Correcting PFI Rejects Transcript

Document Control

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WELCOME AND COURSE INFORMATION

Welcome to the "Correcting PFI Rejects" course. When you are ready to get started, click the "Start" button to begin.

This training will cover what a PFI Reject is and how to correct one. You will also have an opportunity to practice what you learned.

By the end of this course, you will be able to:

- Describe what a PFI Reject is, and
- Execute the process to efficiently correct a PFI Reject by matching the correct Travel Authorization obligation, or TAI obligation.

CONTEXTUAL BACKGROUND

In order to understand what a PFI Reject is, it is important to first understand the travel process. The ConcurGov travel system is used to obligate, pay, and report VA Temporary Duty Travel (TDY) or local travel. Concur integration supports the one-way creation of Travel Authorization (TAI), Travel Advance (TCI), Travel Voucher (TDI, THI) and Third-Party Payment (TTI) documents in iFAMS. All travel stays in iFAMS when it interfaces from Concur; transactions will never interface back into Concur from iFAMS. Think about this as a one-way street, information only flows in one-direction.

CBA is defined as the "Centrally Billed Account" and is connected to the travel card (a.k.a., the U.S. Bank credit card) used by the facility or station for commercially billed travel charges. These travel charges may include airfare, train tickets, and additional fees such as Concur document and processing fees. Typically, these CBA charges are created when the travel reservation and Travel Authorization (TAI) are created in Concur. It is important to note that you may have a Travel Authorization (TAI) created after the initial travel reservation is made, but ideally this process should be done simultaneously. The CBA Credit Card has a default line of accounting that is attached to the card and contains accounting information such as the accounting classification code, cost center and budget object code.

Now, let's cover the ideal TDY Concur and iFAMS interfacing process for TDY travel, with no Travel Advance. First, the Travel Authorization (TAI) is created in Concur. After this, the traveler's Supervisor approves the TAI in Concur, and it is recorded in iFAMS. The travel is conducted, and a Travel Voucher (TDI, THI) is created in Concur. Following the creation of the Travel Voucher, the traveler's Supervisor reviews and approves it in Concur. After the approval, the Third Party Payment (TTI) is recorded in iFAMS. If a CBA card was used, this is when the automated CBA reconciliation process begins.

PFI INFORMATION

A "PFI" is a type of "CBA Card Expenditure" that is created to pay U.S. Bank when the CBA Travel Card is used for commercial travel or fees.

The Travel Authorization or reservation in Concur results in the Travel Authorization (TAI) in iFAMS. Since the CBA card only has one default line of accounting, the actual Travel Authorization (TAI) may not be a perfect accounting match; any variance between the CBA default line of accounting and the actual travel payment are usually resolved during the reconciliation or CBA Card Matching Tool process.

Let's review the U.S. Bank Statement File and CBA Card Matching processes. The bank sends the Daily Statement File to match the charges received to the appropriate Travel Authorization (TAI obligation). The CBA statement file attempts to match those charges from U.S. Bank to the applicable TAI obligation. If the lines match, the iFAMS CBA Matching Tool generates a payment (PFI) for those charges from the Travel Authorization's referenced line of accounting. In order to have a successful match, the TAI and U.S. Bank charges must match.

A "PFI Reject" happens when the CBA Matching Tool cannot match the lines to the TAI within 30 days. In other words, the U.S. Bank payment does not match the iFAMS TAI obligation. When a match is not found the CBA Card Default line of accounting is used to process the payment to U.S. Bank. Now there are essentially two charges for the same TAI or Travel Authorization. One, in the initial recording of the Travel Authorization (TAI) obligation and another expenditure that was created using the CBA Card Default line of accounting. To correct this overstatement of expenses the PFI Reject needs to be corrected to clear the debt.

To demonstrate how these lines of accounting work, think about it like this:

You have two separate banking accounts. One account is used to pay for vacations and the other is for emergency home repairs. You allocate or "budget" for these purposes at the beginning of every month. One day your washing machine stops working, so the repair technician is called to fix the issue. You mistakenly use the vacation account to pay the invoice. Your first expense was "funding" each of the accounts. The second expense was the payment of the repair. You have yet to go on vacate/on, but now have funds missing from that account. Essentially, you have overstated the expenses on the vacation account. To resolve the shortage in the vacation account and correct the actual expense for home repairs, you must complete the "expenditure" transfer from one account to the other.

Something similar happens when correcting a PFI Reject.

If the PFI Rejects are not corrected, the Travel Authorization will remain outstanding, and the VA will have recorded the additional expense for that travel on default line of accounting. As a result, the budget is overspent.

In iFAMS, there are two potential ways to correct a PFI Reject. Let's take a moment to cover the two ways.

- One, through an automated process in which the CBA Matching Tool receives the Statement File from U.S. Bank and the tool re-runs and matches to the Travel Authorization (TAI). When this match is found, a "PFI" is created to complete the expenditure transfer and credit the Card Default line of accounting and charge the TAI line of accounting.
- If after 30 days, the system is unable to automatically match the Travel Authorization then it will require a manual process to correct the PFI.

