



Lesson 3: Accounts and Profile Accounting

Lesson Description

Lesson 3 will provide the Cardholder with the ability to review their PCMS account details and modify their profile accounting details. The Cardholders will build on this knowledge in the subsequent Lesson when learning how to reconcile transactions.

Training Objectives

At the conclusion of this lesson, PCMS Cardholders will be able to:

1. Review Purchase Card Details.
2. Modify profile accounting information.

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) Cardholder PCMS User's Guide, USDA\PSD, July 2002;
- (2) PCMS Quick Guide to Understanding the Relationship Between 1099's Tax Identification Numbers (TIN's), and Budget Object Classification Codes (BOCC's), USDA\PSD, January 2003;

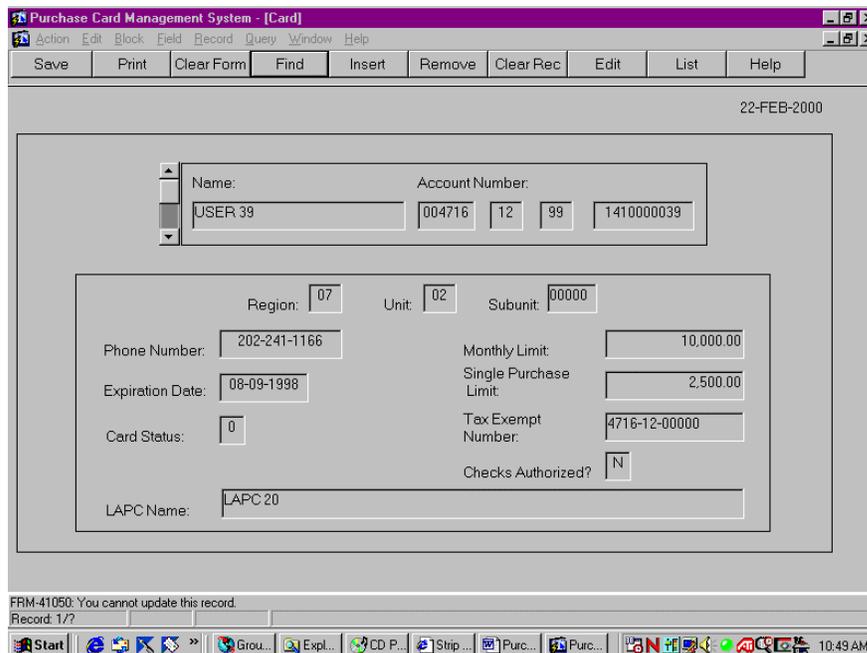
I. Purchase Card Account



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

a. Screen Overview

The Purchase Card screen is used to provide an overview of the cardholder's purchase card details. This is a view only screen. To edit this information you must contact your LAPC. Access the Purchase Card information from the Cardholder menu. For further information on the Purchase Card screen and field definitions please refer to section II-4 in the Cardholder's PCMS User's Guide.



b. Querying a Cardholder Record

The system will automatically query the cardholder record attached to the user id that was used to log into PCMS. If no details appear click the FIND button on the Command Bar.

Notes:



PRACTICAL EXERCISE

1. Review Purchase Card details of your trainee account.

II. Overview of Profile Accounting



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

a. What is Profile Accounting?

When a Cardholder PCMS account is created the purchase card is associated with certain accounting codes that purchases are to be charged against. The Profile Accounting screen allows the Cardholder to modify the accounting code information, yet they cannot modify the Purchase Card account details.

b. Main Screen

Access the profile accounting screen from the Cardholder Menu. Modifications to profile accounting information can be made in the white fields in the bottom half of the screen, and not in the gray fields.



If the profile accounting for a cardholder account is changed too frequently, a user message will be sent to the LAPC prompting them to review the account details.

Notes:



c. Account Details

The Cardholder's PCMS account details are located in the top half of the screen, and cannot be modified by the Cardholder. If account details require modification please contact your LAPC.

Field descriptions are below:

Field	Description
Name	The Cardholder's name as it appears on the Purchase Card.
Account Number Each part of this field can be queried.	This field contains two parts: <ul style="list-style-type: none">• The cardholder's program code (Should be 448681 or 448686)• The last 10 digits of the purchase card account number
Organization Each part of this field can be queried.	This field contains four parts: <ul style="list-style-type: none">• The cardholder's department code• The cardholder's agency code• The cardholder's unit code• The cardholder's sub unit code

Notes:

d. Profile Accounting details

The Cardholder’s Profile Accounting details are located in the bottom half of the screen and can be edited by the Cardholder.

Field descriptions are below:

Field	Description
Agency Optional field.	Enter the agency code that the purchase is to be charged against. Example:
Station Optional field.	Enter the station code that the purchase is to be charged against. Example:
Accounting Code Required Field.	Enter the accounting code against which this portion of the transaction is charged. All accounting codes must be valid in FFIS. Example:
Account Description Optional Field.	Enter the description of the accounting code. Example:
Object Class Required Field	Enter a valid BOCC. It is extremely important to select the correct BOCC as 1099 Tax statements are generated based on the code selected. Example:
Distribution Percent Required Field.	Enter the percentage of this account to be applied to the transaction amount. Example:
Total Percent Non-entry Field.	The value in this field is the total percentage to be applied to the transaction amount. The value will be affected by changes to the Distribution Percent Field but cannot be directly edited by the Cardholder. This field must equal 100 percent.



Further details regarding field descriptions can be found in Section II-14 of the Cardholder PCMS User’s Guide.

