

# Introduction

## What is IPAC?

The Intra-governmental **P**ayment and **C**ollection (IPAC) System is one of the major components of the **G**overnment **O**n-Line **A**ccounting **L**ink **S**ystem II (GOALS II). The IPAC System contains multiple components which consist of the **1**) IPAC application which handles intra-governmental fund transfers between agencies, **2**) Retirement and Insurance Transfer System (RITS) which handles agency retirement and insurance payments to the **O**ffice of **P**ersonnel **M**anagement (OPM), and **3**) Treasury Receivable Accounting and **C**ollection **S**ystem (TRACS) interface.

The IPAC application's primary purpose is to provide a standardized inter-agency fund transfer mechanism for **F**ederal **P**rogram **A**gencies (FPAs). It facilitates the intra-governmental transfer of funds, with descriptive data, from one FPA to another.

FPAs have the opportunity to send transactions to IPAC via on-line or bulk file connections. The connection type is determined by each FPA. On-line transactions will be processed immediately. Bulk file transactions will be processed as close to real time as possible, depending on system volume and availability. In a future release, IPAC will offer the capability for FPAs to send transactions via **E**lectronic **D**ata **I**nterchange (EDI).

## IPAC System Requirements

To use the IPAC System, the computer must have:

- Access to the Internet
- A browser with 128-bit encryption - Microsoft Internet Explorer 4.0 or higher or Netscape 4.0 or higher
- The browser must have cookies enabled
- Software to view Portable Document Format (PDF) files (such as Adobe Acrobat™)

## About This Manual

### This Guide's Audience

This manual is intended for new users of the IPAC System and experienced users of the OPAC system transitioning to the IPAC System. The intention of this manual is to describe the IPAC on-line system in its entirety. However, individual users will only have access to the screens and functions that are authorized by the roles assigned by their agency. For a list of roles and functions available in the IPAC application, see *Appendix F – Roles and Functions*.

### Assumptions

It is assumed that the users of this manual are familiar with the following:

- The use of a personal computer in a Windows environment.
- The basics of the Internet and the Internet browser they will be using.
- The accounting procedures unique to their agency.
- The Treasury reporting requirements outlined in the **Treasury Financial Manual (TFM)**.

### Organization

The information in this manual is divided into Sections corresponding to the function buttons on the **IPAC Main Menu** (Payments and Collections are both discussed in *Section 1* since the processes for these functions are similar). These sections will describe the processes available under each menu option and will include screen views to ensure that the correct paths are being followed. The manual also contains this *Introduction*, which discusses the purpose of the manual, its intended audience and some of the functions common to all types of transactions. There are also a Table of Contents, an Index and the following Appendices:

- A. Sample Reports
- B. Table of Figures
- C. IPAC Required Fields
- D. Netscape® Configuration for PDF files
- E. Configuring Browsers to Accept Cookies
- F. Roles and Functions
- G. Military Time Conversion Chart
- H. Transaction Field Lengths
- I. Glossary of Terms and Acronyms

## Conventions Used in this Manual

The following conventions are used throughout the manual:

- References to **screen names** will display in bold print (i.e. **IPAC Main Menu**).
- Names of **screen buttons** will be in “quotes”.
- References to **field names** on a screen will be underlined.
- References to **other sections** of this manual will be in *italics*.

## Conventions Used in the IPAC Application

### Title Bars

As you use the IPAC application, the title bars on your screen will help you keep track of your location within the program. Once you leave the Main Menu, the title bar of each screen generally contains the name of the function under the application in which you are currently working, as shown in Figure I.1.

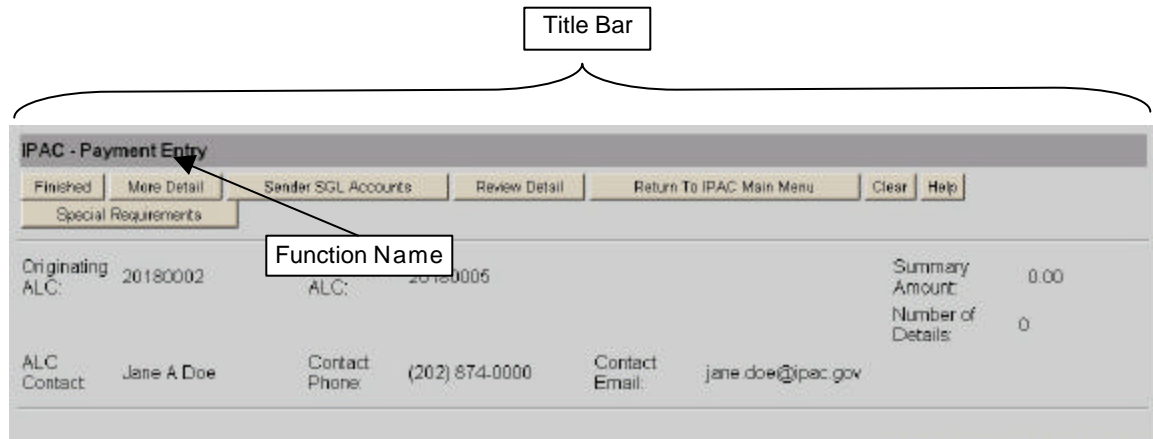


Figure I.1 Title Bar

## Browser Buttons

You must **NOT** use the “Back” and “Forward” buttons of your browser to navigate through the IPAC screens. The program expects data to be submitted in specific sequence and using the browser navigation buttons can result in the activation of intruder detection software. If you accidentally hit the back button of the browser, you may be returned to the IPAC System Main Menu with none of the data entered on your most recent screen saved to the database. If after selecting the back button you are not automatically returned to the IPAC System Main Menu, you need to manually go back to the **IPAC Main Menu** and begin processing again. The system cannot accurately process information once the “Back” button has been selected.

## Cursor Movement

When a screen first appears, you must click to position the cursor in the first data entry field or menu selection. You may continue to position the cursor with the mouse, or you may use the “Tab” key to move forward between fields, “Shift”-“Tab” to move backward. You **must** use a button to submit data to the IPAC database.

Hitting the Enter key while in a data entry field is **NOT** the same as clicking the “OK” button, the “Finished” button, or other IPAC screen buttons. If you would like to use the keyboard rather than the mouse to click a button, then use the Tab key to move the focus to the button (“OK”, “Finished”, etc.) and then hit Enter.

## Standard Buttons

Standard Buttons have been established for use throughout the IPAC application. The availability may vary as needed by the function being performed, when the buttons appear they will behave in a consistent fashion. Standard Buttons include “Finished”, “Print”, “Clear”, “Cancel”, “Help”, “OK” and “Return to IPAC Main Menu”. Additional buttons will be included as needed in specific areas of the program.

