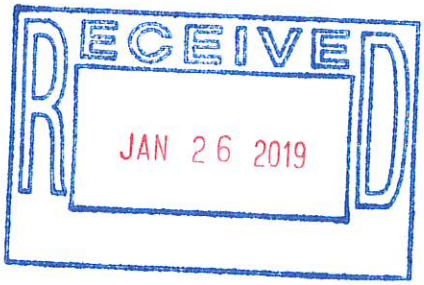
LABOR RELATIONS

UNITED STATES
POSTAL SERVICE



January 22, 2019

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service has revised the *Purchase Card Program* training course.

The revised course includes an enhanced description of the roles and responsibilities of cardholders and Credit Card Approving Officials (CCAOs) and an explanation of the steps required for establishing an account with US Bank.

We have enclosed a final copy of the revised training course, absent the test material.

The course is currently available in HERO.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosure

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4101
WWW.USPS.COM

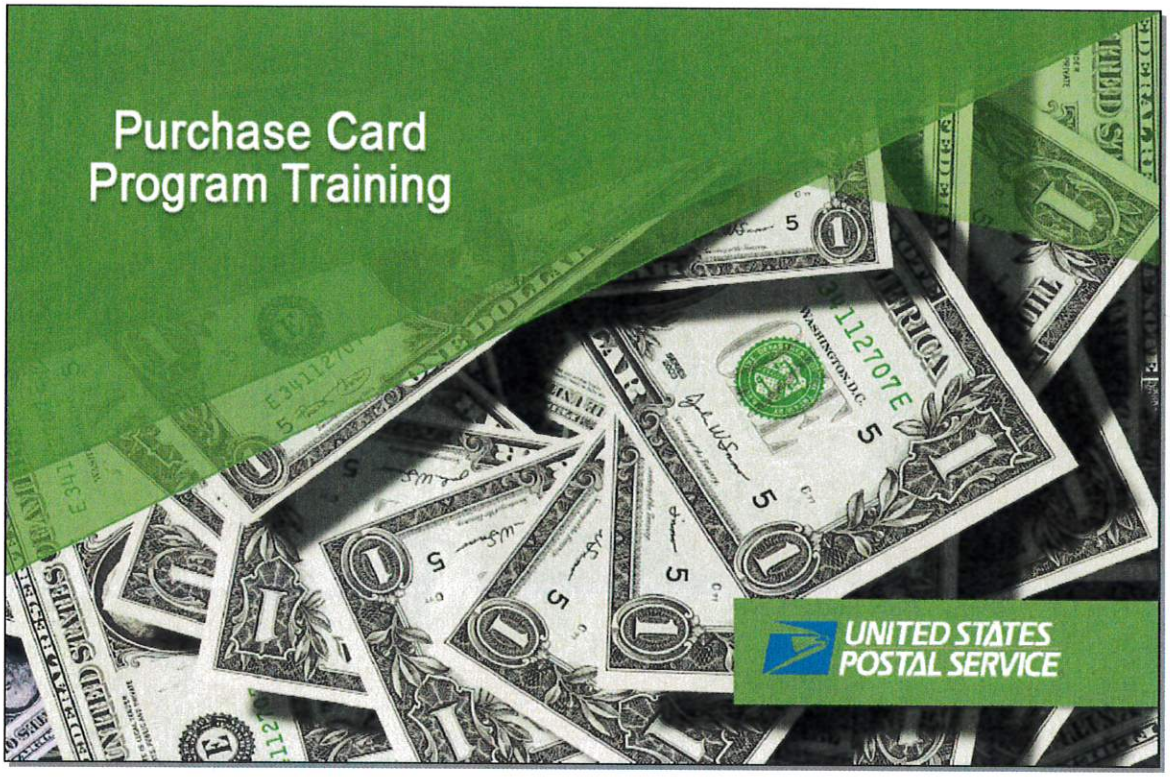
PURCHASE CARD PROGRAM TRAINING

Abstract

Training on how USPS employees obtain, utilize, and manage a federal purchase card.

