

# Fiduciary Accountings Submission Tool (FAST) User Guide

## DEPARTMENT OF VETERANS AFFAIRS



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

### Fiduciary User Guide

July 2020

Veterans Benefits Administration  
Pension and Fiduciary Service



# Fiduciary Accountings Submission Tool (FAST) User Guide

## Introduction

Welcome to the Pension and Fiduciary FAST Salesforce User Guide. This User Guide is intended as a reference for Fiduciaries.

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. Users benefit from this centralized approach and have greater visibility into the accounting submission process. This makes the accounting process more intuitive and easier for Fiduciaries.

This guide will provide step-by-step instructions to fiduciaries 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.



# Fiduciary Accountings Submission Tool (FAST) User Guide

## Table of Contents

1.1	Document Orientation.....	4
1.1.1	<i>Organization of the Manual</i> .....	4
1.1.2	<i>Disclaimer</i> .....	4
<b>2</b>	<b>Getting Started</b> .....	<b>5</b>
2.1	Self-Registration .....	5
2.2	Application Access (Firm POC).....	6
2.3	Log in .....	6
<b>3</b>	<b>Using the Program</b> .....	<b>7</b>
3.1	FAST Homepage .....	7
3.1.1	<i>Manage Accountings</i> .....	7
3.1.2	<i>Knowledge Center</i> .....	7
3.1.3	<i>Contact Us</i> .....	7
3.2	Accounting Submission .....	8
3.2.1	<i>Create a New Accounting</i> .....	8
3.2.2	<i>Add Line Items</i> .....	9
3.2.3	<i>Edit and Deactivate Line Items</i> .....	10
3.2.4	<i>Attach Files</i> .....	12
3.2.5	<i>Acknowledge and Submit</i> .....	12
3.3	Acknowledge.....	13
3.4	Submit.....	15
3.5	Accounting Review .....	17
3.5.1	<i>Filter Existing Accountings</i> .....	17
3.5.2	<i>Review Requested Revisions</i> .....	19
3.6	Accounting Disposition .....	19
3.6.1	<i>Approved – Final Approval</i> .....	19
3.6.2	<i>Approved - Docs Needed</i> .....	20
3.6.3	<i>Disapproval</i> .....	21
3.7	Accounting Waive .....	22
<b>4</b>	<b>Training Resources Available</b> .....	<b>24</b>
4.1	Instructor Led Training (ILT) .....	24
4.2	Job Aids and Simulations .....	24
<b>5</b>	<b>Troubleshooting</b> .....	<b>26</b>
<b>6</b>	<b>System Definitions</b> .....	<b>27</b>



# Fiduciary Accountings Submission Tool (FAST) User Guide

Purpose and  
Scope

Getting Started

Using the Program

Training Resources  
Available

Troubleshooting

System  
Definitions

## Purpose and Scope

The purpose of this guide is to familiarize fiduciaries 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.

The following major sections contain information relevant to FAST Fiduciaries:

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

#### 1.1.2 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.



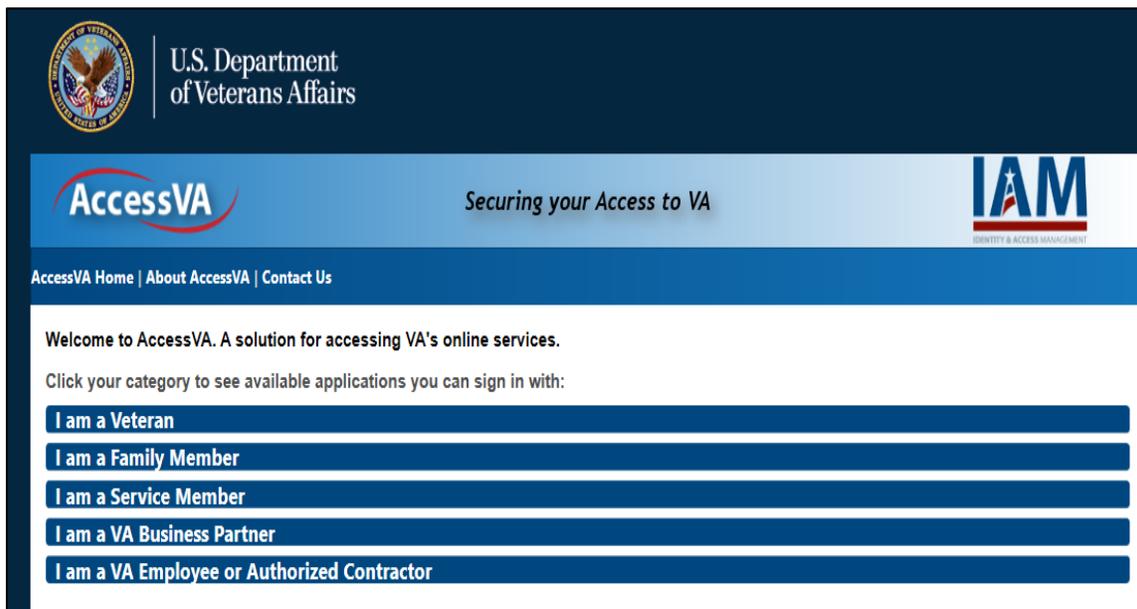
# Fiduciary Accountings Submission Tool (FAST) User Guide

## 2 Getting Started

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

### 2.1 Self-Registration

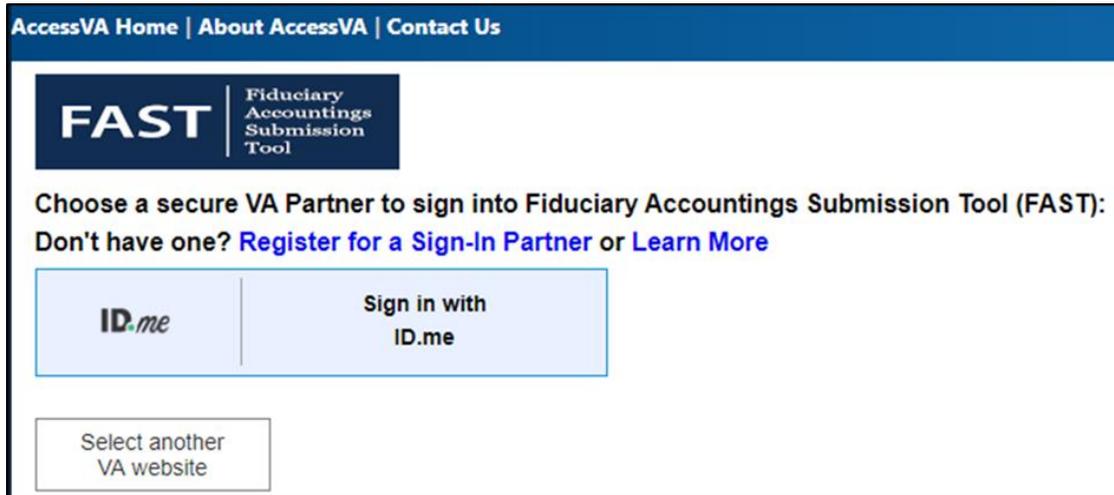
To self-register, the fiduciary will enter the Access VA Website and select one of the following three options: “I am a Family Member”, “I am a VA Business Partner”, or “I am a VA Employee or Authorized Contractor”.



