



DoD Role Based Insights on Demand (IOD) Training Guide

Version 8.5
December 18, 2018

DoD Role Based IOD Training Guide 8.5

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Introduction

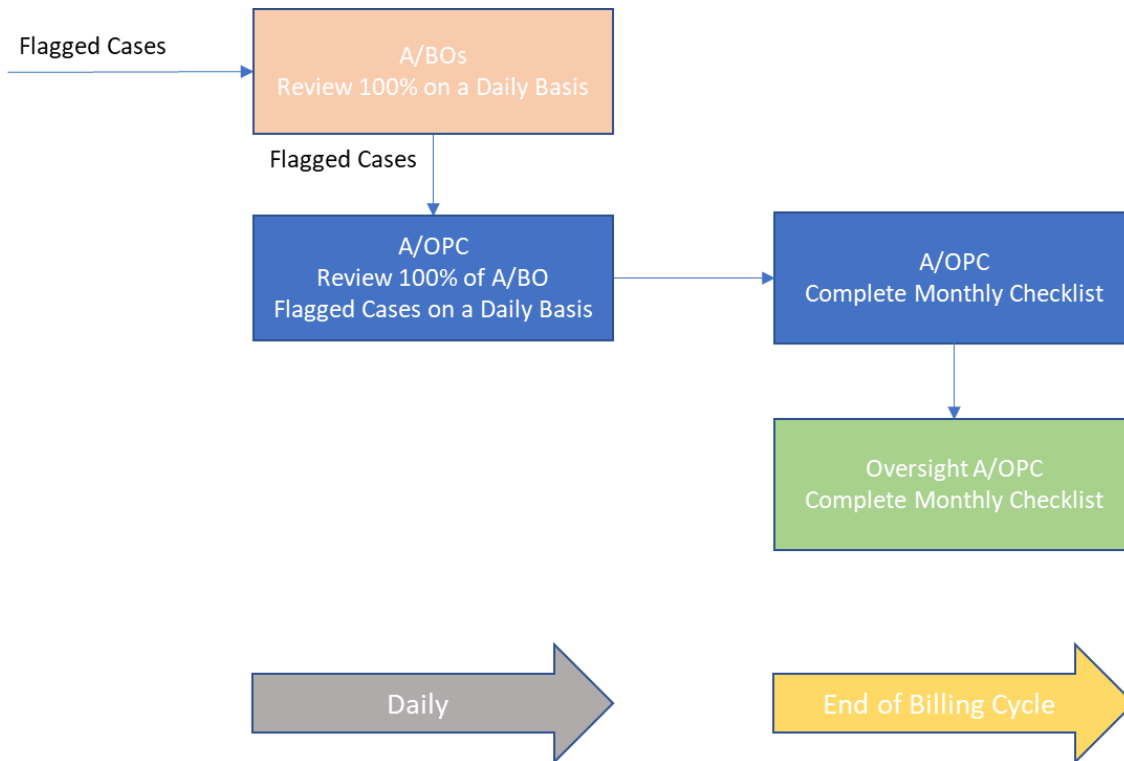
The *DoD Role Based Insights on Demand (IOD) Training Guide for Release 8.2* provides information needed for DoD Users to navigate and use IOD.

DoD User Roles

The table below depicts the user roles within DoD and provides a brief explanation of each role. IOD will be automatically configured to allow a user only to access the functionality for their specific role and cardholders within their assigned organization/organization.

The graphic below depicts the flow of cases through the DoD User roles.

- A/BO refers to an Agency Officer or Billing Officer
- A/OPC refers to an Agency/Organization Program Coordinator
- Oversight A/OPC refers to an Oversight Agency/Organization Program Coordinator
- Component Program Manager
- HA refers to Head of Activities



Each role is further described below from the lowest level of the hierarch to the highest:

DoD User	IOD Access	Responsibility within IOD
First Level Case Review		
A/BO – Level 6	Workbench	<ul style="list-style-type: none"> Reviews 100% of assigned cases before the end of the billing cycle allowing time for higher level review.
Second Level Case Review & Monthly Checklist		
A/OPC – Level 3	Workbench	<ul style="list-style-type: none"> Reviews 100% of assigned cases after A/BO review. Individual case review cannot begin until the responsible A/BO has completed his/her review. Completes the Monthly Checklist at the end of the billing cycle.
A/OPC – Level 4		
A/OPC – Level 5		
Monthly Checklist & Dashboard		
OA/OPC – Level 3	Workbench	<ul style="list-style-type: none"> Completes the Monthly Checklist at the end of the billing cycle. Access to Dashboard views
OA/OPC – Level 4	Dashboard	
Dashboard		
CPM	Workbench Dashboard	<ul style="list-style-type: none"> Access to Dashboard views with drill down capability to Workbench
HA	Workbench Dashboard	<ul style="list-style-type: none"> Access to Dashboard views with drill down capability to Workbench

Frequently Asked Questions

Below are some of the most frequently asked questions regarding IOD, these questions are also available through the IVR.

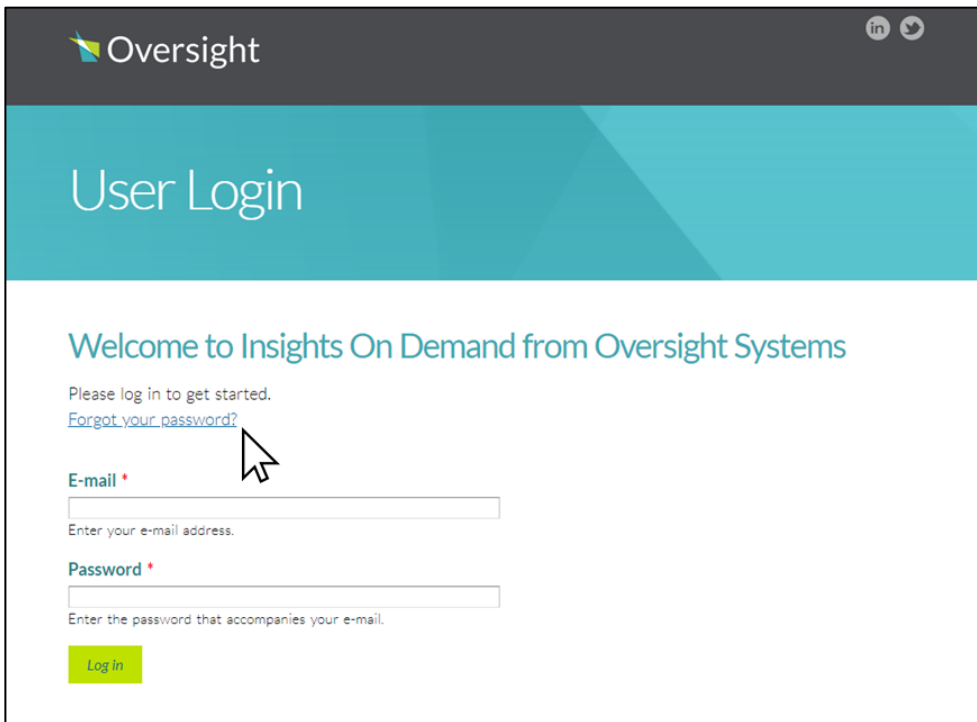
Accessing IOD and Login Error Messages

1. How do I access IOD?

Answer: In a browser, enter the following URL: **https://iodgov.oversightsystems.us.**

Make sure the link includes **https://**

Navigate to [InsightsGov.oversightsystems.com](https://iodgov.oversightsystems.com). From there you can enter your login information and click the “Log In” button. Browsers supported include Chrome, Safari, and Firefox.



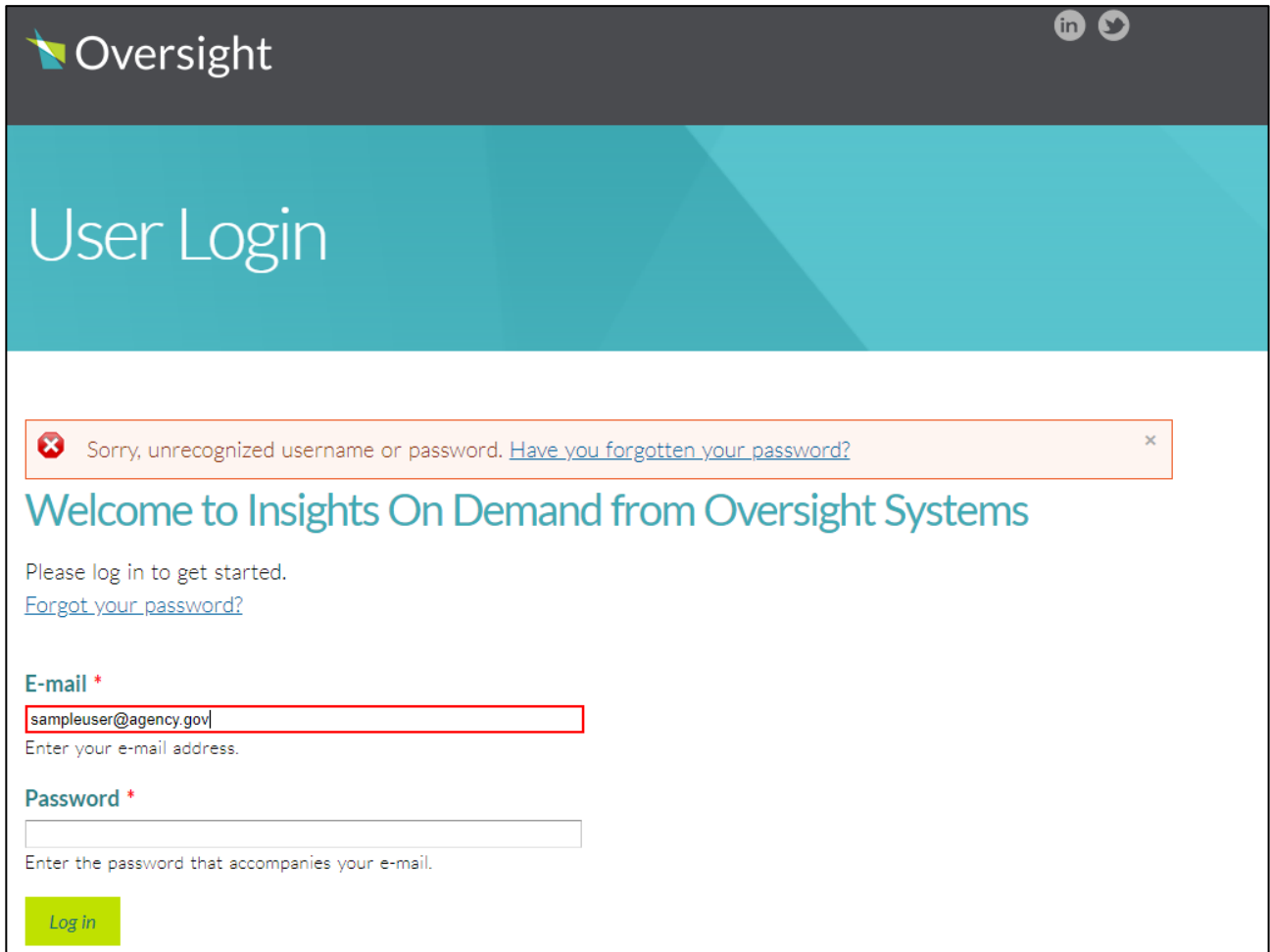
The screenshot shows the 'User Login' page for Oversight Systems. The page has a dark header with the 'Oversight' logo and social media icons. Below the header is a teal banner with the text 'User Login'. The main content area is white and contains the following elements:

- A heading: 'Welcome to Insights On Demand from Oversight Systems'
- A sub-heading: 'Please log in to get started.'
- A link: '[Forgot your password?](#)'
- An 'E-mail' input field with a red asterisk and the instruction 'Enter your e-mail address.'
- A 'Password' input field with a red asterisk and the instruction 'Enter the password that accompanies your e-mail.'
- A yellow 'Log In' button.

2. I am getting a Login error message, what should I do?

Answer: If you are getting an error message, it can usually be resolved by clicking refresh on your browser. If there is a pop-up box or error message, take a screenshot of the message and email it to iodgov@oversightsystems.com.

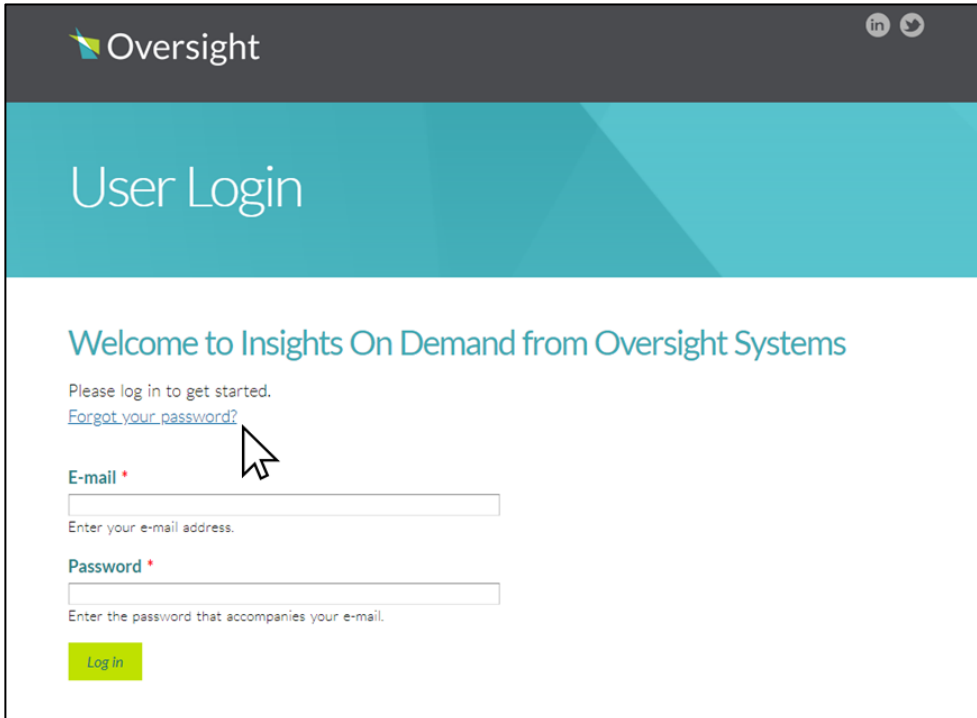
The User Login error message may look like the error message below:



The screenshot shows the Oversight Systems User Login page. At the top left is the Oversight logo. In the top right corner are social media icons for LinkedIn and Twitter. The main heading is "User Login". Below this is a white box containing an error message: "Sorry, unrecognized username or password. [Have you forgotten your password?](#)". Below the error message is the heading "Welcome to Insights On Demand from Oversight Systems" and the text "Please log in to get started." with a link "Forgot your password?". There are two input fields: "E-mail *" with the value "sampleuser@agency.gov" and "Password *". Below the password field is a "Log in" button.

3. I have forgotten my password?

Answer: If you have forgotten your password, click on “Forgot Your Password” in the portal login then click “Email New Password” and you will receive a link in your inbox to reset your password within a minute or two.



Oversight

User Login

Welcome to Insights On Demand from Oversight Systems

Please log in to get started.
[Forgot your password?](#)

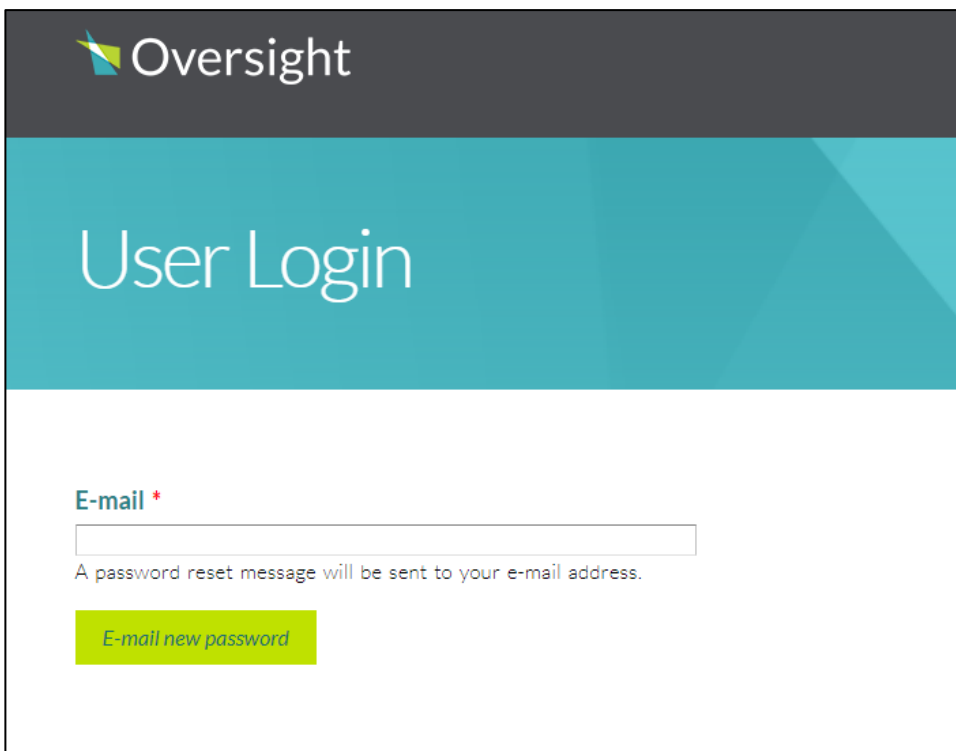
E-mail *

Enter your e-mail address.

Password *

Enter the password that accompanies your e-mail.

[Log in](#)



Oversight

User Login

E-mail *

A password reset message will be sent to your e-mail address.

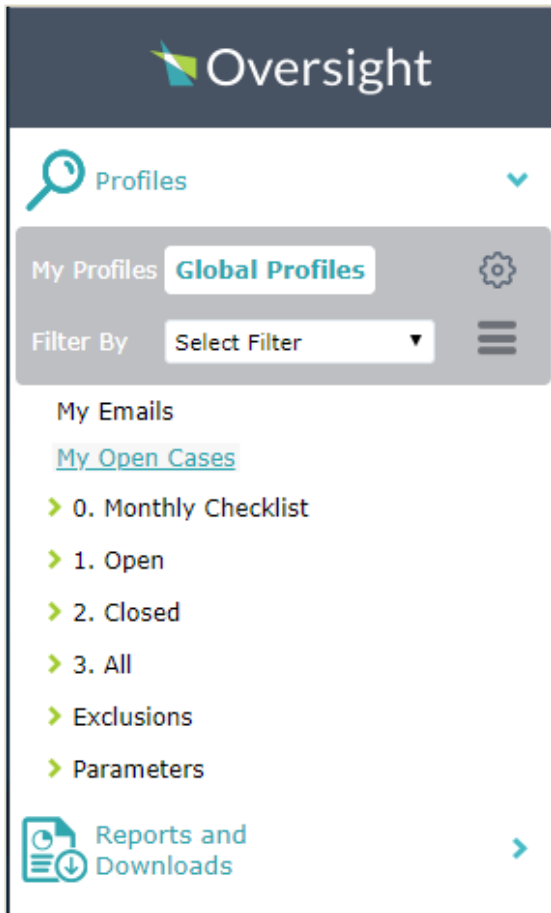
[E-mail new password](#)

Viewing Assigned Cases

4. How do I see Cases that have been assigned to me?

Answer: To see cases assigned to you,

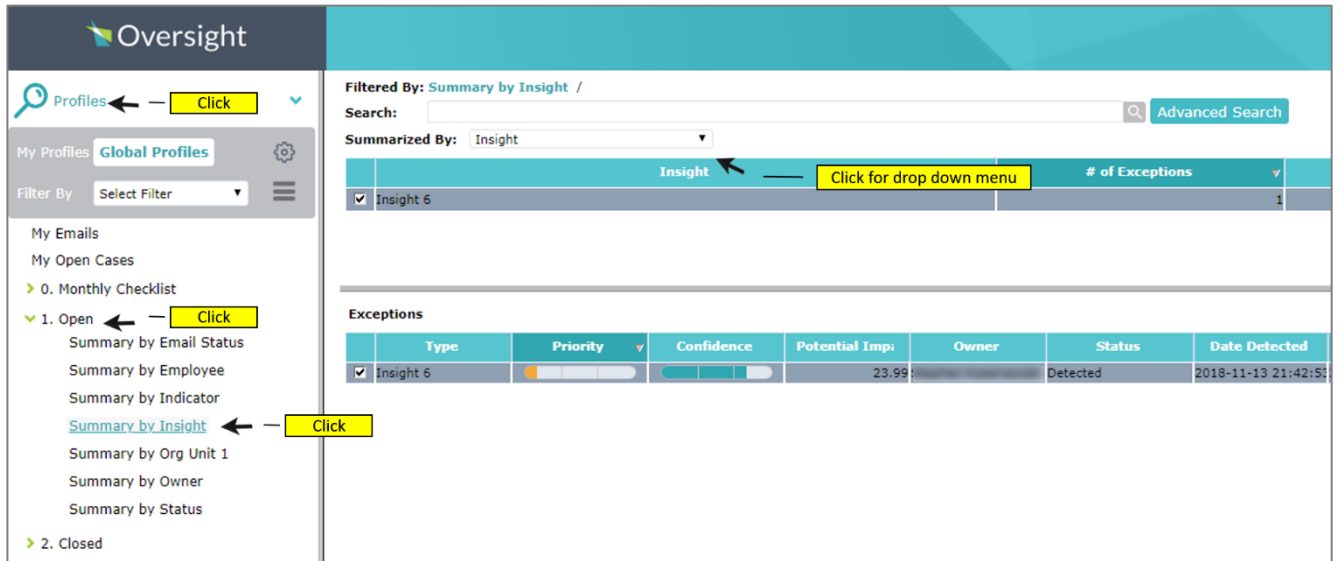
1. Click on the Workbench link and then on “Profiles”, then on “My Open Cases” profile. These are all the cases that have been assigned to you and are still in an open status.
2. You can also click on “My emails” to see any cases that are in an email sent or received status, and “Closed” to see cases that have been previously reviewed or closed.



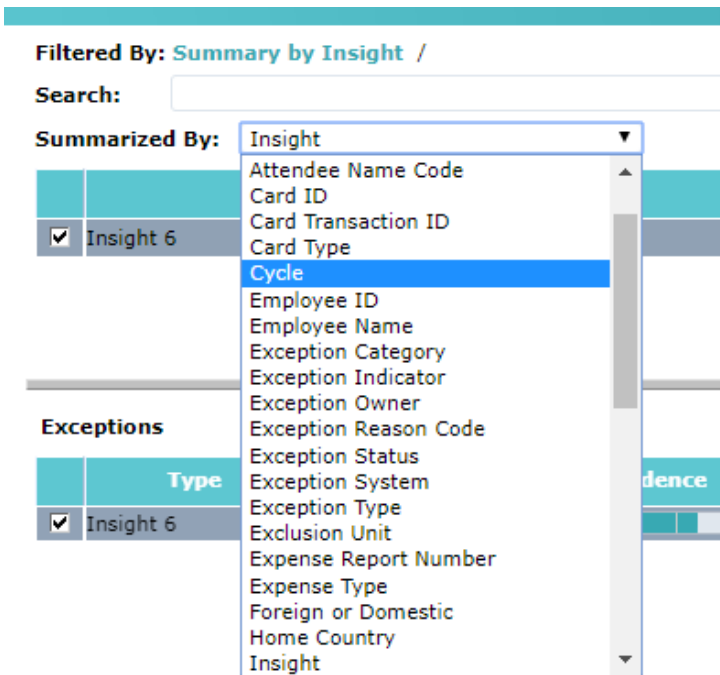
3. Let's drill down further to view cases, for example, click on “Profiles”, then under My Open Cases, click “1. Open”, then click on “Summary by Insight”.

