C.SUITE FREQUENTLY ASKED QUESTIONS (FAQ)

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C.Suite

I. Access & Navigation

Q1. Can I use Google Chrome to access C.Suite?

A1. No, you must use Internet Explorer to access C.Suite.

Q2. Is C.Suite case sensitive?

A2. Yes, use only uppercase letters when entering data in C.Suite. In addition, special characters should not be used.

Q3. Why do I have to turn off my Internet browser pop up blocker?

A3. You must disable pop up blocker to allow all screens to display appropriately in C.Suite.

Q4. Do existing users have to complete the new C.Suite User Access Request Form to retain access to C.Suite?

A4. No, existing users do not need to complete a new user access form. However, a new form needs to be submitted to Client Services for existing users who are adding or removing roles.

Q5. Why can't I access C.Suite from home?

A5. A VPN (Virtual Private Network) account is required to access C.Suite when not on the NOAA network. Contact your local IT support to request a VPN account.

Q6. Is C.Suite Compatible to Windows 7?

A6. Yes.

Q7. What Internet Browsers is C.Suite compatible with?

A7. Internet Explorer is the only internet browser certified for use with C.Suite. In addition, it is only certified through Internet Explorer version 8. No other browsers are certified for use with C.Suite at this time.

Q8. Why am I getting a Java Script Error when attempting to log into C.Suite?

A8. If you are seeing a java script error message, that means you're trying to access C.Suite through Google Chrome. You must access C.Suite through Internet Explorer.

Q9. Under My Profile, if I select "C.Request" or "C.Award" as my default system, will this do anything?

A9. No. This is not a working function.

Q10. Is a user able to have access to both C.Request and C.Award?

A10. Yes, CO's/CS's/DPA's have access to both systems. Requisitioners only have access to C.Request.

Q11. Can my admin have access to C.Request in my absence?

A11. Any individual who requires access to C.Request must submit an approved C.Suite User Access Request Form to obtain a unique user ID and password prior to gaining access to the system. This form can be accessed from the AGO website or the Client Services website.

Q12. Can someone who already has access to C.Request commit and submit documents on my behalf?

A12. Yes, if the document has been shared with, assigned to, or routed to another requisitioner, the system will allow that requisitioner to commit and submit the document. However, the system will not denote the fact that the commit and submit was performed on your behalf.

Q13. Previously, supporting documents had to be created with Microsoft version 2003. Do supporting documents still have to be in Microsoft 2003?

A13. No, the system will accept Microsoft Documents from version 2007 or 2010.

Q14. What types of documents can be attached into C.Suite as supporting documents?

A14. You should only use the following formats: .doc, .docx, .xls, .xlsx or .txt.

Q15. Can I use the same name for my support documents even if they have different extensions?

A15. No, you must use unique names regardless of the file extension.

Q16. Is there a place in C.Suite where supervisors can view all documents assigned to their subordinates?

A16. Supervisors can view documents for subordinates that are assigned to them in the system through the 'Supervision' menu option under 'System Options' on the main menu.

Q17. Why do older orders populate on my worksheet first when I hit search? Why can't the most recent/new work come first?

A17. No, there is no way to change the system default to display new documents first. However, you can view anything new on the 'Just In' tab. In addition, you can place documents on the 'Hot List' tab to allow for easy retrieval.

Q18. How do you add or update a vendor in C.Suite?

A18. Use the 'Add Vendor' Form found on the AGO website http://www.ago.noaa.gov/ago/acquisition/orsi_vendor.cfm.

Q19. How do I perform a vendor search in C.Award?

A19. From the Vendor Management screen, you can perform a search on several different criteria such as vendor name or vendor ID to find the vendor. From there, you can search on award to view past vendor activity.

Q20. How do I search for previously submitted documents in C.Request?

A20. There are two ways to find previously submitted documents, either by utilizing the search feature found on the Home Screen>Worksheet tab or the Procurement Search Option.

