# DEPARTMENT OF VETERANS AFFAIRS



## PENSION AND FIDUCIARY SERVICE FIDUCIARY ACCOUNTINGS SUBMISSION TOOL (FAST)

## User Guide

April 2020
Veterans Benefits Administration
Pension and Fiduciary Service

U.S. Department
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**Introduction**

Welcome to the Pension and Fiduciary FAST Salesforce User Guide. This User Guide is intended as a reference for Fiduciaries, reviewers, and/or supervisors using the FAST Salesforce Application on a regular basis.

FAST automates the current process for accounting submission and reviews, bringing forth innovative technology to streamline and reduce the accounting submission process. FAST allows external Fiduciaries to submit new accountings, review existing accountings, and provide accounting revisions in a centralized repository. The internal VA team is also able to review accounting line items, approve and disapprove accountings, as well as pull reporting dashboards to quantify the accounting lifecycle process. Collectively, all users benefit from this centralized approach to managing accounting submission and have greater visibility into the accounting submission process with acceptable digital documents, making the accounting process more intuitive and easier for Fiduciaries.

This guide will provide step-by-step instructions to all users on how-to complete critical tasks within FAST, how-to navigate in FAST, and how to review pertinent user information within FAST.

To navigate the user guide, use the Table of Contents to go to a specific section of the guide.

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**Revision History**

| Date | Revision | Description | Author |
|------|----------|-------------|--------|
| 4/15/2020 | 1.0 | Draft #1 | Accenture Federal Services |

# Fiduciary Accountings Submission Tool (FAST)
## User Guide

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## 1. Purpose and Scope

The purpose of this guide is to familiarize users with the important features and navigational elements of FAST.

### 1.1 Document Orientation

### 1.1.1 Organization of the Manual

See the Table of Contents for a full listing of the user guide contents.

This guide was written primarily for FAST users. There are two types of primary users within FAST: 1) Fiduciaries and 2) Internal VA staff.

The following major sections contain information relevant to FAST Fiduciaries:

- **Getting Started:** Self-Registration, Logging in, and Overview and Navigation.
- **Using the Program:** FAST Homepage, Accounting Submission, Accounting Review, Accounting Disposition, Accounting Waive, and Additional Features

The following major sections contain information relevant to FAST Internal VA Users:

- **Getting Started:** Logging in and Overview and Navigation
- **Using the Program:** Accounting Review, Accounting Disposition, Accounting Unlock, Reporting, Accounting Waive, and Additional Features

### 1.1.2 Assumptions

This guide was written with the following assumed experience/skills:

- User has attended at least one FAST virtual Instructor Led Training
- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provisioned the appropriate active roles, menus, and security keys required for Salesforce.
- User has validated access to Salesforce and FAST.
- User has completed any prerequisite training.

### 1.1.3 Disclaimers

### 1.1.3.1 Software Disclaimer

Since VA software has no IP law protections (patent/copyright/trademark), it can be

distributed freely via the Freedom of Information Act (FOIA). The Office of General Counsel submitted the following official disclaimer to the Office of Information and Technology (OI&T) and Product Development (PD) Documentation Standards Committee via email on 9/26/2014 to be used as a "boilerplate" legal disclaimer in software documentation.

For VA applications (apps) developed in-house and distributed internally (i.e., Anonymous Directories) or externally (i.e., VA software Library [VDL], Freedom of Information Act [FOIA]) to the VA, enter the following text:

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely if any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

For VA apps developed in-house and distributed via an external or commercial app store (e.g., Apple App Store), include the VA-approved End-User License Agreement (EULA).

### 1.1.3.2     Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

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Purpose and Scope > Introduction into the Program > Getting Started (Fiduciary) > Using the Program (Fiduciary) > Getting Started (Internal User) > Using the Program (Internal User) > Training Resources Available > Troubleshooting > System Definitions

## 2    Introduction into the Program

FAST serves both internal and external VA stakeholders through the accounting submission process, to include over 175,000 Fiduciaries who submit accountings on behalf of veterans. All users have permissions that have been tailored for their designated role.

### 2.1   User Access Rights

| User Access Rights | Fiduciary | Supervisor | Superuser | Reviewer | Examiner and Trainer |
|---|---|---|---|---|---|
| Create New Accounting | X | | | | |
| Add Line Items to Accounting | X | | | | |
| Review Accounting | X | X | X | X | X |
| Approve or Disapprove Accounting | | | X | X | |
| Audit an Accounting | | X | | | X |
| Resolve Technical Issues | | | X | | |
| Waive or Unlock Accounting | | X | | | |
| Application Access | X | X | | | |

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## 2.2 Role Hierarchy

**External User**

Fiduciary

**Internal VA User**

**Supervisor**
*Hub Manager, Assistant Hub Manager, Management Analyst, Coach*

**Reviewer**
*Legal Instrument Examiner, Fiduciary Service Representative, Superuser*

**Trainer or Examiner**
*Field Examiner, Quality Review and Training*
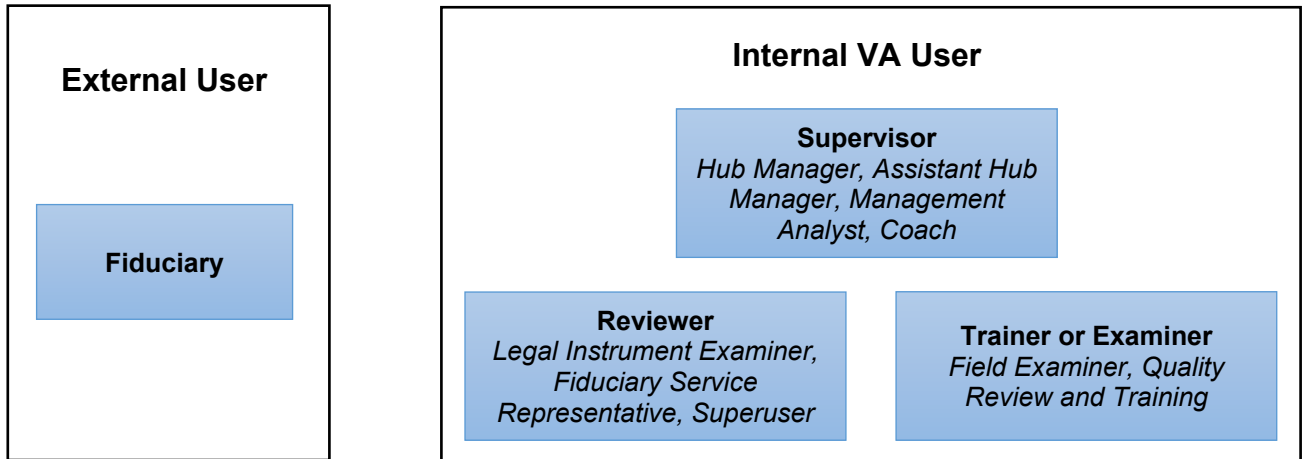
## 2.3 Role Definitions

**Fiduciary:**

A user who may be a professional, paid, court appointed, or a family member/friend who is responsible for the beneficiary and oversees financial management of VA benefit payments including management of the beneficiary's VA income.

**Field Examiner (FE):**

A user who appoints Fiduciaries and conducts in-person and virtual field exams through the accounting period.

**Fiduciary Service Representative (FSR):**

A user who reviews accountings submitted by Fiduciaries to determine possible Fiduciary misuse of VA funds.

**Legal Instrument Examiner (LIE):**

A user who reviews accountings submitted by Fiduciaries to determine possible Fiduciary misuse of VA funds. Legal Instrument Examiners are responsible for auditing accountings, conducting case reviews, and soliciting additional documentation from Fiduciaries when needed.

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**Quality Review and Training (QRT):**

A user who reviews approved accountings completed by LIEs for accuracy.

**Superuser:**

Facilitates and resolves technical issues within FAST for internal users.

**Supervisor:**

A user with the managerial oversight of a team of employees in the review and audit of accountings. Supervisors can include the following users: Coaches, Hub Managers, Hub Assistant Managers, and MAs.

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# Fiduciary Accountings Submission Tool (FAST)
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## 3    Getting Started (User: Fiduciary)

This section will demonstrate how a Fiduciary self-registers and logs into FAST to submit accountings and review existing accountings.

### 3.1   Self-Registration
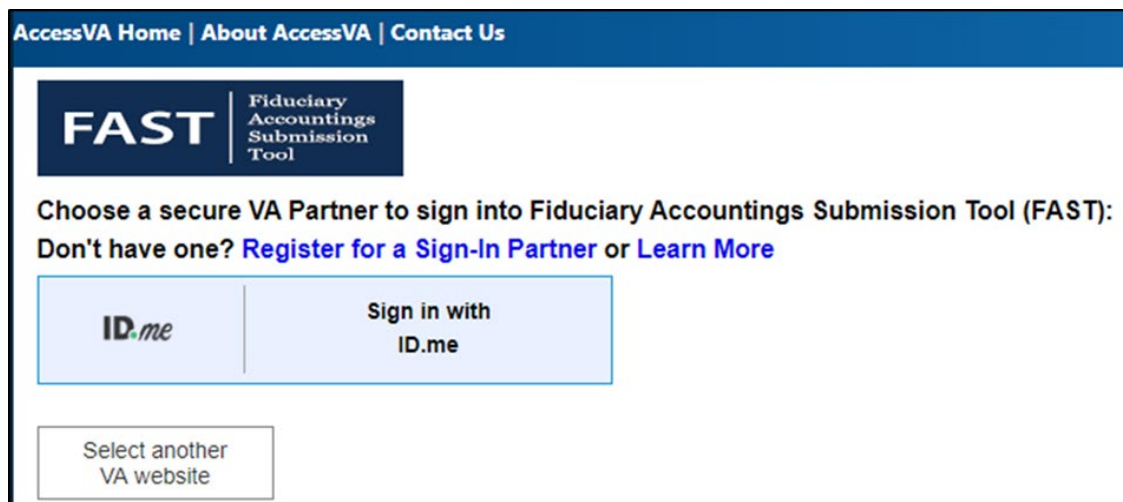
To self-register, the fiduciary will enter the Access VA Website and select one of the following three options: **"I am a Family Member"**, **"I am a VA Business Partner"**, or **"I am a VA Employee or Authorized Contractor"**.



The fiduciary will then click the FAST button, click on the ID.me button, and then click "Accept".

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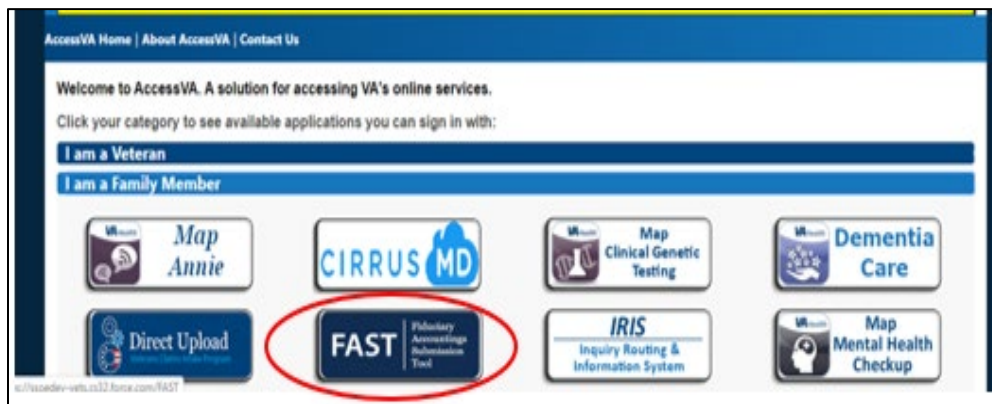
The system will then guide the fiduciary through the identity verification and self-registration process. If the fiduciary is pre-approved, they will be granted immediate access upon completion of the self-registration. If the fiduciary is not pre-approved, their request for access will be reviewed and they will receive a confirmation email once their request has been processed. After the self-registration access application has been reviewed and determined VA compliant, the fiduciary will able to log into the FAST system.

### 3.1.1.1    Application Access (Firm POC)

The Firm POC will **log** into **FAST**. On the **homepage**, the POC will be able to view **all** application access record requests pertaining to their Firm. The POC can **access** an application by **clicking** on the name of the applicant. The **details** of the applicant will then be viewable. The POC will **review** this information to determine the **validation** of the application. If the applicant information is valid, the POC will click the "**Approve**" button. If the applicant information is not valid, the POC will click the "**Reject**" button. The POC will then be prompted to review a summary of the applicant's information. Once reviewed, the POC will select "**Save**" to complete the process. Applicants who have been approved will be able to access FAST. Applicants who have been rejected will be unable to access FAST. These users can re-register for reconsideration.

### 3.2   Log in

To log into FAST, the fiduciary will enter the Access VA Website and select one of the following three options: "I am a Family Member", "I am a VA Business Partner", or "I am a VA Employee or Authorized Contractor". The fiduciary will then click the FAST button, click on the ID.me button, and then click "Accept". The fiduciary will enter their email and password then click "Sign in". The fiduciary will then follow the prompts to verify their identify. Once their identity is successfully verified, the fiduciary will be logged into FAST.

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## 4    Using the Program (User: Fiduciary)

This section will demonstrate all the functionalities available in FAST for Fiduciaries to carry out their responsibilities. This section includes information on the FAST homepage, accounting submission, accounting review, accounting disposition, and accounting waive.

### 4.1   FAST Homepage

This section will outline the three features available on the FAST homepage. The FAST Homepage is the first page a Fiduciary will view after logging into FAST. The three available features are **manage accountings**, **knowledge hub**, and **contact us**.
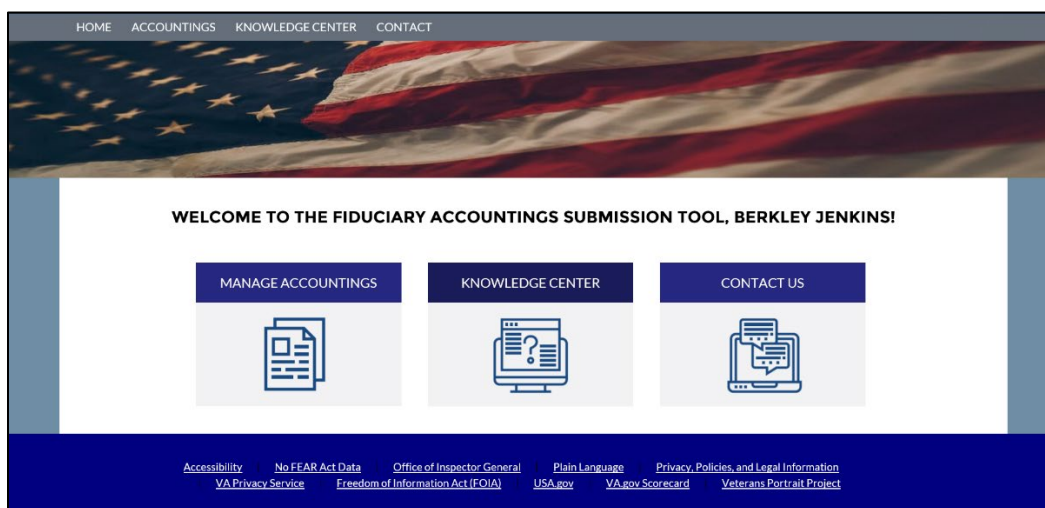


### 4.1.1   Manage Accountings

The Manage Accountings feature is the first feature available on the FAST Homepage. Access the Manage Accounting feature to submit a new accounting, view approved/disapproved accountings, and/or view accountings in other statuses.

### 4.1.2   Knowledge Center

The Knowledge Center feature is the second feature available on the FAST Homepage. Access the Knowledge Center to view the following: FAQs, knowledge articles, and/or browse topics related to an accounting.

### 4.1.3   Contact Us

The Contact Us feature is the third feature available on the FAST Homepage. Access the

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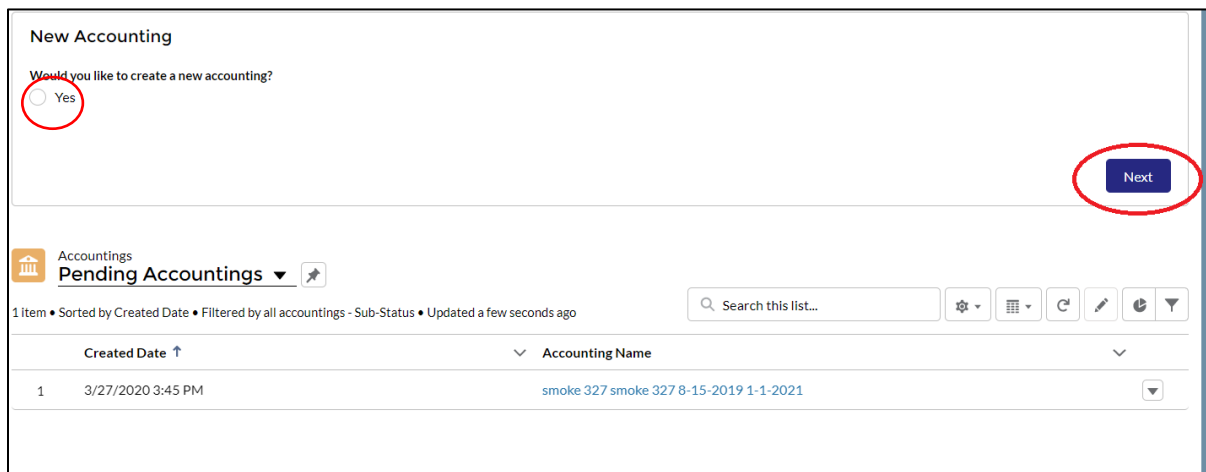
Contact Us homepage to route questions related to the tool via email or phone.

## 4.2 Accounting Submission

This section will demonstrate the end to end process for submitting an accounting. The first step is to create a new accounting by answering a series of questions related to the Fiduciary, beneficiary, and the accounting submitted during the previous accounting period (if applicable). Next, the Fiduciary should add accounting line items, as per the 4706b Form. There are three types of line items: **Money Received**, **Money Spent**, and **Assets at the End of the Period,** which correspond to the line item sections in the 4706b Form. If necessary, a Fiduciary may edit or deactivate a line item as needed. The Fiduciary will acknowledge and submit the accounting to complete the accounting submission process.

### 4.2.1 Create a New Accounting

To begin the accounting submission process, the Fiduciary should create a new accounting. The Fiduciary should access the manage accountings feature to begin the process. On the Manage Accountings page, view the prompt *"Would you like to create a new accounting?"* Under this prompt, select yes and then click next.



The following pages will display various questions to create a new accounting based on relevant information for the Fiduciary and beneficiary. The first set of questions asks for the Fiduciary's and beneficiary's **personal information and administrative information**. The next set of questions will only populate for **court-appointed Fiduciaries**. If the Fiduciary is not a court appointed, select no and specific court appointed questions will not populate. If the Fiduciary is court-appointed, select yes and enter the date the Fiduciary was appointed by the court.

