



Lesson 5: Messages

Lesson Description

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

Training Objectives

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

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) APC\LAPC PCMS User's Guide, USDA\PMT, September 2005;
- (2) PCMS User Messages / Alerts Training Guide, USDA\PSD, April 2003;

I. System Messages



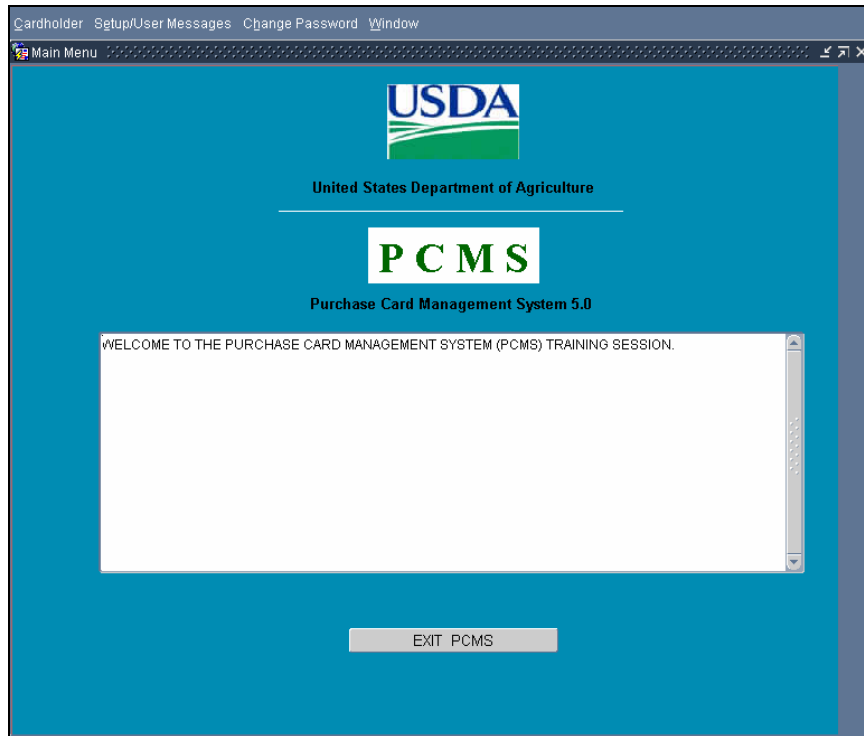
Please turn off your monitor and give your attention to the instructor.

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.

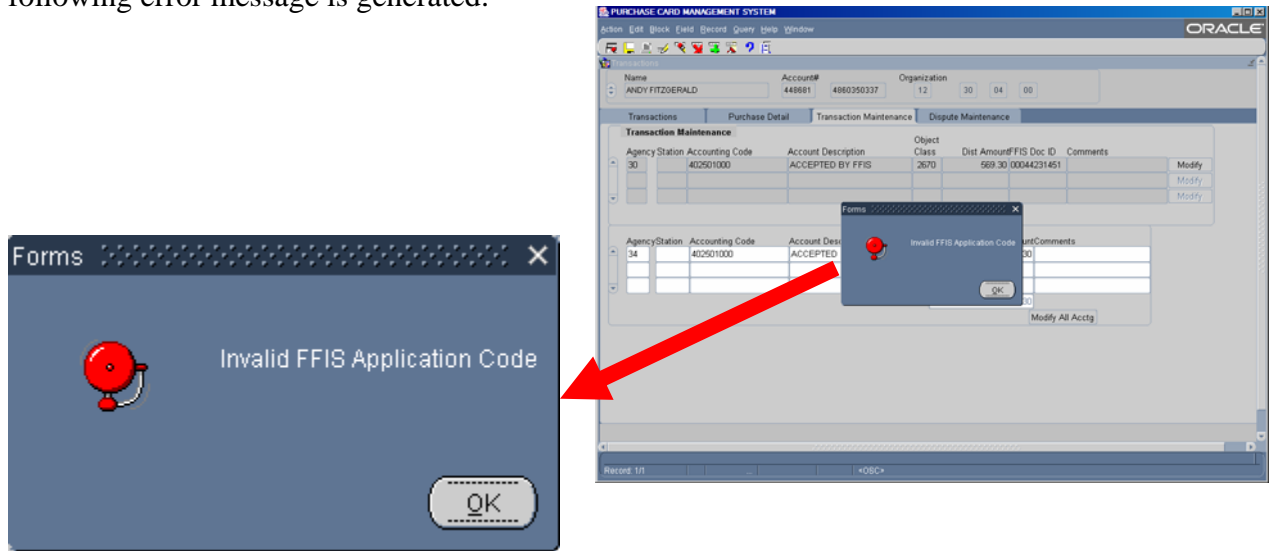


Notes:

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 incorrect account code is entered in the Card Transactions screen the following error message is generated:



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



In this example, the error message indicates that data entered in a field is not recognized by the PCMS system and needs to be corrected.