The Workbench displays the results of the selected profile, and the attribute by which it is summarized (in this case Summary by Insight).

For DoD, most of the views will be summarized by Cycle, so change the Summarized by drop down to select, "Cycle".



- 4. Select the drop-down arrow next to the Summarized by to reveal the numerous ways in which a user can sort Insights.



For more detailed information see Section Titled **Finding Cases to Process**

Emailing Cases

5. How do I select and email template and forward a case to someone?

Answer: To select an email template,

1. Click on the “send email” button at the top right corner of the case.
2. Once you’re in the email window, click the drop down next to the “Email Templates” and select the appropriate template.

Email Template Global Default-English (United States) ▼

To:

(Multiple email addresses should be separated with a semi-colon(;), comma(,) or space.)

CC:

BCC:

From: @navy.mil

Subject: Insight 6 - 20000000002160

Message:

← → 🔍 🌐 📎 📄 📧 **B** *I* U ~~S~~ ✖️ ✎️ :: :: ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️ ☄️

Styles - Format - Font - Size - A- A+

This Exception has been emailed to you by a user of the Oversight System. In order to view more information about this Exception and related Entities, log on to the Oversight System.

Exception(s) details follow

Exception Type: Insight 6

Description:

Violation

Employee	Card Type	Tran Date	Tran Amount	USD Amount	Charge Description	Other Info
NANCY Litza	PCARD	Dec 10, 2014	CAD 27.45	23.99		Xmas Nick Sharp

Indicators:

- Rule 01
- Rule 02

Potential Impact: 23.99

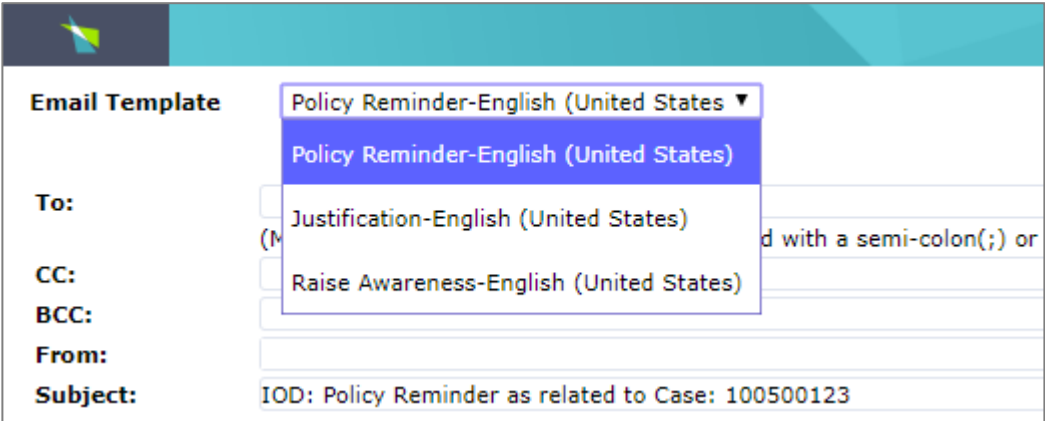
Priority: Low

Confidence: High

For spelling correction suggestions: CTRL + Right Click

Attachments Send Cancel

Choose an email template from the templates listed in the **Template** drop down. The list of templates displayed will depend upon the type of case.



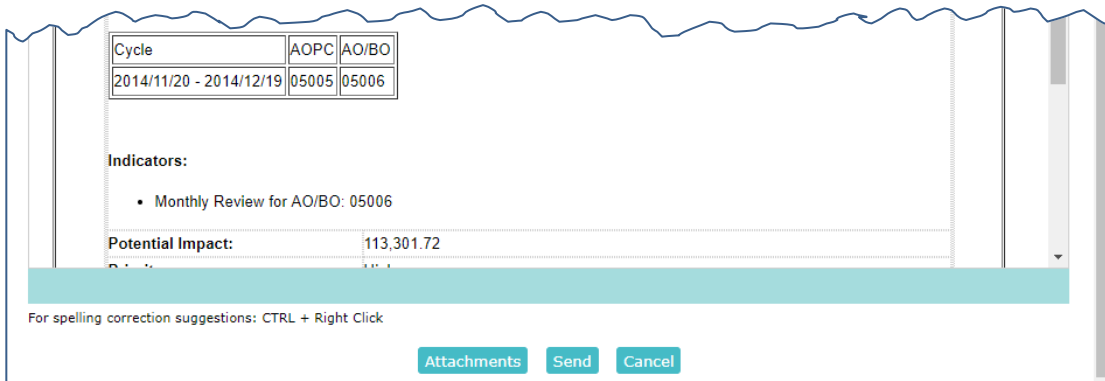
The screenshot shows an email composition interface. On the left, there are labels for 'Email Template', 'To:', 'CC:', 'BCC:', 'From:', and 'Subject:'. The 'Email Template' dropdown menu is open, showing three options: 'Policy Reminder-English (United States)' (highlighted in blue), 'Justification-English (United States)', and 'Raise Awareness-English (United States)'. The 'Subject' field contains the text 'IOD: Policy Reminder as related to Case: 100500123'. There are also some partially visible text elements to the right of the dropdown, including '(M' and 'd with a semi-colon(;) or'.

For more detailed information see Section titled **Emailing A Case**.

6. How do I add an attachment to an email template?

Answer: To add an attachment to an email,

1. First select the template that you'd like to use.
2. Click on "attachments" at the bottom and search for the file you'd like to attach before sending the email.



The screenshot shows a web-based interface for editing an email template. At the top, there is a table with columns for 'Cycle', 'AOPC', and 'AO/BO'. The first row contains the values '2014/11/20 - 2014/12/19', '05005', and '05006'. Below the table, there is a section labeled 'Indicators:' with a bullet point: 'Monthly Review for AO/BO: 05006'. Underneath, there is a field for 'Potential Impact:' with the value '113,301.72'. At the bottom of the interface, there are three buttons: 'Attachments', 'Send', and 'Cancel'. A small note at the bottom left reads 'For spelling correction suggestions: CTRL + Right Click'.

The Add Attachments window displays. If there are files that have been previously attached to the case they will be listed in the top of the window.



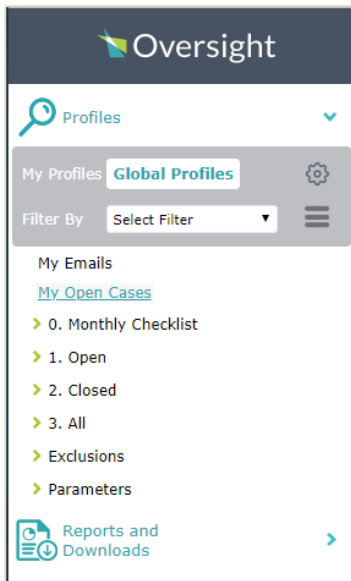
The screenshot shows a window titled 'Add Attachments'. At the top, there is a header bar with a logo on the left and a teal bar on the right. Below the header, there is a section labeled 'Files attached to the Exception:'. This section contains a list of files, each with a checkbox and a file name. The first file is 'parking receipt.pdf' with an unchecked checkbox. Below it are three more entries, each with a grey square icon and no text. Below the list, there is a section labeled 'Attach File:' with a text input field and a 'Browse...' button. At the bottom of the window, there are two buttons: 'Attach' and 'Cancel'.

For more detailed information see Section titled **Attaching a File When Emailing A Case.**

7. How do I check for email responses?

Answer: To check email responses,

1. Click on the “My Emails” profile and
2. Double click on the “Email Received” status to see all cases that have received an email reply.
3. To view a response, double click on a case to open it in a new window then
4. Click on the messages tab.
5. Click on “View Message” next to the email reply to read the full message.



Filtered By: My Emails /

Search: Advanced Search

Summarized By: Exception Status First << < 1 > >> Last

Exception Status	# of Exceptions	Potent
<input type="checkbox"/> Email Sent	121	
<input checked="" type="checkbox"/> Email Received	65	
<input type="checkbox"/> Total	186	

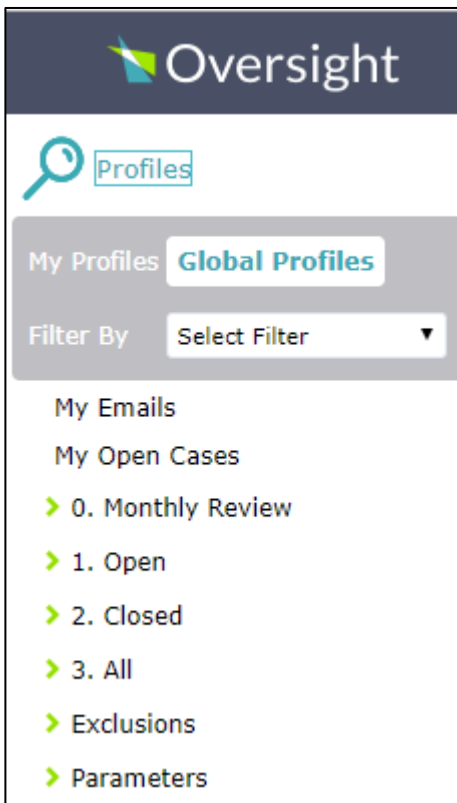
Exceptions First << < 1 > >> Last

Employee Name	Merchant Category Code	Merchant Name	Priority	Confidence	P
i Gorn	5085-INDUSTRIAL SUPPLIES - NOT ELSEW	IN *PRECISION WAREHOUS	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	
ra Cerce	4814-TELECOMMUNICATIONS SERVICES, I	AT&T*BILL PAYMENT	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	
ry Doke	5074-PLUMBING AND HEATING EQUIPMEN	PVF SUPPLY COMPANY INC	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	
ra Leso	7311-ADVERTISING SERVICES	CASTLE CONNOLLY MEDICAL	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	
mmas Mach	5942-BOOK STORES	AMAZON MKTPLACE PMTS	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	
ineth Goers	2741-MISCELLANEOUS PUBLISHING AND	FSPRINGER CUSTOMER	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	
ra Cerce	4814-TELECOMMUNICATIONS SERVICES, I	AT&T*BILL PAYMENT	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	
ra Cerce	4814-TELECOMMUNICATIONS SERVICES, I	AT&T*BILL PAYMENT	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	
hard Leiss	5047-DENTAL/LABORATORY/MEDICAL/	OPI3I	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	
ed Klabe	5722-ELECTRONICS STORES	MIAMI NEWCC.COM	<div style="width: 100%; background-color: orange;"></div>	<div style="width: 100%; background-color: teal;"></div>	

8. How do I respond to an email?

Answer: To respond to an email,

1. Click on the “My Emails” profile and
2. Then double click on the “Email Received” status to see all cases that have received an email reply.
3. **If there is a message to respond to you can respond. This menu is not available if no message to respond to.**
4. To view a response, double click on a case to open it in a new window
5. Then click on the messages tab.
6. From there, click on “View Message” next to the email reply to read the full message.
7. To reply to the message, click on “reply all” at the bottom then
8. Either select a template or type your message.
9. Once your message is ready to send, click on “send” at the bottom and the status will automatically change to “email sent”.



Filtered By: My Emails /

Search: Advanced Search

Summarized By: Exception Status First << < 1 >> Last

Exception Status	# of Exceptions	Potent
<input type="checkbox"/> Email Sent	121	
<input checked="" type="checkbox"/> Email Received	65	
<input type="checkbox"/> Total	186	

Exceptions First << < 1 >> Last

Employee Name	Merchant Category Code	Merchant Name	Priority	Confidence	P
i Gorn	5085-INDUSTRIAL SUPPLIES - NOT ELSEW	*PRECISION WAREHOUS			
ra Cerce	4814-TELECOMMUNICATIONS SERVICES, I	AT&T*BILL PAYMENT			
ry Doke	5074-PLUMBING AND HEATING EQUIPMEN	PVF SUPPLY COMPANY INC			
ra Leso	7311-ADVERTISING SERVICES	CASTLE CONNOLLY MEDICAL			
omas Mach	5942-BOOK STORES	AMAZON MKTPLACE PMTS			
meth Goers	2741-MISCELLANEOUS PUBLISHING AND F	SPRINGER CUSTOMER			
ra Cerce	4814-TELECOMMUNICATIONS SERVICES, I	AT&T*BILL PAYMENT			
ra Cerce	4814-TELECOMMUNICATIONS SERVICES, I	AT&T*BILL PAYMENT			
hard Leiss	5047-DENTAL/LABORATORY/MEDICAL/ OPI	3I			
ed Klebe	5722-ELECTRONICS STORES	WWW.NEWEGG.COM			

Double click on the email received, to reveal a list of cases for which an email was received.

First << < 1 >> Last

Type	Priority	Confidence	Potential Imps	Owner	Status	Date D
<input checked="" type="checkbox"/> Purchase Card Split Tr			3,184.30		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Split Tr			3,114.20		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			3,004.51		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			3,213.16		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			3,200.00		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			3,198.00		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			3,078.56		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			3,000.00		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			3,000.00		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			2,951.53		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Policy I			3,058.20		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			3,199.72		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Transac			3,109.03		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Policy I			3,151.00		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Split Tr			2,998.01		Email Received	2016-12-
<input type="checkbox"/> Purchase Card Policy I			2,936.97		Email Received	2016-12-

Summary Entities Messages

Name: Purchase Card Split Transact **Priority:** **Type:** Purchase Card Split Transaction

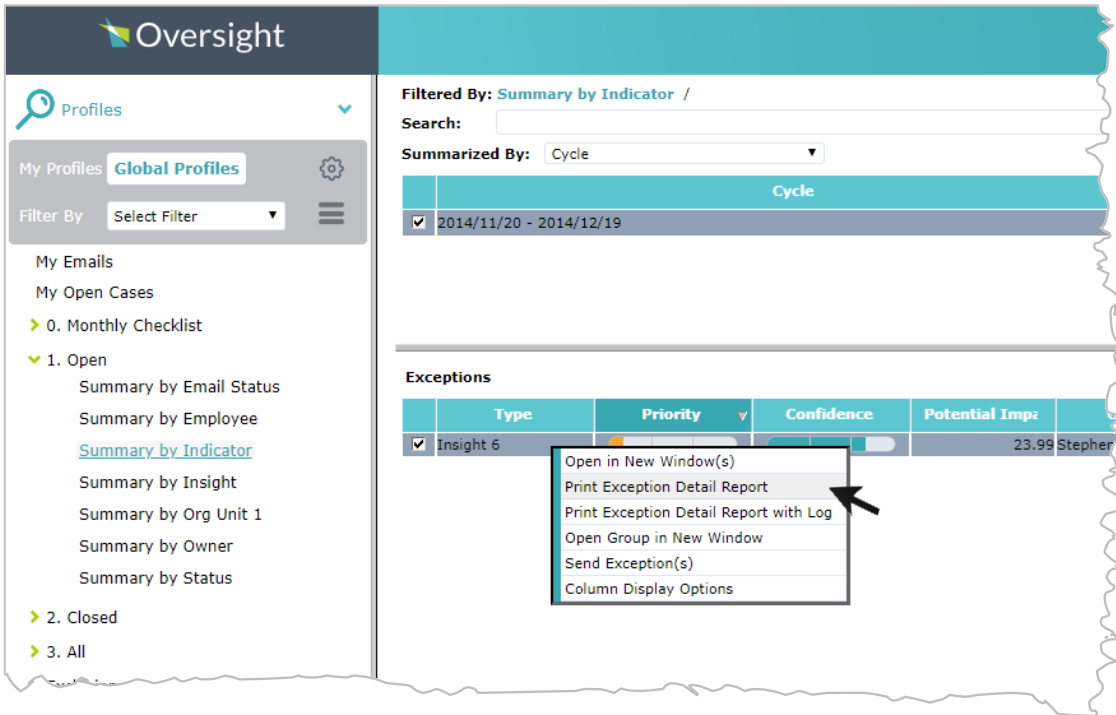
Owner: **Confidence:** **Exception ID:** 11612-20-0002151

Printing, Viewing, Exporting Cases

9. How do I print a detailed report of the case?

Answer: If you would like to print or save a case report, follow the steps below:

1. First right click on the case in the case list in the bottom pane.
2. Click on "Print Case Detail Report"
If you would like the audit log details included, click on "Print Exception Detail Report with Log."
3. Once the detail report is open, you can either print the report or save it as a PDF.



After Selecting Print Exception Detail Report.

Exception List

Description of Exceptions

Exception

<i>Exception ID</i>	20000-00-0002160	<i>Status</i>		<i>Email Sent</i>	
<i>Exception Type</i>	Insight 6	<i>Name</i>		<i>Insight 6 - 20000000002160</i>	
<i>Impact</i>	USD23.99	<i>Owner</i>			
<i>Priority</i>	Low	<i>Date Detected</i>		2018-11-13 21:42:53	
<i>Confidence</i>	High	<i>Last modified</i>		2018-12-09 18:41:48	
<i>Reason</i>		<i>Category</i>		Misuse	
		<i>System</i>		CTE	

Violation

Employee	Card Type	Tran Date	Tran Amount	USD Amount	Charge Description	Other Info
NANCY Litza	PCARD	Dec 10, 2014	CAD 27.45	23.99		Xmas Nick Sharp

Indicators:

- * Rule 01
- * Rule 02

Exception Log

10. How do I export the case list details?

Answer: To export case list details, you must be drilled down into the group of cases you'd like to export. To drill down and export the detail:

1. Right click on the Insight, Employee, etc. that you'd like to export the details for,
2. Then click "Drill Down".
3. After that, the case list will be in the top pane and you will be able to export the details.
4. Right click on any of the cases in the top pane and select "export case details" and it will open the Export Options window.
5. Name the file and select the file type you'd like to save it as,
6. Then click "Export" at the bottom.
7. You will be able to find your report in the "Reports and Downloads" section at the bottom left corner.
8. Click on "Reports and Downloads" then click on your report to open it.

The screenshot shows the Oversight system interface. The top navigation bar includes the Oversight logo, user name 'Loreen Brattli', 'Tools', and 'Log Out'. The left sidebar contains navigation options like 'Profiles', 'My Profiles', 'My Emails', 'My Open Cases', 'Monthly Checklist', 'Open', 'Closed', 'All', 'Exclusions', 'Parameters', and 'Reports and Downloads'. The main content area is titled 'Filtered By: Summary by Employee /' and includes a search bar and 'Advanced Search' button. Below this is a table summarized by 'Employee Name' with columns for Employee Name, # of Exceptions, and Potential Impact (USD). A row for 'NANCY Litza' is selected, and a context menu is open over it with options: 'Drill Down', 'Open in New Window', 'Export Summarized Data', and 'Create Profile'. Below the summary table is an 'Exceptions' table with columns: Type, Priority, Confidence, Potential Imp, Owner, Status, Date Detected, ID, and actions. A row for 'Insight 6' is selected.

Employee Name	# of Exceptions	Potential Impact (USD)
NANCY Litza	1	23.99

Type	Priority	Confidence	Potential Imp	Owner	Status	Date Detected	ID			
Insight 6			23.99		Detected	2018-11-13 21:42:53	20000-00-0002160			

Screen After Selecting Drill Down

The screenshot shows the Oversight system interface. The top navigation bar includes the 'Oversight' logo, the user name 'Loreen Brattli', and 'Tools' and 'Log Out' options. The left sidebar contains navigation menus for 'Profiles', 'My Profiles', 'My Emails', 'My Open Cases', and 'Reports and Downloads'. The main content area is titled 'Filtered By: Summary by Employee / Employee Name: NANCY Litza /'. It features a search bar, a 'Summarized By' dropdown, and a table with columns: Type, Priority, Confidence, Potential Impact, Owner, Status, Date Detected, and ID. A table row is selected, showing 'Insight 6' with a priority of 23.99 and a status of 'Detected'. Below the table, there are tabs for 'Summary', 'Entities', 'Messages', and 'Review'. The 'Summary' tab is active, displaying fields for Name, Owner, Status, Reason Code, Priority, Confidence, Type, Exception ID, Date Detected, and Last Modified. A 'Description of Exception: Violation' section is also present, followed by a table with columns: Employee, Card Type, Tran Date, Tran Amount, USD Amount, Charge Description, and Other Info. The table row shows 'NANCY Litza', 'PCARD', 'Dec 10, 2014', 'CAD 27.45', '23.99', and 'Xmas Nick Sharp'. Below this table, 'Indicators' are listed as 'Rule 01' and 'Rule 02'.

Right Click on a case to bring up the drop-down menu.

This screenshot is identical to the one above, but with a context menu open over the selected 'Insight 6' row in the table. The context menu options are: Save, Open in New Window(s), Print Exception Detail Report, Print Exception Detail Report with Log, Open Group in New Window, Send Exception(s), Column Display Options, Export Exception List, and Create Profile. The rest of the interface, including the navigation bar, sidebar, and main content area, remains the same as in the previous screenshot.

Menu that appears when selecting Export Exception List:



The image shows a dialog box for exporting an exception list. It features a teal header bar. Below the header, there is a section labeled "File Name:" followed by a text input field. Underneath that is a section labeled "Select Delimiter:" with three radio button options: "Tab" (which is selected), "Pipe (|)", and "Comma (',')". At the bottom of the dialog, there are two teal buttons: "Export" and "Cancel".

Report will be viewable in Reports and Downloads.

11. How do I view all of an employee's cases?

Answer: To view all of an employee's cases,

1. Click the Entities Tab of the open case.
2. Right click on the three-line option menu next to "Employee"
3. Click on "Open in New Window". Once you're in the employee view, click on the Cases Tab.
4. There you will be able to see every Case that has been flagged for an employee along with what status each of them is in.
5. You can double click on any of the Cases if you'd like to open it to see what happened with previous findings, etc.

