

April 7, 2011

**PCard-06-2011: Suspension of cardholder accounts if not Approved within 60 days of the transaction posting date**

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

As communicated at the ***Mandatory APC Meeting on Tuesday, March 1, 2011***, starting May 1, 2011, failure of cardholders to ***Approve their transactions within 60 days of the transaction posting date***, as shown in Access Online, will result in the cardholder's account being temporarily suspended by the CCSC. **Repeat instances of failure to approve in a timely manner will result in the permanent closure of the cardholder's account.**

Per the draft DR 5013-6, Section 9, Special Instructions, part n.:

- n. Requirement to Timely and Accurately Approve Transactions by Cardholders.** It is USDA policy that cardholders shall approve their transactions no later than 30 days after a transaction appears in AXOL, absent extenuating circumstances. Failure to timely and accurately approve transactions shall constitute grounds for management to revoke purchase card and/or alternative payment method privileges, and possible disciplinary action. **The account of any cardholder who fails to approve transactions within 60 days after each transaction appears in AXOL will be deactivated. No account so deactivated may be re-activated until all transactions in the account are approved and a request to reinstate is submitted to the LAPC from the supervisor.** For additional information on cardholder responsibilities, refer to the *Cardholder's Purchase Card Program Guide*. For additional information on LAPC responsibilities, refer to the *Coordinator's Purchase Card Program Guide*. It is also USDA's policy that only the cardholder shall approve their individual account. LAPCs shall monitor cardholder transactions on a monthly basis to ensure cardholders approve their transactions in a timely manner.

The CCSC will run the Transaction Approval Status report on the 1<sup>st</sup> and the 15<sup>th</sup> of each month. The report ran on the 15<sup>th</sup> (beginning on April 15<sup>th</sup>), will be to identify potential cardholders that have not yet Approved transactions posted in their Transaction Management List in the past 45 days. The CCSC will send a communication to these cardholders with cc: to their agency APC and the Managing Account Name (i.e., LAPC), advising them that they have 15 days to Approve their transactions and that failure to approve these transactions will result in their card account being suspended.

The CCSC will run the Transaction Approval Status report on the 1<sup>st</sup> (beginning May 2<sup>nd</sup>) to create the final list of cardholder accounts that will be submitted to the US Bank for suspension. The CCSC will notify the cardholders (with cc: to their Agency APC and the Managing Account Name) that their card account have been suspended.

Please note that **transactions which are unable to be Approve due to technical issues, such as enabling of CSV or FMMI conversion will be excluded from suspension. Transactions that are in "Dispute" status will also be excluded from suspension.**

**Accounts in suspense status will not be re-activated until all transactions on the account are Approved. APCs/LAPCs are not to contact the US Bank Customer Service to request that the suspense**

**status be removed from the cardholder account. US Bank will only accept suspense removal request on cardholder accounts from the CCSC.**

The CCSC will run the Transactions Approval Status report every 15 days (on the 16<sup>th</sup> and 2<sup>nd</sup> of each month) to identify the cardholder accounts in Suspense status and the transactions have all been Approved. **The CCSC will make every attempt to reactivate all cards that have been suspended, within 15 days of determining that all transactions are in Approved status.**

If you have any questions on this process, please email the CCSC at [CCSC@DM.USDA.GOV](mailto:CCSC@DM.USDA.GOV).

Thank you!