The next set of questions will be different whether the accounting will be the **Fiduciary's first accounting submitted for the beneficiary**. The Fiduciary will be asked questions on their appointment date by the VA, start and end dates of the previous accounting, and the previous ending balance.

The Fiduciary should select finish when all data fields are entered. After clicking finish, the

Fiduciary may open the new accounting in order to add line items and attach files. The new accounting will be listed under the accounting status Draft.

### 4.2.2 Add Line Items

There are three types of line items: **Money Received**, **Money Spent**, and **Assets**. Each type of line item corresponds with a section of the 4706b Form.

In order to add a line item, the Fiduciary must open the accounting that they would like to add a line item to and click Add Line Item.



Next, the user will be asked which type of line item to add. Select **Enter Money Received** if the Fiduciary would like to add an income type to the accounting. There are five types of Money Received line items a Fiduciary may select from: **Amount Received from VA, VA Retroactive or Lump Sum Payment, Amount Received from Social Security, Interest Earned on Deposits**, and **Other**.

Select **Enter Money Spent** if the Fiduciary would like to add an expense type to the accounting. There are seven types of Money Spent line items a Fiduciary may select from: **Room and Board/Rent, Clothing, Entertainment, Personal Use, Dependent(s) Support, Fiduciary Fee**, and **Other**.

Select Enter Assets if the Fiduciary would like to add an asset type to the accounting. there are five types of Asset line items a Fiduciary may select from: **Total Amount of Checking Account(s), Total Amount of Savings Account(s), Total Amount of Certificate(s) of Deposit, Savings Bonds**, and **Other**. The Fiduciary should input any applicable source of

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income that corresponds with bank statements, certificates of deposit, and other financial documents included with the accounting.

Once the Fiduciary has selected a Money Received, Money Spent, or Asset type to add to the accounting, specific questions related to the type of income will populate. Follow the prompts to add the selected line item to the accounting.

### 4.2.3   Edit and Deactivate Line Items

A Fiduciary may edit or deactivate the line item once appropriate line items have been added to an accounting. The Fiduciary should edit a line item if a mistake needs to be corrected or if additional information should be added to an accounting. The Fiduciary should deactivate a line item a line item needs to be deleted. Accounting line items cannot be deleted for auditing purposes. Once a Fiduciary deactivates a line item, it will be shown in the accounting summary; however, the line item amount will not be reflected in the total balance.

Once the Fiduciary has opened the accounting that requires editing or deactivating a line item, click **edit line items** to view all line items that have been added to the accounting.



Each line item will have a unique item number. For a Money Received line item, the item number will consist of the initials MR- followed by 4 digits. For a Money Spent line item, the item number will consist of the initials MS- followed by 4 digits. For an Asset line item, the item number will consist of the initials AS- followed by 4 digits. The Fiduciary should identify the line item that requires edits or deactivation and its associated item number. The Fiduciary must select the **item number** of the line item to edit or deactivate. Once the line item information populates, the Fiduciary must click the **grey pencil icon** to the right of the field that requires editing or to the right of the deactivation check box.

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The Fiduciary can edit the fields as necessary or check the deactivate checkbox and click save. The Fiduciary may undo their edit or deactivation by clicking on the back arrow on the top right corner of the edited field.



### 4.2.4 Attach Files

The Fiduciary must attach files to an accounting to supplement each documented line item. Files may include, but are not be limited to, **bank statements, receipts, financial records,**
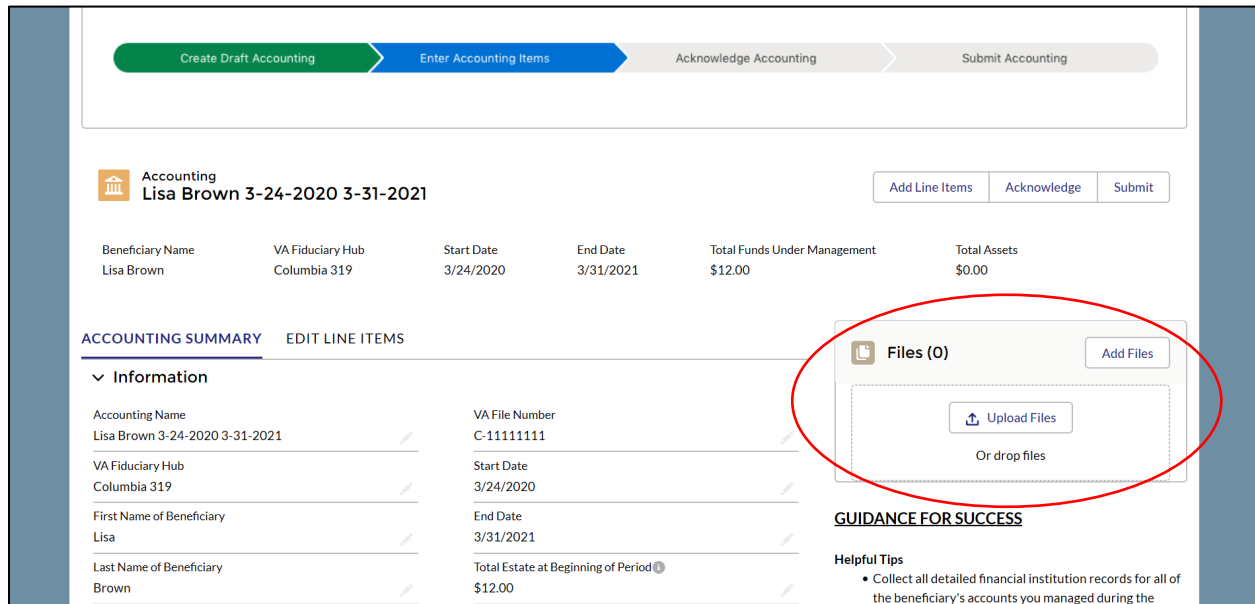
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**certificates of deposit**, and other relevant documents. If the Fiduciary is court-appointed, **court certification documentation** is required and must be attached. If a Fiduciary fee is recorded in the accounting, **documentation of the Fiduciary fee** must be attached.

To attach files, the Fiduciary must navigate to the accounting that requires files and locate the Files section on the right side of the screen.



There are three methods for adding files to an accounting. First, the Fiduciary may click **Add Files**. If the Fiduciary would like to upload a new file from their PC, click Upload File. This will open a folder on the Fiduciary's PC, from which the Fiduciary can select a file to upload. Second, the Fiduciary may click **Upload Files**, which will open a folder on the Fiduciary's PC, from which the Fiduciary can select a file to upload. Lastly, the Fiduciary can **drag and drop** files from a folder on the Fiduciary's PC into the Files section.

### 4.2.5   Acknowledge and Submit

The last steps to complete an accounting are acknowledge and submit. The **acknowledge** process ensures that the Fiduciary has entered relevant and accurate data to the accounting and attached all necessary files and documents. The **submit** process completes the accounting and sends the accounting to the Fiduciary Hub for auditing.

### 4.2.5.1    Acknowledge

An accounting can only be acknowledged if Total Funds Under Management equals Total Assets, making the accounting balanced. If the accounting is balanced, the accounting status will be updated to reflect that the next step is acknowledge accounting.

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After acknowledging an accounting, changes can still be made to the accounting. Total Funds Under Management must equal Total Assets for the accounting to be balanced when changes are made and before the accounting can be submitted. Additionally, if the Fiduciary changes their court-appointed status or modifies the Fiduciary fee reimbursement, the Fiduciary will need to re-acknowledge the completed form.

When the Fiduciary is prepared to acknowledge an accounting, click **Acknowledge**. An error message will populate if the accounting is not balanced. At this point, the Fiduciary should review all entries and ensure that the entered information is accurate.

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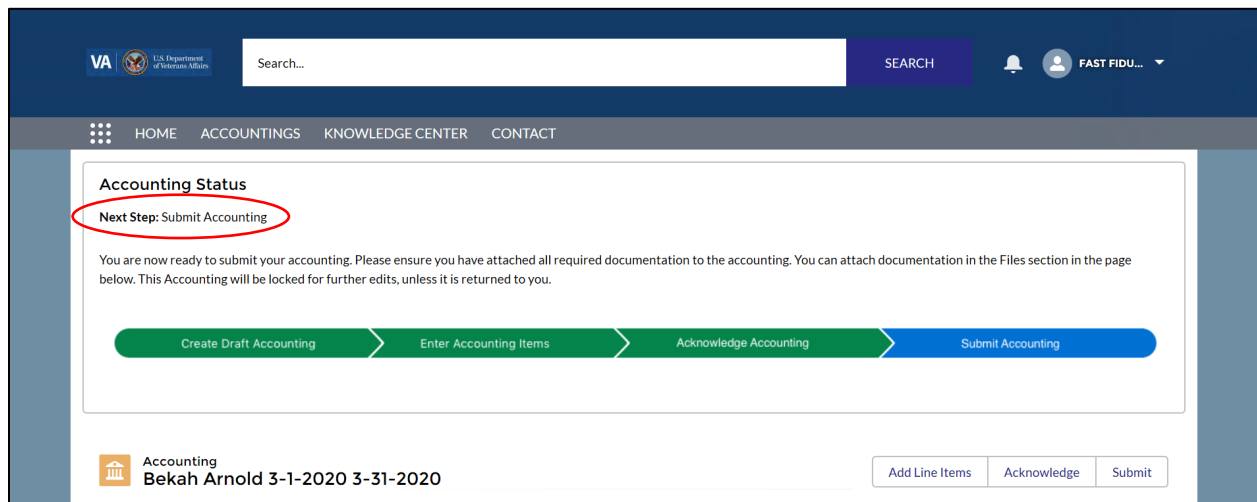
Once the Fiduciary successfully clicks Acknowledge, the Fiduciary will be asked to confirm acknowledgements based on their accounting line items and Fiduciary information, including **Fiduciary fee documentation**, **court-appointed certification**, and **savings bonds**.

All Fiduciaries will be presented with a screen to **update Fiduciary contact information**. Updating contact information is not necessary; however, it is suggested that the Fiduciary review the contact information to ensure that all information is accurate.

Next, all Fiduciaries will be presented with **acknowledgements regarding attached files**. Carefully read the acknowledgements and check all confirmed acknowledgements.

Lastly, all Fiduciaries will be presented with **legal acknowledgements**. Carefully read the acknowledgements and check all confirmed acknowledgements. These are the final acknowledgements before the accounting is acknowledged.

Once the Fiduciary clicks next, the accounting will be acknowledged. After acknowledging an accounting, changes can still be made. Total Funds Under Management must equal Total Assets for the accounting to be balanced when changes are made and before the accounting can be submitted. Additionally, if the Fiduciary changes their court-appointed status or modifies the Fiduciary fee reimbursement, the Fiduciary will need to re-acknowledge the completed form.



Once the accounting has been acknowledged, the accounting is ready for final submission.

### 4.2.5.2    Submit

Before submitting an accounting, changes can still be made to the accounting. However, should any change be made at this point, the Fiduciary will need to acknowledge the accounting again. When the Fiduciary is ready to submit the accounting, click Submit.

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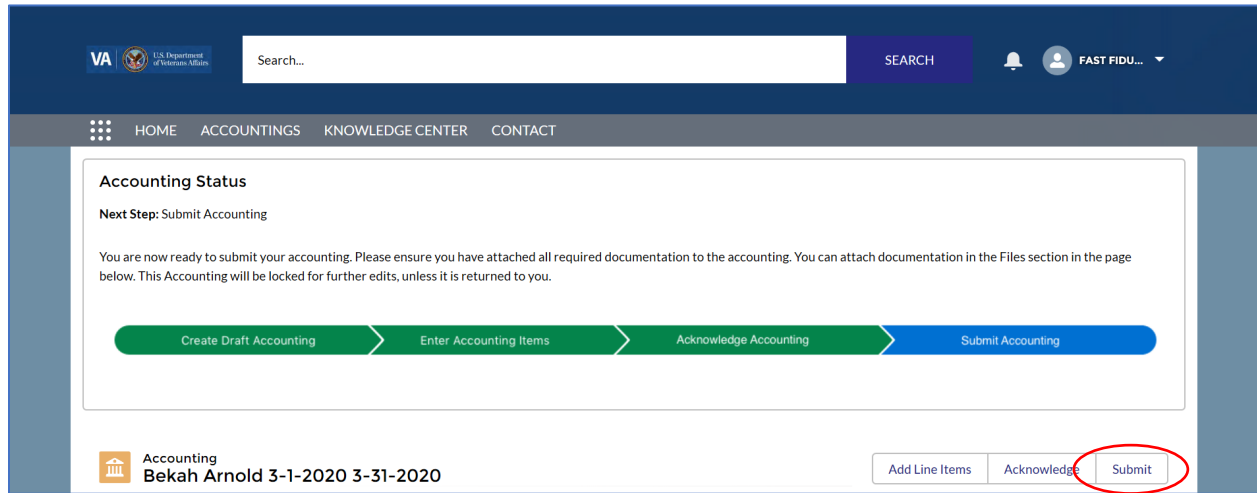
The Fiduciary will be prompted to input the Fiduciary's first and last name and to add comments if necessary. The first and last name field is required in order to submit the accounting, however comments are not required. Once the Fiduciary is ready to submit, click Save. The accounting status will be updated to Submitted.
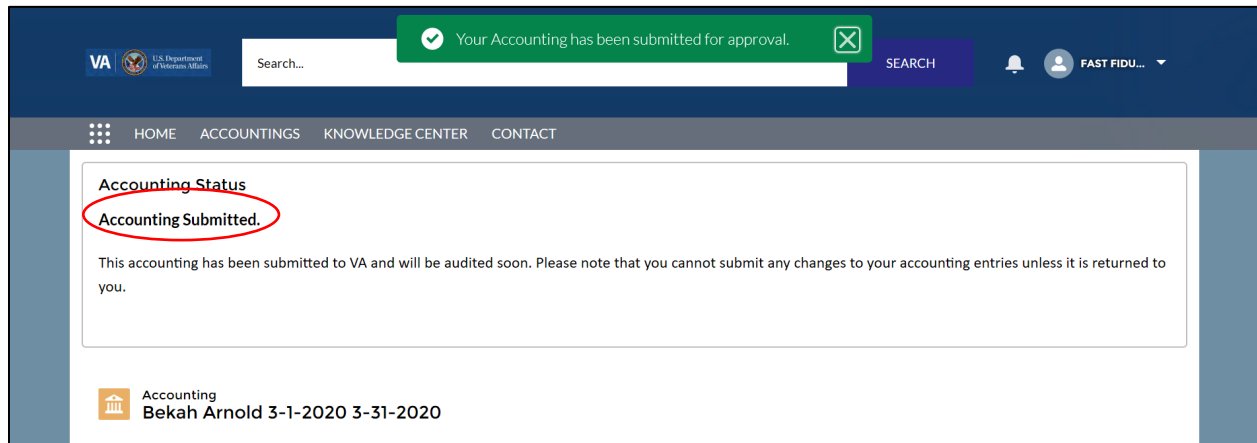


At this time, the Fiduciary may not make edits or additions to the accounting. The pencil icon within each line item will not be available. The Fiduciary will receive an email notification when the accounting has been submitted successfully. A reviewer internal to the VA will be assigned to submitted accountings. The reviewer will audit the submitted accounting and the Fiduciary will receive an email notification stating that their accounting is under review.

## 4.3   Accounting Review

This section will outline how to review existing accountings in FAST.

### 4.3.1   Filter Existing Accountings

All accountings will be stored and accessible through FAST and can be accessed by selecting

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Manage Accountings on the FAST Homepage.
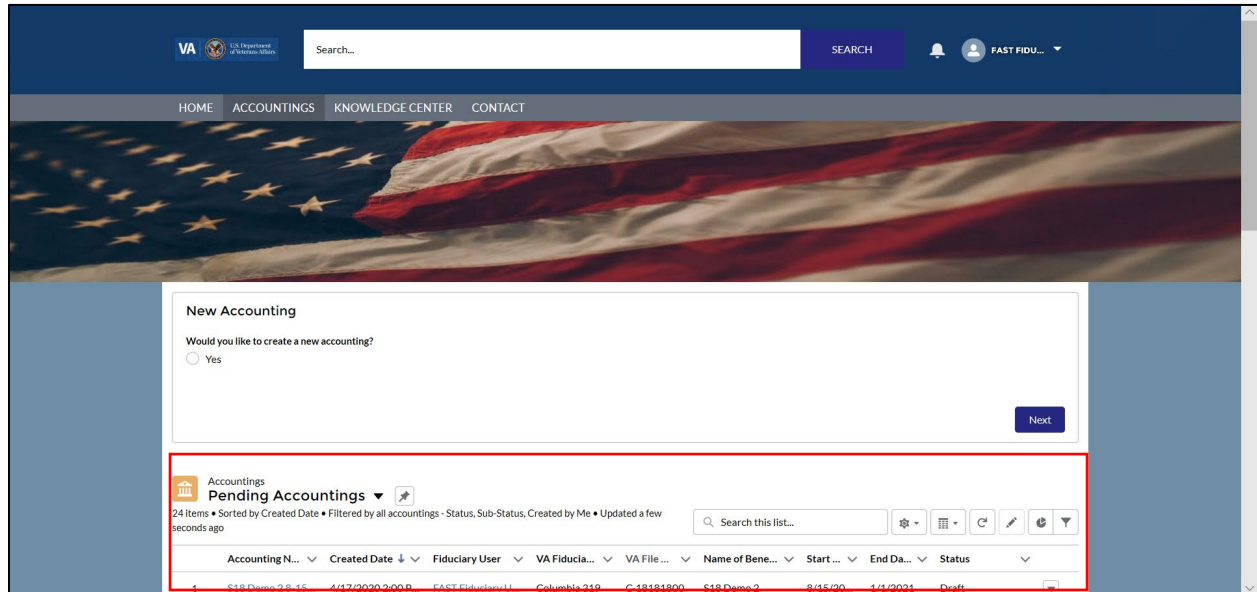


Under the Create a New Accounting section there is a list, which will populate with recently viewed accountings by default. There are five types of listviews a Fiduciary can view depending on which type(s) of accounting(s) a Fiduciary would like to access. The five types of listviews include **1) All**, **2) Approved**, **3) Pending**, **4) Recently Viewed**, and **5) Submitted/Under Review**.

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The table below describes the accountings available under each listview.

| Listview | Description | Available Accounting Statuses |
|---|---|---|
| All Accountings | All accountings that have been created across all completion statuses | All accounting statuses |
| Approved Accountings | All accountings that have been approved by the assigned reviewer | (1) Approved – Docs Needed<br>(2) Approved – Unlock Requested<br>(3) Approved – Final Approval |
| Pending Accountings | All accountings where actions are required by either the Fiduciary or the reviewer | (1) Draft<br>(2) Approved – Docs Needed<br>(3) Revisions Requested |
| Recently Viewed Accountings | All accountings that have been recently viewed | All accounting statuses |
| Submitted/Under Review Accountings | All accountings that have been submitted for review or accountings that a reviewer is currently reviewing. | (1) Submitted<br>(2) Revisions Submitted<br>(3) Under Review |

### 4.3.2   Review Requested Revisions

The accounting reviewer will request updates to an accounting if any discrepancies are identified during their audit. The Fiduciary will be notified via email of a revisions request.

The Fiduciary will be prompted to log into FAST and review the requested revisions. The accounting that requires revisions will have the accounting status Revisions Requested. The accounting may be found under the listview Pending Accountings. Once the Fiduciary has opened the appropriate accounting, the requested revisions will be outlined in the top banner of the accounting form.
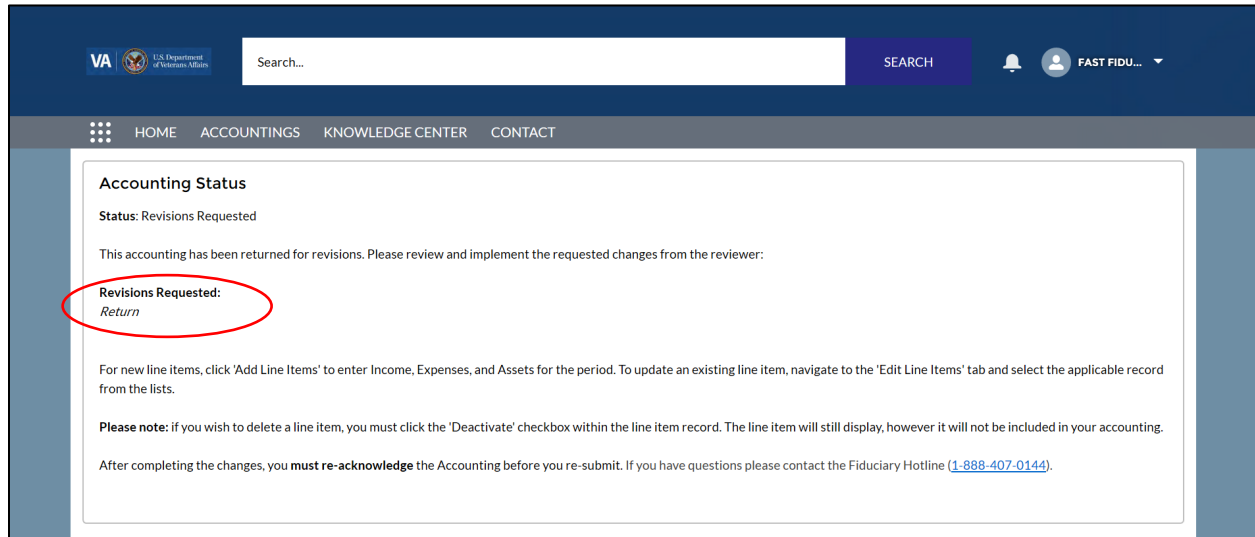
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The Fiduciary should proceed to make any revisions requested by adding, editing, or deactivating line items or attaching required files.

## 4.4 Accounting Disposition

This section will outline the three outcomes that can result from a reviewer's disposition process. The accounting can be marked as Final Approval, Approved – Docs Needed *(noting accountings where additional documents are needed to supplement the accounting*), or Disapproved.

### 4.4.1 Approved – Final Approval

The accounting status Approved – Final Approval indicates that the accounting has been approved and there are no further edits required on the accounting. The Fiduciary will receive an email notification stating that the accounting has been approved.

The Fiduciary may log into FAST and view the approved accounting. Within the Files section, the completed 4706b form will be available for the Fiduciary to share with the beneficiary. The 4706b form will be shared with the beneficiary outside of FAST.
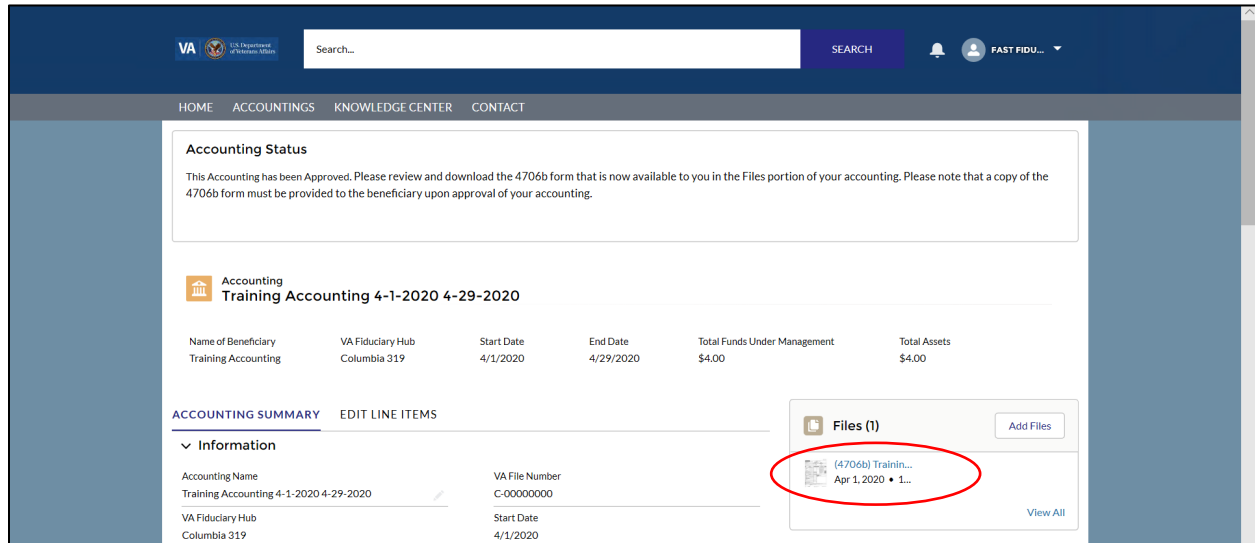
### 4.4.2 Approved - Docs Needed

The accounting status Approved – Docs Needed means that the accounting has been approved; however, the reviewer has requested needed documents (surety bond evidence and/or court appointed certification) on an approved accounting.

To view the accounting, the Fiduciary should log into FAST, access the manage accountings tab, and filter the listview for Approved Accountings to identify the accounting with the accounting status Approved – Docs Needed.
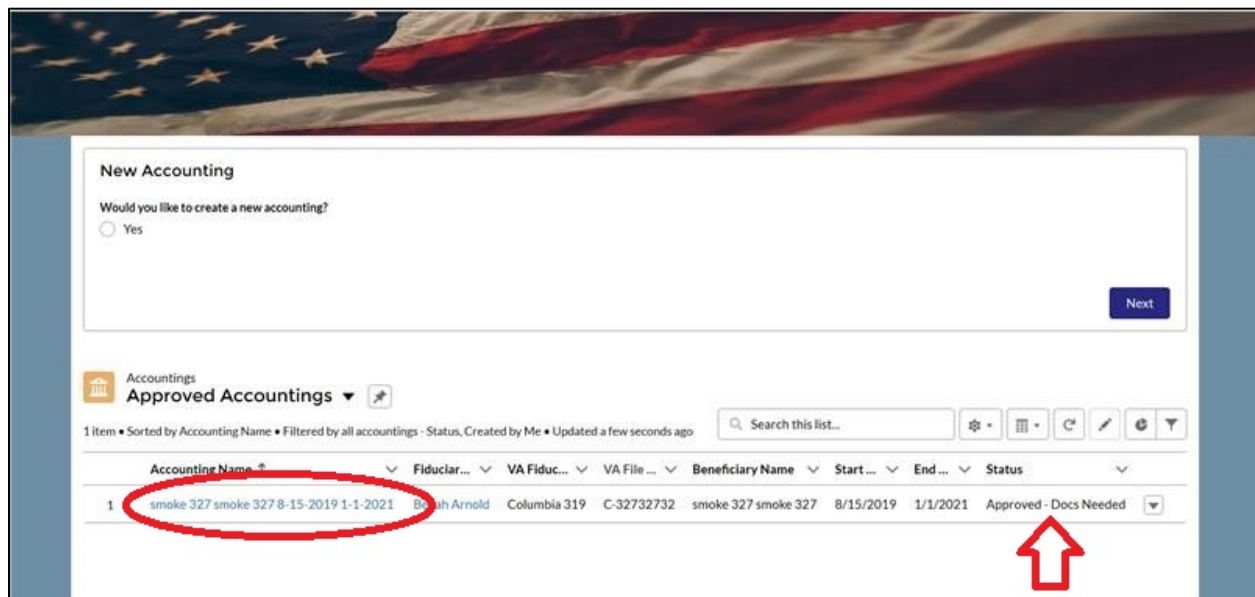


A banner at the top of the page will display which documents are required to finalize the accounting.

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The Fiduciary can attach required documents by uploading files in the Files section. Failure to upload needed documents may result in the Fiduciary's removal.

### 4.4.3   Disapproval

An accounting may be disapproved if several revisions were requested or if revisions were not accurately addressed several times. The Fiduciary will be notified if the accounting has been disapproved via email.

To view the disapproved accounting, the Fiduciary should log into FAST, access the manage accountings tab, and filter the listview for Pending Accountings to identify the accounting with the accounting status Disapproved.



The Fiduciary should review reasons for disapproval to understand how the accounting can be corrected.

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The Fiduciary should proceed to make any revisions requested by adding, editing, or deactivating line items or attaching required files.

### 4.5   Accounting Waive

This section will demonstrate how a Fiduciary should review a waived accounting to determine next steps for Fiduciary duties. The Waive an Accounting process is rare and is only completed in instances where a Fiduciary is unable to fulfill their accounting requirements or submit an approvable accounting. The Fiduciary can log into FAST, navigate to manage accountings, and filter the listview by Pending Accountings. This is used to identify the accounting with the accounting status Disapproved – Waived.



