



Lesson 3: Profile Accounting

Lesson Description

Lesson 3 will provide the LFPC and AFHC with the ability to query and modify Vehicle\Equipment PCMS profile accounting details. The LFPC's and AFHC's will build on this knowledge in the subsequent a lesson when learning how to set up Fleet card accounts.

Training Objectives

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

1. Query and 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) Fleet PCMS User's Guide, USDA\PMT, September 2000;
- (2) Fleet PCMS Quick guide, USDA\PMT, October 2000;

I. Overview of Profile Accounting



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

a. What is Profile Accounting?

When a Fleet credit card PCMS account is created, in FAMS (see lesson 6), the fleet card is associated with certain accounting codes that purchases are to be charged against. The Profile Accounting screen allows the LFPC or AFHC to modify the accounting code information.

b. Main Screen

Access the profile accounting screen from the Fleet Card 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 vehicle or piece of equipment is changed too frequently, a user message will be sent to the LFPC prompting them to review the account details.

Agency	Station	Accounting Code	Distribution Percent	Total Percent
	0104	901601	100	100

Notes:

c. Account Details

The Fleet Vehicle\Equipment PCMS account details are located in the top half of the screen, and cannot be modified in this screen. The LFPC can modify account details if required, using FAMS (see lesson 6).

Field descriptions are below:

Field	Description
Tag\Equipment Number	The tag\equipment number as it appears on the fleet credit card. A list of Tag\Equipment numbers is available for this field.
Dept	The department where the fleet card resides.
Agency	The agency where the fleet card will reside.
Region	The region where the fleet card resides.
Unit	The unit where the fleet card resides.
Sub Unit	The sub-unit where the fleet card resides.
Voyager/Aviation Number	The Fleet Card Voyager/Aviation account number.



All Fields can be queried.

Notes:

d. Profile Accounting details

The Fleet Vehicle\Equipment PCMS Profile Accounting details are located in the bottom half of the screen and are editable.

Field descriptions are below:

Field	Description
<p>Agency</p> <p>Optional field.</p>	<p>The agency code that the purchase is to be charged against.</p> <p>Example:</p>
<p>Station</p> <p>Optional field.</p>	<p>The station code (region and unit) that the purchase is to be charged against.</p> <p>Example:</p>
<p>Accounting Code</p> <p>Required Field.</p>	<p>The accounting code against which this portion of the transaction is charged.</p> <p>Example:</p>
<p>Distribution Percent</p> <p>Required Field.</p>	<p>The percentage of this account to be applied to the transaction amount.</p> <p>Example:</p>
<p>Total Percent</p> <p>Non-entry Field.</p>	<p>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. This field must equal 100 percent.</p>

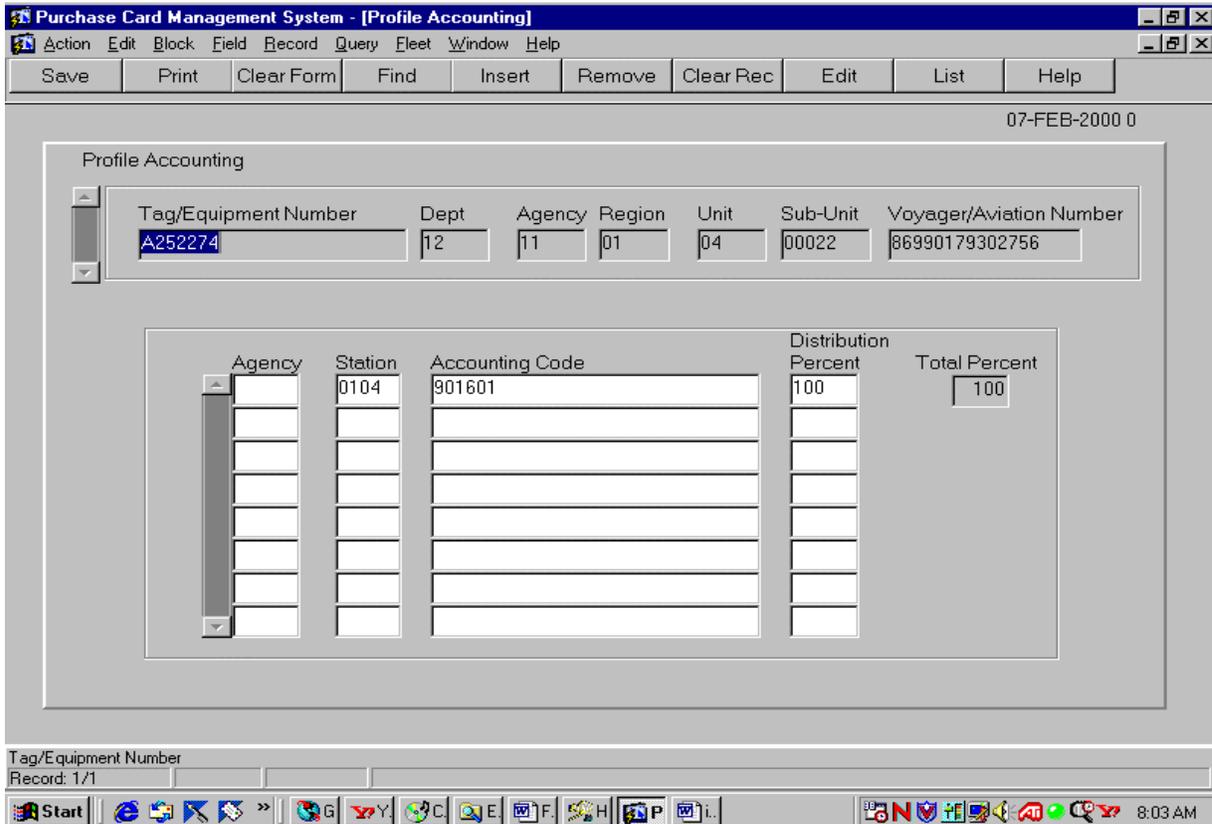


Further details regarding field descriptions can be found in Section II-24 of the Fleet PCMS User's Guide.

Notes:

II. Profile Accounting Maintenance

a. Query Profile Accounting



Query all records, or specific records:

- To query all records:
 - Hit the “Find” button on the command bar to query all Profile Accounting records for all pieces of equipment within the scope of responsibility of the LFPC logged on to PCMS;
 - Use the scroll bar to the left of the “Tag\Equipment Number” field to navigate between the records;
- To query a specific record, or set of records:
 - Hit the “Find” button on the command bar to clear all fields;
 - Enter the value you wish to query in the appropriate field;
 - Hit the “Find” button on the command bar and the fields will be populated with the search results;
- There is a list of values available to select from for the “Tag\Equipment Number” field;

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.



ALL transactions received after changing Profile Accounting will be charged to the new accounting, regardless of the purchase date.

Notes:

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

Field	Guideline
<p>Agency Optional field.</p>	<p>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.</p> <p>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.</p>
<p>Station Optional field.</p>	<p>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.</p>
<p>Accounting Code Required Field.</p>	<p>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.</p> <p>The Accounting Code can also be selected from a list, by placing the cursor in the Accounting Code field and hitting the “List” button on the Command Bar.</p>
<p>Distribution Percent Required Field.</p>	<p>Enter a valid number from 1 to 100. This amount indicates the percentage of each transaction to be posted against the accounting code.</p>
<p>Total Percent Non-entry Field.</p>	<p>Updates automatically when the Distribution Percent Field is modified.</p> <p>This field must equal 100 percent.</p>

c. Multiple Profile Accounting entries

If multiple accounting codes are associated to the Vehicle\Equipment account then the transaction amount is automatically distributed across the accounting codes based on the percentage allocations set in the Distributed Percentage field. Funds cannot be reallocated through PCMS; the current profile accounting will be used.