Course developed by USPS Training | Learning and Development
475 L'Enfant Plaza SW
Washington, DC 20260

Slide1

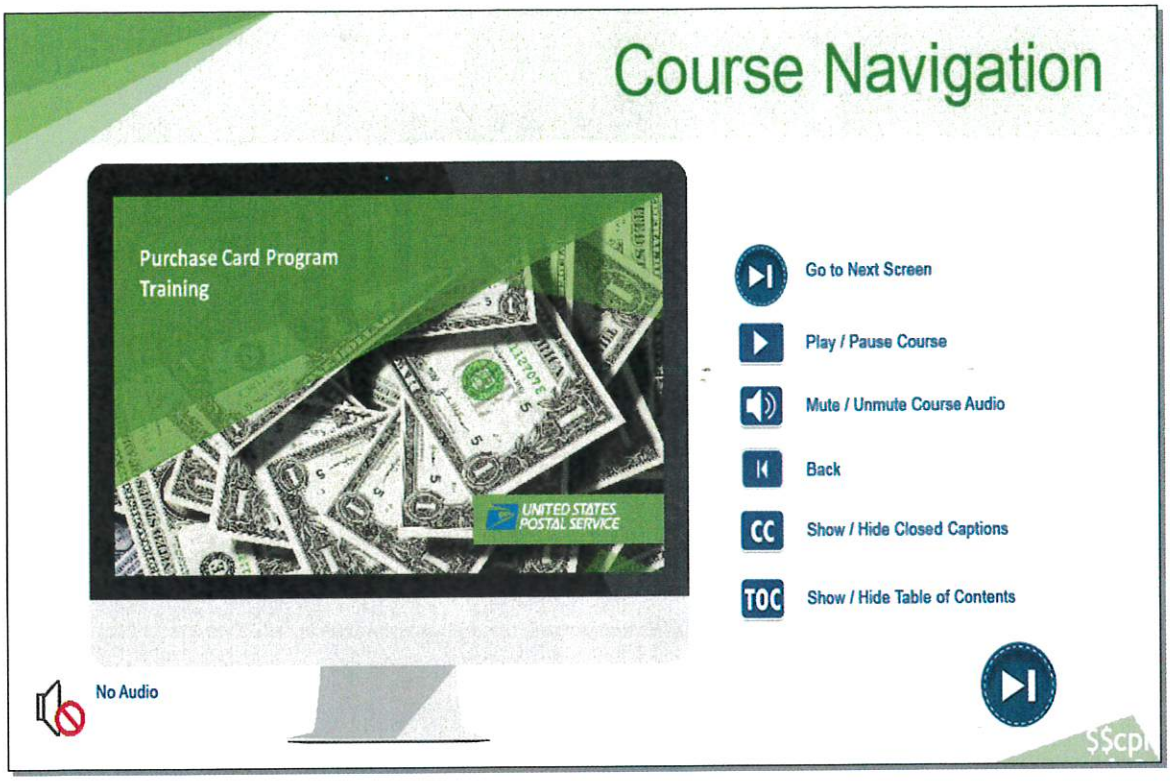


Closed Caption/Audio Script:

Welcome to the Purchase Card Program web-based training. This training focuses how to obtain, access, and utilize a United States Postal Service purchase card.

