

**How do I set up an account to use CWA? How do I enter the tool?**

- If you have an existing ETA account:
  - a. Go to SDDC main page: <https://www.sddc.army.mil/>
  - b. Click “Access ETA Systems”
  - c. Click on the link *Register for Additional System*
  - d. Enter your existing ETA ID and password
  - e. Scroll down to “Personal Property”
  - f. Click on box next to CWA
  - g. Select your role
  - h. Click [Generate Request Form} button
  - i. Fill in all the fields marked with an asterisk
  - j. Click [Submit Form] button
  - k. Print the page with your ETA ID info
  - l. You’ll receive your password through email
  
- If you **do not** have an ETA account:
  - a. Go to SDDC main page: <https://www.sddc.army.mil/>
  - b. Click “Access ETA Systems”
  - c. Click on the link *Register for First Time*
  - d. Scroll down to “Personal Property”
  - e. Click on box next to CWA
  - f. Select your role
  - g. Click [Generate Request Form} button
  - h. Fill in all the fields marked with an asterisk
  - i. Click [Submit Form] button
  - j. Print the page with your ETA ID info
  - k. You’ll receive your password through email

**What time will the PPSO receive notification of items needing approval in CWA?**

Twice per day, CWA will send an e-mail to each PPSO location’s generic e-mail address, stating that there are items with a Pending status that require action. (The notification will be sent at 10:00am and 2:00pm universal time.)

**Who is responsible for entering pre-approval items in CWA if TSP faxes information to the PPSO?**

PPSO will enter pre-approval into CWA of items requested by the TSP.

**How does the PPSO enter pre approval items?**

- PPSO must log into CWA
- Click on the Pre-Approvals link

- Check the requested items
- Click Submit
- (PPSO can also enter notes for each pre-approved item)

**Do all requested accessories have to be entered in CWA?**

Yes, even if the items are denied by the PPSO they should be entered into CWA as a pre-approval with a status of denied.

**Should the TSP's invoice include denied items?**

If the TSP bills for a denied item on his/her invoice then the PPSO will deny the line item. When all approvals and/or denials are submitted for payment to PowerTrack, the denied line item will be rated with a quantity of zero and a cost of zero.

**Will the TSPs know on the BoL if the shipment is chosen as one of the 10% paper audit shipments?**

No, that information will be requested by the PPSO. The PPSO can request the hard copy documentation from the TSP either through a check box in CWA, or manually over the phone or via e-mail.

The PPSO also has the right to request additional hard copy beyond the 10% minimum, as the office deems necessary.

The detailed steps and procedures are listed in the Concept of Operations document.

**Are surcharges subject to approval?**

Surcharges are received into CWA as automatically approved line items on each invoice submitted by the TSP. However, the PPSO has the option to deny the surcharge.

**Is the 1% TSP surcharge subject to approval?**

The 1% surcharge is received into CWA as an automatic approved item on each invoice submitted by the TSP.

**The 1% TSP fee does not calculate properly when multiplying the total cost of the invoice times 1%.**

The 1% is calculated by multiplying the total cost of the invoice by .0101 or by multiplying total cost of all approved line items by .0101.

**Will the PPSOs have a designated person for PowerTrack or CWA issues?**

PPSOs will advise who is responsible for handling approvals and denials, similar to how it is done today.

**Will a destination PPSO be notified if they have to approve charges and will the origin PPSO communicate with destination?**

For CWA, the Destination PPSO will be notified by email. They also have the ability to write notes for either PPSO. Additionally, they will continue to email and phone each other with questions.

**How often will TOPS populate CWA?**

TOPS populates CWA when the BoL is printed. It also automatically updates CWA when the weight ticket is submitted or when changes are made. TOPS will populate CWA with changes. If a PPSO has TOPS version 9.5 or greater, then TOPS will populate CWA every hour. If a PPSO does not have version 9.5, then TOPS will populate CWA once a day.

**What if a shipment is diverted?**

The PPSO must enter the information for the diversion in CWA.

