Lesson 5: Messages

Lesson Description

The Messages Lesson will review and demonstrate the types of messages the LAPC and Cardholder will receive, where the messages are located and how to respond.

Training Objectives

At the conclusion of this lesson, PCMS New LAPC's and APC's:

1. Respond to user messages, statistical samples and system errors.

Methodology

This lesson will be delivered using a combination of lecture and presentation, 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.

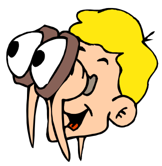
References

None

Enclosures

(1) APC\LAPC PCMS User's Guide, USDA\PMT, August 2000;
(2) PCMS User Messages / Alerts Training Guide, USDA\PSD, April 2003;

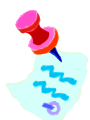
I. System Messages



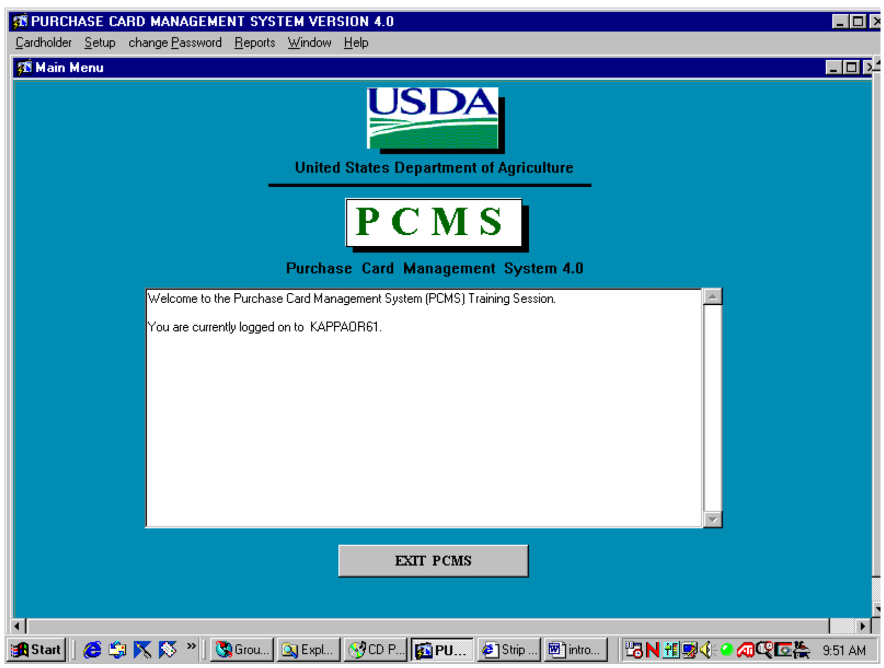
Please turn off your monitor and give your attention to the instructor.

a. Bulletin Board

The bulletin board, located in the center of the main menu screen, provides up-to-date news about PCMS. For example, system upgrades and downtime, or notification of specific system problems. The Procurement Systems Division (PSD) is responsible for the posting of all messages to the bulletin board.



It is important to read these messages.

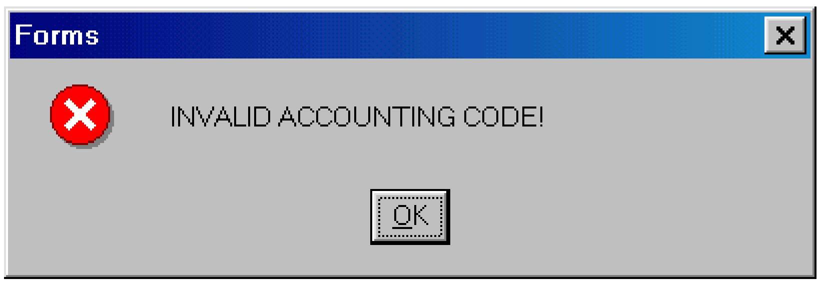


Notes:

b. System Edits

If data is entered into some fields in PCMS incorrectly, the system will generate an error message known as a 'System Edit'. These error messages will appear in a popup window and will prompt the user to re-enter the data correctly, before the database can be updated.

For Example, when an incorrect account code is entered in the Card Transactions screen the following system edit error is generated:

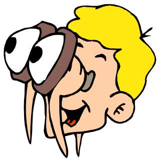


Click on the "OK" button to close the error message, and make sure all data has been entered correctly.

The error messages indicate that incorrect data entered in a field is not recognized by the PCMS system and needs to be corrected.

Notes:

II. User Messages



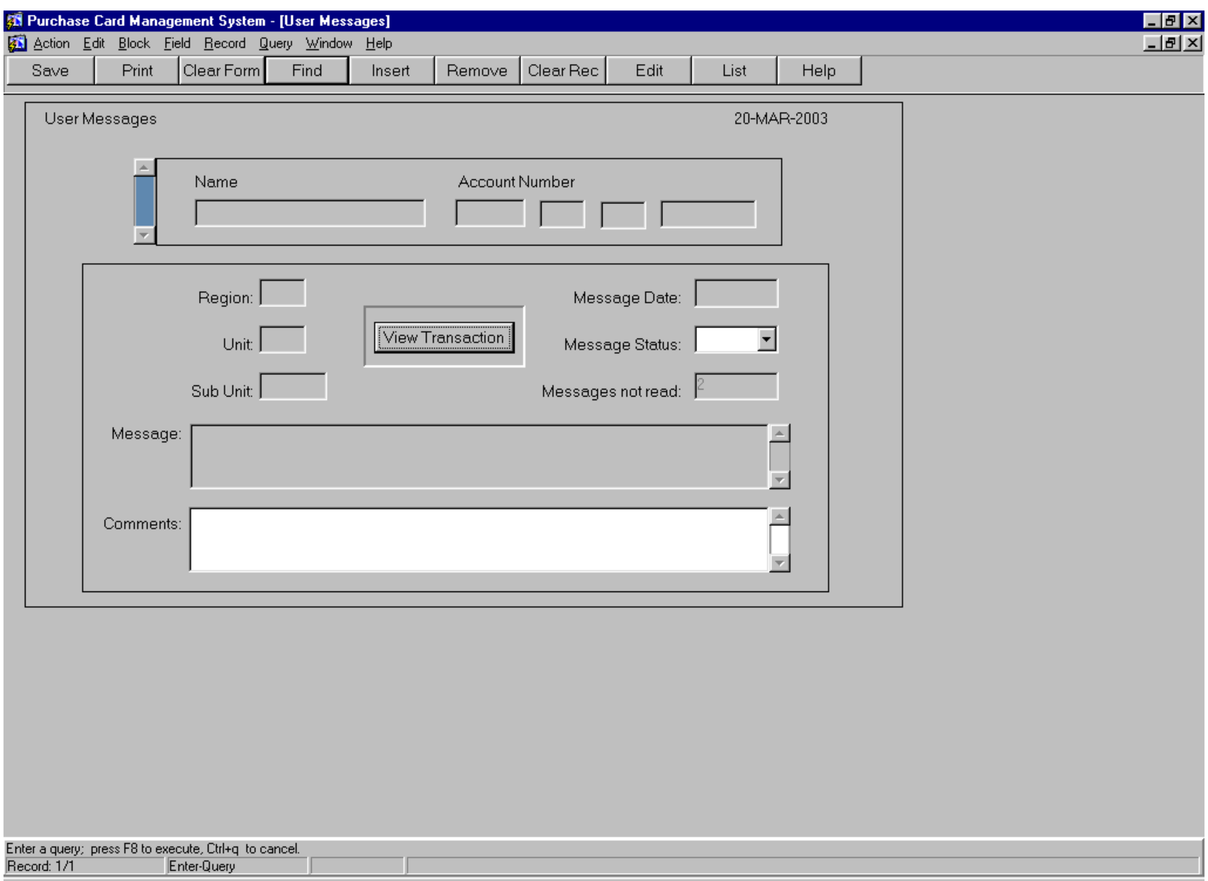
Please turn off your monitor and give your attention to the instructor.

a. Oversight tool

The 'User Message' system is an oversight tool that monitors PCMS transactions. This tool assists Cardholders by reminding them to approve transactions within specific time constraints, and assists LAPC's in their oversight role of maintaining daily operation of PCMS. As part of the USDA's policy preventing fraud, waste and abuse, the LAPC is expected to routinely review Cardholder transactions.

b. Screen overview

Access the User Messages screen from the Cardholder menu. The User Message screen enables Cardholders to view their own messages, and LAPC's to view messages of their designated Cardholders.



Fields summary:

Fieldname	Description
Name (Query field)	The cardholder's name as it appears on the purchase card.
Account Number (Query fields)	This field contains four parts: • The cardholder's program code • The cardholder's department code • The cardholder's agency code • The last 10 digits of the purchase card account number
Region (Query field)	The second position in the agency organizational structure code for that cardholder.
Unit (Query field)	The third position in the agency organizational structure code for that cardholder.
Sub Unit (Query field)	The fourth position in the agency organizational structure code for that cardholder.
Message Date	The date the message was generated.
Message Status (Query field)	The message status: *Unread* or *Read*.
Messages Not Read	The number of unread messages.
Message	User Message and Statistical Sampling information appears here.
Comments	LAPC enters any comments as to the resolution of an alert or in responding to a statistical sampling.
[View Transactions]	Hit this button to view the transaction, and respond to the User Message or statistical.

See section II-14 of the APC\LAPC PCMS User's Guide for further detailed of each field.

c. User Message Details

A user message is generated as a transaction meets a predetermined condition. The recipient of the message will review the transaction it refers to, and resolve the issue that caused the message to be generated. The Cardholder only receives one message of this type. All others are received by the LAPC, who may request the Cardholders assistance during the review process.

Example 1

An LAPC receives a User Message with the following statement in the "Messages" field:

> **Transaction after account has been closed. Ensure that the transaction is valid. Note results of review and describe action taken in COMMENTS.**

The LAPC would need to determine if there is a valid reason that the transaction appeared in PCMS after the Cardholder account had been closed, or if the purchase card has been used without authorization. After review and resolution the LAPC would update the User Message in the "Comments" field with the review details.

Example 2

An LAPC receives a User Message with the following statement in the "Messages" field:

> **Merchant appears to be liquor store. Review transaction to ensure valid purpose. Note results of review and describe action taken in COMMENTS.**

It is against USDA policy to purchase liquor using a purchase card, and the merchant category code in the transaction indicates that the merchant is a liquor store. The LAPC will need to determine what type of store the Merchant is, what was purchased and if it was purchased for legitimate reasons. After review and resolution the LAPC would update the User Message in the "Comments" field with the review details.

For further information regarding specific user messages, the reasons they are generated and how to respond to them, please refer to the PCMS User Messages / Alerts Training Guide;

Notes:

d. Merchant Category Codes

A Merchant Category Code (MCC) describes the purpose of vendor's business. One vendor may fit multiple MCC's, but only one can be selected. For example, a restaurant may have a Pool table and has selected the MCC 7932 (Billiard & Pool Establishment). As a result when a Cardholder legitimately buys dinner there on a business trip a User Message is generated as the transaction meets the condition of taking place at a "Billiard & Pool Establishment" instead of a restaurant.

For further information regarding MCC's please refer to the PCMS User Messages / Alerts Training Guide**;**

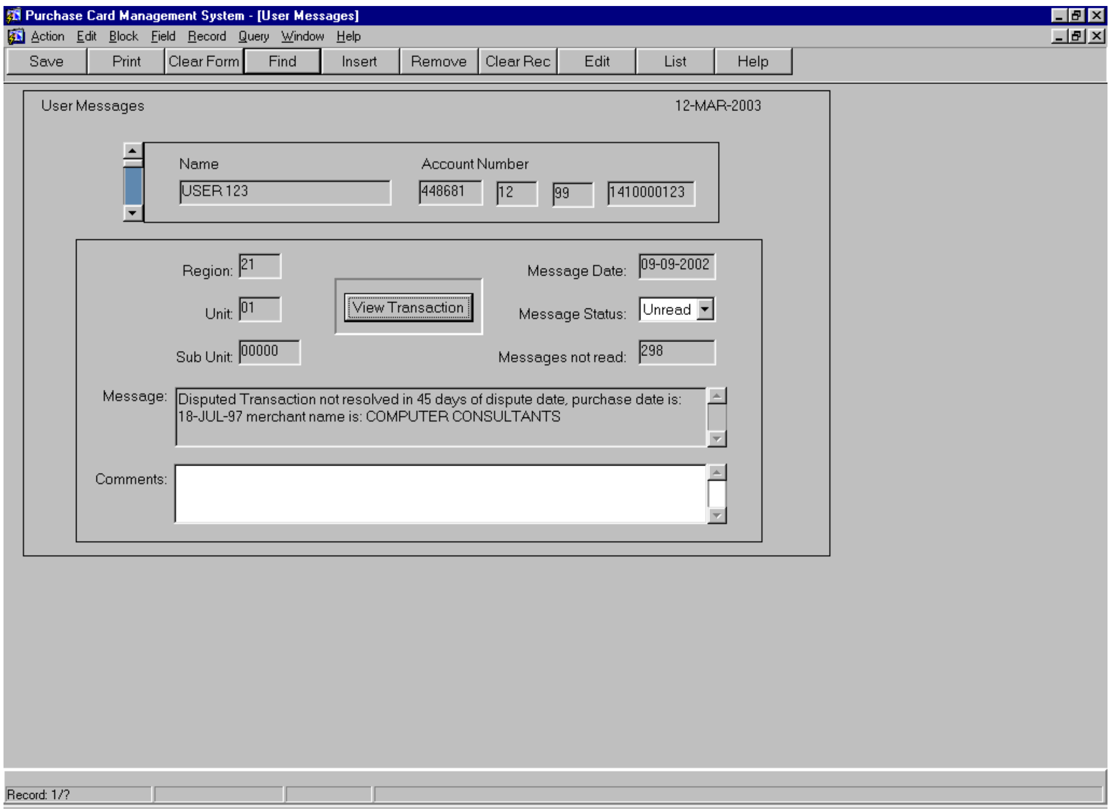
e. Why does an LAPC need to respond?

It is important to respond to all User Messages received, as the responses are used to help determine if policy is being effectively adhered to. This information is used for audit purposes to indicate potential cases of fraud, waste and abuse.

Notes:

f. Querying messages

Query all Messages:
When you access User Messages, the system will automatically query all unread messages for the LAPC or APC user id that was used to log into PCMS. A list of Cardholder's is generated in the "Name" field. Use scroll bar to navigate between Cardholders.



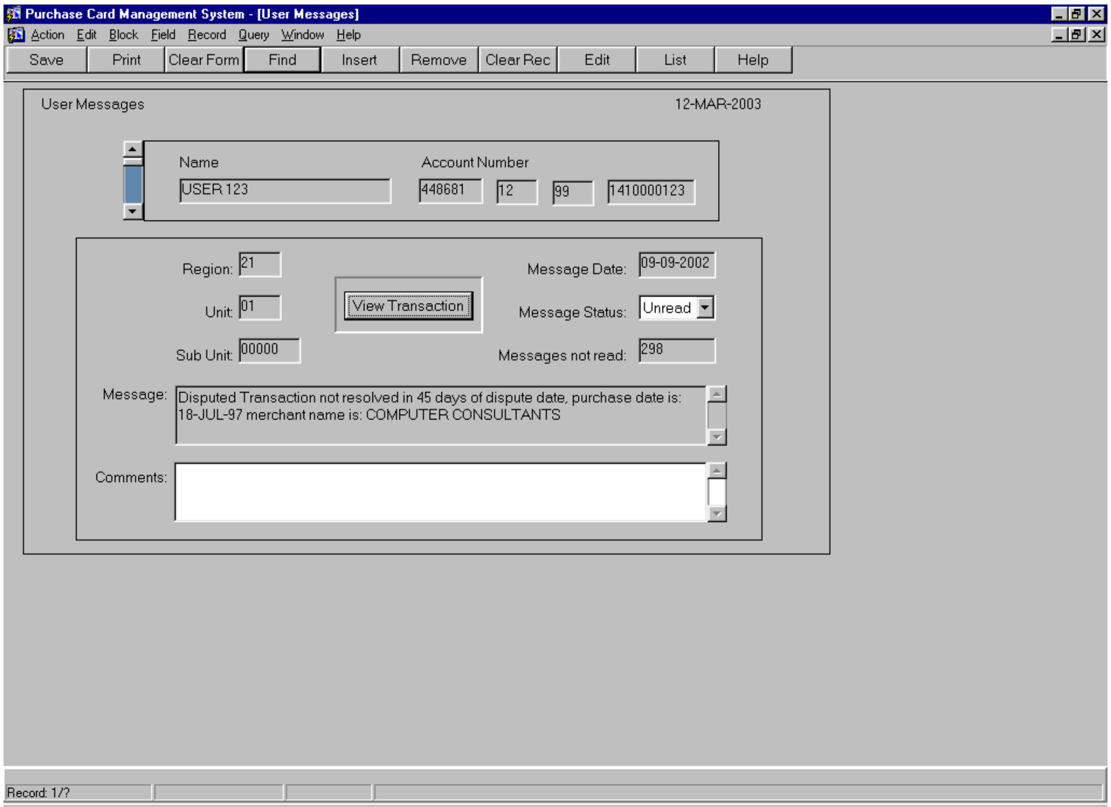
Query specific messages:
To retrieve a specific message or group of messages, hit the "Find" button on the command bar and enter data into any one of the fields listed in the table above as a query field for a specific search and hit the "Find" button again.

