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Pacing Guide - PCMS APC\LAPC Training

The table below contains a Pacing Guide for delivery of the PCMS APC\LAPC Course using the materials provided. This Guide is intended to serve as a planning tool for instructors, and is not proscriptive in nature. It is constructed around an 8-hour training day, including breaks and a meal hour. Instructors should alter time intervals to accommodate students, facility limitations or any other relevant factors.

Day 1

Topic / Event	Duration	Begin	End
Course Introduction & Orientation	:10	9:00	9:10
Ice Breaker	:20	9:10	9:30
Lesson 1	:60	9:30	10:30
Break	:10	10:30	10:40
Lesson 2	:50	10:40	11:30
Lesson 3	:50	11:30	12:20
Lunch	:60	12:20	1:20
Lesson 4	:90	1:20	2:50
Break	:10	2:50	3:00
Lesson 5	:80	3:00	4:20
Break	:10	4:20	4:30
Lesson 6	:30	4:30	5:00



Day 2

Topic / Event	Duration	Begin	End
Course Introduction & Orientation	:10	9:00	9:10
Ice Breaker	:20	9:10	9:30
Lesson 7 - CAMS	2:00	9:30	11:30
Lunch	:60	11:30	12:30
Lesson - SAMS	:90	12:30	2:00
Break	:10	2:00	2:10
Lesson - SAMS	:90	2:10	3:40
Break	:10	3:40	3:50
Final Assessment	:40	3:50	4:30



Lesson 1: *PCMS Introduction*

Lesson Description

The Introductory lesson is intended to provide PCMS LAPC's and APC's with background information regarding PCMS processes, so they understand how different roles contribute in the procurement workflow, as well knowing what is expected of the Cardholder, the LAPC and the APC and how to identify sources of help if necessary. This lesson will establish the basis of knowledge on which to build in subsequent lessons.

Training Objectives

At the conclusion of this lesson, PCMS LAPC's and APC's will be able to:

1. To describe how cardholder, LAPC and APC responsibilities contribute to the Purchase Card Management workflow.
2. To state the consequences of misuse of the card.
3. To discuss in broad terms the functions a cardholder, LAPC and APC performs.
4. To list proper and improper use of purchase cards and convenience checks.
5. Identify where self-help information is located.

Methodology

This lesson will be delivered using a combination of lecture and presentation, and discussion. Group discussion and trainee interaction will be used to stimulate recall of policy information and establish a knowledge base on which to build in subsequent lessons.

References

None.

Enclosures

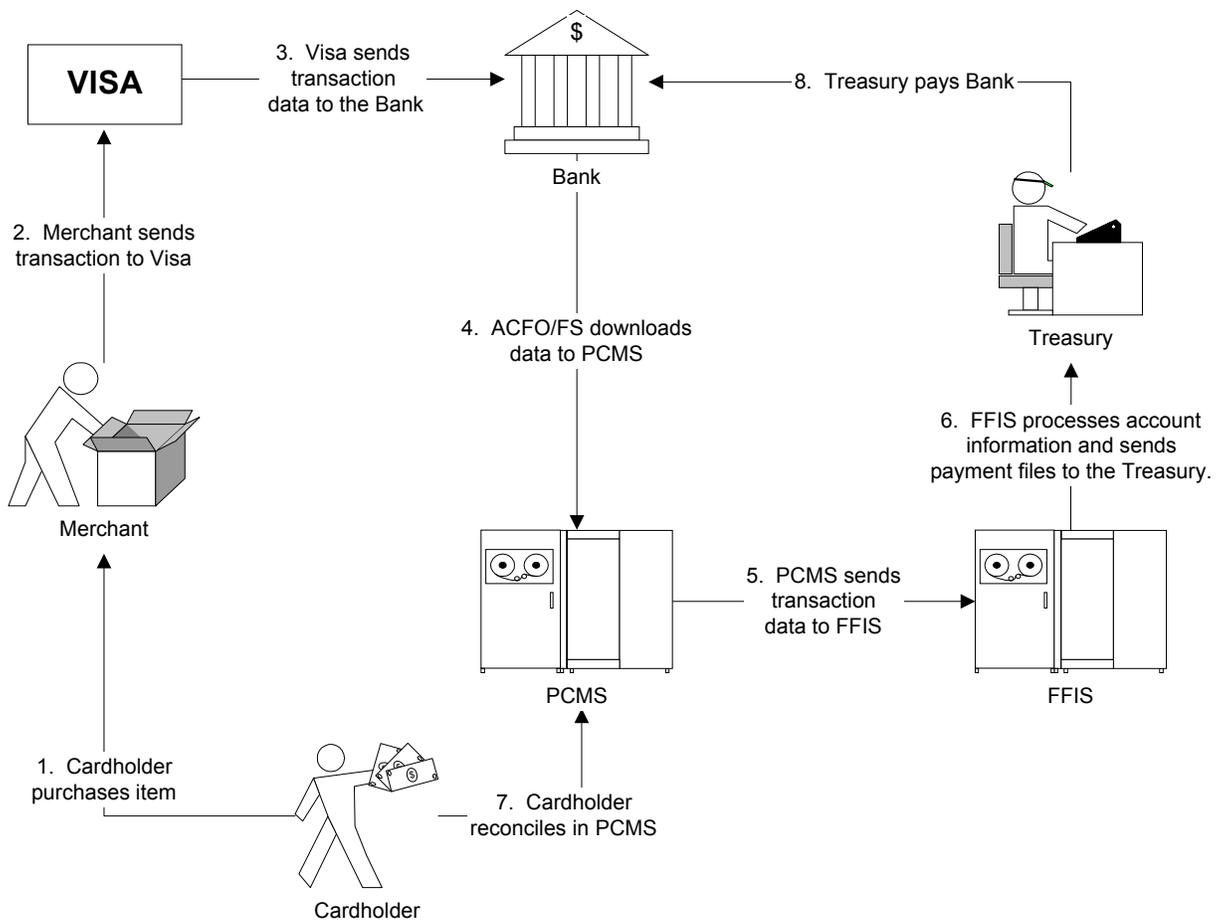
- (1) APC\LAPC PCMS User's Guide, USDA\PMT, August 2000;
- (2) APC\LAPC Purchase Card Program Guide, USDA\PMT, September 2000;
- (3) APC\LAPC PCMS Quick Guide for Managing Purchase Cardholder Accounts, USDA\PSD, February 2003;

