



PowerTrack



# Quick Reference

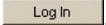
For HHG Sellers

PowerTrack HHG Help Desk 1-866-561-6930

## Table of Contents

Getting Started.....	1
Find Transactions .....	1
Work with Audit Exception Transactions .....	3
Work with Unmatched Transactions .....	4
Work with Cancelled Transactions .....	4
Review the Daily Statement .....	5

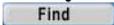
## Getting Started

1. In Internet Explorer, go to <https://www.powertrack.usbank.com/powertrack>.
2. Enter your PowerTrack **User ID** and **Password**.
3. Click .
4. The Welcome screen displays. To begin your daily work in PowerTrack, from the menus select *Transactions > Household Goods*.
5. The Transaction Manager launches and the Find Documents screen displays.

## Find Transactions

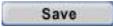
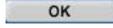
To determine the transactions with which you need to work, use the PowerTrack search function to find transactions based on selected criteria. You can search by selecting new criteria with each search, or you can save sets of criteria and run the saved find.

### Find Transactions by Selecting Criteria

1. Access the Find Documents screen.
2. Clear any criteria that were selected in the previous search. To do this, in the My Finds box, click on a search that is different than the one currently highlighted.
3. In the My Finds region, click the [Find All] search to highlight it.
4. Select criteria on the available tabs. By selecting criteria on multiple tabs, the returned transactions will meet **all** criteria.
  - **Control Tab:** Search for transactions by type, document number, amount, and/or currency. The quantity of 300 is the maximum number of transactions that can be displayed at one time, and **does not** reflect the maximum number of transactions that may exist within PowerTrack.
  - **Dates/Notes Tab:** Search for transactions by date type and date constraints. Search for transactions with notes to or from a company. Notes in PowerTrack will be used in the Families First program only for those transactions that are Denied or Held in PowerTrack.
  - **Status:** Search for transactions by Financial Status (where the transaction is in the payment process) and/or Notice status (where the transaction is in the physical movement of goods). The Families First program does not use Fulfillment Status and Price Status.
  - **Participants:** Search for transactions by TP.
  - **From/To/Mode:** Search for transactions by origination or destination location. The Families First program does not use Mode.
  - **Layout:** Use this tab to change the displayed columns and column order that will display in the Invoice List.
5. Click .
6. The search engine runs and displays the Invoice List of transactions that match your search criteria.
7. To return to the Find Documents screen, click .

**Create a Saved Find**

Saved Finds can be used to streamline your daily work process. Saved Finds allow you to save sets of search criteria that you use frequently, and are unique to each user.

1. Follow the steps 1-4 above to select search criteria.
2. In the My Finds region of the screen, click .
3. The Save Find window displays.
4. Enter a **Name** and **Description** for the search.
5. Click .
6. When notified that the criteria were saved, click .
7. The Saved Find is displayed in the My Finds region of the screen.

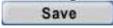
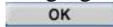
TP users should create the following 3 Saved Finds, all based on Financial Status:

- **Audit Exception:** Find transactions you need to adjust for the transaction to be approved.
- **Held:** Find transactions that the buyer has placed on hold in PowerTrack and which may require TP action before payment is approved.
- **Approval Required or Unmatched:** Find transactions that are missing either the BOL or PPSO approval and therefore are causing payment delays.

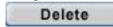
**Run a Saved Find**

1. Access the Find Documents screen.
2. In the My Finds region of the screen, click on the name of the Saved Find to select it.
3. Click .
4. The search engine runs and displays the Invoice List of transactions that match your search criteria.
5. To return to the Find Documents screen, click .

**Edit a Saved Find**

1. Access the Find Documents window.
2. In the My Finds region of the screen, click on the name of the Saved Find to select it.
3. On the criteria tabs below, make the desired changes to the criteria.
4. In the My Finds region of the screen, click .
5. The Save Find window displays.
6. If desired, make changes to the Saved Find **Description**.
  - Changing the **Name** will save the criteria as a new Saved Find.
7. Click .
8. When prompted to verify overwriting the existing Saved Find, click .

**Delete a Saved Find**

1. Access the Find Documents screen.
2. In the My Finds region of the screen, click on the name of the Saved Find to select it.
3. Click . You will **not** be prompted to verify the deletion.
4. When notified that the deletion was successful, click .

## Work with Audit Exception Transactions

### What are Audit Exception transactions?

If a transaction is in audit exception status, it indicates that a line or lines on the invoice failed the PowerTrack prepayment audit. The reasons this may occur include:

- A line was denied in CWA.
- A line was changed in CWA to resolve a dispute but the corresponding change was not made in PowerTrack.
- Line values were outside PowerTrack's prepayment audit criteria.

A line item failure may be based on discrepancies in price, quantity, or unit of measure.

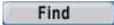
### How can I resolve a transaction in Audit Exception?

To resolve a transaction in audit exception status, you must change the invoice so that it is within DoD rating criteria. To do this you may:

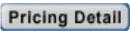
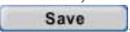
- Correct the line item by changing the appropriate field (price, quantity, or unit of measure).
- Zero out the line item in question to receive payment on the balance of the invoice, and work out the disputed line with a subsequent invoice.

