Customer Engagement Portal (CEP)
v 1.0

External User Guide

January 2019

Department of Veterans Affairs

Financial Services Center (FSC)

Revision History

NOTE: *The revision history cycle begins once changes or enhancements are requested after the document has been baselined.*

Date	Revision	Description	Author
1/16/2019	1.0	Initial Creation	Joy Owen

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1. Introduction

1.1. Purpose

The purpose of the guide is to familiarize users with the important features and navigational elements of the Customer Engagement Portal (CEP).

The benefits of using CEP are 24/7 operations, timely accounting system updates, and reporting in a variety of formats.

1.2. Prerequisites

This guide was written with the following assumed experience/skills of the audience:

- a basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- assignment of the appropriate active roles, menus, and security keys required.
- validated access to CEP.

1.3. Organizational Contacts

For help with the CEP, contact:

- Phone: 1-512-460-5380 or 877.353.9791
- Email: vafsccshd@va.gov

2. System Summary

The CEP is a reporting tool for VA Medical Providers to verify the status of claims as well as run payment reconciliation reports. This is accomplished by providing information such as Check/EFT numbers, amounts, Invoice numbers, Veteran's names, and dates of service based on Tax ID number.

2.1. User Access Levels

External Users run inquiries, identify payments, and run payment reconciliation reports.

3. Getting Started

To gain access to the CEP application, you must:

- have one of the following logon credentials:
  - Department of Defense (DoD) Common Access Card (CAC) for active duty military personnel, selected Reserve, DoD civilian employees, and eligible contractor personnel
  - Personal Identity Verification (PIV) card – for U.S. federal employees and federal contractors
  - ID.me – for external vendors
- register yourself with the CEP application (see *CEP Registration*).

NOTE: *CEP Registration follows the procedures in Logging On.*

3.1. Logging On

To log onto the system, complete the following steps:

1. Go to https://www.cep.fsc.va.gov/.

> ***NOTE:*** *If you receive a message saying you are using an unsupported browser, see procedures in Turning Compatibility Settings Off.*

The CEP Login screen displays (see Figure 1).

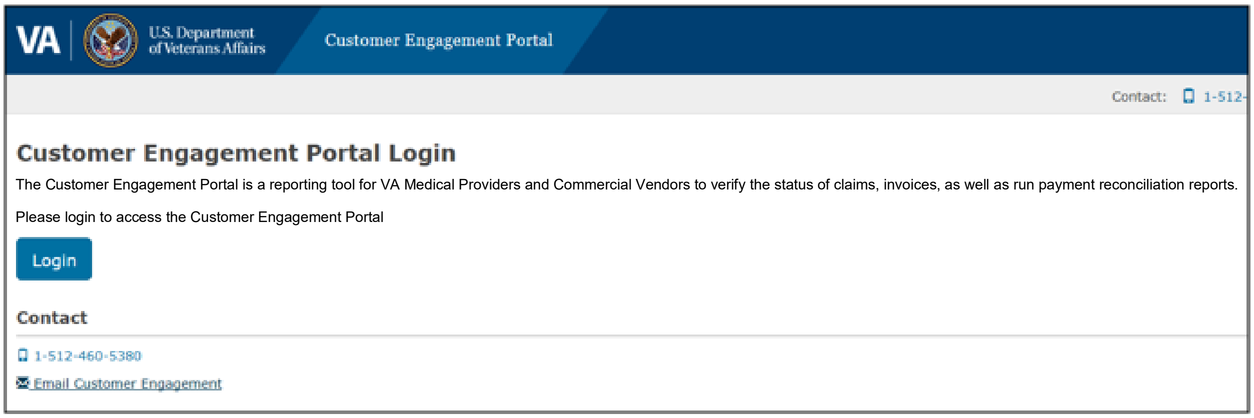


Figure 1. Customer Engagement Portal Login

2. Click Login.

   The Continue Login Process window displays (see Figure 2).

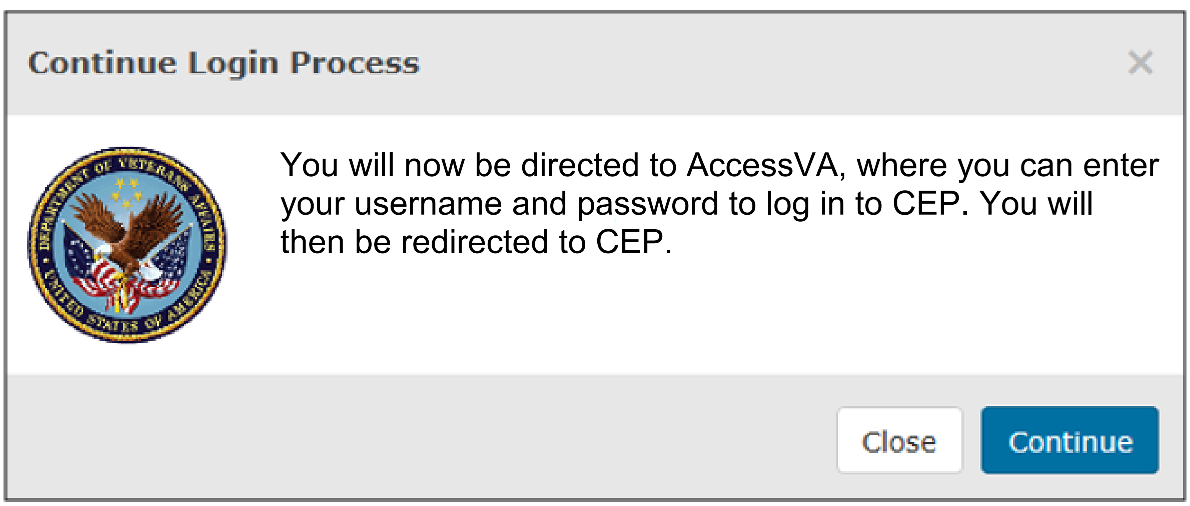


Figure 2. Continue Login Process window

3. Click Continue.

   You are redirected to AccessVA (see Figure 3).

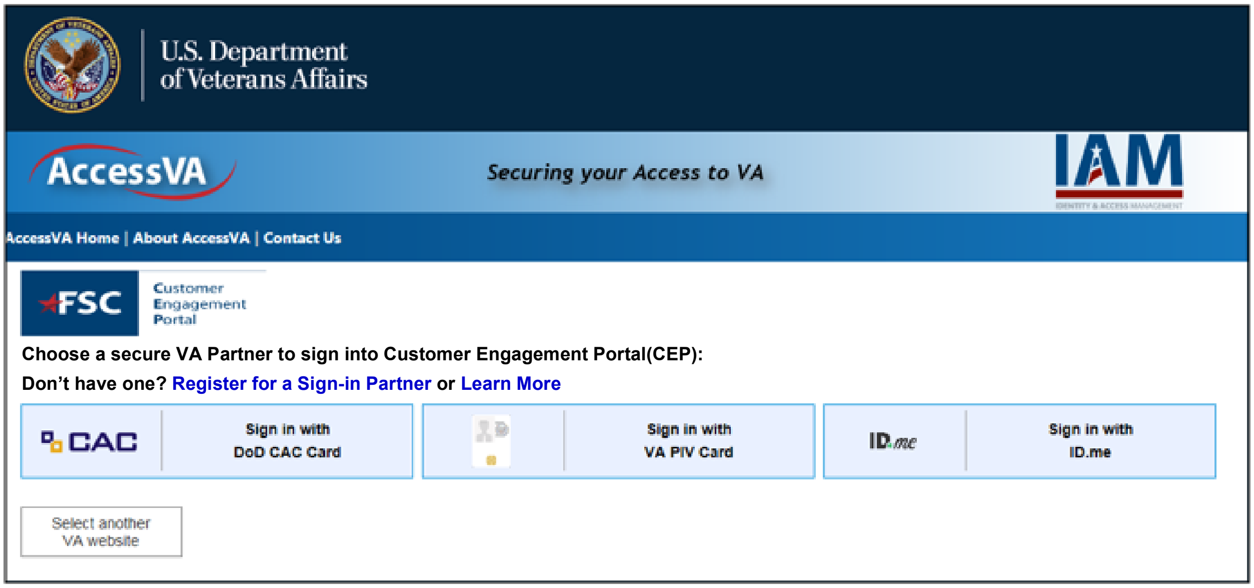


Figure 3. AccessVA screen

4. Click the appropriate log in credential.

   You may be directed to an external site to register (see Figure 4).

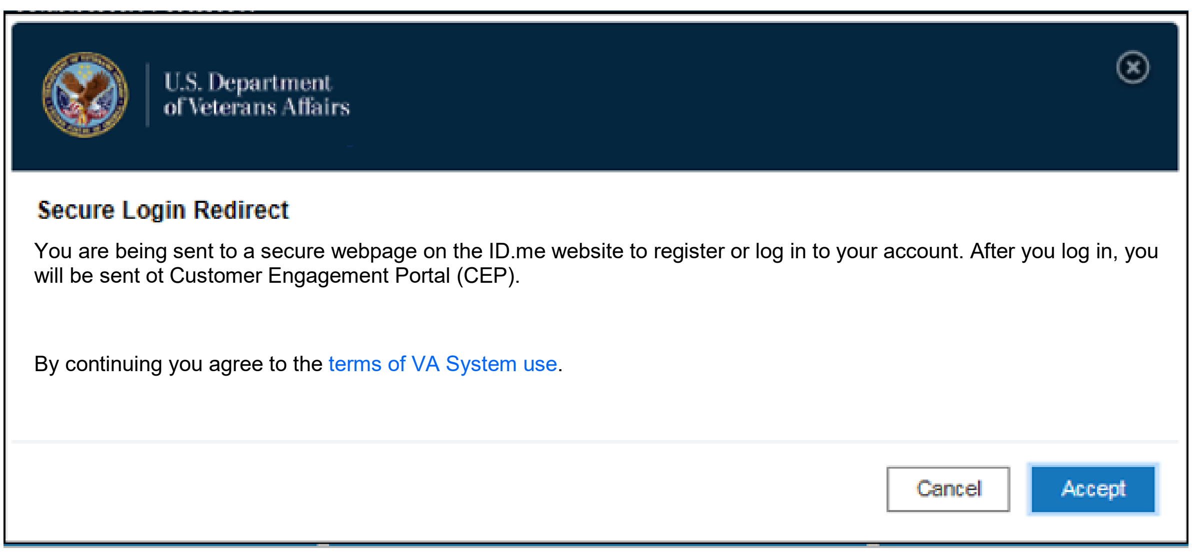


Figure 4. Secure Login Redirect

5. Click Accept.

   If you have not registered your account, follow screen prompts and register. Otherwise, continue by signing in (see Figure 5).

