<b>IPAC until G-Invoicing</b>
<p>GSA Fleet is working with agency HQ teams to establish GT&amp;Cs at the highest level possible within each customer agency.</p> <p>Two GT&amp;Cs will be created - one for EZ and one for standard seller facilitated transactions.</p>	<p>We will work with customers to identify those who are ready to integrate order processing in G-Invoicing for GSA Fleet business.</p> <p>Planning for gradual rollout in April 2026 based on readiness and agency size.</p>	<p>GSA Fleet will work with customers to update Wallet (GSAFleet.gov page for maintaining accounting and billing data).</p> <p>Wallet will record the TAS, ALC, and GT&amp;C, among other data required for billing.</p>	<p>Until agencies have G-Invoicing details added in Wallet, customers will continue to be billed via current IPAC and/or non-IPAC processes until readiness is achieved.</p>

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# Thank You!

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Reach out to us at [gsafleet\\_g-invoicing@gsa.gov](mailto:gsafleet_g-invoicing@gsa.gov) with any questions or concerns.

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# Gaining Access to Intralinks

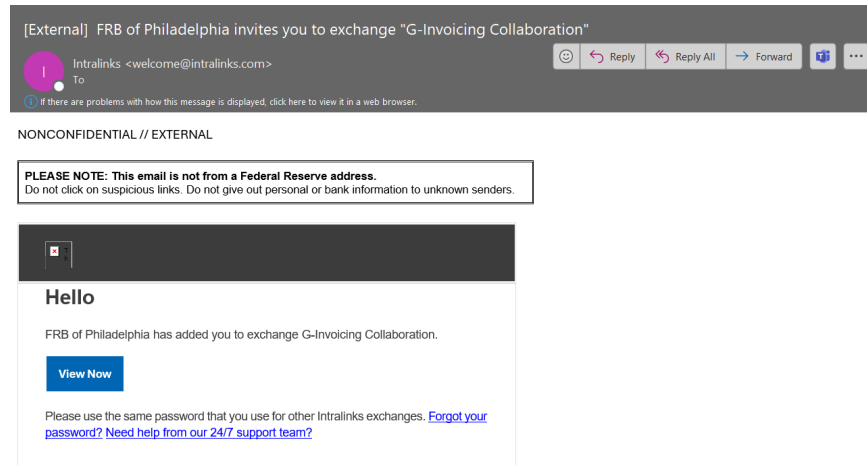
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- What is Intralinks and who will have access?
  - Intralinks is a secure platform to share content (files and videos) securely and protected by multifactor authentication
    - GINV - ERP Vendors, Primary Admins, Master Admins and agency POCs identified on the Attachment A's will be granted access to Intralinks by default
    - IPAC - requests should be submitted through the Treasury Support Center and provide the content access is being requested to access
      - The requests should include an agency AppApprover
  - Agency Points of Contact will need to download the material and share with other internal agency contacts, as needed
    - Content that is downloaded should be protected, access restricted, and only shared on a need-to-know basis
    - The material should not be re-distributed via email
    - If an additional user needs access, a request can be submitted via the Treasury Support Center
  - Access will be reviewed and recertified annually



# Gaining Access to Intralinks

- How do I access Intralinks?
  - AITs will be granting G-Invoicing and IPAC agency users' access to Intralinks and an auto generated email will be sent
  - A “Quick Reference Guide” will be available once access has been established
  - Be on the lookout for emails from [welcome@intralinks.com](mailto:welcome@intralinks.com) to setup access



- Additional details will be provided on the IPAC and GINV Resources pages for future reference
  - GINV: <https://www.fiscal.treasury.gov/g-invoice/resources.html#standards>
  - IPAC: [Intra-Governmental Payment and Collection: Training](#)

# IPAC Relief Options - Availability Timeframe

CFOC Approved IPAC Relief Options		Conservative Approach	Moderate Approach	Aggressive Approach
Application	IPAC Sub-Category / G-Invoicing BizApp	Removal Date End of Fiscal Year	Removal Date End of Fiscal Year	Removal Date End of Fiscal Year
IPAC	G-Invoicing Non-Compliant Buy/Sell	2028	2027	2026
IPAC	Legacy In-Flight Buy/Sell	2030	2028	2027
IPAC	Intra-Departmental Buy/Sell	2030	2028	2027
G-Invoicing	*Legacy In-Flight (7600EZ)	2031	2029	2028
G-Invoicing	*Intra-Departmental (7600EZ)	Permanent	Permanent	Permanent