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



# Fiduciary Accountings Submission Tool (FAST) User Guide



AccessVA Home | About AccessVA | Contact Us

**FAST** | Fiduciary Accountings Submission Tool

Choose a secure VA Partner to sign into Fiduciary Accountings Submission Tool (FAST):  
Don't have one? [Register for a Sign-In Partner](#) or [Learn More](#)

 Sign in with ID.me

Select another VA website

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 be able to log into the FAST system.

## 2.2 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.

## 2.3 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 identity. Once their identity is successfully verified, the fiduciary will be logged into FAST.



# Fiduciary Accountings Submission Tool (FAST) User Guide

Purpose and  
Scope

Getting Started

Using the Program

Training Resources  
Available

Troubleshooting

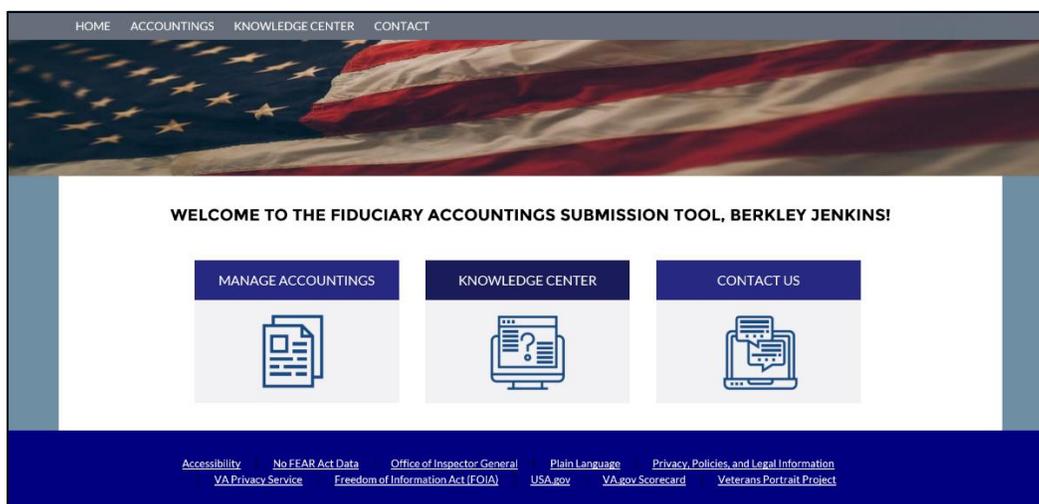
System  
Definitions

## 3 Using the Program

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.

### 3.1 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**.



#### 3.1.1 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.

#### 3.1.2 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.

#### 3.1.3 Contact Us

The Contact Us feature is the third feature available on the FAST Homepage. Access the Contact Us homepage to route questions related to the tool via email or phone.



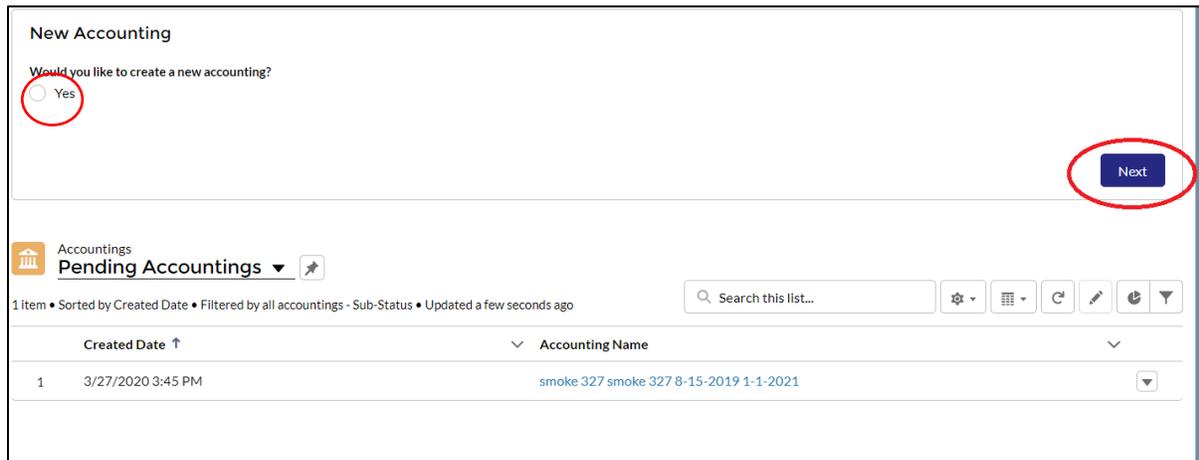
# Fiduciary Accountings Submission Tool (FAST) User Guide

## 3.2 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.

### 3.2.1 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 screenshot shows the 'New Accounting' form. At the top, it asks 'Would you like to create a new accounting?' with a 'Yes' radio button circled in red. A 'Next' button is also circled in red. Below the form is a table of 'Pending Accountings' with one entry.

Created Date ↑	Accounting Name
1 3/27/2020 3:45 PM	smoke 327 smoke 327 8-15-2019 1-1-2021

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.



# Fiduciary Accountings Submission Tool (FAST)

## User Guide

### 3.2.2 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.

**Accounting Status**  
Next Step: Enter Accounting Items

To complete the draft of this Accounting, click 'Add Line Items' to enter Income, Expenses, and Assets for the period. To update an existing line item, navigate to the 'Edit Line Items' tab and select the applicable record from the lists.

**Please note:** if you wish to delete a line item, you must click the "Deactivate" checkbox within the line item record. The line item will still display, however it will not be included in your accounting.

Once you have entered all accounting line items and have balanced your accounting, click 'Acknowledge'.