Entities Tab

Filtered By: Summary by Insight / Insight : Insight 6 /

Search: Advanced Search

Summarized By: First << < 1-1 of 1 >> Last

Type	Priority	Confidence	Potential Impu.	Owner	Status	Date Detected	ID			
Insight 6			23.99		Detected	2018-11-13 21:42:53	20000-00-0002160			1

Summary Entities Messages Review

Description of Exception:

Violation

Employee	Card Type	Tran Date	Tran Amount	USD Amount	Charge Description	Other Info
NANCY Litza	PCARD	Dec 10, 2014	CAD 27.45	23.99		Xmas Nick Sharp

Indicators:

Rule 01
Rule 02

Related Entities:

Person ID	Value
53710	
Card Account Partial Number	2009
Card Type	PCARD
Cardholder Full Name	NANCY,Litza
Cardholder Name 1	NANCY
Cardholder Name 3	Litza
Transaction Date	2014-12-10 00:00:00
Posted Date	2014-12-12 00:00:00
Report Receipts	
Line Receipts	
Transaction Number	3112325923-XSXYf08wvyPUFclorw0MZGVtn4T+qr/5f88dL6PeIdMXQF/zy5H833T2Qd8hbQo

Related Entities:

Keyword Group	Keyword Name	Language	Keyword Value	Risk Level	Risk Threshold
ALCOHOL	LIQUOR	en_US	LIQUOR	H	

Purchase Item Detail

Merchant

Click on the menu icon (☰) next to an entity heading to view a menu with the following options:

Open in New Window
Show Related Entities

After Selecting Open New Window

Summary		Exceptions	Messages
Entity ID:	53710	Priority:	<div style="width: 50%;"><div style="background-color: orange; height: 10px;"></div></div>
Name:		Confidence:	<div style="width: 100%;"><div style="background-color: teal; height: 10px;"></div></div>
Entity Type:	Person	Potential Impact (USD):	287.07
Entity Attributes			
Attribute	Value		
Person ID	53710		
Employee Number	53710		
Full Name	NANCY Litza		
Email			
Job Title			
City			
State			
Postal Code			
Country	Canada		
Status			
Employment Date			
Termination Date			
Person Has A Corporate Card	Y		
Person Has A Company Car			
Organization Unit 1	REGION2-NA01		
Organization Unit 2	DEPARTMENT2-0265		
Organization Unit 3	GROUP2-88298 CC		
Organization Unit 4			
Organization Unit 5			
Supervisor ID			
Supervisor Name			
Supervisor Email			
Supervisor Job Title			
ISO Country Code	CA		

12. How do I close a case?

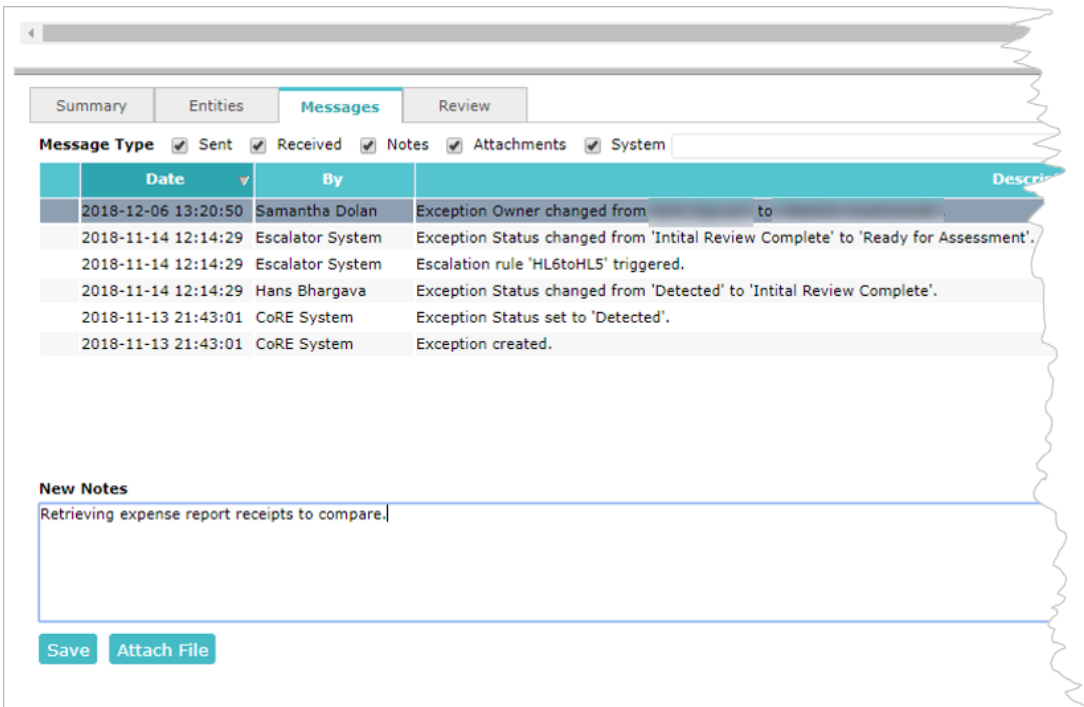
Answer: A case will be closed by answering the Questions under the Review tab and clicking the submit button. When the submit button is closed, this will complete the review process.

Summary	Entities	Messages	Review

13. How do I add notes or attachments to a case log?

Answer: To add notes or attachments to a case,

1. Click on the Messages Tab of the Case.
2. If you want to add a note, click in the “New Notes” field and type the information you’d like to add.
3. If you want to add an attachment, click on “Attach File” then select the file you’d like to attach.
4. After you’ve added the note or file, click “Save” at the bottom to add the note or attachment to the audit log.



When you add a note and save it, the Oversight IOD system creates a new message entry with the text of the note.

You cannot edit a note once you have added it and saved it. Notes are limited to a maximum of 4,000 characters including spaces.

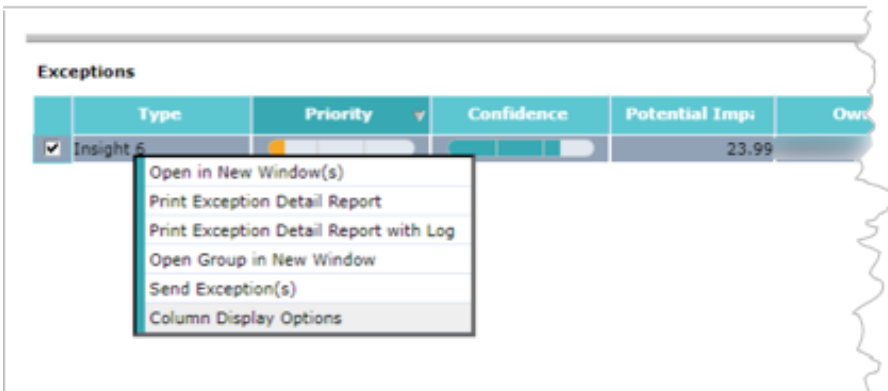
For more detailed information see Section titled **Add Notes to Case**.

IOD View Preferences

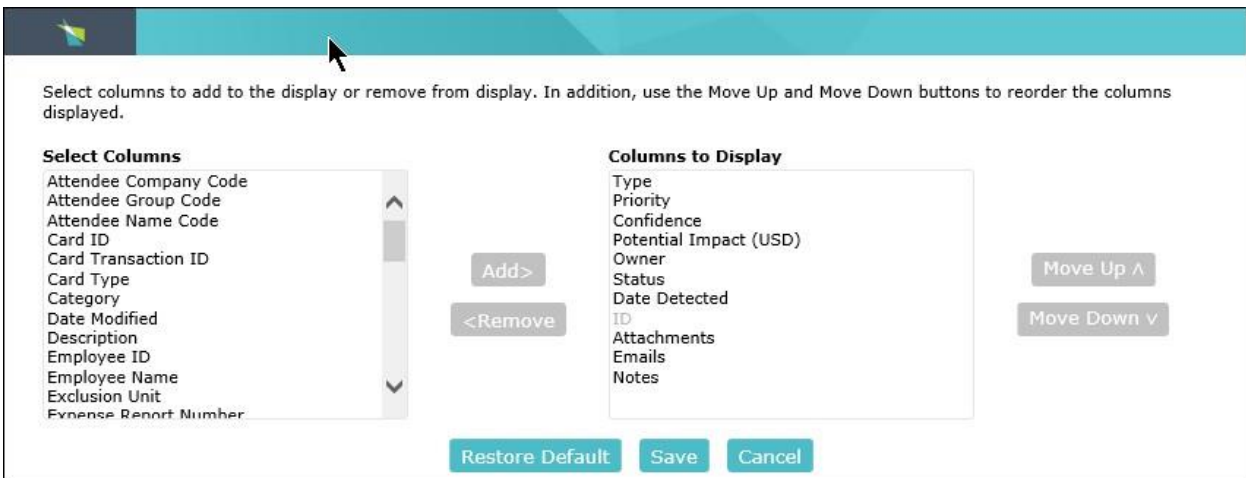
14. How do I change the columns displayed?

Answer: To change the columns being displayed,

1. Right click anywhere in the Case list on the bottom pane of the screen,
2. Then click “Column Display Options”.
3. To add a column, select the entity that you would like to add from the “Select Columns” group,
4. Then click the “add” button.
5. To remove a column, select the entity that you would like to remove from the “Columns to Display” group, then click remove.
6. You can select “save” to save these settings for the rest of the duration that you’re using this profile,
7. Or you can select “save as default” if you would like these to be your permanent display options in the current profile.



The *Column Display Options* dialog box displays



15. How do I change my summary view?

Answer: If you would like to change the summary view in a profile, click on the drop down next to “Summarize By”. You can then select any of the available entities to change your summarized view.

Filtered By: Summary by Employee /

Search: Advanced Search

Summarized By: Employee Name

Employee Name	# of Exceptions	Potential Impact (USD)
<input checked="" type="checkbox"/> COLIN Liner	20	1,789,335.64
<input type="checkbox"/> ELISA Cinar	2	747.17
<input type="checkbox"/> AMY Brunson	1	438.80
<input type="checkbox"/> LAUREN Kish	1	274.86
<input type="checkbox"/> NANCY Litza	1	62.85
<input type="checkbox"/> MICHAEL Krol	1	23.99
<input type="checkbox"/> ROBERT Mayol	1	642.69
<input type="checkbox"/> ADRIAN Dobies	1	581.12
<input type="checkbox"/> STEVEN Kanaan	1	575.89
<input type="checkbox"/> BRUNSON D	1	271.60

Exceptions

Type	Priority	Confidence	Potential Imp	Owner	Status	Date Detected	ID
<input checked="" type="checkbox"/> AOPC Monthly Review	High	High	113,301.72		HL5 - Open Certify	2018-11-15 14:55:51	20000-00-0002215
<input type="checkbox"/> Oversight AOPC Montl	High	High	113,301.72		HL4 - Open Certify	2018-11-15 14:55:51	20000-00-0002220
<input type="checkbox"/> Component Program	High	High	113,301.72		HL3 - Open Certify	2018-11-15 14:55:52	20000-00-0002225
<input type="checkbox"/> Commanding Officer	High	High	113,301.72		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002230
<input type="checkbox"/> AOPC Monthly Review	High	High	109,075.50		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002211
<input type="checkbox"/> Oversight AOPC Montl	High	High	109,075.50		HL4 - Closed Certified	2018-11-15 14:55:51	20000-00-0002216
<input type="checkbox"/> Component Program	High	High	109,075.50		HL3 - Ready To Certify	2018-11-15 14:55:52	20000-00-0002221
<input type="checkbox"/> Commanding Officer	High	High	109,075.50		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002226
<input type="checkbox"/> AOPC Monthly Review	High	High	79,788.76		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002212
<input type="checkbox"/> Oversight AOPC Montl	High	High	79,788.76		HL4 - Ready To Certify	2018-11-15 14:55:51	20000-00-0002217

Partial list of the Summarized By options

Filtered By: Summary by Employee /

Search:

Summarized By: Employee Name

- Employee Name
- Attendee Company Code
- Attendee Group Code
- Attendee Name Code
- Card ID
- Card Transaction ID
- Card Type
- Cycle
- Employee ID
- Exception Category
- Exception Indicator
- Exception Owner
- Exception Reason Code
- Exception Status
- Exception System
- Exception Type
- Exclusion Unit
- Expense Report Number
- Expense Type

For more detailed information see Section titled **Cases: Search, Summary, and Sort Option, Subsection Summarized By List.**

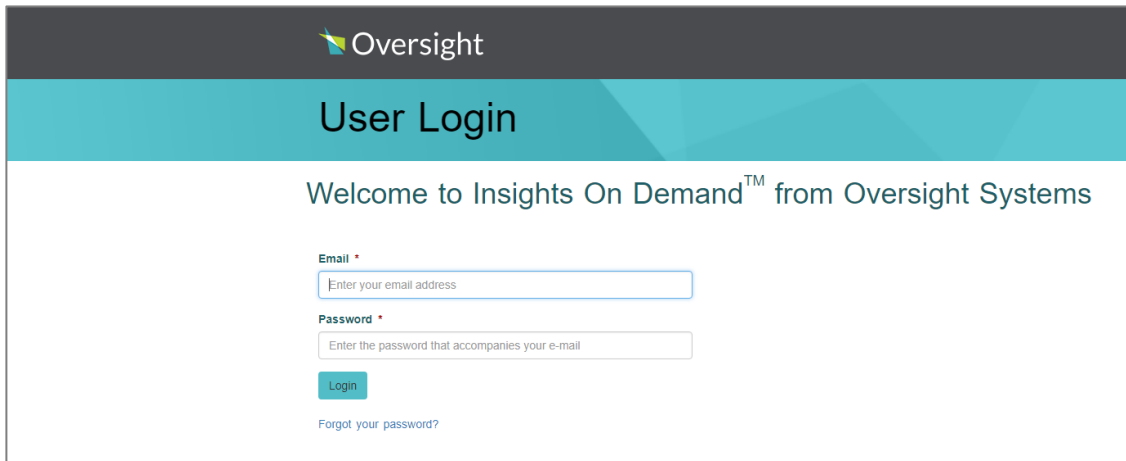
Accessing IOD

IOD Login

The IOD URL is as follows:

<https://iodgov.oversightsystems.us>

The log in screen will look as follows:



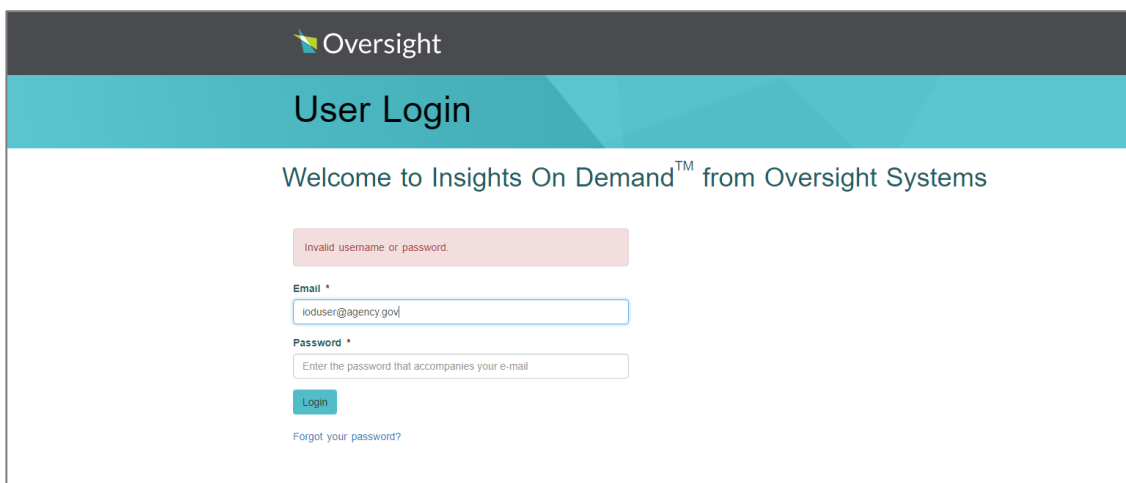
The screenshot shows the 'User Login' page for Oversight Systems. At the top, there is a dark grey header with the Oversight logo. Below this is a teal banner with the text 'User Login'. The main content area is white and contains the following elements:

- Logo: Oversight
- Section Header: User Login
- Welcome message: Welcome to Insights On Demand™ from Oversight Systems
- Form fields:
 - Email: Enter your email address
 - Password: Enter the password that accompanies your e-mail
- Login button: Login
- Link: Forgot your password?

1. It is important that you enter the **https://** part of the URL.
2. If you still cannot access the URL, please take a screen print of the error message and email the message to the help desk at

IODgov@oversightsystems.com

The login error message may look something like the image below:

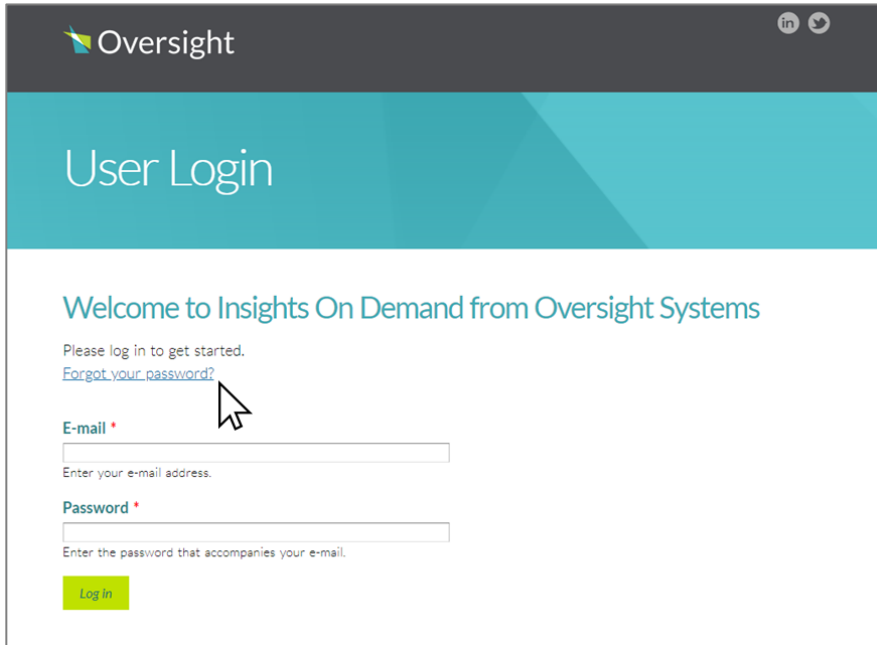


The screenshot shows the 'User Login' page for Oversight Systems, identical to the previous one, but with an error message displayed. The error message is a pink box that says 'Invalid username or password.' It is positioned above the email input field. The email field contains the text 'ioduser@agency.gov'. The password field is empty. The 'Login' button and 'Forgot your password?' link are still visible.

Forgotten IOD Password

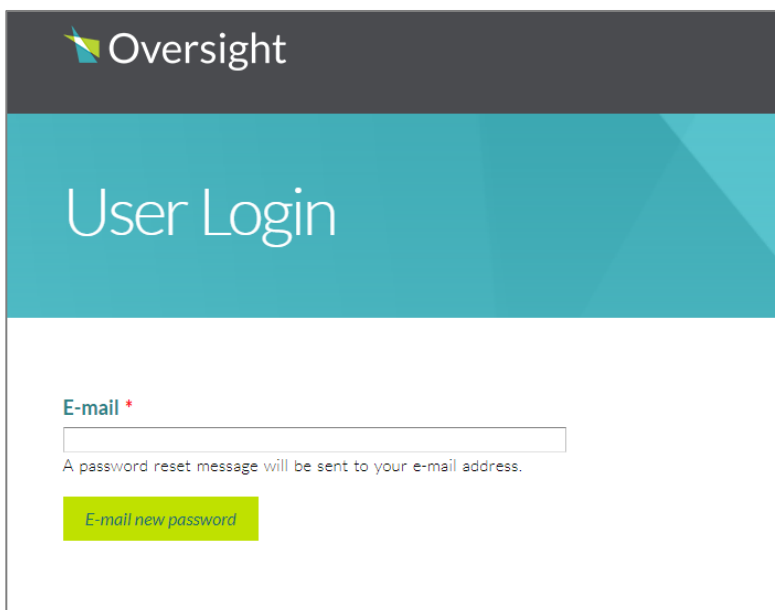
If you have forgotten your IOD password.

1. Click on “Forgot Your Password” in the portal login



The screenshot shows the Oversight User Login page. At the top, there is a dark header with the Oversight logo and social media icons. Below the header is a teal banner with the text "User Login". The main content area is white and contains the following text: "Welcome to Insights On Demand from Oversight Systems", "Please log in to get started.", and a blue link "Forgot your password?". Below the link are two input fields: "E-mail" and "Password", each with a red asterisk. A yellow "Log in" button is at the bottom left. A mouse cursor is pointing at the "Forgot your password?" link.

2. Enter your Email, then click “Email New Password” and you will receive a link in your inbox to reset your password.



The screenshot shows the Oversight User Login page. At the top, there is a dark header with the Oversight logo and social media icons. Below the header is a teal banner with the text "User Login". The main content area is white and contains the following text: "E-mail" with a red asterisk, an input field, and the text "A password reset message will be sent to your e-mail address." Below the input field is a yellow button labeled "E-mail new password".

General Usage / Navigation

Understanding the various screen views within IOD is essential for optimal use of IOD.

Workbench Screen Components

The screen below shows the main areas of the Workbench window:

The screenshot displays the Oversight Workbench interface. Key components are highlighted with yellow boxes:

- Status Bar:** Located at the top right, showing the user name "Loren Brattli", a "Tools" menu, and a "Log Out" button.
- Bread Crumbs:** Located at the top center, showing the current path: "Filtered By: Summary by Employee / Employee Name : ELISA Cinar /".
- Navigation Pane:** Located on the left side, containing a list of navigation options such as "My Profiles", "My Emails", "My Open Cases", and "Reports and Downloads".
- Case Area:** Located in the center, displaying detailed information for a specific case, including "Name", "Owner", "Status", "Reason Code", and a table of transactions.

Type	Priority	Confidence	Potential Impact 1	Owner	Status	Date Detected	ID
Insight 1			401.42	Michele Melton	Closed - Assessment Compl	2018-11-13 21:41:04	20000-00-0002156
Insight 1			37.38	Michele Melton	Closed - Assessment Compl	2018-11-13 21:40:26	20000-00-0002153

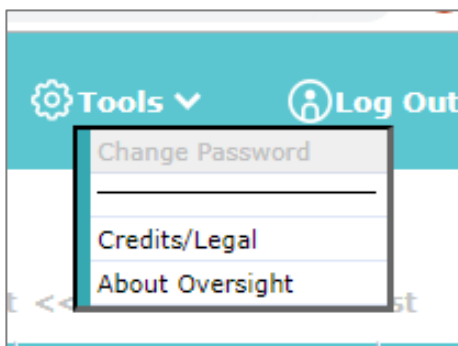
Employee	Tran Date	Tran Amount	USD Amount	Charge Description	Other Info	Card Transaction Nr
ELISA Cinar	Dec 6, 2014	CAD 459.06	401.42	Travel to Costco's Head Office	search, translate	3112325923-6u5J3uR+Wg1lR55LT76yb4xcG4ujr52V2E92R1dECWVv71erjun21Gybs30s

Status Bar

The Status Bar displays the name of the current user, provides access to the Tools menu, and allows you to log out of the Workbench.



