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General

Whom do I contact if I have a purchase card question?
Cardholders should first contact their AO regarding any purchase card questions. If the AO does not know the answer, then the cardholder should reach out to the LAPC to obtain clarification. Questions concerning US Bank’s Access® Online system should be directed to the US Bank Customer Service Center at 1-888-994-6722.

Can a purchase card ever be used for fleet-related transactions?
Per the DR 5013-6 for Purchase cards, use of purchase cards for fleet-related items is strictly prohibited. Purchase card use is prohibited for Fleet related transactions (e.g., repairs and maintenance of vehicles). However, per Procurement Advisory No. 116A: Interim Purchase Authority for Fuel (dated April 2, 2015), allows the purchase card to be used to purchase fuel.

Charge Cards

How many days after requesting a purchase card should I expect to receive my card?
Cardholders should receive their purchase cards 7-12 business days after the CCSC receives, QAs, and approves the form request.

What happens if I do not receive my new purchase card?
If a cardholder has not received their purchase card within 15 business days, the cardholder should notify their LAPC. The LAPC will check Access Online Account Administration to see if the account has been opened in the system. If opened, the LAPC will contact US Bank Customer Service Center at 1-888-994-6722, provide them with the account number, and inquire on the status of the card. If the card was mailed but never received by the cardholder, the LAPC should request the account be closed as a lost/stolen card. A new account number will then be assigned, and a new card will be mailed to the cardholder.

How do I activate my card?
Upon receipt of the new card, the cardholder should contact the US Bank Customer Service Center at the number listed on the sticker on the front of the card to confirm
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receipt and activate their Purchase card. If activating a replacement card, be sure to log into your account and add the replacement card account to your profile.

How do I change the name on my Purchase card?
If the cardholder’s name has changed or is spelled incorrectly on the purchase card, the cardholder’s LAPC or APC should contact the bank to request a new card with the new/correct name.

What is the process for applying for a purchase card?
The Approving Official (AO) makes a formal request for a Purchase Card Account for the department or agency personnel based on the needs of their organization. The AO is responsible for completing the Purchase Card application and submitting the request as a paper copy and/or e-mail to the LAPC. The AO will inform the potential cardholder of the request, including the terms, the request for the issuance of Convenience Checks, if needed, and the training requirements prior to submission of the formal request to the LAPC. Prior to submitting the card request, both the AO and the cardholder must complete the initial complement of required trainings found on the CCSC website.

How can I receive a replacement for a card that will soon expire?
Replacement cards are shipped by the bank within two weeks from the expiration date of the original card to the cardholder’s office address. If the cardholder has not received the new card and the original card have expired, then he/she must notify the LAPC immediately. The LAPC should contact US Bank Customer Service at 1-888-994-6722 and provide the account number. The Customer Service Representative will ship a new card overnight, if authorized by the LAPC.

Single Purchase Limit or Credit Limit

How may the Single Purchase Limit or the Credit Limit of an existing card be increased?
Either increase must be requested by the Approving Official (AO) and approved by the LAPC. If the amount to be increased on the Single Purchase Limit is above the micro-purchase limit, then the cardholder must possess a valid Warrant Certificate for that amount.

Once approved, the LAPC can perform the limit increase in US Bank Access Online, under Account Administration.
Mandatory/Required Sources

Which required sources am I required to consider before using an ‘open market’ vendor?

Purchase cardholders are required by the Federal Acquisition Regulation (FAR) Part 8 to satisfy purchase requirements for supplies and services from mandatory sources. The CCSC has provided a list of required vendor sources in ascending order of priority in your Purchase Card Program Guide, see Appendix E: Required Sources of Supply. Priority sources include UNICOR, AbilityOne, GSA/USDA Advantage, FSSI mandatory sources, etc.

Mandatory sources are set up to support organizations that support small business and provide jobs to individuals with disabilities, prison bureaus, etc. Cardholders must meet those requirements by law before they can use an open vendor source.