USPS Copyright

Slide 2

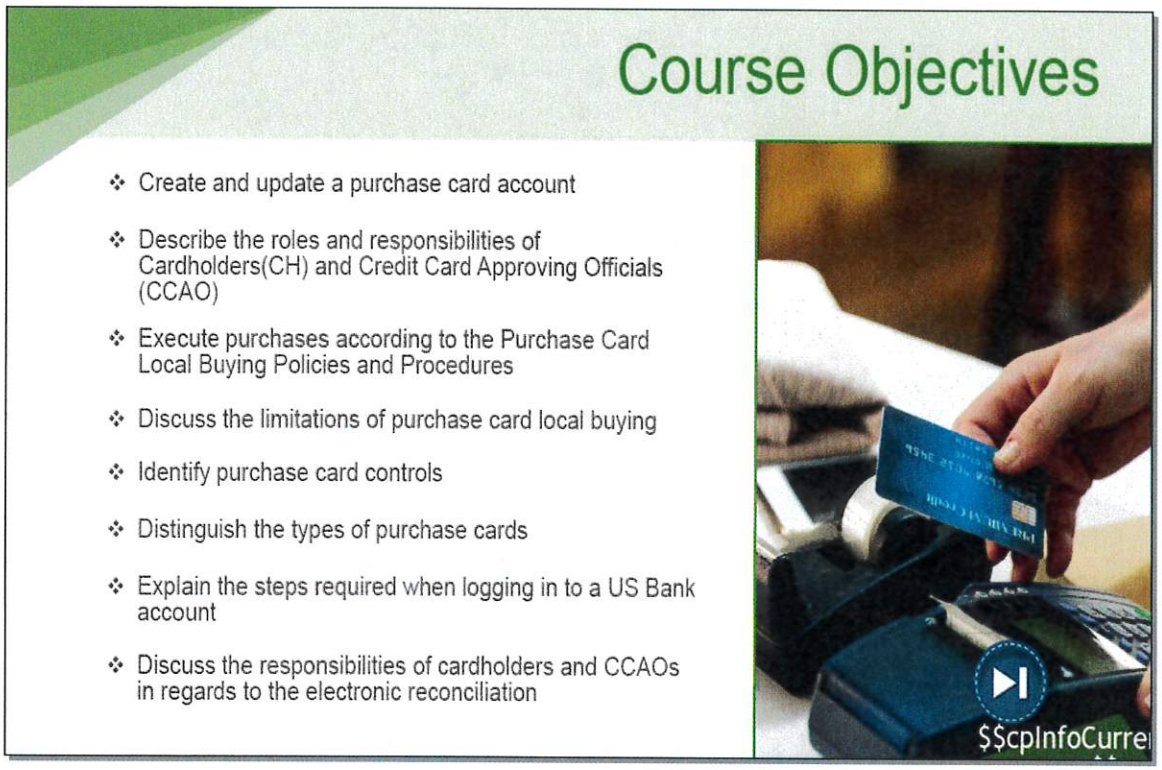


Closed Caption/Audio Script:

No narration for this slide.

USPS Copyright

Slide 3



Closed Caption/Audio Script:

By the end of this training, you will be able to: create and update a purchase card account, Describe the roles and responsibilities of cardholders and Credit Card Approving Officials, Execute purchases according to the purchase card local buying policies and procedures, Discuss the limitations of purchase card local buying, Identify purchase card controls, Distinguish the types of purchase cards, Explain the steps required when logging in to a US Bank account, and Discuss the responsibilities of cardholders and CCAOs in regards to the electronic reconciliation.

Let's get started with our first section: Section 1: Purchase Card Information.

