Lesson 3: *Accounts and Profile Accounting*

Lesson Description

Lesson 3 will provide the Cardholder with the ability to review their PCMS account details and modify their profile accounting details. The Cardholders will build on this knowledge in the subsequent Lesson when learning how to reconcile transactions.

Training Objectives

At the conclusion of this lesson, PCMS Cardholders 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

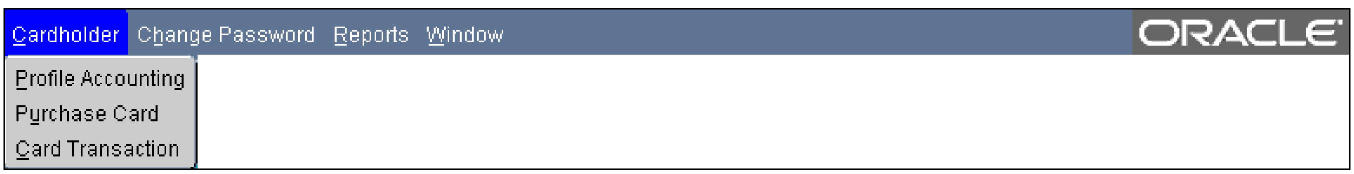
(1) Cardholder PCMS User's Guide, USDA\PSD, September 2005
(2) PCMS Quick Guide to Understanding the Relationship Between 1099's Tax Identification Numbers (TIN's), and Budget Object Classification Codes (BOCC's), USDA\PSD, January 2003

I. Purchase Card Account

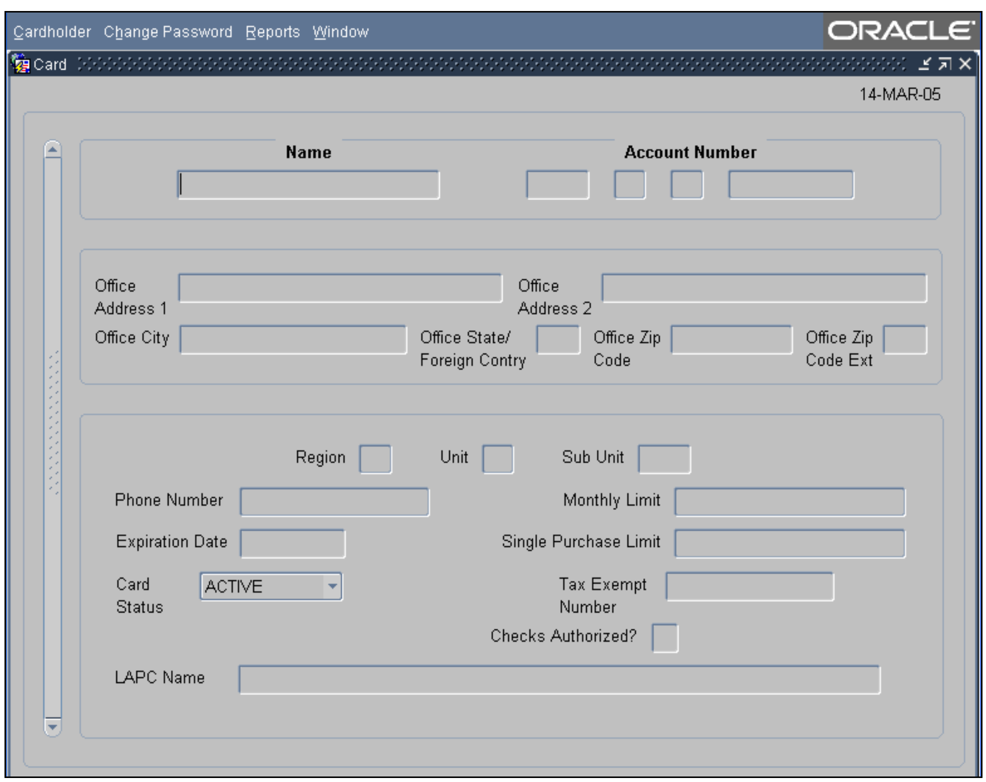
Please turn off your monitor and give your attention to the instructor.

a. Purchase Card Window

The Purchase Card window is used to provide an overview of the cardholder's 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 contact your LAPC. For further information on the Purchase Card screen and field definitions please refer to section II in the Cardholder's PCMS User's Guide.



b. **Querying a Cardholder Record**

The system will automatically query the cardholder record attached to the user id currently logged into PCMS. If the fields are not populated click the  button on the Command Bar.

Notes:

PRACTICAL EXERCISE

1. Review Purchase Card details of your trainee account.

II. Overview of Profile Accounting

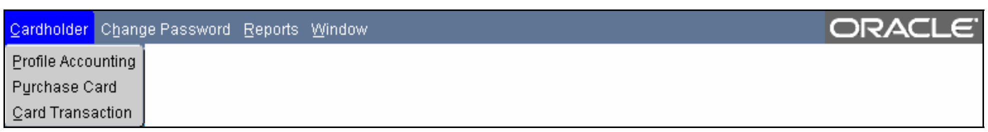
Please turn off your monitor and give your attention to the instructor.

a. What is Profile Accounting?

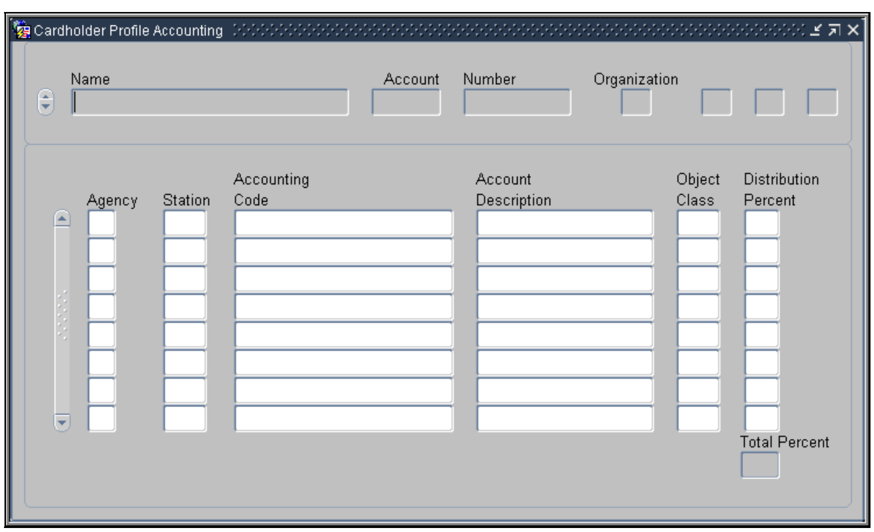
When a Cardholder PCMS account is created, the purchase card is associated with certain accounting codes that purchases are to be charged against. The Profile Accounting window allows the Cardholder to modify the accounting code information without modifying the Purchase Card account details.

b. Profile Accounting Window

To access the Profile Accounting window, click **Cardholder** on the main menu and select **Profile Accounting**. Modifications to profile accounting information can be made in the white fields in the bottom portion of the window but not in the gray fields.



If the profile accounting for a cardholder account is changed too frequently, a user message will be sent to the LAPC with a prompt to review the account details.



c. Account Details

The Cardholder's PCMS account details are located in the top half of the screen. This information is grayed-out and cannot be modified by the Cardholder. If account details require modification please contact your LAPC.

