Lesson 5: Messages

Lesson Description

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

Training Objectives

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

1. Respond to user messages 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) Cardholder PCMS User's Guide, USDA\PSD, July 2002;

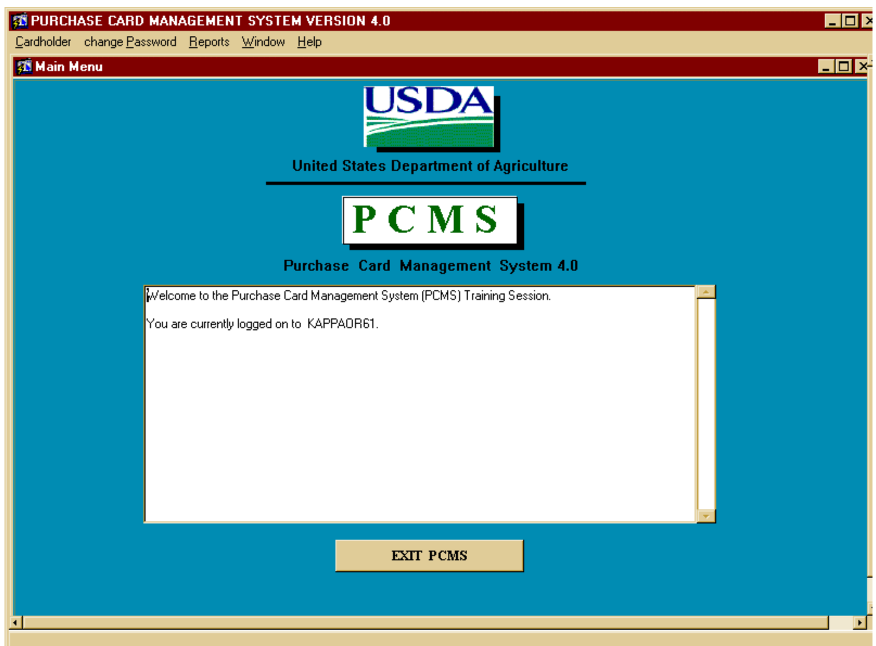
I. Messages

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.

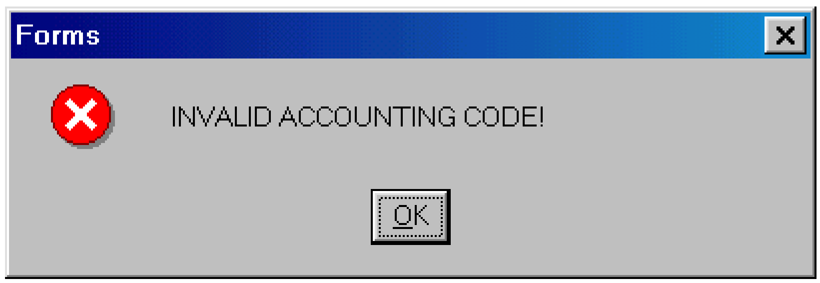


Notes:

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:

c. User messages

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.

There are two types of User Messages:

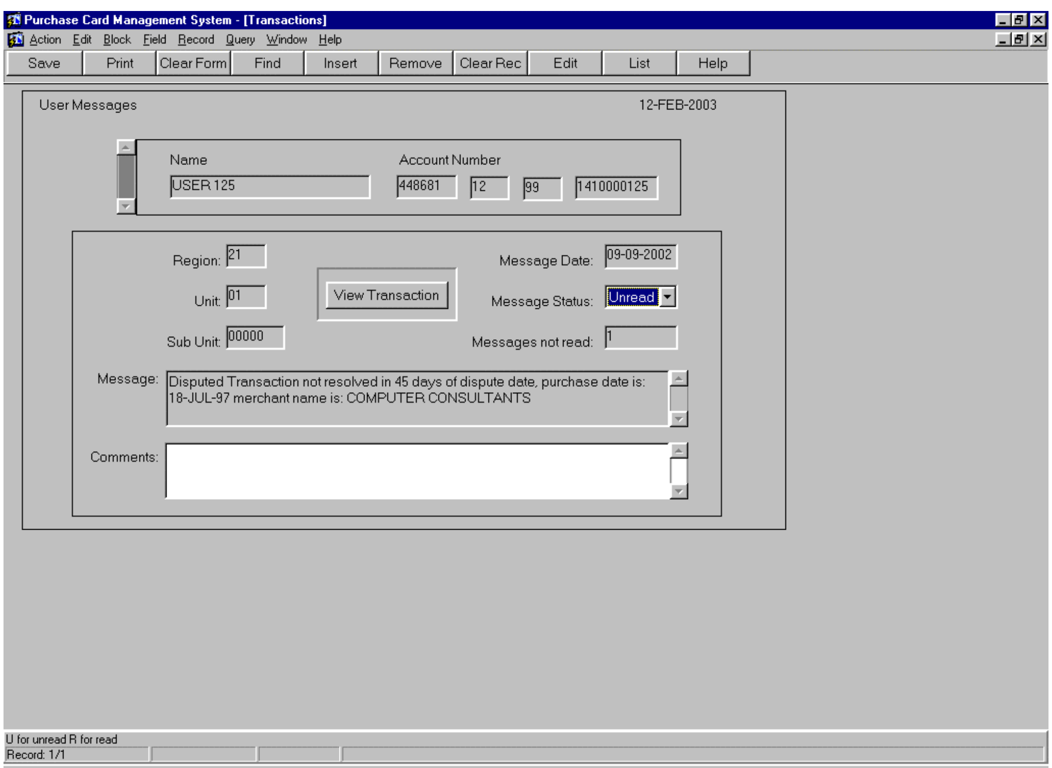
- The first message type is generated as a transaction meets a predetermined condition. The recipient will receive the message and be prompted to review the transaction it refers to. The Cardholder only receives one message of this type. All others are received by the LAPC, who may request the Cardholders assistance during the review. The message the Cardholder receives is:

Condition: Disputed transaction not resolved within 30 days of dispute date.

Frequency: Weekly.

User message: Transaction in dispute 30 days. All dispute documentation must be sent to the bank within 60 days from purchase date.

Action: Change the message status from "Unread" to "Read". Then investigate the transaction and try to resolve any issues so that the transaction can be approved. (Click on "View Transaction" to go to the Card Transaction screen).



- 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.

For further instructions on how to query and read User Messages please refer to:
Section II-3 of the Cardholder PCMS User's Guide.

Notes:

PRACTICAL EXERCISE

1. Query your user messages.
2. Read your user messages.
3. View the transaction details.
4. Add comments to the user message.
5. Change the status from 'Unread' to 'Read'.
6. Exit user message screen.

II. 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 the DPC 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. How frequently should you check your messages?

Lesson 6: *Reporting*

Lesson Description

In Lesson 6 the Cardholder report options will be reviewed, and the Cardholder's will learn how to generate a report of transactions entered into PCMS. This is the concluding lesson in the PCMS Cardholder training course.

Training Objectives

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

1. Generate a cardholder report based on date ranges.

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;

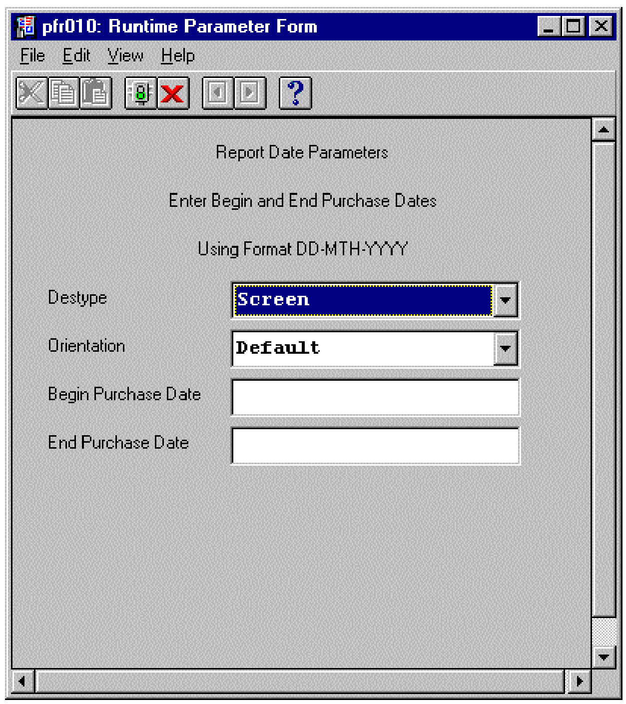
III. Reporting

a. Cardholder Reports

The 'Reports' menu is located on the main PCMS window, and is used to generate the Cardholder Report. The Cardholder Report generates a listing of all transactions for that cardholder's account for a specified 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:

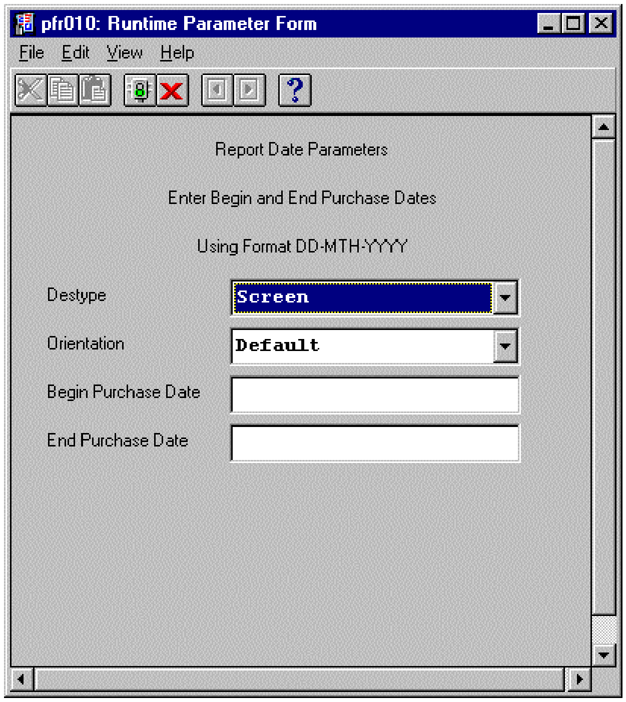
Field	Description
Destype Specify the format you want the report to be generated in. For example, a screen print, a file or printed.	***Screen*** – Routes the output to the Previewer. ***File*** – Saves the output to a file. This option can only be selected after a preview report has been generated. ***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).

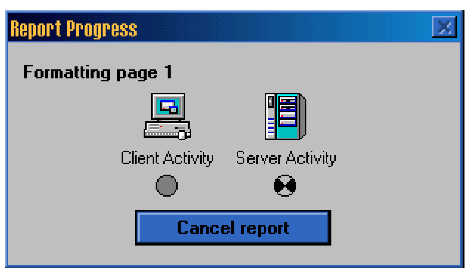
Notes:

- 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.

