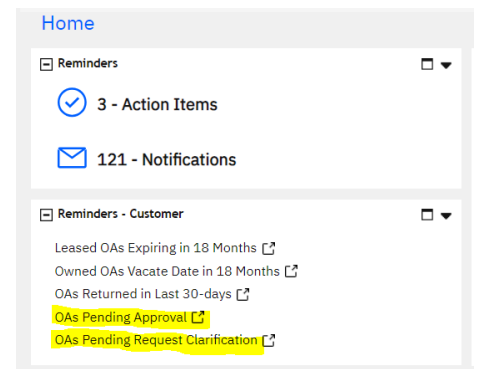


Customer Specific OASIS Release 1.011 Notes (Released 3/27/24)

Release	Description of Change
1.011 - 1	Customers have new queries on their homepage to track OA's pending approval and OAs where they've requested clarification.
1.011 - 6	OA number is now required for certain OA Requests and Customer Requests
1.011 - 9	"Ordering Official Editor" Function removed from customer view

1.011 - 1: Customer Queries

Customers have new query links on their home portal for OAs pending their approval and OAs awaiting a response from GSA where they requested clarification. These links are found under the "Reminders - Customer" section on the left side of the OASIS landing page. Although you can see all of the organizations' pending approval and pending request clarification requests, only the ordering official who has accepted the action item can approve the OA and/or request clarification. The ordering official who accepted the OA still needs to access the OA via their action item list if they are to take action on the request.



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All OAs Pending Approval Apply Filters Clear Filters

ID	Name	Location ID	Address	City	StateProv	Region	Occupancy Agreement Type	Approval Status	M...
<input type="checkbox"/> AFL06162	AFL06162	FL2728	50 NW 2nd Ave	MIAMI	FLORIDA	04	Leased	Review In Progress	030...
<input type="checkbox"/> AWA20005	AWA20005	WA0831	1901 C ST SW	AUBURN	WASHINGTON	10	Owned	Review In Progress	102...

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All OAs Pending Request Clarification Apply Filters Clear Filters

ID	Name	Location ID	Address	City	StateProv	Region	Occupancy Agreement Type	Approval Status
<input type="checkbox"/> AFL06162	AFL06162	FL2728	50 NW 2nd Ave	MIAMI	FLORIDA	04	Leased	Review In Progress

1.011 - 6: OA number required field on multiple requests

The OA number field is now required for customer “Reduce Space” and “Billing Question” requests and customers will receive an error message if the request is submitted without an OA number. In the past, if a request was submitted without an OA number, the request would appear to be submitted successfully, but GSA would not receive the request, nor would GSA be able to retrieve it. Customers were unaware their request failed to send, which caused a lot of confusion and frustration. With the new requirement of the OA number, this will prevent requests from being submitted and lost due to incomplete information on the request form. The request can be saved without the OA number, but it cannot be submitted.

Attention!
Please select an existing OA

General
Request ID: C1000352 Service Request Billing Question Status: Draft

Details
OA Type: Leased Owned Request is for: Me Someone Else

Service Request

Name	Description
<input checked="" type="radio"/> Billing Question	Ask a question about my bill
<input type="radio"/> Reduce Space	Initiated by the customer to start reduction in space action

Items per page: 10 1 - 2 of 2 Items 1 of 1 pages

Existing OA

OA ID: _____ OA Name: _____ Primary Location: _____

Find Remove

1.011 - 9: Ordering Official Editor Function removed for Customers

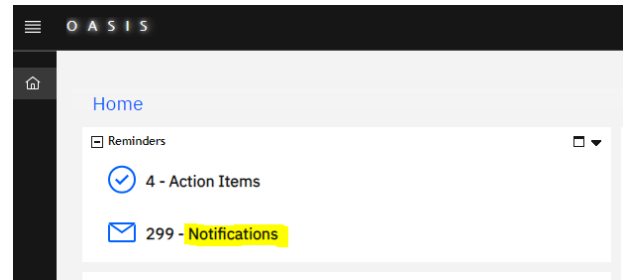
Customer users previously had an “Ordering Official Editor” function, located on the Contact Details page, that has been removed. The option for customers to edit an ordering official never worked and keeping the function on the customer platform is counterproductive. Customers will not experience any loss in OASIS functionality. Any necessary removal or addition of the ordering official to an OA or ab code can be requested by emailing pbsoasisaccounts@gsa.gov. The ordering official must have OASIS access.

OASIS Release 1.013 Notes (Released 4/10/24)

Release	Description of Change
1.013 - 6	Corrects mapping to allow Customers to see Notifications when clicking link in Portal.

1.013 - 6: Customer notifications hyperlink fixed

When GSA responds to Customer Requests, specifically billing questions, OASIS generates a hyperlink in the notifications section of the home page. The notifications were not properly linked to the customer Agency Bureau Codes, which prevented Customers from accessing the link or message. Customers were receiving notifications an action was taken on their request, yet they couldn't open the message. The hyperlink is now correctly mapped so that when opening the link, a pop up shows the full response from GSA. This applies to notifications sent prior to release 1.013 if they included all required information.



Date	Subject
03/20/2024 14:57:05	GSA Billing Question request is closed
03/20/2024 11:40:25	GSA Billing Qu GSA Billing Question request is closed

Notification: Notification-1314274

(Optional): Notification Details

∨ **General Info**

Notification ID	Notification-1314274
Notification Subject	GSA Billing Question request is closed
Internal Recipient	Patricia Johnson
Date Sent	03/20/2024 11:40:25
System Organization	\Organizations\General Services Administration\AB Codes\DHS OFFICE OF THE SECRETARY\I
System Geography	
BIRT Report Export Type	<input checked="" type="radio"/> PDF <input type="radio"/> XLS

[Click Here if Highlighted for Referenced Record](#) 

∨ **Message Content**

GSA has reviewed your question, and has provided the comments below.
GSA has closed Request C1000339, If you have any questions, please contact Jessica Ballard-Culp.
Result: Closed - No Action
GSA comments: It was part of the lease renewal agreement.