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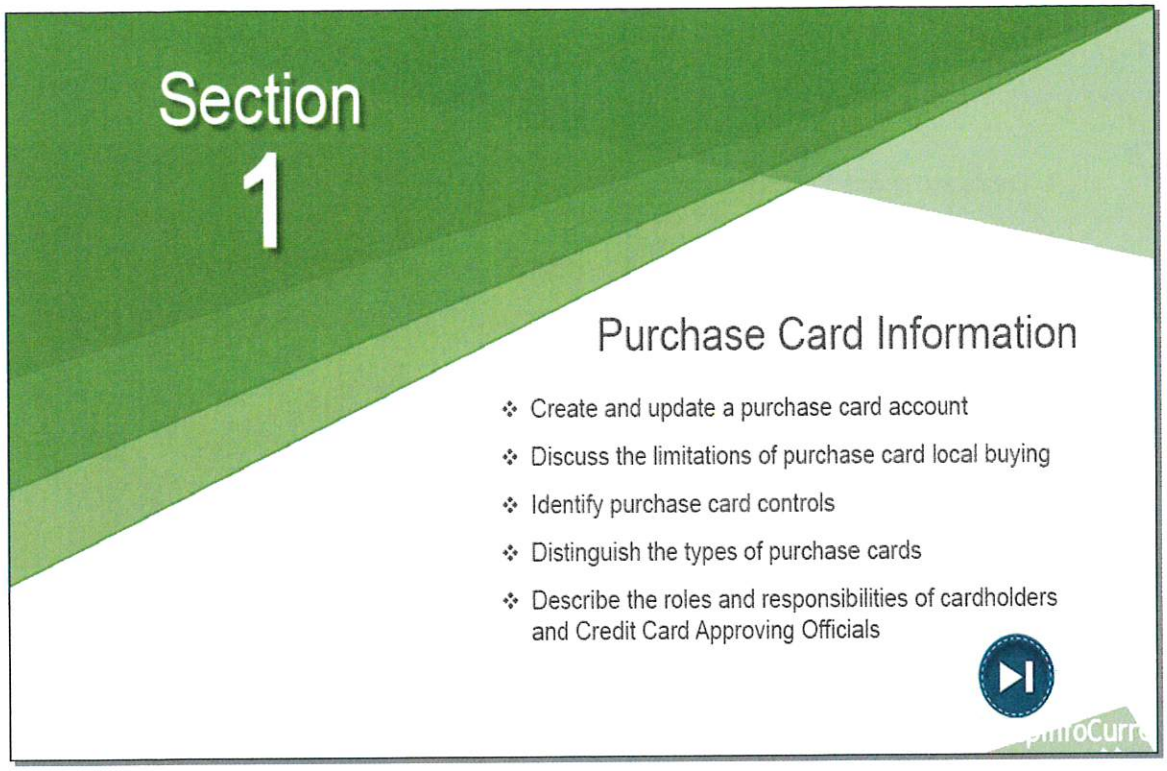
Slide 4



Closed Caption/Audio Script:

To start this course, we focus on information about the Purchase Card in general. The objectives of this section are to be able to create and update a purchase card account, discuss the limitations of purchase card local buying, Identify purchase card controls, distinguish between the types of purchase cards, and describe the roles and responsibilities of cardholders and Credit Card Approving Officials.

Let's begin. Click the next button.

USPS Copyright

Slide 5

Closed Caption/Audio Script:

During this training you will encounter terminology and phrases that may be new to you. Let's review terms that will be used frequently in this training.

On your screen, you see four acronyms; PCeRS, CCAO, APC, and PSSC. Click each acronym to learn the components that form it. After selecting all four, click the next button.

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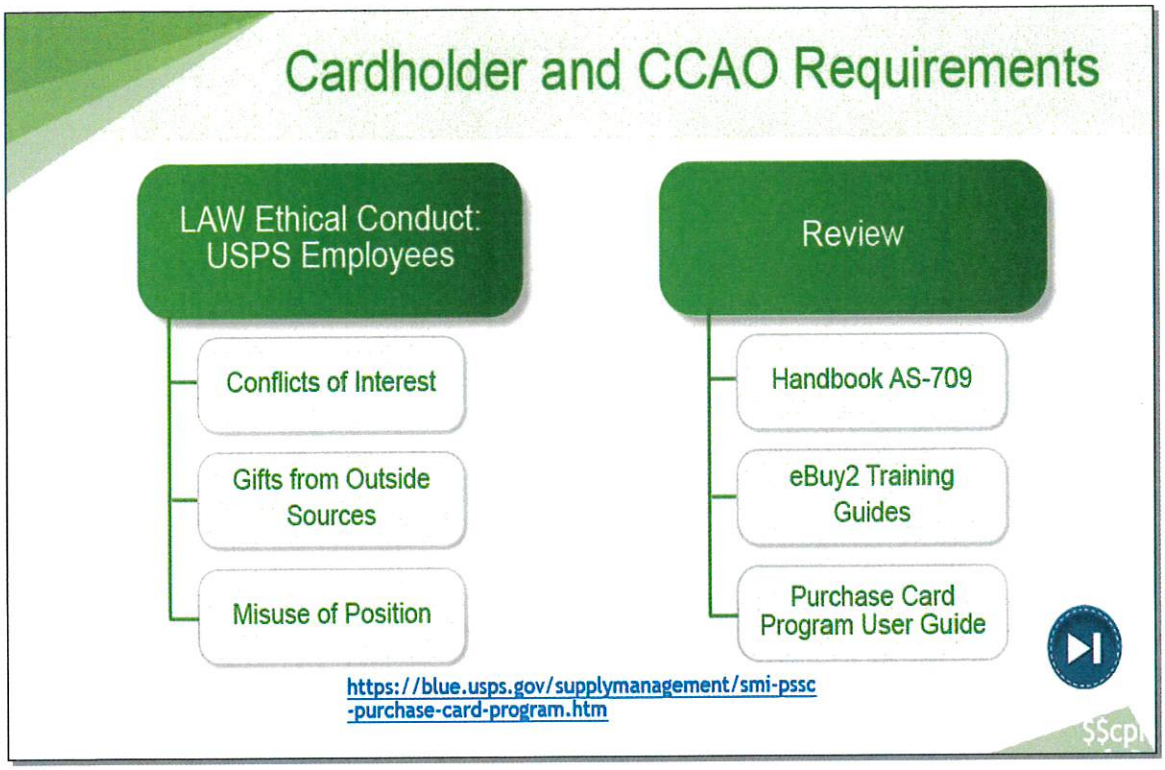
Slide 6