Notes:

II. User Messages



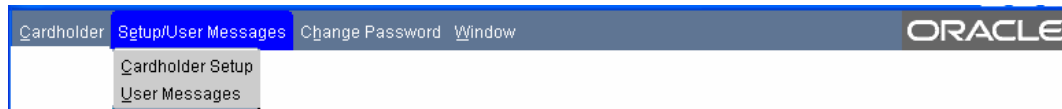
Please turn off your monitor and give your attention to the instructor.

a. Oversight tool

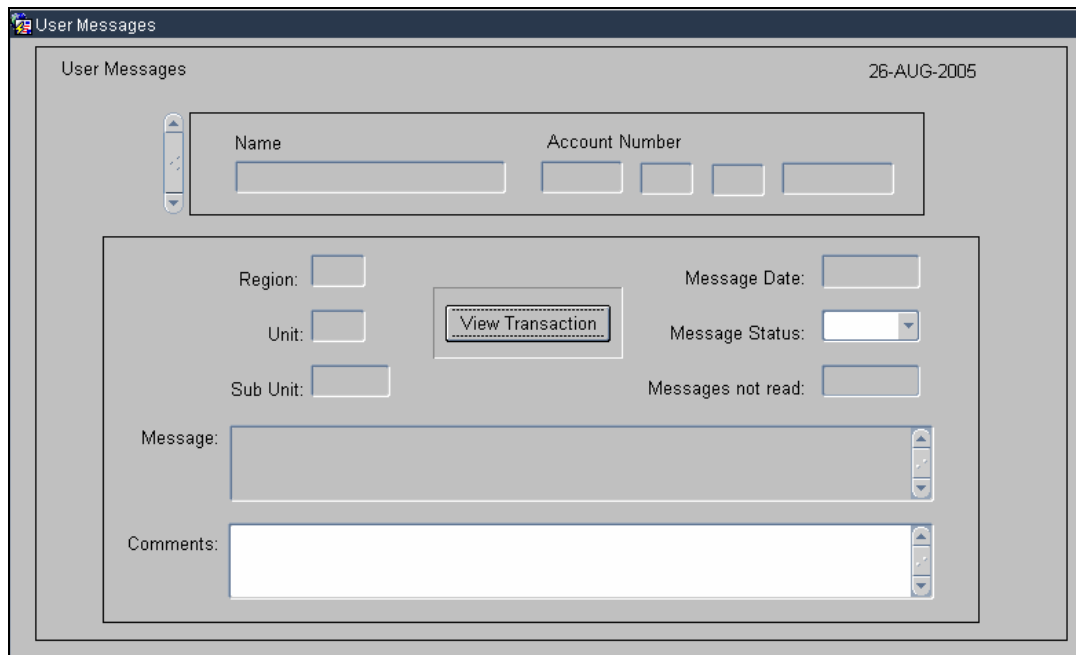
The 'User Message' system is an oversight tool that monitors PCMS transactions. This tool assists LAPC's in their oversight role of maintaining daily operation of PCMS. As part of the USDA's policy preventing fraud, waste and abuse, the LAPC is expected to routinely review Cardholder transactions.

b. User Messages Window

To access the User Messages window, click **Setup\User Messages** on the main menu and select **User Messages**.



This window allows LAPC's and APC's to view User Messages regarding Purchase Card transactions. However, only LAPC's can respond to the messages.



Fields summary:

Fieldname	Description
Name (Query field)	The Cardholder's name as it appears on the purchase card.
Account Number (Query fields)	This field contains four parts: <ul style="list-style-type: none"> • The Cardholder's program code • The Cardholder's department code • The Cardholder's agency code • The last 10 digits of the purchase card account number
Region (Query field)	The second position in the agency organizational structure code for that cardholder.
Unit (Query field)	The third position in the agency organizational structure code for that cardholder.
Sub Unit (Query field)	The fourth position in the agency organizational structure code for that cardholder.
Message Date	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	User Message and Statistical Sampling information appears here.
Comments	LAPC enters any comments as to the resolution of an alert or in responding to a statistical sampling.
<div style="border: 1px solid gray; padding: 2px; display: inline-block;">View Transaction</div>	Hit this button to view the transaction, and respond to the User Message or statistical.



See section II-14 of the APC\LAPC PCMS User's Guide for further detailed of each field.

c. User Message Details

A user message is generated as a transaction meets a predetermined condition. The recipient of the message will review the transaction it refers to, and resolve the issue that caused the message to be generated. All messages are received by the LAPC, who may request the Cardholder’s assistance during the review process.

Example 1

An LAPC receives a User Message with the following statement in the “Messages” field:

Transaction after account has been closed. Ensure that the transaction is valid. Note results of review and describe action taken in COMMENTS.

The LAPC would need to determine if there is a valid reason that the transaction appeared in PCMS after the Cardholder account had been closed, or if the purchase card has been used without authorization. After review and resolution the LAPC would update the User Message in the “Comments” field with the review details.