### Explanation of Standard Buttons

#### “Finished”

The data on the current screen will be submitted for entry in the IPAC database. If the data is accepted, you will be presented with a confirmation screen, then returned to the **IPAC Main Menu**. If a required field is blank, or if an error is detected, an error message will be displayed and the cursor will be placed in the entry field where the error occurred.

### “Print”

You will be forwarded to a report printing screen where the data just entered will appear as a document and may be printed.

### “Clear”

All of the data entry fields which you have modified since the last time the screen was displayed are returned to their former values and you remain on the current screen. No data is submitted to the database.

### “Cancel”

No data is submitted from the currently active screen and you are returned to the previous screen or to a menu.

### “Help”

A new browser window is opened and system help for the current screen is displayed. After reading and/or printing the help screen, you should close the help window by using the "Return" button to go back to the previous screen. (The "Back" button on your browser will **NOT** be functional on the help screen since this is a new window with no history.)

### “OK”

This acknowledges that you have read any message on the current screen and are prepared to submit any data just entered. The data is submitted and you are returned to the previous screen or to a previous menu.

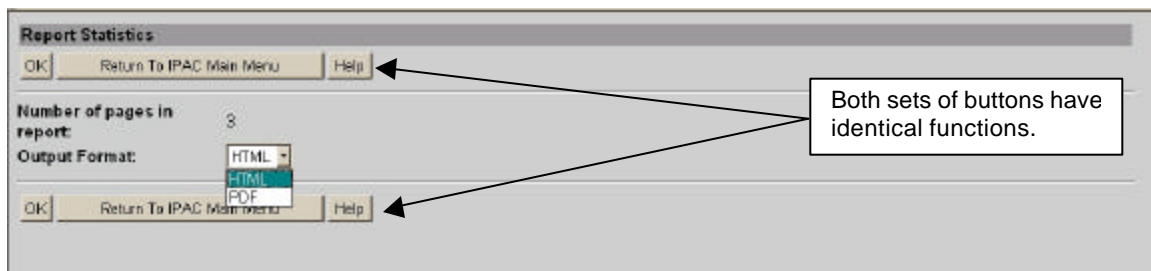
### “Return to IPAC Main Menu”

No data entered on the current screen will be saved. You will be returned to the **IPAC Main Menu**.

## Formats

### Button Formats

Because screen presentation is influenced solely by the browser configuration, all **function buttons will display at both the top and bottom of all IPAC screens**. Either set may be used depending on your location and preference as shown in Figure I.2.



**Figure I.2 Function Button Locations**

## Date Formats

When entering dates in IPAC, the format is YYYY-MM-DD (2001-06-22 for June 22, 2001). Any date entered in another format will not be accepted and will return an error message.

## Time Formats

When a start or end time is required, enter the time in military time format which uses a 24-hour clock, four digits and does not use punctuation to separate hours from minutes. Military time is told on a continuous 24-hour clock. Rather than distinguishing between morning (AM) and afternoon (PM), the time is read sequentially from 0001 to 2400. For example, fifteen minutes past midnight is 0015, one thirty in the morning is 0130, and two o'clock in the afternoon is 1400. For a military time conversion chart, see *Appendix G*.

All time stamps generated by IPAC will be in Eastern Standard Time.

## Currency Formats

When you enter dollar amounts in IPAC, you may enter up to 14 numbers, with two of them following the decimal point. **Do not** enter characters other than numbers, commas and/or the decimal point (\$, ¢, etc.). Amounts entered are assumed to be whole dollars unless you enter a decimal point. If you enter 500 (without a decimal point), the amount will be recorded as \$500.00, not \$5.00. After the amount entered is submitted to the server, formatting, to include decimals and commas, will be automatic.

## Telephone Number Formats

Since the IPAC application is distributed world wide, there is no “mask” to automatically format telephone numbers in IPAC. Numbers will be displayed exactly as you entered them. Since all telephone numbers entered should include the area code (and country code for foreign exchanges), it is recommended that you use some formatting characters to make the telephone numbers easier to read. For example, (202) 874-8270 or 202-874-8270.

## Asterisks for Required Fields

Most data entry screens contain required fields. These fields **MUST** be completed before the data on the current screen will be accepted. When entering an IPAC transaction, required fields will be indicated with an asterisk on the screen at the end of the field label.

## Help Screens

The IPAC System is supported by the **Financial Management Service's** (FMS') GOALS Customer Support Staff. You can select a "Help" button from most IPAC screens to display the telephone number to reach this support group. This information is provided in a new browser window, which behaves like any other browser window on your system. The Help screen information may be printed through your browser's print facility. The "Back" button on this window will be dimmed and inoperable since this is a new window with no history. Selecting the help button again or selecting another "Help" button, will open a new browser window without closing the current help window. To avoid confusion and to save your system's memory, help windows should be closed when you have finished with their information, either by using the "Return" button on the screen or by clicking on the Windows close box. This **Help** screen is shown in Figure I.3.

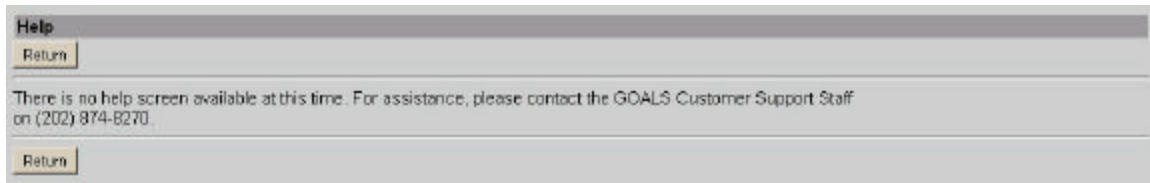
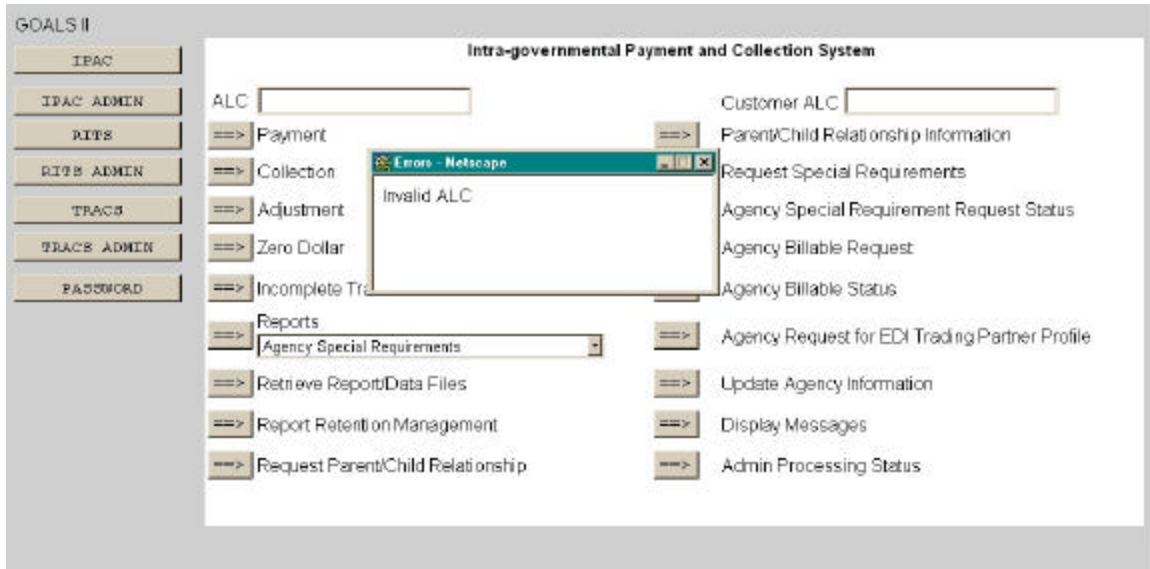