**With a diversion to a non-participating site, will it now become a DFAS shipment?**

No, the shipment will still be billed via PowerTrack.

**How can a non-participating destination PPSO approve destination charges for a diverted shipment?**

The origin PPSO will contact a non-participating destination PPSO to approve, dispute or deny charges for them (over the phone or through e-mail) and the origin PPSO will enter the information for them in CWA.

**How will offsets be handled in the Evaluation Period?**

Offsets CONOPS is currently being developed. Currently offsets will not be a part of Phase I. However, in DPS Phase II they will occur. If there is a refund due the government the TSP can submit a negative invoice.

**When did activation of CWA occur?**

Activation of CWA occurred 29 Mar 2004.

**How long does a shipment stay in CWA before it is archived?**

At this time shipment information will be stored in CWA forever. Archiving criteria has not yet been established.

**Does CWA have the capability of listing a POC at the PPSO?**

This information will not be listed in CWA as a default. It is recommended that this information be placed in a Note when disputing or denying items.

**Does CWA or PowerTrack have a spell check capability?**

No. You can type your message in Microsoft Word, use spell check, then copy and paste into the message box..

**Can the page be refreshed after adding a note?**

Yes, the note will be visible once you refresh the page.

**If the TSP makes a change in CWA, how long does the TSP have to update the information in PowerTrack?**

That is at the TSP's discretion, but Prompt Payment Act interest will not apply during that time. The sooner the TSP take action on the disputed items the earlier the TSP will be paid by US Bank-PowerTrack.

**Is the CWA search case sensitive?**

No

**Can you download a report in CWA for TSP shipment status?**

No. There is a report available for TSP Multiples only which allows you to download a report of pending items.

**Are cancelled shipments visible in CWA?**

No, not in current version.

**Will the CWA version 2.0 have all of the notes appear on the open items report in CWA?**

This will be considered for a future version.

**How does the TSP know why the PPSO denied or disputed a line item?**

The PPSO is required to make a note for all denied and disputed items in CWA. The TSP can log into CWA, go to the *View Pending Items* link, click on the *Edit Items* link for the particular BL and view the *PPSO notes* on the line items that were denied or disputed by the PPSO.

**Can I download the CWA TP multiple report of pending items?**

Yes, this report can be pasted into an excel spreadsheet.

- Login to **CWA**
- Click on **TP**
- Select the requested **TP SCAC** from the drop down
- Click on **Open/Unpaid Items Report**
- Click on **TP Multiple Report**
- Click on **Download Report of all unapproved items for all TPs, with approval status**
- Click on **Download Report**
- Save As will default to **download** but you can rename file name
- Click on **Save**
- Open up **Microsoft Excel**
- Click on **File**
- Click on **Open**
- Look for the saved file **download**
- Click the **Delimited** box
- Click the **Next** button
- Click to undo the **Tab** box
- Check the **Other** box
- Insert the **pipe symbol** “|” on your keyboard
- Click **Next** button
- Click **Finished** button

**Can a TSP view pre-approved items in CWA?**

Yes, TSP must log into CWA, click on the Pre-Approval link, enter the particular BL number, click [Submit] button and CWA will list all the items that have been pre-approved by PPSO.

**Can a PPSO or a TSP search for shipments based upon Code of Service?  
Is there a BL option search by origin or destination?**

No.

*PPSOs can search by the following:*

- BL Number
- Member SSN
- Member Last Name

- Member Order Number

*TSPs can search by the following:*

- BL Number
- Member SSN
- Member Last Name
- TP Invoice Number
- TP Reference Number

**Are there items that will be automatically approved in CWA?**

Yes. A list of items that are automatically approved is available on the SDDC main page.

- Go to <https://sddc.army.mil>
- Click on *Personal Property/POV* link (upper right corner)
- Scroll down to *Programs*
- Click on *Families First*
- Click on *Phase I*
- Click on *EDI 859 Service Item Codes*

**How will the TSP know that PPSO has taken action to approve/deny/dispute items?**

The TSP will enter CWA to take note of any changes in status as a result of PPSO actions.

