





Overview of the Beneficiary Fiduciary Field System (BFFS)

Pension and Fiduciary Service
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Objectives

- Understand the purpose of BFFS and its users
- Setup computer and system preferences
- Identify the different types of BFFS records and entities
- Navigate and search with BFFS
- Set default views and dashboards
- Obtain assistance for BFFS technical difficulties




References

- FPG, *BFFS Basics*
- FPG, *How to Search in BFFS*
- FPG, *Work Items in BFFS*
- FPG, *Workload Management*


 **BFFS Purpose and Users**

- System of record for beneficiaries and fiduciaries
- Workload management system
- Quality review
- BFFS access
 - Fiduciary hub personnel
 - VACO (P&F Service, OFO, PA&I)
 - Districts
 - Office of Inspector General (OIG)

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 **Set Internet Preferences**

- Save as favorite
- Shortcut in toolbar
- Internet options (tabs)




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 **Records and Entities**

<u>Records</u>	<u>Entities</u>
• Veteran	• Work Items
• Beneficiary	• Tasks
• Fiduciary	• Activities


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 **Search and Display**


- Global quick search
- Entity search in Workplace
- Recent records
- Pop-out in new window
- Open in new window




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 **Views and Dashboard**


- Setting default associated views
- Setting a dashboard to default to homepage




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 **BFFS Assistant**


- Resolves BFFS issues at lowest level possible
- User > Super User > VACO > NSD
- Access through P&F Service SharePoint 'Fiduciary Work Site'



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Questions?



- Purpose and Users
- Set Internet Preferences
- Records and Entities
- Search and Display
- Views and Dashboards
- BFFS Assistant

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TMS Satisfaction Survey

- A satisfaction survey has been assigned to you in TMS.
- Be sure to complete the survey in TMS to receive credit for this training.

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