Field descriptions are below:

Field	Description
Name	The Cardholder's name as it appears on the Purchase Card.
Account Number Each part of this field can be queried.	This field contains two parts: • The cardholder's program code **(Should be 448681 or 448686)** • The last 10 digits of the purchase card account number
Organization Each part of this field can be queried.	This field contains four parts: • The cardholder's department code • The cardholder's agency code • The cardholder's unit code • The cardholder's sub unit code

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 given below. Required fields are noted.

Field	Description
Agency	The agency code that the purchase is to be charged against.
Station	The station code that the purchase is to be charged against.
Accounting Code (Required)	The accounting code against which this portion of the transaction is charged. <List of values> is available for this field. **All accounting codes must be valid in FFIS.**
Account Description	The description of the accounting code.
Object Class (Required)	The Budget Object Class Code (BOCC). This code associates the financial transaction with the nature of the goods or service purchased. <List of values> is available for this field. **It is extremely important to select the correct BOCC as 1099 Tax statements are generated based on the code selected.**
Distribution Percent (Required)	The percentage of this account to be applied to the transaction amount.
Total Percent	The value in this field is the total percentage to be applied to the transactions displayed. The value will be affected by changes to the Distribution Percent Field but cannot be directly edited by the Cardholder. **This field must equal 100 percent.**

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

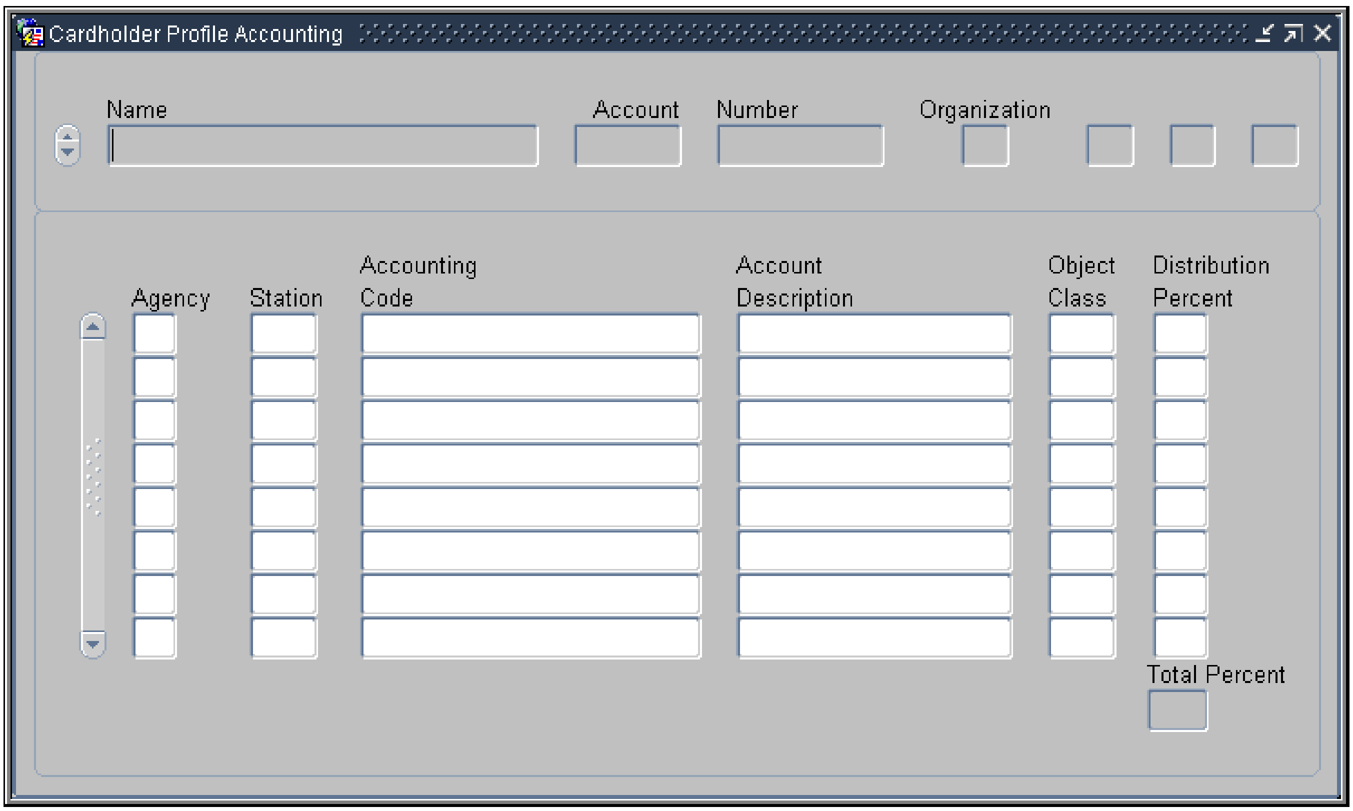
Notes:

III. Profile Accounting Maintenance

a. Query Profile Accounting

When you first enter the Profile Accounting screen, the fields are blank. Click on the Command Bar to query the profile accounting attached to your purchase card. Upon completion of the query the fields will be populated with account and profile accounting details.

A Cardholder has rights to query profile accounting for their purchase card only.



To navigate between retrieved records:

- Use the scroll bar to the left of **Name** to navigate between the records
- Or, click **Record** on the command menu and select **Next** or **Previous**

b. Modify Profile Accounting

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

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

Remove:
To remove a line of accounting, place the cursor in any field on the specific line and click on the Command Bar. The entire line of accounting will be deleted.

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

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

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

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

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

Notes:

Use the following guidelines in updating each of the accounting fields. Required fields are noted.

Field	Guideline
Agency (Optional)	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.
Station	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.
Accounting Code (Required)	Enter a valid accounting code. The system will validate the accounting code when the cursor exits the field. All Agency codes will be validated against the Federal Foundation Information System (FFIS) table.
Account Description	Enter the account description of the accounting code.
Object Class (Required)	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.
Distribution Percent (Required)	Enter a valid number from 1 to 100. This amount indicates the percentage of each transaction to be posted against the accounting code.
Total Percent	Updates automatically when the Distribution Percent Field is modified. **This field must equal 100 percent.**

c. **Multiple Profile Accounting entries**
If multiple accounting codes are associated to the cardholder's account, 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 distribution other than what is maintained in Profile Accounting, reallocate the funds during the reconciliation process.

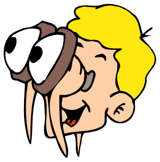
Notes:

PRACTICAL EXERCISE

1. Add a second accounting code: 7010000000 to your profile account information.
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 window.

