AIM Application
v. 1.4
User Manual

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Abstract This guide describes how to use the AIM system, which provides for managing Purchase Card Online System (PCOLS) accounts.

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Document History

Document Version	Date	Description
1.0	May 2008	Development
1.1	June 2008	Updated to include information on Address Update through DEERS. Added Application Error Codes and Messages.
1.2	August 2008	Updated to include all changes for AIM v1.3 and the Navy implementation.
1.3	November 2008	Updated to include all changes for AIM v1.4.

Table of Contents

1.0 Introduction

1.1 Purpose

The purpose of the Authorization, Issuance, and Maintenance (AIM) Application User Manual is to assist authorized users of the application by providing a concise, accessible instruction guide that explains the functionality of the application as well as key business rules behind Managing Account and Cardholder Account maintenance.

1.2 Overview of the AIM System

The AIM application is a workflow tool used to perform various Purchase Card Program account authorization and maintenance functions.

AIM draws from hierarchies recorded in the Enterprise Monitoring and Management of Accounts (EMMA) system and determines who has responsibility and permission to initiate and approve requests for purchase card issuance and maintenance, such as:

- Updating card transaction/spending limits
- Changing Merchant Category Code (MCC) status
- Ensuring that ongoing training requirements are met
- Ensuring that lines of accounting (LOAs) are current

When card issuance or maintenance requests are processed through all necessary approvals in AIM, they are sent automatically to the bank for implementation.

1.3 System Requirements

The following components are required on your workstation in order to use AIM:

- PC/SC Smart Card Reader and Driver
- GSC IS 2.1 Middleware or equivalent
- Internet Browser (Microsoft Internet Explorer 6.0 recommended)

1.4 Screen Captures and Prints

Due to Privacy Act considerations, protected information such as addresses, phone numbers, and email addresses have either been fabricated or erased in the examples used throughout the manual.

1.5 Support Contact Information

The eBusiness Policy Support Center (eBPSC) provides Tier One support with escalation capability to Tiers Two and Three.

If you need help or support, please contact the eBPSC:

- Web site: http://www.acq.osd.mil/dpap/pdi/eb/ebusiness_policy_support_center.html
- Toll-free Telephone: 1-877-376-5787 (1-877-ePOLSUPPORT)
- Email: defensepolicysupport@ebpsc.org

2.0 AIM Users

The following sections define the Purchase Card Online System (PCOLS) user roles in AIM as well as application business rules for each role. The sections will clearly delineate what functions you are allowed to perform within AIM.

2.1 Resource Manager and Resource Manager Pool

Within the Managing Account process, the Resource Manager (RM) is responsible for entering all financial information and approving the Managing Account. The RM has the authority to approve or reject the Managing Account request. In addition to the RM's involvement in Managing Account creation, an RM or a member of the RM Pool can also view, update, or reject a Managing Account.

Within the Cardholder Account, the RM or a member of the RM Pool is responsible for reviewing all financial information and approving the Cardholder Account. In addition to their involvement in Cardholder Account creation, the RM or a member of the RM Pool can also view, update, or reject a Cardholder Account.

2.2 A/OPC

Within the Managing Account process, it is the responsibility of the Agency/Organization Program Coordinator (A/OPC), once the RM has approved a Managing Account, to approve the request, verify that the A/BO has completed all training, and set a requirement date for verification of required Delegations and Appointments. The A/OPC has the authority to approve or reject the Managing Account request. It is the A/OPC's responsibility to approve all transactions before they are sent to the bank. In addition to the A/OPC's involvement in Managing Account creation, the A/OPC can also view or update Managing Accounts.

Within the Cardholder Account process, it is the responsibility of the A/OPC, once the RM has approved a Cardholder Account, to approve the request. In addition to the A/OPC's involvement in Cardholder Account Creation, the A/OPC can also view or update Cardholder Accounts and modify Defense Acquisition University (DAU) training dates as well as Delegations and Appointments.

The A/OPC has the authority to terminate a request in the workflow process at any time. In addition, they will conduct periodic reviews to ensure the appropriateness of the assigned values.

2.3 A/BO Supervisor

Within the Managing Account process, the Approving/Billing Official (A/BO) Supervisor is responsible for initiating a Managing Account request. Once the A/BO has completed their steps in the process, the A/BO Supervisor is required to approve the request prior to it proceeding to the RM. The A/BO Supervisor has the authority to approve or modify the Managing Account request. In addition to the A/BO Supervisor's involvement in Managing Account creation, the A/BO Supervisor can also view, update, or reject a Managing Account during account maintenance.

Within the Cardholder Account process, the A/BO Supervisor is responsible for approving a Cardholder's request for a cardholder account only if the Cardholders Supervisor role is filled by the same person that fills the role of the requesting A/BO.

2.4 A/BO

Within the Managing Account process, the A/BO is responsible for the creation of a Managing Account to include providing the office name and justification, assigning an RM, and setting the Purchase Limits.

Within the Cardholder Account process, the A/BO is responsible for initiating a request for a Cardholder Account.

2.5 Cardholders Supervisor

The Cardholders Supervisor has no responsibility within the Managing Account process.

Within the Cardholder Account process, once the Cardholder has accepted their nomination, the Cardholders Supervisor is responsible for approving the request and sending to the RM, only if the Cardholders Supervisor is not the issuing A/BO. The Cardholders Supervisor also has the option to reject the request for a Cardholder Account. The Cardholders Supervisor is responsible for approving or updating the Cardholder MCC and spending limits.

2.6 Cardholder

The Cardholder has no responsibility within the Managing Account process.

Within the Cardholder Account process, the Cardholder is responsible only for accepting the A/BO's nomination for them to obtain a Purchase Card.

3.0 Navigating Through AIM

The AIM application is set up in a tab-based format. The following list describes each tab and their functions.

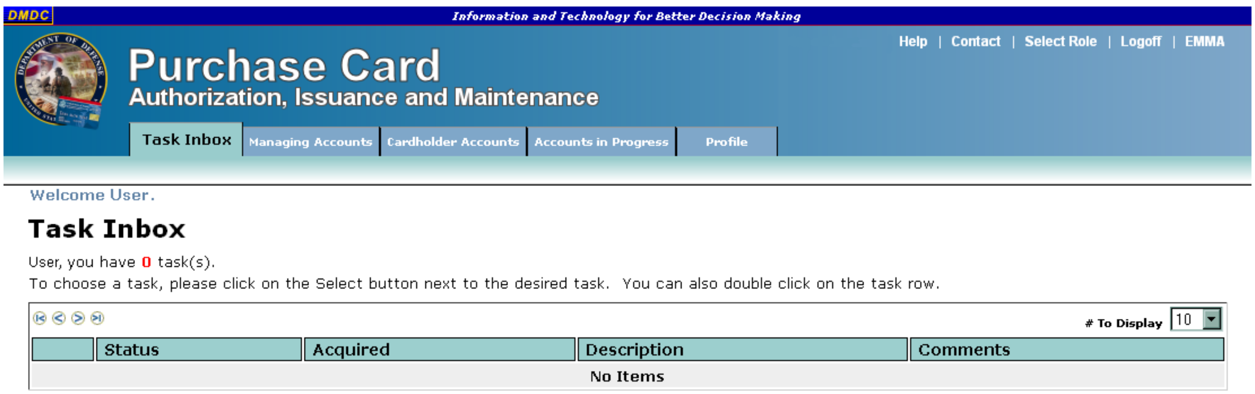
Task Inbox − Serves as your AIM home page. When you have a task(s) pending action, it will be listed here with the status of the task, the date that you were assigned the task, a description of the task, and comments, if necessary.

Managing Accounts − Lists all of the Managing Accounts that you are associated with that have gone through the activation process with the bank. From this tab, you can create or request maintenance on a Managing Account, depending on your provisioned role.

Cardholder Accounts − Lists all of the Cardholder Accounts that you are associated with and have gone through the activation process with the bank. From this tab, you can create or request maintenance on a Cardholder Account, depending on your provisioned role.

Accounts in Progress − Lists all of your associated accounts that currently are in progress and details the type and status of the request.

Profile − Allows you to view and update your profile.



The following links are contained at the top of each page.

Help − This link takes you to the online Help system.

Contact − This link directs you to the contact information for the Help Desk.

Select Role − This link takes you back to the "Role Selection" page. If you have multiple roles or one role in multiple organizations, this link allows you to change that role without the need to log off and log back into the application.

Logoff − You should always log out of AIM before closing the window.

EMMA − This link takes you to EMMA if you need to provision additional users.

4.0 Logon Functions

4.1 Redeeming Your Token and Logging In

To redeem your token and log into AIM:

Option 1 − Via Email Link

In the email, there is the following text:

> "Please login to Purchase Card: Authorization, Issuance and Maintenance via the following link to complete the nomination: https://pki.dmdc.osd.mil/appj/aim/TokenHandlerAction.do?newSession=true&redeemToken=123456789"

1. Insert your Common Access Card (CAC) into the card reader.
2. Click the provided link. This opens a new browser window.
3. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate).
4. Enter the PIN for your CAC and click **OK**.

Note: RMs will be taken directly to the "Role Acceptance" page.

Option 2 – Via Token on Screen

1. Insert your CAC into the card reader.
2. Open Internet Explorer and enter the following Web address: https://pki.dmdc.osd.mil/appj/aim/.
3. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate).
4. Enter the PIN for your CAC and click **OK**. The "Log In" page is displayed.
5. Enter your token in the provided text box.
6. Click **Redeem Token**.

Note: RMs will be taken directly to the "Role Acceptance" page.

4.2 Logging In

To log into AIM:

1. Insert your CAC into the card reader.
2. Open Internet Explorer and enter the following Web address: https://pki.dmdc.osd.mil/appj/aim/.
3. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate).
4. Enter the PIN for your CAC and click **OK**. The "Log On" page is displayed.
5. Click **CAC Logon**.
6. Click **Logon to AIM**.

4.3 Selecting Your Role

When selecting a role, be sure to note the Organization in the far right column. PCOLS allows individuals to have duplicate roles in different organizations. To select the role of the organization that you want to modify, click **Select Role** next to your provisioned role.

5.0 Task Inbox Functions

Once you select your role, you will be directed to the Task Inbox tab. The Task Inbox lists all tasks that are pending action from you. In addition to a list of tasks, the Task Inbox also specifies the status of the task, the date that you were assigned the task, a description of the task, and comments, if necessary.

To complete a task, click **Select** next to the name of the task for which you would like to perform an action. Follow the appropriate steps to complete the action.

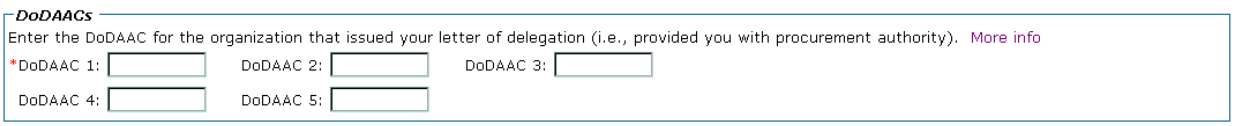
6.0 Profile Functions

6.1 Completing Your Profile – A/OPC

The first time that you log into AIM, you will be required to complete your profile. Until this task has been completed, your A/BO Supervisor is unable to initiate a request for a Managing Account. When you select your role as an A/OPC, AIM will automatically direct you to your profile page.

To complete your profile:

1. Enter the DoDAAC for the organization that issued your letter of delegation (i.e., provided you with procurement authority). You are only required to enter one DoDAAC, but can provide up to five, if necessary.



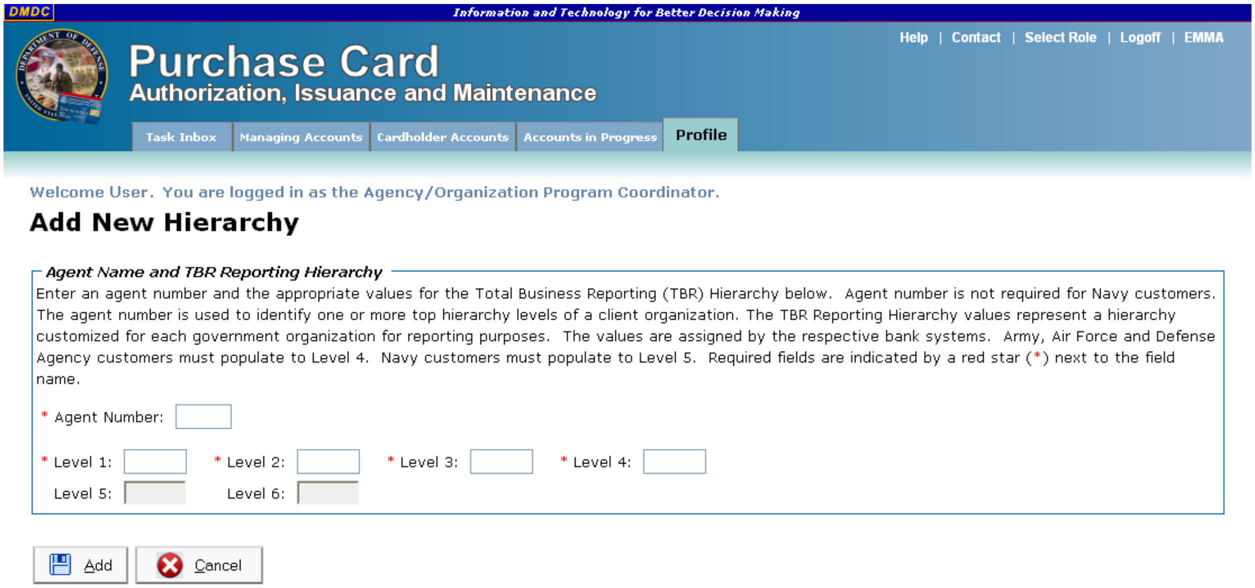
> **Note:** If you need assistance finding your DoDAAC, please visit the following web site: https://dodaac.wpafb.af.mil/dodaacsearch.cfm or click **More info** in the **DoDAAC** section of your profile.

2. Enter your bank information. The following information is required:
   a. **Bank** – This is a drop-down box which allows you to choose the appropriate bank
   b. **Bank Log-In Name**
   c. **Client Short Name**

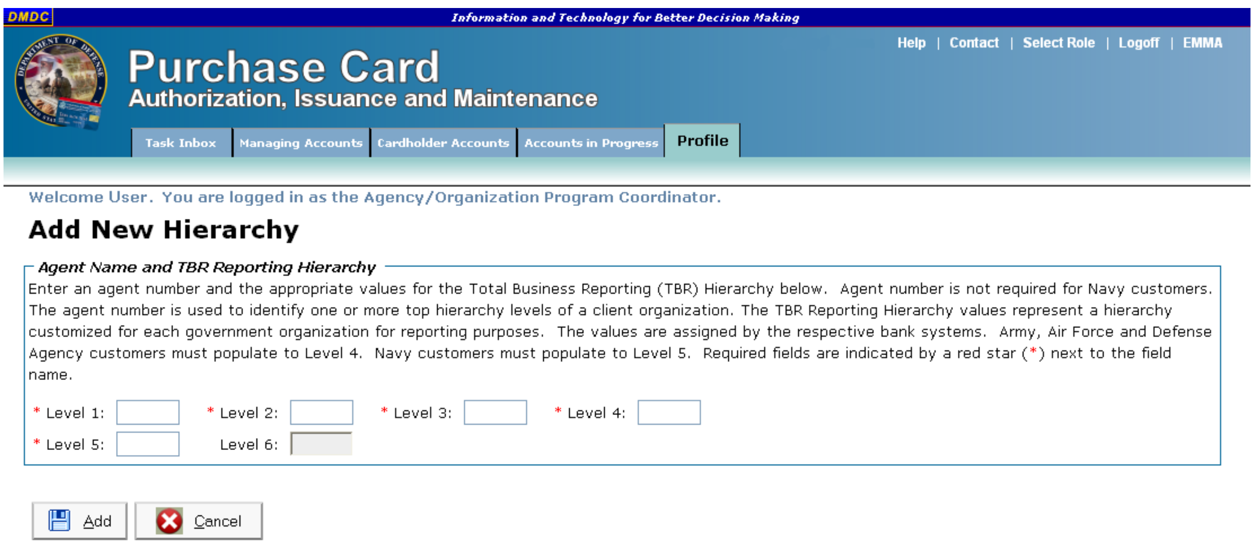
3. **Agent Name and TBR Reporting Hierarchy** – Requires you to enter all agent numbers and their associated TBR Reporting Hierarchy values as assigned to you in the bank system. A minimum of one entry is required. To do so, click **Add Agent/Hierarchy**.

> **Note:** Follow instructions according to the agency or service for which you are performing this action.

   a. **Army, Air Force, and Defense Agency customers** – Enter your Agent Number and the appropriate values (Levels 1-4) for the TBR Hierarchy. These values are assigned by your bank system.



b. **Navy customers** – Enter the appropriate values (Levels 1-5) for the TBR Hierarchy. These values are assigned by your banking system.



4. Click **Add**.

   Note: If you entered incorrect TBR Hierarchy values, on the "User Profile" screen, you must add a new hierarchy with the corrected information.

5. Verify your **User Information**. If you need to update your information, click the **click here to update the address** link within the text.

   Note: Your **User Information** is populated from your Defense Enrollment Eligibility Reporting System (DEERS) profile. The **click here to update the address** link will direct you to the DEERS Address Update site, which is a DEERS application. Any changes that are made will take up to 24 hours to be reflected in your AIM profile. If you have any problems logging in or updating your address, contact the Help Desk shown in the Address Update application. To verify if your information has changed, log out of AIM, log back in, and click the **Profile** tab.

6. Click **Save Changes**.

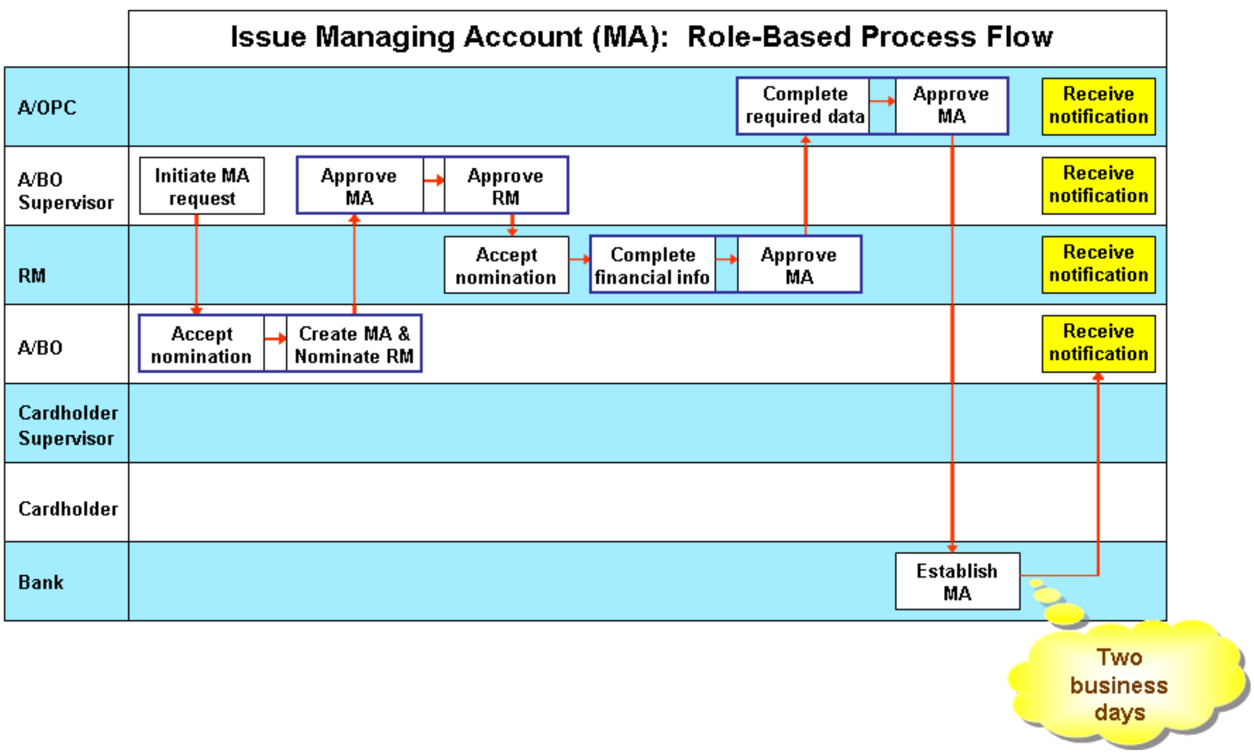
6.2 Completing Your Profile − Other Users

1. Click the **Profile** tab.
2. Verify your **User Information**. If you need to update your information, click the **click here to update the address** link within the text.

Note: Your **User Information** is populated from your Defense Enrollment Eligibility Reporting System (DEERS) profile. The **click here to update the address** link will direct you to the DEERS Address Update site, which is a DEERS application. Any changes that are made will take up to 24 hours to be reflected in your AIM profile. If you have any problems logging in or updating your address, contact the Help Desk shown in the Address Update application. To verify if your information has changed, log out of AIM, log back in, and click the **Profile** tab.

7.0 Creating a Managing Account

7.1 Creating a Managing Account Workflow

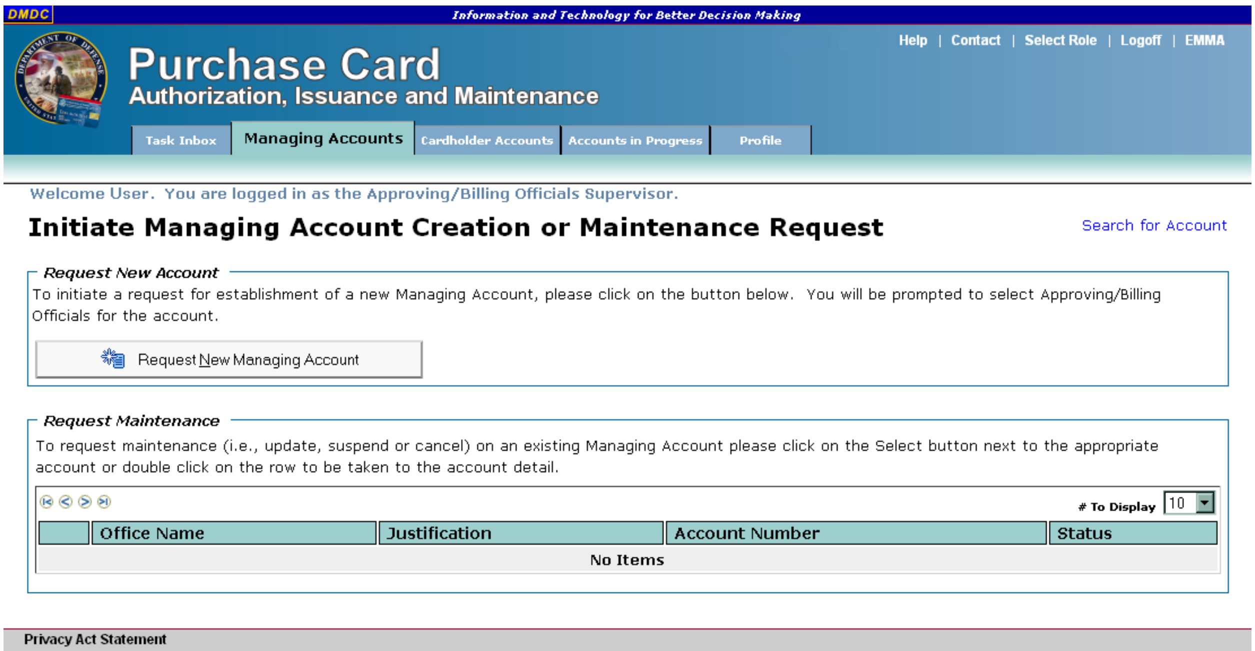


7.2 A/BO Supervisor

The A/BO Supervisor performs the first step in the Managing Account workflow. It is up to you to request the new Managing Account.

To request a Managing Account:

1. Click the **Managing Accounts** tab.
2. Click **Request New Managing Account**.

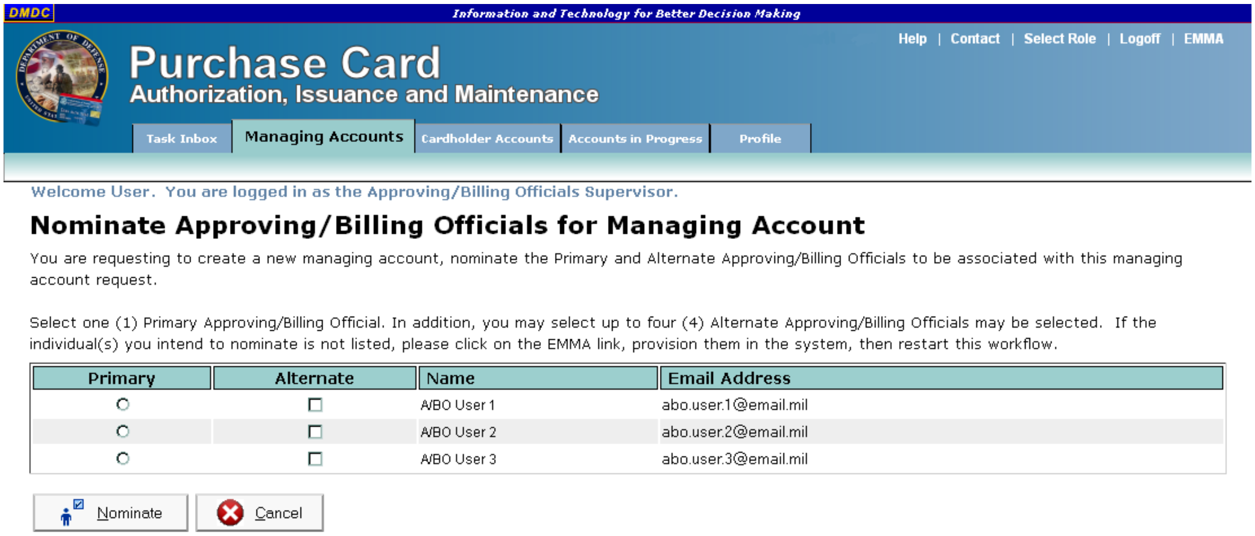


3. The "Nominate Approving/Billing Officials for Managing Account" screen is displayed. This screen lists all of the A/BOs that can be assigned to this Managing Account.

   Note: In order to be assigned to the Managing Account, a user must be provisioned to the A/BO Pool in the same organization or sub-organization through EMMA.

   Under the "Primary" heading, click the radio button next to the name of the A/BO you would like to assign to the account.

   Note: You can select up to four individuals as alternate A/BOs, if necessary, but you cannot select an alternate without designating a primary A/BO.



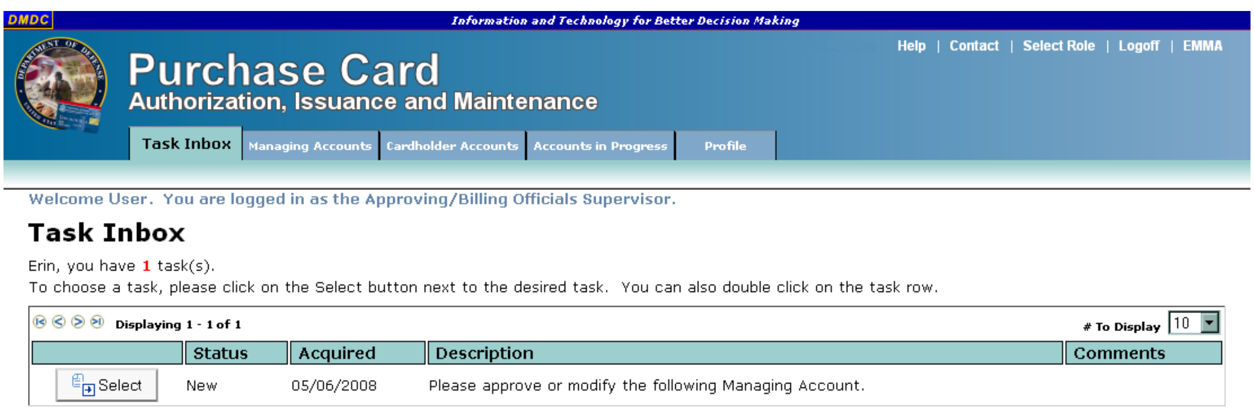
4. Click **Nominate**.

> **Tip:** To check the status of an active account request, click the **Accounts in Progress** tab.

Once the A/BO has initiated a request for a new Managing Account, you will receive an email requesting that you approve or modify the request.

To approve or modify a request for a new Managing Account:

1. Click **Select** next to the task with the description "Please approve or modify the following Managing Account."



2. From the "Verify New Managing Account Request" screen, you have the option to update the Resource Manager nomination. If the assigned RM is incorrect, enter a new email address.
3. From the "Verify New Managing Account Request" screen, you also have the option to decrease the requested purchase limits.

> **Note:** If you decrease the purchase limit(s), emails will be sent to everyone currently associated with the Managing Account. The workflow will not be restarted.

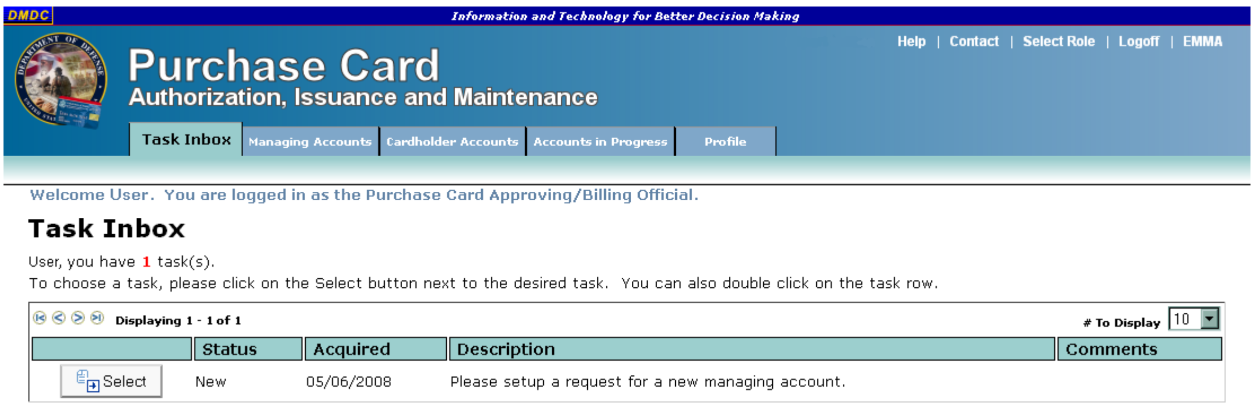
4. Click **Approve**.

7.3 A/BO

Once you have been nominated as the Primary A/BO of a Managing Account, you will receive an email requesting that you to set up a new Managing Account. Alternate A/BOs will receive an email notification of assignment.

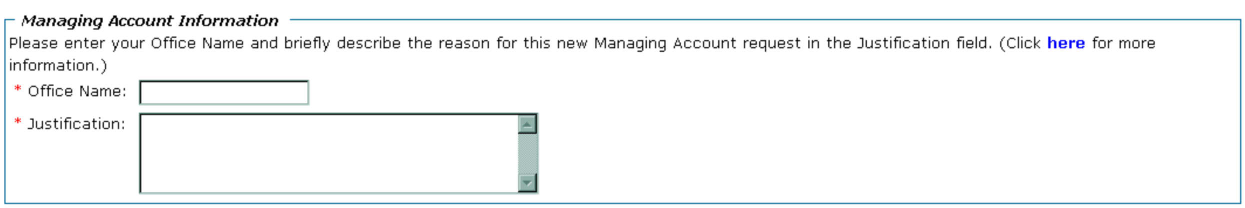
When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description "Please set up a new request for a new managing account."

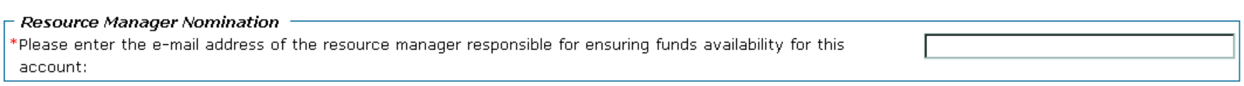


2. Enter the following required information:

   a. **Managing Account Information** − Enter the Office Name and Justification for this Managing Account. These fields are both free text fields.



   b. **Resource Manager Nomination** − Enter the email address of the RM assigned to this account.



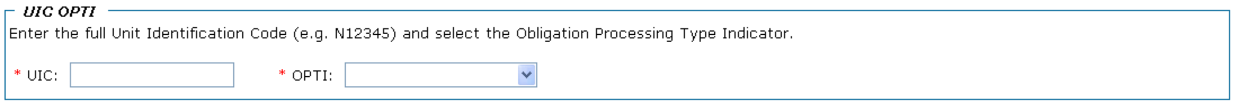
   c. **Purchase Limits** − Depending on the relationship that you have set up with the bank, the required Purchase Limit information may vary.

   Note: If you are an Army, Air Force, or Defense Agency customer, continue to step f. Follow instructions according to the agency or service for which you are performing this action.

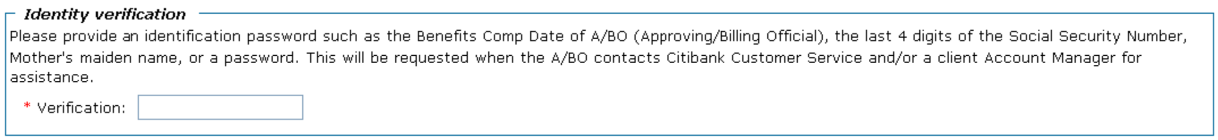
   d. **UIC/OPTI**

      i. **UIC** – Enter the **Unit Identifier Code (UIC)** for this Managing Account. The UIC consists of one upper-case letter followed by five numerals.

ii. **OPTI** – Select the **Obligation Processing Type Indicator (OPTI)** for this Managing Account from the drop-down list.



e. **Identity Verification** – The **Identity Verification** field will allow 16 alpha-numeric characters, including spaces. The information that you enter will be used by the bank to validate your identity if you have questions regarding your account.



f. **Organization Name**

g. **Acknowledgement of Required Training** − Click the check box to acknowledge that you understand that you must complete all required training and submit your certificates to the A/OPC. If you have already completed the training, enter the completion date.

3. Click **Submit**.

Note: If you do not wish to submit this request right now, you can click **Save as Draft**. If you are not the correct A/BO to establish this Managing Account, click **Terminate**. An email will be sent to the A/BO Supervisor advising that a new A/BO needs to be nominated.

Tip: To check the status of an active account request, click the **Accounts in Progress** tab.

7.4 Resource Manager

Once the A/BO Supervisor has approved the request for the new Managing Account, you will receive an email nominating you as the RM for the Managing Account. The email will provide you with the account name, the account description, and a token to redeem connecting you to the RM role for this Managing Account.

Follow the instructions in Section 4.1, to redeem your token and log in.

1. Review the account information associated with the token.

   a. If the Organization listed is not the correct organization:

      i. Click **Change Organization**.

ii. Click **Select** next to the name of the correct organization.

b. Verify your **User Information**. If you need to update your information, click the **click here to update the address** link within the text.

> **Note:** Your **User Information** is populated from your Defense Enrollment Eligibility Reporting System (DEERS) profile. The **click here to update the address** link will direct you to the DEERS Address Update site, which is a DEERS application. Any changes that are made will take up to 24 hours to be reflected in your AIM profile. If you have any problems logging in or updating your address, contact the Help Desk at the phone number shown in the Address Update application. To verify if your information has changed, log out of AIM, log back in, and click the **Profile** tab.

c. If all of the information provided is correct, click **Accept**.

2. The "Designate Managing Account Financial Information" screen is displayed.

> **Note:** Once you have redeemed your token, you can log out of AIM and return to complete your task. To complete the task later, click the **Task Inbox** tab and click **Select** next to the appropriate task.

The account information entered by the A/BO will populate the **Managing Account Information** section. Enter the following required information:

a. **EDI Payment Routing Information** − Click the radio button next to **EDI payment** or **Non-EDI payment**.

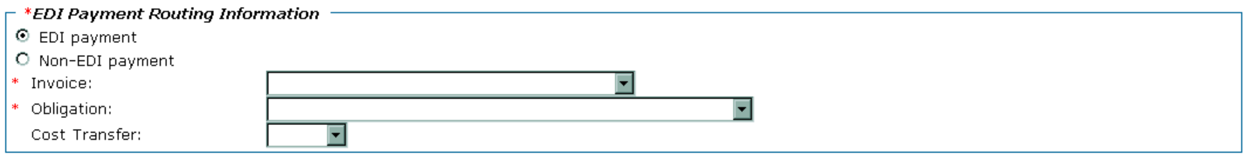
> **Note:** Navy customers, continue to step d. Follow instructions according to the agency or service for which you are performing this action.

Army, Air Force, and Defense Agency customers, if you select **EDI payment**, you are also required to enter the following information:

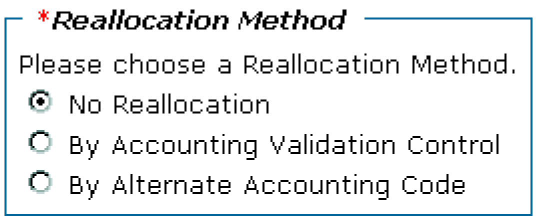
i. Invoice

ii. Obligation

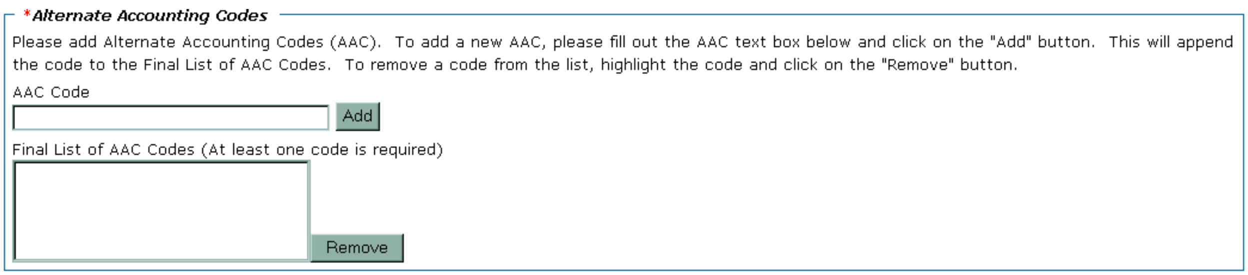
iii. Cost Transfer – This field is optional



b. **Reallocation Method**

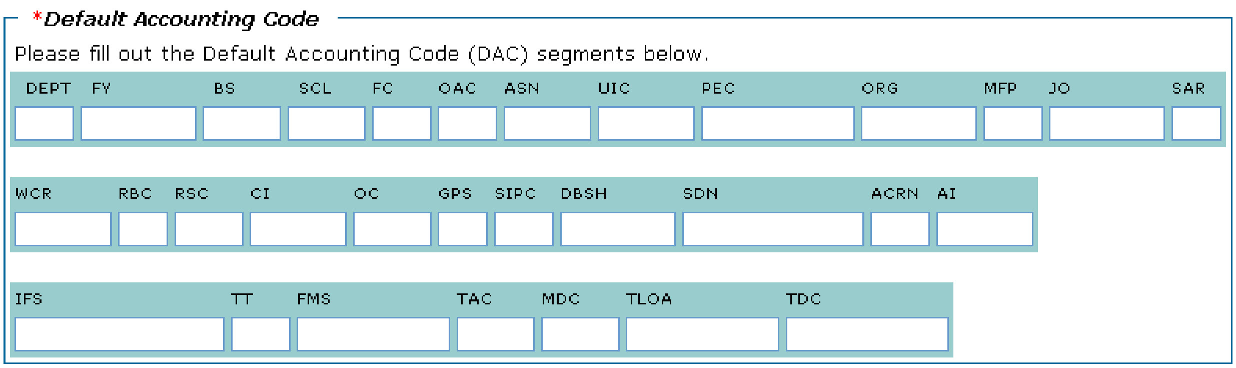


Note: If you choose **By Alternate Accounting Code (AAC)**, an **Alternate Accounting Codes** box will display below the **Default Accounting Codes**. You are required to enter an **AAC Code** and click **Add**. The AAC Code is displayed in the **Final List of AAC Codes**. If you need to remove an AAC Code, click on the name of the Code that you want to remove, and click **Remove**.



c. **Accounting Validation Code (AVC)**

d. **Default Accounting Codes (DAC)** – Depending on the relationship that you have set up with the bank, required fields may vary.



e. **Purchase Limits** – You have the option to decrease the Purchase Limits for this account. If you decrease the Purchase Limits, a Notification email will be sent to all users associated with this Managing Account, but the workflow will not be restarted.

3. Click **Approve**.

Note: If you choose to reject the Managing Account, you must choose a **Reason Code** from the drop-down box. If you have any additional comments, you can enter them in the text box. Click **Reject**. You have the option to **Save as Draft** and return to finish entering information. You also have the option to **Assign to Pool**, if you would like other members of the RM Pool to have access to this Managing Account.

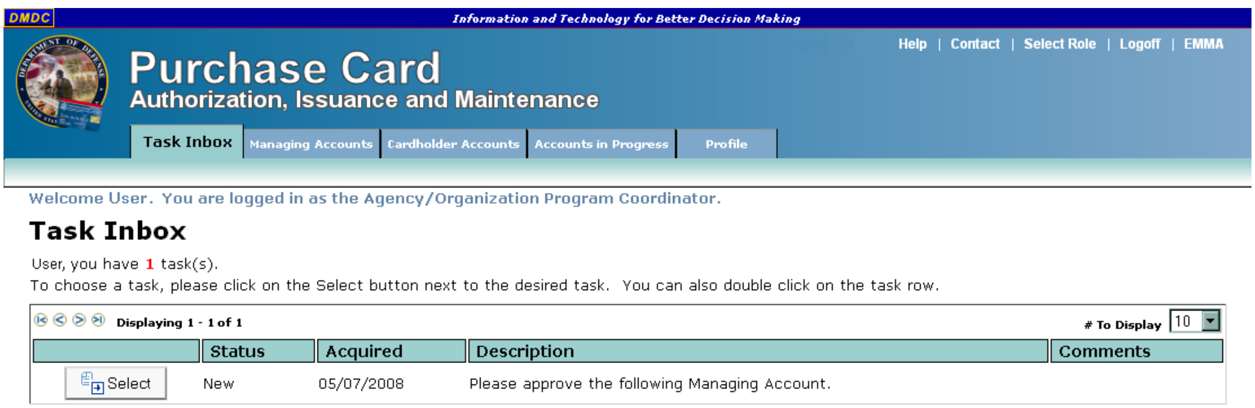
Tip: To check the status of an active account request, click the **Accounts in Progress** tab.

7.5 A/OPC

Once the RM has approved the request for the new Managing Account and completed the financial information, you will receive an email requesting that you approve the account.

When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Please approve the following managing account.”



2. From the “Managing Account Request Approval” screen, you have the option to change the **Office Name** and the **Justification** prior to submittal.
3. Click the radio button next to the appropriate TBR Hierarchy.
4. If the A/BO has completed all of their training and you have been provided with the appropriate documentation, click the check box certifying that you have received the documents and enter the date that the training was completed. If you are unsure if the training has been completed or if you have not been provided with the certificates, click **Hold task pending completion of training**.
5. Click the check box verifying that all of the delegations and appointments have been prepared and processed. Enter a date by which you will complete an initial review of the Primary A/BO.
6. **Purchase Limits** – You have the option to decrease the Purchase Limits originally requested.

Note: If you are an Army, Air Force, or Defense Agency customer, continue to step 8. Follow instructions according to the agency or service for which you are performing this action.

7. **UIC OPTI** – You have the option to change the UIC and the OPTI, if necessary.
8. **Organization Name** – You have the option to change the Organization Name, if necessary.

> **Note:** If you are an Army, Air Force, or Defense Agency customer, continue to step 10. Follow instructions according to the agency or service for which you are performing this action.

9. **Ship to Role** – Select the radio button next to the role indicating to whom you would like the Purchase Card shipped.

10. Click **Approve**.

> **Note:** If you choose to reject the Managing Account, you must choose a **Reason Code** from the drop-down box. If you have any additional comments, you can enter them in the text box. Click **Reject**. You have the option to **Save as Draft** and return to finish entering information.

> **Tip:** To check the status of an active account request, click the **Accounts in Progress** tab.

8.0 Performing Maintenance on a Managing Account

This section is organized by maintenance type instead of a role-based format. Each topic contains the Managing Account maintenance workflow as well as instructions on how to perform each type of maintenance.

The workflow contains a table illustrating the approval process and designating who can initiate each request. Below the table is a list of the fields that can be modified for each type of request and specific workflow instructions.

8.1 Types of Maintenance and Roles that Can Perform Them

You can perform nine types of maintenance on Managing Accounts:

- Cancel an account (not applicable for Navy customers)
- Suspend an account (not applicable for Navy customers)
- Reactivate an account (not applicable for Navy customers)
- Update an A/BO (Primary or Alternates)
- Increase a Purchase Limit
- Decrease a Purchase Limit

- Modify financial information
- Update training and review dates
- Update an Organization Name (not applicable for Navy customers)
- Update a Unit Identifier Code (UIC) and/or Obligation Processing Type Indicator (OPTI) (Navy customers only)

Only certain roles can perform the various types of maintenance. The following list delineates each role and what types of maintenance they are authorized to perform. All updates made on a Managing Account must be approved by the A/OPC.

RM and RM Pool

- Suspend a Managing Account (not applicable for Navy customers)
- Reactivate a Managing Account (not applicable for Navy customers)
- Decrease a Purchase Limit
- Update financial information

A/OPC

- Cancel a Managing Account (not applicable for Navy customers)
- Suspend a Managing Account (not applicable for Navy customers)
- Reactivate a Managing Account (not applicable for Navy customers)
- Update an A/BO (Primary or Alternates)
- Increase a Purchase Limit
- Decrease a Purchase Limit
- Update a Unit Identifier Code (UIC) and/or Obligation Processing Type Indicator (OPTI) (Navy customers only)
- Update training and review dates
- Update an Organization Name (not applicable for Navy customers)

A/BO Supervisor

- Cancel a Managing Account (not applicable for Navy customers)
- Suspend a Managing Account (not applicable for Navy customers)
- Reactivate a Managing Account (not applicable for Navy customers)
- Update an A/BO (Primary or Alternates)
- Increase a Purchase Limit
- Decrease a Purchase Limit

A/BO (Primary or Alternate)

- Increase a Purchase Limit
- Decrease a Purchase Limit
- Update a Unit Identifier Code (UIC) and/or Obligation Processing Type Indicator (OPTI) (Navy customers only)
- Reactivate a Managing Account (not applicable for Navy customers)
- Update an Organization Name (not applicable for Navy customers)

8.2 Cancelling a Managing Account (not applicable for Navy customers)

8.2.1 Cancelling a Managing Account Workflow

Who can Initiate	*A/BO Supervisor*	*A/OPC*
Who reviews/approves	A/OPC approves	
	Send to bank	Send to bank

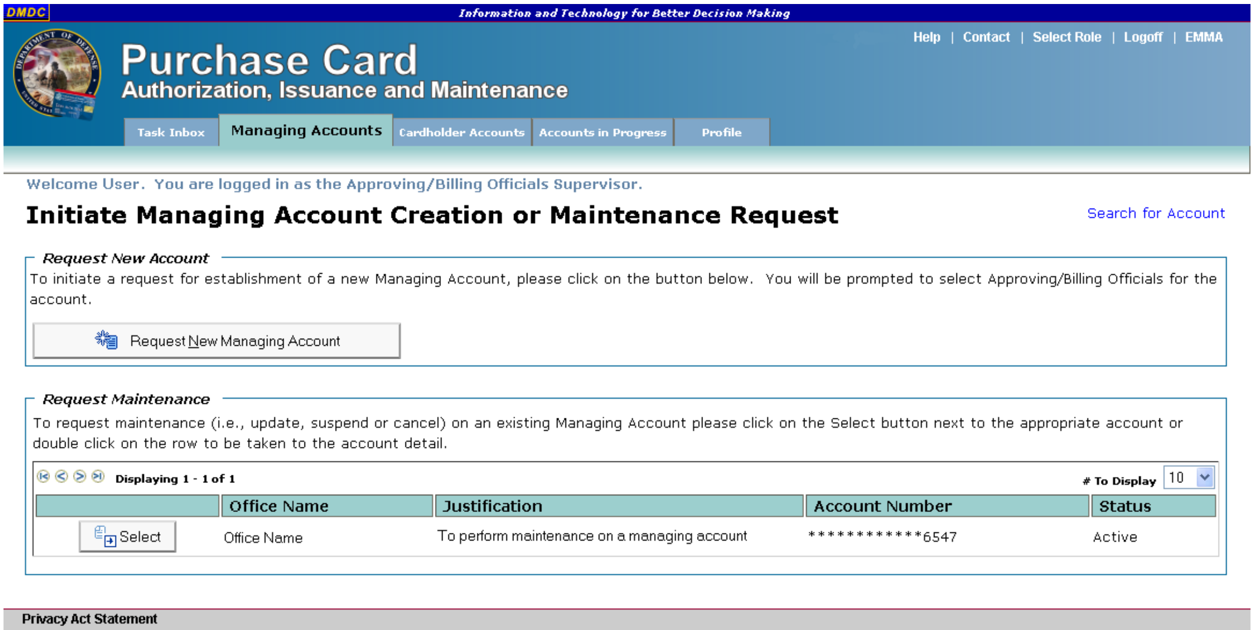
- Modifiable Fields:
  - Account status
- No other fields will be updated while the account status is being changed

8.2.2 A/BO Supervisor and A/OPC

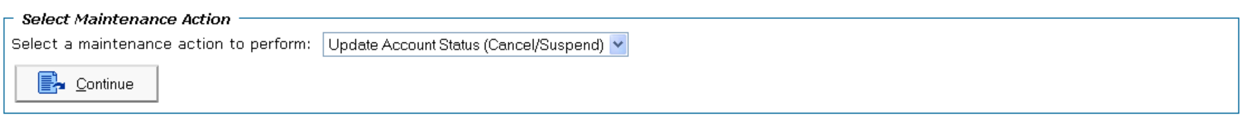
The steps for an A/BO Supervisor and an A/OPC to initiate the cancellation of a Managing Account are the same.