Tools Menu



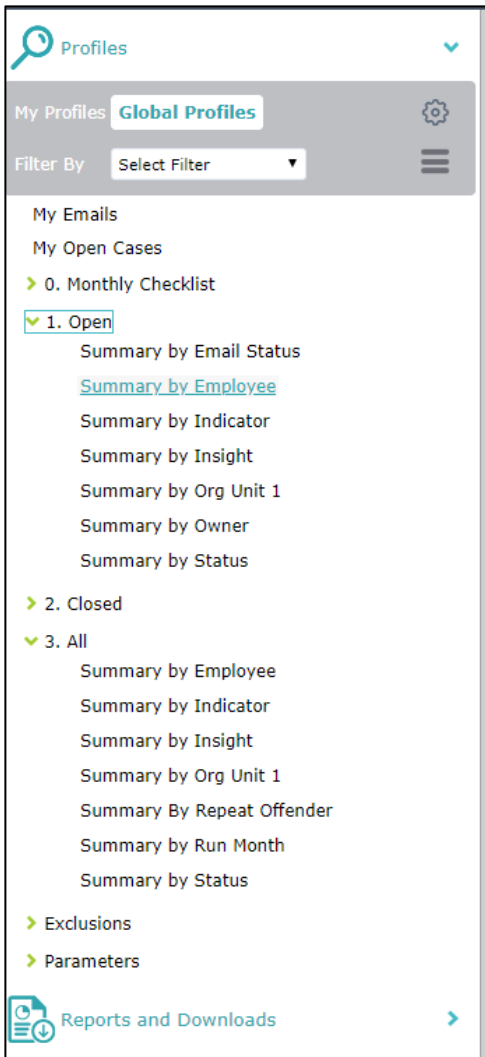
The **Tools** menu provides the following options:

- **Credits/Legal** - Displays version information for third-party software that Oversight uses.
- **About Oversight** - Displays version information for this installation of the Oversight Workbench.

Navigation Pane

Use the navigation pane to access the Workbench's main functions. The following shows the navigation pane with the **Profiles** option selected:

Note: Profiles are customized sets of saved searches of cases and entities that allow you easy access to those cases and entities.



Click on the **Profiles** or the **Reports and Downloads** entry to expand that function. The choices for that function display beneath the entry. In the example above, you can see the **Global Profiles** provided with your system.

The entries you choose in the Navigation pane determines what displays in the Cases Area of the Workbench.

Cases Area

To the right of the Navigation pane is an area where the Workbench displays information about cases. For detailed information about this area refer to the Summarized By List, Case List, and Case Details sections.

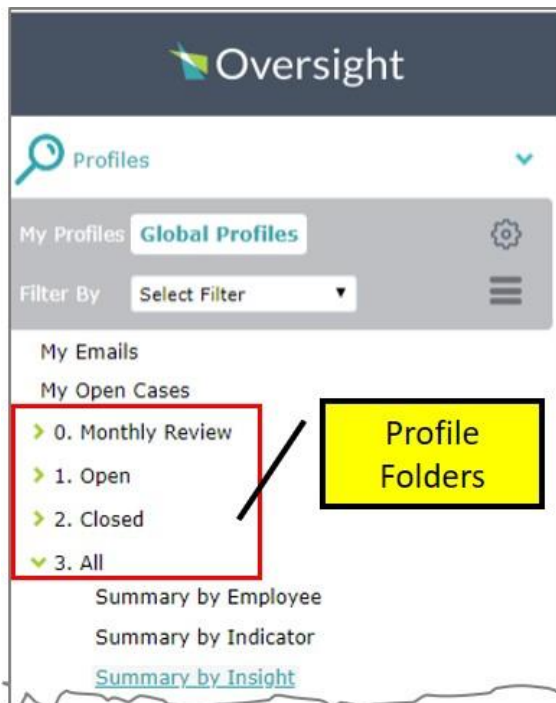
Profiles

The Workbench has a feature called Profiles which provides an easy way to view cases. Profiles are saved complex searches which find a set of cases for review and resolution. The Workbench comes with a set of Global Profiles. You can add filters to existing profiles or create new profiles to further narrow the search of cases.

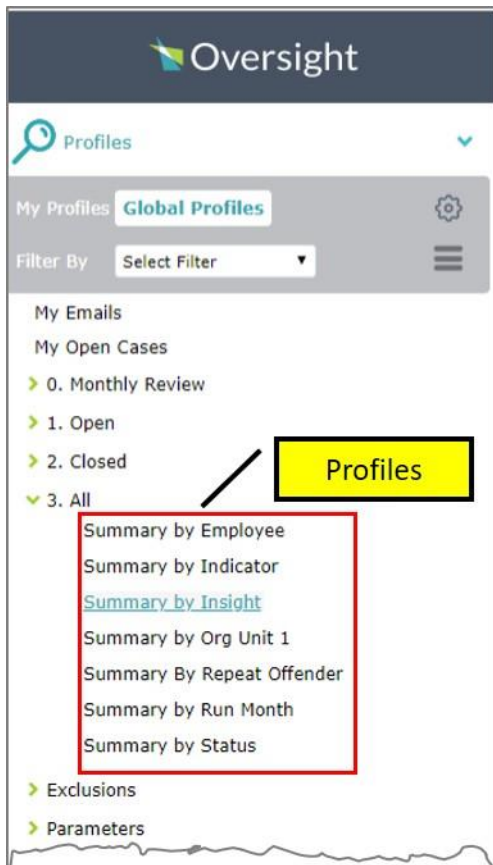
Viewing Profiles

Select **Profiles** from the Navigation pane to view a list of the Workbench provided profiles.

A list of profiles and profile folders displays. You can show the profiles in a folder by selecting the name of the folder.



Select the profile name to view the results.



You can create your own profiles that are for your use only.

Cases: Search, Summary, and Sort Options

Most tasks in the Workbench begin by running a profile (saved search) to find a set of cases with which to work. This list can be quite large, making it difficult to work with such a large number of cases.

The Workbench provides several methods with which to sort, view, and narrow down a list of cases. You can search by entering a phrase in the **Search** box. You can group cases by choosing an option from the **Summarized By** drop down list. You can sort a list of cases by selecting a column header. The Case List is then sorted by the values in that column. The Workbench alternates between sorting the list in ascending and descending order each time the column is selected.

Oversight Loren Brattili Tools Log Out

Profiles Filtered By: Summary by Employee /

Search: Advanced Search

Summarized By: Employee Name First << < 1-19 of 19 >> Last

Employee Name	# of Exceptions	Potential Impact (USD)
<input checked="" type="checkbox"/> COLIN Liner	20	1,789,335.64
<input type="checkbox"/> ELISA Cinar	2	747.17
<input type="checkbox"/> AMY Brunson	2	438.80
<input type="checkbox"/> LAUREN Kish	1	274.86
<input type="checkbox"/> NANCY Litza	1	62.85
<input type="checkbox"/> MICHAEL Krol	1	23.99
<input type="checkbox"/> MICHAEL Krol	1	642.69
<input type="checkbox"/> ROBERT Mayol	1	581.12
<input type="checkbox"/> ADRIAN Dobies	1	575.89
<input type="checkbox"/> STEVEN Kanaan	1	271.60

Exceptions First << < 1-20 of 20 >> Last

Type	Priority	Confidence	Potential Impact	Owner	Status	Date Detected	ID				
<input checked="" type="checkbox"/> ADPC Monthly Review			113,301.72		HL3 - Open Certify	2018-11-15 14:55:51	20000-00-0002215				1
<input type="checkbox"/> Oversight ADPC Monthly I			113,301.72		HL4 - Open Certify	2018-11-15 14:55:51	20000-00-0002220				1
<input type="checkbox"/> Component Program Man			113,301.72		HL3 - Open Certify	2018-11-15 14:55:52	20000-00-0002225				1
<input type="checkbox"/> Commanding Officer Mori			113,301.72		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002230				1
<input type="checkbox"/> ADPC Monthly Review			109,075.50		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002211				1
<input type="checkbox"/> Oversight ADPC Monthly I			109,075.50		HL4 - Closed Certified	2018-11-15 14:55:51	20000-00-0002216				1
<input type="checkbox"/> Component Program Man			109,075.50		HL3 - Ready To Certify	2018-11-15 14:55:52	20000-00-0002221				1
<input type="checkbox"/> Commanding Officer Mori			109,075.50		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002226				1
<input type="checkbox"/> ADPC Monthly Review			79,788.76		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002212				1
<input type="checkbox"/> Oversight ADPC Monthly I			79,788.76		HL4 - Ready To Certify	2018-11-15 14:55:51	20000-00-0002217				1
<input type="checkbox"/> Component Program Man			79,788.76		HL3 - Open Certify	2018-11-15 14:55:52	20000-00-0002222				1
<input type="checkbox"/> Commanding Officer Mori			79,788.76		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002227				1
<input type="checkbox"/> ADPC Monthly Review			78,616.34		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002214				1
<input type="checkbox"/> Oversight ADPC Monthly I			78,616.34		HL4 - Ready To Certify	2018-11-15 14:55:51	20000-00-0002219				1
<input type="checkbox"/> Component Program Man			78,616.34		HL3 - Open Certify	2018-11-15 14:55:52	20000-00-0002224				1
<input type="checkbox"/> Commanding Officer Mori			78,616.34		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002229				1
<input type="checkbox"/> ADPC Monthly Review			66,551.59		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002213				1
<input type="checkbox"/> Oversight ADPC Monthly I			66,551.59		HL4 - Closed Certified	2018-11-15 14:55:51	20000-00-0002218				1
<input type="checkbox"/> Component Program Man			66,551.59		HL3 - Ready To Certify	2018-11-15 14:55:52	20000-00-0002223				1
<input type="checkbox"/> Commanding Officer Mori			66,551.59		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002228				1

Summarized By List

Profiles group their results by summarizing the results by an attribute (characteristic of the case), such as **Employee Name**. Select an item such as **Employee Name** from the **Summarized By** drop down to create a list of cases summarized by that attribute.

Filtered By: Summary by Indicator /

Search: Advanced Search

Summarized By: Employee Name First << < 1-19 of 19 >> Last

Employee Name	# of Exceptions	Potential Impact (USD)
<input type="checkbox"/> COLIN Liner	20	1,789,335.64
<input checked="" type="checkbox"/> ELISA Cinar	2	438.80
<input type="checkbox"/> AMY Brunson	1	274.86
<input type="checkbox"/> LAUREN Kish	1	62.85
<input type="checkbox"/> NANCY Litza	1	23.99
<input type="checkbox"/> MICHAEL Krol	1	642.69
<input type="checkbox"/> ROBERT Mayol	1	581.12
<input type="checkbox"/> ADRIAN Dobies	1	575.89
<input type="checkbox"/> STEVEN Kanaan	1	271.60

Exceptions First << < 1-2 of 2 >> Last

Type	Priority	Confidence	Potential Impact	Owner	Status	Date Detected	ID				
<input checked="" type="checkbox"/> Insight 1			401.42		Closed - Assessment Comp	2019-11-13 21:41:04	20000-00-0002156				1
<input type="checkbox"/> Insight 1			37.38		Closed - Assessment Comp	2018-11-13 21:40:26	20000-00-0002153				1

A list of employee names displays in the top pane. When you select a specific employee name, an Case List of all the cases for that employee displays in the bottom pane. If you double click on an item in the summarized list or click on the **Drill Down** menu item on the **Options** menu, all the cases associated with that item move to the top pane of the window.

Case Assignment List

The Case List displays one line of information for each case in a group. It displays in the top or bottom pane depending on whether you drill down or select an item from the **Summarized By List**. If you drill down on an item, the Case List replaces the **Summarized By List** in the top pane. If you select an item, the Case List displays in the bottom pane.

Exceptions										First << < 1-20 of 20 >> Last		
Type	Priority	Confidence	Potential Impact	Owner	Status	Date Detected	ID					
<input checked="" type="checkbox"/> AOPC Monthly Review	High	High	113,301.72		HL5 - Open Certify	2018-11-15 14:55:51	20000-00-0002215			1		
<input type="checkbox"/> Oversight AOPC Monthly I	High	High	113,301.72		HL4 - Open Certify	2018-11-15 14:55:51	20000-00-0002220			1		
<input type="checkbox"/> Component Program Man	High	High	113,301.72		HL3 - Open Certify	2018-11-15 14:55:52	20000-00-0002225			1		
<input type="checkbox"/> Commanding Officer Mont	High	High	113,301.72		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002230			1		
<input type="checkbox"/> AOPC Monthly Review	High	High	109,075.50		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002211			1		
<input type="checkbox"/> Oversight AOPC Monthly I	High	High	109,075.50		HL4 - Closed Certified	2018-11-15 14:55:51	20000-00-0002216			1		
<input type="checkbox"/> Component Program Man	High	High	109,075.50		HL3 - Ready To Certify	2018-11-15 14:55:52	20000-00-0002221			1		
<input type="checkbox"/> Commanding Officer Mont	High	High	109,075.50		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002226			1		
<input type="checkbox"/> AOPC Monthly Review	High	High	79,788.76		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002212			1		
<input type="checkbox"/> Oversight AOPC Monthly I	High	High	79,788.76		HL4 - Ready To Certify	2018-11-15 14:55:51	20000-00-0002217			1		
<input type="checkbox"/> Component Program Man	High	High	79,788.76		HL3 - Open Certify	2018-11-15 14:55:52	20000-00-0002222			1		
<input type="checkbox"/> Commanding Officer Mont	High	High	79,788.76		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002227			1		
<input type="checkbox"/> AOPC Monthly Review	High	High	78,616.34		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002214			1		
<input type="checkbox"/> Oversight AOPC Monthly I	High	High	78,616.34		HL4 - Ready To Certify	2018-11-15 14:55:51	20000-00-0002219			1		
<input type="checkbox"/> Component Program Man	High	High	78,616.34		HL3 - Open Certify	2018-11-15 14:55:52	20000-00-0002224			1		
<input type="checkbox"/> Commanding Officer Mont	High	High	78,616.34		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002229			1		
<input type="checkbox"/> AOPC Monthly Review	High	High	66,551.59		HL5 - Closed Certified	2018-11-15 14:55:51	20000-00-0002213			1		
<input type="checkbox"/> Oversight AOPC Monthly I	High	High	66,551.59		HL4 - Closed Certified	2018-11-15 14:55:51	20000-00-0002218			1		
<input type="checkbox"/> Component Program Man	High	High	66,551.59		HL3 - Ready To Certify	2018-11-15 14:55:52	20000-00-0002223			1		
<input type="checkbox"/> Commanding Officer Mont	High	High	66,551.59		HL2 - Open Certify	2018-11-15 14:55:53	20000-00-0002228			1		

The results are displayed 100 cases at a time. Use the vertical scroll bar to move within the list of 100 cases. To move to the next 100 cases, click the next page icon (>) in the upper right-hand corner. The right double arrow icon (>>) moves forward 10 pages (1000 cases) while the left double arrow icon (<<) moves backward 10 pages (1000 cases).

When the Case List is in the top pane, and you select a case from the list, the **Case Details** for that case display in the bottom pane.

If you double click a case from the Case List, the details of that case display in a new window.

Filtered By: Summary by Employee / Employee Name : ELISA Cinar /

Search: [Advanced Search](#)

Summarized By: First << < 1-2 of 2 >> Last

Type	Priority	Confidence	Potential Impact (USD)	Owner	Status	Date Detected	ID				
<input checked="" type="checkbox"/> Insight 1			401.42		Closed - Assessment Compl	2018-11-13 21:41:04	20000-00-0002156				1
<input type="checkbox"/> Insight 1			37.3		Closed - Assessment Compl	2018-11-13 21:40:26	20000-00-0002153				1

Summary | [Ebbies](#) | [Messages](#) | [Review](#)

Name: Insight 1 - 2000000002156

Owner:

Status: Closed - Assessment Complete

Reason Code:

Priority:

Confidence:

Potential Impact (USD): 401.42

Type: Insight 1

Exception ID: 20000-00-0002156

Date Detected: 2018-11-13 21:41:04

Last Modified: 2018-11-29 14:51:18

Description of Exception:

Violation

Employee	Tran Date	Tran Amount	USD Amount	Charge Description	Other Info	Card Transaction Nbr
ELISA Cinar	Dec 6, 2014	CAD 459.06	401.42		Travel to Costco's Head Office search , translate	3112325923-6u5j3uIR+Wg1t85iL7f6y4xcG4ujr52Y2E92R1dECWVn71onjnz1Gybs30s

Indicators:

- Rule 02
- Rule 06

Case Details Display

The Case Details display in the bottom pane or in a new window depending on whether you selected or double clicked a case from the **Case List**.

If the list of cases is in the top pane, you can view the details of a case by selecting the case in the top pane. The Workbench displays the Case Details in the bottom pane. If the Case List is in either pane, you can view the case details in a new window by double clicking the case.

Filtered By: [Summary by Employee](#) / Employee Name : ELISA Cinar /

Search: [Advanced Search](#)

Summarized By: First << < 1-2 of 2 >> Last

	Type	Priority	Confidence	Potential Im	Owner	Status	Date Detected	ID	
<input checked="" type="checkbox"/>	Insight 1	<div style="width: 50%; background-color: orange;"></div>	<div style="width: 75%; background-color: teal;"></div>	401.42		Detected	2018-11-13 21:41:20000-00-0002156		
<input type="checkbox"/>	Insight 1	<div style="width: 20%; background-color: orange;"></div>	<div style="width: 50%; background-color: teal;"></div>	37.38		Detected	2018-11-13 21:40:20000-00-0002153		

Detail Tabs

Summary Entities Messages Review

Name: Insight 1 - 20000000002156 **Priority:****Type:** Insight 1

Owner: **Confidence:****Exception ID:** 20000-00-0002156

Status: Detected **Potential Impact (USD):** 401.42 **Date Detected:** 2018-11-13 21:41:04

Reason Code: **Last Modified:** 2018-11-13 21:41:04

Description of Exception:
Violation

Employee	Tran Date	Tran Amount	USD Amount	Charge Description	Other Info	Card Transaction Nbr
ELISA Cinar	Dec 6, 2014	CAD 459.06	401.42		Travel to Costco's Head Office search translate	3112325923-6uSj3uIR+Wg1lt85iLTf6yb4xcG4ujqrS2Y2E92R1dECWVn71onjunz1Gybss30s

Indicators:
Rule 02
Rule 06

Employee ID has a similar open exception.

There are four that display a case's details: **Summary**, **Entities**, **Messages**, and **Review**. The following sections explain each of the tabs.

Summary Tab

The **Summary** tab contains the basic details of the case and allows you to change certain fields. As noted on the screen below, there are four components of the Summary tab screen: case summary information, case description, case indicators, and related case messages.

The screenshot displays the Summary tab interface with the following components:

- Case Summary Information:** A form containing fields for Name (Insight 1 - 20000000002156), Owner, Status (Closed - Assessment Complete), Reason Code, Priority, Confidence, Potential Impact (USD): 401.42, Type (Insight 1), Exception ID (20000-00-0002156), Date Detected (2018-11-13 21:41:04), and Last Modified (2018-11-29 14:51:18).
- Description of Exception:** A section titled "Violation" containing a table of transaction data.
- Indicators:** A section showing "Rule 02" and "Rule 06" with a "Case Indicators" button.
- Case Description:** A "Case Description" button.

Employee	Tran Date	Tran Amount	USD Amount	Charge Description	Other Info	Card Transaction Nbr
ELISA Cinar	Dec 6, 2014	CAD 459,06	401.42		Travel to Costco's Head Office search translate	3112325923-6uSj3uIR+Wg1t85iLTf6yb4xcG4ujqrS2Y2E92R1dECWVn71onjunz1Gybss30s

Case Summary Information

Case summary information provides general information about the specific case. The **Owner** field indicates the Workbench user to whom the case has been assigned. The **Status** field tracks the current status of the case as it is being analyzed and resolved. You set the **Reason Code** at the end of the analysis to indicate the cause of the case or the **Reason Code** is updated after the questionnaire in the **Review** tab is complete. The **Priority**, **Confidence**, and **Potential Impact** fields indicate the seriousness of the case and the likelihood that the case truly represents a non-compliant condition. Other information about the case including the **Type**, **Case ID**, **Date Detected**, and **Last Modified** provided within this section includes

Case Description

The **Description of Case** field describes the issue that caused the case and contains information from the **entities** that Oversight examined to produce the case. Entities are the transactional and master data that Oversight analyzes. For example, vendors, purchase orders, payments, expense reports, purchase card transactions, and journal entries are all entities.

Case Indicators

IOD uses rules to identify transactions that need to be reviewed, which are referred to as cases. While the rules are shown on the sample screens in this user manual, the rules will not be visible to the ABO or AOPC during the review process.

Related Case Messages

Below the indicators, one or two messages may display that indicate information about related cases.

▲ **Employee ID Has a closed issue identified**
Another case has been identified as a valid issue for the same employee as the current case.

▲ **Employee ID has a similar open case.**
At least one other unresolved case of the same type as this case exists for the same employee.

Entities Tab

An **entity** is any transactional or master data that IOD analyzes. Vendors, purchase orders, payments, expense reports, purchase card transactions, journal entries, and personnel records are examples of entities.

The **Entities** Tab contains the description of the case, relevant entities that were used to cause the IOD system to create the case, and supplemental entities that can assist you in your investigation.

Employee ID has a similar open exception.

Related Entities:

Transaction Detail	
Person ID	290151
Card Account Partial Number	2008
Card Type	PCARD
Cardholder Full Name	ELISA,Cinar
Cardholder Name 1	ELISA
Cardholder Name 3	Cinar
Transaction Date	2014-12-06 00:00:00
Posted Date	2014-12-06 00:00:00
Report Receipts	
Line Receipts	
Transaction Number	3112325923-6uSj3uJR+Wg1t85ILTF6yb4xcG4ujqrS2Y2E92R1dECWVn71onjunz1Gybs30s
Transaction Type	CHARGE
Document Type	CHARGE
Organization Unit 1	04002
Organization Unit 2	04003
Organization Unit 3	04004
Organization Unit 4	04005
Organization Unit 5	04006
Merchant ID	AIRCANADABSP
Merchant ID Name	AIR CANADA BSP
Merchant Number	AIR CANADA

Related Entities:

- Employee
- Purchase Item Detail
- Card Transaction Potential Credits
- Merchant
- Other Transactions

There can be more entity information that can fit on your screen. Click on the arrow icon on the right of the entity name to collapse (▼) or expand (▶) an entity so that you can view a different one.

Click on the menu icon (☰) next to an entity heading to view a menu with the following options:



- **Open in New Window** - Opens the entity in a new window for ease of viewing.
- **Show Related Entities** - Opens a new window displaying a list of entities related to this entity.

For example, if you choose **Show Related Entities** for an **Employee** entity, the new window displays all **Attendee Details**, **Corporate Card**, **Expense Report**, **Expense Report Detail**, **Expense Report Attendee List**, and **Transaction** data for this employee.

Messages Tab

The **Messages** tab contains a detailed list of every change to a case beginning with when the Oversight IOD system first detected the case. Each message contains a description of the change, the user who performed the change, and the date and time of the change. The **Messages** tab displays the emails you sent and received, notes, attachments, and other system messages.

Date	By	Description
2018-11-29 14:51:08		Exception Status changed from 'Ready for Assessment' to 'Closed - Assessment Complete'.
2018-11-29 12:41:33	Escalator System	Exception Status changed from 'Intital Review Complete' to 'Ready for Assessment'.
2018-11-29 12:41:33	Escalator System	Escalation rule 'HL6toHL5' triggered.
2018-11-29 12:41:33	Escalator System	Exception Owner could not be changed. A valid user could not be determined.
2018-11-29 12:41:33	Barbara Dustin	Exception Status changed from 'Ready for Assessment' to 'Intital Review Complete'.
2018-11-29 12:41:20	Escalator System	Exception Status changed from 'Intital Review Complete' to 'Ready for Assessment'.
2018-11-29 12:41:20	Escalator System	Exception Owner changed from 'Titus Butler' to 'Michele Melton'.
2018-11-29 12:41:20	Escalator System	Escalation rule 'HL6toHL5' triggered.
2018-11-29 12:41:20	Barbara Dustin	Exception Status changed from 'Detected' to 'Intital Review Complete'.
2018-11-13 21:41:04	CoRE System	Exception Status set to 'Detected'.
2018-11-13 21:41:03	CoRE System	Exception created.