Notes:**PRACTICAL EXERCISE**

1. Query all records, select a Tag\Equipment number, then add a second accounting code: 7010000000 to the profile account information for that piece of equipment;
2. Set distribution for the new accounting code to 25%. (Remember the Total Percentage must equal 100%).
3. Save changes and exit the Profile Accounting screen.

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 do you use the Profile Accounting screen for?
2. Which fields on the Profile Accounting screen require a value to be entered?
3. Why would you have multiple accounting codes associated to a piece of Fleet equipment?
4. How can you remove Profile Accounting details? (Walk the instructor through the steps)
5. How do you add Profile Accounting details? (Walk the instructor through the steps)



Lesson 4: Fleet Transactions

Lesson Description

In Lesson 4 LFPC's and AFHC's will be learning how to monitor and dispute transactions in PCMS. The previous three lessons will have provided the LFPC's and AFHC's 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 LFPC's and AFHC's will be able to:

1. Query, view, dispute 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) Fleet PCMS User's Guide, USDA\PMT, September 2000;
- (2) Fleet PCMS Quickguide, USDA\PMT, October 2000;

I. Overview of Fleet Transactions



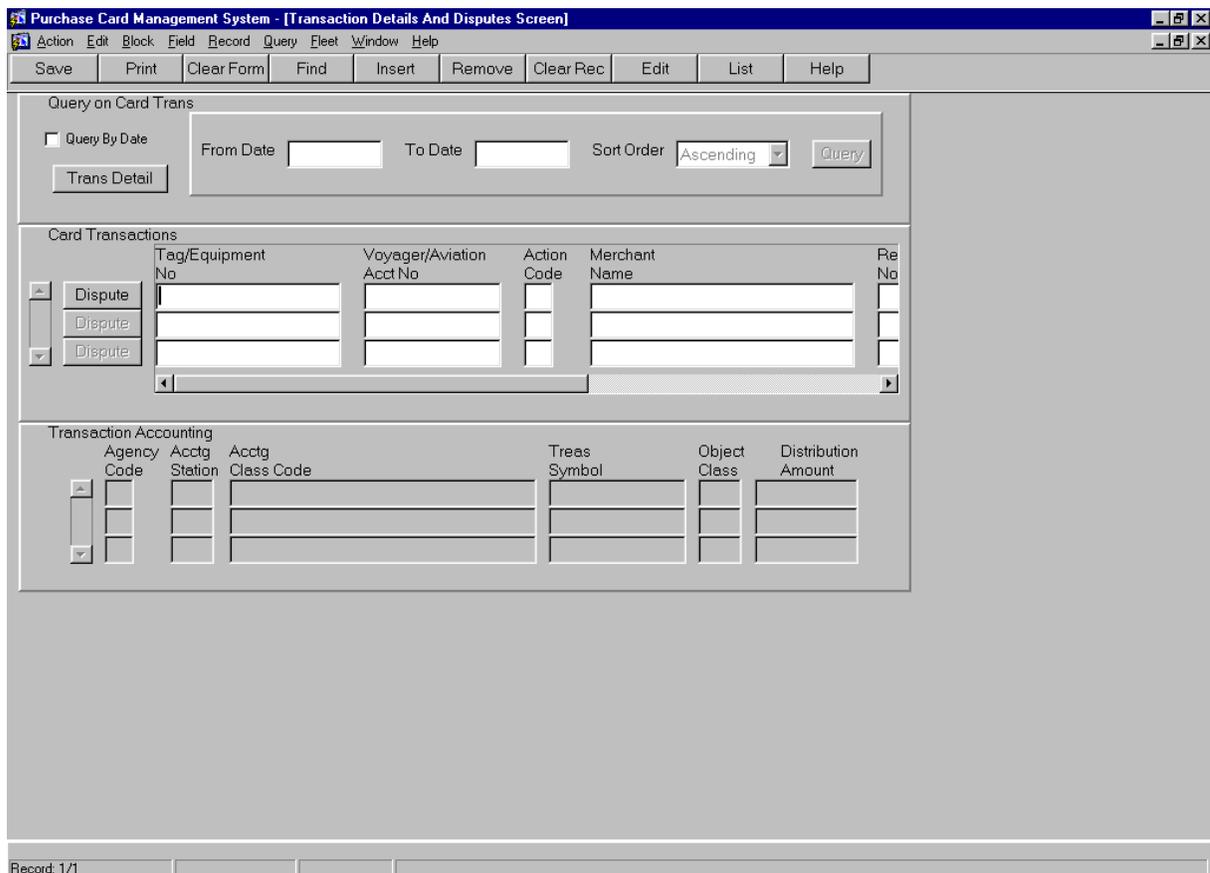
Please turn off your monitor and give your attention to the instructor.

a. What is a transaction?

A transaction is a purchase made by a Fleet credit card holder, using the Fleet Card issued to a vehicle or equipment they are using. A transaction entered in PCMS contains information about the Merchant, the Vehicle\Equipment associated with the fleet card, and the goods\services purchased. .

b. Main Screen

Access the Fleet Transactions screen from the Fleet Card menu. From this screen an LFPC can obtain a summary of all of transactions for vehicles\equipment under their designation, and also run queries to search for specific transactions. This transaction information is available even if the card has been reported as lost or stolen.



The screenshot shows the 'Purchase Card Management System - [Transaction Details And Disputes Screen]' window. It features a menu bar with options: Action, Edit, Block, Field, Record, Query, Fleet, Window, Help. Below the menu is a toolbar with buttons: Save, Print, Clear Form, Find, Insert, Remove, Clear Rec, Edit, List, Help.

The main interface is divided into several sections:

- Query on Card Trans:** Includes a checkbox for 'Query By Date', 'From Date' and 'To Date' input fields, a 'Sort Order' dropdown menu set to 'Ascending', and a 'Query' button. A 'Trans Detail' button is also present.
- Card Transactions:** A table with columns: Tag/Equipment No, Voyager/Aviation Acct No, Action Code, Merchant Name, and Re No. There are three rows, each with a 'Dispute' button to its left.
- Transaction Accounting:** A table with columns: Agency Code, Acctg Station, Acctg Class Code, Treas Symbol, Object Class, and Distribution Amount. There are three rows.

At the bottom left, it shows 'Record: 1/1'.

c. Fields

The following fields are used to query card transactions:

Fieldname	Description
QUERY BY DATE	Check this box to prompt and sort fields to allow you to make entries.
FROM DATE	Enter the start date (in the format mm-dd-yyyy).
To Date	Enter the end date (in the format mm-dd-yyyy).
Sort Order	Select Ascending or Descending order of the Purchase Date, to specify how the transactions should be sorted.

The following fields contain transaction details:

Fieldname	Description
Tag/Equipment No	The tag/equipment number as it appears on the fleet credit card. There is a list available to select a value from.
Voyager/Aviation No	The Fleet Card Voyager/Aviation account number. There is a list available to select a value from.
Action Code	Last action requested for the record. U = Unapproved D = Disputed
Merchant Name	The name of the merchant where the transaction took place.
Ref No	The number assigned to the transaction by the input source.
Purchase Date	The date the purchase was made.
Trans Amount	The amount of the transaction.
Trans Code	Transaction Code.