Create Draft Accounting → Enter Accounting Items → Acknowledge Accounting → Submit Accounting

**Accounting**  
Derek Grey 2-1-2020 2-29-2020

Beneficiary Name	VA Fiduciary Hub	Start Date	End Date	Total Funds Under Management	Total Assets
Derek Grey	Columbia 319	2/1/2020	2/29/2020	\$121.00	\$0.00

**ACCOUNTING SUMMARY** | **EDIT LINE ITEMS**

Information

Accounting Name	VA File Number
Derek Grey 2-1-2020 2-29-2020	C-987654321
VA Fiduciary Hub	Start Date

Files (0) | Add Files

Upload Files

Or drop files

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 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.

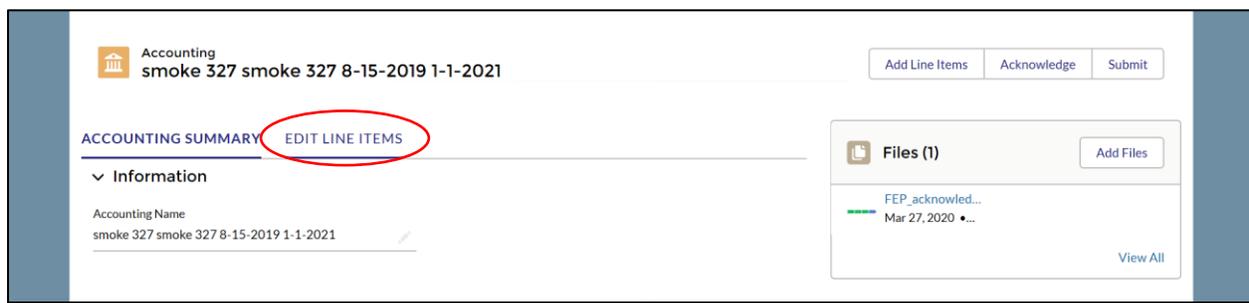


# Fiduciary Accountings Submission Tool (FAST) User Guide

## 3.2.3 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.

A screenshot of a line item form. The form contains the following fields: 'Accounting' with a link to 'Smoke 330 10-16-2019 10-16-2020'; 'Income Type' with the value 'VA Retroactive or Lump Sum Payment'; 'Amount' with the value '\$200.00' and a grey pencil icon circled in red to its right; 'Total Received' with the value '\$200.00'; 'Deactivate' with a checked checkbox and a grey pencil icon circled in red to its right; and 'Created By' with the user 'FAST Fiduciary User' and the timestamp '4/1/2020 1:15 PM'.

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.



# Fiduciary Accountings Submission Tool (FAST) User Guide

HOME ACCOUNTINGS KNOWLEDGE CENTER CONTACT

Money Received  
MR-0000

Accounting  
smoke 327 smoke 327 8-15-2019 1-1-2021

Income Type  
Amount Received from VA

Monthly Amount  
\$6.00

Number of Months  
12

Total Received  
\$72.00

Deactivate

Cancel Save



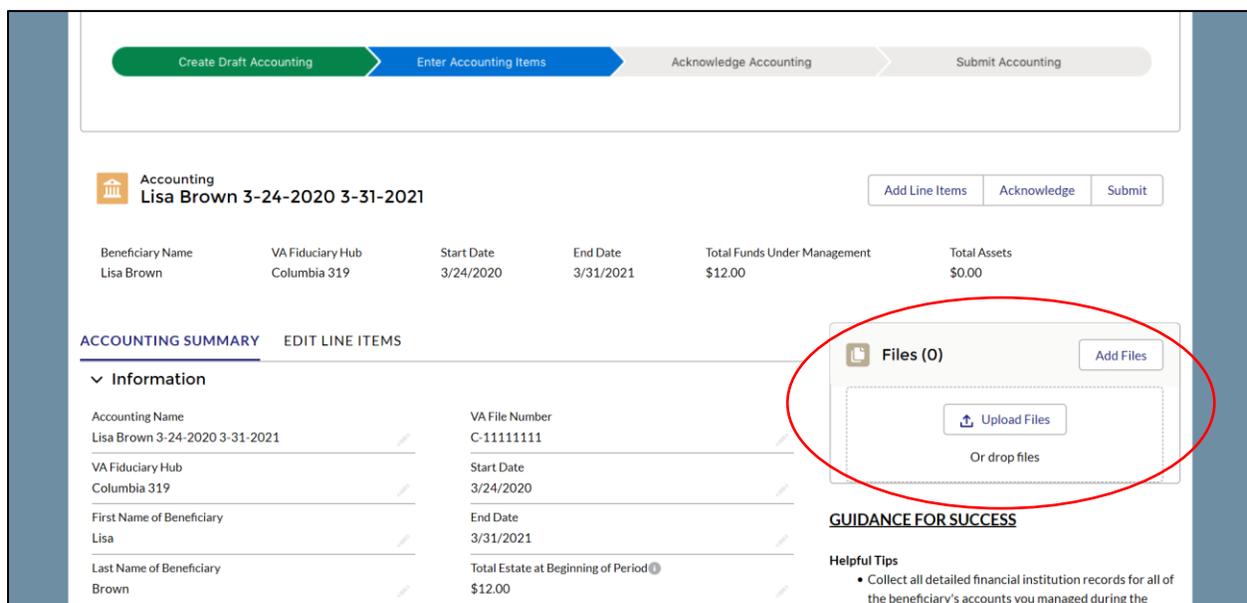
# Fiduciary Accountings Submission Tool (FAST)

## User Guide

### 3.2.4 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, 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.



The screenshot displays the FAST interface for an accounting entry. At the top, a progress bar shows four steps: 'Create Draft Accounting' (green), 'Enter Accounting Items' (blue), 'Acknowledge Accounting' (grey), and 'Submit Accounting' (grey). Below this, the accounting details for 'Lisa Brown 3-24-2020 3-31-2021' are shown, including 'Beneficiary Name', 'VA Fiduciary Hub', 'Start Date', 'End Date', 'Total Funds Under Management', and 'Total Assets'. A table of accounting items is visible, with columns for 'Accounting Name', 'VA File Number', 'Start Date', 'End Date', and 'Total Estate at Beginning of Period'. On the right side, the 'Files (0)' section is circled in red, containing an 'Add Files' button, an 'Upload Files' button, and a 'Drop files' area. Below the files section, there is a 'GUIDANCE FOR SUCCESS' section with a 'Helpful Tips' bullet point: 'Collect all detailed financial institution records for all of the beneficiary's accounts you managed during the'.

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.

