



## *Lesson 3: Accounts and Profile Accounting*

### Lesson Description

Lesson 3 will provide the LAPC and APC with the ability to review Cardholder PCMS account details and modify the profile accounting details.

### Training Objectives

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

1. Review Purchase Card Details.
2. 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) APC\LAPC PCMS User's Guide, USDA\PMT, September 2005;
- (2) PCMS Quick Guide to Understanding the Relationship Between 1099's Tax Identification Numbers (TIN's), and Budget Object Classification Codes (BOCC's), USDA\PSD, January 2003;

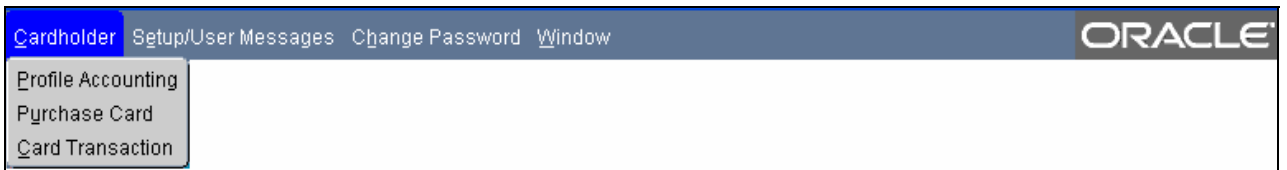
## I. Purchase Card Account



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

### a. Purchase Card Window


The Purchase Card window is used to provide an overview of cardholders' purchase card details. To access the Purchase Card window, click **Cardholder** on the main menu and select Purchase Card.



Information on the Purchase Card Window can only be viewed. To edit this information the LAPC must use CAMS (see lesson 7). For further information on the Purchase Card screen and field definitions please refer to section II in the APC\LAPC PCMS User's Guide.

## b. Querying a Cardholder Record

### Cardholders

If a Cardholder is logged on to PCMS the system will only query the cardholder record attached to their user id. If no details appear click the  button on the Command Bar.

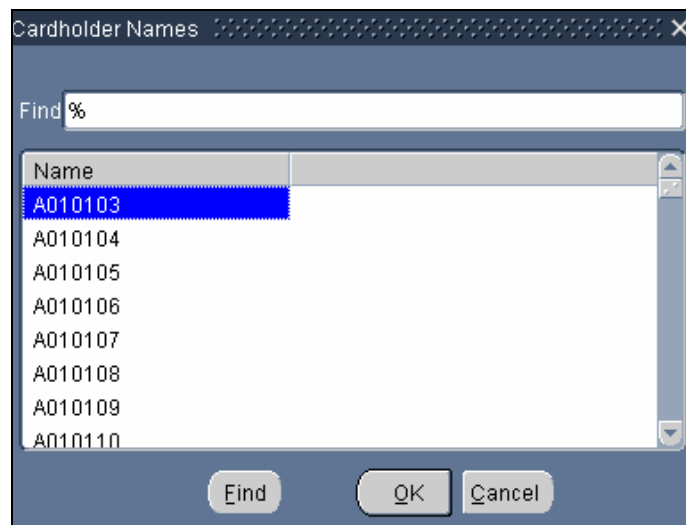
### APC\LAPC

When an APC or LAPC accesses the Purchase Card screen the system automatically queries in two ways:

- If no Cardholder records have been previously viewed in any of the Cardholder sub-options, during the current logon session, then all the Cardholder records will be listed in the **Name** field. Use the scroll bar to the left of the field to navigate between the records;
- If Cardholder records have previously been viewed during the current logon session, then the last Cardholder record that was viewed will be displayed in the **Name** field of the Purchase Card screen when it is accessed;





A list of Cardholders is available to the LAPC only, in the **Name** field.



### Specific Queries

To query a specific Cardholder record, or set of records:

- Hit the  button on the command bar to clear all fields;
- Enter the value you wish to query in the appropriate field;
- Hit the  button on the command bar and the fields will be populated with the search results;



As an LAPC or APC you may find it much quicker to utilize the Discoverer tool to review individual transactions, rather than by doing it through PCMS. (Discoverer training is offered in a separate course).

**Notes:**



**PRACTICAL EXERCISES**

1. Query all Cardholder records;
2. Query Cardholder records with a Card Status of *ACTIVE*;
3. Query Cardholder records with a Single Purchase limit of greater than \$1,000.00;
4. Query Cardholder records that expire in the year 2005;



**c. Account Details**

The Cardholder’s PCMS account details are located in the top half of the screen, and cannot be modified by the Cardholder. The LAPC can modify account details if required, using CAMS (see lesson 7).

Field descriptions are below:

Field	Description
<b>Name</b>	The Cardholder’s name as it appears on the Purchase Card. A list of Cardholders is available to LAPC’s only for this field.
<b>Account Number</b>  Each part of this field can be queried.	This field contains two parts: <ul style="list-style-type: none"> <li>• The cardholder’s program code (<b>Should be 448681 or 448686</b>)</li> <li>• The last 10 digits of the purchase card account number</li> </ul>
<b>Organization</b>  Each part of this field can be queried.	This field contains four parts: <ul style="list-style-type: none"> <li>• The cardholder’s department code</li> <li>• The cardholder’s agency code</li> <li>• The cardholder’s unit code</li> <li>• The cardholder’s sub unit code</li> </ul>

**Notes:**

**d. Profile Accounting details**

The Cardholder’s Profile Accounting details are located in the bottom half of the screen and can be edited by the Cardholder.

Field descriptions are below:

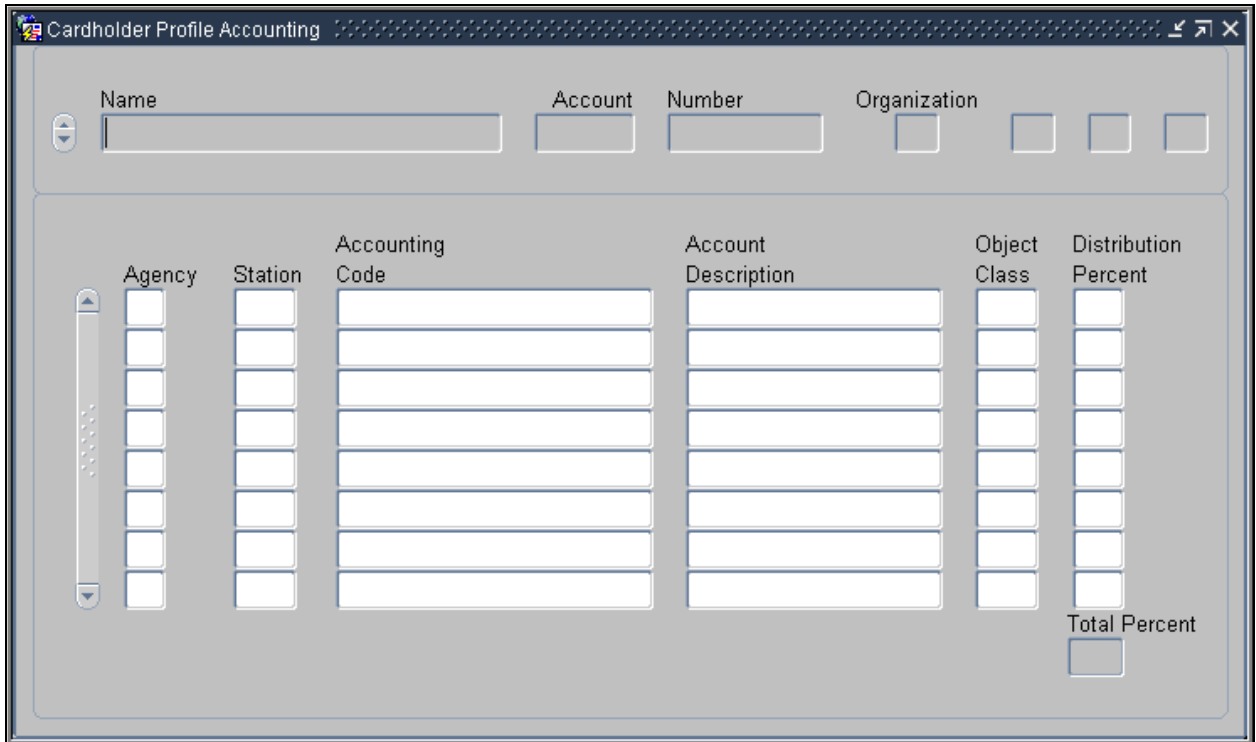
Field	Description
<b>Agency</b>  Optional field.	Enter the agency code that the purchase is to be charged against. If an agency is no entered, the agency that was entered in CAMS for this Cardholder will be used to validate the accounting classification code.
<b>Station</b>  Optional field.	Enter the station code that the purchase is to be charged against. For Forest Service only: If the station is not entered, the region and unit that was entered into CAMS will be used to validate the accounting classification code.
<b>Accounting Code</b>  Required Field.	Enter the accounting code against which this portion of the transaction is charged. <b>All accounting codes must be valid in FFIS.</b>
<b>Account Description</b>  Optional Field.	Enter the description of the accounting code.
<b>Object Class</b>  Required Field	Enter a valid BOCC. <b>It is extremely important to select the correct BOCC as 1099 Tax statements are generated based on the code selected.</b>
<b>Distribution Percent</b>  Required Field.	Enter the percentage of this account to be applied to the transaction amount.
<b>Total Percent</b>  Non-entry Field.	The value in this field is the total percentage to be applied to the transaction amount. The value will be affected by changes to the Distribution Percent Field but cannot be directly edited by the Cardholder. <b>This field must equal 100 percent.</b>



Further details regarding field descriptions can be found in Section II of the APC\LAPC PCMS User’s Guide.


### III. Profile Accounting Maintenance

#### a. Query Profile Accounting



Agency	Station	Accounting Code	Account Description	Object Class	Distribution Percent
					Total Percent

#### **Cardholders**



If a Cardholder is logged on to PCMS the system will only query the profile accounting attached to their purchase card. If no details appear click the  button on the Command Bar. Upon completion of the query the fields will be populated with account and profile accounting details of the Cardholder is logged on to PCMS. If a Cardholder has multiple accounts then the scroll bar to the left of the “Name” field will become active, and can be used to select the appropriate account.

#### **Notes:**



**APC\LAPC**

An APC or LAPC can query all Cardholder records, or specific records:

- If no Cardholder records have been previously viewed in any of the Cardholder sub-options, during the current logon session, then all the Cardholder records will be listed in the “Name” field. Use the scroll bar to the left of the field to navigate between the records;
- If Cardholder records have previously been viewed during the current logon session, then the last Cardholder record that was viewed will be displayed in the “Name” field of the Purchase Card screen when it is accessed;
- To query a specific record, or set of records:
  - Hit the  button on the command bar to clear all fields;
  - Enter the value you wish to query in the appropriate field;
  - Hit the  button on the command bar and the fields will be populated with the search results;


**b. Modify Profile Accounting**

Once the accounting information is displayed on the screen, 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.

**Notes:**



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

<b>Field</b>	<b>Guideline</b>
<b>Agency</b>  Optional field.	Enter a valid agency code or leave the field blank. The agency code entered in the field will be used when validating the accounting classification code. If the field is left blank, the agency code that appears in the top region of the screen will be used for validation.  When using an accounting code that belongs to another agency, the agency code must be entered in order for the accounting classification code to validate.
<b>Station</b>  Optional field.	Enter a valid station code (region + unit) or leave the field blank. For agencies that use a station code, this will be used to validate the accounting classification code. If left blank, the region and unit located in the top region of the screen will be used for validation.
<b>Accounting Code</b>  Required Field.	Enter a valid accounting code and hit “Tab” on the keyboard, or click in the next field. The system will then validate the accounting code. All Agency codes will be validated against the Federal Foundation Information System (FFIS) table. If the code is invalid a system edit error message will be generated, prompting the Cardholder to correct the field value.  The Accounting Code can also be selected from a list, by placing the curser in the Accounting Code field and hitting the “List” button on the Command Bar.
<b>Account Description</b>  Optional Field.	Enter the account description of the accounting code.
<b>Object Class</b>  Required Field	Enter a valid Budget Object Class Code (BOCC). This code associates the financial transaction with the nature of the goods or service, received or supplied, as a result of the purchase. It is important that the BOCC is accurate as 1099 tax statements are generated based on these codes. Please refer to the PCMS quick guides for further information on BOCC’s.  The BOCC can also be selected from a list, by placing the curser in the Object Class field and hitting the “List” button on the Command Bar.
<b>Distribution Percent</b>  Required Field.	Enter a valid number from 1 to 100. This amount indicates the percentage of each transaction to be posted against the accounting code.
<b>Total Percent</b>  Non-entry Field.	Updates automatically when the Distribution Percent Field is modified. <b>This field must equal 100 percent.</b>

**c. Multiple Profile Accounting entries**

If multiple accounting codes are associated to the cardholder's account then the transaction amount is automatically distributed across the accounting codes based on the percentage allocations set in the Distributed Percentage field. If a particular transaction requires a different distribution of funds across account, than what has been established in Profile Accounting, then the funds will be reallocated during the reconciliation process.

**Notes:**



**PRACTICAL EXERCISE**

1. Query all Cardholder records, select a user, then add a second accounting code: 7010000000 to the profile account information for that user;
2. Add the BOCC for "Supplies and Materials".
3. Set distribution for this accounting code to 25%. (Remember the Total Percentage must equal 100%).
4. Save changes and exit the Profile Accounting screen.

