



USDA Purchase Card Coordinators Policy Training Parts I & II

2011 GSA SmartPay2[®] Conference



Tuesday August 16, 2011

12:30 - 1:40pm & 2:00 - 3:10pm

The Venetian, Las Vegas: Room # Galileo 903 – 904

Agenda - Discussion Topics

- **Welcome**
- **Introductions: CCSC Team & CCSC Contractor Team**
- **CCSC Purchase Card Program Updates**
 - Agency of the Quarter (Q3 FY 2011)
 - Purchase Policy Updates
 - Updates to Purchase Guides
 - DR 5013-6
 - Purchase Cardholder Suspension Policy
 - Purchase Policy & Procedure Reminders
- **New CCSC Initiatives for Purchase**
 - USDA Contract Payments via the Purchase Card
 - A-123 Training for Coordinators
 - AgLearn Training
 - Green Purchasing Pilot Program (GPPP)

Agenda - Discussion Topics

■ **New OMB Initiatives**

- FSSI BPA & AbilityOne
- FSSI USDA Advantage!
- FSSI Sales & Savings
- DDS2: USDA's Domestic Delivery Service (2nd Generation)

■ **CCSC Purchase Card Processes**

- Comment Fields
- Questionable Transaction Reports (QTR)
- Convenience Checks
- Administrative Actions
- Fraud & Disputes

■ **Questions**

Welcome & Introductions

- **Welcome**
- **Introductions**

CCSC Team

- **Dorothy (Dee Dee) Lilly:** Chief, Procurement Policy Division (PPD)
- **Frank Hodo:** IT & Process Improvement Lead
- **TBD:** A-123 Compliance & Oversight Lead
- **Henry Hansen:** Agency Advocate & Policy Support
- **Linda Wilson:** Agency Advocate & Policy Support

CCSC Contractor Team (DRT Strategies)

- **Clara Hickerson:** Communications, Policy & Training
- **Yadira Stamp:** CCSC Charge Card, Reporting & Oversight Management
- **Lynn Anderson:** Technology Management
- **Merabell Puwo:** CCSC Data Support
- **Patrick Harding:** PMO Support

CCSC Purchase Card Program Updates

Agency of the Quarter

■ Agency Incentive Program (Agency of the Quarter)

- **Criteria:** The CCSC tracks performance measures for each Agency and selects one to spotlight each quarter on the CCSC Website. The 'Agency of the Quarter' should have 100% clean hierarchies and excel in one or more performance measures such as :
 - Highest percentage of 'Approved' transactions (to encourage timely final approval of transactions)
 - Greatest reduction in percentage of convenience check use
 - Greatest percentage increase in spend (based on previous year spending)
- The 'Agency of the Quarter' is featured on the CCSC Homepage with a link to the CCSC 'Agency of the Quarter' Spotlight page displaying:
 - The Agency logo
 - APC and/or HCA photo (optional), name, and email
 - Description of accomplishments
 - Archive list of links to previous Agency honorees

CCSC Purchase Card Program Updates

Agency of the Quarter

The screenshot shows the USDA Charge Card Service Center website. The main content area is titled 'CCSC Agency of the Quarter' for the 3rd Quarter of FY 2011. The Farm Service Agency (FSA) is the recipient. The website lists several metrics for the FSA:

	Q2-2011	Q3-2011	VAR
Convenience Checks usage	8.12%	7.10%	12.58%
Transactions Final Approved within 60 days	89.84%	97.19%	10.81%
Spend Increase	\$5,221,041	\$3,913,143	-25.05%

The website also lists 'Agency Program Coordinators' for the FSA: LaVerne Walker (primary) and Sheryl Welch (alternate).

Q3 2011 Agency of the Quarter Honorable Mention

- Forest Service (FS)

2011 CCSC Agency of the Quarter

- 3rd Quarter (FSA) **1000**
- 2nd Quarter (APHIS)
- 1st Quarter (DM)

Congratulations to the Agency of the Quarter Q3 FY11

Farm Service Agency

Risk Management Agency (RMA - 08)

Foreign Agriculture Service (FAS - 10)

Farm Service Agency (FSA-FA - 57)

Farm Service Agency-County Extensions (FSA-CE - 97)

who has achieved:

	Q2-2011	Q3-2011	Variance
Convenience Checks usage	8.12%	7.10%	12.58%
Transactions Final Approved within 60 days	89.84%	97.19%	10.81%
	Q3-2010	Q3-2011	Variance
Spend Increase	\$5,221,041	\$3,913,143	-25.05%

Honorable Mention Agency

Forest Service (FS - 11)

CCSC Purchase Card Program Updates

Purchase Policy Updates

■ Purchase Policy Updates

- **Purchase Guides** – Guides and reference materials are in the process of being updated with new and revised policies and procedures.
- **Purchase DR 5013-6** – The draft DR 5013-6 is being reviewed by senior management. We hope to have a finalized DR 5013-6 approved throughout USDA this summer. The draft DR 5013-6 posted to the CCSC Website, http://www.dm.usda.gov/procurement/ccsc/pc_policy_regs.htm, is still the binding program policy regulations while still in draft status.
- **Purchase Cardholder Suspension Policy** – Cardholders failure to approve their transactions within **60 days** of the transaction posting date, as shown in Access® Online AXOL, will result in the suspension of their cardholder's account (*Policy was initiated as of May 1, 2011*).
 - Repeat instances of failure to approve in a timely manner could result in the permanent closure of the cardholder's account.
 - Accounts in suspension status will not be re-activated until all transactions, which triggered the suspension on the account are approved.

CCSC Purchase Card Program Updates

Purchase Policy Updates

- **Purchase Cardholder Suspension Policy, *continued***
 - Transactions with CSV issues will be excluded from suspension.
 - Transactions that are 'Reject' and/or in 'Dispute' status will be excluded from suspension.
 - Transactions that are 'Pulled Back' status will be included for suspension.
 - The CCSC sends an initial communication to Cardholders with unapproved transactions 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. **Note:** This list may be sent to the APC for distribution to their Cardholders.
 - APCs/LAPCs are **not** to contact the U.S. Bank Customer Service to request that the suspension status be removed from a cardholder account. U.S. Bank will only accept suspension removal requests on cardholder accounts from the CCSC.
 - Reports are run monthly for Cardholder account suspensions and are also run every 15 days for Cardholder account suspensions removal.
 - The table on the following slide outlines the dates for 'Purchase Cardholder Suspensions' and dates of when the suspensions will be lifted from the accounts.

CCSC Purchase Card Program Updates

Purchase Policy Updates

Purchase Cardholder Suspensions Calendar

The following chart outlines the planned dates for 'Purchase Cardholder Suspensions' and dates for when the suspensions will be lifted from the accounts (Lift Dates) for 2011.

Purchase Cardholder Suspensions Dates (Note: Suspensions occur once a month)	Suspension Lift Dates (Note: Lifts on 'suspended' Cardholder accounts occur twice a month)
July 5, 2011	July 5 th and 15 th , 2011
August 1, 2011	August 1 st and 16 th , 2011
September 1, 2011	September 1 st and 16 th , 2011
October 3, 2011	October 3 rd and 17 th , 2011
November 1, 2011	November 1 st and 16 th , 2011
December 1, 2011	December 1 st and 16 th , 2011

CCSC Purchase Card Program Updates

Purchase Policy Updates

■ FPDS-NG Purchase Card Reporting



- **Per DR 5013-6, Section 9. Special Instructions, Letter (i.):** Purchases that fall within the FPDS-NG reporting requirement (FAR Part 4.606), procurement cardholders shall manually enter the information in the FPDS-NG system within 3 days after obligation.
- Agencies shall provide guidance to non-procurement cardholders that purchase items that should be reported in FPDS-NG and establish internal validation procedures.
- **Remember that there are different micro-purchase thresholds applicable for FPDS-NG reporting based on what you are purchasing. All Purchase Card transactions above the below level are required for FPDS-NG reporting:**
 - Acquisition of Supplies has a micro-purchase threshold of \$3,000
 - Acquisition of Services has a threshold of \$2,500
 - Acquisition of Construction has a threshold of \$2,000

CCSC Purchase Card Program Updates

Purchase Policy & Procedure Reminders: Approvals/Reallocations

■ Transaction Approvals & Reallocations

The following is a checklist for Cardholders as they begin to approve/reallocate transactions:

- ✓ **Confirm Details** - Review the transaction details for correct price and item content. And be sure you know the correct accounting code to reallocate/approve to, as you will only have one chance to make sure all information is correct.
- ✓ **Accounting Codes** - To search for the correct Default Accounting Code (DAC), you must use the allocations tab and the spyglass.