The accounting status details will display in the top section of the accounting.

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The Fiduciary may review associated comments regarding the waived accounting. The accounting will be locked once waived.

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## 5    Getting Started (User: Internal VA)

This section will demonstrate how an internal user logs into FAST to begin reviewing accountings.

### 5.1   Login

Internal users will login to FAST via single sign through the VA systems using the following link:
https://va.lightning.force.com

## 6   Using the Program (User: Internal VA)

This section will demonstrate all the functionalities available in FAST for internal VA users to accurately process submitted accountings and interface with Fiduciaries. This section includes information on the accounting review, accounting disposition, accounting unlock, reporting, and accounting waive processes.

### 6.1   Accounting Review

This section will demonstrate the process on how to review an accounting. This section includes information on how to view an accounting, assign a user to an accounting, and review accounting information.

### 6.1.1   View Accountings

The reviewer will first log into FAST and click the Accountings tab. The reviewer should then select the appropriate listview. There are six types of listviews that are available to internal VA users: **1) All, 2) Approved, 3) Disapproved, 4) Pending, 5) Recently Viewed, 6) Submitted/Under Review, (7) FAST Supervisor Queue,** and **(8) My Assigned Accountings**.

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The table below describes the accountings available under each listview.

| Listview | Description | Available Accounting Statuses |
|---|---|---|
| All Accountings | All accountings that have been created across all completion statuses | All accounting statuses |
| Approved Accountings | All accountings that have been approved by the assigned reviewer | (1) Approved – Docs Needed (2) Approved – Final Approval |
| Disapproved Accountings | All accountings that have been disapproved be the assigned reviewer | (1) Disapproved |
| Pending Accountings | All accountings where actions are required by either the Fiduciary or the reviewer | (1) Approved – Docs Needed (2) Revisions Requested |
| Recently Viewed Accountings | All accountings that have been recently viewed | All accounting statuses |
| Submitted/Under Review Accountings | All accountings that have been submitted for review or accountings that a reviewer is currently reviewing. | (1) Submitted (2) Revisions Submitted (3) Under Review |
| FAST Supervisor Queue | All accountings that have require an accounting waive or an accounting unlock | (1) Unlock Request |
| My Assigned Accountings | Any accountings assigned to a given reviewer | All accounting statuses |

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### 6.1.2   Assign Accounting

This section will demonstrate how internal VA users should assign themselves to an accounting in order to continue to review, provide an accounting disposition, and/or waive an accounting.

Once the user has selected the accounting that should be reviewed, the user should select the pencil icon to assign themselves as the reviewer before continuing the accounting review process. The reviewer should type their name into the Reviewer field. An accounting should only be assigned to a reviewer as directed.



### 6.2   Audit Accounting

This section will demonstrate the process of auditing an accounting. The reviewer should begin their review by referencing the Details section of an accounting. The Details section includes the following information: Status, Reviewer, Veteran, Additional Remarks, and Revisions Requested.



After reviewing the Details section, the reviewer should review each line item: **Money**

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**Received, Money Spent,** and **Assets**. The reviewer should verify the section by opening financial statements and other records in unison with the accounting line items for review. Each line item can be selected to review additional details by clicking the corresponding line item number: MR – 4 digit (Money Received), MS – 4 digit (Money Spent), and AS – 4 digit (Assets).



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Lastly, the reviewer should review all attached files associated with an accounting using existing protocols. A file can be opened by clicking the file name.



## 6.3   Request Accounting Revisions

This section will demonstrate how reviewers return accountings for revisions when information is inaccurate or incomplete. The reviewer should review the accounting based on existing practices. Once the accounting has been reviewed, the reviewer should select return for revisions if revisions are necessary.
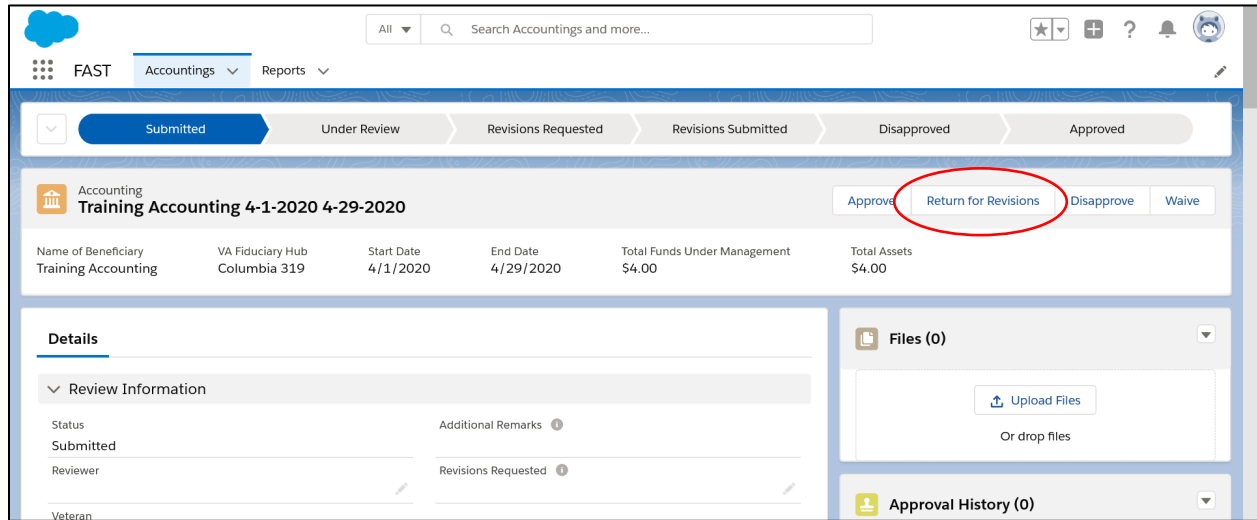
Once **Return for Revisions** is selected, a comment box will populate. The reviewer should provide a comment outlining the requested revisions. There is **a 255-character limit** in the comment box. If the comment exceeds 255 characters, the revisions request will not send. Once the comment is saved, the accounting will be returned to the Fiduciary to modify the accounting.
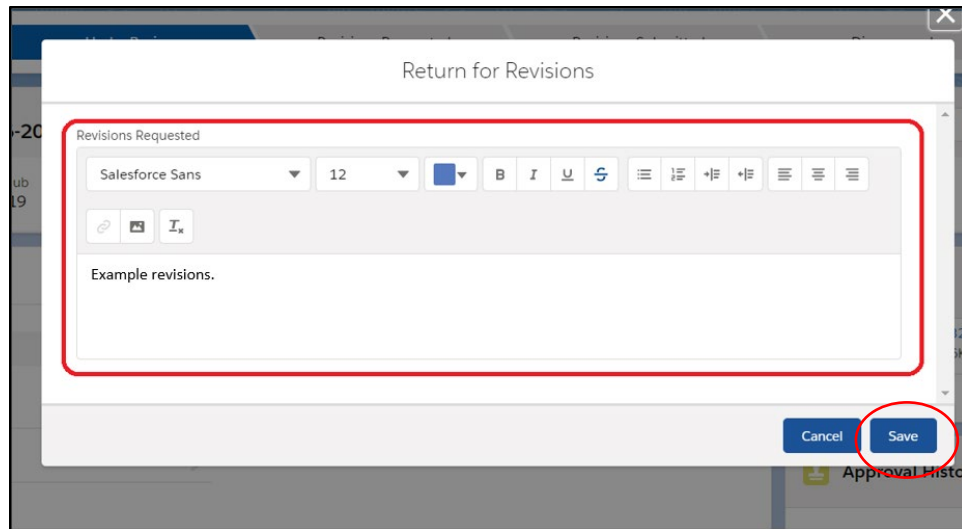


## 6.4 Accounting Disposition

Reviewers must determine if an accounting should be approved or disapproved based on the information provided by the Fiduciary. This section will outline how an accounting can be approved or disapproved.

### 6.4.1 Approve Accounting

A reviewer should comprehensively review the accounting before making a final approval. To begin the approval process, the reviewer should select approve in the right upper ribbon of the tool.



A series of questions will populate once the reviewer selects approve, including questions related to **required subsequent accountings**, **required surety bonds**, and **generated if a Fiduciary is court appointed**. The reviewer should select the appropriate answer for each question. Once all questions have been answered and the accounting has been approved, the reviewer should ensure that the 21P-4706b form has been populated under files.



The reviewer should select **Share 4706-B with Fiduciary** once the form populates under files to ensure that the Fiduciary has access to the most up-to-date form with all line items that were initially submitted.