An icon in the left-most column indicates the message type associated with the case except for system messages. For email messages, only a few lines of the message display. Select the **View Message** link in the **Description** field to view the complete message. For attachments, click on the file name of the attachment in the **Description** field to download and view the attached file.

To filter which types of messages to display, click the associated check boxes at the top of the tab. To filter messages by a phrase, type the phrase in the **Search** box and click on **Search**.

Date	By	Description
2018-11-29 14:51:08		Exception Status changed from 'Ready for Assessment' to 'Closed - Assessment Complete'.
2018-11-29 12:41:33	Escalator System	Exception Status changed from 'Intital Review Complete' to 'Ready for Assessment'.
2018-11-29 12:41:33	Escalator System	Escalation rule 'HL6toHL5' triggered.
2018-11-29 12:41:33	Escalator System	Exception Owner could not be changed. A valid user could not be determined.
2018-11-29 12:41:33	Escalator System	Exception Status changed from 'Ready for Assessment' to 'Intital Review Complete'.

The following section, Resolving/Closing Cases, explains in more detail how to use this tab to add notes and attachments.

Review Tab

The **Review** tab is unique to DoD and serves an important role in reviewing and working each case to closure. The review tab was designed to specifically accommodate DoD and provides a decision tree methodology within IOD. Within the **Review** Tab there are multiple questions. Based on the selected response, a user will be taken to the next question.

The questionnaire is comprised of the following components:

- Transaction Review - Six questions regarding the transaction
- Transaction Determination Category
- Transaction Determination
- Corrective Actions Taken/Planned

Shown below is the first two questions that show up under the review tab, as shown the user has complete the questionnaire already for questions 1 and 2. The next step would be to continue answering the questionnaire until the questionnaire is complete.

The screenshot displays a web application interface with a teal header and a navigation bar containing 'Summary', 'Entities', 'Messages', and 'Review' (the active tab). In the top right corner, there are icons for save, print, and email. The main content area is divided into two sections:

QUESTION 1: List items/services purchased in this transaction, if not already displayed in the top box. Additional clarification or nomenclature should be provided in the second box.

Item/Service Description: Dental/Lab/Medical

Clarification of Item/Service Description, if needed: Item descriptions shows dental/medical/lab and then it reads like it is a meeting.

QUESTION 2: What type of transaction is this?

Contract
 Supply
 Service NOT applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
 Service applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
 Construction NOT applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
 Construction applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)

For a complete description of the transaction review questions, please see the document titled, ***Defense Pricing and Contracting, Program Management Office, SmartPay 3 Data Mining, Transaction Review Questions, Final v-4, October 19, 2108.***

IOD Cases: Standard Daily Processing

This section provides you with information on how to use the Workbench to find, review, and resolve cases that have been assigned to you. It covers the standard daily processing steps for the following DoD Users.

- **A/BO (Approving Official or Billing Official)** – h/she reviews 100 percent of cases.
- **A/OPC (Agency / Organization Program Coordinator)** - h/she reviews 100 percent of cases after the A/BO has completed his/her review.

Cases will appear throughout the billing cycle and it is expected that the ABOs and A/OPCs will have ALL reviews completed within the 30-day cycle.

Processing/Reviewing Cases – Summary Steps

Processing cases involves the following steps:

1. Run a profile by clicking on a particular profile in the left Navigation pane of the Workbench window. Click on **1. Open**, then select a **Summary by** attribute (for this example, select **Summary by Indicator**).
2. Select a case by double clicking and the details screens for that case will appear (to reveal the **Summary** tab, **Entities** tab, **Messages** tab, and **Review** tab).
3. IOD defaults to the **Summary** tab. Examine information about the case under the **Summary** tab including the description of the case and indicators. Notice that the status is currently, **detected**. Once the reviewer has completed the questionnaire later in the process, IOD will update the status automatically.
4. Click on the **Entities** tab and examine the additional information about the case.
5. Click on the **Messages** tab to view the audit trail of the case. For a first-time review, there will be little or no information in the messages tab.
6. Click on the **Review** tab to go through the case questionnaire. Progress through the questionnaire by selecting the **Next** button. Depending on the answers selected, IOD will present the next question. When completed with the questionnaire, select **Submit**.
7. At any time during the case analysis and from any tab, if needed, you can email the case to seek clarification or correction of a non-compliant situation. Simply click on the email icon that is located on the right side of the screen in line with the detail tabs. You can send an email to another Workbench user or to someone inside or outside of your organization.
8. After completing the **Review** tab questionnaire, if needed go back to the **Messages** tab to add a note, to the case audit trail or attach a file to the case.
9. If you go back to the **Summary** tab you will see that that the status has been updated based on the results of the questionnaire.

You have completed the standard daily processing of the case. If the case is marked as closed, it will be moved to under the Closed cases.

10. Repeat step 1 and run a different profile to view new cases.

The remainder of this section provides more information about each of the steps listed above.

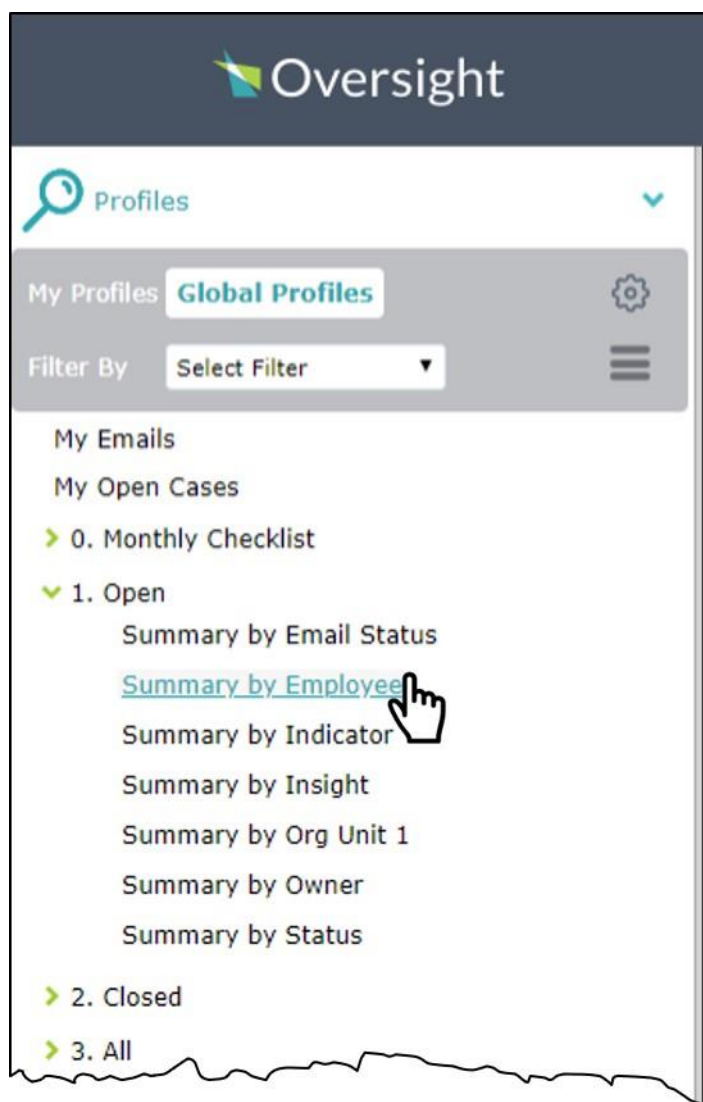
Finding Cases to Process

The Workbench provides pre-defined Global Profiles to assist you in viewing assigned cases. DoD users of IOD access their assigned cases through the **Profiles** section of the Navigation pane. When you select a profile, a summarized set of cases grouped by an attribute displays in the bottom pane. Users can view all cases assigned to them including open and closed cases. Closed cases are grouped by the Billing Cycle.

Select a Profile

To view your cases, open the **Profiles** section of the Navigation pane and select a profile to run.

When beginning the case review process, reveal the open cases by selecting **1. Open** and then select an attribute to display the open cases by clicking on a **Summary by** option. The screen below, shows the **Summary by Employee** attribute has been selected.



The Workbench displays the results of the selected profile, and the attribute by which it is summarized.

Filtered By: [Summary by Employee](#) /

Search: [Advanced Search](#)

Summarized By: First << < 1-1 of 1 >> Last

	Employee Name	# of Exceptions	Potential Impact (USD)
<input checked="" type="checkbox"/>	NANCY Litza	1	23.99

Exceptions First << < 1-1 of 1 >> Last

	Type	Priority	Confidence	Potential Im	Owner	Status	Date Detected	ID			
<input checked="" type="checkbox"/>	Insight 6	<div style="width: 20%;"></div>	<div style="width: 80%;"></div>	23.99		Detected	2018-11-13 21:42	20000-00-0002160			

Drilling Down to a Smaller Group of Cases

If you want to further refine your search results, drill down into a specific summary row by double clicking on the row or right clicking on the row and choosing **Drill Down** from the **Options** menu. The screen below shows the screen that appears when right clicking. Select **Drill Down**.

Filtered By: [Summary by Employee](#) /

Search:

Summarized By:

	Employee Name
<input checked="" type="checkbox"/>	NANCY Litza

- Drill Down
- Open in New Window
- Export Summarized Data
- Create Profile

Exceptions

	Type	Priority	Confidence	Potential Impz
	ht 6			
				Stephen

In the top pane, the Workbench displays the cases that match the selected row.

Filtered By: [Summary by Employee](#) / Employee Name : NANCY Litza /

Search: [Advanced Search](#)

Summarized By:

First << < 1-1 of 1 >> Last

Type	Priority	Confidence	Potential Impact I	Owner	Status	Date Detected	ID			
<input checked="" type="checkbox"/> Insight 6			23.99		Email Sent	2018-11-13 21:42:53	20000-00-0002160			1

If you want to continue refining these search results, select an entry from the **Summarized By** drop down and then drill down again.

Filtered By: [Summary by Employee](#) / Employee Name : NANCY Litza /

Search:

Summarized By:

Type

Insight 6

Confidence

Summary

Name:

Owner:

Status:

Reason Code:

Description of E

Violation

Attendee Company Code

Attendee Group Code

Attendee Name Code

Card ID

Card Transaction ID

Card Type

Cycle

Employee ID

Employee Name

Exception Category

Exception Indicator

Exception Owner

Exception Reason Code

Exception Status

Exception System

Exception Type

Exclusion Unit

Expense Report Number

Expense Type

Employee

Card Type

Tran Date

After each drill down operation the Workbench displays the sequence of drill downs with a series of bread crumbs at the top of the page following the **Filtered By** label. Select any of the links in the bread crumbs to return to the list summarized by that attribute.

 Bread Crumbs

Filtered By: [Summary by Employee](#) / Employee Name : NANCY Litza /

Search: [Advanced Search](#)

Summarized By:

First << < 1-1 of 1 >> Last

Type	Priority	Confidence	Potential Impact I	Owner	Status	Date Detected	ID	
<input checked="" type="checkbox"/> Insight 6			23.99		Email Sent	2018-11-13 21:42:53	20000-00-0002160	

Working Cases to Closure

The process of working assigned cases to closure involves reviewing detailed information about the case within the **Summary**, **Entities**, **Messages**, and **Review** tabs. The instructions below describe the actions you can take within each of the tabs to complete the review process.

DoD IOD Users will work their assigned cases as follows:

- **A/BO** – h/she reviews 100 percent of cases
- **A/OPC** – h/she reviews 100 percent of cases after the A/BO has completed his/her review.

To resolve a case and determine its cause, you can take the following actions:

- Add notes
- Attach images or documents to the case
- Assign the case to another workbench user
- Send an email about the case
- Complete a review questionnaire about the specific case
- Set a reason code to indicate the root cause of the case
- Change the status of the case to indicate when your investigation is complete. For A/BOs, once his/her review is complete, the case will move to the next level of reviewer, the A/OPC.

The steps below provide detail regarding the actions to take for working a case to closure.

Summary Tab: Change Owner, Assign Status and Reason Code

Familiarize yourself with the case by viewing the summary information on the screen.

Three items on the summary screen can be changed. **Owner**, **Status**, and **Reason Code**. While it is not necessary to change the **Owner** of a case, it is an available option. The **Status** and **Reason Code** will be updated automatically by the system after the questionnaire is complete and the user clicks Submit; however, the A/BO or A/OPC can manually change the status and reason code if needed.

Changing the Case Owner: Assign a case to Another Workbench User

If another user is better qualified or more available to resolve a specific case, the case can be assigned to another user.

To assign a case to another user, start keying in a user name. Only users with permission to view a given case based on hierarchy will appear and be selectable. Select the new owner from the **Owner** drop down by starting to type the new owner's name.

Summary	Entities	Messages	Review
Name:	Insight 6 - 20000000002160		
Owner:			
Status:			
Reason Code:	Please enter 1 or more characters		
Description of Exception:			
Violation			
Employee	Card Type	Tran Date	
NANCY Litza	PCARD	Dec 10, 2014	

Indicators:

Rule 01
Rule 02

Change Status of a case

The **Status** field indicates where a case is in the process of resolving it.

The system offers three status: Email sent, Closed – Not Reviewed, or Under review as shown below.

Filtered By: Summary by Indicator / Exception Category : Misuse /

Search:

Summarized By:

Type	Priority	Confidence	Potential Imp:
<input checked="" type="checkbox"/> Insight 6			23.99 Steps

Summary	Entities	Messages	Review
Name:	Insight 6 - 20000000002160		
Owner:			
Status:	<ul style="list-style-type: none"> Email Sent Closed - Not Reviewed Email Sent Under Review 		
Reason Code:			
Description of Exception:			
Violation			

The Workbench user and the Oversight IOD system can change the status of a case. For example, an IOD system status change would occur if an email is sent or if the case is closed after the review questionnaire is complete.

Once the review questionnaire is complete, the case will be handled within the system according to the answers provided in the review questionnaire.



Set a Reason Code on a Case

Reason codes are assigned by IOD automatically based on the questionnaire responses. From the Summary tab users can view the assigned reason code for the case to track the reason a case occurred. The reason code assignment with the case helps to accurately perform root cause analysis, and support business process changes to improve performance.

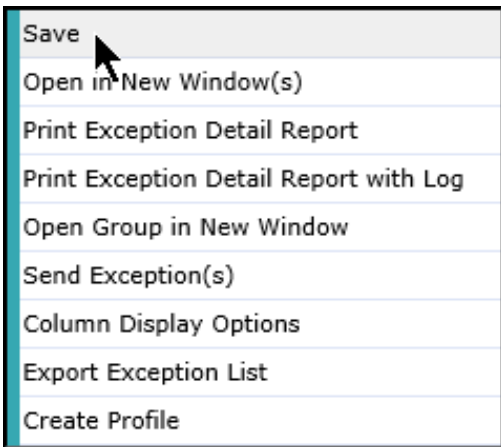
The IOD system provides a set of standard reason codes that have been configured to reflect DoD business processes, these set codes are shown below.

The screenshot shows the 'Summary' tab of the IOD system. The 'Name' field contains 'Insight 6 - 20000000002160'. The 'Status' is 'Closed - Not Reviewed'. The 'Reason Code' dropdown menu is open, showing a list of options: 'Please Select', 'Due To Deferment', 'Due To Deployment', 'Due To Exemption', and 'Unknown Reason'. The 'Employee' section shows 'NANCY Litza' and 'Indicators' include 'Rule 01' and 'Rule 02'.

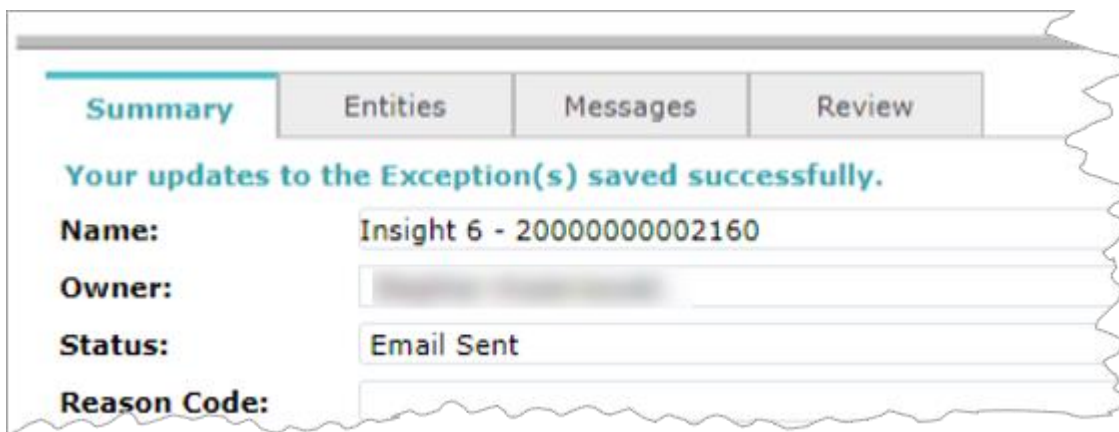
Saving Your Changes

When you finish making changes, save them by clicking the Save icon () or by clicking the Menu icon () and then selecting **Save**. You must save your work, otherwise your changes will be lost.

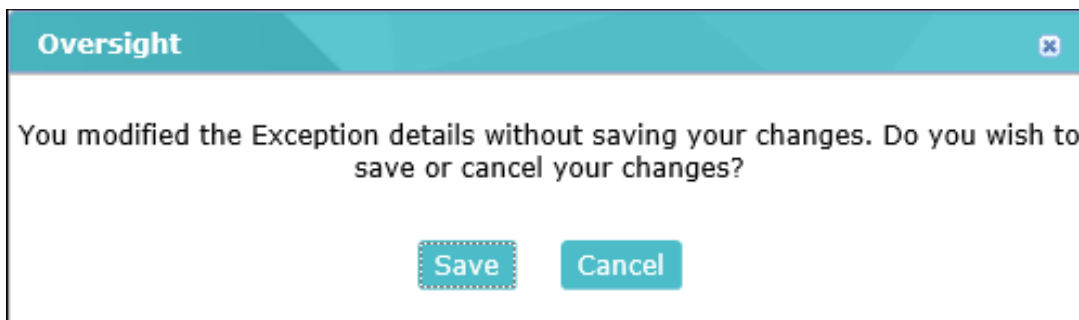
The screenshot shows the 'Summary' tab of the IOD system. The 'Name' field contains 'Insight 6 - 20000000002160'. The 'Status' is 'Email Sent'. The 'Reason Code' dropdown menu is open. The 'Priority' is shown as a progress bar. The 'Confidence' is shown as a progress bar. The 'Potential Impact (USD)' is 23.99. The 'Type' is 'Insight 6'. The 'Exception ID' is '20000-00-0002160'. The 'Date Detected' is '2018-11-13 21:42:53'. The 'Last Modified' is '2018-12-09 17:36:58'. The 'Description of Exception' is 'Violation'. The 'Save' icon and the 'Menu' icon are highlighted with red boxes.



The Workbench displays a message showing that your changes were successfully saved. You can now make more changes or work on another case.



If you switch to another case without saving your changes, the following window appears.



If you want to save your changes and switch to the other case, click Save. If you want to discard your changes and remain on the current case, click Cancel.

Entities Tab

The A/BO and the A/OPC should review information about the case within the **Entities** tab. Much information can be learned about the case through this tab such as detailed merchant category information and purchase item details. If available, the system will display a summary of recent merchant charges by attribute. Through the **Entities** tab a reviewer can learn more about the transaction so he/she can determine if it was a legitimate purchase. Information from the **Entities** tab is also used to complete the questionnaire as the questionnaire guides the user through the determination process.

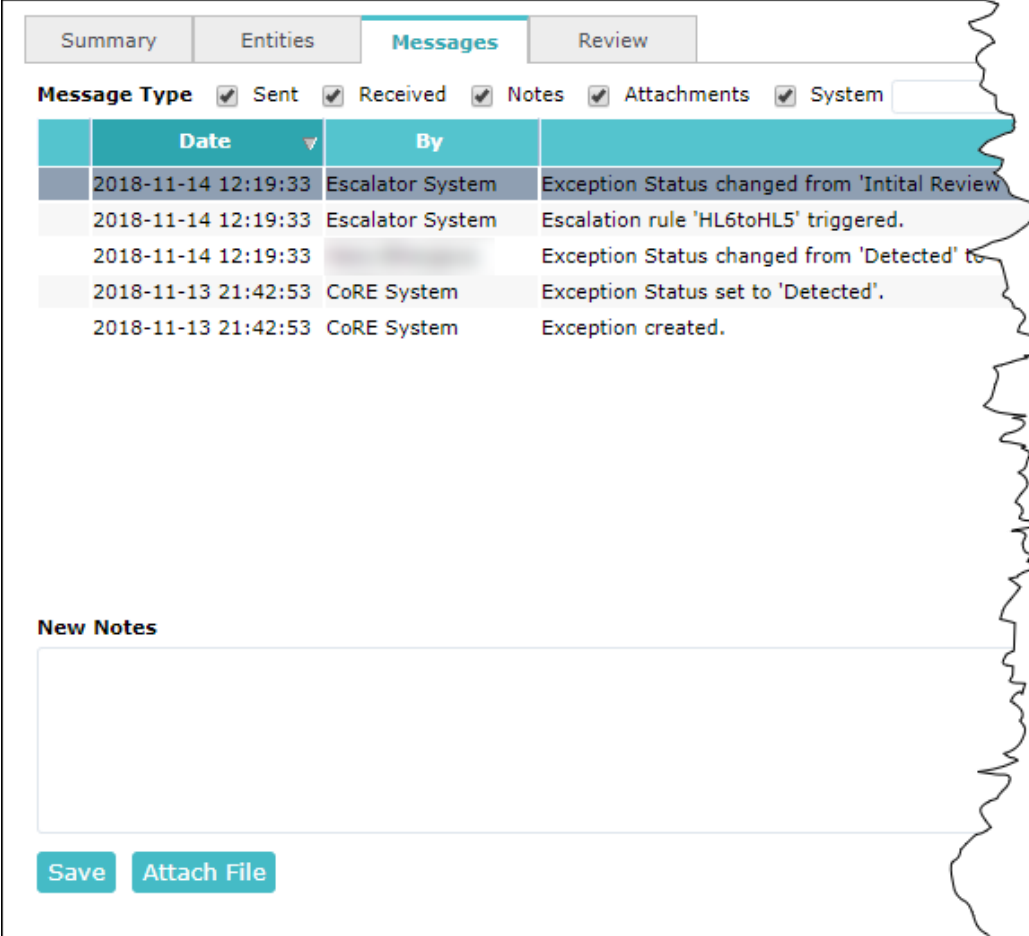
Messages Tab: Add Notes, Attach File, View Audit Trail

Within the **Messages** tab, users can view the audit trail of the case, add notes to the case, and attach one or more files to the case.

While minimal information will appear about the case when it first appears to the A/BO, as the case is worked the IOD system will add information for the audit trail. A/OPC users may find it helpful in his/her review of a case to view the audit trail of the actions taken by the A/BO.

