



# APC Quarterly Newsletter

Volume XIII

April 2014

## Table of Contents

- [Save the Date! APC Quarterly Meeting](#)
- [Agency of the Quarter](#)
- [New Training Webinars Posted on CCSC Web site](#)
- [Score Cards](#)
- [Reminder for LAPC Quarterly Reviews and APC Certification Checklists](#)
- [Dates for Cardholder Account Suspensions and Suspension Lifts](#)
- [CCSC Corner](#)
- [Disputed and Fraudulent Transactions in Access Online](#)
- [CCSC FY14 Schedule of Activities](#)

## Calendar of Events

April 2014	May 2014	June 2014
8th: Cardholder Suspensions	8th: Cardholder Suspensions	9th: <ul style="list-style-type: none"> <li>• APC Certifications of LAPC Quarterly Reviews Due to CCSC</li> <li>• Cardholder Suspensions</li> </ul>
9th and 23rd: Cardholder Suspension Lifts	9th and 23rd: Cardholder Suspension Lifts	10th and 23rd: Cardholder Suspension Lifts
24th: APC Quarterly Meeting	26th: Memorial Day (Government Closed)	

## Save the Date! APC Quarterly Meeting

The CCSC will hold the next APC Quarterly Meeting on **Thursday, April 24, 2014**.

All APCs are invited to join in this discussion with the CCSC team, via phone or in person.

Your feedback and attendance are vital to the success of the program. We look forward to this discussion and please contact us via the [CCSC Inbox](#) with any talking points your agency specifically wants to cover.

The tentative date for the Q4 APC Quarterly Meeting will be **July 17, 2014**.

The CCSC Team would like to thank all charge card program participants for all of your continued hard work, contributions, and accomplishments. If you have any questions, please send an e-mail to the [CCSC Inbox](#).



## Agency of the Quarter

The Charge Card Service Center is pleased to congratulate the **Agency of the Quarter for Q2 FY14**, [Marketing and Regulatory Program](#) (MRP) and Estela Diaz (MRP APC). Please see figure 1 showing their outstanding metrics. The **Q2 FY14 Honorable Mention** agency is [Rural Development](#) (RD) and Ondray James (RD APC). Congratulations!