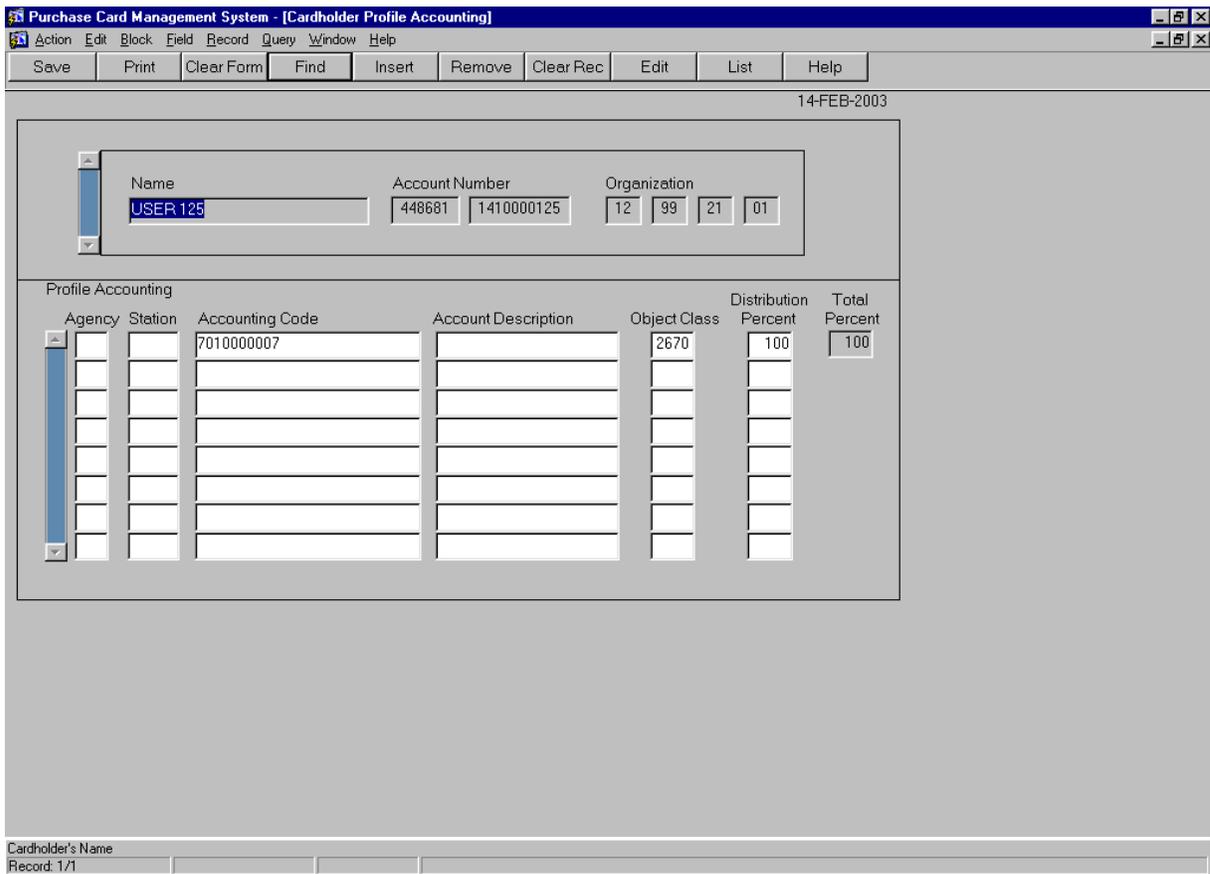


Notes:

III. Profile Accounting Maintenance

a. Query Profile Accounting

When you first enter the Profile Accounting screen, the fields are blank. Press “Find” on the Command Bar to query the profile accounting attached to your purchase card. Upon completion of the query the fields will be populated with account and profile accounting details of the Cardholder is logged on to PCMS.



14-FEB-2003

Name: USER 125
 Account Number: 448681 1410000125
 Organization: 12 99 21 01

Agency	Station	Accounting Code	Account Description	Object Class	Distribution Percent	Total Percent
		7010000007		2670	100	100

Cardholder's Name: _____
 Record: 1/1

Notes:



b. Modify Profile Accounting

Once the accounting information is displayed on the screen, apply one of the following as necessary:

Remove:

To remove a line of accounting, place the cursor in any field on that specific line and hit the “Remove” button on the Command Bar. That entire line of accounting will be deleted.

Change:

To change a value in one of the accounting fields, place the cursor in the field to be updated and type in the new information.

Add:

To add a line of accounting, enter the new accounting details on the next available line. Remember to balance the Distribution Percent between the lines of accounting - the Total Percent must equal 100.

Notes:



Use the following guidelines in updating each of the accounting fields:

Field	Guideline
Agency Optional field.	Enter a valid agency code or leave the field blank. The agency code entered in the field will be used when validating the accounting classification code. If the field is left blank, the agency code that appears in the top region of the screen will be used for validation. When using an accounting code that belongs to another agency, the agency code must be entered in order for the accounting classification code to validate.
Station Optional field.	Enter a valid station code (region + unit) or leave the field blank. For agencies that use a station code, this will be used to validate the accounting classification code. If left blank, the region and unit located in the top region of the screen will be used for validation.
Accounting Code Required Field.	Enter a valid accounting code and hit “Tab” on the keyboard, or click in the next field. The system will then validate the accounting code. All Agency codes will be validated against the Federal Foundation Information System (FFIS) table. If the code is invalid a system edit error message will be generated, prompting the Cardholder to correct the field value. The Accounting Code can also be selected from a list, by placing the curser in the Accounting Code field and hitting the “List” button on the Command Bar.
Account Description Optional Field.	Enter the account description of the accounting code.
Object Class Required Field	Enter a valid Budget Object Class Code (BOCC). This code associates the financial transaction with the nature of the goods or service, received or supplied, as a result of the purchase. It is important that the BOCC is accurate as 1099 tax statements are generated based on these codes. Please refer to the PCMS quick guides for further information on BOCC’s. The BOCC can also be selected from a list, by placing the curser in the Object Class field and hitting the “List” button on the Command Bar.
Distribution Percent Required Field.	Enter a valid number from 1 to 100. This amount indicates the percentage of each transaction to be posted against the accounting code.
Total Percent Non-entry Field.	Updates automatically when the Distribution Percent Field is modified. This field must equal 100 percent.

c. Multiple Profile Accounting entries

If multiple accounting codes are associated to the cardholder's account then the transaction amount is automatically distributed across the accounting codes based on the percentage allocations set in the Distributed Percentage field. If a particular transaction requires a different distribution of funds across account, than what has been established in Profile Accounting, then the funds will be reallocated during the reconciliation process.

Notes:**PRACTICAL EXERCISE**

1. Add a second accounting code: 7010000000 to your profile account information.
2. Add the BOCC for "Supplies and Materials".
3. Set distribution for this accounting code to 25%. (Remember the Total Percentage must equal 100%).
4. Save changes and exit the Profile Accounting screen.

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.

1. What is the purpose of the Purchase Card screen?
2. What do you use the Profile Accounting screen for?
3. Which fields on the Profile Accounting screen require a value to be entered?
4. Why would you have multiple accounting codes associated to your purchase card?
5. How can you remove Profile Accounting details? (Walk the instructor through the steps)
6. How do you add Profile Accounting details? (Walk the instructor through the steps)



Lesson 4: Reconciling Transactions

Lesson Description

In Lesson 4 Cardholders will be learning how to reconcile and dispute transactions in PCMS. The previous three lessons will have provided the Cardholders with the ability to navigate the screens and understand the purpose of the processes they will be using.