The following fields contain Transaction Accounting details, associated with each transaction. The fields cannot be queried and are not editable:

Fieldname	Description
Agency Code	The agency code that the purchase is to be charged against.
Acctg Station	The station code (region and unit) that the purchase is to be charged against.
Acctg Class Code	The accounting code against which this portion of the transaction is charged.
Treas Symbol	Treasury Symbol Description.
Object Class	The BOCC. This code defines the nature of the services or goods being obligated.
Distribution Amount	The percentage of this account to be applied to the transaction amount.

Notes:

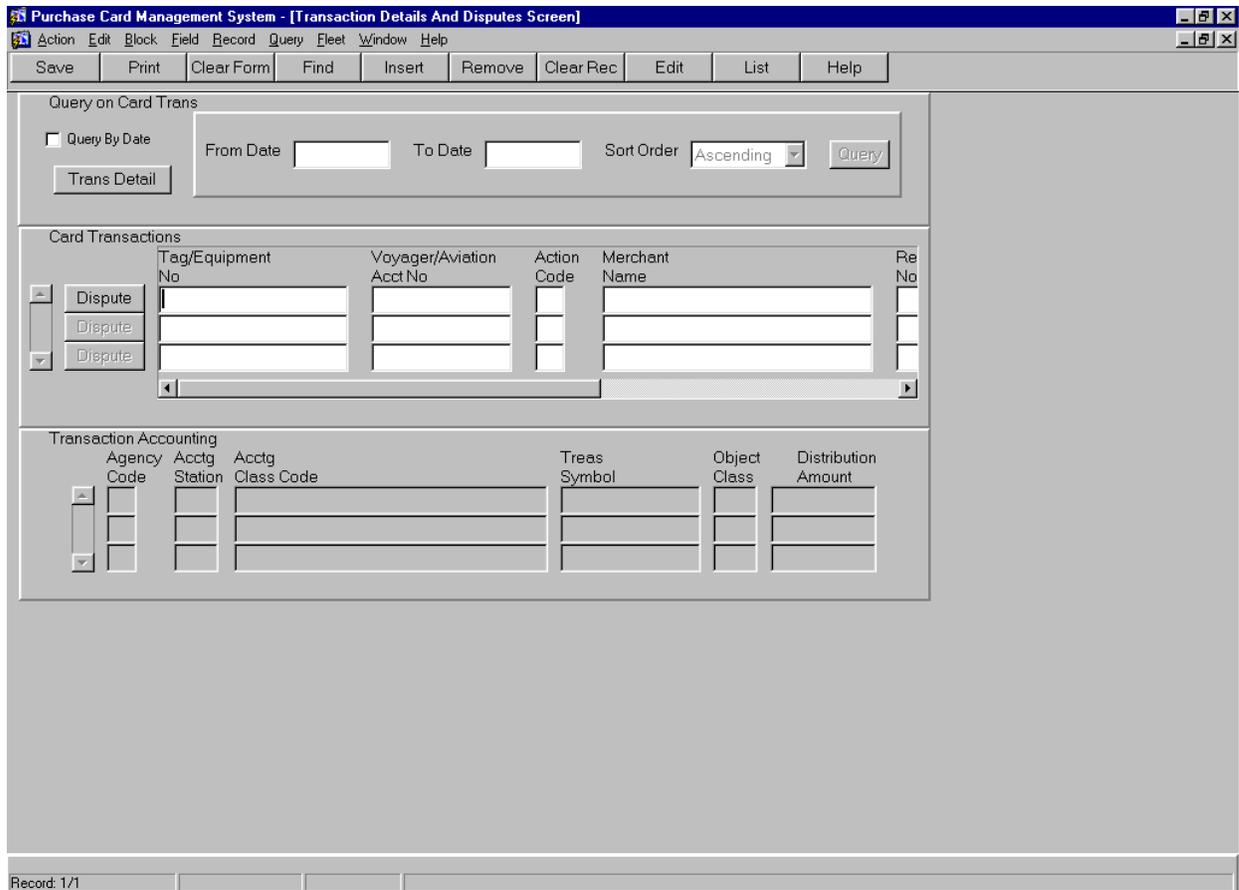
II. Querying Transactions



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

a. Querying transactions

Upon first accessing the Transactions screen the fields are blank. Execute a query and view transaction details.



Purchase Card Management System - [Transaction Details And Disputes Screen]

Action Edit Block Field Record Query Fleet Window Help

Save Print Clear Form Find Insert Remove Clear Rec Edit List Help

Query on Card Trans

Query By Date From Date To Date Sort Order Ascending

Card Transactions

	Tag/Equipment No	Voyager/Aviation Acct No	Action Code	Merchant Name	Re No
<input type="button" value="Dispute"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Dispute"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Dispute"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Transaction Accounting

Agency Code	Acctg Station	Acctg Class Code	Treas Symbol	Object Class	Distribution Amount
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					

Record: 1/1

Querying all transactions:

- Hit the “FIND” button on the command bar twice to generate a list of all transactions for all vehicles/equipment associated to the LFPC currently logged on;
- The transaction details will appear in the middle section of the screen;
- Use the vertical scroll bar to navigate between transactions;
- Use the horizontal scroll bar to view all transaction details;

Querying for specific transactions:

- Hit the “FIND” button on the command bar once;
- Position the cursor in any field in the Fleet Transactions area 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;
- Lists are available for the “Tag\Equipment No’ and “Voyager\Aviation No” fields;

Querying by date range:

- Hit the “FIND” button on the command bar twice to generate a list of all transactions for all vehicles\equipment associated to the LFPC currently logged on;
- Click the “Query By Date” check box;
- Enter dates in the “From Date” and “To Date” fields and select the “Sort Order” of the purchase date;
- Hit the “Query” button;
- All transactions meeting the requested date range will be listed in the Card Transactions area;

Query specific transactions in a particular date range:

- To query for a specific transaction in a particular date range, first follow the directions for Querying a Date Range above;
- Position the cursor in any field in the Card Transactions hit the “Find” button to clear the fields;
- Enter a value you wish to search on and hit the “Find” button again;

Notes:



PRACTICAL EXERCISE

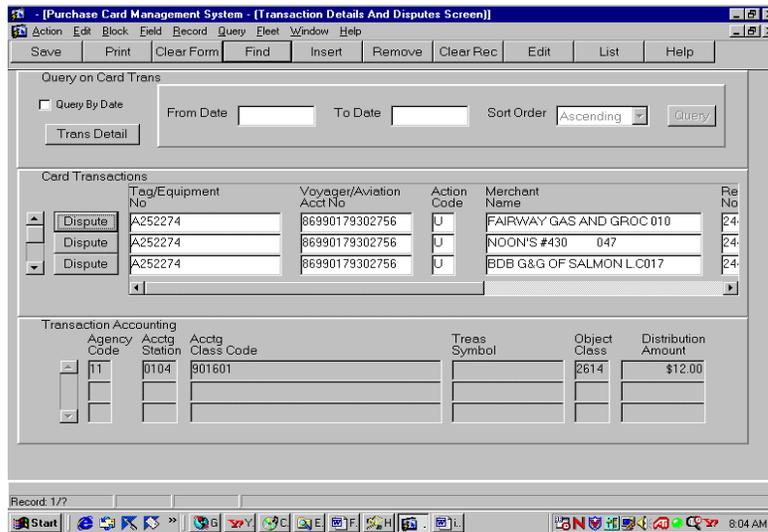
1. Query all transactions, then query a specific Tag\Equipment No by selecting from the list available;
2. Execute a specific query to find all transactions with an Action Code of “D” (Disputed);
3. Query transactions greater than \$50.00;
4. Query a specific Merchant name and view a list of transactions associated to various vehicles\equipment. E.g. Russell or Spectrum;



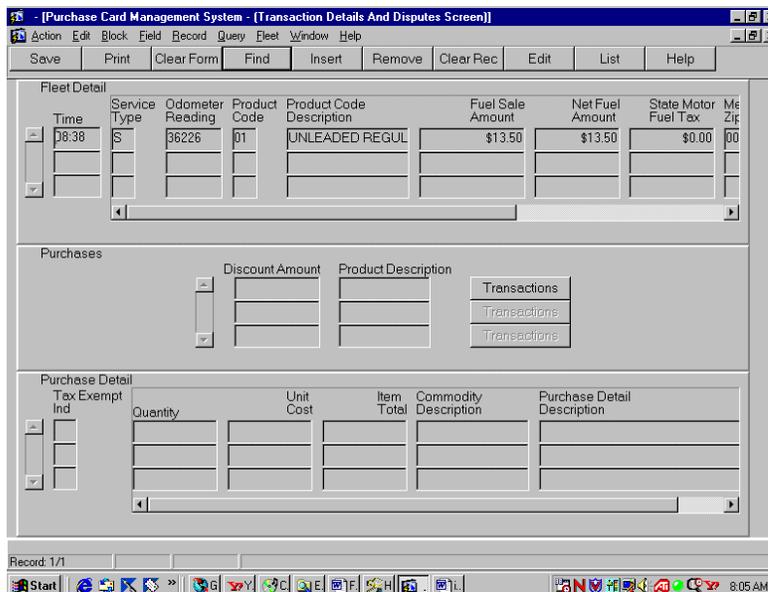
Please turn off your monitor and give your attention to the instructor.

b. View transaction details

To view details of a specific transaction, place the cursor on a particular transaction line in the Card Transaction section of the screen and hit the “Trans Detail” button.



The Transaction Details screen appears detailing the transaction you selected.



To return to the Transactions screen hit the “Transactions” button in the middle of the screen.

Notes:



PRACTICAL EXERCISE

1. Query all transactions;
2. View the transaction details of the first transaction in the list;
3. Return to the Transactions screen;

III. Disputes



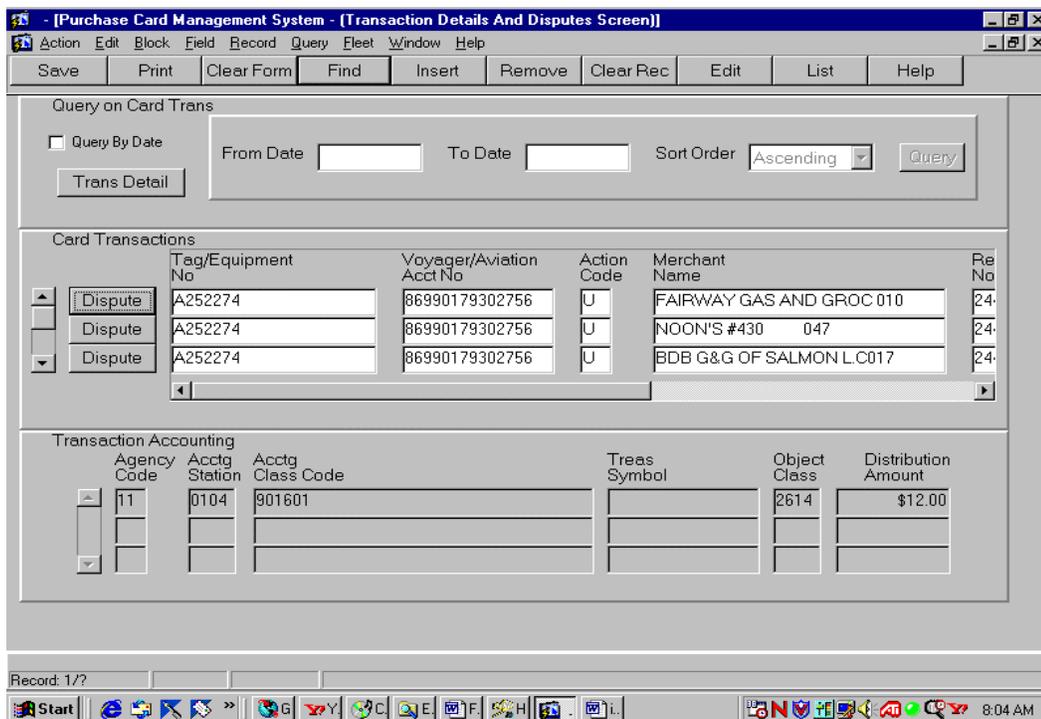
Please turn off your monitor and give your attention to the instructor.

a. When should a Transaction Dispute be filed?

- A transaction dispute should be filed when the invoice amount of goods\services received is not in keeping with what the Fleet card holder purchased;
- Transactions to investigate might be if there are duplicate transactions on the same day, or if the vehicle does not use the type of fuel purchased;
- Cardholders have 60 days from the date of purchase to dispute a transaction;

b. Disputing a Transaction

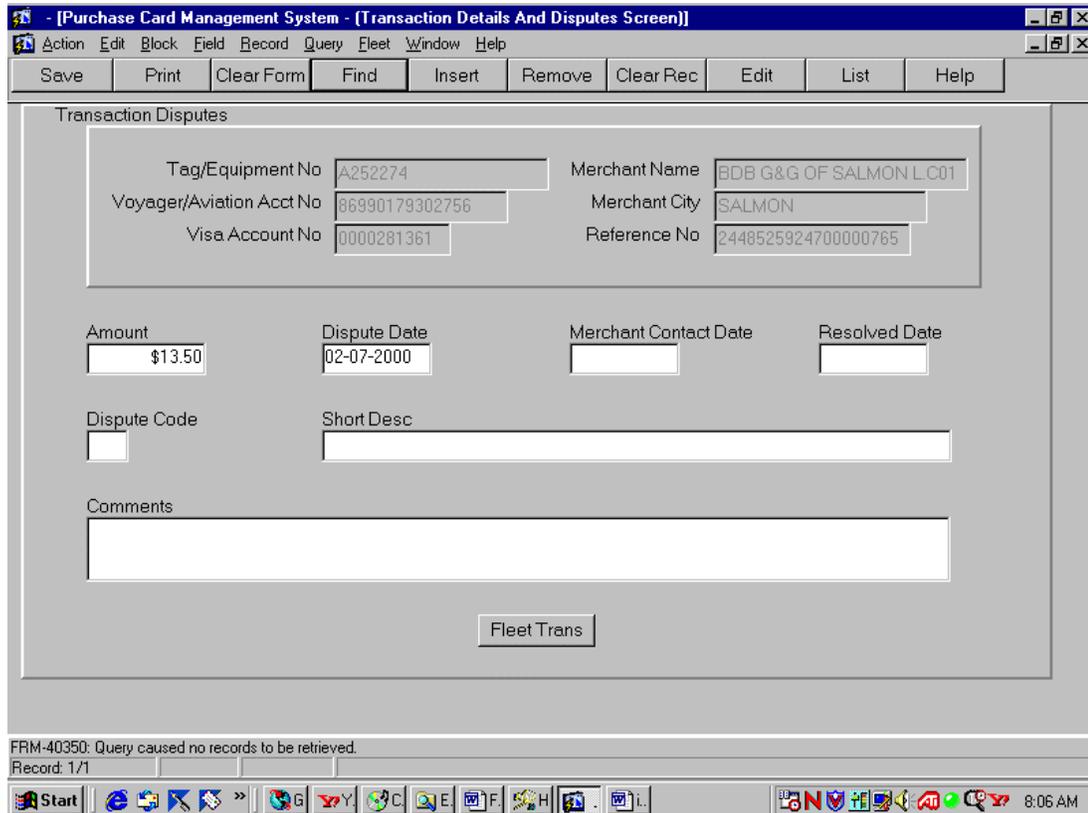
1. From the Fleet Transactions screen hit the “Dispute” button next to the specific transaction you wish to dispute, listed in the Card Transactions area;

Tag/Equipment No	Voyager/Aviation Acct No	Action Code	Merchant Name	Re No
A252274	86990179302756	U	FAIRWAY GAS AND GROC 010	24
A252274	86990179302756	U	NOON'S #430 047	24
A252274	86990179302756	U	BDB G&G OF SALMON LC017	24

Agency Code	Acctg Station	Acctg Class Code	Treas Symbol	Object Class	Distribution Amount
11	0104	901601		2614	\$12.00

2. The Transaction Disputes screen appears;



3. The following fields are automatically populated with data from the transaction you requested to dispute, but can not be edited:

- Tag\Equipment No
- Voyager\Aviation No
- Visa Account No
- Merchant Name
- Merchant City
- Reference Number

4. Enter details in the editable fields:

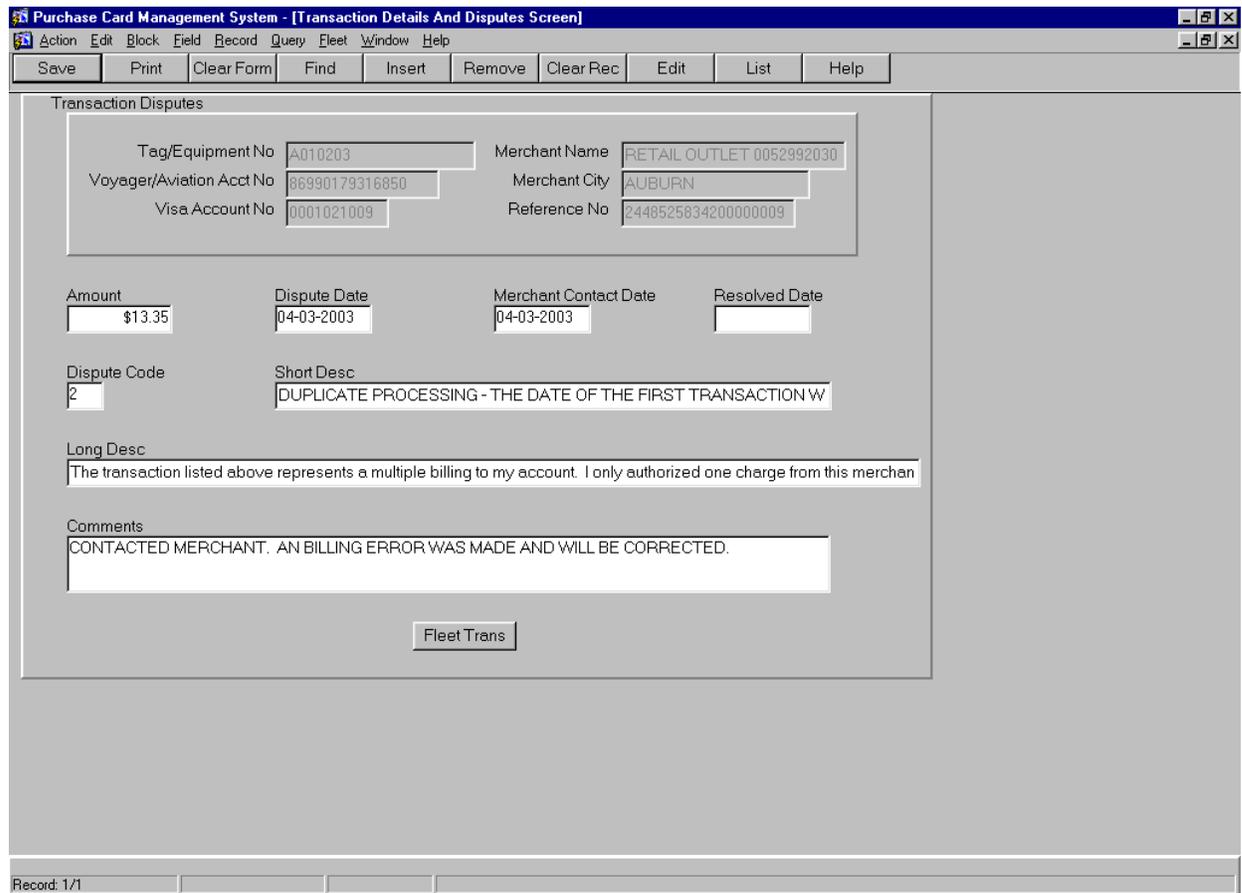
Fieldname	Description
AMOUNT	The amount of the transaction. This field is automatically populated, but can be updated;
DISPUTE DATE	This field should reflect the actual date the dispute was initiated. The current date is generated. The format is: mm-dd-yyyy.
Merchant Contact Date	Enter the date the merchant was contacted. The format is: mm-dd-yyyy.
Resolved Date	Will be entered when the dispute has been resolved. The format is: mm-dd-yyyy.
Date Merchant Contacted	Enter the date the Merchant was contacted regarding the dispute. (This field is optional);
Dispute Code	Enter the appropriate dispute code, which indicates the nature of the dispute. A list of values is available for this field.
Short Desc	Provides a description of the Dispute Code. This field is automatically populated when the Dispute Code is selected.
Comments	Enter dispute details in the “Comments” field;

5. Hit the “Save” button on the command bar, to save dispute details.
6. Hit the “Fleet Trans” button on the bottom of the screen to return to the Fleet Transactions screen;

Notes:

c. Resolving Disputes

To resolve a dispute, query the specific transaction and enter the Dispute screen:



Purchase Card Management System - [Transaction Details And Disputes Screen]

Action Edit Block Field Record Query Fleet Window Help

Save Print Clear Form Find Insert Remove Clear Rec Edit List Help

Transaction Disputes

Tag/Equipment No: A010203 Merchant Name: RETAIL OUTLET 0052992030
 Voyager/Aviation Acct No: 86990179316850 Merchant City: AUBURN
 Visa Account No: 0001021009 Reference No: 2448525834200000009

Amount: \$13.35 Dispute Date: 04-03-2003 Merchant Contact Date: 04-03-2003 Resolved Date:

Dispute Code: 2 Short Desc: DUPLICATE PROCESSING - THE DATE OF THE FIRST TRANSACTION W

Long Desc: The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchan

Comments: CONTACTED MERCHANT. AN BILLING ERROR WAS MADE AND WILL BE CORRECTED.

