Quick Guide for New APCs

**Purpose:** to assist new Agency Program Coordinators in the management of their agency’s purchase card program.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Contact Reasons</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charge Card Service Center (CCSC)</td>
<td>Questions on Operations &amp; Policy</td>
<td><a href="mailto:ccsc@dm.usda.gov">ccsc@dm.usda.gov</a></td>
<td></td>
</tr>
<tr>
<td>U.S. Bank</td>
<td>Access Online (AXOL) issues</td>
<td>1-800-254-9885, option 2</td>
<td><a href="mailto:accessonlinesupport@usbank.com">accessonlinesupport@usbank.com</a></td>
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<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
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<th>Meaning</th>
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<tbody>
<tr>
<td>APC</td>
<td>Agency Program Coordinator</td>
<td>MCC</td>
<td>Merchant Category Code</td>
</tr>
<tr>
<td>AO</td>
<td>Approving Official</td>
<td>MPL</td>
<td>Monthly Purchase Limit</td>
</tr>
<tr>
<td>CH</td>
<td>Cardholder</td>
<td>POC</td>
<td>Point of Contact</td>
</tr>
<tr>
<td>CCSC</td>
<td>Charge Card Service Center</td>
<td>SPL</td>
<td>Single Purchase Limit</td>
</tr>
<tr>
<td>LAPC</td>
<td>Local Agency Program Coordinator</td>
<td>WBT</td>
<td>Web-Based Training</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Form</th>
<th>Receive from</th>
<th>Deliver to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Point of Contact Maintenance</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Cardholder Maintenance</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>CCSC Purchase Card Request</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Reporting Hierarchy Setup</td>
<td>✓</td>
<td>✓**</td>
</tr>
<tr>
<td>APC Annual Purchase Card Program Review</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Purchase Card Policy Waiver Request</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Card/Convenience Check Destruction</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Coordinator Nomination Request</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

* = Depends upon agency
** = Submit only for new hierarchy requests

**Training**

<table>
<thead>
<tr>
<th>Location</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Bank website</td>
<td>Access Online (AXOL)</td>
</tr>
<tr>
<td>AgLearn via CCSC website</td>
<td>CCSC website</td>
</tr>
<tr>
<td>CCSC website</td>
<td>CCSC website</td>
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</tbody>
</table>

**Initial Complement of Training**

**Day-to-Day Activities**

**Operational Tasks**
- Designate and set up new LAPC
- Identify AXOL reporting rights
- Send POC Maintenance Form to U.S. Bank
- Request new agent/company number
- Review new CH requests submitted by LAPC in AXOL Approval Queue and maintain a working knowledge of hierarchies (e.g., no hierarchy violations)
  - Approve requests that meet requirements in the *Entering and Final Approving Purchase Card Account Requests in Access Online Guide*
  - Reject requests not meeting requirements in said guide
- Review new Approving Official requests submitted by LAPC per *USDA User Profile Guidance* training
- Confirm the separation of duties for new and existing program participants
- Set up AO for new hierarchy per *How to Complete the Reporting Hierarchy Setup Form and the Point of Contact Maintenance Form*
  - Remember: CH must be in new hierarchy before setting up new AO
- Understand the process of setting up new reporting hierarchy and search existing hierarchy (see previous entry)
- Update SPLs (if needed), MPLs and default accounting codes
- Maintain profiles for CH, AO and LAPC
- Approve the use of blocked MCCs

**Routine Duties**
- Answer management’s questions
- Answer questions from LAPC, AO and CH
  - Maintain hierarchy; explain process to LAPC when needed additional instruction
- Answer questions regarding convenience checks
  - Depending upon the agency, LAPCs may need to approve check usage
  - Sometimes encounter policy questions (e.g., “Can we use checks to purchase XYZ?”)
- Distribute CCSC communications to purchase card community, if appropriate and as needed
- Understand responsibilities of U.S. Bank versus CCSC (see Organization and Contact Reasons at the top of this guide)
- Review purchase card transactions of LAPCs who are purchase cardholders
- Report any instances of fraud, waste and abuse in accordance with agency procedures
- Routinely provide guidance, training and assistance to LAPCs on program policy and system usage
The Quick Guide for New APCs is not all inclusive and should be adapted to meet the specific needs of an APC’s agency. Additional reference material is available on the [CCSC website](https://www.ccsc.gov).

### Weekly Activities

#### Operational Tasks

- Respond to Fraud Reports
- Review questionable transactions discovered by LAPC

### Monthly Activities

#### Operational Tasks

- Respond to Oversight Reports
  - Questionable Transaction Report
  - Coordinators-AOs Hierarchy Exception Reports
  - Separation of Service Report
  - User ID Exception Report
  - Purchase Card Exception Report
- Distribute Suspension Reports
  - Potential
  - Suspension
  - Suspension Lifts
    - Address field requests for unscheduled suspension lifts

#### Routine Duties

- Meet with LAPCs to discuss purchase card issues

### Quarterly Activities

#### Operational Tasks

- Register and attend CCSC Quarterly Purchase Card Coordinators Meeting
- Review LAPC Quarterly Review Reports
- Submit APC Certification of LAPC Quarterly Review
- Send necessary reports to CCSC
- Distribute new AXOL WBT passwords to the purchase card community

### Semi-Annual Activities

#### Operational Tasks

- Complete the Semi-Annual Joint Purchase and Integrated Card Violation Report

### Annual Activities

#### Operational Tasks

- Respond to CCSC’s A-123 testing request
- Complete Refresher Training for Coordinators
- Provide requested documentation for the Annual Receipt Sampling Report
- Complete the APC Annual Purchase Card Program Review Form by December 15 of each year
- Respond to Office of Inspector General (OIG), Government Accountability Office (GAO) audits, Freedom of Information Act (FOIA) requests and Congressional hearings (usually at the end of each year)
- Update all trainings and guides, as needed
- Update CH’s default accounting codes at the end of each fiscal year
  - Fix default accounting codes not rolled over during year-end conversion
- Issue new annual notices (e.g., directions followed by everyone, LAPC quarterly review), if required
- If funds are available, attend General Services Administration (GSA) conference
- Provide ad hoc training and regular training for new program participants, as needed
- Ensure agency’s compliance with Annual Refresher Training requirement
- Assist with the development and maintenance of purchase card program literature for agency-wide use