Training Objectives

At the conclusion of this lesson, PCMS Cardholders will be able to:

1. Query a cardholder account.
2. View, dispute and reconcile transactions.

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) Cardholder PCMS User's Guide, USDA\PSD, July 2002;
- (2) Cardholder PCMS Quick Guide for Reconciling Purchase Card Transactions, USDA\PSD, September 2001;
- (3) PCMS Quick Guide to Understanding the Relationship Between 1099's Tax Identification Numbers (TIN's), and Budget Object Classification Codes (BOCC's), USDA\PSD, January 2003;

I. Overview of Card Transactions



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

a. What is a transaction?

A transaction is a purchase made by a Cardholder, using their Purchase Card or Convenience Check. The Cardholder is responsible for ensuring that the details of the transaction are correct, this process may include investigation and negotiation. A transaction entered in PCMS contains information about the Merchant, the Cardholder and the goods\services purchased.

b. Main Screen

Access the Card Transaction screen from the Cardholder menu. From this screen a Cardholder can obtain a summary of all of their transactions, and run queries to search for specific transactions. This transaction information is available even if the card has been reported as lost or stolen.

Purchase Date	Transaction Amount	Merchant Name	Action Code	Merchant City	Merchant State	Invoice Paid Date
			Acctg			
			Acctg			
			Acctg			
			Acctg			
			Acctg			
			Acctg			
			Acctg			
			Acctg			

c. Fields

The following fields on the Transactions screen cannot be queried:

Fieldname	Description
NAME	The cardholder's name as it appears on the card.
ACCOUNT NUMBER	This field contains two parts: <ul style="list-style-type: none"> • The cardholder's program code • The last 10 digits of the purchase card account number
Organization	This field contains four parts: <ul style="list-style-type: none"> • The cardholder's department code • The cardholder's agency code • The cardholder's unit code • The cardholder's sub unit code

The following fields on the transaction screen can be queried:

Fieldname	Description
Purchase Date	The date the purchase was made.
Transaction Amount	The cost of the purchase.
Merchant Name	The name of the Merchant from which the procurement was made.
Action Code	The current action on the transaction: A = Approved D = Disputed R = Resolved Q = Questionable P = Partial U = Unapproved
[Acctg]	Displays Transaction Maintenance screen with the transaction details. Transaction reconciliation is completed through the transaction Maintenance screen.
Merchant City	The city where the Merchant is located.
Merchant State	The abbreviation for state where the Merchant is located.
Invoice Paid Date	▶ This field will be blank because it is not currently being used. ◀



Notes:

A large, empty rectangular box with a black border, intended for taking notes during the lesson.

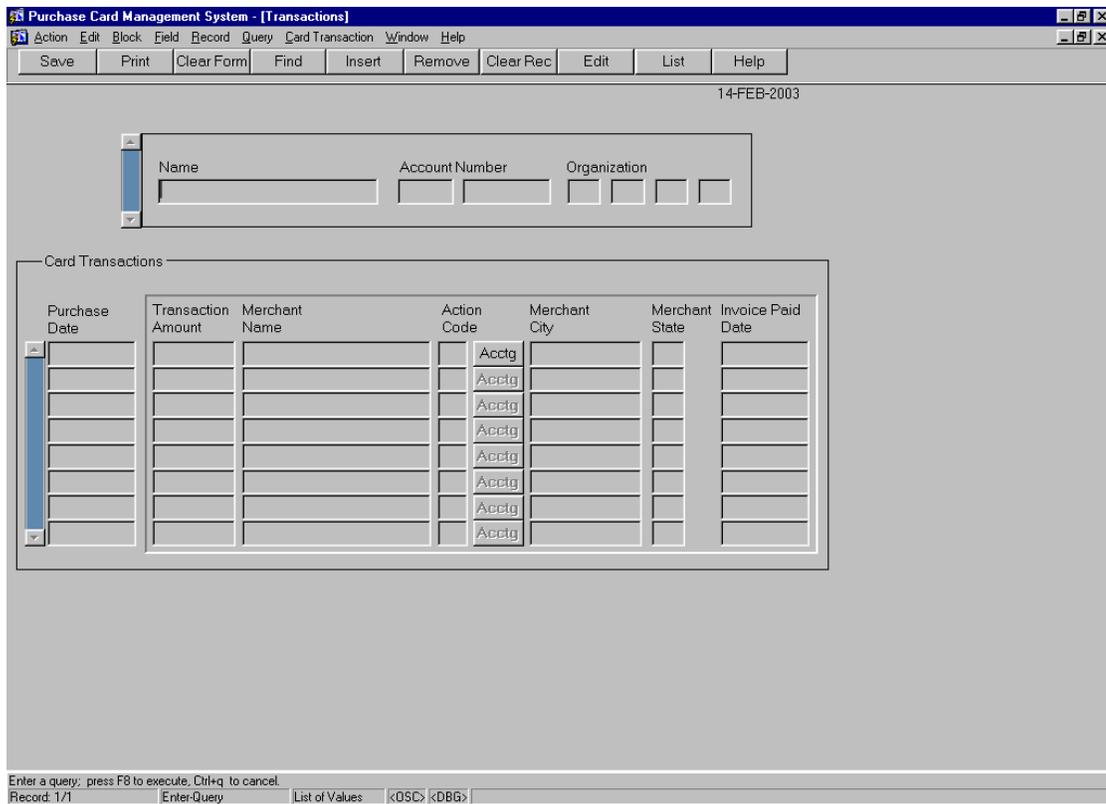
II. Querying Transactions



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

a. Querying transactions

When you first access the Transactions screen the fields are blank. Two types of queries can be executed from this screen: searching for all transactions of a Cardholder account OR specific transactions.



