

EMMA System – Automated Provisioning v. 2.0 User Manual

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Abstract This guide describes how to use the automated provisioning worksheets for the EMMA system, which allows users to provision for PCOLS applications.

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Document History

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1.0	November 2008	Development
1.1	December 2008	Minor updates
1.2	June 2009	Updated to include changes from EMMA 2.02.011
1.3	July 2009	Updated to include a change in required fields as well as details pertaining to allowed characters for User and Organization Names
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1.0 Introduction

1.1 Purpose

The purpose of the Enterprise Monitoring and Management of Accounts (EMMA) System Automated Provisioning User Manual is to assist authorized users of the application by providing a concise, accessible instruction guide that explains the functionality of the application. Agency/Organization Program Coordinator (A/OPC) Supervisors and Resource Manager (RM) Supervisors are the authorized users for this tool.

1.2 Overview of the EMMA System

EMMA is a Defense Manpower Data Center (DMDC) web application that allows users to be provisioned for other applications. As part of the provisioning process, users can create and manage organizations and roles as well as assign and unassign users to the roles. The Purchase Card Program Management Office (PCPMO) is utilizing EMMA to provision Purchase Card Online System (PCOLS) users. Currently, a PCOLS user provisioned in EMMA will be authorized to access EMMA and/or the Authorization, Issuance, Maintenance (AIM) application. In the future, this authorization will also include access to the PCOLS Data Mining and Risk Assessment applications for some users.

1.2.1 Automated Provisioning within the EMMA System

The EMMA System has incorporated an added feature that allows organizations to do a one-time mass upload of all the users in their organization. This new feature is called Automated Provisioning and was designed to assist users in moving forward with the use of PCOLS. Automated Provisioning allows a user to fill hierarchical information (both organization as well as user data) for a particular organization into an Excel spreadsheet. Once the completed sheet has been run in the EMMA System, it will translate the information provided into the hierarchy structure seen in EMMA.

1.3 System Requirements

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

- Microsoft Excel
- Internet Browser (Microsoft Internet Explorer 6.0 recommended)
- Microsoft Visio (optional)

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 PCOLS help desk provides Tier One support with escalation capability to Tiers Two and Three.

If you need help or support, please contact the PCOLS help desk at the following phone numbers or by email at dlacontactcenter@dla.mil.

- US (CONUS) – Commercial (toll-free): 1-800-376-7783
- OCONUS – DSN: 661-7307
- Direct dial: 269-961-7307

1.6 Performing EMMA Functions

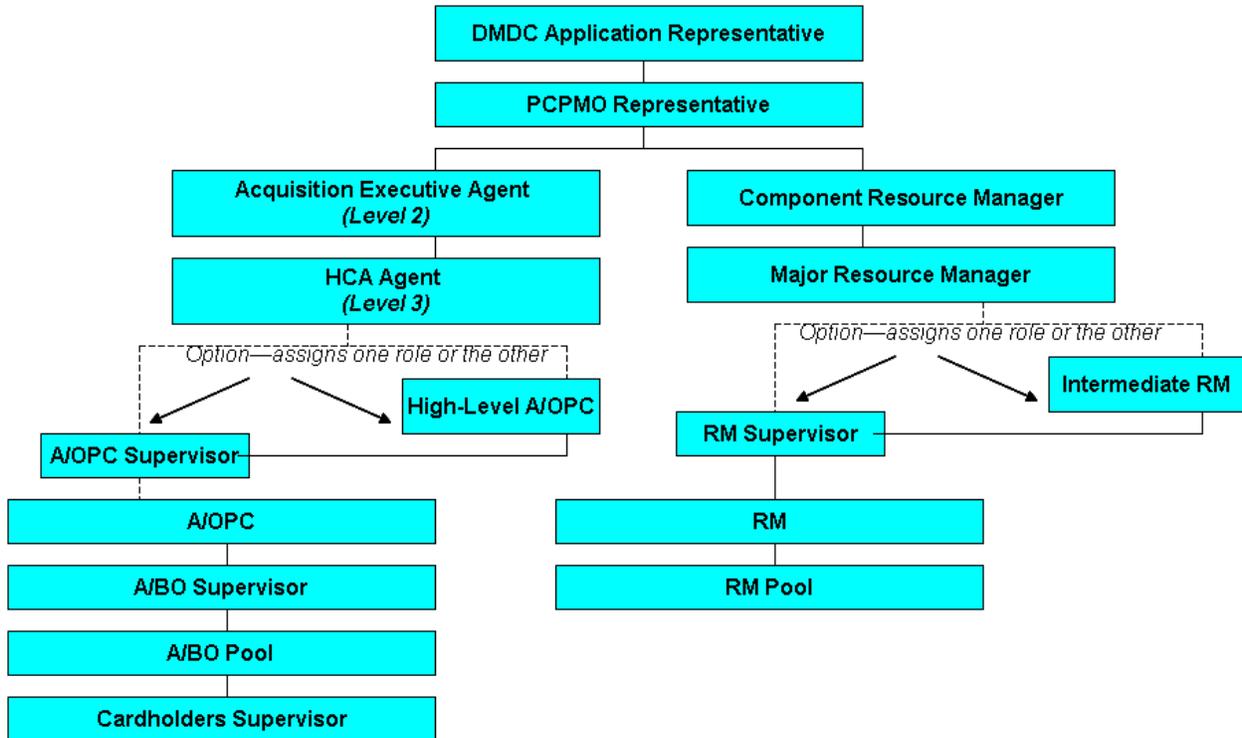
This document is a manual specific to the Automated Provisioning feature. For instructions on performing tasks in the EMMA application, reference the EMMA Application User Manual - for PCOLS users. The user manual has been added to this document for your convenience, click the below object to view the EMMA user manual.



EMMA Application
User Manual

2.0 Hierarchical Structure of EMMA

The EMMA system was set up with a hierarchical structure. Each role has specific permissions assigned to them – users are only able to provision the role and create or modify organizations directly below their own level. The following chart depicts a high-level description of the PCOLS role hierarchy within EMMA.