#### IV. Summary and Review

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



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

1. What is the purpose of the Purchase Card screen?
2. What do you use the Profile Accounting screen for?
3. Which fields on the Profile Accounting screen require a value to be entered?
4. Why would you have multiple accounting codes associated to your purchase card?
5. How can you remove Profile Accounting details? (Walk the instructor through the steps)
6. How do you add Profile Accounting details? (Walk the instructor through the steps)



## *Lesson 4: Reconciling Transactions*

### Lesson Description

In Lesson 4 LAPC's and APC's will be learning how to reconcile and dispute transactions in PCMS. The previous three lessons will have provided the LAPC's and APC's with the ability to navigate the screens and understand the purpose of the processes they will be using.

### Training Objectives

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

1. Query a cardholder account.
2. View, dispute and reconcile 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) APC\LAPC PCMS User's Guide, USDA\PMT, September 2005;
- (2) Cardholder PCMS Quick Guide for Reconciling Purchase Card Transactions, USDA\PSD, September 2001;
- (3) PCMS Quick Guide to Understanding the Relationship Between 1099's Tax Identification Numbers (TIN's), and Budget Object Classification Codes (BOCC's), USDA\PSD, January 2003;

## I. Overview of Card Transactions



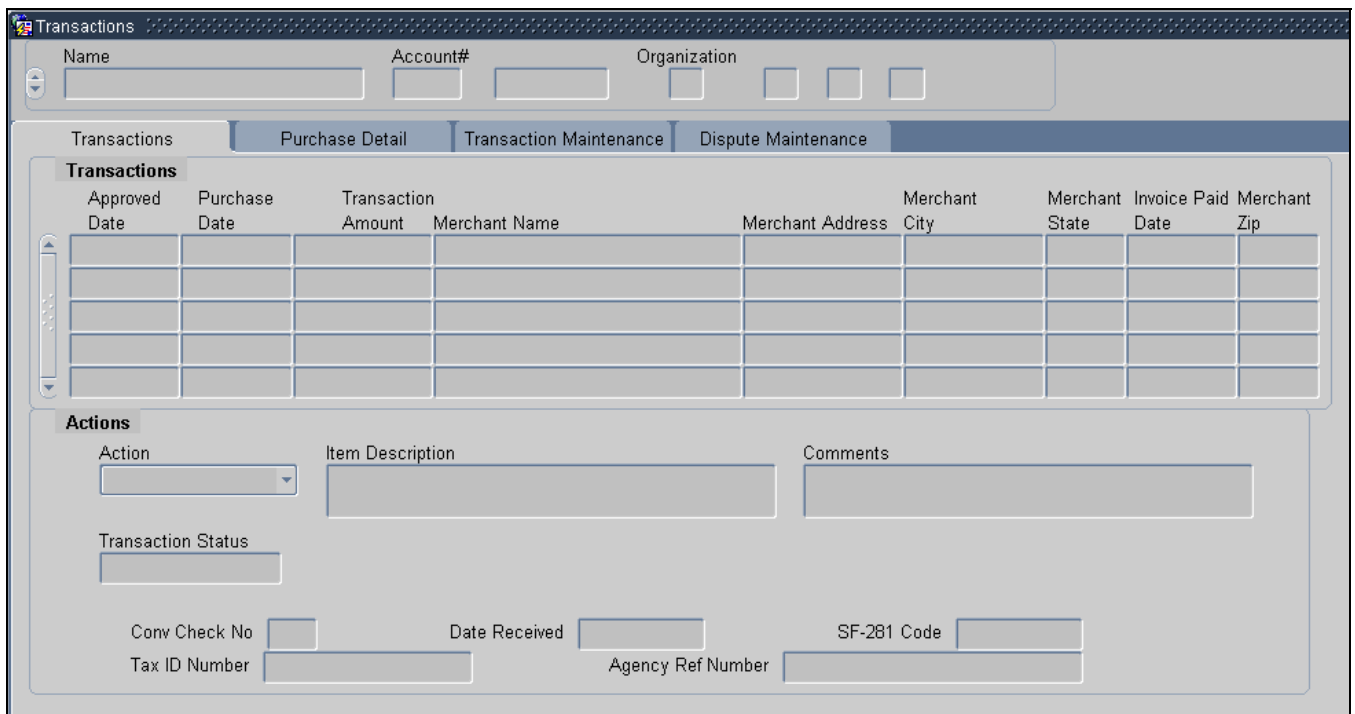
Please turn off your monitor and give your attention to the instructor.

### a. What is a transaction?

A transaction is a purchase made by a Cardholder, using their Purchase Card or Convenience Check. The Cardholder is responsible for ensuring that the details of the transaction are correct, this process may include investigation and negotiation. A transaction entered in PCMS contains information about the Merchant, the Cardholder and the goods\services purchased. The LAPC uses the report-writing tool “Discoverer” to make sure transactions are reconciled in a timely manner.

### b. Card Transaction Window

Access the Card Transaction window from the **Cardholder** menu. From this screen a Cardholder can obtain a summary of all of their transactions, and run queries to search for specific transactions. This transaction information is available even if the card has been reported as lost or stolen.



The screenshot shows the 'Transactions' window in PCMS. At the top, there are search filters for Name, Account#, and Organization. Below this are tabs for Transactions, Purchase Detail, Transaction Maintenance, and Dispute Maintenance. The main area contains a table with the following columns: Approved Date, Purchase Date, Transaction Amount, Merchant Name, Merchant Address, Merchant City, Merchant State, Invoice Paid Date, and Merchant Zip. Below the table is an 'Actions' section with fields for Action (a dropdown menu), Item Description, Comments, Transaction Status, Conv Check No, Date Received, SF-281 Code, Tax ID Number, and Agency Ref Number.

**c. Cardholder Identification**

- **ID Information**

This section of the window displays information that identifies the Cardholder.



The screenshot shows a horizontal window with three main sections: 'Name' with a single text input field, 'Account#' with two text input fields, and 'Organization' with four text input fields.

Fieldname	Description
<b>Name</b>	The cardholder’s name as it appears on the card.
<b>Account #</b>	This field contains two parts: <ul style="list-style-type: none"> <li>• The cardholder’s program code</li> <li>• The last 10 digits of the purchase card account number</li> </ul>
<b>Organization</b>	This field contains four parts: <ul style="list-style-type: none"> <li>• The cardholder’s department code</li> <li>• The cardholder’s agency code</li> <li>• The cardholder’s unit code</li> <li>• The cardholder’s sub unit code</li> </ul>

- **Transaction Information**

This section of the window displays transaction information. The information is organized into four tabs: **Transactions**, **Purchase Detail**, **Transaction Maintenance**, and **Dispute Maintenance**. Click on the tab header to navigate between sections.



You must have a record displayed to view the **Purchase Detail**, **Transaction Maintenance** or **Dispute Maintenance** tabs.



**d. Transactions Tab**

Access this tab to view transaction information.