### 3.2.5 Acknowledge and Submit

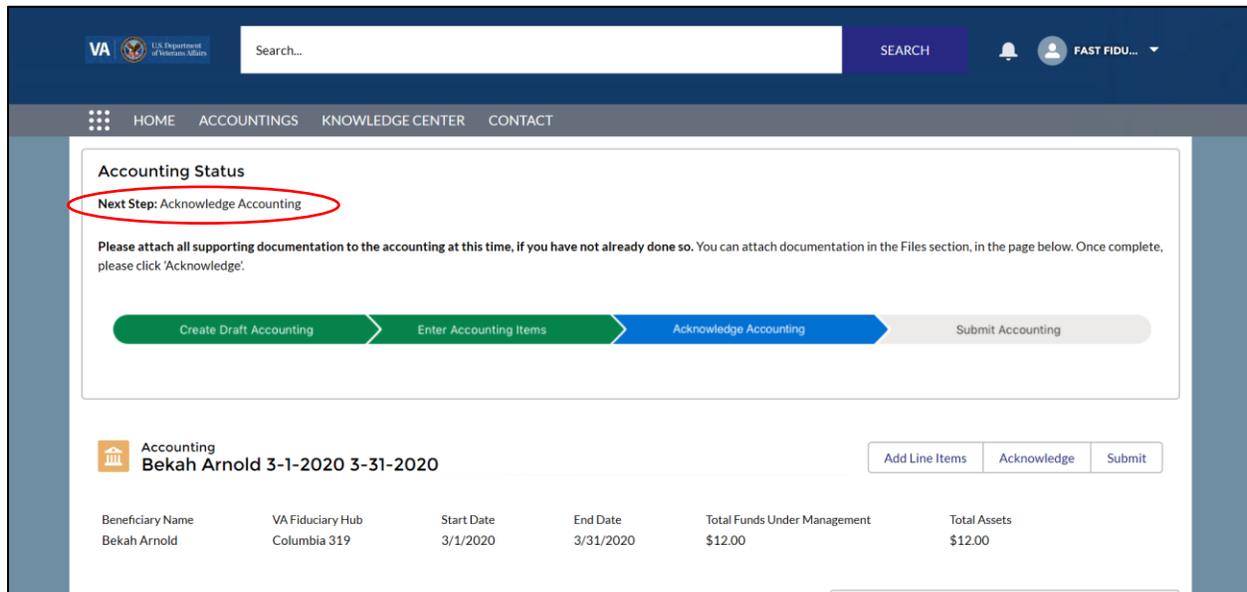
The last steps to complete an accounting are acknowledge and submit. The **acknowledge** process ensures that the Fiduciary has entered relevant and accurate data to the accounting and attached all necessary files and documents. The **submit** process completes the accounting and sends the accounting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



# Fiduciary Accountings Submission Tool (FAST) User Guide

## 3.3 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.



The screenshot displays the FAST web application interface. At the top, there is a search bar and navigation links for HOME, ACCOUNTINGS, KNOWLEDGE CENTER, and CONTACT. The main content area is titled 'Accounting Status' and features a red circle around the text 'Next Step: Acknowledge Accounting'. Below this, a progress bar shows four steps: 'Create Draft Accounting', 'Enter Accounting Items', 'Acknowledge Accounting' (highlighted in blue), and 'Submit Accounting'. A table below the progress bar provides details for an accounting entry for Bekah Arnold.

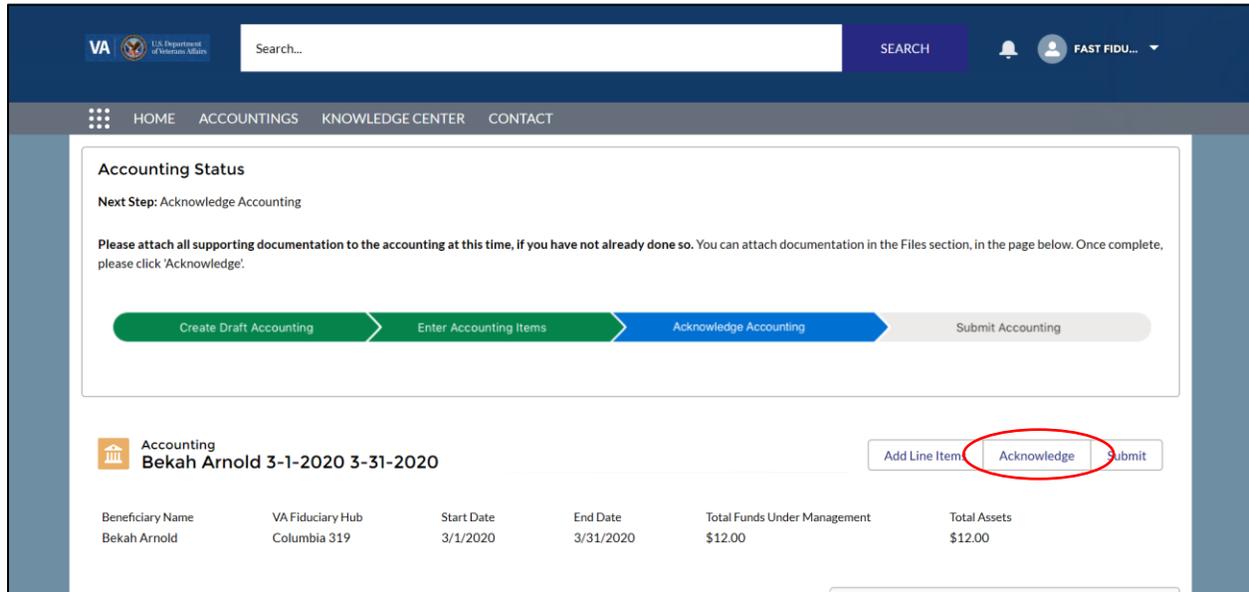
Beneficiary Name	VA Fiduciary Hub	Start Date	End Date	Total Funds Under Management	Total Assets
Bekah Arnold	Columbia 319	3/1/2020	3/31/2020	\$12.00	\$12.00

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.



# Fiduciary Accountings Submission Tool (FAST) User Guide



Accounting Status

Next Step: Acknowledge Accounting

Please attach all supporting documentation to the accounting at this time, if you have not already done so. You can attach documentation in the Files section, in the page below. Once complete, please click 'Acknowledge'.

Create Draft Accounting → Enter Accounting Items → **Acknowledge Accounting** → Submit Accounting

Accounting  
Bekah Arnold 3-1-2020 3-31-2020

Add Line Item **Acknowledge** Submit

Beneficiary Name	VA Fiduciary Hub	Start Date	End Date	Total Funds Under Management	Total Assets
Bekah Arnold	Columbia 319	3/1/2020	3/31/2020	\$12.00	\$12.00

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.

