



OIG Complaint Submission System (OIGCSS) Help File

*OIG Complaint Submission System (OIGCSS)
Office of the Inspector General*

U.S. Small Business Administration

January 2010

I have carefully reviewed and accept the version of this document. This document has been completed in accordance with the requirements of the SBA System Development Methodology.

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Revision History

Version No.	Date	Revision Description
1.0	02/2009	Initial Release
1.1	04/20/2009	Updated screenshots
1.2	04/30/2009	Updated SBA OIG Complaint Submission Form screen
1.3	08/03/2009	Updated screenshots.
1.4	01/06/2010	Updated screenshots.

Minor revisions can be made by the author. Otherwise, approval is required for all other changes made to this document. Version number for minor revisions is of the form *n.m* and *n.0* for major revisions.

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1.0 GENERAL INFORMATION

1 GENERAL INFORMATION

1.1 System Overview

The Office of Inspector General (OIGCSS) currently receives, tracks, and responds to complaints of fraud, waste, mismanagement, and misconduct submitted by the general public and government employees via e-mail, phone, letter, and in person; it then stores this information in a Microsoft Access database. To standardize and improve the quantity/quality of the information provided, this new online OIG application provides the following features:

- Provides a single entry point for reporting complaints
- Standardizes the complaint data that is collected
- Conforms to SBA's look and feel standards
- Fulfills the new statutory requirement for an anonymous reporting link

OIGCSS is run, housed, maintained, and supported by OCIO.

1.2 Authorized Use Permission

This is a Federal computer system and is the property of the United States Government. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy in anything viewed, created, downloaded, or stored on this system, including e-mail, Internet, and Intranet use. Any or all uses of this system (including all peripheral devices and output media) and all files on this system may be intercepted, monitored, read, captured, recorded, disclosed, copied, audited, and/or inspected by authorized Small Business Administration (SBA) personnel, the Office of Inspector General (OIG), and/or other law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. Unauthorized use of, or exceeding authorized access to, this system is prohibited and may constitute a violation of 18 U.S.C. § 1030 or other Federal laws and regulations and may result in criminal, civil, and/or administrative action. By using this system, users indicate awareness of, and consent to, these terms and conditions and acknowledge that there is no reasonable expectation of privacy in the access or use of this computer system.

1.3 Points of Contact

1.3.1 Information

Contact Name	Department/Division	Telephone Number	E-mail Address
Barbara Brown	OIGCSS (OCIO)	703.487.9275	Barbara.brown@sba.gov
R. Austin Porter	OIGCSS/Database Team (OCIO)	202.205.7166	Raporter@sba.gov

1.4 Terms and Abbreviations

OIG – Office of the Inspector General
OCIO – Office of the Chief Information Officer
OIGCSS – Office of Inspector General Complaint Submission System

Project References

- SBA Coldfusion Standards Document
- OISS Look and Feel
- OIGCSS complaint form
- OIG web page

2.0 SYSTEM SUMMARY

2 SYSTEM SUMMARY

2.1 System Configuration

The application is developed for use with a minimum browser of Microsoft IE 6.0 or a compatible browser. You must use high level encryption (128 bit) when configuring your browser. You must enable support for JavaScript and “cookies”. In general, the font type is 9pt. Arial and stylesheets are used. The application is best viewed on a 1024 x 768 resolution screen. To avoid scrolling, use a minimum 15” screen.

3.0 GETTING STARTED

3 SBA OIG Complaint Submission Form

When you select the “OIG Complaint Submission System” (OIGCSS) hotlink from the SBA Office of Inspector General web page (<http://www.sba.gov/ig/hotline.html>), this is the first screen that displays:

Definition of Terms on OIG Complaint Submission Form Screen

1. **Anonymous, Confidential, Neither Anonymous nor Confidential** – Select the appropriate radio button to designate how the complaint will be processed.
2. **Complaint Filer Name** – Enter the first, middle initial (if applicable), and the last name of the person who is filing the complaint.
3. **Email** – Enter the email of the person who is filing the complaint.
4. **Country/Territory** – Use the drop-down list to select the country/territory where the complainant resides.
5. **State/Province** – This field only displays if a country other than the United States is selected in the “Country” drop-down list.
6. **Zip+4 Code** – Enter the state zip + 4 code, then select the **Lookup Zip** pushbutton to automatically populate the “City Name” and “State” fields. **Note:** the “Zip+4 Code” field will read “Postal Code” if a country other than the United States is selected in the “Country” drop-down list.
6. **Street 1** – Enter the first line of the street address.
7. **Street 2** – Enter the second line of the street address.
8. **City Name** – Enter the name of the city. If you selected the **Lookup Zip** pushbutton, this field will already display the city name.
9. **State** – Use the drop-down list to select the state. **Note:** this field only appears if the United States is selected in the “Country” drop-down list.
10. **Phone** – Enter the phone number, including the country code and area code.
11. **SBA Loan/Program Type** – Use the drop-down list to select the SBA loan program that is concerned (e.g., “Business Counseling and Training”, “Business Loans”, “Disaster Loans”, etc.)
12. **Complaint Narrative** – Enter supporting comments that detail the complaint.