Transactions									
Approved Date	Purchase Date	Transaction Amount	Merchant Name	Merchant Address	Merchant City	Merchant State	Invoice Paid Date	Merchant Zip	
	05-05-2004	292.17	DAPS - WESTERN REGION		717-6053645	CA		92145	

Actions		
Action	Item Description	Comments
Unapproved		
Transaction Status		
Conv Check No	Date Received	SF-281 Code
Tax ID Number	Agency Ref Number	

Fieldname	Description
<b>Approved Date</b>	The date the transaction was approved by the Cardholder.
<b>Purchase Date</b>	The date the purchase was made.
<b>Transaction Amount</b>	The cost of the purchase.
<b>Merchant Name</b>	The name of the Merchant from whom the procurement was made.
<b>Merchant Address</b>	The street address where the Merchant is located
<b>Merchant City</b>	The city where the Merchant is located.
<b>Merchant State</b>	The abbreviation for state where the Merchant is located.
<b>Invoice Paid Date</b>	This field will be blank because it is not currently being used.
<b>Merchant Zip</b>	The Zip code where the Merchant is located.
<b>Action</b>	The current action on the transaction: A = Approved                      Q = Questionable D = Disputed                        U = Unapproved R = Resolved (Dropdown menu)





Fieldname	Description
<b>Item Description</b>	Description of the item purchased.
<b>Comments</b>	Enter any comments.
<b>Transaction Status</b>	Displays the current transaction status in FFIS. Not editable by the user.
<b>Conv Check No</b>	The Convenience Check number, if used.
<b>Date Received</b>	The date the goods were received by the purchaser. (Date, 8 positions)
<b>SF-281 Code</b>	SF-281 code for purchases over \$2500. A <List of values> is available for this field.  See the Definition of SF-281 Codes document at <a href="http://www.usda.gov/procurement/card/guide.htm">http://www.usda.gov/procurement/card/guide.htm</a> under the 'Miscellaneous' section for additional information.  <b>Note:</b> the SF-281 code is only required for transactions over \$2,500. The field will be grayed out if not required.  (Alpha, 2 positions)
<b>Tax ID Number (TIN)</b>	Merchant's tax ID number or employee's SSN. A <List of values> is available for this field.  <b>Note:</b> The TIN only requires data entry if the purchase was made using a convenience check. It is the Cardholder's responsibility to obtain this information from the Merchant if a check is used. If the purchase is made using a card, the TIN will be entered by the Bank.  (Numeric, 10 positions)
<b>Agency Reference Number</b>	The agency reference number. (Alpha, maximum 32 positions)

**Notes:**

**e. Purchase Detail Tab**

Access this tab to view details of what is being purchased by the Cardholder. This information is useful for reporting purposes.

Fieldname	Description
<b>Merchant Name</b>	The name of the Merchant from whom the procurement was made.
<b>Transaction Amount</b>	The cost of the purchase.
<b>Freight Amount</b>	The cost of freight to send the item.
<b>Duty Amount</b>	Duty amount applied to the transaction.
<b>Sales Tax</b>	The amount of sales tax for the item.
<b>Order Date</b>	The date the item was ordered by the Cardholder.
<b>Authorized Contact Name</b>	Name of authorized Merchant contact.
<b>Authorized Contact Phone</b>	Phone number of authorized Merchant contact.



Fieldname	Description
<b>Discount Amount</b>	Amount of discount applied to the transaction.
<b>Quantity</b>	Number of items purchased.
<b>Unit of Measure</b>	Item unit of measure.
<b>Unit Cost</b>	Cost per item.
<b>Product Code</b>	Item Product Code.
<b>Purchase Detail Description</b>	Description of item purchased.
<b>Item Total</b>	Item Total.
<b>Type of Supply</b>	Type of Supply.

**f. Transaction Maintenance Tab**

Access this tab to reconcile transactions.

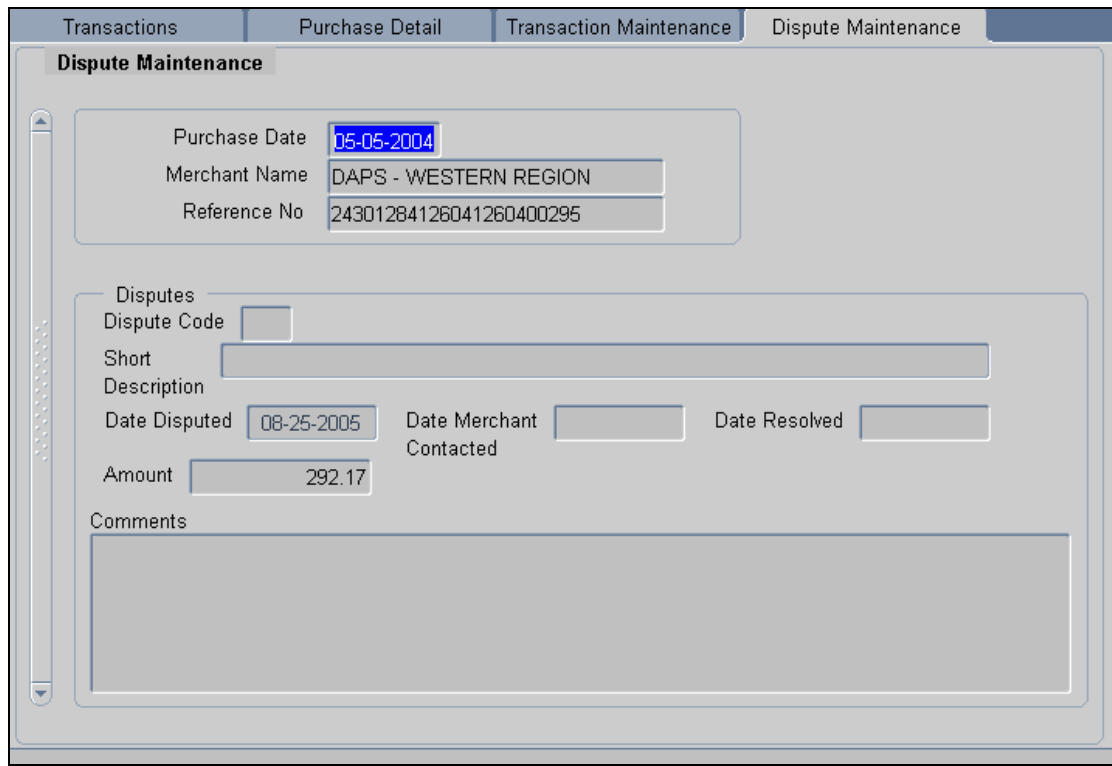
Fieldname	Description
<b>Agency</b>	The agency code.
<b>Station</b>	The accounting station code.
<b>Accounting Code</b>	The accounting code against which this portion of the transaction is to be charged.
<b>Account Description</b>	The description of accounting code.