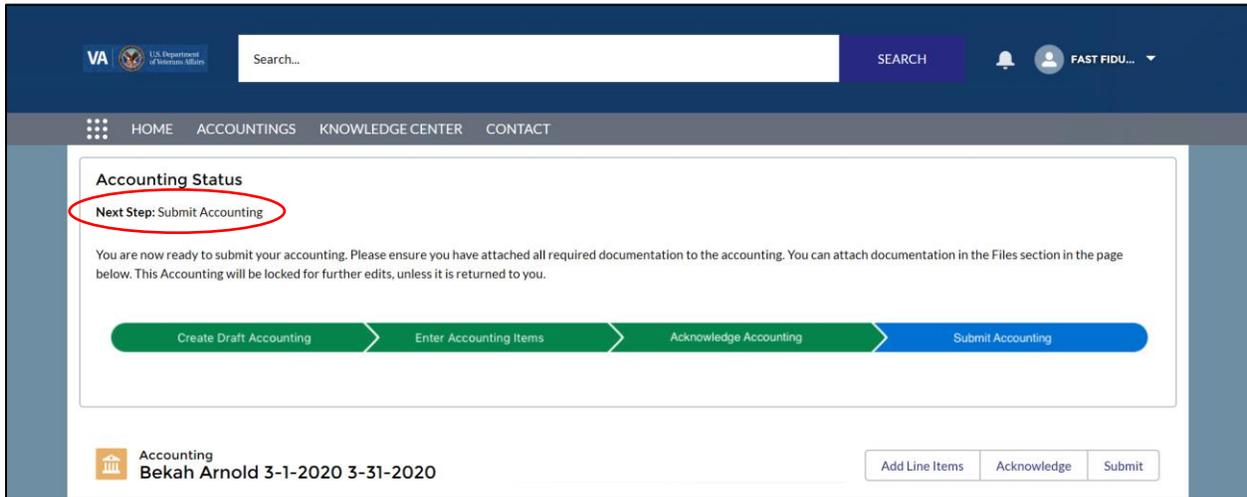
Next, all Fiduciaries will be presented with **acknowledgements regarding attached files.** Carefully read the acknowledgements and check all confirmed acknowledgements.

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.



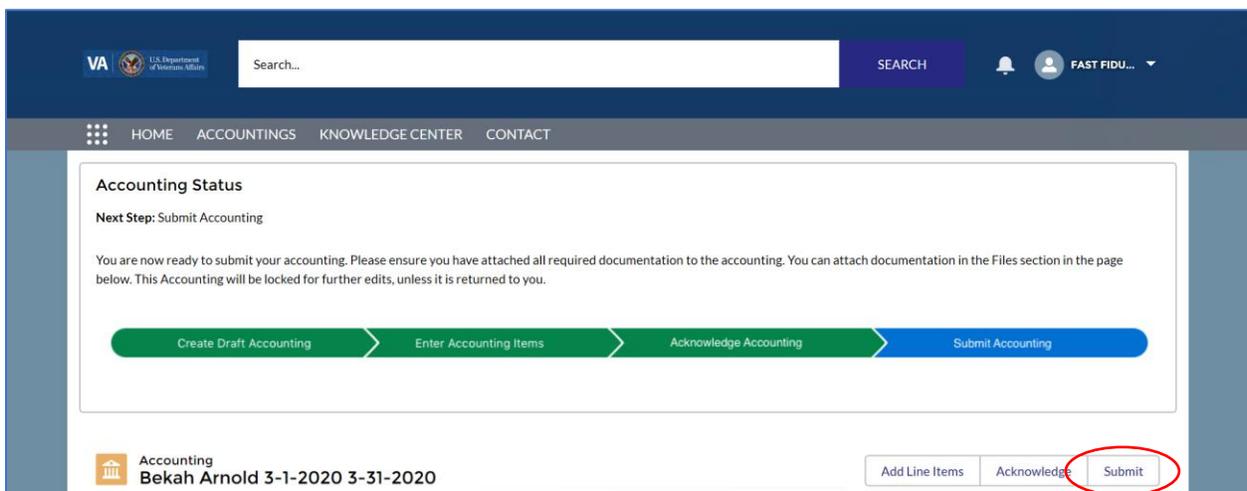
# Fiduciary Accountings Submission Tool (FAST) User Guide



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

## 3.4 Submit

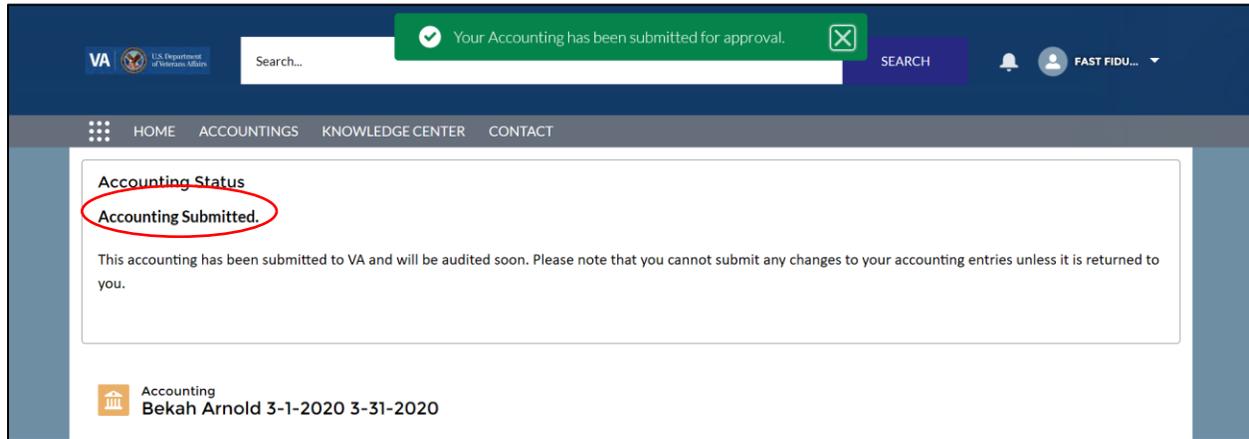
Before submitting an accounting, changes can still be made to the accounting. However, should any change be made at this point, the Fiduciary will need to acknowledge the accounting again. When the Fiduciary is ready to submit the accounting, click Submit.



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.



# Fiduciary Accountings Submission Tool (FAST) User Guide



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.