I. Overview of PCMS

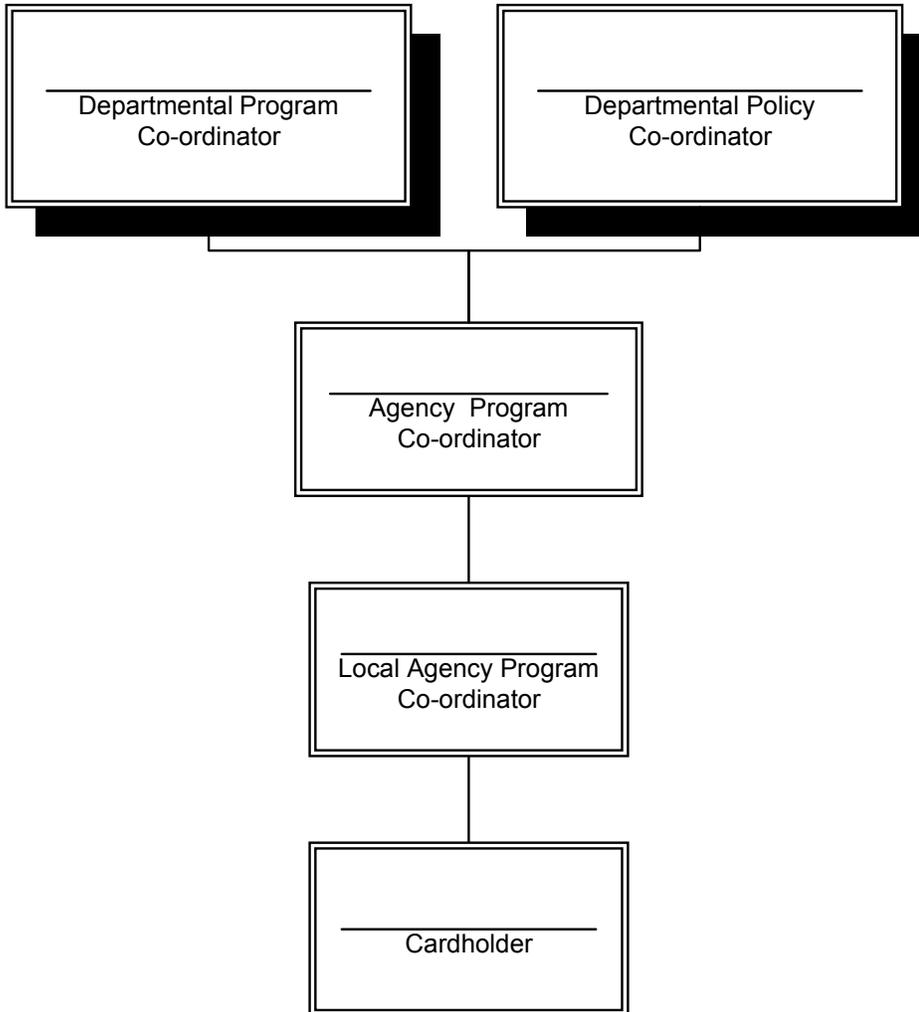
a. What is PCMS?

The Purchase Card Management System (PCMS) is the application through which the Bank of America and the USDA communicate to reconcile, manage and pay procurement transactions. The Bank of America is authorized by GSA to issue purchase cards and convenience checks to designated USDA personnel, such as Cardholders, to make purchasing a more streamlined process.

Daily, ACFO/FS downloads purchase card transaction data from the bank. Automated transaction transfers are made to the Federal Foundation Information System (FFIS), where the payment process commences by processing account information. Payment files are then sent from FFIS to the Treasury, from which payments are made to the Bank for purchases billed. The cardholder reconciles transactions through PCMS.



b. Purchase Card Program Hierarchal Structure



DPC – The Program Co-ordinator manages the USDA Purchase Card Management system. Establish APC’s and provide training and guidance. The Policy Co-ordinator manages Purchase Card policy issues.

APC – Oversee PCMS operations and establishes procedures and policies at the Agency level. Establish LAPC’s. Liaison with the DPC.

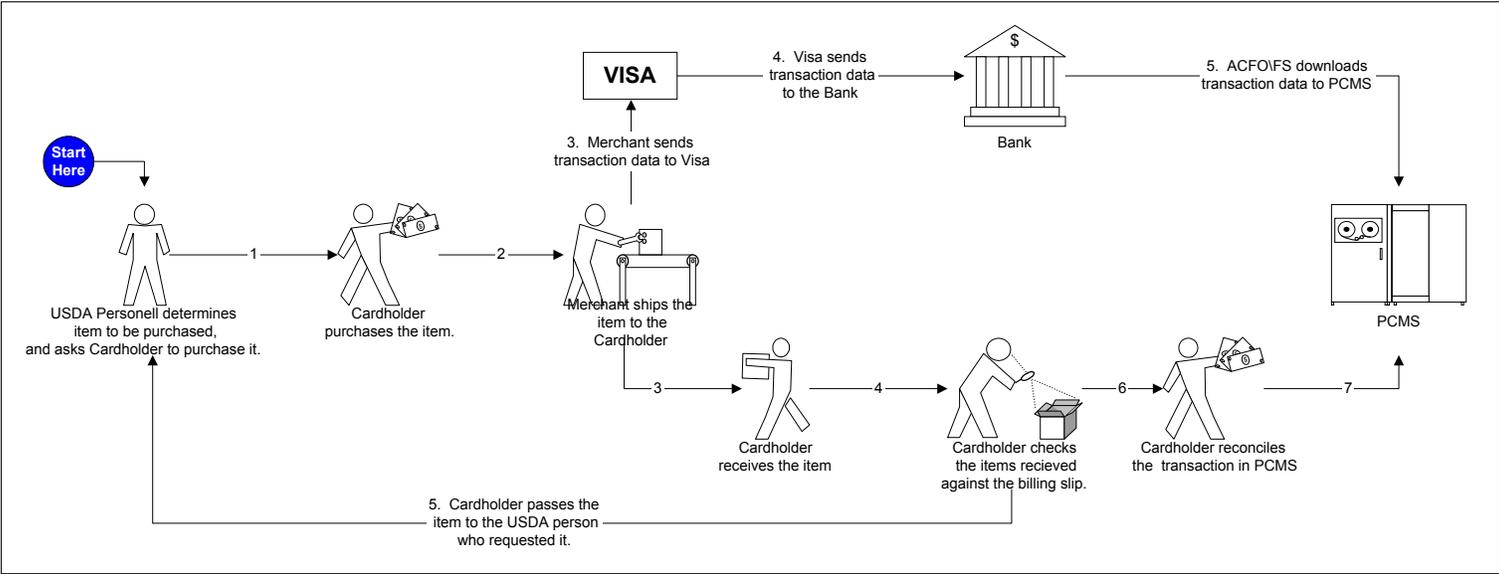
LAPC - Maintains PCMS daily operation and ensures cardholders adhere to policy. Facilitates establishment of Cardholders, and provides training and guidance within their designated area.

CH – Purchases authorized items for USDA and Reconciles transactions in PCMS.

II. Cardholder Role and Responsibilities

a. Workflow

Below is a depiction of the procurement workflow as it involves the Cardholder.



b. Cardholder Benefits and Responsibilities

The Cardholders role is simply to purchase items on behalf of USDA personnel and ensure that all items have been received and the funds used for payment have been allocated correctly.