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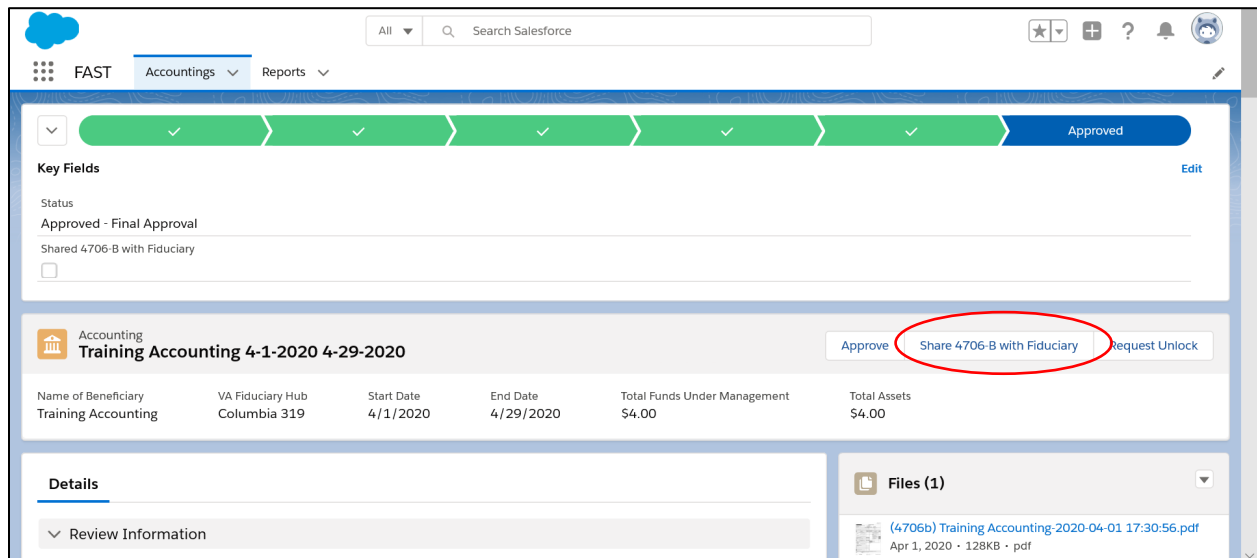
Once the **Share 4706-B with Fiduciary** has been selected, a confirmation note will appear confirming that the internal user intends to share the form with the Fiduciary. The reviewer should select save to continue. The form will be shared with the Fiduciary and an email notification will be sent to the Fiduciary confirming that the accounting has been approved. If there are additional documents that are required, then the Fiduciary will receive an updated status that the accounting has been approved but additional documents are needed to supplement the accounting.
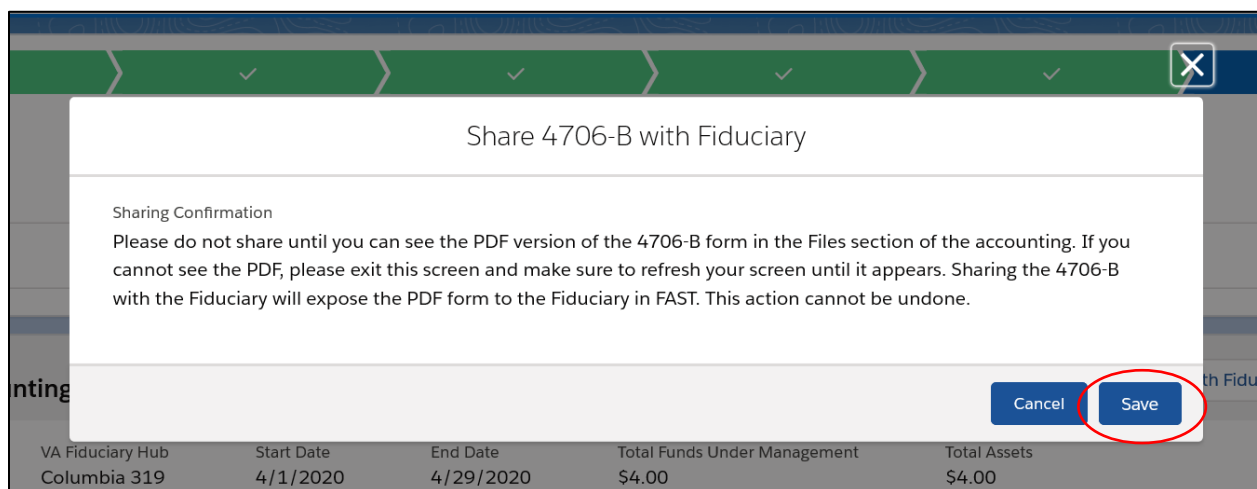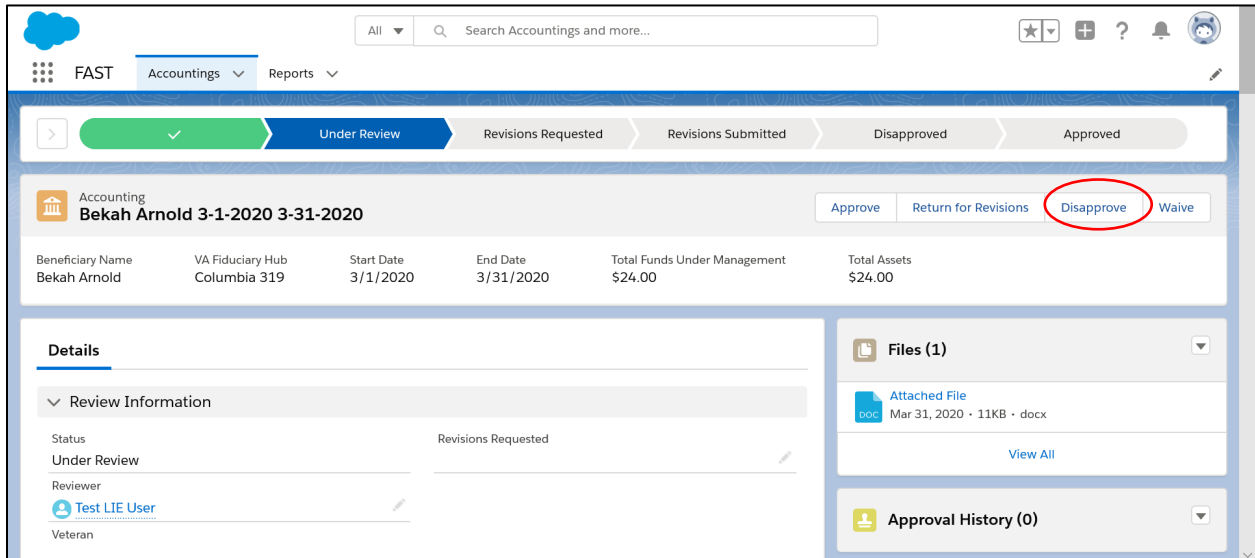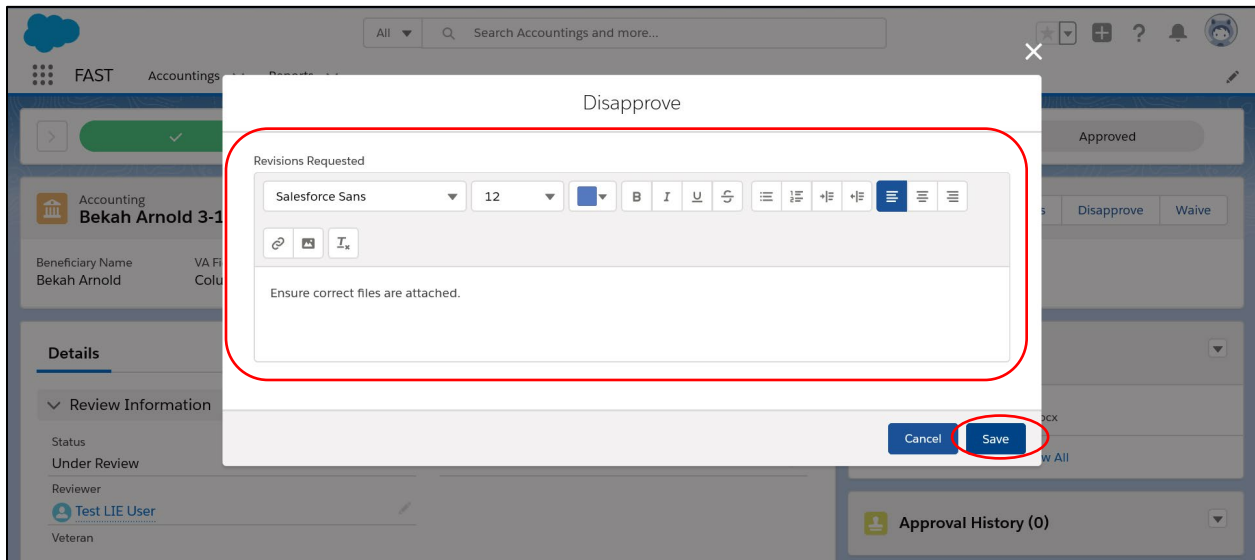


### 6.4.2   Disapprove Accounting

A reviewer should comprehensively review the accounting before making a final disapproval. To begin the disapproval process, the reviewer should select disapprove in the right upper ribbon of the tool.

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Once the reviewer **selects disapprove**, a comment box will populate, and the reviewer will be prompted to provide any applicable comments. The reviewer should click save and the accounting status will be updated to disapproved. The Fiduciary will receive an email notification that the accounting status has been updated to disapproved.



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## 6.5   Accounting Unlock

This section will outline the Accounting Unlock process, including how a reviewer can request an unlock for an accounting that was previously approved and how a supervisor can review and approve unlock requests.

### 6.5.1   Request Accounting Unlock

A reviewer should request an accounting unlock if additional revisions need to be made on an accounting or if the accounting was approved by mistake. The reviewer should log into FAST, navigate to the Accountings tab, and then select the pencil icon next to the Reviewer to assign themselves to the accounting for traceability. Once the accounting has been assigned to the reviewer, the reviewer should select Request Unlock.

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A comment field will populate, and the reviewer should include a comment outlining the reason for the unlock. Once the reviewer clicks save, the accounting status will be reflected as **Approved – Unlock Request.** The supervisor will need to approve the unlock request once the request is submitted in order for the reviewer to correct mistakes and request revisions.



### 6.5.2   Review Unlock Requests

In order to approve or disapprove an unlock request submitted by a reviewer, the supervisor will login to FAST, navigate to the Accountings tab, and select FAST Supervisor Queue listview to view the appropriate accounting. The supervisor will navigate to the Approval History section and click Approve the Unlock.