Q21. How do I add a COR to C.Suite?

A21. If the COR doesn't have access to the system, they would need to submit an access request form to the help desk. If the COR already has access to the system but isn't listed as a COR in the system, they will need to submit an access request form requesting a role change.

Q22. Will there be any connection between C.Suite and FedBizOps (FBO) in the future?

A22. There is currently no connectivity between C.Suite and FedBizOps.

Q23. How do I view and print the PR from C.AWARD?

A23. Search on your worksheet by PR number. In summary view on the PR, select Forms. Check the form you want to use and then click View. The PR will spool and display. If you are trying to print a requisition, you must do so from C.Request.

Q24. Why am I getting a Java error when I try to print out my award?

A24. The Java error is caused by attached documents with long files names or file names with special characters. Keep file names short. Do not use special characters in the file name.

Q25. Why can't I print my SF – 1442 from my Solicitation?

A25. The solicitation type selected on the Administration Tab of the solicitation Administration Section determines if the SF-1442 will print.

If solicitation Type RFP is selected the form will print.

If solicitation Type IFB is selected the form will print.

If solicitation type RFQ is selected, the form will not spool and print. However proceeding to award, the SF-1442 will print.

II. My Profile

Q1. In My Profile, Administration Tab, under Preferences, are the email checkboxes automatically checked?

A1. No, the user is responsible for checking those checkboxes should they want notifications.

Q2. How do I enter an extension in a phone number field?

A2. Only numeric values and dashes should be used in phone number fields, for example '301-555-1212 111'. Please do not use an 'x' to denote extensions.

Q3. Can I store another Organization's ACCS in my user profile?

A3. Under My Profile/Personal Account Codes, you can store any ACCS. Be sure to get permission from the organization prior to using their ACCS. Also be sure you select the correct accounting for what you're trying to purchase.

Q4. Will group names reside in the ACCS look-up?

A4. A group name is just for you to give a label to your ACCS. When adding accounting, you would then choose that group name when searching on your personal accounting codes. There is no "search" for a group name. The group name will appear in the ACCS listing.

Q5. What are Personal Account Codes?

A5. Personal Account Codes are frequently used account codes that a user can save in C.Suite for easy access on future documents.

Q6. How do I create Personal Account Codes?

A6. To create a personal master list of accounting codes, go to the 'My Profile' screen, under the user profile detail menu, select Account Codes. From here, you will be able to create, edit, or delete personal account codes.

Q7. How do I use Personal Account Codes?

A7. On the Account Code Detail Screen, choose the 'Import Entire Account Code' option. Please note that your Personal Account Codes must first be crated on the My Profile screen.

Q8. When adding an account code to my personal master list in My Profile, can I leave the object class blank or use "00000000"?

A8. Yes, but you must update the object class when you import it into your document. Leaving the object class blank or set to "00000000" will result in an error when trying to commit the document.

Q9. Am I able to share account codes that I've set up on the personal account code list in My Profile?

A9. Only the person who established the account code can view it in the system.

Q10. As a user of C.Award, do I have a use for adding ACCS to my user profile?

A10. Yes, by adding ACCS to your user profile for your customers, you can easily access the correct codes when doing modifications.

III. Routing & Approvals

Q1. Do you always have to have an approver?

A1. Yes

Q2. Can I be my own approver?

A2. No, you should never approve your own documents in C.Request.

Q3. Are comments mandatory when reviewing/approving a document?

A3. Comments are only mandatory when a reviewer/approver is rejecting a document. An explanation as to why the document is being rejected should be included.

Q4. Will I see the Review & Approve in my Summary Menu options if I'm a requisitioner?

A4. Yes. However, if you click on it you will receive an error message, "This document was not accessed from the Inbox. The selected action may not be completed".

Q5. How do I view routing lists in C.Award?

A5. You must view routing lists in C.Request. They are no longer visible on the Purchase Request (PR) in C.Award.

