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Pacing Guide - PCMS APC\LAPC Training

The table below contains a Pacing Guide for delivery of the PCMS APC\LAPC Course using the materials provided. This Guide is intended to serve as a planning tool for instructors, and is not proscriptive in nature. It is constructed around an 8-hour training day, including breaks and a meal hour. Instructors should alter time intervals to accommodate students, facility limitations or any other relevant factors.

Day 1

Topic / Event	Duration	Begin	End
Course Introduction & Orientation	:10	9:00	9:10
Ice Breaker	:20	9:10	9:30
Lesson 1	:60	9:30	10:30
Break	:10	10:30	10:40
Lesson 2	:50	10:40	11:30
Lesson 3	:50	11:30	12:20
Lunch	:60	12:20	1:20
Lesson 4	:90	1:20	2:50
Break	:10	2:50	3:00
Lesson 5	:80	3:00	4:20
Break	:10	4:20	4:30
Lesson 6	:30	4:30	5:00

Day 2

Topic / Event	Duration	Begin	End
Course Introduction & Orientation	:10	9:00	9:10
Ice Breaker	:20	9:10	9:30
Lesson 7 - CAMS	2:00	9:30	11:30
Lunch	:60	11:30	12:30
Lesson - SAMS	:90	12:30	2:00
Break	:10	2:00	2:10
Lesson - SAMS	:90	2:10	3:40
Break	:10	3:40	3:50
Final Assessment	:40	3:50	4:30



Lesson 1: *PCMS Introduction*

Lesson Description

The Introductory lesson is intended to provide PCMS LAPC's and APC's with background information regarding PCMS processes, so they understand how different roles contribute in the procurement workflow, as well knowing what is expected of the Cardholder, the LAPC and the APC and how to identify sources of help if necessary. This lesson will establish the basis of knowledge on which to build in subsequent lessons.

Training Objectives

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

1. To describe how Cardholder, LAPC and APC responsibilities contribute to the Purchase Card Management workflow.
2. To state the consequences of misuse of the card.
3. To discuss in broad terms the functions a Cardholder, LAPC and APC performs.
4. To list proper and improper use of purchase cards and convenience checks.
5. Identify where self-help information is located.

Methodology

This lesson will be delivered using a combination of lecture and presentation, and discussion. Group discussion and trainee interaction will be used to stimulate recall of policy information and establish a knowledge base on which to build in subsequent lessons.

References

None.

Enclosures

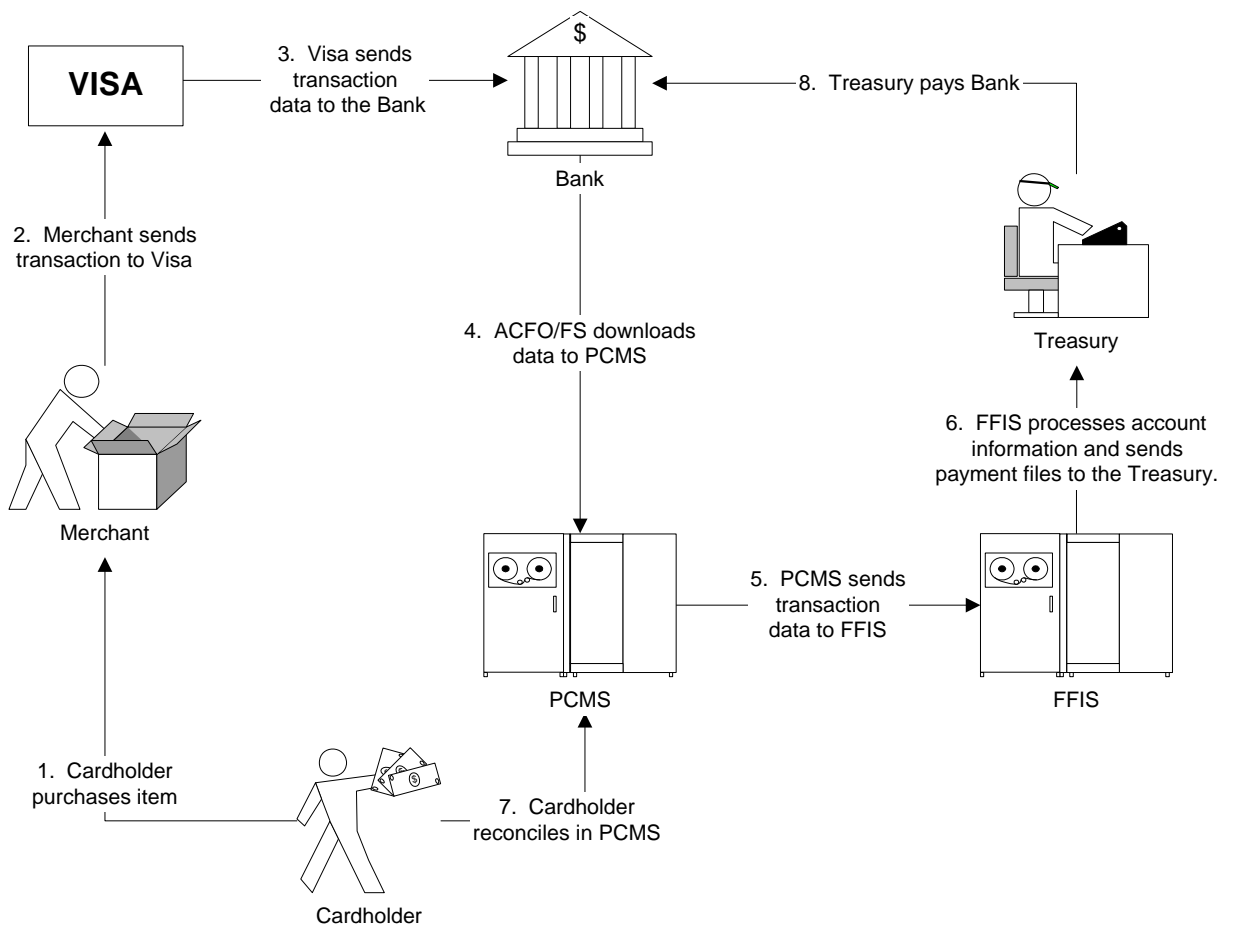
- (1) APC\LAPC PCMS User's Guide, USDA\PMT, September 2005;
- (2) APC\LAPC Purchase Card Program Guide, USDA\PMT, September 2000;
- (3) APC\LAPC PCMS Quick Guide for Managing Purchase Cardholder Accounts, USDA\PSD, February 2003;