3.0 EMMA Automated Provisioning Users

There are only two roles that can access the Automated Provisioning feature within EMMA: the Resource Manager (RM) Supervisor and the Agency/Organization Program Coordinator (A/OPC) Supervisor. Detailed definitions as well as a complete list of EMMA and AIM functionality for these two roles and all additional roles within PCOLS can be found in Appendix A: Roles and Definitions.

4.0 Automated Provisioning

4.1 Prerequisites

Once the decision has been made to provision users using the Automated Provisioning worksheets, there are a few prerequisites that require completion prior to entering data into the worksheets.

4.1.1 Provisioning in EMMA

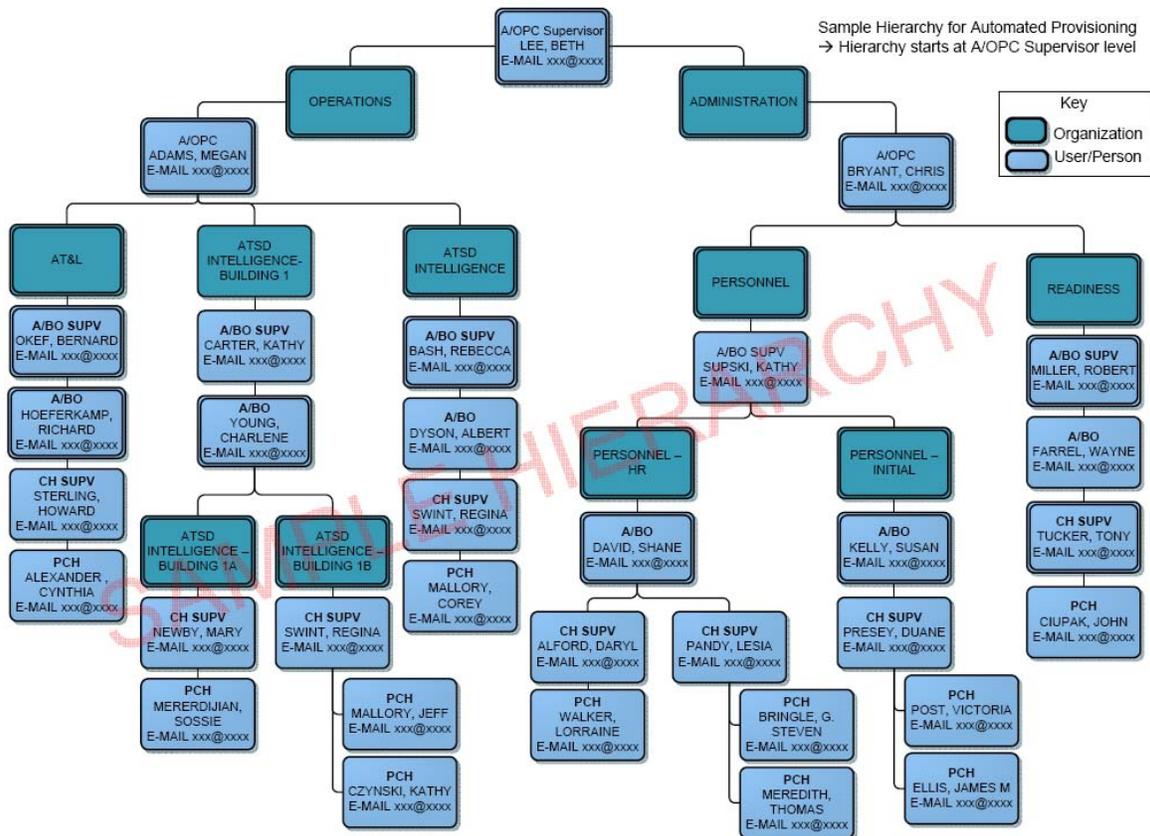
There is a requirement for the provisioning of both procurement and financial hierarchies in the EMMA application to be completed down to the A/OPC Supervisor and Resource Manager Supervisor levels in order to use the Automated Provisioning worksheets. For additional information on provisioning and the number of users that can be provisioned into each role, see Appendix B: Number of Users in a Role.

4.1.2 Defining Your Hierarchy

The Automated Provisioning worksheet requires you to enter organization and user information. It is critically important to define and/or draw out the hierarchy prior to initiating work on the Excel sheet. A template of a filled in Automated Provisioning hierarchy workbook, as well as the hierarchy diagram that the template mimics, can be downloaded from the PCOLS website using the following URL: <http://www.acq.osd.mil/dpap/pdi/eb/pcols.html>.

Tip: It is recommended that A/BOs be grouped, when applicable, according to the associated A/BO Supervisor, rather than the Managing Accounts with which they will be associated. Note that there can be multiple Managing Accounts associated with each A/BO Pool member within an Organization.

Below is an example of a hierarchy that has been drawn using Microsoft Visio.



Note: The names provided in the sample hierarchy and the sample Automated Provisioning workbook were made up for the purpose of this document.

4.2 Required Forms

It is necessary for you to complete both EMMA Automated Provisioning documents – Financial and Procurement. Within these documents, there are three worksheets that you are required to fill out. The following sections provide detailed instructions on filling out these forms. The forms

can be downloaded from the PCOLS website using the following URL: <http://www.acq.osd.mil/dpap/pdi/eb/pcols.html>. Both Microsoft Excel workbooks will need to be downloaded:

- EMMA Automated Provisioning - Financial.xls
- EMMA Automated Provisioning - Procurement.xls

4.2.1 Contact Information

The **Contact Information** tab is the first tab at the bottom of the EMMA Automated Provisioning document and is the first sheet that you are required to fill out. This sheet requests your (the A/OPC Supervisor or Resource Manager Supervisor's) contact information, which will be used to contact you when the automated provisioning has been completed or if there are any errors or additional information needed. The contact information sheet looks like the following:

Agency/Organization Program Coordinator Supv	
Name:	Beth Lee
Address:	Big Military Base Smalltown, DC 12345
Phone Number:	888-888-8888
Email Address:	beth.lee@email.mil
Organization Name:	O&M
Organization ID:	45678

▶ | 1. Contact Information / 2. Organization Data / 3. User Data

The following fields are required: Name, Email Address, Organization Name, and Organization ID. The Address and Phone Number fields are optional.