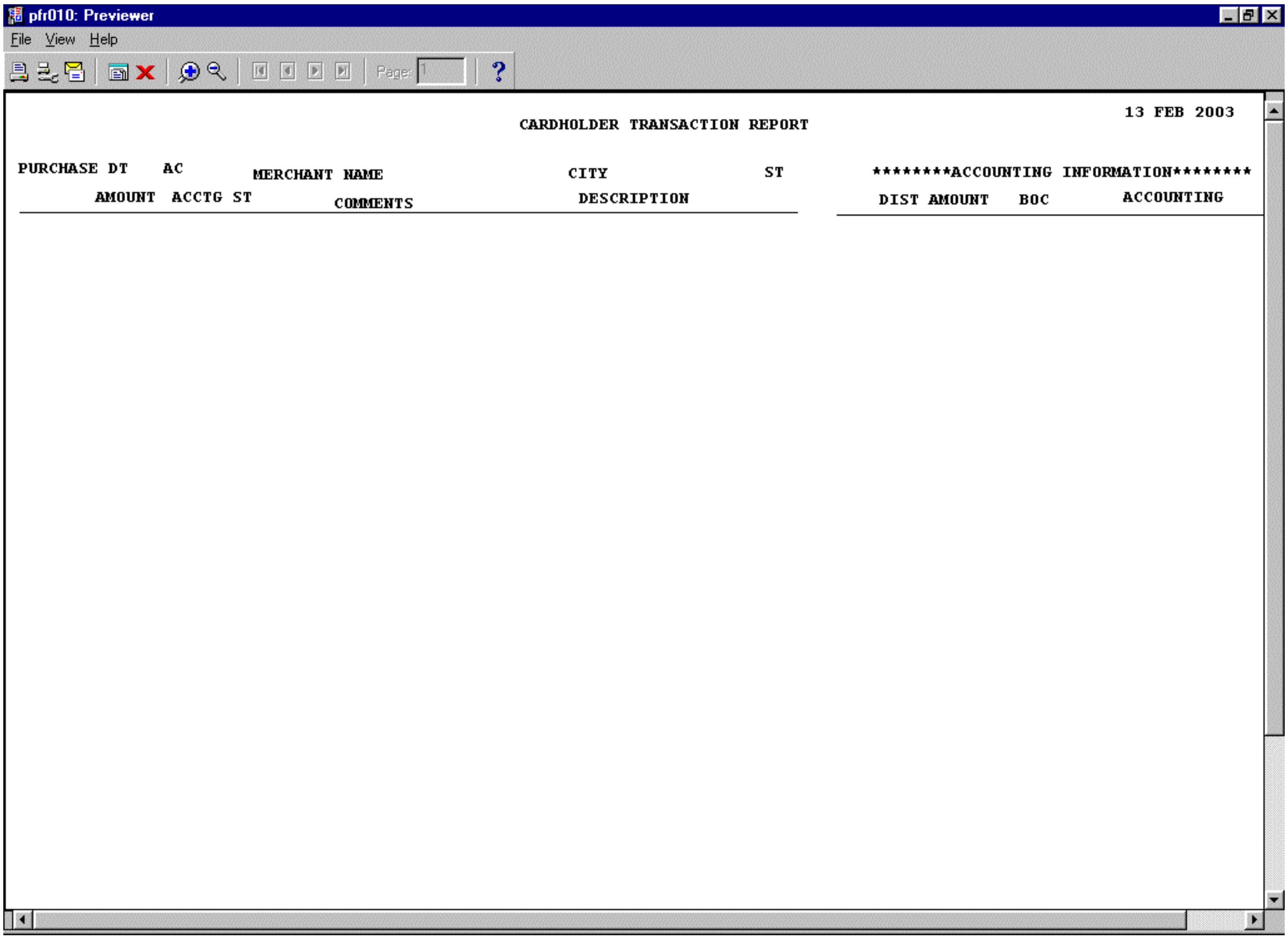


To cancel the report, click the "Cancel Report" button.

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:

IV. Summary and Review

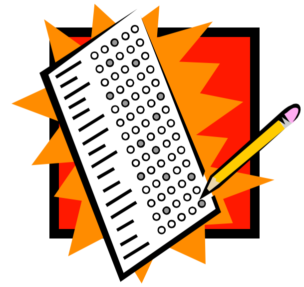
The following questions are to be answered in an instructor led group exercise and review session:

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

1. What is the 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 you generate a report?



Final Assessment

Assessment Description

The final assessment will require the Cardholders to apply the knowledge they have learned in Lessons 1-6 of the PCMS Cardholder training.

Assessment Objectives

At the conclusion of this assessment, PCMS Cardholders will have demonstrated their ability to:

2. Access both the PCMS training and production databases;
3. Change their PCMS production password;
4. Navigate PCMS;
5. Reconcile a transaction;

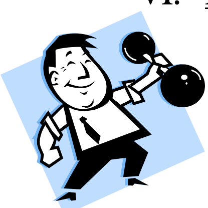
Methodology

Cardholder trainees will individually undertake the assessment exercises. The instructor will be available to answer questions.

V. Exercise 1

1. Log on to the Production database with the UserID and password provided by your LAPC;
2. Change your password;
3. Review your Purchase Card details;
4. Review your Profile Accounting details;
5. Log off PCMS

VI. Exercise 2



1. Log onto the training database, using the trainee UserID and password provided by the instructor;
2. Reconcile the transaction to Toshiba AMER\FACSIMIU in the amount of $7262.00 using the following information:
    a. Goods received were 2x Gateway Computers, unit price $2500.00 \ 2x Laser Printers, unit price $1131.00;
    b. There were no problems with the goods received;
    c. This was a simplified acquisition from a large business concern;
    d. Goods were received on July 9th 1997, as expected;
    e. Goods received are not general supplies and materials, they should be classified as project materials for budget classification purposes;

Notes: