



## *Lesson 3: Profile Accounting*

### Lesson Description

Lesson 3 will provide LFPCs and AFHCs with the ability to query and modify Vehicle\Equipment PCMS profile accounting details. LFPCs and AFHCs 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 LFPCs and AFHCs will be able to:

1. Query, add, remove 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, June 2006;
- (2) Fleet PCMS Quickguide, USDA\PMT, October 2000;

## I. Overview of Profile Accounting



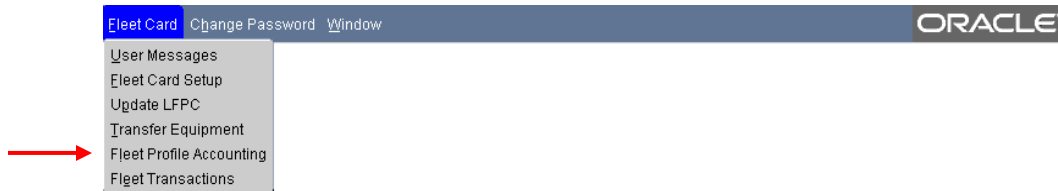
**Please turn off your monitor and give your attention to the instructor.**

- **What is Profile Accounting?**

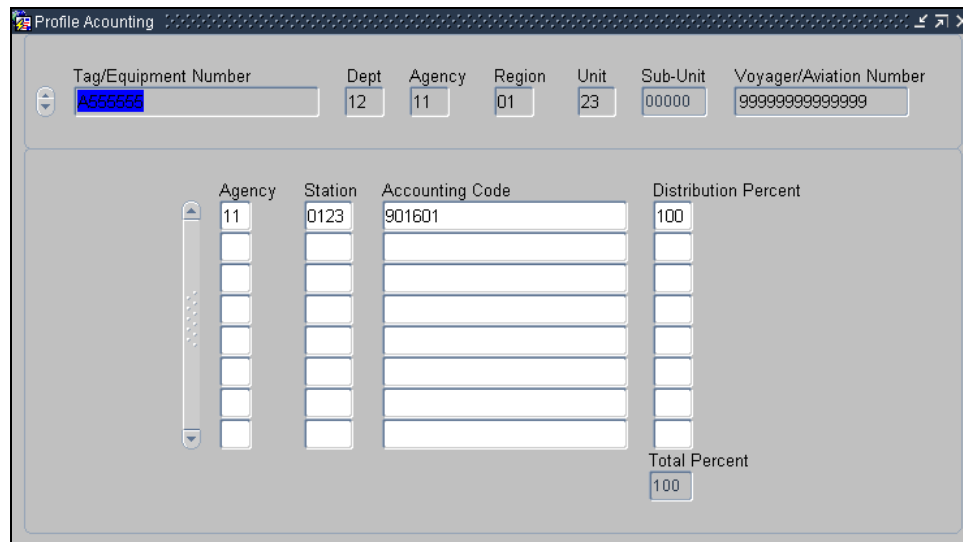
When a Fleet credit card PCMS account is created in FAMS (see lesson 6), the fleet card is associated with certain accounting codes that purchases are to be charged against. The Profile Accounting window allows LFPCs or AFHCs to modify the accounting code information.

- **Profile Accounting Window**

To access the Profile Accounting window, click **Fleet Card** on the main menu and select **Fleet Profile Accounting**. Modifications to profile accounting information can be made in the white fields in the lower portion of the window, but 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 with a prompt to review the account details.



Tag/Equipment Number	Dept	Agency	Region	Unit	Sub-Unit	Voyager/Aviation Number
A655555	12	11	01	23	00000	999999999999

Agency	Station	Accounting Code	Distribution Percent
11	0123	901601	100
<b>Total Percent</b>			<b>100</b>

**a. Account Details**

The Fleet Vehicle\Equipment PCMS account details are displayed in the top half of the window. This information is grayed-out and cannot be modified in this window. The LFPC can modify account details if required using FAMS (see lesson 6).

Field descriptions are below:

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



All Fields can be queried.

**Notes:**

**b. Profile Accounting details**

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

Field descriptions are below:

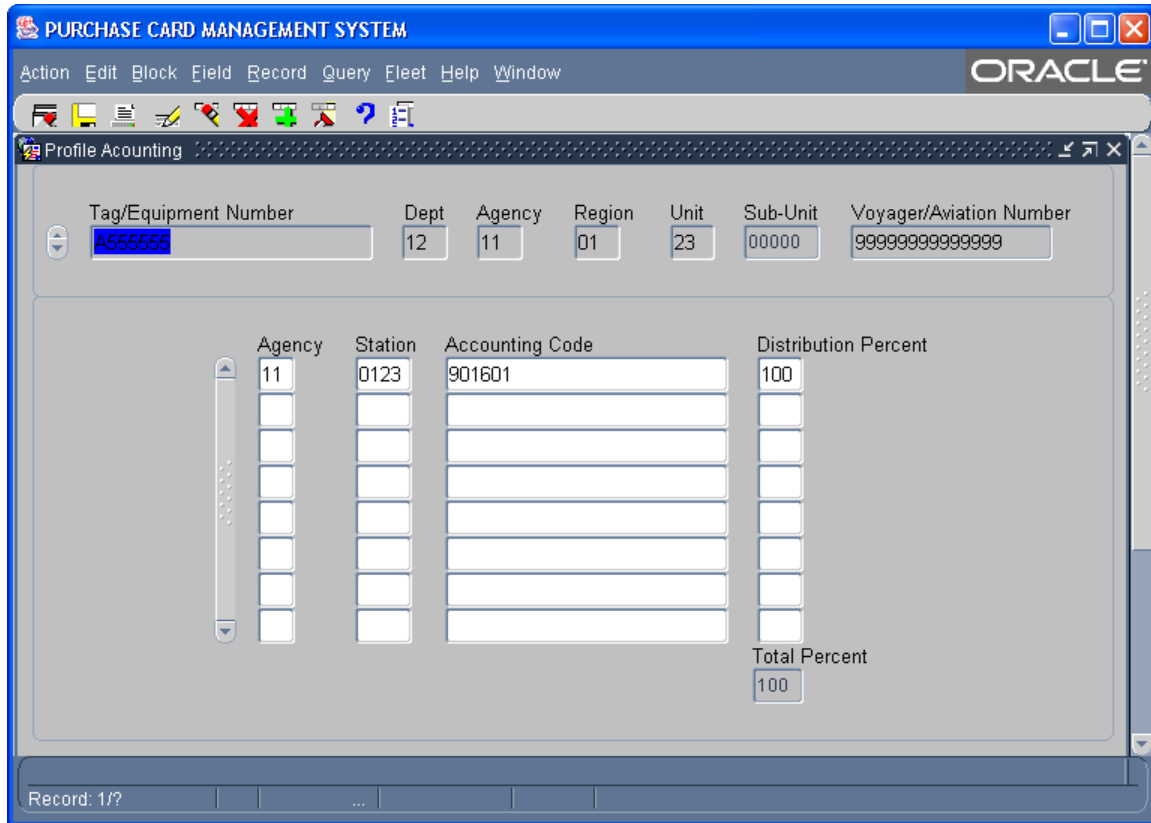
Field	Guideline
<p><b>Agency</b></p> <p><i>Optional field.</i></p>	<p>The agency code purchases are to be charged against. Enter a valid agency code or leave the field blank. The agency code entered in the field will be used when validating the accounting classification code. If the field is left blank, the agency code that appears in the top portion of the window will be used for validation.</p> <p>When using an accounting code that belongs to another agency, that agency code must be entered in order for the accounting classification code to validate.</p>
<p><b>Station</b></p> <p><i>Optional field.</i></p>	<p>The station code (region + unit) purchases are to be charged against. Enter a valid station code 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 portion of the window will be used for validation.</p>
<p><b>Accounting Code</b></p> <p><i>Required Field.</i></p>	<p>The accounting code against which a portion of the transaction is charged. 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 an error message will display, prompting the user to correct the field value.</p>
<p><b>Distribution Percent</b></p> <p><i>Required Field.</i></p>	<p>The percentage of the transaction amount to be applied to this accounting code. Enter a valid number from 1 to 100.</p>
<p><b>Total Percent</b></p> <p><i>Non-entry Field.</i></p>	<p>The total percentage of the transaction amount distributed across specified accounting codes. The value will be affected by changes to the Distribution Percent Field but cannot be directly edited.</p> <p><b>This field must equal 100 percent.</b></p>






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

## II. Profile Accounting Maintenance

### c. Query Profile Accounting



#### Query all records, or specific records:

- To query all records:
  - Click  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
- To query a specific record or set of records:
  - Click  on the command bar to clear all fields
  - Enter the value you wish to query in the appropriate field
  - Click  again to submit the query. The fields will populate with the search results
- To navigate between retrieved records:
  - Use the scroll bar to the left of the **Tag\Equipment Number** field to navigate between the records
  - Or, click **Record** on the command menu and select **Next** or **Previous**

**d. Modify Profile Accounting**

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

**Add:**

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

**Remove:**

To remove a line of accounting, place the cursor in any field on the specific line and click



on the Command Bar. The entire line of accounting will be deleted.

**Change:**

To change information in one of the accounting fields, you must remove the entire line and add a new line with the corrected information.





The Fleet Card Setup window does not reflect updates made here.

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

**Tip:**

*Scenario:* You remove the accounting information in preparation to update it then decide you want to leave the record as it was originally.

*Problem:* Your fields are blank, you can't remember the original accounting information to re-enter it and the system won't allow you to simply click Action > Exit because your Total Percent distribution does not equal 100.

*Solution:* Place the cursor in one of the accounting fields and click . A message will appear asking if you want to commit the changes. Answer **No** and you will return to query mode. Click  again and the original data will display. You can now click Action > Exit to close the window.

**Notes:**

**e. Multiple Profile Accounting entries**

If multiple accounting codes are associated to the Vehicle\Equipment account, 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 Profile Accounting.

### 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 window 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 LFPCs and AFHCs will learn how to monitor and dispute transactions in PCMS. This lesson assumes participants have the ability to navigate PCMS and an understanding of the purpose of creating and maintaining Fleet accounts.

### Training Objectives

At the conclusion of this lesson, PCMS LFPCs and AFHCs 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, June 2006;
- (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.

### f. What is a transaction?

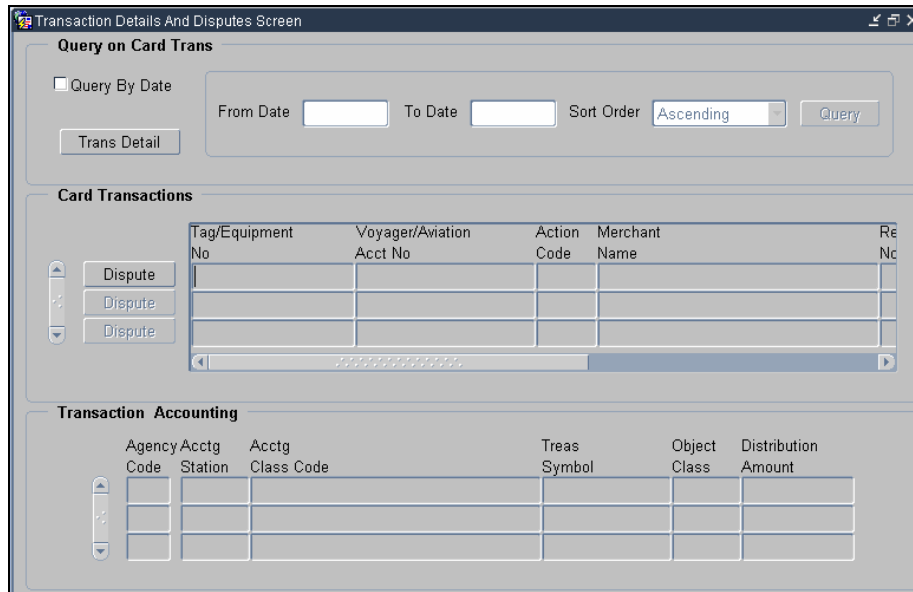
A transaction is a purchase made using a Fleet credit card. Transactions are attached to a specific vehicle or piece of equipment. A transaction entered in PCMS contains information about the Merchant, the Vehicle\Equipment associated with the fleet card, and the goods\services purchased.

