

Demo_9_Resolving_CBS_Interface_Errors_FINAL_02

This brings up a screen so we can enter search criteria to find the receipt. In this case, we will enter the transaction number in the first field. If you prefer to use the receipt number it goes in the second field. Then we will click on the search button at the top of the page and you can enter more than one transaction or receipt number on the search field if each is separated by a comma. As you can see, there are various ways to search for receipts if you don't have the transaction or receipt number such as: date, serial number, or customer name. If there are results, the first screen will show the transaction number along with some other basic information. Click on the transaction number hyper link to open a new window with more details about the transaction.

Click on the print icon to the left to bring up a receipt where you have the option of printing the receipt or just viewing it. The case type on the rejected transaction listing shows that the serial number is associated with a right-of-way case. This transaction is for a mineral material sale. The next step in your research would be to refer to your list of community pits and common use areas and determine the correct serial number. My research shows that the serial number was entered into CBS as IDI02442 and should've been entered as IDI022442. The example shows the correct serial number because it had been corrected before this demonstration was created. I would then notify the CBS staff and ask them to correct the transaction to change the serial number. During the next interface, which occurs nightly, the transaction will process correctly and populate **IDI022442** with the needed action codes. It is important to remember, if a

transaction was entered into CBS and it doesn't appear in case recordation. Do not enter the action codes manually. Check the error reports and talk to the CBS staff to resolve the issue. CBS errors must be corrected within CBS. If CBS is not corrected, it could create other problems down the road.

Another way to research errors is through CBS reports. This is the only way to research errors if they are older than 90 days. To access CBS reports, enter cbs.blm.gov in the internet address line. When the CBS startup page appears, click on the Hyperion reports link. The Hyperion reports uses Brio 9; the same version as used for LR2000 reports. We will be using the production reports menu. Scroll down to the heading labeled interface and click on the LR2000 status link. CBS uses batch numbers and since we don't know which batch number to use, we will start with the batch date. That is the date that the CBS transaction was processed. Select one date or a few dates at a time. Selecting a long list of dates, more than a week, will delay your report results. The report processes as you select each criteria item. When we select the date, it brings back all transactions for all CBS subsystems in all states on that date. The second item to select is the LR2000 subsystem. We can select all or any combination of subsystems. To select simply do not click on any of the choices. Next, we will click on reject in the status window, then click on the state. This is the administrative state. As I said, each time we make a selection the server filters the data that meets that criteria. So, we are narrowing our results with each selection. After selection the state, we see a list of receipting organizations,

an authorization or a serial register numbers. Finally, we click process and wait for the hour glass to disappear. While the report processes let's look at the two menus on the left of the screen.

The first is the print menu and the second is the section menu. The print menu provides options to print the results of your query. The print menu for the reports does not have a preview function. This option only prints the batch summary or the status pivot report. To view the reports, choose options under the section menu. The section menu drop down list reveals several formats for the results. We will click on the status pivot report. The results show that transaction number **1289588** was rejected and the error message shows that it was because the serial number was not found on the database. This generally means that the serial number was not entered correctly or the case has not yet been entered into LR2000. Again, this should've triggered an error on the CBS data entry screen but the error was overridden in order to complete the transaction in CBS. To resolve this, someone must research and determine the correct serial number then notify the CBS staff so it can be corrected.

We follow the same process that we used earlier to access a receipt. Watch as we demonstrate the process again. Enter **cbs.blm.gov** in the internet address line; then click on the start CBS production button. Click on the reprint receipt button in the left menu window. Enter the transaction number and click on the search button. To view details, click the hyper linked transaction number. To

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view or print the receipt, click on the printer icon. To print the receipt, click OK on the popup window or to review the receipt, click cancel. To print later, click on the back button, then on the printer icon again to reactivate the print window.

Now let's review what we've learned. The purpose of this demonstration was to help you resolve errors that are created during the CBS – LR2000 interface process.