Note: Required fields **must** be completed for the Automated Provisioning process to take place.

The Organization Name and Organization ID must be that of the EMMA Organization that you are provisioned in.

To enter your address:

1. In the Address field, enter line 1 of the address.
2. Press **Alt+Enter** on the keyboard. This will take the cursor down a line in the same cell.
3. Enter line 2 of your address.

Caution: A double quotation mark (“) is not an allowed character in this field.

4.2.2 Organization Data

The **Organization Data** tab is the second tab at the bottom of the EMMA Automated Provisioning document. This sheet requests the organizational hierarchy information for the

organization(s) which users will be placed under. Enter in the information regarding the new organization(s) being created.

Note: Required fields **must** be completed for the Automated Provisioning process to take place.

1. Organization Name – **Required field** – Enter the name of the new organization being created.

Note: If you are an A/OPC Supervisor creating an Organization for your A/OPC, include your site or base name at the beginning of the Organization Name. For example, an A/OPC Supervisor in the PCPMO office would create the following A/OPC organization: PCPMO – Organization Name.

Tip: If the A/OPC has already been provisioned in EMMA, this name needs to match the existing Organization Name in EMMA. If the existing Organization Name does not include your site or base name, the A/OPC Supervisor should change the existing Organization Name. Instructions for changing an Organization Name can be found in the EMMA User Manual in section 4.2.3.

The following special characters will be accepted in an Organization Name, in addition to the numbers 0-9 and the upper and lowercase letters A-Z.

_	(space)	!
@	%	=
;	:	,
/	~	.
[]	(
)	\$	*
+	?	-
\		

2. Parent Organization – **Required field** – Enter the organization name under which the new organization will be created.
3. Description – Enter the description of the new organization being created. This is an optional field.
4. Organization Affiliation – **Required field** – Select an affiliation for the new organization from the drop-down list.

	D	E	F
1	Organization Affiliation	Address Line 1	Address Line 2
2	Other	g Military Base	
3	Defense Logistics Agency	ase	
4	Army and Air Force Exchange S	ase	
5	Defense Finance and Accountin	ase	
6	DEERS	ase	
7	DoD/Joint Services	ase	
8	Dental Contractor	ase	
9	Medical Contractor	ase	
10	Other	Small Military Base	
11	Other	Small Military Base	

5. Address Line 1 – **Required field** – Enter line 1 of the address for the new organization.

Caution: A double quotation mark (“”) is not an allowed character in this field.

6. Address Line 2 – Enter line 2 of the address for the new organization. This is an optional field.
7. Address Line 3 – Enter any additional information for the address of the new organization. This is an optional field.
8. City – **Required field** – Enter the city in which the new organization resides.

Tip: If the address is an Army Post Office/Fleet Post Office (APO/FPO) address, you must still enter a city. Enter APO or FPO.

9. State – **Required field (only if the Country is the United States)** – Select the state in which the new organization resides from the drop-down list.

Tip: If the address is an APO/FPO address, use the following standards:

- **APO/FPO** – for all users in Central South America (AA is the equivalent state code)
- **APO/FPO (New York)** – for all users in Europe (AE is the equivalent state code)
- **APO/FPO (San Francisco)** – for all users in Asia (AP is the equivalent state code)

10. Zip Code – Enter the zip code for the new organization. This is an optional field.
11. Zip Code Extension – Enter the zip code extension for the new organization. This is an optional field.
12. Postal Code – If the new organization resides outside of the United States, enter the postal code for the organization. This is an optional field.
13. Country – **Required field** – Select the country in which the new organization resides from the drop-down list.
14. POC Area Code – Enter the area code of the phone number for the point of contact for the new organization. This field only allows three digits. This is an optional field.
15. POC Primary Phone – Enter the phone number for the point of contact for the new organization. The following format is required: xxxxxxx. This field allows one to eight (1-8) digits. This is an optional field.

16. POC Primary Phone Extension – Enter the phone number extension for the point of contact for the new organization. This is an optional field.
17. International Dialing Code – Enter the International Country Dialing Code. This is an optional field.
18. International City Code – Enter the International City Dialing Code. This is an optional field.

4.2.3 User Data

The **User Data** tab is the third tab at the bottom of the EMMA Automated Provisioning document. This sheet requests user hierarchy information as well as their personal information. All fields on this worksheet are required to be filled out prior to submission.

Note: If the field has a drop-down (an arrow pointing down on the right side of the field will indicate this), you **must** use the drop-down choices. Do not type the text in manually.

1. Organization – **Required field** – Select the organization name under which the role is being created from the drop-down list. This drop-down list is populated with the organization names entered in the organizational data.
2. User’s Role – **Required field** – Select the role type that is being created from the drop-down list.

Caution: The A/OPC **must** be listed on the **User Data** tab for the EMMA Automated Provisioning document to be processed successfully, even if they are already provisioned in EMMA.

3. User’s Name – **Required field** – Enter the first and last name of the user being added to the new role. The name should be in the following format: (First Last).

The following special characters will be accepted in for a User’s Name, in addition to the upper and lowercase letters A-Z.

, (comma)	' (apostrophe)
- (hyphen)	. (period)

4. User’s Email Address – **Required field** – Enter the email address of the user being added to the new role. This will be used to send the user a token to redeem.

Note: If the user is already provisioned in EMMA, ensure that you use the same email address as when they were manually provisioned. This will prevent the users from receiving a second token.

4.3 Submission of Forms

The EMMA Automated Provisioning document has been created as two separate Excel files: one for the Financial hierarchy and one for the Procurement hierarchy. The following files will be accepted for submission and should be formatted using the guidelines provided below:

- EMMA Automated Provisioning - Financial.xls
 - EMMA Automated Provisioning – Financial – RM Supervisor Name – Date.xls – include your name and the date of submission in the file name.
- EMMA Automated Provisioning - Procurement.xls
 - EMMA Automated Provisioning – Procurement – A/OPC Supervisor Name – Date.xls – include your name and the date of submission in the file name.