IV. Miscellaneous

Q1. Where can I find a list of all the FSC Codes?

A1. A listing of all FSC codes can be found at: http://www.usabid.com/resources/tables/pscs/

Q2. Can I use C.Request to keep track of my CPCS purchases?

A2. No, you should be using either the Commerce Purchase Card System (CPCS) or a manual log to track purchases.

C.Request

I. Creating a Requisition

Q1. For Simplified Acquisitions under a $150,000, what should be entered in the FAAPS field?

A1. The FAAPS field is now mandatory. For Simplified Acquisitions (acquisitions less than $150,000), use 5 zeros as the FAAPS number.

Q2. Where do I enter the Treasury Account Symbol (TAS code)?

A2. The Treasury Account Symbol fields are now located on the Funding tab of the Administration Screen.

Q3. What do I enter in the COR field on the Administration Tab within the Requisition Administration screen if I am unsure of the COTR?

A3. On the Administration Tab on the Requisition Administration screen, the COR field is now mandatory. Enter "NCR" if a contracting officer representative (COR) is not needed. Be sure to use all uppercase text and to click the Refresh Icon once you have entered your text.

Q4. If entering a code in the Recommended COR field, is it mandatory to input the name, email and phone number fields?

A4. The name, email and phone number fields are mandatory. Use the refresh icon to automatically populate these fields. Please note also the Recommended COR should be entered in CAPS.

Q5. Will the POC and the COR be the same?

A5. Not necessarily. The POC defaults to the name of the individual who created the document in the system, unless it is changed by the user. The point of contact is not necessarily the COR.

Q6. If I entered 'NCR' as the COTR value, and the document is returned to me to add actual COTR information, do I still have to copy the document to get a new requisition number?

A6. If the requisition change doesn't impact funding or values or ACCS strings, then it is considered an administrative change and there is no need to copy.

Q7. Can the requisitioner also be listed as the COR on the same requisition?

A7. Yes.

Q8. Can I enter a group mailbox user ID in the Recommended COR field?

A8. No, group mailbox user IDs should not be used in the Recommended COR field. Only Individual User IDs should be used.

Q9. What is a Receiving Office Code?

A9. The receiving office address code is the destination where the goods are officially received and inspected. Not necessarily the physical delivery address.

Q10. If I'm not sure what the receiving office is for a requisition, what should I enter in the receiving office field?

A10. If you are unsure of the receiving address, use the Prefix of the requisition number in the receiving office number field.

Q11. If my ultimate destination is not available in the system to enter into the Receiving Office Number field, what do I do?

A11. If the Address you need is not available, please send a request via the Address Submission Form to add the address to the system. All types of addresses can be added via this method.

Q12. If buying multiple quantities of the same item that will need to be shipped to two different locations, how do I indicate this in the system?

A12. For each location, you would create a separate line item specifying the shipping location on the Administration Tab, Receiving Office Number field. When printing the Award, be sure to check the checkbox for Line Item Print Options - Delivery Address on the Forms screen.

Q13. At the validation popup screen when committing, will the error messages tell you specifically what is wrong and how to fix them?

A13. You will receive information about the specific error and how to fix it.

Q14. When I commit a requisition does it immediately obligate funds?

A14. No, the funds are not obligated in C.Request. The funds are obligated in the Core Financial System when C.Award returns with an accepted/approved obligation.

Q15. Do I have to check the 'Assign PR the same number as Requisition' checkbox?

A15. On the Requisition Submit screen, the ‘Assign PR the same number as Requisition’ checkbox is mandatory and must be checked.

Q16. If the requisition was submitted to the wrong person or group mailbox, what are my options?

A16. You can do one of the following:
1) Contact the Supervisor to have them transfer
2) Contact the Help Desk by email or work transfer form to have them transfer
3) Have the current assignee return it to you for re-submission

Q17. What is a PR?