### g. Fleet Transactions Window

To access the Fleet Transactions window, click **Fleet Card** on the main menu and select **Fleet Transactions**. LFPCs can use this window to obtain a summary of all of transactions for vehicles\equipment under their designation, as well as run queries to search for specific transactions.



Transaction information is available even if the card has been reported as lost or stolen.



## h. Fields

The following fields are used to query card transactions:

Fieldname	Description
<b><i>Query on Card Trans</i></b>	
<i>Use the following fields to retrieve records within a specified date range.</i>	
QUERY BY DATE	Check this box to prompt the date 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 to specify how the transactions should be sorted.
<b><i>Card Trans</i></b>	
<i>The following fields can be queried.</i>	
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.

**Transaction Accounting**

*These not be queried and are not editable.*

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:**

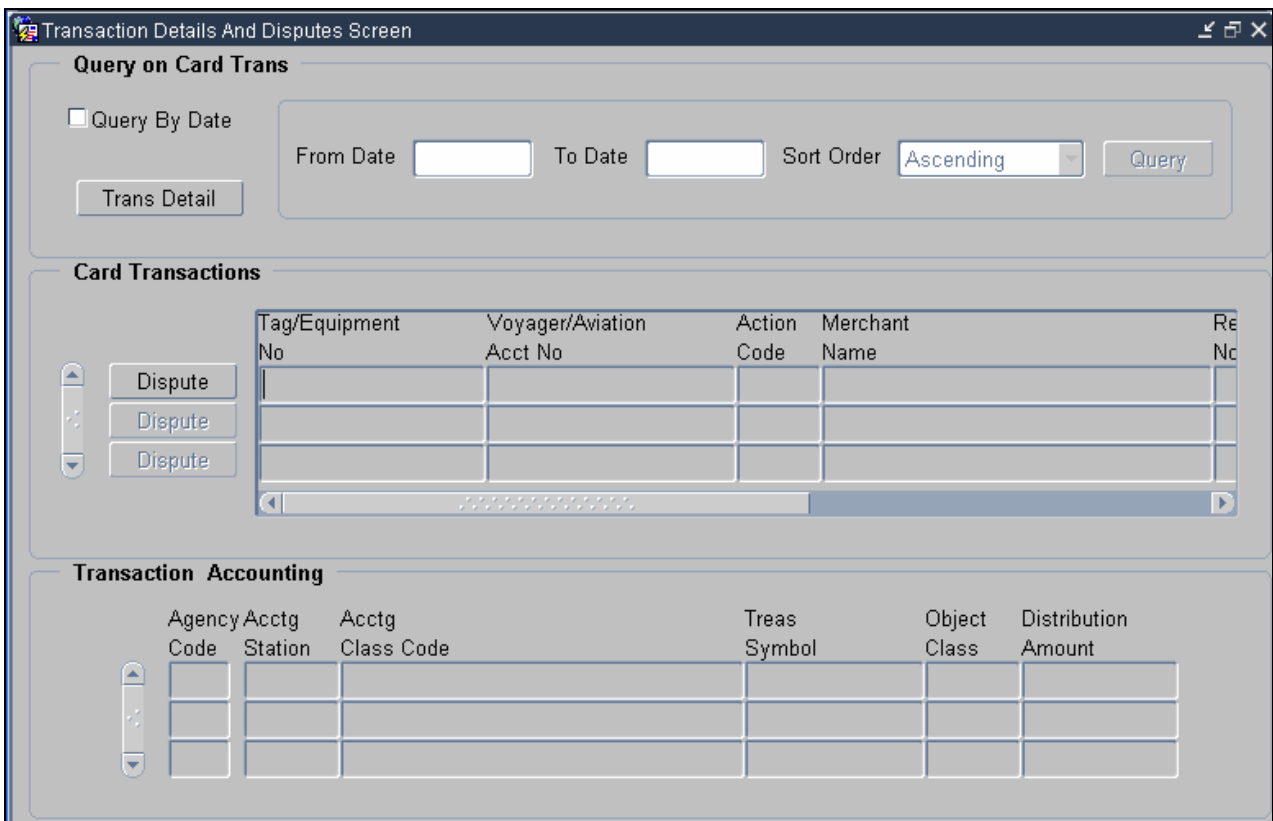
## II. Querying Transactions




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

### a. Query transactions



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




### Query all transactions:

- Click  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 display
- Use the vertical scroll bar to navigate between transactions or click **Record** on the command menu and select **Next** or **Previous**
- Use the horizontal scroll bar in the **Card Transactions** area of the window to view all transaction details



**Query for specific transactions:**

- Click  on the command bar once
- Position the cursor in any field in the **Card Transaction** area, enter a value you wish to search on and click  again
- The query results display
- Range operators such as < or >, and wildcards such as %, can be used in queries

**Query by date range:**

- Click  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**
- Click
- All transactions meeting the requested date range display in the **Card Trans** area

**Query specific transactions within a date range:**

- To query for a specific transaction in a particular date range, first follow the directions for Querying a Date Range above
- Place the cursor in any field in the **Card Transactions** area and click  to clear the fields
- Enter a value you wish to search on and click  again