The manual step-process is the one we will be focusing on for the remainder of the training.

STEPS TO CORRECT A PFI REJECT

iFAMS does not send out notifications when there are PFI Rejects, it is up to you to check for any needed corrections. To prevent PFI Rejects from piling up, we recommend that you review iFAMS for any potential corrections on a weekly basis. Refer to your station's local policy for more information and specific guidance.

To get started, you must open up the "Transactions" menu and then click on "Form Document Selection" menu item. It will open the "Form Document Selection" page. If you have the document number from BI reporting, entering it in the "Document Number" data field and clicking the "Search" button will bring up the exact PFI Reject you are looking for.

You don't need to make any other changes, just scroll to the bottom. You will click the "Correct" button and simply follow the steps we will outline in the rest of this video.

Otherwise, to use this page effectively, there are recommended search criteria you should consider leveraging.

Type "PFI" in the first Document Type box to the left and upon clicking out of this data field, two other items will auto populate. In the second Document Type data field, "CBA Card Expenditure" has now been listed. In the Subsystem data field, "Accounts Payable" is also now listed.

You should then navigate to the "Document Status" part of the screen. In this section, ensure that the "Rejected" option is the only one selected. You may need to uncheck other Document Statuses to meet this criterion. Doing this will procure a list that does not contain all PFIs, simply only those that have rejected and need correcting.

Finally, if there is a date range criterion available, you should enter that as well to further narrow down the PFI Rejects that are pulled into a list. Click "Search" and scroll to the bottom of the page to see the list results.

After looking at the list and locating the PFI that needs to be corrected, click on the corresponding radio button to select it. Then, click the "Correct" button to begin the "Correcting PFI Rejects" process. Remember, only correct PFIs that are in "Rejected" status.

You have now created a transaction. This transaction will open in a new window.

The "Header" tab is an important first check when in the PFI Reject transaction. Another important check is the "Issue Panel" which is available on every page in iFAMS.

At the top of the page, under "System Messages," look for a message listed as: "Document Issues." In this message, there is a link to open the "issues panel." It is important to open this panel as it provides guidance as to what needs to be corrected in the PFI.

At the bottom of the page under the "Header" tab, is a "Description" section which provides important information about the PFI Reject, like: the traveler's name and the Travel Authorization number. This information is pulled into iFAMS from Concur. If you do not have the Travel Authorization number, additional research in Concur or iFAMS is required. You need the Travel Authorization number to complete correcting a PFI Reject. Utilize the information in the description to facilitate the research.

In this example, we can see that there are six issues.

The issue panel is indicating that the form issues are all occurring on Accounting Line Number 1. Click on the individual issues to be taken directly to each specific error that needs correcting.

If you do not want to process the PFI issue by issue, navigate to the Header Accounting Lines tab. An important note: never correct or edit a line listed as "Credit," which is Accounting Line 2. This is because the CBA charge is always on Line 2 of the Travel Authorization. Verify the line type by looking in the "Line Type" column. Always look to edit the "Normal" line, in this example, Line 1. Edit this line by clicking on the in-line box. Select the Header Accounting Line subtab.

Scroll down to the "Document Reference" section. Once in the Document Reference section, enter in the Document Type: "TAI." Then, enter the Travel Authorization document number. If you need this, reference the Description Box in the Header Tab. Under Accounting, enter 2. The "Accounting" input form should always be "2." After this is entered in, click on the "Default" button. After defaulting information from the Travel Authorization, the accounting dimensions, recipient vendor, and amount will be populated. The population of fields comes from the original Travel Authorization. Always check the amount. The amount should be manually set back to the amount of the transaction. You should do this any time you click "default." The amount from Header Accounting Line 2 can be used as a reference.

Navigate to the amount section of the Header Accounting Line for Line 1 by following the same process as earlier.

Once you have the amount set back to match Accounting Line 2, save, verify, override any warnings, and submit.

Finally, navigate back to the Form/Doc Selection page and verify that the transaction is now listed as "Processed" in the "Document Status" column.

Do this by searching for the PFI Reject you just worked on by typing in its Document Number, clicking the "Search" button, and scrolling to the bottom of the screen.

We can see here in this example that the document status is now listed correctly as: "processed."

Congratulations! We've corrected this PFI Reject.

PRACTICE ENVIRONMENT

Now, it's your turn. You will need to carry out the reviewed steps to correct a PFI Reject. You will be directed to the Correcting PFI Rejects Sandbox Environment. In this environment, you are not timed or graded. However, you will get feedback based off your selections as you progress through the practice.

Take time now to review any of the previously presented content and download the Correcting PFI Rejects Process Guide now available on your screen. When you are ready, click the "Begin" button to enter the sandbox environment.

WRAP UP

Congratulations! You have completed the Correcting PFI Rejects training! In this course we described what a PFI Reject is, outlined the process to efficiently correct PFI Rejects, and gave you some practice so you are able to execute the steps in your day-to-day. Come back any time to review the content or to practice correcting a PFI Reject.

Please provide feedback for the course using the course evaluation survey so we can continue to improve training efforts.