To cancel a Managing Account:

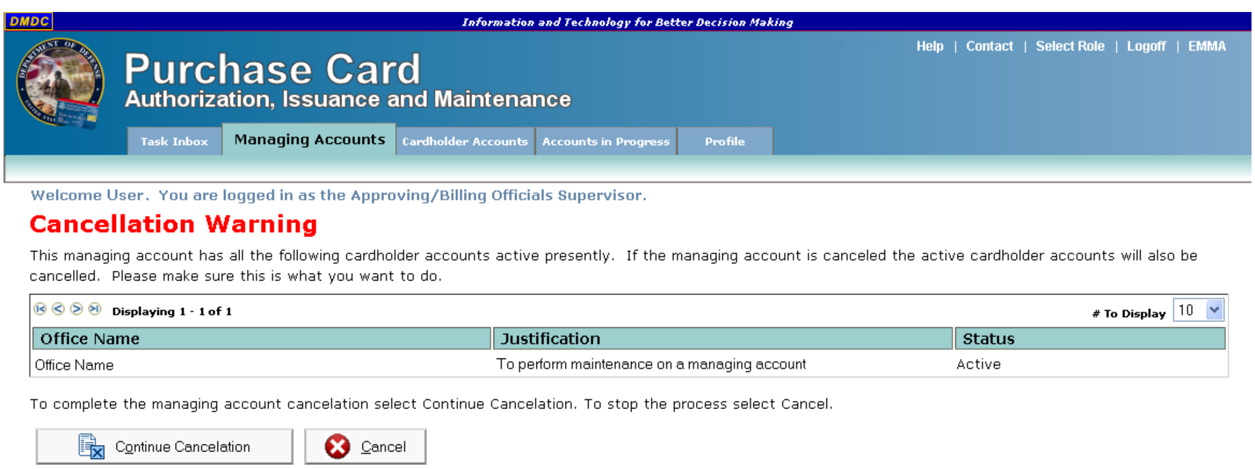
1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update Account Status (Cancel or Suspend)** from the drop-down box and click **Continue**.



5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Click **Cancel Account**.
7. The "Cancellation Warning" screen is displayed. This screen advises you that if the Managing Account is cancelled, all associated Cardholder Accounts will also be cancelled. Click **Continue Cancellation**.



8.2.3 A/OPC

If the A/BO Supervisor initiates the request for the cancellation of a Managing Account, you will receive an email requesting that you approve the cancellation of the Managing Account along with its associated Cardholder Accounts.

When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Please approve the cancellation of the managing account along with its cardholder accounts.”
2. Click **Approve Cancellation**.

    Note: If you do not want to approve the cancellation, click **Terminate Cancellation**.

8.3 Suspending a Managing Account (not applicable for Navy customers)

8.3.1 Suspending a Managing Account Workflow

Who can Initiate	*A/BO Supervisor*	*Resource Manager and Pool*	*A/OPC*
Who reviews/approves	A/OPC approves	A/OPC approves	
	Send to bank	Send to bank	Send to bank

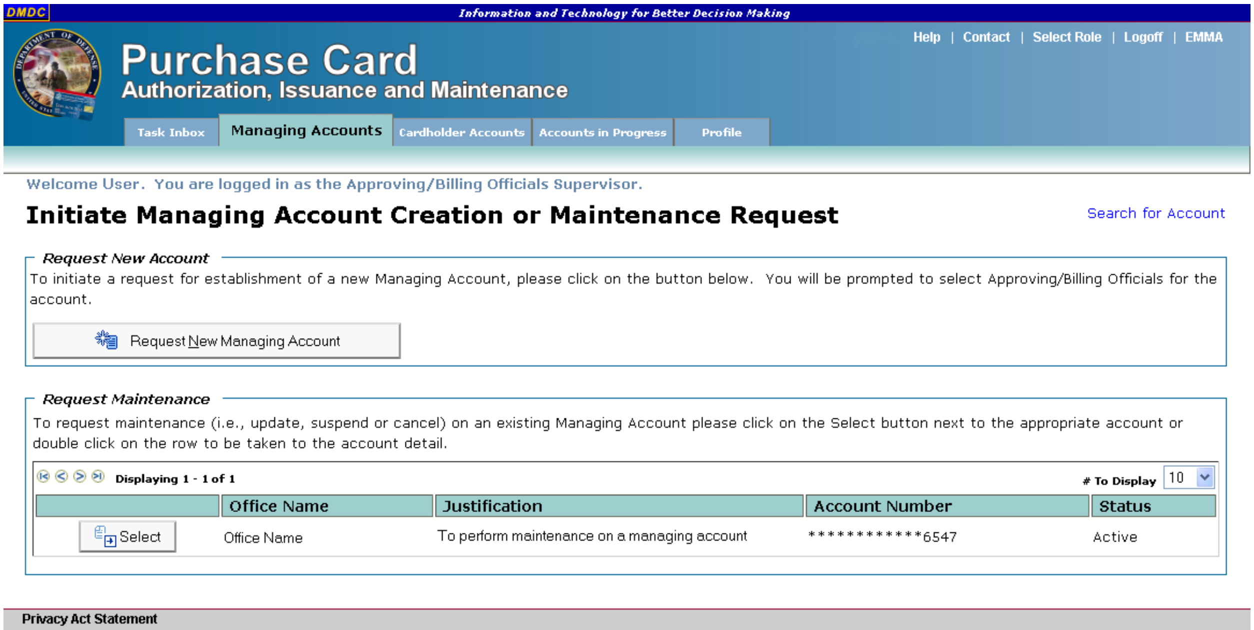
- Modifiable Fields:
    - Account status
- No other fields will be updated while the account status is being changed

8.3.2 A/BO Supervisor, Resource Manager, RM Pool, and A/OPC

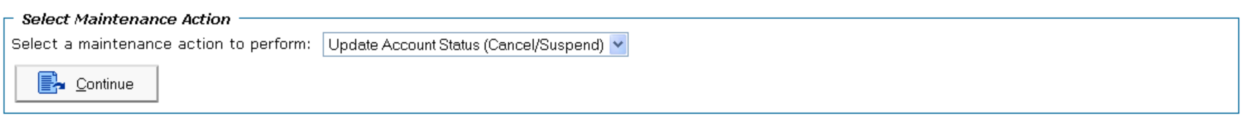
The steps for an A/BO Supervisor, Resource Manager, member of the RM Pool, and the A/OPC to initiate the suspension of a Managing Account are the same.

To suspend a Managing Account:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update Account Status (Cancel or Suspend)** from the drop-down box and click **Continue**.



5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Click **Suspend Account**.
7. The "Suspension Warning" screen is displayed. This screen advises you that if the Managing Account is suspended, all associated Cardholder Accounts will be suspended as well. Click **Suspend**.

8.3.3 A/OPC

If the A/BO Supervisor, Resource Manager, or a member of the Resource Manager Pool initiates the request to suspend a Managing Account, you will receive an email requesting that you approve the suspension of the Managing Account and the associated Cardholder Accounts.

When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Please approve the suspension of the managing account along with its cardholder accounts.”
2. Click **Approve Suspension**.

Note: If you do not want to approve the cancellation, click **Terminate Suspension**.

8.4 Reactivating a Managing Account (not applicable for Navy customers)

8.4.1 Reactivating a Managing Account Workflow

Who can Initiate	*A/BO Supervisor*	*A/BO (Primary or Alternate)*	*Resource Manager and Pool*	*A/OPC*
Who reviews/approves	A/OPC approves	A/OPC approves	A/OPC approves	
	Send to bank	Send to bank	Send to bank	Send to bank

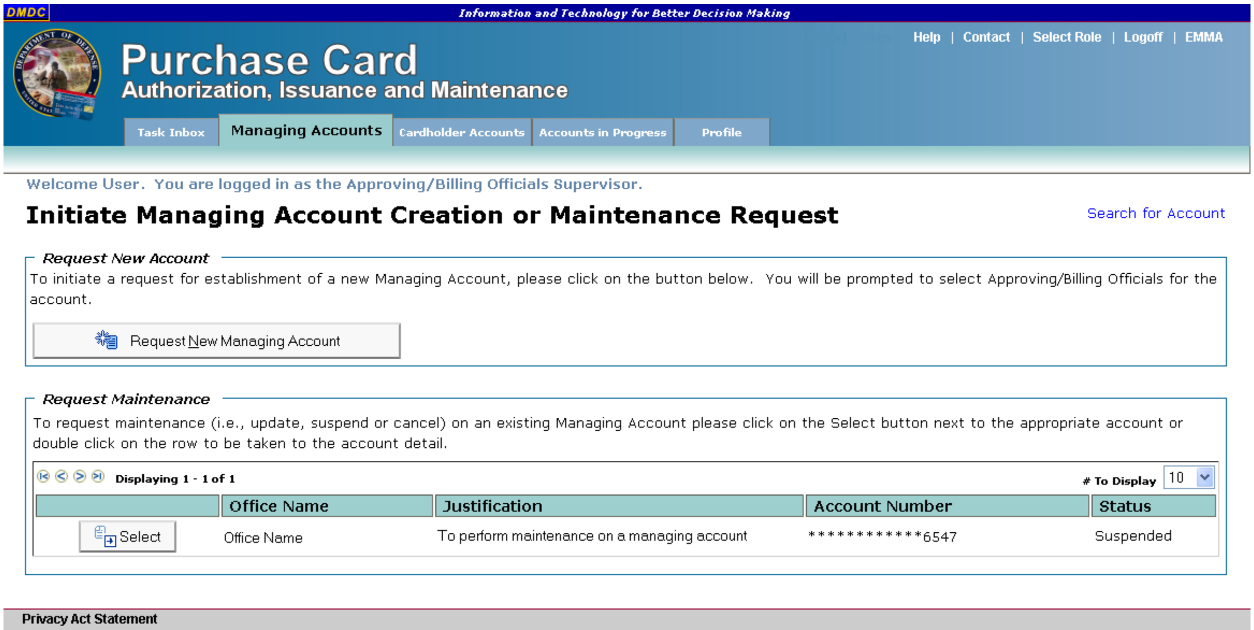
- Modifiable Fields:
  - Account status
- No other fields will be updated while the account status is being changed

8.4.2 A/BO Supervisor, A/BO (Primary or Alternate), Resource Manager, RM Pool, and A/OPC

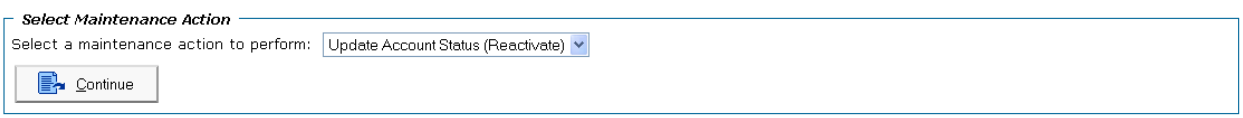
The steps for an A/BO Supervisor, A/BO (Primary or Alternate), Resource Manager, member of the RM Pool, and A/OPC to initiate the reactivation of a Managing Account are the same.

To reactivate a Managing Account:

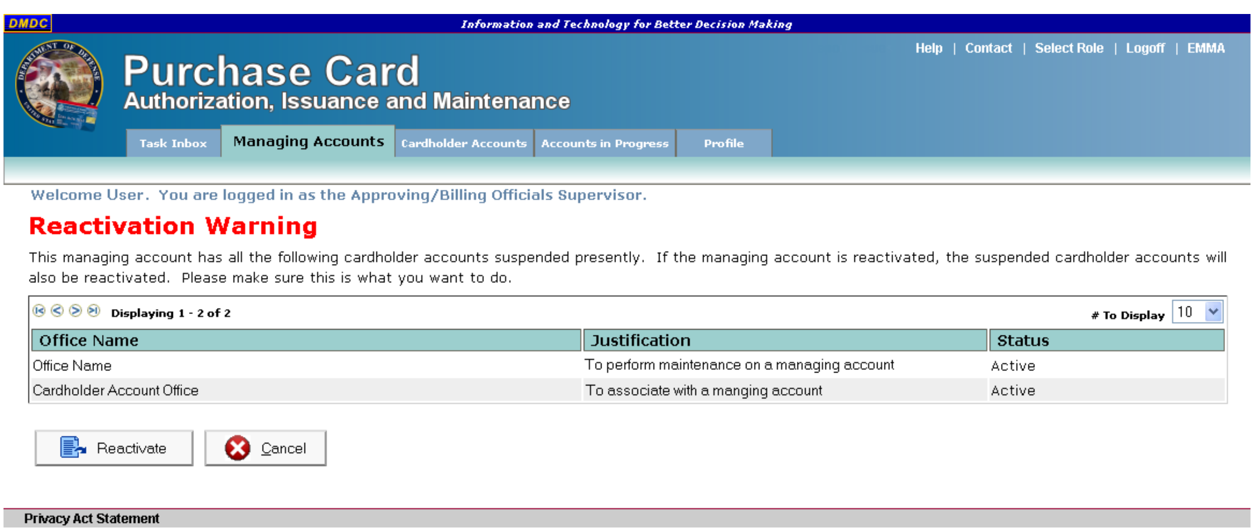
1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance.**
4. Select **Update Account Status (Reactivate)** from the drop-down box and click **Continue**.



5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Click **Reactivate Account**.
7. The "Reactivation Warning" screen is displayed. This screen advises you that if the Managing Account is reactivated, all associated Cardholder Accounts will be reactivated as well. Below the Managing Account, you will see a list of Cardholder Accounts associated with it. Click **Reactivate**.



8.4.3 A/OPC

If an A/BO Supervisor, A/BO (Primary or Alternate), Resource Manager, or a member of the RM Pool initiates the request to reactivate a Managing Account, you will receive an email requesting that you approve the reactivation of the Managing Account along with its Cardholder Accounts.

When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description "Please approve the reactivation of the managing account along with its cardholder accounts."
2. Click **Approve Reactivation**.

Note: If you do not want to approve the reactivation, click **Terminate Reactivation**.

8.5 Updating an A/BO

8.5.1 Updating an A/BO Workflow

Who can Initiate	*A/BO Supervisor*	*A/OPC*
Who reviews/approves		A/BO Supervisor nominates
	Primary A/BO accepts	Primary A/BO accepts
	A/OPC approves	A/OPC approves
	Send to bank	Send to bank

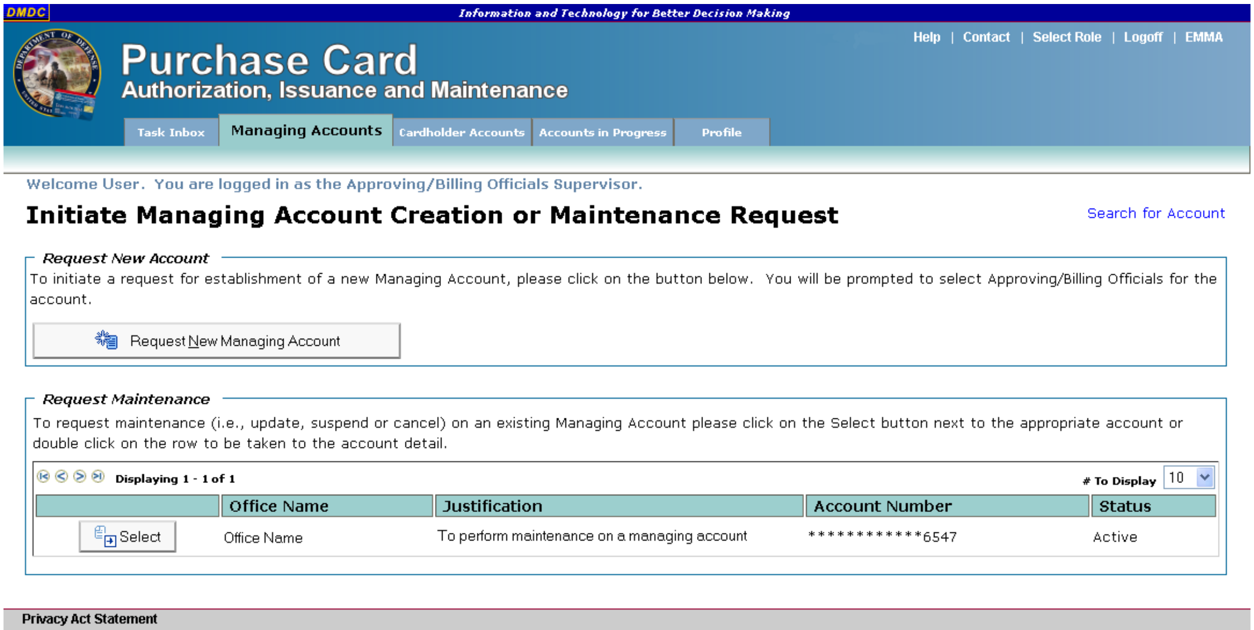
- Modifiable Fields:
  - Primary A/BO
  - Up to four Alternate A/BOs
- The task is only sent to the Primary A/BO for acceptance if a new Primary was selected
- If only an Alternate A/BO is selected, the task is sent directly to the A/OPC for acceptance and an email notification will be sent to the newly-nominated Alternate A/BO
- If the A/OPC initiates the request, the A/BO Supervisor has the option of canceling the request to update the A/BO(s)
- If the Primary A/BO or the A/OPC rejects the request, a task is sent back to the A/BO Supervisor for re-nomination

8.5.2 A/BO Supervisor

To update an A/BO (Primary or Alternates):

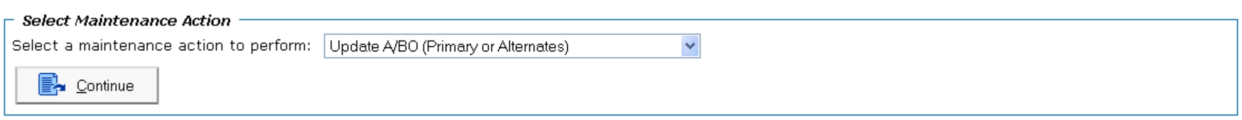
1. To initiate a request to update an A/BO:
   a. Click the **Managing Accounts** tab.

b. Click **Select** next to the Managing Account that you want to update.



c. Click **Perform Maintenance**.

d. Select **Update A/BO (Primary or Alternate)** from the drop-down box and click **Continue**.

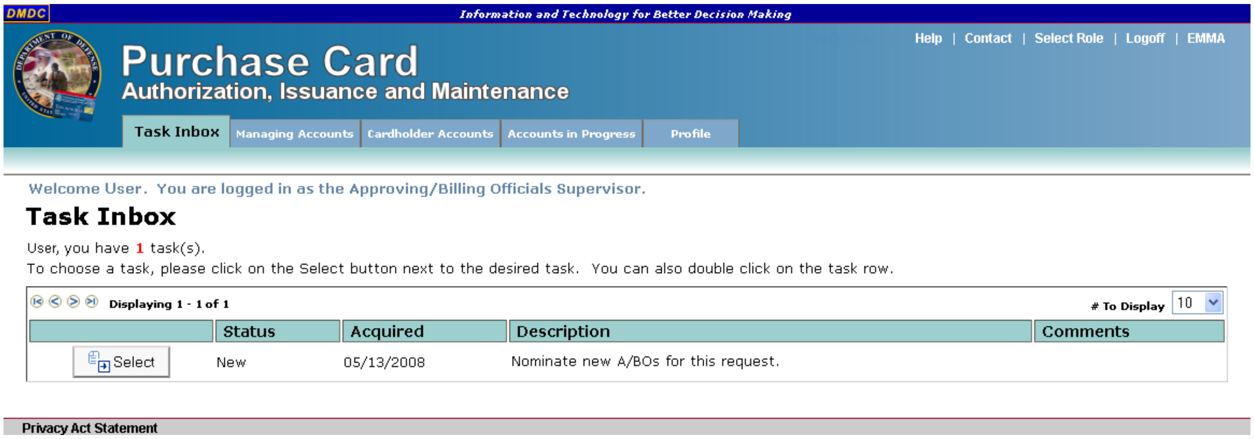


e. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box. Continue to step 3.

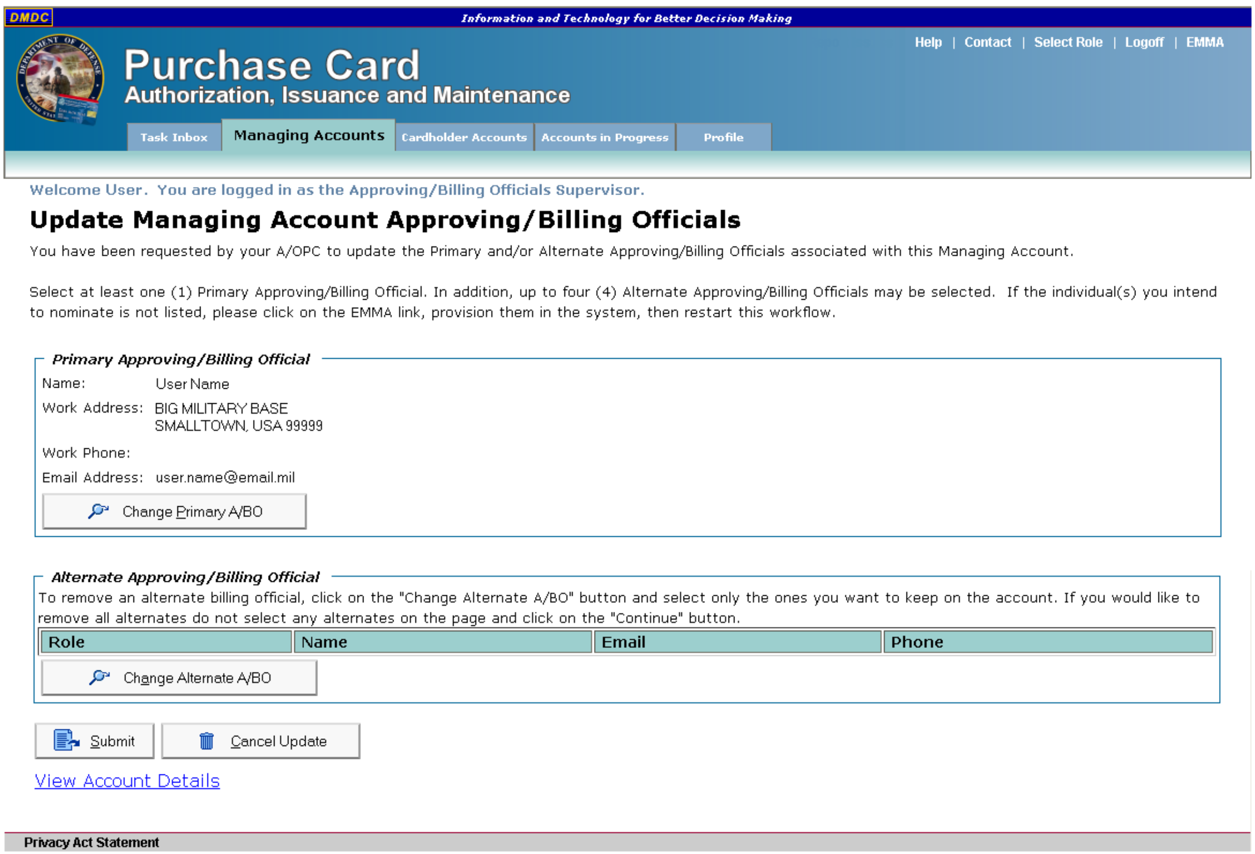
2. If the A/OPC initiates the request to update an A/BO, you will receive an email requesting that you nominate new A/BOs for this request.

   When you log in to AIM, your **Task Inbox** will display the details of your new task – status of the task, the date the task was acquired, and a description of what you are required to do.

   Click **Select** next to the task with the description “Nominate new A/BOs for this request.”



3. You have the option to change the Primary A/BO or the Alternate A/BO.



a. To change the Primary A/BO:

   i. Click **Change Primary A/BO**.

   ii. A list of A/BOs associated with this Managing Account is displayed. Click **Select** next to the name of the user that you would like to be the new Primary A/BO.

b. To change or add an Alternate A/BO:

   i. Click **Change Alternate A/BO**.

ii. A list of A/BOs associated with this Managing Account is displayed. Click the check box next to the name of the user(s) that you would like to be assigned as Alternate A/BOs to this account. You can assign up to four Alternate A/BOs to an account.

iii. Click **Continue**.

iv. If you would like to remove all Alternate A/BOs, do not select any check boxes and click **Continue**.

4. Click **Submit**.

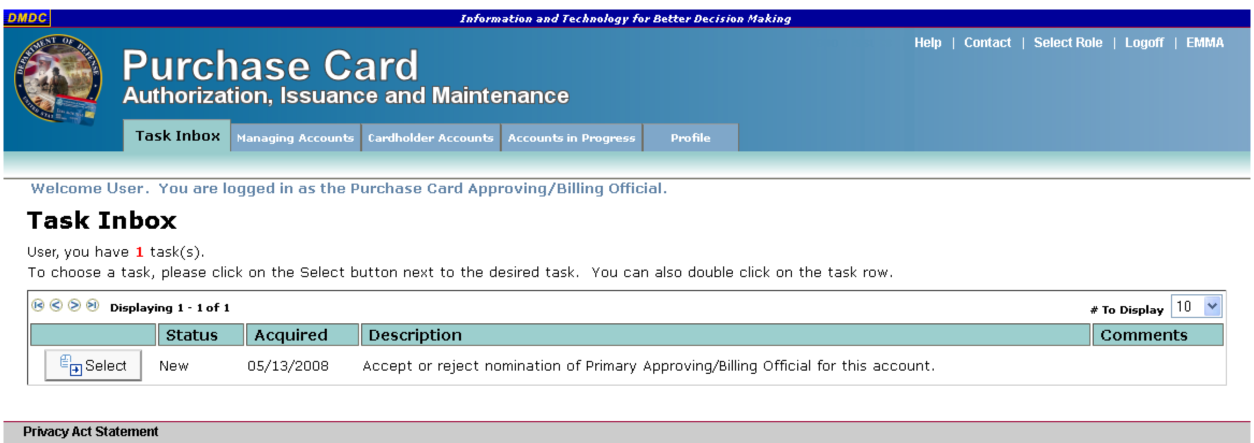
Note: If you do not want to change the Primary or Alternate A/BO(s), click **Cancel Update**.

8.5.3 A/BO (Primary)

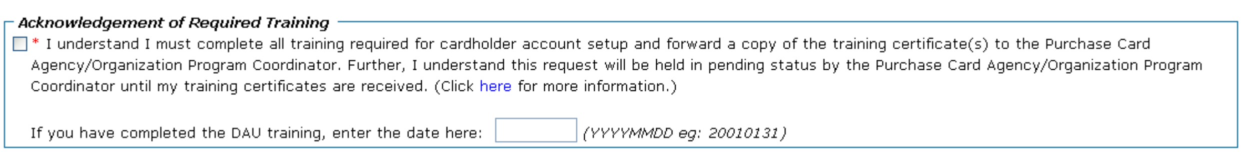
Once you have been nominated by the A/BO Supervisor, you will receive an email requesting that you accept your nomination.

When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Accept or reject nomination of Primary Approving/Billing Official for this account.”



2. Click the **Acknowledgement of Required Training** check box. If you have already completed the training, enter the date.



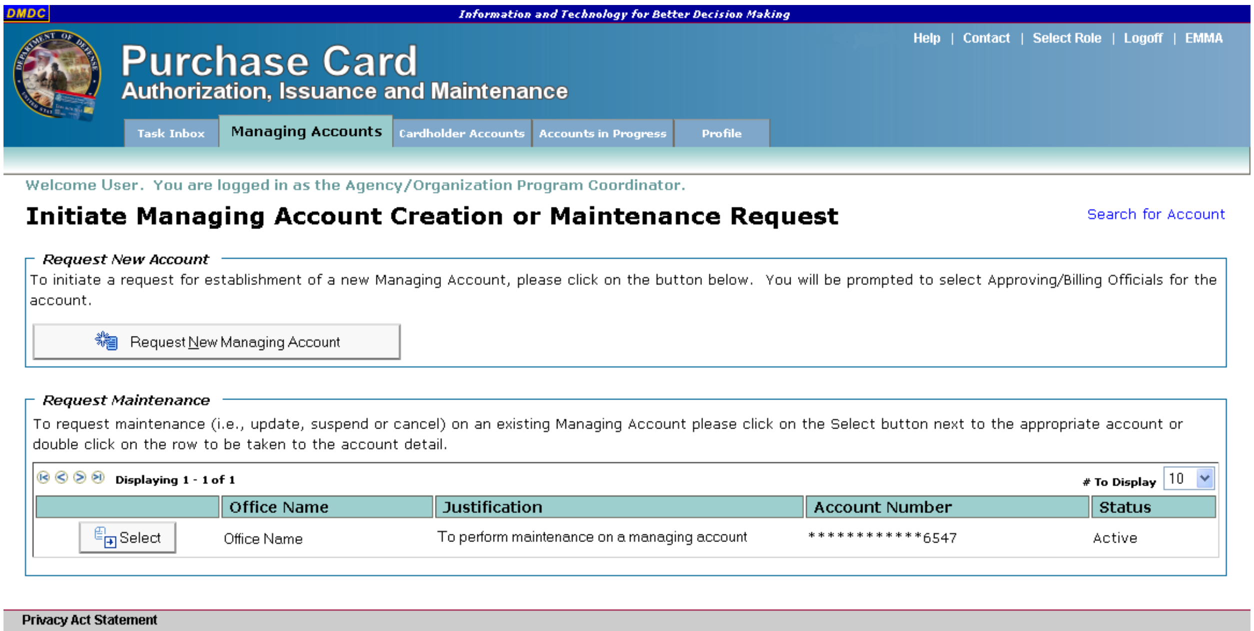
3. Click **Accept**.

Note: If you reject the nomination, click the **Reason Code** drop-down box to select a reason for the rejection. If you need to provide additional information, enter it in the **Comments** text box. Click **Reject**.

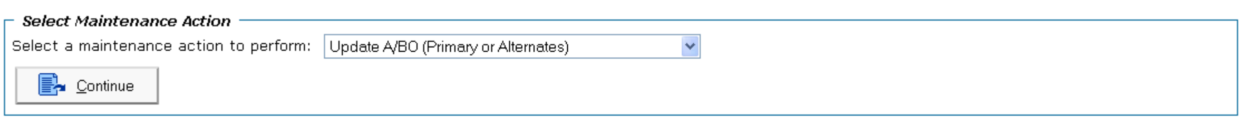
8.5.4 A/OPC

To initiate a request to update an A/BO (Primary or Alternates):

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update A/BO (Primary or Alternate)** from the drop-down box and click **Continue**.

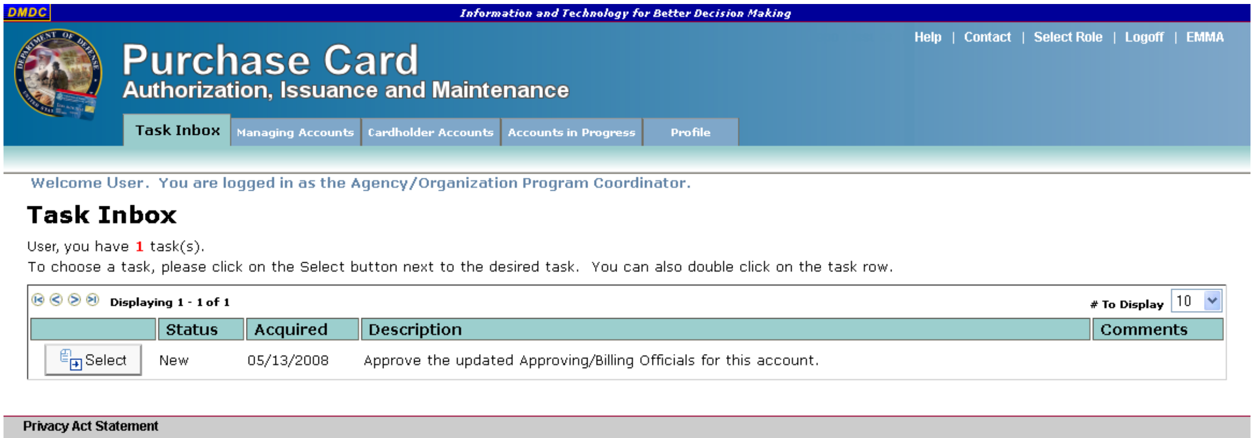


5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Click **Submit**.

Once the new Primary A/BO has accepted their nomination or the A/BO Supervisor has changed the alternate A/BOs, you will receive an email requesting that you approve the A/BO updates.

When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Approve the updated Approving/Billing Officials for this account.”



2. In the "Verification of Completed Training" section, click the check box certifying that all training required for account setup has been completed by the Cardholder and that you received and will retain a copy of the training certificate for use in Card Program reviews. Enter the date that the training was completed.

   Note: If you have not received a copy of the Cardholder's DAU training certificate, click **Hold task pending completion of training.**

3. In the "Required Delegations and Appointments" section, click the check box certifying that all required delegations and appointments have been prepared and processed. Enter the date by which you will conduct a review of the Primary A/BO.
4. Click **Approve Update**.

8.6 Increasing Purchase Limits

8.6.1 Increasing a Purchase Limit Workflow

Who can Initiate	*A/BO Supervisor*	*A/BO (Primary or Alternate)*	*A/OPC*
Who reviews/approves		A/BO Supervisor approves	
	A/BO (Primary or Alternate) approves		A/BO (Primary or Alternate) approves
	RM approves	RM approves	RM approves
	A/OPC approves	A/OPC approves	A/OPC approves
	Send to bank	Send to bank	Send to bank

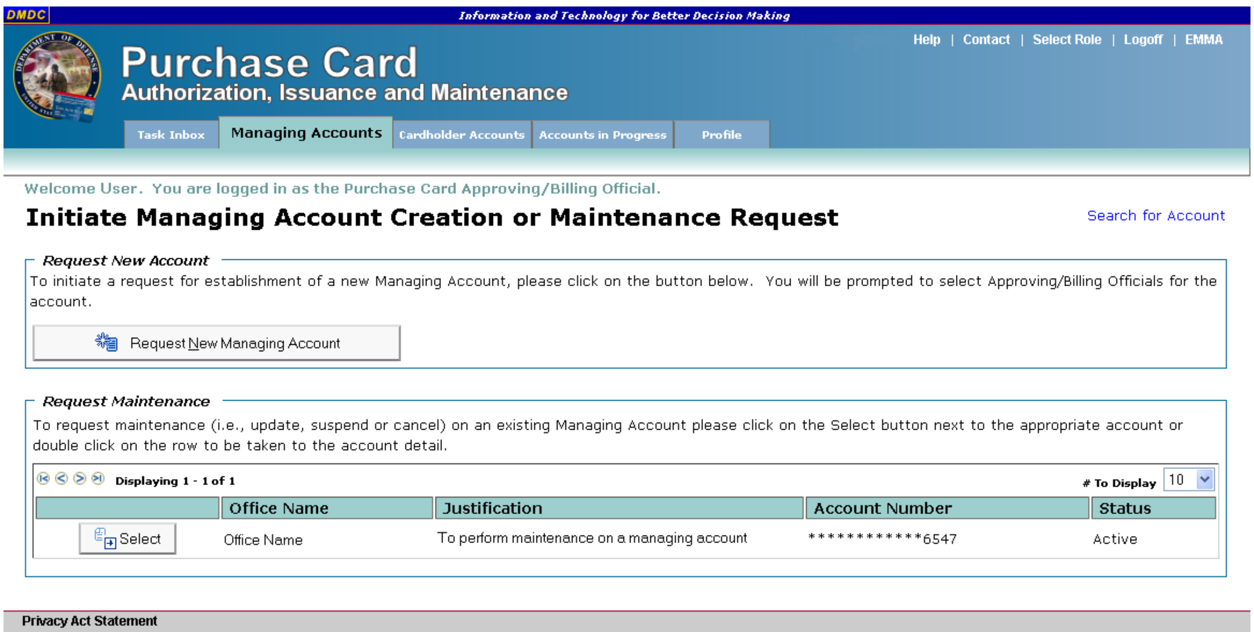
- Modifiable Fields:
  - Cycle Purchase Limit
  - Annual, Single, and Quarterly Purchase Limits (not applicable for Navy customers)

- The Resource Manager is the only person in the workflow who is allowed to decrease the limits below the current limits of the account during the Purchase Limit Workflow

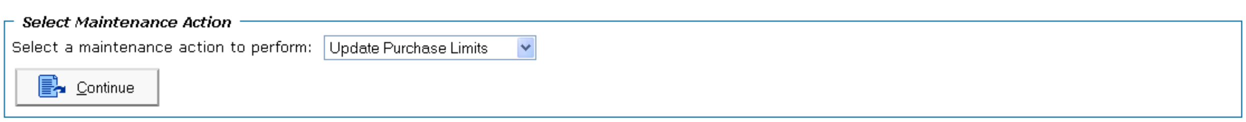
8.6.2 A/BO (Primary or Alternate)

To initiate an increase of a Purchase Limit:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update Purchase Limits** from the drop-down box and click **Continue**.



5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new Purchase Limit that you would like to request.

   Note: Only the RM has the authority to decrease the Purchase Limits below the original limits assigned to the Managing Account.

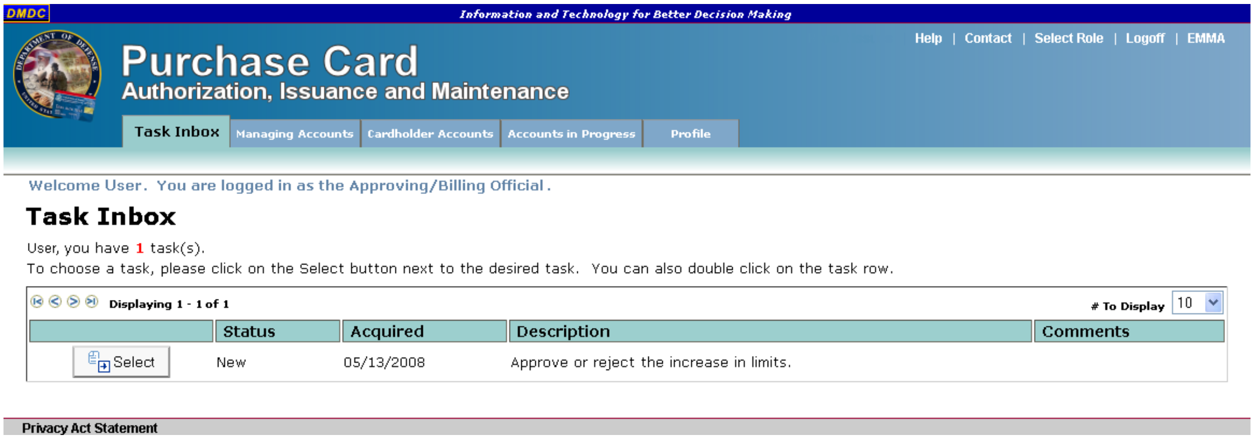
7. Click **Submit**.

   Note: If you choose to cancel the request, the active Managing Account values will remain the same as those last approved by the bank.

If the A/BO Supervisor or the A/OPC initiates the request, you will be sent an email requesting you to approve the update of the Purchase Limit.

When you log in to AIM, your **Task Inbox** will display the details of your new task – status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description "Approve or reject the increase in limits."



2. You have the option to increase or decrease the modified Purchase Limits.

   Note: Only the RM has the authority to decrease the Purchase Limits below the original limits assigned to the card.

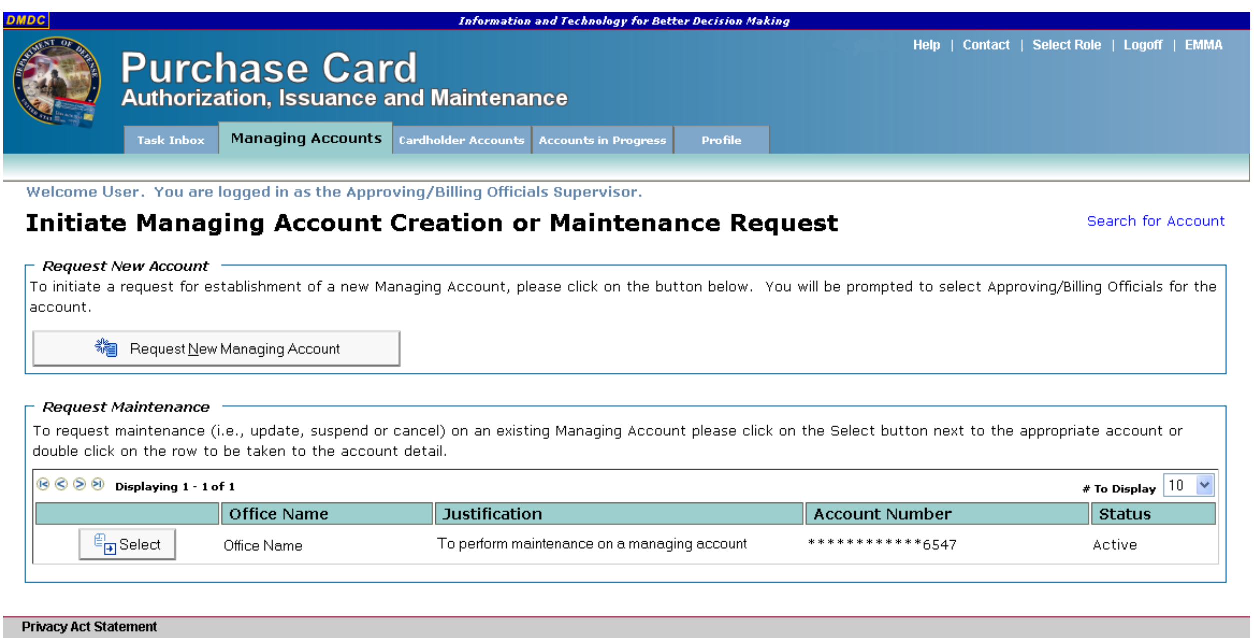
3. Click **Approve Update**.

   Note: If you choose to reject the request, the request will be sent back to the initiator.

8.6.3 A/BO Supervisor

To initiate an increase of a Purchase Limit:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update Purchase Limits** from the drop-down box and click **Continue**.

5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new Purchase Limit that you would like to request.

   Note: Only the RM has the authority to decrease the Purchase Limits below the original limits assigned to the card.

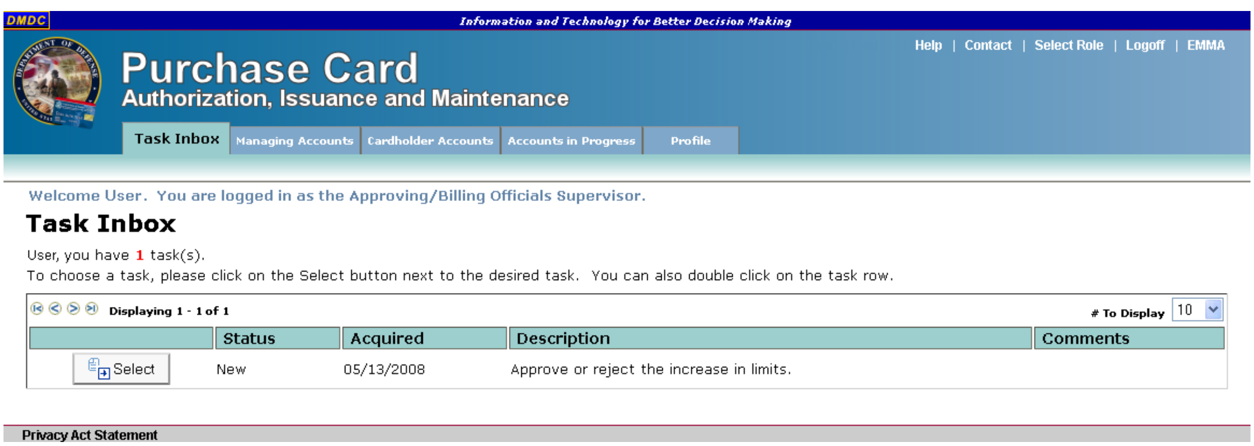
7. Click **Submit**.

   Note: If you choose to terminate the request, the active Managing Account values will remain the same as those last approved by the bank.

If the A/BO initiates the request, you will be sent an email requesting you to approve the update of the Purchase Limit.

When you log in to AIM, your **Task Inbox** will display the details of your new task – status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description "Approve or reject the increase in limits."



2. You have the option to increase or decrease the modified Purchase Limits.

   Note: Only the RM has the authority to decrease the Purchase Limits below the original limits assigned to the card.

3. Click **Approve Update**.

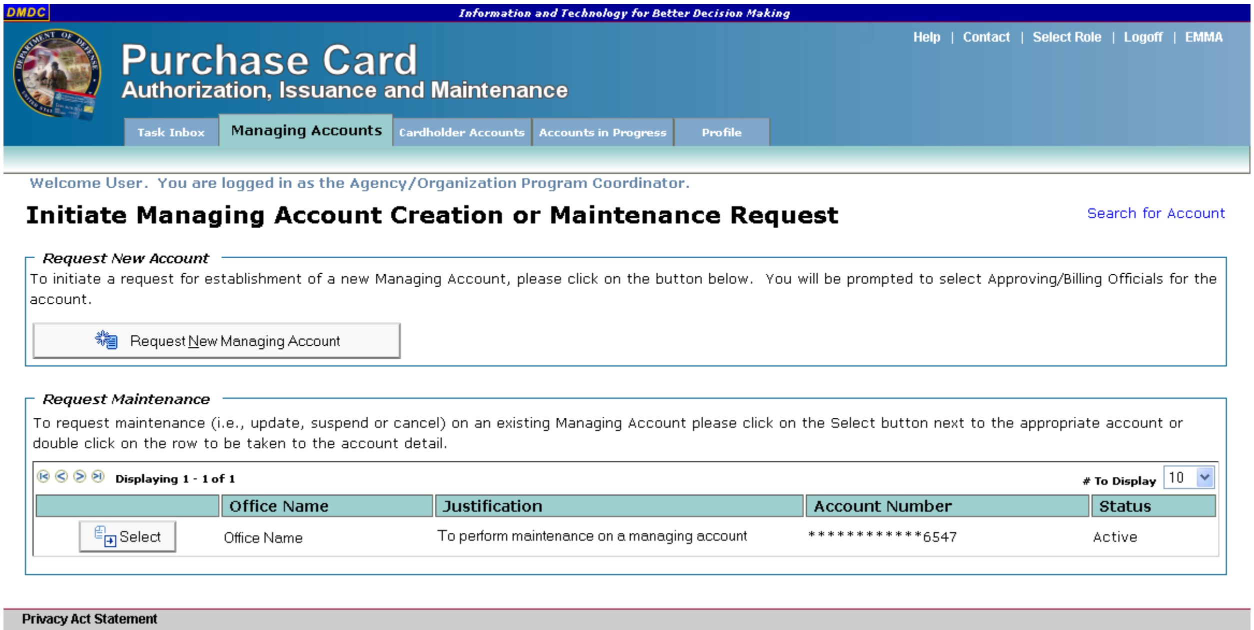
   Note: If you choose to reject the request, the request will be sent back to the initiator.

8.6.4 A/OPC

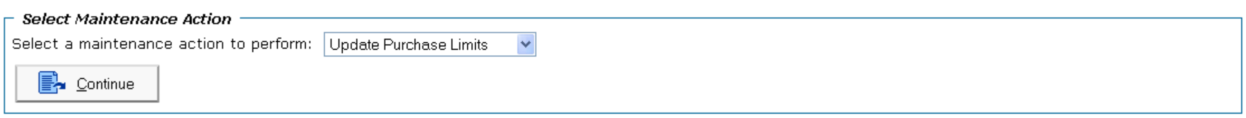
To initiate an increase of a Purchase Limit:

1. Click the **Managing Accounts** tab.

2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update Purchase Limits** from the drop-down box and click **Continue**.



5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new Purchase Limit that you would like to request.

   Note: Only the RM has the authority to decrease the Purchase Limits below the original limits assigned to the card.

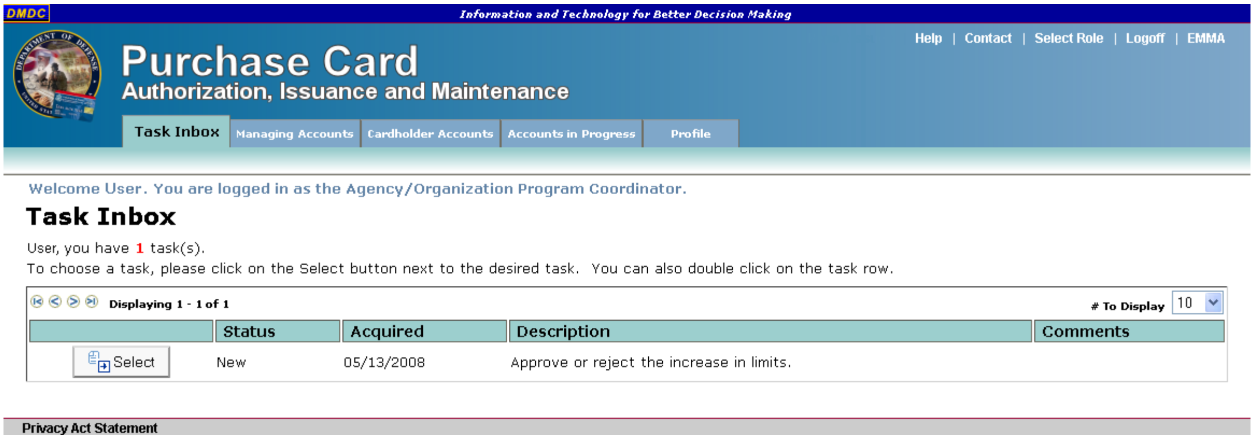
7. Click **Submit**.

   Note: If you choose to terminate the request, the active Managing Account values will remain the same as those last approved by the bank.

Once the RM has approved the update of the Purchase Limit, you will be sent an email requesting you to approve the update of the Purchase Limit.

When you log in to AIM, your **Task Inbox** will display the details of your new task – status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Approve or reject the increase in limits.”



2. You have the option to increase or decrease the modified Purchase Limits.

   Note: Only the RM has the authority to decrease the Purchase Limits below the original limits assigned to the card.

3. Click **Approve Update**.

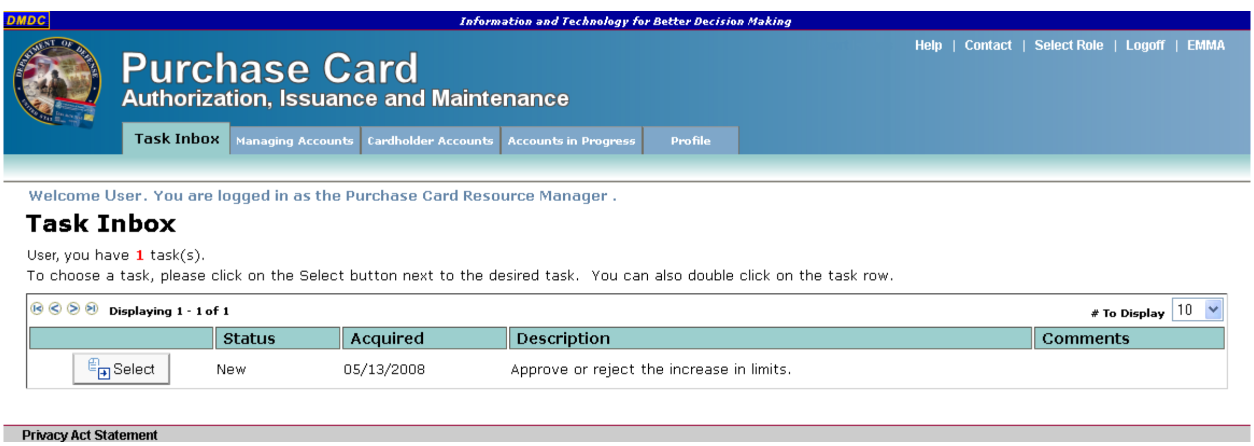
   Note: If you choose to reject the request, the request will be sent back to the initiator.

8.6.5 Resource Manager and RM Pool

Once the initial request has been approved, you will be sent an email requesting you to approve the update of the Purchase Limit.

When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Approve or reject the increase in limits.”



2. You have the option to decrease the modified Purchase Limits.

   Note: Only the RM has the authority to decrease the Purchase Limits below the original limits assigned to the card.

3. Click **Approve Update**.

   Note: If you choose to reject the request, the active Managing Account values will remain the same as those last approved by the bank.

8.7 Decreasing Purchase Limits

8.7.1 Decreasing a Purchase Limit Workflow

Who can Initiate	*A/BO (Primary or Alternate)*	*A/BO Supervisor*	*Resource Manager and Pool*	*A/OPC*
Who reviews/approves	RM approves	RM approves		
	A/OPC approves	A/OPC approves	A/OPC approves	
	Send to bank	Send to bank	Send to bank	Send to bank

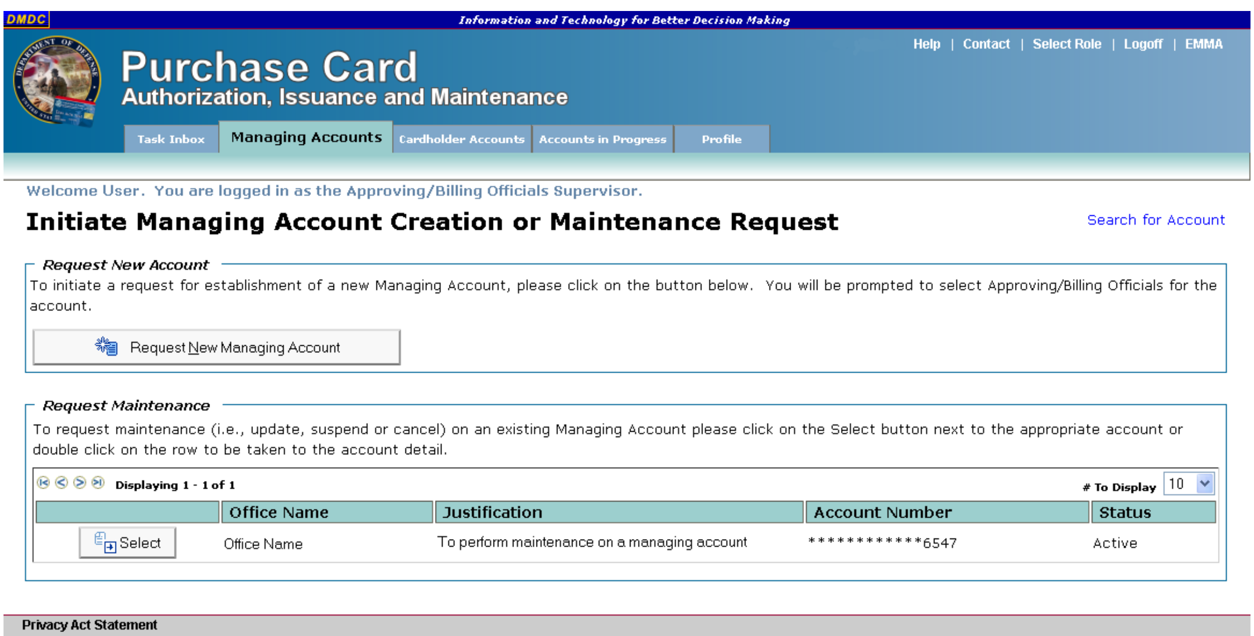
- Modifiable Fields:
    - Cycle, Annual, Single, and Quarterly Purchase Limits
- Email notifications will be sent out to others in the hierarchy regarding the changes being made

8.7.2 A/BO Supervisor and A/BO (Primary or Alternate)

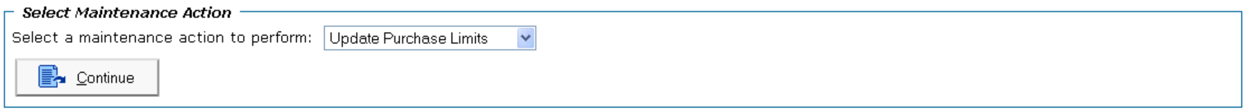
The steps for an A/BO Supervisor and an A/BO (Primary or Alternate) to initiate the decrease of a Purchase Limit are the same.

To initiate a decrease of a Purchase Limit:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update Purchase Limits** from the drop-down box and click **Continue**.



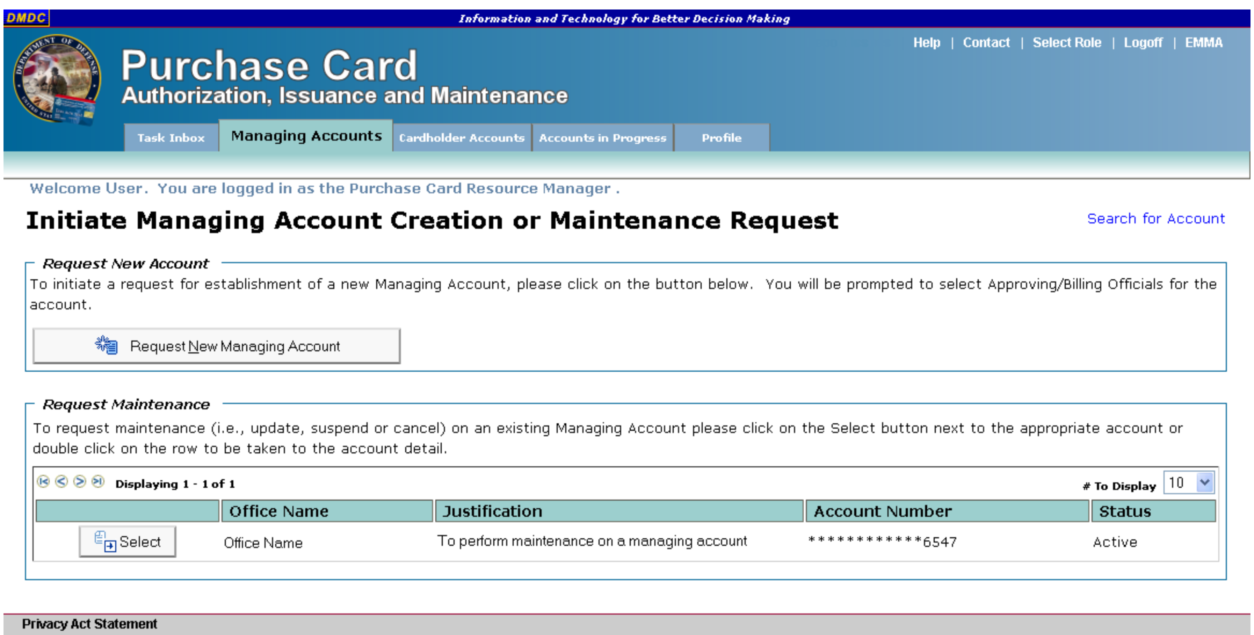
5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new Purchase Limit that you would like to request.
7. Click **Submit**.

> **Note:** If you choose to cancel the request, the active Managing Account values will remain the same as those last approved by the bank.

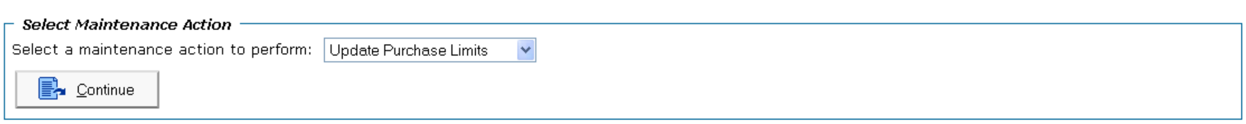
8.7.3 Resource Manager and RM Pool

To initiate a decrease of a Purchase Limit:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance.**
4. Select **Update Purchase Limits** from the drop-down box and click **Continue**.



5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new Purchase Limit that you would like to request.

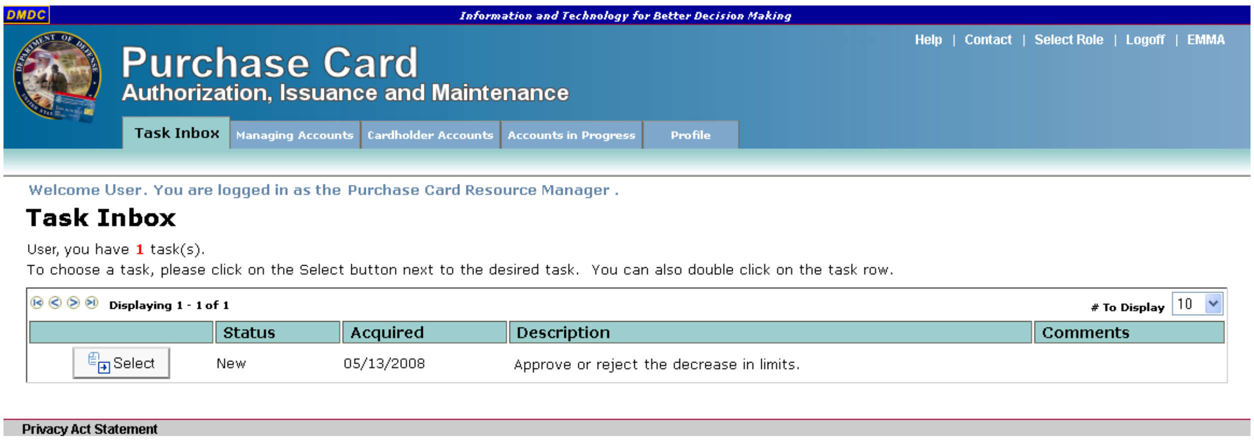
7. Click **Submit**.

> **Note:** If you choose to cancel the request, the active Managing Account values will remain the same as those last approved by the bank.

If the A/BO or A/BO Supervisor initiates the request, you will be sent an email requesting you to approve the update of the Purchase Limit.

When you log in to AIM, your **Task Inbox** will display the details of your new task – status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description "Approve or reject the decrease in limits."



2. You have the option to decrease the modified Purchase Limits.

> **Note:** Only the RM has the authority to decrease the Purchase Limits below the original limits assigned to the Managing Account.

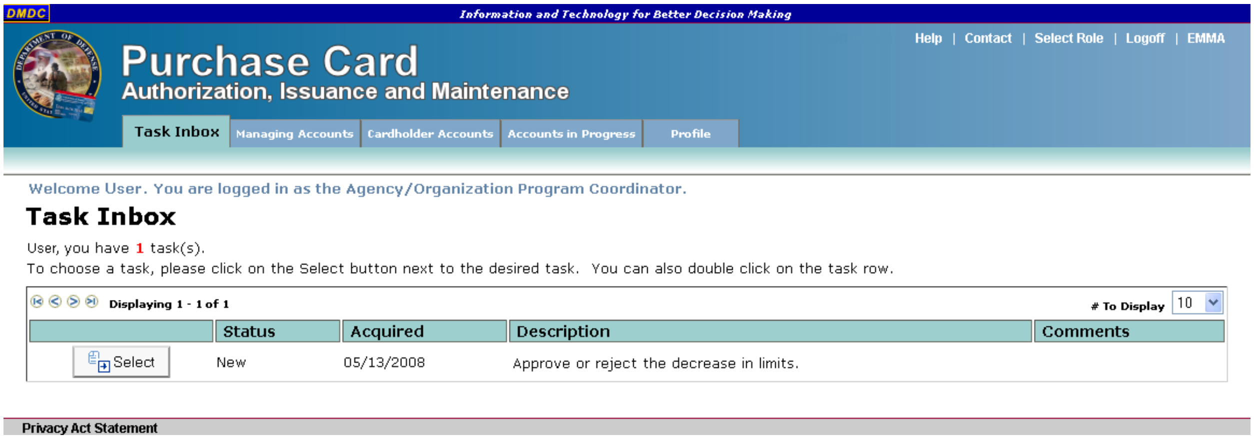
3. Click **Approve Update**.

> **Note:** If you choose to terminate the request, the AMA values will default back to those last approved by the bank.

8.7.4 A/OPC

To initiate a decrease of a Purchase Limit:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update Purchase Limits** from the drop-down box and click **Continue**.

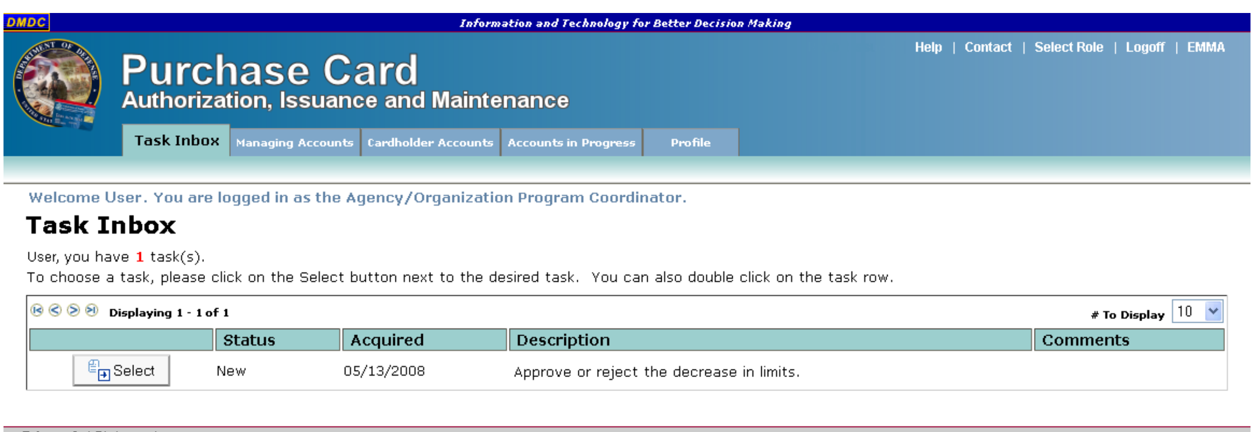
5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new Purchase Limit that you would like to request.
7. Click **Submit**.

> **Note:** If you choose to cancel the request, the active Managing Account values will remain the same as those last approved by the bank.

If the A/BO, A/BO Supervisor, RM, or a member of the RM Pool initiates the request, you will be sent an email by the RM or member of the RM Pool requesting you to approve the update of the Purchase Limit.

When you log in to AIM, your **Task Inbox** will display the details of your new task – status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Approve or reject the decrease in limits.”



2. You have the option to increase or decrease the modified Purchase Limits.

   Note: Only the RM has the authority to decrease the Purchase Limits below the original limits assigned to the Managing Account.

3. Click **Approve Update**.

   Note: If you choose to terminate the request, the AMA values will default back to those last approved by the bank.

8.8 Updating an Organization Name (not applicable for Navy customers)

8.8.1 Updating an Organization Name Workflow

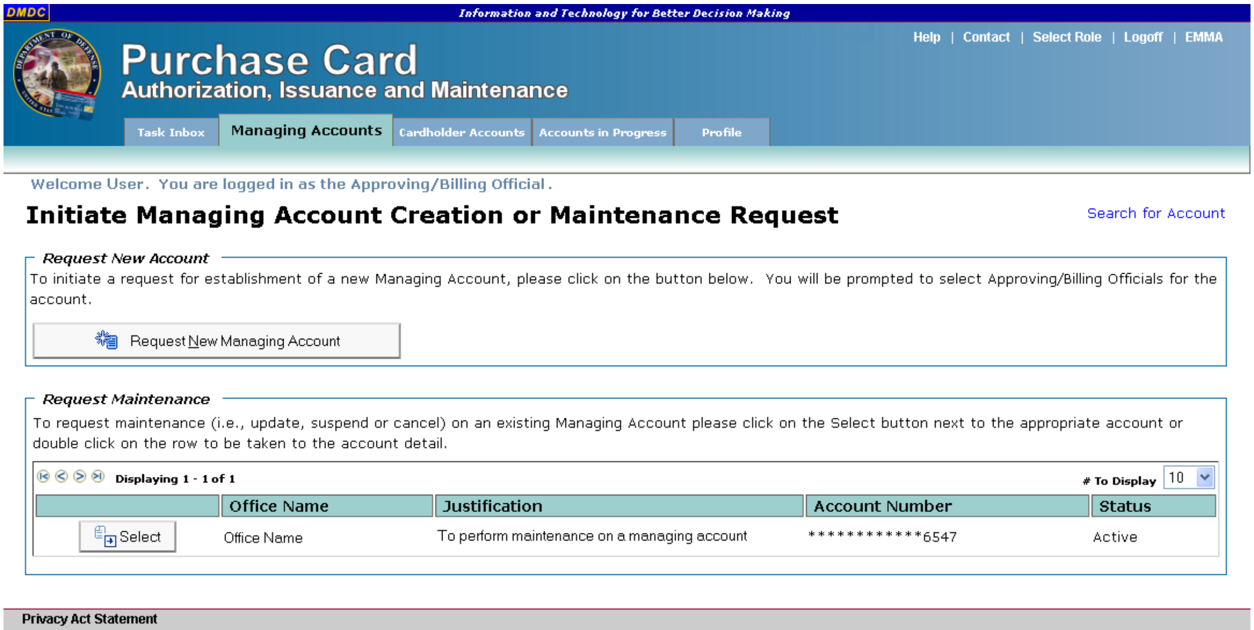
Who can Initiate	*A/BO (Primary or Alternate)*	*A/OPC*
Who reviews/approves	A/OPC approves	
	Send to bank	Send to bank

- Modifiable Fields:
  - Organization Name
- The A/BO Supervisor will receive notification of the change prior to sending to the bank

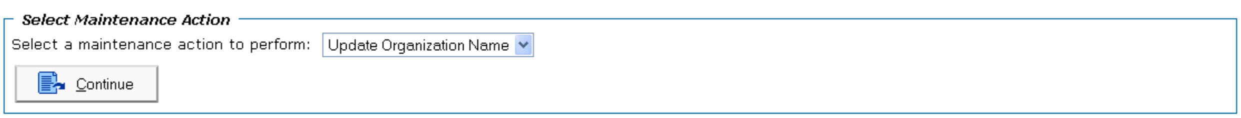
8.8.2 A/BO (Primary or Alternate)

To initiate the update of an Organization Name:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance.**
4. Select **Update Organization Name** from the drop-down box and click **Continue**.

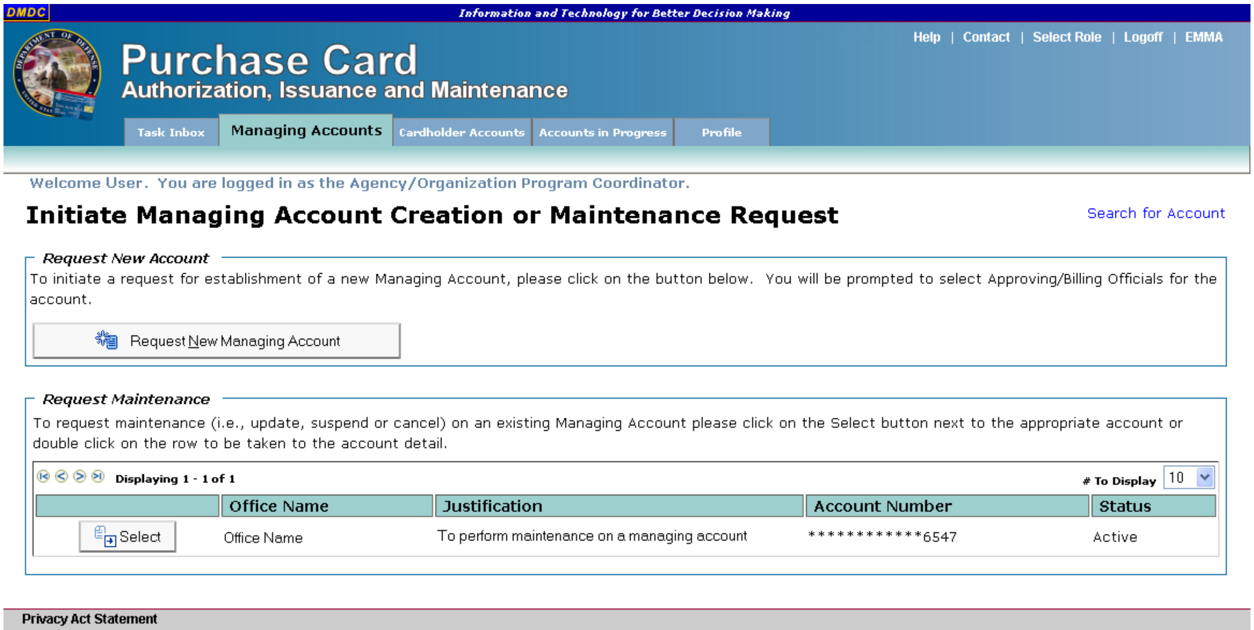


5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new Organization Name.
7. Click **Submit**.

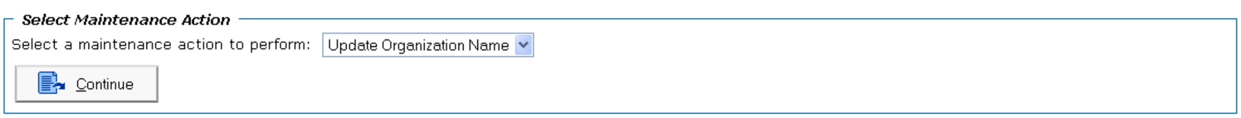
8.8.3 A/OPC

To initiate the update of an Organization Name:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update Organization Name** from the drop-down box and click **Continue.**

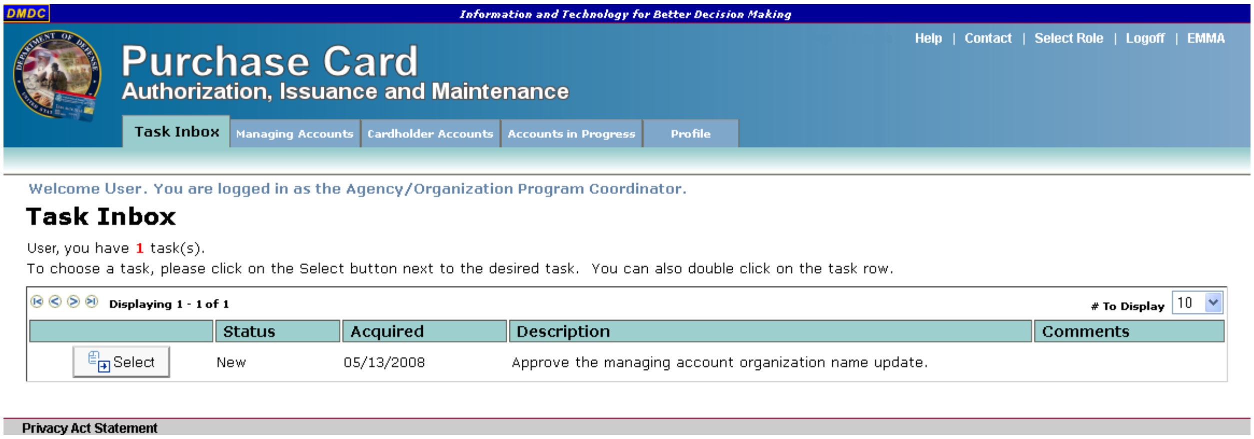


5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new Organization Name.
7. Click **Submit**.

If the A/BO initiates the request, you will be sent an email requesting you to approve the new Organization Name.

When you log in to AIM, your **Task Inbox** will display the details of your new task – status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Approve the managing account organization name update.”



2. Click **Approve Update**.

Note: If you do not want to change the name of the organization, click **Reject Update**.

8.9 Updating Training and Review Dates

8.9.1 Updating Training and Review Dates Workflow

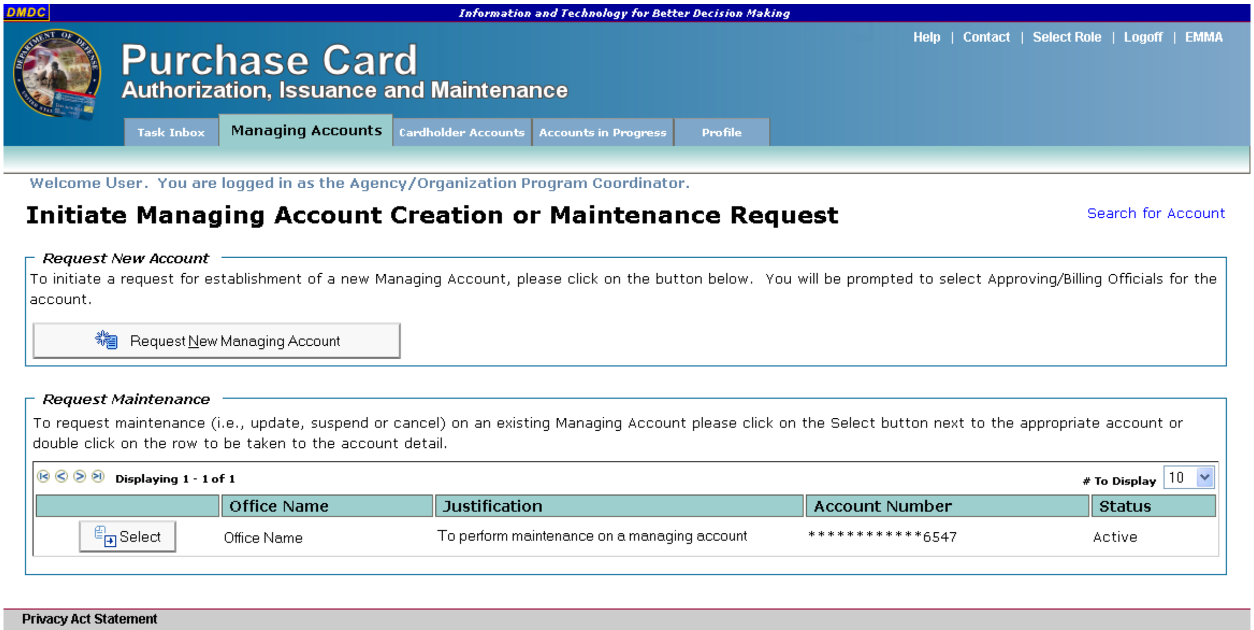
Who can Initiate	*A/OPC*
Who reviews/approves	No workflow

- Modifiable fields:
  - DAU Training Completion Date for Approving/Billing Officials
  - Required Review Date for Approving/Billing Officials
- This information is internal to the AIM application
- This does NOT get sent to the bank

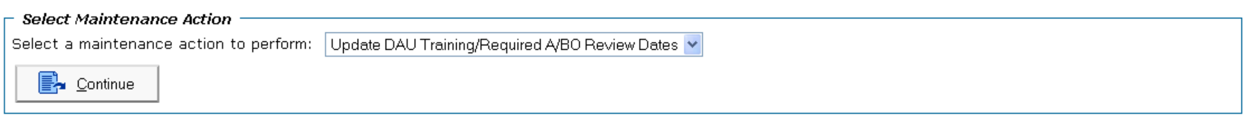
8.9.2 A/OPC

To update Training and Review Dates:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update DAU Training/Required A/BO Review Dates** from the drop-down box and click **Continue**.



5. In the “Verification of Completed Training” section, click the check box certifying that all training required for account setup has been completed by the Cardholder and that you received and will retain a copy of the training certificate for use in Card Program reviews. Enter the date that the training was completed.
6. In the “Required Delegations and Appointments” section, click the check box certifying that all required delegations and appointments have been prepared and processed. Enter the date by which you will conduct a review of the Primary A/BO.
7. Click **Submit**.

8.10 Updating Financial Information

8.10.1 Updating Financial Information Workflow

Who can Initiate	*Resource Manager and Pool*
Who reviews/approves	A/OPC approves
	Send to bank

- Modifiable fields:
  - EDI Payment Type

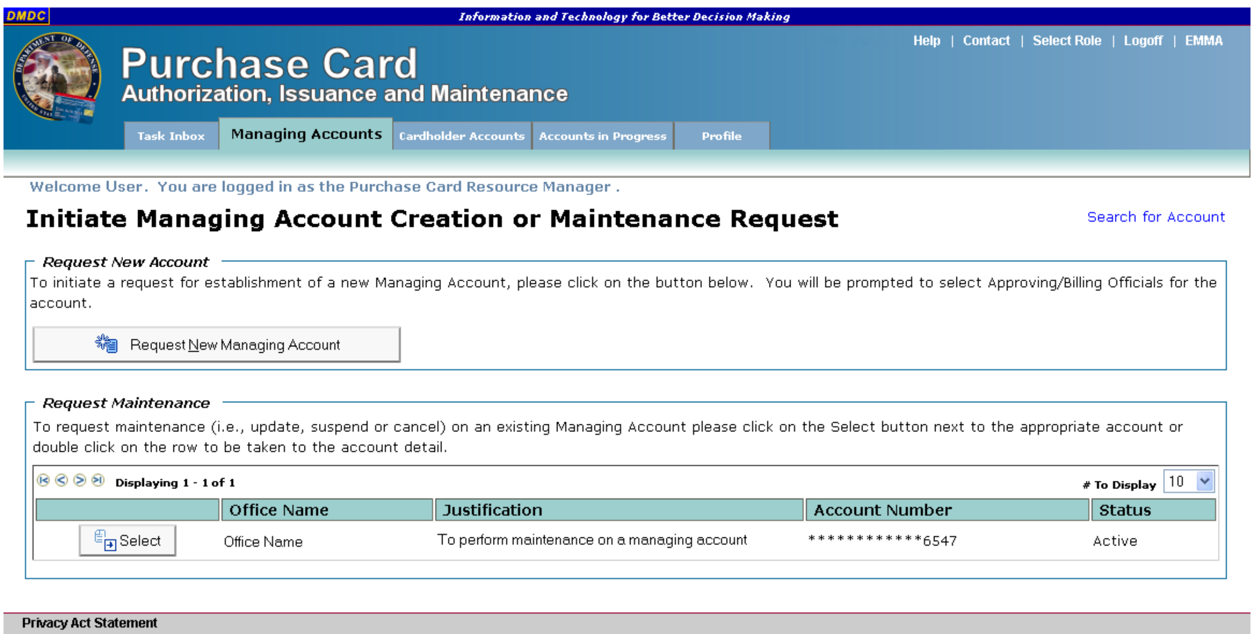
- Reallocation Method
- Accounting Validation Code
- Default Line of Accounting (all segments)
- Alternate Accounting Code Names

- Only the Resource Manager is allowed to update this part of the account

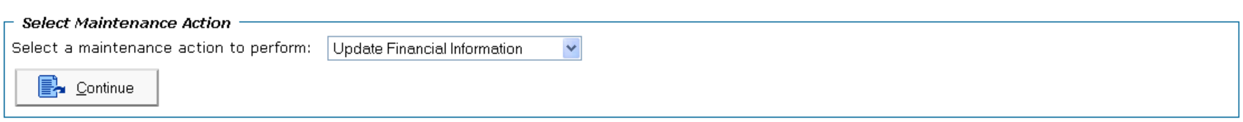
8.10.2 Resource Manager and RM Pool

To update financial information:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update Financial Information** from the drop-down box and click **Continue**.



5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. **EDI Payment and Routing Information** – You have the option to change the **EDI Payment and Routing Information**. Click the radio button next to **EDI payment** or **Non-EDI payment**.

   Note: Navy customers, continue to step 7c. Follow instructions according to the agency or service for which you are performing this action.

Army, Navy, and Defense Agency customers, if you select **EDI payment**, you are also required to enter the following information:

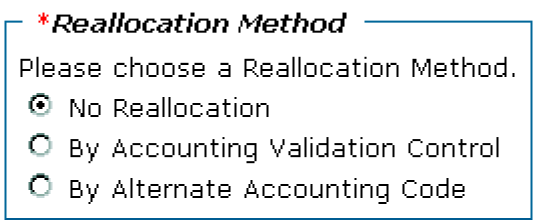
a. **Invoice** – This is a mandatory field – choose from a drop-down menu

b. **Obligation** – This is a mandatory field – choose from a drop-down menu

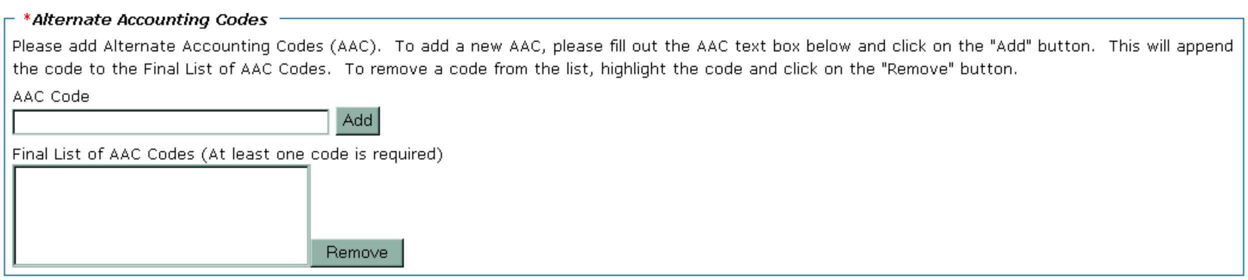
c. **Cost Transfer** – This is not a mandatory field – choose from a drop-down menu

7. **LOA** − You have the option to change the following information:

a. **Reallocation Method**

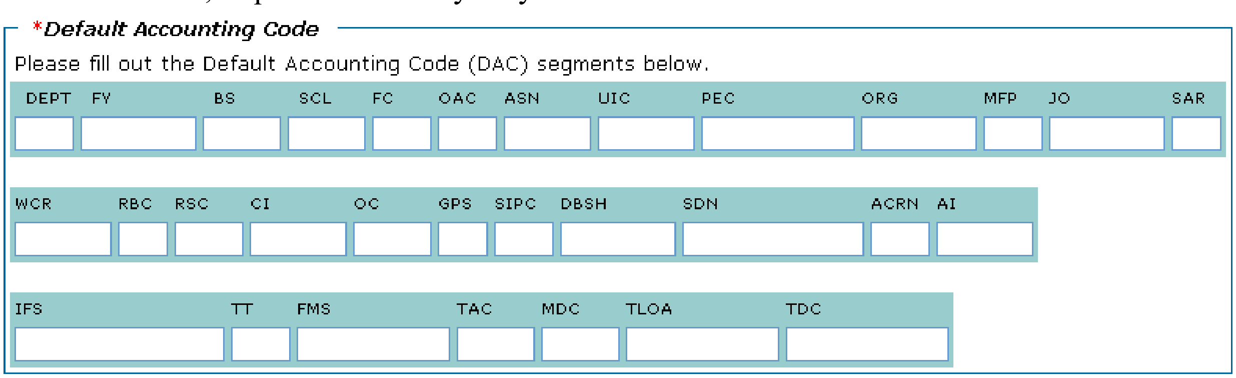


Note: If you choose **By Alternate Accounting Code (AAC)**, an **Alternate Accounting Codes** box will display below the **Default Accounting Codes**. You are required to enter an **AAC Code** and click **Add**. The AAC Code is displayed in the **Final List of AAC Codes**. If you need to remove an AAC Code, click on the name of the Code that you want to remove, and click **Remove**.



b. **Accounting Validation Code**

c. **Default Accounting Codes** − Depending on the relationship that you have set up with the bank, required fields may vary.



8. Click **Submit**.

8.10.3 A/OPC

Once the initial request has been submitted, you will be sent an email requesting you to approve the change in financial information.

When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Approve the managing account financial information update.”

2. You do not have the option to change any information. Click **Approve Update**.

> **Note:** If you reject the changes, click the **Reason Code** drop-down box to select a reason for the rejection. If you need to provide additional information, enter it in the **Comments** text box. Click **Reject Update**.

8.11 Updating a Unit Identifier Code (UIC) and/or Obligation Processing Type Indicator (OPTI) (Navy customers only)

8.11.1 Updating a UIC and/or OPTI Workflow

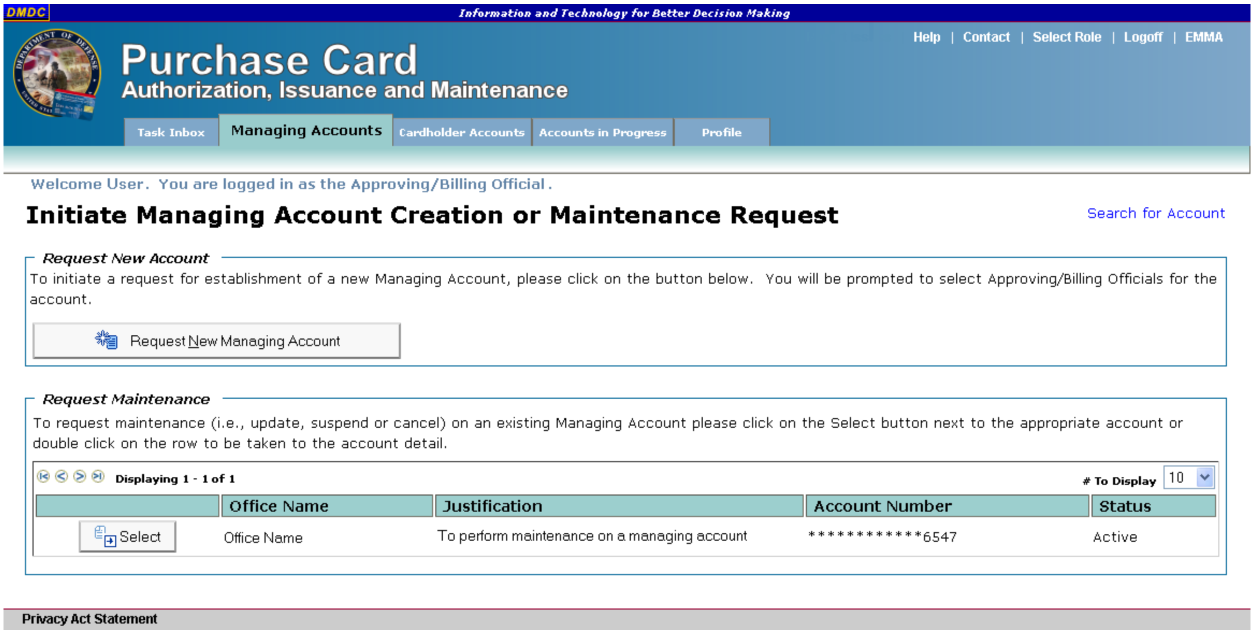
Who can Initiate	*A/BO (Primary or Alternate)*	*A/OPC*
Who reviews/approves	A/OPC approves	
	Send to bank	Send to bank

- Modifiable Fields:
  - UIC
  - OPTI
- The A/BO Supervisor will receive notification of the change

8.11.2 A/BO (Primary or Alternate)

To initiate the update of a UIC and/or OPTI:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update UIC and/or OPTI** from the drop-down box and click **Continue**.

5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new UIC.
7. Select a new OPTI from the drop-down menu.

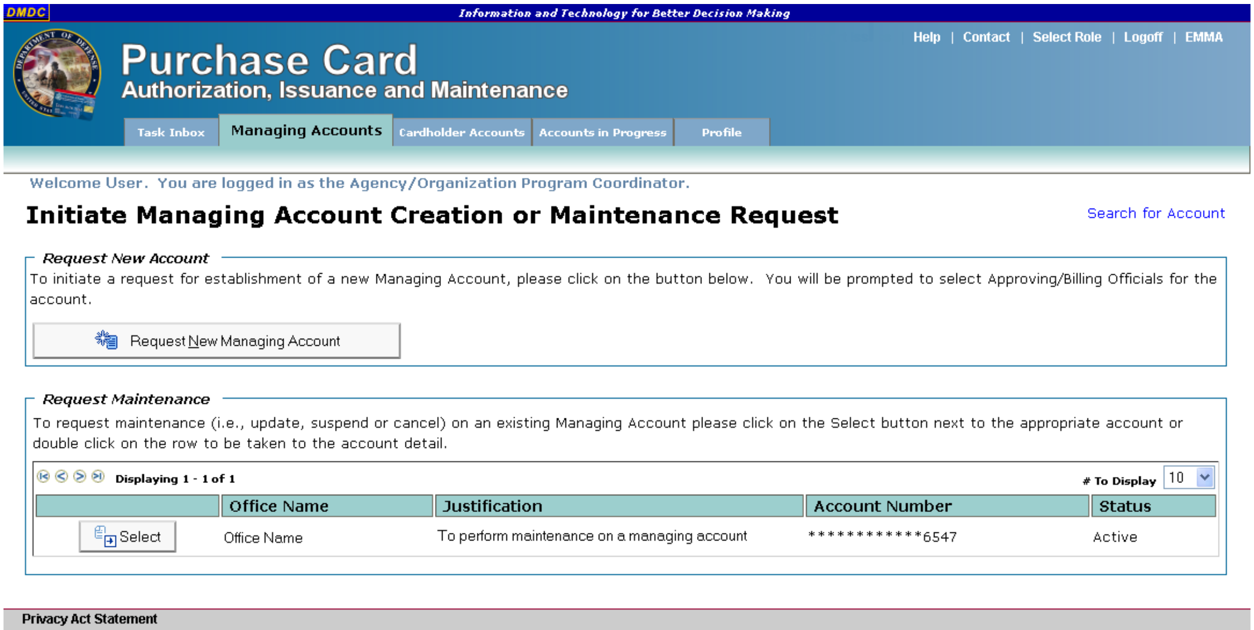
> **Note:** You are not required to perform both steps 6 and 7. You have the option to only modify one of the fields.

8. Click **Submit**.

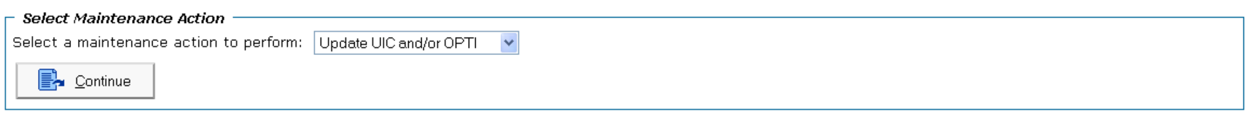
8.11.3 A/OPC

To initiate the update of a UIC and/or OPTI:

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to update.



3. Click **Perform Maintenance**.
4. Select **Update UIC and/or OPTI** from the drop-down box and click **Continue**.



5. The **Reason** field is automatically populated by the maintenance action that you chose to perform in step 4. Enter any comments or justifications that you may have for making the change in the **Comments** box.
6. Enter the new UIC.
7. Select a new OPTI from the drop-down menu.

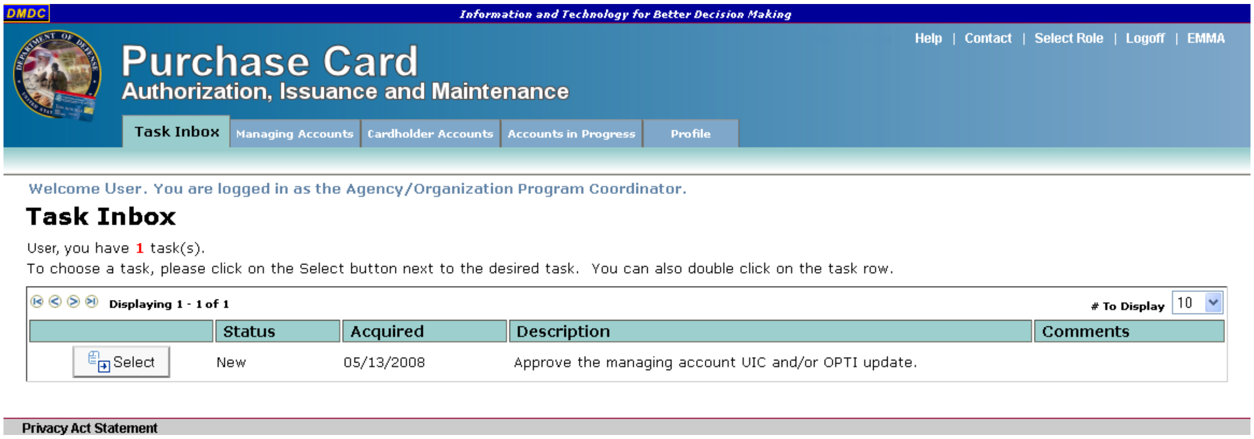
> **Note:** You are not required to perform both steps 6 and 7. You have the option to only modify one of the fields.

8. Click **Submit**.

If the A/BO initiates the request, you will be sent an email requesting you to approve the UIC and/or OPTI update.

When you log in to AIM, your **Task Inbox** will display the details of your new task − status of the task, the date the task was acquired, and a description of what you are required to do.