**Notes:**

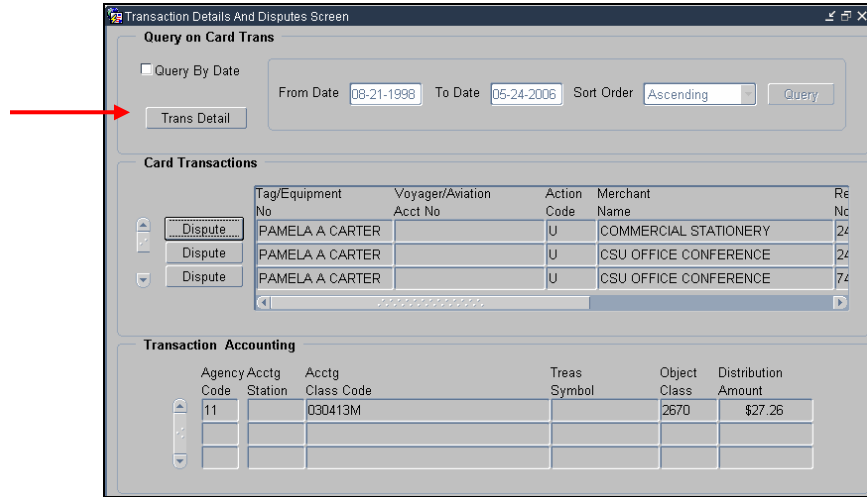


### **PRACTICAL EXERCISE**

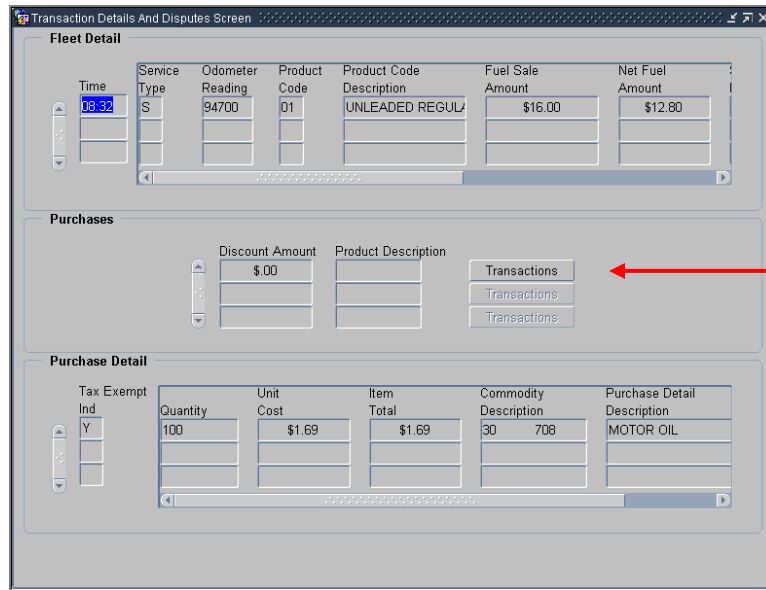
1. Query a Tag\Equipment No.
2. Execute a query to find all transactions with an Action Code of “D” (Disputed) for a specific Tag\Equipment No.
3. Query transactions greater than \$50.00 for a specific Tag\Equipment No.
4. Query a specific Merchant name and view a list of transactions associated to various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

**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 window and click **Trans Detail**.



The Transaction Details window displays the detail for the transaction you selected.



To return to the Transactions window click the **Transactions** in the middle of the window.



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

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

### III. Disputes

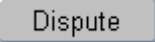


Please turn off your monitor and give your attention to the instructor.

#### a. Guidelines for Filing Transaction Disputes

- 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 include 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. On the Fleet Transactions window click  next to the specific transaction you wish to dispute.

**Transaction Details And Disputes Screen**

**Query on Card Trans**

Query By Date

From Date: 08-21-1998 To Date: 05-24-2006 Sort Order: Ascending

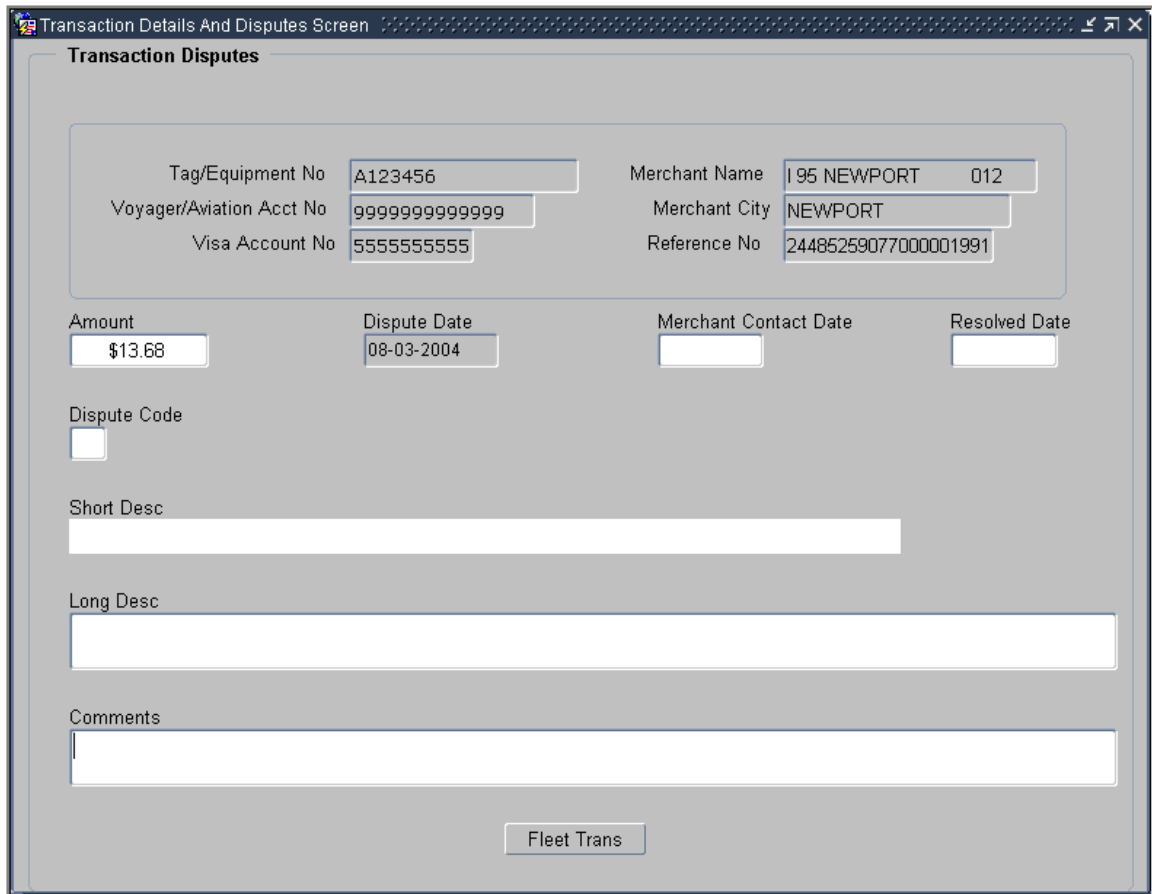
**Card Transactions**

Tag/Equipment No	Voyager/Aviation Acct No	Action Code	Merchant Name	Re
PAMELA A CARTER		U	COMMERCIAL STATIONERY	24
PAMELA A CARTER		U	CSU OFFICE CONFERENCE	24
PAMELA A CARTER		U	CSU OFFICE CONFERENCE	74