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 window 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 Cardholders will be learning how to reconcile and dispute transactions in PCMS. The previous three lessons will have provided the Cardholders 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 Cardholders 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) Cardholder PCMS User's Guide, USDA\PSD, 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

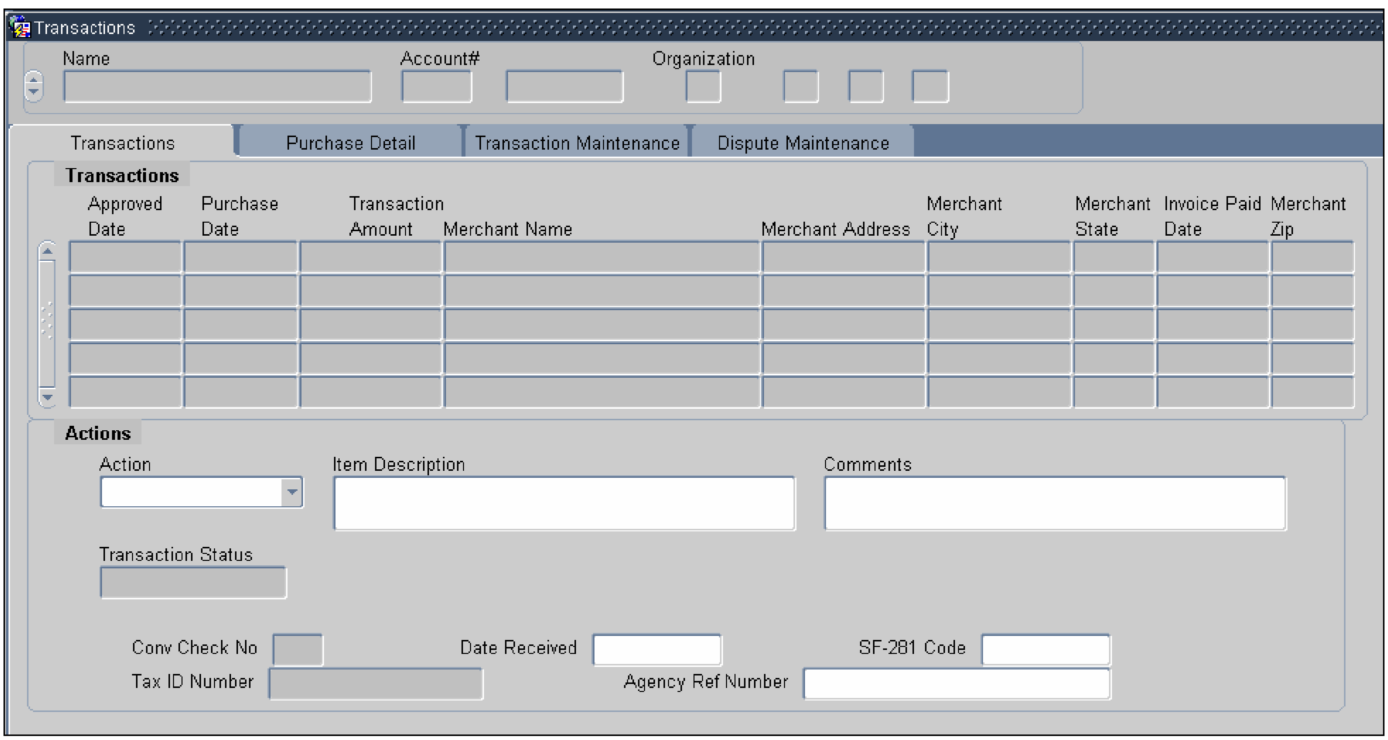
Please turn off your monitor and give your attention to the instructor.

a. What is a transaction?

A transaction is a purchase made using a Purchase Card or Convenience Check. Transactions are associated with a specific Cardholder, who 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.

b. Card Transaction Window

To access the Card Transaction window, click **Cardholder** on the main menu and select **Card Transaction**. Cardholders can use this window to 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.



c. Cardholder Identification

- **ID Information**

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

Fieldname	Description
Name	The cardholder's name as it appears on the card.
Account #	This field contains two parts: • The cardholder's program code • The last 10 digits of the purchase card account number
Organization	This field contains four parts: • The cardholder's department code • The cardholder's agency code • The cardholder's unit code • The cardholder's sub unit code

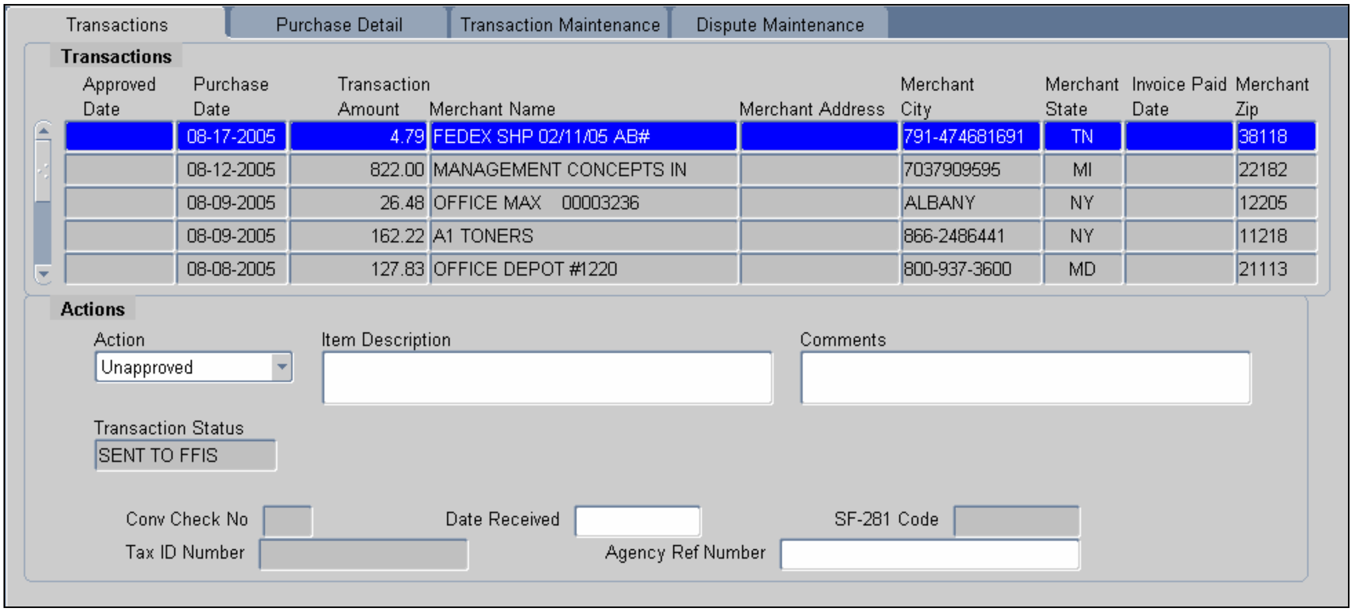
- **Transaction Information**

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.