Wrongdoer Detail

1. **Wrongdoer Name** – Enter the first, middle initial (if applicable), and the last name of the wrongdoer.
2. **Title** – Enter the wrongdoer’s title.
3. **Wrongdoer Phone** – Enter the phone number, including the area code.
4. **Zip+4 Code** – Enter the state zip + 4 code, then select the **Lookup Zip** pushbutton to automatically populate the “City Name” and “State” fields.
5. **Country** – This view-only field displays “US”.
6. **Street 1** – Enter the first line of the street address.
7. **Street 2** – Enter the second line of the street address.
8. **City Name** – Enter the name of the city. If you selected the **Lookup Zip** pushbutton, this field will already display the city name.
9. **State** – The abbreviation of the state displays in this view-only field.
10. **Business Name** – Enter the wrongdoer’s business name.
11. **Business Phone** – Enter the wrongdoer’s business phone number, including the area code.
12. **Zip+4** – Enter the state zip + 4 code, then select the **Lookup Zip** pushbutton to automatically populate the “City Name” and “State” fields.

13. Country – This view-only field displays “United States”.
14. Street 1 – Enter the first line of the street address.
15. Street 2 – Enter the second line of the street address.
16. City Name – Enter the name of the city. If you selected the pushbutton, this field will already display the city name.
17. State – Use the drop-down list to select the state. **Note:** this field only appears if the United States is selected in the “Country” drop-down list.

Additional Information Source Detail

1. Additional Information Source Name – Enter the first, middle initial (if applicable), and the last name of the additional information source.
2. Country/Territory – Use the drop-down list to select the country/territory where the additional information source resides.
3. Zip+4 Code – Enter the state zip + 4 code, then select the pushbutton to automatically populate the “City Name” and “State” fields.
6. Street 1 – Enter the first line of the street address.
7. Street 2 – Enter the second line of the street address.
8. City Name – Enter the name of the city. If you selected the pushbutton, this field will already display the city name.
9. State – The abbreviation of the state displays in this view-only field.
10. Phone – Enter the additional source’s phone number, including the area code.

Click on the pushbutton to clear all fields of inputted values.

Click on the pushbutton to submit the complaint. [Use this pushbutton if you do not need to add additional wrongdoer(s), additional information source(s), or attach any files]. After clicking on this pushbutton, the system will return the following message:

Your complaint has been successfully saved and reported to the SBA.

Your Complaint ID is 20090014. Please save this number and use it for future contact with the SBA OIG.

OIG Complaint Phone Number: 1-800-767-0385
OIG E-Mail Address: OIGHotline@sba.gov

Click on the pushbutton to add additional wrongdoer(s), add additional information source(s), and/or attach any files.

3.1 Result of Clicking “Add More” on a Complaint

The system returns the screen depicted below when  is selected.

All fields in this screen are read-only. Only the pushbuttons are operable.

SBA OIG Complaint Submission Form

Instructions:

Please use this form only to report fraud, waste, mismanagement, or misconduct involving SBA programs or employees. If you are having a problem with a product or service purchased from a business or merchant, please contact your state or local government's consumer affairs department, state attorney general's office, or local Better Business Bureau. If you have a question regarding an SBA loan or any SBA program, please contact your local SBA District Office or the SBA Answer Desk at 1-800-U-ASK-SBA (1-800-827-5722) or answerdesk@sba.gov.

If you are reporting suspected fraud, waste, mismanagement, or misconduct involving SBA programs or employees, please complete this form and click the "Submit" button. You may attach documents or add more wrongdoers by clicking the "Add More" button.

You may remain anonymous or provide your contact information below. If you choose to remain anonymous, the SBA OIG will not be able to contact you for more information regarding your complaint. This may hinder our ability to fully investigate the complaint, and we will not be able to inform you about the results of our review.

If you provide contact information, please indicate whether you would like your identity to remain confidential. If you request that your identity remain confidential, the SBA OIG will not release your name without your prior consent unless we determine that such disclosure is absolutely unavoidable during the course of an investigation or audit.

Anonymous Confidential Neither Anonymous nor Confidential

Complaint Filer Name: (First) (Middle) (Last) Email:

Street 1:

Street 2:

City:

State/Province:

Postal Code:

Country Code:

Phone Number: (Country) (City Code) (Phone Number) (Extension)

(US is 1)

SBA Loan/Program Type:

Complaint Narrative:

Attach:

Wrongdoer(s):

Additional Information Source(s):

[Click Submit only once.]

Definition of Terms on (Saved) OIG Complaint Submission Form

1. **Browse...** – Use this pushbutton to locate a file located on your C: drive.
2. **Save Attachment** – Use this pushbutton to save the file attachment. Once you have done this the system will return the message displayed below:

Attached file successfully

3. **Add Another Wrongdoer** – Use this pushbutton to access the **Add Wrongdoer** screen where you can add more wrongdoer(s).
4. **Add Another Source** – Use this pushbutton to access the **Add Additional Information Source** screen where you can add more information

The system will return the message below when the **Submit** pushbutton is selected.