I. Overview of PCMS

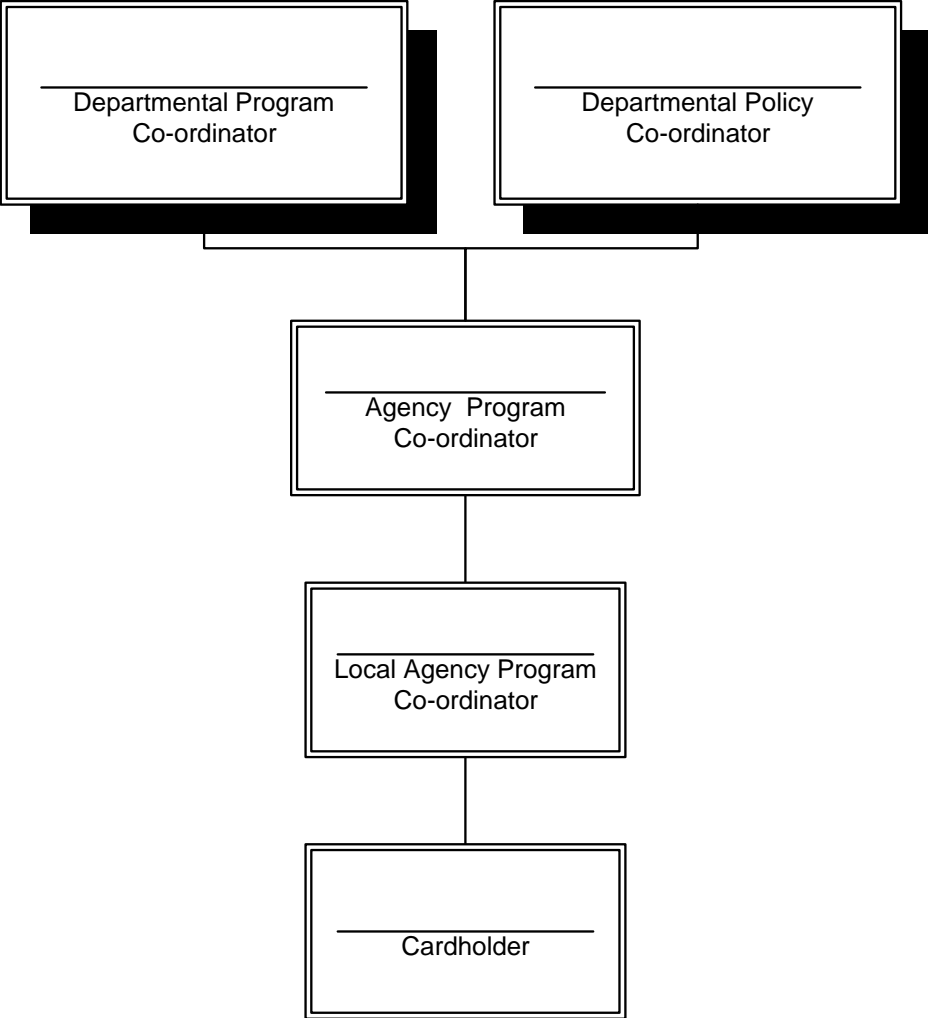
a. What is PCMS?

The Purchase Card Management System (PCMS) is the application through which the Bank of America and the USDA communicate to reconcile, manage and pay procurement transactions. The Bank of America is authorized by GSA to issue purchase cards and convenience checks to designated USDA personnel, such as Cardholders, to make purchasing a more streamlined process.

Daily, ACFO\FS downloads purchase card transaction data from the bank. Automated transaction transfers are made to the Federal Foundation Information System (FFIS), where the payment process commences by processing account information. Payment files are then sent from FFIS to the Treasury, from which payments are made to the Bank for purchases billed. The cardholder reconciles transactions through PCMS.



b. Purchase Card Program Hierarchal Structure



DPC – The Program Co-ordinator manages the USDA Purchase Card Management system. Establish APC’s and provide training and guidance. The Policy Co-ordinator manages Purchase Card policy issues.

APC – Oversee PCMS operations and establishes procedures and policies at the Agency level. Establish LAPC’s. Liaison with the DPC.

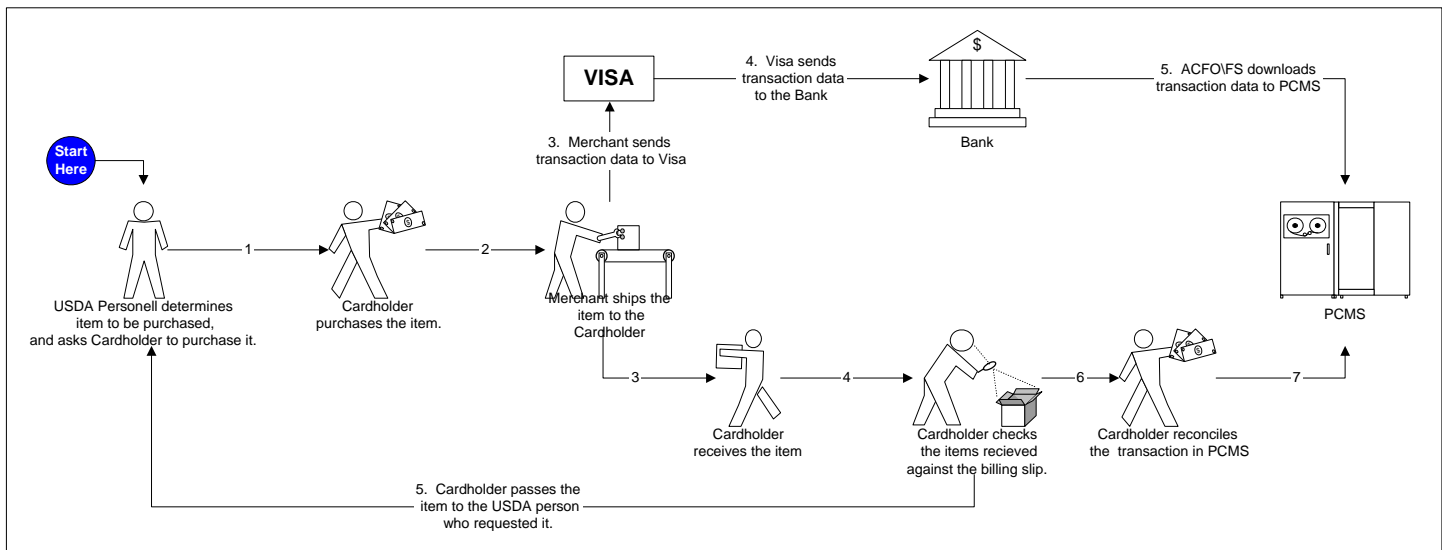
LAPC - Maintains PCMS daily operation and ensures cardholders adhere to policy. Facilitates establishment of Cardholders, and provides training and guidance within their designated area.