Prior to submission of the forms, ensure that you verify the workbooks according to the PCOLS Site Deployment checklist included in the *PCOLS Deployment Packet*. Once an Automated Provisioning sheet has been completed and verified, the Excel files must be submitted to the following email address in order to be processed: dmdcpcols@osd.pentagon.mil.

Tip: It is suggested that you contact your users prior to submitting the spreadsheet to notify them that a token will be emailed to them and it needs to be redeemed prior to using EMMA or AIM.

5.0 Reading Email Reports

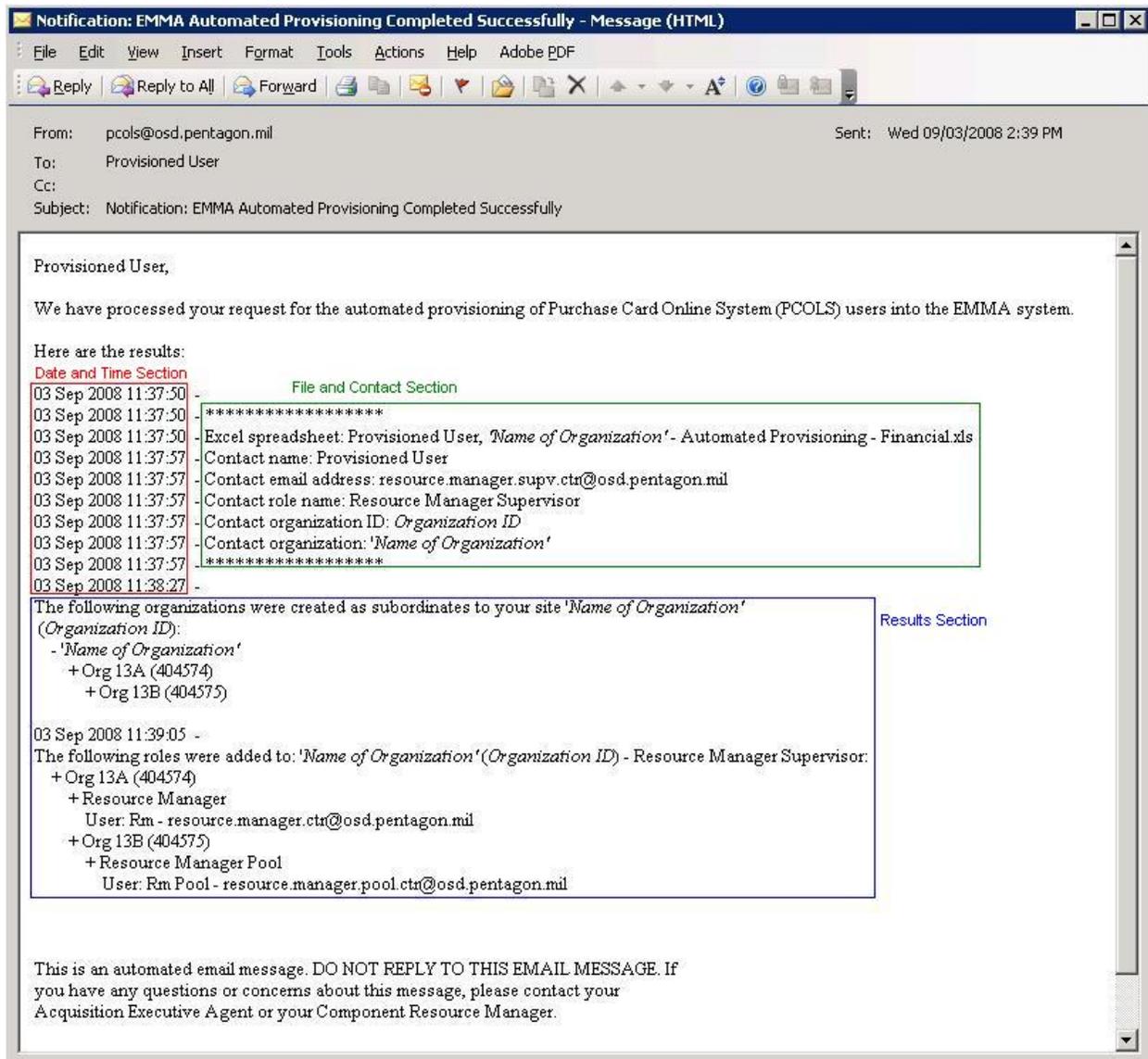
Emails are sent to you once the worksheets are run in the system. They will offer information of success and failures. In addition, if there are any errors, details will be provided in the email body.

5.1 Email Sections

The email has three general sections that should be kept in mind when reading them. A sample of a successful e-mail has been provided below.

Note: By default, Microsoft Outlook alters your settings to remove extra line breaks from emails. If you use Microsoft Outlook, it is recommended that you change your settings so that the emails are left unchanged. To change this setting:

1. Click **Tools > Options**.
 2. On the **Preferences** tab, click **Email Options...**
 3. Uncheck the **Remove extra line breaks in plain text messages** box in the **Message Handling** section.
1. *Date and Time Section* – This section can be ignored as it is a timestamp of when the information to its right was printed.
 2. *File and Contact Section* – This section is to the right of the *Date and Time Section*. It prints out the file name and contact information that was entered in the worksheet that was run.
 3. *Results Section* – This section is below the *Date and Time Section* and *File and Contact Section*. The section displays any errors that were compiled as well as the successful additions to the EMMA hierarchy.



5.2 Completed with Errors Emails

There are two kinds of errors that can occur using Automated Provisioning: errors that can be overlooked and errors that must be fixed before continuing. Emails that are tagged “*** Completed with Errors ***” notify you that there were errors while processing the file that was submitted; however, they did not prevent the file from being processed completely.

An email with errors has the three general sections discussed in Section 5.1, Email Sections; there is an added section labeled the *Error Section* that lists all of the errors that the system ran into while processing the worksheet. See below for a sample. In the case of the sample email, user is being informed that the maximum number of Resource Manager Pool members has been reached and that no additional users can be added in the two organizations.