For best results, select '**contains**' rather than '**begins with**' when searching for an accounting code.

The system will not let you select an '**invalid**' accounting code, however, it will let you select a '**valid**' code that may not be the correct one for you to choose. So it is important to check that you have selected the correct Default Accounting Code for you to avoid DAC errors.

Note: Additional information & guidelines/handout material will be provided during the **Hands-On Training: USDA Transaction Approval and Reallocation in Access Online** on Wednesday, August 17th at 2 pm.

CCSC Purchase Card Program Updates

Purchase Policy & Procedure Reminders: Fraud Detection Hotline

■ Fraud Detection Hotline

The CCSC has established a ***Fraud Detection Hotline*** number to grant program participants the ability to anonymously call the hotline and leave a message about potential fraud, misuse, or abuse of a government purchase card. The number is:

1-888-998-USDA (8732)



- Cases of fraud, misuse, and abuse are often exposed either by a program participant reporting suspicious card usage and/or through the use of reporting tools in account management and oversight by Coordinators and the CCSC.
- The Fraud Detection Hotline will give program participants an outlet to report fraud and serve as an additional tool for the CCSC to proactively govern the program.

New CCSC Initiatives for Purchase USDA Contract Payments

■ **USDA Contract Payments via the Purchase Card**

- For FY 2012, our goal is to allow a wide variety of contract payments to be placed on the Purchase Card (P-Card) which will:
 - Allow Contracting Officers (COs) greater flexibility in meeting their contract demands
 - Provide more spend via the P-Card, thus creating increased rebates and additional capital flow back to the agencies through the Working Capital Fund (WCF)



New CCSC Initiatives for Purchase

A-123 Training

■ OMB A-123 Committee Findings

Communication was emailed to Purchase Coordinators on June 30th detailing the OMB A-123 Review on the charge card process which identified **three (3) internal controls with reoccurring deficiencies** (*internal controls will be reviewed for OIG audit as well*):

- 1) **Requisition:** Purchase Cardholders will retain the requisition for 3 years in the Purchase Card file. LAPCs will perform Quarterly Reviews to verify that there are indeed requisitions for randomly selected Purchase Card transactions;
- 2) **Purchase Card Limit Increase:** If the Cardholder is requesting a limit above the Department's set Micro-Purchase limit, the LAPC must verify that the Cardholder has the appropriate warrant level. The AO/Cardholder's Supervisor or the requesting Cardholder must provide a copy of his/her warrant; and
- 3) **Convenience Checks:** In order to ensure that 'segregation of duties' requirements are being met, Purchase Cardholders must obtain a specific level of approval from the APC in accordance with Agency convenience check procedures prior to issuing a convenience check for any amount greater than \$2,500.

New CCSC Initiatives for Purchase

A-123 Training

■ A-123 Training for Coordinators (Summary of CCSC Response)

- Agencies are ultimately responsible for complying with the internal control requirements and the three (3) deficiencies listed in the previous slide.
- The required A-123 training/webinar for USDA Coordinators was held on July 28th and the CCSC will notify Coordinators when the video of this training is posted on AgLearn.
- This training provides an action plan to help Coordinators address the three major deficiencies identified by the A-123 Committee and review Cardholder's responsibilities regarding:
 - 1) Requisition
 - 2) Purchase Card Limit Increase
 - 3) Convenience Checks
- The CCSC plans a renewed focus on education/training of APCs and LAPCs for both policy and the program systems for FY 2012.

New CCSC Initiatives for Purchase AgLearn Training

■ AgLearn Training

- Transition of policy training for all business lines from WBT to AgLearn:
 - Travel Card Policy Training transfer to AgLearn completed in FY2011
 - Purchase Card Policy for Cardholders Training/Quiz was finalized in July 2011 and submitted to launch in AgLearn in Fall 2011
 - Trainings in development for completion in FY 2012 include:
 - Purchase Card Policy for Approving Officials (AOs)
 - Purchase Card Policy for Coordinators (LAPCs & APCs)
 - **Note:** Coordinators will be required to take the Cardholder, AO, and Coordinator Policy Training modules.



New CCSC Initiatives for Purchase Green Purchasing Pilot Program (GPPP)

■ Green Purchasing Pilot Program (GPPP)

- The CCSC has developed a **Green Purchasing Pilot Program (GPPP)**, leveraging existing technology within AXOL to track Green Purchases.
- Initial pilot was implemented with Forest Service Region 6 on October 15, 2010.
- The pilot program was extended to Forest Service Region 1, Rural Development (RD), Rural Utilization Services (RUS) and Rural Business Services (RBS) in 2011.
- The goals of this program are to:
 - Utilize an existing field within AXOL to track Green Purchasing
 - Increase total spend of Green Purchasing
 - Promote overall awareness of Green Product Logos and Labels
 - Incentivize Agencies to Increase Green Purchase Spend by adding 'Green Purchasing' as criteria for the 'Agency of the Quarter'
 - Formally introduce the GPPP to all USDA Agencies after successful implementation with Forest Service
 - Officially present to Secretary Vilsack (1st U.S. Government GPPP)

New CCSC Initiatives for Purchase Green Purchasing Pilot Program (GPPP)

■ Green Purchasing Pilot Program (GPPP), *continued*

- USDA's **GPPP** was launched to promote and advance:
 - President Obama's Executive Order 13514, "Federal Leadership in Environmental, Energy, and Economic Performance"
 - Former President Bush's Executive Order 13423, "Strengthening Federal Environmental, Energy, and Transportation Management"
- The **GPPP** is a two-fold incentive program promoting:
 - Green Purchasing Tracking by utilizing existing technology
 - The USDA Strategic Sustainability Performance Plan (SSPP) and awareness of **Green Product Logos & Labels**

(Refer to Exhibit A-1 on the following slide)

New CCSC Initiatives for Purchase

Green Purchasing Pilot Program (GPPP)

■ Green Purchasing Pilot Program, *continued*

Exhibit A-1

- **Green Purchasing Categories and Labels**

A 'Green' purchase, as referenced in the ***Green Purchasing Affirmative Procurement Program (GPAPP)*** is defined as the purchasing and use of the following:

- Recycled content
- Energy efficient (ENERGY STAR® labeled; Federal Energy Management Program [FEMP]-designated, and low standby power)
- Biobased/BioPreferred
- Environmentally preferable
- Electronic Product Environmental Assessment Tool (EPEAT)
- Water efficient
- Non-ozone depleting products
- Alternative fuel vehicles and alternative fuels

New CCSC Initiatives for Purchase Green Purchasing Pilot Program (GPPP)

■ Green Purchasing Pilot Program, *continued*

Logos - The following logos and associated categories will assist cardholders with identifying 'Green' products:



→ **Recycled Content**



→ **Energy Star Compliant**



→ **FEMP Energy Efficient**



→ **Biobased/ BioPreferred**



→ **EPEAT**



→ **Water Efficient Logo – EPA Water Sense Program**

New CCSC Initiatives for Purchase Green Purchasing Pilot Program (GPPP)

Transaction Summary

Status	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Details	Purchase ID	Accounting Code
	10/29	11/01	ABC Company	954-4855000, FL	\$67.10		624620C1445755X3533	11 06 17 IDP51711 0617 2670

Disputed
 Trans Detail Level
 Extracted
 Reallocated
 Reallocation Locked

- Summary
- Allocations
- Transaction Line Items
- User Line Items
- Comments
- Approval History
- Client Data

