FTA ECHO-WEB USER MANUAL

VERSION 1.9

LAST MODIFIED: 5/23/2016
AUTHOR: SOFTCONCEPT

Table of Contents

1.0   Introduction

1.1   What is ECHO-Web?

Electronic Clearing House Operation (ECHO)-Web is a web application owned by the **Federal Transit Administration (FTA)** and maintained by the Office of Budget & Policy (TBP). The ECHO-Web application allows FTA grant recipients to request payments from their grant awards. Grantees make payment requests in ECHO-Web throughout the day. Twice a day, FTA's internal financial management system (FMS) batches and collects these requests for processing and submission to the U.S. Treasury.

1.2   Accessibility

When can I use ECHO-Web?
You can access ECHO-Web for payment requests **7 days a week** with the exception of system outages and year-end closing (occurring in late September/early October). **ECHO-Web is closed for payment request processing each day between 2:00 AM EST and 4:00 AM EST.**

How soon will my payment be processed?
Payments are processed **twice a day on Mondays through Fridays**. Payments are not processed on federal holidays or during federally mandated closings.

Approved funds requested by 2:00 PM EST on federal workdays are usually deposited to the requester's bank account **on the next business day**. If the government is closed, processing will take an additional day. In some cases, bank policies prevent funds from being available to users on the same day money is deposited by the Treasury, so you will be able to access your payment the following day.

1.3   ECHO-Web Help Desk

For ECHO-Web technical support and inquiries, contact the appropriate ECHO-Web Help Desk. **For quickest response time, contact the Help Desk via email at FTA.EchoWeb@dot.gov or ListFTAEchoGroup@dot.gov for accounting related inquiries.**

IT HELP DESK		ACCOUNTING HELP DESK	
Call for questions about: • Website access • Password resets • Account locks • Reauthorization • Modifying users		Call for questions about: • New user forms • Payment rejections • ACH form changes • Pay.gov questions	
PHONE NUMBER	(202) 366-1004, Option 1 or 2	PHONE NUMBER	(202) 366-1004, Option 3
EMAIL ADDRESS	FTA.EchoWeb@dot.gov	ListFTAEchoGroup@dot.gov	
HOURS	**8:00 AM – 4:30 PM EST, Monday-Friday** *(closed on federal holidays and government closures)*		

2.0   Policies, Requirements, & Methodologies

Before making payment requests on ECHO-Web, you should become familiar with the following FTA policies and requirements.

2.1   FTA Policy for Cash Disbursement

Grant recipients shall commit to the guidelines established by the Department of Treasury Circular 1075, Part 205, "Withdrawal of Cash from the Treasury for Advances Under Federal Grant and Other Programs," as well as FTA financing agreements.

These guidelines state that **as a recipient organization, you commit to:**

- Initiating a payment request only for immediate disbursement needs. You agree to use all federal funds for project purposes no later than three business days after you receive those funds. Excess funds held longer than three days must be returned to FTA along with any interest earned.
- Limiting your payment request to the current available balance for that project (do not request an amount larger than the obligation amount).
- Holding any sub-recipients to the same standards of timing and amount.
- Providing control and accountability for all project funds in accordance with FTA requirements and procedures for use of the ECHO-Web system.
- Reporting your cash disbursements and balances in a timely manner. FTA requires you to complete a Status of Federal Funds Report when requested.
- Notifying your Regional Office before making a payment request exceeding $50 million. (FTA must provide Treasury with 48 hours prior notice to requests exceeding this amount.)

Read more about FTA's grant management requirements at **http://www.fta.dot.gov/legislation_law/12349_8640.html.**

2.2   Adherence to Terms & Conditions

The Federal Transit Administration Agreement, Form FTA II (A), Part II, Terms and Conditions, dated December 1992, Section 107.a and b. (1), describes the process for requesting payment and the requirements for payment processing using ECHO-Web.

Failure to adhere to these provisions, or an unwillingness or inability to establish procedures that minimize the time elapsing between cash advances and the disbursement will cause FTA to revoke or temporarily suspend the grantee's ECHO-Web Control Number (ECN), and access to ECHO-Web.

2.3   Requirements for Federal Financial Reports (FFR)

FTA requires grantees to submit a **Federal Financial Report (FFR)** on a quarterly or annual basis. Through this report, the FTA monitors project funds and ensures that grantees are adhering to guidelines. This report also ensures that funds are only requested for immediate disbursement need (used for project purposes within three business days). The FFR also assists the grantee in meeting the requirements of the U.S. Code of Federal Regulations (49 CFR 18.20).

You must **submit the FFR electronically via the TrAMS system** for all active/executed projects. The FFR is generally submitted along with the **Milestone Progress Report (MPR)**.

Non-Compliant Reports & Oversight

If a grantee has not properly completed the FFR report, the FTA Program Manager will notify the grantee and advise correction. The FTA Project Manager will also review grantee notes and comments.

In the case of suspected or discovered problems with cash management, the Regional Office will request an oversight review under one of the **Financial Management Oversight (FMO) Review** Programs. These review programs are as follows:

- FMO Full Scope Systems Review
- FMO Follow-Up Review
- Cost Allocation Plan (CAP) Review
- Special Reviews (on a case-by-case basis)

Headquarters assigns FMO contractors to conduct reviews and recommend any necessary corrective actions. FTA monitors the grantee's actions until the organization is in full compliance.

2.4   Policies Regarding Interest on Overpayments

If you make a payment request in error or discover an overpayment, you can **return funds via ECHO-Web within 3 days of the initial payment** or **cancel payment requests before 12 EST noon**. Read more about returning funds on ECHO-Web in section 4.2 of this user manual. Read more about cancelling payment requests in section 4.3 of this user manual.

Funds held in excess of three business days must be returned via the Treasury's Pay.Gov system. On the fourth day after the funds were deposited in your organization's bank or financial institution, funds start accruing interest. When returning any excess payments, you must also account for this interest.

To calculate how much interest you owe on an overpayment, refer to the following resources:

VIEW TREASURY'S CURRENT VALUE OF FUNDS RATE	http://www.fiscal.treasury.gov/fsreports/rpt/cvfr/cvfr_home.htm
CALCULATE SIMPLE DAILY INTEREST	http://www.fms.treas.gov/prompt/ppcalc1.html
CALCULATE MONTHLY COMPOUNDING INTEREST	http://www.fms.treas.gov/prompt/ppcalc2.html

For additional assistance, contact the ECHO-Web Accounting Help Desk.

2.5   Accounting Methodology in FTA's Financial Management System

Return Payments (Overpayments/Credits)

Return payments (also known as overpayments or credits) are posted in FTA's internal financial management system as follows: when a credit is requested, the system checks the Financial Purpose Code (FPC), and then checks the payments made to the grantee within the past three years. If the credit is less than or equal to the amount of payments made in the last three years, the credit will be applied to the appropriate FPC. Credits should only be submitted for a project if disbursements have been made within the past three years.

3.0   New Users

3.1   New User Checklist

This checklist will guide you through the steps and forms you need to complete to access ECHO-Web and request your first grant payment.

1. **Establish a profile in TEAM or TrAMS** (you will have done this before you made your first grant application).
2. **Get your ECHO-Web Registration Package and User Manual** from your Regional Office.
3. **Complete your ECHO-Web Registration Package** (all forms can be found in section 3.2 of this manual or in electronic form on the ECHO-Web login page):

☐ **ECHO-Web User Access Form & System Rules of Conduct.** This form is used to set up your ECHO-Web User account and states the rules of behavior that govern authorized ECHO-Web users. **Each individual user needs to complete this form. Please refer to the instruction sheet** included in your Registration Package, as there are some sections of this form you will not complete. Note that up to 3 users can be established for one grantee organization. The types of internal users are as follows:

INQUIRY/VIEW ONLY ACCESS	User can access ECHO-Web to generate reports about payment requests and payment request history, but cannot make a payment request.
REQUEST PAYMENT ACCESS	User is authorized to make payment requests, as well as access reports.

☐ **ECHO-Web Authorization and Certification Form.** This form establishes authority to an Authorizing Official for your organization. The Authorizing Official is authorized to approve payment requests on your behalf. You can also use this form to add additional users. **Print the completed form on your organization's letterhead**.

☐ **ACH Payment Form**. The Automated Clearing House (ACH) Payment form authorizes the Treasury to access your organization's bank account in order to electronically deposit funds. **Fill out the Grantee/Company Information section, and have your bank fill out the Financial Institution Information section**. Make arrangements with your bank to be notified when you receive funds deposited to your account.

NOTE: You are required to submit a new ACH Payment form should any information change (grantee information or financial institution information, including new routing number, etc.) Failure to make these updates will result in delayed payments from the Treasury.

The following forms are also included in your registration package but do not need to be submitted as part of your new user registration.

☐ **ECHO-Web Change/Modify Form**. Use this form to **add or remove users on your ECN account after your account is established**. You do not have to complete this form now—save it in the event you have to make user changes in the future.

To have a new user at your organization added to an existing account, fill out this form, plus a new User Access Form for the new user and an updated Authorization & Certification Form. Submit these forms to your Regional Office. To have an existing user removed from an ECHO-Web Account, submit only the Change/Modify form to your Regional Office.

☐ **Instructions for Completing the ECHO-Web User Access Form.** This instruction sheet will guide you as you complete the form for user access.

You can download electronic versions of these forms on the ECHO-Web Login page even if you do not yet have your log-in information.

4. **Mail the original forms in your ECHO-Web Registration Package** to your Regional Office for review.

Your Regional Office will mail your originals to the Office of Budget and Policy, Financial Systems Office, ECHO-Web Help Desk. The ECHO-Web Help Desk establishes your ECHO Control Number (ECN).

5. **Wait for notification** from your Regional Office that your ECHO Control Number (ECN) has been created for your organization. **Your username will be the email address you used to register your account. Each user should wait for an email from the ECHO-Web Help Desk, which will contain your temporary password for logging into ECHO-Web**. You must **change this password upon logging in**. Your new password must meet the following criteria:
   - 12 to 20 characters in length
   - 1 uppercase character (A-Z)
   - 1 lowercase character (a-z)
   - 1 numeric character (1-9)
   - 1 special character ("!", "@", "$")
   - No character may be repeated twice in sequence

Note that your temporary password will <u>expire after 24 hours</u>, locking your account. If your temporary password expires before you can log in and change it, please contact the ECHO-Web Help Desk, and the administrator will issue you another temporary password.

Passwords will only be sent by email to the email account on file for that user. Email accounts must be associated with the grantee's organization. If a user's email address is a personal account, the Authorizing Official for that organization assumes liability for usage of that account.

> **TROUBLESHOOT: Where is the email with my password?**
> *If you do not receive the password email from the ECHO-Web Help Desk, please check your spam or junk mail folders. If you still have not received your access information, contact the ECHO-Web Help Desk at FTA.EchoWeb@dot.gov, or call (202) 366-1004.*

6. Use your User ID (email address) and temporary password to **log into ECHO-Web** at **https://ftaecho2.fta.dot.gov.** For instructions on how to use the ECHO-Web site, see section 4.0 of this user manual.

> **TROUBLESHOOT: I have forgotten my username and password.**
> *If you have forgotten your username or password, contact the ECHO-Web Help Desk at FTA.EchoWeb@dot.gov, or call (202) 366-1004 to have your log in information reset.*

3.2   ECHO-Web Registration Package Forms

You can download electronic versions of these forms on the ECHO-Web Login page even if you do not yet have your log-in information.

ECHO-Web Registration Package Checklist   *Version 2015.1*

This checklist will guide you through the forms you need to complete to access the ECHO-Web System.

☐ **ECHO-Web User Access Form & System Rules of Conduct.** This form is used to set up your ECHO-Web User account. **Each individual user within your organization needs to complete this form.** Please provide all required information. Forms will be returned if any requested information is omitted.

Grantees complete only Sections I, II, and V of this form.

Section I: User Information	*Grantee and Internal Users:* Enter all required personal and organization information.
Section II: Access Type	*Grantee and Internal Users:* Please **check only one (1) box for the type of access you require.** Note the following: • If more than one box is checked, your access will be denied and your form returned. • You are limited to 2 Request Payment Access users and one Inquiry/View Only Access user for an account. • Authorizing Officials are restricted to Inquiry/View Only Access and cannot perform payment requests.
Section III: Authorizing Official Information	*Section completed by Authorizing Official.*
Section IV: FTA Project Manager/TBP Signatures	*Section completed by Regional Officers and internal FTA office.*
Section V: System Rules of Conduct	*Grantee and Internal Users:* These are rules of behavior that govern authorized ECHO-Web users. **Read, sign, and date.** Failure to complete this section will result in your request for system access being denied.

☐ **ECHO-Web Authorization and Certification Forms.** This form establishes authority to an Authorizing Official for your organization and certifies access privileges for all your organization's users. The Authorizing Official is authorized to approve payment requests on your behalf. **Print the completed form on your organization's letterhead.**

☐ **ACH Payment Form.** The Automated Clearing House (ACH) Payment form authorizes the Treasury to access your organization's bank account in order to electronically deposit funds. **Fill out the Grantee/Company Information section, and have your bank fill out the Financial Institution Information section.** Make arrangements with your bank to be notified when you receive funds deposited to your account.

NOTE: You are required to submit a new ACH Payment form should any information change (grantee information or financial institution information, including new routing number, etc.) Failure to make these updates will result in delayed payments from the Treasury.

The following forms are also included in your registration package but do not need to be submitted as part of your new user registration.

☐ **ECHO-Web Change/Modify Form.** Use this form to add, modify, or remove users on your ECN account after your account is established. You do not have to complete this form now—save it in the event you need to make user changes in the future.

After you complete the Registration Package:

1. **Mail the original copies of the forms in your ECHO-Web Registration Package** to your Regional Office for review.

   Your Regional Office will mail your originals to the Office of Financial Management (OFM) ECHO-Control Group, who will review the package for compliance. The ECHO-Control Group then forwards your forms to the Office of Budget and Policy, Financial Systems Office, ECHO-Web Help Desk. The ECHO-Web Help Desk establishes your ECHO Control Number (ECN).

2. **Wait for notification** from your Regional Office that your ECHO Control Number (ECN) has been created for your organization. **Each user should wait for an email** from the ECHO-Web Help Desk, which will contain your User ID and temporary password.

3. Use your User ID and temporary password to **log into ECHO-Web** at **https://ftaecho.fta.dot.gov/echologin.asp**. Note that you have 24 hours to log in with your temporary password.

For detailed instructions on how to use the ECHO-Web site, see the ECHO-Web User Manual. Your Regional Office provided this manual as part of your registration package, and you can also download it from the ECHO-Web home page.

ECHO-WEB USER ACCESS FORM

Version 2015.5

I. USER INFORMATION (GRANTEE/INTERNAL USER COMPLETE)

_____ _____ _____
First Name   M I   Last Name

_____
Organization Name

_____
Email Address

_____
Office Phone Number   Fax Number

_____
Address

_____
Address (2)

_____ _____ _____
City   State   Zip Code

II. ACCESS TYPE (GRANTEE/INTERNAL USER COMPLETE)

☐ **Inquiry/View Only** – User can query payment information and generate reports, but cannot make payment requests.

☐ **Request Payment** - User is authorized to make payment requests, query information and generate reports.

☐ **Help Desk Administrator** – *(Internal Use Only)* User can can create/modify accounts, query information and generate reports.

☐ **TBP User** – *(Internal Use Only)* User can query payment requests and help desk information.

☐ **LSM User** – User can query payment requests and help desk information.

III. AUTHORIZING OFFICIAL COMPLETE

_____
Authorizing Official Name

_____
Title   Office Phone Number

_____
Email Address

_____
Authorizing Official (signature)   Date Signed

IV. FTA PROJECT MANAGER AND OFFICE OF FINANCIAL SYSTEMS (TBP-40) COMPLETE

_____   _____
FTA Regional Officer (signature)   Date Signed

_____   _____
ECHO-Web System Administrator (signature)   Date Signed

ECN Number: _____

User Name: _____

Suspend Use: _____

Comments: _____

V. SYSTEM RULES OF CONDUCT (GRANTEE/INTERNAL USER COMPLETE)

I understand that the ECHO-Web system is an official U.S. Federal Government web-based application, and that my signature below expressly gives assurance that I will comply with all U.S. Federal Government and Department of Transportation (DOT) regulations, policies, and procedures governing the protection, handling, processing, transmission, distribution, and destruction of sensitive, unclassified information utilized by the ECHO-Web system.

I understand that the Department of Transportation monitors the ECHO-Web site to ensure that all users comply with U.S. Federal Government information system security guidelines for the protection of the Federal computer resources. I also understand that by using ECHO-Web, I expressly consent to such monitoring activities. I understand that I must not knowingly introduce malicious code into the ECHO-Web system or the network in which it resides. I understand that doing so may subject me to criminal prosecution under the Computer Fraud and Abuse Act of 1984, as amended codified at section 1030 of Title 18 of the United States Code, or other applicable criminal laws.

I understand that attempts to defeat or circumvent the ECHO-Web system or the network in which it resides; use for other than the intended purposes for which I have been granted access rights; deny service to authorized users; obtain, alter, damage, or destroy information; or otherwise interfere with the ECHO-Web system or its operation is prohibited. I also understand that evidence of such acts will be disclosed to law enforcement authorities and may result in criminal prosecution under the Computer Fraud and Abuse Act of 1984, as amended codified at section 1030 of Title 18 of the United States Code, or other applicable criminal laws.

I understand that I am required to protect all initial passwords issued to me, and those later created for me for the purpose of accessing the ECHO-Web system. I understand that the sharing and disclosure of passwords or the use of another user's identification code (ID) is prohibited. I also understand that I am required to change my password whenever prompted by the system, and whenever I suspect that my password may have been compromised. In addition, I understand that I am prohibited from embedding my password in log-on scripts. That is, I must respond "no" when asked by the system whether I wish to save my password in the login screen.

I understand that I am required to immediately report all security incidents to the Federal Transit Administration, including any breach of appropriate system use by another ECHO-Web user or discovery of computer viruses or errors in the ECHO-Web system.

I understand that I am required to immediately notify the Federal Transit Administration when I no longer require access to the ECHO-Web system. I understand that failure to comply with any of the above security requirements could result in loss of system privileges and/or criminal penalties under law.

_____   _____   _____
Signature   Print Name   Date

ECHO-Web Version 2.0. All other versions of this form are obsolete.

ECHO-Web Authorization & Certification

Version 2015.1

SECTION I: CERTIFICATION OF AUTHORIZING OFFICIAL

_____   _____
Signature of Authorizing Official   Date

This is to certify that the above is the signature of:

_____   _____
Printed Authorizing Official Name   Authorizing Official Title

_____
ECHO Control Number (ECN)

The Authorizing Official is duly authorized to approve payment requests and authorize user access to the ECHO-Web system on the behalf of:

_____
Name of Recipient Organization

SECTION II: AUTHORIZATION OF USER ACCESS

The Authorizing Official listed above authorizes the following individuals to access ECHO-Web on behalf of the recipient organization:

_____ is authorized for **Inquiry/View Only Access.**

_____ is authorized for **Request Payment Access.**

_____ is authorized for **Request Payment Access.**

Note: Please print this form on company letterhead for submission to your Regional Office.

FTA PAYMENT INFORMATION FORM – ACH PAYMENT SYSTEM

Version 2015.1

ECHO Control Number (ECN): _____ (For initial ECHO setup, agency will assign ECN.)

☐ Initial Setup ☐ Information Change ☐ Grantee Information Change

Information from this form is required under the provisions of 31 U.S.C. 3322 and 31 CFR 210. Treasury uses this information to transmit payment data by electronic means to a company or grantee's financial institution. Failure to provide the requested information may delay or prevent the receipt of payments through the Treasury ACH Payment System.

GRANTEE/COMPANY INFORMATION	
Name:	
Address:	
	TIN:
City/State/Zip:	**Telephone Number:**
Contact Person Name:	( )
Signature of Authorized Official in FTA:	**Fax Number:**
Date: / /	( )

AGENCY INFORMATION	
Name: *Federal Transit Administration*	
Address: *DOT/FTA, Office of Financial Management, 1200 New Jersey Ave. SE, East Bldg. 5th FL (TBP-52)*	
Contact: *Accounts Payable Division*	**Telephone Number:** *(202) 366-9748*

FINANCIAL INSTITUTION INFORMATION *Note: Have your bank complete this section*	
Name:	
Address:	
City/State/Zip:	**Telephone Number:**
Contact Person Name:	( )
Nine Digit Routing Transit Number:	
Depositor Account Title:	
Depositor's Account Number:	
Type of Account: ☐ Checking ☐ Saving	
Signature and Title of Representative:	**Fax Number:**
Date: / /	( )

ECHO-WEB USER CHANGE/MODIFY FORM   *Version 2015.1*

Use this form to:
- Change or modify users who currently have access to ECHO-Web
- Add new users to the system (submit this form along with a User Access Request form and a Rules of Conduct form for each new user)
- Delete existing users from the system
- Modify the Authorizing Official for your account (new Authorizing Official should sign this form where designated; submit along with a new Authorization and Certification form).

Note that all organizations are limited to a total of three users (one with Inquiry/View Only Access, two with Request Payment Access).

Organization Name: _____	ECN:_____
Authorizing Official Name: _____	
Authorizing Official Signature: _____	

User Names to Remove	User Names to Add	Access Type
Name:	Name:	☐ Inquiry/View Only Access ☐ Request Payment Access
Name:	Name:	☐ Inquiry/View Only Access ☐ Request Payment Access
Name:	Name:	☐ Inquiry/View Only Access ☐ Request Payment Access
Authorizing Official Name to Remove	**Authorizing Official Name to Add**	**Access Type**
Name:	Name:	☐ Inquiry/View Only Access ☐ Request Payment Access

Note: All forms must be submitted through your FTA Project manager; please do not forward forms directly to the FTA Help Desk.

4.0   Using ECHO-Web

The following guidance will walk you through using ECHO-Web, including steps for:

- Logging In
- Requesting/Returning Payments & Checking Available Balance
- Canceling Payment Requests
- Viewing Payment Status / Reports
- Changing Your Password
- Troubleshooting

For additional technical support, contact the ECHO-Web Help Desk.

Before you access ECHO-Web for the first time, ensure your software meets the current compatibility requirements. ECHO-Web works best with the following software versions:

SOFTWARE	VERSION
Internet Explorer	Version 8 or higher
Mozilla Firefox	Version 40 or higher
Java	Version 7, update 80 or higher

4.1 Logging In

4.1.1 Initial Login

Follow these instructions the first time you log into ECHO-Web:

1. **Go to https://ftaecho2.fta.dot.gov.**

   > *Note: ECHO-Web works best on the latest version of Internet Explorer through Internet browsers that support 128 bit encryption. To see if your browser meets these standards, see instructions on the Login screen.*
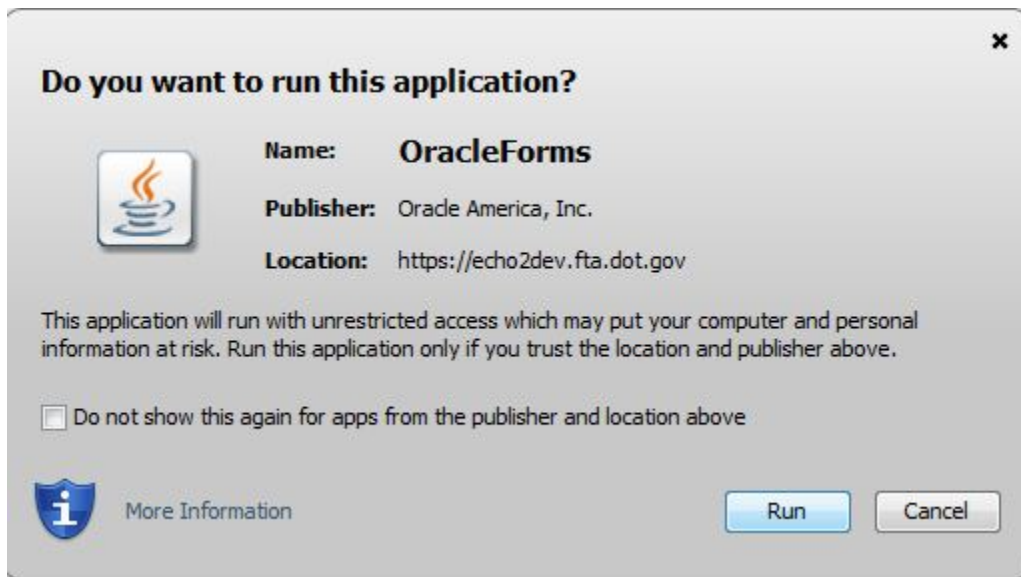
2. The first time you log in, you will see a pop-up asking if you want to run the application OracleForms. **Check the box** next to "Do not show this again for apps from the publisher and location above," so you will not see this message upon future login. Then **click the Run button**.
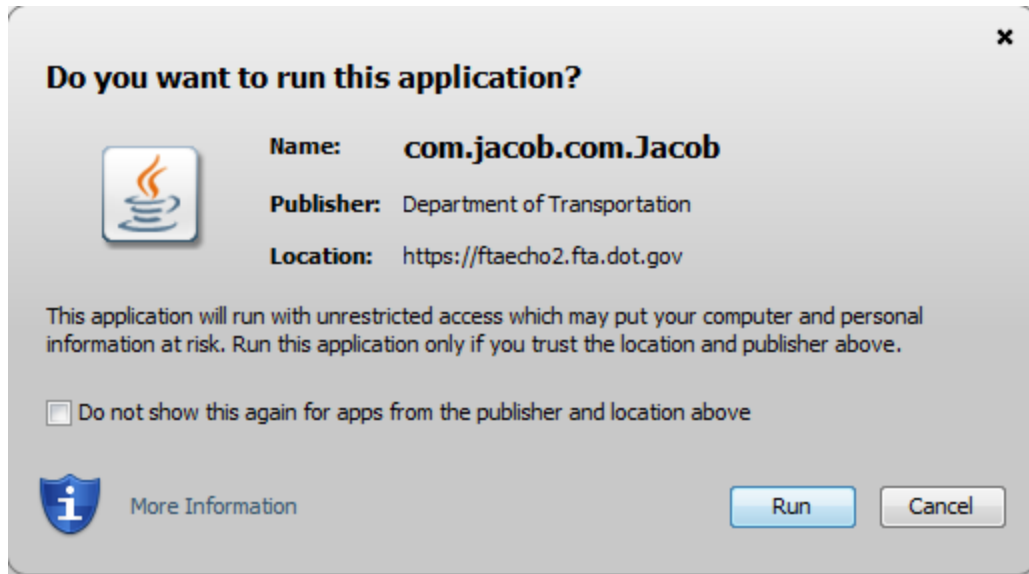
3. You will then see a second pop-up asking if you want to run the application com.jacob.com.Jacob. **Check the box** next to "Do not show this again for apps from the publisher and location above," so you will not see this message upon future login. Then **click the Run button**.
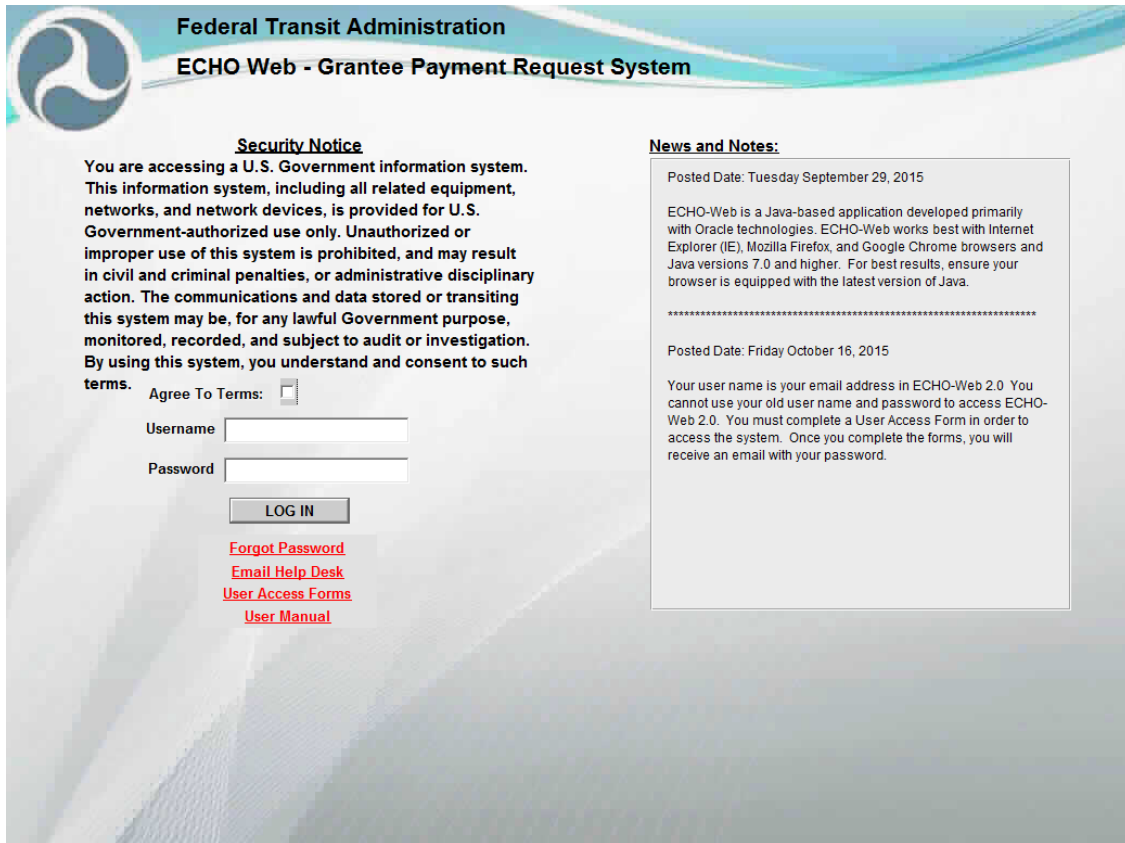
GRANTEE USER LOGIN SCREEN

4. On the login screen, **click the box** indicating you agree to the terms of the security notice. Then **enter your username and temporary password** and **click LOG IN**. Note that your username is the email address you provided on your User Access Forms.

> **TROUBLESHOOT**: *See Section 4.6 of this manual to answer questions like:*
> ***How do I get my username and password?***
> ***What if I don't have an account?***

5. The first time you log into ECHO-Web, you will be prompted to **change your password**. **Enter the temporary password** you just used to log into ECHO-Web, then **create a new password.**

Passwords must be a minimum of 12 characters long, and contain at least 1 upper case, lower case, numeric, and special character. Passwords may not contain any consecutive repeating characters, as in the words "balloon" or "password."

See Section 4.5 for more information about changing your password.

6. Upon logging into ECHO-Web for the first time, you will also be prompted to **set security questions.** You can answer these questions later to recover a forgotten password.

SECURITY QUESTIONS SCREEN

7. **Select a security question** from the dropdown menu beside Questions 1, 2, and 3. **In the Answer fields, type your answers**. Ensure that you have selected and answered three distinct security questions.
8. **Click the Submit button**.

See Section 4.5 for more information about re-setting and using security questions.

4.1.2   Returning User Login

GRANTEE USER LOGIN SCREEN

1. **Go to https://ftaecho2.fta.dot.gov.**
2. On the login screen, **click the box** indicating you agree to the terms of the security notice. Then **enter your username and password** and **click LOG IN**. Note that your username is the email address you provided on your User Access Forms. Below the LOG IN button are several links to assist you:

   - **Forgot Password** – Click here to answer security questions if you have forgotten your password.
   - **Email Help Desk** – Click here to compose an email to a Help Desk administrator.
   - **User Access Forms** – Click here to download PDF versions of the User Access Forms. All users must have User Access Forms on file in order to access the system.

SELECT ECN SCREEN

3. Your ECN is your unique identifier for your grant recipient organization. **If you only have one ECN, you will not see this screen.** However, **if you have multiple ECNs, you will need to select one** before proceeding to the Welcome Screen. **To select your ECN, click the dropdown arrow.** From the list of values, **select the ECN for which you would like to perform a drawdown/payment request. Click the Submit button**.

WELCOME SCREEN

4. On the Welcome Screen, the system will display your contact information. If this information is not correct, contact the ECHO-Web Help Desk. Navigate the site using the buttons on the left hand side of the welcome screen. Under **Grantee Options**, you can **request or return a payment, cancel a payment,** or **view status and reports** about your payments. Under **Support**, you can find links to **Help Desk information**, this **user manual**, and **frequently asked questions**. Under **Account Options**, you can **change your password, change your security questions,** or **log out**.

4.2   Requesting/Returning Payments & Checking Available Balance

In ECHO-Web, you can request and return payments for grants created in Transportation Electronic Award Management System (TEAM) or grants created in Transit Asset Management System (TrAMS). TEAM is the legacy grant management system that stores updated information about grant obligations and authorized disbursements. TrAMS is the new update to the TEAM system, that opened in February 2016. The next section contains instructions for making requests and returns for TEAM grants. **To read about how to request or return payments for a grant created in TrAMS, please skip to section 4.2.2.**

If you make a payment request in error or discover an overpayment, you can **return funds via ECHO-Web within three days of the initial payment**. **Funds held longer than three business days must be returned to FTA via the Treasury's Pay.Gov system.** See section 4.2.3 for more information on how to use Pay.gov.

4.2.1 Requesting/Returning Payments & Checking Available Balance for TEAM Grants

TEAM Payment Request Quick-Start Guide: To request a payment, click Payment Request > Select Payment Type > TEAM > Submit > Enter PO Number > Enter Request Amount > Submit > Keep Message Number for your records.

SELECT PAYMENT REQUEST OPTION SCREEN

1. **Log into ECHO-Web. Click the Payment Request** link under the Grantee Options bar.

2. Next **select the button** for whether you want to access a grant created under the **TEAM** system or the **TrAMS** system. TrAMS grants are those created in 2016 or later. TEAM is the legacy grant management system that stores updated information about grant obligations and authorized disbursements. TrAMS is the new update to the TEAM system that opened in February 2016. **If you selected TrAMS, please skip to section 4.2.2 for instructions.**

3. **Click the Submit button**. Or, if you have multiple ECNs, click the Switch ECN button to return to the ECN Selection Screen. If you have only one ECN, this button will not appear.

TEAM PAYMENT REQUEST SCREEN

4. On the Payment Request screen, you can make a payment request, return an overpayment, or simply check your PO Balance for individual PO Numbers. You can complete all of these actions on the same form. **First**, **enter the PO number of the grant you wish to access in the box labeled PO Number**.

> *Note*: Some PO numbers require adjusting the Financial Purpose Code (FPC) before you can make a payment request. *If your PO number has an X, Y, or Z in the 5th position, please see section 4.2.1.1 for information about Utilizing the Financial Purpose Code.*

5. **Your PO Balance will populate automatically**. This is the balance you can access for payment requests. Balances are current as of 8:00 AM EST on the previous day. **If you only want to check your status at this time and not request or return a payment, click**

the Go Back button to exit the form. **To continue to request or return payments, proceed to step 6.**

Enter the dollar amount you would like to request in the Request Amount field. The amount of your request **cannot be greater than the amount in the PO Balance column**. Your total request amount **must be in whole dollar amounts** (no cents).

You can make requests for **up to 20 PO Numbers** at a time. Seven rows appear in the initial form. **If you need to enter more than seven requests, click in the Return Amount field on the last row entered, and use the tab key on your keyboard to add additional rows** (up to twenty).

The total request amount appears at the bottom of the form. Unused fields will populate as $0.00 on each request line.

Returning a Payment
While ECHO-Web is primarily designed as a payment request system, the system can accommodate return payments you may need to make on a project if your return meets processing parameters. The Treasury does not withdraw funds from your organization's bank account, so **any amounts returned via ECHO-Web must be netted against requested funds.** This means you can make a return payment only if you are also making a new payment request on the same form, and your Total Requested Amount (which calculates your Request minus your Return) is a positive number.

RETURN PAYMENT PARAMETERS
- Returns can only be made at the same time as a new payment request
- Total Request Amount must be a positive number, with the return netted against a request amount
- Funds held in your bank account longer than 3 days cannot be returned through ECHO-Web

If your return payment does not meet these parameters, please use Pay.gov.

If you would like to make a return in addition to your payment request, **enter your return amount in the Return Amount field on a new line.** Return payments can be made for the same PO Number for which you are requesting funds, a different PO Number, or multiple PO Numbers.

The example below would result in a **successful return payment**. The return is made on the same form as a new request, and the total request amount ($500 requested minus $200 returned), is a positive number ($300).

PO Number	PO Balance	Request Amount	Return Amount
AB123456	$1000.00	$500.00	$0.00
PO Number	PO Balance	Request Amount	Return Amount
AB789012	$5000.00	$0.00	$200.00
PO Number	PO Balance	Request Amount	Return Amount
PO Number	PO Balance	Request Amount	Return Amount
PO Number	PO Balance	Request Amount	Return Amount
PO Number	PO Balance	Request Amount	Return Amount
PO Number	PO Balance	Request Amount	Return Amount

Total Request Amount:
$300.00

The next example, however, would result in an **unsuccessful return payment**. The amount requested is not enough to offset the amount the grantee wishes to return.

PO Number	PO Balance	Request Amount	Return Amount
AB123456	$1000.00	$100.00	$0.00
PO Number	PO Balance	Request Amount	Return Amount
AB789012	$5000.00	$0.00	$200.00
PO Number	PO Balance	Request Amount	Return Amount
PO Number	PO Balance	Request Amount	Return Amount
PO Number	PO Balance	Request Amount	Return Amount
PO Number	PO Balance	Request Amount	Return Amount
PO Number	PO Balance	Request Amount	Return Amount

Total Request Amount:
$-100.00

Please note: All Credits/Returns for Overpayments will be posted against the matching accounting record with the newest fiscal year monies being credited first.

Please use Pay.gov for returns if you want to return an overpayment:
- **more than 3 days after receiving it**
- **without requesting a payment at the same time**
- **that is too large to create a positive net amount against other payment requests.**

ECHO-Web does not support return payments with accrued interest, isolated return payments, or return payments too large to be offset by a requested amount. See section 2.4 of this manual for more information about remitting interest payments; see section 4.2.3 for more information about accessing Pay.gov.

If you have further questions about Pay.gov and returning payments, please contact the accounting Help Desk at ListFTAEchoGroup@dot.gov or (202) 366-1004, Option 3.

6. When you have entered all of the requests and/or returns you would like to make for this ECN, **click the SUBMIT button** at the bottom of the screen. To return to the Select Payment Option screen without submitting these requests, click the Go Back button.

> *TROUBLESHOOT: Get an error message? It's likely you requested an amount larger than your PO Balance or have a negative balance in the Total Request Amount field. See Section 4.6 of this manual for more troubleshooting guidance.*
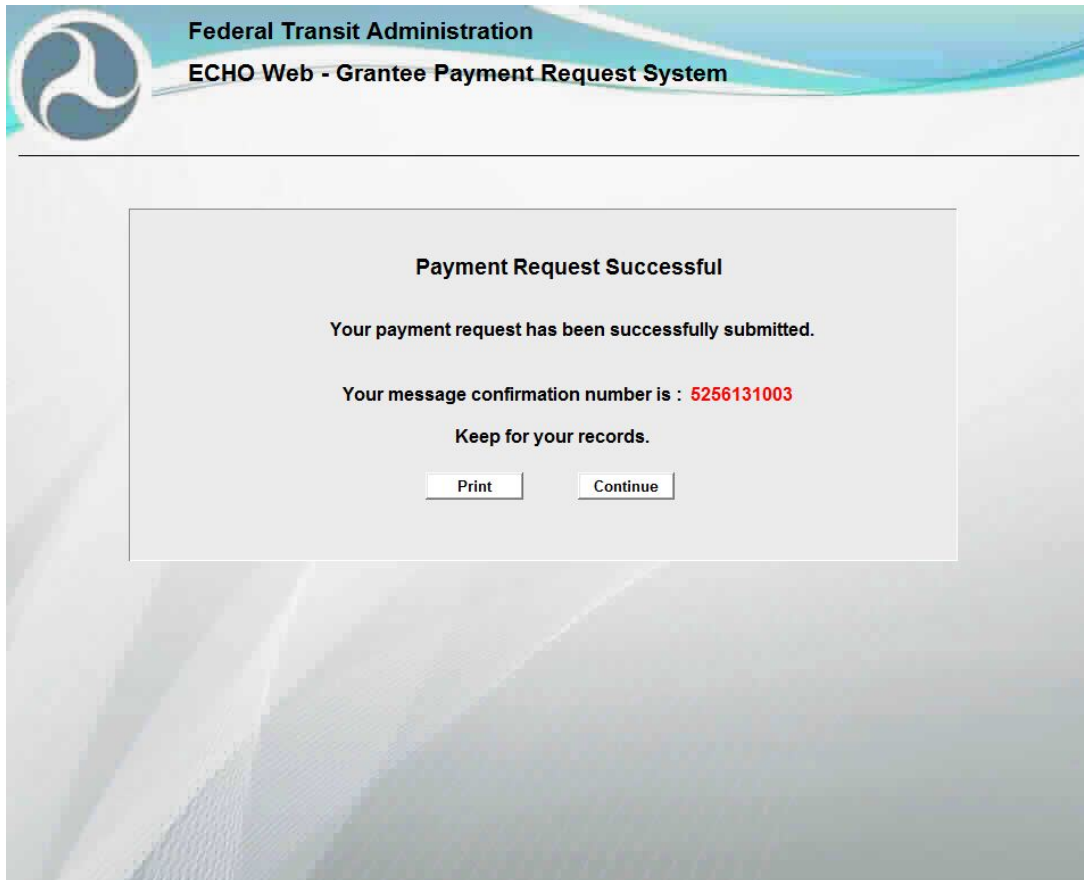
MESSAGE NUMBER CONFIRMATION SCREEN

Once you have successfully submitted your request, a screen confirming your request will appear.

7. **Keep your message number** for reference. FTA uses this number to research any fund request inquiry you may have later. The message number indicates that your request has been recorded. Your request will enter FTA's internal financial management system for processing at 8:00 AM EST and 2:00 PM EST. Note that **a message number does NOT guarantee that your request will process** successfully, as FTA's internal financial management system may detect errors when the request enters the system for processing.

8. To print a copy of your message number and payment request details, **click Print**. When you have recorded your message number, **click the Continue button** to return to the Select Payment Option screen.

4.2.1.1 *Utilizing the Financial Purpose Code*

Financial Purpose Codes (FPCs) allow you to report to FTA on how your payment request will be utilized. This, paired with the PO Number's section code, allows FTA to keep detailed records of spending. **If your PO Number has an X, Y, or Z in the 5th position, you need to replace that letter with the correct FPC. If your PO Number does not contain a letter in the 5th position, you can enter it into the Payment Request form without modifications.**

To designate your FPC, **use the FPC Tables on the next page to find the corresponding FPC for your section code**. (In the example broken down below, the section code is 90.)
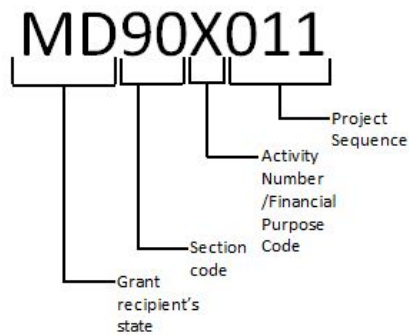
On the top row of the tables below, find your PO Number's section code (3rd & 4th positions of the PO Number). Look down the column for the dot (•), indicating a possible FPC Code for you to select. If the box next to a FPC code is grey for your section code, that FPC is not available for your PO Number.

> *Note: If you do not insert a correct FPC code into your PO number, your payment request will reject during FTA internal processing.*

For the following Sections, the 5th position of the TEAM Project Number should be "X" – any combination of FPCs denoted by an "●" on line by Section are allowed.

FPC	Description	06	12	15	16	17	18	20	37	40	44	48	57	65	66	70	74	80	81	85	86	90	95	96
0	Capital	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●			●	●	●	●	●
1	Research & Training		●	●		●			●															
2	Planning		●	●		●		●	●								●			●	●		●	●
3	ADA & Paratransit (old) / JARC (MAP-21) / New Freedom (MAP-21) / Resiliency (ER)				●		●					●										●		
4	Operating Assistance		●	●	●	●			●	●	●	●	●				●			●	●	●	●	●
5	Fuel & Electric Propulsion																					●		
6	State & Program Admin.				●		●		●					●	●		●				●			
7	RTAP						●																	
8	ADA Paratransit						●													●	●			●
9	Multiple Types	●					●									●		●	●	●	●	●	●	●

More section code guidance for new codes is provided below.

SEC ID	CODIFICATION	DESCRIPTION	CFDA
06	Section 5311	Transit Capital Assistance, ARRA Nonurban Area Flex Trf	20.509
36	Section 5309	New Starts - Econ Recov	20.500
46	Section 5334	Admin Expense – Econ Recov	0
56	Section 5309	Fixed Guideway – Econ Recov	20.500
66	Section 5307	Transit Capital Assistance, ARRA Urb Area Formula Flex Trf	20.507
75	Section 5327	WMATA	

76	Section 5327	Oversight – Econ Recov	0
77	N/A	Transit Investments for Greenhouse Gas and Energy Reduction ARRA	0
78	N/A	OST Surface Transportation Recovery Act	0
79	N/A	National Infrastructure Investments	0
86	Section 5311	Non-Urbanized Area – Econ Recov	20.509
88	N/A	Transit Investments for Greenhouse Gas and Energy Reduction – TIGGER (Non-ARRA)	0
96	Section 5307	Urbanized Area – Econ Recov	20.507

4.2.2 Requesting/Returning Payments & Checking Available Balance for TrAMS Grants

This section contains instructions for making requests and returns for TrAMS grants. **To read about how to request or return payments for a grant created in TEAM, please return to section 4.2.1.**

> *TrAMS Payment Request Quick-Start Guide: To request a payment, click Payment Request > Select Payment Type > TrAMS > Submit > Select TrAMS Grant Number > Select Project Number > Select PO Number > Select Scope > Select Suffix > Enter Request Amount > Submit > Keep Message Number for your records.*

SELECT PAYMENT REQUEST OPTION SCREEN

1. **Log into ECHO-Web. Click the Payment Request** link under the Grantee Options bar.

2. Next **select the button** for whether you are making a payment request for a grant created under the **TEAM** system or the **TrAMS** system. TrAMS grants are those created in 2016 or later. TEAM (Transportation Electronic Award Management System) is the legacy grant management system that stores updated information about grant

obligations and authorized disbursements. TrAMS is the new update to the TEAM system that opened in February 2016. **If you selected TEAM, please return to section 4.2.1 for instructions for requesting a payment.**

TRAMS PAYMENT REQUEST SCREEN

The table below explains the various terminology depicted on the TrAMS payment request screen.

ECN	ECHO Control Number – your grantee organization ID number.
TRAMS GRANT NUMBER	Also known as a FAIN (Federal Award Identification Number), this number applies during the application and award stage to indicate a particular grant.
PROJECT NUMBER	Each grant/cooperative agreement/FAIN can contain one or more project. A project can be for one or more activities linked together and can have more than one funding source.
SEQUENCE NUMBER	Formerly known as the request number. The sequence number automatically generates each time you enter the ECHO-Web system to make a request or return. The sequence number resets to 1 on the first request of the Federal fiscal year.
PO NUMBER	Purchase Order Numbers are generated when FTA completes fund reservations and can represent multiple project scopes. A project scope is a logical grouping of

	expenses under one funding source.
SCOPE	The scope of work of an Agreement is defined by the Project (s). The ALIs and the extended budget details provide the narrative to explain the scope of work.
SUFFIX	Suffixes are assigned so that recipients with multiple budget scopes of the same type can draw down funds on one scope vs the other. TrAMS will automatically assign a suffix to each budget scope in the grant.

TrAMS PAYMENT REQUEST SCREEN

3. On the Payment Request screen, you can make a payment request, return an overpayment, or simply check your PO Balance for individual PO Numbers. You can complete all of these actions on the same form. First, **select the TrAMS Grant Number you would like to access**.

4. Next, **select the Project Number**.

6. Now **select the PO Number**.

7. **Select the Scope.**

8. **Select the Suffix. Your PO Balance will populate automatically.** This is the balance you can access for payment requests**.** Balances are current as of 8:00 AM EST on the previous business day. **If you only want to check your status at this time and not request or return a payment, click the Go Back button** to exit the form. **To continue to request or return payments, proceed to step 9**.

9. **Enter the dollar amount you would like to request** in the Request Amount field. The amount of your request **cannot be greater than the amount in the PO Balance column**. Your total request amount **must be a whole dollar amount** (no cents). You can make requests for **up to 20 PO Numbers** at a time. The total request amount appears at the bottom of the form. Unused fields will populate as $0.00 on each request line.

Returning a Payment
While ECHO-Web is primarily designed as a payment request system, the system can accommodate return payments you may need to make on a project if your return meets processing parameters. The Treasury does not withdraw funds from your organization's bank account, so **any amounts returned via ECHO-Web must be netted against requested funds.** This means you can make a return payment only if you are also making a new payment request on the same form, and your Total Requested Amount (which calculates your Request minus your Return) is a positive number.

> **RETURN PAYMENT PARAMETERS**
> - Returns can only be made at the same time as a new payment request
> - Total Request Amount must be a positive number, with the return netted against a request amount
> - Funds held in your bank account longer than 3 days cannot be returned through ECHO-Web
>
> *If your return payment does not meet these parameters, please use Pay.gov.*

If you would like to make a return in addition to your payment request, **enter your return amount in the Return Amount field on a new line.** Return payments can be made for the same PO Number for which you are requesting funds, a different PO Number, or multiple PO Numbers.

The example below would result in a **successful return payment**. The return is made on the same form as a new request, and the total request amount ($500 requested minus $200 returned), is a positive number ($300).

PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
AB12345678	1234	A1	$1000.00	$500.00	$0.00
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
AB90123456	5678	A1	$5000.00	$0.00	$200.00
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount

Total Request Amount
$300.00

The next example, however, would result in an **unsuccessful return payment**. The amount requested is not enough to offset the amount the grantee wishes to return.

PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
AB12345678	1234	A1	$1000.00	$100.00	$0.00
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
AB90123456	5678	A1	$5000.00	$0.00	$200.00
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount
PO Number	Scope	Suffix	PO Balance	Request Amount	Return Amount

Total Request Amount
$-100.00

Please note: All Credits/Returns for Overpayments will be posted against the matching accounting record with the newest fiscal year monies being credited first.

Please use Pay.gov for returns if you want to return an overpayment:
- **more than 3 days after receiving it**
- **without requesting a payment at the same time**
- **that is too large to create a positive net amount against other payment requests.**

ECHO-Web does not support return payments with accrued interest, isolated return payments, or return payments too large to be offset by a requested amount. See section 2.4 of this manual for more information about remitting interest payments; see section 4.2.3 for more information about accessing Pay.gov.

If you have further questions about Pay.gov and returning payments, please contact the accounting Help Desk at ListFTAEchoGroup@dot.gov or (202) 366-1004, Option 3.

10. When you have entered all of the requests you would like to make for this Project Number, **click the Submit button** at the bottom of the screen. To leave the Payment Request form without submitting your request, click the Go Back button.

> *TROUBLESHOOT: Get an error message? It's likely you requested an amount larger than your PO Balance or have a negative balance in the Total Request Amount field. See Section 4.6 of this manual for more troubleshooting guidance.*
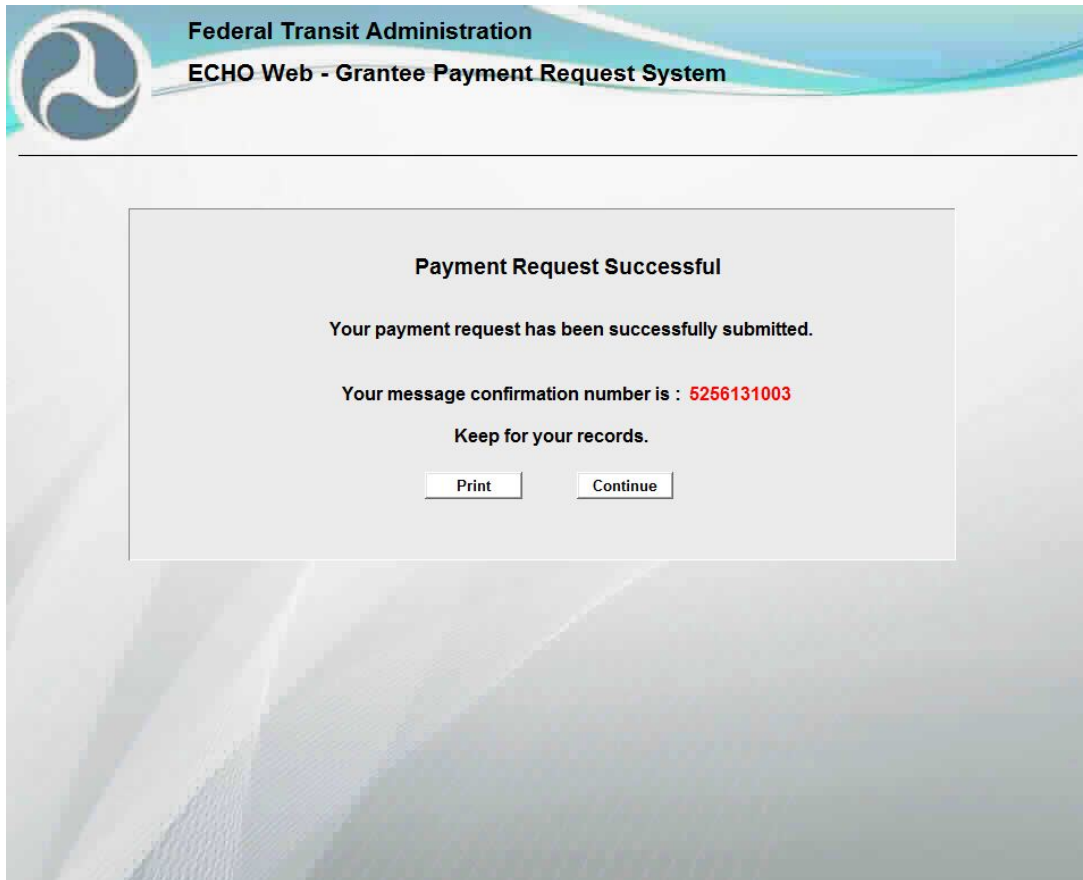
MESSAGE NUMBER CONFIRMATION SCREEN

Once you have successfully submitted your request, a screen confirming your request will appear.

11. **Keep your message number** for reference. FTA uses this number to research any fund request inquiry you may have later. The message number indicates that your request has been recorded. Your request will enter FTA's internal financial management system for processing at 8:00 AM EST or 2:00 PM EST. Note that **a message number does NOT guarantee that your payment request will process** successfully, as FTA's internal financial management system may detect errors when the request enters the system for processing.

12. To print a copy of your message number and payment request details, **click Print**. When you have recorded your message number, **click the Continue button** to return to the Select Payment Option screen.

4.2.3   Returning Payments via Pay.Gov

Pay.Gov is an easy and direct way to make a secure electronic payment to the Federal Government. Reasons for returning grant funds may include:

- Audit Finding
- Contract Closeout
- Disposal of Bus
- Duplicate Payment
- Grant Overpayment
- Insurance Reimbursement
- Litigation Proceed
- Oversight review
- Penalty/Interest
- Retired Bus
- Bus Sale

> *On the fourth day after the funds were deposited in your organization's bank or financial institution, funds start accruing interest. When returning any excess payments, you must also account for this interest. **Please see sections 2.4 and 2.5 of this user manual for more information on policies regarding interest on overpayments and overpayment postings.***

1. To return funds, go to **pay.gov. Click the Make a Payment button**.

Make a Payment

Making payments through Pay.gov is free and secure. You'll need to fill out the correct online form. A form is a web page where you type in information about yourself and the payment.

Find a Form

To find the correct online form, you can:

1. Select from the list of commonly used forms:

   DEPARTMENT OF VETERAN AFFAIRS

   ▶ VA Medical Care Copayment

   SMALL BUSINESS ADMINISTRATION (SBA)

   ▶ View all SBA forms

   DEPARTMENT OF DEFENSE

   ▶ Out of Service Debt Account Information

   UNITED STATES COURTS

   ▶ Payment of Violation Notice

   UNITED STATES COAST GUARD

   ▶ USCG Merchant Mariner User Fee Payment

2. Search by keyword such as the type of payment, agency name, form name or number:

   FTA Grantee   Search

Need Help?

Customer Service

Pay.gov

Contact: Pay.gov Customer Service
Email: Click to email
Phone: 800-624-1373 or 216-579-2112

2. Beside number 2 under Find a Form, **type "FTA Grantee" in the search bar**. Then **click the Search button.** You can also search "FTA Grantee" in the search bar at the top of the page.

3. The first form option that appears is Federal Transit Administration Grantee Refunds/OverPayments. **Click the Continue to the Form button**.

4. Make sure you are prepared to use one of the accepted payment methods. **Then click the Continue to the Form button.**

Federal Transit Administration Grantee Refunds/OverPayments

Before You Begin | 1 Complete Agency Form | 2 Enter Payment Info | 3 Review & Submit | 4 Confirmation

U.S. DEPARTMENT OF TRANSPORTATION

FEDERAL TRANSIT ADMINISTRATION
Grantee Refunds and Overpayment Form

GRANTEE INFORMATION

Date [ ]
Grantee Name [ ]
Grantee Address Line 1 [ ]
Grantee Address Line 2 [ ]
City [ ]   State [▼]   Zip Code [ ]

Contact Name [ ]
Contact Phone Number [ ]

GRANT INFORMATION (complete all items that apply)

Grant/Project Number [ ]   (include 2 digit Financial Purpose Code)
ECHO Control Number (ECN) [ ]
TEAM Recipient ID Number [ ]
Draw Down Message Number [ ]
Invoice Number [ ]

REASON FOR REFUND

[▼]   [ ]

Amount of Refund to Grant/Project $ [ ]
Interest / Penalty $ [ ]
Total Reimbursement $ [ ]

[PDF Preview]   [Continue]
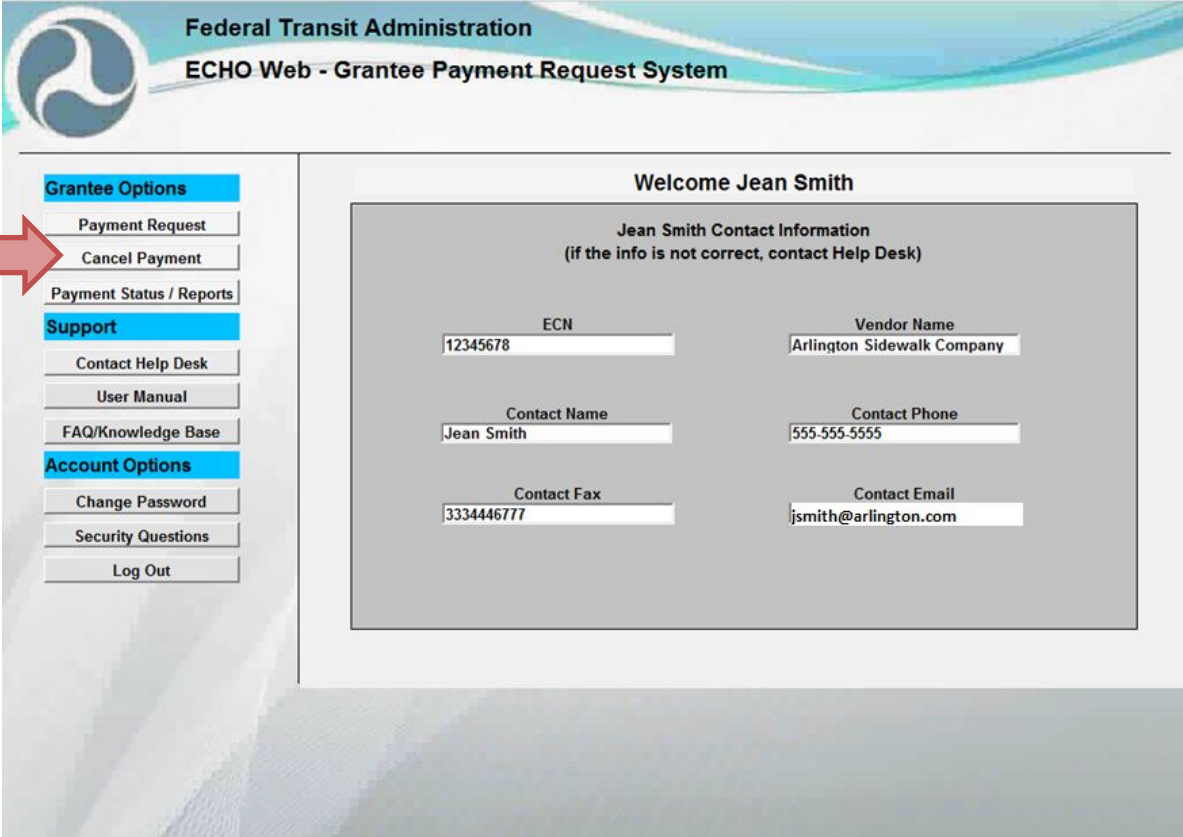
5. **Complete the Agency form, and then click Continue**. This will prompt you to enter payment information, and then advance to Review & Submit your payment. **Continue through the form screens until you receive a confirmation. Save this confirmation** for your records.

For more assistance with Pay.gov or returns, please contact the ECHO-Web Accounting Help Desk at ListFTAEchoGroup@dot.gov or (202) 366-1004, Option3.

4.3   Canceling Payment Requests

Before you attempt to cancel a payment request, note that **payment requests can only be canceled before they have been collected for processing**. Payments are collected for processing twice a day. You can cancel a payment request no later than 12:00 PM EST on the same day the payment request was made.

After ensuring the payment request you wish to cancel falls within this time window, follow the directions below to cancel your payment request:

ECHO-WEB WELCOME SCREEN

1. To cancel a recent payment request, first **log into ECHO-Web**. On the Welcome screen, **click the Cancel Payment link** under the Grantee Options menu bar.
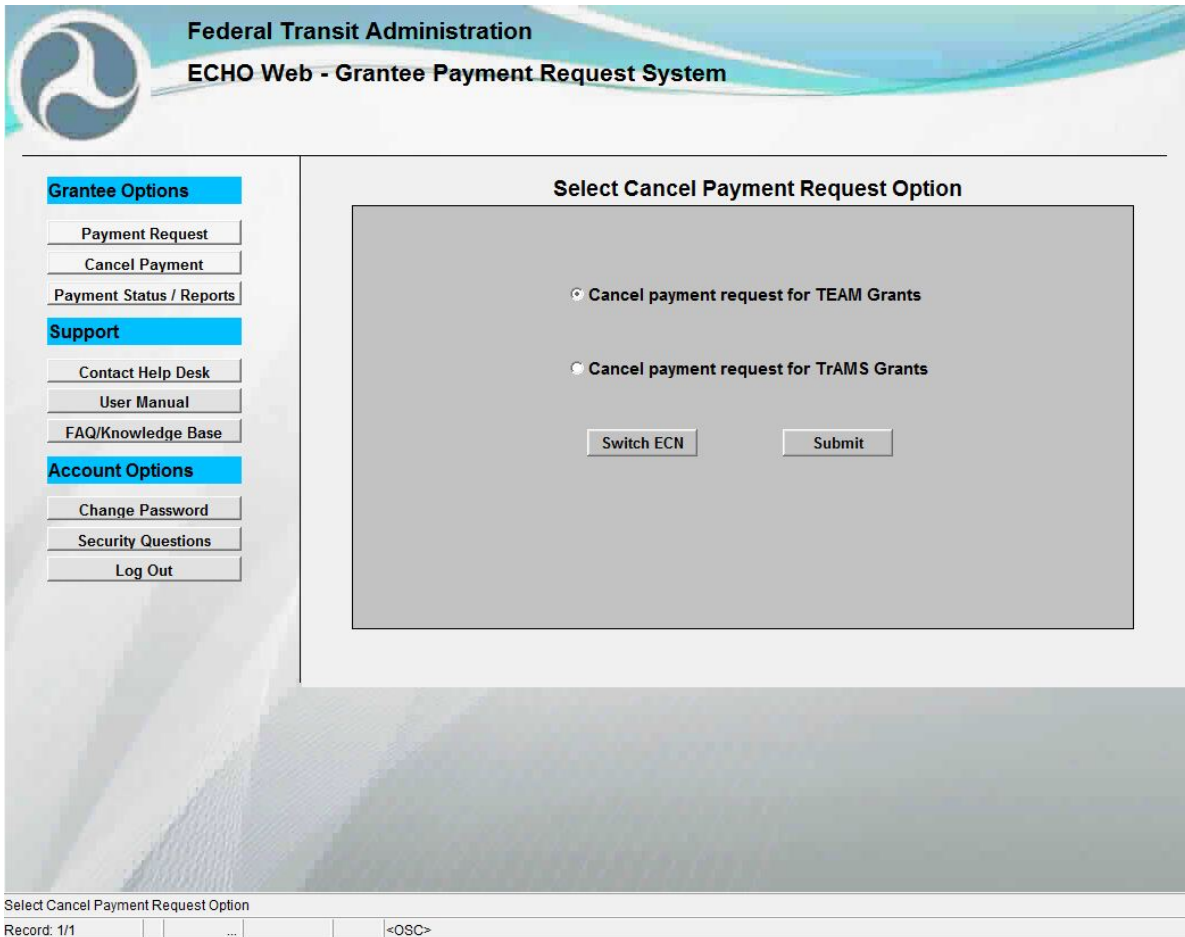
SELECT CANCEL PAYMENT REQUEST OPTION SCREEN

2. **Select the option** for whether you would like to cancel a request made for a TEAM Grant or a TrAMS Grant. Then **click the Submit button**.

CANCEL PAYMENT REQUEST SEARCH SCREEN

3. Next, **enter the message number** of the payment request you wish you cancel. Then **click the SEARCH button**.

4. **Review the payment request information** for the message number you searched. Verify that this is the request you wish to cancel. The Cancel Payment Request screens for both TEAM and TrAMS grants are depicted below. Both screen types function the same way; the data is not available to edit.

TEAM CANCEL PAYMENT REQUEST FORM

TR**AMS** **C**ANCEL **P**AYMENT **R**EQUEST **F**ORM

5. To cancel your payment request, **click the Proceed button**. To return to search for a different Message Number, click the Go Back button.
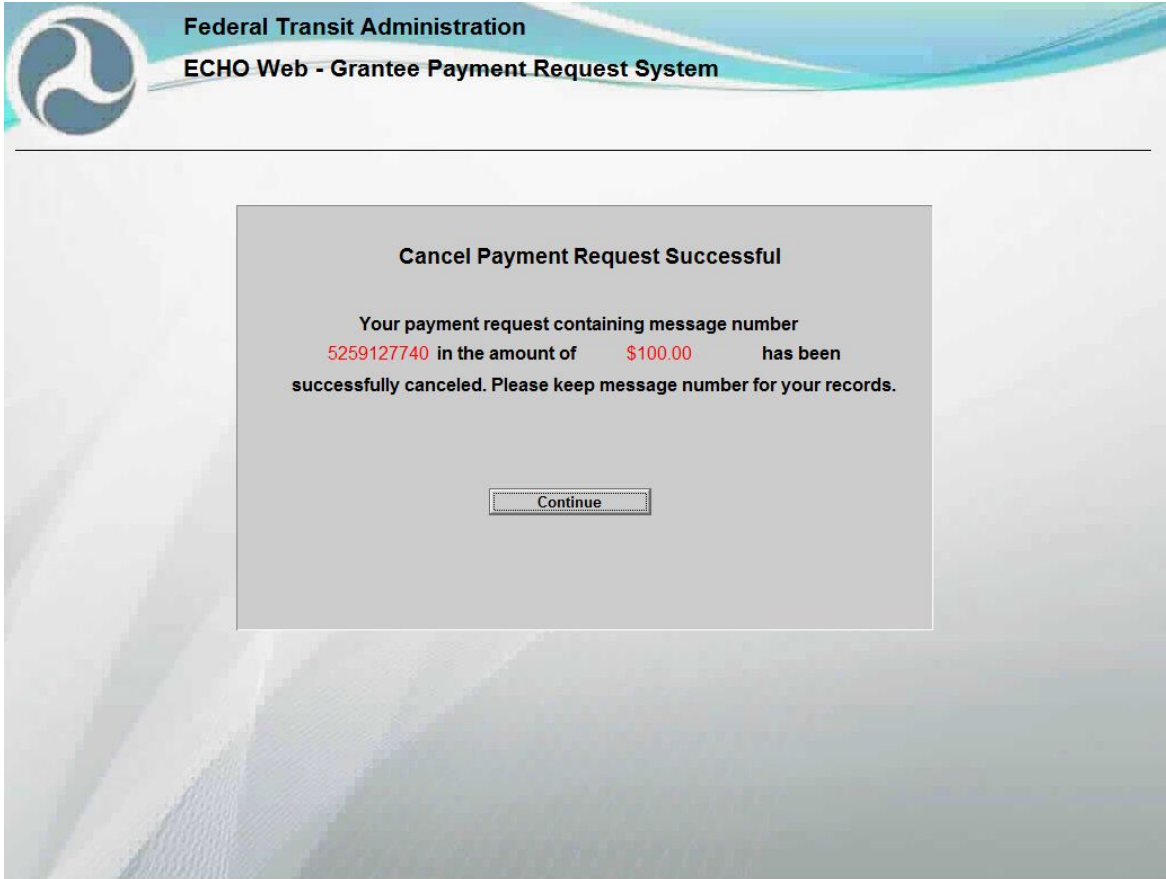
SUCCESSFUL CANCELLATION OF PAYMENT REQUEST SCREEN

6. If you see the Cancel Payment Request Successful screen (above), your payment request has been successfully cancelled. **Record your message number** for your records, and then **click the Continue button** to return to the Select Cancel Payment Option screen.

   TROUBLESHOOT: Get an error screen? It's likely you missed the window of time during which payment requests can be canceled. See Section 4.6 of this manual for more troubleshooting guidance.

4.4   Viewing Payment Status / Reports

You can now use ECHO-Web to view statuses and print reports about payment requests.
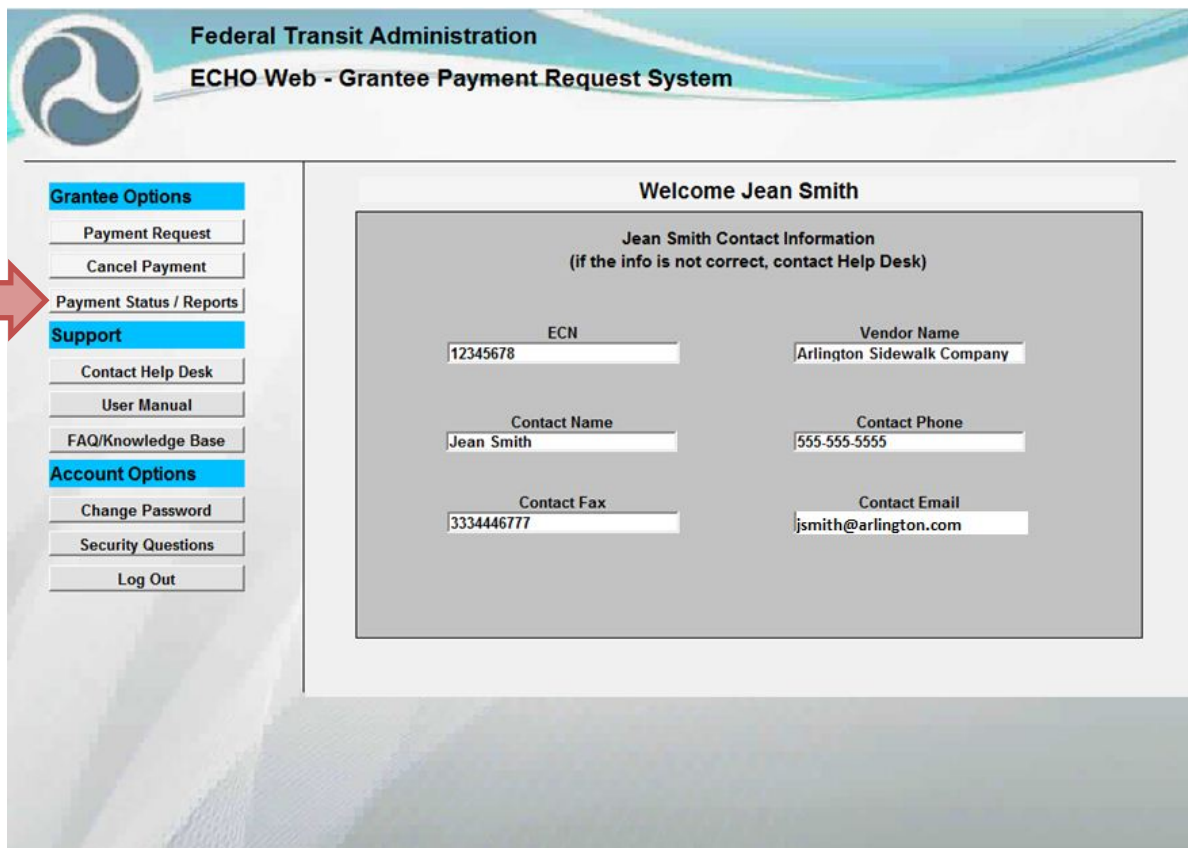
ECHO-WEB WELCOME SCREEN

1. To view the status of your payment request or generate a report, first **log into ECHO-Web**. On the Welcome screen, **click the Payment Status / Reports button** under the Grantee Options menu bar.
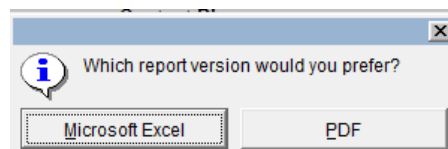
2. In the dialog box, **select which report version you would prefer**. The **Microsoft Excel** report option allows you to create a custom report that lists all payment request information corresponding to criteria you provide (for example, all payment requests and their details within a given date range). The **PDF** report option allows you to create a PDF report of details for one specific payment request.

4.4.1 Microsoft Excel Report
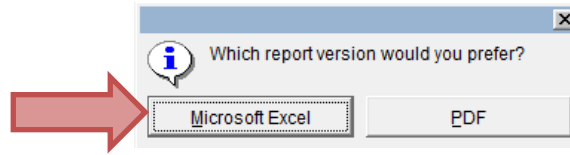
To generate a Microsoft Excel payment request report, **click the Payment Status/Reports button** on the main menu, then **select Microsoft Excel** from the report options dialog box.

This will open the Payment Requests Report screen. Note that Grantees only have access to this report—all other report buttons are limited to internal use, and will appear greyed out on your screen.
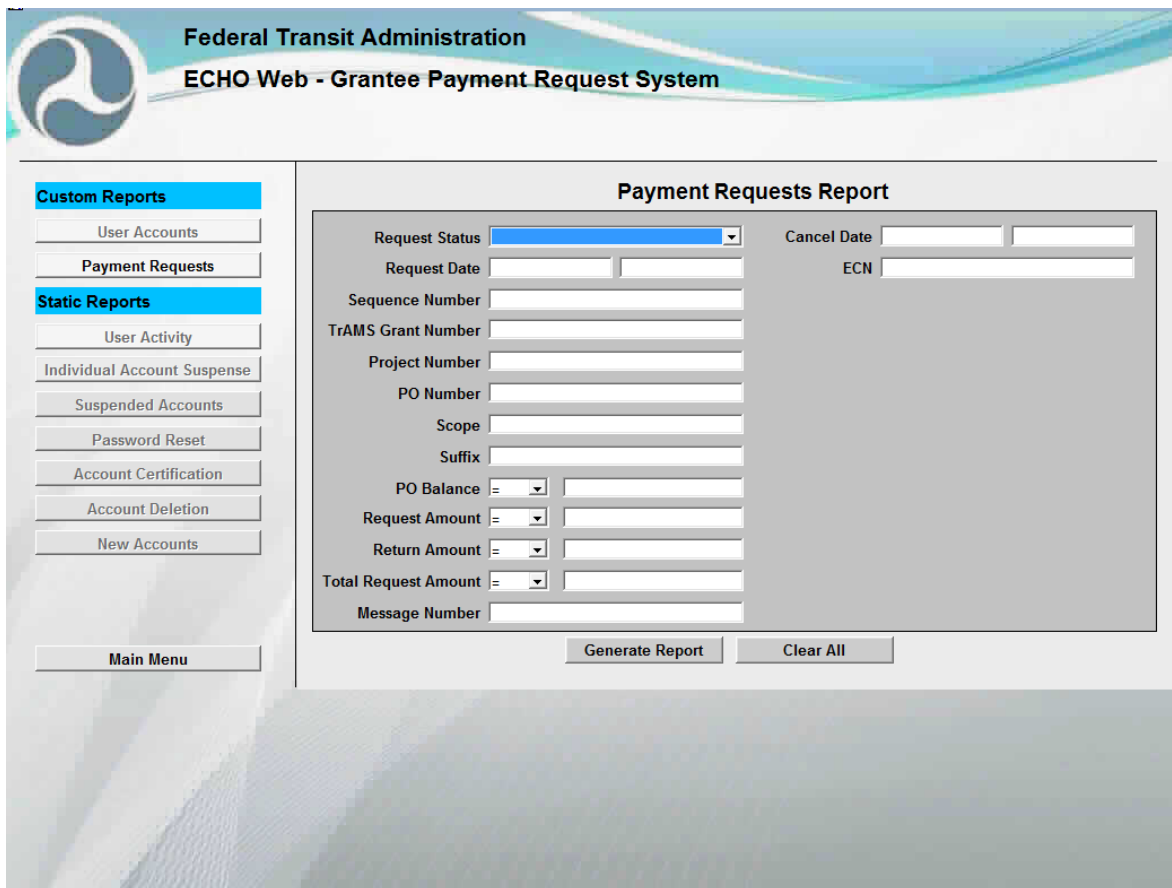
PAYMENT REQUESTS REPORT SCREEN

The Payment Requests Report screen generates a report of information about payment requests, including such information as status, date, identifying project information, amount requested, and/or cancellation status.

1. To create a report, **enter one or more search terms** into the form and **click "Generate Report."** Note that some fields have dropdown options, including those that dictate a

numerical range greater than, less than, or equal to a specified amount. Dates should be entered in MM/DD/YYYY format. To clear all fields, click the "**Clear All**" button. Return to the main ECHO-Web module by clicking the "**Main Menu**" button.
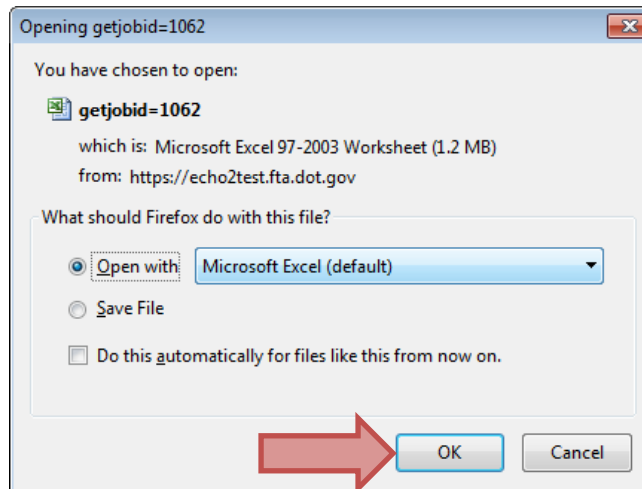
2. After clicking "Generate Report," you will see two pop-up windows. On the first pop-up window, **click "OK"** to open the file in Excel.
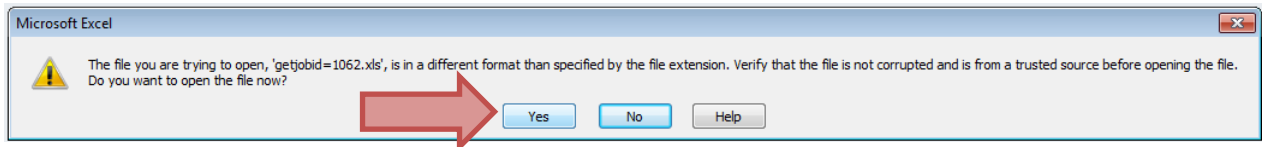
3. On the second pop-up, **click the "Yes" button** to open the file. Note that in some browsers, you may need to minimize your main browser window to see the pop-up hidden beneath it.

SAMPLE PAYMENT REQUESTS REPORT

Your report will then appear in an Excel spreadsheet. **Further customize your report** by deleting rows or columns that contain information you do not wish to display.

4.4.2   PDF Report
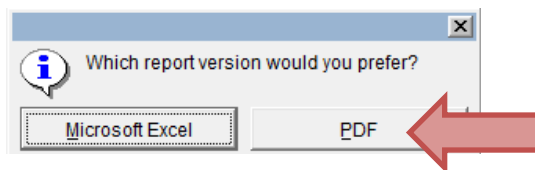
To generate a PDF payment request report, **click the Payment Status/Reports button** on the main menu, then **select PDF** from the report options dialog box.

This will open the Payment Status / Report Search screen.

PAYMENT STATUS / REPORTS SEARCH SCREEN

1. Search for the status or reports about your payment request by **inputting at least one of the following:**
   - Request Date (Note that dates must be entered in MM-DD-YYYY format)
   - Message Number
   - Sequence Number
   - Request Status
     - o Canceled – Request canceled
     - o Legacy – Requests made on the old ECHO-Web system
     - o New – New requests made on ECHO-Web 2.0

2. Then **click the Search button**.

PAYMENT STATUS / REPORTS LIST SCREEN

3. The results list contains the message numbers that correspond with your query. Note that the Request Status column will show you the status of each request:

    -   C = Canceled (payment request canceled)
    -   L = Legacy (request made on the old ECHO-Web system)
    -   N = New (new request made on the current ECHO-Web 2.0)
    -   F = Finished (ECHO-Web is finished capturing your request, and it has been sent for processing. Note that your request may still be rejected in processing.)

4. From the list of results, **select the message number** for which you would like to generate a report. Then **click the View Selected button.**

```
ECN:  12345678          Message No: 5259127740          Req. No: 18

Recipient Name:    Arlington Sidewalk Company

Requestor:         Jean Smith          Phone No: 555-555-5555

Approving Official: Robert Greet

Request Date/Time   08/24/2015 07:42:20

Request Total:      $100.00

TrAMS Grant:        AB2015001          Project Number:  AB201500101


PO Number        Scope        Suffix              Request Amount        Return Amount
AB900001         1150         A1                       $100.00               $0.00
```

SAMPLE REPORT PDF (TRAMS)

5. Your report will appear in PDF format. From there, **you can print, save, or close**.

4.5   Resetting Passwords & Security Questions

4.5.1   Changing Your Password

ECHO-Web requires you to change your password every 60 days, and will periodically prompt you to do so upon login.

1. To change your password, first **log into ECHO-Web**. On the Welcome Screen, **click the Change Password link** under the Account Options bar.

WELCOME SCREEN

CHANGE PASSWORD SCREEN

2. **Enter your old password, and then create a new password** in accordance with the password criteria. Your new password must be at least 12 characters long, and contain:

   - Minimum 1 upper case character
   - Minimum 1 lowercase character
   - Minimum 1 numeric character
   - Minimum 1 special character
   - No consecutive repeating characters

You may not reuse a previous password.

3. **Type your new password again** in the Confirm New Password field, and then **click the Change Password button.**

Note: You can only change your password once in a 24-hour period.

4.5.2   Resetting Your Security Questions

You can reset your security questions from within the ECHO-Web application by clicking the Security Questions button under Account Options.

To reset security questions:

SECURITY QUESTIONS SCREEN

1. **Select a security question** from the dropdown menu beside Questions 1, 2, and 3. **In the Answer fields, type your answers**. Ensure that you have selected and answered three distinct security questions.
2. **Click the Submit button**.

4.6   Troubleshooting

This section of the user manual is designed to answer common questions you may have about ECHO-Web.

i.   Troubleshooting: Accessing ECHO-Web

*For help interpreting an unfamiliar error message while logging in, please see section **4.6.3** **Troubleshooting: Interpreting ECHO-Web Error Messages**.*

How do I get my username and password?

Your username is the email addressed you used when registering for ECHO-Web. The ECHO-Web System Administrator creates your account and sets your temporary ECHO-Web password once your Registration Packet is processed. You can find this temporary password in the email the ECHO-Web Help Desk sent you. You must use this password the first time you log into ECHO-Web. ECHO-Web will then prompt you to create a new password. Your new password must meet the following criteria:

- 12-20 characters in length
- 1 upper case character (A-Z)
- 1 lower case character (a-z)
- 1 numeric character (1-9)
- 1 special character ("!", "@", "$", etc.)
- No character may be repeated twice in sequence
- No re-use of passwords

Note that your temporary password will expire after 24 hours, locking your account. If your temporary password expires before you can log in and change it, please contact the ECHO-Web Help Desk, and the administrator will issue you another temporary password.

What if I don't have an account?

Below the LOG IN button, you can **click the link to view User Access Forms**. Click this link to find these forms if you are setting up an ECHO-Web account for the first time. Next, **go to section 3.0** of this user manual for instructions on submitting your registration information. Ensure that you coordinate all new accounts with your regional office and your organization's Authorizing Official.

Why didn't I receive the email with my temporary password?

If the email from the ECHO-Web Help Desk is not appearing in your inbox, first check your spam or junk mail folder. If you still have not received your access information, contact the ECHO-Web Help Desk at (202) 366-1004 or email FTA.EchoWeb@dot.gov.

When I type in the link to ECHO-Web, I see a blank page / lego picture / red circle error.
Your browser is not running a compliant version of Java, which is required to operate ECHO-Web. Ensure that Java Version 7, Update 80 or higher is installed on your computer. If you see a link to "Activate Java," click this link, then click the "Allow and Remember" button when asked if you want the site to run Java.

I have forgotten my username or password.
If you have forgotten your password, **click the red Forgot Password link** under the Log In button on the login screen.
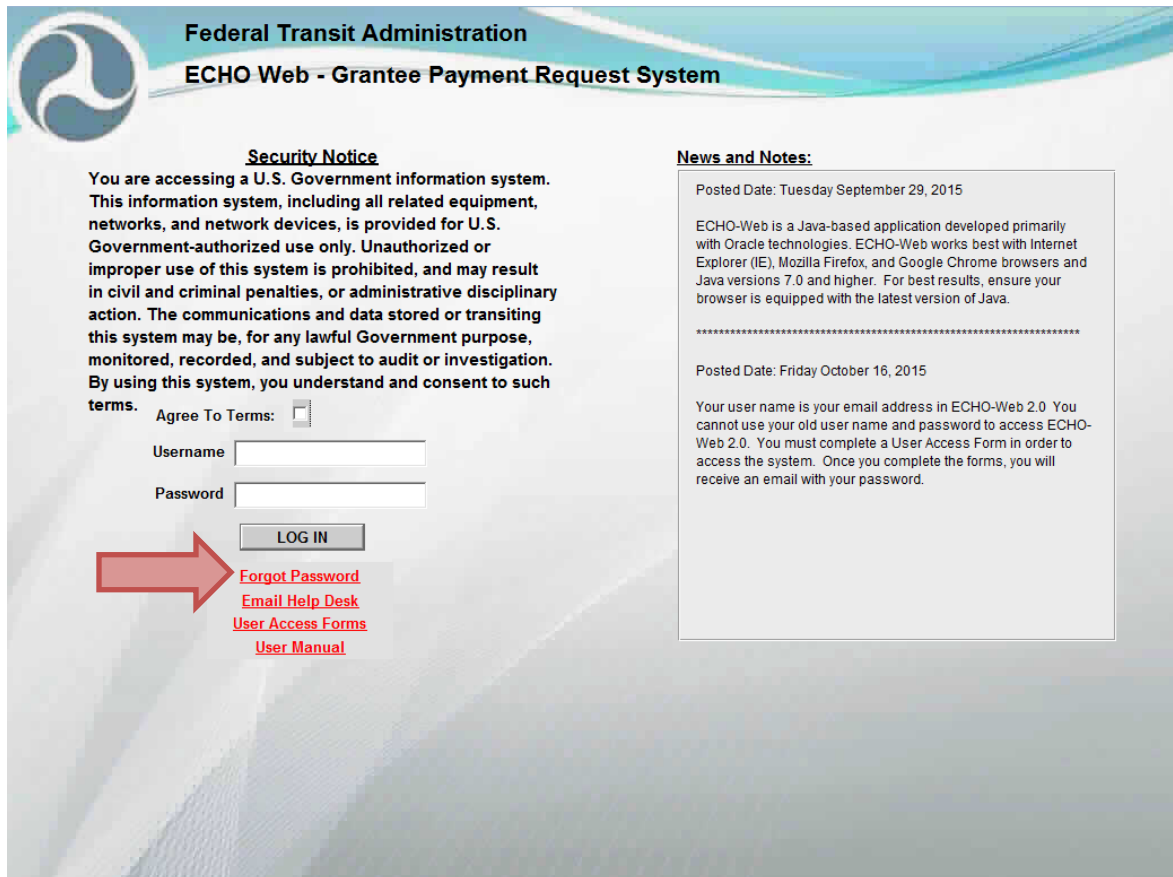
LOGIN SCREEN

Next, **enter your username** and **click the Retrieve Questions button**. This will retrieve your security questions. **Answer your security questions**, then **click the Submit button**.

If you answer your security questions correctly, a temporary password will be sent to your email address.

If you have **forgotten your username, have not set security questions,** or **have performed too many incorrect password attempts, please contact the help desk at (202) 366-1004** or **email FTA.EchoWeb@dot.gov** to have your login information re-set.

How do I add or remove a user from my organization's ECHO-Web account?

To have a new user at your organization added to an existing account, fill out an ECHO-Web Change/Modify Form, a new Authorization & Certification form, plus a new User Access Form for the new user. Submit these forms to your Regional Office. To have an existing user removed from an ECHO-Web Account, submit only the Change/Modify form to your Regional Office. The ECHO-Web Change/Modify and other User Access Forms can be found in your Registration Packet and in Section 3.2 of this manual. You can also download electronic versions of these forms on the ECHO-Web login screen.

What do I do if I get locked out of ECHO-Web while trying to log in?

PASSWORD LOCKS: You have three attempts to correctly enter your username and password when logging into ECHO-Web. After three incorrect login attempts, your account is locked, and you can no longer access the system. To unlock your account, call the ECHO-Web Help Desk at (202) 366-1004, and provide the Help Desk Administrator with your ECN, name, organization name, and user ID.

SESSION LOCKS: For security reasons, ECHO-Web will not allow the same user to be logged in on two different windows or computers. If you attempt to open a second session with your username and password, you will get a message saying that you have "another unclosed session of ECHO WEB." This can also happen accidentally if you do not log out of ECHO-Web properly. If you see this message, click the Continue button. This will log out your unclosed session and allow you to start a new session to access ECHO-Web.

ii. Troubleshooting: Payment Requests

What is the difference between a TEAM Grant and a TrAMS Grant?

TEAM (Transportation Electronic Award Management system) is the legacy grant management system that stores updated information about grant obligations and authorized disbursements. TrAMS (Transit Asset Management System) is the new update to the TEAM system, that opened in February 2016.

Though the TEAM system no longer exists, having been replaced by TrAMS, grants originally created in TEAM retain their formatting. TEAM formatting is different than formatting for TrAMS. For example, TrAMS PO numbers have Scope and Suffix Codes, while TEAM project numbers do not. TEAM PO numbers also sometimes require an FPC code designation, marked by an X, Y, or Z in the fifth position of the PO number.

> *Example TEAM PO Number*: MA30X205
> *Example TrAMS PO Number*: MA301205 1116 A3

When you make or cancel a payment request, ensure that you select the correct form: TEAM or TrAMS.

What is the difference between my grant number and my PO Number?

The grant number and PO Number look the same, but the grant number has an additional 00 at the end. When entering your PO Number, ensure that you remove the 00.

What FPC code should I use in my PO Number?

First consult the FPC code chart on page 33-35 of this User Manual. If you have further questions, contact your regional officer or send an email to the helpdesk with the title "FPC Question for Accounting Official."

How can I enter more request rows on the Payment Request Screen?

The TEAM Payment Request screen initially shows only seven rows for entering payment request information. You can add additional lines on the payment request form. First, enter information into all of the available fields. Then, from the far right field on the last line, hit the tab key. A new line will appear below. You can continue to add new lines for up to 20 lines of requests. (Note that you cannot add additional lines until all 7 existing lines are filled.)

After I click print on my message number confirmation page, the report appears, then immediately disappears. How can I see my report?

1) Ensure that your browser's pop-up blocker is disabled. 2) Ensure that you have Adobe PDF reader installed on your computer. Reports should now appear.

Why did I get an error message when I tried to cancel my payment request?
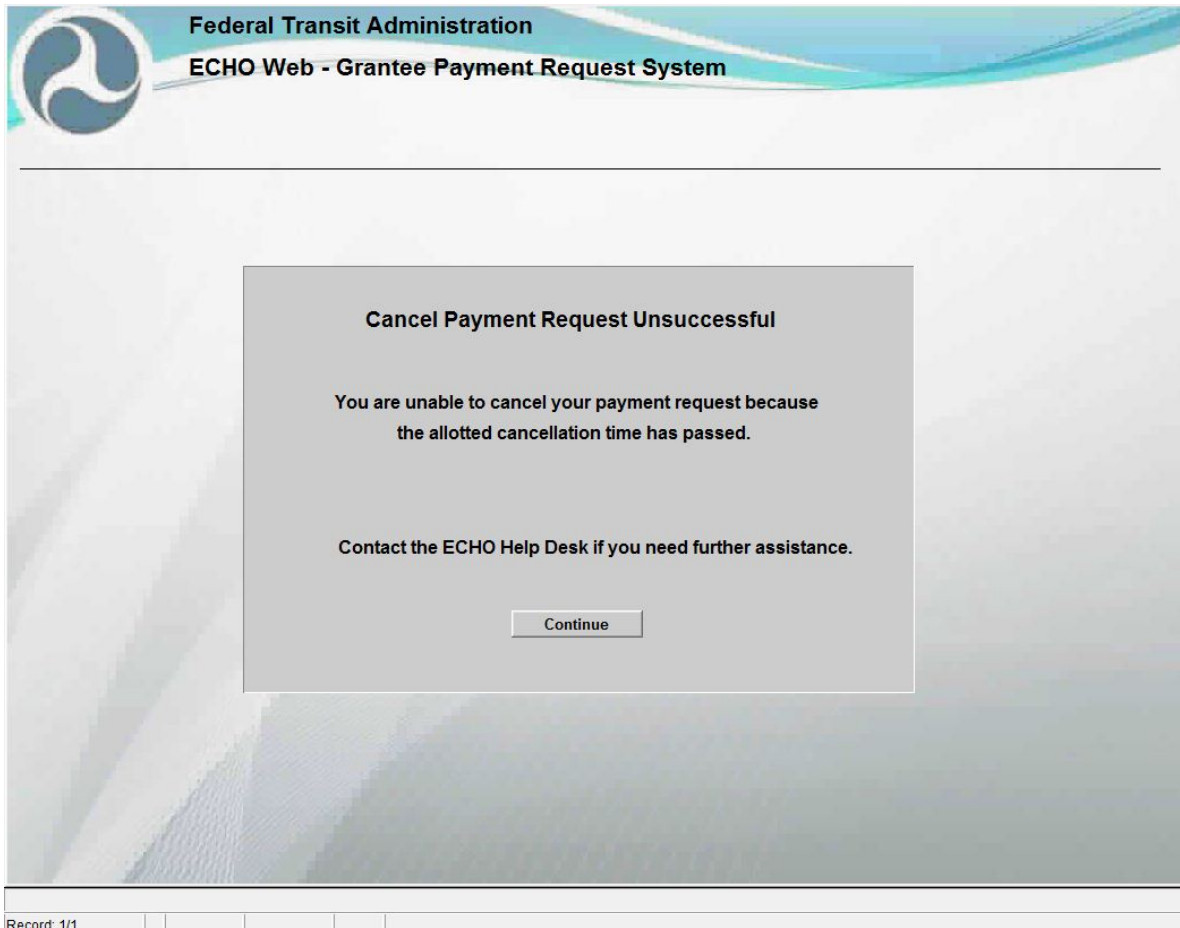
CANCEL PAYMENT REQUEST UNSUCCESSFUL – ERROR SCREEN

If you see this screen after attempting to cancel a payment request, you have missed the window of time during which a payment request can be canceled.

Payment requests are collected for processing twice a day. You have until 12:00 PM EST to cancel a payment request made that same day. Payment requests can only be canceled before 12:00 PM EST on the day they were made. Even if you just made the payment request, if it is after 12:00 PM EST, the system cannot cancel the request.

If you believe you are seeing this message in error, please contact the ECHO-Web Help Desk.
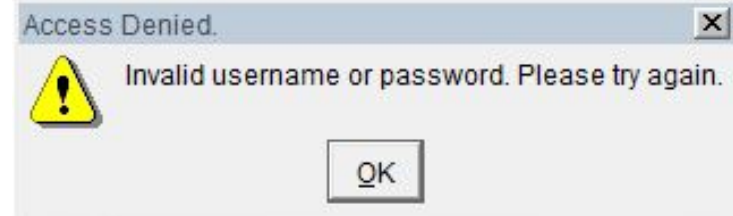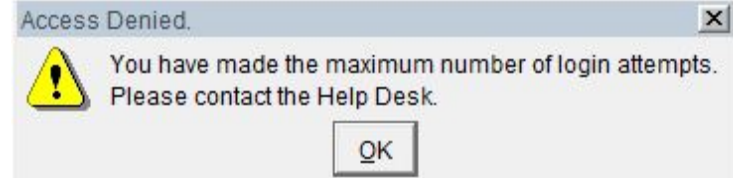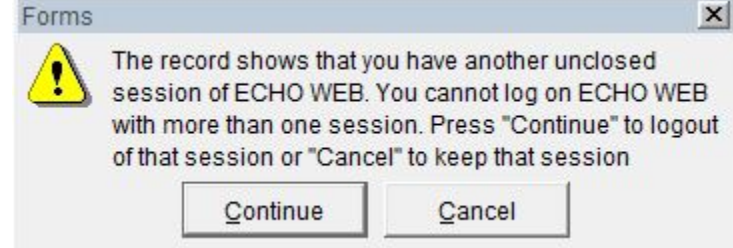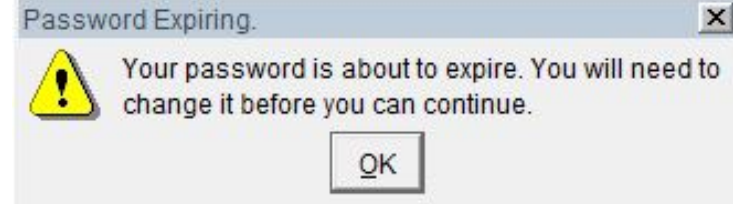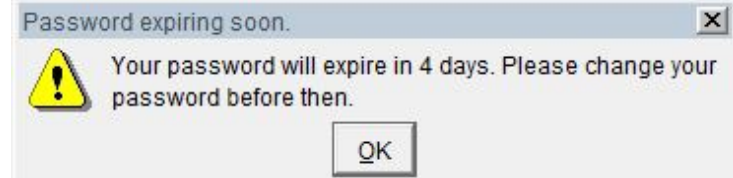
> *For help interpreting additional unfamiliar error messages while making a payment request please see section **4.6.3 Troubleshooting: Interpreting ECHO-Web Error Messages**.*
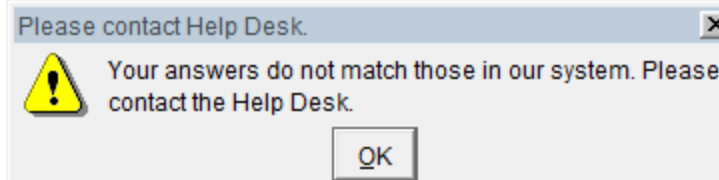
4.6.3 Troubleshooting: Interpreting ECHO-Web Error Messages

The screenshots and explanations below will assist you with intentional error messages you may encounter as you navigate ECHO-Web.

Login Screen Errors
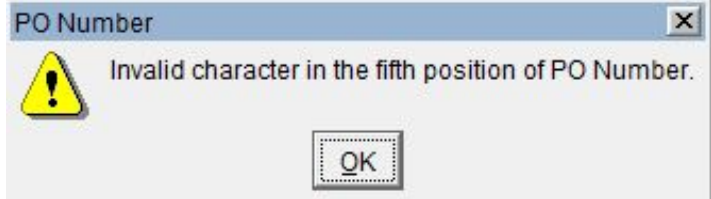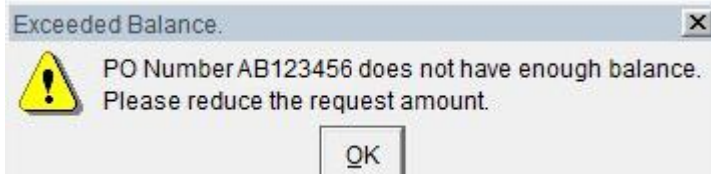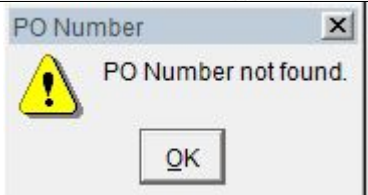
On the login screen, you may encounter an error message due to ECHO-Web's security requirements. The table below will help you interpret error messages you may see while attempting to log into ECHO-Web.
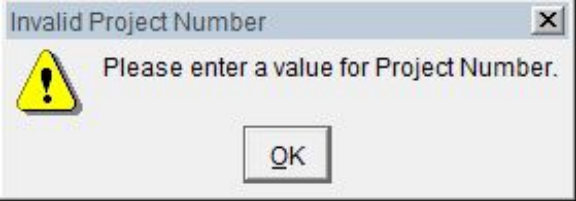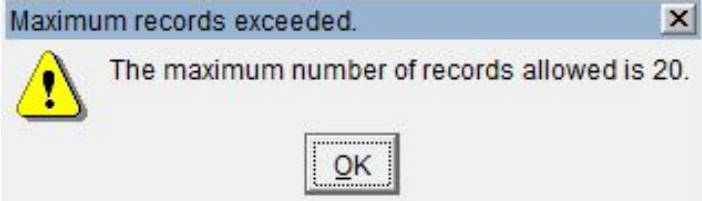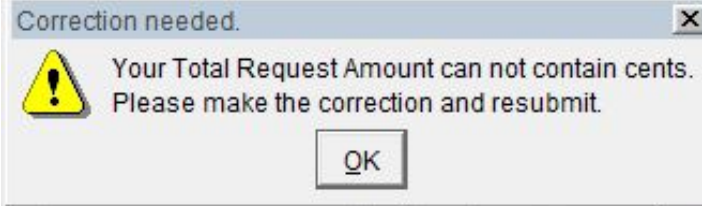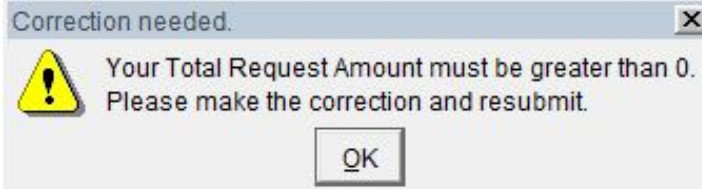
ERROR MESSAGE	DESCRIPTION
Access Denied. ⚠ Invalid username or password. Please try again. [OK]	You have entered an incorrect, nonexistent, or deactivated username or password.
Access Denied. ⚠ You have made the maximum number of login attempts. Please contact the Help Desk. [OK]	You have entered an incorrect password too many times (3 attempts are allowed), and your account is now locked. Contact the Help Desk to have your password reset.
Forms ⚠ The record shows that you have another unclosed session of ECHO WEB. You cannot log on ECHO WEB with more than one session. Press "Continue" to logout of that session or "Cancel" to keep that session [Continue] [Cancel]	You may have exited ECHO-Web incorrectly and now have an unclosed session. Click the Continue button to close your previous session and begin a new one.
Password Expired. ⚠ Your password has expired. You will need to change it before you can continue. [OK]	Your password has expired. Clicking OK will lead you to a screen where you must input your old password, then create a new one.
Password Expiring. ⚠ Your password is about to expire. You will need to change it before you can continue. [OK]	Your password will expire in the next 24 hours. Clicking OK will lead you to a screen where you must input your existing password, then create a new one.
Password expiring soon. ⚠ Your password will expire in 4 days. Please change your password before then. [OK]	You password will expire soon. Clicking OK will allow you to enter the application, but you should consider changing your password before it expires.

Access Denied. — This account has not been certified. Please contact the Help Desk. [OK]	Your account must be certified by the Help Desk before you can access the system. Contact the Help Desk to determine the status of your re-certification.
Priviliges Suspended. — Your previliges have been suspended. Please contact Help Desk. [OK]	Your account has been suspended. Contact the Help Desk for assistance.
Please contact Help Desk. — Your answers do not match those in our system. Please contact the Help Desk. [OK]	Your attempt at resetting your password via security questions was unsuccessful; the answers you provided do not match those in the system. Contact the Help Desk for assistance.

Payment Request Screen Errors
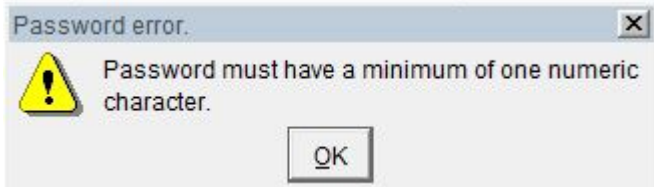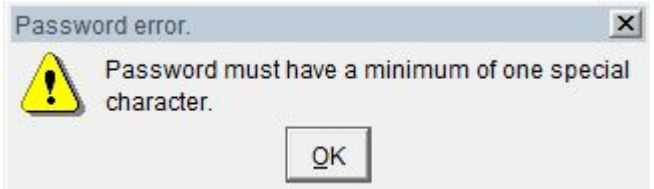
The table below will help you interpret error messages you may see while attempting to make a payment request. These errors are in place to prevent your payment request from being rejected in processing.
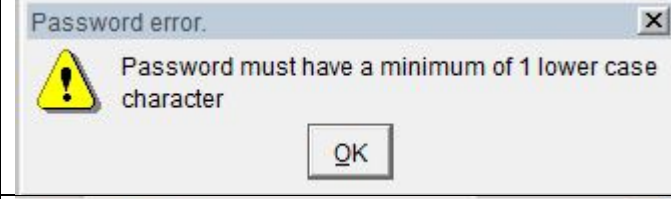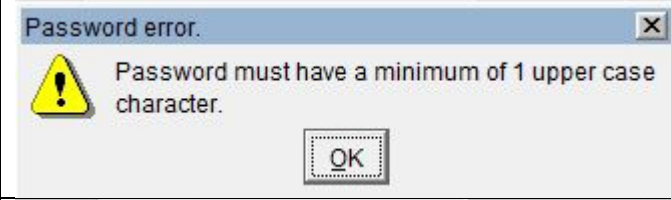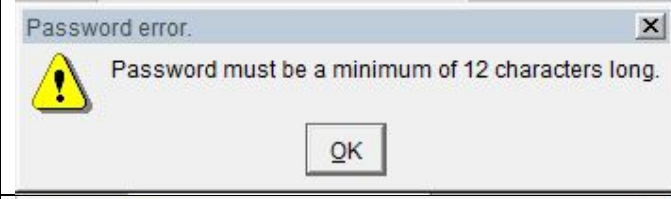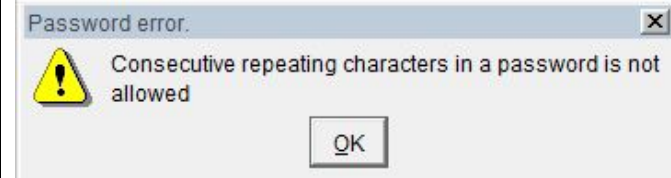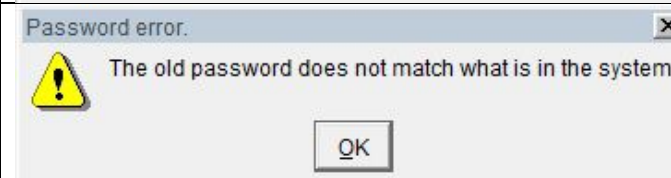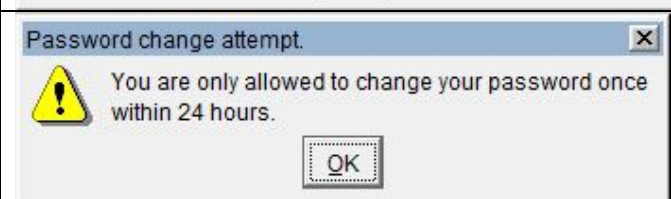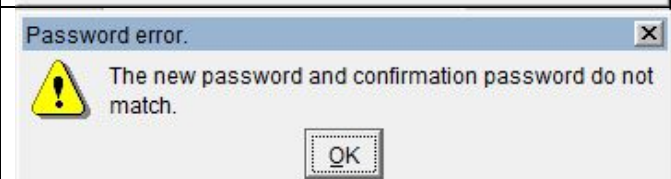
PO Number — Invalid character in the fifth position of PO Number. [OK]	You have entered a PO Number without substituting an applicable FPC code for the letter (in this case, "X") in the 5th position. For more information about FPC codes, see Section 4.2.1.1 (pages 28-30) of the ECHO-Web user manual. *Note: This error only occurs on the TEAM Payment Request Screen.*
Exceeded Balance. — PO Number AB123456 does not have enough balance. Please reduce the request amount. [OK]	You have attempted to enter a request for an amount that is larger than your PO Balance. You can only request values less than or equal to the PO Balance.
PO Number — PO Number not found. [OK]	You have entered a PO Number that either (A) does not exist, or (B) is not associated with your ECN. *Note: This error only occurs on the TEAM Payment Request Screen.*
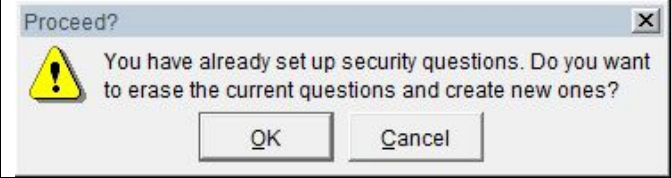
	You have attempted to enter a request or return amount without designating a PO Number. Enter a PO Number before entering the amount you would like to request or return. *Note: This error only occurs on the TEAM Payment Request Screen.*
	You have attempted to enter more than 20 lines (or records) on the payment request form. Payment Requests are limited to 20 PO Number requests.
	You have entered a request or combination of requests that has resulted in a Total Request Amount with cents. All Total Request Amounts must be whole dollar amounts (for example, $1000.00, not $1000.25). Correct your request so that the Total Request amount is a whole dollar amount.
	Your Total Request Amount must be greater than 0. ECHO-Web does not accommodate negative or $0 requests.

Change Password and Security Question Screen Errors

While changing your password, you may encounter several errors that are in place to comply with ECHO-Web's security requirements.

	You have entered a new password that does not meet security criteria: a minimum of one numeric character is required in all passwords.
	You have entered a new password that does not meet security criteria: a minimum of one special character is required in all passwords.

Password error. [X] ⚠ Password must have a minimum of 1 lower case character OK	You have entered a new password that does not meet security criteria: a minimum of one lowercase character is required in all passwords.
Password error. [X] ⚠ Password must have a minimum of 1 upper case character. OK	You have entered a new password that does not meet security criteria: a minimum of one uppercase character is required in all passwords.
Password error. [X] ⚠ Password must be a minimum of 12 characters long. OK	You have entered a new password that does not meet security criteria: passwords must be at least 12 characters long.
Password error. [X] ⚠ Consecutive repeating characters in a password is not allowed OK	You have entered a new password that does not meet security criteria: passwords cannot contain consecutive repeating characters (such as in the word "balloon").
Password error. [X] ⚠ The old password does not match what is in the system. OK	You have incorrectly entered your old password.
Password change attempt. [X] ⚠ You are only allowed to change your password once within 24 hours. OK	You have attempted to change your password twice in a 24-hour period. You must wait 24 hours from your last password change in order to change your password again.
Password error. [X] ⚠ The new password and confirmation password do not match. OK	The passwords entered in the "New Password" and "Confirm New Password" fields do not match.
Password error. [X] ⚠ Your new password has been used before. OK	You have entered a new password that does not meet security criteria: old passwords may not be recycled.

Proceed? ✕ You have already set up security questions. Do you want to erase the current questions and create new ones? OK Cancel	You already have security questions stored. Clicking OK will delete your current questions and allow you to create new ones. Clicking Cancel will keep your current questions saved.

4.6.4 Troubleshooting: Rejected Payment Requests

Why was my payment request rejected?

If you check the status of your payment and find that it has been rejected, your request may not be meeting FTA's financial management system rules. Review the following errors to learn how to resolve your rejection.

You must provide notice of payments in excess of $50 million.
You must provide 48-hour notice to your regional officer if you are going to request a payment larger than $50 million. FTA's internal financial management system that processes your request has to notify the US Treasury before your payment request is approved.

Payment schedules cannot exceed $100 million.
ECHO-Web's payment schedules (sets of records) sent to the US Treasury cannot collectively exceed $100 million. As a result, FTA's internal financial management system has set a payment cap of $100 million on any one payment request. If you enter a payment request exceeding that $100 million cap, your request will not process. Ensure that your payment request is for no more than $99,999,999.

Insufficient funds available for Draw-down.
Your payment request cannot exceed the amount of funds in your PO Balance. The PO Balance represents the authorized disbursement for your grant, which is the maximum amount for which you can request payment. If you have just been awarded your grant and have set up your account in ECHO-Web, please allow two business days before submitting a payment request. This will allow time for your project setup to be completed.
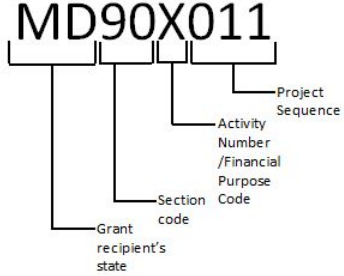
Return payment rejected.
You cannot return funds (overpayments/credits) for projects from which you have not requested funds in three or more years. ECHO-Web does not support return payments with accrued interest, isolated return payments, or return payments too large to be offset by a requested amount. Please see section 4.2 for more information on returning payments via ECHO-Web and Pay.gov.

5.0   Glossary

Authorized Disbursement	The amount available to the grantee for drawdown. This represents the award ceiling and the maximum amount a grantee can request. The authorized disbursement can be less than or equal to the grant award amount.
Authorizing Official	A person designated to authorize the addition or removal of users from the grant recipient organization's ECHO-Web account.
Draw-Down Request	Also referred to as a "payment request." A grantee's request for funding from their grant award.
ECHO-Web Control Number (ECN)	A unique eight-character numeric identifier assigned to grantees that have been approved to request payments through ECHO-Web.
ECHO-Web Registration Package	A packet of forms provided by FTA that grantees must complete to access ECHO-Web.
Federal Financial Report (FFR)	A report submitted by the grantee to FTA on a quarterly or annual basis, ensuring adherence to guidelines and timeliness of disbursement need.
Financial Purpose Code (FPC)	An activity code allowing FTA to classify payment requests according to the nature of that activity. The FPC is represented by the 5th character of the project number. Examples of activity include capital, training and research, planning, etc. Projects that contain an "X" or "Y" in the 5th position of the project number fall under section code 5307 and 5311. To assign the activity for payment requests containing X or Y, the grantee must assign the appropriate FPC before they can submit a payment request in ECHO-Web. See Section 4.2.1 of this manual for information on determining the appropriate FPC for these projects.
Grantee	Also referred to as "recipient organization." Any entity that has been awarded financial assistance from the FTA to carry out a public purpose of support or stimulation authorized by law of the United States.
Message Number	The number provided after a payment request has been submitted. This number, generated by ECHO-Web, confirms that the message was stored successfully. This number does not ensure that the payment will not reject when it goes to processing in FTA's internal financial management system.
MPR	Milestone Progress Report
Pay.gov	A web-based system maintained by the US Treasury through which grantees can return funding to FTA if overpayment occurs.
Payment Request	Also referred to as "draw-down request." A grantee's request for funding from their grant award.

PO Number	Purchase Order Number. TEAM PO Number: TrAMS PO Number: Purchase Order Numbers are generated when FTA completes fund reservations and can represent multiple project scopes. A project scope is a logical grouping of expenses under one funding source, the same as it was in TEAM.
Project Number	Each grant/cooperative agreement/FAIN can contain one or more project. A project can be for one or more activities linked together and can have more than one funding source.
Recipient Organization	Also referred to as "grantee." Any entity that has been awarded financial assistance from the FTA to carry out a public purpose of support or stimulation authorized by law of the United States.
Return Amount	The amount remitted by a grantee for funding which has been overdrawn on a grant.
Section Code	A code which indicates the program under which the grant funding is being awarded.
Sequence Number	Formerly known as Request Number. The Sequence Number advances each time the user enters the system to make a request.
TrAMS	Transit Asset Management System. A web-based system through which FTA's grant recipients may apply for and manage their grant award funding.
TrAMS Grant Number	Also known as a FAIN (Federal Award Identification Number), this number applies during the application and award stage to indicate a particular grant.
US Treasury	The executive agency responsible for promoting economic prosperity and ensuring the financial security of the United States. The US Treasury issues payments once approved and processed.