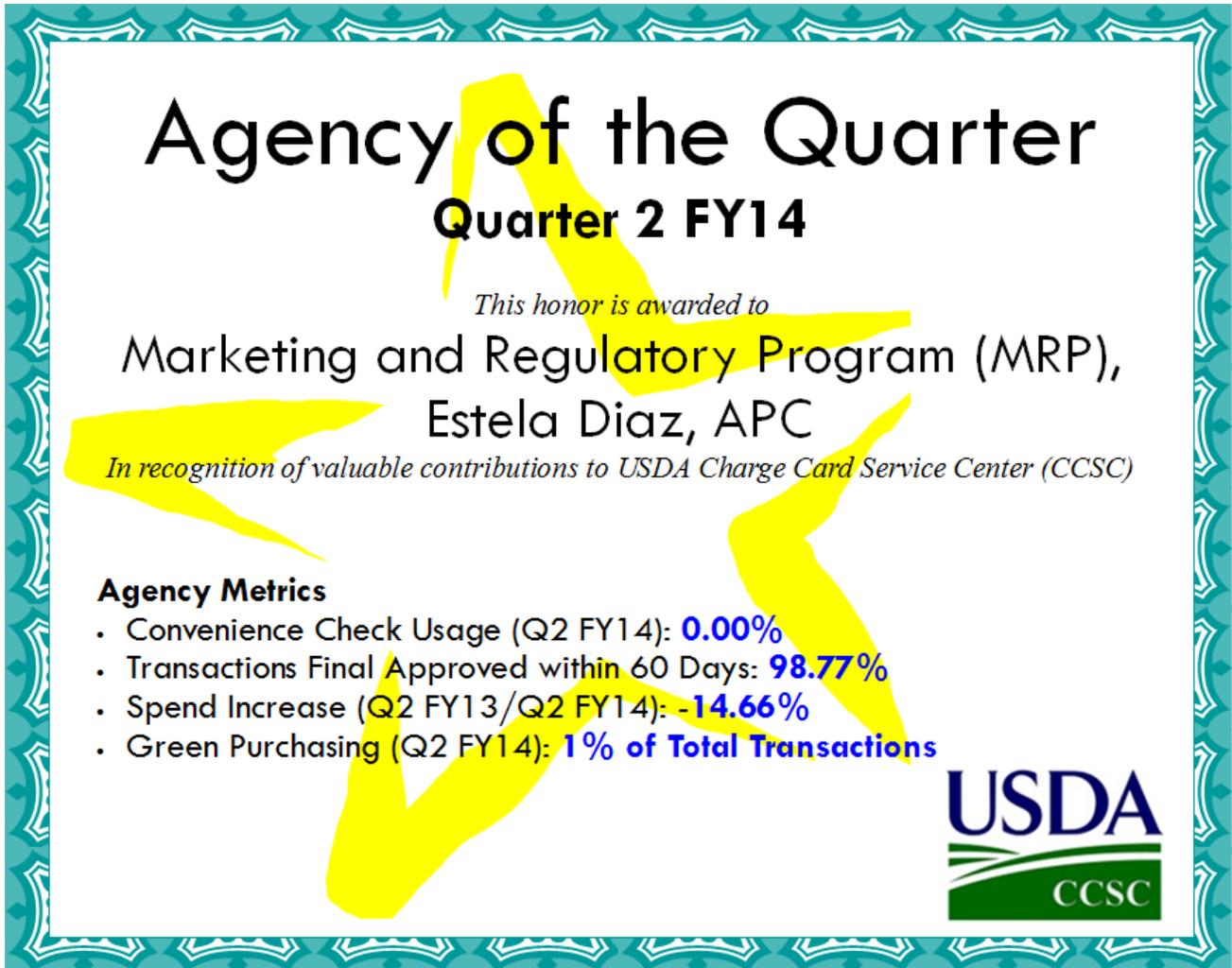


Figure 1. Agency of the Quarter Metrics

## New Training Webinars Posted on CCSC Web Site

The CCSC presented two new training modules to the APCs in the last two months. The topics were generated based on need and questions from the community.

The trainings are now housed on the CCSC Web site. The training is not mandatory, but can be viewed as reference material to the Charge Card Program. Please visit the links listed to see PDF versions of the modules.

Training Module	PDF
Alternative Payment Methods to Convenience Checks	<a href="#">[PDF]</a>
Disputed and Fraudulent Transactions in Access Online (See <a href="#">page 9</a> for a summary of the dispute and fraud processes)	<a href="#">[PDF]</a>

## Score Cards

### Green Purchasing Program Score Card

The CCSC is providing you with a Green Purchasing Program (GPP) Score Card (refer to figure 2, on [page 4](#)) that shows how many green transactions each agency made in Q2 FY14. The score card also compares each agency's green transaction totals to overall transaction totals for the quarter. The agencies highlighted in green had a variance over 1%, which means over 1% of their total transactions made were green purchases.



### Convenience Check Score Card

As a reminder and in accordance with the [AGAR ADVISORY No. 52](#), agencies and cardholders may not use convenience checks for purchases or payments unless there is an applicable electronic funds waiver number that allows such use. Refer to the Code of Federal Regulations (CFR), Part 208—Management of Federal Agency Disbursements, Section 208.4 Waivers ([31 CFR 208.4](#)) for details on the waivers.

Agencies are expected to significantly reduce, and to eventually eliminate, the use of convenience checks. Agencies are also expected to sharply reduce their number of authorized check writers and check stock, eventually eliminating this duty altogether.

APCs/LAPCs shall advise their cardholders that convenience checks may not be used to make purchases or payments absent an applicable waiver. LAPCs must review cardholders' authorization to have checks and shall cancel check-writing authorizations of cardholders who do not purchase supplies or services in the scope of authorized agency waivers. They must also collect, record, and destroy unneeded blank check stocks. APCs/LAPCs shall develop procedures to eliminate convenience checks pursuant to AGAR Advisory No. 52. Agencies shall continue to explore alternative payment methods for categories of transactions covered by waivers.

Figure 3, [page 5](#), provides you with convenience check for each agency year to date.



### Convenience Check Usage by Agency

In addition, the CCSC provides you with monthly convenience checks metrics by Agency (refer to figures 4-5 on [page 6](#)). The CCSC uses these statistics to track and monitor the checks usage to ensure that the annual reduction goal of 25% is being met.