There is supplementary information in the *Results Section*; errors and warning messages are listed as they occur while processing the worksheets. Errors can be identified by four asterisks

like such, “****”, surrounding the error message. The following are examples of both message types:

- Error Message: “**** USER NOT PROVISIONED – MAX LIMIT EXCEEDED ****”
- Warning Message: USER ALREADY PROVISIONED

Both types of messages do not require any action from you or require you to resubmit the worksheet. Any changes that need to be made based off the errors/warnings listed must be made through the EMMA application. For instructions on performing tasks in the EMMA application, reference the EMMA Application User Manual - for PCOLS users (see Section 1.6, Performing EMMA Functions, of this document).

Notification: EMMA Automated Provisioning *Completed with Errors*** Message (HTML)**

File Edit View Insert Format Tools Actions Help Adobe PDF

Reply Reply to All Forward

From: pcols@osd.pentagon.mil Sent: Thu 09/11/2008 1:46 PM
 To: Provisioned User
 Cc:
 Subject: Notification: EMMA Automated Provisioning ***Completed with Errors***

Provisioned User,

We have processed your request for the automated provisioning of Purchase Card Online System (PCOLS) users into the EMMA system. There were errors encountered during the processing. Please look over the errors reported, and if corrections are needed, make them through the EMMA web application.

Here are the results:

11 Sep 2008 10:45:07 -
 11 Sep 2008 10:45:07 - *****
 11 Sep 2008 10:45:07 - Excel spreadsheet: Provisioned User, *Name of Organization*' - Automated Provisioning - Financial.xls
 11 Sep 2008 10:45:13 - Contact name: Provisioned User
 11 Sep 2008 10:45:13 - Contact email address: resource.manager.supv.ctn@osd.pentagon.mil
 11 Sep 2008 10:45:13 - Contact role name: Resource Manager Supervisor
 11 Sep 2008 10:45:13 - Contact organization ID: *Organization ID*
 11 Sep 2008 10:45:13 - Contact organization: *Name of Organization*'
 11 Sep 2008 10:45:13 - *****
 11 Sep 2008 10:45:34 -
 The following organizations were created as subordinates to your site *Name of Organization*' (*Organization ID*):
 - *Name of Organization*'
 + Org 1A (404504)
 + Org 1B (404507)
 + Org 1F (404509)

11 Sep 2008 10:46:16 -
 The following roles were added to: *Name of Organization*' (*Organization ID*) - Resource Manager Supervisor:
 + Org 1B (404507)
 + Resource Manager **Error Message**
 User: RM Two - **** USER NOT PROVISIONED - MAX LIMIT EXCEEDED ****
 + Org 1F (404509)
 + Resource Manager Pool **Warning Message**
 User: Rmpool Four - USER ALREADY PROVISIONED
 + Org 1A (404504)
 + Resource Manager **Error Message**
 User: RM One - **** USER NOT PROVISIONED - MAX LIMIT EXCEEDED ****