CH – Purchases authorized items for USDA and Reconciles transactions in PCMS.

II. Cardholder Role and Responsibilities

a. Workflow

Below is a depiction of the procurement workflow as it involves the Cardholder.



b. Cardholder Benefits and Responsibilities

The Cardholders role is simply to purchase items on behalf of USDA personnel and ensure that all items have been received and the funds used for payment have been allocated correctly.

The benefits a cardholder provides to their team are:

- Ability to purchase requested items immediately;
- Simplified procedure for those requiring the items;
- Increased efficiency;

The responsibilities of the cardholder are:

- Use the card within spending limits and Agency \ Departmental policies;
- Keep the purchase card, checks and PCMS password secure;
- Maintain documentation of purchases made;
- Reconcile transactions in a timely manner and ensure all account information is correct;
- Obtain all required information from the merchant at the time of making the purchase;
- Investigate and resolve questionable or disputed transactions;
- Return the purchase card and convenience checks to the LAPC when leaving their position;
- Provide their Supervisor with periodic reports of purchase card and convenience check transactions. Supervisors shall review reports quarterly (or more frequently if required by agency procedures);

c. Proper and improper use of Purchase Cards and Checks

DO's	DON'T's
<ul style="list-style-type: none"> ▪ Make purchases for official purposes only. 	<ul style="list-style-type: none"> ▪ Exceed your single or monthly purchase limits.
<ul style="list-style-type: none"> ▪ Keep your card, checks and PCMS password secure. 	<ul style="list-style-type: none"> ▪ Split transactions.
<ul style="list-style-type: none"> ▪ Reconcile transactions frequently (minimum of every 30 days). 	<ul style="list-style-type: none"> ▪ Use the card or check to make personal purchases.
<ul style="list-style-type: none"> ▪ Pay sales tax if requested by Merchant. First, inform the Merchant the purchase is for the USDA and provide a tax exemption letter available at www.fss.gsa.gov/services/gsa-smartpay/taxletter 	<ul style="list-style-type: none"> ▪ Use it to provide salary payments.
<ul style="list-style-type: none"> ▪ If using convenience checks to make a purchase, obtain the Merchant's TIN or USDA employee's number. 	<ul style="list-style-type: none"> ▪ Use it to make cash and/or travel advances.
<ul style="list-style-type: none"> ▪ Use the Purchase card first, and use checks only when the card is not accepted. 	<ul style="list-style-type: none"> ▪ Use it to make cash awards.
<ul style="list-style-type: none"> ▪ Immediately notify the Bank of a lost or stolen card. 	

Notes:

d. Cards vs. Checks

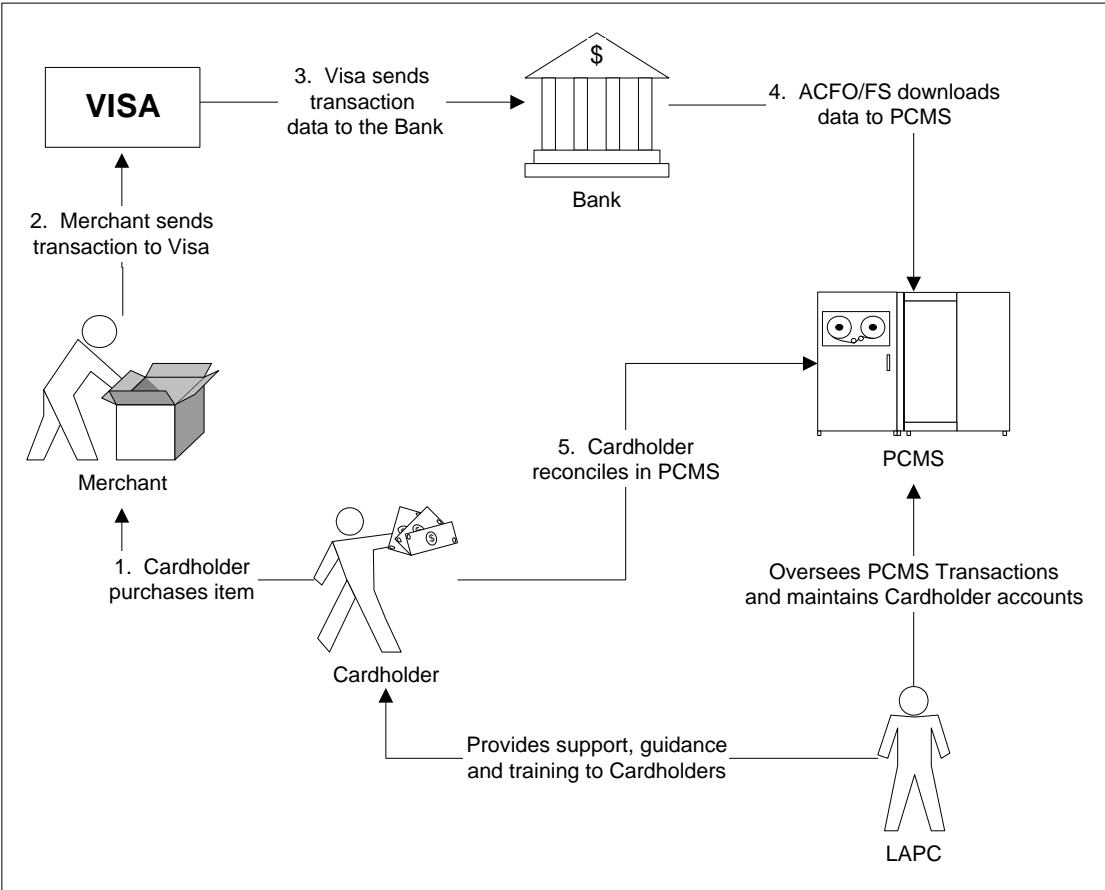
- Convenience checks are authorized for use only:
 - When a merchant will not accept a purchase card;
 - Emergencies where the card is not a viable solution;
 - At least one of the Debt Collection Improvement Act (DCIA) waivers are satisfied;
- The Cardholder must obtain a Merchant's Tax ID Number (TIN) when using a check, this must be entered into PCMS when reconciling the transaction;
- Convenience check transactions are reconciled using the same process as transactions made using a Purchase Card, but cannot be disputed;

