Agricultural Research Service

Learner's Guide

FFIS Training System
Overview Module

October 2001

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Introduction

Welcome

Welcome to the United States Department of Agriculture (USDA) Agricultural Research Service (ARS) System Overview training. This module provides you with the background information and navigational skills that you will need to use the Foundation Financial Information System (FFIS).

Purpose

The purpose of this System Overview is to familiarize you with the functions of FFIS. You will be introduced to the system, data flows, fundamentals, and how to navigate within FFIS.

Audience

This module is for individuals who:

◆ Process accounting transactions

◆ Research transactions and vendor records

◆ Perform basic purchasing and disbursement transactions

◆ Perform periodic review of financial data in FFIS

Objectives

Upon completion of this module, you should be able to:

◆ Explain FFIS's fundamental elements and process flow

◆ Navigate in FFIS and utilize its features

◆ Look up transactions on FFIS inquiry tables

◆ Look up information on FFIS reference tables

FFIS Overview

Introduction

The Foundation Financial Information System (FFIS) is USDA's customized version of American Management Systems (AMS), Inc.'s FFS (Federal Financial System), a commercial off-the-shelf (COTS) software package. FFS was developed and subsequently implemented in 1985 to meet the financial requirements of Federal agencies. FFS is currently in use at over 40 organizations, including eight agencies within USDA (FS, FSIS, RMA, OCFO, APHIS, FSA, NRCS, and RD). It is compliant with the mandates outlined in the Joint Financial Management Improvement Program (JFMIP) and the CFO Act of 1990.

Foundation Financial Information System

FFIS runs on a mainframe system, which is housed at the National Finance Center (NFC) in New Orleans, Louisiana. It is a software package that is designed to meet stringent budget and funds control needs, as well as complex multi-fund accounting and reporting needs.

FFIS performs these primary functions:

◆ Maintains a standard general ledger from which a variety of external reports can be produced

◆ Provides financial managers with timely and reliable information

ARS employees will access FFIS from their desktops through ARS's telecommunication network to the mainframe computer at NFC.

Database

The FFIS database contains four major components:

◆ Documents

◆ Tables

◆ Journals

◆ Reports

FFIS Overview, *continued*

The software is used to perform:

◆ Table and document processing functions

◆ Offline accounting processes

◆ System maintenance functions and reporting

Process

The basic process of FFIS is as follows:

Step	Action
1	Users enter financial transactions on documents.
2	Information entered on documents is processed and maintained.
3	Tables are updated with data entered on documents.
4	Financial activity entered on documents is posted to journals.
5	Users generate reports from the information maintained in tables and journals.

Example

The following is a pictorial example of the fundamental FFIS elements and process flow:

Four Features of FFIS

DOCUMENTS

TABLES

REPORTS

JOURNALS
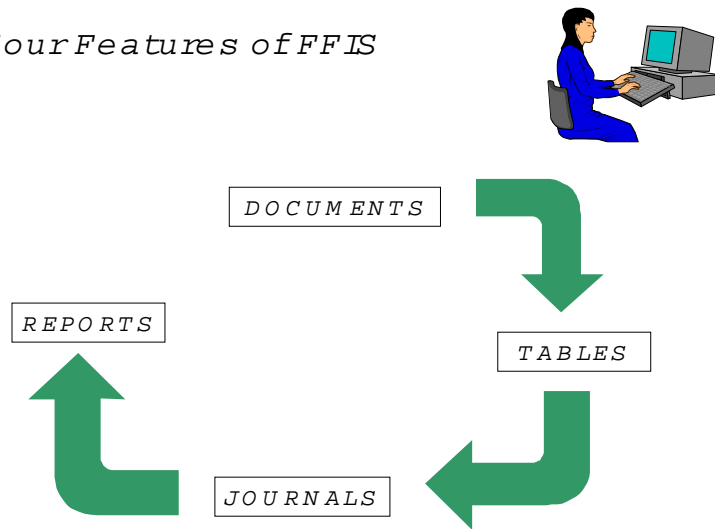
FFIS Terminology

Introduction

To fully understand FFIS, you must begin learning the FFIS vocabulary used to describe the various accounting elements.

Agency terminology crosswalk

The following table links current ARS terminology with the terms that are used in FFIS.

ARS Term	FFIS Term	Budget Level
Fund	Fund	Appropriation/ Apportionment
Area/Allocation Holder	Division	Allocation
Location (4th Level Mode Code)	Organization Level 1	N/A
Lab/Management Unit	Organization Level 2	N/A
Management Unit	Organization Level 3	N/A
Management Unit/Accounting Code	Program Code	Allotment
Object Class	Budget Object Code	Suballotment
Fiscal Year	Budget Fiscal Year (identifies year(s) of availability of appropriation)	N/A
Fiscal Year	Fiscal Year (identifies year in which accounting event is recorded)	N/A
Revenue Object Code	Revenue Source Code	N/A
Limit Code	Reporting Category	N/A
Account Type	Program Type	N/A
Project Code	Program Class	N/A
Performing Organization Category	Sub BOC	N/A
Congressional District	Sub Organization	N/A

Subsystems

Introduction

FFIS is divided into components called subsystems. These subsystems group financial or system functions. All subsystems are integrated.

Function standards

Each subsystem consists of a logical group of accounting "documents" and associated edit and reference tables. FFIS performs standard functions across all subsystems, including:

◆ Funds control and validation of accounting elements

◆ General Ledger postings

◆ Document cross-referencing

◆ Access controls via security profiles

◆ Transaction approvals (multi-level)

Subsystems for ARS

The subsystems used in the ARS system are:

◆ Budget Execution

◆ Spending

    • Purchasing

    • Accounts Payable

    • Automated Disbursements

◆ Accounts Receivable

◆ General Ledger

These subsystems will be described in detail in subsequent training sessions.

Subsystems, *continued*

Integration of FFIS

These subsystems individually and collectively are integrated into the current ARS financial systems and processes. Some feeder systems are being integrated into FFIS and will no longer be used at ARS. Many existing NFC systems will continue to be used and will feed the necessary accounting information into FFIS.

Among the departmental systems ARS will integrate into FFIS and which will no longer be a part of ARS's financial systems are the following:

◆ Corrections, Adjustments Manual Payment System (CAPS, non payroll)
Payroll portion of CAPS will still be used.

◆ Imprest Fund (IMPF)

◆ Training Information System (TRAI)
Payment portion will no longer be used by ARS.

◆ Miscellaneous Payments (MISC)

◆ Budget and Operating Plans Subsystem (PLAN)

ARS identified the following departmental systems for use with FFIS:

◆ Federal Standard Requisitioning and Issue Procedures System (FEDS)

◆ Federal Telecommunication Payments System (FTSP)

◆ GSA Motor Pool System (MPOL)

◆ Telephone Vendors System (TELE)

◆ Utility Vendor System (UTVN)

◆ Administrative Billings and Collections System (ABCO)

◆ Government Transportation System (GVTS)

◆ OPAC Tracking and Reconciliation System (OTRS)

◆ Payroll Accounting System (PACS)

◆ Personal Property System (PROP)

◆ Purchase Card Management System (PCMS)

◆ Purchase Order (PRCH)

◆ Travel System (TRVL)

Subsystems, *continued*

- ◆ Purchasing System (PRCH)

- ◆ Transportation system (TRAN)

- ◆ Travel System (TRVL)

- ◆ Miscellaneous Income (MINC)

Feeder interfaces   FFIS does not replace current feeder systems and processes, but is interfaced with them to enhance and improve financial information management and reporting. Detailed information on feeder systems and feeder system interfaces is included in the SUSF Management module.

Subsystems, *continued*

Federal business processes and FFIS Subsystems

The following table describes the subsystems affected by Federal business processes:

Federal Business Process	Subsystem
Set up and execute budget	Budget Execution General Ledger
Commit funds, Obligate funds and pay commercial vendors and others	Purchasing Accounts Payable Automated Disbursements Budget Execution General Ledger
Account for debts owed to the ARS	Accounts Receivable Budget Execution General Ledger
Report financial results and status for internal management and external reporting	General Ledger Budget Execution
Track and bill for reimbursable/cooperative agreements	Accounts Receivable Budget Execution General Ledger

---

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FFIS Accounting Code
Classification Structure

FFIS Accounting Code Classification Structure (ACCS)

Introduction

Standard codes to represent accounting information are used throughout FFIS on all tables, documents and reports. This section addresses the codes that are used in FFIS to meet ARS Accounting Code Classification Structure (ACCS) requirements. ACCS codes are loaded in FFIS general systems reference tables. The tables loaded are:

◆ Fiscal Year Table (FSYR)

◆ Fund Table (FUND)

◆ Fund Type Table (FTYP)

◆ Division Table (DVSN)

◆ Organization Table (ORGN)

◆ Sub Organization Table (SORG)

◆ Program Table (PGMT)

◆ Budget Object Code Table (BOCT)

◆ Sub Object Table (SOBJ)

◆ Reporting Category Table (RPTG)

◆ Revenue Source Table (RSRC)

◆ Default Values Table (DVAL)

ACCS, *continued*

*Fiscal year
coding*

A fiscal year is identified in FFIS by the final two digits of the year. For example, Fiscal Year 2002 is coded **02**. There are two fields that contain fiscal year designations: *Fiscal Year (FY)* and *Budget Fiscal Year(s) (BFY)*.

◆ `Fiscal Year` - This data element is the year in which an accounting event is recorded regardless of the appropriation.

Each fiscal year is made up of 12 regular accounting periods – one for each month.

Beginning in	**October**	**01**
and ending with	**September**	**12**

Additional accounting periods are used for year-end closings.

Beginning with period   **13**

*Budget fiscal
year coding*

◆ `Budget Fiscal Year(s)` - This four-position data element is used in association with an appropriation, or fund, and identifies the **year(s) of availability of the appropriation**. The first two characters represent the **beginning** BFY and the last two characters represent the **ending** BFY, if required. For example, a single year appropriation authorized in 2002 is represented as BFY 02 (this example leaves the last two positions blank). A multi-year appropriation authorized in 2002 and ending in 2003 is represented as BFY 02 03.

Definition

A fund in FFIS represents an appropriation or a breakdown of an appropriation (Treasury Symbol).

ACCS, *continued*

Fund coding

Fund codes are used in FFIS for tracking appropriations. As stated in the definition, fund codes may represent an entire appropriation or a part of an appropriation.   In fact, ARS has instances where multiple fund codes relate to one appropriation or Treasury Symbol. See the fund table on the following page.

The existing codes used to track appropriations have been translated into FFIS fund codes. FFIS stores ARS fund codes in the Fund Table (FUND) using a two-digit fund code.

The FUND table defines codes for all funds in FFIS.

ARS – Fund codes

The following table lists ARS's fund codes as they are coded on the Fund Table (FUND) and the type of fund they represent as found on the Fund Type Table (FTYP).

ACCS, *continued*

ARS Fund Codes

Fund Code	Description	Fund Type	Treasury Symbol	Single, Multi or No Year
01	Direct Appropriation	General	12_1400	Single Year
02	Hazardous Waste – Dept. Parent/ARS Child	General	12X0500	No Year
07	Department Rental Payments	General	12X0117	No Year
08	Reimbursable	Reimbursable	12_1400	Single Year
42	Transfer Money from USAID for Collaborative Research	General	12X1400	No Year
43	USAID Transfer to ARS for Collaborative Research	General	12_/_1400	Multi – Year (2 years)
44	NAL WIC Training	General	12X1400	No Year
51	Construction Fund	General	12X1400	No Year
53	Buildings and Facilities – ARS Parent/CSREES Child	General	12X1401	No Year
56	Land Sale Receipt Account	Receipt Account	125221	No Year
57	APHIS Buildings and Facilities – APHIS Parent/ARS Child	General	12X1601	No Year
63	Buildings and Facilities	General	12X1400	No Year
68	General Fund Proprietary Receipts	Receipt Account	123220	No Year
70	Fine, Penalties, and Forfeitures	Receipt Account	121010	No Year
71	Forfeitures of Unclaimed	Receipt Account	121060	No Year
72	General Fund Proprietary Interest	Receipt Account	121435	No Year
73	Letter of Credit Suspense	Clearing Account	12F3879	No Year
74	Proceeds from Sale of Property	Receipt Account	122624	No Year

ACCS, *continued*

Fund Code	Description	Fund Type	Treasury Symbol	Single, Multi or No Year
84	Collect Cancelled Authority	Receipt Account	123200	No Year
87	Concession Fees and Volunteer Services	Trust	12X5279	No Year
88	Patent Culture Collection	Reimbursable	12X1400	No Year
89	Revocable Permits and Easement Collections	Reimbursable	12X1400	No Year
90	Budget Clearing Account (Federal)	Deposit Suspense	12F3885	No Year
91	Technology Transfer (CRADA)	Trust	12X8214	No Year
92	Technology Transfer and Licensing Receipts	Trust	12X8214	No Year
93	Miscellaneous Contributed Funds	Trust	12X8214	No Year
94	Proceeds from Sale of Property	Deposit Suspense	12F3845	No Year
95	Gifts & Bequests - Dept. Parent/ARS Child	Trust	12X8203	No Year
96	Budget Clearing Account (Foreign)	Deposit Suspense	12F3875	No Year
97	Budget Clearing Account (Non-Federal)	Deposit Suspense	12F3875	No Year
98	Budget Clearing Account (BARD Department)	Deposit Suspense	12F3875	No Year
99	Miscellaneous Fines	Receipt Account	121099	No Year

ACCS, *continued*

Below is an example of the FUND table screen:

*Fund sample
screen*

FUND Table Screen Example

```
ACTION: R TABLEID: FUND USERID: FRED
FUND REFERENCE TABLE
KEY IS BFYS, FUND

BFYS: 02       FUND: 01     FUND TYPE: G    BUDGET CATEGORY: A

NO YEAR IND: N      CARRYOVER IND: N    TREASURY SYMBOL: 1221400
FUND NAME: SALARIES AND EXPENSES          SHORT NAME: S&E
FUND CLASS:     FUND CAT: G     FUND GROUP:     SUBCLASS ACCT IND: N
AGENCY:  03     AGENCY NAME: AGRICULTURAL RESEARCH SERVICE
AGENCY LOCATION CODE: 12 - 09 - 0300  BUREAU CODE:     -     -
               ALLOW UNOBLIG EXPEND AGAINST EXPIRED: Y
                     MEMO DEPRECIATION TRANS TYPE:
                           RPT224 COLUMN IND: B


                     ***  INTEREST ACCT  ***
     ORG:                   PGM:                     BOC: 4310
   JOB NO:                RPTG CATG:
                     ***  DISCOUNT ACCT  ***
     ORG:                   PGM:                     BOC:
   JOB NO:                RPTG CATG:
```

ACCS, *continued*

Accounting dimensions

The following sections outline the available FFIS accounting dimensions and the coding schemes that ARS will use for these fields.

Organizational coding

Agency codes and contact information are stored in the Agency Reference Table (AGCY). There is one code for ARS as shown in the table below:

ARS *FFIS Agency Code*

Agency Code	Agency Name
03	Agricultural Research Service

Budget levels

The following table illustrates the accounting dimensions and their corresponding budget levels:

Budget Dimensions	Budget Level
Agency	Appropriation/Apportionment
Area (Division in FFIS)	Allocation
Program	Allotment
Program and BOC	Suballotment

Division

The FFIS Division represents the *first* level of the agency's organizational hierarchy. The division code:

◆ Is equivalent to ARS areas

◆ Is defined on the Division Reference Table (DVSN)

◆ Is a 4-character field (ARS will use only 2 characters)

◆ Has a unique record made up of the combination of division and fiscal year on the DVSN table

ARS will use the FFIS division code to identify each area/allocation holder. The table below shows the division code values that will be used for the given ARS areas/allocation holders in FFIS. In FFIS, the division is defined in the Division Reference Table (DVSN) by Fiscal Year.