Figure I.3 Help Screen

## Error Messages

An error message is generated by the IPAC System when an action taken is improper or the data entered is not valid. The error messages state the nature of the error made. Error messages display in a browser window, just as help information does. The **Error Message** window is smaller, and it remains open without being cleared until closed. This allows you to refer to the error message while resolving the error; it also means that error messages will continue to accumulate as the window is called for message display. Since this can be confusing, it is advisable to close the **Error Message** window, using the Windows "Close" button when you no longer need the information it provides. A sample **Error Message** is shown in Figure I.4.



**Figure I.4 Sample Error Message**

Whenever an error message is received from IPAC, the submission causing the error is returned unprocessed.

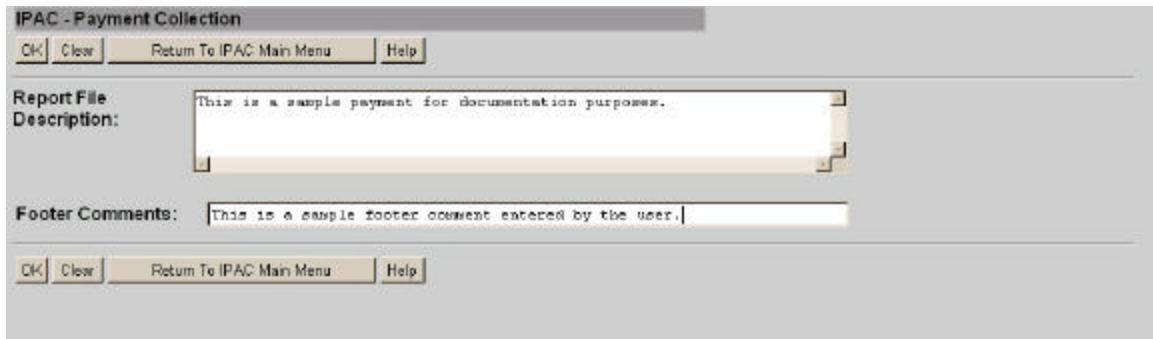
## Viewing and Printing Documents through IPAC

Common conventions are used throughout the IPAC application for printing documents and reports. When you select a report to be generated, you will be forwarded to a report printing screen where the data just entered will appear as a document and may be printed. First, you will see a [Report File Description](#) and [Footer Comments](#) entry screen referred to in this manual as the **Report Request** screen. Then the **Report Statistics** screen displays, which has several output options as discussed below.

### Report File Description / Footer Comments (Report Request) Screen

When you select a report to be generated, the next screen to display is the **Report Request** screen. The entry of a Report File Description and Footer Comments for the report is available, as shown in Figure I.5. The title of this screen will vary depending on the location in IPAC, but the appearance and functionality of the screen will be consistent.





The screenshot shows a window titled "IPAC - Payment Collection". At the top, there are four buttons: "OK", "Clear", "Return To IPAC Main Menu", and "Help". Below this, there are two main input areas. The first is labeled "Report File Description:" and contains a text box with the text "This is a sample payment for documentation purposes.". The second is labeled "Footer Comments:" and contains a text box with the text "This is a sample footer comment entered by the user.". At the bottom of the window, there are the same four buttons as at the top: "OK", "Clear", "Return To IPAC Main Menu", and "Help".

**Figure I.5 Report File Description / Footer Comments**

## Data Entry Fields

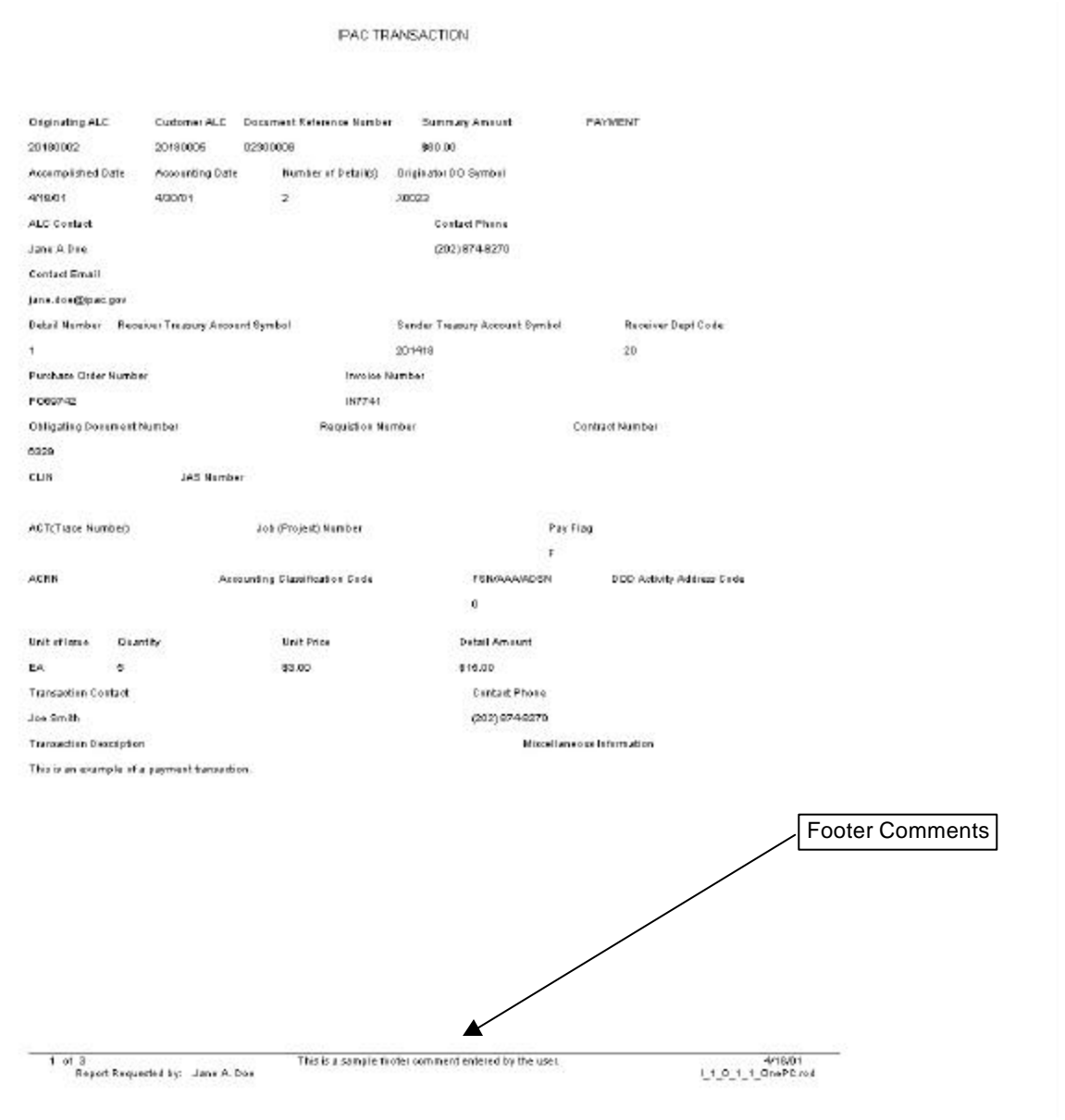
There are two data entry fields on this screen. It is not required to complete either field, but it is highly recommended that the Report File Description field is completed.