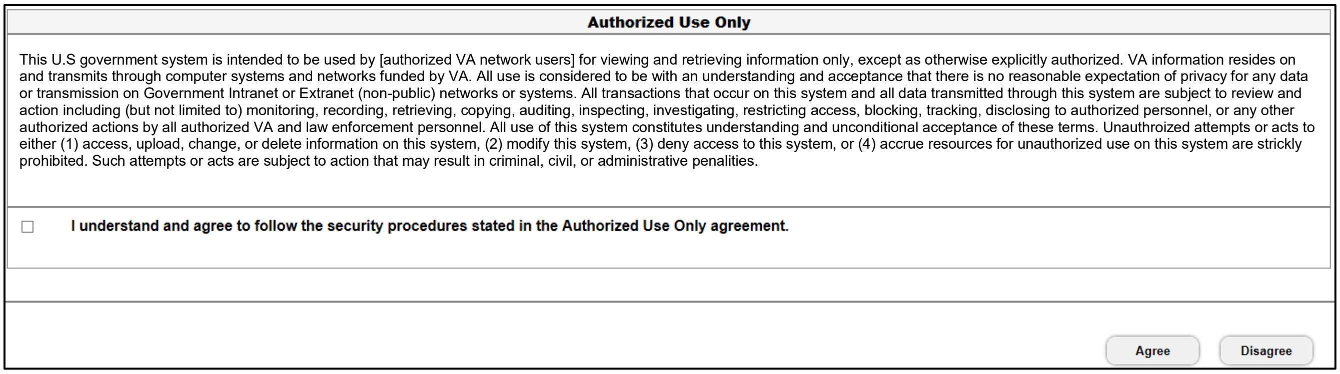


Figure 5. Authorized Use

6. Click the checkbox.
7. Click Agree.
   The CEP Welcome screen displays (see Figure 6).

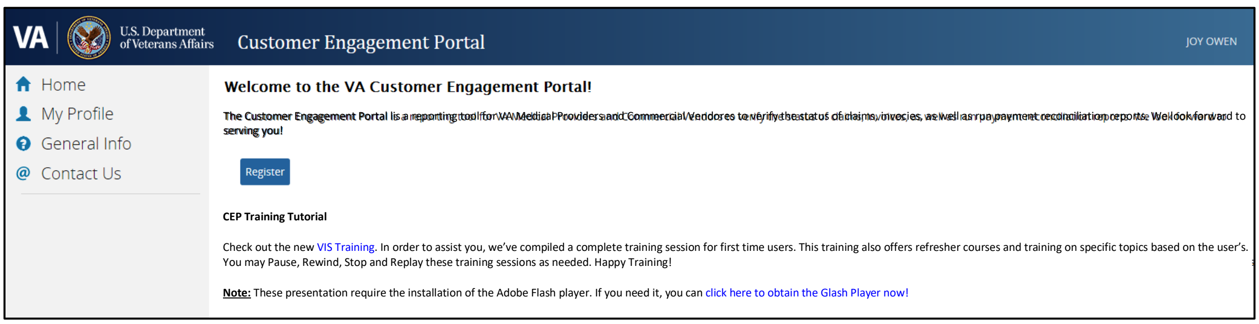


Figure 6. CEP Welcome screen

NOTE: *Access is granted with a provisional 90-day activity window. If you do not log into CEP within a 90-day period, your access to the application is removed and you won't be able to log in. To regain access, see Regaining System Access.*

3.2. CEP Registration

To register yourself as an external user and request access to your company's TaxIDs, complete the following steps:

1. From the CEP Welcome screen, click Register.

   The External User Registration screen displays (see Figure 7).

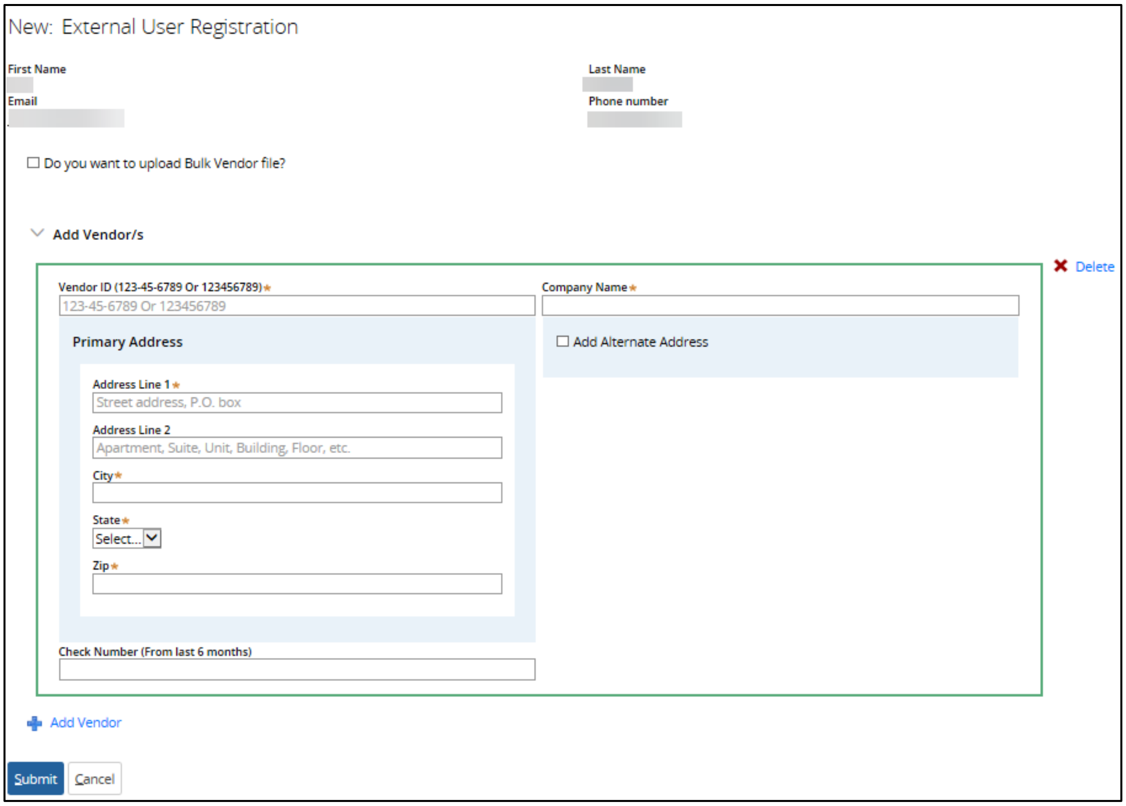


Figure 7. External User Registration

2. Enter:
   - Your Vendor ID and company information

NOTE:	*You can register up to five Vendor IDs individually, or you can use the Bulk Vendor file to upload up to 100 IDs simultaneously.*

   - Optional: If you want to upload a Bulk Vendor file, click the check box (see *Uploading a Bulk Vendor File)*
   - Optional: 7 or 8-digit Check number (from the last 6 months) attached to the Vendor ID as payment
   - Optional: Add an alternate address (see *Adding an Alternate Address*)

3.2.1. Adding an Alternate Address

There are cases where Vendors can be in multiple locations under the same Vendor IDs. To add an alternate address:

1. Click **Add Alternate Address** on the External User Registration screen.

   Information fields display (see Figure 8).

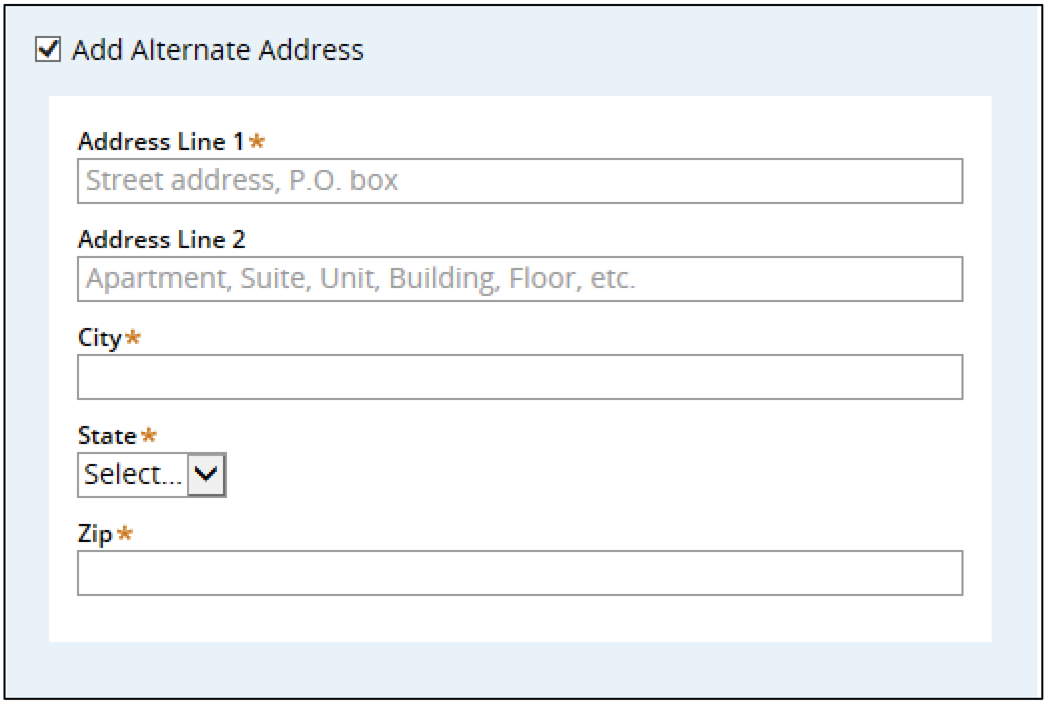


Figure 8. Add Alternate Address

2. Add the information for the alternate address.

   This information is added to your record when you submit the registration (see Submitting Registration).

3.2.2. Uploading a Bulk Vendor File

If you are seeking information on numerous vendors, you can upload a bulk vendor file to the CEP.

Important! This file needs to be in a specific format which is provided when you select **Download file**. Fill the required information into this template before proceeding.

To upload a bulk vendor file:

1. Click the check box next to "Do you want to upload Bulk Vendor file?" (see Figure 9).

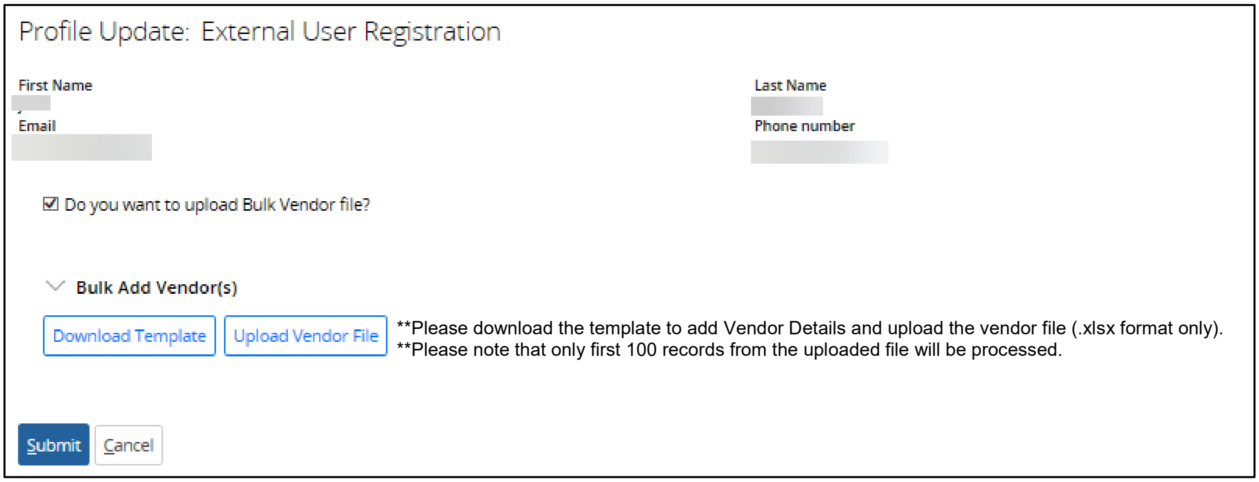


Figure 9. Bulk Vendor file upload

NOTE:	*Bulk Vendor files must be in Excel format.*

2. Click **Upload Bulk file.**

   The upload dialog box displays (see Figure 10).