ACCS, *continued*

The DVSN table defines codes, options and controls by division.

The table below provides an example of the ARS FFIS division codes.

ARS *FFIS Division Codes*

Area/Allocation Holder	Proposed FFIS Division Code
Facilities Division	FD
Reporting Section 4 at National Finance	R4
Program Management	01
Special Projects	02
Administrative and Financial Management	03
Salary Lapse	05
Beltsville Area Facilities	07
Transfer Account	09
Beltsville Area	12
North Atlantic Area	19
Midwest Area	36
International Research Program	40
Pacific West Area	53
Northern Plains Area	54
Southern Plains Area	62
Mid South Area	64
South Atlantic Area	66
National Agricultural Library	82
Headquarters Held Funds	90

ACCS, *continued*

Below is an example of the DVSN table:

DVSN sample screen

DVSN Table Screen Example

```
ACTION: R TABLEID: DVSN USERID: FRED
DIVISION REFERENCE TABLE
KEY IS FISC YEAR, DIVISION
01-
    FISC YEAR: 02 DIVISION: 01    DIVISION NAME: PROGRAM MANAGEMENT
    SHORT NAME: PM              DIVISION MANAGER:
     ALLOT STATUS IND: N

                               OPTIONS
    ALLOT ORG: N ALLOT PGM: Y ALLOT BOC: N REV ORG: N  REV PGM: N
    APRV CODE: N   DECENTRAL TRVL ORDER: N   TRAVEL STATS REQD: N
02-
    FISC YEAR: 02 DIVISION: 02    DIVISION NAME: SPECIAL PROJECTS
    SHORT NAME: SPECIAL        DIVISION MANAGER:
     ALLOT STATUS IND: N

                               OPTIONS
    ALLOT ORG: N ALLOT PGM: Y ALLOT BOC: N REV ORG: N  REV PGM: N
    APRV CODE: N   DECENTRAL TRVL ORDER: N   TRAVEL STATS REQD: N
```

ACCS, *continued*

Organization represents the *second* level of the agency's hierarchy. In FFIS every organization:

◆ Belongs to a division

◆ May be used to further identify lower organizational levels.

◆ Is a 7-position field

◆ Is assigned a code, which is found on the Organization Table (ORGN)

The table below defines the three organizational levels which may be used below the division (area) level:

Organizational Levels

Level	Definition
1	ARS's highest organizational level under an area/allocation holder. Organization level 1 is a location or HQ division (4th Level Mode Code).
2	ARS uses a second organizational level to distinguish a lab, or management unit (MU).
3	ARS uses a third organizational level to distinguish a management unit (MU).

FYI	When organization level 1 is a location, then a management unit (MU) is at the organization level 2. When a location has multiple labs, the location is level 1, the laboratory is level 2, and the MU is level 3.

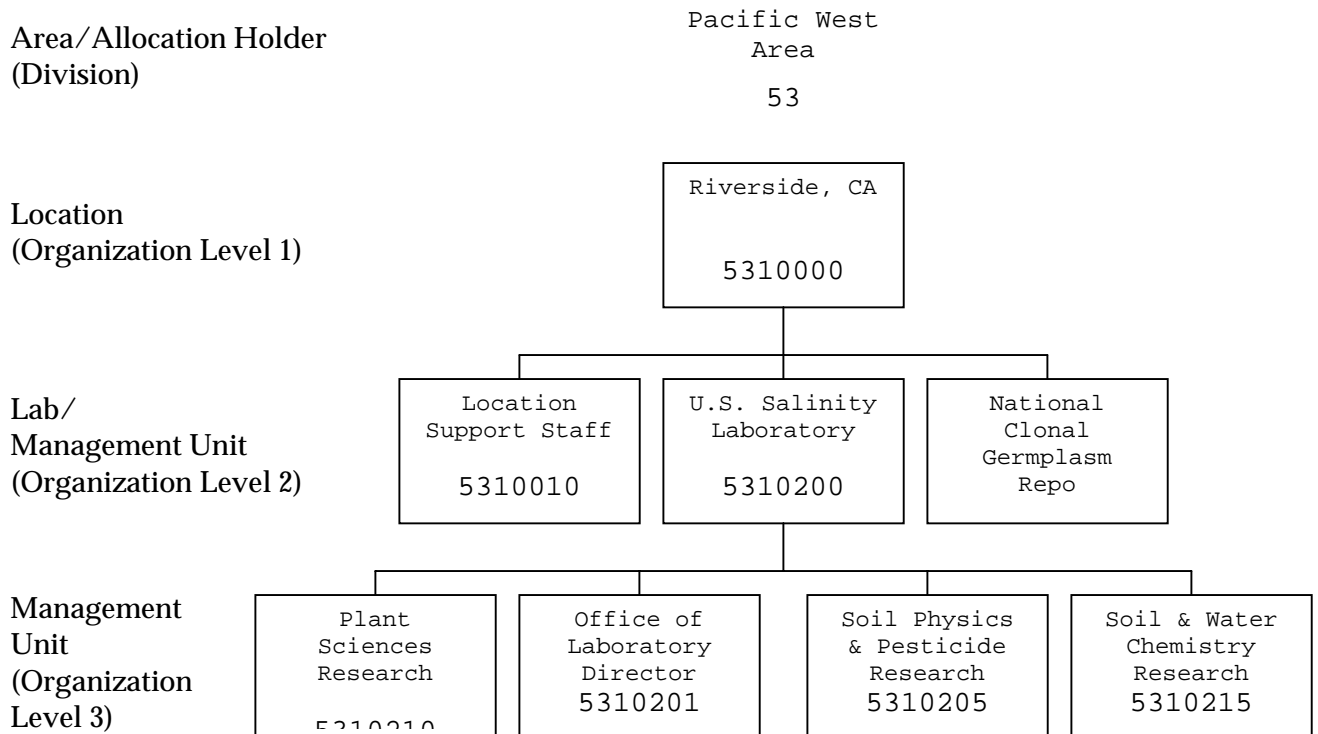*Organization codes*

The highest organizational level under each area/allocation holder is the location. In FFIS, this organizational level is represented by organization codes, which are stored in the Organization Reference Table (ORGN) as Level 1 organizations. ARS will not use organization codes for distributing funds. ARS will allot area allocations directly to programs and then suballot by BOCs.

ACCS, *continued*

The first two positions of the organization code represent the division (area/allocation holder). The next five positions represent the different organizations (locations, labs, and management units) under each area. (See sample organization codes in charts below.)

The following charts show two examples of organizational structure, one for part of an area and another for part of headquarters.

Sample Organization Levels for an Area Location (Riverside, CA)

Area/Allocation Holder
(Division)

```
                              Pacific West
                                 Area
                                  53
```

Location
(Organization Level 1)

```
                            Riverside, CA
                              5310000
```

Lab/
Management Unit
(Organization Level 2)

```
      Location          U.S. Salinity        National
   Support Staff        Laboratory            Clonal
                                             Germplasm
     5310010             5310200               Repo
```

Management
Unit
(Organization
Level 3)

```
     Plant            Office of         Soil Physics      Soil & Water
   Sciences          Laboratory         & Pesticide        Chemistry
   Research           Director           Research          Research
                       5310201           5310205           5310215
   5310210
```

ACCS, *continued*

Sample Organization Levels for a HQ Location (PPD)

Area/Allocation Holder
(Division)

Administrative & Financial
Management (HQ)

03

Location
(Organization Level 1)

Procurement and Property Division 0317000

Management Unit
(Organization Level 2)

Contracts Branch 0317100	Policy Branch 0317200	Procurement and Property Branch 0317300
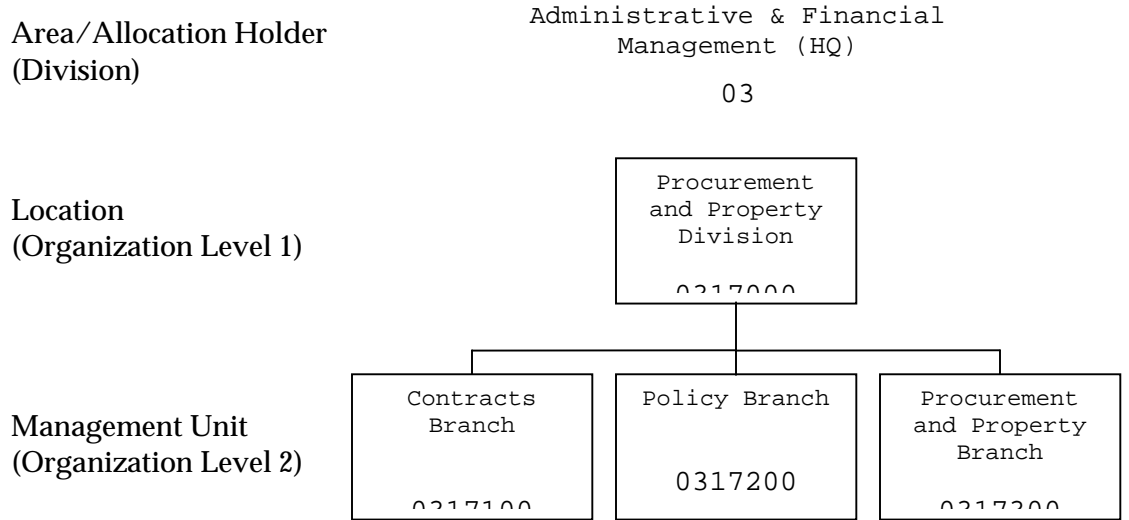
FYI	The ORGN table defines codes, and organizational relationships.

ACCS, *continued*

Below is an example of the ORGN table:

*ORGN sample
screen*

```
ACTION: R TABLEID: ORGN USERID: FRED
ORGANIZATION REFERENCE TABLE
KEY IS BFY, ORGANIZATION
01-
               BFY: 02    ORGANIZATION: 0317100      DIVISION: 03
          ORG NAME: CONTRACTS BRANCH              SHORT NAME:
        ORG MANAGER:                              LEVEL IND: 2
           PROGRAM:         APPROVAL: N    ALLOT STATUS IND: N
     ALLOTMENT ORG: 0317000                REVENUE BUDGET ORG:
   BUDGET/COST ORG: E                   DECENTRAL TRAVEL ORDER: N


                   REPORTING ORGANIZATIONS
                   -----------------------
    ORG 1: 0317000 ORG 2:         ORG 3:         ORG 4:
    ORG 5:         ORG 6:         ORG 7:         ORG 8:
```

ACCS, *continued*

Program code

ARS will use program codes, which, when used in conjunction with a budget fiscal year, acts as short hand codes for a more detailed accounting code.

Every program code:

◆ Is a 9-position field

◆ Is required on each spending document

◆ Is used for allotting funds

Accounting elements derived from program code

In FFIS, a spending document must always specify a program code and a budget fiscal year. When a spending document is processed, additional accounting elements are automatically filled in. These accounting elements are: the budget fiscal year(s), the fund, the division (area), and the organization (location). These derived elements are defined on the Default Values Reference Table (DVAL). See example of the table below.

DVAL sample screen

Sample of Default Values Reference Table (DVAL)

```
ACTION: R TABLEID: DVAL USERID: FRED
DEFAULT VALUES REFERENCE TABLE
KEY IS CODED ELEMENTS

01-                    ------ CODED ELEMENTS ------
    FISC YR: 02  H/L: L TRANS CODE:    TRANS TYPE:
    BFYS: 02    FUND:          DIV:      BUDGET ORG/SUB:
    COST ORG/SUB:              PGM: 015310200  BOC/SUB:
    REV SRCE/SUB:              JOB:              RPTG:


                       ----- DERIVED ELEMENTS -----
    BFYS: 02    FUND: 01      DIV: 53    BUDGET ORG/SUB: 5310200
    COST ORG/SUB:             PGM:              BOC/SUB:
    REV SRCE/SUB:             JOB:              RPTG:
    GL ACCOUNT:       OFFSET GL ACCOUNT:       VENDOR:
```

Program code is a budget dimension

Since ARS will record spending by program code, it must be designated as a budget dimension on the FFIS budget tables.

ACCS, *continued*

The following tables compare the existing accounting code with the FFIS accounting code.

Old and new accounting codes

The breakdown of ARS's current accounting code (CAS) is as follows:

CAS Accounting Code		
Position	Field Name	Description
1	Fiscal Year	
2–3	Fund	Appropriation Code
4–7	4th Level Mode Code	Organization Code
8–10	Account Number	
11–14	Optional	

In FFIS, the accounting code is a combination of the Budget Fiscal Year and the Program Code as broken down bellow:

FFIS Accounting Code		
Position	Field Name	Description
1	Budget Fiscal Year	Last position of year when funds are appropriated
2 – 3	Fund*	2-position fund code
4 – 10	Program*	4 – 7 = Location (4th Level Mode Code) 8 – 10 = Lab/Management Unit
11–14	Reporting Category	Limit Code, R&M, etc.

* The FFIS Program Code is positions 2 – 10 (9 positions) of the FFIS accounting code.

ACCS, *continued*

Program code
examples

The following table provides examples of entries in the Program Reference
Table (PGMT). The following screen image shows an example of the PGMT.

Program Code Table Examples from Pacific West Area

Budget Fiscal Year	Program Code	Program Title	Program Type (Account Type)	Program Type Definition
Riverside Location				
02	015310200	U.S. Salinity Lab	81	Direct Research
02	015310201	Soil Physics Research	81	Direct Research
02	015310202	Soil & Water Chemical	81	Direct Research
02	015310203	Plant Science Research	81	Direct Research
02	015310300	Germplasm Research	81	Direct Research
02	015310910	Location Support	19	Location Support
02	015310920	IR DIR USSL	19	Location Support
02	015310940	Repair & Maintenance (R&M) Account	40	Repair & Maintenance Special Fund
02	015310950	R&M Germplasm	40	Repair & Maintenance Special Fund
02	085310081	53100810101	61	Reimbursable Type 1
02	085310257	53102570501	61	Reimbursable Type 1
02	085310322	53103220901	61	Reimbursable Type 1
02	085310339	53103390301	61	Reimbursable Type 1
Western Regional Research (examples of shared research costs)				
02	015325850	Library Services	89	Shared Research Cost
02	015325860	Chemical Stock Room	89	Shared Research Cost
02	015325970	Computer Services	89	Shared Research Cost

ACCS, *continued*

Below is an example of the PGMT table:

*Program
Reference
Table sample
screen*

```
ACTION: R TABLEID: PGMT USERID: FRED
PROGRAM REFERENCE TABLE
KEY IS BUDGET FISCAL YEAR, PROGRAM
     BUDGET
     FISCAL                PROGRAM  PROGRAM  PROGRAM  PROGRAM  ALLOTMENT
      YEAR     PROGRAM      CLASS    CATEGORY  TYPE    GROUP    PROGRAM
     ------   ---------    -------  --------  -------  -------  ---------
01-   02     015310200                        81                015310200
     PROGRAM NAME: U S SALINITY LAB                    SHORT NAME:
02-   02     015310201                        81                015310201
     PROGRAM NAME: SOIL PHYSICS RES                    SHORT NAME:
03-   02     015310202                        81                015310202
     PROGRAM NAME: SOIL & WATER CHEM                   SHORT NAME:
04-   02     015310203                        81                015310203
     PROGRAM NAME: PLANT SCIENCE RES                   SHORT NAME:
05-   02     015310300                        81                015310300
     PROGRAM NAME: GERMPLASM RES                       SHORT NAME:
06-   02     015310910                        19                015310910
     PROGRAM NAME: LOCATION SUPPORT                    SHORT NAME:
07-   02     015310920                        19                015310920
     PROGRAM NAME: IR DIR USSL                         SHORT NAME:
```

*Allotment
information*

Because ARS is using allotting to the Program Code, ARS will be able to view budget and spending information based on Program Code by referring to the Allotment Inquiry Table (ALLT).

ACCS, *continued*

Program Type

FFIS Program Type equates to a type of account (e.g., indirect or direct research). Program Types are defined on the Program Type Reference (PTYP) Table. As an ACCS element, Program Types are inferred from the PGMT table. An example of PTYP table is shown below.

Sample of Program Type Reference Table (PTYP).

*Program Type
Reference Table
sample screen*

```
ACTION: R TABLEID: PTYP USERID: FRED
PROGRAM TYPE REFERENCE TABLE
KEY IS BFY, PGM TYPE

    BFY PGM TYPE        PROGRAM TYPE NAME          SHORT NAME
    --- -------- ------------------------------ -------------------
01- 02   02      ALLOTMENTS
02- 02   07      HEADQUARTERS RELEASES
03- 02   08      JOINT PROJECT
04- 02   09      INDIRECT RES. BIOMETRICIAN UNI
05- 02   10      PROGRAM CENTRAL CHARGES
06- 02   11      AGENCY CENTRAL CHARGES
07- 02   13      AREA INDIRECT RESEARCH
08- 02   14      CENTER INDIRECT RESEARCH
09- 02   15      FACILITY COSTS
10- 02   16      4TH LEVEL INDIRECT RESEARCH
11- 02   17      5TH LEVEL INDIRECT RESEARCH
12- 02   18      6TH LEVEL INDIRECT RESEARCH
13- 02   19      LOCATION SUPPORT               IRC
14- 02   20      MANAGEMENT CENTRAL CHARGES
15- 02   21      ADMINISTRATIVE MANANAGEMENT     AFM
```

ACCS, *continued*

Program Class

Program Class will be used to group accounting codes for reporting purposes such as for a major construction project. Program Class codes are inferred data elements. Program Classes are defined on the PCLS Table. An example of this table is shown below.

Sample of Program Class Reference Table (PCLS).

Program Class Reference Table sample screen

```
ACTION: S TABLEID: PCLS USERID: FRED
PROGRAM CLASS REFERENCE TABLE
KEY IS BFY, PGM CLASS

    BFY PGM CLASS       PROGRAM CLASS NAME        SHORT NAME
    --- --------- ------------------------------ ------------
01- 02   6204A   WESLACO LAB                     WESLACO LAB
02-
03-
04-
05-
06-
07-
08-
09-
10-
11-
12-
13-
14-
15-
```

ACCS, *continued*

Budget object classification

Use of Budget Object Classification Codes (BOC) will change little, if at all, from the current use of these codes in the NFC Central Accounting System (CAS). As in CAS, BOC will consist of 4 digits. In FFIS, BOC will be used in two contexts, to define budgetary authorizations and to define spending against those budget authorizations. Budgets can be established for an individual BOC or group of BOCs.

A spending document must always specify a BOC. For budgeting purposes and for spending edits, each BOC will be linked to a specific *budget* BOC (usually a broader object class of the same object code). Since ARS will record spending by BOC, it must be designated as a budget dimension on the FFIS budget tables.

The following table provides examples of entries in the Budget Object Code Table (BOCT).

Budget Object Code Table Examples

Fiscal Year	Definition	BOCT Entry	Budget (BOC)
02	Travel and Transportation of Persons	2100	2100
02	Common Carrier – Domestic	2111	2100
02	Common Carrier- Foreign	2112	2100
02	Aviation Fuel	2616	2600
02	ADP Equipment-Mnfrm-Cap ($5,000)	3124	3100

FFIS provides two roll-up fields for BOCs, object class (three digits) and federal object class (two digits). USDA is planning to use these fields to group BOCs by major object class for reporting purposes. BOCT roll-up fields, 1099 flags and BOC posting flags will be set by the Associate Chief Financial Officer for Financial Systems (ACFO-FS) Functional Team.

ACCS, *continued*

Reporting category

Reporting Category is an additional element of the ACCS used to enhance reporting capabilities for common categories across multiple accounting codes at different organizational levels. (Examples: 10 Small Buildings; 4 % Repair & Maintenance; Headhouse/Greenhouse; Hazardous Waste Disposal) The reporting category is defined in the Reporting Category Reference Table (RPTG) by budget fiscal year.

Revenue source

ARS currently uses standard object class codes in CAS to classify revenue amounts accrued or collected. When recording accounting transactions in FFIS for revenue billings, collections, or refunds, FFIS requires a revenue source code and does not permit the entry of a Budget Object Code (BOC). ARS's revenue "object classes" will be stored in the FFIS revenue source code. The revenue source code is qualified in the Revenue Source Code Reference Table (RSRC) by budget fiscal year.

Sub object codes

The Sub BOC field will be used to identify the category for organizations performing extramural agreements.

The following table shows the sub object codes ARS will use in conjunction with the BOCs that require a sub object code. The second table lists the BOCs which require Sub BOCs

ACCS, *continued*

ARS Sub Object Names and Codes (Performing Organization Categories)

Budget Fiscal Year	Sub Object Name (Performing Organization Category)	Sub Object Code
02	Cooperative Extension Service	CO
02	Female Owned	FO
02	Other Federal Research	FR
02	1890 Land-Grant College	HB
02	Individual	IN
02	1862 Land Grant College	LG
02	Minority Owned	MO
02	Other	OT
02	Private Non-Profit	PN
02	Private for Profit	PP
02	Private University or College	PR
02	Public University or College	PU
02	State Agricultural Research Stn.	SA
02	Small Business	SB
02	State of Local Government	SL
02	Veterinary School of College	VE

ACCS, *continued*

Sub object codes required with some BOCs

The following table shows BOCs that require Sub BOCs.

BOCs that Require Sub BOCs

Budget Fiscal Year	BOC	Definition
02	2554	Research Support Agreements
02	4117	Grant Agreements
02	4120	Research Grants
02	4140	Grants, Subsidies & Contributions to Individuals
02	4500	Special Payments
02	4521	Specific Cooperative Agreement with State Institution
02	4522	Specific Cooperative Agreement with Local Government
02	4523	Specific Cooperative Agreement with Private Corporation / Institution
02	4531	General Cooperative Agreement with State Institution
02	4533	General Cooperative Agreement with Private Corporation / Institution

Sub organization

ARS will use the sub organization field to store congressional district codes which will be automatically associated with all level 1 organizations.

ACCS, *continued*

Financial framework

The following table crosswalks the relevant budget terms from the current systems of ARS to the terms that are used in FFIS.

ARS – FFIS Crosswalk

ARS Term	FFIS Term	Budget Level
Fund	Fund	Appropriation/ Apportionment
Area/Allocation Holder	Division	Allocation
Location (4th Level Mode Code)	Organization Level 1	N/A
Lab/Management Unit	Organization Level 2	N/A
Management Unit	Organization Level 3	N/A
Management Unit	Program Code	Allotment
Object Class	Budget Object Code	Suballotment
Fiscal Year	Budget Fiscal Year (identifies year(s) of availability of appropriation)	N/A
Fiscal Year	Fiscal Year (identifies year in which accounting event is recorded)	N/A
Revenue Object Code	Revenue Source Code	N/A
Limit Code	Reporting Category	N/A
Account Type	Program Type	N/A
Project Code	Program Class	N/A
Performing Organization Category	Sub BOC	N/A
Congressional District	Sub Organization	N/A

Logging into FFIS

System Login

Introduction   Security access is designed to prevent unauthorized use of systems and databases. For information about secure access, including user identification numbers (user IDs), passwords, and obtaining access to a specific application, contact your agency Security Administrator.

To access FFIS, you must:

◆ Have an authorized security clearance

◆ Use a terminal or personal computer that is connected through your telecommunication network to the mainframe computer located at NFC

Logging in   To login, connect to your telecommunication network to display the NFC banner screen on your terminal. Then respond to the prompts as follows:

Prompt	Action
ENTER USER ID:	Key in your assigned NFC user ID. Press Tab.
PASSWORD:	Key in your password. Your password is not displayed on the screen. Press Enter.
ENTER APPLICATION NAME OR SELECTION NUMBER	On the Menu Screen, type 2 (Financial Information Systems) and press Enter.
ENTER SELECTION	On the Financial Information Systems Screen, type 16 (FFIS Menu Available) and press Enter.
ENTER SELECTION	On the next Financial Information Systems Screen, type the number that corresponds with CICSP19 (the region for ARS's Production Application) and press Enter. (The Training Application was region CICSD9.)
ENTER SELECTION	On the next Financial Information Systems Screen, type the number that corresponds with FF03 (ARS Production Application) and press Enter.
COMMAND	On the USDA FFIS Banner Screen, type 1 (Table Inquiry/Update). Press Tab.
USERID	Key in your assigned FFIS user ID. (This may be different from your NFC user ID.) **If logging into FFIS for the first time, press** Enter **and follow the prompts**, otherwise, Press Tab.

PASSWORD	Key in your password. Your password is not displayed on the screen. Press Enter. **If logging into FFIS for the first time, do not enter a password, just press** Enter **and follow the prompts.**

System Login, *continued*

Once you have connected to your telecommunication network, the first screen you see is the NFC banner screen, as shown below:

```
================================================================================
==  07/07/01            SNX32702              T30IPB00              PF1=HELP   ==
================================================================================
==                    NN    NN      FFFFFFFF       CCCCCCCC                    ==
==                    NNN   NN      FFFFFFF        CCCCCCCC                    ==
==                    NNNN  NN         FF             CC                       ==
==                    NN NN NN      FFFFFFF           CC                       ==
==                    NN  NNNN      FFFFFFF           CC                       ==
==                    NN   NNN         FF          CCCCCCCC                    ==
==                    NN    NN         FF          CCCCCCCC                    ==
==  ========================================================================  ==
==   ==========              National Finance Center          ==========      ==
==    ==========       Office of the Chief Financial Officer    ==========    ==
==     ==========    United States Department of Agriculture  ==========      ==
==      ==================================================================    ==
==                         For Authorized Use Only                            ==
==    ENTER USER ID =          PASSWORD =             NEW PASSWORD =           ==
==                                                                            ==
==      ENTER APPLICATION NAME =         OR PRESS ENTER FOR MENU              ==
==                                                                            ==
==                                                                            ==
==                                                                            ==
```

The screen displays four fields: **ENTER USER ID, PASSWORD, NEW PASSWORD**, and **ENTER APPLICATION NAME OR PRESS ENTER FOR MENU.**

Prompt	Action
ENTER USER ID	Type NFC User ID.
PASSWORD	Type password. Press Enter.

System Login, *continued*

Once you have keyed in your user ID and password, the next screen you see is the Menu screen, as shown below. Selections for ARS are highlighted:

```
================================================================================
== 07/07/01      SNX32702   MENU for FV172    T30IPB00      13:14:55  CT    ==
================================================================================
==                                                                          ==
==   SELECT ONE:                                                            ==
==                                                                          ==
==     1. PAYROLL/PERSONNEL SYSTEMS                                         ==
==     2.  FINANCIAL INFORMATION SYSTEMS                                ==
==     3. PROPERTY MANAGEMENT INFORMATION SYSTEMS                           ==
==     4. ADMINISTRATIVE INFORMATION SYSTEMS                                ==
==     5. DEVELOPMENT SYSTEMS  <NFC ONLY>                                   ==
==     6. DATA BASE TEST SYSTEMS  <NFC ONLY>                                ==
==     7. MISSION ASSIGNMENT TRACKING SYSTEM  <GAO ONLY>                    ==
==     8. DIRECTIVES BULLETIN BOARD                                         ==
==   ENTER APPLICATION NAME OR SELECTION NUMBER ==> 2          PF11 = EXIT  ==
================================================================================
==                              MESSAGE BOARD                               ==
==                                                                          ==
==                                                                          ==
==                                                                          ==
==                                                                          ==
================================================================================
```

The screen displays one field: **ENTER APPLICATION NAME OR SELECTION NUMBER.**

Prompt	Action
ENTER APPLICATION NAME OR SELECTION NUMBER	Type 2. Press Enter.

System Login, *continued*

Financial Information Systems Screen

The next screen you see is the Financial Information Systems screen, as shown below:

```
================================================================================
==   07/07/01                    T30IPB00                  13:15:43  CT    ==
==                      FINANCIAL INFORMATION SYSTEMS                       ==
==                                                                         ==
==    I. ENTRY-INQUIRY SYSTEMS                                              ==
==      1. CADI     AVAILABLE             II. REPORTING SYSTEMS             ==
==      2. BLCO     AVAILABLE         12. FOCUSRPT   AVAILABLE              ==
==      3. FAADS    AVAILABLE         13. BATCHFOC   AVAILABLE              ==
==      4. MASC     AVAILABLE          III. UTILITIES                      ==
==      5. MASCVAL  AVAILABLE         14. ISPF       AVAILABLE              ==
==      6. GLID     AVAILABLE         15. VPSPRINT   AVAILABLE              ==
==      7. PLAN     AVAILABLE          IV. FFIS SYSTEMS                     ==
==      8. DFIS     AVAILABLE         16.   FFIS MENU  AVAILABLE           ==
==      9. TPIR     AVAILABLE          V. DATA WAREHOUSE                    ==
==     10. ABCOINQ  AVAILABLE         17. CETR       AVAILABLE              ==
==     11. FREL     AVAILABLE         18. FUTURE                           ==
==                                    19. FUTURE                           ==
==                                    20. RPST       AVAILABLE              ==
==                                                                         ==
==                                                                         ==
==                                                                         ==
== PF1 = HELP  PF3 = NFCMENU   ENTER SELECTION 1-20  ==> 16   PF11 = EXIT   ==
```

The screen displays one field: **ENTER SELECTION**.

Prompt	Action
ENTER SELECTION	Type 16. Press Enter.

System Login, *continued*

The next two screens that you will see are two Financial Information Systems screens, as shown below:

```
================================================================================
==   10/26/01                      FF300344                  12:33:51  CT    ==
==                      FINANCIAL INFORMATION SYSTEMS                        ==
==                                                                           ==
==         IV. FOUNDATION FINANCIAL INFORMATION SYSTEMS                      ==
==                                                                           ==
==      1. CICSD9   AVAILABLE            9. CICSP19  AVAILABLE            ==
==      2. CICSP11  AVAILABLE           10. CICSP21  AVAILABLE              ==
==      3. CICSP12  AVAILABLE           11. CICSQ65  AVAILABLE              ==
==      4. CICSP14  AVAILABLE           12. CICSQ66  AVAILABLE              ==
==      5. CICSP15  AVAILABLE           13. CICSQ67  AVAILABLE              ==
==      6. CICSP16  AVAILABLE           14. CICST85  AVAILABLE              ==
==      7. CICSP17  AVAILABLE           15. CICST86  AVAILABLE              ==
==      8. CICSP18  AVAILABLE                                               ==
==                                                                           ==
==                                                                           ==
==                                                                           ==
==                                                                           ==
==                                                                           ==
==                                                                           ==
==                                                                           ==
== PF1 = HELP  PF3 = NFCMENU   ENTER SELECTION 1-15  ==>  9    PF11 = EXIT   ==
```

The screen displays one field: **ENTER SELECTION**

Prompt	Action
ENTER SELECTION	Type the number that corresponds with CICSP19 (the region for ARS's Production Application). Press Enter.
	At the time this Learners' Guide was updated, the corresponding number was 9. However, the selections on this screen change from time to time.

System Login, *continued*

```
================================================================================
==   10/26/01                      FF300344                   12:35:38  CT    ==
==                       FINANCIAL INFORMATION SYSTEMS                         ==
==                                                                            ==
==                               CICSP19                                       ==
==                                                                            ==
==      1. FF03-ARS        AVAILABLE                                    ==
==      2. FF18-ERS        AVAILABLE                                           ==
==      3. FF20-NASS       AVAILABLE                                           ==
==      4. FF22-CSREES     AVAILABLE                                           ==
==                                                                            ==
==                                                                            ==
==                                                                            ==
==                                                                            ==
==                                                                            ==
==                                                                            ==
==                                                                            ==
==                                                                            ==
==                                                                            ==
==                                                                            ==
== PF1 = HELP  PF3 = NFCMENU   ENTER SELECTION 1-4   ==>  1   PF11 = EXIT     ==
```

The screen displays one field: **ENTER SELECTION**

Prompt	Action
ENTER SELECTION	Type the number that corresponds with FF03 - ARS (ARS Production Application). Press Enter. At the time this Learners' Guide was updated, the corresponding number was 1.

System Login, *continued*

Once you are in the appropriate application, the next screen you see is the USDA FFIS banner screen, as shown below:

> If you are entering FFIS for the **first time**, skip the instructions on this page and follow the instructions on the next page.

```
**\    **\  ******\  *******\   ****\    ********\ ********\ ******\  ******\
 **\   **\ ********\ ********\  ******\   ********\ ********\ ******\ ********\
 **\   **\ **\\\\\**\ **\\\\\**\ **\\\\\**\  **\\\\\\\ **\\\\\\\  **\\\ **\\\\\**\
 **\   **\ **\    \\ **\    **\ **\   **\  **\       **\    **\     **\  **\    \\
 **\   **\ *******\  **\    **\ ********\ * ******\  ******\      **\  *******\
 **\   **\  *******\ **\    **\ ********\ * ******\  ******\      **\   *******\
 **\   **\  \\\\**\ **\    **\ **\\\\\**\  **\\\\\  **\\\\\      **\   \\\\**\
 **\   **\ **\   **\ **\    **\ **\   **\  **\       **\         **\  **\   **\
  ******\\ ********\ ********\ **\    **\ **\       **\       ******\ ********\
   *****\   ******\\ *******\\ **\    **\ **\       **\       ******\  ******\\
    \\\\    \\\\\\   \\\\\\\   \\    \\   \\        \\        \\\\\\   \\\\\\

       THIS COMMERCIAL SOFTWARE IS DELIVERED WITH RESTRICTED RIGHTS TO THE
        GOVERNMENT, USE, REPRODUCTION, OR DISCLOSURE IS SUBJECT TO THE
          RESTRICTIONS SET FORTH IN THE FAR, DFAR, OR OTHER LICENSE
                     REFERENCED IN THE CONTRACT.

          SELECT BY NUMBER:  1.  TABLE INQUIRY/UPDATE (MTI)
                             X.  EXIT
      COMMAND:
           USERID:               PASSWORD:
      NEW PASSWORD:              VERIFICATION:
```

The screen displays five fields: **COMMAND, USERID, PASSWORD, NEW PASSWORD,** and **VERIFICATION.**

Prompt	Action
COMMAND	Type 1 (for Table Inquiry/Update) to go to a table screen in FFIS. Press Tab.
USERID	Type FFIS User ID.
PASSWORD	Type password. Press Enter.

System Login, *continued*

If you are entering FFIS for the first time you will be prompted to enter a new password in the **NEW PASSWORD** and **VERIFICATION** fields as shown below.

```
 **\    **\  ******\  *******\   ****\    ********\ *******\  ******\  ******\
 **\    **\ ********\ ********\  ******\   ********\ ********\ ******\ *******\
 **\    **\ **\\\\**\ **\\\\\**\ **\\\\**\   **\\\\\\\ **\\\\\\\  **\\\ **\\\\**\
 **\    **\ **\    \\ **\    **\ **\   **\   **\        **\         **\  **\    \\
 **\    **\ *******\  **\    **\ ********\ *  ******\    ******\     **\  *******\
 **\    **\ *******\  **\    **\ ********\ *  ******\    ******\     **\   *******\
 **\    **\  \\\\**\ **\    **\ **\\\\**\   **\\\\\  **\\\\\    **\     \\\\**\
 **\    **\ **\    **\ **\ **\    **\ **\       **\        **\  **\    **\
  ******\\ ********\  ********\ **\    **\ **\       **\       ******\ ********\
  *****\   ******\\ *******\\ **\    **\ **\       **\       ******\  ******\\
   \\\\     \\\\\\   \\\\\\\    \\    \\    \\        \\        \\\\\\   \\\\\\

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                     REFERENCED IN THE CONTRACT.

            SELECT BY NUMBER:  1.  TABLE INQUIRY/UPDATE (MTI)
                               X.  EXIT
         COMMAND:  1
                 USERID:  FREDUSER       PASSWORD:
           NEW PASSWORD:              VERIFICATION:

  FE-*FE06 ENTER NEW PASSWORD              FE-*FE07 ENTER PASSWORD IN VERIFICATION
```

The screen sample above and the instructions below are only for logging in to FFIS for the **first time**.

Prompt	Action
COMMAND	Type 1 (for Table Inquiry/Update) to go to a table screen in FFIS. Press Tab.
USERID	Type FFIS User ID. (Do not enter a password yet.) Press Enter. (At the bottom of the screen you will get a prompt to ENTER NEW PASSWORD and ENTER PASSWORD IN VERIFICATION.)
NEW PASSWORD	Tab to NEW PASSWORD and type a password. (Must be eight alphanumeric characters.)
VERIFICATION	Type password again. Press Enter.

After System Login

Introduction

In FFIS, you perform two main functions:

◆ Move from table to table

◆ Input and review documents

Title screen

Once you have logged into the system, the first screen you see is the FFIS Title Screen, as shown below:

```
ACTION: N TABLEID: SUSF USERID: FRED

         T H E   F E D E R A L   F I N A N C I A L   S Y S T E M
                    AMERICAN MANAGEMENT SYSTEMS, INC.
        ||||||||||||||||||    ||||||||||||||||    ||||||||||||
        ||||||||||||||||||    ||||||||||||||||     ||||||||||||||||
        |||||||||||||||||     ||||||||||||||||||    |||||||    |||||||
        ||||||||  ||||||||        ||||||||          |||||||      |||||||
        |||||||||                 ||||||||          ||||||||
        |||||||||||||||||||    |||||||||||||||||    ||||||||||||||
        |||||||||||||||||||    |||||||||||||||||    |||||||||||||||
        ||||||||||||||||||     |||||||||||||||||     ||||||||||||||
        ||||||||                  ||||||||            |||||||    |||||||
        ||||||||                  ||||||||            |||||||    |||||||
        ||||||||                  ||||||||            ||||||||||||||||||||
        ||||||||                  ||||||||              ||||||||||||||||

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TYPE AN "X" NEXT TO THE OPTION YOU WISH TO PERFORM:
  (   )  MAIN MENU     (   )  GENERAL MESSAGES     (   )  DIVISION MESSAGES
  :
```

The screen displays three fields: **ACTION, TABLEID,** and **USERID**.

> Action codes are used to navigate within and between tables.

After System Login, *continued*

Principal keys

You use these important keys on your keyboard to move in and around the system. The typical keys used are shown below.
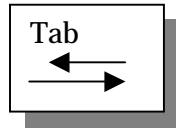
Tab — Tab Key – Moves cursor forward between fields
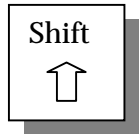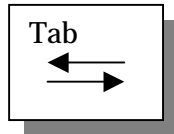
Shift + Tab — Shift + Tab Key – Moves cursor backward between fields

Home — Home Key – Returns the cursor to the beginning of the first field of the screen

Arrow Keys – Moves cursor from character to character
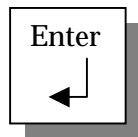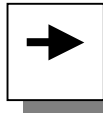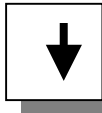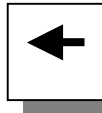
Enter — Enter Key – Processes the data that has been entered

The keys you use may be different. If so, check with your IT staff to identify equivalent keys on your keyboard.

After System Login, *continued*

You should not use your mouse to
navigate through the screen. Use the
tab key to move from field to field.

Documents

Introduction

In FFIS, documents are records that contain information for a specific type of financial transaction.

A document is a series of screens used to enter the batch, summary, and detail data associated with a transaction or series of transactions.

Document components

Each document:

◆ Contains a header screen

◆ Contains at least one line screen

◆ May have up to 999 lines of information

◆ Is temporarily stored on a separate database file (SUSF)

◆ Updates various tables and journals, when processed

◆ Has a unique document ID (DOCID)

◆ Has a life cycle

Documents, *continued*

*Document header
screen*

All FFIS documents have common elements, as shown in the header and line
screens below:

```
┌──────────────┐              ┌──────────────────┐
│ (a) COMMAND  │              │ (b) Document ID  │
└──────────────┘              └──────────────────┘
```

```
COMMND: APPROVE DOC      DOCID: PV   64   533K1521403        06/06/01 18:54:14
STATUS: PEND1            BATID:                     SEC2:
H-
                          PAYMENT VOUCHER DOCUMENT
   PV DATE:              ACCTG PD:           BUDGET FY:        FUND:
   ACTION:              TRANS TYPE: 01 PROMPT PAY TYPE:     PV TYPE:
 SCHED PYMT DATE:           DESCR:               D.O:      FA IND:
      REF DOC #: 64 533K1521403                    ACCP/DEL DATE:
   VENDOR INV #: SEF00021                INV DATE:         LOG DATE:
 FY:      SCHEDULE CAT: T          SCHEDULE TYP:     SCHEDULE NUMBER:
 PAYMENT CAT: V  OFFSET ELIGIBILITY: Y
 VENDOR CODE: 926000185  A                 DOCUMENT TOTAL: 1000.00
         NAME: DEPT OF LABOR                    AGREEMENT #:
     ADDRESS1: ATTN: DONNA ADAMS              HOLDBACK TOT:
           2: P O BOX 21149                  PMT SEQUENCE #:
           3: JUNEAU              AK 998021149   INT REASON:
  CHECK TYPE:     AGENCY HEAD APPROVAL:    DISC LOST REASON:
  DISCOUNT %:             / AMOUNT:                 DAYS:
  DISCOUNT %:             / AMOUNT:                 DAYS:
  DISCOUNT %:             / AMOUNT:                 DAYS:
 COMMENTS TO PRINT:

H--*S401-READY FOR APPROVAL 1
```

```
┌──────────┐
│   (c)    │
└──────────┘

┌──────────────┐
│ (d) Batch ID │
└──────────────┘

┌──────────────┐
│ (f)          │
│ Data         │
│ Area         │
└──────────────┘

┌──────────────┐
│ (e) System & │
│ Error Messages │
└──────────────┘
```

The header screen is the summary
section of a document, which captures
information common to the entire
transaction.

Documents, *continued*

Document header fields

Fields and data areas on the document header screen are described below:

Field	Description
(a) COMMAND (COMMND)	Specifies a desired action, e.g., NEW, to create a new document.
(b) Document ID (DOCID)	Uniquely identifies a document in FFIS
(c) STATUS	Displays the current status of a batch or document: • Accepted • Rejected • Pending • Held • Deleted • Scheduled
(d) Batch ID (BATID)	Uniquely identifies a batch in FFIS. Batch is explained in the Spending module.
(e) System & Error Messages	Displays system messages, warnings, and errors at the bottom of the document
(f) Data Area	Consists of fields for entering and displaying data in the larger part of a document screen

> **FYI** Specific actions for the COMMND field will be addressed in the *Navigating through Documents* topic in this module.

Documents, *continued*

Document line screen

The following is an example of a line screen:

(a) COMMAND

(b) Document Number

(g) Lines Shown of

(c) STATUS

(d) Doc LINE

(e) Batch ID

(h) Data Area

(f) System & Error Messages

```
COMMND:                    DOCID: PV   64   533K1521403              06/06/01 18:59:35
STATUS: PEND1              BATID:              SEC2:                   001-001 OF 002
01-
        LINE #: 001                   TRANS TYPE: 01       LINE TYPE:
     REF DOC #: M1 533K1521403         REF LINE: 001
DEL/ACCP DATE:                                             LOG DATE:
VENDOR INV #/LINE:                                         INV DATE:
         BFY: 02                    FUND: 01      BUDGET ORG/SUB: 6402300
COST ORG/SUB:                    PROGRAM: 016402300       BOC/SUB: 2523
        RPTG:                        JOB:            REV SRCE/SUB:
  GL ACCOUNT:               CLOSED BFYS:             CLOSED FUND:

      AMOUNT: 500.00                  I/D:                     P/F: F
    QUANTITY:                        ADV:               INT REASON:
 DESCRIPTION: J. SMITH                        DISC LOST REASON:
 RELATED GBL:                    OUTS REF AMT:            500.00
  DISCOUNT %:            / AMOUNT:                 DAYS:
  DISCOUNT %:            / AMOUNT:                 DAYS:
  DISCOUNT %:            / AMOUNT:                 DAYS:
```

The line screen is the detail section of a document that captures accounting and other information. Document lines are also referred to as detail lines or accounting lines.

Documents, *continued*

Document line fields

Fields and data areas on the document line screens are described below:

Field/Data	Description
(a) COMMAND (COMMND)	Specifies a desired action, e.g., NEW, to create a new document.
(b) Document ID (DOCID)	Uniquely identifies a document in FFIS
(c) STATUS	Displays the current status of a batch or document • Accepted • Rejected • Pending • Held • Deleted • Scheduled
(d) Doc LINE #	Identifies the line number(s) of the line(s) shown in the data area, relative to other document lines
(e) Batch ID (BATID)	Uniquely identifies a batch in FFIS. Batch is explained in the Spending module.
(f) System & Error Messages	Displays system messages, warnings, and errors at the bottom of the document
(g) Lines Shown of Total Lines	Identifies the lines shown on the screen relative to the total number of lines in the document. 001-001 of 002 means you are seeing line 1 – 1 of a total of 2 lines. In this example, only one line fits on the screen. 004-006 of 006 would mean you are seeing lines 4 - 6 of a total of 6 lines.
(h) Data Area	Consists of fields for entering and displaying data in the larger part of a document screen

Specific actions for the COMMND field will be addressed in the *Navigating through Documents* topic in this module.

Documents, *continued*

Every document entered in FFIS:

◆ Has a document ID made up of three components:

- Transaction code

- SEC 1 Code (DVSN)

- Document number (Up to an 11-digit alphanumeric unique number)

◆ Is assigned a document ID by the user, or is system-generated if it comes into FFIS through a feeder system

All ARS documents directly entered into FFIS will have a user-entered document ID, except for Standard Vouchers, for which the user will prompt FFIS for a system-generated number.

The following table provides examples of document IDs:

Transaction Code	Sec1 Code	Document Number spaces included for effect only
AA/PA (Appropriation/Apportionment)	01	2 01 01 A
BE (Allocation)	01	2 01 03 A
BL (Allotment)	64	2 01 6402 03 A
SA (Suballotment)	64	2 T 6402100 01
RQ (Commitment), MO (Obligation), PV (Payment) for miscellaneous spending	64	TRN 6402 2 001
SV (Standard Voucher)	64	6402 0000001

Documents, *continued*

Transaction codes

The transaction code:

◆ Is a two-character code that identifies the type of document or transaction

◆ Determines which document screens are used and, in turn, what data is captured for a particular transaction

◆ Can be used for security purposes to grant users specific processing privileges for different types of documents

Document life cycle

As a document is being processed, it steps through a life cycle. During processing, FFIS subjects the document to a series of edits, or validation steps, depending on the type of document and the information entered.

The following is the life cycle of a document that passes all edits and does not require approval:

New		Edited		Scheduled and Run		Accepted
☐	➪	☑	➪	☑	➪	👍
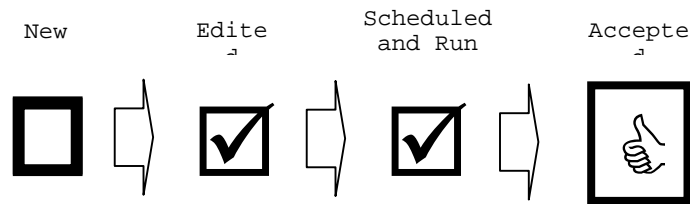
The life cycle of a document that does not pass all edits the first time:

New		Edited		Rejected		Corrected and Run		Accepted
☐	➪	☑	➪	☒	➪	☑	➪	👍
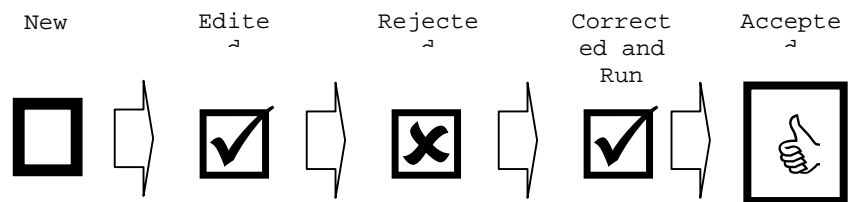
The life cycle of a document that requires approval and passes all edits:

New		Edited		Pending Approval		Approved, Scheduled & Run		Accepted
☐	➪	☑	➪	☐	➪	☑	➪	👍
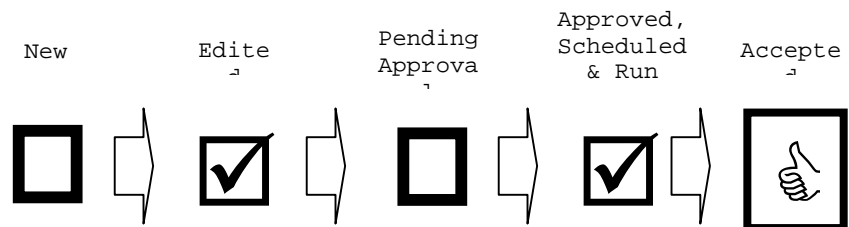
Documents, *continued*

<table>
<tr><td>*Document edits*</td><td colspan="2">Documents process through two edits or passes:</td></tr>
</table>

Edit Document (PASS 1)	Update/Run (PASS 2)
Document command of E	Document command of R
Funds availability is checked	Funds availability is checked
Data is edited against FFIS reference tables	Data is edited against FFIS reference tables
If document passes all edits, it is stored on SUSF with a status of 'SCHED' (scheduled) or 'PEND1' (pending approval)	Document is stored on SUSF with a status of 'ACCPT' (accepted)
If document does not pass edits, it is stored on SUSF with a status of 'REJCT' (rejected)	Header and line records are created on the corresponding inquiry tables
Document can also be placed on Hold or Deleted	Allows modifications/cancellations with a batch while it resides on SUSF

Navigating through Documents

Document commands

Whereas tables require action codes, FFIS documents require commands in order to process transactions. The following tables contain a list of the document commands and their functions:

Common Document Commands	Action Performed
E	Edits a document
<ENTER>	Moves the user to the line screen, or to the next line, if already on a line screen
NEW	A new document screen appears
P <TABLE NAME>	Pauses to a specified table. Use E to return from a pause back to the document
R	Runs/processes a document
Z	Holds a user's place on a specific record in a table, allowing the user to move to other tables. Users are allowed up to five zooms before the system will require the user to enter an E to go back to the tables put on hold.
<	Back – the preceding screen will be displayed

Navigating through Documents, *continued*

Additional Document Commands	Action Performed
A	Approves a document with status of PENDn, where n=1-5 approval level. This action code may only be used by those with proper authority.
B or BD	Moves the user to the last screen in the document (Bottom of Document)
DELETE DOC	Deletes the document
DL	Deletes a line of the document
EB	Edits a batched group of documents
HOLD DOC	Holds the document and prevents it from being processed by the offline process
IL	Inserts a new line in the document
RB	Runs/processes a batched group of documents
SAVE	Saves the current document
SCHEDULE DOC	Schedules a document for processing after it has been held
T or TD	Moves the user from the line screen back to the header screen (Top of Document)
UNDELETE DOC	Undeletes a document that was inadvertently deleted

Status codes

Once you begin to create a document and start the edit process, the document is assigned one of the following status codes:

Code	Definition
ACCPT	Accepted—Document is accepted.
REJCT	Rejected—Document is rejected. It will not be processed until corrections are made and the document passes the edit phase.
SCHED	Scheduled—Document will be picked up by the offline processing utility or manually run.
HELD	Held—Document is being held by a user. It cannot be processed by either the offline utility or online until it is returned to scheduled status.
DELET	Deleted—Document has been deleted.
PENDn (n=1-5)	Pending—Document is held, pending the next level of approval authority.

Error Messages and Error Guide (ERRG) Table

Introduction

While processing documents in FFIS, you will encounter errors. The error message appears at the bottom of the screen.

Types of errors

The last character of the error code associated with the message defines the type of error.

The table below explains the three types of errors in FFIS:

Error	Definition
Warning Error W	Advises you of situations, which may need further attention. These errors do not prevent you from completing the processing of the document (accepted status). The last character of the code associated with the message is always W.
Overrideable Error O	Advises you of situations requiring special attention. These errors do prevent you from processing successfully. An individual with the proper authority may override the error, allowing the document to be completed and accepted. The last character of the code associated with an overrideable error message is always O.
Hard Error E	Indicates that something is wrong (e.g., an invalid code was entered or a required field was left blank). These messages do prevent you from processing successfully. In receiving this error message, you must correct the problem or the document will be rejected. The last character of the code associated with a hard error message is always E.

Error Messages and Error Guide (ERRG) Table, *continued*

Accessing ERRG

A complete list of warnings and error messages is maintained online in the Error Guide Table (ERRG). The ERRG table displays an explanation for each error and suggestions for resolving the problem.

To resolve errors, you access the ERRG table by following the steps below:

Step	Action
1	Arrow down to the System Message Line so that the cursor is on the error message.
2	Press Enter. The ERRG table is displayed.

Error Messages and Error Guide (ERRG) Table, *continued*

ERRG table screen

The following screen depicts the error code that is displayed in the document system message, a title for the error, the explanation of what the error is, and a solution to resolve the error:

```
ACTION: R TABLEID: ERRG USERID: FRED
                  *** ERROR GUIDE INQUIRY TABLE ***
KEY IS ERROR CODE

ERROR CODE: AA01E    ERROR MESSAGE: INVALID APPROPRIATION IND

PROBLEM:
THE APPROPRIATION INDICATOR ENTERED IS NOT VALID.




SOLUTION:
THE VALID VALUES FOR THE APPROPRIATION INDICATOR ARE 'L', 'T', 'R', AND
BLANK.
```

ERROR MESSAGE

Error

Resolution

Tables

Tables

Introduction

Tables in FFIS are groupings of functionally-related records. For example, the Vendor Table (VEND) contains records for all vendors defined in the system.

Example

The Receivable Header Inquiry Table (ARHT) screen is an example of a typical table in FFIS:

```
1.  Action  →

3.  Key Line  →

4.  Table  →

5.  System  →
```

```
ACTION: S TABLEID: ARHT USERID: FRED
                 *** RECEIVABLE HEADER INQUIRY TABLE *     ← 2.  Table Name
KEY IS TRANS CODE, DOC NUM

TRANS CODE:    DOC NUM:                    DOC TYPE:
        DOCUMENT DATE:              COMMENTS:
      PAYER CODE/NAME:             /
             ADDRESS:

                    CITY:                  STATE:    ZIP:       -
COLL DUE DATE:              LAST BILL DATE/AMT:          /
PRINT BILL:        BILL PRINT DATE:            BILLED AMT:
INT RATE:            INT APPLY DATE:          INTEREST AMT:
TEXT TYPE:    ADM CHGS APPLY DATE:         ADM CHGS AMT:
WAIVER FLAG:        PEN APPLY DATE:          PENALTY AMT:
DUNNING COUNT:     LAST DUN DATE:             TOTAL AMT:
OVERDUE STATUS:        OVERDUE DATE:        COLLECTED AMT:
WRITE-OFF FLAG:     WRITE-OFF DATE:       AGREEMENT NUM:
WRITE-OFF REASON:    WRITE-OFF AMT:                      CASE HISTORY FLAG:
DOC CLOSING DATE:                 CLOSED DOCUMENT AMT:
OVERPAYMENT CAUSE:                 REPRINT BILL AMT:

01-*L008 END OF FILE                 01-*L004 LINE NOT FOUND
```

Tables, *continued*

Table elements

The elements of a table in FFIS are:

Element	Description
1. Action Line	The first line of a table. It contains two fields which require data: ACTION – Enter an action code to direct the system to where you want to go, or what you want to do. (Please refer to the *Navigating through Tables* topic in this module for a complete list of table action codes.) TABLEID – Enter a four-character identifier to display a new table or display the table currently in use. (Please refer to *Appendix E: Acronyms* for a list of acronyms used in this module.) (Note: The third field, USERID, defaults to the first four characters of the user's FFIS user ID. This field should not be changed.)
2. Table Name Line	The second line of a table. It displays the title of the table you are currently in.
3. Key Line	The key line displays important (key) fields of the table. These are the fields that the user can search on.
4. Table Data	Basic information about the table or transactions on the table.
5. System Messages	At the bottom portion of each FFIS screen are system messages. Messages have three parts: tag, message code and message text.

Specific actions for ACTION field will be addressed in the Navigation section. (Please refer to the *Navigating through Tables* topic in this module for a complete list of table action codes.)

Tables, *continued*

Types

In FFIS, there are three types of tables:

◆ Reference tables

◆ Inquiry tables

◆ Data entry tables

The following sections address each of these table types. Please refer to *Appendix A: Acronyms* for a list of acronyms described in this module.

Reference Tables

Reference tables

FFIS reference tables supply general information for use on documents by defining valid data elements. Reference tables:

◆ Maintain reference data in FFIS

◆ Maintain system options in FFIS

◆ List valid codes and values used by the system for editing or control purposes

> **FYI** Reference table settings may only be changed by your Functional Administrator.

Example

The Budget Object Code Table (BOCT) defines budget object codes for financial transactions:

```
ACTION: R TABLEID: BOCT USERID: FRED
BUDGET OBJECT CODE REFERENCE TABLE
KEY IS BFY, BUDGET OBJECT CODE
            BUDGET        FED  BOC  SUB                                   BOC  BOC=
            OBJECT  OBJ   OBJ  PS   BOC  1099 BUDG  TRVL  BUDG  BUDG  POST REF
       BFY  CODE    CLS   CLS  IND  IND  IND  TYPE  FLAG  FLAG  BOC   FLAG BOC
       ----- ------ ----- ---- ---- ---- ---- ----- ----- ----- ----- ---- ---
01-    00   CONV               N    N    N    B     N     Y     CONV  N    N
            NAME: BOC FOR CONVERSION ONLY        SHORT: MISC
02-    00   0210               N    N    N    B     N     Y     0210  N    N
            NAME: MISCELLANEOUS                  SHORT: MISC
03-    00   10           10    N    N    Y    B     N     Y     10    N    N
            NAME: PRSNL SERVICES-SCI EFFORT(S&E)  SHORT: PS SCIEN EFF
04-    00   1000         10    N    N    Y    B     N     Y     1000  N    N
            NAME: PRSNL SERVICES-SCI EFFORT(S&E)  SHORT: PS SCIEN EFF
05-    00   11           11    N    N    N    B     N     Y     11    N    N
            NAME: PERSONNEL COMPENSATION         SHORT: PERS. COMP.
06-    00   1100         11    N    N    Y    N     N     N     11    N    N
            NAME: PERSONNEL COMPENSATION         SHORT: PERS. COMP.
07-    00   1101   111   11    N    N    N    N     N     N     11    N    N
            NAME: BS PY US NON-WAGE BOARD FTP    SHORT: US NW FULL P
```

Inquiry Tables

Inquiry tables

Inquiry tables:

◆ Show results of documents entered into FFIS

◆ Maintain data entered and processed on FFIS documents for query purposes

◆ Contain system-maintained fields that cannot be changed

◆ Are updated automatically when a document is processed

Example

The Voucher Header Inquiry Table (PVHT) contains:

◆ Summary information about outstanding and closed Payment Vouchers (PV) documents for the following transaction categories:

DD—Direct Disbursement
ND—Direct Disbursement (clone* of DD)
PV—Payment Voucher (referencing)
NO—Payment Voucher (non-referencing) or No-Obligation Payment Voucher

* A clone is a copy of a basic document. The copy is adapted for a special use other than the use of the basic document. The Spending Learner's Guide explains the use of the ND as a clone of the DD.

Inquiry Tables, *continued*

Example

An example of PVHT, which shows summary information for outstanding and closed payment vouchers is shown below:

```
ACTION: R TABLEID: PVHT USERID: FRED
                  *** VOUCHER HEADER INQUIRY TABLE ***
KEY IS VENDOR CODE, TRANS CODE, VOUCHER NO, TRAVEL ADVANCE NUM
01-
    VENDOR CODE: 058070459  A  TRANS CODE: PV    VOUCHER NO: 002900458
           NAME: FEDERAL EXPRESS                 TRAVEL ADVANCE NUM:
        ADDRESS: P.O. BOX 1140                    NO CHECK DISB FLAG: N
              :                                   PROMPT PAY TYPE: O
              : MEMPHIS              TN 381011140
    DESCRIPTION:                                  FA IND:
   VOUCHER TYPE: 1                          CHECK TYPE:      D.O.: 03
   AGREEMENT # :                           DISB RUN NUMBER: 00000
   SCHD FISC YR:      SCHD CAT: T  SCHD TYP: M  SCHD NO:
   VOUCHER DATE: 10 01 00                    VOUCHER AMT:         1,000.00
      SCHD DATE: 10 28 00                   HOLDBACK AMT:             0.00
    CLOSED DATE:                              CLOSED AMT:             0.00
    PAYMENT CAT: V OFFSET ELIGIBILITY: Y OUTSTANDING AMT:         1,000.00
   AGENCY HEAD APRVL:                       IN TRANSIT AMT:           0.00
   COMMENTS TO PRINT:
    INTR AGCY SYMBOL:                    DIRECT DISB NUMBER:
```

Data Entry Tables

Data entry tables

FFIS data entry tables show particular types of transaction data.

Typically:

◆ The information entered on a data entry table *does not* have any accounting significance at the time of entry.

◆ The information entered *does not* directly update the journals.

◆ The system *does* use this data to build documents (such as obligation documents) at a later date.

◆ These data entry tables create documents that have an accounting impact. When used in this way, the data entry tables store information to create documents.

Example

Recurring Payment Voucher Data Entry Table (REPV) – Used to automatically create payment voucher transactions on a regular basis (e.g., for monthly rent payments).

```
ACTION: R TABLEID: REPV USERID: FRED
RECURRING PAYMENT VOUCHER DATA ENTRY TABLE
KEY IS TRANS CODE, PV NUM, LINE NO

TRANS CODE: PV PV NUM: 262255701   SUBM DIV: 62    FREQ TYPE: M D.O:
ENTRY START DATE: 10 01 01   ENTRY END DATE: 09 30 02   LATEST DATE:
     VENDOR CODE: 841366534  A   TRANS TYPE: 01            VCHR TYPE:
AGREEMENT NUMBER: 5762251009         FA IND:          CHECK TYPE:
 SCHEDULING TYPE: O        PROMPT PAY TYPE:

LINE NO: 001   REF DOC NO: MO 26225570001          REF DOC LINE: 001
VENDOR INV #/LINE: MONTHLY LEASE PAY        VENDOR INVOICE DATE:
  TRANS TYPE:     BFY:        FUND:            BUDGET ORG/SUB:
COST ORG/SUB:              PROGRAM:                BOC/SUB:
  JOB NUMBER:              RPTG:           GL ACCOUNT:
REV SRCE/SUB:             DESCR:
   QUANTITY:              AMOUNT: 100.00              I/D:     P/F:
ADVANCE FLAG:         VI LOG DATE:              LINE TYPE:
  DISCOUNT %:         /   AMOUNT:                  DAYS:
  DISCOUNT %:         /   AMOUNT:                  DAYS:
  DISCOUNT %:         /   AMOUNT:                  DAYS:
```

Navigating through Tables

Introduction

You will always begin your work from the FFIS title screen. At the top of the title screen, and all table screens, are two fields, which need input in order to go to a document or table.

Action field

The first field is ACTION. To move from table to table, or to change elements of records in tables (where allowed), use the following types of table action codes:

Action	Code	Description
Add	A	Adds a record to the table When lines are successfully added, the system displays a message at the bottom of the screen: '*L030 ALL LINES ADDED.'
Backward Leaf	B	Leafs back to the last table viewed prior to leafing to the current table
Change	C	Changes a data field in the table. Only the values in those fields that <u>are not key fields</u> can be modified with the change action. When all changes have been made, the system edits the values entered in the data fields. When lines are successfully changed, the following message appears at the bottom of the screen: '*L031 ALL LINES CHANGED.'
Delete	D	Deletes a record from the table. If a table displays multiple entries per screen, a line(s) can be excluded from the deletion process. To do this, the cursor is placed on the first key field in the line, and the space bar is pressed once to remove the first character in the field. Those entries with the changed key field will not be deleted. When the entries are successfully deleted, the system displays the following message at the bottom of the screen: '*L032 ALL LINES DELETED.'
End/Exit	E	Performs three functions (depending on where a user is in FFIS): • Exits the system • Returns to the document when the user's previous action was a pause action • Exits out of zoom mode and returns to the previous document or table
Get	G	Gets a record based on the key field value entered

Navigating through Tables, *continued*

Action	Code	Description
Leaf/Leap	L	Moves the user from one table to another table that contains corresponding KEY data If related entries are not found in the new table, the following messages are displayed: '*L008 END OF FILE' or 'L004 LINE NOT FOUND.' NOTE: You may use the leaf command up to five consecutive times.
More	M	Lists additional error messages. If an action results in more messages than can be displayed on the screen, the system automatically changes the action to 'M'.
Next/New	N	Moves to the table specified in the TABLEID field, and displays that table screen with the data fields blank
Refill	R	Refills the table with the table entries that directly follow the entries currently displayed on the screen. FFIS defaults to 'R' after the Scan or Top actions.
Scan	S	Scans the table for a record with the full or partial key indicated
Top	T	Displays the very first entry in a table
Zoom	Z	Toggles between tables without loss of data. FFIS freezes the current screen data, allows the user to go to another table, modify or display data in other tables, and return to the first screen, which is unchanged. NOTE: You may use the zoom command up to five consecutive times.
Previous Screen	<	Steps back through the previous four screens most recently viewed for the current table with the scan and refill actions
Next Screen	>	Steps forward through screens most recently viewed with the previous screen action

TABLEID field

The next field is the TABLEID. Each table in FFIS has a four-character identifier (please refer to *Appendix A: Acronyms* for a list of tables referenced in this module).

This field is used to:

◆ Enter a table ID to go to a new table

◆ Display the ID of the current table

USERID field

The last field of the first line of every table is the USERID. The system automatically assigns it the first four characters of your FFIS user ID.

The Suspense File (SUSF)

Role of the Suspense File

Introduction   The Document Suspense File (SUSF) stores and maintains all documents entered in FFIS at all stages of their life cycle, including:

◆ Held documents for further data entry, processing or approval

◆ Pending documents awaiting approval

◆ Scheduled documents awaiting to be processed via an offline job

◆ Rejected documents maintained for correction or approval

◆ Deleted documents which remain in the suspense file for a pre-defined amount of time

◆ Accepted documents not yet archived

Note: A user can access any document directly from the SUSF table (please refer to the *Using SUSF* topic in this module for additional details).

Feeder system and direct enter documents will be rejected if they do not correctly reference FFIS tables. Rejected documents may be accessed and edited from SUSF.
See SUSF Management module for what to do with rejected documents.

Viewing SUSF   You can review the contents of the document suspense file on the Document Suspense File Table (SUSF). After logging into the system, follow these steps:

Step	Action
1	Type N in the ACTION field. (The system automatically jumps to the next field.)
2	Type SUSF in TABLEID.
3	Press Enter.

Role of the Suspense File, *continued*

Example
This is a depiction of where information should be entered on the FFIS entry screen:

Type **N** in the ACTION field. (The system automatically jumps to the next field.)

Type SUSF in TABLEID. field.

Press Enter.

```
ACTION: N TABLEID: SUSF USERID: FRED

          T H E    F E D E R A L    F I N A N C I A L    S Y S T E M

                     AMERICAN MANAGEMENT SYSTEMS, INC.
        |||||||||||||||||||    ||||||||||||||||    |||||||||||||
        |||||||||||||||||||    ||||||||||||||||    ||||||||||||||||
          |||||||||||||||||    |||||||||||||||||    |||||||    ||||||
          |||||||||          |||||||          |||||||    ||||||||
          |||||||||          |||||||          |||||||
        |||||||||||||||||||    ||||||||||||||||||    ||||||||||||||
         |||||||||||||||||    |||||||||||||||||    |||||||||||||||
          ||||||||||||||||    |||||||||||||||||    ||||||||||||||
          |||||||||          ||||||||          ||||||||    ||||||||
          |||||||||          ||||||||          ||||||||    |||||||
           ||||||||          ||||||||          ||||||||||||||||||
           ||||||||          ||||||||          ||||||||||||||||

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TYPE AN "X" NEXT TO THE OPTION YOU WISH TO PERFORM:
  (   )  MAIN MENU     (   )  GENERAL MESSAGES     (   )  DIVISION MESSAGES
  :
```

Example

After you have pressed the **Enter** key a **second time**, this is a sample of what you will see on the SUSF table:

```
ACTION: R  SCREEN: SUSF USERID: FRED          DOCUMENT SUSPENSE INDEX 1
FUNCTION:                                      SEC2:

       ----BATCH ID---- -----DOCUMENT ID------            LAST  LAST PROCESS
    SEL TRAN SEC1 NUMBER TRAN SEC1    NUMBER   STAT  APPRV DATE  USER DATE
     -  ---- ---- ------ ---- ---- ------------ ----- ----- ------ ---- ------
00-
01-    .    .    .      AA   01   20101        ACCPT 00000 011001 FRED
02-    .    .    .      AA   01   20101A       ACCPT 00000 011001 FRED
03-    .    .    .      AA   01   20102        ACCPT 00000 011001 FRED
04-    .    .    .      AA   01   20102A       ACCPT 00000 011001 FRED
05-    .    .    .      AA   01   20102B       ACCPT 00000 011001 FRED
06-    .    .    .      BE   01   20162        ACCPT 00000 011001 FRED
07-    .    .    .      BE   01   20162A       ACCPT 00000 011001 FRED
08-    .    .    .      BE   01   20162B       ACCPT 00000 011001 FRED
09-    .    .    .      BE   01   20164        ACCPT 00000 011001 FRED
10-    .    .    .      BL   01   201010103    ACCPT 00000 011001 FRED
11-    .    .    .      BL   01   201010103A   DELET 00000 011001 FRED
12-    .    .    .      BL   01   201010104    ACCPT 00000 011001 FRED
13-    .    .    .      BL   01   201010105    REJCT 00000 011001 FRED
```

FYI

Document Suspense Index 2 Table (SUS2) provides the original transaction date.

Document Suspense Index 3 Table (SUS3) provides the entire user ID.

Fields of SUSF

The table below shows the definitions of the fields on SUSF.

Field	Value
ACTION	The primary field of input to move from table to table, or to change elements of records in tables (where allowed)
TABLEID	A four-character identifier to distinguish individual tables
USERID	The system automatically assigns the first four characters of your FFIS user ID (with which you logged in) to the USERID field
FUNCTION	Used to specify special SUSF commands to: • Begin data entry • Correct a batch or document • Process a batch or document • Change the status of a batch or document
SEL	Specifies the batch or document to be processed by placing an X in the corresponding SEL (selection) field
BATCH ID & DOCUMENT ID	The SUSF table is keyed by unique BATCH ID and DOCUMENT ID field information. Each BATCH ID and each DOCUMENT ID is comprised of three elements: transaction code, SEC1 code, and batch or document number.
STAT	The processing STAT (status) code is five characters indicating the status of a document or batch ticket. (Please refer to the following page for a complete list of the status codes.)
LAST DATE	Displays the last access date in YYMMDD format
LAST USER	Displays the first four digits of the user ID of the last person to access the document or batch
PROCESS DATE	Shows the date the document or batch was processed

Actions

Specific actions for the FUNCTION field will be addressed in subsequent pages of this section.

Document status

The STAT field on SUSF displays codes denoting the status of the document. The table below explains the status codes.

Status	Description
ACCPT	Document is accepted. Data entered on the document has updated the tables.
BHELD	Document is in held batch. It is neither deleted nor accepted.
BRJCT	Document is in a rejected batch. It is neither deleted nor accepted.
BSCHD	Document is batch scheduled for offline processing. It is neither deleted nor accepted.
DELET	Document is marked for deletion. The document or batch of documents was deleted before being processed through PASS 2; it can no longer be accessed online.
HELD	Document is on hold. The document or batch of documents may not have been processed and will not be processed further until otherwise scheduled.
PEND1	Document is pending approval. The document or batch has successfully satisfied all PASS 1 edits, but was rejected because the level of approval has not yet been applied. • PEND1—Pending Level 1 Approval
REJCT	Document is rejected. It has errors and cannot be accepted as is.
SCHED	Document is scheduled for offline processing.

Using SUSF

Introduction SUSF displays the contents of the Document Suspense File. SUSF can also be used to jump to document processing environments for any document or batch of documents stored in the Document Suspense File.

You may access a document from SUSF for several reasons:

◆ To create a new document

◆ To change a previously created document

◆ To review an accepted document

◆ To copy a document

◆ To access a document in use by another user

◆ To delete a document

 For more detailed information on using SUSF, refer to the SUSF Management module.

SUSF functions/ commands The following table lists each function available on the SUSF table and its capability:

Function	Brief Description
NEW	Begin data entry of a new batch or document
ACCESS	View one document or batch
SCAN	View one document or batch in read-only mode
COPY	Copy an existing document or batch
FREE	Allow access to a document in use

New document

To create a new document from SUSF:

Step	Action
1	Type NEW in the FUNCTION field.
2	Type in the document ID (batch ID if applicable).
3	Press Enter. FFIS displays a blank document ready for data to be entered.

Accessing existing document or batch

To access a previously created document or batch directly from SUSF, follow the steps below:

Step	Action
1	Search for the document in SUSF.
2	Type S in the ACTION field.
3	Type X in the SEL field for the document or batch that you wish to access, or place the cursor on the document or batch you wish to access.
4	Press Enter. FFIS displays the document.

If the document or batch has been accepted, you will not be able to change the document. If the document or batch has not been accepted, you can change the document.

Freeing a document

When a user accesses a document, the system sets a flag in SUSF (not viewable by the user) that marks it as "in use." FFIS does not allow other users access to the document while the first user is working on it.

If your user ID times-out while accessing a document or batch, it could be listed as "in use," even though no other user is accessing it. When this occurs, you can reset the "in use" flag in SUSF by using the FREE function.

To free a document or batch:

Step	Action
1	Type S in the ACTION field to search for the document or batch in SUSF.
2	Type FREE in the FUNCTION field.
3	Type X in the SEL field for the document or batch you wish to free.
4	Press Enter. FFIS displays a message that the document or batch document has been freed.

Using SUSF, *continued*

Processing a document or batch from SUSF

If you wish to process (i.e., through edit and update passes) a batch or a document without viewing the document, you may use the RUN function to process the document from SUSF.

To use the RUN function, follow the steps below:

Step	Action
1	Search for the batch or document in SUSF.
2	Type RUN in the FUNCTION field.
3	Type X in the SEL field of the document or batch in which you wish to process Pass 2. (The X may be placed on multiple documents or batches.)
4	Press Enter.

If…	Then…
the batch or document is processed without errors,	the status changes to ACCPT in SUSF, and the document updates all applicable tables and journals.
the process detects errors,	control is temporarily transferred to the FFIS document. The cursor will be positioned in the first screen that contains errors in the batch or document. Here you may correct the errors, return to SUSF, and re-process the document.

Scheduling a batch or document to be processed later

If you wish to schedule a batch or a document to be processed later with an off-line job (e.g., your nightly cycle processing), you may schedule it from SUSF without viewing it first.

To use the SCHEDULE function, follow the steps below:

Step	Action
1	Search for the batch or document in SUSF.
2	Type SCHEDULE in the FUNCTION field.
3	Type X in the SEL field of the document or batch you wish to schedule for overnight processing. (The X may be placed on multiple documents or batches.)
4	Press Enter.

The status of all selected batches and documents changes to 'SCHED.' In addition, the status of all documents within a batch changes to 'BSCHD.' These documents will be processed in the next overnight batch cycle.

Refer to SUSF Management module for more on scheduling.

Deleting a batch or document from SUSF

If you wish to delete a batch or a document without viewing it first, you may use the DELETE function from SUSF.

To use the DELETE function, follow the steps below:

Step	Action
1	Search for the batch or document in SUSF.
2	Type DELETE in the FUNCTION field.
3	Type X in the SEL field of the document or batch you wish to delete. (The X may be placed on multiple documents or batches.)
4	Press Enter.

The DELETE function marks the selected batch or document for deletion from SUSF. The document marked for deletion displays a status of 'DELET'. An off-line job will remove the document from SUSF.

> **Note:** Accepted documents cannot be deleted.

Undeleting a
batch or document

If you previously deleted a batch or document, you may undelete the batch or document from SUSF, *as long as the document or batch is still displayed in SUSF.* To UNDELETE a batch or document without viewing the document or batch, you may use the UNDELETE function from SUSF.

To use the UNDELETE function, follow the steps below:

Step	Action
1	Search for the batch or document in SUSF.
2	Type UNDELETE in the FUNCTION field.
3	Type X in the SEL field of the document or batch you wish to undelete. (The X may be placed on multiple documents or batches.)
4	Press Enter.

> The UNDELETE function changes the status of the selected batch or document that had been previously marked for deletion to 'HELD' on SUSF.

Using SUSF, *continued*

*Holding a
document or batch*

If you wish to hold a document or batch to prevent further processing, you may use the HOLD function from SUSF. An off-line job (e.g., the nightly cycle processing) will not attempt to process a document on hold.

To use the HOLD function, follow the steps below:

Step	Action
1	Search for the batch or document in SUSF.
2	Type HOLD in the FUNCTION field.
3	Type X in the SEL field of the document or batch you wish to hold. (The X may be placed on multiple documents or batches.)
4	Press Enter.

The HOLD function changes the status of the selected batch or document to 'HELD', and documents within a batch to 'BHELD' in SUSF.

SUSF Special Authority Functions

Introduction   The following tables show steps for using functions, which require special authority. You may or may not have this level of security. These functions are performed from SUSF.

Approving multiple documents or batches

To approve multiple documents or batches, without viewing the documents or batches, you may process the document with the APPROVE function from SUSF, by following the steps below:

Step	Action
1	Search for the batches or documents in SUSF.
2	Type APPROVE in the FUNCTION field.
3	Type X in the SEL field of the documents or batches that you wish to process. (The X may be placed on multiple documents or batches.)
4	Press Enter.

The APPROVE function changes the status of all selected batches or documents to the highest level of approval applied. Multiple documents or batches may be selected. When a batch is selected, only the batch approvals are applied. Approvals to documents within a batch must be done individually.

SUSF Special Authority Functions, *continued*

Making changes to previously approved documents

To make further changes to a document or batch previously approved, you may unapprove the document or batch from SUSF by using the UNAPPROVE function. To use the UNAPPROVE function, follow the steps below:

Step	Action
1	Search for the batches or documents in SUSF.
2	Type UNAPPROVE in the FUNCTION field.
3	Type X in the SEL field of the document or batch you wish to process. (The X may be placed on multiple documents or batches.)
4	Press Enter.

The UNAPPROVE function removes the user's approval authority from all selected batches and documents. The status will change to the highest level of approval still required. Multiple documents or batches may be selected. When a batch is selected, only the batch approvals are removed. Approvals must be removed from documents individually.

System Log Off

Logging off FFIS

This section shows you how to log off or exit a session.

From a table

To log off from a table, follow the steps below.

Step	Action
1	Type E in the ACTION field and press Enter. Repeat this step until you are back to the USDA FFIS banner screen.
2	Type X in the COMMAND field and press Enter. A blank screen is displayed.
3	Type BYE and press Enter.

> **FYI** — If you have used the zoom command several times, you will need to exit from a series of tables before you reach the FFIS banner screen.

```
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         GOVERNMENT, USE, REPRODUCTION, OR DISCLOSURE IS SUBJECT TO THE
           RESTRICTIONS SET FORTH IN THE FAR, DFAR, OR OTHER LICENSE
                        REFERENCED IN THE CONTRACT.

              SELECT BY NUMBER:  1.  TABLE INQUIRY/UPDATE (MTI)
                                 X.  EXIT
         COMMAND:  x
                 USERID:  FREDUSER        PASSWORD:
           NEW PASSWORD:               VERIFICATION:
```

System Log Off, *continued*

From a document

To log off from a document, follow the steps below.

Step	Action
1	Type END in the COMMAND field and press Enter. This will take you back to the last table that you used.
2	Type E in the ACTION field and press Enter. Repeat this step until you are back to the USDA FFIS banner screen.
3	Type X in the COMMAND field and press Enter. A blank screen is displayed.
4	Type BYE and press Enter.

Appendices

Appendix A: Acronyms

Acronym	Table/Document Name
ACCS	Accounting Code Classification Structure
ACFO-FS	Associate Chief Financial Officer for Financial Systems
ADNT	Automatic Document Numbering Table
AGCY	Agency Reference Table
ALLT	Allotment Inquiry Table
AMS	American Management Systems, Inc.
ARHT	Receivable Header Inquiry Table
ARS	Agricultural Research Service
BFY	Budget Fiscal Year
BOC	Budget Object Code
BOCT	Budget Object Code Reference Table
CAS	Central Accounting System
COTS	Commercial off-the-shelf
CRM	Customer Relationship Management
DD	Direct Disbursement
DVAL	Default Values Reference Table
DVSN	Division Reference Table
ERRG	Error Messages and Error Guide Table
FDW	Financial Data Warehouse
FFIS	Foundation Financial Information System
FSYR	Fiscal Year Table
FTYP	Fund Type Table
FUND	Fund Table
FY	Fiscal Year
JFMIP	Joint Financial Management Improvement Program
ND	Direct Disbursement Clone

NO	Non-Referencing Payment Vocuher
NFC	National Finance Center
ORGN	Organization Reference Table
PCAS	Project Cost Accounting Subsystem
PGMT	Program Reference Table
PV	Payment Voucher
PVHT	Payment Voucher Header Table
R&M	Repair & Management
RPTG	Reporting Category Reference Table
REPV	Recurring Payment Voucher Table
RSRC	Revenue Source Code Reference Table
SUSF	Document Suspense Index Table
SUS2	Document Suspense Index 2 Table
SUS3	Document Suspense Index 3 Table
USDA	United States Department of Agriculture
VEND	Vendor Reference Table

Appendix B: Using Remedy

Introduction

The Remedy Customer Relationship Management (CRM) application will be used by the ARS helpdesk. The ARS Help Desk staff will use Remedy when appropriate to record and track all issues related to:

◆ FFIS

◆ Financial management

◆ Financial Data Warehouse (FDW)

◆ Telecommunications

◆ Security

FFIS users at ARS will call the Help Desk for assistance with FFIS issues. If required, the FFIS Help Desk staff may submit service requests, or tickets, in Remedy and then monitor these tickets to ensure that the issues are resolved.

Remedy is used to generate reports on open issues for management and support staff review and or follow-up.

Objectives

This appendix covers the following topics:

◆ Logging into Remedy

◆ Creating a ticket

◆ Monitoring a ticket

◆ Viewing and sending Remedy-based e-mails

◆ Creating and attaching screen captures

◆ Viewing attachments to Remedy e-mail messages

◆ Replying to Remedy e-mails and adding attachments from your own e-mail account

◆ Service request statuses

◆ Creating a new Remedy report style

◆ Creating a Remedy report

Logging into Remedy

Logging into the Remedy CRM application

To login to Remedy, follow the steps below:

1. From the desktop, double-click the **CRM Startup** icon.

2. In the Login screen that appears, enter your Remedy login information in the appropriate fields:

   - In the **User** field, type your user name (case sensitive, e.g., <u>J</u>anice<u>Y</u>).

   - In the **Password** field, type your password (case sensitive).

   - Click **OK**.

Remedy Login Screen

3. The CRM Launch Pad screen appears.

Logging into Remedy, *continued*

CRM Launch Pad

Creating a Ticket

Methods of creating a ticket

To resolve an issue pertaining to FFIS, FDW, telecommunications or security, you may submit a ticket using one of three methods:

◆ Remedy

◆ USDA intranet site

◆ E-mail

The steps involved in each of these methods are described below.

Creating a ticket via Remedy

To create a ticket using Remedy, follow the steps below:

1. Login to Remedy.

2. From the menu bar, select **File** > **Create a New** > **Service Request.**

New Service Request Screen

Creating a Ticket, *continued*

3. On the **Contact** tab of the New Service Request screen, complete the **First Name** and **Last Name** fields. Press **Enter**.

If…	Then…
The other fields on the Contact tab are completed automatically,	Proceed to step 4.
The Contact tab does NOT auto-fill,	On the Contact tab, complete the following fields: • Agency Name (using the drop down menu) • Site Name if applicable (using the drop down menu) • Phone # • Internet E-mail Address (accuracy is very important) From the menu bar, select New > Contact. Click Save on the New Contact screen. Proceed to step 4.

Contact Tab

Creating a Ticket, *continued*

4. In the header of the New Service Request screen, use the drop down menu in the **Severity** field to select a severity level.

5. On the **Problem/Solution** tab, complete the following fields, using the drop down menus as indicated:

   ♦ **Support Topic** (using the drop down menu)

   ♦ **Summary**

   ♦ **Details** (including error messages and or process that may be followed in order to duplicate the error). The more information that customers provide, the better.

Problem/Solution Tab

6. On the **Other** tab of the New Service Request screen, complete the following fields accordingly, using the drop down menus as indicated:

   ◆ Copy and paste the Internet **Email Address** from the **Contact** tab into the **Notify Whom** field of the **Other** tab.

   ◆ In the **Notify When** field, use the drop down menu to select **Closed**.

Other Tab

7. In the upper right-hand corner of the New Service Request screen, click the **Save** button. In the Service Request header, in the **Service Request Status** field, the status will change from **Open** to **In Dispatch**. (See the Service request statuses section of *Monitoring Tickets.*)

8. Following the submission of your service request, you will receive the following information in your e-mail inbox regarding your ticket:

Creating a Ticket, *continued*

E-mail Confirmation

9. Make a note of your Service Request ID# for future reference.

Creating a Ticket, *continued*

Creating a ticket via USDA intranet site

The Associate Chief Financial Officer for Financial Systems (ACFO-FS) has created a Customer Service Center web site to support FFIS, FDW, telecommunications and security. This site is located at http://ffis-remedy.hqnet.usda.gov. From this web site you may submit requests for support.

To create a ticket from the FFIS Customer Service Center web site, follow the steps below:

1. Open the browser that connects you to the World Wide Web (Internet Explorer or Netscape Navigator).

2. In the browser **Location** field, type **http://ffis-remedy.hqnet.usda.gov**. Press **Enter**.

3. From the left-hand panel of the Customer Service Center web site, click **Submit a Support Ticket for Assistance.**

FFIS Customer Service Intranet Site

---

4. On the Submit a Customer Service Ticket screen, complete the appropriate fields, using the drop down menus as indicated:

If…	Then…
This is your first time submitting a service request via the web site,	Complete the following fields: • First name • Last name • Agency (using the drop down menu) • Site Name if applicable • Telephone Number (using the format XXX-XXX-XXXX) • Internet E-mail address (accuracy is very important) • Severity (using the drop down menu) • Summary • Details • Support Topic (using the drop down menu) Proceed to step 5.
You have submitted a service request previously via the web site,	Complete the following fields: • Internet E-mail address (accuracy is very important) • Severity (using the drop down menu) • Summary • Details • Support Topic (using the drop down menu) Proceed to step 5.

Creating a Ticket, *continued*

Submit a Customer Service Ticket Screen

Creating a Ticket, *continued*

5. At the bottom of the Submit a Customer Service Ticket screen, click the **Submit this information as a Service Request** button.   You will see the following information that confirms receipt of your service request:

Web Confirmation

Creating a Ticket, *continued*

6. You will also receive an e-mail confirmation in your e-mail inbox:

E-mail Confirmation

7. Make a note of your Service Request ID# for future reference.

If you need to open another ticket, return to http://ffis-remedy.hqnet.usda.gov and begin the process again for each additional ticket.

Creating a ticket via e-mail

To create a ticket using e-mail, follow the steps below:

1. Login to your e-mail account.

2. Create a new memo. (In Group Wise, from the menu bar, select **File > New > Mail**.)

3. In the **To** field, type help@ffis.usda.gov plus the extension you would normally use. (Only NFC employees using Group Wise have an extension.)

Group Wise New Mail Screen

4. Type a brief description of the problem in the **Subject** line of the memo.

5. Complete the **Message** text box following the directions below accordingly:

If…	Then…
This is your first time to submit a service request via e-mail,	Provide the following information in the Message of the e-mail: • Full Name • Agency • Phone Number • Severity of the problem • Details of the problem Add any necessary attachments. Proceed to step 6.
You have submitted a service request previously via e-mail,	Provide the following information in the Message of the e-mail: • Severity of the problem • Details of the problem Add any necessary attachments. Proceed to step 6.

6. Click the **Send** button along the right-hand side of the screen to submit your service request.

7. Following the submission of your service request, you will receive the following information in your e-mail inbox regarding your ticket:

E-mail Confirmation

8. Make a note of your Service Request ID# for future reference.

Monitoring Tickets

---

*Monitoring
tickets using
Remedy*

To monitor a Remedy ticket, follow the steps below:

1. Login to Remedy.

2. From the menu bar, select **File** > **Search For** > **Service Request** to open a Search Service Request screen.

Remedy Menu Bar

Monitoring Tickets, *continued*

3. On the Search Service Requests screen, complete the fields corresponding to the search criteria you plan to use, using the drop down menus as indicated:

If…	Then…
You want to search for service requests that you have submitted,	• Select the Contact tab. • Complete the First Name and Last Name fields. • Click Search in the upper right-hand corner of the screen. • Proceed to step 4.
You want to monitor all service requests that have been submitted by your agency,	• Select the Contact tab. • Select your agency in the Agency Name field using the drop down menu. • Click Search in the upper right-hand corner of the screen. • Proceed to step 4.
You want to search for a specific service request,	• Complete the Service Request ID field on the header of the Search Service Request screen. • Click Search in the upper right-hand corner of the screen. • Proceed to step 4.
You want to monitor all service requests with a specific severity,	• On the header of the Search Service Request screen, select the severity level from the Severity field using the drop down menu. • Click Search in the upper right-hand corner of the screen. • Proceed to step 4.

Monitoring Tickets, *continued*

Search Service Requests Screen

Monitoring Tickets, *continued*

4. After you click **Search**, the following Modify Service Request screen displays:

Modify Service Request Screen

5. Browse through the matching service requests by selecting the appropriate ticket from the lower pane or by using the scroll bar on the right-hand side of the screen. When you select a ticket from the lower pane, the details of that ticket will display on the upper pane of the screen.

Monitoring Tickets, *continued*

Monitoring service requests using e-mail

In addition to searching for a request in Remedy, e-mail is an effective way to track your Remedy ticket. You may use Remedy-based e-mail or your own e-mail account.

The subjects in this topic include:

◆ Viewing Remedy e-mails pertaining to your ticket

◆ Replying to or sending e-mails via Remedy

◆ Replying to Remedy e-mails from your own e-mail account

◆ Creating files of screen captures

◆ Viewing and attaching files via Remedy or your e-mail account

Viewing e-mail via Remedy

Using Remedy-based e-mail to track your service requests has advantages over using your e-mail account:

◆ Remedy-based e-mail messages sent to create or add details to a ticket are logged automatically. The e-mail messages sent to each customer can be displayed by selecting **Show** > **Email** from the Service Request screen.

◆ Remedy e-mails that are sent with the ticket number in the **Subject** line are stored and associated with their corresponding tickets. The staff working on the ticket will receive an e-mail stating, "E-mail arrived regarding ticket # XXX."

Monitoring Tickets, *continued*

To view Remedy e-mails, follow the steps below:

1. From the Service Request screen, select **Show > Email**.

Service Request Menu Bar

Monitoring Tickets, *continued*

2. In the Matching Emails screen, double-click on the appropriate e-mail. The e-mail for the customers to read should have the **Email Type** of **To Customer**, and the **Read Status** field should be **Unread**.

Matching Emails Screen

Monitoring Tickets, *continued*

*Responding via
Remedy e-mail*

To clarify any information about a ticket or provide additional details via Remedy, follow the steps below:

1. Login to Remedy.

2. From the Remedy menu bar, select **File** > **Search For** > **Service Request**.

3. To search for the pertinent service request, complete the **Service Request ID** field on the header of the Modify Service Request screen.

4. Click the **Search** button in the upper right-hand corner of the screen.

5. From the Service Request menu bar, select **Show** > **Assigned to**. The Matching Staff Members screen displays.

Modify Service Request Screen

Monitoring Tickets, *continued*

6. Copy the Internet **Email Address** from the Matching Staff Members screen. (In step 9, you will paste the address into a New Email screen.)

`Matching Staff Members Screen`

7. In the upper right-hand corner of the screen, click the bottom X to close the Matching Staff Members screen and return to the Modify Service Request screen.

Monitoring Tickets, *continued*

8. From the menu bar, select **OPS** > **Respond Via Email.**

Modify Service Request Screen

9. On the New Email screen that appears, on the **Message** tab, paste into the **To** field the Internet **Email Address** copied from the Matching Staff Members screen in step 6.

New Email Screen

10. In the **Email Type** field, select **From Customer**.

11. Replace the **From** e-mail address with help@ffis.usda.gov.

12. On the **Message** tab, click the down arrow labeled **Pull information from ticket** and select the appropriate fields to be copied into the body of the e-mail.

Message Tab of New Email Screen

13. Type any other relevant information into the body of the e-mail.

14. To send the message, click **Save** in the upper right-hand corner of the New Email screen.

Monitoring Tickets, *continued*

Creating and attaching screen captures

You may want to create a screen capture to add to your Remedy ticket in order to demonstrate a problem you are having. In order to create and send a screen capture file via Remedy, follow the steps below:

1. Go to the screen in FFIS or FDW that illustrates your problem.

2. Press the **Print Screen** button on the upper right-hand side of your keyboard.

3. Open a new document in MS Word.

4. Paste the screen into Word.

5. Save the file.

6. Login to Remedy. From the Service Request screen, from the menu bar select **Ops** > **Add/Remove Attachments**.

Modify Service Request Screen

7. In the View/Add/Delete Attachments screen, select the appropriate attachment file and click the **<<< Add** button.

View/Add/Delete Attachments Screen

Viewing attachments to Remedy e-mail messages

Sometimes Support staff members working on your ticket may attach to a Remedy e-mail a screen capture that you need to view. In order to view an attachment in Remedy, follow the steps below:

1. Login to Remedy.

2. From the Modify Service Request screen, from the menu bar select **Show** > **Attachments**.

Monitoring Tickets, *continued*

Modify Service Request Screen

Monitoring Tickets, *continued*

3. In the View/Add/Delete Attachments screen, select the appropriate attachment file and click the **View** button.

View/Add/Delete Attachments Screen

Replying to and adding attachments to Remedy e-mail notifications from your own e-mail

Following the submission of your service request, you will receive the following information in your e-mail inbox regarding your ticket:

E-mail Confirmation

If you want to add any additional information to the service request you submitted or send a screen capture saved in a file, reply to the e-mail notifications you received following the steps below:

1. From your e-mail inbox, open any e-mail notifications you have received regarding the service request you submitted.

2. At the top of the e-mail message screen, click the **Reply** button.

3. In the body of the e-mail message, type all information that you want appended to your service request. Do NOT change the **To** or **Subject** lines of the e-mail.

New Reply Screen

4. From the New Reply menu bar, click the **File Attach** icon to add any necessary attachments.

Note: Instructions for creating a screen capture file are in the Creating and attaching Remedy screen captures section of *Monitoring Tickets*.

5. From the Create Attachment(s) screen, double-click on the appropriate attachment.

Create Attachment(s) Screen

6. At the top of the e-mail screen, click the **Send** button.

Monitoring Tickets, *continued*

Service request statuses

Below are defined the different statuses that are used for Remedy tickets. The status can be found in the **Service Request Status** field located in the header of the Service Request screen.

Status	Definition
Open	The service request has not been assigned to anyone in Support.
In Dispatch	A staff member in the Support group has been assigned a service request for dispatch to the appropriate group that should resolve it.
WIP/Customer Contacted (Work In Progress/Customer Contacted)	The Support staff member assigned the service request has contacted the customer and is in the process of resolving it.
On Hold	The customer has been notified and the staff member assigned to the service request requires additional information. This will require an approximate target time that it will take for the customer to provide the requested information.
Resolved	The service request has been resolved and a solution has been documented. Prior to achieving this status, the solution is documented and forwarded to the customer for approval. Upon customer approval the staff working on the service request will change the status to Resolved.
Closed	Only ACFO-FS will close service requests. The service request must be resolved, verified by the customer, and approved by ACFO-FS before the ticket can be Closed.

```
Reports
```

Remedy may be used to generate reports on open issues.

Before producing a report, a report style must be created. This entails selecting
from various fields and formats. To create a style, follow the steps below:
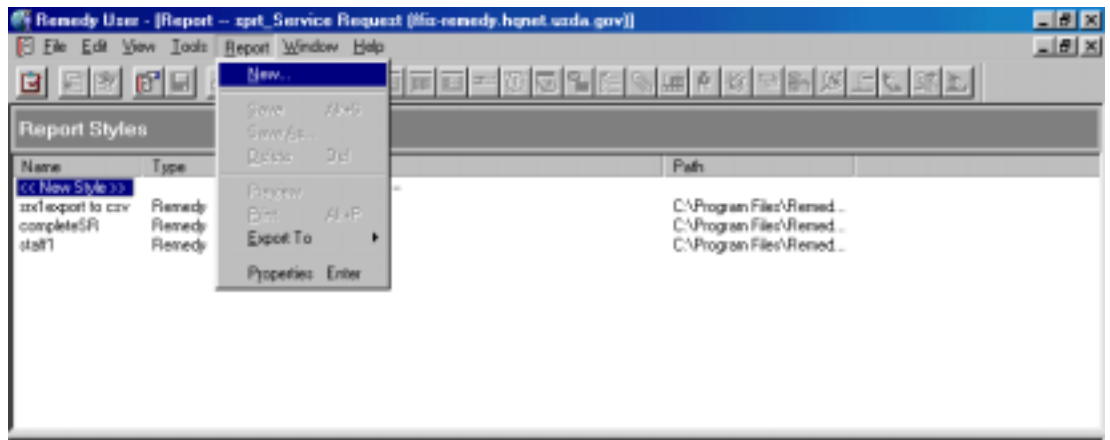
1. Login to Remedy.

2. From the tool bar, click the **Report** icon.

```
New Service Request Screen
```


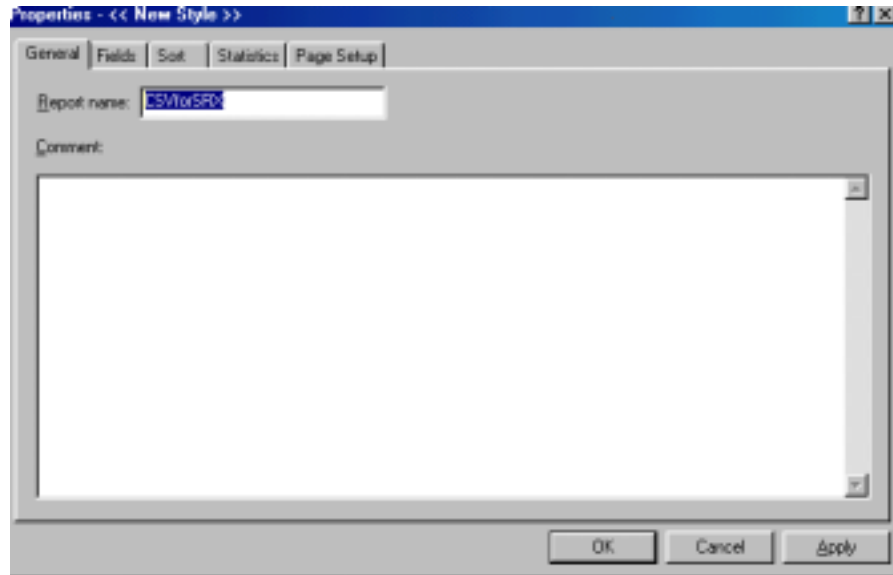3. From the menu bar, select **Report > New**.

```
Report Styles Screen
```

Reports, *continued*

4. On the **General** tab of the Properties - << New Style>> screen, enter a name for the report style into the **Report name** field.

```
General Tab of Properties - <<New Style>> Screen
```


5. On the **Fields** tab, select the fields that will appear on the report:

◆ Click the appropriate fields.

◆ Click the **Add Before** or **Add After** button to designate the order in which you want the fields to appear.

Reports, *continued*

Fields Tab

6. Select the **Page Setup** tab to modify the page setup:

   ◆ Click the **Landscape** or **Portrait** button on the right-hand side.

   ◆ In the **Page break per** field, select **Page** using the drop down menu.

   ◆ In the **Report Format** section of the screen, click **Column**.

   ◆ Click the **Apply** button in the lower right-hand corner.
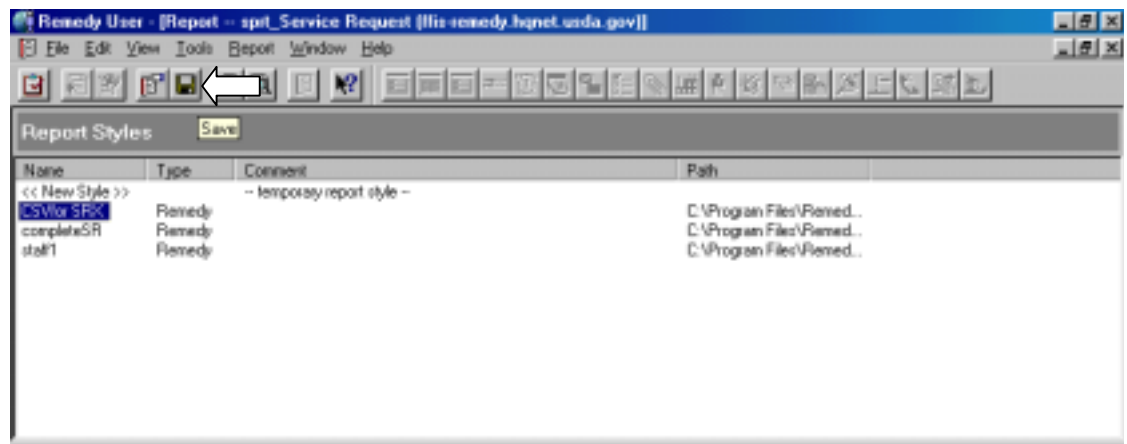
   ◆ Click the **OK** button.

Reports, *continued*

Page Setup Tab

7. In the Report Styles screen, on the tool bar, click the **Save** icon.

Report Styles Screen

Reports, *continued*

8.   In the Save Report Style As screen, click **OK**.
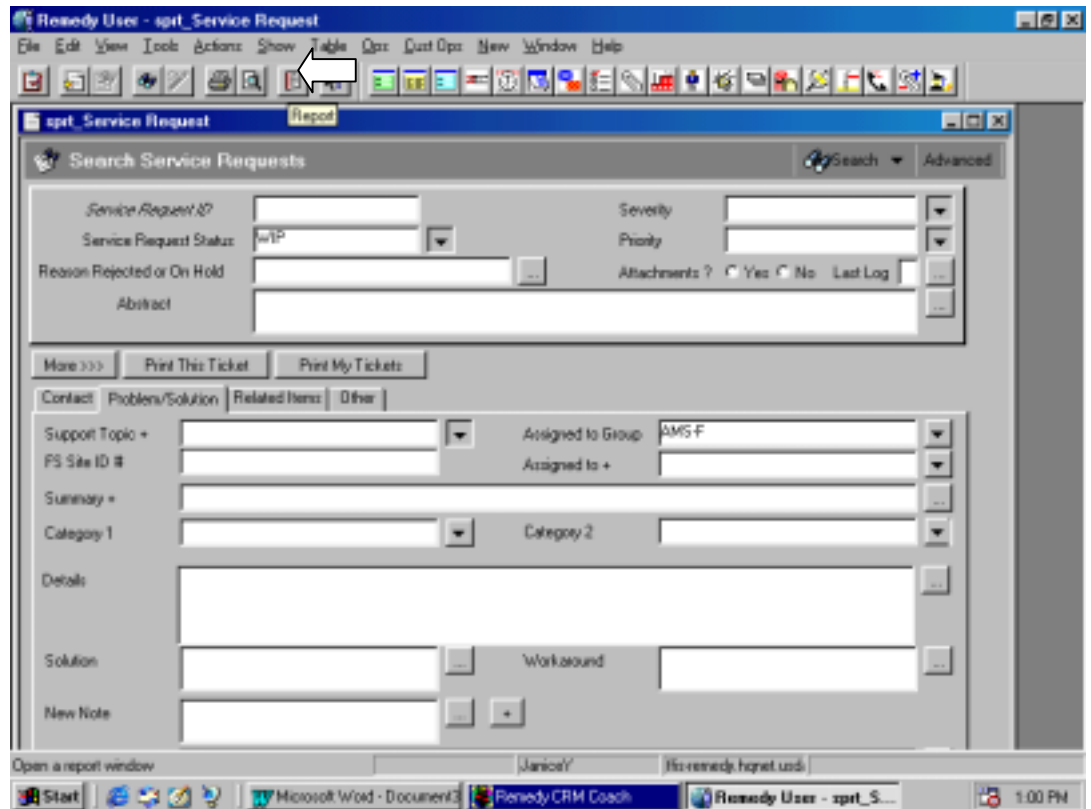
Save Report Style As Screen

Reports, *continued*

Creating a report in Remedy

To create a report in Remedy, follow the steps below:

1. Login to Remedy.

2. From the menu bar, select **File** > **Search For** > **Service Requests**.

3. In the Search Service Requests screen, complete the appropriate fields with the criteria that will be used to generate the report.
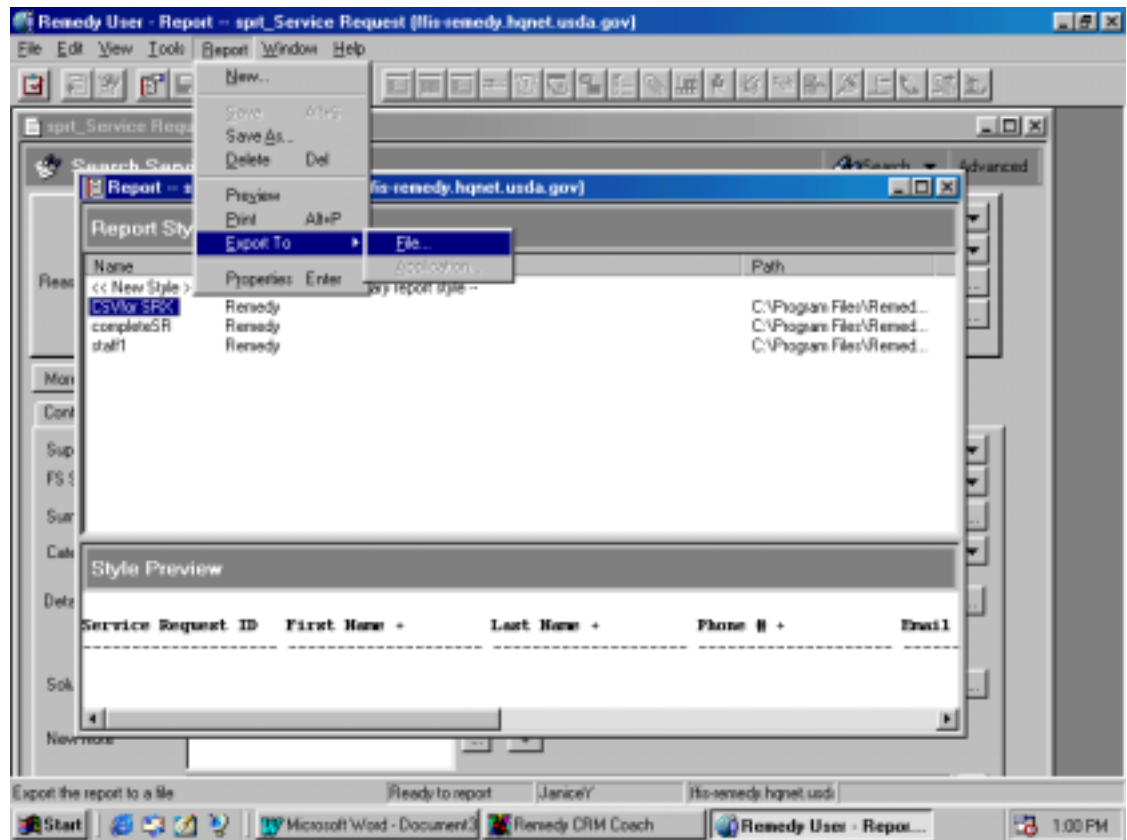
4. Click the **Report** icon.

Search Service Requests Screen

Reports, *continued*

5. Select a style from the Report Styles screen that appears.

6. From the menu bar, select **Report** > **Export To** > **File**.
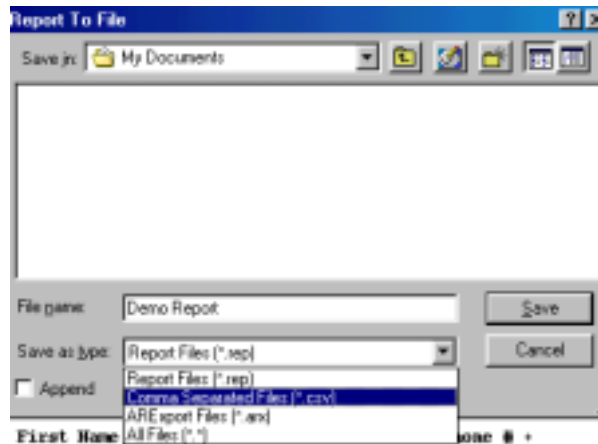
Report Styles Screen

Reports, *continued*

7. In the **Report To File** screen that appears, use the drop down menu in the **Save in** field to select the directory in which you would like to file the report.

Report To File Screen

8. Type in the name of the report in the **File name** field.

9. In the **Save as type** field, use the drop down menu to select **Comma Separated Files (*csv)**.

10. Click the **Save** button.

Reports, *continued*

11. To display the report:

   ◆ Go to the **Start** menu in the lower left-hand corner of your screen and select **Documents**.

   ◆ Select the report document you have just saved.

Start Menu