### Report File Description

This field is used to name and/or describe the report. It will be this name or description that displays in the system when a report is later retrieved for viewing, printing or deleting. The description that is assigned to the report should be as meaningful as possible to help with later report identification. This description does not print on the report itself.

### Footer Comments

This field is printed on the bottom of each page of the document or report. Figure I.6 shows a sample report with the location of the Footer Comments marked.



**Figure I.6 Report Footer Comments**

**Function Buttons**

There are 4 standard function buttons on the **Report Request** screen:

**“OK”**

Accepts the information on the screen as the report description and report footer, extracts the report contents from the database and displays the **Report Statistics** screen shown in Figure I.7.

**“Clear”**

Resets the data entry fields to their values the last time the screen was displayed. No data is submitted to the IPAC database.

**“Return to IPAC Main Menu”**

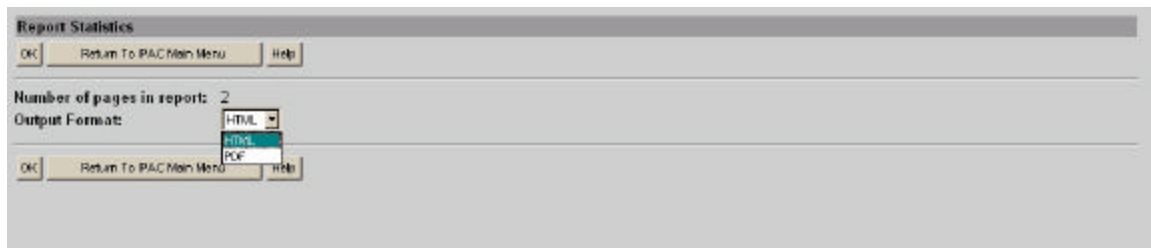
Returns to the **IPAC Main Menu** without saving any information entered.

**“Help”**

Displays help information for this screen.

## Report Statistics

Selecting “OK” from the **Report File Description / Footer Comments** screen will display the **Report Statistics** screen shown in Figure I.7. This screen displays the number of pages the report or document will have and provides you with a drop-down menu option of output formats.



**Figure I.7 Report Statistics**

## Report Output Menu Options

**HTML** (HyperText Markup Language)

The document format used on the World Wide Web. Choose this option to view the report immediately. This is the default choice. The report is generated in HTML format and displays in the IPAC Report Viewer.

**PDF** (Portable Document Format)

A file format, read with Adobe Acrobat™ Reader, for saving the report to be viewed or printed on-line. The Acrobat reader must be available to view or print the report.

## Function Buttons

**“OK”**

Displays the report in the specified format.

**“Return to IPAC Main Menu”**

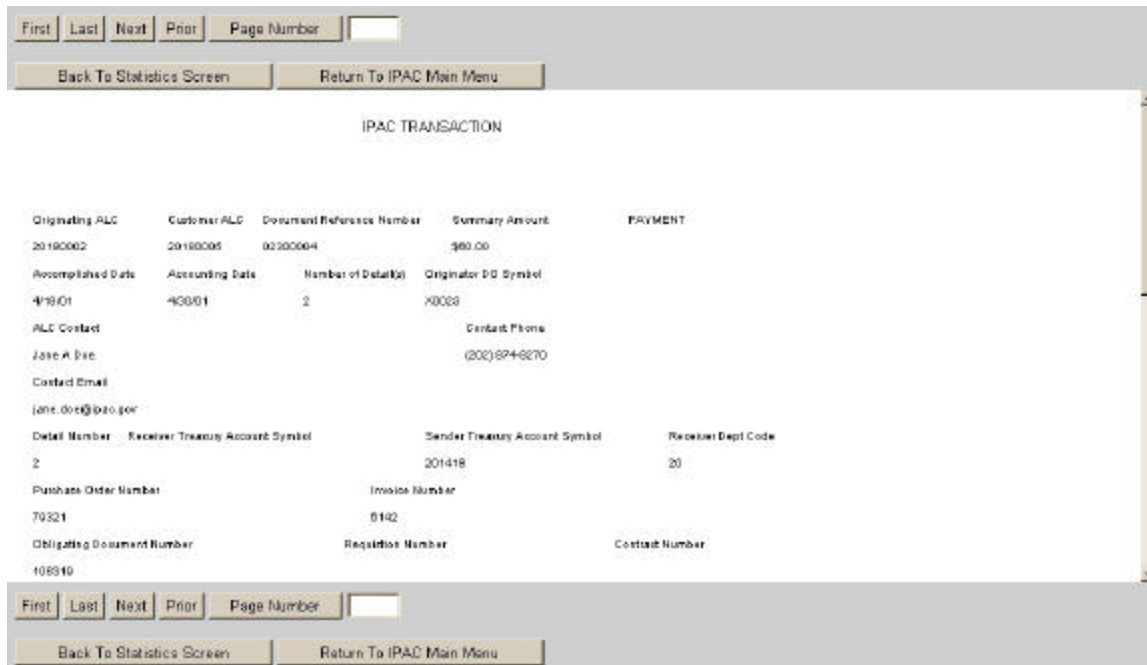
Returns to the **IPAC Main Menu** without generating, saving or printing the report or document.