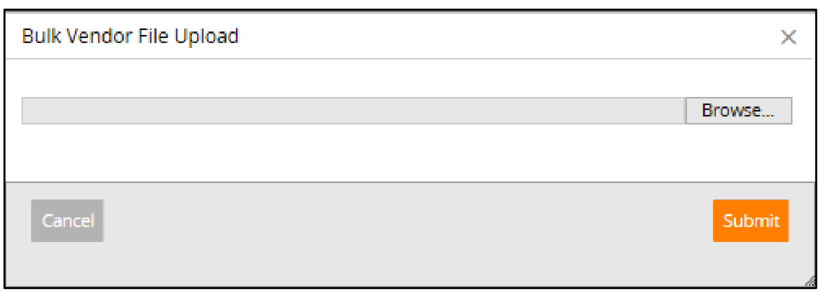


Figure 10. Bulk Vendor file upload browse window

3. Click Browse and browse to the file location.
4. Click **Submit**.

   The Bulk Vendor file is uploaded to the system.

3.2.3. Submitting Registration

Once you have completed input, click **Submit** at the External User Registration screen to submit your registration for CEP access. An email notifies you that your request was submitted. Once approved, another email notifies you that you have access.

NOTE:	*You can log into the system and select **My Profile** to see the progress of your registration. If your Vendor ID is rejected, see Vendor ID*

4. Using the System

When you obtain access to CEP, use procedures in *Logging On* to log into the system. The Welcome screen displays (see Figure 11).

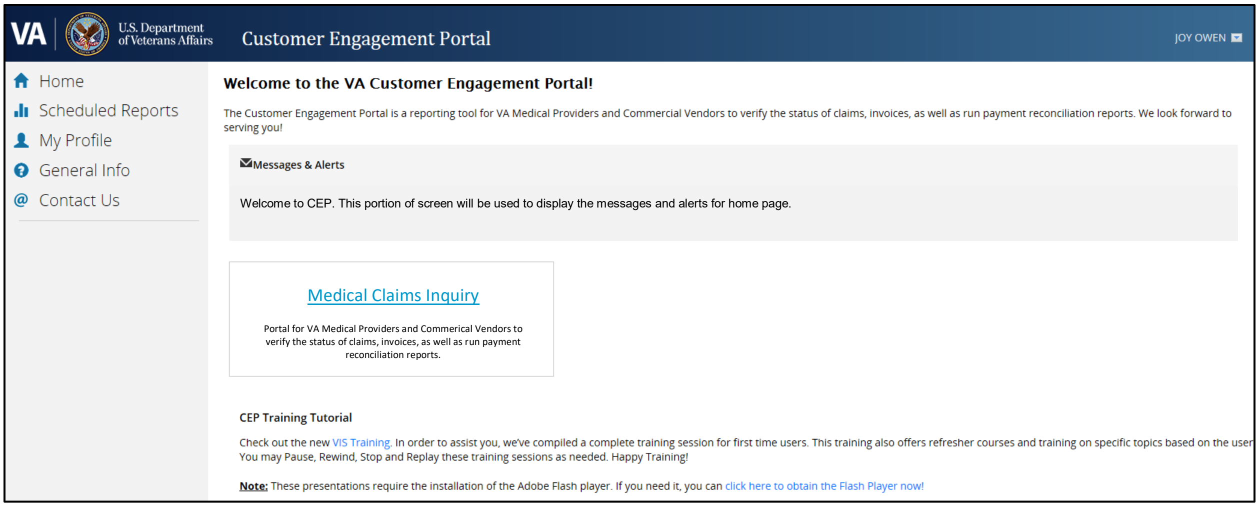


Figure 11. CEP Welcome screen

From this screen, you can:

- Research a claim
- Run scheduled reports
- Add Vendor IDs
- Access FAQs, forms, and other contacts
- Contact the FSC Customer Engagement Center

4.1. Parts of the Welcome Screen

There are two main sections of the Welcome screen: the left navigation panel and the Medical Claims Inquiry. The following information describes parts of the Welcome screen:

Screen Part	Description
Home	Clicking **Home** returns you to the Welcome screen.
Scheduled Reports	See *Scheduling a Report.*
My Profile	Clicking **My Profile** allows you to add Vendor ID(s) and see Vendor IDs you have access to. See *Using My Profile*.
General Info	Clicking General Info provides additional information such as FAQs, Forms, and Other Contacts.
Contact Us	Provides FSC Contact Information.
Medical Claims Inquiry	
Medical Claims Inquiry Link	This is a reporting tool for claims, treasury offset, payment period, and payment scheduled. See *Researching a Claim*.

4.2. Using My Profile

My Profile allows you to:

- Add Vendor ID(s)
- Check the status of added Vendor ID(s)
- See a list of registration request cases that were not automatically approved.

4.2.1. Adding Vendor ID(s)

To add Vendor ID(s), complete the following steps:

1. Click My Profile.

   The My Profile Details screen displays (see Figure 12).

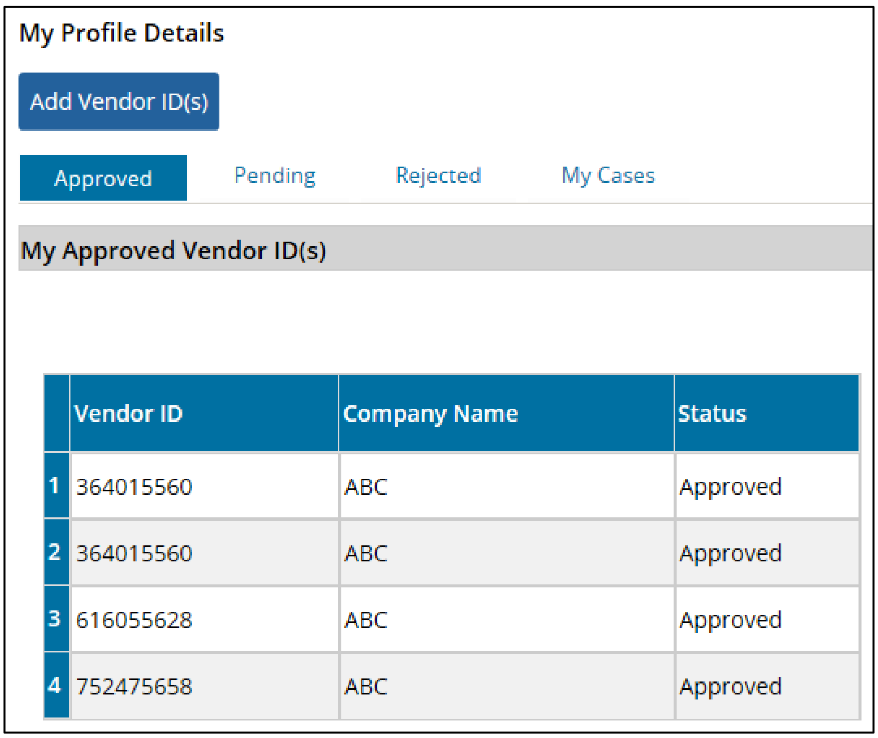


Figure 12. My Profile Details screen

NOTE:	*This is the same screen discussed in CEP Registration. You may add individual vendors or upload a Bulk Vendor file (see Uploading a Bulk Vendor File).*

2. Click Add Vendor ID(s).

   The External User Registration screen displays (see Figure 13).

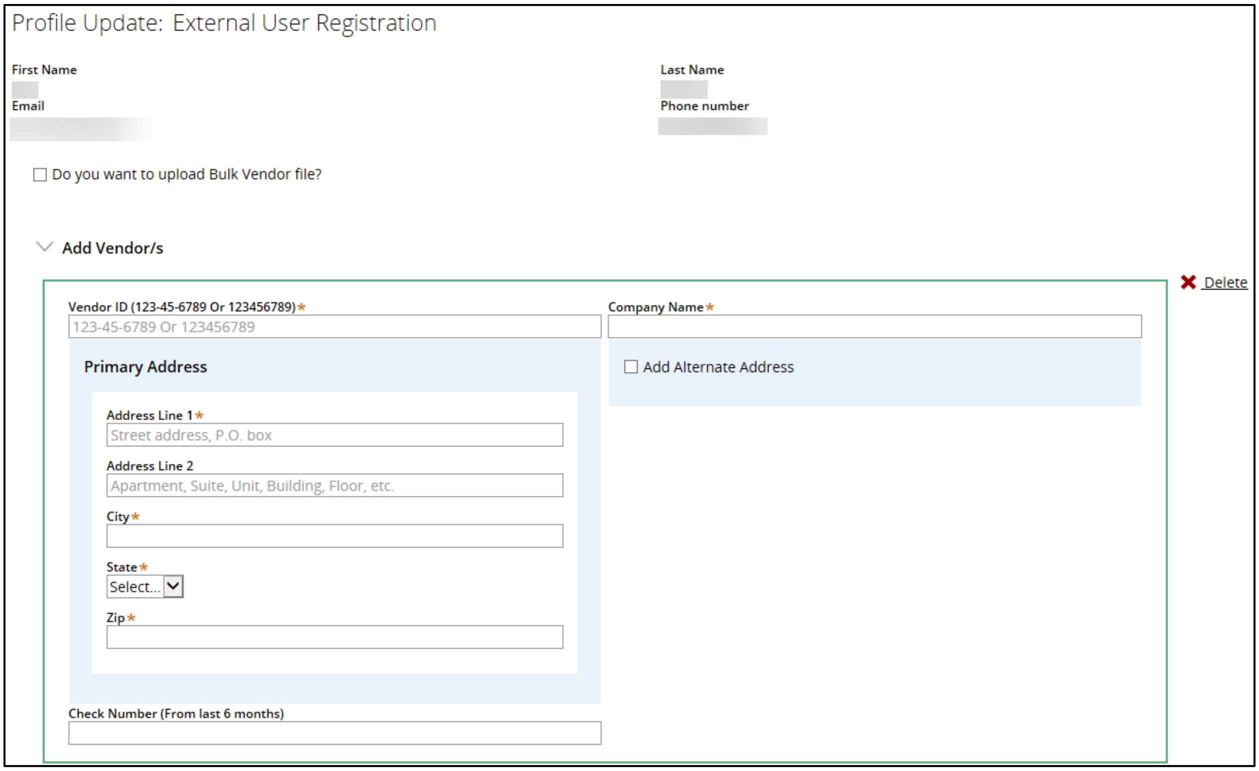


Figure 13. External user registration screen

3. Click Add Alternate Address on the External User Registration screen.

   Information fields display (see Figure 14).