### Green Purchasing Program Score Card Q2 FY14

Department Name	Agency Name	Agency Number	Total # Transactions	Total \$ Transactions Amount	Total # Green Transactions	Total \$ Green Transactions Amount	% Variance in # Transactions	% Variance \$ Transactions Amount
MRP	AMS	02	3,788	\$920,149.41	54	\$8,744.15	1.43%	0.95%
	APHIS	34	21,717	\$6,176,644.16	152	\$22,846.96	0.70%	0.37%
	GIPSA	36	1,038	\$235,386.99	9	\$1,217.02	0.87%	0.52%
	ARS	03	47,802	\$19,805,902.61	441	\$153,338.30	0.92%	0.77%
REE	ERS	18	150	\$90,908.21	0	\$0.00	0.00%	0.00%
	NASS	20	1,458	\$460,483.35	19	\$2,932.46	1.30%	0.64%
	NIFA	22	195	\$73,515.24	1	\$1,277.10	0.51%	1.74%
	OS	01	176	\$61,501.21	0	\$0.00	0.00%	0.00%
DM	DAO	06	63	-\$9,721.12	0	\$0.00	0.00%	0.00%
	OC	13	132	\$89,229.94	0	\$0.00	0.00%	0.00%
	OCE	38	28	\$13,824.57	0	\$0.00	0.00%	0.00%
	NAD	39	161	\$31,019.16	0	\$0.00	0.00%	0.00%
	OBPA	42	14	\$5,339.80	0	\$0.00	0.00%	0.00%
	OES	63	31	\$8,384.73	0	\$0.00	0.00%	0.00%
	OCIO	64	1,097	\$397,042.80	1	\$451.25	0.09%	0.11%
	HL	72	95	\$35,300.97	0	\$0.00	0.00%	0.00%
	DM	75	647	\$355,468.35	0	\$0.00	0.00%	0.00%
	OASCR	84	104	\$62,051.66	0	\$0.00	0.00%	0.00%
FFAS	OCFO	90	399	\$188,704.86	0	\$0.00	0.00%	0.00%
	RMA	08	380	\$98,516.23	3	\$309.12	0.79%	0.31%
	FAS	10	604	\$443,874.30	3	\$225.67	0.50%	0.05%
	FSA FA	57	2,464	\$558,435.24	84	\$64,858.84	3.41%	11.61%
FS	FSA CE	97	11,428	\$1,372,782.61	545	\$73,336.20	4.77%	5.34%
	FS	11	100,053	\$31,894,330.46	696	\$165,820.24	0.70%	0.52%
OGC	OGC	14	347	\$74,891.68	2	\$615.21	0.58%	0.82%
NRCS	NRCS	16	11,416	\$2,686,949.74	552	\$123,543.09	4.84%	4.60%
	RD	07	4,554	\$865,882.35	109	\$21,597.18	2.39%	2.49%
FNS	FSIS	37	2,382	\$1,105,716.14	29	\$8,060.32	1.22%	0.73%
	FNS	30	1,446	\$641,068.75	57	\$12,762.46	3.94%	1.99%
OIG	OIG	23	299	\$154,327.86	-	\$0.00	0.00%	0.00%
<b>Total</b>			<b>214,468</b>	<b>\$68,897,912.26</b>	<b>2,757</b>	<b>\$661,935.57</b>	<b>1.29%</b>	<b>0.96%</b>