The benefits a cardholder provides to their team are:

- Ability to purchase requested items immediately;
- Simplified procedure for those requiring the items;
- Increased efficiency;

The responsibilities of the cardholder are:

- Use the card within spending limits and Agency \ Departmental policies;
- Keep the purchase card, checks and PCMS password secure;
- Maintain documentation of purchases made;
- Reconcile transactions in a timely manner and ensure all account information is correct;
- Obtain all required information from the merchant at the time of making the purchase;
- Investigate and resolve questionable or disputed transactions;
- Return the purchase card and convenience checks to the LAPC when leaving their position;

c. Proper and improper use of Purchase Cards and Checks

DO's	DON'T's
<ul style="list-style-type: none"> ▪ Make purchases for official purposes only. 	<ul style="list-style-type: none"> ▪ Exceed your single or monthly purchase limits.
<ul style="list-style-type: none"> ▪ Keep your card, checks and PCMS password secure. 	<ul style="list-style-type: none"> ▪ Split transactions.
<ul style="list-style-type: none"> ▪ Reconcile transactions frequently (minimum of every 30 days). 	<ul style="list-style-type: none"> ▪ Use the card or check to make personal purchases.
<ul style="list-style-type: none"> ▪ Pay sales tax if requested by Merchant. First, inform the Merchant the purchase is for the USDA and provide a tax exemption letter available at www.fss.gsa.gov/services/gsa-smartpay/taxletter 	<ul style="list-style-type: none"> ▪ Use it to provide salary payments.
<ul style="list-style-type: none"> ▪ If using convenience checks to make a purchase, obtain the Merchant's TIN or USDA employee's number. 	<ul style="list-style-type: none"> ▪ Use it to make cash and/or travel advances.
<ul style="list-style-type: none"> ▪ Use the Purchase card first, and use checks only when the card is not accepted. 	<ul style="list-style-type: none"> ▪ Use it to make cash awards.
<ul style="list-style-type: none"> ▪ Immediately notify the Bank of a lost or stolen card. 	

Notes:

d. Cards vs. Checks

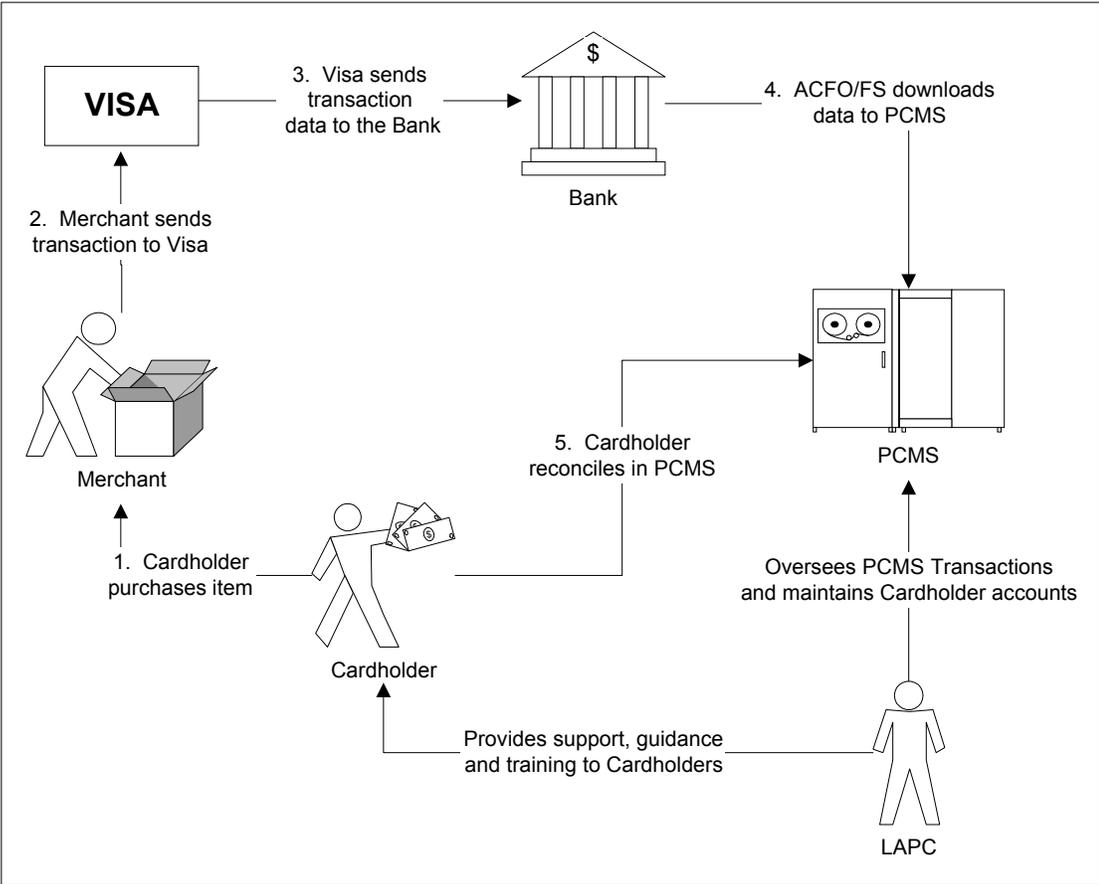
- Convenience checks are authorized for use only:
 - When a merchant will not accept a purchase card;
 - Emergencies where the card is not a viable solution;
 - At least one of the Debt Collection Improvement Act (DCIA) waivers are satisfied;
- The Cardholder must obtain a Merchant's Tax ID Number (TIN) when using a check, this must be entered into PCMS when reconciling the transaction;
- Convenience check transactions are reconciled using the same process as transactions made using a Purchase Card, but cannot be disputed;

Notes:

III. LAPC Role and Responsibilities

a. Workflow

Below is a depiction of the procurement workflow as it involves the LAPC.



b. LAPC Role

What can the Cardholder expect from their LAPC?

- Training, guidance and support;
- The LAPC will work with the Cardholder, and the APC to resolve transaction issues;
- Monitoring PCMS transactions at the end of the month to ensure they have been reconciled at least every 30 days by cardholders;
- The LAPC will perform audits on transactions if they receive notification of possible incorrect or inappropriate use of a purchasing card;
- Change Cardholder’s single or monthly purchase limits if necessary;
- Remove Cardholder privileges if transactions are not reconciled within 30days;