Fleet Trans

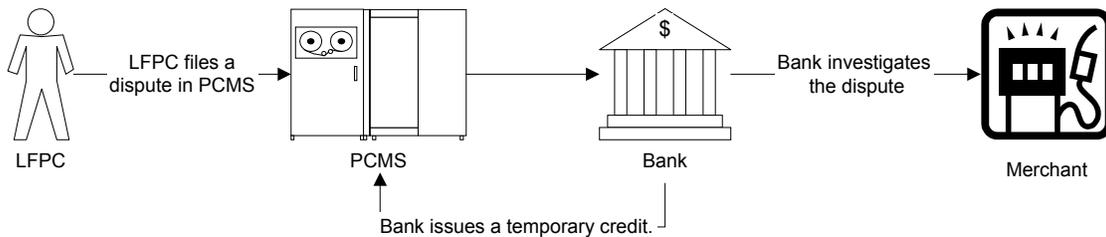
Record: 1/1

- Enter the date in the “Date Resolved” field. (The format is: mm-dd-yyyy);
- Update the “Comments” field if necessary;
- Hit “Save” on the Command Bar;
- Hit the “Fleet Trans” button on the bottom of the screen to return to the Fleet Transactions screen;
- If the dispute is resolved in the LFPC’s favor a credit will be issued by the Merchant. If the dispute is resolved in the Merchants favor then no further action will be taken;

d. Transaction Credits and Debits

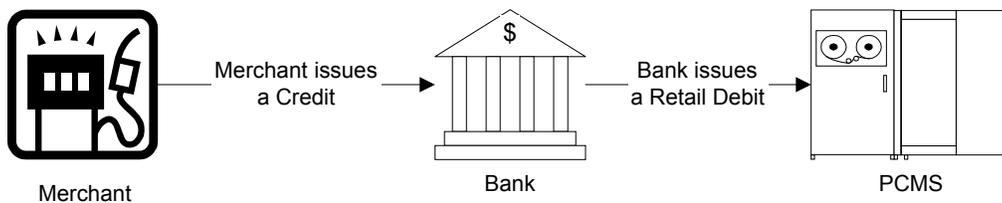
A transaction must be paid before it can be disputed. The Bank issues payment for transactions on a daily basis. After payment has been made the description field of the transaction will then display the message “Accepted by FFIS”. If the LFPC disputes a transaction, the Bank will issue a temporary credit to the vehicle\equipment 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 Bank tries to resolve the dispute with the Merchant;



If the dispute is found in the LFPC’s 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 Bank will then issue a “Retail Debit” in PCMS, which will have the words “Retail Debit Adjustment” in the Merchant Name field;



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 vehicle\equipment account will stand;
- The LFPC 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;



Notes:



PRACTICAL EXERCISE

1. Query all transactions;
2. Select a transaction and place it in a Disputed state;

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. How do you query a specific transaction that occurred in a particular month? (Walk the instructor through the steps)
2. How do you query transactions valued greater than \$200? (Walk the instructor through the steps)
3. What is the process for disputing a transaction? (Walk the instructor through the steps)
4. What is the process for resolving a disputed transaction? (Walk the instructor through the steps)



Lesson 5: Messages

Lesson Description

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

Training Objectives

At the conclusion of this lesson, PCMS LFPC's and AFHC'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) Fleet PCMS User's Guide, USDA\PMT, September 2000;

I. System Messages



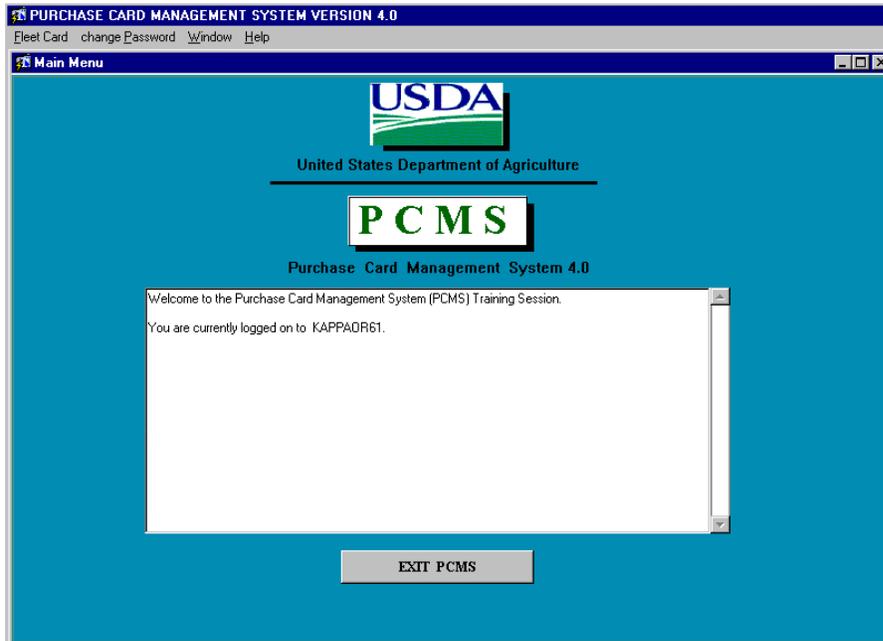
Please turn off your monitor and give your attention to the instructor.

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.

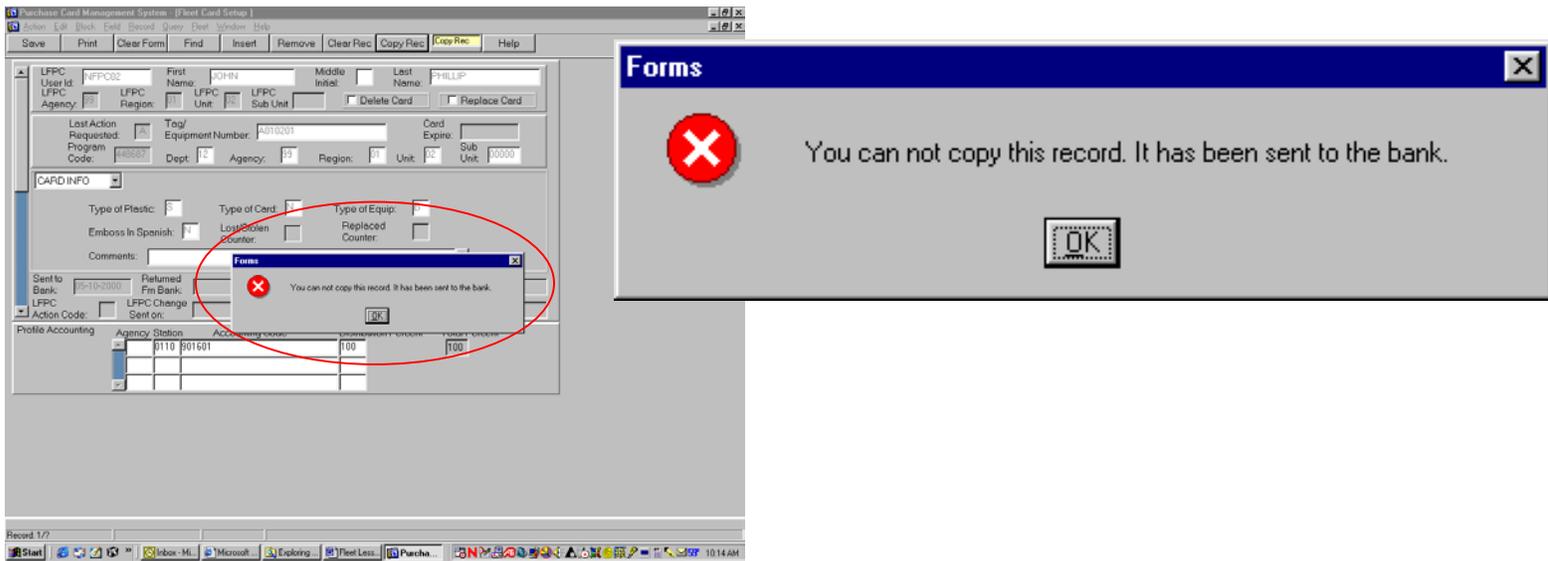


Notes:

b. System Edits

If data is entered into some fields in PCMS incorrectly, or an attempted function is not allowed, 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, or use allowed functionality, before the database can be updated.