What if I don’t purchase from or use a required vendor source?

Once you have considered ALL of the required and mandatory sources and you cannot satisfy your purchase requirement, you can consider using an open market vendor. However, you must provide a justification using the Non-Required Vendor Source Form (AD 3110). This form is ONLY MANDATORY if you use a non-required vendor source. If you use a required or mandatory vendor source, the form is not required. You do not have to complete the form for every, single purchase made with your purchase card.

Do I have to return the Non-Required Vendor Source form to a specific person/place?

No, once you complete the form you should retain the form along with the other purchase transaction supporting documentation. You may be asked to present your completed form and other transaction documentation during random transaction sampling or an OIG audit request or during data mining screening.

Am I required to use a required/mandatory vendor source even if a cheaper source can fulfill the purchase requirement?

Yes, cardholders are required to follow the FAR and USDA purchase card policy regulation on required sources. Cardholders must use a required vendor source to fulfill the requirement, if even a cheaper vendor on the open market is found.
Lost Cards, Fraud, or Disputes

What if my card is lost or stolen?
Cardholders should immediately contact US Bank Customer Services at 1-888-994-6722 and their LAPC if their purchase card is lost, stolen, or compromised in any way. Outside the U.S., call collect 1-701-461-2232. The US Bank Customer Service Representative will ask cardholders for their complete name and the agency they represent. Cardholders will also be asked to answer security questions, which may include verification of their hierarchy, AO’s name, or the date and amount or merchant of their last purchase. The new card will be sent regular mail (i.e., five business days). If the replacement card is needed in a rush, the APC/LAPC may request for the card to be sent overnight. Please note that cardholders cannot request “rush” cards. Upon receipt, cardholders are to add this new account number to their cardholder record in Access Online.

US Bank immediately places a real-time block on the activity of the lost/stolen account. Trailing balances generated prior to the date of the lost/stolen notification will be transferred to a new account number, except for potentially fraudulent transactions, which are systematically held by US Bank for manual review and investigation.

If the cardholder still sees fraudulent transaction(s) on the new account number in Access Online, the cardholder should notify the bank immediately. If the bank has not acted upon the notification within 30 days, the cardholder should dispute the transaction using normal dispute procedures. For these disputed transactions, US Bank executes standard procedures for investigation and resolution of the disputed item.

If the cardholder finds the card after having reported it lost or stolen, the cardholder should immediately hand the card over to his/her LAPC. The LAPC should then follow the process for destroying cards as stipulated in the USDA Purchase Card Program Guide.

How do I know when I am receiving a legitimate e-mail from the US Bank vs. spam e-mail?
As a rule, the bank will not send any communication that requires for the user to provide sensitive information, such as their SSN number or account information by e-mail or by telephone. If you receive correspondence that you are unsure about, please forward the e-mail to US Bank Fraud mailbox at Fraud_help@usbank.com or you may send an e-mail to the CCSC Inbox for confirmation on whether or not to respond.
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How can I dispute a fraudulent transaction on my purchase card?
The following steps must be followed, when you identify potential fraudulent charges on your purchase card:

- Fraud cases should be initiated over the phone by contacting US Bank Government Services at 1-888-994-6722 immediately:
  - Customer will be asked to close the account. A replacement account will be reissued.
  - Customer will be transferred to the US Bank Fraud Department (1-800-523-9078), who will review the current activity with the cardholder.
  - Fraud analyst will initiate a fraud case by identifying the authorizations and/or transactions that have posted to the account that are believed to be fraudulent transactions. It is at this point, a Statement of Fraud Form Item form will be sent to the cardholder to mail, fax, or e-mail back directly to US Bank. The cardholder should ask for where they may be able to scan and e-mail back so that they have a copy of submitting the form for their records.