## Removal Timeframe Considerations

- Removal of Non-Compliant option first to drive continued pace of adoption by Agencies
- Moderate and aggressive approaches eliminates Non-Compliant option prior to projected full readiness of GSA's business lines. (*Reimbursable Work Authorizations (RWA) and GSA Supply*)
  - Limits transition timeframe to engage with Agencies and Business Lines with late compliance dates
- Current agency approach offers 1 - 2 year requested transition timeframe for engaging with late adopters
- Legacy In-Flight 7600EZ available longer than IPAC options to drive conversion to G-Invoicing
- Intra-Departmental 7600EZ retained permanently based on Agency surveys and discussions

# 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:

- ~~R7.1 Overview/Features Demo (March 18<sup>th</sup>)~~
- ~~G-Invoicing R7.1 Data Cleanse (April 1<sup>st</sup>)~~
- Open Topic (April 15<sup>th</sup>)
- Intralinks Overview (May 6<sup>th</sup>)
- Open Topic (May 20<sup>th</sup>)
- Trading Partner Spotlight: Providing agencies a platform to discuss their G-Invoicing implementation approach with trading partners



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

<a href="#">G-Invoicing Office Hours</a>	<a href="#">REGISTER</a>	04/01/2025 04/15/2025 05/06/2025 05/20/2025 06/03/2025 06/17/2025	Online	Open to all federal agencies	Fiscal Accounting	 <a href="mailto:IGT@fiscal.treasury.gov">IGT@fiscal.treasury.gov</a>
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# Survey Questions

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1. Fiscal Service intends to disable the ability for agencies to submit String TAS shortly following the IPAC R26.0 Cloud Go-Live in late June 2025. With this configuration change, only Component TAS will be accepted. Will this present any issues/concerns for your organization (Y/N)?
2. If you answered Yes for the previous question, please identify which bureaus/components within your organization are still utilizing String TAS in IPAC and/or CARS and provide us with email addresses for those POCs so we can include them in an upcoming ITWG where this topic will be discussed in greater detail.

\*Link to Survey Questions: <https://forms.office.com/g/umfHWn3J8Y>

- Please submit feedback by COB Friday, April 18<sup>th</sup>

# Open Agency Discussion



# G-Invoicing Program Support and Contacts

## For IGT Program Management and Agency Outreach Support

David Thomas III  
Manager, Intragovernmental Transaction & Reconciliation Branch (ITRB)  
Bureau of the Fiscal Service – Fiscal Accounting  
[David.Thomas@fiscal.treasury.gov](mailto:David.Thomas@fiscal.treasury.gov)

Jeff Board  
G-Invoicing Product Owner, ITRB  
Bureau of the Fiscal Service – Fiscal Accounting  
[Jeffrey.Board@fiscal.treasury.gov](mailto:Jeffrey.Board@fiscal.treasury.gov)

Keith Jarboe  
IGT Agency Outreach, Engagement & Onboarding  
Bureau of the Fiscal Service – Fiscal Accounting  
[Keith.Jarboe@fiscal.treasury.gov](mailto:Keith.Jarboe@fiscal.treasury.gov)

## For Intragovernmental Transactions Working Group Information

[IGT@fiscal.treasury.gov](mailto:IGT@fiscal.treasury.gov)  
<https://www.fiscal.treasury.gov/g-invoice/>

## For G-Invoicing Additional Support

[GInvoicing@stls.frb.org](mailto:GInvoicing@stls.frb.org)  
1-877-440-9476



# Appendix

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- G-Invoicing Statutory Requirement (Slide 24)
- What's Next (Slide 25)
- Historical G-Invoicing Roadmap (Slide 26)
- Policy & Guidance Updates (Slide 27)
- Connecting With Your Trading Partners (Slide 28)
- Knowledge and Training Offerings (Slides 29 - 30)
- Treasury Support Center (Slide 31)
- Commonly Referenced Resources (Slide 32)

# G-Invoicing Statutory Requirement

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## Q: Is there Statutory Authority requiring agencies to use G-Invoicing?