**Transaction Accounting**

Agency Code	Acctg Station	Acctg Class Code	Treas Symbol	Object Class	Distribution Amount
11		030413M		2670	\$27.26

2. The Transaction Disputes window opens



The screenshot shows a window titled "Transaction Details And Disputes Screen" with a sub-header "Transaction Disputes". The form contains the following fields:

- Tag/Equipment No: A123456
- Merchant Name: 195 NEWPORT 012
- Voyager/Aviation Acct No: 99999999999999
- Merchant City: NEWPORT
- Visa Account No: 5555555555
- Reference No: 2448525907700001991
- Amount: \$13.68
- Dispute Date: 08-03-2004
- Merchant Contact Date: (empty)
- Resolved Date: (empty)
- Dispute Code: (empty)
- Short Desc: (empty)
- Long Desc: (empty)
- Comments: (empty)



At the bottom center of the window is a button labeled "Fleet Trans".

3. The following fields are automatically populated with data from the transaction you requested to dispute, but cannot 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
<b>Amount</b>	The amount of the transaction. This field is automatically populated, but can be updated.
<b>Dispute Date</b>	This field should reflect the actual date the dispute was initiated. The current date is generated by default. The format is mm-dd-yyyy.
<b>Merchant Contact Date</b>	Enter the date the merchant was contacted. The format is mm-dd-yyyy.
<b>Resolved Date</b>	Will be entered when the dispute has been resolved. The format is mm-dd-yyyy.
<b>Date Merchant Contacted</b>	Enter the date the Merchant was contacted regarding the dispute. (This field is optional.)
<b>Dispute Code</b>	Enter the dispute code that corresponds with the nature of the dispute. A list of values is available for this field.
<b>Short Desc</b>	Provides a brief description of the dispute. This field is automatically populated when the Dispute Code is selected.
<b>Long Desc</b>	Provides a detailed description of the dispute. This field is automatically populated when the Dispute Code is selected.
<b>Comments</b>	Available for additional comments.

5. Click  on the command bar to save dispute details.
6. Click  at the bottom of the window to return to the Fleet Transactions window.

**Notes:**



**c. Resolving Disputes**

To resolve a dispute, query the specific transaction and enter the Dispute window following the steps described above.

The screenshot shows a window titled "Transaction Details And Disputes Screen" with a sub-header "Transaction Disputes". The form contains the following fields and values:

- Tag/Equipment No: A123456
- Merchant Name: I 95 NEWPORT 012
- Voyager/Aviation Acct No: 9999999999999
- Merchant City: NEWPORT
- Visa Account No: 5555555555
- Reference No: 244852590770000019
- Amount: \$13.68
- Dispute Date: 08-03-2004
- Merchant Contact Date: 08-03-2004
- Resolved Date: (empty)
- Dispute Code: 2
- Short Desc: DUPLICATE PROCESSING - THE DATE OF THE FIRST TRANSACTION WAS
- Long Desc: THE TRANSACTION LISTED ABOVE REPRESENTS A MULTIPLE BILLING TO MY ACCOUNT. I ONLY AUTHORIZED ONE CHARGE FROM THIS MERCHANT FOR THIS AMOUNT. MY CARD WAS IN MY POSSESSION AT ALL TIMES.
- Comments: (empty)

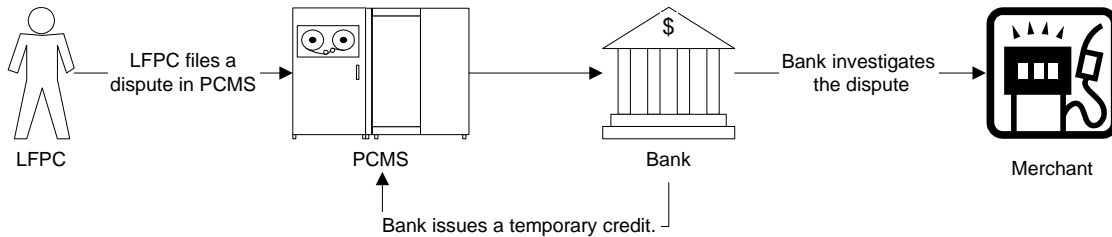
At the bottom of the window is a button labeled "Fleet Trans".

- Enter the date in the **Date Resolved** field (format is: mm-dd-yyyy)
- Update the **Comments** field if necessary.
- Click  on the command bar.
- Click  at the bottom of the window to return to the Fleet Transactions window.
- 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**

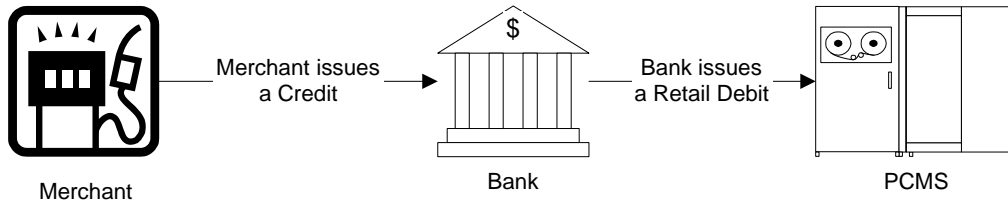
A transaction must be paid before it can be disputed. The Bank issues payment for transactions on a daily basis. After payment has been made the description field of the transaction will display the message “Accepted by FFIS”. If the LFPC disputes a transaction, the Bank will issue a temporary credit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



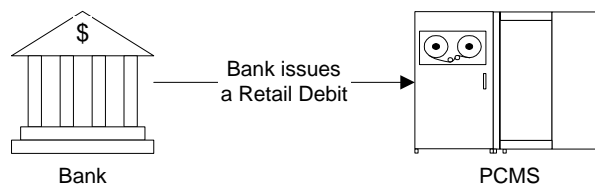
**If the dispute is found in the LFPC’s favor:**

- 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 nor 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 the types of messages AFHCs and LFPCs receive, where the messages are located and how to respond. This lesson assumes participants have the ability to navigate PCMS and an understanding of the purpose of creating and maintaining Fleet accounts.