- Questions on existing fraud cases:
  - Contact the US Bank Fraud & Disputes Solutions Service (FDSS) at 1-800-815-1405, available 24/7.
  - If a case is assigned to a case processor, the cardholder may contact them directly at their extension.
  - Contact Government Services at 888-994-6722, available 24/7.

Convenience Checks

When can convenience checks be used?
Convenience checks can be used for transactions at or below $2,500 when at least one of the DCIA waivers is satisfied and:

1. The vendor or merchant will not accept the purchase card.
2. Bona fide emergencies where the purchase card is not a viable solution.
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3. Transactions with small and/or rural business that are not yet able to accept the purchase card.
4. Other properly approved transactions for which the imprested funds were previously used which cannot be addressed using the purchase card.

If these prerequisites are met and a convenience check is used, all supporting check information must be entered into Access Online accurately. Please reference the USDA Purchase Card Program Guide on the CCSC website for specific details concerning what data needs to be entered into the system, where it needs to be entered, and how it needs to be formatted.

May I add convenience checks to an existing purchase card account that was originally set up without checks?

You may add convenience checks to an existing purchase card accounts that was originally set up without checks. Cardholders should notify his/her LAPC of their need for checks. If the LAPC approves the request, then he/she should contact the US Bank and provide the cardholder name and account number for the checks request.

Training

What is the CCSC website for training?

Please refer to the CCSC website for all training requirements and other program training resources.

Access Online

How are passwords reset?

If a user forgets their password, they may reset online by clicking on the Forgot Your Password? link. After three attempts the system locks your password and you are required to contact US Bank’s Customer Service Center at 1-888-994-6722 to have your password reset.

What must I do when I am locked out of my US Bank Access Online account?

You need to contact US Bank Customer Service to unlock/reset your User ID.
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Can a User ID in "removed" status in Access Online be restored?
Only User IDs that have been set to "inactive" status can be reactivated. User IDs in "removed" status cannot be restored. A new User ID will need to be set up for that user.

Can an Access Online User ID be changed after it has been created by a cardholder?
Once the cardholder creates an Access Online User ID, it cannot be changed until the card, attached to the User ID, is purged from Access Online.

Accounting Codes, Allocations, and Reallocations

Can I reallocate a locked transaction?
It depends on whether the transaction has been locked. To determine if the transaction is locked:
1. From Access Online, click the Transaction Management link.
2. Click the Transaction List link and enter the cardholder’s name.
3. Select the transaction desired and click the Summary tab to review the General Ledger Extract date field:
   • If the General Ledger Extract field contains a date, then the transaction is permanently locked. You must contact your agency’s Financial Point of Contact to manually reallocate the transaction in FMMI.
   • If the General Ledger Extract field does not contain a date, then your AO can reject the transaction back to you and you can reallocate the transaction.
   Note: Once a transaction is locked, no changes can be made, including adding comments and/or line item description information.

What do I do if I am unable to find an accounting code in Access Online to reallocate a transaction?
If you are unable to find an accounting code in Access Online to use to reallocate a transaction, then notify your LAPC so that they can contact your agency’s Financial Point of Contact to request that the code be uploaded in Access Online.
Transaction Reviews and Approvals in Access Online

What fields must be completed when approving a transaction in Access Online?
The following fields must be completed under the Comments tab before approving a transaction:

- **Agency Specific Data**: only use this field to identify if the transaction is a Green Purchase or for agency specific data.
- **Goods Received Date** *(required for every transaction)*
- **Item Description** *(required for every transaction)*

In addition to the above fields, you must enter the following convenience check date under the Order Management tab:

- **Conv. Checks TIN#**: enter the Taxpayer Identification Number (TIN) or Employee Identification Number (EIN).
- **Conv Chk Mer Inf/Waiver #**: enter the following merchant information:
  - Merchant Name
  - City
  - State
  - Zip Code
  - DCIA waiver number

What is the process for an AO to reject a transaction after reviewing it?
As part of the AOs transaction final approval process, AOs should review the transaction and ensure that the Comments fields are completed thoroughly and accurately and that the charges are valid and/or pre-approved. If the AO finds a questionable transaction or a transaction where the cardholder did not enter the **Item Description** field, the AOs should reject the transaction back to the cardholder for correction and resubmission. To reject the transaction back to the cardholder, the AO should click the **Reject** button at the bottom of the transaction screen and enter the reject reason.