**A:** *The mandatory adoption and use of G-Invoicing is required under the **Chief Financial Officer Act of 1990** and the **Federal Financial Management Improvement Act of 1996** and is required by other authorities relevant to government-wide financial reporting. G-Invoicing will replace the formal reimbursable agreement process for Intra-governmental (IGT) Buy/Sell activity.*

### Other Authorities:

- *31 U.S.C. 331(e)(1) (Consolidated Government-wide Financial Report)*
- *31 U.S.C. § 3512(b) (Executive Agency Accounting and Other Financial Management Reports and Plans)*
- *31 U.S.C. § 3513 (Financial Reporting and Accounting System)*
- *Office of Management and Budget, Office of Federal Financial Management and Controller Alert, 24-03 (July 15, 2024) (reminding Federal agencies that adoption of G-Invoicing is required for all agencies no later than October 1, 2025).*



# What's Next

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- **G-Invoicing Infrastructure Migration**
  - Transitioning from On-Premises Infrastructure to Cloud Infrastructure
  - On track to be completed by Q2 FY2026
- **Ongoing Application Optimization**
  - Continuous effort to ensure application performance is optimal for agencies
- **Minor (Non-ERP Impacting) Feature Work**
  - Business Enhancement Change Requests (Major Feature Work) will continue to be on hold until our Infrastructure migration is completed
  - Efforts are underway to review/determine which enhancement requests from our backlog will be the top priority following our Infrastructure migration
- **Defect Remediations**



# Historical G-Invoicing Roadmap

	Calendar Year							
	2023		2024				2025	
G-Invoicing Releases								
G-Invoicing	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
R5.2	✓							
R6.0	✓							
R6.0.1		✓						
R7.0			✓					
R7.0.1				✓				
R7.0.2					✓			
R7.0.3						✓		
R7.1							X	

**R5.2 (07/27/2023)** – Enhanced Order Modification; Order Modification Revert and Performance while Order in Modification, 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 (03/16/2024)** – Bi-directional Order Modification, DLA 7600EZ BizApp, CAIA enhancements, several Order UI updates, New Org API to provide ALC Name & Number, Technical Framework updates, Accessibility & Cyber Security improvements and ongoing optimization to improve application performance, responsiveness and throughput.

**R7.0.1 (06/20/2024)** – Defect remediation and application performance improvements

**R7.0.2 (08/28/2024)** – Defect remediation and application performance improvements

**R7.0.3 (10/23/2024)** – Angular 18 Update (version 16 end of service), Product Service Code (Item Code) Updates and defect remediations

**R7.1 (Target Q1 CY2025)** – Cancelled Order Lines / Schedules Enhancement, Mishandling of spaces as valid characters and defect remediations

*All timelines are tentative and based on known requirements as of November 2024  
 “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 Federal Intragovernmental Data Standards (FIDS) and System Mapping & Validation Rules (SM&VR) supported by each release.

**G-Invoicing will be migrating to a new infrastructure in 2025. Business enhancements will be prioritized with stakeholders for development and implementation after the migration.**

# 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	<a href="https://tfx.treasury.gov/tfm-classic/volume1/part2/chapter-4700-federal-entity-reporting-requirements-financial-report">https://tfx.treasury.gov/tfm-classic/volume1/part2/chapter-4700-federal-entity-reporting-requirements-financial-report</a>
G-Invoicing Program Guide	Guide for Basic Accounting and Reporting for the proper treatment of IGT Buy/Sell transactions processed through G-Invoicing	11/20/2024	TBD	<a href="https://www.fiscal.treasury.gov/us-sgl/resources-g-invoicing-program-guide.html">https://www.fiscal.treasury.gov/us-sgl/resources-g-invoicing-program-guide.html</a>
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	<a href="https://www.fiscal.treasury.gov/files/g-invoice/g-invoicing-rules-of-engagement.pdf">https://www.fiscal.treasury.gov/files/g-invoice/g-invoicing-rules-of-engagement.pdf</a>
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	<a href="https://fiscal.treasury.gov/g-invoice/resources.html#standards">https://fiscal.treasury.gov/g-invoice/resources.html#standards</a>

# Connecting With Your Trading Partners

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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](mailto: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>

# Knowledge and Training Offerings



G-Invoicing

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## 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](mailto:IGT@fiscal.treasury.gov)**

# 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](mailto:STLS.Treasury.Ginv.AIT@stls.frb.org)






***Engagement | Outreach | Support***

# 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](mailto: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.

 <a href="mailto:GInvoicing@stls.frb.org">GInvoicing@stls.frb.org</a>	 <a href="tel:1-877-440-9476">1-877-440-9476</a>	 <a href="tel:1-314-444-7346">1-314-444-7346</a> (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. <a href="https://www.treasury.gov/g-invoicing/training">G-Invoicing: Training (treasury.gov)</a>
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	<a href="https://www.treasury.gov/bureau-of-the-fiscal-service/training">Bureau of the Fiscal Service - Training (treasury.gov)</a>
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)