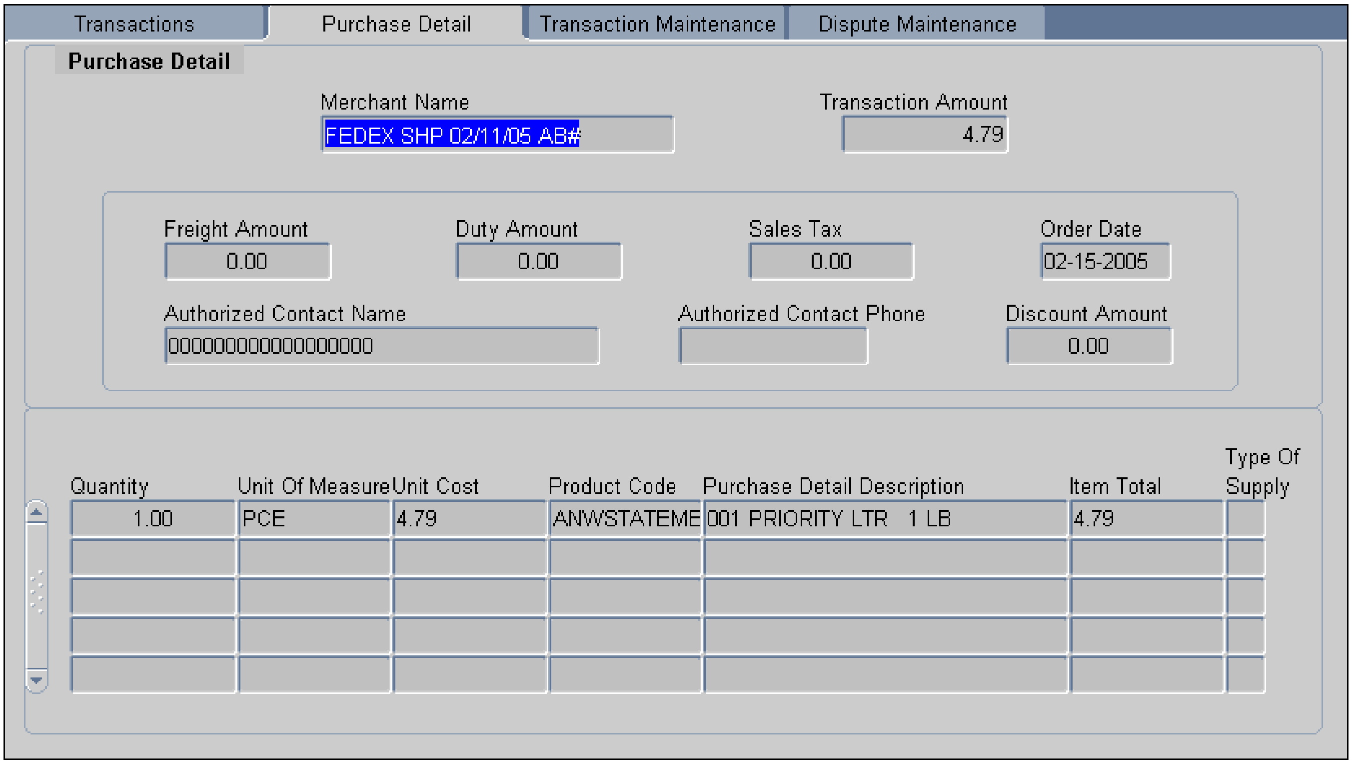


Fieldname	Description
Approved Date	The date the transaction was approved by the Cardholder.
Purchase Date	The date the purchase was made.
Transaction Amount	The cost of the purchase.
Merchant Name	The name of the Merchant from whom the procurement was made.
Merchant Address	The street address where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

Fieldname	Description
Comments	Enter any comments.
Transaction Status	Displays the current transaction status in FFIS. Not editable by the user.
Conv Check No	The Convenience Check number, if used.
Date Received	The date the goods were received by the purchaser. (Date, 8 positions)
SF-281 Code	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 http://www.usda.gov/procurement/card/guide.htm under the 'Miscellaneous' section for additional information. **Note**: the SF-281 code is only required for transactions over $2,500. The field will be grayed out if not required. (Alpha, 2 positions)
Tax ID Number (TIN)	Merchant's tax ID number or employee's SSN. A <List of values> is available for this field. **Note**: 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)
Agency Reference Number	The agency reference number. (Alpha, maximum 32 positions)

e. Purchase Detail Tab

Access this tab to view details of what has been being purchased.

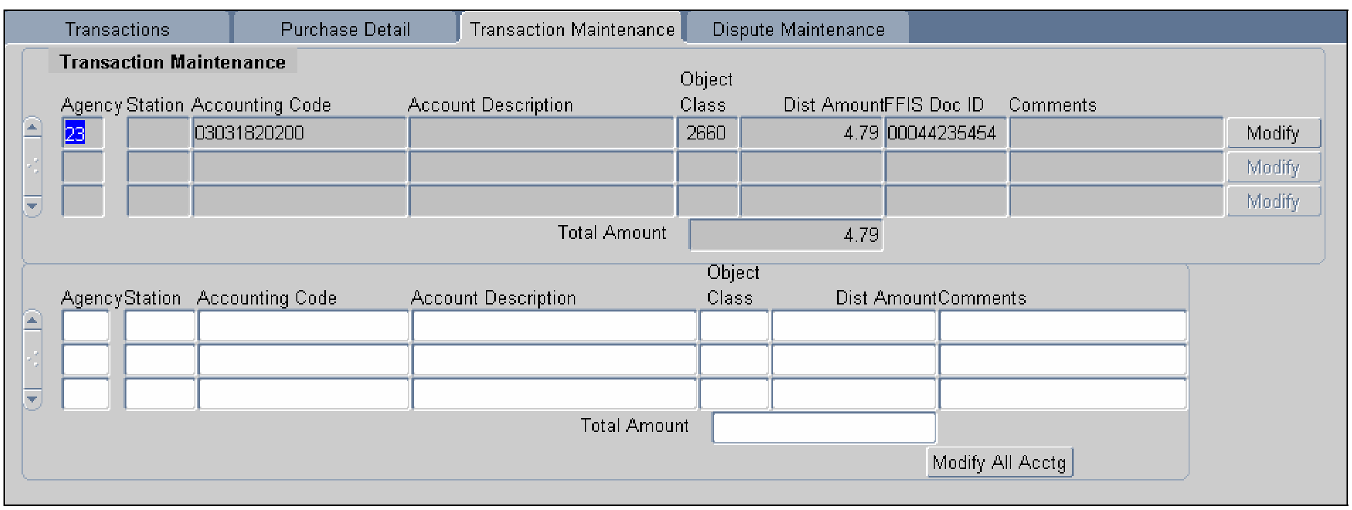


Fieldname	Description
Merchant Name	The name of the Merchant from whom the procurement was made.
Transaction Amount	The cost of the purchase.
Freight Amount	The cost of freight to send the item.
Duty Amount	Duty amount applied to the transaction.
Sales Tax	The amount of sales tax for the item.
Order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

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

f. Transaction Maintenance Tab

Access this tab to reconcile transactions.