Example 2

An LAPC receives a User Message with the following statement in the “Messages” field:

Merchant appears to be liquor store. Review transaction to ensure valid purpose. Note results of review and describe action taken in COMMENTS.

It is against USDA policy to purchase liquor using a purchase card, and the merchant category code in the transaction indicates that the merchant is a liquor store. The LAPC will need to determine what type of store the Merchant is, what was purchased, and if it was purchased for legitimate reasons. After review and resolution the LAPC would update the User Message in the “Comments” field with the review details.



For further information regarding specific user messages, the reasons they are generated and how to respond to them, please refer to the PCMS User Messages / Alerts Training Guide;

Notes:

d. Merchant Category Codes

A Merchant Category Code (MCC) describes the purpose of vendor's business. One vendor may fit multiple MCC's, but only one can be selected. For example, a restaurant may have a Pool table and has selected the MCC 7932 (Billiard & Pool Establishment). As a result when a Cardholder legitimately buys dinner there on a business trip a User Message is generated as the transaction meets the condition of taking place at a "Billiard & Pool Establishment" instead of a restaurant.



For further information regarding MCC's please refer to the PCMS User Messages / Alerts Training Guide;

e. Why does an LAPC need to respond?

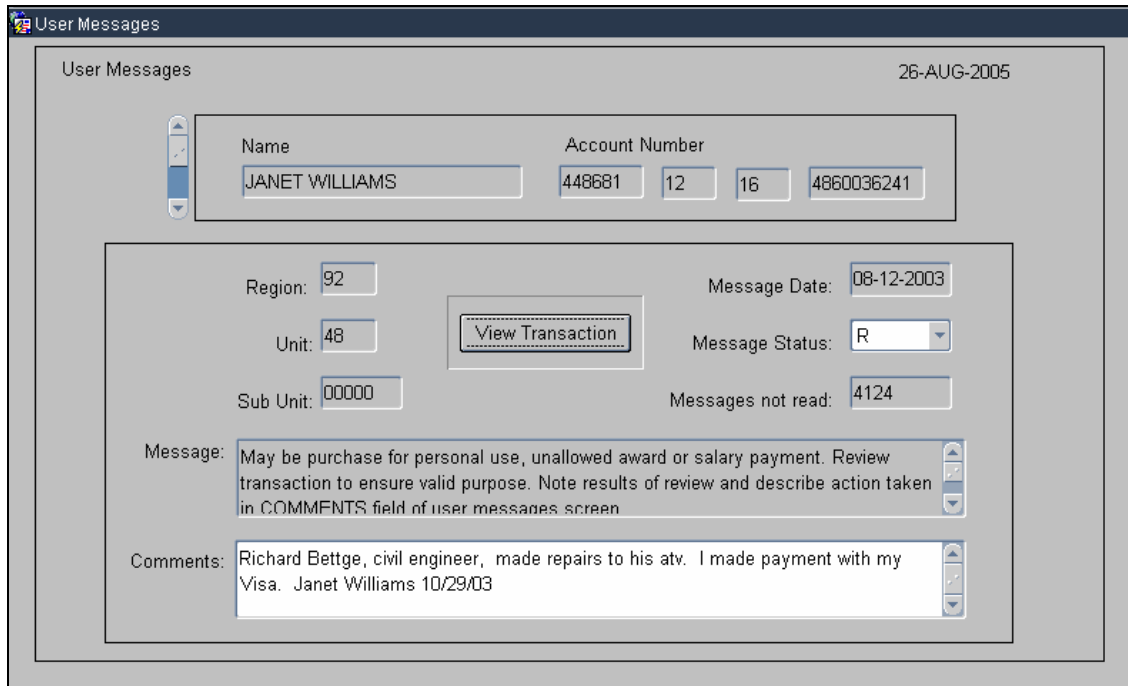
It is important to respond to all User Messages received, as the responses are used to help determine if policy is being effectively adhered to. This information is used for audit purposes to indicate potential cases of fraud, waste and abuse.

Notes:


f. Querying messages

Query all Messages:



When you access User Messages, the system will automatically query all unread messages for the LAPC or APC user id that was used to log into PCMS. A list of Cardholder's is generated in the Name field. Use scroll bar to navigate between Cardholders.



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 “Name” field.