c. Other Responsibilities

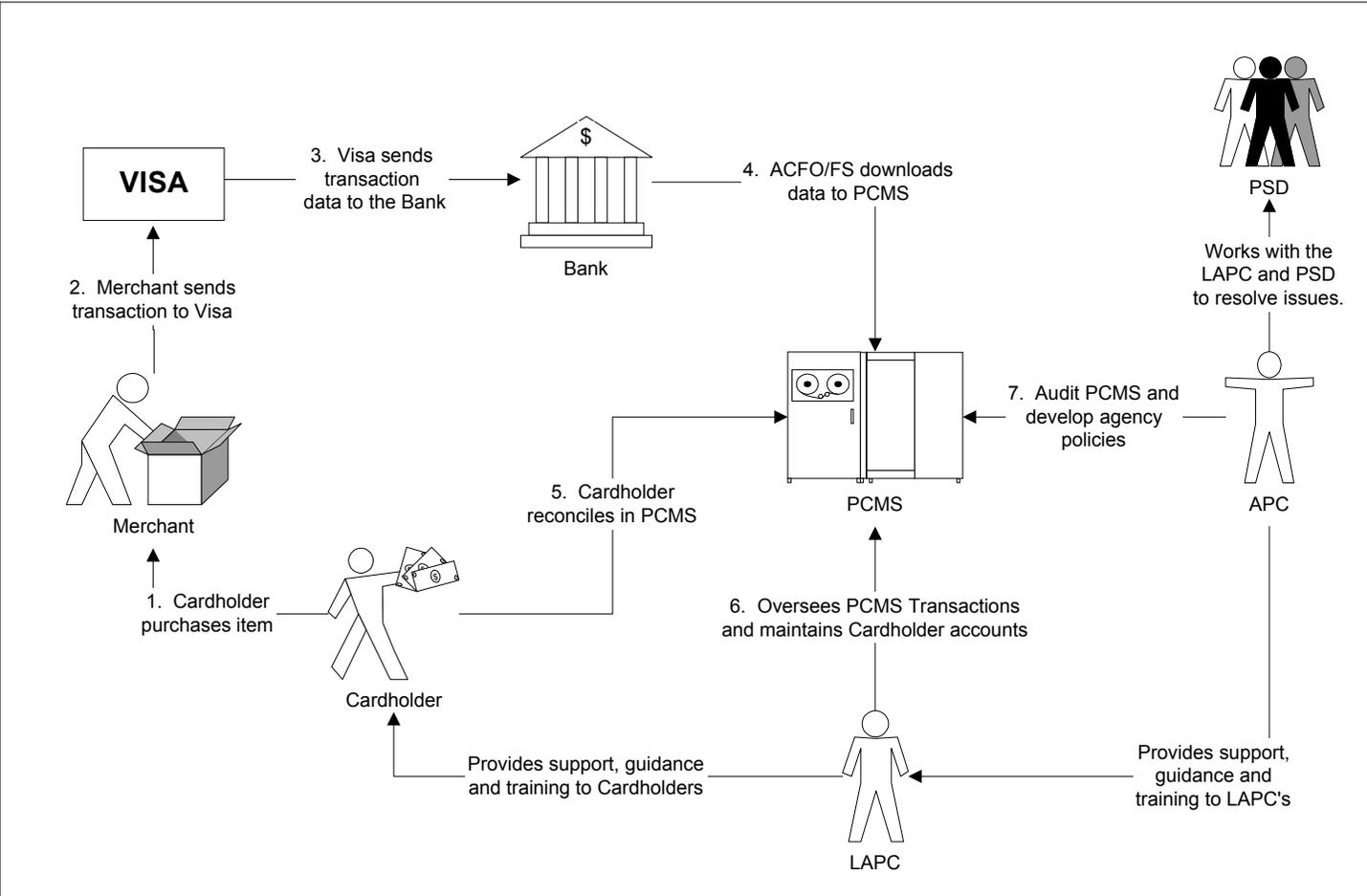
- Monitor day to day operations of the purchase card program at their designated site;
- Report fraud, waste and abuse in accordance with agency procedures;
- Establish and update Cardholder information in PCMS and the Security Access Management System (SAMS);
- Distribute program literature to Cardholders;
- Reconcile transactions on behalf of Cardholders when necessary;
- Co-ordinate with Technical Support to ensure that PCMS is installed, updated and functioning on the Cardholder's PC;
- Reset Cardholder password;

Notes:

IV. APC Role and Responsibilities

a. Workflow

Below is a depiction of the procurement workflow as it involves the APC.



b. APC Role

What can the LAPC expect from their APC?

- Training, guidance and support;
- The APC will work with the LAPC and PSD to resolve transaction issues;
- In the absence of an LAPC the APC will cancel purchase cards upon a Cardholder’s termination;
- The APC will notify the LAPC of program non-compliance issues and will assist the LAPC in enforcing non-compliance measures;

c. Other Responsibilities

- Responsible for managing the purchase card program in their designated agency;
- Establish and maintain agency-wide communications;
- Establish agency-unique purchase card policies and procedures when necessary;
- Conduct agency-wide oversight of the purchase card program;
- Meet with the DPC to address issues with the purchase card program;
- Establish LAPC's in PCMS and SAMS;
- Develop program literature and materials, and distribute to LAPC's;
- Audits program compliance;
- May identify PCMS application problems or possible enhancements, and submits Change Requests (CR) to PSD for consideration and implementation;
- Reset CH passwords if the LAPC is not available;

Notes:

V. DPC Role

a. DPC System Role

What can the APC expect from their DPC?

- Training, guidance and support;

b. Other Responsibilities

- Manages the USDA Purchase Card System;
- Establishes APC's;
- Issues Bulletin Board messages;
- Develops purchase card program literature and materials for department-wide use;
- Drive future programs applications and enhancements;

Notes:

VI. Information Sources

a. **User manuals**

The PCMS Cardholder User Manual is available for download on the USDA website at: <http://www.usda.gov/procurement/card/guide.html> under the 'Guides' section.

The APC\LAPC PCMS User's Guide is available for download on the USDA website at: <http://www.usda.gov/procurement/card/guide.html> under the 'Guides' section.

b. **Quick guides**

Quick guides to assist Cardholder's, APC's and LAPC's with specific PCMS issues are available for download on the USDA website at:

<http://www.usda.gov/procurement/card/guide.html> under the 'Guides' section.

c. **DR 5013-6**

The Departmental Regulation regarding Micro-Purchase policy is available for download at: <http://www.usda.gov/procurement/card/guide.html> under the 'Departmental Regulations' section.

d. **Policy Guides**

The PCMS Cardholder policy guide is available for download on the USDA website at: <http://www.usda.gov/procurement/card/guide.html> under the 'Guides' section.

The APC\LAPC Purchase Card Program Guide is available for download on the USDA website at:

<http://www.usda.gov/procurement/card/guide.html> under the 'Guides' section.

e. **FAQ's**

Purchase card frequently asked questions and answers can be found on the USDA website at: <http://www.usda.gov/procurement/card/faq.html>

f. **APC**

Your APC should always be the LAPC's first point of contact. They will escalate an issue if necessary, and contact the helpdesk or DPC if required.

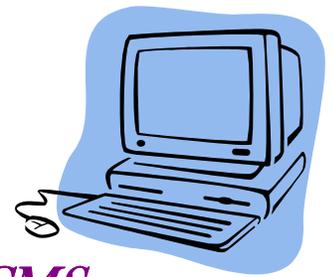
Your area APC is:

Contact details:

VII. Summary and Review.



Please turn off your monitor and give your attention to the instructor.