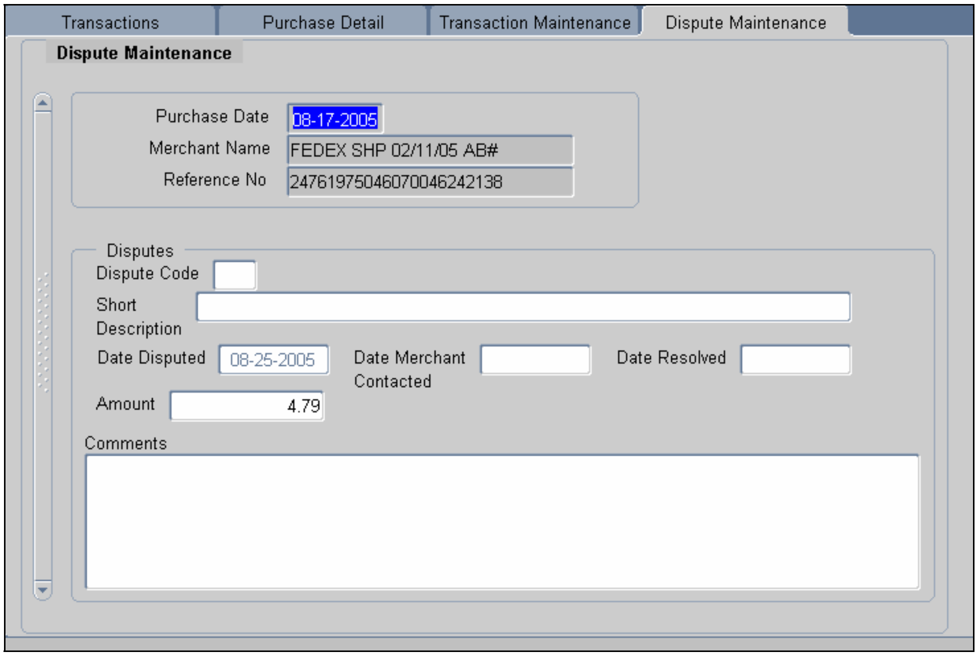


Fieldname	Description
Agency	The agency code.
Station	The accounting station code.
Accounting Code	The accounting code against which this portion of the transaction is to be charged.

Fieldname	Description
Account Description	The description of accounting code.
Object Class	The BOCC. This code defines the nature of the services or goods being obligated. A <List of values> is available for this field. **Note**: 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. (Numeric, 4 positions)
Dist Amount (Required)	The amount of this transaction being applied to this accounting code. (Numeric, maximum 9 positions)
FFIS Doc ID	The Document Identification of the original transaction, until the document is sent to FFIS.
Comments	Additional information concerning the line of accounting.
Total Amount	The total amount of the transaction
Modify	Click this button to modify the individual line of accounting.
Modify All Acctg	Click this button to modify all accounting information.

f. Disputes Information

Access this tab to view or enter dispute information.

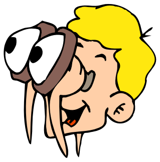


Fieldname	Description
Purchase Date	The date the purchase was made.
Merchant Name	The merchant's name.
Reference Number	The number assigned to the transaction by the input source.
Dispute Code	The code that identifies the type of dispute. 1 – Unauthorized mail or phone order 2 – Duplicate processing 3A – Merchandise or service not received in the amount of 3B – Merchandise or service not received in the amount of 4 – Merchandise returned in the amount of 5 – Credit not received 6 – Alteration of amount 7 – Inadequate description / unrecognized charge 8 – Copy request 9A – Services not received 9B – Services not received 10 – Not as described 11 – None of the above (Alphanumeric, maximum 3 positions)

Fieldname	Description
Short Description	A brief description associated with the dispute.
Date Disputed	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)
Date Merchant Contacted	Date the merchant was contacted. (Date, 8 positions, format mm-dd-yyyy)
Date Resolved	Date the dispute was resolved. (Date, 8 positions, format mm-dd-yyyy)
Amount (Required)	Amount in dispute. (Numeric, 11 positions)
Comments	Additional information to be added to the record. Additional comments are required if Dispute Code 11 (*None of the Above*) is selected. (Alphanumeric, maximum 240 positions)

Notes:

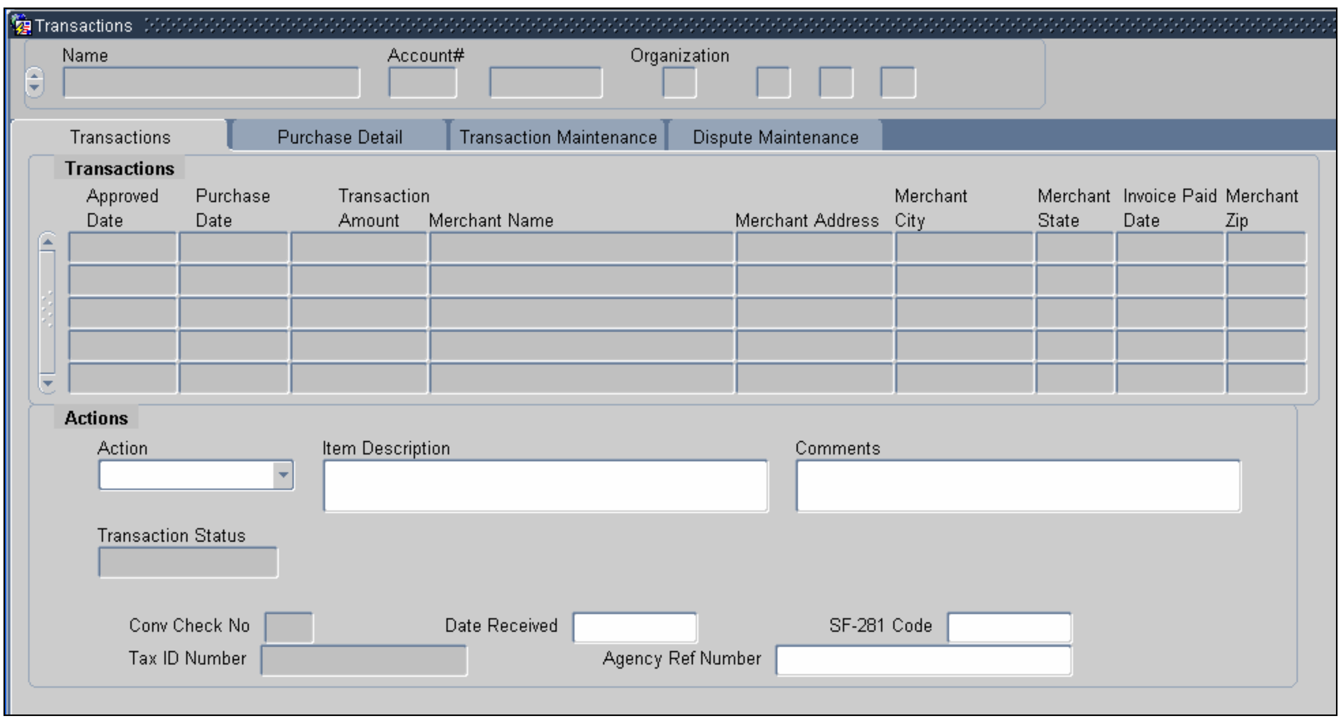
II. Querying Transactions



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

a. Querying transactions

When the Transactions window is first accessed the fields are blank and you are in query mode. Two types of queries can be executed from this screen: searching for all of a Cardholder's transactions OR searching for specific transactions.



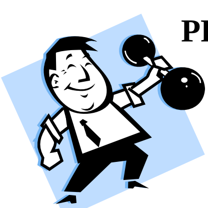
b. Querying all transactions:

- Click the button 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;

c. Querying for specific transactions:

- Click on the command bar to generate a list of all transactions for the current Cardholder account;
- Ensure you are have the correct account selected, if you have multiple accounts;
- Position cursor in any field in the **Transactions** tab area and click . The account information will remain but the field values in the Card transaction area will clear;
- 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 click ;
- 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 transactions and view the first transaction in the list returned
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. Search for all Merchants containing the word "*ACE*" in their name
5. Note the transaction detail information. Can you determine if a Purchase Card or Convenience Check was used to make the purchase?

