

# **ICBS / CBS INTERFACE USER'S GUIDE**

September 24, 2004

# ICBS / CBS INTERFACE

## INTRODUCTION:

This real time interface exists between the Interagency Cache Business System (**ICBS**) and the Collections and Billing System (**CBS**). ICBS is a warehouse inventory tracking and ordering system used by NIFC to track and ship warehouse orders within the wild land fire business community. CBS is used to manage collection and billing functions for the Bureau of Land Management.. Business practices prior to the interface required that an order be entered into each system separately, creating a lot of duplicated data entry. Orders can now be created in ICBS to process and ship requested items and then sent electronically to CBS where the transaction for payment is created thus eliminating the duplication and allowing the supply office to operate more efficiently.

This guide provides step-by-step, sequential instruction on the credit card order processing procedure as follows:

- CUSTOMER INFORMATION QUERY
- ISSUE HEADER SCREEN
- ITEM SCREEN
- PRINTING THE ISSUE REPORT
- PRE-AUTHORIZATION
- UPDATING TRANSPORTATION INFORMATION
- CORRECTING A POSTED ISSUE
- FORCING A TRANSACTION
- AUTHORIZATION
- DELETING A TRANSACTION
- ISSUE STATUS QUERY
- UNLOCKING AN ISSUE

## QUERY CUSTOMER INFORMATION

The screenshot displays the Oracle Developer Forms Runtime window. The main window has a blue background and a menu bar with 'File', 'Edit', 'Query', 'Record', 'Help', and 'Window'. Below the menu bar is a toolbar with various icons. In the center, there is a dialog box titled 'ICBS Customer'. The dialog box has a light blue background and contains the following fields: 'Customer Unit Id', 'Name', 'Address', 'City', 'State', 'Zip', 'Phone Number', and 'Contact Name'. Each field is represented by a white text box. At the bottom right of the dialog box are 'OK' and 'Cancel' buttons. The status bar at the bottom of the Oracle Developer Forms Runtime window shows 'Record: 1/1' and '<OSC> <DBG>'.

This is the first step in processing a credit card order per the Supply office procedural guidelines. A Customer Unit ID is selected from the **List of Values (LOV)** or if a new customer, create an ID following the Supply office procedure and standards as provided. The Customer Unit ID is noted on the order document and is now ready to process for shipment.

- Select **Order, Process Order** and **Customer** from the ICBS menu.
- Click on the **Binoculars** button or press the **F7** key to initiate a query. A query (search) can be done from any field but the zip code field is strongly advised.
- Enter the zip code or any other field and click on the **Binoculars** again or press the **F8** key.
- Using the **Up** and **Down arrows**, scroll through the list of values (LOV) to find the correct address.
- If a new customer, a Customer Unit ID must be created and the customer information entered. If customer is located in a foreign country, enter NS (No State) in the state field. If there isn't a zip code for that country, fill the field with zeros. Document the Customer Unit ID on the order. Order can now be processed.

To move from the **Address** field press **Ctrl-Tab** for the next item field or **Ctrl-Shift-Tab** for the previous item field.

## ISSUE HEADER SCREEN FOR ORDER PROCESSING

The screenshot shows the 'Issue' form in Oracle Developer Forms Runtime. The form is titled 'Issue' and has two radio buttons: 'Incident' (selected) and 'Other'. The form contains the following fields and values:

- Cache ID: IDGBK
- Issue No: 2220150
- Order No: 2220150
- Year: 2003
- Incident Name: \*
- Origin Date/Time: 01/07/2003-0727
- Rect Date/Time: 01/07/2003-0727
- Order Priority:
- Customer Unit ID: ID-GBK-
- Shipping Unit ID: ID-GBK-
- Name: BLM GREAT BASIN FIRE CACHE
- Address: 3833 S DEVELOPMENT AVE, BOISE, ID
- Zip: 83705-5354
- Phone: 208-387-5104
- Contact Name:
- Jurisdiction ID: BLM
- Desc:
- Order Acct Code: FA-220-249-5700-AG--264B
- Other Acct Code:
- Shipping Acct Code: FA-220-249-5700-AG--264B
- Transport Mode: B
- Desc: BEST
- Required Delivery Date/Time: 02/01/2003-0000
- Comments: MPELETE

Buttons for Post, Pending, and Cancel are located at the bottom right of the form.

This process establishes the new or existing issue number as well as the customer order information. The acct code information determines whether the order is sent to CBS or not.