**“Help”**

Displays help information for this screen.

**Viewing HTML Format Documents and Reports**

When a report is generated in HTML format for viewing on-line, the IPAC Report Viewer is automatically called to display the report as shown in Figure I.8.



**Figure I.8 IPAC Report Viewer**

IPAC Report Viewer will display the document or report one page at a time with as much of the page visible as your browser will allow. To see the rest of the page use the scroll bars. If you attempt to print this report through your browser, only the page currently being viewed will be printed.

**Report Viewer Function Buttons**

The Report Viewer also has standard function buttons, shown in Figure I.8, which appear at both the top and the bottom of the screen.

**“First”**

Moves you to the top of the first page (page 1) of the document.

**“Last”**

Moves you to the end of the last page of the document.

**“Next”**

Moves you to the next page in the document unless you are already on the last page.

**“Prior”**

Moves you back one page in the document unless you are already on the first page.

**“Page Number”**

Moves you to the page number entered in the Page Number field. If the field is left blank, clicking “Page Number” will move to the first page of the report. If the field is set to a page number greater than the number of pages in the report, clicking “Page Number” will move to the last page of the report. The presence of a page number in the field does not affect the operation of the “First”, “Last”, “Next” or “Prior” buttons.

**“Back to Statistics Screen”**

Returns you to the **Report Statistics** screen, discussed earlier in this section, where you can choose to display or print the report in another format.

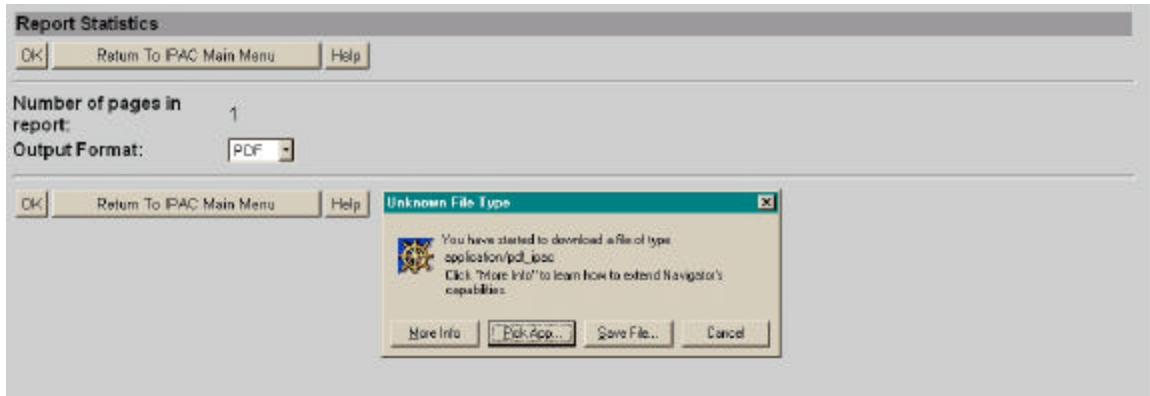
**“Return to IPAC Main Menu”**

Returns you to the **IPAC Main Menu**. In a future release of IPAC, the report will be saved for later viewing through the Retrieve Report Function.

## **Viewing, Saving and Printing PDF Format Documents and Reports**

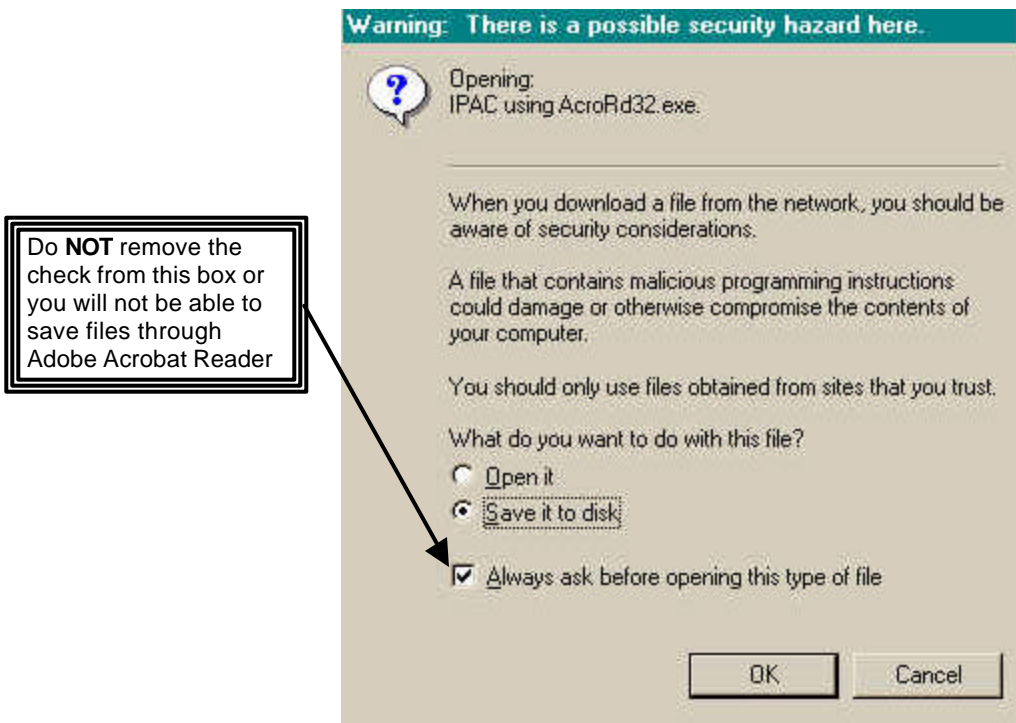
If your system is equipped with Adobe Acrobat®, then a better choice for viewing or printing the report may be the PDF (**P**ortable **D**ocument **F**ormat) format. PDF, read with an Acrobat reader, allows documents to be displayed and printed in different operating systems while retaining its formatting properties and appearance. There are Acrobat readers available for DOS, Windows, UNIX and Mac platforms.

If you choose PDF as your file output format and see an error message similar to the one in Figure I.9, then either Acrobat is not installed on your system, or your browser is not configured to use it.