Notes:

III. LAPC Role and Responsibilities

a. Workflow

Below is a depiction of the procurement workflow as it involves the LAPC.



b. LAPC Role

What can the Cardholder expect from their LAPC?

- Training, guidance and support;
- The LAPC will work with the Cardholder, and the APC to resolve transaction issues;
- Monitoring PCMS transactions at the end of the month to ensure they have been reconciled at least every 30 days by cardholders;
- The LAPC will perform audits on transactions if they receive notification of possible incorrect or inappropriate use of a purchasing card;
- Change Cardholder’s single or monthly purchase limits if necessary;
- Remove Cardholder privileges if transactions are not reconciled within 30days;

c. Other Responsibilities

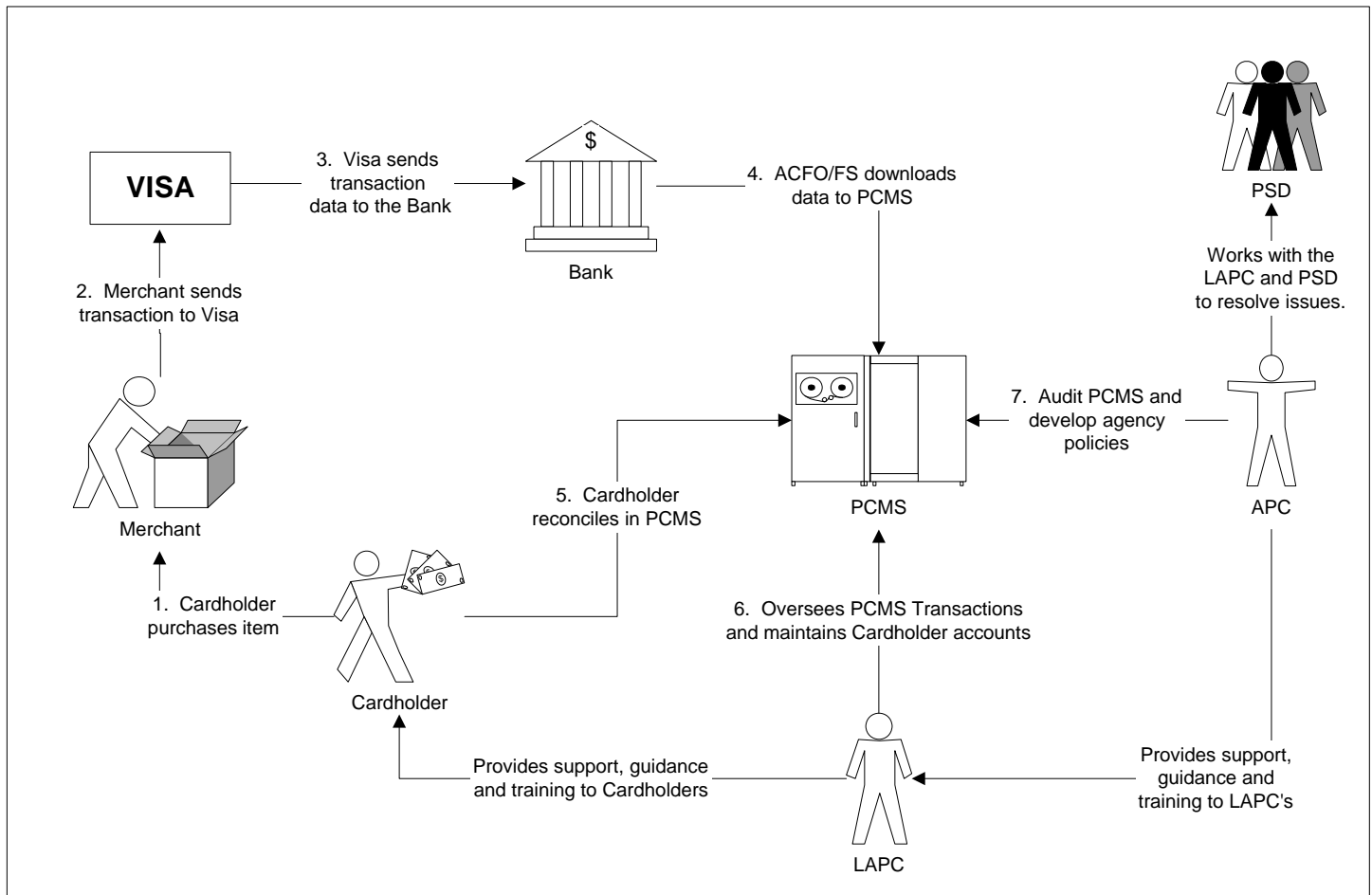
- Monitor day to day operations of the purchase card program at their designated site;
- Report fraud, waste and abuse in accordance with agency procedures;
- Establish and update Cardholder information in PCMS and the Security Access Management System (SAMS);
- Distribute program literature to Cardholders;
- Reconcile transactions on behalf of Cardholders when necessary;
- Reset Cardholder password;

Notes:

IV. APC Role and Responsibilities

a. Workflow

Below is a depiction of the procurement workflow as it involves the APC.



b. APC Role

What can the LAPC expect from their APC?