Querying all transactions:

- Hit the “FIND” button on the command bar to generate a list of all transactions for the current Cardholder account;
- The current Cardholder account details will appear in the top part of the screen;
- If previous accounts exist the scroll bar will become active and a particular account can be selected. The corresponding transactions will display for the specific account selected;



Querying for specific transactions:

- Hit the “FIND” button on the command bar to generate a list of all transactions for the current Cardholder account;
- Ensure you are have the correct account selected, if you have multiple accounts;
- Position cursor in any field in the Card Transaction area and hit the “Find” button. The account information will remain but the field values in the Card transaction area will be cleared;
- Any field in the Card Transaction area can now be queried on. Place the cursor in any of these fields and enter a value you wish to search on and hit the “Find” button;
- The query results will appear;
- Range operators such as < or >, and wildcards such as %, can be used in queries;

**Notes:****PRACTICAL EXERCISE**

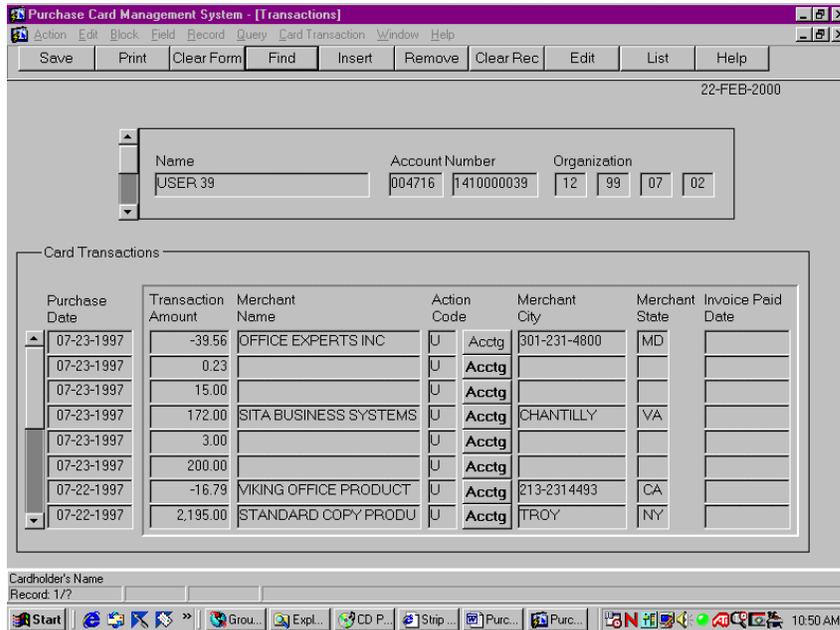
2. Execute a specific query to find all transactions where the Merchant is located in California (CA);
3. Query transactions greater than \$50.00;
4. Search for all Merchants containing the word “ACE” in their name;



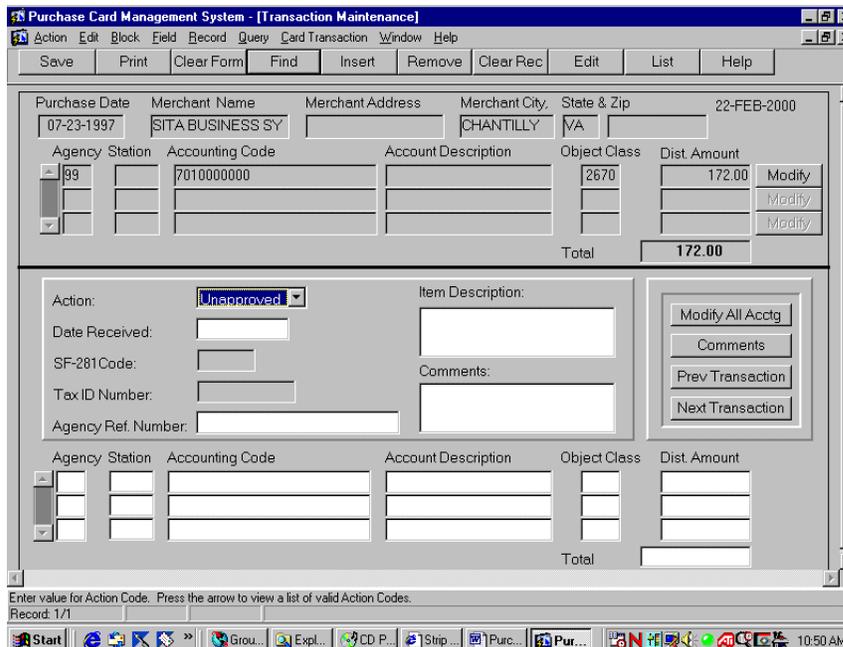
Please turn off your monitor and give your attention to the instructor.

b. View transaction details

To view details of a specific transaction, press the “Acctg” button on that line.



The Transaction Maintenance screen appears detailing the transaction you selected.





Transactions can only be reconciled from the Transaction Maintenance screen.

To return to the Transactions screen click “Card Transactions\View Transactions” on the Command Bar.

Notes:

c. Field Descriptions

Field descriptions regarding the Merchant are below:

Fieldname	Description
PURCHASE DATE	(Same as query screen)
MERCHANT NAME	(Same as query screen) If the Merchant name is not legible the Bank will enter it as “Convenience Check”.
Merchant Address*	The street address of the merchant where the purchase was made. (If writing a check, the cardholder must type the merchant’s street address.)
Merchant City*	(Same as query screen)
Merchant State*	(Same as query screen)
Merchant Zip*	The Zip Code of the Merchant’s address.



* These fields will be white if a check was used to make the purchase. The white field will require a value to be entered.

The following fields identify the current accounting details that the transaction is charged against:

Fieldname	Description
Agency	The agency code.
Station	The accounting station code.
Accounting Code	The accounting code against which this portion of the transaction is to be charged.
Account Description	The description of the accounting code.
Object Class	The BOCC. This code defines the nature of the services 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.



BOCC's:

It is important the accurate BOCC's are used to ensure accurate 1099 reporting. Only service BOCC's will generate a 1099 tax report at the end of the financial year. For example, Supplies BOCC 2507 will not generate a 1099 but Janitorial Services BOCC 2511 will.

The following fields are to be completed during reconciliation of the transaction:

Fieldname	Description
ACTION Required.	Select the appropriate action code from the associated drop-down menu: A = Approved Q = Questionable D = Disputed P = Partial R = Resolved U = Unapproved
Date Received	Enter the date the goods\services were received. The date format is: dd-mm-yyyy
SF-281 Code	This code defines the method of procurement and the type of business. It should only be entered in PCMS if the transaction amount is >\$2500. A list of values is available for this field.
Tax ID Number	Enter the merchant's TIN. (The cardholder does this only if writing a check.) A list of values is available for this field.
Agency Ref Number	Enter the agency reference number.
Item Description	Enter the textual description of the items purchased. (If a convenience check was used, the check number appears here, do not add any additional details.)
Comments	Enter any comments.