There is a list of values available for the "Name" field.

Query Read or Unread Messages Only:
To query only Read or Unread messages, hit the "Find" button on the Command bar to clear all fields, change "Message Status " field to "Read" or "Unread" and hit the "Find" button again.

g. Viewing and responding to messages

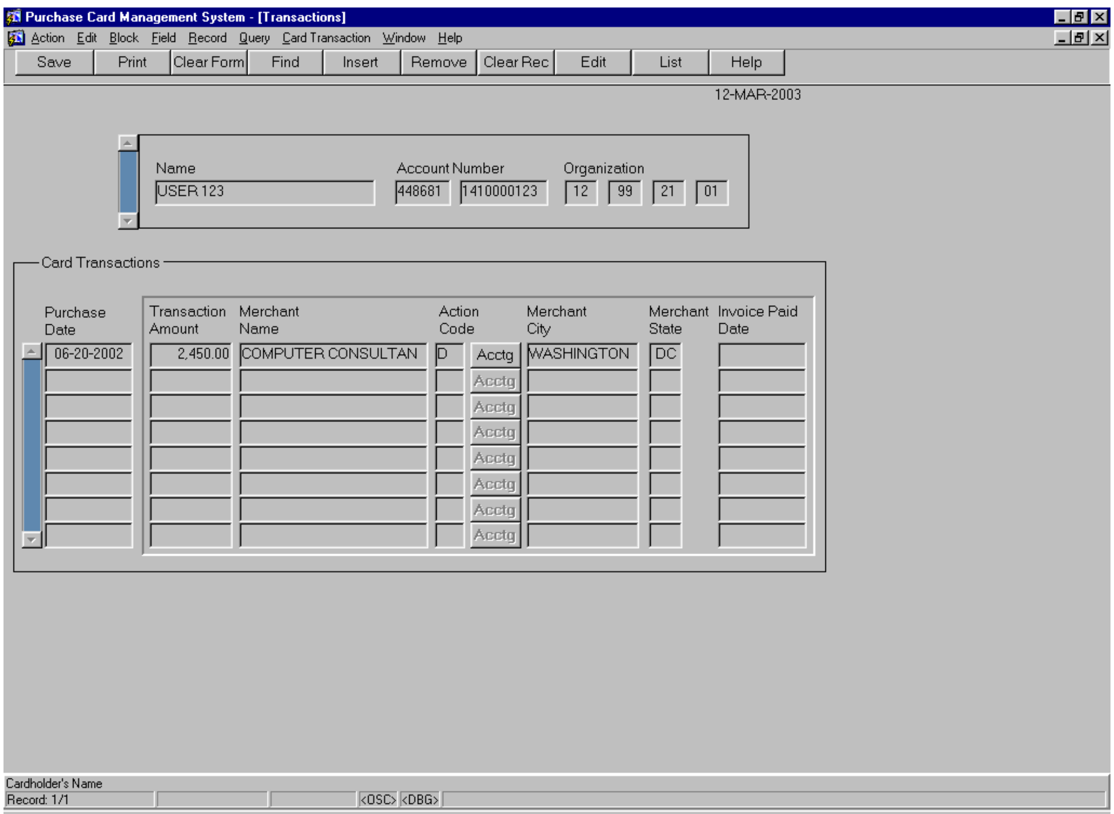
When an LAPC receives a User Message pertaining to a Cardholder transaction, hit the "View Transaction" button to view transaction details:



Notes:

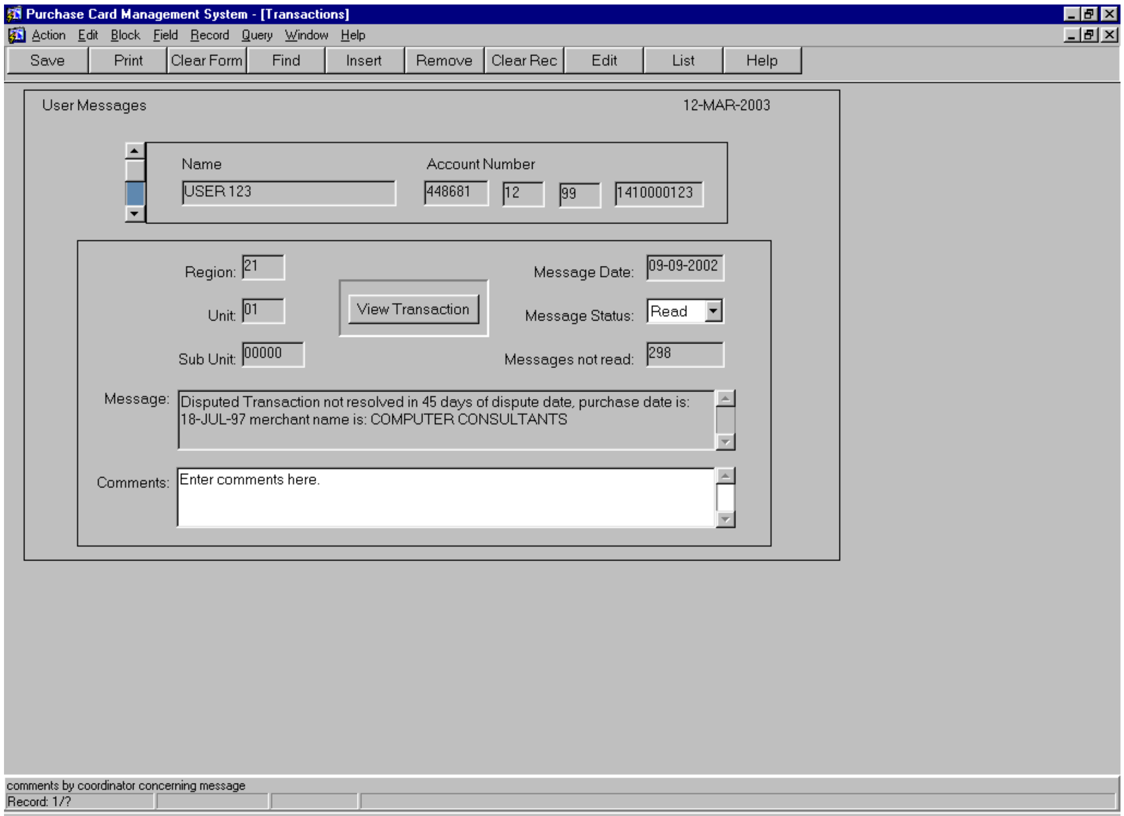
The Transactions screen appears. Closely review the transaction details. Contact the Cardholder, if necessary, to verify any discrepancies or to provide any additional information in order to resolve the issue that caused the User Message to be generated. If further assistance is required to resolve the issue contact the APC.

The APC will determine the nature of the problem and who to contact for a resolution. Procurement system problems should be raised with PSD. Procurement policy issues should be raised with the Policy Division. Issues concerning the Bank should be raised with PSD, and not taken directly to the Bank.



Notes:

To close a User Message, return to the User Message screen and change the “Message Status” field to “Read”, enter any necessary details of the resolution in the “Comment” field and then hit the “Save” button on the command bar.



For further information regarding responding to User Messages, please refer to the PCMS User Messages / Alerts Training Guide;

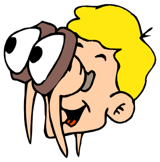
Notes:

PRACTICAL EXERCISE

1. Query your user messages.
2. Select “USER 7”.
3. Read User Messages for “USER 7”.
4. View the transaction details.
5. Add comments to the user message.
6. Change the status from ‘Unread’ to ‘Read’.
7. Exit user message screen.

Notes:

III. Statistical Sampling



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

a. What is a Statistical Sample?

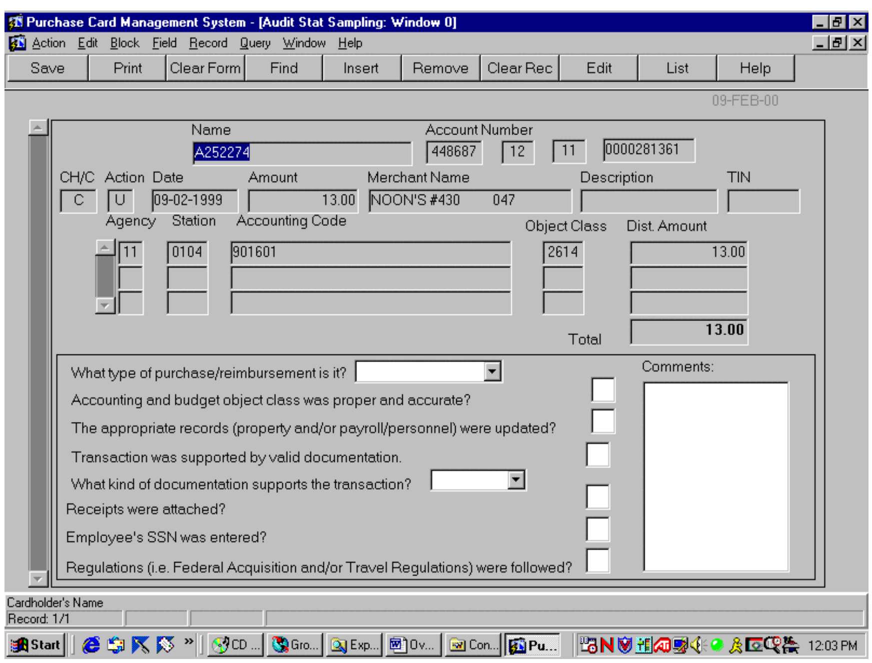
The second type of user message is a notification to review a randomly selected transaction for the purpose of statistical sampling. The LAPC will receive this message and be prompted to review the transaction, and complete the statistical sampling form. The statistical sampling results are used to help redefine procurement policies to ensure the processes are efficient and effective.

b. Screen overview

At the User Messages window, when a User Message contains the following statement in the "Message" field on the User Messages screen, a Statistical Sample has been received:

> "This transaction has been selected for audit. Review cardholder documentation and answer questions. Describe any action taken in COMMENTS."

