**This information is being sent on behalf of John T. McCain, Program Manager, Charge Card Service Center (CCSC) Program Office.**

**September 30, 2009**

## PCard-31-2009: New Charge Card Workflow and Card Issuance Process based on A-123 Mitigation Measures

**BACKGROUND**

As communicated on Friday, September 18, 2009, in **PCard-29-2009: A-123 Fraud/Risk Mitigation Measures & Agency Impacts,** all agencies within USDA are required to comply with the Office of Management and Budget (OMB) A-123 government-wide initiative. During the fiscal year 2009, the USDA conducted an A-123 review on the charge card process and identified certain deficiencies with the Access ® Online (AXOL) system and overall business process.

The CCSC team is working with US Bank to implement a new workflow process to mitigate the identified deficiencies. Several short-tem requirements were initiated as outlined below. The CCSC:

- Removed LAPCs/APCs/AOs from their own hierarchy and established another hierarchy so that they cannot manage their own accounts.
- Removed the account set-up/card request permissions from the current Coordinator abilities to comply with A-123.
- Assumed the responsibility of new card setup and new hierarchy request from the agencies. New hierarchy set-ups can only be initiated centrally at the CCSC by emailing requests to ccsc@da.usda.gov . **Any new card setup or hierarchy request submitted directly to US Bank will be rejected by the Bank. The US Bank Government Account Coordinator will contact the appropriate individual and have them scan and email the request to the CCSC.**
- Monitors at-risk cards on a daily basis.
- Reserves the right to suspend at-risk LAPC/APC/AO cards that cannot be re-assigned.

**NEW ACTION**

Effectively October 1, 2009, the CCSC is temporarily removing the account set-up/card request permissions, as well as the new hierarchy request submissions from the current Coordinator abilities, to comply with internal control requirements. All new Purchase card account setup and new hierarchy request shall be routed through the CCSC for processing. The Agency Coordinator (LAPC or APC) and the Approving Official (AO) will approve the need for a cardholder to have an account and identify the Credit Limit and Single Purchase Limit amounts.

This temporary process is expected to continue for an estimated sixty days until the new AXOL system functionality is implemented.

**Agency cooperation in this process is appreciated through requesting new purchase cards only in the event of mission critical activities. The CCSC has been directed to ONLY ACCEPT URGENT new card requests during this temporary period**.

**New Purchase Card Request Process (Effective October 1, 2009)**

1. The AO completes the attached 'Cardholder Request for Purchase Card' template and submits it to the account Coordinator (LAPC or APC). It is important that the "Line Of Accounting" is **correct** on the request submitted so that the request is not rejected. To ensure accuracy, please copy the line of accounting (directly from AXOL) and paste the value into the 'Accounting Segments' field of the Cardholder Request for Purchase Card template.
2. When entering the Monthly Office Limit (i.e., 30-Day), Single Purchase Limit, and Convenience Check (Y/N), please ensure compliance with the Purchase limit policies
3. The Coordinator (LAPC or APC) will review the request and email the completed request to ccsc@da.usda.gov with cc: to yadira.stamp@da.usda.gov.
    a) Enter "New Purchase Card Request" and the Agency (e.g. ARS) in the subject line of the email.
4. The CCSC will perform a Quality Assurance (QA) validation on the agency submitted request and if errors are found, will return to the submitting agency Coordinator for necessary changes and re-submission.
5. Upon completion of a successful request validation review, the CCSC will email a confirmation of receipt to the submitting agency Coordinator with cc: to the agency AO. The submitting Coordinator must reply to this confirmation email to confirm and validate the request for the new card account request.
6. The CCSC will submit the validated request for new card account to US Bank for processing and card issuance.

**New Hierarchy Request Process (Effective October 1, 2009)**

1. The Coordinator (LAPC or APC) completes the attached US Bank 'Reporting Hierarchy Setup' template.
2. The Coordinator (LAPC or APC) will review the request and email the completed request to ccsc@da.usda.gov with cc: to yadira.stamp@da.usda.gov
    a) Enter "Hierarchy Setup Request" and the Agency (e.g. ARS) in the subject line of the email.
    b) Enter the level(s) you are requesting in the body of the email (e.g. this is a new Division/Level 6).
3. The CCSC will perform a QA validation on the agency submitted request and if errors are found, will return to the submitting agency Coordinator for necessary changes and re-submission.
4. Upon completion of a success request validation review, the CCSC will email a confirmation of receipt to the submitting agency Coordinator. The submitting Coordinator must reply to this confirmation email to confirm and validate the request for the new hierarchy request.
5. The CCSC will submit the validated request for new hierarchy to US Bank for processing and hierarchy assignment.

As discussed previously, the CCSC in coordination with US Bank is working on reconfiguring the workflow detailing the new 'Card Account Set-up' and 'Authorization Limit Maintenance' procedures that will replace this temporary manual process.

We appreciate all of your assistance and cooperation in implementing the changes identified above, and will strive to minimize impacts while improving the charge card A-123 compliance.

Please email any questions to ccsc@da.usda.gov.

# CARDHOLDER REQUEST FOR PURCHASE CARD

***All fields are required information***

**Cardholder Information:**

Name: _____

Agency/Division/Office: _____

Third Line Embossing: _____
*(The first 8 characters will be embossed on the card)*

Address: _____
*(36 characters max)*

Address 2: _____
*(35 characters max)*

City: _____ State: _____ Zipcode: _____

Telephone No.: _____

E-mail Address: _____

Single Purchase Limit: _____ Monthly Office Limit: _____

Accounting Segments: _____***BOC: 2670**
*(Copy & Paste the Line of Accounting directly from Access Online)*

Convenience Checks: ( ) Yes ( ) No Copy of Training Certificate Attached: ( ) Yes ( ) No

**Approving Official Information:**

Name: _____

Agency/Division/Office: _____

Address: _____

City: _____ State: _____ Zip code: _____

Telephone No.: _____ Fax No.: _____

E-mail: _____ Copy of Training Certificate Attached: ( ) Yes ( ) No

_____ _____
Signature of Approving Official Date

**For LAPC/APC use only:**

Agent_ _ _ _ Company _ _ _ _ _ Division _ _ _ _ _ Department _ _ _ _

Level 1: 00012 Level 2: 01201 Level 3: _ _ _ _ _ Level 4: _ _ _ _ _ Level 5: _ _ _ _ _ Level 6: _ _ _ _ _ Level 7: _ _ _ _ _

Rec'd Date: _____ Reject Date: _____

Reject Reason: ( ) Incomplete (missing information) ( ) Other_____