**To approve an unlock request**, the supervisor will click approve and the accounting status will appear as Under Review. **To disapprove an unlock request**, the supervisor will click reject and the accounting will remain under the status Approved. In both instances, comments should be included if applicable.

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### 6.5.3 Review Unlocked Accounting

Once the supervisor reviews an unlock request and makes a final determination, the reviewer will receive an email notification regarding the unlock decision. The reviewer will log into FAST, click the Accountings tab, and navigate to the appropriate listview. If the accounting has been unlocked, the reviewer should select the appropriate accounting that has been unlocked and verify that their name is in the reviewer field. Once the reviewer has verified that the accounting is appropriately assigned, then the reviewer will view the Approval History section to confirm the unlock request approval and confirm the **accounting status as Under Review**.



### 6.6 Generate Reports

Internal users will navigate to the **Reports** tab to create customized reports or to run reports that have already been pre-configured in FAST.

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## 6.7 Waive an Accounting

The waive process is rare and is only completed in instances where a Fiduciary is unable to fulfill their accounting requirements or submit an approvable accounting. The supervisor will waive a disapproved accounting by logging into Salesforce, navigating to the Accountings tab, and selecting an appropriate listview to view the disapproved accounting. Before waiving an accounting, the supervisor will need to assign themselves to the accounting by selecting the pencil icon next to the Reviewer field within the Reviewer Information section. The supervisor will type their name into the Reviewer field and click save.

The supervisor should select **Waive** in the upper right ribbon of the tool. A comment box will populate where the supervisor will need to include detailed comments regarding the waive decision and then click save to complete the accounting waive.

### 6.8  Application Access

The Fiduciary will self-register to utilize FAST. The Supervisor will then review the POC/Individual Fiduciary's self-registration request, this is known as the application access record. The supervisor will log into **salesforce** and locate the application access tab. Under this tab supervisors will be able to view all applications submitted under the five following statuses:

- **Not started**- This status means the Fiduciary didn't complete the self-registration process. This status will then be turned to a canceled status after 72 hours. (If an application is in this status you will not be able to approve it)
- **In process**- This status means the Fiduciary completed the self-registration process and the application needs to be approved by supervisor or superuser.
- **Approved**- This status means the Fiduciary account has been reviewed by the supervisor or superuser for validation.
- **Rejected**- This status means the Fiduciary account was reviewed by the supervisor or superuser and they were unable to validate the information provided by Fiduciary.
- **Status Complete**- This status means the Fiduciary is now able to access FAST.

The **"In Process"** status is the only status where you can **approve** or **reject** an application access record.



If an application access record is **approved,** the Fiduciary will be allowed access in FAST. If the application access record is **rejected**, the Fiduciary will be unable to access FAST. If **rejected,** the Fiduciary can re-register for consideration.

## 7 Training Resources Available

Instructor Led Trainings (ILT) are the primary training resources for FAST. In addition to the ILTs, there are other resources that compliment it such as the Job Aids, Simulations, and this User Guide.

### 7.1 Instructor Led Training (ILT)

The ILTs are a compilation of information and a step-by-step video simulation with interactivity that will be shown to users learning how to use FAST. For the in-person training, the instructor(s) will be teaching the course to the students moving through each page and interactions that are embedded in the training such as fill in the blank, true or false questions, and multiple-choice questions. At the end of each module, there are knowledge check questions that the viewer must answer correctly before moving on to the next module. For virtual training, the participants will be able to complete the simulations individually. The simulations will also have interactions to work through to keep the participants engaged. The ILT is delivered based on the overall areas of FAST and will be distinguished by the user (Fiduciary, LIE/FSR, Supervisor, and FE/QRT).

ILTs have been created for each user:

**Fiduciary**
- Getting Started
- Accounting Submission
- Review Non-Approved Accountings
- Add Needed Documents
- Add a Line Item

**Internal VA User (LIE, FSR, Superuser)**

- Review and Assign Accountings
- Accounting Review
- Accounting Disposition
- Accounting Unlock

**Supervisor**

- Accounting Waive and Unlock

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**FE/QRT**

- Review an Accounting

## 7.2  Job Aids and Simulations

The Job Aids cover materials and actions in a step-by-step basis for all users applicable in the following overall areas: Getting Started, Accounting Review, Accounting Submission, Accounting Disposition, Accounting Waive, Accounting Unlock, and Generate Reports. Each of the Job Aids is specifically tailored towards the respective users who are anticipated to be completing the scenarios that are listed. Each Job Aid has an objective listed at the top so the user can understand the scope of the task they are about to perform. Each Job Aid also has a pre-requisite that outlines the previous logical step to complete the designated action. Within the steps of the Job Aids, there are screenshots of FAST and additional notes that are italicized that provides the user with more information related to the step that is being performed. At the end of each job aid, there is an outcome that indicates what will happen once they have completed the final step.

The video simulations like the Job Aids lay out the instructions step by step but are displayed in a different format where the user can visually see a video of someone going into FAST and completing the tasks. The simulations were created in Adobe Captivate and has interactions that keep the user engaged such as next buttons, click boxes, and text boxes to type into.

 Job Aids and Simulations have been created for each training module:

**Fiduciary**
- *Getting Started*
  - o  Self-Register in FAST **\* Job Aid Only**
  - o  Login to FAST **\*Job Aid Only**
  - o  Navigate FAST Homepage and Features
  - o  Filter Existing Accountings
  - o  Create a New Accounting
- *Accounting Submission*
  - o  Edit a Line Item
  - o  Deactivate a Line Item
  - o  Attach File
  - o  Acknowledge an Accounting
  - o  Submit an Accounting
- *Review Non-Approved Accountings*
  - o  Review Requested Revisions
  - o  Review a Disapproved Accounting
  - o  Review a Waived Accounting

- *Add Needed Documents*

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- o   Add Needed Documents
- *Add a Line Item*
  - o   Add Money Received Line Item
  - o   Add Money Spent Line Item
  - o   Add an Asset Line Item
- Accounting Access Application **\*Job Aid Only**
  - o   Approve access
  - o   Reject access

### Internal VA User (LIE, FSR, Superuser)

- *View and Assign Accountings*
- *Accounting Review*
  - o   *Audit Accounting*
  - o   *Request Accounting Revisions*
- *Accounting Disposition*
  - o   *Approve Accounting*
  - o   *Disapprove Accounting*
- *Accounting Unlock*
  - o   *Request Accounting Unlock*
  - o   *Review Unlocked Accounting*

### Internal VA User (Supervisor)

- *Accounting Waive and Unlock*
  - o   *Waive Accounting*
  - o   *Review Unlock Request*

- *Accounting Access Application **\*Job Aid Only***
  - o   *Approve access*
  - o   *Reject access*

### Internal VA User (FE/QRT)

- *Review an Accounting*
  - o   *Review an Accounting*

## 7.3   User Guide

This User Guide is designed to provide documentation for people who will use the FAST Salesforce Application on a day-to-day basis such as Fiduciaries, LIEs/FSRs and supervisors. This user guide provides information and support to those wanting to learn more about FAST. The main components of this user guide are as listed: Introduction to the Program, Using the Program (User: Fiduciary), Using the Program (User: Internal VA), Training Resources Available, Troubleshooting and System Definitions. The Table of Contents can be manipulated

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| Purpose and Scope | Introduction into the Program | Getting Started (Fiduciary) | Using the Program (Fiduciary) | Getting Started (Internal User) | Using the Program (Internal User) | Training Resources Available | Troubleshooting | System Definitions |

to quickly move to a certain section or page.

## 8    Troubleshooting

This section will outline the ways in which users should route questions within FAST.

### 8.1  Troubleshooting (User: Fiduciary)

- For fiduciary new users or existing user account issues for AccessVA or ID.me
  - Contact the AccessVA Helpdesk at 1-800-983-0937. Hours of operation: 7:00am to 7:00pm (Central) Monday to Friday.
  - FAQ link for further information https://eauth.va.gov/accessva/about/contact
- For fiduciaries experiencing issues accessing Salesforce or registration issues
  - Call 1-888-407-0144.  Hours of operation: 8:00am to 4:00pm (Eastern) Monday to Friday.
  - FAST Admin Group will submit a ticket to DTC if unable to resolve.  DTC Help Desk Ticket https://vacommunity.force.com/helpdesk?
    - DTC does not service external users directly. DTC will address the ticket in 1-2 days on average.
- For fiduciaries needing assistance with accountings
  - Call 1-888-407-0144.  Hours of operation: 8:00am to 4:00pm (Eastern) Monday to Friday.

### 8.2  Troubleshooting (User: Internal VA)

- For FAST access issues such as new user account or existing user account changes, or experiencing issues logging into Salesforce (Single Sign On)

  - https://vacommunity.force.com/helpdesk/VA_Help_Desk_New_User_405?

- FAST Application technical issues, internal users (not access issues) contact the Digital Transformation Center (DTC) at https://vacommunity.force.com/helpdesk? DTC will address the ticket in 1-2 days on average.

## 9    System Definitions

**Accounting Disapproval:**

A status that is reached by a reviewer after revisions are requested more than twice from a Fiduciary.

**Accounting Unlock:**

An action taken by a supervisor when additional revisions need to be made to an accounting.

**Accounting Waive:**

An action taken by a supervisor when a Fiduciary is unable to fulfill their accounting requirements or submit an approvable accounting.

**Balanced Accounting:**

An accounting in which the Total Funds Under Management equals Total Assets.

**Deactivate:**

The action of deleting an accounting line item, resulting in removal of the deactivated line item from the total balance.

**Revisions Requested:**

An action taken by a reviewer when additional information or supplemental documents are needed in support of a submitted accounting.