A17. A PR is a Purchase Request. A requisition becomes a PR when it is successfully submitted to C.Award.

II. Modifying a Requisition

Q1. In C.Request, when creating a "No Cost" modification on an award that was originally over $150,000, do I use the same FAAPs #from the original award?

A1. No, since the modification is for $0, you would use Five zeros ("00000") in the FAAPs # field. All simplified acquisitions (documents less than $150,000), use five "0"s in the FAAPs # field.

Q2. Is a new requisition/PR required for every modification?

A2. Yes.

Q3. When creating a modification, can multiple accounting codes be used on a single line item?

A3. Yes, multiple accounting codes can be used on a single line item. Please note that the total quantity on the accounting codes must equal the total quantity on the line item.

Q4. Which Modification Line Item option do I select to create a no cost modification?

A4. In the Modification LI Action Field, there are 4 options listed. Users also have the option to leave the field blank. The field should be left blank when making administrative changes. A no cost modification (like extending a period of performance) is considered an administrative change and, therefore, the Modification LI field should be left blank.

Q5. Can I copy old requisitions?

A5. Yes, but it is advised to verify all fields within your new requisition.

Q6. Can requisitions created prior to the C.Suite upgrade be copied?

A6. Yes, but you have to be careful because some fields have changed/added/become mandatory and will have to be re-populated with the correct information.

Q7. When a requisition is sent back to me, do I create a new requisition or can I modify the original?

A7. If the requisition change doesn't impact funding or values or ACCS strings, then it is considered an administrative change and there is no need to copy.

Q8. When you copy a document to make a change, should you cancel the original document?

A8. Yes, cancelling the document will leave it in the system for future reference.

Q9. If I copy a Requisition that was returned to me from C.Award, do I have to cancel the Original Requisition?

A9. You should cancel the requisition, this will allow you to reference it again in the future.

Q10. Can I copy a requisition that has been cancelled?

A10. Yes, you can copy an existing requisition to create a new requisition.

Q11. When exercising option years on a contract do I enter the option period dates on the line item of the Requisition to indicate the Period of Performance to be exercised?

A11. No, the option period dates should be left blank on the PR because the funds on the line item need to show a commitment in finance. When the dates are entered the financial system does not post a record of the Requisition or the funds on the line items and treats it as a $0.00 commitment. This will result in a rejection on the award when the CO hits the obligate button indicating the Requisition is invalid.

C.Award

I. Creating an Award

Q1. If a PR is copied and saved erroneously, how do you delete it?

A1. Open the PR and choose Delete from the Menu Options Pane. Comments are required when deleting a PR.

Q2. Can I enter a negative dollar amount in C.Award?

A2. Negative amounts should not be entered in C.Award. They will not pass the valid amount to the Core Financial System (CFS). No error or warning is generated within the system to prevent this.

Q3. On the Receiving Tab on the PR Line Item, the RI Matching field is defaulting to 2 Way. Should I change it to 3 Way?

A3. It depends on your document. If you are doing a 2 way match (invoice matched with purchase order), leave the default value. If you are doing a 3 way match (invoice matched with purchase order and receiving ticket), you must select the 3 Way option on the RI Matching field.

Q4. Why am I getting an "error to complete financial transaction" message when I attempt to obligate?

A4. First, check the modification number to verify that it is only 5 characters. If not, correct the value. Next, check the FAAPS field to verify that the length is less than 5 characters (all numeric). If it is more than 5 or contains alpha characters, correct the value. If you are still getting the error message after correcting these fields, please contact the Client Services Help Desk.

Q5. When attempting to obligate I'm getting an error stating either "The minimum award total must be equal to or greater than $X" or "The maximum award total must be equal to or less than $Y" (a specific amount will display in the error text).

A5. Modify the base IDV to establish the appropriate quantity values.

Q6. I'm trying to pass a zero dollar transaction to CFS. Why is it not working?