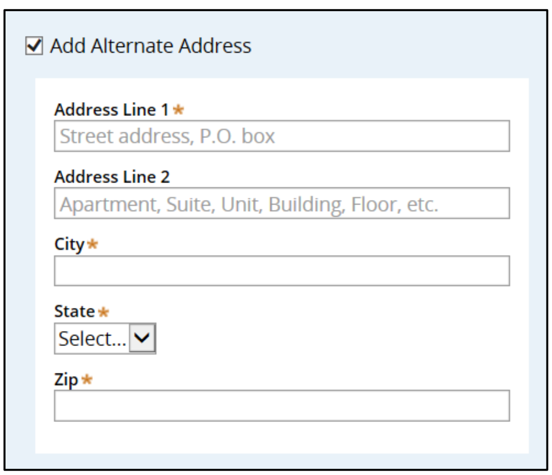


Figure 14. Alternate Address

4. Add the information for the alternate address.

   This information is added to your record when you submit the registration (see *Submitting Registration*).

4.2.2. Viewing Registration Status

To view the status of the Vendor ID(s), click **Approved**, **Pending**, or **Rejected**.

A list of Vendor IDs with the selected status displays (see Figure 15).

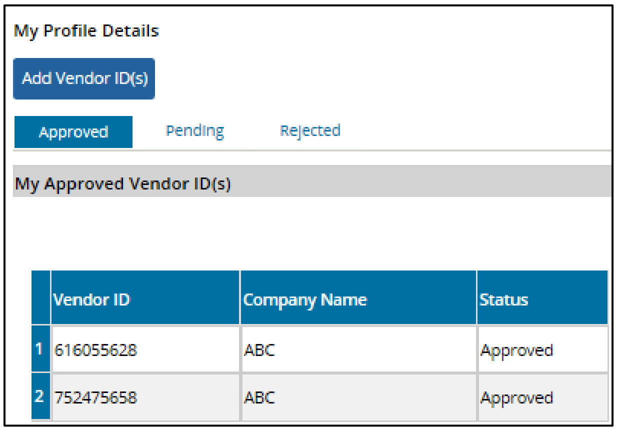


Figure 15. Vendor ID status

> ***NOTE:*** *If your Vendor ID is rejected, see Vendor ID .*

4.2.3. Viewing Registration and Profile Requests

You can view the status of cases opened when automatic registration failed or when profile updates were requested. To view cases:

1. Click the My Cases tab of the My Profile Details screen.

   A list of cases and their status displays (see Figure 16).

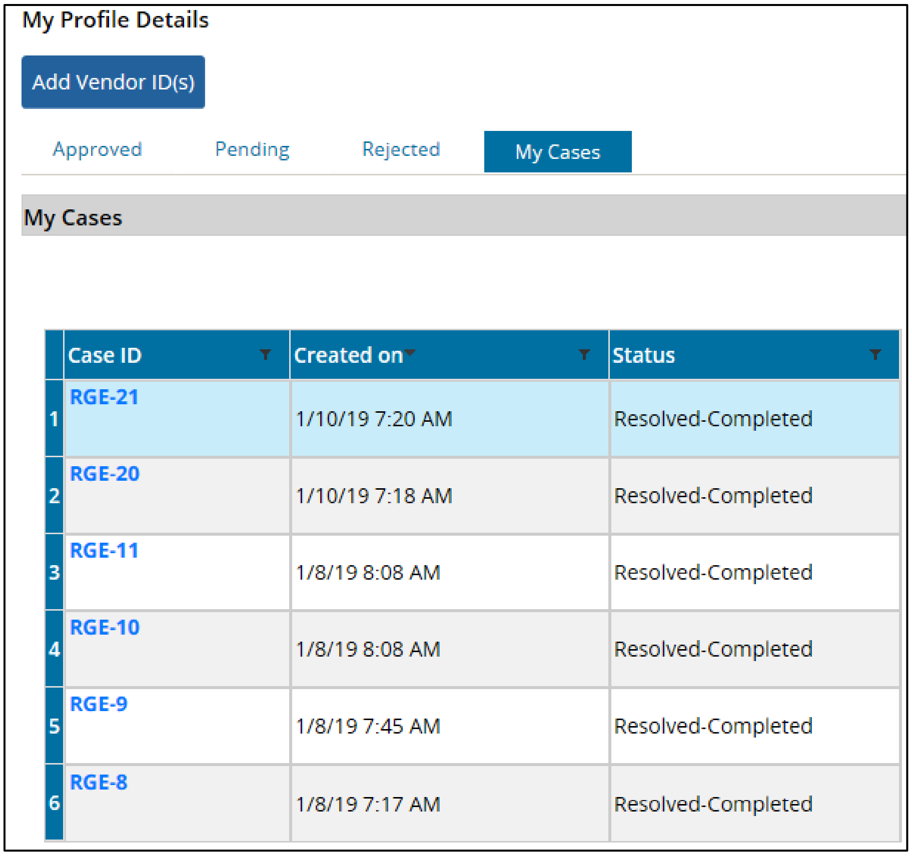


Figure 16. My Cases screen

2. Click the Case ID that you want to view.

   Details for that case display (see Figure 17).

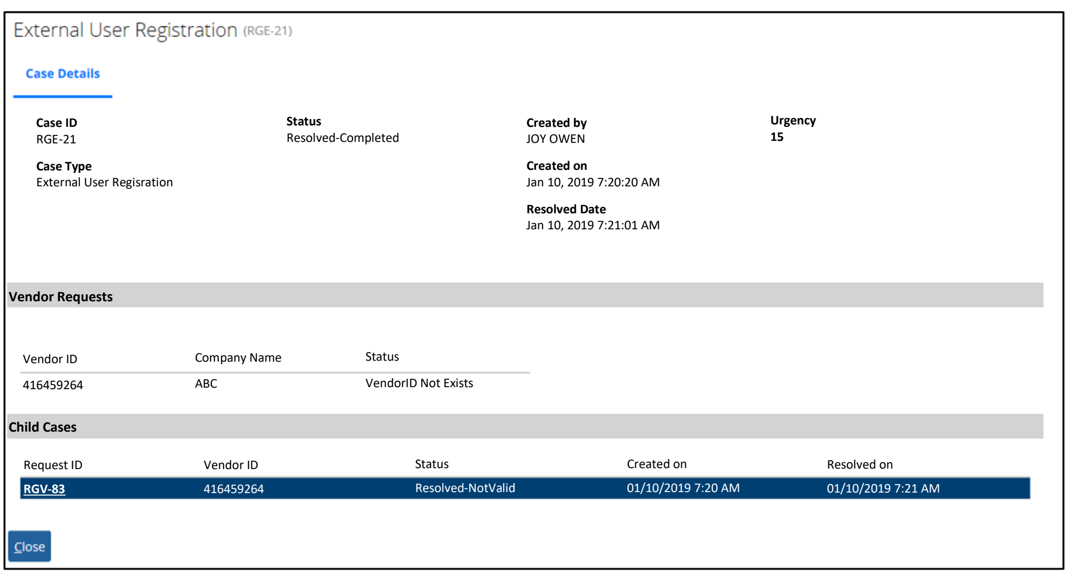


Figure 17. Case Details screen

4.3. Researching a Claim

To research a medical claim, click the **Medical Claims Inquiry** link on the CEP Welcome screen. This takes you to the Medical Claims Inquiry screen (see Figure 18).

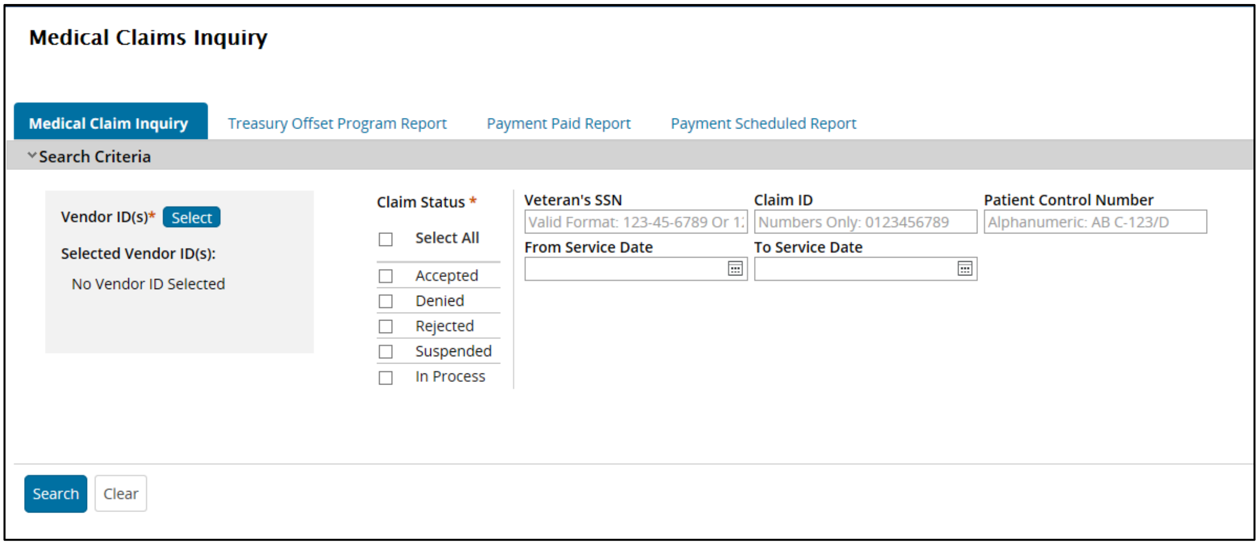


Figure 18. Medical Claims Inquiry screen

There are four tabs on this screen:

- Medical Claim Inquiry
- Treasury Offset Program Report
- Payment Paid Report
- Payment Scheduled Report

NOTE: *Any time the search results for a report return less than 500 claims, you can export to Excel or CSV. Otherwise, you must run a Scheduled Report (see Scheduling a Report).*

4.3.1. Running a Medical Claim Inquiry

To run an inquiry, complete the following steps:

1. Click Select next to Vendor ID(s).

   A list of approved Vendor IDs assigned to you displays (see Figure 19).

Figure 19. List of Vendor IDs

2. Click the checkbox next to the Vendor ID you want to run a query against (required field).

NOTE: *Click **Select All** to select all Vendor IDs in the list.*

3. Click Submit.

   Selected Vendor ID(s) display in the Medical Claims Inquiry screen (see Figure 20).