Conv. Checks TIN#

Agency Specific Data
Green

Conv Ck Mer Inf / Waiver#

Goods Recvd Date
10/29/2010

Item Description
Copy Paper – 30 % Post Consumer Recyclable Paper

Purchase Card
Transaction Sample of a
GPPP 'Green Purchase'
entry in the Comment
Fields

New CCSC Initiatives for Purchase Green Purchasing Pilot Program (GPPP)

Transaction Summary

Status	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Details	Purchase ID	Accounting Code
	10/29	11/01	ABC Company	954-4855000, FL	\$67.10		624620C1445755X3533	11 0617 IDP51711 0617 [2670]

Disputed
 Trans Detail Level
 Extracted
 Reallocated
 Relocation Locked

- Summary
- Allocations
- Transaction Line Items
- User Line Items
- Comments
- Approval History
- Client Data

Conv. Checks TIN#

123456789

Agency Specific Data

Green

Conv Ck Mer Inf / Waiver#

ABC Office Supply Co., 123 Street, Washington DC 20024 / Waiver # 07

Goods Recvd Date

10/29/2010

Item Description

Copy Paper – 30 % Post Consumer Recyclable Paper

Convenience Check Transaction Sample of a GPPP 'Green Purchase' entry in the Comment Fields

New CCSC Initiatives for Purchase Green Purchasing Pilot Program (GPPP)

■ Green Purchasing Pilot Program, *continued*

GPPP Points of Contact

- **CCSC**

- E-mail: ccsc@dm.usda.gov

- **Linda Dulac**

- Forest Service Region 6 Purchasing Agent / Green Purchasing (GP) Workgroup
- Green Purchasing Pilot Program (GPPP) Co-Lead
- E-mail: ldulac@fs.usda.gov

New OMB Initiatives for Purchase

FSSI OS2

■ FSSI Office Supply BPAs (Second Generation) & AbilityOne

- Federal Strategic Sourcing Initiative Office Supply (FSSI OS2)

- June 1, 2010 – Awarded 13 small and 2 large vendors
- January 3, 2011 – AGAR Advisory Number (NO.) 97

Mandates USDA Purchase Office Supplies through following portals:

- *GSA Federal Strategic Sourcing Initiative (FSSI) Blanket Purchase Agreements (BPA)*
- *USDA's AbilityOne stores*

For more information, go to:

http://www.dm.usda.gov/procurement/policy/AGARAdvisory97_final.htm

New OMB Initiatives for Purchase

FSSI OS2

FSSI OS2 Vendor Info: FSSI BPA VENDORS BY POOL (chart below)

Pool	Vendor Name	BPA Number	Socio	Website
1	Capitol Supply Inc.	GS-02F-XA001	S	www.capitolsupply.com/gov
	Document Imaging Dimensions	GS-02F-XA002	S/W	www.fssibpa.com
	Independent Stationers Inc.	GS-02F-XA003	S	www.isgroup.org
	Metro Office Products LLC	GS-02F-XA004	S/D	www.mymetroofficeproducts.net/fssi
	Shelby Distribution Inc.	GS-02F-XA005	SDVOSB	www.expressop.com
	SITA Business Systems Inc.	GS-02F-XA006	S/D/W	www.sitabs.com
	WECSYS LLC	GS-02F-XA007	S/D	www.wecsysllc.com
	New York Inkjet LLC	GS-02F-XA012	S/W	www.newyorkinkjet.com/government
	Stephens Office Supply	GS-02F-XA014	S/W	www.theofficestore.com
2	EZ Print Supplies Inc.	GS-02F-XA008	S/W	www.ezprintsupplies.com
	Office Depot	GS-02F-XA009	L	www.business.officedepot.com
	Staples, Inc.	GS-02F-XA013	L	www.staples4government.com
3	ASE Direct Inc.	GS-02F-XA010	SDVOSB	www.govtoner.com
	Cartridge Savers Inc.	GS-02F-XA011	S/D	www.cartridgesavers.com
	Imaging Systems LLC dba Access Products	GS-02F-XA015	SDVOSB	www.fssitoner.com

New OMB Initiatives for Purchase

FSSI OS2

Accessing BPAs through USDA Advantage! www.usdaadvantage.gsa.gov

Site Access And Ordering Procedure

- Enter: <https://www.usdaadvantage.gsa.gov>
- Select 'Strategic Sourcing BPAs' & 'FSSI Office Supplies.'
- Enter User ID and Password. If you do not have a User ID and Password, please register. Please follow the system generated directions to create your User ID and Password. Some users may have access to both Government-wide and their agency specific BPAs established by GSA.
- Scan down to the listing of Office Supplies BPAs.
- Once you proceed to the vendor page, you will be able to ascertain business size, contract number, BPA number, and other terms and conditions that are applicable.
- Select the product and quantities.
- Select 'Add to Cart' when you want to proceed to 'checkout' and then follow the system generated directions to complete your order.

Order Size Considerations

- For some purchases below the minimum order threshold, GSA Advantage! may require you to increase your order to the listed minimum order amount (\$100 for most vendors).
- For some purchases exceeding the maximum order threshold, GSA Advantage! should defer you to E-buy to your complete order.
- For over the micro purchase threshold, but not exceeding the maximum order threshold, GSA Advantage! does not prompt you to obtain additional competition.
- Please ensure you follow the ordering procedures as outlined.

USDA Advantage!

FSSI OS2: www.usdaadvantage.gsa.gov

PROCUREMENT Office of Procurement and Property Management **USDA Advantage!**

[What's New](#) [e-Buy](#) [e-Library](#) [Help](#) [Profile](#) [Parked Carts](#) [Order Status/History](#)

Login

User ID:

Password:

[Forgot Your User ID or Password?](#)

Get your User ID and password - [Register Here](#)



Welcome to USDA's Virtual Marketplace

Welcome to the first phase of the United States Department of Agriculture (USDA) virtual marketplace, known as *USDA Advantage!* This system is part of USDA's Integrated Acquisition System (IAS) "e-Alliance" initiative, an effort to better leverage USDA spending power to obtain better pricing, ordering methods, and delivery terms for commonly acquired items and services. It is a partnership between the USDA Office of Procurement and Property Management, USDA agencies, the General Services Administration, and selected agency partners.

Unlike other Internet-based shopping sites, this site is designed especially for USDA personnel. Because USDA is leveraging its buying power as a whole, *USDA Advantage!* includes lower prices than those typically available from the General Services Administration, negotiated solely for USDA personnel. These lower prices can help you stretch your budget further to better deliver your organization's mission to the American public.

USDA Advantage! is evolutionary; additional products and services will be added over time. Note that in addition to Blanket Purchase Agreements (BPAs) negotiated for USDA users, *USDA Advantage!* also includes convenient links to *GSA Advantage!*, for your ease in accessing items not available through a USDA discounted BPA or other reduced price arrangement. If you have any questions or suggestions regarding e-Alliance or *USDA Advantage!*, please e-mail the Office of Procurement and Property Management at: procurement@usda.gov.

USDA personnel are reminded that *USDA Advantage!* is for purchases in support of USDA official business only. Personal purchases are prohibited. All purchase card and procurement policies remain in full force and effect. *USDA* and *GSA Advantage!* contain a broad range of products. Only items for which there is a legitimate business need shall be acquired. To enter *Advantage!*, please log-in using your *GSA Advantage!* user ID and password

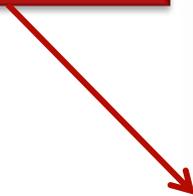
Existing users input their user ID and password to access the BPA pricing.

New Users can register, quickly completing the registration form before continuing to the FSSI BPA's.

USDA Advantage!

FSSI OS2: www.usdaadvantage.gsa.gov

Link to FSSI
Office Supplies
BPA's



PROCUREMENT Office of Procurement and Property Management **USDA Advantage!**

Home What's New e-Buy e-Library Help Profile Parked Carts Order Status/History

What are you looking for?

Enter keywords, part#/NSN, manufacturer, contractor, contract #

Look in...

