



# Office of Telecommunications Services

## Conexus Today

### Conexus Live versus Testing Environments

During the first week of April 2019, you may have noticed that Conexus was down for maintenance. Conexus has two environments that are open to agencies. One is the live or production environment at <https://conexus.gsa.gov>, and the other is the certification environment at <https://conexus-cert.gsa.gov>. The certification environment is not new, but it has been repurposed for agencies to use as a

test or training platform. The maintenance week in April was needed to remove all test and sample data from the production environment, in anticipation of receipt of the first agency task order award. Agencies can no longer write test orders or enter test data into Conexus production. However, for those agency users that still wish to do testing, they can now use the Conexus certification

environment. Currently, there is some sample data in certification, and the team is also working to develop and load test task orders for more in-depth testing. More details regarding this effort will be forthcoming.

Users can access the certification environment using the same credentials (PIV/CAC or User ID & password) as used for the production environment.

### Conexus Updated Roles & Permissions

As the Conexus team continues to develop additional functionality, agency roles and permissions have been added or updated. Below is a matrix of the assignable roles and associated permissions that Agency Conexus Ad-

ministrators can assign to their agency users. The only exception (as noted on the table) are the roles of Contracting Officer (CO) and Contracting Officer Representative (COR). CO and COR roles are not assignable by

Agency Conexus Administrators, but rather, come from the awarded agency task order data sent to GSA by the EIS contractor. Once received in Conexus, the CO/COR roles are systematically assigned as designated.

Section	Function N - None V - View C - Create E - Edit A - Approve	Agency Admin	NOT A ROLE Agency CO COR (Assigned in Task Order)	Agency AHC	Agency Location*	Agency Inventory	Agency Billing	Agency Invoice Processing	Agency Funding	Agency Order Writer
Orders	Conexus Service Order	VCE	VCE A	N	N	N	N	N	N	VCE
Inventory	Inventory	V	V	N	N	V	N	N	N	V
Billing	Contractor Invoice Validation/Reassign Funding	VCE	VCE A	N	N	N	V	VCE	N	N
Billing	Billing Data / Funding Data	V	V	N	N	N	V	V	N	N
Billing	Disputes	VCE	VCE A	N	N	N	V	VCE	N	N
Billing	AP Accruals	V	V	N	N	N	V	V	N	N
Billing	SLA Compliance	VCE	VCE A	N	N	N	V	VCE	N	N
Contracts	Contracts	V	V	N	N	N	N	N	N	V
Agencies	Agencies	V	V	V	V	V	V	V	V	V
Agencies	AHCs	VCE	VCE	VCE	N	N	N	N	N	V
Agencies	Locations	VCE	VCE	N	VCE	N	N	N	N	V
Agencies	Task Orders - Public pricing only	V	V	N	N	N	V	V	V*	V
Agencies	Fees (AGF)	V	V	N	N	N	V	V	N	V
Agencies	Accounts	VCE	V	N	N	N	N	N	N	V
Agencies	AP Funding	VCE A	VCE	N	N	N	N	N	VCE A	N
Administration	User Profile	VCE A	N	VE	VE	VE	VE	VE	VE	VE
Administration	User Permissions (Groups)	VCE	N	N	N	N	N	N	N	N
Administration	Bulletin Board	V	V	V	V	V	V	V	V	V
Report	Authoritative Tax SHOULD THIS BE A REPORT	V	V	N	N	N	V	V	V	V

\*Coming soon

- > Access GSA Conexus at <https://conexus.gsa.gov>
- > For Conexus help, call 855-ITaid4U (482-4348)  
Sun 8:00 pm - Fri 8:30 pm  
Email: [ITCSC@gsa.gov](mailto:ITCSC@gsa.gov)
- > Contact the Conexus Management Team at [conexus@gsa.gov](mailto:conexus@gsa.gov)
- > Click [here](#) to register for Conexus Training

#### Inside this issue:

Live & Testing Platforms	1
Roles & Permissions	1
Invoice Reconciliation	2
New Training Site	2

## Contractor Invoice Validation Process

The Conexus team understands that timely reconciliations of invoices are very important. To help facilitate this monthly endeavor, one of the core capabilities built into Conexus is the contractor invoice validation process.

EIS contractors are required to electronically send monthly billing invoice files to Conexus, which will be viewable in Conexus within 24 hours of receipt. Within 72 hours of receipt, Conexus will also perform invoice validations, and provide agencies with billing disputes and pay/no pay recommendations at both a summary and detail level.

At a high level, the following is the Conexus invoice validation process:

- ◆ Conexus receives monthly contractor Billing Invoice (BI) and Billing Adjustment (BA) files electronically via

Secure File Transfer Protocol (SFTP).

- ◆ The invoice files are loaded and are available to be viewed by users with the appropriate permissions within Conexus.
- ◆ During order fulfillment, when Service Order Completion Notices (SOCNs) are received from contractors, allowable charges are stored in a Conexus Authority to Pay (ATP) table. (Note: For agencies that choose to utilize Conexus for service ordering, there are additional systematic checks that Conexus performs. In this scenario, Conexus checks to ensure the SOCN matches the agency service order information, line for line. If not, the SOCN is rejected back to the contractor for correction. If agencies use other methods for service ordering, Conexus has no
- visibility into what was on the service order and in this case, considers the vendor SOCN to be authoritative and automatically accepts it).
- ◆ Authoritative sources are used to determine contract pricing, applicable taxes, and contract fee data along with systematic algorithmic calculations to perform pricing reconciliation.
- ◆ Invoices are reconciled against Conexus inventory and ATP to ensure only correctly priced and allowable items are charged and, if not, disputes and pay/no pay recommendations are made.
- ◆ COs/CORs can override Conexus disputes and pay/no pay recommendations by invoice line items. COs/CORs may also create additional disputes for invoice items. For those Conexus recommended



disputes that they choose to accept, and for newly created disputes, they can elect to download a generated file, which they can send to the appropriate EIS contractor. The CO/COR can also elect to have Conexus send their approved disputes directly to the EIS contractor, as well as download disputes for reference.

- ◆ Contractor disputes are tracked within Conexus until resolved.

## Updated Site for Conexus Training



Please note that the Conexus training site has moved. The old link for the Conexus Training

Catalog is no longer available and has been replaced by the following: <https://meet.gsa.gov/admin/show-event-catalog?folder-id=158878426>. Please open this link and bookmark it for future reference.

There are currently eight on-demand Conexus courses available. For the best training experience, it is recommended that they be taken in the following order:

- ◆ CON-101: Getting Started
- ◆ ADM-202: User Administration
- ◆ AGC-102: Agencies Service Order Preparation and Contracts
- ◆ ORD-103 – Ordering Overview
- ◆ ORD-203: Create Install Order
- ◆ ORD-302: Update Submitted Orders & Services
- ◆ BIL-202: View Billing
- ◆ INV-104: Inventory

New courses are currently being developed for the invoice reconciliation process and for EIS Service Level Agreement (SLA) and dispute management. Once these new courses are released, users will be notified via email.