SF-281 Code:

If the total transaction amount is less than \$2,500 the SF-281 field will be gray and does not require a value to be entered. If the total amount of the transaction is greater than \$2,500 the SF-281 field becomes white and requires a code be entered. The appropriate code can be selected from a list, by placing the cursor in the field and hitting the “List” button on the command bar.

TIN:

The TIN field only requires entry if the purchase was made using a convenience check. It is the Cardholders responsibility to obtain this information from the Merchant if a check is used. If the purchase was made using a card then the Bank will enter the TIN.

The following fields are white in color, and are identical to gray fields at the top of the screen. The gray fields display the transaction accounting details, and the white fields allow modification of accounting details:

Fieldname	Description
Agency	Enter the agency code.
Station	Enter the accounting station code, if applicable.
Accounting Code	Enter the accounting code against which this portion of the transaction is to be charged. A list of values is available for this field.
Account Description	Enter the account description of the accounting code.
Object Class	Enter the BOCC. This code defines the nature of the goods or services being obligated. A list of values is available for this field.
Dist Amount	Enter the amount of this transaction to be applied to this accounting code.
Total	The total amount of the transaction.

d. Transaction Navigation

To display or add comments about a particular line of accounting, place the cursor on that line of accounting and hit the “**Comments**” button.

To display the previous transaction, hit the “**Previous Transaction**” button.

To display the next transaction, hit the “**Next Transaction**” button.

Notes:



PRACTICAL EXERCISE

1. Query all transactions and view the first transaction in the list returned;
2. Using the buttons on the screen view subsequent transactions, taking note of the information in the fields. Can you determine if a Purchase Card or Convenience Check was used to make the purchase?

III. Reconciling Transactions



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

a. Reconciliation Process

1. View the transaction in PCMS;
2. Verify the transaction details are correct against paperwork and ensure all details are correct;
3. Select Action Code;
4. Enter comments and dates;
5. Modify lines of accounting if necessary (including account codes and BOCC's);
6. Save transaction;



Policy requires that transactions **MUST** be reconciled at least every 30 days. In Practice, Cardholders are requested to reconcile on a daily basis, to assist with 1099 processing.

b. Reconciling Check Transactions

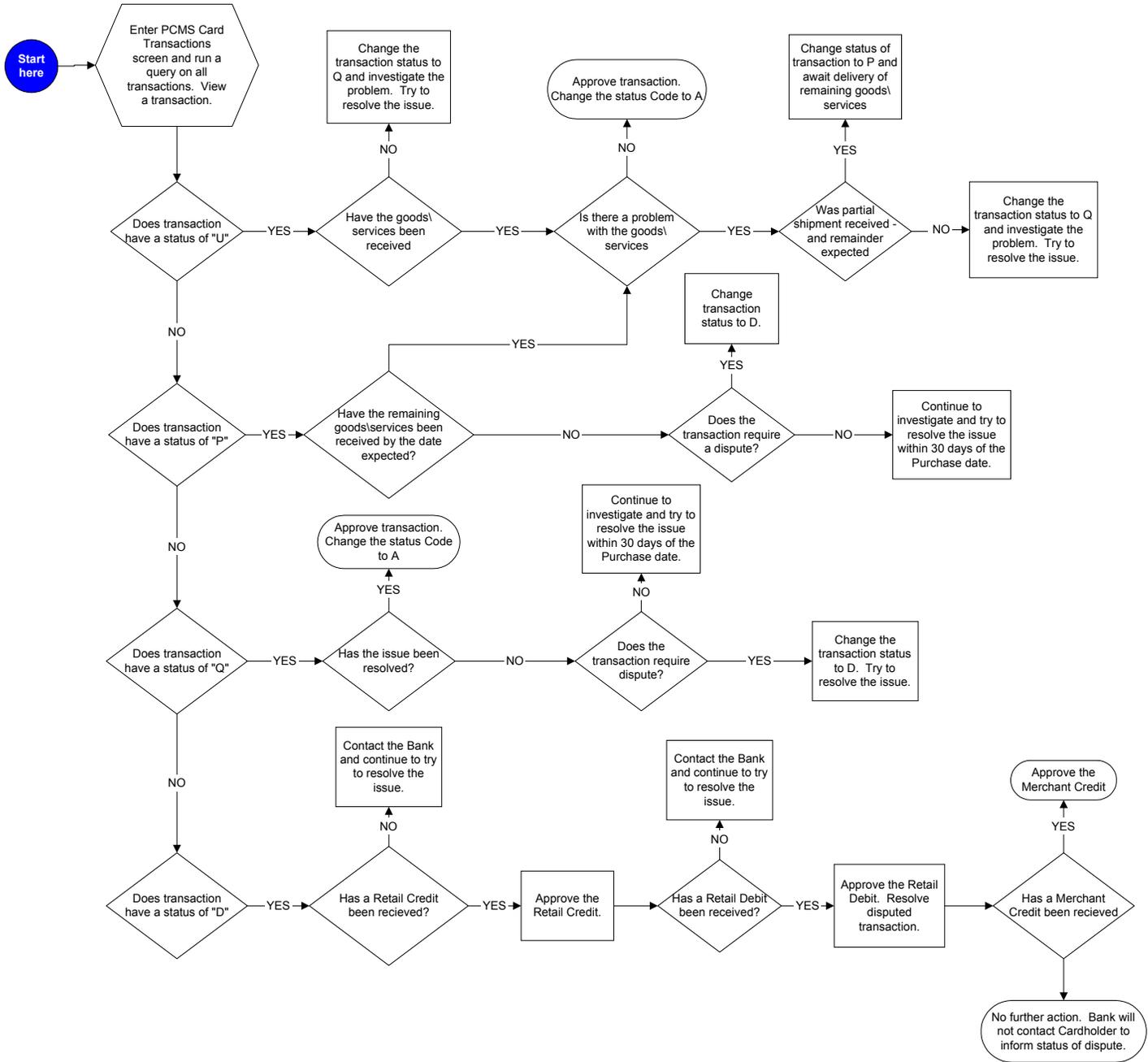
The same process is used to reconcile transactions that were made using Convenience Checks that is used to reconcile transactions made with a Purchase Card. The differences are:

- The Cardholder must obtain the Merchant's TIN at the time of purchase;
- The "Merchant Address", "Merchant City", "Merchant State", and "Tax ID Number" fields will appear white, indicating that the Cardholder is required to enter this information when the transaction is approved;
- The check number will appear in the "Item Description" field, entered by the Bank;

Notes:

c. Action Codes

Determine which action code should be used when reconciling a transaction.