Lesson 2: Accessing and Navigating PCMS

Lesson Description

Lesson 2 will equip APC's and LAPC's with knowledge and information necessary to successfully access PCMS, navigate the menus and screens. Becoming familiar with the PCMS screens and layout will provide the APC\LAPC with a foundation on which to build specific knowledge in subsequent lessons.

Training Objectives

At the conclusion of this lesson, PCMS LAPC's and APC's will be able to:

1. Demonstrate accessing PCMS and maintaining passwords.
2. Navigate PCMS using menus and tools.

Methodology

This lesson will be delivered using a combination of lecture, demonstration and Instructor-led exercises. Practical exercises and testing will be utilized to measure the level of individual and group achievement of the Training Objectives outlined above, and the overall effectiveness of this training program.

References

None.

Enclosures

- (1) APC\LAPC PCMS User's Guide, USDA\PMT, August 2000;
- (2) Cardholder PCMS Quick Guide for Reconciling Purchase Card Transactions, USDA\PSD, September 2001;

I. Logging On\Off PCMS



Please turn off your monitor and give your attention to the instructor.

a. **Opening the PCMS Application**

The PCMS application resides on your computer's hard drive. To open it go to "Start\Programs\Purchase Card Management System v4.0\PCMSv4 Training" OR double click on the PCMSv4 ICON located on your desktop. When the warning popup message appears click on OK and the Logon screen will appear.



In production you will use the PCMSv4 Prod database. In training you will use the PCMSv4 Training Database.

You must be logged onto the network to access the transaction data on the server.

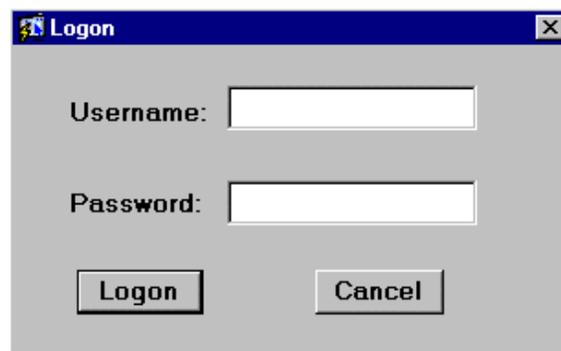
If the application cannot be opened:

- The Cardholder will inform their LAPC;
- The LAPC or APC should contact IT support directly;
- If IT support determines the issues lies with the PCMS software they will contact ACFO\FS;

b. **Logging ON**

A PCMS UserID and Password will be provided by the APC to the LAPC, and by PSD to the APC, at the completion of APC\LAPC training, to enable access to the Production Database. For training purposes please use the training ID and password provided by your instructor to log on to the training database.

Enter your user name and password in the Logon Window, then click the "Logon" button.





If you experience problems logging on to PCMS:

- Check your UserID and Password are correct;
- The LAPC should contact their APC;
- The APC should contact the ACFO\FS helpdesk;

c. Logging OFF

To exit PCMS, press [**Exit PCMS**] from the Main Menu.

OR

Hit the 'X' in the top right hand corner of the screen. NOTE: On the main window the hitting the 'X' will close the application. On other screens within PCMS hitting the 'X' will take you back to the main screen.

Notes:

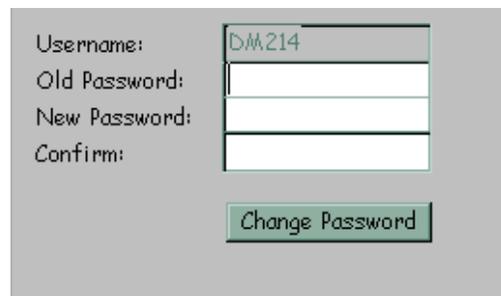
II. Passwords



Please turn off your monitor and give your attention to the instructor.

a. **How to change a system password.**

From the PCMS Main Menu, select **Change Password** from the menu bar at the top of the screen. The following popup widow appears:



Your assigned username is displayed. Type your old password and then your new one. Type the new password once again to confirm you've entered it correctly. Note that the passwords will appear as asterisks. Hit the "Change Password" button. Your new password will be in affect the next time you log on to PCMS.

The following are password requirements:

- A password must be between 6 - 8 alphanumeric characters in length
- Must start with a letter
- Must include at least one number
- Cannot contain spaces
- Must be different by at least 1 character from the previous password

Every 90 days your password expires and must be changed. If your password is within five days of expiring, a notification message will appear every time after you log in to PCMS up until the expiration date.



Notes:

b. Troubleshooting tips.

If you experience problems logging on please refer to the troubleshooting tips below to try to resolve the problem or determine the likely cause and contact the appropriate person.

Error Message	Explanation	Resolution
Please enter a valid UserID\password.	<ul style="list-style-type: none"> ▪ UserID or Password may have been entered incorrectly. ▪ May be a problem with your user account 	<ul style="list-style-type: none"> i. Check you have entered the information correctly. Re-enter details and try to log on again. ii. LAPC’s contact your APC, APC’s contact ACFO\FS helpdesk, to determine if there is a problem with your account.
Please enter a valid UserID\password.	Entered your username and password three times unsuccessfully, as a result your account has been locked out.	LAPC’s contact your APC, APC’s contact ACFO\FS helpdesk, to remove the locked status
Please enter a valid UserID\password.	The 90 days has expired and you didn't change your password. You will not be able to log onto the system as your old password is no longer valid	LAPC’s contact your APC, APC’s contact ACFO\FS helpdesk, to reset your password.
Please enter a valid UserID\password.	The PCMS system is down.	LAPC’s contact your APC, APC’s contact ACFO\FS helpdesk.

c. Password Security

- i. Select a password you will remember and keep it secure;
- ii. DO NOT give your PCMS password to any other person;
- iii. If you suspect someone may have access to your password then change it;
- iv. Account lockouts occur to prevent people from trying to guess your password;
- v. Unique passwords are required to keep your password more secure;

Notes:**PRACTICAL EXERCISE**

1. Log on to PCMS Training Database using the trainee UserID and Password provided to you by your instructor.
2. After logging on change your password to: trainee
3. Log out of PCMS.
4. Log on to PCMS again using your new password.