Query Read or Unread Messages Only:

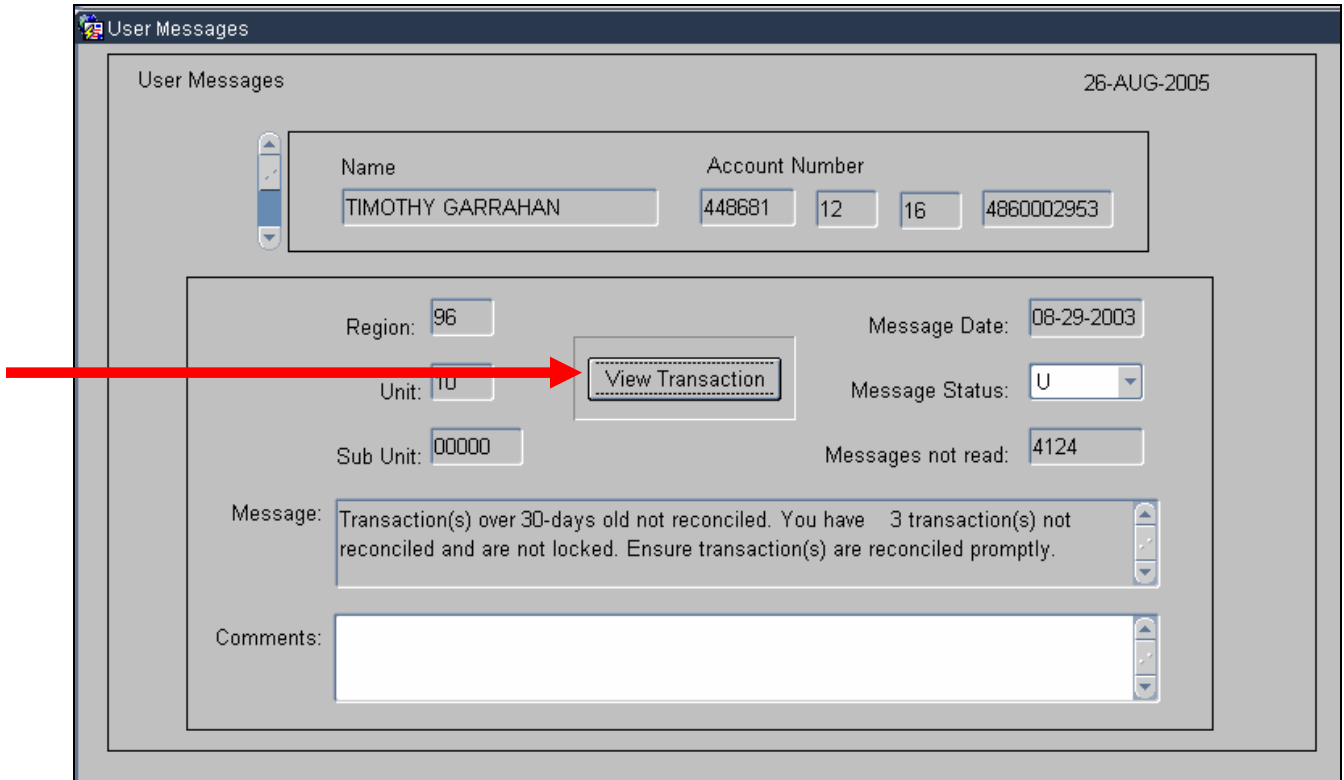
- Click  on the Command bar to clear all fields
- Change Message Status field to R or U
- Click  again.

g. Viewing and responding to messages

When an LAPC receives a User Message pertaining to a Cardholder transaction, hit the



button to view transaction details:



Notes:

The Transactions screen appears. Closely review the transaction details. Contact the Cardholder, 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 APC.

Name
Account#
Organization

Transactions
Purchase Detail
Transaction Maintenance
Dispute Maintenance

Transactions

Approved Date	Purchase Date	Transaction Amount	Merchant Name	Merchant Address	Merchant City	Merchant State	Invoice Paid Date	Merchant Zip
	09-30-1999	-1.40	CASH ADV FEE CREDIT ADJ X					