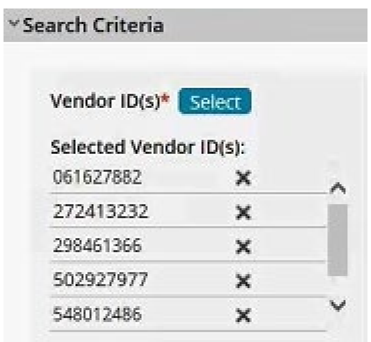
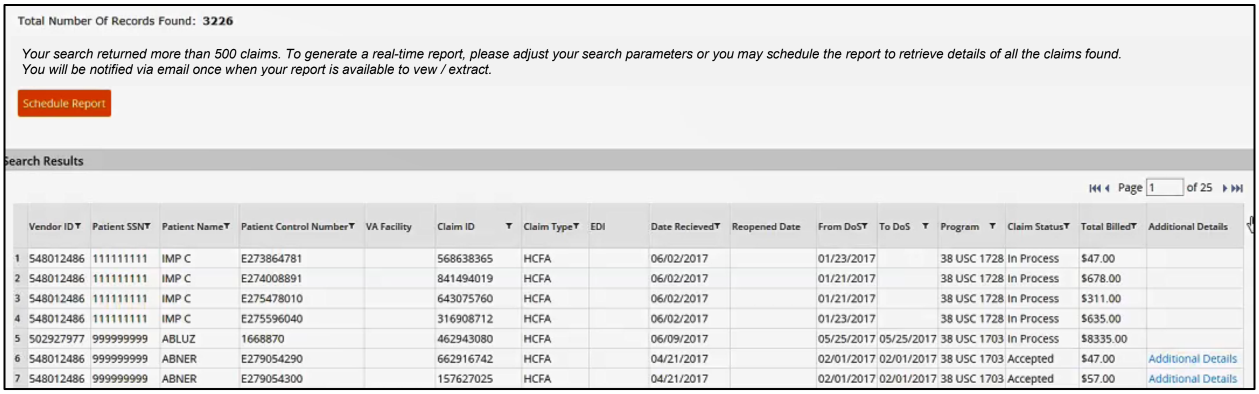


Figure 20. Selected Vendor IDs

4. Continue to add search criteria for the rest of the fields to include:
   - Claim Status (mandatory field)
   - Veteran's Social Security Number (optional)
   - Claim ID (optional)
   - Patient Control Number (optional)
   - Service dates (optional)
   - Process dates (optional)
5. When done, select Search.

   The search results display at the bottom of the screen (see Figure 21).



	Vendor ID	Patient SSN	Patient Name	Patient Control Number	VA Facility	Claim ID	Claim Type	EDI	Date Recieved	Reopened Date	From DoS	To DoS	Program	Claim Status	Total Billed	Additional Details
1	548012486	111111111	IMP C	E273864781		568638365	HCFA		06/02/2017		01/23/2017		38 USC 1728	In Process	$47.00	
2	548012486	111111111	IMP C	E274008891		841494019	HCFA		06/02/2017		01/21/2017		38 USC 1728	In Process	$678.00	
3	548012486	111111111	IMP C	E275478010		643075760	HCFA		06/02/2017		01/21/2017		38 USC 1728	In Process	$311.00	
4	548012486	111111111	IMP C	E275596040		316908712	HCFA		06/02/2017		01/23/2017		38 USC 1728	In Process	$635.00	
5	502927977	999999999	ABLUZ	1668870		462943080	HCFA		06/09/2017		05/25/2017	05/25/2017	38 USC 1703	In Process	$8335.00	
6	548012486	999999999	ABNER	E279054290		662916742	HCFA		04/21/2017		02/01/2017	02/01/2017	38 USC 1703	Accepted	$47.00	Additional Details
7	548012486	999999999	ABNER	E279054300		157627025	HCFA		04/21/2017		02/01/2017	02/01/2017	38 USC 1703	Accepted	$57.00	Additional Details

Figure 21. Search Results

NOTE:	*The system allows for 500 results. If more than 500 results occur, use the Scheduled Reports function (see* <u>*Scheduling a Report*</u>*) or provide additional search criteria to narrow results.*

6. Select Additional Details for further details for the claim.

   The additional details window displays (see Figure 22).

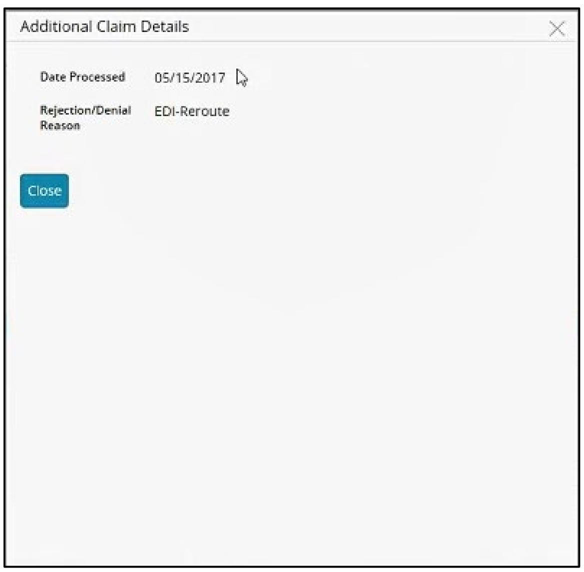


Figure 22. Additional Claim Details

NOTE:	*Depending on the claim status, additional details vary (see Table 1).*

Table 1. Additional Details

Claim Status	Additional Details Available
Accepted	• Claim Amount Paid • Check/EFT Number • Check/EFT Date • Vendor Code Paid

Claim Status	Additional Details Available
Denied	• Date Processed
Rejected	• Date Processed • Rejection/Denial Reason
Suspended	• Suspended Date

7. Select **Close** to close the window.

4.3.2. Running the Treasury Offset Program Report

The Treasury Offset Program Report pulls information from the Treasury Offset database. Offset results are available 48 hours from the payment date. To run the report, complete the following steps:

1. From the Medical Claims Inquiry screen (see Figure 18), click the Treasury Offset Program Report tab.

   Information for the Treasury Offset Program Report displays (see Figure 23).

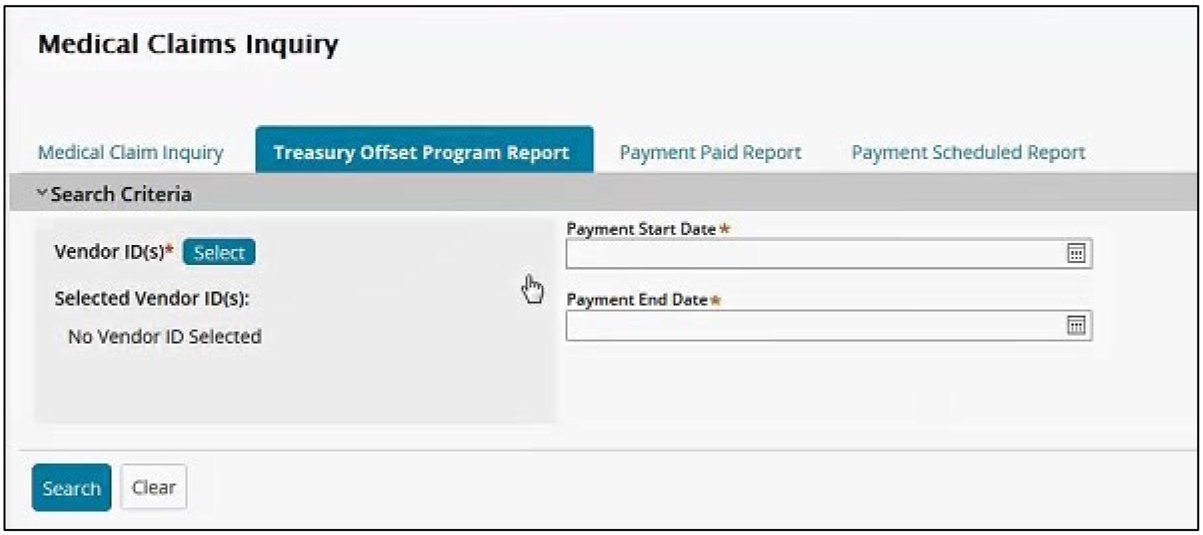


Figure 23. Treasury Offset Program Report tab

2. Click Select next to Vendor ID(s).

   A list of approved Vendor IDs assigned to you displays (see Figure 24).

Figure 24. List of Vendor IDs

3. Click the checkbox next to the Vendor ID you want to run a query against (required field).

NOTE:	*Click **Select All** to select all Vendor IDs in the list.*

4. Click Submit.

   The selected Vendor ID(s) display (see Figure 25).

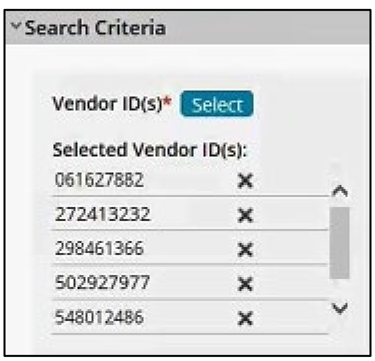


Figure 25. Selected Vendor IDs

5. Continue to add search criteria for the rest of the fields to include:
   - Payment Start Date (mandatory field)
   - Payment End Date (mandatory field)
6. When done, select Search.

   The search results display at the bottom of the screen (see Figure 26).

Search Results

	Tax ID Number	Payment Date	Payment Amount	Offset	Debt Number
1	364015560	1/16/12	$107.71	$106.71	10411ICE0246
2	364015560	1/16/12	$85.35	$57.25	10411ICE0246
3	364015560	1/16/12	$297.12	$296.12	10411ICE0246
4	364015560	1/16/12	$1,023.60	$1,022.60	10411ICE0246
5	364015560	12/1/11	$13,034.06	$5,932.15	2011399023A
6	364015560	12/1/11	$13,034.06	$27.00	2011399181A
7	364015560	10/31/11	$55.25	$42.85	741V00000000058459
8	364015560	10/31/11	$55.25	$42.85	741V00000000058459
9	364015560	10/31/11	$55.25	$42.85	741V00000000058459
10	364015560	10/31/11	$55.25	$42.85	741V00000000058459
11	364015560	10/31/11	$55.25	$42.85	741V00000000058459
12	364015560	10/31/11	$55.25	$42.85	741V00000000058459
13	364015560	1/18/11	$26.89	$25.89	741V00000000058459

Figure 26. Treasury Offset Results

4.3.3. Running the Payment Paid Report

This reflects the Payment History. To run the Payment Paid report, complete the following steps:

1. From the Medical Claims Inquiry screen (see Figure 18), click the Payment Paid Report tab.

   Information for the Payment Paid Report displays (see Figure 27).