- Training, guidance and support;
- The APC will work with the LAPC and PSD to resolve transaction issues;
- In the absence of an LAPC the APC will cancel purchase cards upon a Cardholder’s termination;
- The APC will notify the LAPC of program non-compliance issues and will assist the LAPC in enforcing non-compliance measures;

c. Other Responsibilities

- Responsible for managing the purchase card program in their designated agency;
- Establish and maintain agency-wide communications;
- Establish agency-unique purchase card policies and procedures when necessary;
- Conduct agency-wide oversight of the purchase card program;
- Meet with the DPC to address issues with the purchase card program;
- Establish LAPC's in PCMS and SAMS;
- Develop program literature and materials, and distribute to LAPC's;
- Audits program compliance;
- May identify PCMS application problems or possible enhancements, and submits Change Requests (CR) to PSD for consideration and implementation;
- Reset CH passwords if the LAPC is not available;

Notes:

V. DPC Role

a. DPC System Role

What can the APC expect from their DPC?

- Training, guidance and support;

b. Other Responsibilities

- Manages the USDA Purchase Card System;
- Establishes APC's;
- Issues Bulletin Board messages;
- Develops purchase card program literature and materials for department-wide use;
- Drive future programs applications and enhancements;

Notes:

VI. Information Sources

a. **User manuals**

The PCMS Cardholder User Manual is available for download on the USDA website at: <http://www.usda.gov/procurement/card/pcms/training.htm#chtraining> under the ‘Cardholder Training Materials’ section.

The APC\LAPC PCMS User’s Guide is available for download on the USDA website at: <http://www.usda.gov/procurement/card/pcms/training.htm#apctraining> under the ‘APC\LAPC Training Materials’ section.

b. **Quick guides**

Quick guides to assist Cardholder’s, APC’s and LAPC’s with specific PCMS issues are available for download on the USDA website at:

<http://www.usda.gov/procurement/card/pcms/training.htm>

c. **DR 5013-6**

The Departmental Regulation regarding Micro-Purchase policy is available for download at: <http://www.usda.gov/procurement/card/pcms/training.htm#chreference> under the ‘Cardholder Reference Materials’ section.

d. **Policy Guides**

The PCMS Cardholder policy guide is available for download on the USDA website at: <http://www.usda.gov/procurement/card/pcms/training.htm#chreference> under the ‘Cardholder Reference Materials’ section.

The APC\LAPC Purchase Card Program Guide is available for download on the USDA website at: <http://www.usda.gov/procurement/card/pcms/training.htm#apcreference> under the ‘APC\LAPC Reference Materials’ section.

e. **FAQ’s**

Purchase card frequently asked questions and answers can be found on the USDA website at: <http://www.usda.gov/procurement/card/pcms/faqs.htm>

f. **APC**

Your APC should always be the LAPC’s first point of contact. They will escalate an issue if necessary, and contact the helpdesk or DPC if required.

Your area APC is:

Contact details:

VII. Summary and Review.



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



Lesson 2: Accessing and Navigating PCMS

Lesson Description

Lesson 2 will equip APC's and LAPC's with knowledge and information necessary to successfully access PCMS, navigate the menus and screens. Becoming familiar with the PCMS screens and layout will provide the APC\LAPC with a foundation on which to build specific knowledge in subsequent lessons.

Training Objectives

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

1. Demonstrate accessing PCMS and maintaining passwords.
2. Navigate PCMS using menus and tools.

Methodology

This lesson will be delivered using a combination of lecture, demonstration and Instructor-led exercises. Practical exercises and testing will be utilized to measure the level of individual and group achievement of the Training Objectives outlined above, and the overall effectiveness of this training program.

References

None.

Enclosures

- (1) APC\LAPC PCMS User's Guide, USDA\PMT, September 2005;
- (2) Cardholder PCMS Quick Guide for Reconciling Purchase Card Transactions, USDA\PSD, September 2001;

I. Logging On\Off PCMS



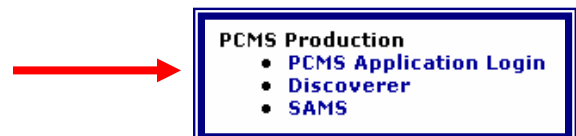
Please turn off your monitor and give your attention to the instructor.

a. Opening the PCMS Application


The PCMS application is web based. To open the application, open an Internet Explorer browser and access the USDA PCMS web page at <http://www.nfc.usda.gov/corporate/PCMS.htm>.

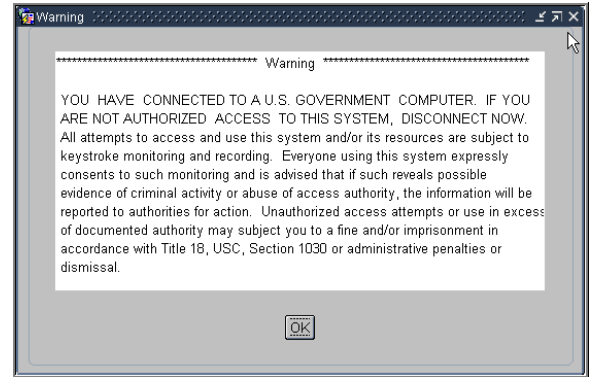
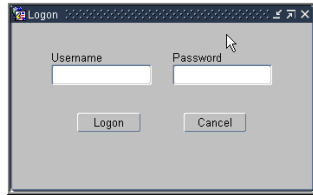
The screenshot shows the USDA PCMS website. At the top, it says "USDA United States Department of Agriculture Corporate Systems". Below this is a banner with images of a tree, a field, a lightning bolt, and a ladybug. A "Home" button is visible. On the left, there is a "Browse by Subject" menu with options: CPAIS, IAS, PCMS, ETS, and TRAVEL BRIDGE SOLUTION. The main content area is titled "Purchase Card Management System (PCMS)" and contains several links: "PCMS Desktop Setup Procedures", "Download Oracle JInitiator 1.3.1.17", "Instructions for Uninstalling PCMS Client/Server Software (Non Forest Service)", and "Instructions for Uninstalling PCMS Client/Server Software (Forest Service Only)". Below these are three sections: "PCMS Production" with links for "PCMS Application Login", "Discoverer", and "SAMS"; "PCMS Training" with links for "PCMS Application Login", "Discoverer", and "SAMS"; and "PCMS Quality Assurance" with links for "PCMS Application Login", "Discoverer", and "SAMS". On the right, there is an "Announcements and Events" sidebar with a notice for "ATTENTION PCMS USERS: Before accessing PCMS for the first time, be sure to read the PCMS Desktop Procedure. It contains important information about configuring your browser for best results." The footer contains links for FOIA, Accessibility Statement, Privacy Policy, Non-Discrimination Statement, Information Quality, FirstGov, and White House.