For Example, when an attempt is made to copy a record in the Fleet Card Setup screen after it has already been sent to the bank the following system edit error is generated:



Click on the “OK” button to close the error message.



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 LFPC's in their oversight role of maintaining Fleet Card accounts and purchases. As part of the USDA's policy preventing fraud, waste and abuse, the LFPC is expected to routinely review fleet card transactions.

b. Screen overview

Access the User Messages screen from the Fleet Card menu. This screen enables LFPC's to view user messages regarding fleet transactions for the vehicles\equipment associated to their PCMS account

Fields summary:

<i>Fieldname</i>	Description
Tag\Equipment Number (Query field)	The Tag\Equipment number as it appears on the fleet card.
Program Code (Query fields)	Program Code. (448687 is the only code used by Fleet).
Dept (Query field)	The code of the Department where the Fleet card will reside.
Agency (Query field)	The code of the Agency where the Fleet card will reside.
Voyager\Aviation Number (Query field)	The Fleet Card Voyager\Aviation account number.
Region (Query field)	The region where the Fleet Card will reside.
Unit (Query field)	The unit where the Fleet card will reside.
Sub-Unit (Query field)	The sub-unit where the Fleet card will reside.
Message Date (Query field)	The date the message was generated.
Message Status (Query field)	The message status: <i>Unread</i> or <i>Read</i> .
Messages Not Read	The number of unread messages.
Message (Query field)	User Message and Statistical Sampling information appears here.
Comments	LFPC 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 sample.

c. User Message Details

A user message is generated when a transaction meets a predetermined condition, the aim of which is to identify possible misuse of the card or fraud. The recipient of the message will review the transaction it refers to, investigate and determine whether the card was used inappropriately. User messages are received by the LFPC, who may request the Fleet card users assistance during the review process.

User messages are listed below:

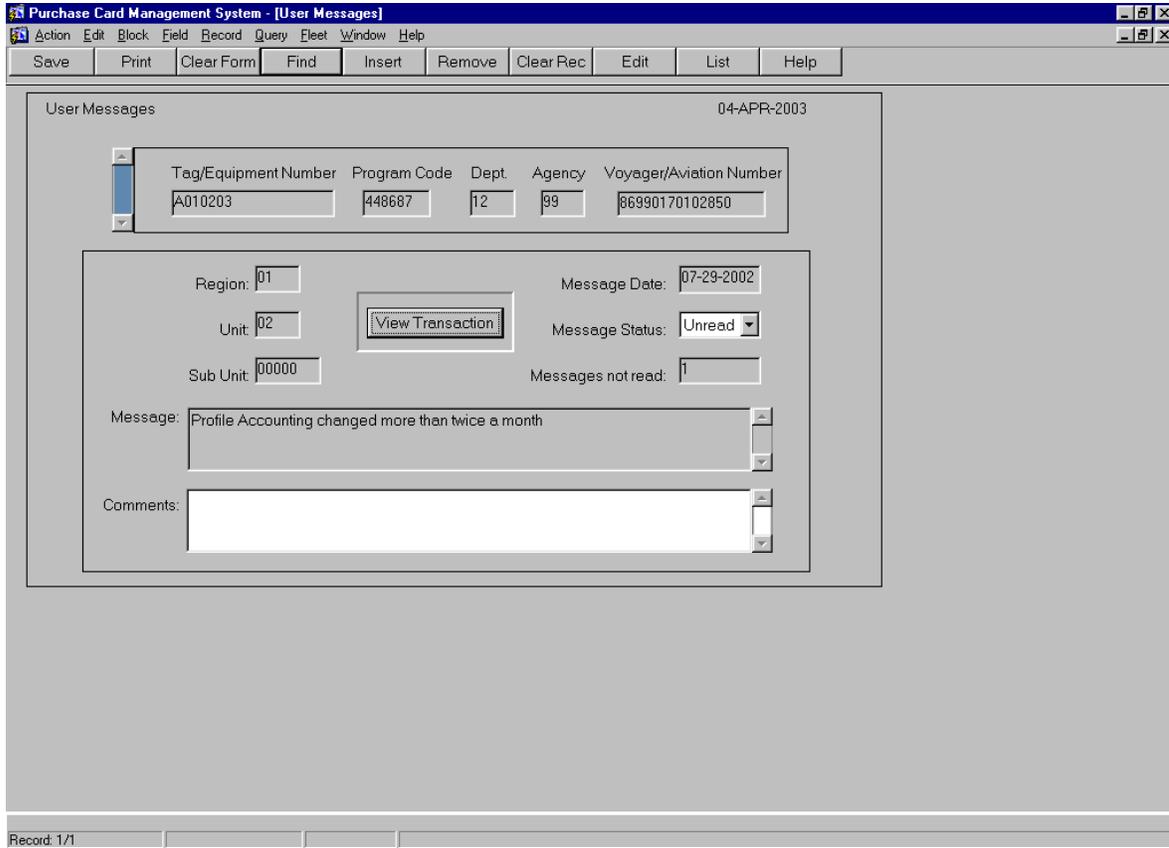
▪ Invalid SIC Code
▪ Profile Accounting changed more than twice a month.
▪
▪ Disputed transaction not resolved within 45 days of dispute date.
▪
▪ Transfer not allowed as record has not been returned from Bank.
▪
▪ Tag Number xxxxxxxx is not in PROP. Please enter Tag Number into PROP.
▪
▪ Charges to aircraft for fuel other than product codes 25 and 27 which are AV gas and Jet Fuel for an aircraft card.

Notes:

d. Querying messages

Query all Messages:

When you access User Messages, the system will automatically query all unread messages for the LFPC user id that was used to log into PCMS. A list of vehicle\equipment numbers is generated in the “Tag\Equipment Number” field. Use scroll bar to navigate between them.



Query all messages:

To query all messages for the LFPC logged on, hit the “Find” button on the command bard twice.

Query specific messages:

To retrieve a specific message or group of messages, hit the “Find” button on the command bar then enter data into any one of the query fields, and hit the “Find” button again.



There is a list of values available for the “Tag\Equipment Number” 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.

e. Reading and responding to messages

When an LFPC receives a User Message pertaining to a Fleet Card transaction, hit the “View Transaction” button to view transaction details:

The screenshot shows a software window titled "Purchase Card Management System - [Transactions]". The window has a menu bar with "Action", "Edit", "Block", "Field", "Record", "Query", "Fleet", "Window", and "Help". Below the menu bar is a toolbar with buttons for "Save", "Print", "Clear Form", "Find", "Insert", "Remove", "Clear Rec", "Edit", "List", and "Help". The main content area is titled "User Messages" and shows the date "07-APR-2003". It contains a form with several fields: "Tag/Equipment Number" (A281091), "Program Code" (448687), "Dept." (12), "Agency" (03), and "Voyager/Aviation Number" (86990179339562). Below these are "Region: 36", "Unit: 20", "Sub Unit: 00000", "Message Date: 09-15-1999", and "Message Status: Read". A "View Transaction" button is highlighted. The "Message:" field contains the text "Purchase made on Holiday purchase date is: 04-JUL-199 merchant name is: RAZORBACK FAMILY SHOP017". The "Comments:" field contains "OK". At the bottom left, it says "Record: 1/?".



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.

If messages are not responded to within 30 days the DFPC and AFHC will be notified.

Notes:

The Card Transactions screen appears. Closely review the card transaction details. Contact the Fleet card holder, 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 AFHC.