Fieldname	Description
<b>Object Class</b>	<p>The BOCC. This code defines the nature of the services or goods being obligated. A &lt;List of values&gt; is available for this field.</p> <p><b>Note:</b> It is important the accurate BOCCs are used to ensure accurate 1099 reporting. Only service BOCCs will generate a 1099 tax report at the end of the financial year. For example, Janitorial Services BOCC 2511 will generate a 1099, but Supplies BOCC 2507 will not.</p> <p>(Numeric, 4 positions)</p>
<b>Dist Amount</b> (Required)	<p>The amount of this transaction being applied to this accounting code.</p> <p>(Numeric, maximum 9 positions)</p>
<b>FFIS Doc ID</b>	<p>The Document Identification of the original transaction, until the document is sent to FFIS.</p>
<b>Comments</b>	<p>Additional information concerning the line of accounting.</p>
<b>Total Amount</b>	<p>The total amount of the transaction</p>
<input type="button" value="Modify"/>	<p>Click this button to modify the individual line of accounting.</p>
<input type="button" value="Modify All Acctg"/>	<p>Click this button to modify all accounting information.</p>

**Notes:**

**f. Disputes Information**

Access this tab to view or enter dispute information



Fieldname	Description
<b>Purchase Date</b>	The date the purchase was made.
<b>Merchant Name</b>	The merchant's name.
<b>Reference Number</b>	The number assigned to the transaction by the input source.
<b>Dispute Code</b>	<p>The code that identifies the type of dispute.</p> <ul style="list-style-type: none"> <li>1 – Unauthorized mail or phone order</li> <li>2 – Duplicate processing</li> <li>3A – Merchandise or service not received in the amount of</li> <li>3B – Merchandise or service not received in the amount of</li> <li>4 – Merchandise returned in the amount of</li> <li>5 – Credit not received</li> <li>6 – Alteration of amount</li> <li>7 – Inadequate description / unrecognized charge</li> <li>8 – Copy request</li> <li>9A – Services not received</li> </ul>



Fieldname	Description
	9B – Services not received 10 – Not as described 11 – None of the above  (Alphanumeric, maximum 3 positions)
<b>Short Description</b>	A brief description associated with the dispute.
<b>Date Disputed</b>	Actual date the dispute was initiated. Defaults to the current date. Type over if actual dispute date is different.  (Date, 8 positions, format mm-dd-yyyy)
<b>Date Merchant Contacted</b>	Date the merchant was contacted.  (Date, 8 positions, format mm-dd-yyyy)
<b>Date Resolved</b>	Date the dispute was resolved.  (Date, 8 positions, format mm-dd-yyyy)
<b>Amount (Required)</b>	Amount in dispute.  (Numeric, 11 positions)
<b>Comments</b>	Additional information to be added to the record. Additional comments are required if Dispute Code 11 ( <i>None of the Above</i> ) is selected.  (Alphanumeric, maximum 240 positions)

**Notes:**

## II. Querying Transactions




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


### a. **Querying transactions**

Upon first accessing the Transactions screen the fields are blank. As a Cardholder, two types of queries can be executed from this screen: searching for all transactions of the current Cardholder account OR specific transactions. The LAPC or APC can search view transactions for all of their designated Cardholders, OR specific transaction of a specific Cardholder.

### **Cardholder querying all transactions:**

- Hit the  button on the command bar to generate a list of all transactions for the current Cardholder account;
- The current Cardholder account details will appear in the top part of the screen;
- If previous accounts exist the scroll bar will become active and a particular account can be selected. The corresponding transactions will display for the specific account selected;




**APC\LAPC querying all transactions:**

- Hit the  button on the command bar to generate a list of all transactions for all Cardholder accounts designated to the LAPC or APC currently logged on to PCMS;
- Cardholder account details will appear in the top part of the screen;
- The scroll bar will become active and a particular account can be selected. The corresponding transactions will display for the specific account selected;



As an LAPC or APC you may find it much quicker to utilize the Discoverer tool to review individual transactions, rather than by doing it through PCMS. (Discoverer training is offered in a separate course).

**Querying for specific transactions:**

- Hit the  button on the command bar to generate a list of all transactions for the Cardholder account(s);
- The APC\LAPC should select a specific account, ensure the correct one has been selected;
- Position the cursor in any field in the Card Transaction area and hit the  button. The account information will remain but the field values in the Card transaction area will be cleared;
- Any field in the Card Transaction area can now be queried on. Place the cursor in any of these fields and enter a value you wish to search on and hit the  button;
- The query results will appear;
- Range operators such as < or >, and wildcards such as %, can be used in queries;

**Notes:**



**PRACTICAL EXERCISE**

1. Query all Cardholder accounts, then query a specific Cardholder account from the list of Cardholder names;
2. Execute a specific query to find all transactions where the Merchant is located in California (CA);
3. Query transactions greater than \$50.00;
4. Query a specific Merchant name and view a shorter list of transaction for the Cardholder. E.g. Toshiba, ACE or Spectrum;



### III. Reconciling Transactions



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

#### a. Reconciliation Process

1. View the transaction in PCMS;
2. Verify the transaction details are correct against paperwork and ensure all details are correct;
3. Select Action Code;
4. Enter comments and dates;
5. Modify lines of accounting if necessary (including account codes and BOCC's);
6. Save transaction;



Policy requires that transactions **MUST** be reconciled at least every 30 days. In Practice, Cardholders are requested to reconcile on a daily basis, to assist with 1099 processing.



It is the Cardholders responsibility to reconcile transactions. However, the LAPC can reconcile Cardholders transactions when required. For example, if a Cardholder leaves the LAPC must reconcile any outstanding transactions.