1. Click on the active **PCMS Application Login** link under the **PCMS Production** heading in the center of the window.



An Oracle Forms Runtime window will open in another browser.

- Click  on the security message.
The Logon dialog box opens.



In production you will use the PCMSv5 Prod database. In training you will use the PCMSv5 Training Database.

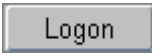
You must be logged onto the network to access the transaction data on the server.

If the application cannot be opened:

- The Cardholder will inform their LAPC;
- The LAPC or APC should contact the PCMS Helpdesk;

b. Logging ON

A PCMS UserID and Password will be provided by the APC to the LAPC, and by PSD to the APC, at the completion of APC\LAPC training, to enable access to the Production Database. For training purposes please use the training ID and password provided by your instructor to log on to the training database.

- Enter your username and password in the logon dialog box and click  .

The Main Window opens.



If you experience problems logging on to PCMS:

- Check your UserID and Password are correct;
- The LAPC should contact their APC;
- The APC should contact the PCMS helpdesk;

c. Logging OFF

To exit PCMS, click .

or

Click the 'X' in the top right hand corner of Internet Explorer browser.



Clicking the 'X' on the main window will not close the application.

Notes:

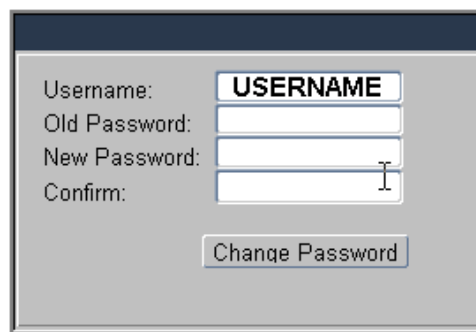
II. Passwords



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

a. **How to change a system password.**

Click **Change Password** on the PCMS main menu at the top of the screen. The change password dialog box opens with your username displayed.



Type your old password and then your new one. Type the new password once again to confirm you've entered it correctly. Note that the passwords will appear as asterisks. Click **Change Password**. Your new password will be in effect the next time you log on to PCMS.

The following are password requirements:

- A password must be at least 6 alphanumeric characters in length
- Must start with a letter
- Must include at least one number
- Cannot contain spaces
- Must be different by at least 3 characters from the previous password

Every 90 days your password expires and must be changed. If your password is within five days of expiring, a notification message will appear every time after you log in to PCMS up until the expiration date.

b. Troubleshooting tips.

If you experience problems logging on please refer to the troubleshooting tips below to try to resolve the problem or determine the likely cause and contact the appropriate person.

Error Message	Explanation	Resolution
Password must be at least 6 characters and include one numeric value.	<ul style="list-style-type: none"> a. UserID or Password may have been entered incorrectly. b. May be a problem with your user account 	<ul style="list-style-type: none"> a. Check you have entered the information correctly. Re-enter details and try to log on again. b. LAPC's contact your APC, APC's contact the PCMS helpdesk, to determine if there is a problem with your account.
Please enter a valid UserID\password.	<ul style="list-style-type: none"> a. Username and password entered three times unsuccessfully, as a result the account has been locked out. b. The PCMS system is down. 	<ul style="list-style-type: none"> a. LAPC's contact your APC, APC's contact ACFO\FS helpdesk, to remove the locked status b. LAPC's contact your APC, APC's contact the PCMS helpdesk
Password not changed.	The 90 days has expired and you didn't change your password. You will not be able to log onto the system as your old password is no longer valid	LAPC's contact your APC, APC's contact the PCMS helpdesk, to reset your password.
Password cannot be reused.	The new password is the same as the previous password.	<ul style="list-style-type: none"> a. Try to change the password again ensuring the new password has at least 3 characters different from the previous password. b. LAPC's contact your APC, APC's contact the PCMS helpdesk to determine if there is a problem with the account.

Notes:

c. Password Security

- i. Select a password you will remember and keep it secure;
- ii. DO NOT give your PCMS password to any other person;
- iii. If you suspect someone may have access to your password then change it;
- iv. Account lockouts occur to prevent people from trying to guess your password;
- v. Unique passwords are required to keep your password more secure;

Notes:**PRACTICAL EXERCISE**

1. Log on to PCMS Training Database using the trainee UserID and Password provided to you by your instructor.
2. After logging on change your password to: trainee
3. Log out of PCMS.
4. Log on to PCMS again using your new password.