Your complaint has been successfully saved and reported to the SBA.

Your Complaint ID is 20090014. Please save this number and use it for future contact with the SBA OIG.

OIG Complaint Phone Number: 1-800-767-0385

OIG E-Mail Address: OIGHotline@sba.gov

3.2 Add Wrongdoer

Use the *Add Wrongdoer* screen to add additional wrongdoer(s) to the original complaint.

This screen is accessed by clicking on the **Add Another Wrongdoer** pushbutton from the *OIG Complaint Submission Form* screen.

U.S. Small Business Administration
SBA
Your Small Business Resource

Exit Help
New

OIGCSS Welcome to the SBA OIG Complaint Submission System

Add Wrongdoer

Wrongdoer Name: (First) (Middle) (Last)
Title:
Country: UNITED STATES
Zip/Zip+4: - Lookup Zip
Street 1: Street 2:
City Name: State: Not Yet Selected
Wrongdoer Phone: 1 (Country) (Area Code) (Phone Number) (Extension)
(US is 1) (999-9999)
Business Name:
Country: UNITED STATES
Zip/Zip+4: - Lookup Zip
Street 1: Street 2:
City Name: State: Not Yet Selected
Business Phone: 1 (Country) (Area Code) (Phone Number) (Extension)
(US is 1) (999-9999)

Back Clear Save

Definition of Terms on Add Wrongdoer Screen

1. Wrongdoer Name – Enter the first, middle initial (if applicable), and the last name of the wrongdoer.
2. Title – Enter the wrongdoer’s title.
3. Wrongdoer Phone – Enter the phone number, including the area code.
4. Country – This view-only field displays “US”.
5. Zip+4 Code – Enter the state zip + 4 code, then select the **Lookup Zip** pushbutton to automatically populate the “City Name” and “State” fields.
6. Street 1 – Enter the first line of the street address.
7. Street 2 – Enter the second line of the street address.

8. City Name – Enter the name of the city. If you selected the pushbutton, this field will already display the city name.
9. State – The abbreviation of the state displays in this view-only field.
10. Business Name – Enter the wrongdoer’s business name.
11. Business Phone – Enter the wrongdoer’s business phone number, including the area code.
12. Country – This view-only field displays “US”.
13. Zip+4 – Enter the state zip + 4 code, then select the pushbutton to automatically populate the “City Name” and “State” fields.
14. Street 1 – Enter the first line of the street address.
15. Street 2 – Enter the second line of the street address.
16. City Name – Enter the name of the city. If you selected the pushbutton, this field will already display the city name.
17. State – The abbreviation of the state displays in this view-only field.

Click on the pushbutton to clear all fields of inputted values.

Click on the pushbutton to save the information entered and return to the OIG Complaint Submission Form screen. The system will return the following message:

Complaint Wrongdoer Information has been successfully added.

3.3 Add Additional Information Source

Use the *Add Additional Information Source* screen to add additional sources of information to the original complaint.

This screen is accessed by clicking on the **Add Another Source** pushbutton from the *OIG Complaint Submission Form* screen.

The screenshot shows the 'Add Additional Information Source' screen. At the top left is the SBA logo with the text 'U.S. Small Business Administration' and 'Your Small Business Resource'. To the right are buttons for 'Exit', 'Help', and 'New'. Below this is a blue banner with 'OIGCSS' on the left and 'Welcome to the SBA OIG Complaint Submission System' on the right. The main title is 'Add Additional Information Source'. The form includes: 'Additional Information Source Name' with three input boxes labeled '(First)', '(Middle)', and '(Last)'; 'Country' with a dropdown menu showing 'UNITED STATES'; 'Zip/Zip+4' with two input boxes and a 'Lookup Zip' button; 'Street 1' and 'Street 2' with input boxes; 'City Name' with an input box and 'State' with a dropdown menu showing 'Not Yet Selected'; and 'Phone' with four input boxes, the first containing '1'. Below the phone fields are labels: '(Country) (Area Code) (Phone Number) (Extension)' and '(US is 1) (999-9999)'. At the bottom are 'Back', 'Clear', and 'Save' buttons.

Definition of Terms on Add Additional Information Source Screen

1. Additional Information Source Name – Enter the first, middle initial (if applicable), and the last name of the additional information source.
2. Country/Territories – Use the drop-down list to select the appropriate country/territory.
3. Zip+4 Code – Enter the state zip + 4 code, then select the **Lookup Zip** pushbutton to automatically populate the “City Name” and “State” fields.
4. Street 1 – Enter the first line of the street address.
5. Street 2 – Enter the second line of the street address.
6. City Name – Enter the name of the city. If you selected the **Lookup Zip** pushbutton, this field will already display the city name.
7. State – The abbreviation of the state displays in this view-only field.
8. Phone – Enter the additional source’s phone number, including the area code.

Click on the pushbutton to clear all fields of inputted values.

Click on the pushbutton to reset all the fields to their original values.

Click on the pushbutton to save the information entered and return to the ***Edit OIG Complaint Screen***; the system will return the following message:

Complaint Additional Information Source has been successfully added.