Hit the "View Transactions" button on the User Message screen, as you would do with a User Message. The Audit Stat Sampling Window appears detailing the specified transaction and requiring that you validate its authenticity.



The following is a brief description of each field:

Fieldname	Description
Name	The cardholder's name as it appears on the purchase card. The person authorized to make charges to this account.
Account Number	This field contains four parts: • The program code • The cardholder's department code • The cardholder's agency code • The last 10 digits of the cardholder's purchase card account number
CH/C	The check/purchase card code to indicate the type of transaction: CH = Check C = Credit Card
Action	Valid values for the action code are: A = Approved D = Disputed R = Resolved Q = Questionable P = Partial U = Unapproved
Date	The date the purchase was made.
Amount	The amount of the purchase.
Merchant Name	The name of the merchant where the purchase was made.
Description	The textual description of the item purchased.
TIN	The merchant's tax identification number or employee's SSN.
Agency	The agency code that the purchase is to be charged to.
Station	The accounting station code that the purchase is to be charged to.
Accounting Code	The accounting code against which this portion of the transaction is charged.
Object Class	The budget object classification code. This code defines the nature of the service or goods being obligated.
Dist Amount	The amount of this transaction to be applied to this accounting code.
Total	The total amount of the transaction.

c. Responding to a Statistical Sample

To respond to a Statistical Sample answer each of the questions on the screen. Any questions that cannot be answered must have an explanation entered in the "Comments" field.

Fieldname	Description
What Type of Purchase/Reimbursement Is It?	Select the appropriate answer from the pull-down menu: Supply Service Local Travel Misc. Expense Re-imbursement to Employee Tuition & Books
Accounting and Budget Object Class was Proper and Accurate?	Enter **Y** (Yes) or **N** (No).
Transaction was Supported by Valid Documentation?	Enter **Y** (Yes) or **N** (No).
Description	Enter a description of the purchase.
TIN	Enter the merchant's tax identification number (TIN) or employee's social security number (SSN).
What Kind of Documentation Supports this Transaction?	Select the transaction type from the pull-down menu: SF-1164 SF-182 AD-202 Receipts Pkg-Slip
Receipts were Attached?	Type **Y** (Yes) or **N** (No).
Comments	Type comments to explain any *No* answer.

After providing the information requested:

- Hit the "Save" button on the command bar to update the database;
- Return to the User Messages screen (**Action>Exit);**
- Change the "Message Status" field to "Read" and provide details, if necessary, in the "Comments" field;
- Hit "Save" on the command bar;

For further information regarding responding to User Messages, please refer to the PCMS User Messages / Alerts Training Guide;

IV. 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.

a. You receive a system edit when reconciling a transaction:

   What is the likely cause of the problem and what steps do you need to take to resolve it? (Walk the instructor through the steps)

b. How does PSD distribute system information, such as system upgrades, to the cardholders?

c. After reading a user message how do you ensure that it does not show in the list again?

d. Why will a Cardholder receive a user message?

e. Why will an LAPC receive a user message?

f. How frequently should you check your messages?

g. What is the purpose of a Statistical Sample?

Lesson 6: *Reporting*

Lesson Description

In Lesson 6 the Cardholder report options will be reviewed, and the LAPC's and APC's will learn how to generate a report of transactions entered into PCMS by a Cardholder.

Training Objectives

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

2. Generate a cardholder report based on date ranges.

Although the objective of this lesson is for LAPC's and APC's to learn how to use PCMS to generate Cardholder reports, it should be noted that the purpose of teaching it is so that they will be able to train and assist Cardholders. The APC\LAPC will not use PCMS to generate report's, they will use the Discoverer tool instead.

Methodology

This lesson will be delivered using a combination of lecture and presentation, 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\PSD, August 2000;

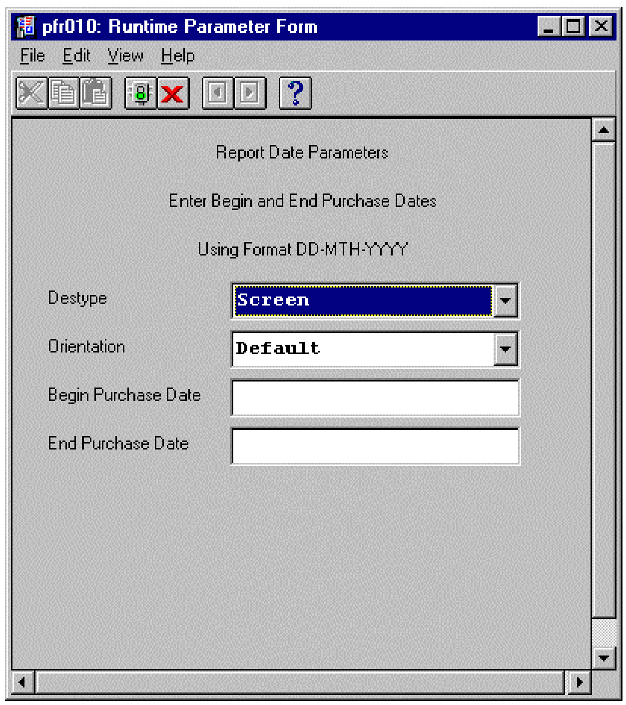
I. Reporting

a. Cardholder Reports

The 'Reports' menu is located on the main PCMS window, and is used to generate the Cardholder Report. For the Cardholder, the report generates a listing of all transactions for that cardholder's account for a specified time period. For the LAPC the Cardholder Report generates a listing of all transactions for all Cardholders who are assigned to that LAPC, for a specific time period.

b. Generating a Report

- After you select the Cardholder Report option, the pfr010: Runtime Parameter Form window is displayed.