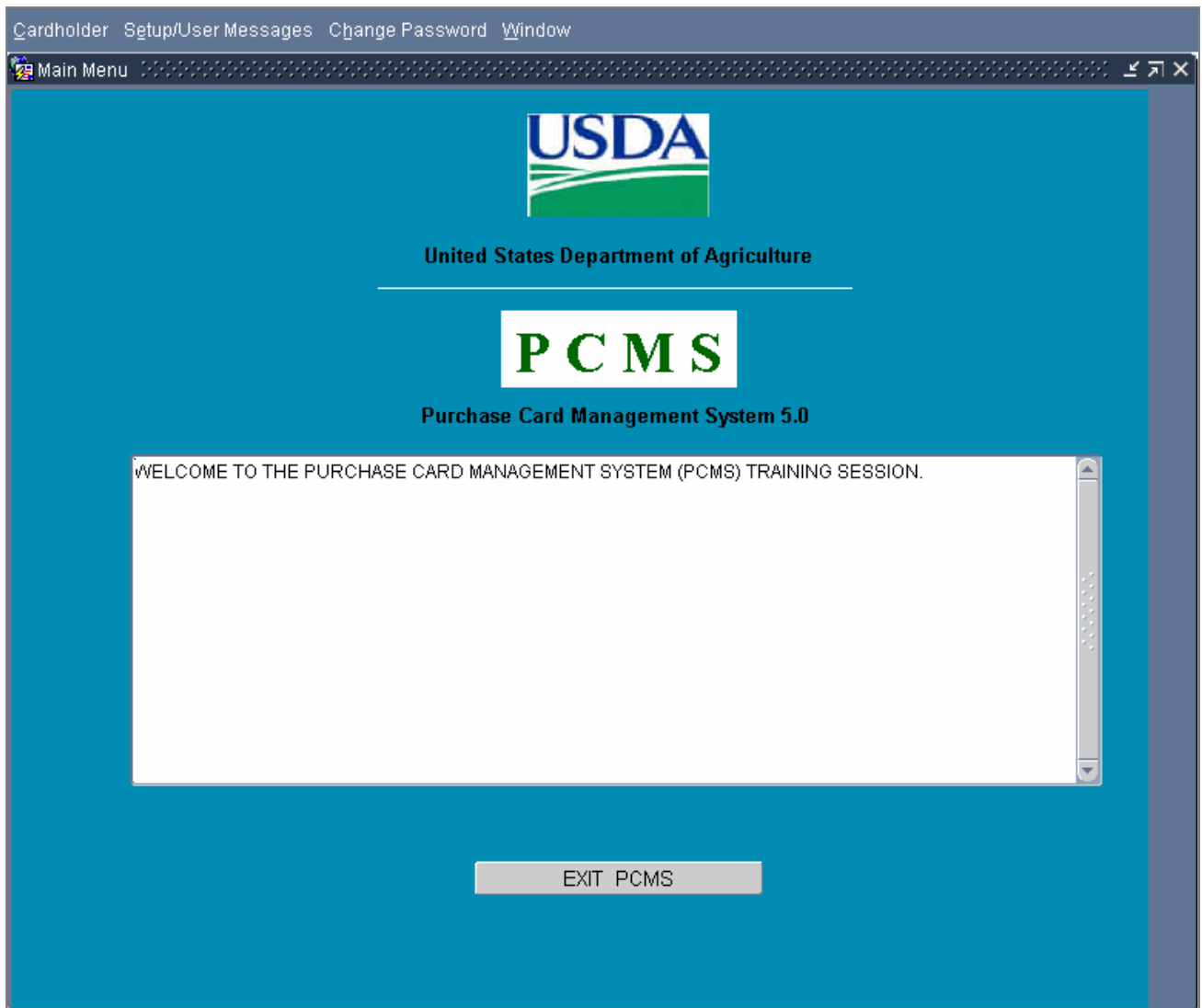
III. Menu's



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


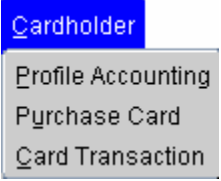

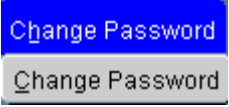
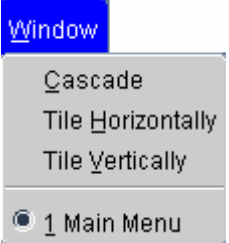
a. Main Window

This is the main window in PCMS. The bulletin board located in the center of the window provides up to date news about PCMS. For example, this message indicates which database you are connected to.



b. Main Menu

The main menu provides access to the major functions of PCMS.

		ORACLE
Cardholder		Provides options for PCMS Cardholders to reconcile transactions and perform related functions, such as changing profile accounting and reviewing Purchase Card details.
Setup/User Messages		Establish and maintain Cardholder records, and read User Messages.
Change Password		Change PCMS passwords.
Window		Customize the Window display. Navigate between open windows.

Notes:

c. Navigation Quick Guide

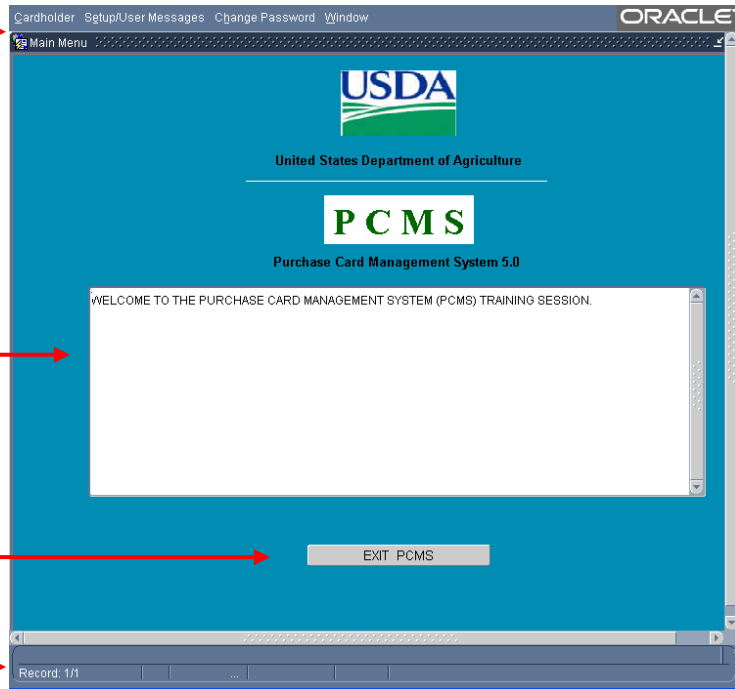
Main Window

Main Menu. Provides access to main functions in PCMS.

Bulletin Board. Displays news and messages about PCMS.

Exit Button. Closes application

Status Bar. Displays messages about the status of the current window.



Form Window

Form Sub-Menu. Appears when you open a window from the main menu.

Command Bar. Provides buttons to initialize or confirm actions.

Status Bar. Provides messages about the status of the current window.

Busy Signal. Line scrolls across the right side of the status bar when the system is retrieving data.