Figure 2. Green Purchasing Program Score Card Q2 FY14

## Convenience Check Score Card FY14 YTD

Agency	# Checks FY13	\$ Checks FY13	# Checks FY14 YTD	\$ Checks FY14 YTD	# Variance FY13-FY14 YTD	\$ Variance FY13-FY14 YTD
01 - OSEC	3	\$4,250.00	1	\$119.13	66.67%	97.20%
03 - ARS	3,942	\$2,186,928.20	1,457	\$330,840.64	63.04%	84.87%
07- RD	130	\$39,101.10	42	\$2,379.05	67.69%	93.92%
08 - RMA	18	\$5,256.66	9	\$298.27	50.00%	94.33%
10 - FAS	224	\$113,477.52	35	\$8,685.24	84.38%	92.35%
11 - FS	19,651	\$14,663,243.46	6,231	\$1,077,815.00	68.29%	92.65%
16 - NRCS	52	\$0.00	0	\$0.00	100.00%	100.00%
18 - ERS	34	\$13,508.18	1	\$25.50	97.06%	99.81%
20 - NASS	361	\$84,488.55	183	\$15,873.38	49.31%	81.21%
22 - NIFA	22	\$7,216.61	1	\$1.70	95.45%	99.98%
57 - FSA-FA	393	\$121,228.59	100	\$8,280.32	74.55%	93.17%
64 - OCIO	258	\$17,178.87	113	\$2,348.55	56.20%	86.33%
75 - DM	4	\$18,841.77	1	\$34.00	75.00%	99.82%
84 - OASCR	1	\$3,000.00	4	\$2,038.76	-300.00%	32.04%
97 - FSA-CE	3,569	\$728,252.46	1,409	\$97,038.18	60.52%	86.68%
<b>Total</b>	<b>28,662</b>	<b>\$18,005,971.97</b>	<b>9,587</b>	<b>\$1,545,777.72</b>	<b>66.55%</b>	<b>91.42%</b>