**Figure I.9 Acrobat Error Message**

If your browser is configured to use Acrobat, the next screen you see should be similar to Figure I.10. This is a warning that some files downloaded from the Internet can be dangerous. It also asks if you would like to open the file or save it to disk.



**Figure I.10 File Download Warning**

Since this report is coming from IPAC, a secure system, you can trust the source of the report. On this screen you must also decide if you want to open the report for viewing and printing, or if you want to save it to disk. Do NOT remove the check mark from the "Always ask before opening this type of file" box or you will not be able to save (or, conversely, view) files in PDF format.

If the check mark in the "Always ask..." box has been removed, this screen does not display and the report will be saved immediately ("Save As ..." dialog box will display), or displayed immediately in Acrobat. To correct this situation, see *Appendix D*.

## **Viewing and Printing a Report with Adobe Acrobat Reader**

To **Open** the PDF file, Acrobat will automatically be opened to display it. Figure I.11 illustrates Acrobat's view of an IPAC report.

RECEIVED BY YOUR ALC				
COLLECTION TRANSACTIONS SORTED BY ALC				
Start Date		End Date		
01/01/01		04/25/01		
Originating ALC	Customer ALC	Document Reference Number	Summary Amount	COLLECTION
20180002	20180005	02300014	\$85.00	
Accomplished Date	Accounting Date	Number of Detail(s)	Originator DO Symbol	
4/25/01	4/30/01	1	X0023	
ALC Contact			Contact Phone	
Tonya L Johnson			804-697-8508	
Contact Email				
tonya.johnson@rich.frb.org				
Detail Number	Receiver Treasury Account Symbol	Sender Treasury Account Symbol	Receiver Dept Code	
1		201418	12	
Purchase Order Number		Invoice Number		
8508		8508		
Obligating Document Number		Requisition Number	Contract Number	
8508				
CLIN	JAS Number			
ACT(Trace Number)		Job (Project) Number		
ACRN	Accounting Classification Code		FSN/AAA/ADSN	DOD Activity Address Code
			0	
Unit of Issue	Quantity	Unit Price	Detail Amount	
ea	85	\$1.00	\$85.00	
Transaction Contact			Contact Phone	
Transaction Description			Miscellaneous Information	
Testing 4/25/01			Testing 4/25/01	

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1 of 1  
Report Requested by: Tonya L. Johnson

4/25/01 Testing TLJ

4/25/01  
L\_1\_0\_1\_1\_ReceivedByALC810.rpd

Figure I.11 Acrobat View of a Report



Acrobat is an easy program to use, and the buttons on its toolbar function as expected. For further assistance in the use of Acrobat, click **Help** while in the program, then **Reader Online Guide**, then **Viewing PDF Documents** for further information.

The report can also be printed from within the Acrobat Reader. Click the **File** option of the Acrobat menu bar to get the menu shown in Figure I.12.

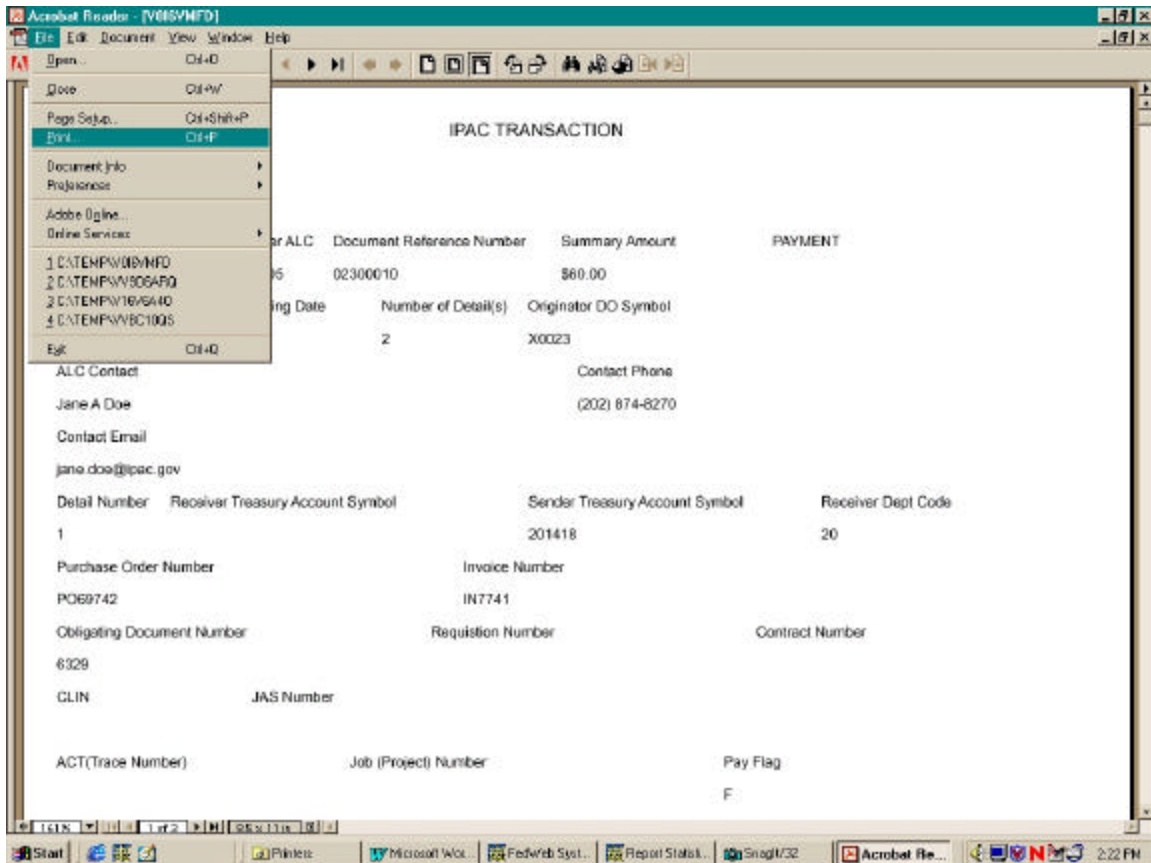
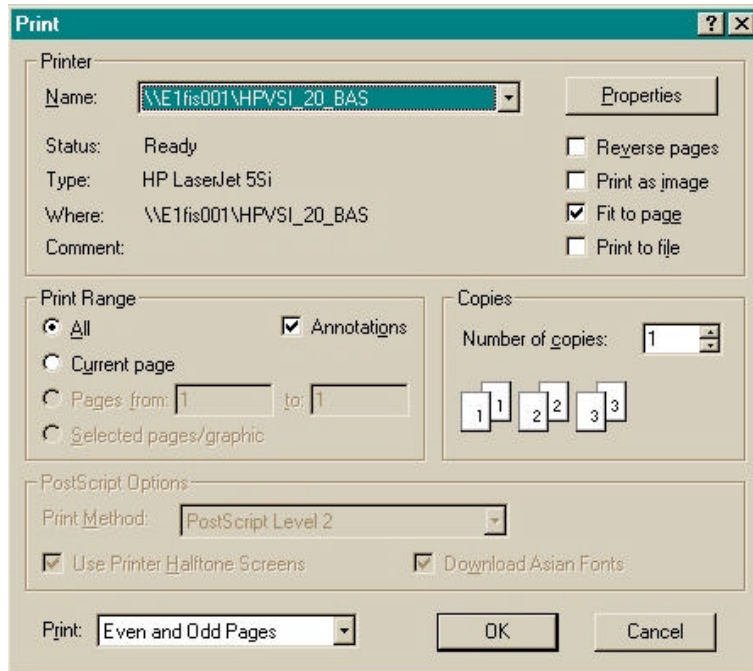