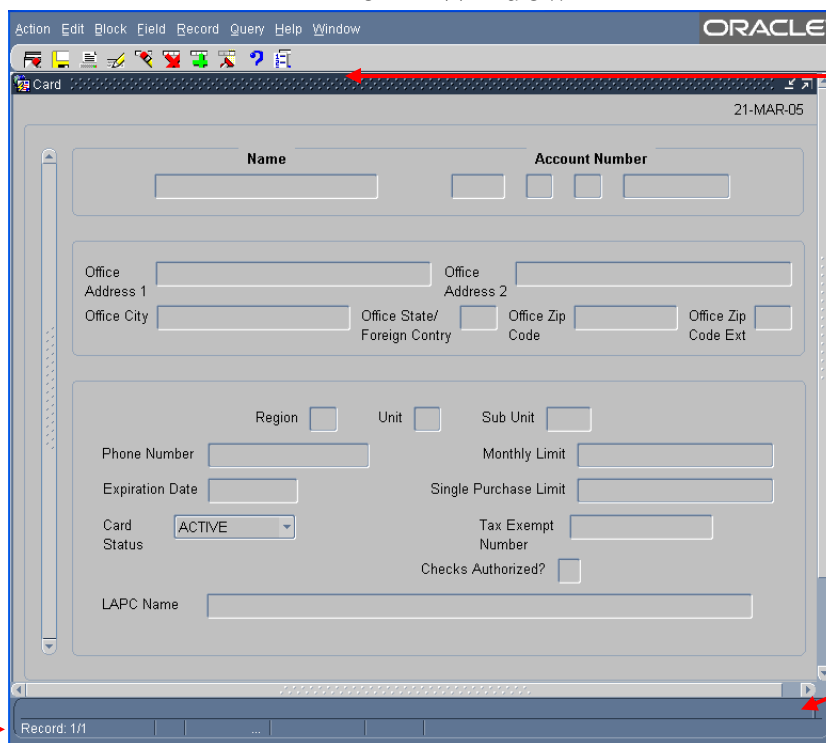
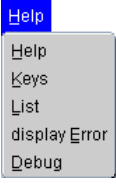
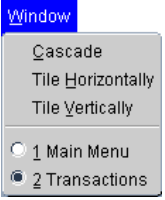


Figure 2 Form Window

d. Sub Menu

The sub-menu appears when you select one of the options from the Cardholder menu. This menu provides options for performing data query and data entry functions.

Action Edit Block Field Record Query Help Window		ORACLE
Action	<ul style="list-style-type: none"> Action Clear Form Save Print Exit 	Options to take action on a transaction, such as save data or print.
Edit	<ul style="list-style-type: none"> Edit Cut Copy Paste Edit 	Options to edit text in the selected field.
Block	<ul style="list-style-type: none"> Block Previous Next Clear 	Options to move between major sections of the window.
Field	<ul style="list-style-type: none"> Field Previous Next Clear 	Options to move the cursor between fields.
Record	<ul style="list-style-type: none"> Record Previous Next scroll Up Scroll down Clear Remove Insert Lock 	Options to navigate and manipulate transactions.
Query	<ul style="list-style-type: none"> Query Enter execute Last criteria Cancel count Hits Fetch next set Find 	Options to query the data and find records matching search criteria












<p>Help</p>	 <p>Help Keys List display Error Debug</p>	<p>Options for help and program shortcuts.</p> <p>Note: The Help function is not available at this time.</p>
<p>Window</p>	 <p>Window Cascade Tile Horizontally Tile Vertically <input type="radio"/> 1 Main Menu <input checked="" type="radio"/> 2 Transactions</p>	<p>Options to change how the windows are displayed.</p>

Notes:

IV. Tools

a. Command Bar

The command bar appears on every window for the Cardholder menu options. The command bar contains a row of command buttons that are used to initialize or confirm actions in PCMS.

		
Clear Form		Clears all data in the form.
Save		Saves changes to the database.
Print		Prints the screen.
Edit		Edit a field.
Clear		Removes the transaction information from the screen. Any unsaved changes will be lost. A cleared record is not deleted from the database.
Remove		Removes a line of accounting in the Profile Accounting screen.
Insert		Inserts a new record after the current record.
Find		Search functions.
Help		Displays a brief message about the current field. Note: The Help function is not available at this time.
List		Opens a dialog box for selecting valid field entries. The text, “ <i>List of Values</i> ” appears in the status bar at the bottom of the screen when your cursor is in a field that accepts list values.

Notes:

b. Navigation

There are several options for navigating through information in the PCMS windows.

Moving From Record to Record:

- Click **Record** on the main menu and select **Next** or **Previous** to move between records
- Use the scroll bar on the left of the screen.
- Scrollbars only become active when there is more information than the field can display.

Moving From Field to Field:

- Click **Field** on the main menu and select **Next** or **Previous**
- Use the Tab button on your keyboard
- Click in the field using the mouse



b. Executing a Query

Retrieving information from the database is called executing a query. You can enter a query using the steps described below.

Retrieving All Records:

- Click  on the Command bar twice to query all records attached to the current user ID

Retrieving Specific Records:



- Click  on the Command bar once
- Type the values you want to match in the appropriate fields
- Click  again
- Follow instructions above to navigate through records and fields

Wildcard (%):

The wildcard allows you to search for a partial value. For instance, if you are not certain how a name is spelled when searching on **MERCHANT NAME**, use the wild card to replace single or multiple letters or numbers.

For example, when searching for the Merchant Name “Toshiba” replace “oshiba” with the % to return all records beginning with “T”. You can query with the wildcard three different ways, for example: %oshiba, Tos%, or %osh%. The window will populate with all records matching your search criteria.

c. Lists

Some fields in the PCMS entry windows have lists from which the user may select valid field entries. If *<List of Values>* is displayed in the status bar at the bottom of the window, a list of values is available for the current field. To access the list, click  on the command bar. A dialog box opens displaying the choices for the specific field. Scroll to highlight the item you want to select and click . The dialog box closes and the value appears in the applicable field.

Notes:

V. Summary and Review

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



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

1. Which menu bar is used to be able to customize the window display?

2. What are the steps to changing a password? (Class walks the instructor through the steps)

3. Which menu takes you from the main screen of PCMS to be able to query card transactions? (Class walks the instructor through the steps)

4. If I want to print a screen where are the print options located? (Class walks the instructor through the steps)