Days to reconcile from date of purchase:

U – 30 days

Q – 30 days

P – 30 days

D – 60 days



d. Modifying Lines of Accounting

When a transaction is entered into PCMS the default accounting information, as set in Profile Accounting, is associated with it. If the accounting information is incorrect it can be easily modified during reconciliation:

- To modify a line of accounting that is currently attached to the transaction, click the “Modify” button next to the line you want to change. That line is copied to the bottom part of the window, where you may change the data as needed. Repeat these instructions for each line to be modified.
- To modify all the current lines of accounting, click the “Modify All Acctg” button on the screen. All the current lines of accounting are copied to the bottom part of the window. Change the data as needed.
- Click “Save” on the command bar to update the database.

e. Reconciling Credits

If there is a problem with a transaction, requiring a refund from the Merchant, a transaction credit may be entered into PCMS by the Merchant.

Transaction credits are reconciled in the same way as other transactions, although they have a minus sign “-“ in front of the transaction amount:

- View the transaction;
- From the Transaction Maintenance screen change the “Action Code” to “Approved”;
- Hit “Save” on the Command Bar;



Transaction credits will be discussed further in the “Disputes” section of this lesson.

Notes:

f. Locked Transactions

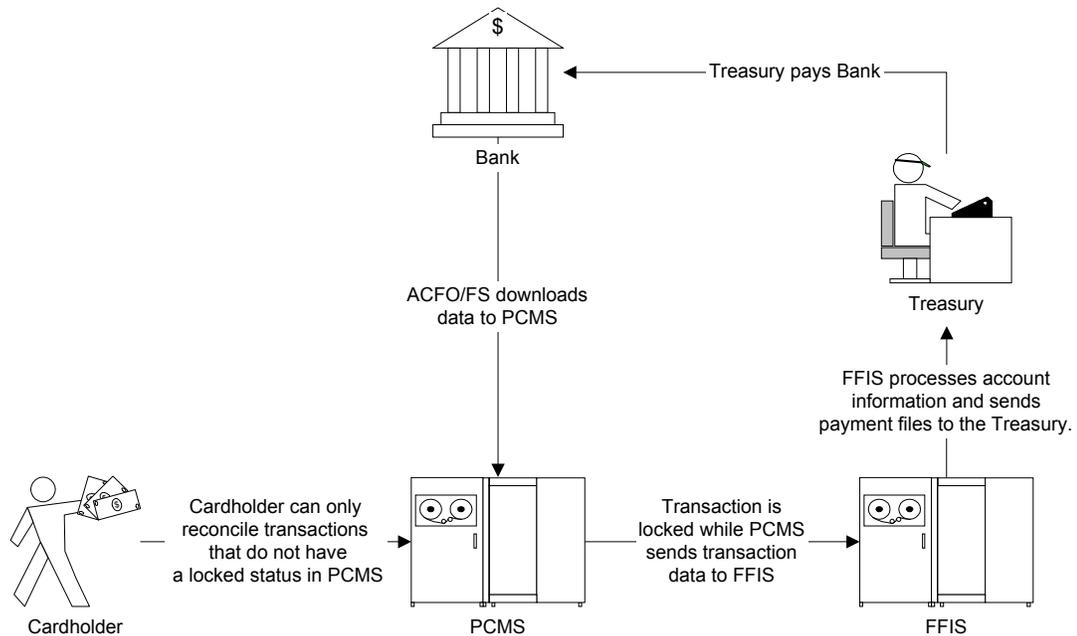
Prior to reconciling it is recommended that a Cardholder Report be generated to determine if any transactions have a locked status (see Lesson 6 – Reporting for details). Alternatively if a transaction is locked the following error message will appear when an attempt is made to change the action code of the transaction.



“Locked” is the only status that will prevent a Cardholder from being able to reconcile. The different accounting status’ are:

- O = Obligated
- P = Paid By FFIS
- L = Locked
- N = New (not obligated and not paid)

Shortly after transactions are loaded into PCMS, the data is sent to FFIS where account information is processed. During this process each transaction is locked until received by FFIS. The locked status could remain in place for approximately 48 hours before the transaction available for reconciliation/adjustment by the cardholder. If the accounting code is incorrect or there are insufficient funds, the transaction will remain locked. If a transaction is still in a locked status after 48 hours please contact your LAPC, who will contact Finance to resolve the problem.



Notes:**PRACTICAL EXERCISES**

1. Reconcile the transaction to “Sita Business System” in the amount of \$172.00 using the following information:
 - a. Approve the transaction;
 - b. A Computer Cart costing \$172.00 was due for delivery on July 23rd 1997;
 - c. The goods were received a day later than expected, due to inclement weather;

2. Reconcile the transaction to “Standard Copy Products” in the amount of \$2,195.00 using the following information:
 - a. Approve the transaction;
 - b. Copier Materials were shipped same day delivery on July 22nd 1997;
 - c. Goods\services were received on the date expected;
 - d. The correct BOCC formation for this transaction is: 2672;



3. Reconcile the transaction to “Transcender Corporation” in the amount of \$2,644.00 using the following information:
 - a. Approve the transaction;
 - b. The PC and Monitor were received on July 21st 1997;
 - c. There is currently not a description available for the SF-281 code;
 - d. The accounting information needs to be distributed across the following accounting codes and BOCC’s: Accounting Code _____, BOCC _____, distribution percent 50% \ Accounting Code _____, BOCC _____, distribution percent 50%;

4. Reconcile the check transaction to “Wilson Carpet Service” in the amount of \$1,000.00 using the following information:
 - a. Approve the transaction;
 - b. Check No.: 001009;
 - c. Merchant Location: Alexandria, VA;
 - d. Tax ID No.: 52-7600000;
 - e. Purchase date was July 22nd 1997 and Goods\services were received one week after purchase date;
 - f. Bank fee should be calculated at 1.5% of the check amount;
 - g. Approve the Bank fee associated with this check transaction;

5. Reconcile the transaction to “Nyma Inc.” in the amount of \$59.00 using the following information:
 - a. Only 5 of the 10 glass beakers were received on 07/30/97, due to low stock supplies. The remaining 5 beakers will be shipped on 08/07/97 (Next Day Delivery);
 - b. Unit price is \$5.50, shipping and handling is \$4.00;
 - c. Invoice number: 56084;
 - d. Order Number: W58625-HAV

6. Reconcile the transaction to “Corvision Media, Inc.” in the amount of \$705.00 using the following information:
 - a. The goods\services were received on the date expected, July 21st 1997;
 - b. Order was for Cable Cutter (Hydraulic) \$678.60; Twist Drills ¼” Diameter, 6-1/8” overall length \$26.40;
 - c. The Twist Drills you received were 1½” Diameter;

Notes:

IV. Disputes



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

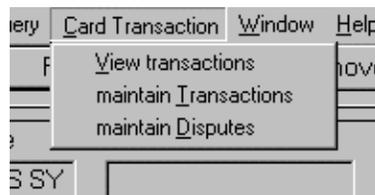
a. When should a Transaction Dispute be filed?