Notes:

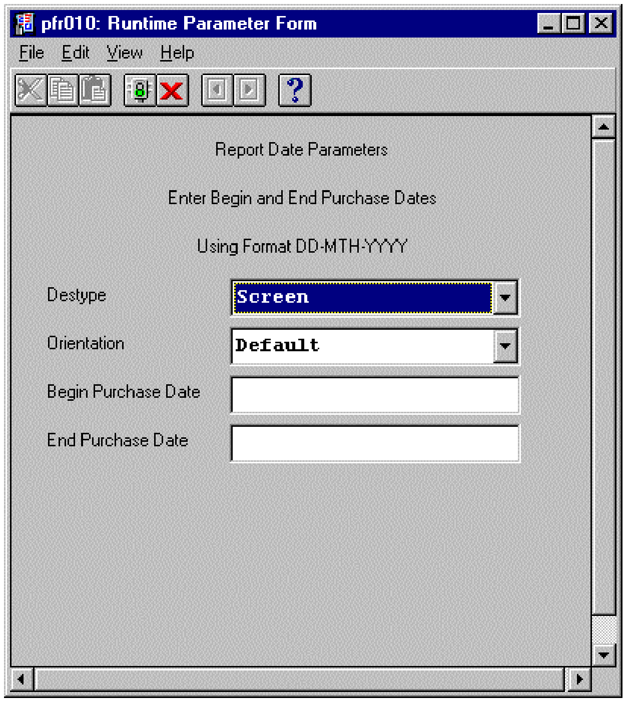
- Enter information in the four fields to define the report contents:

Field	Description
Destype Specify the format you want the report to be generated in. For example, a screen print, a file or printed.	***Screen*** – Routes the output to the Previewer. ***File*** – Saves the output to a file. This option can only be selected after a preview report has been generated. ***Printer*** – Routes the output directly to a printer. Does not display the report on screen first. ***Preview*** – Routes the output to the Previewer. ***Mail*** – This option can only be selected after a preview report has been generated. This function is not operational.
Orientation Specify the orientation of the report contents.	***Default*** – Uses the current printer setting for orientation. ***Landscape*** – The report pages will be wider than they will be are tall. ***Portrait*** – The report pages will be taller than they will be are wide.
Begin Purchase Date Specify the start date of the report period.	Enter the date in the following format: **DD-MM-YYY** For example November 1st 2002 would be entered as: 01-nov-2002 Date format is not case sensitive.
End Purchase Date Specify the start date of the report period.	Enter the date in the following format: **DD-MM-YYY** For example December 30th 2002 would be entered as: 30-dec-2002 Date format is not case sensitive.

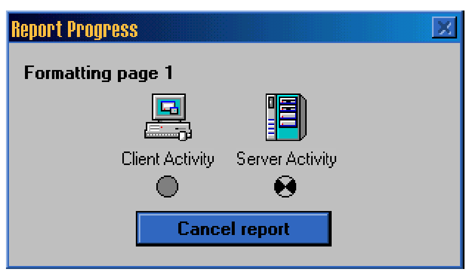
When generating a report the DESTYPE field value must be SCREEN, PRINTER or PREVIEW. The value FILE will only become active after a preview of the report has been generated using the SCREEN, or PREVIEW value to generate a report. The MAIL value will also only become active after a preview of the report has been generated, however, the MAIL function is not currently working (an error message will be generated).

Notes:

- To run the report:
  Click the File\Run Report on the Report window menu, OR hit the **Signal Light** icon below the menu.



The Report Progress pop-up window is displayed showing client and server activity.