Adding Notes to a Case

Use the **New Notes** box at the bottom of the **Messages** tab to add important notes about the case. This could include information found during the investigation of the case or reasons for the final resolution of the case.

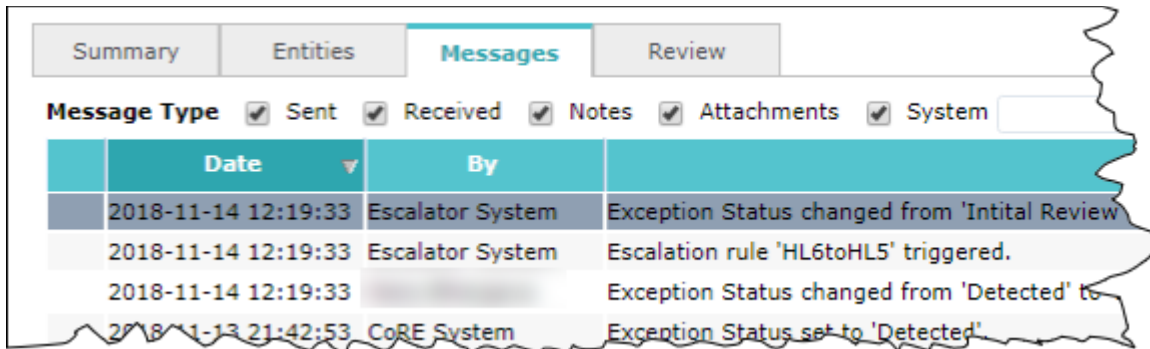


The screenshot displays the 'Messages' tab interface. At the top, there are four tabs: 'Summary', 'Entities', 'Messages' (which is active and highlighted in blue), and 'Review'. Below the tabs, there is a 'Message Type' section with several checked filters: 'Sent', 'Received', 'Notes', 'Attachments', and 'System'. A table below this section lists messages with columns for 'Date', 'By', and the message content. The messages are as follows:

Date	By	Message
2018-11-14 12:19:33	Escalator System	Exception Status changed from 'Intital Review
2018-11-14 12:19:33	Escalator System	Escalation rule 'HL6toHL5' triggered.
2018-11-14 12:19:33		Exception Status changed from 'Detected' to
2018-11-13 21:42:53	CoRE System	Exception Status set to 'Detected'.
2018-11-13 21:42:53	CoRE System	Exception created.

Below the table, there is a 'New Notes' section with a large text input area. At the bottom of this section, there are two buttons: 'Save' and 'Attach File'.

When you add a note and save it, the Oversight IOD system creates a new message entry with the text of the note. Notes become a permanent part of the audit trail for the case.



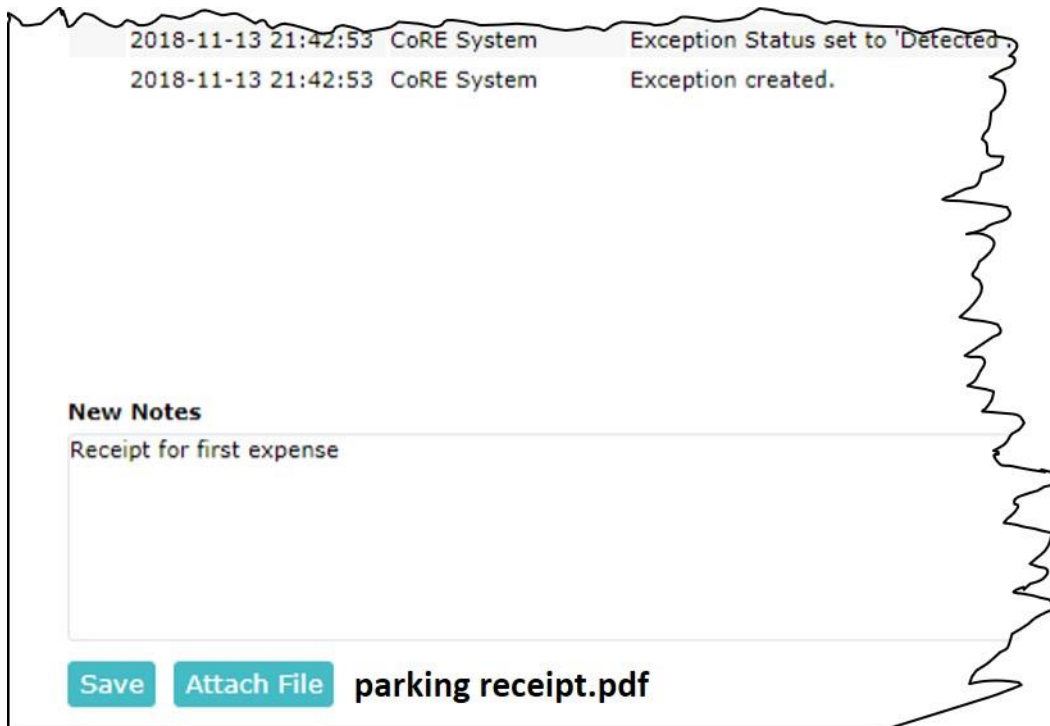
Summary				Entities				Messages				Review			
Message Type				<input checked="" type="checkbox"/> Sent	<input checked="" type="checkbox"/> Received	<input checked="" type="checkbox"/> Notes	<input checked="" type="checkbox"/> Attachments	<input checked="" type="checkbox"/> System							
Date	By														
2018-11-14 12:19:33	Escalator System	Exception Status changed from 'Intital Review													
2018-11-14 12:19:33	Escalator System	Escalation rule 'HL6toHL5' triggered.													
2018-11-14 12:19:33		Exception Status changed from 'Detected' to													
2018-11-13 21:42:53	CoRE System	Exception Status set to 'Detected'													

You cannot edit a note once you have added it and saved it. Notes are limited to a maximum of 4,000 characters including spaces.

Add Image or Document to a Case

From the **Messages** tab, you can attach an image or document to a case.

1. Click the Attach File button below the **New Notes** box.
2. Select the file you want to attach and open it when the file upload window displays. The file name appears next to the Attach File button at the bottom of the **Messages** tab.
3. Add any comments or notes about the file if needed in the New Notes box.



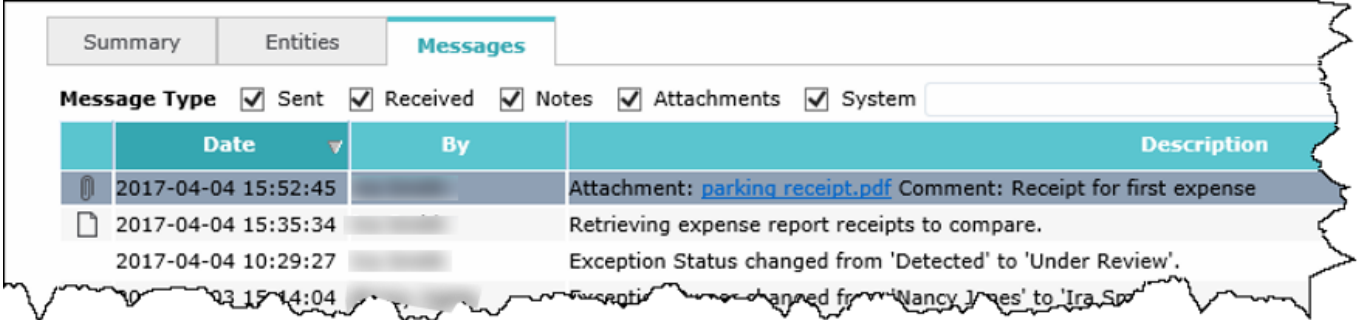
2018-11-13 21:42:53	CoRE System	Exception Status set to 'Detected'	
2018-11-13 21:42:53	CoRE System	Exception created.	

New Notes



Receipt for first expense

parking receipt.pdf

4. Click the Save button tab to attach and upload the file and your notes. A new message entry displays in the **Description** field showing the file name and your notes.



The screenshot shows a software interface with three tabs: 'Summary', 'Entities', and 'Messages'. The 'Messages' tab is active. Below the tabs, there are several filter checkboxes: 'Message Type', 'Sent', 'Received', 'Notes', 'Attachments', and 'System'. Below the filters is a table with three columns: 'Date', 'By', and 'Description'. The table contains four rows of message data.

	Date	By	Description
	2017-04-04 15:52:45		Attachment: parking_receipt.pdf Comment: Receipt for first expense
	2017-04-04 15:35:34		Retrieving expense report receipts to compare.
	2017-04-04 10:29:27		Exception Status changed from 'Detected' to 'Under Review'.
	03 15 14:04		Receipts changed from 'Nancy Jones' to 'Ira Sp

Review Tab: Case Questionnaire

The Review tab is an essential component for the A/BO and A/OPC review process. Under the review tab, IOD users will response to a questionnaire regarding the case. The questionnaire will change based on the unique case and the selections made.

The full questionnaire includes six review questions a transaction determination category, a transaction determination, and a Corrective Action taken/planned.

Depending on the items selected, the user will be taken to the next appropriate question. The list is summarized below:

QUESTION 1: List items/services purchased in this transaction, if not already displayed in the top box. Additional clarification or nomenclature should be provided in the second box.

QUESTION 2: What type of transaction is this?

QUESTION 3: Verify the following in regard to the current transaction and its associated documentation.

QUESTION 4: Select the reason why the transaction exceeded the Federal-wide Open Market Micro-Purchase Threshold (MPT).

QUESTION 5: Select all applicable findings associated with this flagged transaction. If none are identified, select “No Findings”. Note: Some findings may have been identified based on answers from previous questions.

QUESTION 6: Based on the answers you provided, the most significant finding is Prohibited Item. What is your determination on this finding?

Transaction Determination Category

Transaction Determination

Corrective Actions Taken/Planned Based on responses to questions

Each of the questions as they appear in IOD are shown below.

Question 1: *Item/Service Description and Clarification of Item/Service Description*

The screenshot shows the 'Review' tab in the IOD interface. At the top, there are tabs for 'Summary', 'Entities', 'Messages', and 'Review'. Below the tabs, the question text is displayed: 'QUESTION 1: List items/services purchased in this transaction, if not already displayed in the top box. Additional clarification or nomenclature should be provided in the second box.' The form contains two text input fields. The first field is labeled 'Item/Service Description:' and the second field is labeled 'Clarification of Item/Service Description, if needed'. At the bottom right of the form, there are 'Next' and 'Submit' buttons.

Question 2: What type of transaction is this?**Contract Transaction**

QUESTION 2: What type of transaction is this?

- Contract
- Supply
- Service NOT applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Service applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Construction NOT applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- Construction applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- External Fraud (Compromised Card)
- Disputable Transaction

Supply Transaction

QUESTION 2: What type of transaction is this?

- Contract
- Supply
- Service NOT applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Service applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Construction NOT applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- Construction applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- External Fraud (Compromised Card)
- Disputable Transaction

Question 3: Verify the following in regards to the current transaction and its associated documentation

QUESTION 3: Verify the following in regards to the current transaction and its associated documentation.

Provide Contract Number: 80-55555

- Yes No Sales receipt/merchant invoice/order confirmation (e.g., FedMall)
- Yes No Cardholder Purchase Log entry complete
- Yes No Independent Receipt and Acceptance (Does Purchase Documentation validate a minimum two-way Separation of Duties?)

Question 4: Select the reason why the transaction exceeded the Federal-wide Open Market Micro-Purchase Threshold (MPT).

QUESTION 4: Select the reason why the transaction exceeded the Federal-wide Open Market Micro-Purchase Threshold (MPT).

- DLA Document Services (up to \$25,000)
- SF-182 Training Payment (up to \$25,000)
- Used delegated authority for Open Market Outside the U.S. (Up to \$25,000 per DFARS 213.301)
- In support of Contingency declared by Secretary of Defense
- Contract Order (FSS, BPA, IDIQ)
- Other:
- Exceeds the Authorized Limit (current MPT)

Next Submit

Question 5: Select all applicable findings associated with this flagged transaction. If none are identified, select "No Findings".

QUESTION 5: Select all applicable findings associated with this flagged transaction. If none are identified, select "No Findings".
Note: Some findings may have been identified based on answers from previous questions.

- Not for Government Use (Personal Use)
- Unauthorized Use
- Prohibited Item
- Split Purchase to Circumvent the Current MPT
- Exceeds the Authorized Limit
- Exceeds Minimum Mission Need
- Failure to Use/Screen Required Sources when Applicable
- Separation of Duties NOT Performed
- Sustainable (Green) Procurement Procedures NOT Followed
- Incomplete Purchase Records
- No Findings

Question 6: Based on the answers you provided, the most significant finding is Prohibited Item. What is your determination on this finding?

QUESTION 6: Based on the answers you provided, the most significant finding is Prohibited Item. What is your determination on this finding?

- Misuse - (Unintentional)
- Abuse - (Intentional)

Additional Comments:

At this case holders previous duty station, purchase of golf clubs was permitted, however at the individuals current duty station, they are a prohibited item. This cardholder will be advised that this is a prohibited item at his/her current duty station.

QUESTION 6: Based on the answers you provided, the most significant finding is Incomplete Purchase Records. What is your determination on this finding?

- Administrative Discrepancy - (Unintentional)
- Potential Internal Fraud - (Malicious Intent)

Additional Comments:

Transaction Determination Category

TRANSACTION DETERMINATION CATEGORY The most significant Finding has been identified as:

- Not for Government Use (Personal Use)
- Unauthorized Use
- Prohibited Item
- Split Purchase to Circumvent the Current MPT
- Exceeds the Authorized Limit
- Exceeds Minimum Mission Need
- Failure to Use/Screen Required Sources when Applicable
- Separation of Duties NOT Performed
- Sustainable (Green) Procurement Procedures NOT Followed
- Incomplete Purchase Records
- No Findings

TRANSACTION DETERMINATION: Based on the Finding identified, the Determination is:

No Findings

Additional Comments:

Transaction Determination

TRANSACTION DETERMINATION: Based on the Finding identified, the Determination is:

Misuse - (Unintentional)
 Abuse - (Intentional)

Additional Comments:

TRANSACTION DETERMINATION: Based on the Finding identified, the Determination is:

Administrative Discrepancy - (Unintentional)
 Potential Internal Fraud - (Malicious Intent)

Additional Comments:

TRANSACTION DETERMINATION: Based on the Finding identified, the Determination is:

- Misuse - (Unintentional)
- Abuse - (Intentional)
- Potential Internal Fraud - (Malicious Intent)

Additional Comments: Not sure if this was a valid purchase for the cardholder. Some offices can purchase liquor based on their mission; e.g., Chaplains.

Corrective Actions Taken/Planned Based on responses to questions

Corrective Actions Taken/Planned Based on responses to questions, the following actions table must be completed.

Action	Planned/Taken	Action Date (mm/dd/yy)
Request merchant credit/Dispute the transaction	<input type="checkbox"/>	<input type="text" value="mm/dd/yyyy"/>
Informal counseling	<input type="checkbox"/>	<input type="text" value="mm/dd/yyyy"/>
Refresher training	<input checked="" type="checkbox"/>	<input type="text" value="mm/dd/yyyy"/>
Reimbursement to program	<input type="checkbox"/>	<input type="text" value="mm/dd/yyyy"/>

Review Tab: Example 1: A/BO Contract with Findings

Below are detailed steps that an A/BO would take if a case appears within IOD that is in violation of the Contract and findings need to be documented.

Step 1 – Login

Login to portal (<https://iodgov.oversightsystems.us>)

Step 2 – The Workbench

A/BOs and A/OPCs will click on View Workbench after login.

Step 3 – Navigate past security message

Click “OK” on the security message pop-up

Step 4

1. Click on My Open Cases
2. Click on **Choose one of the Cases on the right-hand side and double click to open the case in a new window to start the review.**

Filtered By: [Summary by Indicator](#) / [Exception Type : Insight 1](#) /

Search:

Summarized By:

	Type	Priority	Confidence	Potential Imp:	Owner
<input checked="" type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: orange;"></div>	<div style="width: 50%; background-color: teal;"></div>	575.89	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: orange;"></div>	<div style="width: 25%; background-color: teal;"></div>	665.88	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: orange;"></div>	<div style="width: 50%; background-color: teal;"></div>	401.42	
<input type="checkbox"/>	Insight 1	<div style="width: 10%; background-color: orange;"></div>	<div style="width: 50%; background-color: teal;"></div>	210.98	
<input type="checkbox"/>	Insight 1	<div style="width: 10%; background-color: orange;"></div>	<div style="width: 50%; background-color: teal;"></div>	113.60	
<input checked="" type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: orange;"></div>	<div style="width: 50%; background-color: teal;"></div>	68.86	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: orange;"></div>	<div style="width: 25%; background-color: teal;"></div>	52.01	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: orange;"></div>	<div style="width: 25%; background-color: teal;"></div>	37.38	

Click

Step 5 – ABO review – Questionnaire

To get to the questionnaire, click on the **Review** tab, which is the right-most tab.

Summary

Entities

Messages

Review

Name: **Priority:**

Owner: **Confidence:**

Status: **Potential Impact:**

Reason Code:

Description of Exception:
Violation

Employee	Tran Date	Tran Amount	USD Amount	Charge D
JEROME Mannina	Dec 6, 2014	CAD 78.75	68.86	

Indicators:

- Rule 02
- Rule 06

Step 6 – ABO review – Questionnaire

Question 1 is shown. Enter a value in the Item/Description question box. For example, “Airlines and air carriers”. Enter “n/a” in the “Clarification of Item/Service Description, if needed” question box. Click the “**Next**” button to proceed to Question 2.

QUESTION 1: List items/services purchased in this transaction, if not already displayed in the top box. Additional clarification or nomenclature should be provided in the second box.

Item/Service Description: ← Key In

Clarification of Item/Service Description, if needed

Next Submit

↑ Click

Step 7 – ABO review – Questionnaire

Question 2 is shown. Click the radio button next to the “**Contract**” option. This is the first option in the list that is displayed for question 2. Click the “**Next**” button to proceed to Question 3.

QUESTION 2: What type of transaction is this?

- Contract ← Click
- Supply
- Service NOT applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Service applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Construction NOT applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- Construction applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- External Fraud (Compromised Card)
- Disputable Transaction

Next Submit

↑ Click

Step 8 – ABO review – Questionnaire

Question 3 is shown. Enter a value in the “Provide Contract Number” question box. For example, “80-55555”. Click the “**Yes**” radio button for each of the items in the next displayed. Click the “**Next**” button to proceed to Question 3.

QUESTION 3: Verify the following in regards to the current transaction and its associated documentation.

Click “yes” on each radio button

Provide Contract Number: 80-55555 ← Key in

- Yes No Sales receipt/merchant invoice/order confirmation (e.g., FedMall)
- Yes No Cardholder Purchase Log entry complete
- Yes No Independent Receipt and Acceptance (Does Purchase Documentation validate a minimum two-way Separation of Duties?)

Next Submit

↑ Click

Step 9 – ABO review – Questionnaire

Question 5 is shown, and question 4 is skipped based on your previous answers. Click the “**Prohibited Item**” checkbox. This is the third option in the displayed list. Click the “**Next**” button to proceed to Question 6.

QUESTION 5: Select all applicable findings associated with this flagged transaction. If none are identified, select “No Findings”.
Note: Some findings may have been identified based on answers from previous questions.

- Not for Government Use (Personal Use)
- Unauthorized Use
- Prohibited Item ← **Click**
- Split Purchase to Circumvent the Current MPT
- Exceeds the Authorized Limit
- Exceeds Minimum Mission Need
- Failure to Use/Screen Required Sources when Applicable
- Separation of Duties NOT Performed
- Sustainable (Green) Procurement Procedures NOT Followed
- Incomplete Purchase Records
- No Findings

Next **Submit**

↑ **Click**

Step 10 – ABO review – Questionnaire

Question 6 is shown. Click the “**Abuse (Intentional)**” radio button. This is the second option in the displayed list. Enter comments in the additional comments question box. For example, “despite this individuals refined taste, alcohol is a prohibited item and I judge this to be abuse.”

QUESTION 6: Based on the answers you provided, the most significant finding is Prohibited Item. What is your determination on this finding?

- Misuse - (Unintentional)
- Abuse - (Intentional) ← **Click**

Additional Comments:

Next **Submit**

↑ **Click**

Step 11 – ABO review – Questionnaire

The “Submit” button at the end of the questionnaire to close out the window. Once the submit button is pressed, the information will be stored in the system automatically.

Review Tab: Example 2: A/BO Supply with Findings

Below are detailed steps that an A/BO would take if a case appears within IOD that related to a supply purchase and findings need to be documented.

Step 1 – Login

Login to portal (<https://iodgov.oversightsystems.us>)

Step 2 – The Workbench

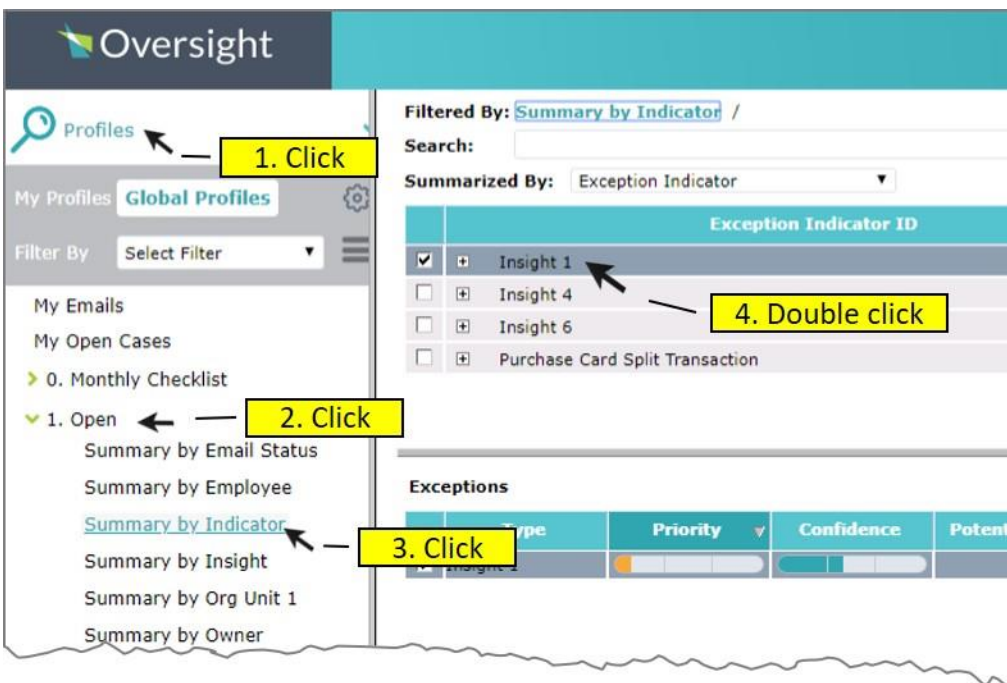
A/BOs and A/OPCs will click on View Workbench after login.

Step 3 – Navigate past security message

Click “OK” on the security message pop-up

Step 4

1. Click on the **Profiles** menu on the left navigation bar
2. Click on My Open Cases
3. Choose one of the Cases on the right-hand side (**Insight 1**) and double click on it to review



Step 5 – ABO review – Questionnaire

To get to the questionnaire, click on the **Review** tab, which is the right-most tab.