Closed Caption/Audio Script:

In addition to this training course and prior to a Purchase Card or a CCAO account being issued, cardholders and CCAOs both must complete the course: LAW-Ethical Conduct: USPS Employees via HERO's My Learning section.

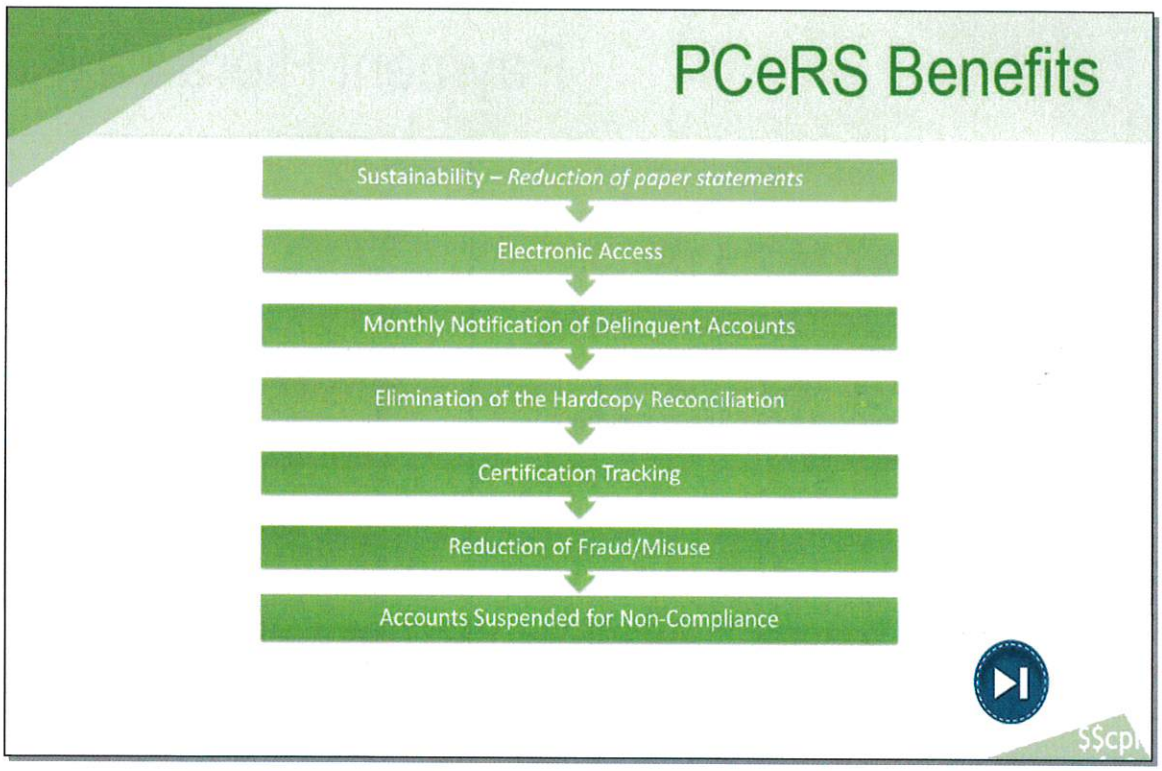
The Ethical Conduct course focuses on topics like conflicts of interest, gifts from outside sources, and misuse of position.