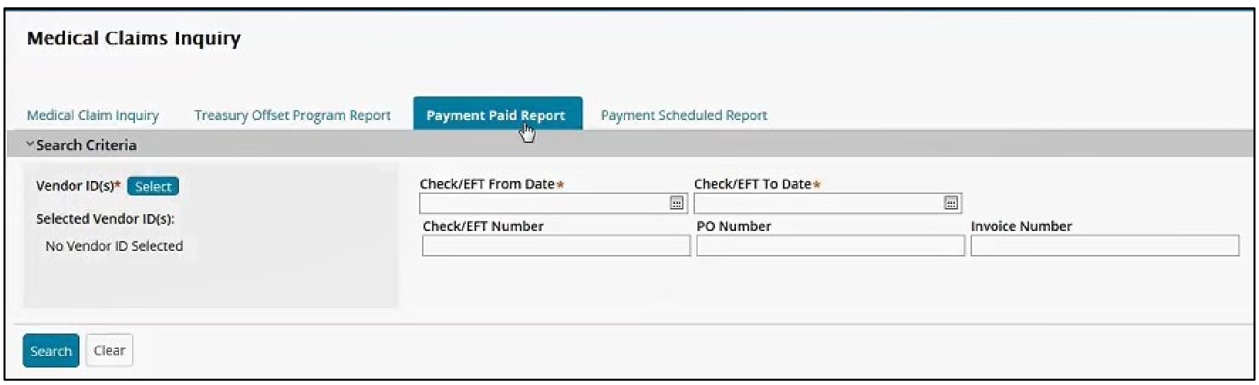


Figure 27. Payment Paid Report tab

2. Click Select next to Vendor ID(s).

   A list of approved Vendor IDs assigned to you displays (see Figure 28).

Figure 28. List of Vendor IDs

3. Click the checkbox next to the Vendor ID you want to run a query against (required field).

NOTE: *Click **Select All** to select all Vendor IDs in the list.*

4. Click Submit.

   The selected Vendor ID(s) display (see Figure 29).

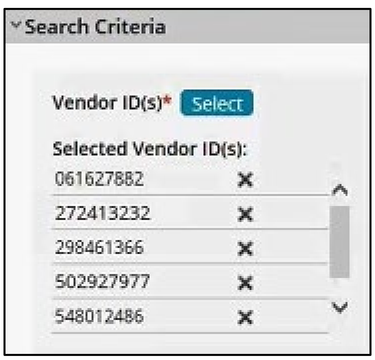


Figure 29. Selected Vendor IDs

5. Continue to add search criteria for the rest of the fields to include:
   - Check/EFT From and To dates (mandatory fields)

NOTE: *The date range must be within one year. If not, you will receive an error message.*

   - Check/EFT Number (optional)
   - PO Number (optional)
   - Invoice Number (optional)

6. When done, click Search.

   The search results display at the bottom of the screen (see Figure 30).

Search Results

	Vendor ID	PO Number	Invoice Number	Invoice Paid Amount	Check/EFT Number	Check/EFT Date
1	752475658	5492M0143	549000466609	$105.40	0871131	2011-12-01
2	364015560	741219815	CHVDBM4132/JONES,HEL	$5.49	8508935	2011-12-01
3	364015560	741219815	CHVDBM6719/JONES,HEL	$10.80	8508935	2011-12-01
4	364015560	741219815	CHVDBP2592/SMITHY,CI	$156.91	8508936	2011-12-01
5	364015560	741219815	CHVDBP2635/DENG,CHUN	$62.90	8508937	2011-12-01
6	364015560	741219815	CHVDBP2636/DENG,CHUN	$287.73	8508937	2011-12-01
7	364015560	578C10425	70001681024	$13,034.06	8015342	2011-12-02
8	364015560	741220076	CHVDBQ8438/BENDER,FA	$130.94	8015343	2011-12-02
9	364015560	741220076	CHVDBT4069/SALERNO,L	$16.39	8015344	2011-12-02
10	364015560	741220076	CHVDBT4191/BARR,BETT	$16.39	8015345	2011-12-02

Figure 30. Payment Paid search results

NOTE: *You can narrow the results by copying the desired Check/EFT Number, PO Number, or Invoice Number from the results list and pasting it in the appropriate search field. Re-run the search. If the results are now less than 500, you can export to Excel or CSV (see Figure 31).*

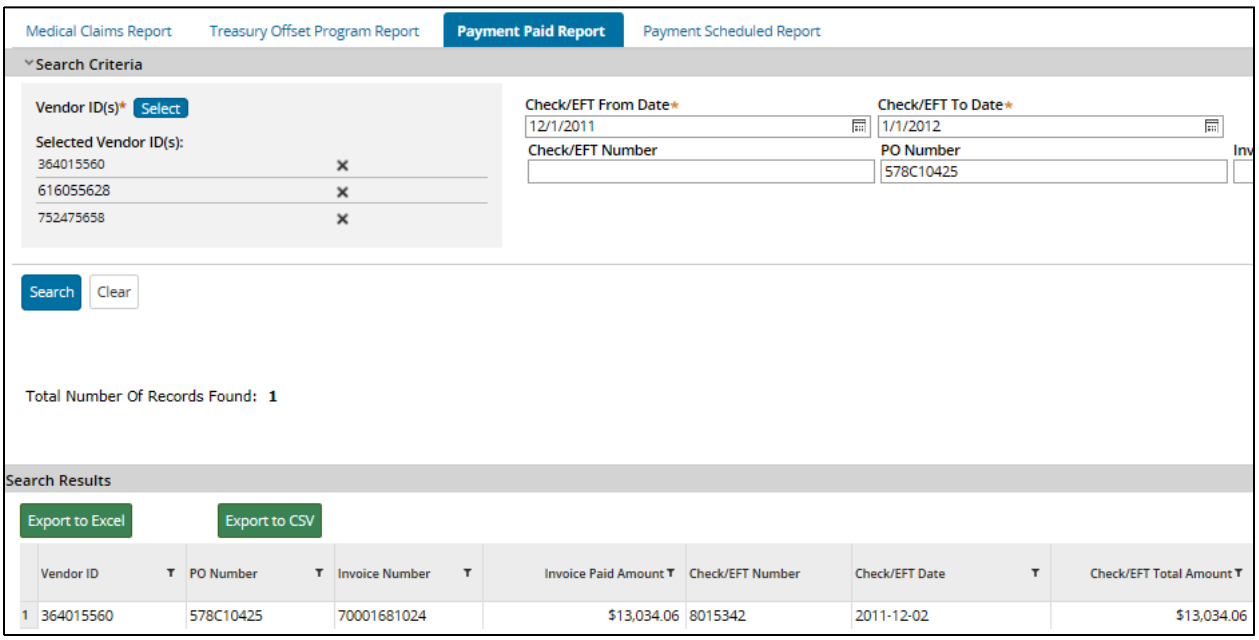


Figure 31. Sample search by PO Number

4.3.4. Running the Payment Scheduled Report

This tab is for claims that are approved and scheduled to be paid. To run the Payment Scheduled report, complete the following steps:

1. From the Medical Claims Inquiry screen (see Figure 18), click the Payment Scheduled Report tab.

   Information for the Payment Scheduled Report displays (see Figure 32).

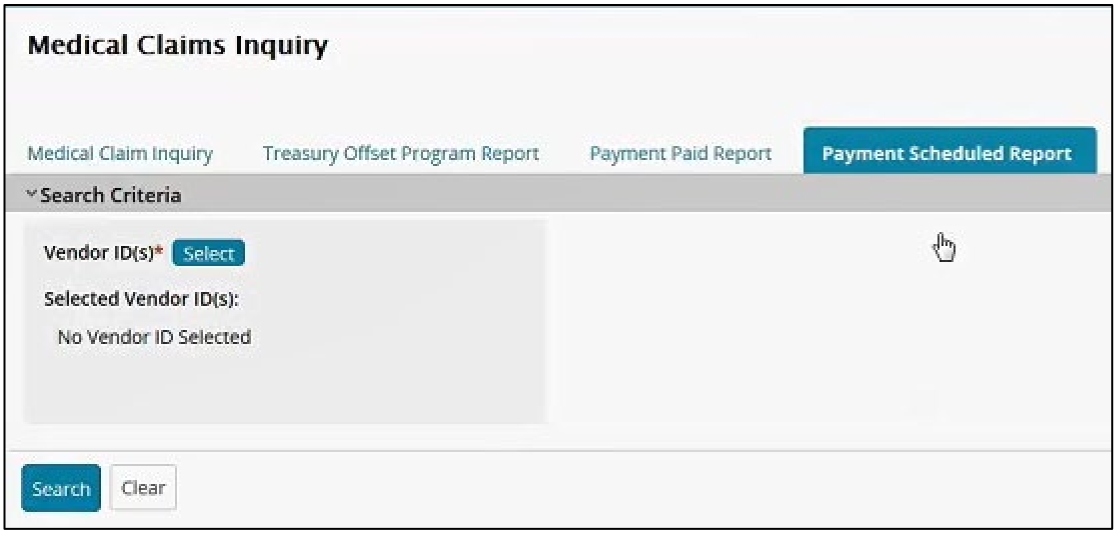


Figure 32. Payment Scheduled Report tab

2. Click Select next to Vendor ID(s).

   A list of approved Vendor IDs assigned to you displays (see Figure 33).

Figure 33. List of Vendor IDs

3. Click the checkbox next to the Vendor ID you want to run a query against (required field).

NOTE: *Click **Select All** to select all Vendor IDs in the list.*

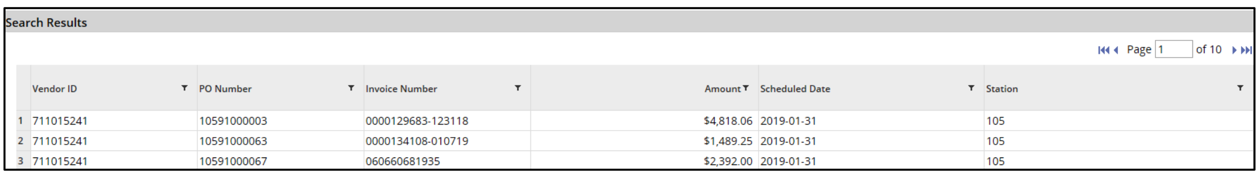
4. Click Submit.

   The selected Vendor ID(s) display (see Figure 34).

Figure 34. Selected Vendor IDs

5. Click Search.

   The search results display at the bottom of the screen (see Figure 35).



Search Results

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	Vendor ID	PO Number	Invoice Number	Amount	Scheduled Date	Station
1	711015241	10591000003	0000129683-123118	$4,818.06	2019-01-31	105
2	711015241	10591000063	0000134108-010719	$1,489.25	2019-01-31	105
3	711015241	10591000067	060660681935	$2,392.00	2019-01-31	105

Figure 35. Payment Scheduled Report search results

4.4. Scheduling a Report

If there are more than 500 search results, you can schedule an offline report. When more than 500 results are available, the following message displays:

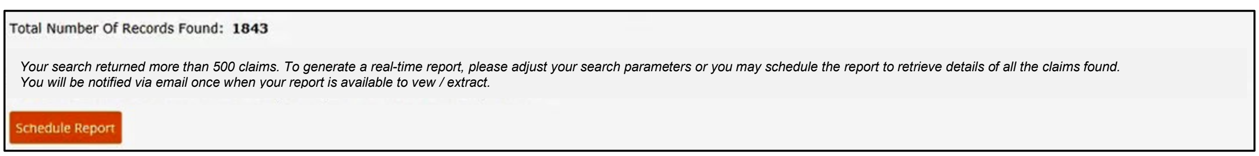


Figure 36. More than 500 claims found

1. Click Schedule Report.

   The Schedule Offline Report window displays (see Figure 37).