Figure 3. Convenience Check Score Card FY14 YTD

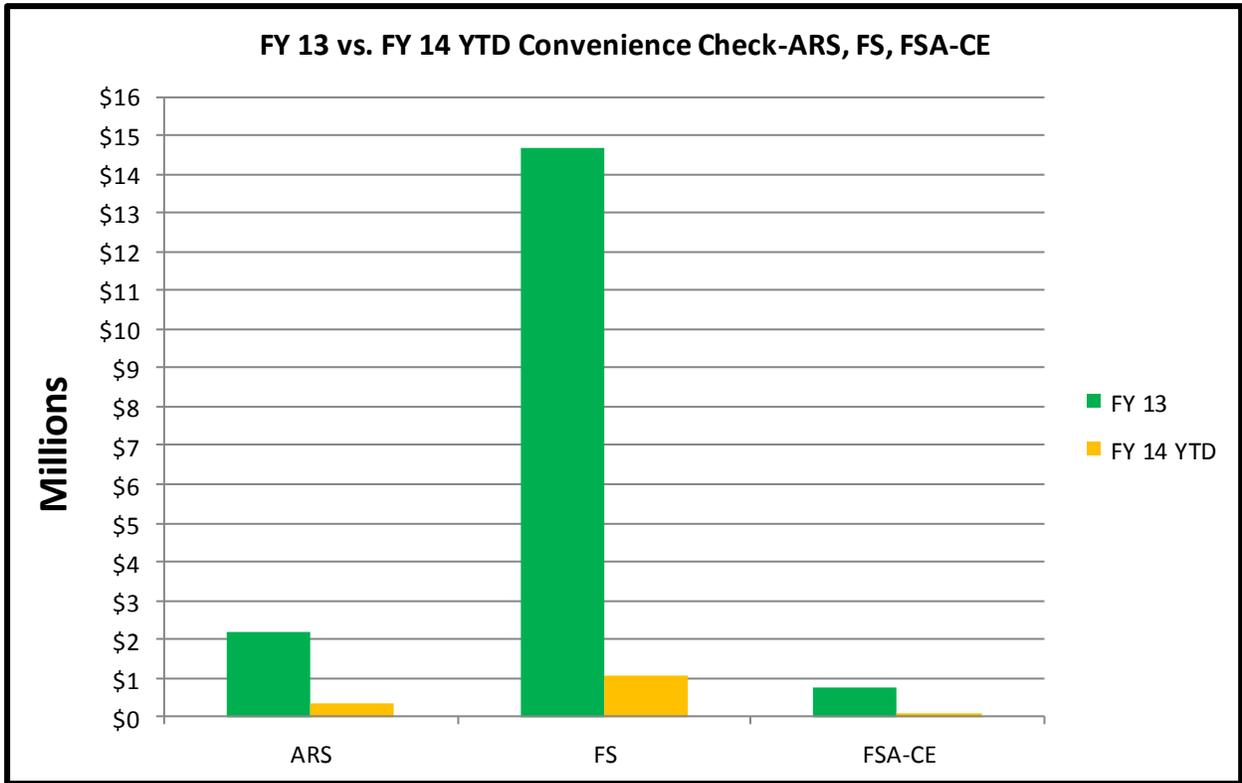


Figure 4. Convenience Check Usage ARS, FS, FSA-CE FY14 YTD

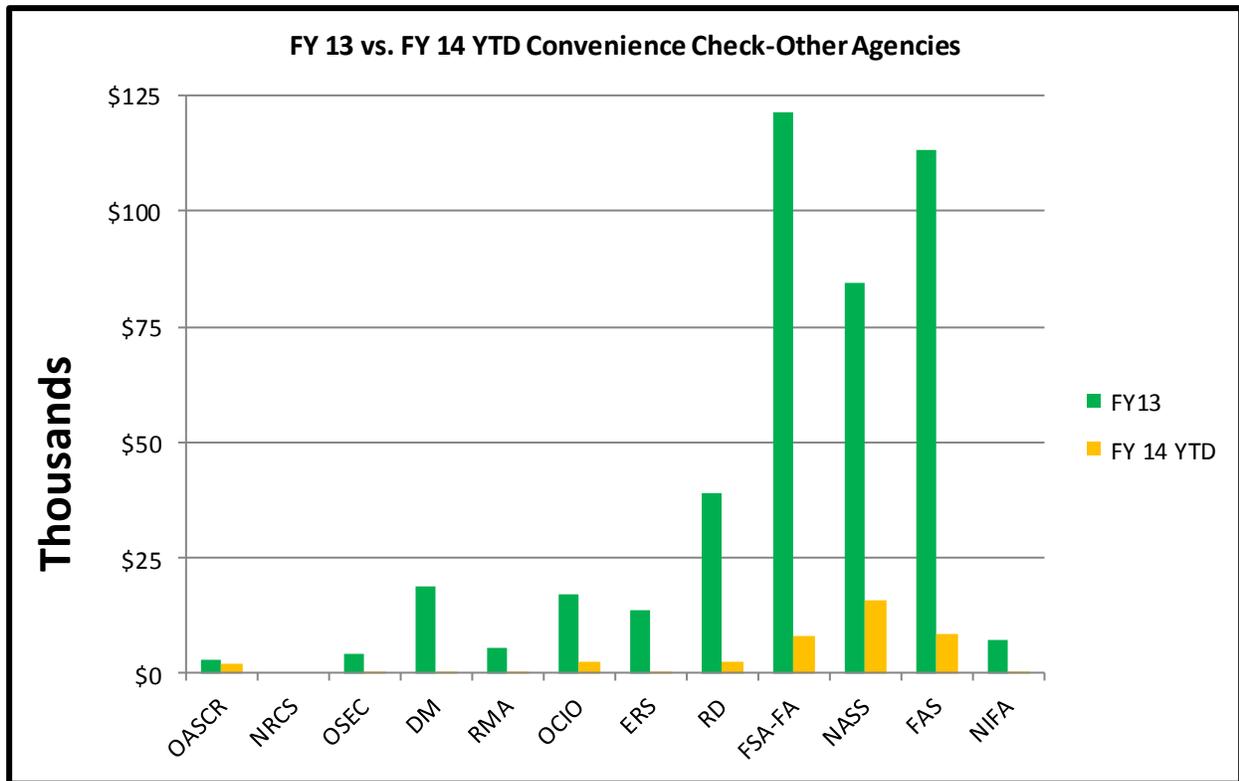


Figure 5. Convenience Check Usage for All Other Agencies FY14 YTD

## Reminder for LAPC Quarterly Reviews and APC Certification Checklists

This is a reminder that *LAPC Quarterly Review Checklists* for January 1–March 31, 2014, are due to APCs by May 30, 2014. The *APC Certification of LAPC Quarterly Reviews* of all *LAPC Quarterly Review Checklists* is due to the CCSC by June 9, 2014. If you have any further questions on this process please send an e-mail to the [CCSC Inbox](#).



Quarter Reviewed:	For the Months of:	Due Date to APC:	Due Date to the CCSC:
Q2 FY14	January – March	May 30, 2014	June 9, 2014
Q3 FY14	April – June	August 29, 2014	September 8, 2014
Q4 FY14	July – September	November 28, 2014	December 8, 2014

## FY14 Dates for Cardholder Account Suspensions and Suspension Lifts

On September 13, 2013, a communication was sent via e-mail to APCs outlining the new dates for suspension and suspension lifts for FY14. If you have any questions on this process, please send an e-mail to the CCSC at the [CCSC Inbox](#). For information on the suspension process please view the CCSC training on the [Purchase Card Suspension Process](#).