Figure I.12 Acrobat File Menu

Choosing the **Print** option from this menu will display the menu shown in Figure I.13



**Figure I.13 Acrobat Print Menu**

From here you can print the entire report, the current page of the report or a range of pages to your default printer. If you put a check in the “Print to File” box on this menu screen, the report will be saved to a file that can be interpreted by your printer, but will not be readily viewable by you. To save the file to a disk, choose the “Save it to disk” option on the previous menu. (See Figure I.10 and read below.)

## **Saving a Report with Acrobat**

If you choose **Save it to disk** from the earlier menu shown in Figure I.10, you will see a standard Windows “Save As...” Dialogue Box (see Figure 1.14). This allows you to name the output file, choose the location for the file and specify the type of file to save. The location and name you choose for the file will depend on your computer’s configuration and your agency’s procedures. Do NOT remove the check mark from the “Always ask before opening this type of file” box or you will not be able to save files through the Acrobat Reader. Once the file is saved, you will be returned to the **Report Statistics** screen where you can display the report in another format or return to the **IPAC Main Menu**.

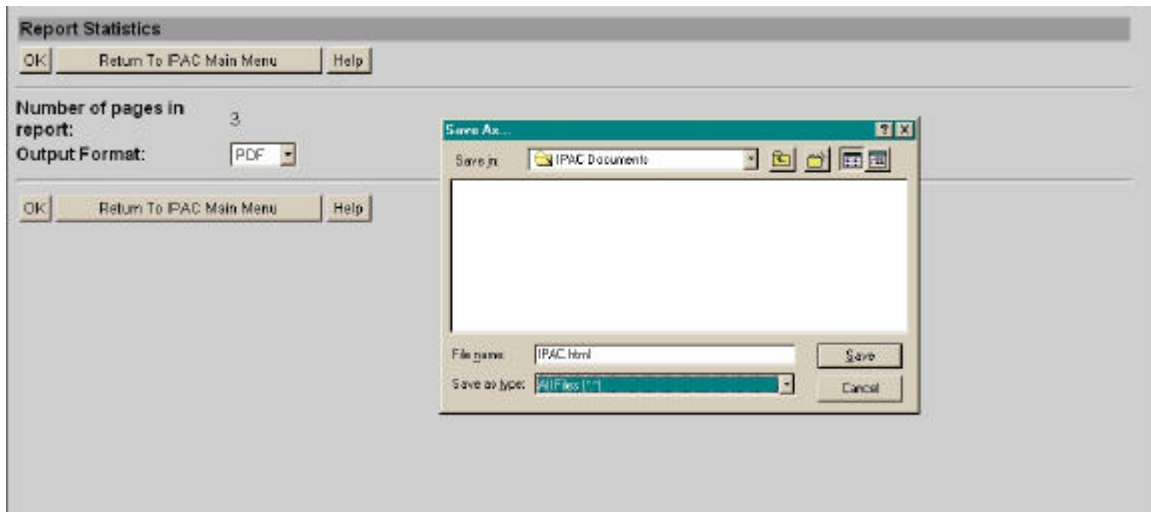


Figure I.14 Window “Save As...” Dialog box

## Accessing the System

IPAC is an Internet application that can be accessed using a secured web site address. The on-line version of the manual does not list the secured web site address. For more information contact the GOALS Customer Support Staff on (202) 874-8270.

## Security Logon

When you first open the IPAC System in your browser, you will be presented with a Logon Screen similar to the one in Figure I.15. The actual appearance of this window may vary with the browser you are using to access the IPAC System, but the data entry boxes will remain the same. You must enter your User Name (Logon ID) and Password to be allowed through the security layer and into the IPAC web site.

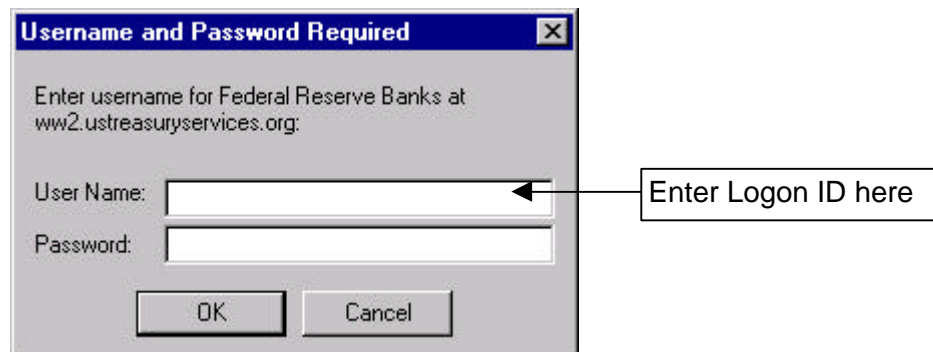


Figure I.15 Security Logon Screen

When you are authorized as a user of IPAC, you will be assigned a Logon ID and a one-time-use only password. Your Logon ID will tell IPAC about your authorization to access various functions within the program. It will also tell IPAC the ALCs for which you are authorized to do business. The first time you log onto the IPAC System you will be required to change your password. IPAC is a secure system and has specific requirement for passwords.

## Passwords

Passwords must contain:

1. A minimum of 8 characters
2. At least 2 alphabetic characters
3. At least 3 non-alphabetic (numeric and special) characters
4. At least 5 unique (different) characters
5. A maximum of 2 sequentially repeating characters

An example of a valid IPAC password is “test123\$”

- Passwords are aged and expire automatically every 30 days.
- The user will receive warnings that the password is about to expire for the last 5 days of the password life.
- Passwords will be disabled after 3 unsuccessful attempts.
- The system will not let a user reuse any of the last 5 passwords
- The same password cannot be reused within 120 days.

