Scope

This document provides examples of support issues related to *Federal Financial Reports* (FFRs) generated in the *Payment Management System* (PMS) web service and identifies the relevant support team to be contacted for support (PMS or GrantSolutions), based on the type of issue.

PMS FFR Support Guidance

The following section outlines sample Payment Management System Federal Financial Report (PMS FFR) support issues and specifies the recommended support team that a user should contact (PMS or GrantSolutions) for help resolving the sample issues described below.

SUPPORT FROM PMS

Grantor and Recipient users should contact the PMS Help Desk for assistance resolving the following PMS FFR issues:

- Difficulty logging into PMS
- PMS password reset
- Errors in financial calculations are displayed in the Transaction details sections of the FFR-populated lines items ten (10) and below
- Questions regarding the PMS internal workflow (e.g., FFR review status, the reason for rejection, etc.)

The PMS Help Desk may be contacted by phone or email:

- PMS Help Desk Phone Number: 1-877-614-5533
- PMS Help Desk Email: PMSSupport@psc.gov

SUPPORT FROM GRANTSOLUTIONS

Grantor users should contact the GrantSolutions Help Desk (help@grantsolutions.gov or 1-866-577-0771) for assistance resolving the following PMS FFR issues:

- User system role or office assignment updates to enable viewing in GrantSolutions of FFRs completed and accepted by Partner grantor staff in PMS
- Difficulty logging into GrantSolutions

Grantor users should contact GrantSolutions Partner Services (grantorsupport@grantsolutions.gov) for assistance resolving the following PMS FFR issues:

- Difficulty viewing accepted FFRs in GrantSolutions
- Duplicate FFRs found in PMS
- FFRs missing in PMS
- Incorrect "Agency Name" displayed on FFRs (SF-425, line 1) in PMS
- Incorrect "Recipient Organization" name and/or address displayed on FFRs (SF-425, line 3) in PMS
- Incorrect UEI displayed on FFRs (SF-425, line 4a) in PMS
- Incorrect EIN displayed on FFRs (SF-425, line 4b) in PMS
- Incorrect "Document Number" displayed on FFRs (SF-425, line 5) in PMS
- Incorrect "Report Type" displayed on FFRs (SF-425, line 6) in PMS
    - o Please note: Budget Period Final reports are labeled as "Annual" in PMS
- Incorrect Project Period "Start Date" and/or "End Date" on FFRs (SF-425, line 8) displayed in PMS
    NOTE: for all GrantSolutions Partners except CMS, line 8 will contain the funding document (i.e., Budget Period) start and end dates. CMS is the only Partner for which GrantSolutions is currently able to display the Project Period start and end dates for a multi-year grant project.)
- Incorrect Report Period End Date on FFRs (SF-425, line 9) displayed in PMS
- Incorrect Report Period Due Date displayed in PMS
- Changes to a grant program's FFR reporting schedule configuration
    Configuring a new grant program's FFR reporting schedule

If **Recipient users** experience any of these issues, they should contact their grantor staff point of contact, who should in turn contact GrantSolutions Partner Services (grantorsupport@grantsolutions.gov) for assistance resolving the PMS FFR issue.