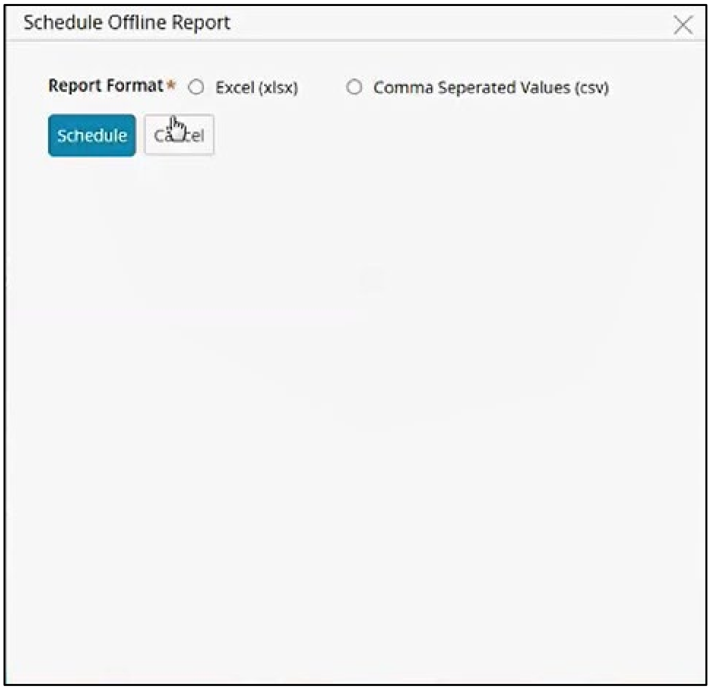


Figure 37. Schedule Offline Report

2. Select the radio button next to the desired output type (Excel or Comma Separated Values).
3. Click Schedule.

   Your report is scheduled and the following message displays:

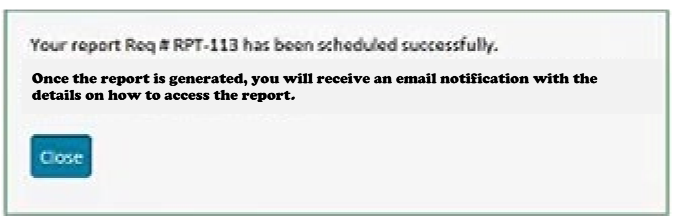


Figure 38. Report Scheduled

4. Click Close.
5. Click **Scheduled Reports** from the left navigation bar (see Figure 39).

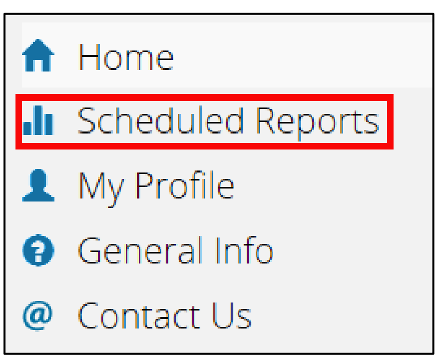
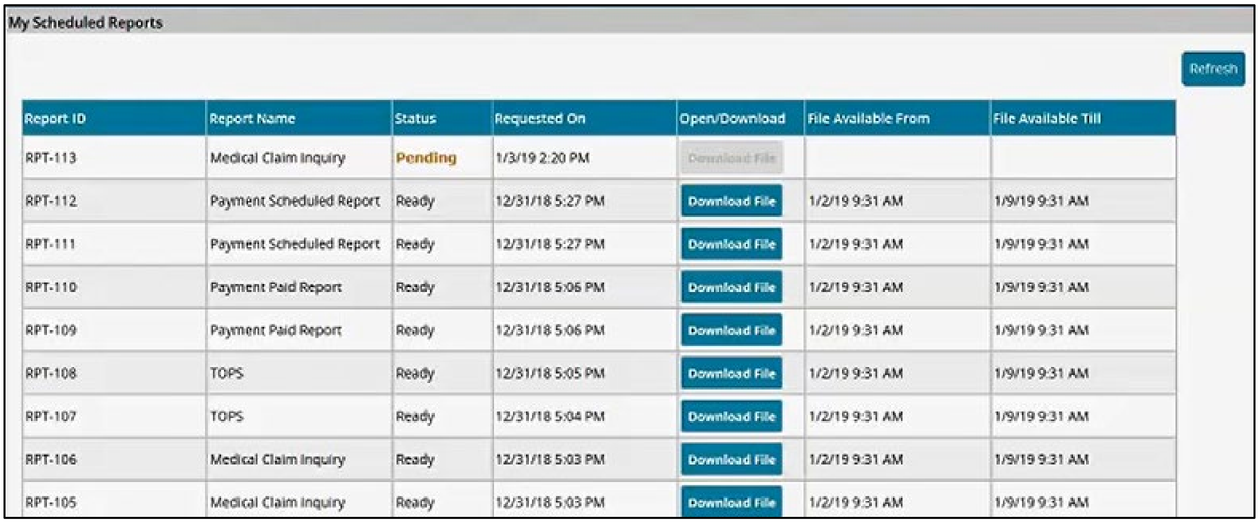


Figure 39. Scheduled Reports

A list of your scheduled reports displays (see Figure 40).



My Scheduled Reports

Refresh

Report ID	Report Name	Status	Requested On	Open/Download	File Available From	File Available Till
RPT-113	Medical Claim Inquiry	Pending	1/3/19 2:20 PM	Download File		
RPT-112	Payment Scheduled Report	Ready	12/31/18 5:27 PM	Download File	1/2/19 9:31 AM	1/9/19 9:31 AM
RPT-111	Payment Scheduled Report	Ready	12/31/18 5:27 PM	Download File	1/2/19 9:31 AM	1/9/19 9:31 AM
RPT-110	Payment Paid Report	Ready	12/31/18 5:06 PM	Download File	1/2/19 9:31 AM	1/9/19 9:31 AM
RPT-109	Payment Paid Report	Ready	12/31/18 5:06 PM	Download File	1/2/19 9:31 AM	1/9/19 9:31 AM
RPT-108	TOPS	Ready	12/31/18 5:05 PM	Download File	1/2/19 9:31 AM	1/9/19 9:31 AM
RPT-107	TOPS	Ready	12/31/18 5:04 PM	Download File	1/2/19 9:31 AM	1/9/19 9:31 AM
RPT-106	Medical Claim Inquiry	Ready	12/31/18 5:03 PM	Download File	1/2/19 9:31 AM	1/9/19 9:31 AM
RPT-105	Medical Claim Inquiry	Ready	12/31/18 5:03 PM	Download File	1/2/19 9:31 AM	1/9/19 9:31 AM

Figure 40. My Scheduled Reports

NOTE: *Files are only available for one week. Available dates are shown in the right two columns.*

6. When the report becomes available, click Download File.

   You are prompted to open or save the file (see Figure 41).

Figure 41. Download file prompt

7. Click Save.

   You are prompted to Open the file, Open the folder the file is in, or View downloads (see Figure 42).

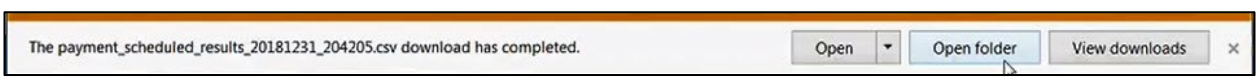
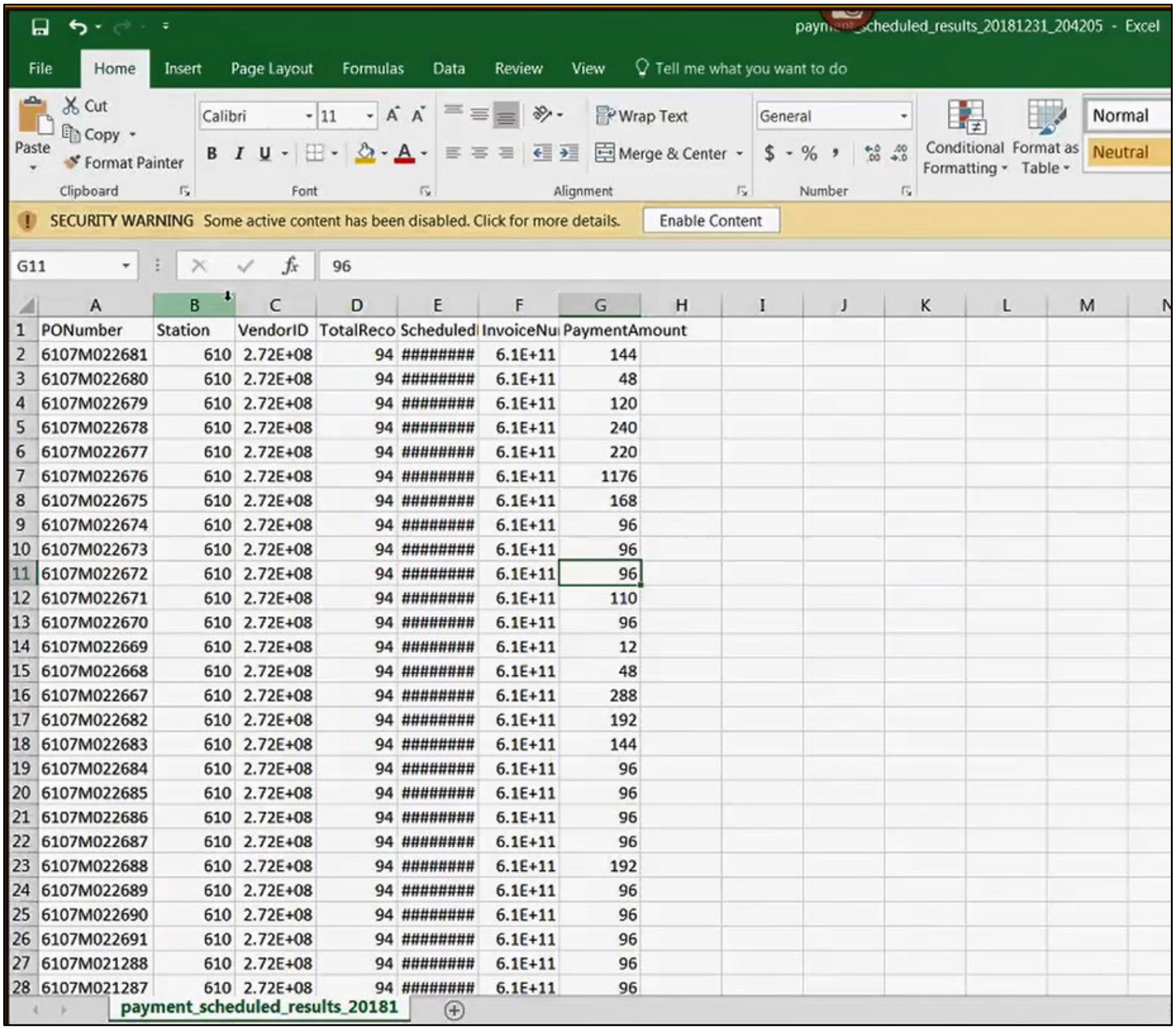


Figure 42. Open or View

8. Click Open.

   The file results display (see Figure 43).