All Categories

Advanced Search **Find it!**

Welcome USDA ADVANTAGE TESTER

Attention: GSA Global Supply™ Billing Errors. Click here for more information.

GSA e-Buy

Are you a Contracting Officer? Need a quote? Let e-Buy help you prepare and process all your Requests for Quotes (RFQ's).

[Learn More...](#)



News and Information

- ▶ 2011 Calendars
- ▶ Problem with an Order?
- ▶ Blanket Purchase Agreements on GSA Advantage

Requisition Status

NSN Quick Order

FEDSTRIP

Strategic Sourcing BPAs

USDA Resources

- ▶ USDA Web Site
- ▶ USDA Policy on e-Buy
- ▶ Procurement Policy
- ▶ Procurement Systems
- ▶ IAS e-Alliance
- ▶ *USDA Advantage!* Points of Contact

Other Resources

- ▶ *GSA Advantage!* Point of Sales
- ▶ Discount Vendors
- ▶ AbilityOne
- ▶ Seattle Lighthouse for the Blind
- ▶ GSA Global Supply Catalog

Browse

- ▶ USDA BPA Office Supplies
- ▶ FSSI Office Supplies
- ▶ USDA BPA Domestic Delivery
- ▶ USDA BPA Hardware (non IT)
- ▶ GSA Advantage! Products
- ▶ GSA Global Supply Products
- ▶ GSA Biobased Products
- ▶ USDA BPA Business Cards

Special Categories

- ▶ American Recovery & Reinvestment Act of 2009
- ▶ GSA Fire Products
- ▶ Environmental
- ▶ AbilityOne Program
- ▶ Disaster Relief
- ▶ Homeland Security

[View a Tutorial of the *USDA Advantage!*](#)



USDA Advantage!

FSSI OS2: www.usdaadvantage.gsa.gov

• A 'Browse' section is provided on the left of the site listing out different categories of office supply products.

• A 'Search' field is available for keyword searching.

• Four filters are provided to limit searches to only products that meet the filter criteria.

• A link to 'eBuy' is also available for larger purchases.

The screenshot displays the USDA Advantage website interface. At the top, the navigation bar includes 'PROCUREMENT Office of Procurement and Property Management USDA Advantage!' and a 'USDA' logo. Below this, a search bar contains 'New search:' followed by a dropdown menu set to 'FSSI Office Supplies' and a 'Find it! Advanced' button. A 'Shopping cart' icon indicates 'contains 0 item(s) \$0.00' and a 'Logout' button is present.

The main content area is titled 'Office Supplies' and features a sub-header '...supporting the Federal Strategic Sourcing Initiative'. A banner image shows office supplies with the text: 'GSA has partnered with over a dozen agencies.. to leverage the buying power of the federal government to achieve savings for needed office supplies. In support of OMB's Federal Strategic Sourcing Initiative, GSA has created a number of BPAs offering significant discounts to the low prices already available on GSA's Schedule 75 for Office Supplies. All federal agencies may shop this store for office supplies that are needed to perform their mission.'

On the left, a 'Browse' sidebar lists categories such as 'Arts & crafts equipment & accessories & supplies', 'Classroom decoratives & supplies', 'Developmental & professional teaching aids & materials & accessories & supplies', 'Industrial use papers', 'Office & desk accessories', 'Office machines & their supplies & accessories', 'Office supplies', 'Packing supplies', 'Paper products', 'Photographic & recording media', 'Photographic filmmaking supplies', 'Photographic or filming or video equipment', 'Printed media', 'Signage & accessories', and 'Timepieces'. A green arrow points from the 'Office supplies' category in the sidebar to the main content area.

The main content area includes a search bar with 'Search:' and a dropdown menu set to 'FSSI Office Supp'. Below the search bar, four filter boxes are visible, each with a 'Select this filter' checkbox and a 'Find it!' button. The filters are: 'Ability One Products' (with an AbilityOne logo), 'Toner Supplies' (with a toner cartridge image), 'Small Business Products' (with a Small Business Administration logo), and 'Green Products' (with a green plant image). A green box highlights these four filter boxes, and a green arrow points from the 'Ability One Products' filter to the 'Check it out!' section below.

At the bottom, a 'Check it out!' section features a 'We offer...' list: 'Great prices', 'Large selection', 'Open to all federal agencies', 'Expedited delivery available', 'Products from small businesses', and 'Most popular office supplies'. A 'GSA eBuy' logo and text 'Need a quote? Use GSA eBuy to get it done! Go to eBuy >' are also present. A 'SameTime - New Geographic Location...' notification is visible in the bottom right corner.

USDA Advantage!

FSSI OS2: www.usdaadvantage.gsa.gov

PROCUREMENT Office of Procurement and Property Management **USDA Advantage!**

Home What's New e-Buy e-Library Help Profile Parked Carts Order Status/History

Shopping cart contains 1 item(s) \$6.23 [Logout](#)

New search: in All Categories [Find It!](#) [Advanced](#)

Product Detail

7520010589977 PEN,M,BLU
\$3.87 DZ

Pricing can be compared across all BPA vendors w/ the same part number.

Mfr Part#: 7520-01-058-9977
NSN: 7520-01-058-9977
Vendor Part #: NSN0589977

Mfr: ABILITY ONE
BPA#: GS-02F-XA003 BPA terms
Made In: UNITED STATES OF AMERICA
Warranty: STANDARD WARRANTY
Weight: 4.900 LB
Ship Options: Next Day 5.00% of Order
Desktop 4.00% of Order
Secure Desktop 8.00% of Order

Details for the product are provided in the description along with any special attributes.

Description: 7520010589977 STICK PEN, MEDIUM POINT, HEXAGONAL-SHAPED BARREL, BLUE, 12/PACK, is.group, IS Group, NSN , 0589977 , NSN-0589977, Ability One, JWOD [visit site](#)

Contractor:
INDEPENDENT STATIONERS, INC.
250 E. 96TH STREET, SUITE 510, INDIANAPOLIS, IN 46240
Phone: [view dealers](#) DUNS: 085625200
Email: gsa@isgroup.org
GS-14F-0043M (ends: Jul 25, 2012)
Small Business;

Socio-economic information is available.

Mandatory AbilityOne Item Available From NIB/NISH
 Disaster Recovery Purchasing items
 Blanket Purchase Agreement

Qty: [ADD TO CART](#) **Instructions:** Select price below, enter qty at left, then Add to Cart. To view another contractor description, simply select the Contractor in the list below. Indicates when volume discounts are offered.

	Price/Unit	Contractor	Socio	Photo	Delivery	Min. Order	Stock Status	FOB/Shipping
<input type="radio"/>	\$5.15 DZ	GSA Global Supply (Gov Requisition)			2-7 days CONUS		In Stock	D
<input type="radio"/>	\$3.09 DZ	OFFICE DEPOT	o		3-4 days delivered ARO	\$100.00	Direct Delivery	D-CONUS/O-AK,PR,HI
<input type="radio"/>	\$3.09 DZ	OFFICE DEPOT	o		3 days delivered ARO	\$25.00	Direct Delivery	D-CONUS/O-AK,PR,HI
<input type="radio"/>	\$3.87 DZ	SHOPLET.COM	s		2 days shipped ARO	\$50.00	Direct Delivery	D-CONUS/O-AK,PR,HI
<input checked="" type="radio"/>	\$3.87 DZ	INDEPENDENT STATIONERS, INC.	s		3-4 days delivered ARO	\$100.00	Direct Delivery	D-CONUS,AK ND-PR,HI
<input type="radio"/>	\$3.90 DZ	OFFICEMAX GOVERNMENT SOLUTIONS	o		1 day		Direct Delivery	D-CONUS,AK,PR,HI
<input type="radio"/>	\$3.90 DZ	OFFICEMAX GOVERNMENT SOLUTIONS	o		1 day delivered ARO	\$25.00	Direct Delivery	D-CONUS,AK,PR,HI
<input type="radio"/>	\$4.06 DZ	SHELBY DISTRIBUTIONS	s d 8a dv		4 days delivered ARO	\$100.00	Direct Delivery	D-CONUS/O-AK,PR,HI
<input type="radio"/>	\$4.06 DZ	SHELBY DISTRIBUTIONS	s d 8a dv		3-4 days delivered ARO	\$100.00	Direct Delivery	D-CONUS/O-AK,PR,HI

USDA Advantage!

