

# FACTS II Client

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## *Common Questions*

This document contains the answers to the most commonly asked questions about the FACTS II Client program.

### Connecting to FACTS II Client

#### Question 1: How do I gain access to the system?

- Any user requesting access to FACTS II must submit a GOALS II Enterprise System Access Request Form (ESAAS) in order to obtain a SecurID card, logon ID and password. An ESAAS form can be downloaded from the Internet at <http://www.fms.treas.gov/goals/index.html>.
- The completed form can be faxed to GOALS Marketing at 202-874-6170. On the ESAAS form, one of the following FACTS II roles must be selected:
  - **Preparer-** a person that inputs FACTS II data and ensure that they pass edits and change status
  - **Certifier-** a person who must reject or approve and certify that the data is correct.
  - **Headquarters Reviewer-** a person who is only able to view and print the data of all TAFS within a department.
- Preparers must be assigned TAFS. Certifiers and Headquarters Reviewers must be assigned Preparers.
- Headquarters Reviewers are able to view the data of all TAFS within a department.

#### Question 2: How do I get a SecurID card?

- After completing the ESAAS form you will be issued a SecurID card, logon ID and password from security. The ESAAS form can be downloaded from the Internet at <http://www.fms.treas.gov/goals/index.html>.
- The completed form can be faxed to GOALS Marketing at 202-874-6170.
  - After faxing the completed form you should contact your agency representative and inform them that you are a new FACTS II user. A list of agency representatives can be viewed in the Contacts section of the FACTS II Web site at <http://fms.treas.gov/factsii/contacts.html>.
  - You must also inform your agency representative of which Treasury Appropriation Fund Symbols (TAFS) should be assigned to you.

**Question 3: How long does it take to receive a SecurID card?**

- It will take at least 2 weeks to receive your SecurID package, which includes your user logon ID and password and/or SecurID card.

**Question 4: How do I establish a pin number?**

- When you receive your SecurID card and password you will also receive instructions on how to establish your pin. If you need further assistance you can call the Help desk at 202-874-4357 and someone will assist you.

**Question 5: What do I do if I forget my password?**

- You must contact the FMS Help desk at 202-874-4357 to request resetting of your password.

**Question 6: What happens if my card does not work?**

- You must contact the FMS Help desk at 202-874-4357 and they will assist you with your card.

**Question 7: Who should I send my SecurID card to if I am leaving the agency and will no longer be using FACTS II?**

- Send your SecurID card to the following address:

**Department of the Treasury-FMS  
Enterprise Security Branch, Room 279  
Prince Georges Building II  
3700 East-West Highway  
Hyattsville, MD 20782**

- If you have any questions or concerns, then you may contact the Enterprise Security Branch at 202-874-4357.

**FACTS II Client Help**

**Question 1: Who should I contact about the Treasury Appropriation Fund Symbols (TAFS) I will be using to transmit my data?**

Contact your agency representative and they will ensure that the correct appropriations are assigned to your name. A list of agency representatives can be viewed in the Contacts section of the FACTS II Web site at <http://fms.treas.gov/factsii/contacts.html>.

### **Question 2: Who should I contact if I have problems with the Edits?**

Contact Rita Cronley at 202 874-9902 or Cheryl Dixon at 202 874-9771 and they will assist you and/or coordinate with an SGL staff member to answer your question. You can also contact your agency representative to assist you with the edits. A list of agency representatives can be viewed in the Contacts section of the FACTS II website at <http://fms.treas.gov/factsii/contacts.html>.

### **Question 3: Who should I contact if I have a SGL question?**

Contact Rita Cronley at 202 874-9902 or Cheryl Dixon at 202 874-9771 and they will assist you and/or coordinate with an SGL staff member to answer your questions. You can also contact your agency representative to assist you. A list of agency representatives can be viewed in the Contacts section of the FACTS II website at <http://fms.treas.gov/factsii/contacts.html>.

### **Question 4: Who should I contact if I have a question about transmitting data using Bulk?**

Contact John Dinh at 202-874-7472, Keith Stith at 202-874-9691, or Crystal Madison at 202-874-9919 and they will assist you in the transmission process.

### **Question 5: What should I do if a user needs to switch his/her role?**

Users requesting to switch roles must contact their agency representative for the proper paperwork. In some instances, it is not necessary to complete any paperwork. A list of agency representatives can be viewed in the Contacts section of the FACTS II Web site at <http://fms.treas.gov/factsii/contacts.html>.

### **Question 6: If the user is switching agencies, but will continue to do FACTS II for their new agency?**

Users transferring to a different agency should contact their agency representative and notify them of the new agency information and they can change your profile in the system. You would be able to take your SecurID card with you to the new agency.

- Once the Supplemental is added for a TAFS, it will appear as a separate line item (or record) on the TAFS tree view. It will carry the complete TAFS symbolization with a "1" as the MAF sequence number. The preparer will highlight the Supplemental TAFS, right click, select "Add Current Quarter," and begin reporting the changes.

### **Question 7: Who should I call if I need training?**

Contact Daphne Allen from Agency Services at 202-874-6439 for information pertaining to training dates or check the Agency Services' website <http://www.fms.treas.gov/factsii/training.html>.

## FACTS II Client Miscellaneous

### Question 1: What is a Supplemental submission and what are the procedures for completing one?

Supplemental submissions provide a way for you to amend incorrect or incomplete information that you reported in the previous and/or current quarter's submission. When submitting a supplemental submission it is important to note the following:

- You are able to create a supplemental submission for the previous or current quarter during quarters 1-3 only if the status of the previous/current quarter's submission is Certified or Reported On. To create a supplemental submission, highlight the TAFS to be revised, right-click the mouse, and then select the option "Add Supplementals." You *will not* be able to create a second or subsequent submission. To have a second or subsequent submission created, you must contact your FACTS II Administrator. Like regular submissions, the preparer must certify supplemental submissions in quarters 1-3.
- Preparers can only submit the amount of the change because the supplemental submission does not overwrite the original submission, but will only net against it.
- Revisions can only be made for the previous quarter. For example, if the reporting window is currently set for 3rd quarter 2002, then Preparers can only revise 2nd quarter 2002. Preparers ***can not*** revise 1st quarter 2002, or 4th quarter 2001.
- Because of the importance of timely reporting at year-end, only your FACTS II administrator can add a supplemental submission for quarter 4 and during the Revision Period (a special reporting period in January.) After your administrator adds the supplemental submission, you are able to add its transaction details. Like regular submissions, the certifier must certify supplemental submissions during quarter 4.

### Question 2: What should I do and who should I contact if I do not agree with the Undisbursed Balance or Outlay amounts displayed in FACTS II?

If discrepancies are discovered when reviewing undisbursed balances and outlay amounts, agencies should contact BRD (Budget Reports Division) at 202-874-9880 to request adjustments. You will be instructed to prepare and fax to BRD proposed adjustments (supplemental documents must be a signed hardcopy SF 224, SF 1219/1220, or SF 1151). If it's NOT year-end, then it is not necessary to administer immediate corrections i.e., you can make the corrections next month. However, if it is year-end, then you must promptly contact BRD to request backdating of your SF 224/1151. Treasury reserves the right to review and determine if adjustments will be accepted. The supplemental documents will be entered into

the STAR system by Treasury staff and pre-closing balances will be updated immediately. Once the documents have been processed, you will receive telephone notification and may proceed to complete and submit your FACTS II data.