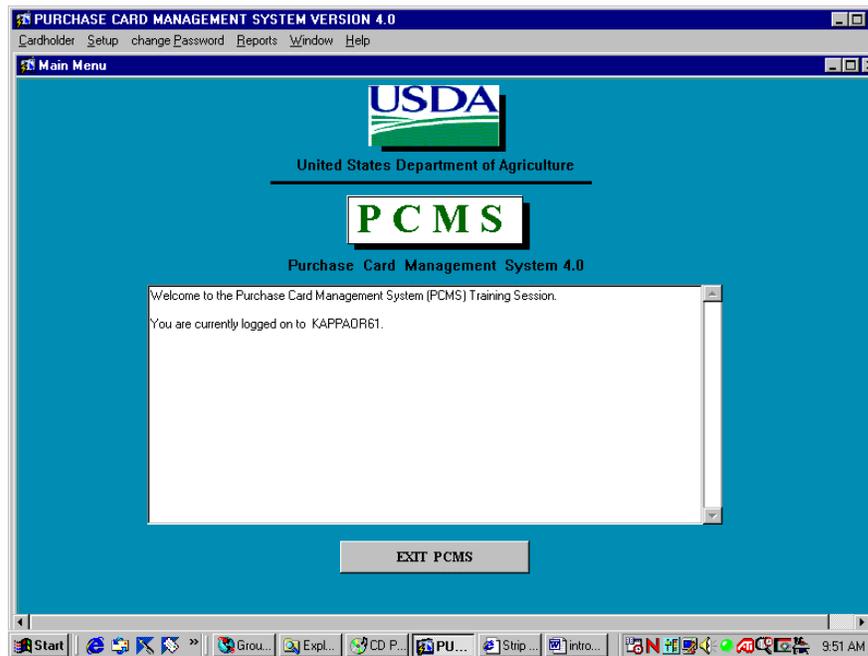
III. Menu's



Please turn off your monitor and give your attention to the instructor.

a. Main Menu

Located on the main PCMS screen. Provides access to the major functions of PCMS.



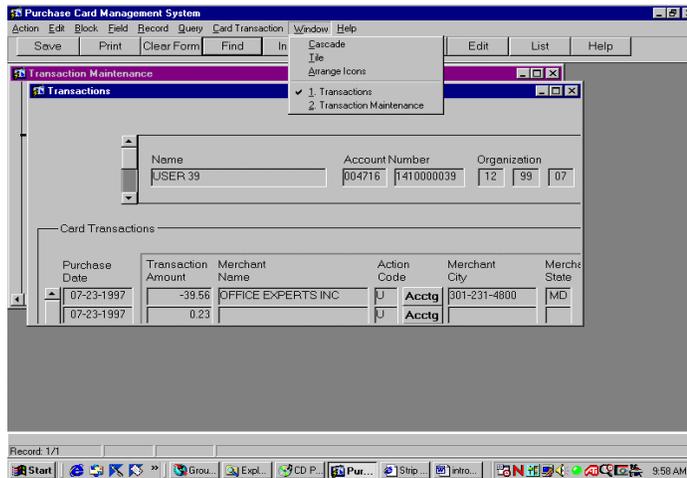
Menu Item	Details
Cardholder	Provides options for PCMS Cardholders to reconcile transactions and perform related functions, such as changing profile accounting and reading user messages.
Setup	Establish and maintain Cardholder records. (Will be reviewed in Lesson 7)
Change Password	Change PCMS passwords.
Reports	Generate the Cardholder report. (Will be reviewed in Lesson 6)
Window	Customize the Window display.
Help	At present is not functioning. Please see the Users Guide for help.

b. Window Menu

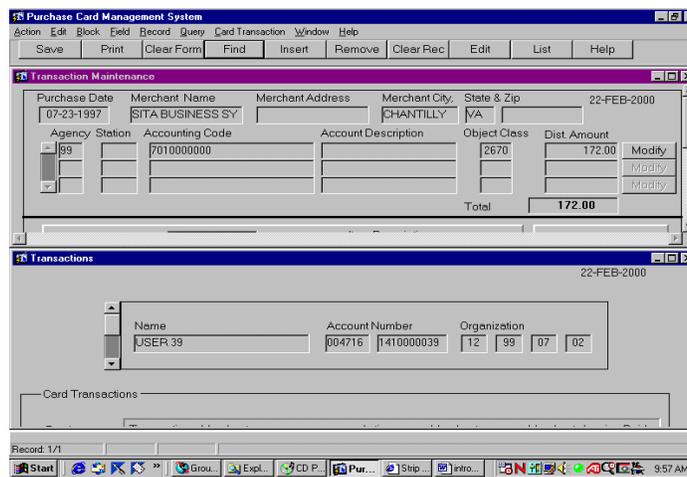
The Window Menu allows the user to change how the windows in PCMS are displayed, by selecting the Cascade, Tile or Arrange Icons option.

Option	Description
Cascade	Used to arrange all open windows in an overlapping format so that each title bar is visible (Example 1 below).
Tile	Used to automatically resize all open windows and arrange them to fit next to each other on the desktop (Example 2 below).
Arrange Icons	Used to arrange icons along the lower edge of the desktop.