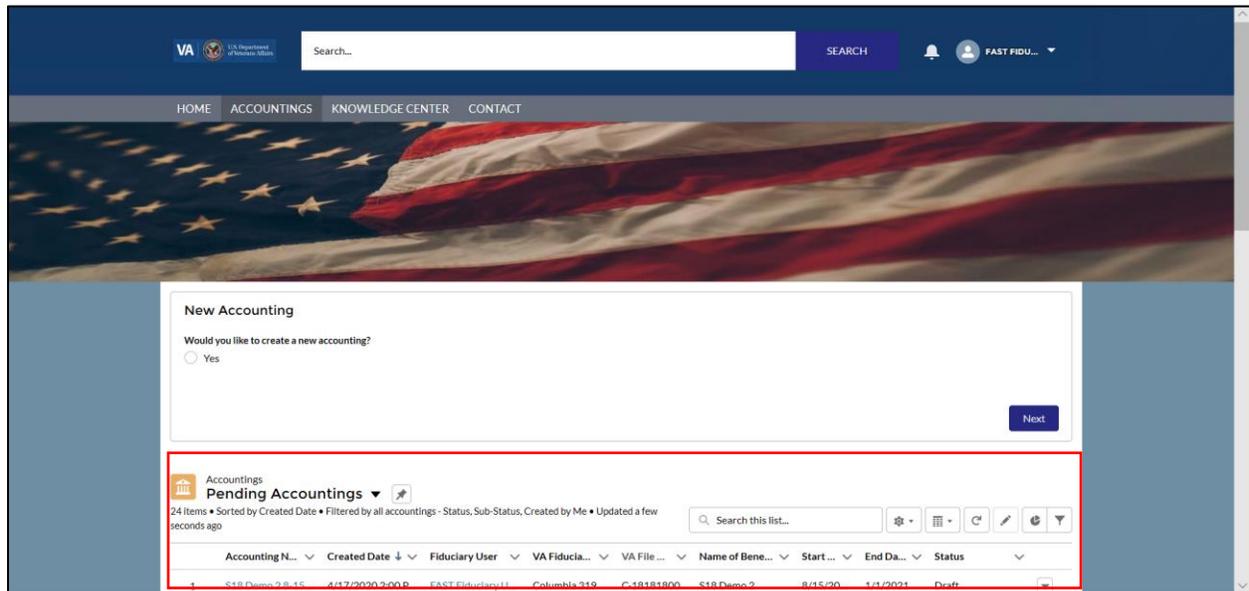
# Fiduciary Accountings Submission Tool (FAST) User Guide

## 3.5 Accounting Review

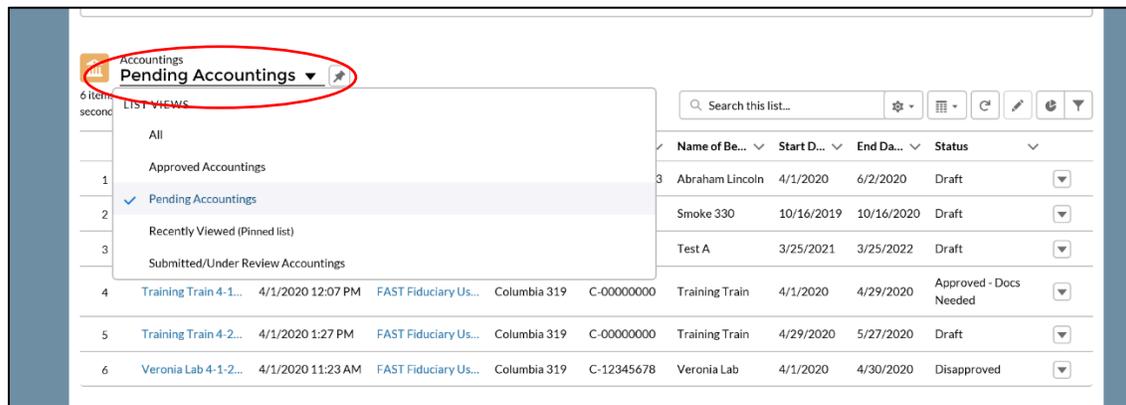
This section will outline how to review existing accountings in FAST.

### 3.5.1 Filter Existing Accountings

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



# Fiduciary Accountings Submission Tool (FAST)

## User Guide

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 – Unlock Requested (3) Approved – Final Approval
Pending Accountings	All accountings where actions are required by either the Fiduciary or the reviewer	(1) Draft (2) Approved – Docs Needed (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 (2) Revisions Submitted (3) Under Review



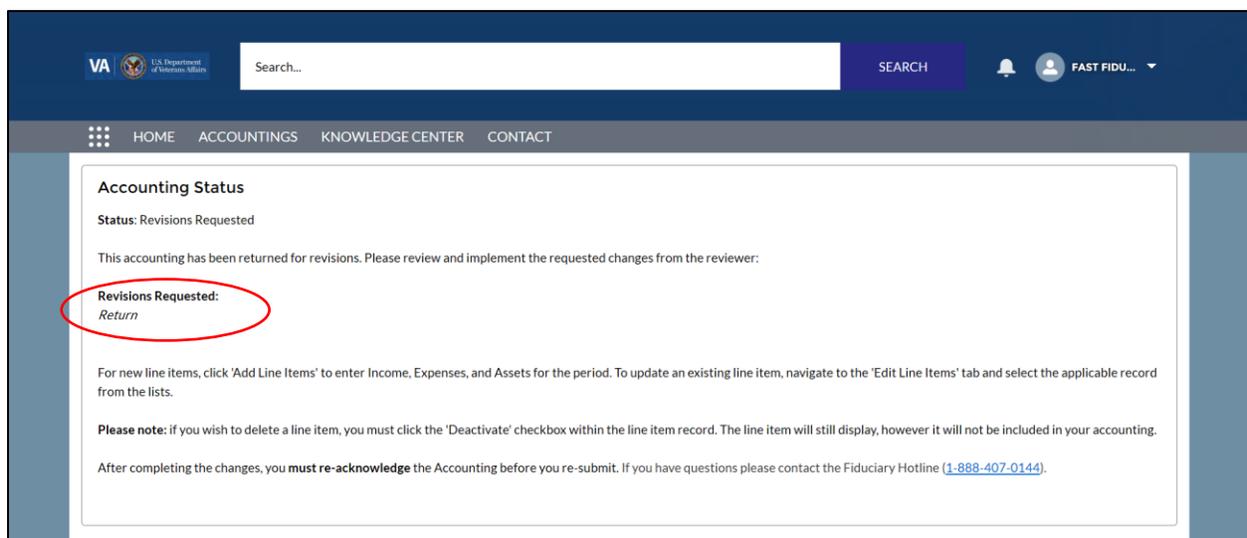
# Fiduciary Accountings Submission Tool (FAST)

## User Guide

### 3.5.2 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.



The screenshot shows the FAST web application interface. At the top, there is a search bar and a user profile dropdown labeled 'FAST FIDU...'. Below the search bar is a navigation menu with 'HOME', 'ACCOUNTINGS', 'KNOWLEDGE CENTER', and 'CONTACT'. The main content area is titled 'Accounting Status' and shows 'Status: Revisions Requested'. A message states: 'This accounting has been returned for revisions. Please review and implement the requested changes from the reviewer:'. Below this, the text 'Revisions Requested: Return' is circled in red. Further down, there are instructions for adding and updating line items, a 'Please note' section about deactivating line items, and a final instruction to re-acknowledge the accounting before re-submitting.