- A transaction dispute should be filed when the invoice amount or goods/services received are not in keeping with what the Cardholder believes they had purchased;
- Before lodging a dispute in PCMS the Cardholder should investigate the problem and try to resolve it;
- Cardholders have 60 days from the date of purchase to dispute and resolve a transaction;
- A dispute cannot be filed for a transaction made using a convenience check, or for convenience check fees;

Notes:

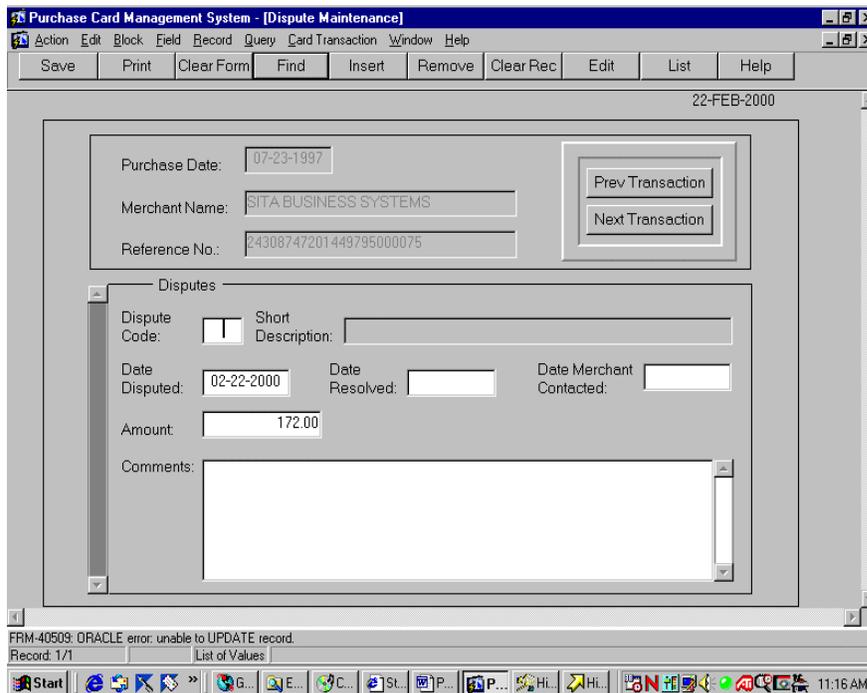
b. Disputing a Transaction

1. From the Transaction Maintenance screen select “Dispute” in the “Action Code” field;
2. When you receive the following message, “This dispute will not be faxed to the bank until after it has been paid.” Click on “OK”;
3. If the dispute is over merchandise not received, leave the “Date Received” field blank until the merchandise is actually received;
4. Fill out the remaining fields on the Transaction Maintenance screen, as per reconciliation;
5. Go to the Dispute Maintenance screen by selecting “Card Transaction\Maintain Disputes” from the command bar.



If the transaction is a check, a pop-up window is displayed with the following warning:
 “You cannot dispute check transactions!”

6. Enter details of the dispute on the Disputes Maintenance screen:





7. PCMS will populate the following fields:

Fieldname	Description
PURCHASE DATE	The date the purchase was made.
Merchant Name	The merchant's name.
Reference Number	The number assigned to the transaction by the input source.

8. Enter details on the Disputes section of the screen:

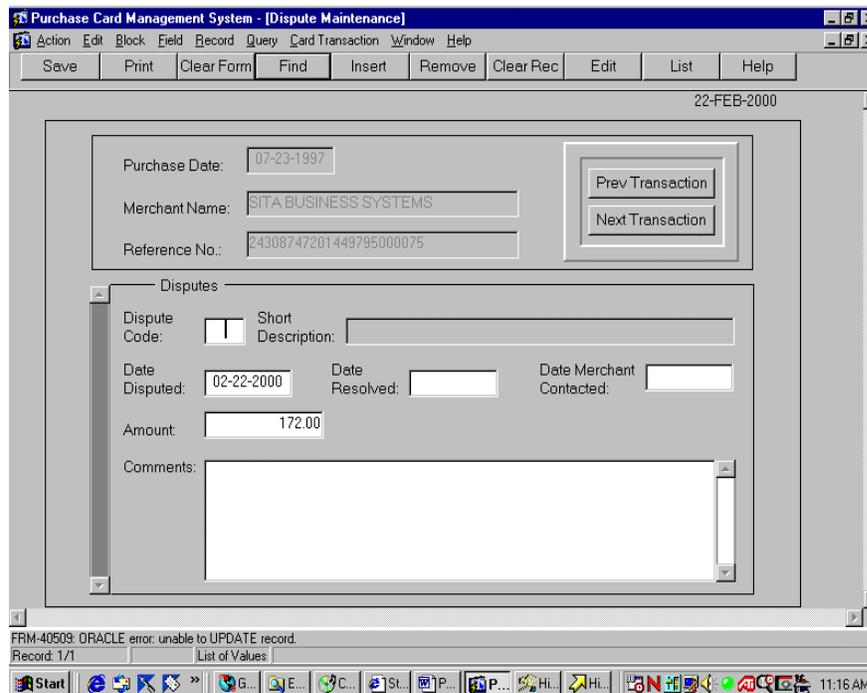
Fieldname	Description
DISPUTE CODE	Enter the appropriate dispute code, which indicates the nature of the dispute (See Short description field). A list of values is available for this field.
SHORT DESCRIPTION	The description associated with the dispute code. This data is displayed when a dispute code is entered. 1 – Unauthorized mail or phone order 2 – Duplicate processing – the date of the first transaction was 3A – Merchandise or service not received in the amount of 3B – Merchandise or service not received in the amount of 4 – Merchandise returned in the amount of 5 – Credit not received 6 – Alteration of amount 7 – Inadequate description/unrecognized charge 8 – Copy request 9A – Services not received 9B – Services not received 10 – Not as described 11 – None of the above
Date Disputed	This field should reflect the actual date the dispute was initiated. The current date is generated. Tab to the next field to accept this date, or enter the correct date. The format is: mm-dd-yyyy.
Date Resolved	Enter the date the dispute was resolved. The format is: mm-dd-yyyy.
Date Merchant Contacted	Enter the date the merchant was contacted. The format is: mm-dd-yyyy.
Amount	Enter the dollar amount in dispute.
Comments	Enter any comments. If Dispute Code 11 is selected, additional comments are required.