- Select **Orders, Process Order** then **Issue** from the ICBS main menu
- Select **Other** then press enter. The system generated **Issue Number** will appear. Document the issue number on the order.
- Enter **Customer Order** number or if not provided use system generated issue number.
- **Defining the order**
  - Click yes on pop up message
  - **Name** = \*
  - **Jur ID** = select from the LOV as appropriate for the customer
  - **Cust Unit ID** = determined prior to beginning issue and documented on the order. System will complete address information.
  - Tab through the fields to the **Account Code** field and enter FA2205700AG. Do not use dashes.
  - Click on the **OK** button.
- **Completing the Issue Header**
  - **Origin Date / Time** should be left at the default
  - **Receipt Date / Time** is the date the order is received. Only the date is necessary.
  - **Billing Information** is system generated from the Cust Unit ID. Enter **Shipping Information** if different from the billing address.
  - Enter the **Contact Name** from the order.
  - **Account Code** defaults from order acct code when defining the order.
  - Choose the **Transport Mode** from LOV and click OK button.
  - Enter the customer's required **Delivery Date**.
  - In **Comments** enter " Order Complete" then press enter.

## ORDER PROCESSING – ITEM SCREEN

Oracle Developer Forms Runtime

File Edit Query Record Help Window

ICBS

Incident  
Other

Cache ID IDGBK Issue No 2220150 Lov Order No 2220150 Lov Year 2003

Incident Name \*

Line Num	Request Number	Cache Item	Qty RFI	U/I	Qty Requested	Qty Issue	Qty B.O.	Comments
1	1	000065	523	BK	20	20		
Desc FIRELINE HANDBOOK, NWCG #3, PMS 410-1								
2	2	001272	653	PG	10	10		
Desc FORM, NWCG, Certificate of Training								
3						0		
Desc								
Desc								
Desc								

Comments ORDER C

Post Pending Cancel

Record: 3/3 <OSC> <DBG>

This process defines all the items requested on the order as well as the stock levels available to issue out. There are no back orders on credit card orders and customers should be informed that they must re-order at a later date. Orders are established in the system only after clicking on the POST button in this screen.

- Enter the **Line/Request Number** from the order or leave at default.
- Enter **Cache Item** number and then enter.
- Enter **Requested** quantity.
- Enter **Issued** quantity. *Do not* use the back order field – there are no back orders on credit card purchases.
- If there are more items on the order, continue as above.
- When order is complete click on **Post** button.

## PRINTING THE ISSUE REPORT

BLM ICBS

Exit Window

ICBS

ISSUE REPORT  
BLM VERSION

Issue Number  Begin  End

Order Number  Low Year

Posted Issue

Pending Issue

**SORT PARAMETERS**

- Request Number
- Cache Item
- Storage location

**SYSTEM PARAMETERS**

- Printer
- Screen
- Issue HP
- Finance

Copies

CHANGE PRINTER DESTINATION

OK Cancel

Record: 1/1 <OSC> <DBG>

- To print the issue, from the **BLM Specific Menu** select **BLM Specific Reports** and **Issue Report**.
- Enter issue number(s) in “**Begin**” and “**End**” fields. Issues can be printed individually or as a group within a range of *consecutive* issue numbers.
- Click on the **OK** button and the issues will begin printing.
- Stamp issue with credit card stamp per supply office procedure.

The order is now ready for the Pre-Authorization step.

## PRE-AUTHORIZATION

The screenshot shows a software window titled "BLM ICBS" with a menu bar (Action, Edit, Query, Block, Record, Field, Window, Help) and a toolbar. The main window is titled "ICBS-CBS PreAuthorization Transaction". It contains the following fields and sections:

- Issue Number:** A text field with a "LOV" button next to it.
- Order Information:** Order#, Customer Unit ID, Shipping Unit ID, and Presentation Type (dropdown).
- Shipping/Customer Information:** Name, Address, City, State, ZIP, Contact, Phone, and Country.
- Billing/Remitter Information:** "Use Customer Unit ID for Billing Information?" (checkbox, currently unchecked), First, Last, Company, Address, City, State, ZIP, and Country.
- Credit Card Information:** Card Holder Name, Card Number, Exp Date (dropdown), Issue Total (text field, note: "does not include shipping charges"), CCC Auth Code, Transaction, and Receipt.
- Submit Button:** "Submit PreAuthorization to CBS".

The Windows taskbar at the bottom shows the Start button, several open applications (SnagIt/32, Terri Shadix..., C:\blm\_icbs, BLM ICBS), and the system clock showing 1:44 PM.