Notification of Suspension	Cardholder Suspension	1 <sup>st</sup> Suspension Lift	2 <sup>nd</sup> Suspension Lift
March 14, 2014	April 8, 2014	April 23, 2014	May 9, 2014
April 15, 2014	May 8, 2014	May 23, 2014	June 10, 2014
May 15, 2014	June 9, 2014	June 23, 2014	July 9, 2014
June 16, 2014	July 8, 2014	July 23, 2014	August 11, 2014
July 15, 2014	August 8, 2014	August, 22, 2014	September 9, 2014
August 15, 2014	September 8, 2014	September 23, 2014	October 9, 2014

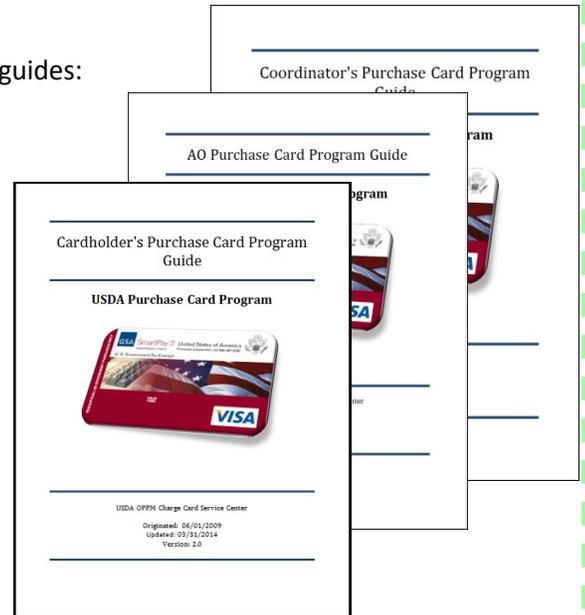
## CCSC Corner

### CCSC Purchase Card Program Guides

Visit the [CCSC Web site](#) to see our updated user guides:

- [Cardholder’s Purchase Card Program Guide](#)
- [AO Purchase Card Program Guide](#)
- [Coordinator’s Purchase Card Program Guide](#)

CCSC made the following updates: added section on completing Comments Tab in Access Online, added table for who takes what Refresher Training and when, updated dispute and fraud processes, updated broken links, added in new links to forms/documents, added in a Revision History, added an introduction section, and reformatted the layout. Use the guides in your day-to-day roles to incorporate initiatives and proper oversight.



### OMB A-123 Testing to Begin in Q3 FY14

In Q3 the CCSC A-123 Team begins FY14 testing of internal controls for CCSC processes. Samples will be generated based on CCSC processes and the CCSC will gather the documentation required for testing. APCs may be asked to submit information requested by the CCSC. Thank you for your cooperation and support. Please review the task and assignment table for the A-123 testing cycle schedule.

CCSC A-123 Task	Assigned To	Due Date
Submit A-123 request packets to APCs.	CCSC A-123 Test Team	04/21/2014
Submit requirements and supporting documentation from A-123 request packets.	APC	05/19/2014
Perform internal control test and document results.	CCSC A-123 Tester	04/25/2014–05/25/2014
CAP test cycle involve s request packets, supporting documentation, and internal control tests.	All	04/25/2014–05/25/2014



### Brown Bag Lunch Series

The CCSC is going to host a brown bag lunch series via webinar on Flex Data Reporting and Scheduled Reports in Access Online. A brown bag lunch is an informal meeting/training/discussion where a subject matter expert may explain processes and answers questions. The projected dates are for early May 2014. Look for a registration e-mail from the CCSC.

## Disputed and Fraudulent Transactions in Access Online

When cardholders realize that their card has been compromised, or that there is a transactional discrepancy, it is their duty to immediately report the issue appropriately to prevent misuse. Reference the table to find steps for starting a case. Go to [page 2](#) for the link to CCSC’s dispute and fraud training on the CCSC Web site.