Cardholders and CCAOs must also review Handbook AS-709: Purchase Card Local Buying Policies and Procedures, eBuy2 training guides, and the applicable cardholder or Credit Card Approving Official user guide.

Links to all required Cardholder and Credit Card Approving Official Training are posted on the Purchase Card Program webpage.

USPS Copyright

Slide 7



Closed Caption/Audio Script:

The Purchase Card electronic Reconciliation System, or PCeRS, has many benefits. Some of these benefits include:

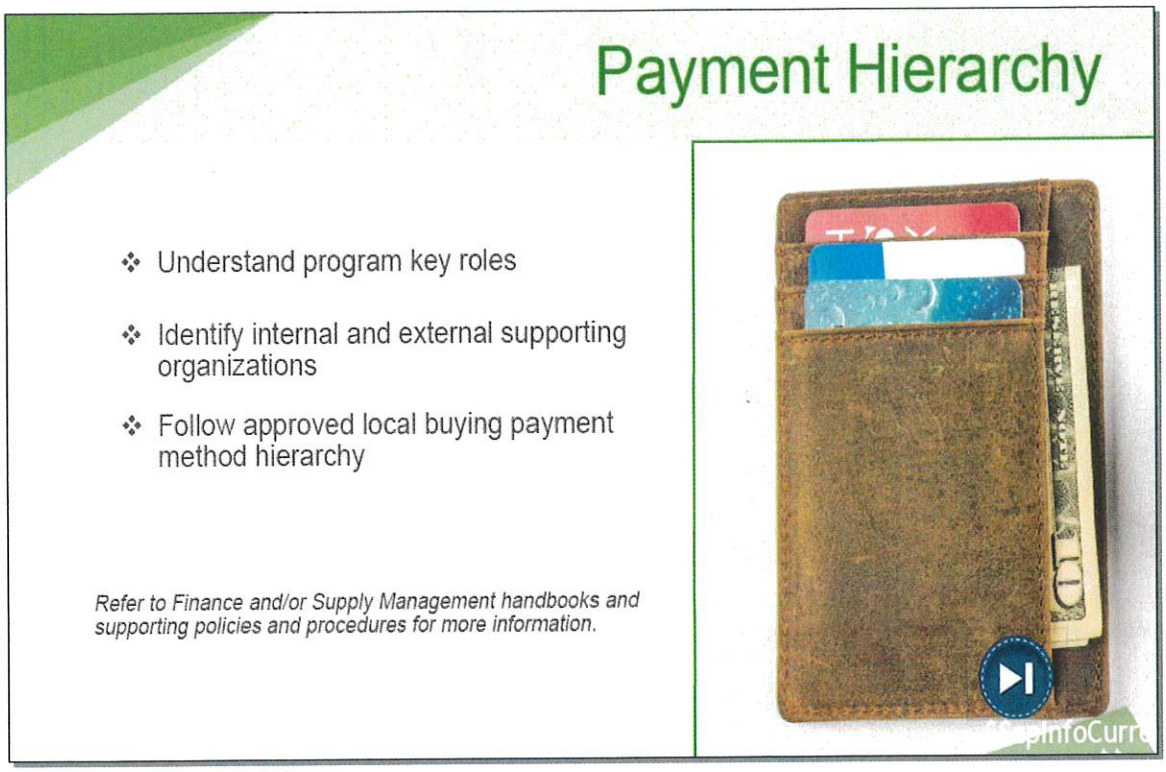
Sustainability, namely a reduction of paper statements; Electronic access to cardholder transactions; monthly billing statements and history; cardholders no longer are required to send the hard copy reconciliation to credit card approving officials; all reconciliations are accounted for; management is notified of delinquent cardholders and/or CCAO accounts monthly; timely cardholder and CCAO certification tracking.