9. After keying in the dispute data, hit the “Save” button on the command bar to update the database. You are returned to the Transactions screen.

Notes:

c. Resolving Disputes

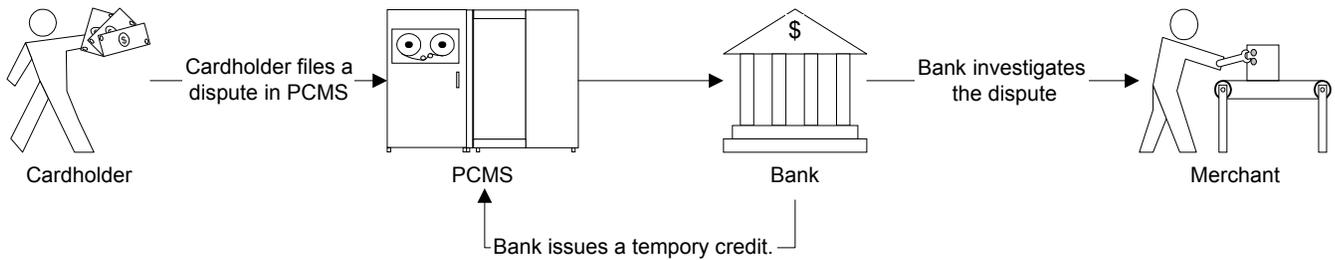
To resolve the dispute, view the transaction and enter the Dispute Maintenance screen:



- Enter the date in the “Date Resolved” field;
- Go back to the transactions screen by selecting “Card Transaction\Maintain Transactions” on the Command Bar;
- Change the accounting information, if necessary;
- Change the Action Code to “Resolved”;
- Hit “Save” on the Command Bar;

d. Transaction Credits and Debits

A transaction must be paid before it can be disputed. The Bank sends invoices for payment of transactions on a daily basis. After payment has been made the description field of the transaction will then display the message “Accepted by FFIS”. If the Cardholder disputes a transaction, the Bank will issue a temporary credit to the cardholder account while it investigates the dispute.

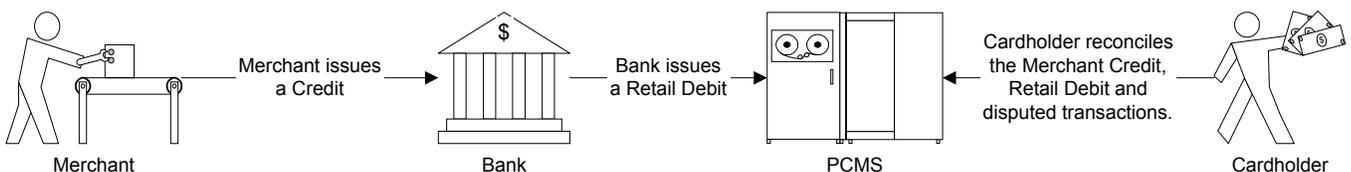


- The temporary Bank credit is called a “Retail Credit”. The words “Retail Credit Adjustment” will appear in the Merchant Name field of the transaction, and will have a minus “-“ sign in front of the transaction amount. The Cardholder must reconcile this transaction by approving it;
- The Bank tries to resolve the dispute with the Merchant;



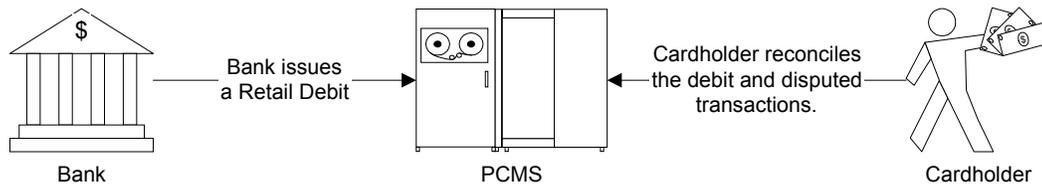
If the dispute is found in the Cardholders favor:

- A transaction Credit will be issued by the Merchant. This transaction will display the Merchant name in the “Merchant Name” field and will have a minus “-“ sign in front of the transaction amount. The Cardholder must reconcile this credit as well, by approving it;
- The Bank will then issue a “Retail Debit” in PCMS, which will have the words “Retail Debit Adjustment” in the Merchant Name field. The Cardholder will also reconcile this transaction by approving it;
- The disputed transaction is then placed in a resolved state by the Cardholder;



If the dispute is found in the Merchants favor:

- The Bank will issue a “Retail Debit”, which will offset the temporary credit. A credit from the Merchant will not be generated and the original charge to the Cardholder account will stand;
- The Cardholder is NOT informed by the Bank that the dispute was found in the Merchant’s favor, or that they will not be receiving a Merchant Credit in PCMS;
- At the time the Cardholder receives the Retail Debit they should approve the debit and place the disputed transaction in a resolved state;



If the accounting in a disputed transaction is changed, the credit and debit transaction accounting must also be changed. The accounting must be the same.

Notes:



PRACTICAL EXERCISE

1. Reconcile the transaction to “Sita Business System” in the amount of \$432.50 using the following information:
 - a. Goods\services were received on the date expected, July 18th 1997;
 - b. Invoice states order placed was: 2x Black Briefcases (unit price \$43.55); 1x Audio Visual Cart 27” (Unit price \$320.45); shipping and handling was \$24.95;
 - c. The amount charged on the invoice for the AV Cart was not the amount quoted to you at the time of purchase, which was \$220.45;

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. What are the differences between reconciling transactions made with purchase cards and transaction made with checks?

2. How do you query transactions valued greater than \$200? (Walk the instructor through the steps)

3. How do you navigate between transactions without returning to the query screen?

4. What is the process you follow if you find a discrepancy between the cost of the item on the invoice and the transaction value in PCMS? (Walk the instructor through the steps)

5. If you order a set of 10 items and only 5 are in stock and shipped to you what is the reconciliation process you would follow in PCMS? (Walk the instructor through the steps)

6. What is the process for disputing a transaction? (Walk the instructor through the steps)

7. What is the process for resolving a disputed transaction? (Walk the instructor through the steps)