FSSI OS2: www.usdaadvantage.gsa.gov

PROCUREMENT Office of Procurement and Property Management **USDA Advantage!**

USDA

Home What's New e-Buy e-Library Help Profile Parked Carts Order Status/History

Shopping cart contains 0 item(s) \$0.00 [Logout](#)

New search: in [Find it!](#) [Advanced](#)

Home > Search Results > FSSI

Search Results

Found 10 products for

Search within results

Find all these words [Refine](#)

Sort by:

The keywords in your search and any filters are displayed at the top under 'Search Results.'

'Search within results' allows you to narrow the search using key words.

Limit to:
Contractor:
Manufacturer:

◆ - Indicates quantity discounts available.

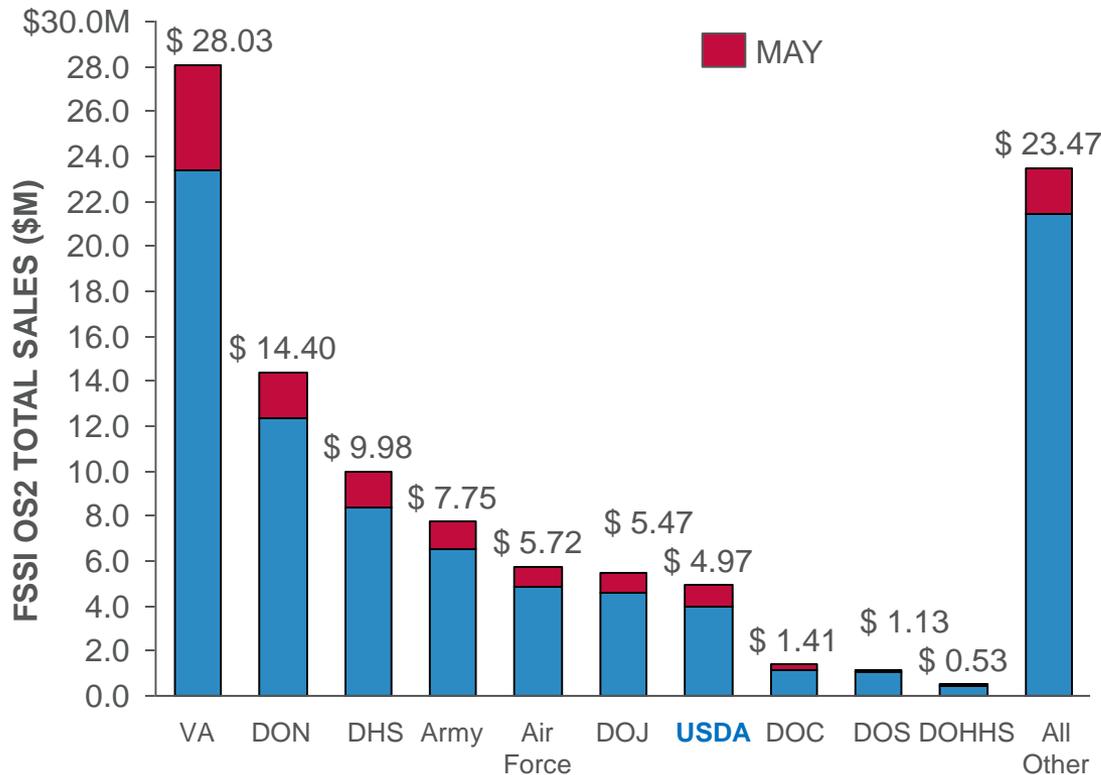
NSN/Mfr. Part No/Product	Price / Delivery	Quantity
7520010589977 AbilityOne # 7520-01-058-9977 7520 PEN,S AbilityOne NSN# 7520-01-058-9977 1 DZ SkillCraft Stick Pen, Nonrefillable, Medium Point, Blue Ink , Capitol Supply # CS71836-CJRXW , Dependable quality ballpoint pens write consistent, sharp, effortless lines. Hexagonal-shaped barrel helps ... Manufacturer: NIB Contractor: CAPITOL SUPPLY,INC. [GS-02F-0100N] (s) BPA Number: GS-02F-XA001 Other Terms and Conditions apply for this BPA	SALE ◆ \$6.15 DZ 3-4 days delivered ARO Compare Prices	<input type="text"/> Add to Cart 
7520-01-058-9977 NSN0589977 7520010589977 PEN,M,BLU 7520010589977 PEN,M,BLU NSN05899777520010589977 STICK PEN, MEDIUM POINT, HEXAGONAL-SHAPED BARREL, BLUE, 12/PACK 7520010589977 STICK PEN, MEDIUM POINT, HEXAGONAL-SHAPED BARREL, BLUE, 12/PACK Manufacturer: NIB Contractor: SITA BUSINESS SYSTEMS INC [GS-14F-0044M] (s d w) BPA Number: GS-02F-XA006 Other Terms and Conditions apply for this BPA	SALE ◆ \$6.23 DZ 3-4 days delivered ARO Compare Prices	<input type="text"/> Add to Cart 

New OMB Initiatives for Purchase

FSSI OS2: These sales are highly concentrated within top program users

SPEND BY AGENCY

Total through May 2011 = \$102.9M



Source: Vendor Usage Reports, GSA Advantage, DOD EMALL, Spend Analysis

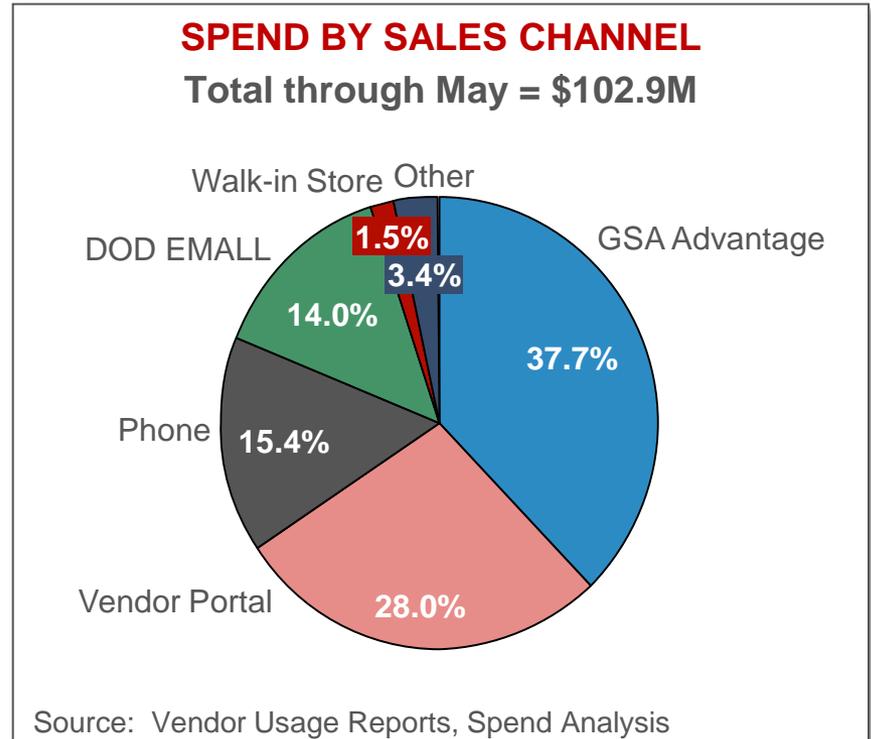
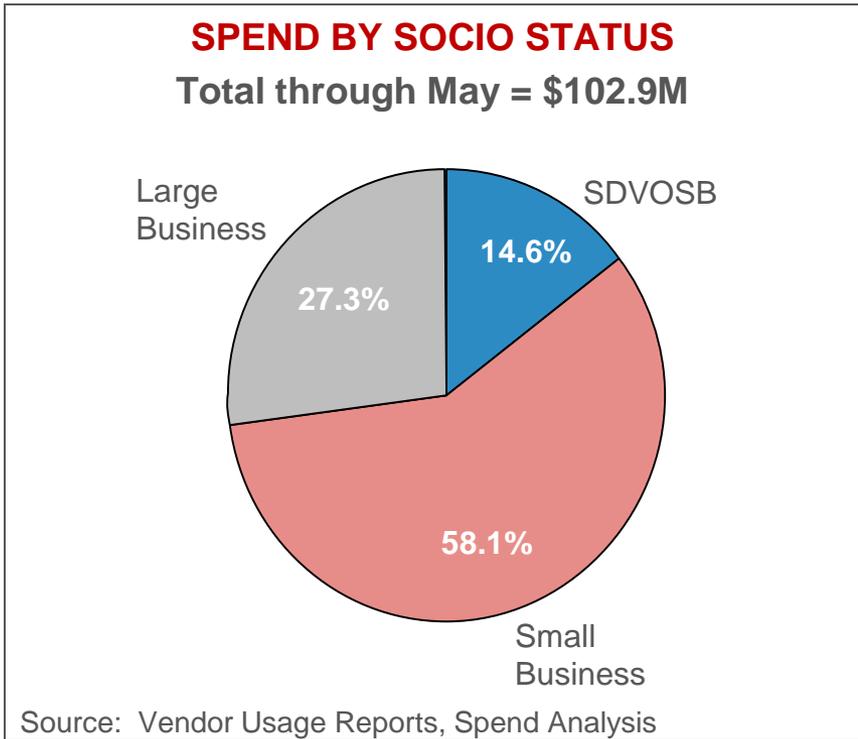
OS2 BPA Sales Summary

