

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

September 30, 2009

FCard-18-2009: New Charge Card Workflow and Card Issuance Process based on A-123 Mitigation Measures

BACKGROUND

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-term requirements were initiated as outlined below. The CCSC:

- Removed the account set-up/card request permissions from the current Coordinator abilities to comply with A-123.
- Assumed the responsibility of new fleet card setup and new hierarchy request from the agencies. New hierarchy set-up 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 fleet cards (e.g. accounts exceeding the Fleet standard limits and dormant accounts) on a daily basis.
- Reserves the right to suspend at-risk fleet cards.

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 Fleet card account setup and new hierarchy request shall be routed through the CCSC for processing. The Fleet Coordinator will approve the need for a fleet card 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 fleet 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 Fleet Card Request Process (Effective October 1, 2009)

1. The Coordinator completes the attached 'USDA Tag setup' template (an example of a card request is included in the "Transmission" tab of the template)
 - a) ALL fields highlighted in Green are "required".
 - b) 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 'CLI DAC' field (column AH) of the tag setup template.
 - c) The Fast Description, Fuel Type, and SIN values are included in the "Specifications" tab of the tag setup template.
2. When entering the Credit Limit and Single Purchase Limit please ensure compliance with the Fleet limit policies.
3. The Fleet Coordinator 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 Fleet Card Request" and the Agency (e.g. FS) 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 Fleet Coordinator for necessary changes and re-submission.
5. Upon completion of a successful validation review, the CCSC will email a confirmation of receipt to the submitting Fleet Coordinator. The submitting Fleet 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 (October 1, 2009)

1. The Fleet Coordinator completes the attached US Bank 'Reporting Hierarchy Setup' template.
2. The Fleet Coordinator 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. FS) 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 Company/Level 5).
3. The CCSC will perform a QA validation on the agency submitted request and if errors are found, will return to the submitting Fleet Coordinator for necessary changes and re-submission.
4. Upon completion of a successful validation review, the CCSC will email a confirmation of receipt to the submitting Fleet Coordinator. The submitting Fleet 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.

Thank you!