III. Reconciling Transactions

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

a. Reconciling Card Transactions

1. View the transaction on the **Transaction Maintenance** tab in PCMS
2. Verify the transaction details are correct against paperwork and ensure all details are correct
3. Select an 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.

b. Reconciling Check Transactions

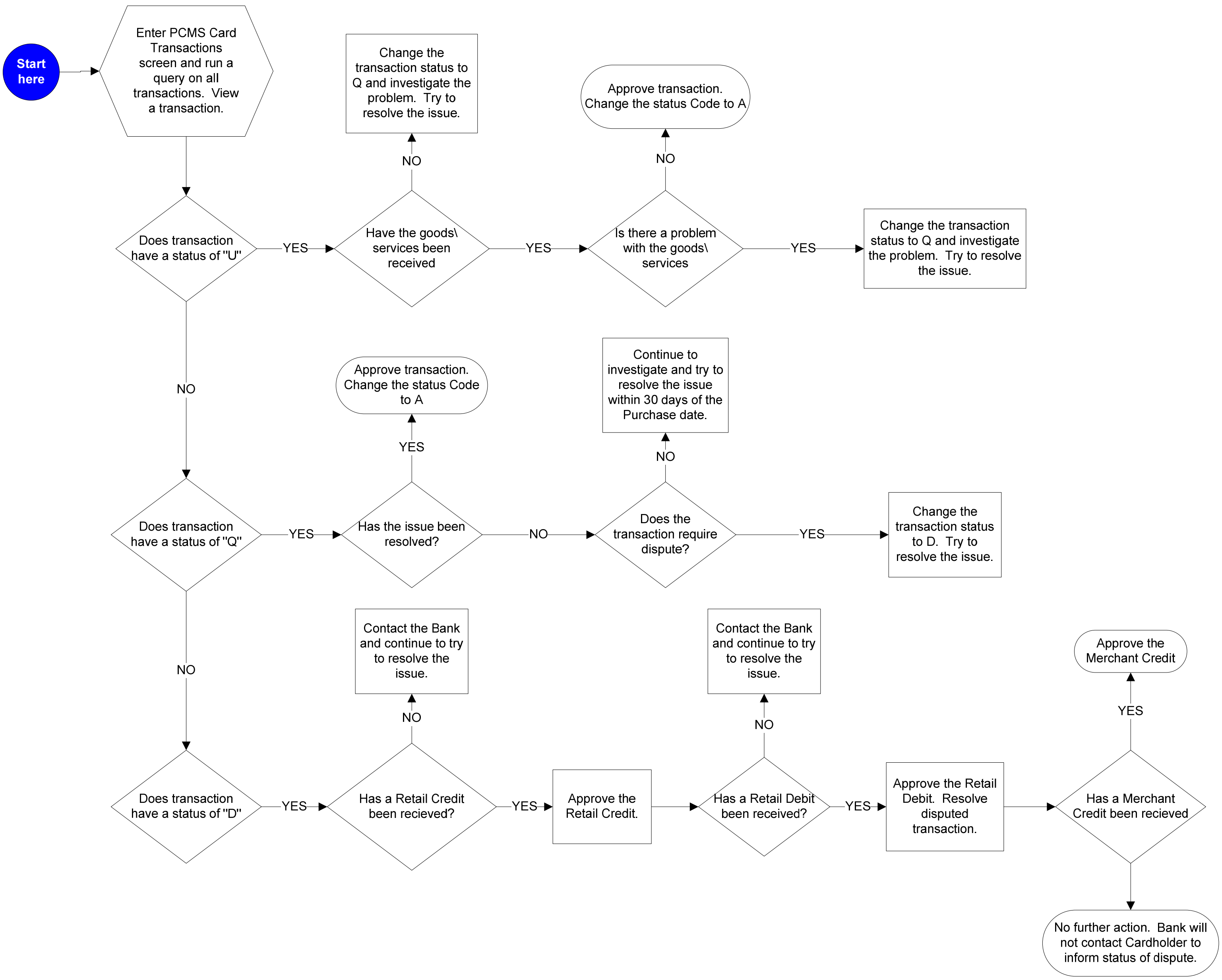
The same process is used to reconcile transactions that were made using Convenience Checks that is used to reconcile transactions made with a Purchase Card, with the following differences:

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

Notes:

c. Action Codes

Use the following flow chart to 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 defined in Profile Accounting is associated with it. You can easily modify the accounting information for individual transactions if during reconciliation:

- To modify a line of accounting that is currently attached to the transaction, click Modify at the end of 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 Modify All Acctg in the lower portion of the window. 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;

e. Reconciling Credits

If there is a problem that requires 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 (-).

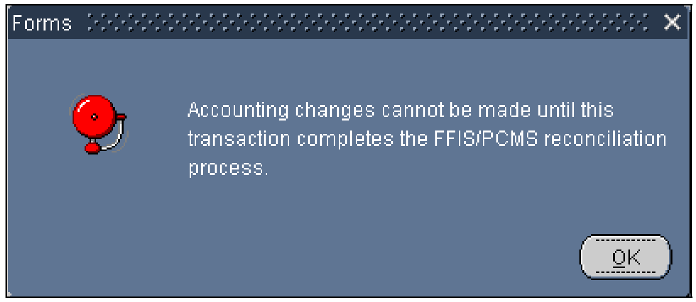
- View the transaction on the Transaction Maintenance tab
- Change the **Action Code** to ***Approved***.
- Click on the Command Bar.

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

Notes:

f. Locked Transactions

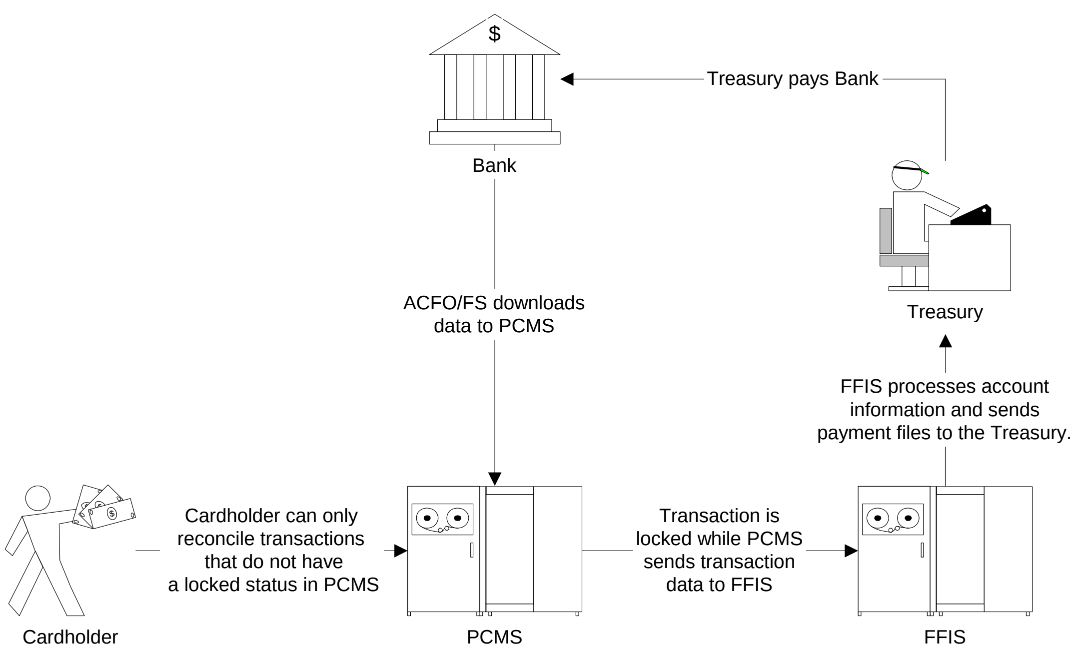
Prior to reconciling it is recommended you generate a Cardholder Report to determine if any transactions have a locked status (see Lesson 6 – Reporting for details). Alternatively if a transaction is locked the following error message will appear when an attempt is made to change the action code of the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



Locked is the only status that will prevent a Cardholder from being able to reconcile. The different accounting statuses 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 please contact your LAPC, who will contact Finance to resolve the problem.