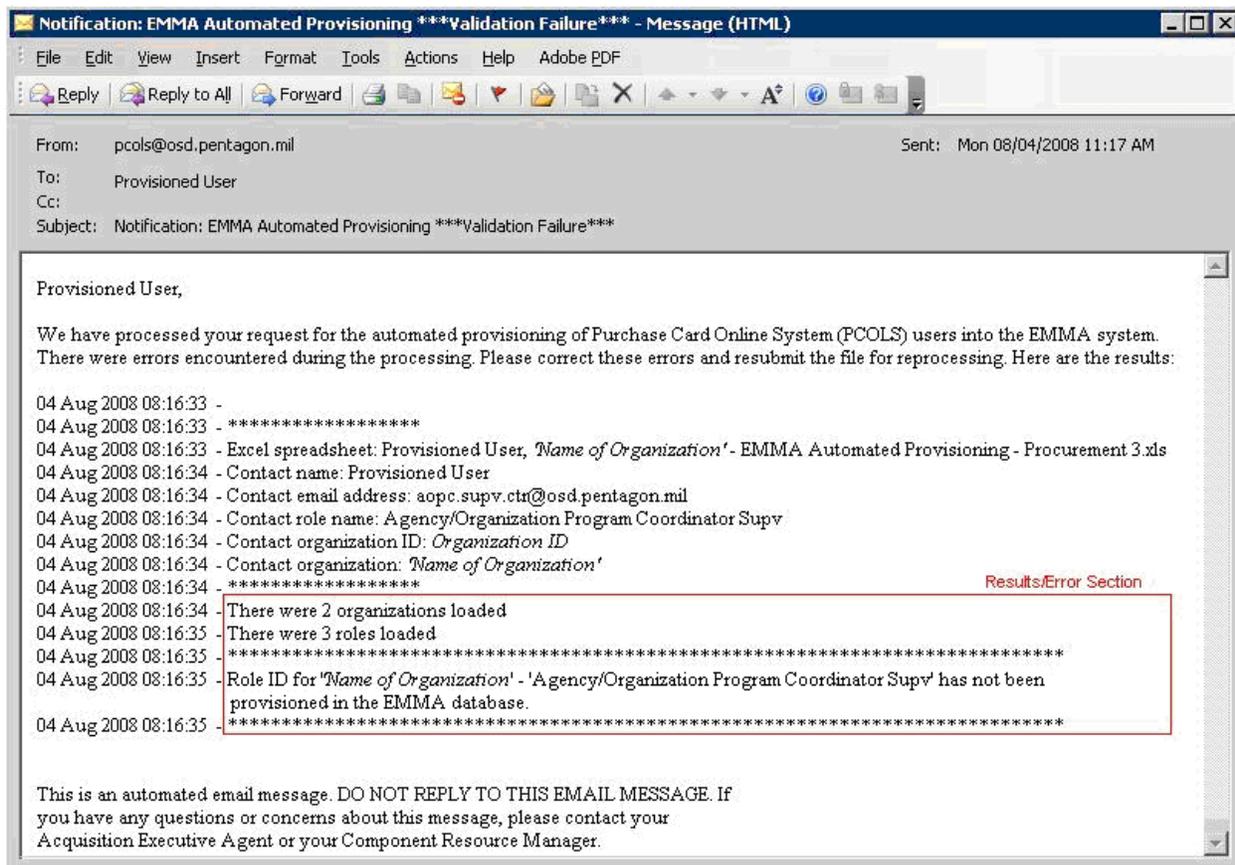
Errors Section

11 Sep 2008 10:46:16 -
 Could not provision user 'RM Two (resource.manager.ctn@osd.pentagon.mil)' for Role: 'Org 1B - (404507) - 'Resource Manager due to:
 **** USER NOT PROVISIONED - MAX LIMIT EXCEEDED ****' Could not provision user 'RM One
 (resource.manager.ctn@osd.pentagon.mil)' for Role: 'Org 1A - (404504) - 'Resource Manager due to:
 **** USER NOT PROVISIONED - MAX LIMIT EXCEEDED ****'

This is an automated email message. DO NOT REPLY TO THIS EMAIL MESSAGE. If you have any questions or concerns about this message, please contact your Acquisition Executive Agent or your Component Resource Manager.

5.3 Validation Failure Emails

Emails that require worksheets to be resubmitted due to errors that were found in them are tagged as “*** Validation Failure ***”. All results of the processing, along with any errors, are listed under the *Date and Time Section*. All errors that are listed must be corrected and the worksheet is to be resubmitted for reprocessing. See Appendix D: Error Codes and Messages for documented error messages and suggested actions/corrections.



Appendix A: 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. All users assigned as an A/OPC are provisioned by the A/OPC Supervisor. All A/OPCs within an organization have access to the same functions within EMMA.

A/BO Supervisor (Pool)

The A/BO Supervisor (Pool) is a group of users within the same organization who have access to perform the same functions on the same requests/transactions. One A/BO Supervisor will be listed as the Primary A/BO Supervisor, but all members of the Pool are able to act upon a request. When one A/BO Supervisor acts upon a request in their **Task Inbox**, the task will be removed from all A/BO Supervisors' **Task Inboxes**.

A/BO Pool

The A/BO Pool is a group of users who have access to perform the same EMMA functions within the organization. Any A/BO Pool member may provision a cardholder supervisor within the organization.

RM Pool

The RM Pool is a group of RM users who have access to perform the same functions on the same requests/transactions within AIM. RM Pool members are provisioned by the RM, and are not users of EMMA.

User Functionality within EMMA and AIM

Purchase Card Program Management Office (PCPMO) Representative

EMMA

- Add, view, and modify an organization
- Add a role by provisioning both Acquisition Executive Agents and Component Resource Managers and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user
- Add or remove a surrogate user which will have the same authority that you have within EMMA and be able to act on your behalf

AIM

- No direct link or access to AIM

Acquisition Executive Agent

EMMA

- Add, view, and modify an organization

- Add a role by provisioning Head Contracting Activity (HCA) Agents and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user
- Add or remove a surrogate user which will have the same authority that you have within EMMA and be able to act on your behalf

AIM

- No direct link or access to AIM

Head Contracting Activity (HCA) Agent

EMMA

- Add, view, and modify an organization
- Add a role by provisioning both High-Level Agency/Organization Program Coordinators (A/OPCs) and A/OPC Supervisors and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
 - You can only provision a High-Level A/OPC OR an A/OPC Supervisor for each organization. If you provision a High-Level A/OPC, they are responsible for provisioning the A/OPC Supervisors for that organization.
- Assign a user to a role and unassign a user
- Add or remove a surrogate user will have the same authority that you have within EMMA and be able to act on your behalf

AIM

- No direct link or access to AIM

High-Level Agency/Organization Program Coordinator (A/OPC)

EMMA

- Add, view, and modify an organization
- Add a role by provisioning A/OPC Supervisors and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user
- Add or remove a surrogate user which will have the same authority that you have within EMMA and be able to act on your behalf

AIM

- No direct link or access to AIM

Agency/Organization Program Coordinator (A/OPC) Supervisor

EMMA

- Add, view, and modify an organization
- Add a role by provisioning A/OPCs and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user
- Add or remove a surrogate user which will have the same authority that you have within EMMA and be able to act on your behalf
- Authorized to complete Automated Provisioning worksheets for organizations that fall under your supervision

AIM

- No direct link or access to AIM

Agency/Organization Program Coordinator (A/OPC)

EMMA

- Add, view, and modify an organization
- Add a role by provisioning Approving/Billing Official (A/BO) Supervisors and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user

AIM

- Must approve all account requests prior to bank submittal

Approving / Billing Official (A/BO) Supervisor

EMMA

- Add, view, and modify an organization
- Add a role by provisioning Approving/Billing Official (A/BO) Supervisors and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user

AIM

- 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

Approving / Billing Official (A/BO) Pool Member

EMMA

- Add, view, and modify an organization
- Add a role by provisioning Approving/Billing Official (A/BO) Supervisors and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user

AIM

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

Cardholder Supervisor

EMMA

- Accepts nomination for Cardholders Supervisor role
- No additional access to EMMA

AIM

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

Cardholder

EMMA

- No direct link or access to EMMA

AIM

- Accepts nomination for Cardholder Accounts

Component Resource Manager (RM)

EMMA

- Add, view, and modify an organization
- Add a role by provisioning Major RMs and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user
- Add or remove a surrogate user which will have the same authority that you have within EMMA and be able to act on your behalf

AIM

- No direct link or access to AIM

Major Resource Manager (RM)

EMMA

- Add, view, and modify an organization
- Add a role by provisioning both Intermediate RMs and RM Supervisors and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
 - You can only provision an Intermediate RM OR an RM Supervisor for each organization. If you provision an Intermediate RM, they are responsible for provisioning the RM Supervisors for that organization.
- Assign a user to a role and unassign a user
- Add or remove a surrogate user which will have the same authority that you have within EMMA and be able to act on your behalf

AIM

- No direct link or access to AIM

Intermediate Resource Manager (RM)