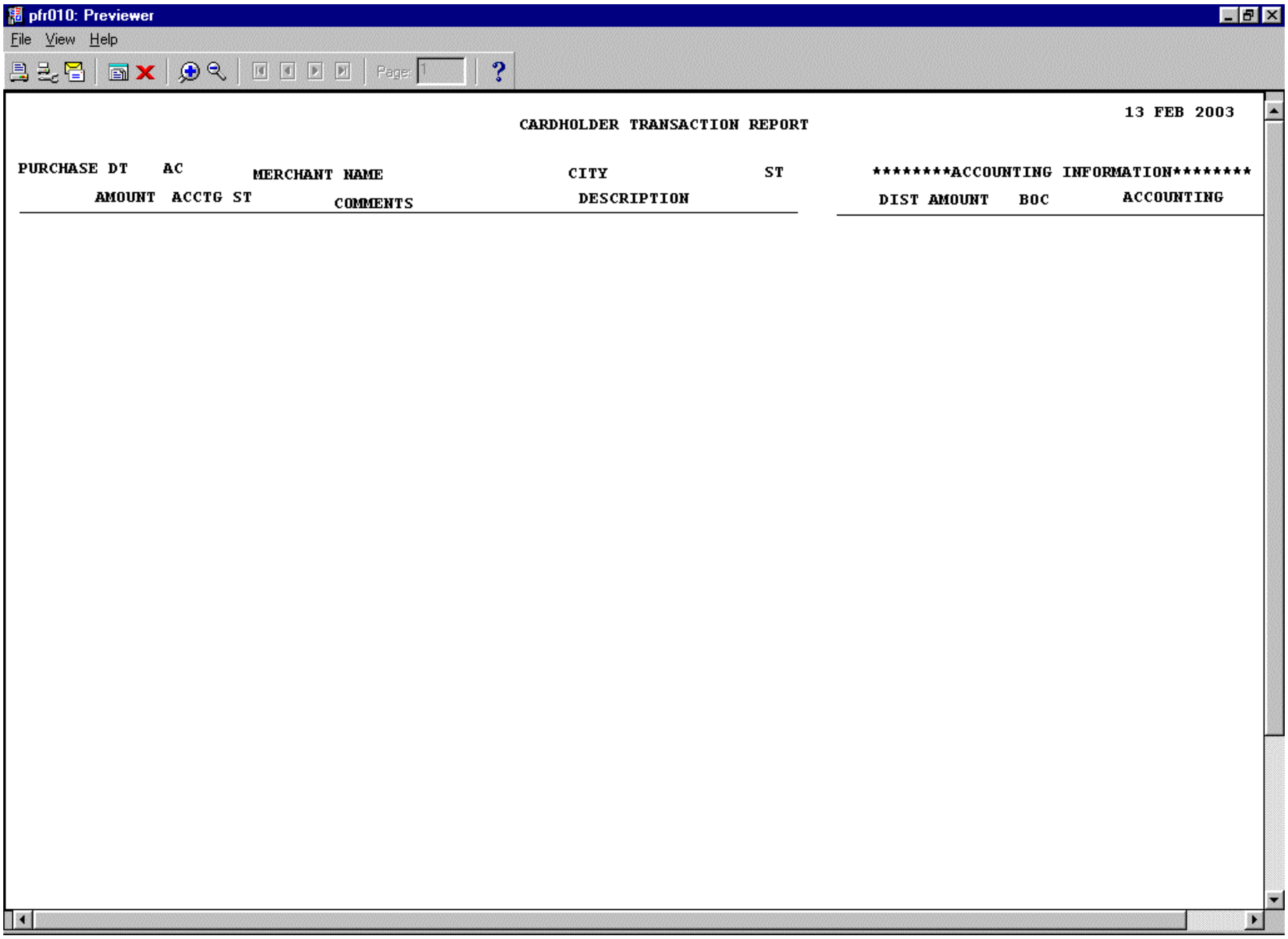


To cancel the report, click the "Cancel Report" button.

Notes:

c. Report Example

Below is an example of a report generated using the "Preview" or "Screen" DESTYPE:



Use the magnify buttons on the toolbar in the upper left of the window to adjust the size of the report display

.

For multi-page reports, use the arrow command buttons at the top left side of the window to move through the pages. Note that to the right of the **Page:** field, you can enter the page number you want to go to and then press **[Enter]**.

ACCTG ST: The Accounting Status column on the Cardholder Report refers to the current status of the transaction in FFIS. Status types are: O – Obligated; P – Paid; L – Locked; and N – New (Not Obligated or Paid). If a file has a status of "L" in this column the Cardholder will not be able to reconcile the transaction. They must wait until the status has changed. It is recommended to run a Cardholder report prior to reconciling transaction to be aware of which transactions are available and which are presently locked.

d. Save the report to a file

From the Preview report screen:

- Go to "File\ Generate to Option";
- Select a file format from the list: PDF, HTML or Text.
- Select the file destination location and file name, then Click on "Save";
- The Cardholder Report screen appears with FILE selected as the DESTYPE;
- Select the ORIENTATION and re-enter the report dates;
- Run the report;
- The file is then saved to the specified location;

e. Printing Reports

If the report was generated on your screen then got to File\Print on the report itself, OR hit the printer icon on the report.

Press **[X]** to close the report and return to the PCMS Main screen.

Notes:

PRACTICAL EXERCISE

i. Starting on the “Main Menu”, create a “Cardholder Report”.

ii. Generate the report in a “Preview format” with a “Portrait” orientation.

iii. The report range should be for the entire last month.

iv. Save the report to a PDF file on your C:\ drive called “myreport.pdf”.

Notes:

II. Discoverer Reports

a. Responsibility

As part of their oversight role for PCMS, the LAPC will generate reports using the Discoverer tool, to review Cardholder account and transaction status. Training on how to use Discoverer and generate various reports will be conducted in a separate training course.

Discoverer can also be used to generate a "Cardholders Report", and may be a lot quicker than using PCMS.

b. Reports

At the completion of Discoverer training, the LAPC's and APC's will have sufficient knowledge of the tool to create six standard reports (listed below). They will also be able to create other reports specific to their needs, or modify reports created by others.

The Discoverer training reports are as follows:

1. Account Number/Cardholder Name Report.
2. Un-reconciled Transactions.
3. Convenience Check Usage.
4. Purchase Card Transactions Over $2500.00.
5. Unread PCMS User Messages.
6. Disputed Transactions.

Notes:

III. 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. What is the date format the report feature uses?

2. How do you generate a report that will display on the screen? (Walk the instructor through the steps)

3. Why would a Cardholder generate a report?

4. Why would an LAPC generate a report?