## “Must See” System Messages

IPAC and its component programs contain facilities for presenting messages to the entire system or to specified ALCs. The “Must See” messages are transmitted system-wide to all users of the IPAC System, and may contain general IPAC instructions, training announcements, new reporting requirements or other administrative information. When you first log onto the IPAC System web site, if there is a current “Must See” message, you will be presented with a message screen similar to the one in Figure 1.16 though the actual appearance of the message window will depend on the browser you use. Once you have read and noted the message, you may close that window.

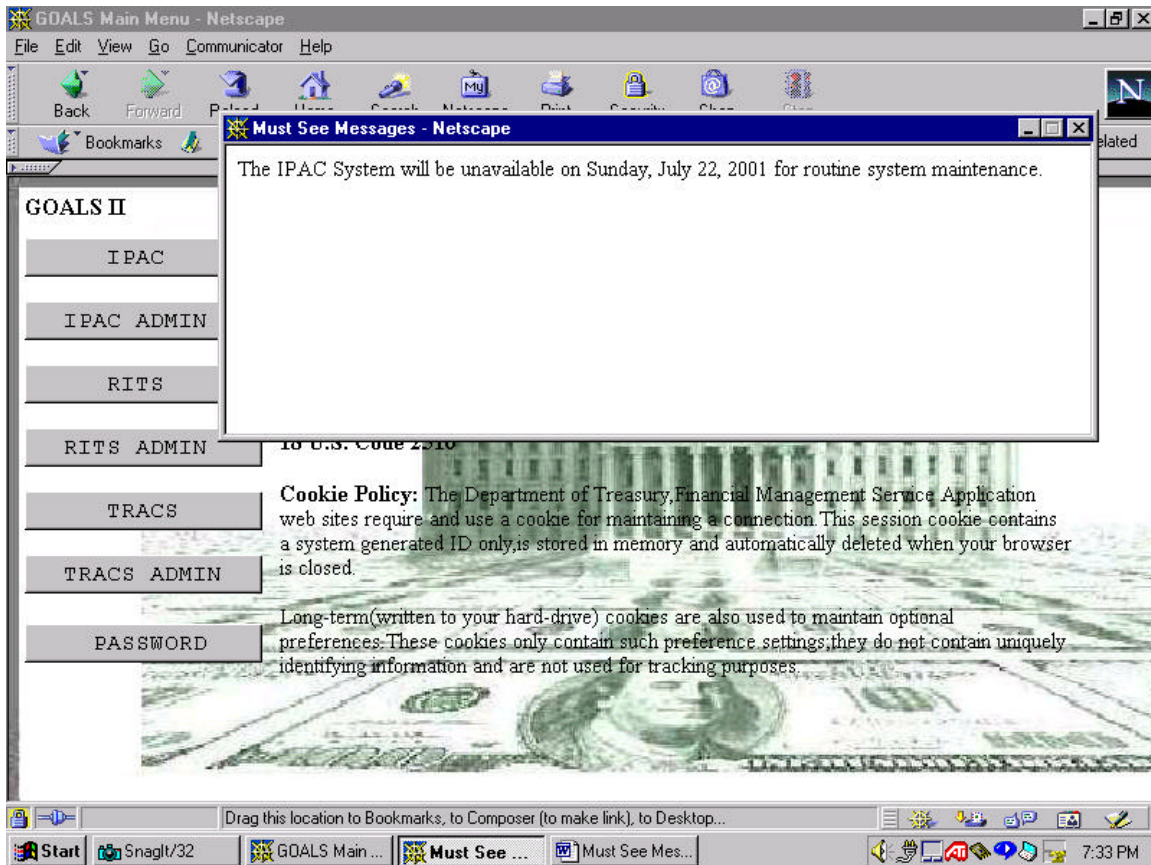


Figure I.16 System Messages

There is another messaging system for “Broadcast Messages”. These messages are distributed to either groups of ALCs or an individual ALC. These messages are viewed through a button on the **IPAC Main Menu** and will be discussed later in this manual.

## IPAC System Main Menu

Once you have completed the Logon Screen and closed any system messages that display, you will see the **IPAC System Main Menu** screen shown in Figure I.17.



Figure I.17 IPAC System Main Menu Screen

## Security Warning

This screen contains a Federal Government **Security Warning**. The IPAC System is restricted to authorized users. Use of the system constitutes the granting of permission for the user's actions to be monitored and recorded. Any evidence of criminal activity uncovered through such monitoring will be provided to law enforcement officials.

## Cookie Policy

The screen also displays the IPAC System cookie policy. To access the IPAC System programs, **cookies MUST be enabled**. *Appendix E* contains information regarding cookies and proper browser settings to accept cookies for both Netscape® Communicator 4.75 and Microsoft® Internet Explorer 5.

## IPAC Main Menu

To enter the IPAC application from the IPAC System main menu, click on the "IPAC" button in the top left area of the screen. This will bring up the screen shown in Figure I.18, the **IPAC Main Menu**.



**Figure I.18 IPAC Main Menu Screen**

The **IPAC Main Menu** is your primary interface with the IPAC program. The entire screen shown in Figure I.18 may not be visible when it first displays through your browser. If it is not, the lower portions of the screen can be viewed by using the scroll bars in your browser window or by maximizing the browser window.

## **ALC**

The first field on this screen is the **Agency Location Code (ALC)**. This is the ALC of your agency or of the agency for which you are doing business. Your Logon ID will determine the ALC(s) for which you are authorized to do business within IPAC.

If you are only authorized to act on behalf of **one ALC**, that ALC will display in the ALC data entry box.

If you are authorized to do business for **multiple ALCs**, those ALCs will display in a drop-down list box for the ALC.

If you are authorized to do business for **more than 25 ALCs**, the ALC field will display as a blank data entry box.

## Option Buttons

Sections 1 through 17 of this manual discuss the functions made available by the buttons on the **IPAC Main Menu Screen** as follows:

- 1      **Payment and Collection**
- 2      **Adjustment**
- 3      **Zero Dollar**
- 4      **Incomplete Transactions**
- 5      **Reports**
- 6      **Retrieve Report/Data Files**
- 7      **Report Retention Management**
- 8      **Request Parent/Child Relationship**
- 9      **Parent/Child Relationship Information**
- 10     **Request Special Requirements**
- 11     **Agency Special Requirement Request Status**
- 12     **Agency Billable Request**
- 13     **Agency Billable Status**
- 14     **Agency Request for EDI Trading Partner Profile**
- 15     **Update Agency Information**
- 16     **Display Messages**
- 17     **Admin Processing Status**