Please note that if the transaction is locked (i.e., reallocated once and GL extracted) then the cardholder will not be able to make any changes to the transaction, such as adding the Item Description information that was previously omitted, or changing the accounting code to a different value. In such cases, the rejection of the transaction would not be necessary since no corrections can be made to the account. However, if
the rejection is due to a questionable/unapproved transaction, then the AO should proceed with the rejection.

APC, LAPC, and AO

What is the process to setup the AO/Cardholder relationship?
Below are the four possible situations for forming an AO/Cardholder relationship:

1. New AO and new cardholder account:
   a. APC/LAPC submits the *Reporting Hierarchy Setup spreadsheet* to the CCSC to establish the AO position. The request takes three to five business days to complete. The CCSC sends the notification of the new hierarchy setup completion.
   b. After receiving confirmation of the completed hierarchy setup, the APC/LAPC submits a *Cardholder Request for Purchase Card* form to the CCSC, including the AO information and new hierarchy assignment. The CCSC processes the request form and approves or rejects the request and sends an e-mail confirmation accordingly. If approved, the cardholder should receive the card in 15-18 business days.
   c. Upon receipt of the card, the APC/LAPC creates the User Profile for the AO in Access Online and adds the new hierarchy to the Processing Hierarchy link.

2. New AO and existing cardholder account:
   a. APC/LAPC submits the *Reporting Hierarchy Setup spreadsheet* to the CCSC to establish the AO position. The request takes three to five business days to complete. The CCSC sends the notification of the new hierarchy setup completion.
   b. After receiving confirmation of the completed hierarchy setup, the APC/LAPC performs a hierarchy transfer on the card account in Access Online, under Account Administration – Account Information to link the existing cardholder account to the new AO hierarchy.
   c. Upon completion of the hierarchy transfer, the APC/LAPC creates the User Profile for the AO in Access Online and adds the new hierarchy to the Processing Hierarchy link.

3. Existing AO and new cardholder account:
   a. The APC/LAPC submits a *Cardholder Request for Purchase Card* form to the CCSC, including the AO information and existing hierarchy setup. The CCSC processes the request form and approves or rejects and sends an e-mail confirmation accordingly.
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b) If approved, the cardholder should receive the card in 15-18 business days. The relationship is automatically formed when the card is processed by US Bank.

4. Existing AO and existing cardholder account:
   a) In Access Online, check the cardholder account hierarchy in the Account Information link under the Account Administration link.
   b) Check the AO user profile under the System Administration link.
   c) Both hierarchies must match; if different, make the hierarchy change accordingly.

What requirements must a person meet to become an Approving Official (AO)?

Please refer to the USDA Purchase Card Program Guide, Part 4.4 Approving Official to view the requirements to become and AO. Also, before someone can become an AO, they must complete a set of mandatory online-based training and forward all training certifications to the proper APC. Either a Point of Contact Maintenance update must be completed in Access Online (existing hierarchy) or a Reporting Hierarchy Setup spreadsheet (new hierarchy) must be submitted to have the new AO set up in TSYS as an AO.

Finally, the agency must provide a list of cardholders whose transactions the new AO will be approving. This is to ensure that, in case the new AO is also a cardholder, the AO will not be approving transactions that they incur as a cardholder. For any additional questions on procedures for becoming an AO, please contact the APC of the agency, of which the person wishes to become an AO.

How can someone become a new APC?