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

### 3.6 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.

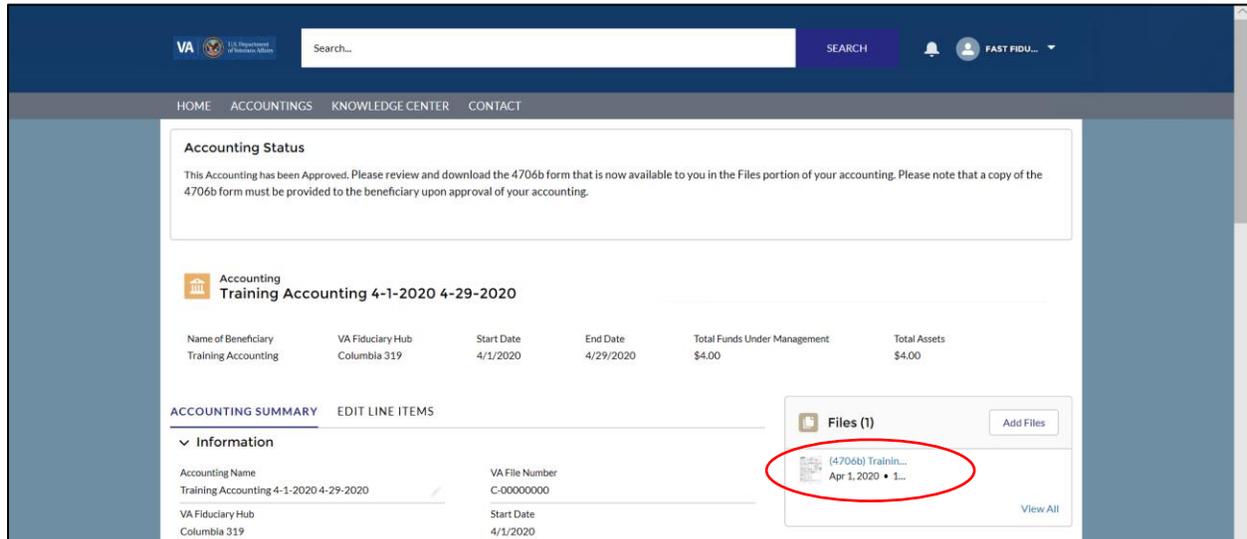
#### 3.6.1 Approved – Final Approval

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.



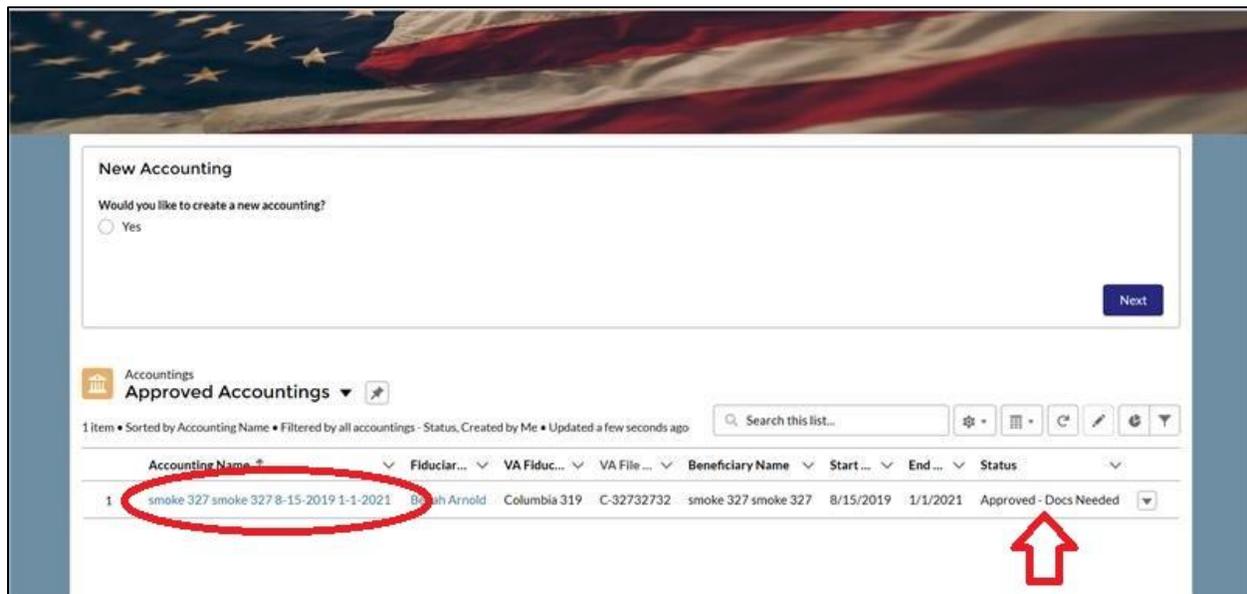
# Fiduciary Accountings Submission Tool (FAST) User Guide



### 3.6.2 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.



# Fiduciary Accountings Submission Tool (FAST)

## User Guide

### Accounting Status

This accounting has been approved, and requires your submittal of the certified copy of your court accounting documents. You are required to submit these certified court documents within 30 days.

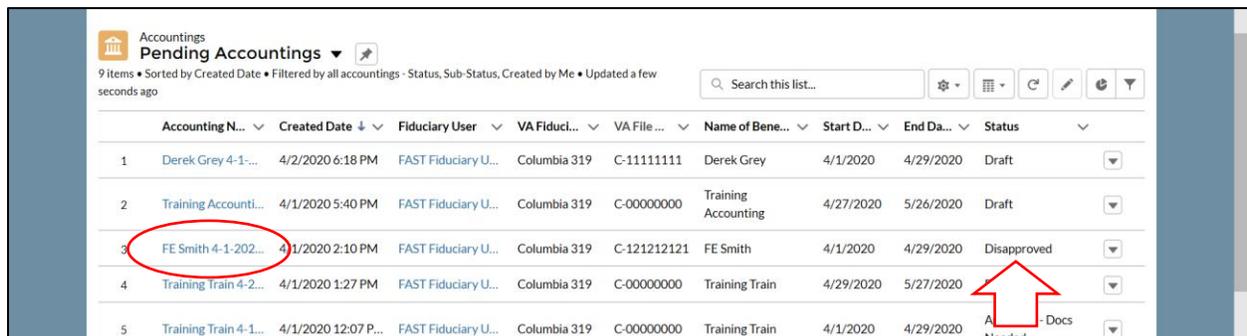
Failure to submit by the deadlines may result in your removal as fiduciary. Please attach your court documents to the Files section of the accounting form.