- The top three (3) users of OS2 (VA, DON, and DHS) have a combined total of nearly **\$52M** (51% of total OS2 sales).
- VA continues to show significant growth in OS2 usage, with an increase in cumulative sales of over **17%** in May.
- **USDA (20%) and Air Force (16%) also showed significant sales increases in May.**
- The top ten (10) agencies accounted for more than **76%** of the total spend.
- The **46 OS2 user agencies** outside of the Top 10 averaged only **\$510K** in purchases.

New OMB Initiatives for Purchase

FSSI OS2: GSA Advantage & Vendor Portals

➤ **GSA Advantage and Vendor Portals remain the most popular sales channels.**



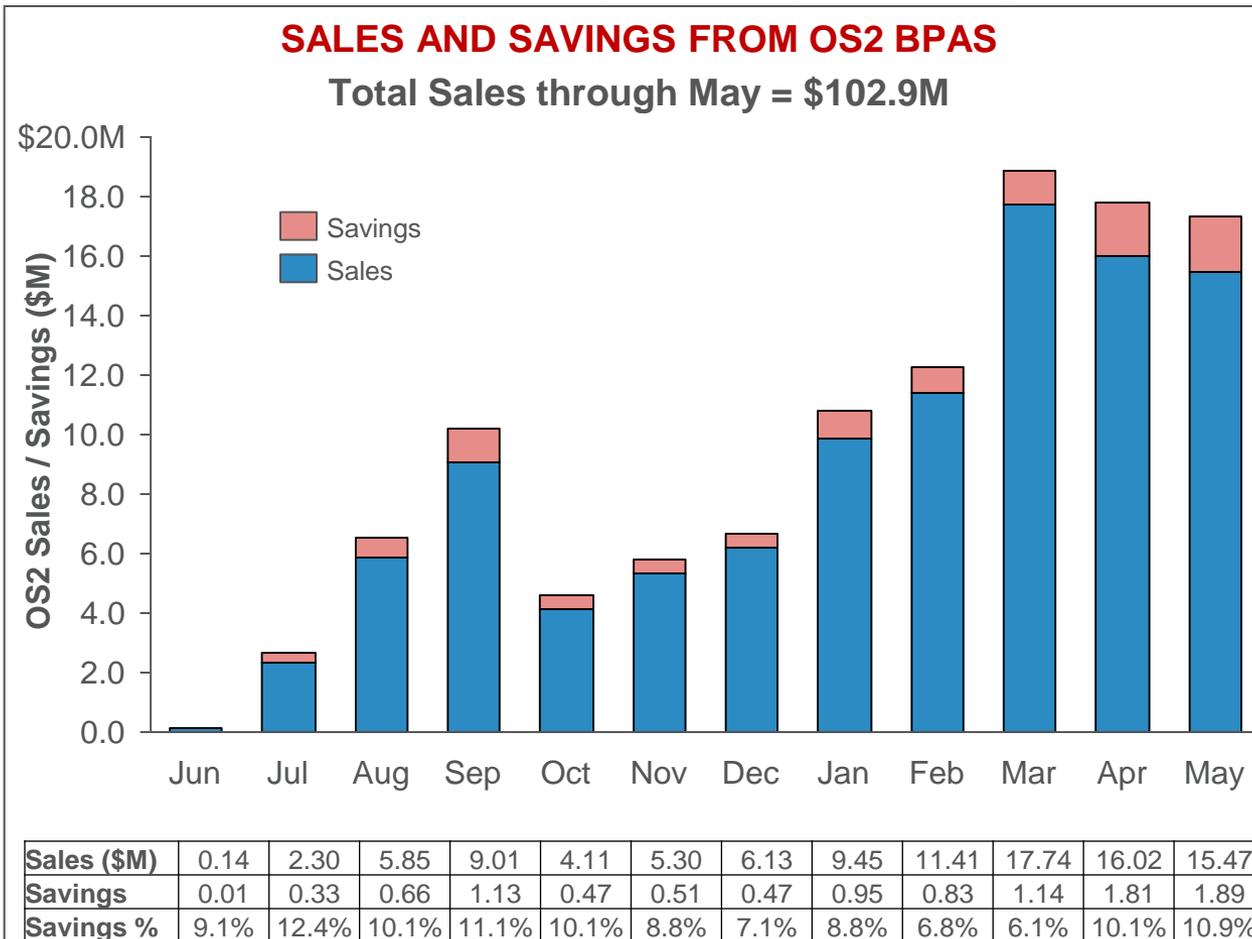
OS2 BPA Sales Summary

- OS2 sales through May totaled nearly **\$103M** with nearly 296,000 transactions.
- The percent of small business spend totals over **72%** with **14% to SDVOSB**.
- The Vendor Portal has grown as a channel now making up **28%** of sales (up over 6% since Jan).
- The Walk-in Store spend has stayed constant at just under **2%**.

New OMB Initiatives for Purchase

FSSI OS2: Sales & Savings

- Estimated savings totaling more than \$10M through May, continue to fluctuate month-to-month, but average 9% of pre-FSSI spend totals.



OS2 BPA Savings

- Monthly savings have averaged nearly **\$1M** in FY11 and total **\$10.2M** since inception.
- The rate of savings has varied from month-to-month from a high of almost **13%** in July to a low of nearly **6%** in March.
- Savings percentage is expected to continue to fluctuate with variation in the mix of spend across vendors, products, and Agencies.
- Achieving volume tier discounts will also positively impact savings, driving up the average percent discount.

Source: Vendor Usage Reports, Spend Analysis

Note: Sales for previous months have been revised based updated data from vendors.

New OMB Initiatives for Purchase

FSSI OS2: Agency Savings

- Agency savings to date through the OS2 solution are \$10.2M, or 9% off previously paid price estimates.