Pre-authorization is a process that will reserve the dollar amount of the order at the bank where the customer's account is held and assure the order can and will be paid during the force. It is at this point that you will establish whether or not the account number is accurate and the dollar amount is within the credit limits of the account. It may be necessary to call the customer to verify the credit card information or get a different credit card number entirely. A pre-authorization is completed before being sent to the warehouse to assure the order will be paid after shipment and avoid the possibility of having to return any items back to the shelves. Do not pre-authorize if issue amount is 0.

- Select **CBS** then **Preauthorization** from the **BLM Specific Menu**.
  - Enter **Issue number** or select from the LOV and then enter. Order information will now be displayed.
  - Select **Presentation** type.
  - Default is yes if using the **ICBS Cust Unit ID for the Billing Information**. If "no", unclick on yes and enter the correct information off the order.
  - Enter the **Customer Name** as well as the **Card Holder Name**, which should be the same.
  - Enter **Credit Card Number** and the **Expiration Date** as required in CBS.
  - Click on the **Submit Pre-auth To CBS** button.
  - If pre-authorization is successful, document the CCC Authorization, Transaction and Receipt numbers, issue amount as well as your initials and the date on the issue using the credit card stamp. If the pre-authorization is not successful, call the customer to verify the credit card account number. If the customer has not provided a phone number, contact your supervisor.
- The order is now sent to the warehouse for shipment.

## ISSUE TRANSPORTATION

Oracle Developer Forms Runtime

File Edit Query Record Help Window

ICBS

### Shipping Status

Issue No   Shipment No  Order No   Year

Name

Transportation Mode   Desc

Piece(s)  Total Weight  lb  kg

Total Cubes  ft  mt

#### Shipping Itinerary

GBL Number

Estimated Date/  
Time of Departure

Estimated Date/  
Time of Arrival

Driver/Pilot Name

Vehicle ID/A.C. Tail No

Trailer No

#### Shipper Receipt

Carrier ID

Carrier Name

Shipping Tracking Ref No

Date/Time Shipped

Date/Time Delivered

Received By

Record: 1/1

This process updates an existing order with the costs of shipping the items ordered and establishes the total amount due. This screen must be completed even if the shipping amount is zero. During the force, CBS checks ICBS against the pre-authorization information and will update any changes included in the completed sale.

- Select **Orders, Process Order** then **Shipping Status** from the ICBS main menu.
- Document the shipping amount on the issue document as required.
- Enter the issue number and press enter. *Only issues that have been posted can be entered.*
- Select **Transportation Mode** from the LOV.
- Enter number of **Pieces**
- Enter the total **Weight**
- Enter the shipping information that is applicable to the order.
- Enter the **Carrier ID** selecting from the LOV
- Enter the **Carrier Information** i.e. the tracking number(s). If more than one number enter "See Comments" and use that space to enter the numbers.
- Enter the **Date Shipped** and press enter.

## ISSUE TRANSPORTATION (Page 2)

The screenshot shows the Oracle Developer Forms Runtime window titled "ICBS". The form contains the following fields and controls:

- Shipping Account Code:
- Issue Cost:
- Attn. To:
- Shipping Charges:
- Request Numbers:
- Attn. From:
- Items Shipped:
- Items Backordered:
- Items Cancelled:
- Routing Information:
- Comments:
- Faxed To:
- Fax Date:
- Order Complete:
- Buttons: OK, Cancel

At the bottom of the window, the status bar shows "Record: 1/1" and navigation controls "<OSC> <DBG>".

- Enter the total **Shipping Charges** and click on **Order Complete**.
- Click on **OK**

The order is now ready to be FORCED in CBS.

## Correcting a Processed Issue

This process will allow you to correct or change an order that has already been posted. Once an order has been issued, this is the only way it can be modified.

- Select **Orders** from the main menu then **Correct Processed Issue** from the drop down.
- Select **Other Order** before beginning.
- Enter the **Issue Number**.
- **Any item can now be changed or deleted and new items may be added.**

The LOV function is available but not practical to use as it lists every order issued since 1999.

## FORCE TRANSACTION

**BLM ICBS**  
Action Edit Query Block Record Field Window Help

**ICBS**  
**ICBS-CBS Force Transaction**

Issue Number:

Order#   
Customer Unit ID   
Shipping Unit ID   
Presentation Type

**Shipping/Customer Information**

Name   
Address   
City  State  ZIP   
Contact   
Phone   
Country

**Billing/Remitter Information**

First  Init  Last   
Company   
Address   
City  State  ZIP   
Country

**Credit Card Information**

Card Holder Name   
Card Number   
Exp Date

Issue Total   
Shipping  Carrier   
Total

CCC Auth Code   
Transaction   
Receipt

Record: 1/1

Start | Snagit/32 | Terri Shadix - ... | icbs\_installs\_... | Document2 - ... | **BLM ICBS** | 10:09 AM

This process can only be used in conjunction with a pre-authorization. If you have changed the credit card account number for any reason you cannot force the transaction; you must go to the Authorization step. After the force, the sale is then debited to the customer's account. If an order has been deleted in ICBS, the transaction and pre-authorization are still active in CBS. A force will restore the order as it appears in ICBS, charge the account and you should then receive a new CCC authorization code.