EMMA

- Add, view, and modify an organization
- Add a role by provisioning RM Supervisors and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user
- Add or remove a surrogate user which will have the same authority that you have within EMMA and be able to act on your behalf

AIM

- No direct link or access to AIM

Resource Manager Supervisor

EMMA

- Add, view, and modify an organization

- Add a role by provisioning A/OPCs and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user
- Add or remove a surrogate user which will have the same authority that you have within EMMA and be able to act on your behalf
- Authorized to complete Automated Provisioning worksheets for organizations that fall under your supervision

AIM

- No direct link or access to AIM

Installation Resource Manager

EMMA

- Add, view, and modify an organization
- Add a role by provisioning the RM Pool and delete a role – see Appendix B: Number of Users in a Role for specific guidelines on provisioning
- Assign a user to a role and unassign a user

AIM

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

Resource Manager Pool Member

EMMA

- Accepts nomination for RM Pool role
- No additional access to EMMA

AIM

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

Appendix B: Number of Users in a Role

The below table provides a list of each role, who each user can provision, and how many users each role can contain per organization.

Your Role	Who you can provision	How many users for this role per organization
PCPMO Representative	Acquisition Executive Agent	10
	Component Resource Manager	10
Acquisition Executive Agent	HCA Agent	10
HCA Agent	High-Level A/OPC	30
	A/OPC Supervisor	30
High-Level A/OPC	A/OPC Supervisor	30
A/OPC Supervisor	A/OPC	30
A/OPC	A/BO Supervisor	5
A/BO Supervisor	A/BO Pool	100
A/BO Pool	Cardholders Supervisor	100
Cardholders Supervisor	N/A	N/A – User of AIM only
Component Resource Manager	Major Resource Manager	10
Major Resource Manager	Intermediate RM	10
	RM Supervisor	1
Intermediate RM	RM Supervisor	1
RM Supervisor	RM	3
RM	RM Pool	100
RM Pool	N/A	N/A – User of AIM only

Appendix C: 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
AIM	Authorization, Issuance, and Maintenance
APO	Army Post Office
CAC	Common Access Card
DMDC	Defense Manpower Data Center
EMMA	Enterprise Monitoring and Management of Accounts
FPO	Fleet Post Office
HCA	Head Contracting Activity
PCOLS	Purchase Card Online System
PCPMO	Purchase Card Program Management Office
PIN	Personal Identification Number
POC	Point of Contact
RM	Resource Manager

Appendix D: Error Codes and Messages

Error Message	Explanation	Solution
**** USER NOT PROVISIONED - MAX LIMIT EXCEEDED ****	The number of users being provisioned in the role has exceeded the maximum limit.	View Appendix B: Number of Users in a Role for the number of users in each role and edit the Excel spreadsheet accordingly.
USER ALREADY PROVISIONED	The user being provisioned has already been provisioned into the same role and organization prior to this attempt.	This error can be ignored unless it is incorrect.
Role ID for ' <i>Name of Organization</i> ' - 'Agency/Organization Program Coordinator Supv' has not been provisioned in the EMMA database.	The Role ID of your position was not found in the EMMA System.	Contact your High Level A/OPC or HCA Agent and request that you be provisioned in EMMA. Once provisioned, resubmit the worksheet.
A role is missing from the hierarchy, therefore, the following role(s) could not be added: <ul style="list-style-type: none"> - '<i>Name of Organization 1</i>' Cardholders Supervisor - '<i>Name of Organization 2</i>' Approving/Billing Official Pool - '<i>Name of Organization 3</i>' Approving/Billing Officials Supervisor - '<i>Name of Organization 4</i>' Agency/Organization Program Coordinator 	The roles listed were not added to the Hierarchy, as there were some roles that are missing.	Ensure that all roles for a Hierarchy or group are entered in the worksheet and resubmit the worksheet.
The contact information is not valid due to: Could not find an organization with ID = < <i>Organization ID</i> >. Or The contact information is not valid due to: The Organization ID is not valid or missing.	The Contact Information in the worksheet does not list an existing Organization ID or is unlisted.	Log in to the EMMA application to view the Organization ID, enter the correct value, and resubmit the worksheet.
The contact information is not valid due to: The contact name must contain a valid name.	The Name provided in the Contact Information is not valid.	Reenter your Name in the Contact Information tab.

Error Message	Explanation	Solution
<p>Organization '<i>Name of Organization</i>' contains the following error(s): The following field(s) are required: Organization Affiliation</p>	<p>Under the Organization Data tab, the Organization is missing the Organization Affiliation information for '<i>Name of Organization</i>'.</p>	<p>Select the Organization's Affiliation from the drop down list provided.</p>
<p>Organization '<i>Name of Organization</i>' contains the following error(s): The following field(s) are required: Parent Organization</p>	<p>Under the Organization Data tab, the Organization is missing the Parent Organization field for the Parent Organizer for '<i>Name of Organization</i>'.</p>	<p>Enter the Parent Organization for the current organization.</p>
<p>Organization '<i>Name of Organization</i>' contains the following error(s): The name of the organization must be different from the parent's name</p>	<p>Under the Organization Data tab, the Organization is listed with the same name as the Parent Organization. Automated Provisioning requires unique Organization Names.</p>	<p>Review and enter a new Name for the Organization or change the Parent Organization, so that they are not the same and resubmit the worksheet.</p>
<p>Organization '<i>Name of Organization</i>' contains the following error(s): The following field(s) are required: Address Line 1</p>	<p>Under the Organization Data tab, the Organization is missing the Address Line 1 information for '<i>Name of Organization</i>'.</p>	<p>Enter in Address Line 1 the Address that the organization resides in.</p>
<p>Organization '<i>Name of Organization</i>' contains the following error(s): The following field(s) are required: City</p>	<p>Under the Organization Data tab, the Organization is missing the City information for '<i>Name of Organization</i>'.</p>	<p>Enter the City that the organization resides in.</p>
<p>Organization '<i>Name of Organization</i>' contains the following error(s): The following field(s) are required: State</p>	<p>Under the Organization Data tab, the Organization is missing the State information for '<i>Name of Organization</i>'.</p>	<p>Select the State that the organization resides in from the drop-down list provided.</p>
<p>Organization '<i>Name of Organization</i>' contains the following error(s): The following field(s) are required: Country</p>	<p>Under the Organization Data tab, the Organization is missing the Country information for '<i>Name of Organization</i>'.</p>	<p>Select the Country that the organization resides in from the drop-down list provided.</p>