### Training Objectives

At the conclusion of this lesson, LFPCs and AFHCs will be able to:

1. Respond to error messages, user messages and statistical sampling messages.

### 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, June 2006
- (2) Fleet PCMS Alerts Guide, USDA\PMT, August 2004

## I. System Messages



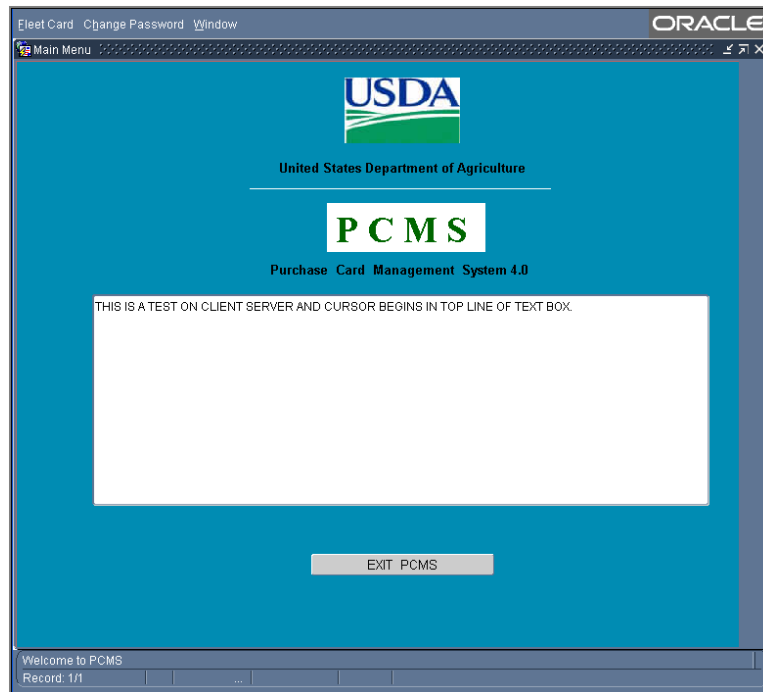
**Please turn off your monitor and give your attention to the instructor.**

### a. **Bulletin Board**

This is the main Window in PCMS. The bulletin board located in the center of the window provides up to date news about PCMS. The Procurement Systems Division (PSD) uses this area to distribute system information such as upgrades, downtime, or notification of specific system problems.



It is important to read these messages.

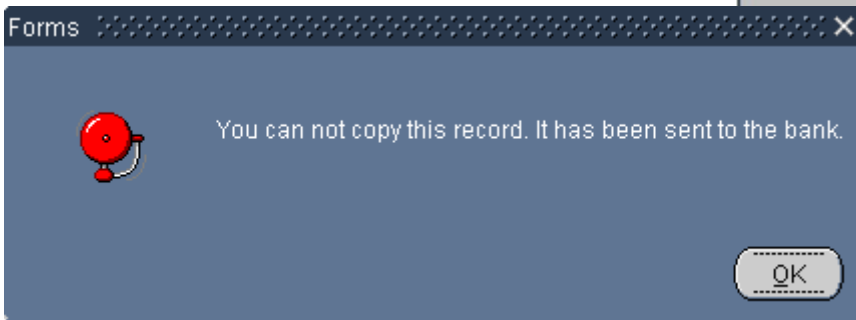
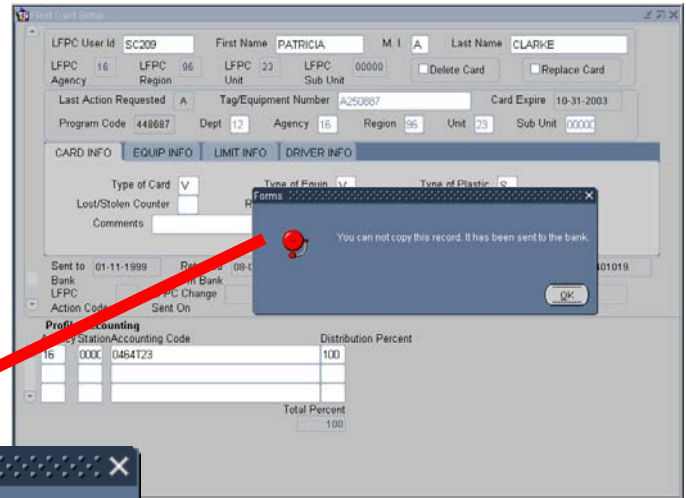


**Notes:**

**b. System Edits**

If data is entered incorrectly, or an attempted function is not allowed, the system will generate an error message. Error messages appear in dialog boxes and provide information that will help you determine how to proceed.

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



Click **OK** to close the error message.



In this example, the error message indicates that you can not perform the attempted operation. Other messages may prompt you to provide required information.

**Notes:**

## II. User Messages



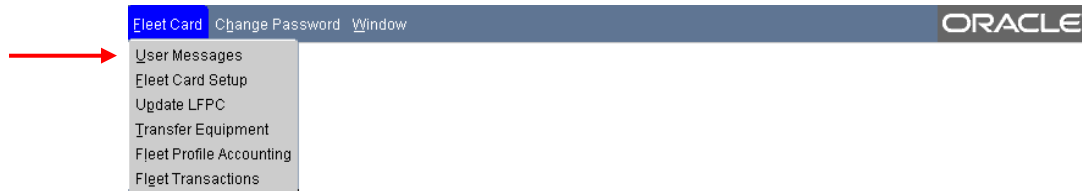
**Please turn off your monitor and give your attention to the instructor.**

### a. Oversight Tool

The User Message system is an oversight tool that monitors PCMS transactions. This tool assists LFPCs 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. User Messages Window

To access the User Messages window, click **Fleet Card** on the main menu and select **User Messages**.



This window enables LFPCs to view user messages regarding fleet transactions for the vehicles\equipment associated to their PCMS account.