	Dispute Process	Fraud Process
<b>Definition</b>	A disagreement between the merchant and the cardholder, where the cardholder is asking for the Issuer’s assistance.	A third-party unauthorized use of a card.
<b>Initiating a Case</b>	<p>There are two options to choose from to initiate a dispute:</p> <ul style="list-style-type: none"> <li>Use the Dispute functionality in Access Online’s Transaction Management page to dispute a transaction. Most disputes just need the online form filled out, but some disputes ask you to print and sign the form and also send in additional information.</li> <li>Complete the <a href="#">Cardholder Statement of Questioned Item (CSQI)</a> form located on U.S. Bank’s Web site, fax it directly to U.S. Bank, and then contact U.S. Bank Government Services at 888-994-6722:                             <ul style="list-style-type: none"> <li>Fax Number: 1-866-229-9625</li> <li>Attn: Dispute Department</li> </ul> </li> </ul>	There is one option only to use to report fraudulent activity—contacting U.S. Bank Government Services at 888-994-6722.
<b>Time Frames</b>	Within 90 days of the transaction’s posted date in Access Online	<i>Statement of Fraud</i> must be received within 90 days
<b>Process</b>	<ol style="list-style-type: none"> <li>You can select one of the two available options to initiate your dispute case—use Access Online to dispute the transaction or complete the CSQI form and contact U.S. Bank.</li> <li>When U.S. Bank receives the CSQI form:                             <ul style="list-style-type: none"> <li>The transactions is visually labeled as Disputed in Access Online.</li> <li>The amount is suspended.</li> <li>A notification is sent to you regarding the status of your claim and, possibly, request for additional information. <b>Note:</b> These letters may be time-sensitive and require a timely response from you.</li> </ul> </li> <li>After all dispute criteria are met, U.S. Bank attempts to return the disputed charge amount to you and charge the transaction back (chargeback) to the merchant. If this occurs, your account receives a provisional credit to cancel out the disputed amount.</li> <li>The merchant is given the opportunity to submit a rebuttal through Visa and MasterCard. U.S. Bank may ask you to provide an updated response and/or additional information.</li> <li>If the dispute is resolved in your favor, the provisional credit remains on your account. If the dispute is lost, U.S. Bank removes the provisional credit.                             <p><b>Note:</b> Dispute cases can be lengthy and are not guaranteed to be successful. U.S. Bank is required to follow Visa and MasterCard regulations for disputes.</p> </li> </ol>	<ol style="list-style-type: none"> <li>Contact U.S. Bank Government Services. The bank closes your account, transfers your account information to a new account, and issues you a new card.</li> <li>You are transferred to the U.S. Bank’s fraud department (800-523-9078), where they review the current activity on the account with you:                             <ul style="list-style-type: none"> <li>The representative initiates the case by marking the authorizations and/or transactions that have posted to the account that are believed to be fraudulent transactions.</li> <li>A <i>Statement of Fraud</i> form is generated based on the posted fraud transactions and mailed to you within three weeks of the call or ask the representative to send the form to you via e-mail.                                     <p><b>Note:</b> Verify your mailing address and e-mail address before ending the call.</p> </li> <li>If the case is started on authorization activity and the transactions never post, a <i>Statement of Fraud</i> letter is not generated and the case is closed.</li> </ul> </li> <li>Complete and return the <i>Statement of Fraud</i> form to the Fraud Department <b>by the due date</b> on the letter by one of the following methods:                             <ul style="list-style-type: none"> <li>USPS: address on the form.</li> <li>Fax: number on the form.</li> </ul> <p><b>Note:</b> If the signed <i>Statement of Fraud</i> is not received by the bank, the bank reapplies the charges to the new account and the Cardholder is liable to pay for them.</p> </li> </ol>

## CCSC FY14 Schedule of Activities

The CCSC provides a [CCSC Projected FY14 Schedule of Activities](#) for the use of the APCs.

Please reference the flyer as needed and pass it along to other team members who would benefit from the information as well. If you have any suggestions please contact the [CCSC Inbox](#).

# April 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8 Cardholder Suspensions	9 Suspension Lifts	10	11	12
13	14	15	16	17	18	19
20	21	22	23 Suspension Lifts	24 APC Quarterly Meeting	25	26
27	28	29	30			



USDA Departmental Management  
Charge Card Service Center  
Reporter's Building  
Washington, DC

The CCSC welcomes your feedback. Please send us an e-mail at the [CCSC Inbox](#) about ways we can improve the newsletter, with topics you would like included in upcoming newsletters, and/or questions you may have. Thank you!