#### b. Reconciling Check Transactions

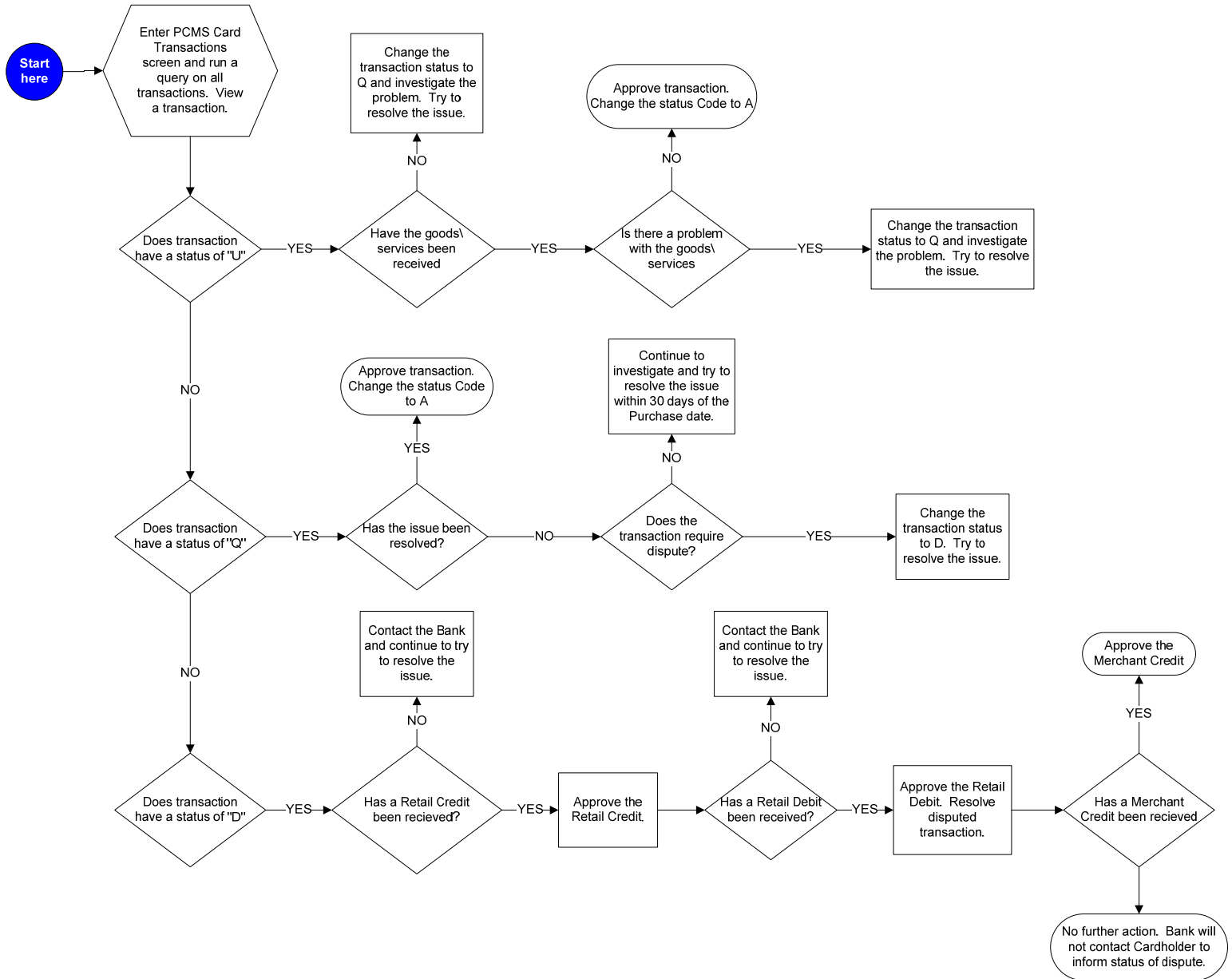
The same process is used to reconcile transactions that were made using Convenience Checks that is used to reconcile transactions made with a Purchase Card. The differences are:

- The Cardholder must obtain the Merchant's TIN at the time of purchase;
- The **Merchant Address, Merchant City, Merchant State,** and **Tax ID Number** fields will appear white, indicating that the Cardholder is required to enter this information when the transaction is approved;
- The check number will appear in the **Item Description** field, entered by the Bank;

**Notes:**

**c. Action Codes**

Determine which action code should be used when reconciling a transaction.




**Days to reconcile from date of purchase:**



- U – 30 days
- Q – 30 days
- D – 60 days



**d. Modifying Lines of Accounting**

When a transaction is entered into PCMS the default accounting information, as set in Profile Accounting, is associated with it. If the accounting information is incorrect it can be easily modified during reconciliation:

- To modify a line of accounting that is currently attached to the transaction, click the  button next to the line you want to change. All field values from that line, except *Account Description*, are copied to the bottom part of the window where you may change the data as needed. Repeat these instructions for each line to be modified.



The *Account Description* field value is not copied to prevent new records created by clicking the *Modify* button from having an *Account Description* value of **Accepted by FFIS**.

- To modify all the current lines of accounting, click the  button on the screen. All the current lines of accounting are copied to the bottom part of the window. Change the data as needed.
- Click  on the command bar to update the database.




An LAPC or APC would only modifying lines of accounting if a Cardholder has left, and consequently the LAPC\APC is responsible for the transactions.

**e. Reconciling Credits**

If there is a problem with a transaction, requiring a refund from the Merchant, a transaction credit may be entered into PCMS by the Merchant.

Transaction credits are reconciled in the same way as other transactions, although the amount is preceded by a minus sign ( - ).

- View the transaction on the Transaction tab.
- Change the **Action Code** to *Approved*.
- Click  on the Command Bar.

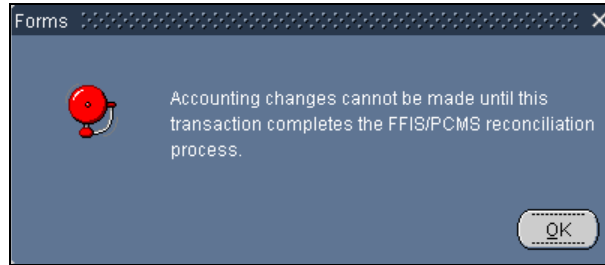


Transaction credits will be discussed further in the “Disputes” section of this lesson.

**Notes:**

**f. Locked Transactions**

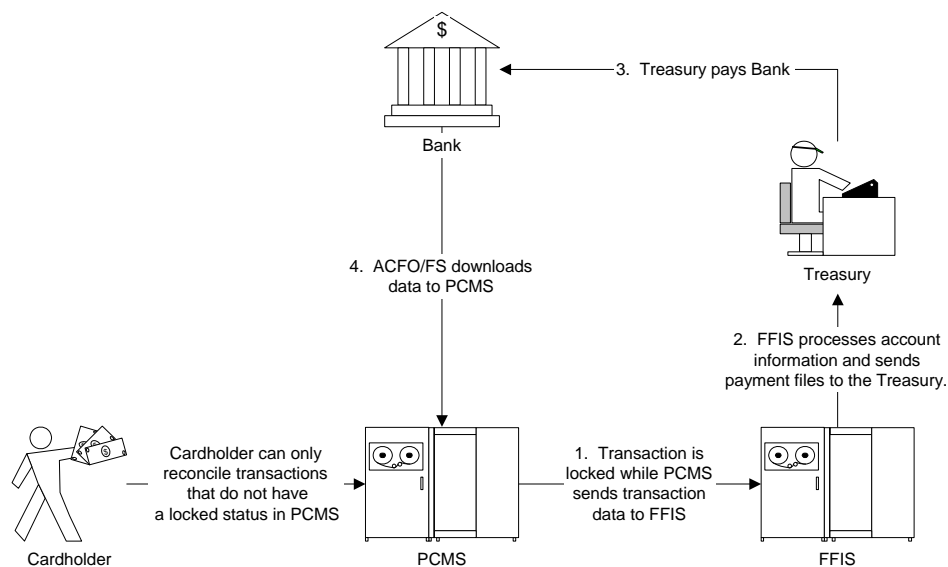
Prior to reconciling it is recommended that a Cardholder Report be generated to determine if any transactions have a locked status (see Lesson 6 – Reporting for details). Alternatively if a transaction is locked the following error message will appear when an attempt is made to change the action code of the transaction.



