

Coordinator QUICK GUIDE



This image depicts the GSA SmartPay 2 credit card with security chip.

You Need to Know

This quick guide assists Purchase Coordinators, i.e., Agency Program Coordinators (APCs) and Local Agency Program Coordinators (LAPCs) in carrying out their authority and responsibilities in managing their purchase card program and is to be used in conjunction with [Departmental Regulation \(DR\) 5013-6](#) and the [Coordinator's Purchase Card Program Guide](#). The DR, Guide, and all other documents referenced in this quick guide are available at the [CCSC website](#).

Qualifications of APC/LAPC

In order to manage the program effectively, APCs and LAPCs must be classified in either the 1105 or 1102 procurement series or meet the training requirements of the Acquisition Workforce Training, Delegation and Tracking System for a Level 1B (LAPCs) and Level 1C (APCs) contracting officer.

According to the [Coordinator's Purchase Card Program Guide](#), the Head Contracting Activity Designee (HCAD) is to provide a written designation to the Departmental Program Manager and address the Coordinator's classification and/or training requirements in compliance with the Acquisition Workforce Training, Delegation and Tracking System for a Level 1C contracting officer.

Program Oversight

Overall management and oversight of the Purchase Card Program within each agency or office is the responsibility of the Coordinators. Each role has uniquely defined responsibilities in monitoring purchase card transactions through Access Online. As part of the oversight, Coordinators are to respond to user alerts within 30 days after notification. Alerts are messages to Coordinators regarding questionable transactions and transactions selected by statistical sampling for review, and other events as defined by the USDA CCSC. Some alerts will trigger a set of questions that must be answered to verify the validity of a specific transaction. Alerts are developed to reduce fraud, waste, and abuse.

APC Responsibilities

The major responsibilities of the APC are:

- Establish and maintain agency-wide communication
- Establish agency-unique purchase card policies and procedures when needed
- Appoint Assistant, Deputy, or Regional APC

- Appoint LAPC
- Final approve purchase card requests
- Conduct agency-wide oversight of the purchase card program, including proper use of required sources of supplies and services
- Participate in meetings with the DPM to address purchase card programmatic issues
- Provide guidance to LAPCs or additional training when needed
- In the absence of an LAPC, cancel purchase cards immediately upon employee's termination
- Serve as primary contact for LAPCs and as the liaison with the DPM and the bank
- Audit program compliance and file retention; notify the LAPCs of non-compliance issues and assists them in enforcing non-compliance measures
- Identify future program applications/enhancements and submit to the DPM for final assessment
- Determine and recommend appropriate Merchant Category Classification (MCC) code ranges for card use
- Provide senior agency management with purchase card transaction and convenience check data
- Final approve purchase card account requests
- Coordinate agency refresher training activities

LAPC Responsibilities

The LAPC is responsible for the day-to-day operation of the purchase card program at their respective site. They work directly with the cardholder, bank contact person, and APC. LAPC duties are to:

- Establish and maintain the purchase card program within his/her designated location
- Provide additional training and guidance to cardholders when needed
- Monitor cardholder purchases using electronic management application and tools
- Conduct statistical sampling reviews
- Report fraud, waste, and abuse in accordance with agency procedures
- Establish and update cardholder information
- Distribute program literature and materials to cardholders
- Ensure proper use of required supply sources
- Perform card cancellations due to employee termination or transfer
- Perform maintenance changes using Access Online
- Instruct cardholders to immediately notify the U.S. Bank customer service representative of a lost/stolen card/check
- Instruct cardholders to immediately notify the bank of any discrepancies or unauthorized charges within 90 days of the transaction date
- Utilize the bank's "Coordinators Who to Call" information
- Approve cardholder accounts on an emergency basis or where the cardholder has separated from the agency
- Approve "trailing" transactions after a cardholder account is closed
- Final approve transactions when the Approving Official (AO) has separated from the agency
- Approve purchase card account requests
- Query quarterly final approval transaction reports

Program Reviews

Program reviews are integral part of the Purchase Card Program efforts to implement purchase card internal controls to reduce waste, fraud and abuse throughout the program, in compliance with OMB Circular A-123 requirements and regulations. Further detailed information is available in the *Coordinator's Purchase Card Program Guide*. Brief descriptions of the review requirements for each Coordinator are:

- [LAPC Quarterly Review](#). The LAPC shall conduct random quarterly physical reviews of cardholder transaction files. A chart outlining the minimum number of cardholder account reviews required based on the number of total cardholders managed can be viewed in the *LAPC Quarterly Review Checklist*, in the *Coordinator's Purchase Card Program Guide*.
- [APC Annual Program Review](#). The APC shall conduct program reviews following the close of each fiscal year to ensure LAPCs and cardholders are adhering to applicable requirements. The APC review will be based on the LAPC Quarterly Review submissions. The primary objectives of the review are to assess:
 - Compliance with laws and regulations
 - Efficiency of operations
 - Adequacy of internal or management controls to help prevent fraud, waste, and abuse

In accordance with requirements in OMB Circular A-123, Appendix B, the “APC Annual Purchase Card Program Reviews” are due by December 15th following the close of the fiscal year. Standardized forms are available to facilitate the annual review process in order to determine the effectiveness of the program, ensure compliance and adequate oversight and to detect cardholder misuse/fraud. Refer to the [APC Annual Purchase Card Program Review](#) form.

Program Support

Program support for Coordinators is available from the USDA Charge Card Service Center (CCSC) and U.S. Bank.

- CCSC:
 - Information pertaining to the Purchase Card Business Line is available at the USDA [CCSC Website](#). Questions pertaining to the USDA Charge Card Program can be forwarded to the [CCSC Inbox](#).
- US Bank Contacts:
 - U.S. Bank Government Services Technical Help Desk staff: 1-800-254-9885, option 2
 - Customer Service: 1-888-994-6722, star key (*) to speak to a representative
 - Access Online Helpdesk: 1-800-254-9885, option 2
 - **USDA Account Coordinator: 1-800-254-9885 option 3**
- User Guides & Useful Websites:
 - [USDA's CCSC Purchase Card Program Website](#)
 - [Access Online Website](#)
 - [Access Online Web-based Training](#)

Setup/Maintenance Forms

U.S. Bank setup and maintenance forms for AOs and cardholders are available at [U.S. Bank's USDA Website](#).

- Set up new APC and LAPC:
 - While the *POC Maintenance Form* can be submitted directly to the bank, the CCSC advises that these be submitted to the CCSC in email form so that there is a receipt of the request.
- Set up new AO:
 - (1) submit the *Reporting Hierarchy Setup Form* to the CCSC (2) submit the *Cardholder Maintenance Form*, directly to the bank; use this form to either transfer the cardholder to a new AO or to create a new cardholder account (3) log in to Access Online, System Administration/User Profile to give the new AO access to Access Online.

Refer to the [Coordinator's Purchase Card Program Guide](#) for detailed instructions.



This image depicts the USDA Logo

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