RESULTS OF SAVINGS ESTIMATES* BY AGENCY

Agency **	Total OS2 Purchase Amount (\$M)	Savings to Date (\$M)	Savings % of Estimated Pre-FSSI Amount
Department of Agriculture	\$4.97	\$0.66	12%
Department of Commerce	\$1.41	\$0.26	16%
Department of Health and Human Services	\$0.53	\$0.04	7%
Department of Homeland Security	\$9.98	\$1.30	12%
Department of Justice	\$5.47	\$1.23	18%
Department of State	\$1.13	\$0.35	23%
Department of the Air Force	\$5.72	\$0.49	8%
Department of the Army	\$7.75	\$0.90	10%
Department of the Navy	\$14.40	\$0.27	2%
Department of Veterans Affairs	\$28.03	\$1.83	6%
Outside Top Ten	\$23.47	\$2.89	11%
Total	\$102.9	\$10.2	9%

Source: Vendor Usage Reports, Spend Analysis

* Preliminary savings estimates, excludes Office Depot spend thru GSA Adv. and DOD EMALL.

** Agencies included in this table are the Top 10 buyers of office supplies, as documented in GSA's Government-wide Office Supplies Pricing Inquiry Report.

New OMB Initiatives for Purchase FSSI OS2

FSSI BPA Points of Contact:

Website: www.gsa.gov/fssi/officesupplies

- List of all FSSI BPAs with vendor information
- Links to ordering portals, ordering guides, FAQs, and slip sheet

For Questions Regarding USDA Policies:

- **USDA Contact:** Dorothy “Dee Dee” Lilly
USDA Role: USDA FSSI OS2 Champion
E-mail: dorothy.lilly@dm.usda.gov
- **USDA CCSC Contact E-mail:** ccsc@dm.usda.gov

To contact your local
GSA Customer Service
Representative, go to:
www.gsa.gov/csd

New OMB Initiatives for Purchase Domestic Delivery Service (2nd Generation) – DDS2

■ **DDS2: USDA's Domestic Delivery Service (2nd Generation)**

- AGAR ADVISORY NUMBER (NO.) 98a requires mandatory usage of the General Services Administration (GSA) Blanket Purchase Agreement (BPA) Number GS-33F-BQV08 for Express and Ground Domestic Delivery Services (DDS2) for deliveries to or from all locations in the continental United States.

USDA transitioned its delivery and shipping services to the DDS2 BPA, awarded to UPS in December 2010 with mandate for full agency crossover from FedEx as of March 1, 2011. DDS2 is an Office of Management and Budget (OMB) initiative to facilitate cost savings for Federal agencies by using a single vendor.

This is a mandatory source contract with only two exemptions:

- All international shipments were excluded from the original BPA; Additionally we have since excluded Puerto Rico, Alaska, Hawaii, & the U.S. Virgin Islands.
- HAZMAT Deliveries after a waiver has been approved by OPPM.

New OMB Initiatives for Purchase Domestic Delivery Service (2nd Generation) – DDS2

■ **DDS2: USDA's Domestic Delivery Service (2nd Generation), *continued***

- The BPA covers 99.5% of the United States, Alaska, Hawaii, and Puerto Rico addresses.
- All cardholders should to make sure their account number has been added to the DDS2 spreadsheet for proper billing and discount purposes.
- Genevieve Lucas is USDA Point of Contact Genevieve.Lucas@dm.usda.gov.



CCSC Purchase Card Program Processes

Comment Fields

■ Comment Fields

- USDA uses **AXOL Comments Fields** to record required purchase card and convenience check transaction data.
- **Cardholders (CHs)** are responsible for:
 - Entering the five (5) AXOL 'Comment Fields' below:

Comment Field Number	Comment Field Name
Comment Field 1	Conv. Checks TIN#
Comment Field 2	Agency Specific Data
Comment Field 3	Conv Ck Mer Inf / Waiver #
Comment Field 4	Goods Recvd Date
Comment Field 5	Item Description

- **Approving Officials (AOs)** are responsible for:
 - Checking for the completed information in all Comment Fields.
 - Rejecting the transaction approval, if the fields are not completed correctly and/or if they are missing information.

CCSC Purchase Card Program Processes

Comment Fields

■ Comment Fields, *continued*

1) **Conv. Checks TIN#** (*Convenience Checks only*)

- Tax Identification Number (TIN) or Employee Identification Number (EIN).

2) **Agency Specific Data** (*Optional – e.g., Green Purchasing Pilot Program GPPP*)

3) **Conv Ck Mer Inf / Waiver #** (*Convenience Checks only*)

- Merchant Name, Merchant City, Merchant State, and Merchant Zip-Code/Waiver #
- **For example:**
Green Supply Shop, 1234 Green Avenue, Seattle, Washington, 01234 /Waiver #7

4) **Goods Recvd Date** (*Convenience Checks & Purchase Card transactions*)

- For over-the-counter purchases, this is the date of purchase.
- For goods or services ordered ahead of time, this is the date you receive the goods or the date that the ordered services are complete.

5) **Item Description** (*Convenience Checks & Purchase Card transactions*)

- This information should be specific, concise, and clear for reviewers (APC, LAPC, AO, analysts/auditors) to understand what was purchased. General descriptions such as '*miscellaneous*' are not acceptable documentation in the Item Description field.

CCSC Purchase Card Program Processes

Comment Fields

Conv. Checks TIN#

043667705



Do not include dashes when inputting the TIN #'s

Agency Specific Data

SOLDIER FIRE

Conv Ck Mer Inf / Waiver# *

Merchant Info (Merchant Name, Address, City, State and Zip Code) /
WAIVER #

Example:

Green Supply Shop, 1234 Green Avenue, Seattle, Washington, 01234 /
Waiver #7

BOTH THE MERCHANT INFO. & DCIA WAIVER # - REQUIRED PER DR 5013-6

*(refer to the DCIA Waiver attachment when selecting the actual Waiver #)

Goods Recvd Date

05/15/2011

Item Description

Dipping site for heliattack crew during Soldier Fire

CCSC Purchase Card Program Processes

Questionable Transactions Report (QTR)

■ Questionable Transactions Report (QTR)

The QTR is a report compiled and distributed by the CCSC to assist Coordinators in flagging questionable transactions in an effort to reduce fraud, waste, and abuse.

- The CCSC works directly with APCs on QTRs and resolutions.
- The QTR provides increased/ additional management and oversight .
- The CCSC Compliance and Oversight Division analyzes nine (9) subject areas susceptible to fraud, misuse, and abuse. The CCSC selects a category and applies this area of research across the entire agency, generating reports on all cardholder transactions.
- The CCSC is allotting a total time of three (3) weeks to finalize the ‘Resolution’ stage.
 - CCSC is requesting all APCs to send any additional correspondence related to their QTRs in an email attachment when submitting their final QTR ‘Resolution.’
 - This communication channel between the CCSC and APCs provides confirmation via the ‘Resolution Status’ Box which validates receipt and review by the APCs satisfying which an A-123 Corrective Action Plan (CAP Component).

CCSC Purchase Card Program Processes

Convenience Checks Usage FY 2011

Date	# Total Convenience Checks	# Total Convenience Checks over \$2,500	% Variance of Convenience Checks over \$2,500
October 2010	2,861	21	0.73%
November 2010	3,281	13	0.40%
December 2010	3,220	13	0.40%
January 2011	2,772	9	0.33%
February 2011	2,762	1	0.04%
March 2011	3,094	6	0.19%
April 2011	3,053	17	0.56%
May 2011	3,207	28	0.87%
June 2011	3,652	58	1.59%
July 2011	3,363	93	2.77%
% Increase in checks issued over \$2,500			From 0.73 to 2.77 = 3.8%

* Total number of checks issued as of 7/31/11 = 31,215 (average/month = 3,122)

* Total number of checks issued over \$2,500 as of 7/31/11 = 259 (average/month = 26)

CCSC Purchase Card Program Processes

Convenience Checks

■ Convenience Checks

- Reduction of the use of convenience checks
 - The CCSC Goal for **FY 2012 is 25%**.
 - Based on the projected 12-month average for FY 2011, 25% reduction = 9,366
 - Strategies for how to reduce the use of convenience checks (e.g., in FY 2011, APCs were notified of Cardholders writing convenience checks to vendors who accept the Visa-issued Purchase Card).