1. Click **Select** next to the task with the description “Approve the managing account UIC and/or OPTI update.”

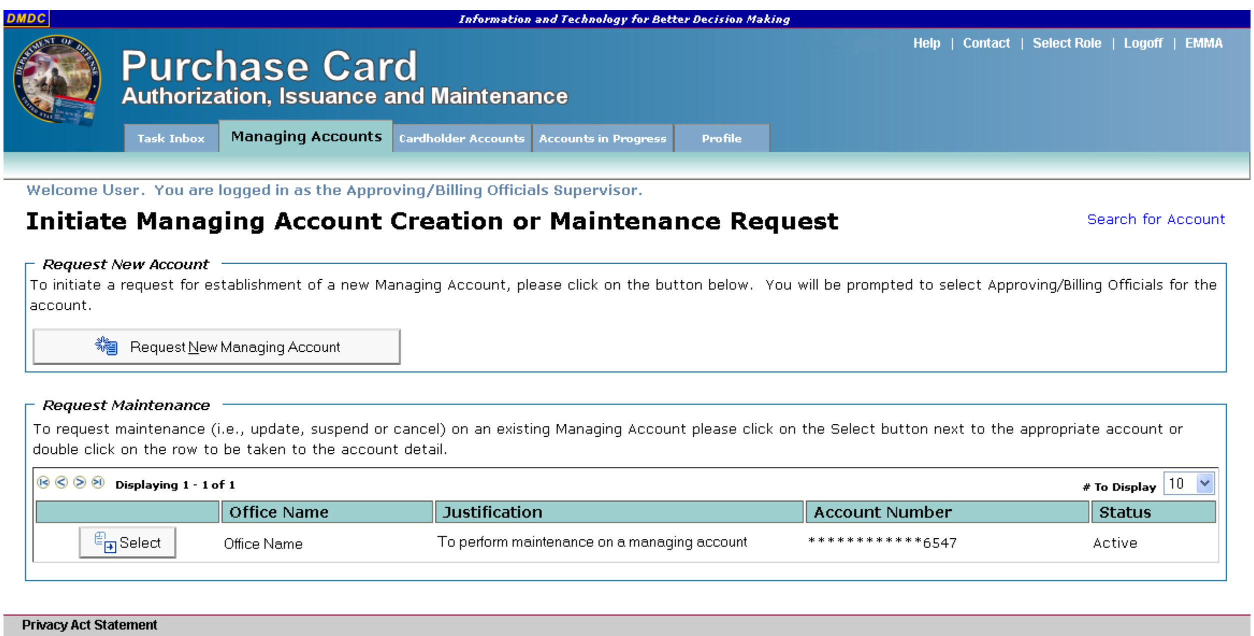


2. Click **Approve Update**.

> **Note:** If you reject the changes, click the **Reason Code** drop-down box to select a reason for the rejection. If you need to provide additional information, enter it in the **Comments** text box. Click **Reject Update**.

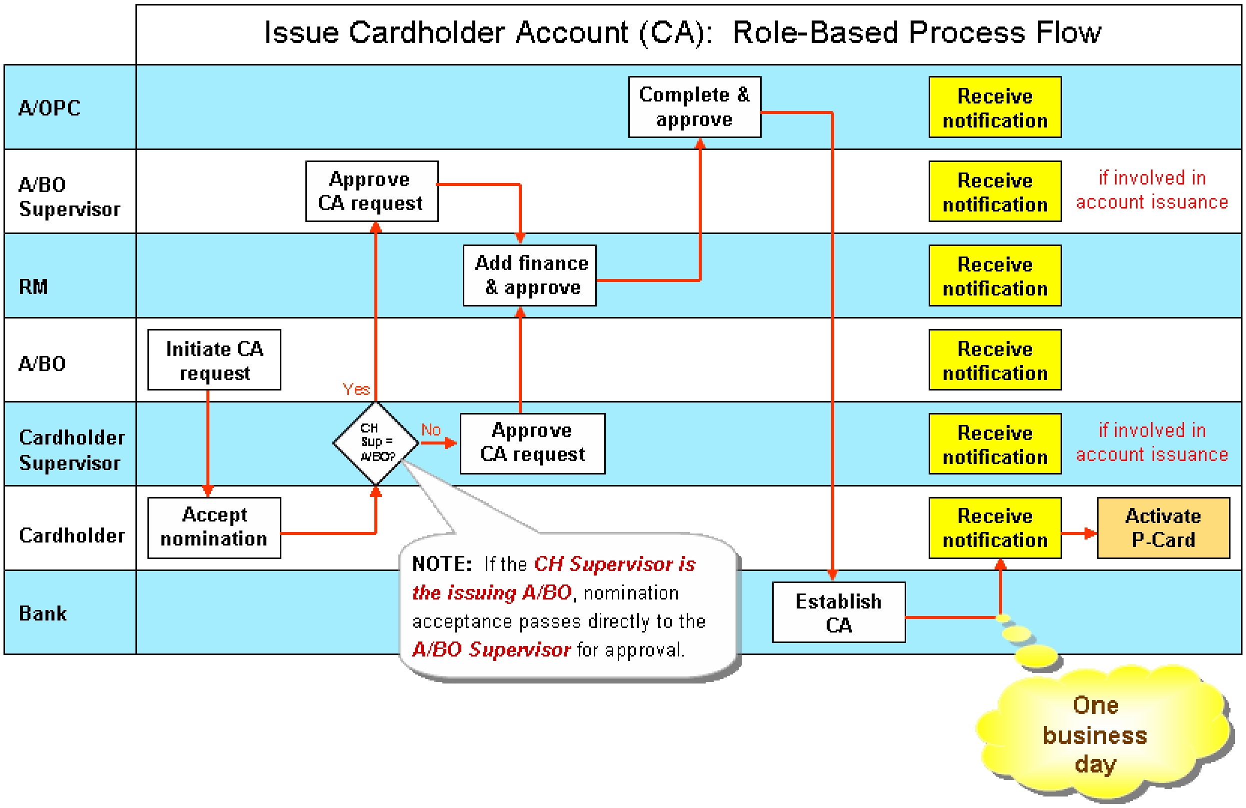
9.0 Viewing an Activated Managing Account

1. Click the **Managing Accounts** tab.
2. Click **Select** next to the Managing Account that you want to view. The Managing Account information will display.



10.0 Requesting a Cardholder Account

10.1 Requesting a Cardholder Account Workflow

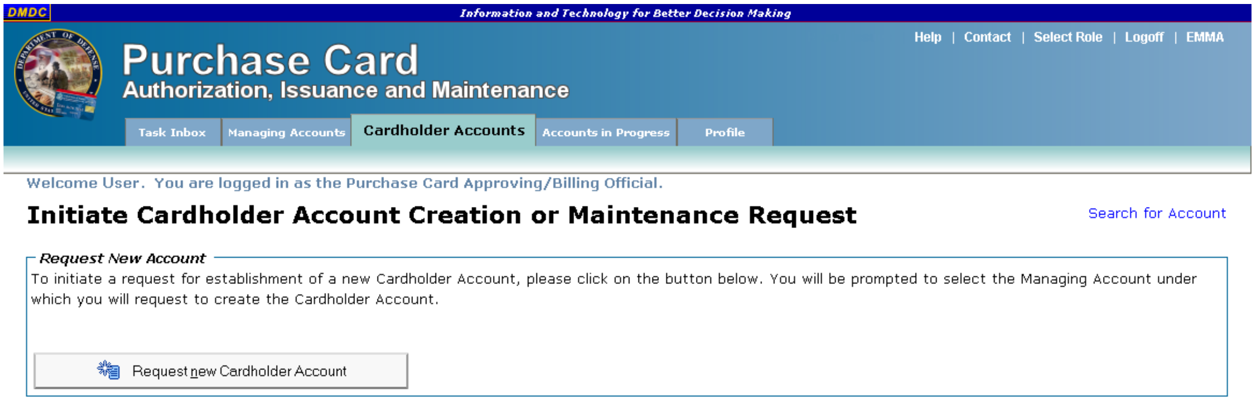


10.2 A/BO

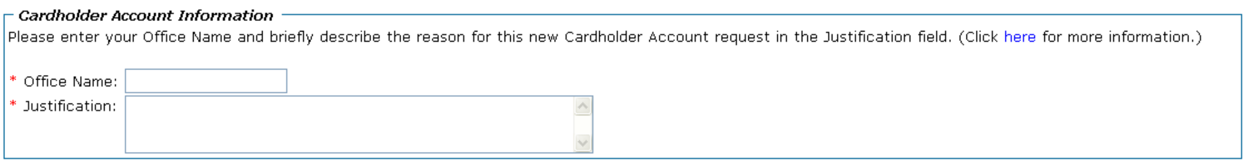
The A/BO performs the first step in the Cardholder Account workflow. It is up to you to request the new Cardholder Account.

To request a Cardholder Account:

1. Click the **Cardholder Accounts** tab.
2. Click **Request new Cardholder Account**.

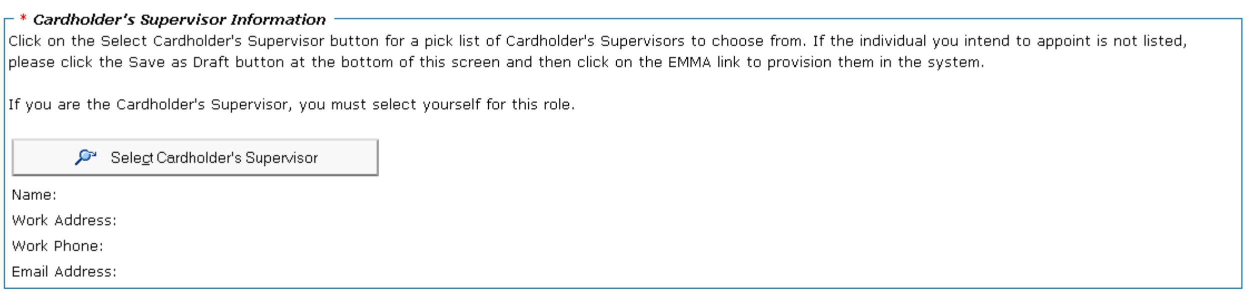


3. Click **Select** next to the name of the Managing Account to which you want to issue a Cardholder Account.
4. Enter the **Office Name** and **Justification** for the Cardholder Account.



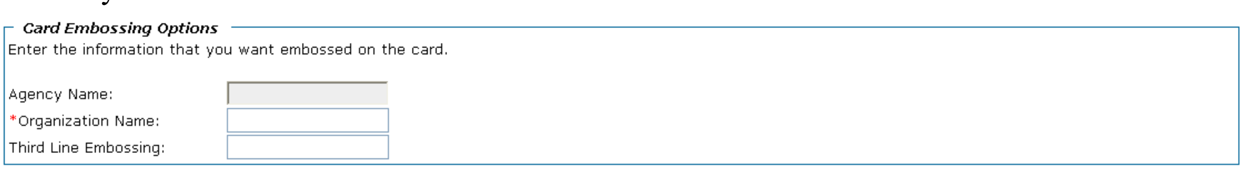
Note: The **Office Name** must be alphanumeric characters and cannot include any special characters (i.e., !, @, #).

5. Click **Select Cardholder's Supervisor**.



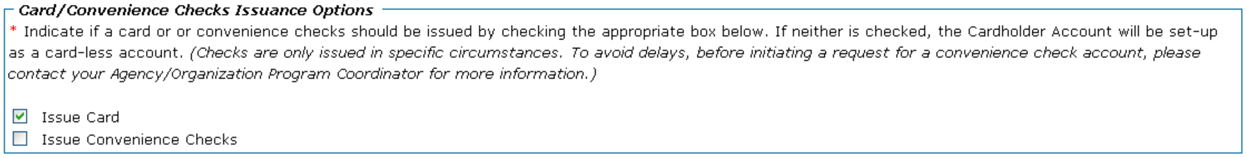
6. Click **Select** next to the name of the Cardholder's Supervisor that you would like assigned to this account.
7. **Cardholder Nomination** − Enter the email address of the Cardholder that you wish to nominate.

8. **Card Embossing Options** − You have the option to change the name of the organization that you would like embossed on the card



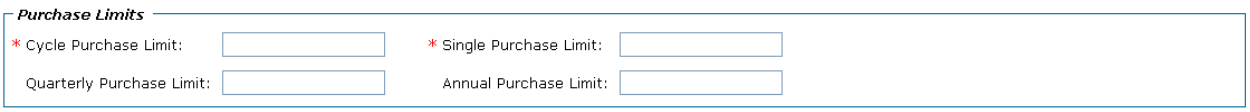
Note: The organization name defaults to the name of the organization entered in your Managing Account.

9. **Card/Convenience Check Issuance Options** – Check either **Issue Card** or **Issue Convenience Check**. You cannot issue both.

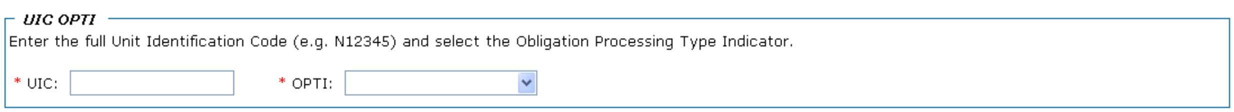


10. **Purchase Limits** – Enter the Purchase Limits that will be associated with the Cardholder Account. Depending on the relationship that you have set up with the bank, the required Purchase Limit information may vary.

Note: If you are an Army, Air Force, or Defense Agency customer, continue to step 12. Follow instructions according to the agency or service for which you are performing this action.



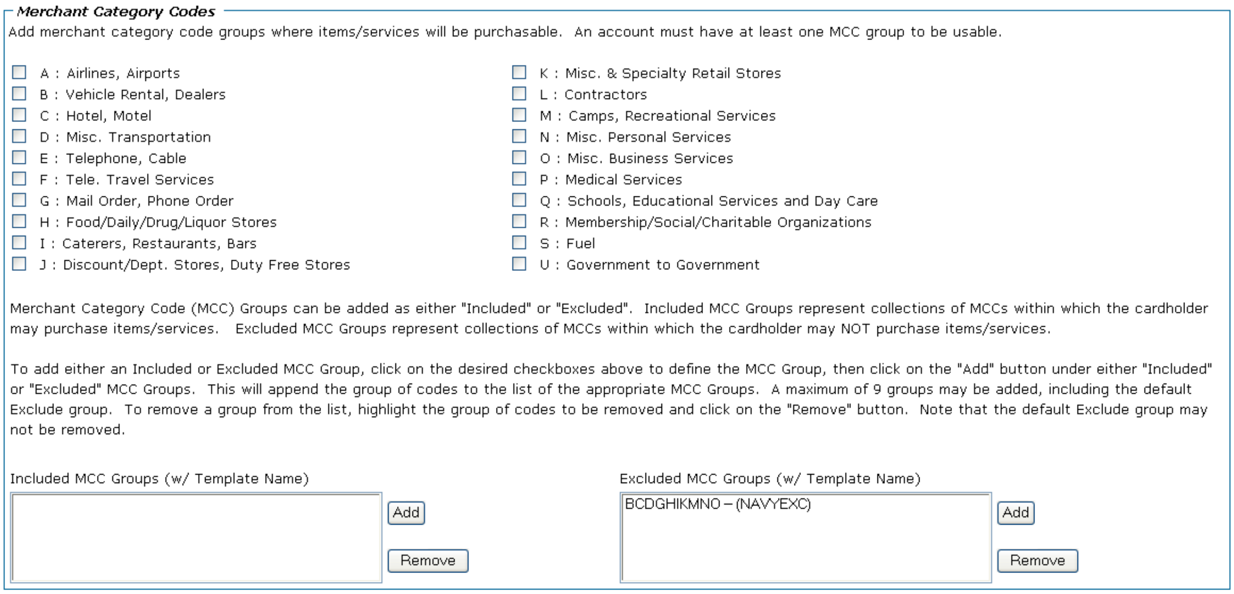
11. **UIC OPTI** – Verify the **Unit Identifier Code (UIC)** for this Managing Account. The **UIC** field is automatically populated with the UIC assigned to the associated Managing Account. If the UIC is incorrect, please provide the correct UIC in the following format: one uppercase letter followed by five numerals.



12. **Merchant Category Codes** – Add **Included** or **Excluded** Merchant Category Code (MCC) Groups for this Cardholder Account in order to define which items/services that a cardholder may purchase. Click on the desired checkboxes to define the MCC Group and then click **Add** under either **Included** or **Excluded** MCC Groups. This appends the group of codes to the list of the appropriate MCC Groups.

Note: US Bank customers may add up to four groups and do not have an Exclude group option. For CitiBank customers, a maximum of nine groups may be added, including the default Exclude group. To remove a group from the list, highlight the group of codes to be removed and click **Remove**. The default Exclude group may not be removed. Follow instructions according to the agency or service for which you are performing this action.

Tip: An account must have at least one MCC group to be usable. MCC groups can be added as either **Included** (both US Bank and CitiBank customers) or **Excluded** (CitiBank customers only). Included MCC groups represent collections of MCCs within which the cardholder may purchase items/services. Excluded MCC Groups represent collections of MCCs within which the cardholder may NOT purchase items/services.



Merchant Category Codes

Add merchant category code groups where items/services will be purchasable. An account must have at least one MCC group to be usable.

- ☐ A : Airlines, Airports
- ☐ B : Vehicle Rental, Dealers
- ☐ C : Hotel, Motel
- ☐ D : Misc. Transportation
- ☐ E : Telephone, Cable
- ☐ F : Tele. Travel Services
- ☐ G : Mail Order, Phone Order
- ☐ H : Food/Daily/Drug/Liquor Stores
- ☐ I : Caterers, Restaurants, Bars
- ☐ J : Discount/Dept. Stores, Duty Free Stores
- ☐ K : Misc. & Specialty Retail Stores
- ☐ L : Contractors
- ☐ M : Camps, Recreational Services
- ☐ N : Misc. Personal Services
- ☐ O : Misc. Business Services
- ☐ P : Medical Services
- ☐ Q : Schools, Educational Services and Day Care
- ☐ R : Membership/Social/Charitable Organizations
- ☐ S : Fuel
- ☐ U : Government to Government

Merchant Category Code (MCC) Groups can be added as either "Included" or "Excluded". Included MCC Groups represent collections of MCCs within which the cardholder may purchase items/services. Excluded MCC Groups represent collections of MCCs within which the cardholder may NOT purchase items/services.

To add either an Included or Excluded MCC Group, click on the desired checkboxes above to define the MCC Group, then click on the "Add" button under either "Included" or "Excluded" MCC Groups. This will append the group of codes to the list of the appropriate MCC Groups. A maximum of 9 groups may be added, including the default Exclude group. To remove a group from the list, highlight the group of codes to be removed and click on the "Remove" button. Note that the default Exclude group may not be removed.

Included MCC Groups (w/ Template Name) Add Remove

Excluded MCC Groups (w/ Template Name) BCDGHIKMNO – (NAVYEXC) Add Remove

13. Click the check box certifying that the requested cardholder account is necessary to meet mission requirements.
14. Click **Submit**.

10.3 Cardholder

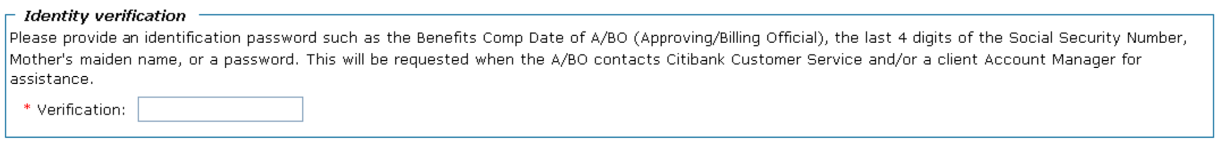
Once you have been nominated as a Cardholder, you will receive an email with a token string. Follow the instructions in Section 4.1, Redeeming Your Token and Logging In to redeem your token.

1. Review the information on the “Cardholder Nomination Acknowledgement” screen.
   a. Verify your **User Information**. If you need to update your information, click the **click here to update the address** link within the text.

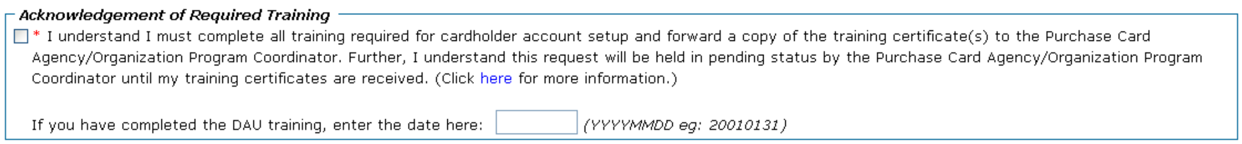
   Note: If you are an Army, Air Force, or Defense Agency customer, continue to step 3. Follow instructions according to the agency or service for which you are performing this action.

   Note: Your **User Information** is populated from your Defense Enrollment Eligibility Reporting System (DEERS) profile. The **click here to update the address** link will direct you to the DEERS Address Update site, which is a DEERS application. Any changes that are made will take up to 24 hours to be reflected in your AIM profile. If you have any problems logging in or updating your address, contact the Help Desk.

2. **Identity Verification** – The **Identity Verification** field will allow 16 alpha-numeric characters, including spaces. The information that you enter will be used by the bank to validate your identity if you have questions regarding your account.



3. Click the **Acknowledgement of Required Training** check box. If you have already completed the training, enter the date.



4. Click the check box acknowledging responsibility for fulfilling all cardholder duties and responsibilities.
5. Click **Accept**. AIM will automatically log you off of the system and display a green text box at the top of the screen letting you know that your action was successful.

> **Note:** If you reject the nomination, click the **Reason Code** drop-down box to select a reason for the rejection. If you need to provide additional information, enter it in the **Comments** text box. Click **Reject**.

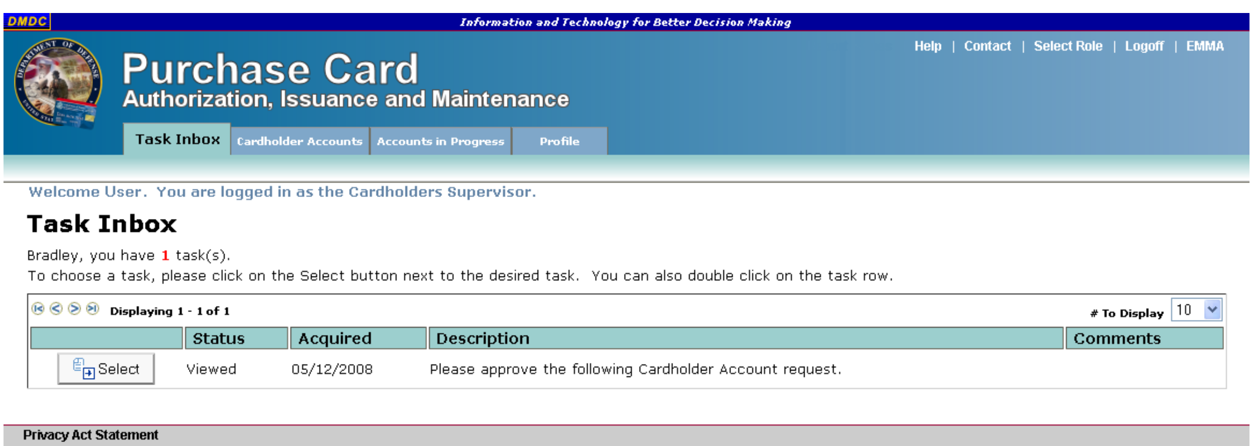
10.4 A/BO Supervisor/Cardholders Supervisor

If the A/BO and the Cardholders Supervisor are the same person, the A/BO Supervisor is responsible for approving the Cardholder request.

If the A/BO and Cardholders Supervisor are different people, the Cardholders Supervisor is responsible for approving the Cardholders request.

To approve or modify a request for a new Cardholder Account:

1. On the "Task Inbox" screen, click **Select** next to the task with the description "Please approve the following Cardholder Account request."



2. Review the information on the "Verify Cardholder Account Request" screen.
3. **Card/Convenience Checks Issuance Options** − Click one of the check boxes if you would like to change whether the Cardholder receives a card or convenience checks.

4. **Purchase Limits** − You have the option to decrease the Purchase Limits initially requested.
5. **Merchant Category Codes** − You have the option to change the included or excluded MCC groups. To add an MCC Group, click on the desired checkboxes to define the MCC Group and then click **Add** under either **Included** or **Excluded** MCC Groups. This appends the group of codes to the list of the appropriate MCC Groups.

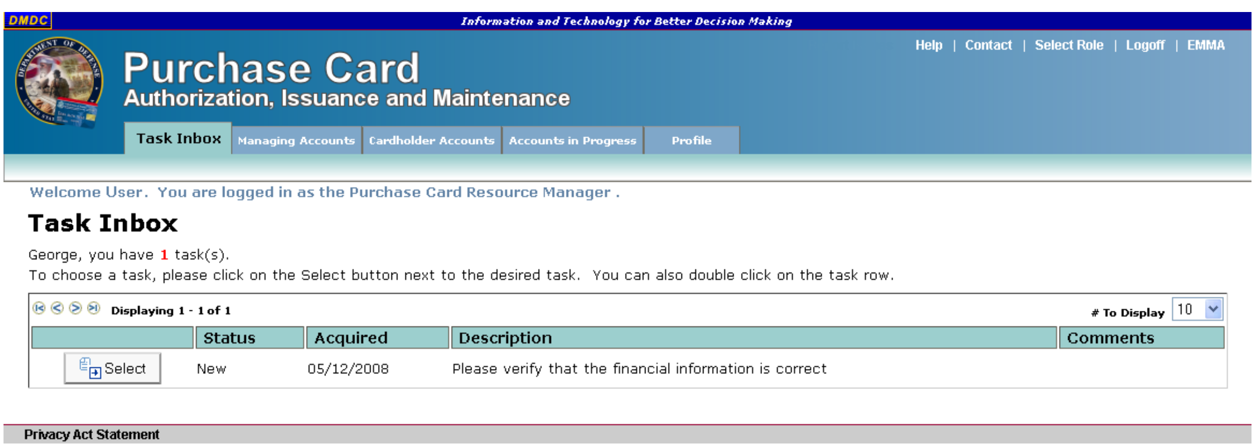
   Note: US Bank customers may add up to four groups and do not have an Exclude group option. For CitiBank customers, a maximum of nine groups may be added, including the default Exclude group. To remove a group from the list, highlight the group of codes to be removed and click **Remove**. The default Exclude group may not be removed. Follow instructions according to the agency or service for which you are performing this action.