Example 1: Cascade



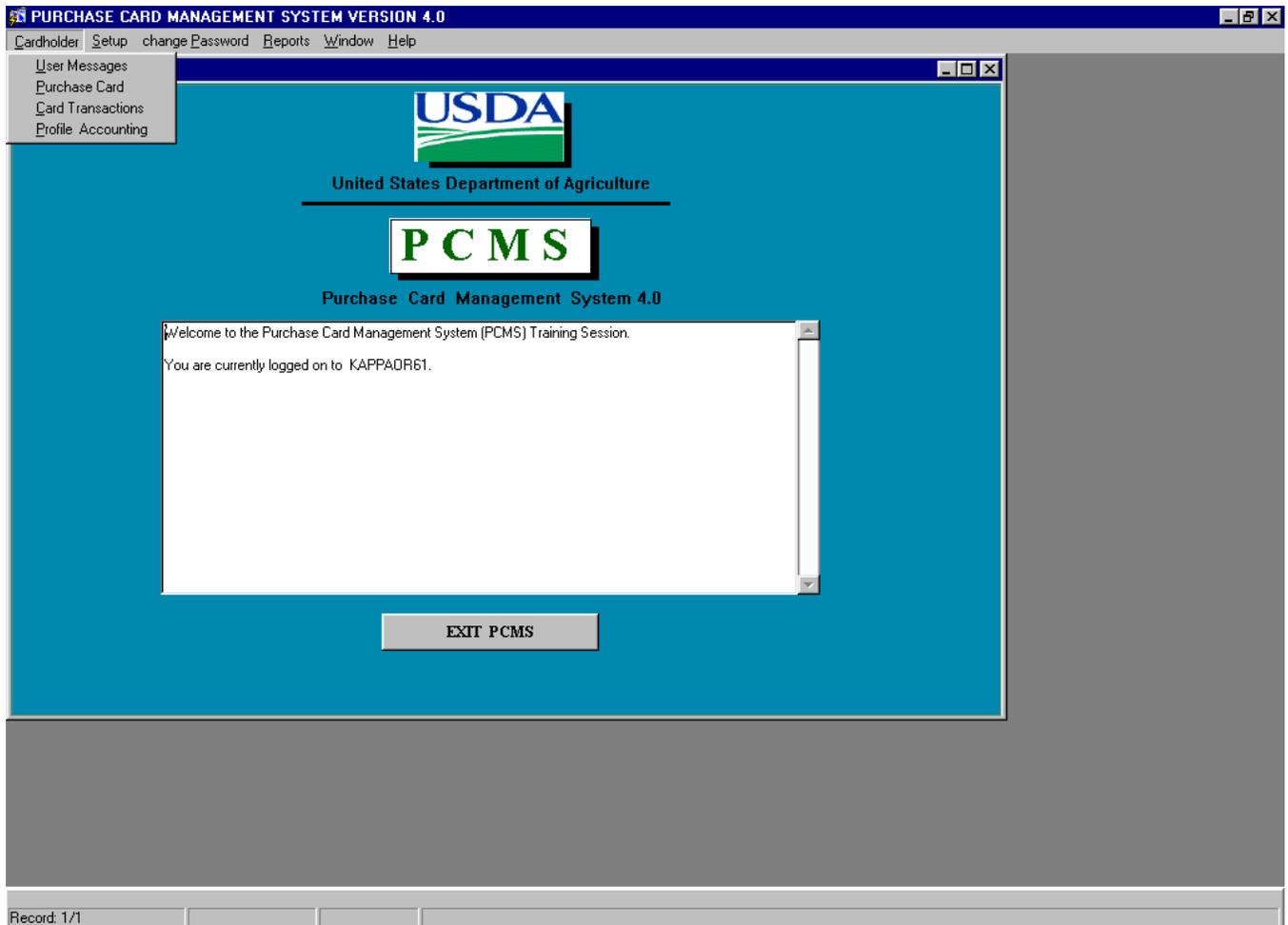
Example 2: Tile



c. Cardholder Menu

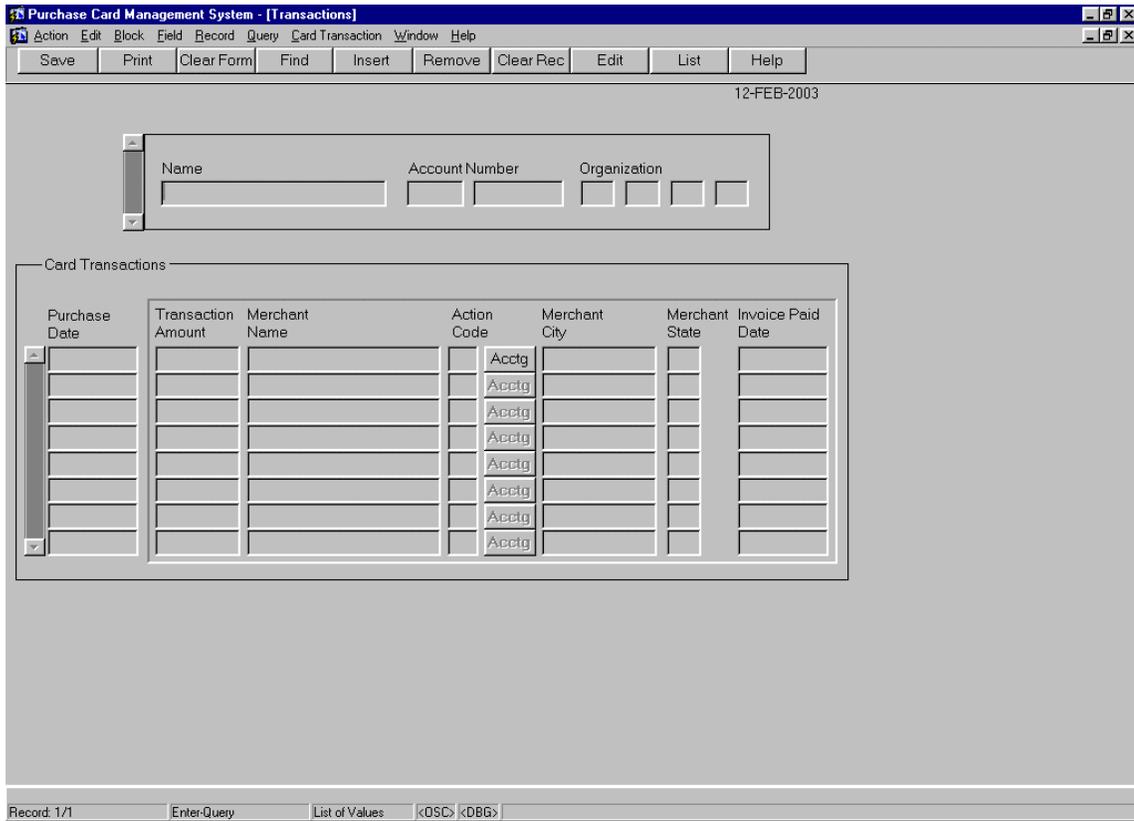
The Cardholder Menu provides the options for PCMS cardholders to reconcile accounts and perform related functions. The options are:

Option	Description
User Messages	Provides notification to cardholders and LAPC’s about specific transaction problems and statistical samples. (Will be reviewed in Lesson 5).
Purchase Card	For cardholders to view their purchase card account data. (Will be reviewed in Lesson 2).
Card Transactions	For cardholders to reconcile, and dispute, their purchase card transactions. (Will be reviewed in Lesson 4).
Profile Accounting	For cardholders to view, add, and modify their profile accounting data. (Will be reviewed in Lesson 3).



d. Forms Sub-Menu

The Forms Menu is sub-menu of the Cardholder menu. For instance, select the “Card Transactions” option on the Cardholder menu and the Forms menu appears across the top of the screen.



The Forms Menu is common to all the options under the Cardholder Menu, and provides sub-menus and options for performing data query and entry functions. The main options on the menu bar are listed below.

Option	Description
Action	Take action on a transaction, such as save data or print.
Edit	Options to edit text in the selected field.
Block	Options to move between major sections of the window.
Field	Options to move the cursor between fields.
Record	Options to navigate and manipulate transactions.
Query	Search function.
Card Transaction <i>(This option is on the Transactions menu bar only.)</i>	Options to display certain windows.