For sellers using EDI, you also have the option of resubmitting the corrected invoice, which you may want to do for accounting purposes. If you do this, it is critical that you follow EDI standards for indicating that it is a **corrected** invoice, or it will result in a duplicate in PowerTrack. Your EDI personnel will know how to manage this.

### Search for Audit Exception Transactions

1. Access the Find Documents screen.
2. On the Status tab, select the status of "Audit Exception."
3. Click .
4. The search engine runs and displays the Document List of transactions in the specified status.
5. Continue to the following task: *Review the Transaction and Correct the Line in Exception.*

### Review the Transaction and Correct the Line in Exception

1. To open the transaction, double-click on the transaction, or click once to highlight it and click .
2. Review the detail on the Summary tab, including the various summary views.
3. To review the lines on the transaction, click the Service Charges tab.
  - The Quantity Price view provides an easy comparison of current versus ordered price, quantity and unit of measure.
  - If a line is in audit exception, the left column indicates the reason for the exception with a P (price), Q (quantity) or U (unit of measure).
4. Click .
5. To access and edit line detail, double-click on the line, or click once to highlight it and click .
6. In the Item Detail window, make the necessary changes to the line.
  - To zero out the line item, in the **Quantity** field, enter "0."
  - To view factors used in the calculation of the price of the line, at the bottom of the window, click .
7. When you have finished making changes to the line, click .
8. Repeat steps 5-7 on any other lines in exception.
9. When you have finished making changes to the transaction, to post the changes to the PowerTrack server, in the main Invoice screen, click .
10. In the Documents List screen, click  to return to the Find Documents screen.
11. Search for the transaction you just edited to verify the status has changed to "Approval Required" or "Approval Final."
  - If your last search was for transactions in "Audit Exception" status, remember to change or remove the status selection from the search criteria.

## Work with Unmatched Transactions

### *What are unmatched transactions?*

If a transaction is in unmatched status, it indicates that PowerTrack does not have a BOL that matches the invoice. The possible reasons for this are:

- The time since the invoice was submitted is still within the 3 day response time window.
- If the timeframe is outside of the 3 day window, there likely is a dispute on the invoice in CWA.

### *Search for Unmatched Transactions*

1. Access the Find Documents screen.
2. On the Status tab, select the status of “Unmatched.”
3. Click .
4. The search engine runs and displays the Document List of transactions in the specified status.

### *How can I resolve an unmatched transaction?*

To resolve an unmatched transaction:

- If the transaction is within the 3 day response time window, check the transaction’s status each day.
- If the transaction is outside of the 3 day response time window, note the invoice numbers in PowerTrack, and then work out any disputes in CWA.

## Work with Cancelled Transactions

### *What are cancelled transactions?*

If a transaction is in cancelled status, it indicates that CWA rejected the invoice because it could not match it to an existing order or found other data errors. When PowerTrack receives the rejected invoice, PowerTrack will cancel the invoice and prepare a rejection report.

### *Run the Rejection Report*

The rejection report contains a column that displays the error code and rejection reason. This information is not included in the Documents List results of a basic Find. As such, users must access and run the Rejection Report to identify cancelled transactions.

1. On the Welcome screen, from the menus select *Data Exchange > Rejected Files*.
2. In the Rejected Files box, select the **Organization** (if applicable), **Date Range**, and **Results** output. “Screen” outputs to an Internet Explorer window where you can use the Save As command to save the report; “Download” exports to a spreadsheet application such as Excel.
3. Click .
4. The report runs and displays the list of rejected files.
5. At the bottom of the report, scroll to the right to find the **Error Messages** column.

### *How can I resolve a cancelled transaction?*

To resolve a cancelled transaction:

- Make the necessary changes to the invoice.
- Resubmit to PowerTrack.

## Review the Daily Statement

Your daily statement provides detailed information regarding what was paid to you on a given day. ***You are issued a statement for the days on which a deposit was made; if a deposit was not made on a given day, you will not receive a statement.***

### *Access and Review Your Statement*

1. On the Welcome screen, from the menus select *Statements > Daily Statements*.
2. In the Daily Statement box, select the **Account Number**, **Statement Date**, and **Output Type**. “HTML” outputs a formatted statement to an Internet Explorer window where you can use the Save As command to save the statement; “Comma Delimited” exports to a spreadsheet application such as Excel.
3. Click .
4. The search engine runs and displays the statement.

### *Statement Detail*

Statement detail includes:

- **Header Information:** Your name and address, merchant number, statement date, ABA/routing number, checking account number, cycle, and PowerTrack ID.
- **Account Activity Summary:** Total transaction count and dollar amount of sales and credits, calculated to Net Sales. Also includes total fee dollar amounts by fee type.
- **Summary by Payer:** The buyer name for each buyer with transactions included in a deposit, along with the transaction count and dollar amount per buyer.
- **Summary by Fee Level:** Transaction count and dollar amount per fee type, calculated to total fee amount of each fee type.
- **Deposits:** Date the deposit was initiated, reference number, total transaction count, dollar amount and any adjustment amounts per deposit.
- **Transaction Detail:** One line for each transaction included in the deposit, indicating buyer name, PRO/invoice number, BOL number, date of service completion, origination and destination location, and amount.