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.

### 3.6.3 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.



Accounting N...	Created Date	Fiduciary User	VA Fiduci...	VA File ...	Name of Bene...	Start D...	End Da...	Status
1 Derek Grey 4-1-...	4/2/2020 6:18 PM	FAST Fiduciary U...	Columbia 319	C-11111111	Derek Grey	4/1/2020	4/29/2020	Draft
2 Training Accounti...	4/1/2020 5:40 PM	FAST Fiduciary U...	Columbia 319	C-00000000	Training Accounting	4/27/2020	5/26/2020	Draft
3 FE Smith 4-1-202...	4/1/2020 2:10 PM	FAST Fiduciary U...	Columbia 319	C-12121212	FE Smith	4/1/2020	4/29/2020	Disapproved
4 Training Train 4-2...	4/1/2020 1:27 PM	FAST Fiduciary U...	Columbia 319	C-00000000	Training Train	4/29/2020	5/27/2020	Docs Needed
5 Training Train 4-1...	4/1/2020 12:07 P...	FAST Fiduciary U...	Columbia 319	C-00000000	Training Train	4/1/2020	4/29/2020	Docs Needed

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



# Fiduciary Accountings Submission Tool (FAST) User Guide

The screenshot shows the 'Accounting Status' page for a disapproved accounting. The status is 'Disapproved'. A red circle highlights the text 'Reasons for Disapproval: - please fix this'. Below this, there are instructions for adding new line items and a note about deactivating items. At the bottom, there are buttons for 'Add Line Items', 'Acknowledge', and 'Submit'. The accounting details are: Accounting FE Smith 4-1-2020 4-29-2020.

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

### 3.7 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 screenshot shows the 'Pending Accountings' listview. The table has columns for Accounting N..., Created Date, Fiduciary User, VA Fiduci..., VA File..., Name of Bene..., Start D..., End Da..., and Status. The row for 'Veronia Lab 4-1-...' is circled in red, and a red arrow points to the 'Disapproved - Waived' status.

Accounting N...	Created Date	Fiduciary User	VA Fiduci...	VA File ...	Name of Bene...	Start D...	End Da...	Status
1 Dest Len 4-1-202...	4/2/2020 1:11 PM	FAST Fiduciary U...	Columbia 319	C-98778675	Dest Len	4/1/2020	4/2/2021	Revisions Requested
2 Training Accounti...	4/1/2020 5:40 PM	FAST Fiduciary U...	Columbia 319	C-00000000	Training Accounting	4/27/2020	5/26/2020	Draft
3 Training Train 4-2...	4/1/2020 1:27 PM	FAST Fiduciary U...	Columbia 319	C-00000000	Training Train	4/29/2020	5/27/2020	Draft
4 Training Train 4-1...	4/1/2020 12:07 P...	FAST Fiduciary U...	Columbia 319	C-00000000	Training Train	4/1/2020	4/29/2020	Disapproved - Waived
5 Veronia Lab 4-1-...	4/1/2020 11:23 ...	FAST Fiduciary U...	Columbia 319	C-12345678	Veronia Lab	4/1/2020	4/30/2020	Disapproved - Waived
6 Abraham Lincoln ...	4/1/2020 9:51 AM	FAST Fiduciary U...	Louisville 327	C-232323233	Abraham Lincoln	4/1/2020	6/2/2020	Draft

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



# Fiduciary Accountings Submission Tool (FAST) User Guide

The screenshot displays the FAST web application interface. At the top, there is a search bar and a user profile dropdown labeled 'FAST FIDU...'. Below the search bar is a navigation menu with links for 'HOME', 'ACCOUNTINGS', 'KNOWLEDGE CENTER', and 'CONTACT'. The main content area features a section titled 'Accounting Status' with a red circle around the message: 'Accounting has been Waived and is locked.' Below this, there is a table for 'Accounting Veronia Lab 4-1-2020 4-30-2020' with columns for Name of Beneficiary, VA Fiduciary Hub, Start Date, End Date, Total Funds Under Management, and Total Assets. The table contains one row of data: Veronia Lab, Columbia 319, 4/1/2020, 4/30/2020, \$1.00, and \$1.00. Below the table are tabs for 'ACCOUNTING SUMMARY' and 'EDIT LINE ITEMS'. Under 'ACCOUNTING SUMMARY', there is a sub-section 'Information' with fields for 'Accounting Name' (Veronia Lab 4-1-2020 4-30-2020) and 'VA File Number' (C-12345678). To the right of the table is a 'Files' section with an 'Add Files' button.

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



# Fiduciary Accountings Submission Tool (FAST) User Guide

Purpose and  
Scope

Getting Started

Using the Program

Training Resources  
Available

Troubleshooting

System  
Definitions

## 4 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.

### 4.1 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).

#### Fiduciary

- Getting Started
- Accounting Submission
- Review Non-Approved Accountings
- Add Needed Documents
- Add a Line Item
- Edit and Deactivate line item

### 4.2 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.



# Fiduciary Accountings Submission Tool (FAST)

## User Guide

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*
  - Self-Register in FAST **\*Job Aid Only**
  - Login to FAST **\*Job Aid Only**
  - Navigate FAST Homepage and Features
  - Filter Existing Accountings
  - Create a New Accounting
- *Accounting Submission*
  - Edit a Line Item
  - Deactivate a Line Item
  - Attach File
  - Acknowledge an Accounting
  - Submit an Accounting
- *Review Non-Approved Accountings*
  - Review Requested Revisions
  - Review a Disapproved Accounting
  - Review a Waived Accounting
- *Add Needed Documents*
  - Add Needed Documents
- *Add a Line Item*
  - Add Money Received Line Item
  - Add Money Spent Line Item
  - Add an Asset Line Item
- Accounting Access Application **\*Job Aid Only**
  - Approve access
  - Reject access



# Fiduciary Accountings Submission Tool (FAST)

## User Guide

Purpose and Scope

Getting Started

Using the Program

Training Resources Available

Troubleshooting

System Definitions

## 5 Troubleshooting

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

- 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.



# Fiduciary Accountings Submission Tool (FAST)

## User Guide

### 6 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.