**Locked** is the only status that will prevent a Cardholder from being able to reconcile. The different accounting status' are:

- O = Obligated
- P = Paid By FFIS
- L = Locked
- N = New (not obligated and not paid)

Shortly after transactions are loaded into PCMS, the data is sent to FFIS where account information is processed. During this process each transaction is locked until received by FFIS. The locked status could remain in place for approximately 48 hours before the transaction available for reconciliation/adjustment by the cardholder. If the accounting code is incorrect or there are insufficient funds, the transaction will remain locked. If a transaction is still in a locked status after 48 hours the Cardholder should work with their LAPC and FFIS to resolve the problem.



**Notes:**



### PRACTICAL EXERCISES

The following exercises will require the APC\LAPC to logon to the training database using a Cardholder training ID, to be provided by the instructor, as only a Cardholder can reconcile in PCMS.

1. Reconcile the transaction to “Sita Business System” in the amount of \$172.00 using the following information:
  - a. Approve the transaction;
  - b. A Computer Cart costing \$172.00 was due for delivery on July 23<sup>rd</sup> 2002;
  - c. The goods were received a day later than expected, due to inclement weather;
  
2. Reconcile the transaction to “Standard Copy Products” in the amount of \$2,195.00 using the following information:
  - a. Approve the transaction;
  - b. Copier Materials were shipped same day delivery on July 22<sup>nd</sup> 2002;
  - c. Goods\services were received on the date expected;
  - d. The correct BOCC formation for this transaction is: 2672;
  
3. Reconcile the transaction to “Transcender Corporation” in the amount of \$2,644.00 using the following information:
  - a. Approve the transaction;
  - b. The PC and Monitor were received on July 21<sup>st</sup> 2002;
  - c. There is currently not a description available for the SF-281 code;
  - d. The accounting information needs to be distributed across the following accounting codes and BOCC’s: Accounting Code \_\_\_\_\_, BOCC \_\_\_\_\_, distribution percent 50% \ Accounting Code \_\_\_\_\_, BOCC \_\_\_\_\_, distribution percent 50%;
  
4. Reconcile the check transaction to “Wilson Carpet Service” in the amount of \$1,000.00 using the following information:
  - a. Approve the transaction;
  - b. Check No.: 001009;
  - c. Merchant Location: Alexandria, VA;
  - d. Tax ID No.: 52-7600000;
  - e. Purchase date was July 22<sup>nd</sup> 2002 and Goods\services were received one week after purchase date;
  - f. Bank fee should be calculated at 1.5% of the check amount;
  - g. Approve the Bank fee associated with this check transaction;

5. Reconcile the transaction to “Nyoma Inc.” in the amount of \$59.00 using the following information:
  - a. Only 5 of the 10 glass beakers were received on 07/30/02, due to low stock supplies. The remaining 5 beakers will be shipped on 08/07/02 (Next Day Delivery);
  - b. Unit price is \$5.50, shipping and handling is \$4.00;
  - c. Invoice number: 56084;
  - d. Order Number: W58625-HAV
  
6. Reconcile the transaction to “Corvision Media, Inc.” in the amount of \$705.00 using the following information:
  - a. The goods\services were received on the date expected, July 21<sup>st</sup> 2002;
  - b. Order was for Cable Cutter (Hydraulic) \$678.60; Twist Drills ¼” Diameter, 6-1/8” overall length \$26.40;
  - c. The Twist Drills you received were 1½” Diameter;

**Notes:**

#### IV. Disputes



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

##### **a. When should a Transaction Dispute be filed?**

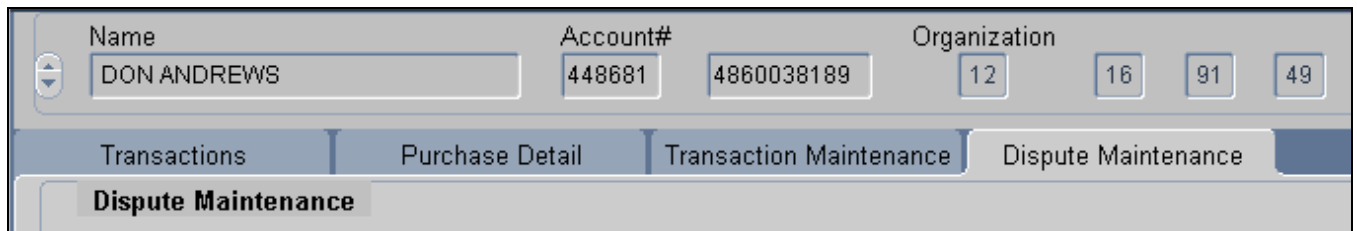
- A transaction dispute should be filed when the invoice amount or goods/services received are not in keeping with what the Cardholder believes they had purchased;
- Before lodging a dispute in PCMS the Cardholder should investigate the problem and try to resolve it;
- Cardholders have 60 days from the date of purchase to dispute and resolve a transaction;
- A dispute cannot be filed for a transaction made using a convenience check, or for convenience check fees;

**Notes:**

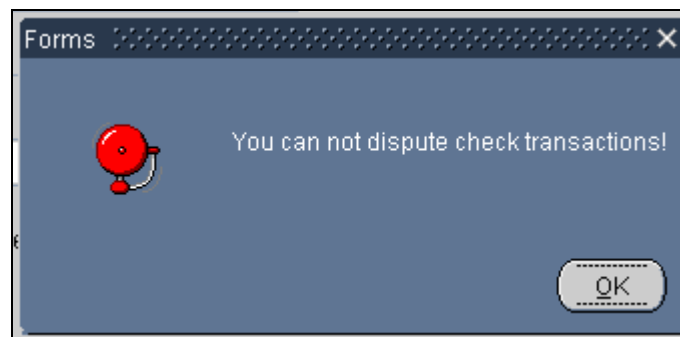


**b. Disputing a Transaction**

1. On the Transaction tab, select the transaction by placing the cursor in one of the fields on the line.
2. If the dispute is over merchandise not received, leave **Date Received** blank until the merchandise is actually received.
3. Go to the **Transaction Maintenance** tab and provide the appropriate reconciliation information.
4. Go to the **Dispute Maintenance** tab.




If the transaction is a check, a pop-up window is displayed with the following warning:




5. Enter details of the dispute on the Disputes Maintenance tab:



PCMS will populate **Purchase Date**, **Merchant Name** and **Reference Number** based on the existing transaction information.