Fields summary:

<i>Fieldname</i>	Description
<b>Note:</b> All fields can be queried except <b>Messages Not Read</b> .	
<b>Tag\Equipment Number</b>	The Tag\Equipment number as it appears on the fleet card. A List of Values is available for this field.
<b>Program Code</b>	Program Code (448687 is the only code used by Fleet).
<b>Dept</b>	The code of the Department where the Fleet card will reside.
<b>Agency</b>	The code of the Agency where the Fleet card will reside.
<b>Voyager\Aviation Number</b>	The Fleet Card Voyager\Aviation account number.
<b>Region</b>	The region where the Fleet Card will reside.
<b>Unit</b>	The unit where the Fleet card will reside.
<b>Sub-Unit</b>	The sub-unit where the Fleet card will reside.
<b>Message Date</b>	The date the message was generated.
<b>Message Status</b>	The message status: <i>Unread</i> or <i>Read</i> .
<b>Messages Not Read</b>	The number of unread messages.
<b>Message</b>	User Message and Statistical Sampling information appears here.
<b>Comments</b>	LFPC enters any comments as to the resolution of an alert or in responding to a statistical sampling.
<input type="button" value="View Transaction"/>	Click this button to view the transaction and respond to the User Message or Statistical Sample request.

**c. User Message Details**

The system generates user messages as part of an effort to identify possible card misuse or fraud. These messages are sent to the LFPC when a transaction meets a predetermined condition. The LFPC should review the transaction and investigate and determine whether the card was used inappropriately. The LFPC may request the Fleet card user’s assistance during the review process.

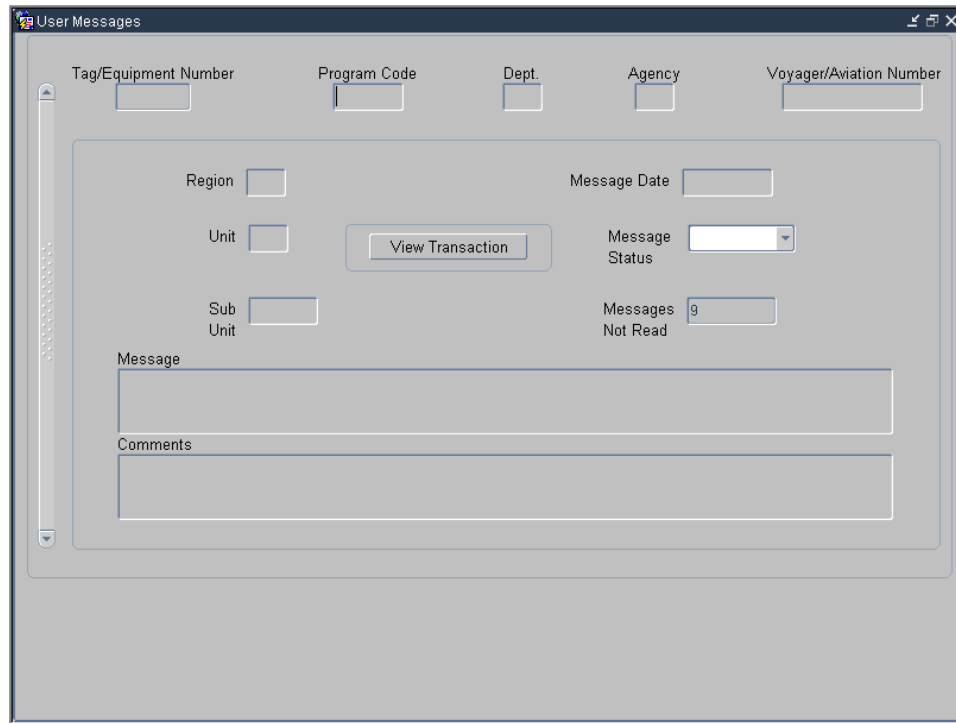
**User messages are listed below:**

<ul style="list-style-type: none"> <li>▪ Profile Accounting changed more than twice in the month.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Purchase made on holiday.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Transaction in dispute 45 days. All dispute documentation must be sent to the bank within 60 days from purchase date.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Invalid product code.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Card has been reported lost or stolen 3 or more times.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Tag Number xxxxxxxx is not in PROP. Please enter Tag Number into PROP.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Charges to aircraft for fuel other than product codes 25 and 27 which are AV gas and Jet Fuel for an aircraft card.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Limit exceeded messages.</li> </ul>
<ul style="list-style-type: none"> <li>▪ More than one Fleet card transaction for the same vendor.</li> </ul>
<ul style="list-style-type: none"> <li>▪ This transaction has been selected for statistical sampling.</li> </ul>


**Notes:**

**d. Querying messages**



When you access User Messages, the system automatically queries all unread messages for the LFPC user ID currently logged into PCSM. A list of vehicle/equipment numbers is generated in the **Tag/Equipment Number** field. Use the scroll bar to navigate through the records or click **Record** on the menu bar and select **Next** or **Previous**.



**Query all messages:**

- Click  on the command bar twice.



**Query specific messages or group of messages:**

- Click  on the command bar
- Enter data into any one of the query fields
- Click  again



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

**Query Read or Unread Messages Only:**

- Click  on the Command bar to clear all fields
- Change Message Status field to R or U
- Click  again.

**e. Reading and responding to messages**

To view the transaction associated with the User Message, click  .



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 window opens.

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 generated the User Message. If further assistance is required to resolve the issue contact the AFHC.



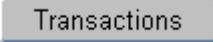
The AFHC will determine the nature of the problem and who to contact for a resolution. Procurement system problems should be raised with PSD. Procurement policy issues should be raised with the Policy Division. Issues concerning the Bank should be raised with PSD, not taken directly to the Bank.

The screenshot shows a software window titled "Transaction Details And Disputes Screen". It contains several sections:

- Query on Card Trans:** Includes a "Query By Date" checkbox, "From Date" (08-21-1998), "To Date" (05-24-2006), "Sort Order" (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. The first row is highlighted with a blue background and has a "Dispute" button to its left. The data in this row is: Tag/Equipment No: A313869, Voyager/Aviation Acct No: 86990179365254, Action Code: D, Merchant Name: WINE COUNTRY MARKET 040, Re No: 24.
- Transaction Accounting:** A table with columns: Agency Code, Acctg Station, Acctg Class Code, Treas Symbol, Object Class, and Distribution Amount. The first row contains: Agency Code: 11, Acctg Station: 0503, Acctg Class Code: 901601, Treas Symbol: (blank), Object Class: 2614, Distribution Amount: \$33.07.


To view transaction details place the cursor in the line of the specific transaction in the **Card Transactions** area of the window and click **Trans Detail** .

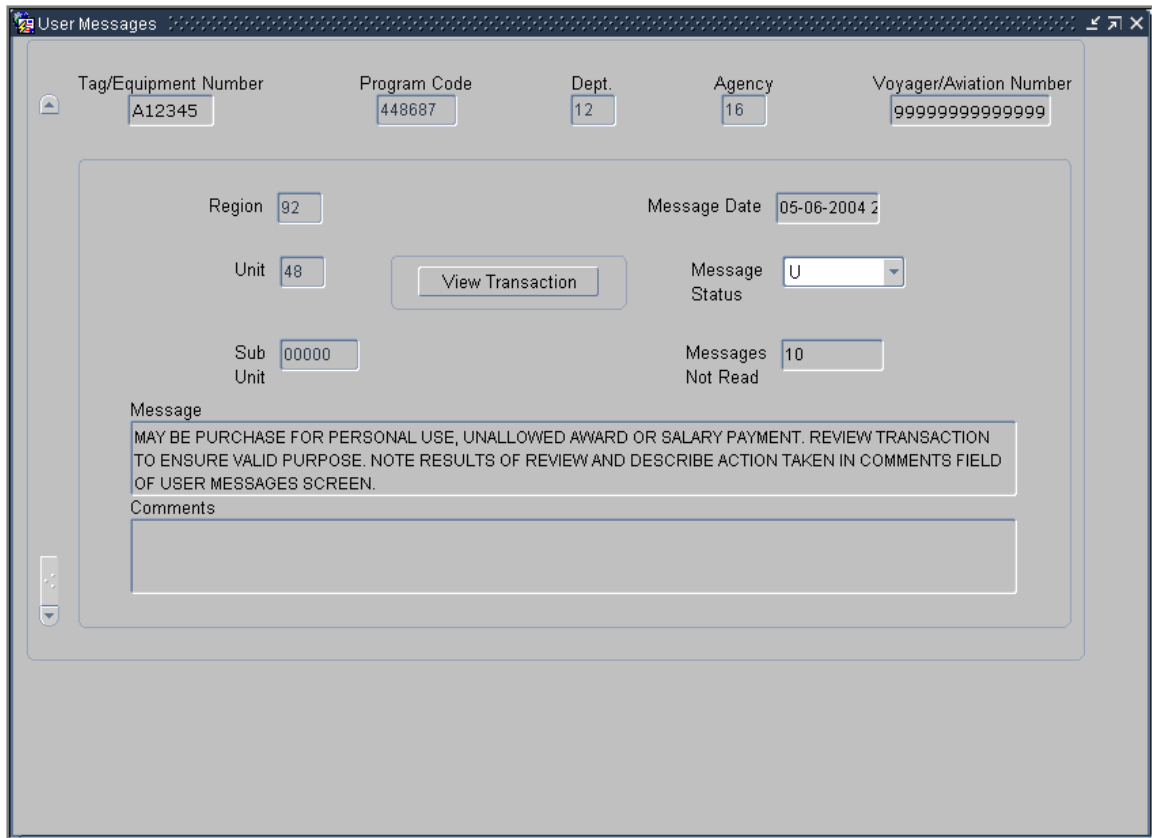
View the transaction details:

To return to the Card Transactions window, click  .

To return to the User Messages window, click **Action** on the command menu and select **exit**.

**Notes:**

To close a User Message, return to the User Message window and change the **Message Status** field to **R**, enter any necessary details of the resolution in the **Comments** field and click  on the command bar.



The screenshot shows the 'User Messages' window with the following data:

Tag/Equipment Number	Program Code	Dept.	Agency	Voyager/Aviation Number
A12345	448687	12	16	999999999999999

Region	92	Message Date	05-06-2004 2
Unit	48	Message Status	U
Sub Unit	00000	Messages Not Read	10

**Message:**  
MAY BE PURCHASE FOR PERSONAL USE, UNALLOWED AWARD OR SALARY PAYMENT. REVIEW TRANSACTION TO ENSURE VALID PURPOSE. NOTE RESULTS OF REVIEW AND DESCRIBE ACTION TAKEN IN COMMENTS FIELD OF USER MESSAGES SCREEN.

**Comments:**

**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 **U** to **R**.
7. Save the User Message.
8. Exit user message window.

**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 transaction randomly selected for statistical sampling purposes. The LFPC will receive this message to review the transaction and complete the statistical sampling survey. The statistical sampling results are used to help identify potential fraud, waste and abuse.

**b. Statistical Sampling Window**

The following message indicates a transaction selected for statistical sampling:

*This transaction has been selected through statistical sampling for audit. Please click on “View Transactions” answer all questions enter a comment and mark read.*

Click  on the User Message window. The Audit Stat Sampling Window opens displaying transaction detail and the sampling survey. Contact the actual vehicle user to validate the authenticity and complete the sampling survey.

The screenshot shows the 'Audit Stat Sampling' window with the following data:

Tag/Equipment No	Dept	Agency	Region	Unit	Sub Unit	Date	Amount
A123456	12	16	96	23	00000	01-15-2004	19.74

Merchant Name	Product Code Description	Voyager/Aviation No
MALLARD MART 025		99999999999999

Agency	Station	Accounting Code	Object Class	Dist Amount
16		0464T23	2616	19.74
<b>Total</b>				19.74

**Audit Comments**

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.



**c. Responding to a Statistical Sample**

To respond to a Statistical Sample enter **Y** or **N** to indicate “yes” or “no” for each statement found in the lower portion of the window.

- 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.

It is a mandatory requirement to enter comments, in the “Audit Comments” field, to explain any information that cannot be verified.

After providing the information requested:

1. Click  on the command bar to update the database
2. Return to the User Messages window (click **Action** on the main menu and select **Exit**)
3. Change the **Message Status** field to **R** and provide details in the **Comments** field
4. Click  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 an error message:

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 LFPCs?

- c. After reading a user message how do you ensure that it does not appear for review again?

- d. Why will an LFPC receive a user message?

- e. How frequently should you respond to your messages?

- f. What is the purpose of a Statistical Sample?