Filtered By: [Summary by Indicator](#) / Exception Type : Insight 1 /

Search: Advanced Search

Summarized By:

Type	Priority	Confidence	Potential Im	Owner	Status
<input checked="" type="checkbox"/> Insight 1			52.01		Detected

Summary | Entities | Messages | **Review** ← Click

Name: Priority:

Owner: Confidence:

Status: Potential Impact (USD): 52.01

Step 6 – ABO review – Questionnaire

Question 1 is shown. Enter a value in the Item/Description question box. For example, “1 set of Callaway Golf Clubs”. Enter “n/a” in the “Clarification of Item/Service Description, if needed” question box. Click the “Next” button to proceed to Question 2.

Summary | Entities | Messages | **Review** 📄 📄 📄 📄 ☰

QUESTION 1: List items/services purchased in this transaction, if not already displayed in the top box. Additional clarification or nomenclature should be provided in the second box.

Item/Service Description: ← Key in

Clarification of Item/Service Description, if needed: ← Key in

Next Submit

↑ Click

Step 7 – ABO review – Questionnaire

Question 2 is shown. Click the radio button next to the “Supply” option. This is the second option in the list that is displayed for question 2. Click the “Next” button to proceed to Question 5.

QUESTION 2: What type of transaction is this?

- Contract
- Supply ← Click
- Service NOT applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Service applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Construction NOT applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- Construction applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- External Fraud (Compromised Card)
- Disputable Transaction

Next Submit

↑ Click

Step 8 – ABO review – Questionnaire

Question 5 is shown, and questions 3 and 4 are skipped based on your previous answers. Click the “Prohibited Item” checkbox. This is the third option in the displayed list. Click the “Next” button to proceed to Question 6.

QUESTION 5: Select all applicable findings associated with this flagged transaction. If none are identified, select “No Findings”.
Note: Some findings may have been identified based on answers from previous questions.

- Not for Government Use (Personal Use)
- Unauthorized Use
- Prohibited Item ← Click
- Split Purchase to Circumvent the Current MPT
- Exceeds the Authorized Limit
- Exceeds Minimum Mission Need
- Failure to Use/Screen Required Sources when Applicable
- Separation of Duties NOT Performed
- Sustainable (Green) Procurement Procedures NOT Followed
- Incomplete Purchase Records
- No Findings

Next Submit

↑ Click

Step 9 – ABO review – Questionnaire

Question 6 is shown. Click the “Misuse (Unintentional)” radio button. This is the second option in the displayed list. Enter comments in the additional comments question box. For example, “At this case holders previous duty station, purchase of golf clubs was permitted, however at the individuals current duty station, they are a prohibited item. This cardholder will be advised that this is a prohibited item at his/her current duty station.”

QUESTION 6: Based on the answers you provided, the most significant finding is Prohibited Item. What is your determination on this finding?

Misuse - (Unintentional) ← Click

Abuse - (Intentional)

Additional Comments: At this cardholder's previous duty station, purchase of golf clubs was permitted, however at the individuals current duty station, they are a prohibited item. This cardholder will be advised that this is a prohibited item at his/her current duty station.]

Next Submit

↑ Click

Step 10 – ABO review – Questionnaire

The “Submit” button at the end of the questionnaire close out the window.

Review Tab: Example 3: A/BO No Findings

In this example, the A/BO is recording “no findings” for the case.

Step 1 – Login

Login to portal (<https://iodgov.oversightsystems.us>)

Step 2 – The Workbench

A/BOs and A/OPCs will click on View Workbench after login.

Step 3 – Navigate past security message

Click “OK” on the security message pop-up

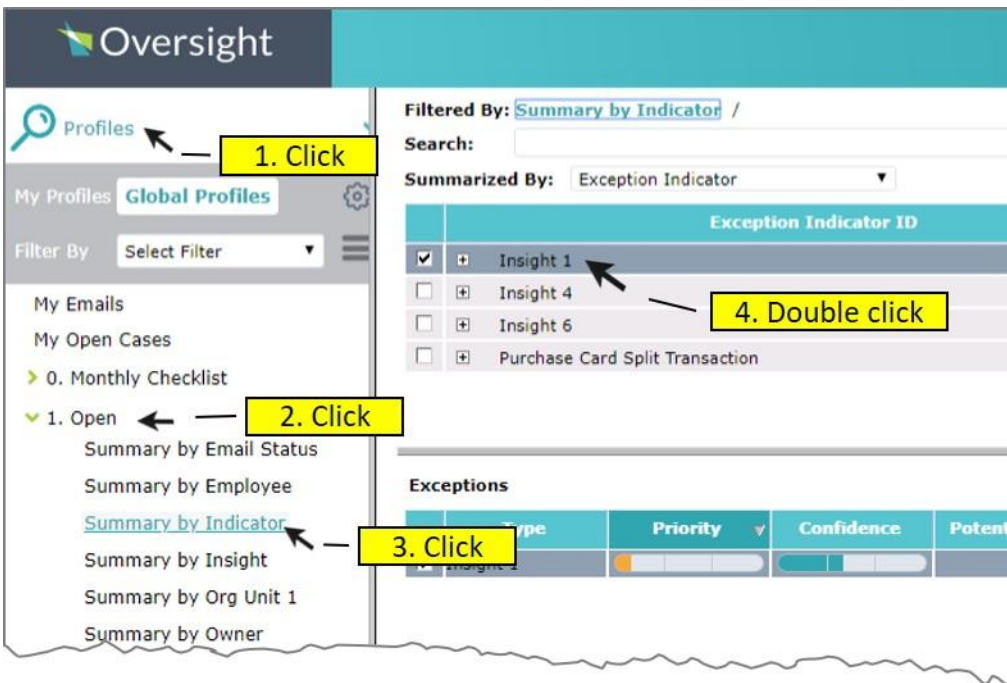
Step 4

Click on the Profiles menu on the left navigation bar

For A/BO testing, click on My Open Cases

Choose one of the Cases on the right-hand side and double click on it to review

1. Click on the **Profiles** menu on the left navigation bar
2. Click on My Open Cases
3. Choose one of the Cases on the right-hand side and double click on it to review



Step 5 – ABO review – Questionnaire

To get to the questionnaire, click on the **Review** tab, which is the right-most tab.

Filtered By: [Summary by Indicator](#) / Exception Type : Insight 1 /

Search: [Advanced Search](#)

Summarized By:

Type	Priority	Confidence	Potential Im	Owner	Status
<input checked="" type="checkbox"/> Insight 1			52.01		Detected

Summary | Entities | Messages | **Review** ← **Click**

Name: Insight 1 - 20000000002157 Priority:

Owner: Confidence:

Status: Detected Potential Impact (USD): 52.01

Step 6 – ABO review – Questionnaire

Question 1 is shown. Enter a value in the Item/Description question box. For example, “Ball point office pens”. Enter “n/a” in the “Clarification of Item/Service Description, if needed” question box. Click the “Next” button to proceed to Question 2.

Summary | Entities | Messages | **Review** 📄 📄 📄 📄 ☰

QUESTION 1: List items/services purchased in this transaction, if not already displayed in the top box. Additional clarification or nomenclature should be provided in the second box.

Item/Service Description: Ball point office pens ← **Key in**

Clarification of Item/Service Description, if needed: n/a ← **Key in**

Next **Click** ↑

Step 7 – ABO review – Questionnaire

Question 2 is shown. Click the radio button next to the “Contract” option. This is the first option in the list that is displayed for question 2. Click the “Next” button to proceed to Question 3.

QUESTION 2: What type of transaction is this?

- Contract ← **Click**
- Supply
- Service NOT applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Service applicable to the Service Contract Labor Standard Services (41 U.S.C, Chapter 67)
- Construction NOT applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- Construction applicable to the Acquisition of Construction Subject (40 U.S.C Chapter 31)
- External Fraud (Compromised Card)
- Disputable Transaction

Next **Submit**

↑ **Click**

Step 8 – ABO review – Questionnaire

Question 3 is shown. Enter a value in the “Provide Contract Number” question box. For example, “80-55555”. Click the “Yes” radio button for each of the items in the next displayed. Click the “Next” button to proceed to Question 5.

QUESTION 3: Verify the following in regards to the current transaction and its associated documentation.

Click “yes” on each radio button

Provide Contract Number: 80-55555 ← **Key in**

- Yes No Sales receipt/merchant invoice/order confirmation (e.g., FedMall)
- Yes No Cardholder Purchase Log entry complete
- Yes No Independent Receipt and Acceptance (Does Purchase Documentation validate a minimum two-way Separation of Duties?)

Next **Submit**

↑ **Click**

Step 9 – ABO review – Questionnaire

Question 5 is shown, and question 4 is skipped based on your previous answers. Click the “No Findings – Valid Transaction” checkbox. This is the last option in the displayed list.

QUESTION 5: Select all applicable findings associated with this flagged transaction. If none are identified, select “No Findings”.
Note: Some findings may have been identified based on answers from previous questions.

- Not for Government Use (Personal Use)
- Unauthorized Use
- Prohibited Item
- Split Purchase to Circumvent the Current MPT
- Exceeds the Authorized Limit
- Exceeds Minimum Mission Need
- Failure to Use/Screen Required Sources when Applicable
- Separation of Duties NOT Performed
- Sustainable (Green) Procurement Procedures NOT Followed
- Incomplete Purchase Records
- No Findings ← — Click

Next Submit

↑ — Click

Step 10 – ABO review – Questionnaire

The “Submit” button at the end of the questionnaire will close out the window.

Review Tab: Example 4: A/BO Deferred Status

The deferred status is used in the case when an A/BO or A/OPC is either deployed or has some legitimate reason they are unable to perform the Case review at the current time. Technically, these cases can be placed in a deferred status and then reviewed later.

This is the only time that the Status and Reasons Code features will be used by an A/BO or A/OPC. In this case, the user will update the status to **Closed – Not Reviewed** and will select an appropriate Reason Code.

Step 1 – Login

Login to portal (<https://iodgov.oversightsystems.us>)

Step 2 – The Workbench

A/BOs and A/OPCs will click on View Workbench after login.

Step 3 – Navigate past security message

Click “OK” on the security message pop-up

Step 4

1. Click on the **Profiles** menu on the left navigation bar
2. Click on My Cases
3. Choose one of the Cases on the right-hand side and double click on it to review
4. Go to the Summary Tab, and change the Status to **Closed Not Reviewed**

The screenshot displays the 'Summary' tab of a case review interface. At the top, it shows filters: 'Filtered By: Summary by Indicator / Exception Category : Misuse /'. Below this is a search bar and a 'Summarized By:' dropdown. A table lists cases, with 'Insight 6' selected. The main area shows the case details for 'Insight 6 - 20000000002160'. The 'Status' dropdown is open, showing options: 'Email Sent', 'Closed - Not Reviewed', 'Email Sent', and 'Under Review'. The 'Reason Code' dropdown is also open, showing 'Email Sent' and 'Under Review'. The 'Description of Exception' field is partially visible at the bottom.

Step 5

Change the **Reason Code** to one of the selections, such as **Due to Deferment**.

Summary	Entities	Messages	Review
Name:	Insight 6 - 20000000002160		
Owner:	▼		
Status:	Closed - Not Reviewed ▼		
Reason Code:	Please Select ▼		
Description of E	Please Select		
Violation	Due To Deferment		
Employee	Due To Deployment		
NANCY Litza	Due To Exemption		
Indicators:	Unknown Reason		
Rule 01			
Rule 02			

Review Tab: Example 5: A/OPC – Review A/BO Cases

In this example the A/OPC is performing his/her review of the cases that were initially reviewed by an A/BO in his/her assigned group. The A/OPC is required to conduct 100 percent review of all cases.

Step 1 - Login

Login to portal (<https://iodgov.oversightsystems.us>)

Step 2 – The Workbench

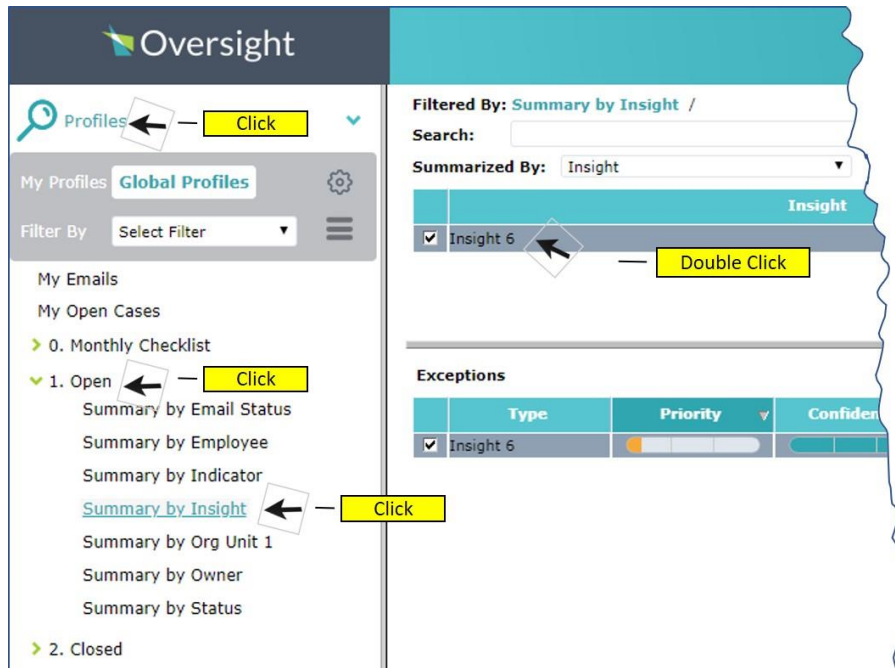
A/BOs and A/OPCs will click on View Workbench after login.

Step 3 – Navigate past security message

Click “OK” on the security message pop-up

Step 4 – Select Case to Review

1. Click on the **Profiles** menu on the left navigation bar
2. Click on **My Open Cases**
3. Choose one of the Cases on the right-hand side and double click on it to review



- On the Right-Hand side, double-click on one of the Cases that have been assigned to you to complete the Review process

Filtered By: Summary by Insight / Insight ; Insight 6 /

Search: Advanced Search

Summarized By: First << < 1-1 of 1 >> Last

Type	Priority	Confidence	Potential Imps	Owner	Status	Date Detected	ID			
Insight 6			23.99		Email Sent	2018-11-13 21:42:15	20000-00-0002160			

Summary Entities Messages Review

Description of Exception:

Violation

Employee	Card Type	Tran Date	Tran Amount	USD Amount	Charge Description	Other Info
NANCY Litza	PCARD	Dec 10, 2014	CAD 27.45	23.99		Xmas Nick Sharp

Indicators:

Rule 01
Rule 02

Related Entities:

PCard Transaction

Person ID: 53710
Card Account Partial Number: 2009
Card Type: PCARD
Cardholder Full Name: NANCY Litza
Cardholder Name 1: NANCY
Cardholder Name 3: Litza
Transaction Date: 2014-12-10 00:00:00
Posted Date: 2014-12-12 00:00:00
Report Receipts
Line Receipts
Transaction Number: 3112325923-X5XYT08WvyPUfclorwDMZGV7n4T+qrV5f89dL4Pe1dMXQF/zy5H83T2Q48hbQe
Transaction Type: CHARGE
Document Type: CHARGE

Related Entities:

Employee

Card Transaction Potential Credits

PCard Transaction Suspicious Keywords

Keyword Group	Keyword Name	Language	Keyword Value	Risk Level	Risk Threshold
ALCOHOL	LIQUOR	en_US	LIQUOR	H	

Purchase Item Detail

Merchant

Step 5 – ABO Review of Case Information

Review information behind each of the detail tabs:

- Summary Tab
- Entities Tab
- Messages Tab
- Review Tab – review the values that the ABO entered for Questions 1-6

Step 6 – Make assessment and confirm or change values to Questions 5 and 6.

As an A/OPC, you have your own copies of Questions 5 and 6 of the Review Questionnaire. You can keep the same values as the ABO or you can update with different values.

Step 7 – Verify the Actions Listed

After completing Question 6 and choosing **Next**, you should see the Actions screen.

Corrective Actions Taken/Planned Based on responses to questions, the following actions table must be completed.

Action	Planned/Taken	Action Date (mm/dd/yy)
Request merchant credit/Dispute the transaction	<input type="checkbox"/>	<input type="text" value="mm/dd/yyyy"/>
Informal counseling	<input type="checkbox"/>	<input type="text" value="mm/dd/yyyy"/>
Refresher training	<input checked="" type="checkbox"/>	<input type="text" value="mm/dd/yyyy"/>
Reimbursement to program	<input type="checkbox"/>	<input type="text" value="mm/dd/yyyy"/>

Step 8 – Complete the Actions

Choose one of the Actions and select a date corresponding to the Taken/Planned for the Action. Click on the “Submit” button.

Go back to Step 4 and complete all of the Cases that have been escalated for your review

Review Tab: Example 6: A/OPC & Oversight A/OPC – Complete Monthly Checklist

This example takes the A/OPC user through the steps for performing the monthly checklist review.

Step 1 - Login

Login to portal <https://iodgov.oversightsystems.us>)

Step 2 – The Workbench

A/BOs and A/OPCs will click on View Workbench after login.

Step 3 – Navigate past security message

Click “OK” on the security message pop-up

Step 4 – Identify Billing Cycle for Review

1. Click on the **Profiles** menu on the left navigation bar
2. Click on **Monthly Checklist** Folder
3. Click on **4. AOPC Review Profile** (if you are an Oversight A/OPC click on that designation)
4. On the Right-Hand side, click on a Billing Cycle that has closed (for testing we will use “2014/11/20 - 2014/12/19”)

The screenshot shows the Oversight system interface. The left navigation bar has a 'Profiles' menu item highlighted with a yellow box and an arrow labeled '1. Click'. Below it, the 'Monthly Checklist' folder is expanded, and the '4. AOPC Review' item is highlighted with a yellow box and an arrow labeled '3. Click'. In the main content area, the 'Cycle' table has one row selected, '2014/11/20 - 2014/12/19', with a yellow box and arrow labeled '4. Double click'. Below the cycle table, the 'Exceptions' table is visible, with the first row selected and a yellow box and arrow labeled '2. Click' pointing to the 'Type' column.

Cycle	# of Exceptions	Potential Impact (USD)
2014/11/20 - 2014/12/19	5	447,333.91

Type	Priority	Confidence	Potential Im	Owner	Status	Date Detected	ID
AOPC Monthly Reviv	High	High	113,301.72		HL5 - Open Certify	2018-11-15 14:55	20000-00-0002215
Monthly Reviv	High	High	109,075.50		HL5 - Closed Certifie	2018-11-15 14:55	20000-00-0002211
Monthly Reviv	High	High	79,788.76		HL5 - Ready To Certif	2018-11-15 14:55	20000-00-0002212
AOPC Monthly Reviv	High	High	78,616.34		HL5 - Closed Certifie	2018-11-15 14:55	20000-00-0002214
AOPC Monthly Reviv	High	High	66,551.59		HL5 - Closed Certifie	2018-11-15 14:55	20000-00-0002213

Step 5 – Select Certification for Monthly Review

On the bottom of the right-hand side, double-click on one of the Certifications for review.

Filtered By: 4. AOPC Review /

Search:

Summarized By: Cycle << < 1-1 of 1 >> Last

	Cycle	# of Exceptions	Potential Impact (USD)
<input checked="" type="checkbox"/>	2014/11/20 - 2014/12/19	5	447,333.91

Exceptions << < 1-5 of 5 >> Last

	Type	Priority	Confidence	Potential Im	Owner	Status	Date Detected	ID
<input checked="" type="checkbox"/>	AOPC Monthly Revi			113,301.72		HL5 - Open Certify	2018-11-15 14:55	20000-00-0002215
<input type="checkbox"/>	AOPC Monthly Revi			109,075.50		HL5 - Closed Certifier	2018-11-15 14:55	20000-00-0002211
<input type="checkbox"/>	AOPC Monthly Revi			79,788.76		HL5 - Ready To Certif	2018-11-15 14:55	20000-00-0002212
<input type="checkbox"/>	AOPC Monthly Revi			78,616.34		HL5 - Closed Certifier	2018-11-15 14:55	20000-00-0002214
<input type="checkbox"/>	AOPC Monthly Revi			66,551.59		HL5 - Closed Certifier	2018-11-15 14:55	20000-00-0002213

Step 6 – View information in the Entities tab

Click on the Entities tab and review the details. The information revealed under the Entities tab for the Monthly Checklist process is different information than was revealed for the individual case review. Several key elements of the screen include:

- **Case Summary** – Summarizes the hierarchies under the A/OPCs span of control. Also identifies the number of transactions flagged, including the open and closed cases. It should be noted, that the monthly checklist cannot be completed until ALL cases are closed.
- **Transaction Program Summary** – Provides more detailed information about the specific transactions that were flagged and the assessment of the transactions.
- **Internal Controls** – The internal controls are specific program conditions that indicate risk. In the “Internal Policy Violation” column there is a description of what is being checked by the control. The columns to the right show the counts of times the condition is true in this cycle and in the previous cycle. For most of the internal controls, it is desirable to have the number equal to zero. The convenience checks can be greater than zero, but each check is risky. So, this view gives them a view into the risk of their program based on the specific controls listed here.

Review the information on the entities screen (shown below).

← Click

Summary **Entities** Messages Review 📄 📧 ✉

Description of Exception:
This is a AOPC (05005) Monthly Review for AO/BO: 05006.

Cycle	AOPC	AO/BO
2014/11/20 - 2014/12/19	05005	05006

Indicators:
Monthly Review for AO/BO: 05006

Related Entities:

Case Summary ⌵

Cycle	2014/11/20 - 2014/12/19
HL2	05002
HL3	05003
HL4	05004
HL5	05005
HL6	05006
Total Transactions flagged for review	4
Number of Closed Cases	0
Number of Open Cases	4
Percent Closed Cases	0%
Total Certifications created for review	N/A
Number of Closed Certifications	N/A
Number of Open Certifications	N/A
Percent Closed Certifications	N/A

Internal Controls ⌵

Cycle	Internal Policy Violation	Current Cycle	Previous Cycle	In
2014/11/20 - 2014/12/19	01. Span of control Policy Exceptions (CH to AO Accounts over 7:1)	1	1	H- Re (R)
2014/11/20 - 2014/12/19	02. Activity Span of Control (CH to APC over 300:1)	0	0	L- Re (G)
2014/11/20 - 2014/12/19	03. Number of Accounts with 30+ Days Delinquency	0	0	L- Re (G)
2014/11/20 - 2014/12/19	05. Number of Convenience Checks over \$3500	3	4	H- Re (R)
2014/11/20 - 2014/12/19	06. Number of Convenience Checks under \$3500	960	738	M- VE
2014/11/20	07. Number of Transactions			L- n

Related Entities:

Transaction Program Summary ⌵

Cycle	2014/11/20 - 2014/12/19
HL2	05002
HL3	05003
HL4	05004
HL5	05005
HL6	05006
Total Number of Transactions (excluding credits)	963
Dollar Volume of Transactions (excluding credits)	USD 113,301.72
Total Transactions flagged for review:	4
Selected by Filters	4
Manually Added	0
Selected by Random Filter	0
Number of Transactions flagged but not reviewed:	0
Due to Deployment	0
Due to Deferrment	0
Due to Exemption	0
Unknown Reason	0
Number of Transactions Assessed as:	0
Valid	0
Valid with Administrative Discrepancy	0
Number of Transactions Assessed as Invalid:	0
Abuse	0
Misuse	0
Potential Fraud	0
Transactions Assessed as Compromised Card	0
Transactions Assessed as Disputed Transaction	0

Step 7 – Complete the Monthly Review




Click on the Review tab and enter values in the Monthly Review questionnaire. The review questionnaire contains the same questions each time and the questionnaire is not pre-populated with information.