Please refer to the USDA Purchase Card Program Guide, Part 4.2 Agency Program Coordinator to view the requirements to become and APC. Each agency head of contracting must designate new APCs. Once the agency makes the new designation, a Point of Contact Maintenance update must be completed in Access Online to make the formal change. Also, the newly selected APC must complete the mandatory trainings listed in Part 5 Compliance Training Requirements of the program guide, and upon completion, submit copies of the completed training certifications to their current agency APC for processing.

How soon may I assign an AO to a cardholder after setting up the cardholder in Access Online?

Cardholder hierarchy transfers require an overnight batch to run for completion, if it is an existing hierarchy. If a new hierarchy, the cardholder hierarchy transfer requires a cycle batch run (on the 7th of the month) for completion, if performed directly in Access
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Online, or a Cardholder Maintenance update can be completed in Access Online. You must wait until the hierarchy change has been set up on the cardholder account before you can link the AO to the cardholder.

Hierarchies

How many days does it take for a new hierarchy setup or a hierarchy name change to be completed?
A new hierarchy setup or a hierarchy name change will take three to five business days to be completed.

After the new hierarchy setup is completed, when can the AO be assigned to the new hierarchy?
There must be at least one cardholder account set up in a hierarchy before the AO can be assigned to that hierarchy. If the cardholder is already in Access Online, the cardholder account must be linked to that hierarchy before assigning the hierarchy to the AO. However, if the cardholder is not in Access Online (i.e., new), then the Cardholder Request for Purchase Card form must be submitted to the CCSC and processed by US Bank before the hierarchy can be assigned to the AO. For the order of process, refer to the question What is the process to setup the AO/Cardholder relationship?

What do I do if I cannot locate a completed hierarchy in Access Online?
Upon notification from the CCSC that the new hierarchy setup has been completed, attach the new hierarchy to the cardholder account before adding to the AO’s User Profile. To attach the hierarchy to the cardholder’s account:
1. Click the Account Administration link.
2. Enter the cardholder’s name.
3. Click Account Information link.
4. Under the Hierarchy Position box, click the Change Hierarchy Position link and enter the new processing hierarchy.
5. Click Continue.
6. Change the hierarchy value in the Reporting Hierarchy Position box and re-enter the Default Accounting Code.
7. Click Submit Request.
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**Note**: Do not click the **Search for Position** link since the hierarchy will not be available for selection until at least one cardholder is linked to that hierarchy.

**How do I complete a hierarchy transfer?**

On the 7th of every month, the cycle batch is run in Access Online and all hierarchy changes are updated. Therefore, if a transfer is required and you are within a day or two of the 7th of the month, simply log on to Access Online and make the change under Account Administration. The change is effective after the cycle batch runs.

If the transfer needs to be made at any other point in the month, complete the Cardholder Maintenance update in Access Online.

**When should I complete the Reporting Hierarchy Setup spreadsheet vs. completing a Point of Contact Maintenance update in Access Online?**

The **Reporting Hierarchy Setup spreadsheet** should be completed and submitted to the CCSC when requesting a new hierarchy level. If the hierarchy level already exists and maintenance is needed (e.g., name change), then the **Point of Contact Maintenance update** should be completed in Access Online.

**TSYS**

**Why must an AO’s name be listed in TSYS?**

An AO’s name must be listed in TSYS because US Bank and the CCSC use TSYS to process new card requests. US Bank uses TSYS to validate that the hierarchy exists and the name of the AO that is attached to the hierarchy. If the hierarchy is not in TSYS, the card request will be rejected. To ensure A-123 compliance, the CCSC uses TSYS.
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reporting to make sure that new cards are not being set up in the same hierarchy as their Coordinators and/or AOs.

What is the difference between TSYS and Access Online?
TSYS is US Bank’s financial system of record. Access Online is a reporting and processing tool used by US Bank. The POC information does not interface between the two systems. Therefore, both systems must be maintained and updated separately. Any change made to one system must be made to the other.