**How long will it take for PPSO to take action?**

Business Rules state that the PPSO has 3 Government Business Days after the invoice has been received in CWA to enter CWA to approve, deny or dispute invoice data.

(Metrics are in place for the military service HQ's to monitor the speed and/or efficiency of their PPSO's.)

**Can the same invoice number be submitted/re-used for a different BL?**

TSP's can submit supplemental invoices for different BLs using the same Invoice Number. Different SCACs can use the same Invoice number. **A suffix may be applied to the original invoice number to make it unique.**

**How does GSA agree to fuel/banker charges to be approved automatically?**

GSA has approved the Concept of Operations document, which includes the fuel surcharge issue.

**Will the sites be added in phases?**

The Evaluation Period sites will be implemented at one time. The process for adding sites beyond the Evaluation Period is currently being developed.

**Can origin PPSO view destination services in CWA?**

Yes, origin PPSO has View Only access to destination services.

Origin and Destination will be able to see the exact same shipping information on an invoice. The only difference being that Origin will have the “radio” buttons to approve/deny/dispute Origin services on an invoice , but Destination will not. And vice versa. Destination will have the “radio” buttons to approve/deny/dispute destination services on an invoice but Origin will not.

**Will complete line of accounting (LOA) be inserted in CWA?**

Yes. The LOA information entered into TOPS will be transmitted to CWA. PPSOs will be able to insert a new MDC, TAC, and Account Classification number.

**Is the 7-day period for entering weights calendar or working days?**

The seven-day period is government business days (GBDs)

**Can a contractor sign off as a Certifying Official (CO)?**

Certifying Official must be a designated government employee, not a contractor.

**Can a contractor enter weights in TOPS?**

Yes, a contractor can enter weights into TOPS.

**How critical is it to enter weights into the system (in the summer 7 days may not be enough)**

Weight ticket information is a critical piece of the process, as it is now the only Hard Copy that the PPSO will hold.

**Will the TO have to provide additional copies of BL with signature when asked by TSP?**

No, the TSP has the ability to print additional copies of the BL from CWA.

**How long will PPSOs have to approve the 1% charge?**

All TSP's who will participate in the Evaluation Period of this program will receive a refund of the 1% PowerTrack fee during the evaluation period only --this will be an automatically approved line item. After the Evaluation Period, TSPs will be expected to include PowerTrack fees in their bid rates.

**What would be the time limit if the origin PPSO have to ask other sites to approve the destination services?**

Origin and Destination are both under the same time constraints.

PPSOs have 3 government business days to address any invoices in CWA with the status of "Pending" from the time the invoice is available. PPSOs will be e-mailed 2x per day as notification, but are also encouraged to log into CWA to review as well.

**Why do I have to mail an original BL when the TSP can print one out from CWA?**

The PPSO remarks are not included on the copy printed from CWA.

**Can Destination PPSO print out a BL?**

No. TSPs are the only users who have access to print a BL.

**What recourse is available if the TSP does not submit a negative reweigh?**

Claims/Offset processes have not yet been incorporated into this program.

**What are the common error messages that may appear in CWA?**

Error messages are listed in the Appendix B of the CWA User's Manual.

**How does a TSP know whether or not they should register as a TSP Partner or a TSP Multiple in the ETA system?**

A TSP multiple submits invoices on behalf of one or more TSP's. The TSP Multiple allows access all the accounts under its billing authority

**When and how does the TSP receive updates to the Item Code List, Rate Area list and Zip Code list**

These are published on the SDDC web site, and dated to the latest release.

**How will the TSP know whether the PPSO requires hard-copy documentation for a specific invoice?**

The PPSO will put the transaction in the "Dispute" status and provide a Note indicating a need for the TSP to provide the requested information. Also, the PPSO can check off a box in CWA requesting hard-copy documentation.

**Can the requirement to print BoLs in TOPS to trigger data feed to CWA be eliminated?**

This requirement cannot be altered in the current program. However, we will explore this feature in DPS.