Error Message	Explanation	Solution
<p>Organization <i>Name of Organization</i> contains the following error(s): The following field(s) are required: POC Area Code - POC Area Code must contain numbers</p>	<p>Under the Organization Data tab, the Organization is missing the POC Area Code or it was submitted with invalid characters.</p>	<p>Enter the POC Area Code for the organization. The Area Code should only be digits.</p>
<p>Organization <i>Name of Organization</i> contains the following error(s): The following field(s) are required: POC Primary Phone - POC Primary Phone must contain numbers</p>	<p>Under the Organization Data tab, the Organization is missing the POC Primary Phone number or it was submitted with invalid characters.</p>	<p>Enter the POC Primary Phone Number for the organization. The Phone Number only should be digits.</p>
<p>The following organizations could not be added to the hierarchy. - <i><Future Organization's Name></i>: Could not find the parent organization in the hierarchy.</p>	<p>Under the Organization Data tab, the Organization listed as the Parent Organization does not exist in EMMA; therefore, the organization addition could not be completed.</p>	<p>Review and correct the Parent Organization for the current Organization.</p>
<p>User data - Row <i><row number></i>: contains the following error(s): - Organization is missing. It is a required field</p>	<p>Under the User Data tab, the Organization Name for the specified User (row) is missing; therefore, the User could not be inserted.</p>	<p>You can do one of two things:</p> <ol style="list-style-type: none"> 1. Review the error in the spreadsheet and fill in the missing Organization Name for the User. Once fixed, resend the entire sheet to DMDC to be run again. 2. Log in to the EMMA application and provision the User that was unable to be provisioned via the Automated Provisioning sheet.

Error Message	Explanation	Solution
<p>User data - Row <row number>: contains the following error(s):</p> <ul style="list-style-type: none"> - User's Role is missing. It is a required field 	<p>Under the User Data tab, the Role type for the specified User (row) is missing; therefore, the User could not be inserted.</p>	<p>You can do one of two things:</p> <ol style="list-style-type: none"> 1. Review the error in the spreadsheet and select a Role for the User. Once fixed, resend the entire sheet to DMDC to be run again. 2. Log in to the EMMA application and provision the User that was unable to be provisioned via the Automated Provisioning sheet.
<p>User data - Row <row number>: contains the following error(s):</p> <ul style="list-style-type: none"> - User's Name is missing. It is a required field 	<p>Under the User Data tab, the Name for the specified User (row) is missing; therefore, the User could not be inserted.</p>	<p>You can do one of two things:</p> <ol style="list-style-type: none"> 1. Review the error in the spreadsheet and enter the Name for the User. Once fixed, resend the entire sheet to DMDC to be run again. 2. Log in to the EMMA application and provision the User that was unable to be provisioned via the Automated Provisioning sheet.
<p>User data - Row <row number>: contains the following error(s):</p> <ul style="list-style-type: none"> - User's Email Address is missing. It is a required field 	<p>Under the User Data tab, the Email address for the specified User (row) is missing; therefore, the User could not be inserted.</p>	<p>You can do one of two things:</p> <ol style="list-style-type: none"> 1. Review the error in the spreadsheet and enter the Email Address for the User. Once fixed, resend the entire sheet to DMDC to be run again. 2. Log in to the EMMA application and provision the User that was unable to be provisioned via the Automated Provisioning sheet.

Error Message	Explanation	Solution
<p>User data - Row 2: contains the following error(s):</p> <ul style="list-style-type: none"> - User's Email Address has invalid syntax - should have x@x.x format 	<p>Under the User Data tab, the Email address for the specified User (row) is incorrectly structured; therefore, the User could not be inserted. The format of an email address is x@x.x.</p>	<p>You can do one of two things:</p> <ol style="list-style-type: none"> 1. Review the error in the spreadsheet and correct the Email Address for the User. Once fixed, resend the entire sheet to DMDC to be run again. 2. Log in to the EMMA application and provision the User that was unable to be provisioned via the Automated Provisioning sheet.
<p>User data - Row 2: contains the following error(s):</p> <ul style="list-style-type: none"> - User's Name has invalid syntax 	<p>Under the User Data tab, the Name for the specified User (row) is incorrectly structured; therefore, the User could not be inserted. The format of the Name should be (First Name Last Name).</p>	<p>You can do one of two things:</p> <ol style="list-style-type: none"> 1. Review the error in the spreadsheet and correct the Name for the User. Once fixed, resend the entire sheet to DMDC to be run again. 2. Log in to the EMMA application and provision the User that was unable to be provisioned via the Automated Provisioning sheet.
<p>This organization is not valid. Organization: '<i>Name of Organization</i>' that is present on the '3. User Data' worksheet, is not defined on the '2. Organization Data' worksheet</p>	<p>Under the User Data tab, the Organization listed has not been defined by the Organization Data. There is a requirement that prior to filling the User Data all Organizations be defined.</p>	<p>Define the Organization in question under the Organization Data tab, then select the newly added Organization from the drop down list in the User Data, and resubmit the worksheet.</p>
<p>User data - Row x: contains the following error(s):</p> <ul style="list-style-type: none"> - [<i>RoleName</i>] contains an invalid value: [<i>value</i>]. Please select the User's Role from the dropdown list. 	<p>A role was not selected properly on the User Data worksheet.</p>	<p>Correct the data by selecting from the dropdown list.</p>

Error Message	Explanation	Solution
The following field(s) contain invalid data: <i>[field_name]</i> field contains an invalid entry: <i>[value]</i> . Please choose from the dropdown selection.	Data was entered incorrectly on the Organization worksheet.	Correct the data by selecting from the dropdown list.