Notes:

PRACTICAL EXERCISES

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 23rd 2002
    c. Due to inclement weather, the goods were received a day later than expected

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 22nd 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 21st 2002.
    c. There is currently no 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 June 20th 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 “Nyma 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 21st 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 1\2” Diameter.

Notes:

IV. Disputes

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

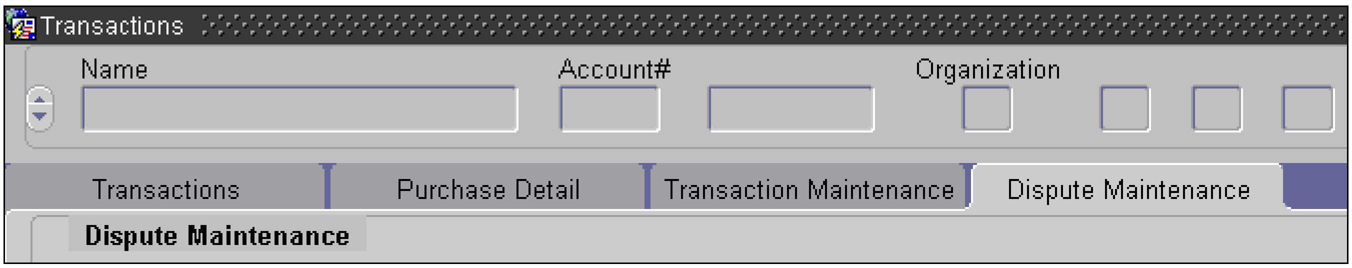
a. When should a Transaction Dispute be filed?

- A transaction dispute should be filed when the invoice amount or goods\services received are not in keeping with what the Cardholder 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;

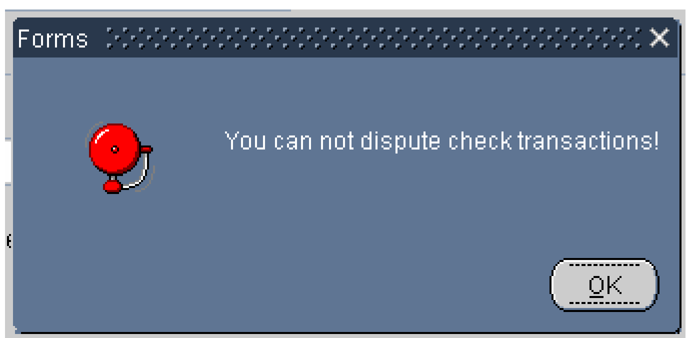
Notes:

b. Disputing a Transaction

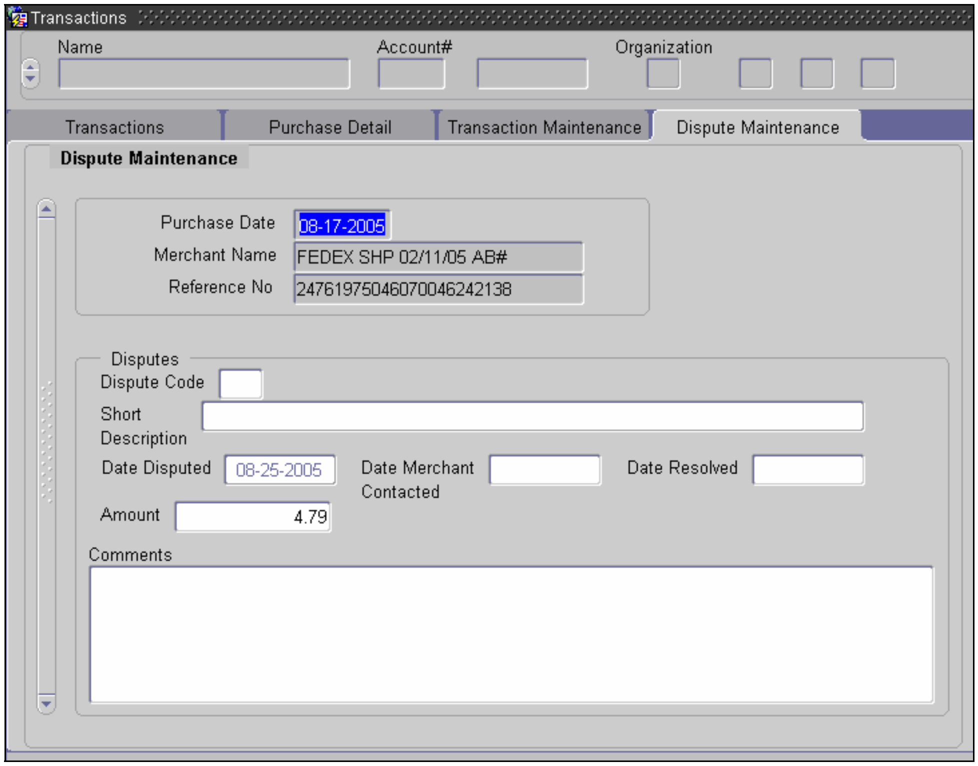
1. On the Transaction tab, select the transaction by placing the cursor in one of the fields on the line.
2. If the dispute is over merchandise not received, leave **Date Received** blank until the merchandise is actually received
3. Go to the **Transaction Maintenance** tab and provide the appropriate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