Actions

Action
Item Description
Comments

Transaction Status

Conv Check No
Date Received
SF-281 Code


Tax ID Number
Agency Ref Number

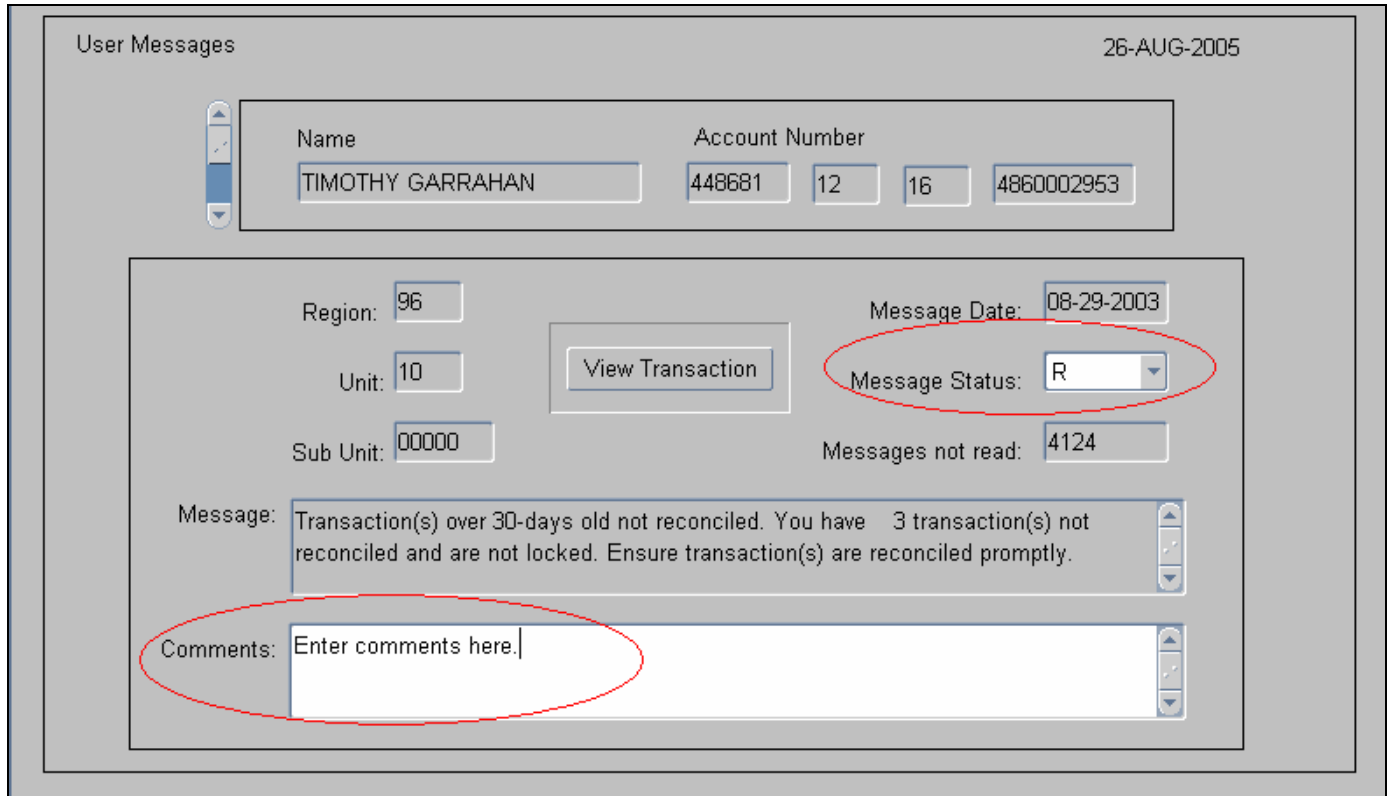


Only the LAPC can update the User Message, however, the APC will determine the nature of the problem and who to contact for a resolution. Procurement system problems should be raised with PSD. Procurement policy issues should be raised with the Policy Division. Issues concerning the Bank should be raised with PSD, and not taken directly to the Bank.

Notes:

To close a User Message:

- Return to the User Message screen;
- Change the **Message Status** field to *Read*;
- Enter any necessary details of the resolution in the **Comment** field;
- Hit the  button on the command bar.



User Messages 26-AUG-2005

Name: TIMOTHY GARRAHAN Account Number: 448681 12 16 4860002953

Region: 96 Message Date: 08-29-2003

Unit: 10 View Transaction Message Status: R

Sub Unit: 00000 Messages not read: 4124

Message: Transaction(s) over 30-days old not reconciled. You have 3 transaction(s) not reconciled and are not locked. Ensure transaction(s) are reconciled promptly.

Comments: Enter comments here.



For further information regarding responding to User Messages, please refer to the PCMS User Messages / Alerts Training Guide;

Notes:



PRACTICAL EXERCISE

1. Query your user messages.
2. Select “USER 7”.
3. Read User Messages for “USER 7”.
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 LAPC will receive this message and be prompted to review the transaction, and complete the statistical sampling form. The statistical sampling results are used to help redefine procurement policies to ensure the processes are efficient and effective.

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:

“This transaction has been selected for audit. Review cardholder documentation and answer questions. Describe any action taken in COMMENTS.”



Hit the **View Transaction** button on the User Message window, 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.

CH/C	Action	Date	Amount	Merchant Name	Description	TIN
C	A	08-18-2003	26.06	THE LIGHTHOUSE	business cards for so	

Agency	Station	Accounting Code	Object Class	Dist. Amount
16		0364T45	2570	26.06
Total				26.06

What type of purchase/reimbursement is it?

Accounting and budget object class was proper and accurate?

The appropriate records (property and/or payroll/personnel) were updated?

Transaction was supported by valid documentation.

What kind of documentation supports the transaction?

Receipts were attached?

Employee's SSN was entered?

Regulations (i.e. Federal Acquisition and/or Travel Regulations) were followed?