CCSC Purchase Card Program Processes

Purchase Card Administrative Actions

■ Administrative Actions

- APCs/LAPCs are responsible for communicating the importance of the Cardholder's responsibility in using the Purchase Card and/or convenience checks as well as the consequences and administrative actions for misuse, abuse, and fraud which may include:
 - The immediate cancellation of the employee's Purchase Card and/or convenience checks.
 - Suspension and/or removal of cards for a specific time and/or permanent termination of accounts for repeat or first time serious violations which include blatant violations of Purchase Card policy, splitting purchases, and/or allowing another employee to use Purchase Card.
 - Cardholder and/or AO personal liability to the Government for the amount of any unauthorized transaction and may be subject to a fine of not more than \$10,000 or imprisonment for not more than 5 years, or both, under 18 U.S.C. 287.
- All instances of suspected fraud or abuse must be reported:
 - The LAPC must forward all documentation related to the suspected fraud or abuse to the APC who will then involve the appropriate offices as necessary.

CCSC Purchase Card Program Processes

Purchase Card Fraud & Disputes

■ Reporting Fraud

Contact Government Services at 888-994-6722. Your account will be closed, transferred to a new number, and a new card will be issued.

- The Service Advisor transfers the customer to U.S. Bank's Fraud Department (800-523-9078) where they will review the current activity on the account with the Cardholder.
- The Fraud Representative will initiate the case by marking the authorizations and/or transactions that have posted to the account that are believed to be fraudulent transactions.
- A 'Statement of Fraud' (SOF) form will be generated based on the posted fraud transactions and mailed out within 3 weeks of the call.
 - If the case is started on authorization activity and the transactions never post, a SOF letter will not be generated and the case will be closed.
 - If additional fraud transactions are posted after the original SOF is generated, the Cardholder can add to the form before they send it back to U.S. Bank. If the form has already been sent in, then the Cardholder should complete an 'Add Fraud' form and submit it to U.S. Bank's Fraud Department.

CCSC Purchase Card Program Processes

Purchase Card Fraud & Disputes

■ Items to Remember with Fraud

- Fraud cases cannot be initiated in Access Online (AXOL); they **must** be initiated over the phone with U.S. Bank Customer Service.
- The card will be closed (FR – FRAUD) upon the U.S. Bank Fraud Representative's conversation with the Cardholder confirming that the transactions are fraudulent.
- A new card will be issued and the Cardholder **must** add the new card account number to his/her **User Profile Summary → Account Assignments**, to manage the account.
- If the fraud charges post to your new card, you will receive a credit to your new account and a 'Statement of Fraud' (SOF) form will be sent to you to confirm that you did not authorize those transactions.
- If the fraud charges post to your new card and no credit is given, the Cardholder must contact the U.S. Bank Fraud Department to have the credit added.
 - **Note:** Credits are not immediate and can be made up to 10 days after the case is started.

CCSC Purchase Card Program Processes

Purchase Card Fraud & Disputes

■ Items to Remember with Fraud, *continued*

- If no fraud charges post to your new card or no credit is given, then either:
 - The fraud authorizations never became posted transactions and the case is closed as a “zero loss” case.
- OR**
- The fraud transactions posted to the old card account after the account was closed and transferred. Since the fraud transaction never appeared on the statement to be paid, the bank leaves it on the fraud account to be worked.
- The Statement of Fraud (SOF) form will need to be completed and returned to U.S. Bank’s Fraud Department by the due date on the letter.
 - If the signed SOF is not received by the bank, the new account will have the charges reapplied and the Cardholder will be liable to pay for them.

CCSC Purchase Card Program Processes

Purchase Card Fraud & Disputes

■ Defining Dispute Cases

Dispute situations are defined as a disagreement between the merchant and the Cardholder, where the Cardholder is asking for their Issuer's assistance.

Some of the more common reasons for disputing transactions are:

- Merchandise or Service **not received** within 30 days from posting date
- Merchandise Returned
- Duplicate Processing
- Unrecognized
- Other dispute types not listed above

CCSC Purchase Card Program Processes

Purchase Card Fraud & Disputes

■ Instructions for Disputing a Sales Transaction

Before disputing or questioning a charge on the 'Transaction Management List,' please validate that you have taken the following actions:

- Review receipts for the amount in question as it may have posted to the 'Transaction Management List' with a different Merchant name or with a different amount.
- Attempt to contact the Merchant to resolve the issue.

* If neither you nor anyone authorized to use the card recognize the transaction as one you participated in, please call U.S. Bank Government Services at 1-888-994-6722, where they will assess the proper action to be taken including initiating a dispute or fraud case.

CCSC Purchase Card Program Processes

Purchase Card Fraud & Disputes

■ Initiating a Dispute Case

If you still desire to dispute the transaction after attempting to contact the merchant and verifying your receipts, choose one of the following options to initiate a case:

- Fill out the dispute interview on Access Online explaining the reason for filing the dispute and the transaction information.
- Contact U.S. Bank Government Services at 1-888-994-6722.
- Complete the Cardholder Statement of Questioned Item form (CSQI) and send via fax or email to U.S. Bank. The CSQI can be found on U.S. Bank's website:
http://www.usbank.com/cgi_w/cfm/inst_govt/products_and_services/FormsCivilian.cfm
- Submit a detailed letter explaining the reason for filing the dispute and the transaction information. The letter should include the Cardholder account number, contact information, supporting documentation, the date you contacted the Merchant, and details. The form must be mailed or faxed to:

Dispute Department

P.O. Box 6335

Fargo ND 58125-6335

Fax: 866-229-9625

Attn: Dispute Department

CCSC Purchase Card Program Processes

Purchase Card Fraud & Disputes

■ Time Frames for Dispute Cases

- If you wish to dispute the transaction using the automated process in Access Online, you must do so within 30 days from the transaction posted date.

Otherwise, you must select from one of the other dispute options listed on the previous slide.

- All billing dispute cases need to be initiated within 90 days from date the transaction posted to the account.
- If you wish to initiate a case that is beyond the 90-day timeframe you may still attempt the case by calling U.S. Bank Government Services, by mailing in a letter, or by faxing a letter to the contact information listed above.

CCSC Purchase Card Program Processes

Purchase Card Fraud & Disputes

■ What will happen after the dispute case has started?

Once the request to initiate a dispute is received by U.S. Bank, a variety of steps will occur:

- The amount of the transaction will be suspended.
- You will receive communications regarding the status of your claim and requests for additional information. Many of these letters are time sensitive and require a Cardholder response.
- Since disputes are governed by Visa and MasterCard Regulations, all disputes require that certain criteria must be met in order to pursue dispute rights.
- If all requirements are met, U.S. Bank will attempt to return the charge (chargeback) to the merchant. If this occurs you will receive a provisional credit for the disputed amount on your account and the suspension will be lifted.
- The merchant has an opportunity to respond (represent) through Visa and MasterCard. If this happens you may be required to provide an updated response to the merchant's rebuttal.
- You will be notified if additional information is needed.

CCSC Purchase Card Program Processes

Purchase Card Fraud & Disputes

■ What will happen after the case has started?, *continued*

- If the claim is resolved in your favor your provisional credit will remain on the account as a permanent credit. However, if the claim is not resolved in your favor the charge will be reposted to the account.
- Dispute cases may be very complex and are not guaranteed to be successful. U.S. Bank is required to follow Visa and MasterCard regulations for disputes.

■ What if I have questions?

- Initial dispute cases:
 - Contact U.S. Bank Government Services at 1-888-994-6722.
 - Send an email to the CCSC, if additional assistance is required.
- Existing dispute cases:
 - Contact U.S. Bank's FDSS Team at 1-800-815-1405 (This number is for 'existing' fraud or dispute cases only).
 - If assigned to a case processor you may contact them directly at their extension.
 - You may also call Government Services, using the number on the back of your card. They will connect you with the appropriate dispute representative.

Questions





Additional information on the **Charge Card Service Center** including News, Notices, POC Lists, Guides & Reference Material, Training Information, etc... can be accessed at <http://www.dm.usda.gov/procurement/ccsc/>.