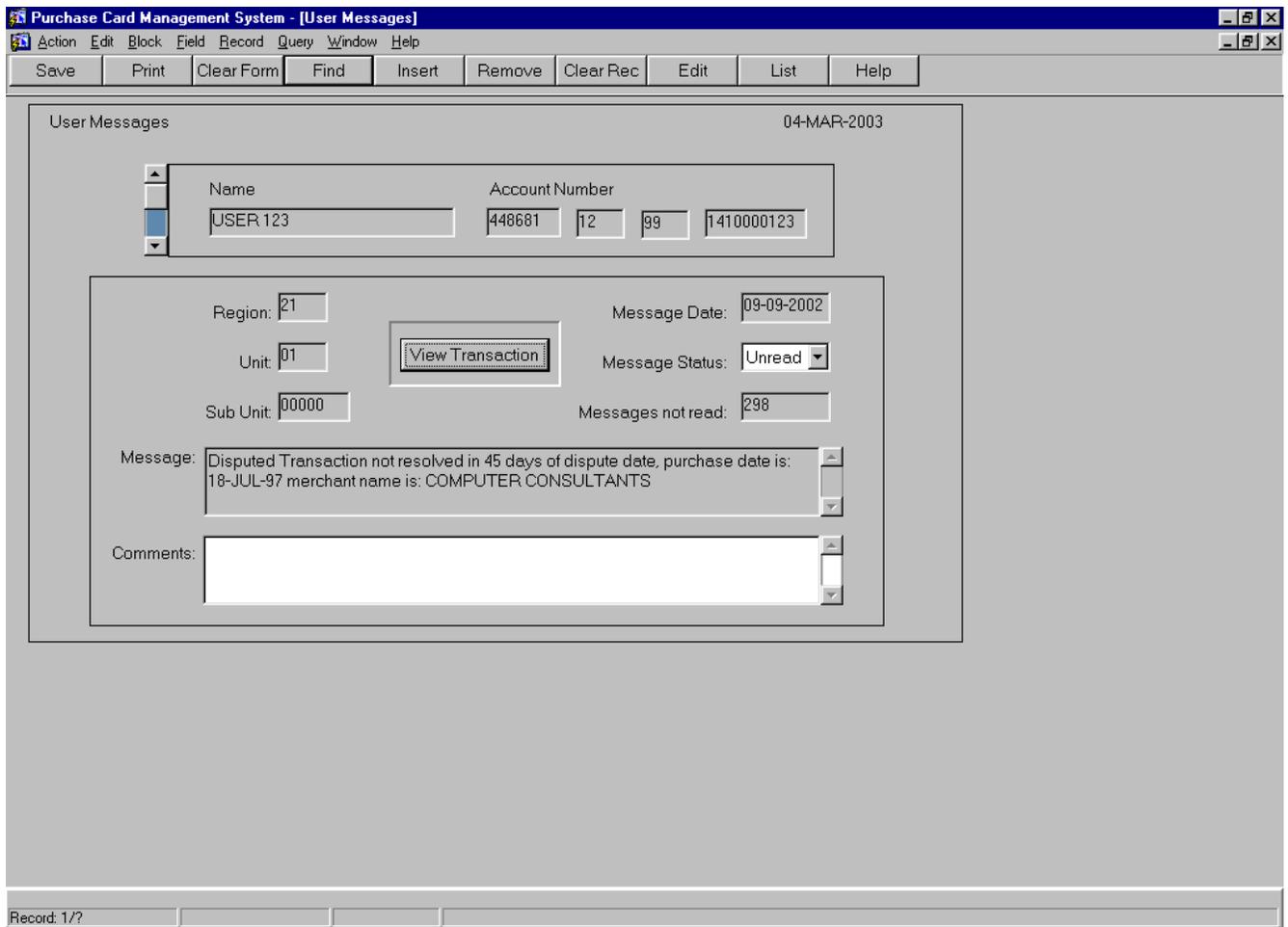
See section I-11 in the APC\LAPC PCMS Users Guide for more detailed descriptions of Options and Sub-Options on the Forms Menu.

Notes:

IV. Tools

a. **Command Bar**

The Command bar appears on every window for the Cardholder Menu options. The Command Bar contains a row of command buttons that are used to initiate or confirm actions in PCMS. The bar appears on screens for each of the Cardholder Menu options and is located at the top of each screen.



The screenshot displays the 'Purchase Card Management System - [User Messages]' window. At the top, a command bar contains buttons for Save, Print, Clear Form, Find, Insert, Remove, Clear Rec, Edit, List, and Help. Below the command bar, the window title is 'User Messages' and the date is '04-MAR-2003'. The main area contains a form with the following fields and controls:

- Name:** USER 123
- Account Number:** 448681 12 99 1410000123
- Region:** 21
- Unit:** 01
- Sub Unit:** 00000
- Message Date:** 09-09-2002
- Message Status:** Unread
- Messages not read:** 298
- Message:** Disputed Transaction not resolved in 45 days of dispute date, purchase date is: 18-JUL-97 merchant name is: COMPUTER CONSULTANTS
- Comments:** (Empty text area)

A 'View Transaction' button is highlighted in the form. At the bottom left, the status bar shows 'Record: 1/?'.

Below is a brief description of each command button on the command bar. See section I-10 in the APC\LAPC PCMS User’s Guide for more detailed descriptions of Command Bar options:

Command	Description
Save	Saves changes to the database.
Print	Prints the screen.
Clear Form	Clears all data in the form.
Find	Search function.
Insert	Inserts a new record after the current record.
Remove	In the Card Setup screen, the “Remove” command deletes the retrieved record from the database if it has NOT been sent to the Bank. To permanently delete a record, hit the “Save” button to change the database. Also removes a line of accounting in the Profile Accounting screen.
Clear Rec	Removes the transaction information from the screen. Any unsaved changes will be lost. A cleared record is not deleted from the database.
Edit	Edit a field.
List	Displays a list popup window for selecting valid field entries. (For specific fields only).
Help	Displays a brief message about the current field. This button is currently inactive.

Notes:

b. Navigation

Moving From Record to Record: Move between records using the Forms menu option “Record”, by selecting “Next” or “Previous”, or use the scroll bar to the left of the screen.



Scrollbars only become active when there is more information than the field can display.

Moving From Field to Field: Move between fields using the Forms menu option “Field”, by selecting “Next” or “Previous”, use the “Tab” button on your keyboard, or click in the field using mouse.

c. Executing a Query

Retrieving information from the database is called executing a query. You can enter a query using the features described below.

Retrieving All Records: Press “Find” on the Command bar twice to query all records attached to the user id used to log into PCMS. Use the scroll bar to the left of the screen to view each record.

Retrieving Specific Records: Press “Find” on the Command bar once, type the values you want to match in the appropriate fields, and press “Find” again. Use the scroll bar to the left of the screen to view each record.

Wildcard (%): The wildcard allows you to search for a partial value. For instance, if you are not certain how a name is spelled when searching on the LAST NAME field, you could use the wild card to replace a single or multiple letters. For example, when searching for the name SMITH replace the S with the % to return all records ending in MITH. You can query with the wildcard three different ways: %MITH, SMIT%, %MIT%). The screen will populate with all records matching your search criteria along with an active scroll bar allowing you to scroll through the records until you find the correct record.

d. Lists

Some fields in the PCMS entry windows have lists from which the user may select valid field entries. If *<List of Values>* is displayed in the lower right corner of the window, there is a list available for the field in which the cursor is currently located. To access the list, press the “List” button on the command bar. A list popup window appears displaying all appropriate choices for the specific field. Scroll to highlight the item you want to select and press “OK”. The value appears in the applicable field.

V. **Summary and Review**

The following questions are to be answered in an instructor led group exercise and review session:



Please turn off your monitor and give your attention to the instructor.

1. Which menu bar is used to be able to customize the window display?

2. What are the steps to changing a password? (Class walks the instructor through the steps)

3. Which menu takes you from the main screen of PCMS to be able to query card transactions? (Class walks the instructor through the steps)

4. If I want to print a screen where are the print options located? (Class walks the instructor through the steps)