Comments:

The following is a brief description of each field:



Fieldname	Description
Name	The cardholder's name as it appears on the purchase card. The person authorized to make charges to this account.
Account Number	This field contains four parts: <ul style="list-style-type: none"> • The program code • The cardholder's department code • The cardholder's agency code • The last 10 digits of the cardholder's purchase card account number
CH/C	The check/purchase card code to indicate the type of transaction: CH = Check C = Credit Card
Action	Valid values for the action code are: A = Approved D = Disputed R = Resolved Q = Questionable U = Unapproved
Date	The date the purchase was made.
Amount	The amount of the purchase.
Merchant Name	The name of the merchant where the purchase was made.
Description	The textual description of the item purchased.
TIN	The merchant's tax identification number or employee's SSN.
Agency	The agency code that the purchase is to be charged to.
Station	The accounting station code that the purchase is to be charged to.
Accounting Code	The accounting code against which this portion of the transaction is charged.
Object Class	The budget object classification code. This code defines the nature of the service or goods being obligated.
Dist Amount	The amount of this transaction to be applied to this accounting code.
Total	The total amount of the transaction.

c. Responding to a Statistical Sample

To respond to a Statistical Sample answer each of the questions on the screen. Any questions that cannot be answered must have an explanation entered in the **Comments** field.

Fieldname	Description
What Type of Purchase/Reimbursement Is It?	Select the appropriate answer from the pull-down menu: Supply Service Local Travel Misc. Expense Re-imbursement to Employee Tuition & Books
Accounting and Budget Object Class was Proper and Accurate?	Enter Y (Yes) or N (No).
Transaction was Supported by Valid Documentation?	Enter Y (Yes) or N (No).
Description	Enter a description of the purchase.
TIN	Enter the merchant's tax identification number (TIN) or employee's social security number (SSN).
What Kind of Documentation Supports this Transaction?	Select the transaction type from the pull-down menu: SF-1164 SF-182 AD-202 Receipts Pkg-Slip
Receipts were Attached?	Type Y (Yes) or N (No).
Comments	Type comments to explain any <i>No</i> answer.

After providing the information requested:

- Hit the  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, if necessary, in the **Comments** field;
- Hit  on the command bar;



For further information regarding responding to User Messages, please refer to the PCMS User Messages / Alerts Training Guide;

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 when reconciling a transaction:

What is the likely cause of the problem and what steps do you need to take to resolve it? (Walk the instructor through the steps)

- b. How does PSD distribute system information, such as system upgrades, to the cardholders?
- c. After reading a user message how do you ensure that it does not show in the list again?
- d. Why will an LAPC receive a user message?
- e. How frequently should you check your messages?
- f. What is the purpose of a Statistical Sample?



Lesson 6: *Reporting*

Lesson Description

In Lesson 6 the Cardholder report options will be reviewed, and the LAPC's and APC's will learn how to generate a report of transactions entered into PCMS by a Cardholder.

Training Objectives

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

1. Generate a cardholder report based on date ranges.



Although the objective of this lesson is for LAPC's and APC's to learn how to use PCMS to generate Cardholder reports, it should be noted that the purpose of teaching it is so that they will be able to train and assist Cardholders. The APC\LAPC will not use PCMS to generate report's, they will use the Discoverer tool instead.

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) APC\LAPC PCMS User's Guide, USDA\PSD, September 2005;