A6. You can only have Cost or Qty equal to 0 if the funding goal is "Non-Funded." The funding goal may not read "Fully Funded" or "Partially Funded" on these actions.

Q7. Why can't I edit my document after it's rejected with errors?

A7. When attempting to edit a document after you've obligated with errors, you must first delete the FPDS report, then correct the errors, re-create the FPDS report, *and then re-obligate. You will not be able to edit the obligation without first deleting the FPDS report.*

Q8. If an award has already been obligated and errors are found, how do I fix the errors?

A8. Once an award has been obligated, there is no way to undo that obligation. You must create a modification in order to fix the errors.

Q9. I need to return a document back to the requisitioner but get the message "This procurement is currently shared. The selected action may not be completed." What does this mean? I did not share it.

A9. You will need to share the document and then unshare it, at which point you can return the document to the requisitioner. Once a permanent solution is provided by the technical staff this process will no longer be necessary.

II. Creating a Modification

Q1. Is a new requisition/PR required for every modification?

A1. Yes.

Q2. Should I use the original requisition number for modifications?

A2. If the original requisition/PR was partially awarded and line items left open on the original PR, then the open line item from that PR could be used on a modification.

Q3. When creating a modification, can multiple accounting codes be used on a single line item?

A3. Yes, multiple accounting codes can be used on a single line item. Please note that the total quantity on the accounting codes must equal the total quantity on the line item.

Q4. Can the expiration date on an award be changed or modified?

A4. Yes, however an administrative modification must be created to change the expiration date.

Q5. Is there a time limitation for modifying awards?

A5. An Award can be modified until it is closed out.

Q6. If a modification PR was sent with the wrong line item number, how do I fix it?

A6. Use the Renumber Line Item option in the PR to change the Line Item number to match the line item from the original award being modified.

III. Solicitations

Q1. Can I import a local clause matrix into C.Award?

A1. We do not currently have local matrices available to specialists at this time.

Q2. Why can't I find all of my solicitations to pull clauses from?

A2. You can pull from any other solicitation that has the same document type. Do not confuse the document type with the PIIN, such as RQ, RI, RS, RB, or RP. The document type refers to the value you select before creating the clauses (Uniform Contract Format (UCF), Simplified Acquisition Procedures (SAP), Architecture and Engineering (A&E), Commercial, and Construction).

Q3. What happens to a solicitation once it's been issued?

A3. Once a solicitation is in issued status, an amendment to the solicitation can be created and issued if necessary .If no amendments are issued, then nothing happens within C.Award until bids are returned and an Award is created.

Q4. If the solicitation came in higher than the original, do you have to return the PR back to the requisitioner in order to increase the amount? Or is there a way to increase the funding without adding an additional line?

A4. Do not send the original PR back. You cannot since it is attached to the solicitation. Obtain a new PR for the full amount. Then, consolidate the PRs on the award. The original amount will now show on Line 1. The adjusted amount will show on Line 2. Delete Line 1 and renumber Line 2 to Line 1.

Q5. The solicitation screen displays both the Requisition Number and Purchase Request fields when you view the form. Why do the Requisition Number and Purchase Request fields display the same number?

A5. Although the same number is displayed, the Requisition and Purchase Request are two separate documents.

IV. FPDS

Q1. Can an approver make changes to an FPDS report if it wasn't created by them?

A1. If the award has not been obligated and/or approved and has been sent to them for review or shared with them, then through C.Suite they may make updates to the FPDS report.

If the award has been obligated and issued, they may delete the FPDS report and then re-create it to correct elements that were not carried over from C.Suite. Unless there are any modifications and/or Task Orders associated to the award that require a change to the FPDS Report, contact the Help Desk.

Q2. I have a micro-purchase that was created before the upgrade and since have created a modification to this same document. How do I create a modification FPDS report as there is no original?

A2. You will need to contact the Help Desk as the system owner will have to work with you.