- Select **CBS** then **Force** from the **BLM Specific Menu**.
- Enter the **Issue Number** or select from the **LOV** and press enter.
- Verify the total dollar amounts.
- Click on the **Submit Force to CBS** button.
- Verify Force is successful in the message box.

# AUTHORIZATION

The screenshot displays the BLM ICBS software interface. The main window is titled "ICBS" and contains a form for "ICBS-CBS Authorization Transaction". The form is divided into several sections:

- Issue Number:** A text field containing "LOV".
- Shipping/Customer Information:** Fields for Name, Address, City, State, ZIP, Contact, Phone, and Country.
- Billing/Remitter Information:** A checkbox for "Use Customer Unit ID for Billing Information?" (checked), and fields for First, Init, Last, Company, Address, City, State, ZIP, and Country.
- Credit Card Information:** Fields for Card Holder Name, Card Number, Exp Date, CCC Auth Code, Transaction, and Receipt.
- Summary:** Fields for Issue Total, Shipping, Carrier, and Total.
- Buttons:** A "Submit Authorization to CBS" button.

The Windows taskbar at the bottom shows the Start button, several open applications (Snagitv32, Terri Shadix, C:\blm\_icbs, BLM ICBS, Document1), and the system clock showing 1:45 PM.

This process is used in the absence of a pre-authorization such as a pick up order or when changing the credit card number on an existing order. A deleted order can also be restored as it appears in ICBS by using this function.

- Select **CBS** then **Authorization** from the **BLM Specific Menu**.
- Complete the credit card information as you would in the pre-authorization procedure.
- Click on the **Submit Authorization to CBS** button.
- Verify Authorization is successful in the message box.

## DELETE TRANSACTION

The screenshot displays the 'BLM ICBS' application window. The main window title is 'ICBS-CBS Delete Transaction'. The interface includes a menu bar (Action, Edit, Query, Block, Record, Field, Window, Help) and a toolbar. The form contains the following sections and fields:

- Issue Number:** A text field with a yellow highlight and a 'LOV' button.
- Order#:** A text field.
- Customer Unit ID:** A text field.
- Shipping Unit ID:** A text field.
- Presentation Type:** A text field.
- Shipping/Customer Information:** Fields for Name, Address, City, State, ZIP, Contact, Phone, and Country.
- Billing/Remitter Information:** Fields for First, Init, Last, Company, Address, City, State, ZIP, and Country.
- Credit Card Information:** Fields for Card Holder Name, Card Number, Exp Date, CCC Auth Code, Transaction, and Receipt.
- Summary:** Fields for Issue Total, Shipping, Total, and Carrier.
- Submit Delete to CBS:** A button located at the bottom right of the form area.

The taskbar at the bottom shows the Start button, Snagit/32, Terri Shadix, icbs\_installs, Document2, and the BLM ICBS application. The system clock shows 10:11 AM.

This process deletes an order in ICBS and decreases the transaction amount in CBS to zero. The CBS transaction and a pre-authorization will remain active and can still be used if the order is activated again. Forcing an existing pre-authorization amount or using Authorize will restore data as it currently appears in ICBS and charge the account. An order would possibly be deleted for the following situations:

- The order is a duplicate of another order
- The credit card number was invalid
- The customer canceled the order
- The order has been changed from a credit card order to a Bill for Collection

- **Enter issue number and press enter.**
- **Click on Submit Delete to CBS.**

## ISSUE STATUS QUERY

**BLM ICBS**  
Action Edit Query Block Record Field Window Help

**ICBS**  
**ICBS-CBS Issue Status Query**

Issue Number:

Order#

Customer Unit ID

Shipping Unit ID

Presentation Type

**Shipping/Customer Information**

Name

Address

City  State  ZIP

Contact

Phone

Country

**Billing/Remitter Information**

First  Init  Last

Company

Address

City  State  ZIP

Country

**Credit Card Information**

Card Holder Name

Card Number

Exp Date

CCC Auth Code

Transaction

Receipt

Issue Total

Shipping

Total

Carrier

Status

Last Transaction

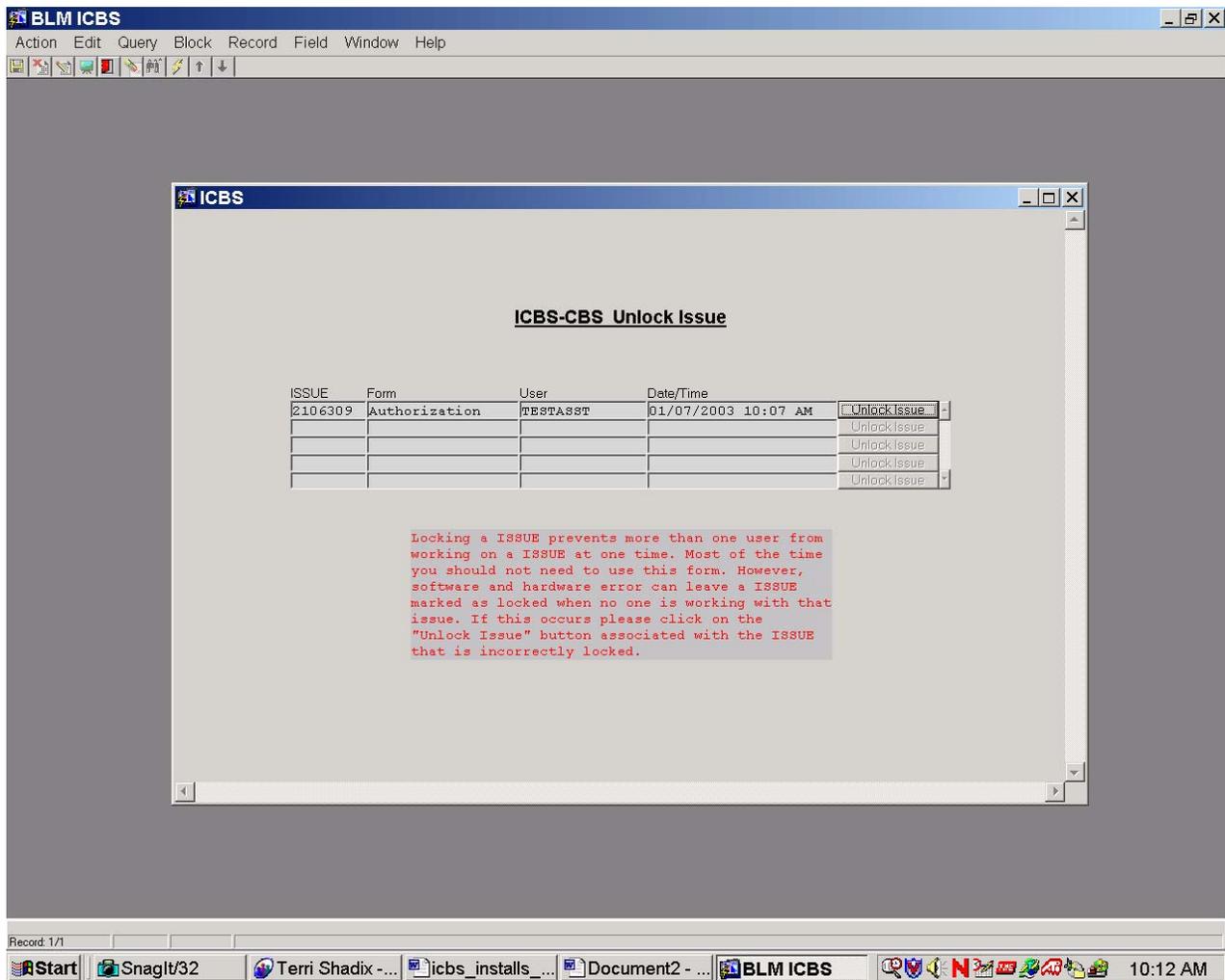
Record: 1/1

Start | Snagit/32 | Terri Shadix - ... | icbs\_installs\_... | Document2 - ... | **BLM ICBS** | 10:11 AM

This process is used to verify the status of any existing orders. It can also be used when the transaction, receipt and/or the CCC auth code have not been documented on the issue document. Query is on issue number only.

- Enter issue number and press enter.

# UNLOCK ISSUE



This process is used when an issue number has been locked up and can't be accessed by any of the users. This can happen if the system goes down in the middle of processing an order. The interface is set up so that only one person can be working on an issue at any time. There should never be two people working on an issue at the same time so exercise caution when using this function.

- **Enter issue and press enter.**
- **Click on Unlock Issue.**