	A	B	C	D	E	F	G
1	PONumber	Station	VendorID	TotalReco	Scheduled	InvoiceNu	PaymentAmount
2	6107M022681	610	2.72E+08	94	########	6.1E+11	144
3	6107M022680	610	2.72E+08	94	########	6.1E+11	48
4	6107M022679	610	2.72E+08	94	########	6.1E+11	120
5	6107M022678	610	2.72E+08	94	########	6.1E+11	240
6	6107M022677	610	2.72E+08	94	########	6.1E+11	220
7	6107M022676	610	2.72E+08	94	########	6.1E+11	1176
8	6107M022675	610	2.72E+08	94	########	6.1E+11	168
9	6107M022674	610	2.72E+08	94	########	6.1E+11	96
10	6107M022673	610	2.72E+08	94	########	6.1E+11	96
11	6107M022672	610	2.72E+08	94	########	6.1E+11	96
12	6107M022671	610	2.72E+08	94	########	6.1E+11	110
13	6107M022670	610	2.72E+08	94	########	6.1E+11	96
14	6107M022669	610	2.72E+08	94	########	6.1E+11	12
15	6107M022668	610	2.72E+08	94	########	6.1E+11	48
16	6107M022667	610	2.72E+08	94	########	6.1E+11	288
17	6107M022682	610	2.72E+08	94	########	6.1E+11	192
18	6107M022683	610	2.72E+08	94	########	6.1E+11	144
19	6107M022684	610	2.72E+08	94	########	6.1E+11	96
20	6107M022685	610	2.72E+08	94	########	6.1E+11	96
21	6107M022686	610	2.72E+08	94	########	6.1E+11	96
22	6107M022687	610	2.72E+08	94	########	6.1E+11	96
23	6107M022688	610	2.72E+08	94	########	6.1E+11	192
24	6107M022689	610	2.72E+08	94	########	6.1E+11	96
25	6107M022690	610	2.72E+08	94	########	6.1E+11	96
26	6107M022691	610	2.72E+08	94	########	6.1E+11	96
27	6107M021288	610	2.72E+08	94	########	6.1E+11	96
28	6107M021287	610	2.72E+08	94	########	6.1E+11	96

Figure 43. Report Results file

4.5. Exit System

To exit the system:

1. Click the down arrow to the right of your name at the top-right of the screen.

   A dropdown list displays (see Figure 44).

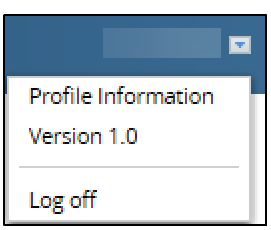


Figure 44. Dropdown list

2. Select Log off.

   You are logged out of the system.

5. Troubleshooting

5.1. Turning Compatibility Settings Off

CEP is compatible with Internet Explorer 11 (IE 11) and your compatibility settings should be blank. If your compatibility settings are turned on, you'll receive an error message saying you are using an unsupported browser.

To turn compatibility settings off:

1. Go to the tools widget and select Compatibility View settings.

   The Compatibility View Settings window displays.

2. If any websites are listed in the Compatibility View area, select them and click
3. Remove. If any checkboxes are checked, clear them.
4. Select Close to refresh CEP and load the entry screen.

5.2. Regaining System Access

Access is granted with a provisional 90-day activity window. If you do not log into CEP within a 90-day period, your access to the application is removed. To regain access, contact your local CEP administrator. To find out who your local CEP administrator is, contact CEP Customer Support at 1-512-460-5380.

5.3. Vendor ID Cannot be Verified Automatically

Create a case, reviewers review, and they approve or reject. You can review the status of your case in My Cases. For a list of rejection types, see Appendix A.

5.3.1. Vendor ID Does Not Exist

If the Vendor ID does not exist in the system, the case is closed automatically with a status of "Resolved-NotValid".

NOTE:	*For a list of rejection types, see* Appendix A

To resubmit:

1. Complete the *VA FSC Vendor File Request Form*, VA Form 10091.
2. Go to CEP > My Profile > Rejected.

   A list of rejected Vendor IDs displays (see Figure 45).

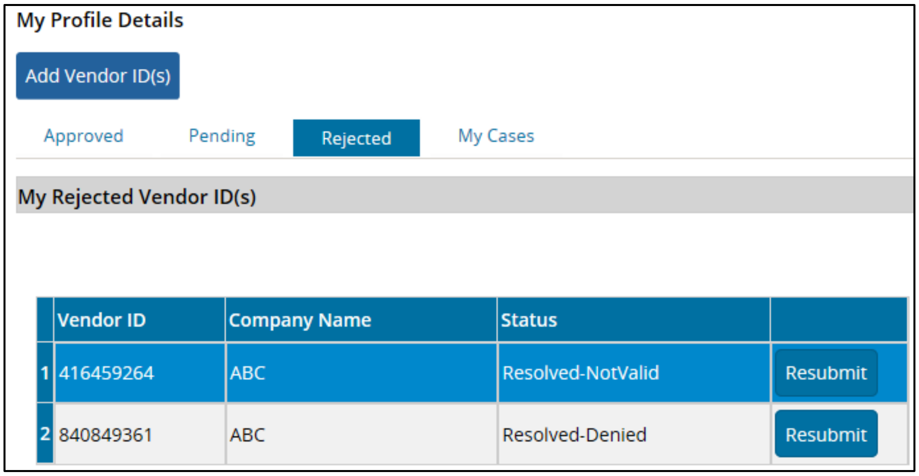


Figure 45. List of rejected Vendor IDs

3. Select Resubmit next to the Vendor ID you want to resubmit.

   You are taken to the Registration screen (see Figure 7).

4. Enter the correct information and click Submit.

   You are asked if you have submitted your 10091 form (see Figure 46).

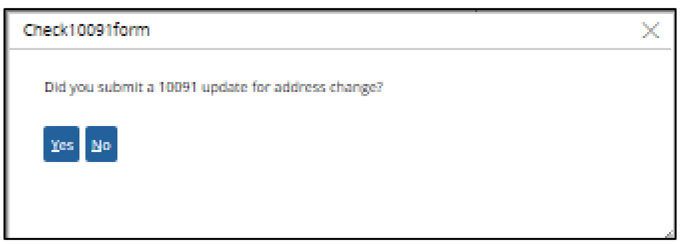


Figure 46. Submit 10091 message

5. Select Yes.

   The information is updated and the window closes. If you have any issues, contact your system administrator.

5.3.2. Vendor ID Rejected

A file can be rejected for a variety of reasons.

NOTE: *For a list of rejection types, see Appendix A.*

When resubmitted, these cases can be approved/rejected by the CEP Approver/Manager.

To resubmit:

1. Go to CEP > My Profile > Rejected.

   A list of rejected Vendor IDs displays (see Figure 47).

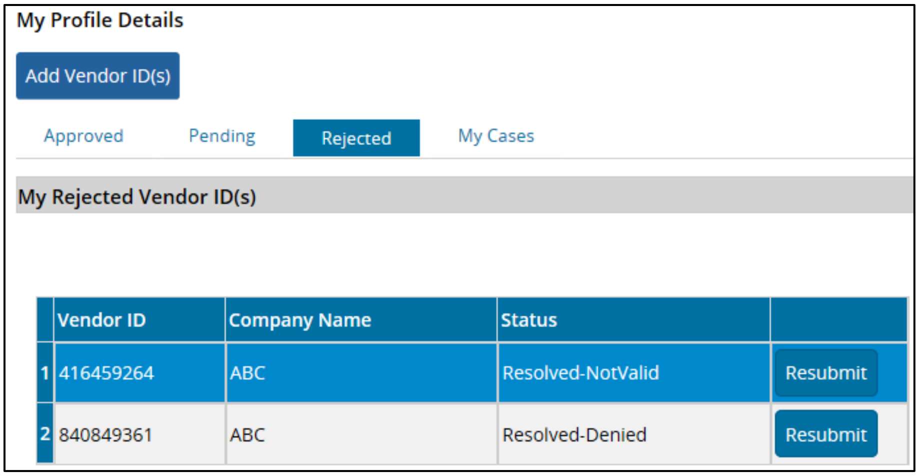


Figure 47. List of rejected Vendor IDs

2. Select Resubmit next to the Vendor ID you want to resubmit.

   You are taken to the Registration screen (see Figure 7).

3. Enter the correct information and click Submit.

   You are asked if you have submitted your 10091 form (see Figure 48).

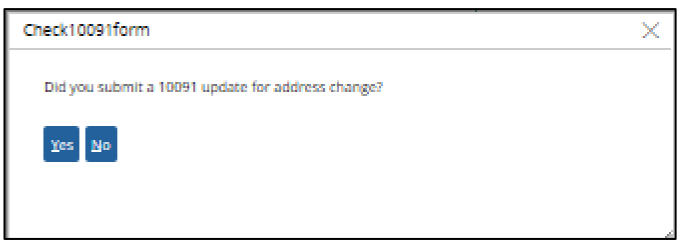


Figure 48. Submit 10091 message

4. Select No.

   The information is updated and the window closes. If you have any issues, contact your system administrator.

Acronyms

Acronym	Description
CEP	Customer Engagement Portal
FSC	Financial Services Center
VA	Veterans Affairs
DoD	Department of Defense
CAC	Common Access Card
PIV	Personal Identity Verification
FAQ	Frequently Asked Questions
EFT	Electronic Funds Transfer

Appendix A. Rejection Status

The following is a list of rejection statuses.

Status	Comments
Resolved-NotValid	"Resolved-NotValid" means the requested Vendor Id does not exist in the Financial Management System (FMS).
Resolved-Approved	This occurs when the CEP Approver/Manager approves the registration request.
Resolved-Denied	This occurs when the CEP Approver/Manager rejects the registration request.
Resolved-Completed	The “Resolved-Completed” status is set to the External Parent case (RGE-) when all its child cases (RGV-) are resolved.
Resolved-Reactivated	This occurs when the CEP Approver/Manager approves the reactivation request.
Pending-Resubmitted	This occurs when an external vendor Resubmits the Rejected Vendor ID request for approval.
Pending-AutoApproval	The “Pending-AutoApproval” status is set to Parent case (RGE-) when a registration request is submitted.
Pending-Hold	This occurs when the CEP Approver/Manager pends the case.
Pending-Escalate	This occurs when the CEP Approver escalates the case to a Manager.
Pending-Review	This occurs when the case needs to be reviewed by the CEP Approver/Manager.