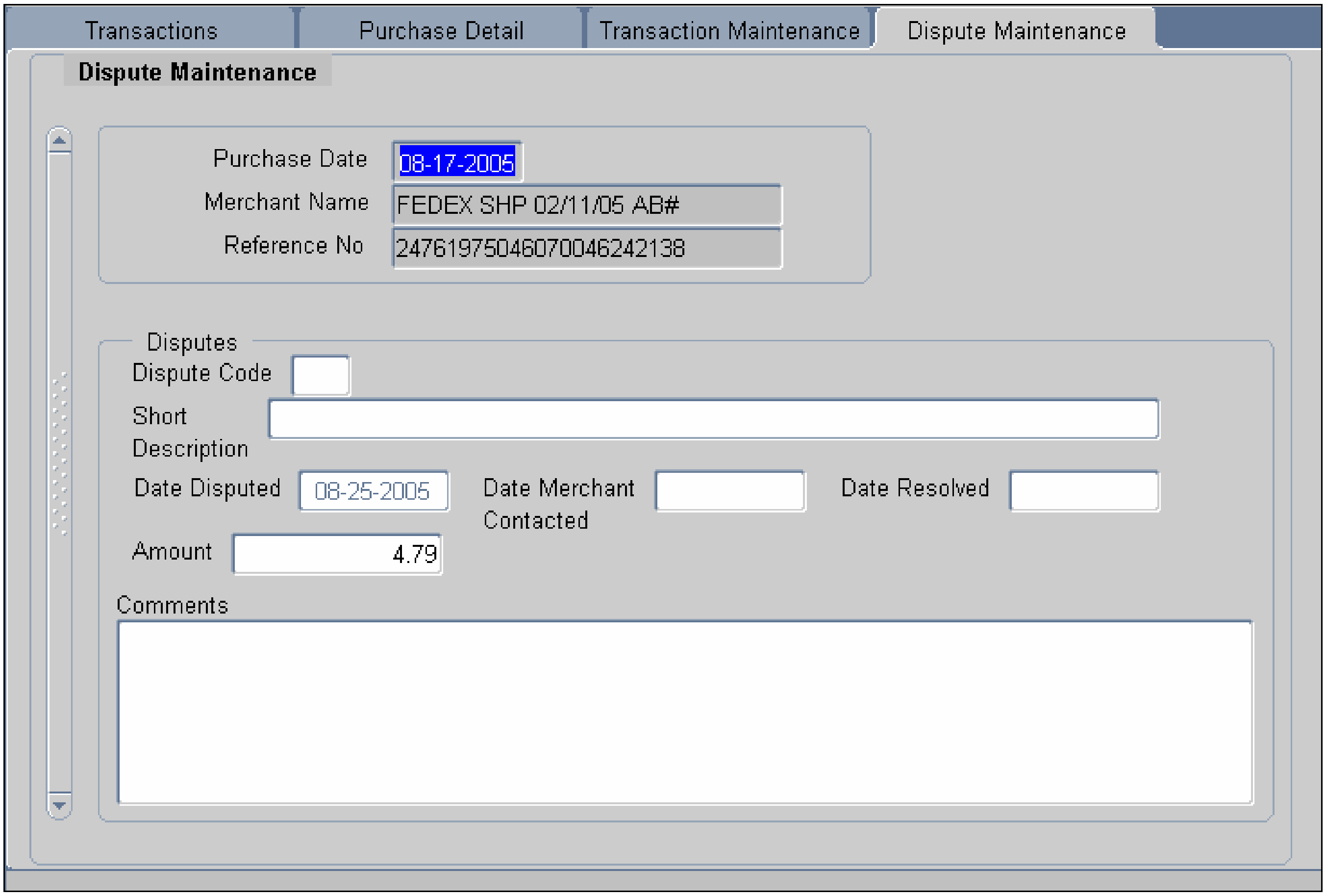
PCMS will populate **Purchase Date**, **Merchant Name** and **Reference Number** based on the existing transaction information.

6. Enter details on the Disputes section of the screen
7. Click the **Save** button .

Notes:

c. Resolving Disputes

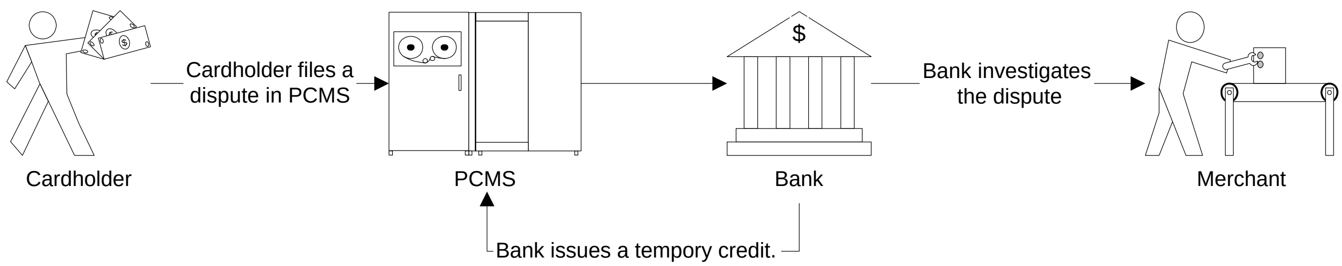
To resolve the dispute, query the transaction and go to the Dispute Maintenance tab.



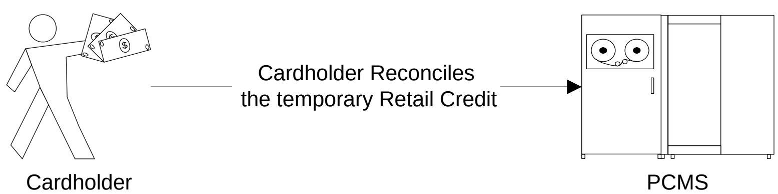
1. Enter the **Date Resolved**
2. Go to the **Transaction Accounting** tab and update accounting information, if necessary
3. Go to the **Card Transaction** tab and change **Action Code** to ***Resolved***
4. Click  .

d. Transaction Credits and Debits

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

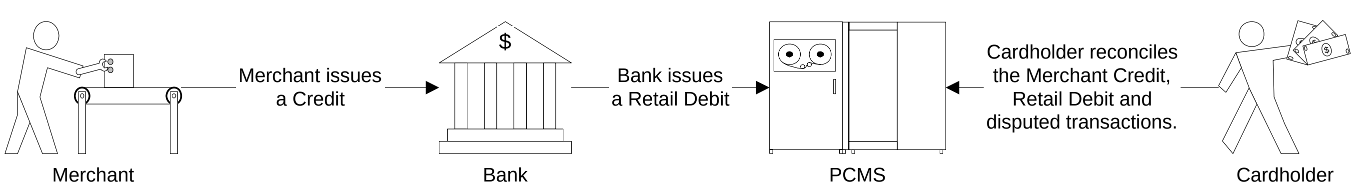


- The temporary Bank credit is called a ***Retail Credit***. The words ***Retail Credit Adjustment*** will appear in the Merchant Name field of the transaction, and the amount will start with a minus (-) sign. The Cardholder must reconcile this transaction by approving it;
- The Bank tries to resolve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



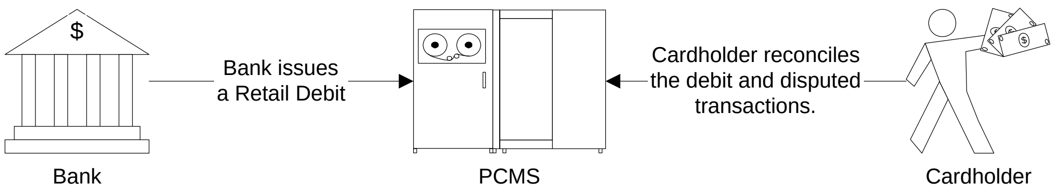
If the dispute is found in the Cardholder's favor:

- A transaction Credit will be issued by the Merchant. This transaction will display the Merchant name in **Merchant Name** and the amount will start with a minus (-) sign. The Cardholder must reconcile this credit by approving it;
- The Bank will then issue a *Retail Debit* in PCMS, which will have the words ***Retail Debit Adjustment*** as 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;
- When the Retail Debit is received, the Cardholder 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

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 18th 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?

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)