   Tip: An account must have at least one MCC group to be usable. MCC groups can be added as either **Included** (both US Bank and CitiBank customers) or **Excluded** (CitiBank customers only). Included MCC groups represent collections of MCCs within which the cardholder may purchase items/services. Excluded MCC Groups represent collections of MCCs within which the cardholder may NOT purchase items/services.
6. Click **Approve**.

   Note: If you reject the Cardholder Account request, click the **Reason Code** drop-down box to select a reason for the rejection. If you need to provide additional information, enter it in the **Comments** text box. Click **Reject**.

10.5 Resource Manager and RM Pool

1. On the “Task Inbox” screen, click **Select** next to the task with the description “Please verify that the financial information is correct.”



2. **LOA** − You have the option to modify the following information:
   a. **Accounting Validation Code** – This is a required field for Army, Air Force, and Defense Agency customers.

   Note: Follow instructions according to the agency or service for which you are performing this action.

b. **Default Accounting Codes** – The following DAC fields are required for everyone: **DEPT**, **FY**, **BS**, and **SCL**. Depending on the relationship that you have set up with the bank, the additional required fields may vary.

3. **Purchase Limits** − You have the option to decrease the Purchase Limits for this account. If you decrease the Purchase Limits, a Notification email will be sent to all users associated with this Cardholder Account, but the workflow will not be restarted.
4. **Merchant Category Codes** − You have the option to change the included or excluded MCC groups. To add an MCC Group, click on the desired checkboxes to define the MCC Group and then click **Add** under either **Included** or **Excluded** MCC Groups. This appends the group of codes to the list of the appropriate MCC Groups.

Note: US Bank customers may add up to four groups and do not have an Exclude group option. For CitiBank customers, a maximum of nine groups may be added, including the default Exclude group. To remove a group from the list, highlight the group of codes to be removed and click **Remove**. The default Exclude group may not be removed. Follow instructions according to the agency or service for which you are performing this action.

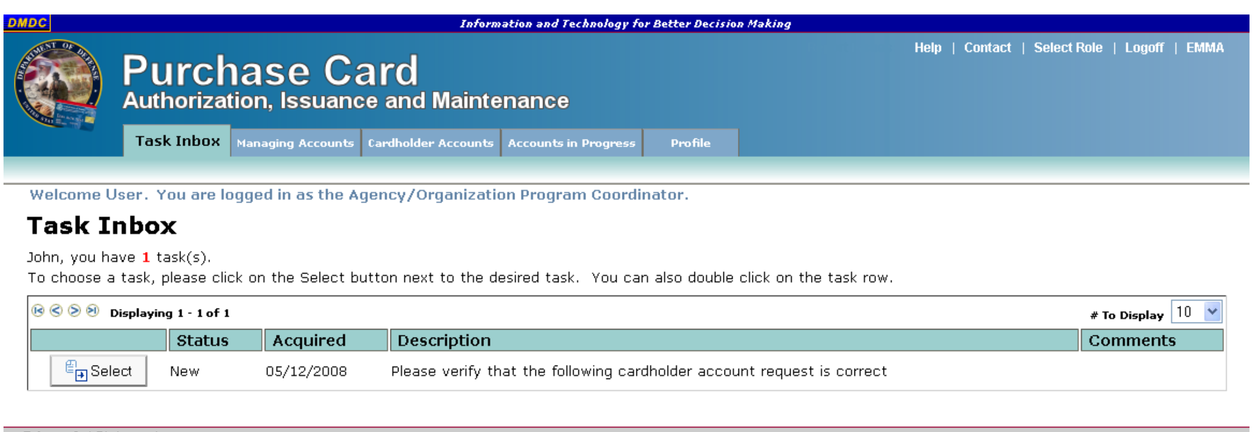
Tip: An account must have at least one MCC group to be usable. MCC groups can be added as either **Included** (both US Bank and CitiBank customers) or **Excluded** (CitiBank customers only). Included MCC groups represent collections of MCCs within which the cardholder may purchase items/services. Excluded MCC Groups represent collections of MCCs within which the cardholder may NOT purchase items/services.

5. Click **Approve**.

Note: If you reject the Cardholder Account request, click the **Reason Code** drop-down box to select a reason for the rejection. If you need to provide additional information, enter it in the **Comments** text box. Click **Reject**. If you would like to finish the task at a later time, click **Save as Draft**.

10.6 A/OPC

1. On the “Task Inbox” screen, click **Select** next to the task with the description “Please verify that the following cardholder account request is correct.”



2. **Verification of Completed Training** − Click the check box certifying that all training required for account setup has been completed by the Cardholder and that you received and will retain a copy of the training certificate for use in Card Program reviews. Enter the date that the training was completed.

    Note: If you have not received a copy of the Cardholder's DAU training certificate, click **Hold task pending completion of training**.

3. **Required Delegations and Appointments** − Click the check box certifying that all required delegations and appointments have been prepared and processed. Enter the date by which you will conduct a review of the Primary A/BO.

4. **Card Embossing** − You have the option to change the organization name that will be displayed on the card as well as any third-line data that might have been entered.

    Note: If you are an Army, Air Force, or Defense Agency customer, continue to step 6. Follow instructions according to the agency or service for which you are performing this action.

5. **UIC OPTI** – You have the option to change the UIC, if necessary. The OPTI field cannot be modified.

6. **Card/Convenience Checks Issuance Options** − Click one of the check boxes if you would like to change whether the Cardholder receives a card or convenience checks.

7. **Cardholder Account Special Designations** −You have the option of choosing one or more Special Designation to assign to the account. This information is not mandatory.

8. **Purchase Limits** − You have the option to decrease the Purchase Limits for this account. If you decrease the Purchase Limits, a Notification email will be sent to all users associated with this Cardholder Account, but the workflow will not be restarted.

9. **Merchant Category Codes** − You have the option to change the included or excluded MCC groups. To add an MCC Group, click on the desired checkboxes to define the MCC Group, then click **Add** under either **Included** or **Excluded** MCC Groups. This appends the group of codes to the list of the appropriate MCC Groups.

    Note: US Bank customers may add up to four groups and do not have an Exclude group option. For CitiBank customers, a maximum of nine groups may be added, including the default Exclude group. To remove a group from the list, highlight the group of codes to be removed and click **Remove**. The default Exclude group may not be removed. Follow instructions according to the agency or service for which you are performing this action.

    Tip: An account must have at least one MCC group to be usable. MCC groups can be added as either **Included** (both US Bank and CitiBank customers) or **Excluded** (CitiBank customers only). Included MCC groups represent collections of MCCs within which the cardholder may purchase items/services. Excluded MCC Groups represent collections of MCCs within which the cardholder may NOT purchase items/services.

10. Click **Approve**.

Note: If you reject the Cardholder Account request, click the **Reason Code** drop-down box to select a reason for the rejection. If you need to provide additional information, enter it in the **Comments** text box. Click **Reject**. If you would like to finish the task at a later time, click **Save as Draft**.

11.0 Performing Maintenance on a Cardholder Account

11.1 Types of Maintenance and Roles that Can Perform Them

You can perform 12 types of maintenance on Cardholder Accounts:

- Update an Office Name
- Update the Cardholder Account Justification
- Update training and review dates
- Update an Organization Name (not applicable for Navy customers)
- Update UIC (Navy customers only)
- Cardholder Account Special Designations
- Update Lines of Accounting information
- Update Purchase Limits
- Update Merchant Category Codes
- Cancel an account
- Suspend an account (not applicable for Navy customers)
- Reactivate an account (not applicable for Navy customers)

Only certain roles can perform the different types of maintenance. The following list delineates each role and what types of maintenance they are authorized to perform.

A/OPC

- Update an Office Name
- Update the Cardholder Account Justification
- Update training and review dates
- Cardholder Account Special Designations
- Update an Organization Name (not applicable for Navy customers)
- Update UIC (Navy customers only)
- Update Cardholder Account Special Designations
- Update Purchase Limits

- Update Merchant Category Codes
- Cancel an account
- Suspend an account (not applicable for Navy customers)
- Reactivate an account (not applicable for Navy customers)

RM and RM Pool

- Update Lines of Accounting information
- Update Purchase Limits
- Update Merchant Category Codes
- Suspend an account (not applicable for Navy customers)
- Reactivate an account (not applicable for Navy customers)

11.2 Cardholder Account Maintenance Workflow

11.2.1 A/OPC Workflow

- If ANY limit is increased
  - Goes to Resource Manager for approval
  - Goes to A/OPC for final check
  - Sent to bank for update
- If ONLY training or delegation dates are updated
  - Changes are saved and the account is made active
- If ONLY the Office Name or Justification are updated
  - Changes are saved and the account is made active
- All other maintenance requests
  - Sent to bank for update

11.2.2 Resource Manager and RM Pool Workflow

ALL updates follow the same path:

- Goes to A/OPC for approval (if the maintenance request is suspension or reactivation, the A/OPC is able to terminate the request all together)
- Sent to bank

11.3 A/OPC

To perform maintenance on a Cardholder Account:

1. To initiate maintenance:

   a. Click the **Cardholder Accounts** tab.
   b. Click **Select** next to the Cardholder Account that you want to update. Continue to step 3.
2. If the Resource Manager initiated the request:
   a. On the “Task Inbox” screen, click **Select** next to the task with the description “Verify that the following cardholder account request is correct.” Continue to step 3c.
3. You have the option to edit the following fields:
   a. **Cardholder Account Maintenance Clarification** − Use the drop-down box to choose a reason for the account maintenance. If you would like to enter additional information, enter it in the **Comments** text box.
   b. **Cardholder Account Information** − You can modify the following fields:
      i. **Office Name** − This is a mandatory field
      ii. **Justification** − This is a mandatory field
   c. **Verification of Completed Training** − Click the check box certifying that all training required for account setup has been completed by the Cardholder and that you received and will retain a copy of the training certificate for use in Card Program reviews. Enter the date that the training was completed.
   d. **Required Delegations and Appointments** − Click the check box certifying that all required delegations and appointments have been prepared and processed. Enter the date by which you will conduct a review of the Primary A/BO.
   e. **Card Embossing Options** − You can update the Organization name.
   f. **Card/Convenience Checks Issuance Options** − This option is not currently available. Clicking these options will not change any information in the banking system. This will be addressed in a future release.
   g. **UIC OPTI** – You can only update the UIC field.
   h. **Cardholder Account Special Designations** − You have the option of changing or adding a Special Designation to assign to the account. This information is not mandatory.
   i. **Purchase Limits** − You have the option to increase or decrease a Purchase Limit. If you decrease the Purchase Limits, a Notification email will be sent to all users associated with this Cardholder Account, but the workflow will not be restarted.

      Note: If you increase a Purchase Limit, the Resource Manager will have to approve the change before it is sent to the bank.

   j. **Merchant Category Codes** − You have the option to add additional **Included** (US Bank and CitiBank customers) or **Excluded** (CitiBank customers only) MCC Groups. Follow instructions according to the agency or service for which you are performing this action.
4. If the RM initiates the maintenance request, you have the option to reject the request. Click the **Reason Code** drop-down box to select a reason for the rejection. If you need to provide additional information, enter it in the **Comments** text box. Click **Terminate Request**.
5. Click **Submit Changes**.

Note: If you are an Army, Air Force, or Defense Agency customer and would like to suspend or reactivate the Cardholder Account, click **Suspend Account** or **Reactivate Account**. If you would like to cancel the Cardholder Account, click **Cancel Account**.

11.4 Resource Manager and RM Pool

To request maintenance on a Cardholder Account:

1. Click the **Cardholder Accounts** tab.
2. Click **Select** next to the Cardholder Account that you want to update.
3. You have the option to edit the following fields:
   a. **Cardholder Account Maintenance Clarification** − Use the drop-down box to choose a reason for the account maintenance. If you would like to enter additional information, enter it in the **Comments** text box.
   b. **LOA** − You can modify the following fields:
      i. **Accounting Validation Code** – This is a required field for Army, Air Force, and Defense Agency customers.

   Note: Follow instructions according to the agency or service for which you are performing this action.

      ii. **Default Accounting Code** –Depending on the relationship that you have set up with the bank, the required fields may vary.
   c. **Purchase Limits** − You have the option to decrease a Purchase Limit.
   d. **Merchant Category Codes** − You have the option to add additional **Included** (US Bank and CitiBank customers) or **Excluded** (CitiBank customers only) MCC Groups. Follow instructions according to the agency or service for which you are performing this action.
4. Click **Submit Changes** to send the information to the A/OPC for approval.

   Note: If you are an Army, Air Force, or Defense Agency customer and would like to suspend or reactivate the Cardholder Account, click **Suspend Account** or **Reactivate Account**.

12.0 Viewing an Activated Cardholder Account

To view a Cardholder Account:

1. Click the **Cardholder Accounts** tab.
2. Click **Select** next to the Cardholder Account that you want to view. The Cardholder Account information will display.

13.0 Accounts in Progress Functions

13.1 Viewing an Account in Progress

To view an Account in Progress:

1. Click the **Accounts in Progress** tab.
2. Click **Select** next to the Account that you want to view. The Account status will display, listing the request type and the request status.

13.2 Terminating a Request in Workflow − A/OPC

A/OPCs have the authority to terminate a request in workflow at any time before the account is submitted to the bank.

1. Click the **Accounts in Progress** tab.
2. Click **Select** next to the workflow that you want to terminate.
3. At the bottom of the screen, click **Terminate Workflow**.
4. Confirm that you want to terminate the workflow and click **OK**.

Appendix A: Additional Roles and Definitions

A/OPC (Pool)

The A/OPC (Pool) is a group of users within the same organization who have access to perform the same functions on the same requests/transactions. When one A/OPC acts upon a request in their Task Inbox, the task will be removed from the A/OPCs' Task Inboxes.

A/BO Pool

All users provisioned in EMMA as A/BO Pool members will be available for assignment as a Primary or Alternate A/BO on a Managing Account. Once the Primary and Alternate A/BOs are assigned, only those A/BOs will be authorized to access and take action on those Managing Accounts.

RM Pool

All users provisioned in EMMA as Installation RM or RM Pool members are available for assignment as the Resource Manager of a Managing Account. Once an RM is assigned to a Managing Account, any actions which are available to the RM Pool will be available to any provisioned Installation RM or RM pool member within the assigned RM's organization.

User Functionality within AIM

Agency/Organization Program Coordinator

- Initiates maintenance requests for a Managing Account
- Initiates maintenance requests for a Cardholder Account
- Must approve all account requests prior to bank submittal

Approving / Billing Official Supervisor

- Initiates new Managing Account requests
- Approves the Resource Manager nomination made by the Approving/Billing Official
- May approve Cardholder requests if the primary Approving/Billing Official is the same person as the Cardholder Supervisor
- Initiates maintenance requests for a Managing Account

Approving / Billing Official Pool Member

- Accepts nomination for Managing Accounts
- Primary Approving/Billing Official nominates Resource Manager for Managing Accounts
- Initiates new Cardholder Account requests
- Initiates maintenance requests for a Managing Account

Cardholder Supervisor

- Approves Cardholder Account request if not acting as the primary Approving/Billing Official pool member

Cardholder

- Accepts nomination for Cardholder Accounts

Installation Resource Manager and Resource Manager Pool members

- Accepts nomination for Managing Accounts
- Allocates Lines of Accounting and ensures adequate funding

Resource Manager Pool Member

- Accepts nomination for Managing Accounts
- Allocates Lines of Accounting and ensures adequate funding
- Initiates maintenance requests for a Managing Account
- Initiates maintenance requests for a Cardholder Account

Appendix B: Acronyms and Abbreviations

The following abbreviations and acronyms aid in the understanding of this document.

Abbreviations and Acronyms	Description
A/BO	Approving/Billing Official
A/OPC	Agency/Organization Program Coordinator
AAC	Alternate Accounting Code
AIM	Authorization, Issuance, and Maintenance
AVC	Account Validation Code
CAC	Common Access Card
DAC	Default Accounting Code
DAU	Defense Acquisition University
DEERS	Defense Enrollment Eligibility Reporting System
DoDAAC	Department of Defense Activity Address Code
eBPSC	eBusiness Policy Support Center
EDI	Electronic Data Interchange
EMMA	Enterprise Monitoring and Management of Accounts
LOA	Lines of Accounting
MCC	Merchant Category Codes
OPTI	Obligation Processing Type Indicator
PCOLS	Purchase Card Online System
PIN	Personal Identification Number
RM	Resource Manager
TBR	Total Business Reporting
UIC	Unit Identifier Code

Appendix C: Application Error Codes and Messages

Error Message	Explanation	Solution
User not found	There is a data error with user information.	Contact the Help Desk.
You are not authorized to use this application.	You are not an authorized user of AIM.	Contact your supervisor if you feel that you should have been provisioned in EMMA to use AIM.
Your assigned Agency/Organization Program Coordinator has not completed his or her profile online. Please consult your assigned Agency/Organization Program Coordinator for assistance.	See Error Message.	Contact your A/OPC to request that they complete their profile.
A Managing Account must be assigned to you before you can create a Cardholder Account.	You are not associated with a Managing Account.	Contact your supervisor if you feel that you should be associated with a Managing Account.
You must select one (1) Primary Approving/Billing Official.	See Error Message.	You must nominate an A/BO before a Managing Account can be created.
No Users for Role "Purchase Card Approving/Billing Official" could be found. Contact the role's supervisor to request that a user be provisioned before completing this task.	See Error Message.	Contact the A/BO Supervisor to request that an A/BO be provisioned in EMMA for this organization. Once an A/BO has been provisioned, your workflow will need to be restarted.
Office Name is a required field.	See Error Message.	Enter an **Office Name** and then resubmit to the database.
Justification is a required field.	See Error Message.	Enter a **Justification** and then resubmit to the database.
Org Name is a required field.	See Error Message.	Enter an **Organization Name** and then resubmit to the database.
Resource Manager's email address is a required field.	See Error Message.	Enter an email address for the appropriate Resource Manager and resubmit to the database.

Error Message	Explanation	Solution
Acknowledgement of Required Training is a required field.	See Error Message.	Click the **Acknowledgement of Required Training** check box and resubmit to the database.
The date for the DAU Training Date for the Approving/Billing Official(s) field must be in the past.	See Error Message.	Enter a new **DAU Training Date** that is in the past and resubmit to the database.
The value [number] for the field cycle purchase limit is not a valid numeric value.	You entered non-numeric characters in the **Cycle Purchase Limit** field.	Enter a valid amount in the **Cycle Purchase Limit** field and resubmit to the database.
The Cycle Purchase Limit cannot be increased.	See Error Message.	Lower the value of the **Cycle Purchase Limit** to the original value or a lower amount and resubmit to the database.
Reason code is required for rejections.	See Error Message.	Select a **Reason Code** from the drop down menu. You can enter additional information in the **Comments** field, if necessary. Resubmit your request to the database.
Accounting Validation Code is a required field.	See Error Message.	Enter an **Accounting Validation Code** and resubmit to the database.
Required Delegations and Appointments is a required field.	See Error Message.	Click the check box certifying that all required delegations and appointments have been prepared and processed and resubmit to the database.
Required Delegations and Appointments Date is a required field.	See Error Message.	Enter the date by which you will conduct a review of the Primary A/BO and resubmit to the database.
The date for the Required Delegations and Appointments Date field must be in the future.	See Error Message.	Enter a new **Required Delegations and Appointments Date** that is in the future and resubmit to the database.

Error Message	Explanation	Solution
No Users for Role "Approving/Billing Officials Supervisor" could be found. Contact the "Agency/ Organization Program Coordinator" at "aopc.name@email.mil" to request that a user be provisioned before completing this task.	See Error Message.	Contact the designated A/OPC and request that they provision a user into the A/BO Supervisor role through EMMA.
Your assigned Agency/Organization Program Coordinator is no longer provisioned in EMMA. Please consult your assigned Agency/Organization Program Coordinator for assistance.	No A/OPC has been provisioned through EMMA for this organization.	Contact your A/OPC and advise them of the error that you received. The A/OPC will need to contact their supervisor to request provisioning in EMMA.
UIC is a required field.	See Error Message.	Enter the **UIC** and resubmit to the database.
UIC is in wrong format.	The **UIC** must begin with an uppercase letter and be followed by five additional alpha-numeric characters.	Enter a valid **UIC** and resubmit to the database.
OPTI is a required field.	See Error Message.	Select an **OPTI** from the drop-down menu and resubmit to the database.
Verification is a required field.	See Error Message.	Enter information in the **Identity Verification** field (up to 16 alpha-numeric characters, including spaces, are allowed) which will be used by the bank to validate your identity if you have questions regarding your account.
A valid address must be entered for the Primary Approving/Billing Official. See the User Profile for more information.	The A/BO does not have a valid address in DEERS.	Go to the **Profile** tab. Click the **click here to update the address** link to access the DEERS Address Update application.

Error Message	Explanation	Solution
You have reached the maximum number of MCC Groups allowed [allowed number].	See Error Message.	Review and change, if necessary, the groups that have been added to ensure that all of the necessary MCC Codes have been included.
[List] is not a valid combination of MCC values.	See Error Message.	Enter a valid combination of MCCs and resubmit to the database.

Appendix D: Lines of Accounting Field Definitions

The following table defines the accounting data title, the acronym used in AIM, and the corresponding acronyms used within the Services and Defense Agencies. In addition, the first column lists the number of characters required for each field.

FA2	Max Pos	Label	Acrn	Air Force (57)	Army (21)	Navy (17)	USMC (17)	CO (97)
A1	2	Department Indicator	DEPT	(2) DEPT	(2) DEPT	(2) GA	(2) DEPT	(2) DEPT
A3	8	Fiscal Year Indicator	FY	(8) FY	(8) FY	(8) BFY/EFY	(8) FY	(8) FY
A4	4	Basic Symbol Number	BS	(4) ASN	(4) BSN	(4) APPR	(4) BasicSym	(4) ASN
A5	4	Limit/Sub-Head	SCL	(4) LIMIT	(4) Limit	(4) SubHead	(4) SubHead	(4) Limit
A6	2	Fund Code/MCC	FC	(2) FC		(2) MCC	(2) FC	
B1	2	Operational Agency Code/Fund Admin	OAC	(2) OAC	(2) OA		(2) FA	(2) OA
B2	5	Allotment Serial Number	ASN	(4) OBAN	(4) ASN	(5) BCN	(5) BCN	(5) ASN
B3	6	Activity Address Code/UIC	UIC	(6) UIC	(6) UIC	(6) UIC	(6) UIC	
C1	12	Program Element Code	PEC	(6) PEC	(11) AMSCO	(12) Cost Code	(12) Cost Code	(6) COST
C2	8	Project Task or Budget Subline	ORG	(6) BPAC	(8) Sub JON			(8) ORG
D1	2	Defense Agency Allocation Recipient	MFP	(2) MFP			(2) BESA	
D4	8	Job Order/Work Order Code	JO	(8) JON	(8) JO	(6) PAA	(6) PAA	(8) JO
D6	1	Sub-Allotment Recipient	SAR			(1) SubAllot	(1) SubAllot	
D7	6	Work Center Recipient	WCR	(6) RC/CC	(6) CCC		(6) JONLU	(6) CCC
E1	1	Major Reimbursement Source Code	RBC				(1) RBC	(1) RD
E2	3	Reimbursement Source Code	RSC	(3) ARSC	(3) RSC		(3) RON	(3) RSC
E3	6	Customer Indicator/MPC	CI	(6) MPC/SRAN	(6) CN			
F1	5	Object Class	OC	(5) EEIC	(4) EOR	(4) OC	(4) OC/OSC	(4) OCC
F3	1	Govt/Public Sector Identifier	GPS	(1) Type Vendor	(1) ODC			(1) W/O

FA2	Max Pos	Label	Acrn	Air Force (57)	Army (21)	Navy (17)	USMC (17)	CO (97)
G2	2	Special Interest/Special Program Cost	SIPC	(2) ESPC			(2) BRC	
I1	6	DoD BACC Shorthand	DBSH	(6) MAC	(6) APC		(4) CAC	(6) APC
J1	15	Document/Record Reference Identifier	SDN	(15) SDN	SDN	(15) SDN	(15) SDN	(14) SDN
L1	6	Accounting Installation Number	AI	(6) ADSN	(6) FSN	(6) AAA	(6) AAA	(6) FSN
M1	18	IFS Number	IFS		(18) IFS			