6. Enter details on the Disputes section of the screen:


7. After entering in the dispute data, hit the  button on the command bar to update the database.

**Notes:**

**c. Resolving Disputes**

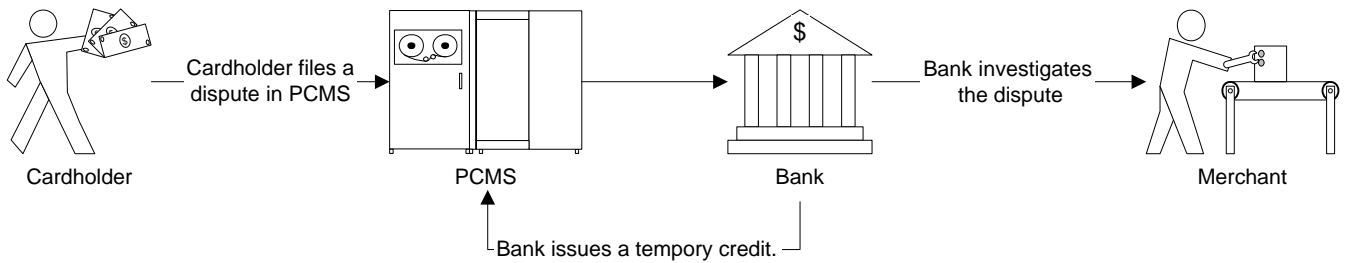
To resolve the dispute, query the transaction and go to the Dispute Maintenance tab:

The screenshot displays the 'Dispute Maintenance' tab of a software application. At the top, there are input fields for 'Name' (DON ANDREWS), 'Account#' (448681), and 'Organization' (12, 16, 91, 49). Below these are four tabs: 'Transactions' (circled in red), 'Purchase Detail', 'Transaction Maintenance', and 'Dispute Maintenance'. The 'Dispute Maintenance' section contains several fields: 'Purchase Date' (05-05-2004), 'Merchant Name' (DAPS - WESTERN REGION), and 'Reference No' (24301284126041260400295). Under the 'Disputes' section, there are fields for 'Dispute Code', 'Short Description', 'Date Disputed' (08-26-2005), 'Date Merchant Contacted', 'Date Resolved' (circled in red), and 'Amount' (292.17). A 'Comments' section is located at the bottom of the form.

1. Enter the **Date Resolved**
2. Go to the **Transaction Accounting** tab and update accounting information, if necessary
3. Go to the **Card Transaction** tab and change **Action Code** to *Resolved*
4. Click  .

**d. Transaction Credits and Debits**

A transaction must be paid before it can be disputed. The Bank issues payment for transactions on a daily basis. After payment has been made the **Description** field of the transaction will then display the message *Accepted by FFIS*. If the Cardholder disputes a transaction, the Bank will issue a temporary credit to the cardholder account while it investigates the dispute.

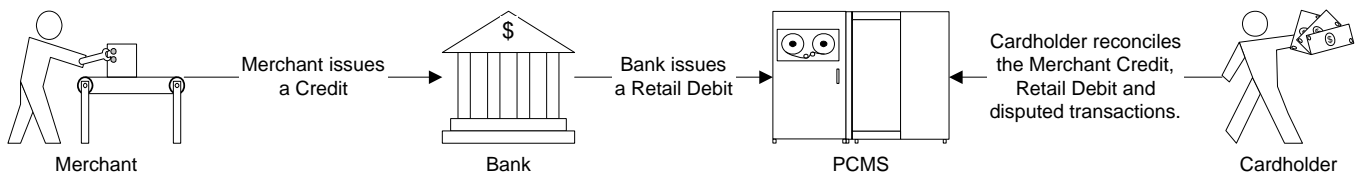


- The temporary Bank credit is called a *Retail Credit*. The words *Retail Credit Adjustment* will appear in the **Merchant Name** field of the transaction, and the transaction amount will be preceded by a minus (-) sign. The Cardholder must reconcile this transaction by approving it;
- The Bank tries to resolve the dispute with the Merchant;



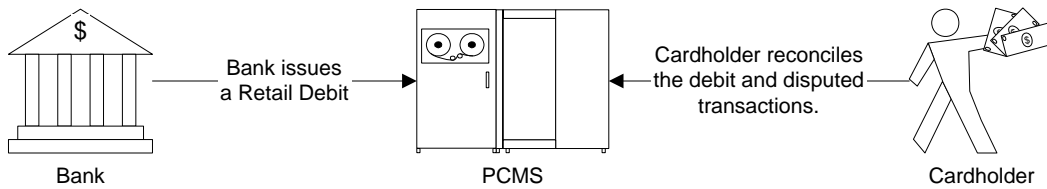
**If the dispute is found in the Cardholders favor:**

- A transaction Credit will be issued by the Merchant. This transaction will display the Merchant name in the **Merchant Name** field and the transaction amount will be preceded by a minus (-) sign. The Cardholder must reconcile this credit as well, by approving it;
- The Bank will then issue a *Retail Debit* in PCMS, which will have the words *Retail Debit Adjustment* in the **Merchant Name** field. The Cardholder will also reconcile this transaction by approving it;
- The disputed transaction is then placed in a resolved state by the Cardholder;



**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 Cardholder account will stand;
- The Cardholder is NOT informed by the Bank that the dispute was found in the Merchant’s favor, or that they will not be receiving a Merchant Credit in PCMS;
- At the time the Cardholder receives the Retail Debit they should approve the debit and place the disputed transaction in a resolved state;



If the accounting in a disputed transaction is changed, the credit and debit transaction accounting must be updated to reflect the change.

**Notes:**



**PRACTICAL EXERCISE**

The following exercises will require the APC\LAPC to logon to the training database using a Cardholder training ID, to be provided by the instructor, as only a Cardholder can reconcile in PCMS.

1. Reconcile the transaction to “Sita Business System” in the amount of \$432.50 using the following information:
  - a. Goods\services were received on the date expected, July 18<sup>th</sup> 2002;
  - b. Invoice states order placed was: 2x Black Briefcases (unit price \$43.55); 1x Audio Visual Cart 27” (Unit price \$320.45); shipping and handling was \$24.95;
  - c. The amount charged on the invoice for the AV Cart was not the amount quoted to you at the time of purchase, which was \$220.45;

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. What are the differences between reconciling transactions made with purchase cards and transaction made with checks?
  
2. How do you query transactions valued greater than \$200? (Walk the instructor through the steps)
  
3. How do you navigate between transactions without returning to the query screen?
  
4. What is the process you follow if you find a discrepancy between the cost of the item on the invoice and the transaction value in PCMS? (Walk the instructor through the steps)
  
5. If you order a set of 10 items and only 5 are in stock and shipped to you what is the reconciliation process you would follow in PCMS? (Walk the instructor through the steps)
  
6. What is the process for disputing a transaction? (Walk the instructor through the steps)
  
7. What is the process for resolving a disputed transaction? (Walk the instructor through the steps)