The AFHC 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.

Purchase Card Management System - [Transaction Details And Disputes Screen]

Action Edit Block Field Record Query Fleet Window Help

Save Print Clear Form Find Insert Remove Clear Rec Edit List Help

Query on Card Trans

Query By Date

From Date 08-21-1998 To Date 04-07-2003 Sort Order Ascending Query

Trans Detail

Card Transactions

Tag/Equipment No	Voyager/Aviation Acct No	Action Code	Merchant Name	Rel No
A281091	86990179339562	U	RAZORBACK FAMILY SHOP017	24

Dispute Dispute Dispute

Transaction Accounting

Agency Code	Acctg Station	Acctg Class Code	Treas Symbol	Object Class	Distribution Amount
03		9013620910	1291400	2614	\$8.50

Record: 1/1



A User Message regarding Profile Accounting might not be attached to a specific transaction. As a result the Card Transaction screen cannot be opened.

To view transaction details place the cursor in the line of the specific transaction, in the “Card Transactions” area of the screen. Hit the “Trans Details” button.

View the transaction details:

Purchase Card Management System - [Transaction Details And Disputes Screen]

Action Edit Block Field Record Query Fleet Window Help

Save Print Clear Form Find Insert Remove Clear Rec Edit List Help

Fleet Detail

Time	Service Type	Odometer Reading	Product Code	Product Code Description	Fuel Sale Amount	Net Fuel Amount	State Motor Fuel Tax	Me Zip
14:17	S	3346	03	UNLEADED MID-G	\$8.50	\$8.50	\$0.00	

Purchases

Discount Amount	Product Description

Transactions
Transactions
Transactions

Purchase Detail

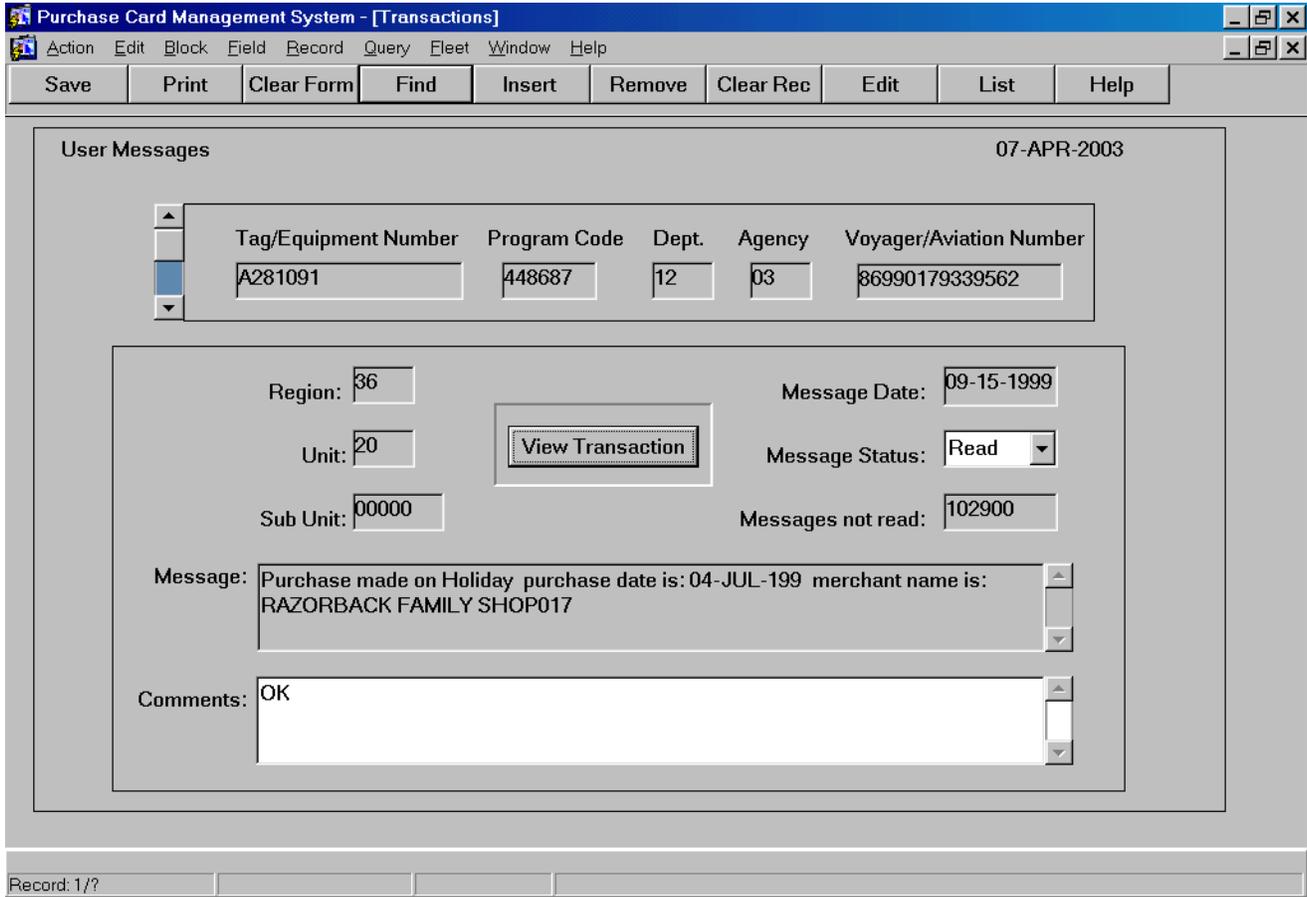
Tax Exempt Ind	Quantity	Unit Cost	Item Total	Commodity Description	Purchase Detail Description

Record: 1/1

Hit the “Transactions” button to return to the Card Transactions screen. Then go to Action\exit to Return to the User messages screen.

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.



Purchase Card Management System - [Transactions]

Action Edit Block Field Record Query Fleet Window Help

Save Print Clear Form Find Insert Remove Clear Rec Edit List Help

User Messages 07-APR-2003

Tag/Equipment Number	Program Code	Dept.	Agency	Voyager/Aviation Number
A281091	448687	12	03	86990179339562

Region: 36 Message Date: 09-15-1999

Unit: 20 View Transaction Message Status: Read

Sub Unit: 00000 Messages not read: 102900

Message: Purchase made on Holiday purchase date is: 04-JUL-199 merchant name is: RAZORBACK FAMILY SHOP017

Comments: OK

Record: 1/?

Notes:



PRACTICAL EXERCISE

1. Query your user messages.
2. Select a Tag\Equipment number.
3. Read User Messages for that Vehicle\Equipment.
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 LFPC 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 identify potential fraud, waste and abuse.

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:

“Selected for Statistical Sampling.”

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 with the actual vehicle user.

c. Responding to a Statistical Sample

To respond to a Statistical Sample check off each of the statement at the bottom half of the screen, as you verify all information related to this transaction:

- I verify that this purchase was made for official purposes.
- I verify the amount is accurate.
- I verify the item described is what was purchased.
- I verify the purchase was for the Tag/Equipment number listed.
- I reviewed this transaction with the vehicle operator.

Type comments to explain any information that cannot be verified in the “Comments” field.

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 in the “Comments” field;
- Hit “Save” on the command bar;

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.

- a. You receive a system edit:

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 LFPC's?
- c. After reading a user message how do you ensure that it does not show in the list again?
- d. Why will an LFPC receive a user message?
- e. How frequently should you check your messages?
- f. What is the purpose of a Statistical Sample?