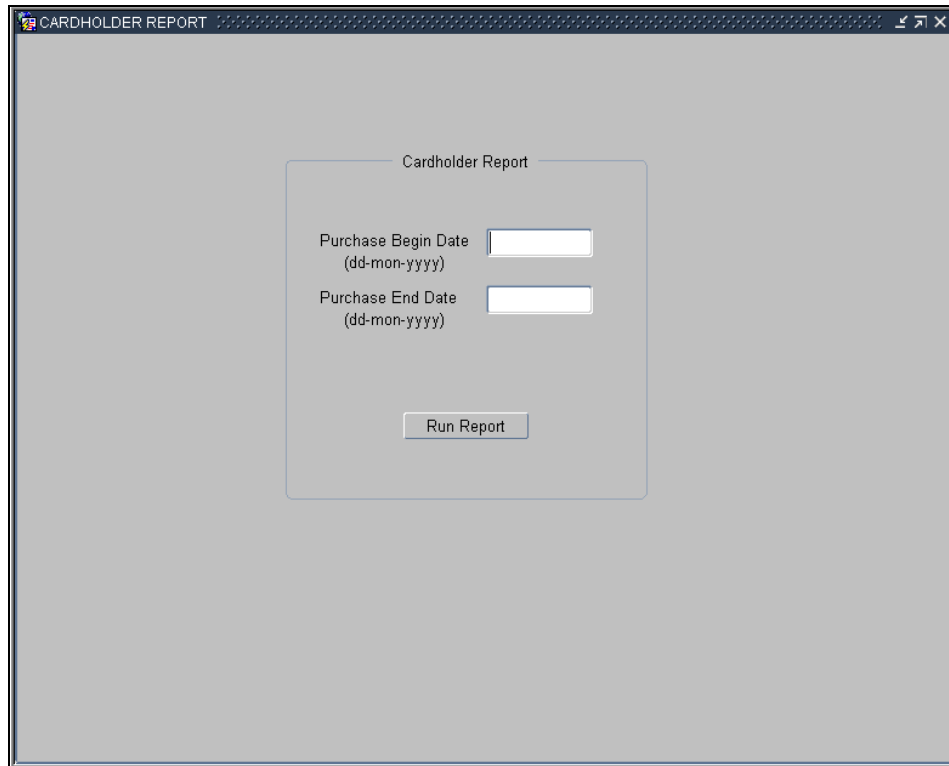
I. Reporting

a. **Cardholder Reports**

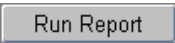
The 'Reports' menu is located on the main PCMS window, and is used to generate the Cardholder Report. For the Cardholder, the report generates a listing of all transactions for that cardholder's account for a specified time period. The LAPC does not have a reporting menu in PCMS, they must use the Discoverer tool to generate a listing of all transactions for all Cardholders who are assigned to that LAPC, for a specific time period.

b. **Generating a Report**

- After a Cardholder selects the Cardholder Report option, window opens where a date range can be entered for the report.



The screenshot shows a window titled "CARDHOLDER REPORT". Inside the window, there is a central form titled "Cardholder Report". The form contains two text input fields: "Purchase Begin Date (dd-mon-yyyy)" and "Purchase End Date (dd-mon-yyyy)". Below these fields is a button labeled "Run Report".

- Enter the desired dates and click 
- The report will run and open in a new browser window



c. Report Example

Below is a sample report:

Address https://pcmsweb.nrc.usda.gov/reports/rwservlet/getjobid59548?server=REP_FIR Go Links

CARDHOLDER TRANSACTION REPORT

CARDHOLDER NAME: Nancy Sullivan - TRANSACTIONS FROM: 01-JAN-2005 TO: 20-AUG-2005 25-AUG-2005

PURCHASE DT	AC	MERCHANT NAME	CITY	ST	***** ACCOUNTING INFORMATION *****		
					DIST AMOUNT	BOC	ACCOUNTING
AMOUNT	ACCTG ST	COMMENTS	DESCRIPTION				
02-JAN-2005	U	SCIENTIFIC INSTRUMENT	RINGOES	NJ	\$75.31	2660	03031820200
\$75.31	P						
18-JAN-2005	U	BIODESIGNS INTERNATIONAL	SACO	ME	\$255.39	2660	03031820200
\$255.39	P						
24-JAN-2005	U	CIRCUIT CITY SS #0821	BELTSVILLE	MD	\$119.99	2660	03031820200
\$119.99	P						
27-JAN-2005	U	GIANT FOOD INC #107	BELTSVILLE	MD	\$18.36	2660	03031820200
\$18.36	P						
02-FEB-2005	U	HY-VAC 0			\$311.90	2660	03031820200
\$311.90	P		0277 13910400				
03-FEB-2005	U	CONVENIENCE CHECK FEE (FR)			\$3.12	2660	03031820200
\$3.12	P		0277 311.9				
04-FEB-2005	U	HARRY WINSTON	NEW YORK	NY	\$20,020.00	2660	03031820200
\$20,020.00	P						
09-FEB-2005	U	OFFICE DEPOT #98	BALTIMORE	MD	\$569.30	2660	03031820200
\$569.30	P						
09-FEB-2005	U	OFFICE DEPOT #1079	800-937-3600	TX	\$25.23	2660	03031820200
\$25.23	P						
09-FEB-2005	U	QIAGEN INC.	561-702-3455	CA	\$1,429.00	2660	03031820200
\$1,429.00	P						
13-FEB-2005	U	OFFICE DEPOT #1220	800-937-3600	MD	\$21.35	2660	03031820200
\$21.35	P						
13-FEB-2005	U	FEDEX SHP 02/09/05 AE#	848-286914373	TN	\$4.22	2660	03031820200
\$4.22	P						
13-FEB-2005	U	HYCLONE	435-753-4584	VT	\$2,313.15	2660	03031820200
\$2,313.15	P						
13-FEB-2005	U	PRODUCE FOR BETTER HEALTH	WILMINGTON	DE	\$387.65	2660	03031820200
\$387.65	P						
14-FEB-2005	U	SIGMA-ALDRICH	800-325-3010	MO	\$24.89	2660	03031820200
\$24.89	P						

**d. Report Fields**

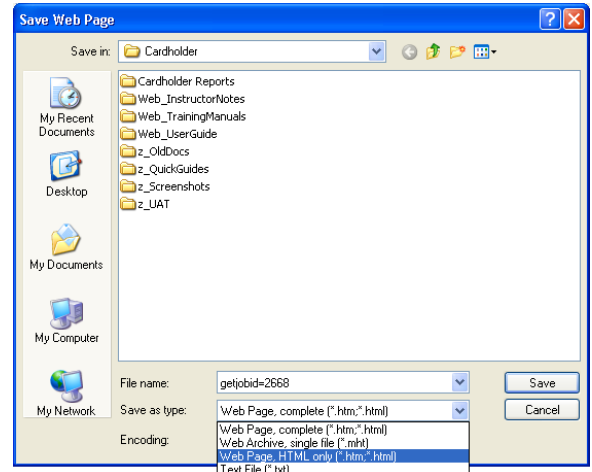
The report contains the following fields:

Fieldname	Description	Location
Purchase Dt	Purchase Date. The date the purchase was made.	Transactions tab
AC	Action Code. A = Approved Q = Questionable D = Disputed U = Unapproved R = Resolved	Transactions tab
Merchant Name	Name of the merchant from whom the procurement was made.	Transactions tab
City	Merchant City. City where the merchant is located.	Transactions tab
ST	State. Two character state code.	Transactions tab
Amount	Transaction Amount. The cost of the purchase.	Transactions tab
Acctg ST	The Accounting Status: O – Obligated P – Paid L – Locked N – New (Not Obligated or Paid). It is not possible to reconcile transactions with a status L . To reconcile, you must wait until the status has changed.	Not available in the Card Transactions window.
Comments	Comments entered by the Cardholder.	Transactions tab
Description	Description of the item purchased.	Transactions tab
Dist Amount	The amount of this transaction being applied to a specific accounting code.	Transaction Maintenance tab
BOCC	Object Class. A code that defines the nature of the services or goods.	Transaction Maintenance tab
Accounting	Accounting Code. The accounting code against which this portion of the transaction is to be charged.	Transaction Maintenance tab

e. Save the report to a file

From the browser:

- Go to **File\ Save As**
The Save Web Page dialog box opens.
- Find the **Save in** box and navigate to the location where you want to save the report.
- Find the **File Name** box and enter a name for the report.
- Find the **Save as type** box and click on the down arrow at the end of the selection box.
- Select one of the following choices:
 - Web Page, HTML only (*.htm, *.html)
 - Text File (*.txt)
- Accept the default listed in the **Encoding** box.
- Click **Save**.

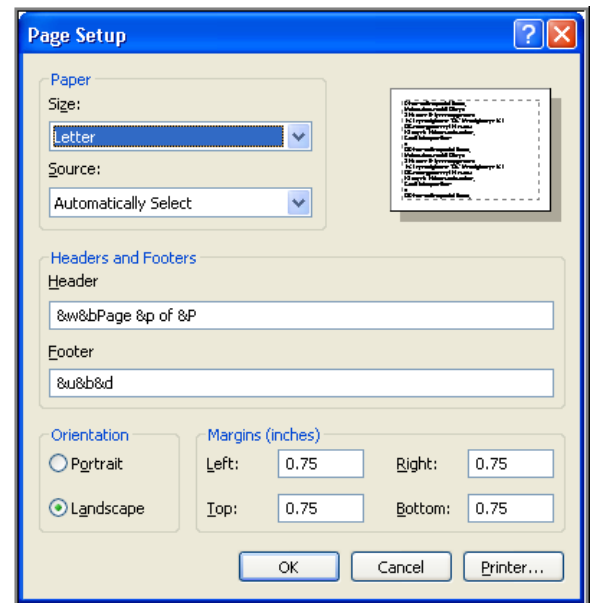


The report is saved to the specified location and format.

f. Printing Reports

The report prints best when the paper orientation is set to Landscape. Use the following steps to update your browser print settings.

- Go to **File\ Page Setup**
The Page Setup dialog box opens.
- Find the Orientation in the lower left portion of the dialog box and select Landscape.
- Click **OK**.
The dialog box closes and your report prints.



Click **[X]** to close the report and return to PCMS.



PRACTICAL EXERCISE

1. Logged on as a Cardholder, generate a Cardholder Report.
2. The report range should be for the entire last month.
3. Save the report to an html file on your C:\ drive called “myreport.html”.

Notes:

II. Discoverer Reports

a. **Responsibility**

As part of their oversight role for PCMS, the LAPC will generate reports using the Discoverer tool, to review Cardholder account and transaction status. Training on how to use Discoverer and generate various reports will be conducted in a separate training course.



Discoverer can also be used to generate a “Cardholders Report”, and may be a lot quicker than using PCMS.

b. **Reports**

At the completion of Discoverer training, the LAPC’s and APC’s will have sufficient knowledge of the tool to create six standard reports (listed below). They will also be able to create other reports specific to their needs, or modify reports created by others.

The Discoverer training reports are as follows:

1. Account Number/Cardholder Name Report.
2. Un-reconciled Transactions.
3. Convenience Check Usage.
4. Purchase Card Transactions Over \$2500.00.
5. Unread PCMS User Messages.
6. Disputed Transactions.

Notes:

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 is the date format the report feature uses?

2. How do you generate a report that will display on the screen? (Walk the instructor through the steps)

3. Why would a Cardholder generate a report?

4. Why would an LAPC generate a report?