There are a total of 16 questions, the following screens show all the questions.

The screenshot displays a web interface with a navigation bar at the top containing four tabs: 'Summary', 'Entities', 'Messages', and 'Review'. The 'Review' tab is currently selected and highlighted. Below the navigation bar, the main content area is titled 'A/OPC Monthly Review Check List'. It contains seven questions, each followed by a light gray rectangular input field:

- Number of Convenience Check Accounts
- Number of Convenience Check Accounts auditted within the last 12 Months
- How many Cardholders with a Transaction Limit over current MPT have Contracting Officers Warrants?
- How many Cardholders with a Transaction Limit over current MPT have delegations other than Contracting Officers Warrants?
- How many Cardholders are in your program? (number of individuals, not accounts)
- How many Cardholders reported above have documented evidence of training per current instruction? (May not exceed the number of Cardholders reported above)
- Reason why not all Cardholders are trained:

At the bottom right of the form, there are two buttons: 'Save' and 'Cancel'.

Summary Entities Messages **Review**   

How many Approving/Billing Officials (A/BOs) are in your program? (number of individuals, not accounts)

How many A/BOs reported above have documented evidence of training per current instruction? (May not exceed the number of Approving/Billing Officials reported above)

Reason why not all Approving/Billing Officials are trained:

How many Agency/Organization Program Coordinators (A/OPCs) are in your program? (number of individuals, not accounts)

How many A/OPCs reported above have documented evidence of training per current instruction? (May not exceed the number of A/OPCs reported above)

Reason why not all A/OPCs are trained:

How many Head of Activities (HAs) are in your program? (number of individuals, not accounts)


How many HAs reported above have documented evidence of training per current instruction? (May not exceed the number of HAs reported above)

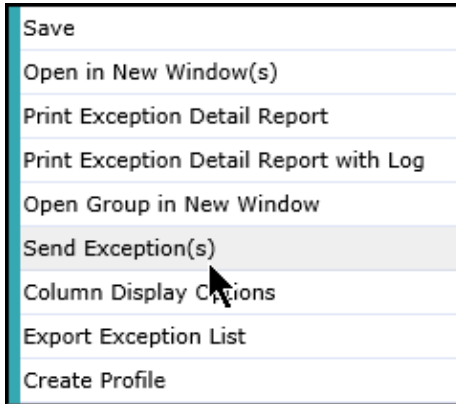
Reason why not all HAs are trained:


Emailing a Case

During the process of resolving a case, you can send information about the case to request additional information or clarification. You can email cases to another user, a non-user inside your organization, or an outside person, such as a vendor. The Workbench comes with a set of email templates.

To email a case:

1. Open the Case Email window using one of the following methods:
 - a. Open the **Options** menu by right clicking in the Case List or by selecting the menu icon () on the right-hand side of the window and then choosing **Send Exception(s)**.



- b. Click on the email icon () on the right-hand side of the Case Details pane. The Case(s) Email window displays.

Email Template Global Default-English (United States) ▾

To:
(Multiple email addresses should be separated with a semi-colon(;) or comma(,) or space.)

CC:

BCC:

From: @navy.mil

Subject: AOPC Monthly Review - 2000000002215

Message:

This Exception has been emailed to you by a user of the Oversight System. In order to view more information about this Exception and related Entities, log on to the Oversight System.

Exception(s) details follow

Exception Type: AOPC Monthly Review

Description:

This is a AOPC (05005) Monthly Review for AO/BO: 05006.

Cycle	AOPC	AO/BO
2014/11/20 - 2014/12/19	05005	05006

Indicators:

- Monthly Review for AO/BO: 05006

Potential Impact: 113,301.72

For spelling correction suggestions: CTRL + Right Click

[Attachments](#) [Send](#) [Cancel](#)

3. Choose an email template from the templates listed in the **Template** drop down. The list of templates displayed will depend upon the type of case.

Email Template Policy Reminder-English (United States) ▼

Policy Reminder-English (United States)

Justification-English (United States)

Raise Awareness-English (United States)

To: (M) d with a semi-colon(;) or

CC:

BCC:

From:

Subject: IOD: Policy Reminder as related to Case: 100500123

Note: Your Oversight Administrator can edit this template or can create other templates for certain types of cases. These templates would then be listed in the **Template** drop down.

4. Type email address(s) into the **To** and optionally the **CC** and **BCC** fields. Multiple email addresses are separated with a semi-colon (;) or comma (,) or space. You can optionally change the **Subject** field.

Email Template Global Default-English (United States) ▼

To: (Multiple email addresses should be separated with a semi-colon(;) or comma(,) or space.)

CC:

BCC:

From: @navy.mil

Subject: AOPC Monthly Review - 20000000002215

Message:

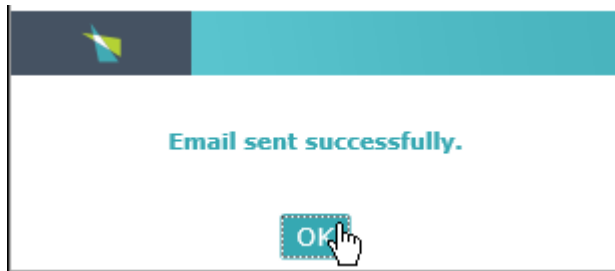
← → 🔍 🗑️ 📎 📄 📑 | **B** *I* U ~~S~~ x₂ x² | 🔗 🔗 | ☰ ☰ ☰ ☰ | > ¶

Styles ▾ | Format ▾ | Font ▾ | Size ▾ | A ▾ | A ▾

This Exception has been emailed to you by a user of the Oversight System. In order to

5. Edit the email using the text editing tools if necessary. The email body contains default information that should satisfy most requirements. There may be situations where you want to add additional information or remove information. There is a set of text editing tools to format the text.
6. To attach a file to this email message, see **Attaching a File When Emailing a case**.
7. Click Send when the email is complete.

A Message box displays indicating that the email was successfully sent.



8. Click **OK** to acknowledge the message and close the window.

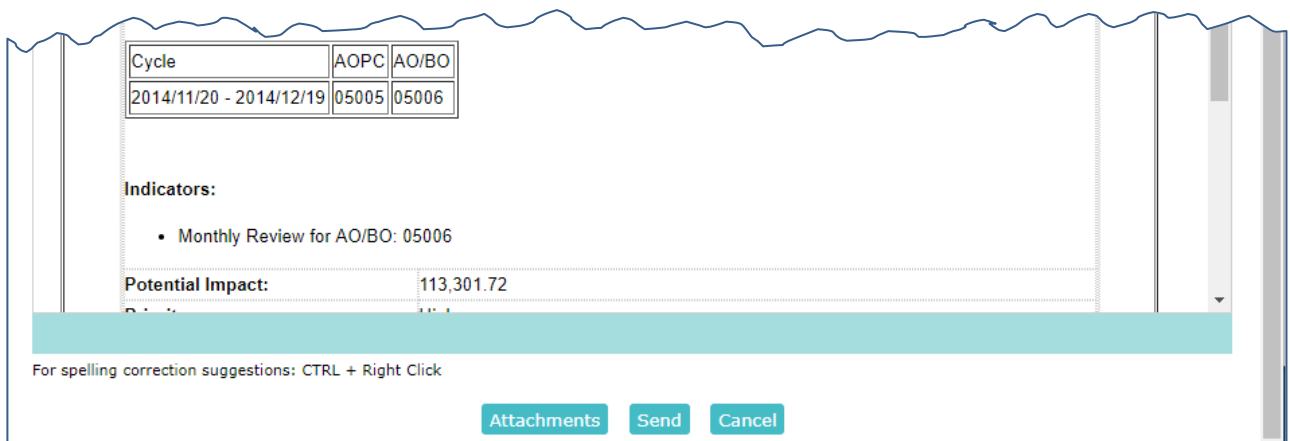
A line is added to the Messages Tab showing when your email was sent and the first part of the message. See the Messages Tab for more information.

Attaching a File When Emailing a case

When emailing a case, you can attach a file to the message. The file is permanently stored with the case and can be found in the **Messages** tab of the case's details.

To attach a file when emailing a case, follow these steps:

1. Click the Attachments button at the bottom of the screen. You may need to scroll the window to make the button visible.



The Add Attachments window displays. If there are files that have been previously attached to the case they will be listed in the top of the window.

Files attached to the Exception:

- parking receipt.pdf
-
-
-

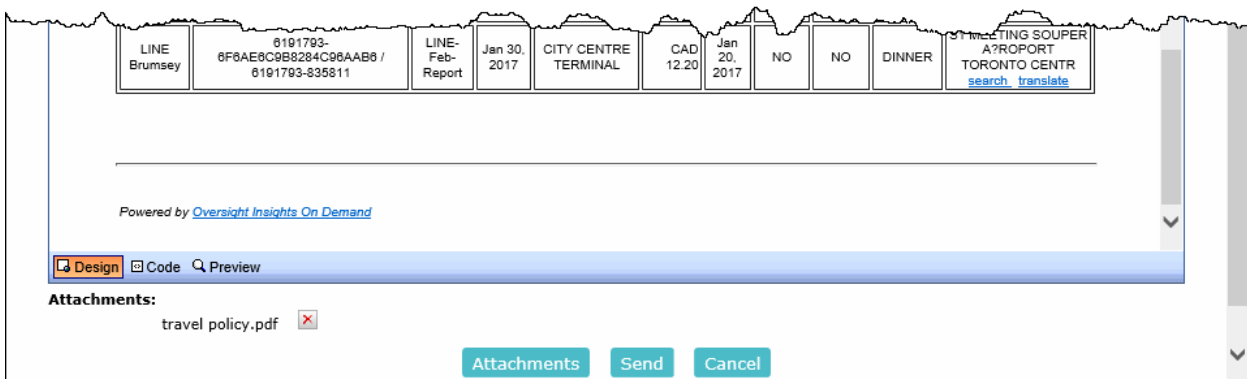
Attach File:

2. Click the check box to choose an existing file.
3. Click the Browse... button to choose a different file to upload. The standard file selection dialog box displays.
4. Find the file to be attached and select it.

5. Click Open. The Add Attachments window will re-display.

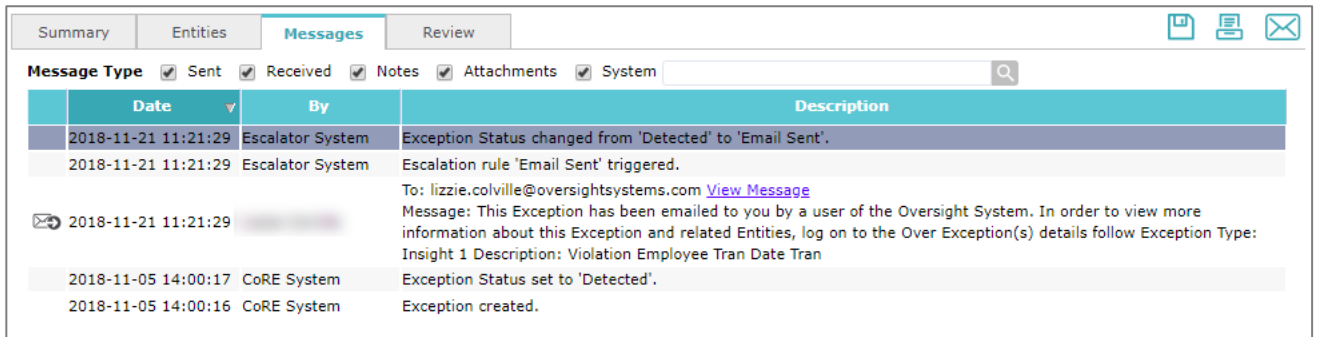


6. Click Attach. The Email Template will re-display with the attached file listed at the bottom. If you want to remove the attachment, click the remove attachment (✖) icon.



7. Click Send to email the case with the attachment.

8. The email and the file that was attached to the case now displays in the **Messages** tab.



Summary Entities **Messages** Review

Message Type Sent Received Notes Attachments System


Date	By	Description
2018-11-21 11:21:29	Escalator System	Exception Status changed from 'Detected' to 'Email Sent'.
2018-11-21 11:21:29	Escalator System	Escalation rule 'Email Sent' triggered. To: lizzie.colville@oversightsystems.com View Message
2018-11-21 11:21:29		Message: This Exception has been emailed to you by a user of the Oversight System. In order to view more information about this Exception and related Entities, log on to the Over Exception(s) details follow Exception Type: Insight 1 Description: Violation Employee Tran Date Tran
2018-11-05 14:00:17	CoRE System	Exception Status set to 'Detected'.
2018-11-05 14:00:16	CoRE System	Exception created.

Searching for Cases

Searching is the process of narrowing down case lists. The Workbench provides five methods to search for cases:

- Simple (Alphanumeric) Search
- Advanced Search
- Summarized By/Drill Down
- Profiles
- Filters

Performing a Simple Search

When you perform a simple (alphanumeric) search, the Workbench searches through all the cases currently in profiles to show the specific list of cases. To perform a simple (alphanumeric) search, enter the text you want to search for and press Enter or click on the Search icon ().



You can use partial or complete alphanumeric strings. Use an underscore (`_`) to match any single character or percent sign (`%`) to match zero or more characters. The Workbench searches for the text without regard to case at the beginning, middle, or end of all searchable fields configured in your system. For example, "SM_th" will match "Smith", "Smyth", and "Smithson", but not "Smooth". Another example is "Ra%el" will match "Rachel", and "Rachael".

Searchable fields are:

- Case ID
- Case Name
- User First Name
- User Last Name
- User Full Name
- All custom-defined case attributes

The Workbench displays your list of cases with the specified word, and in this example, it is all the cases in a Detected Status with a reference to alcohol.

Filtered By: [Summary by Status](#) / [Exception Status](#) : Detected /

Search: [Advanced Search](#)

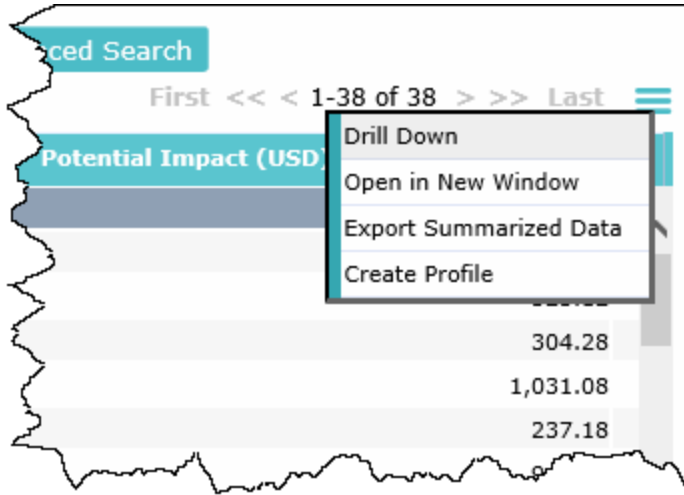
Summarized By: First << < 1-11 of 11 >

	Type	Priority	Confidence	Potential Im	Owner	Status	Date Detecter	ID	
<input checked="" type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	1,604.22		Detected	2018-11-05 13:59:	20000-00-0000682	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	629.60		Detected	2018-11-05 13:59:	20000-00-0000902	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	206.14		Detected	2018-11-05 13:59:	20000-00-0000770	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	194.62		Detected	2018-11-05 13:59:	20000-00-0000743	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	179.05		Detected	2018-11-05 13:59:	20000-00-0000945	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	115.46		Detected	2018-11-05 13:59:	20000-00-0000734	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	108.09		Detected	2018-11-05 13:59:	20000-00-0000781	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	61.80		Detected	2018-11-05 13:59:	20000-00-0000932	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	43.07		Detected	2018-11-05 13:59:	20000-00-0000787	
<input type="checkbox"/>	Insight 6	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	23.99		Detected	2018-11-05 14:07:	20000-00-0002071	
<input type="checkbox"/>	Insight 1	<div style="width: 25%; background-color: yellow;"></div>	<div style="width: 75%; background-color: teal;"></div>	34.80		Detected	2018-11-05 13:59:	20000-00-0000953	

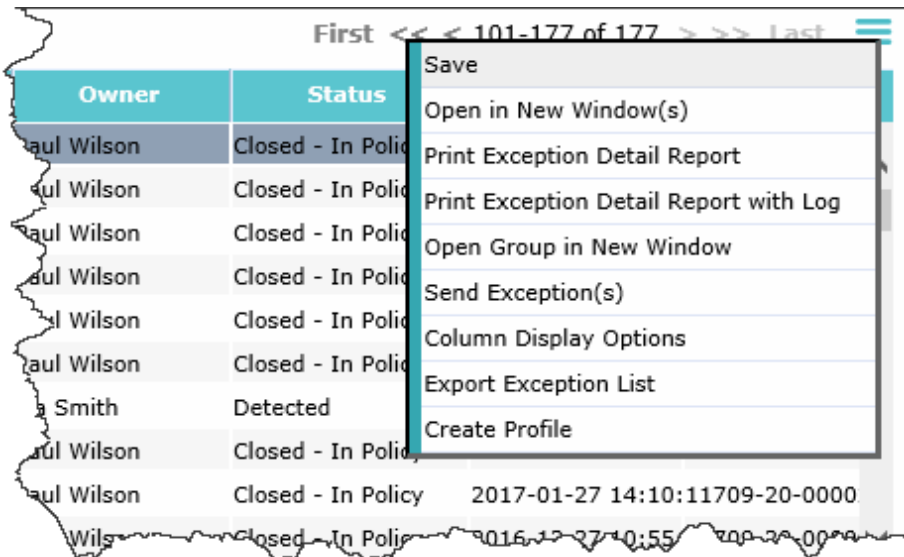
Options Menu

The **Options** menu is a context-sensitive menu that varies depending upon which data you are viewing in the Workbench. To display the menu, right click anywhere in a list or select the menu icon (☰) on the top right-hand side of the pane. The menu selection applies to the cases highlighted in the list.

The following shows the **Options** menu when you are viewing summarized data:



The following shows the **Options** menu when viewing a list of cases:



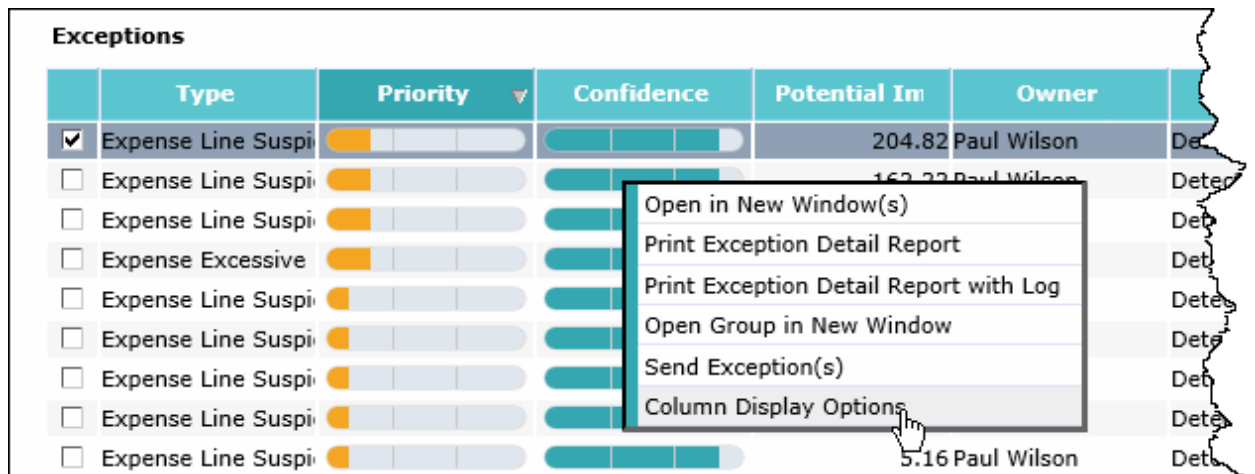
IOD View Preferences

Customizing Columns

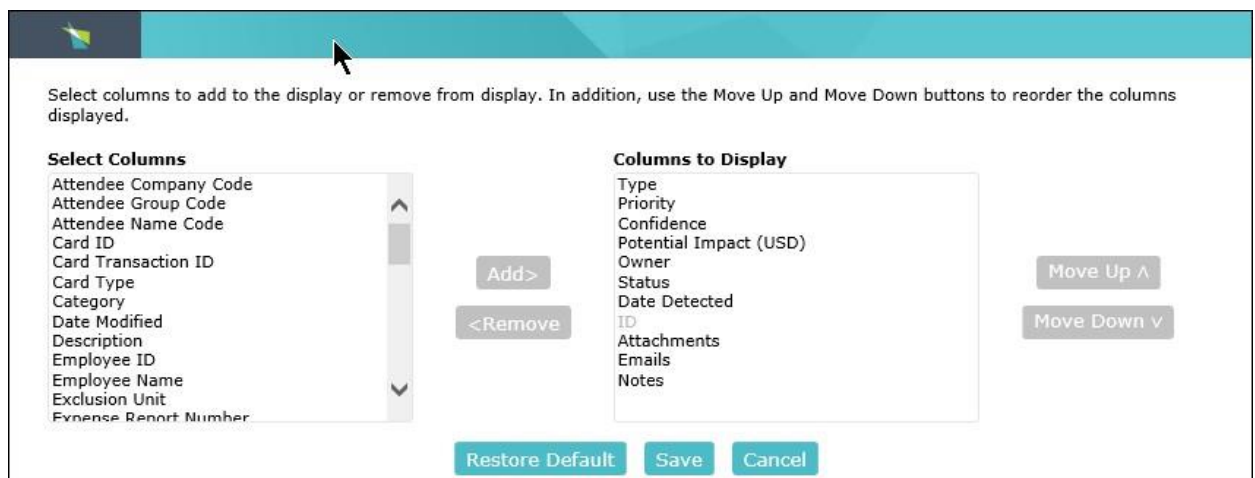
When a list of cases displays, you can change which columns are displayed and the order of the columns using the *Column Display Options* dialog box.

To use the Column Display Options dialog box, follow the steps listed below:

1. Right click anywhere in the Case List or click the menu icon in the upper right-hand corner of the Case List pane to display the pop-up **Options** menu. Then select **Column Display Options** from the menu.



2. Select **Column Display Options**. The *Column Display Options* dialog box displays:



The **Columns to Display** list includes all the columns that the Workbench displays. The **Select Columns** list includes additional columns available for display.

1. Select columns in these lists and use the Add and Remove buttons to move columns between the lists. Column names that are gray cannot be moved.
2. Select a column in the Columns to Display list and use the Move Up and Move Down buttons to change the order of the columns.
3. Click **Save** to save your changes. Click **Cancel** to close the window without saving your changes. Click **Restore Default** to return to the default columns.

The Workbench maintains a separate set of options for each profile.