A CCAO can challenge a questionable cardholder transaction before the billing cycle closes, which greatly reduces fraud and misuse.

Cardholders and CCAOs who do not complete their electronic reconciliation will be suspended until all of the past due reconciliations are fully reconciled.

USPS Copyright

Slide 8



Closed Caption/Audio Script:

To support proper purchase card use and policy compliance, it is important to understand the key roles associated with the program and to identify the internal and external organizations supporting the purchase card program.

The approved local buying payment method hierarchy should be followed in a specific order. For additional information on these payment methods please refer to the governing Finance and/or Supply Management handbooks and supporting policies and procedures for more information.

The next slides review the levels of the Payment Hierarchy.

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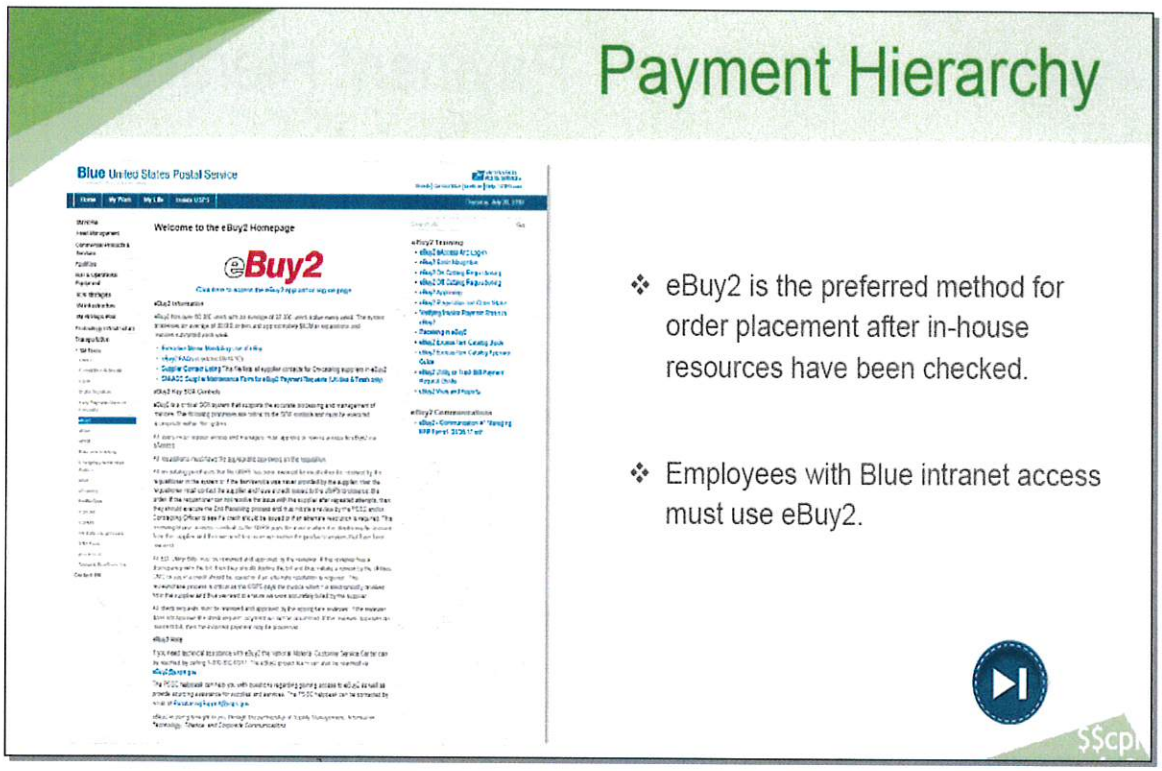
Slide 9



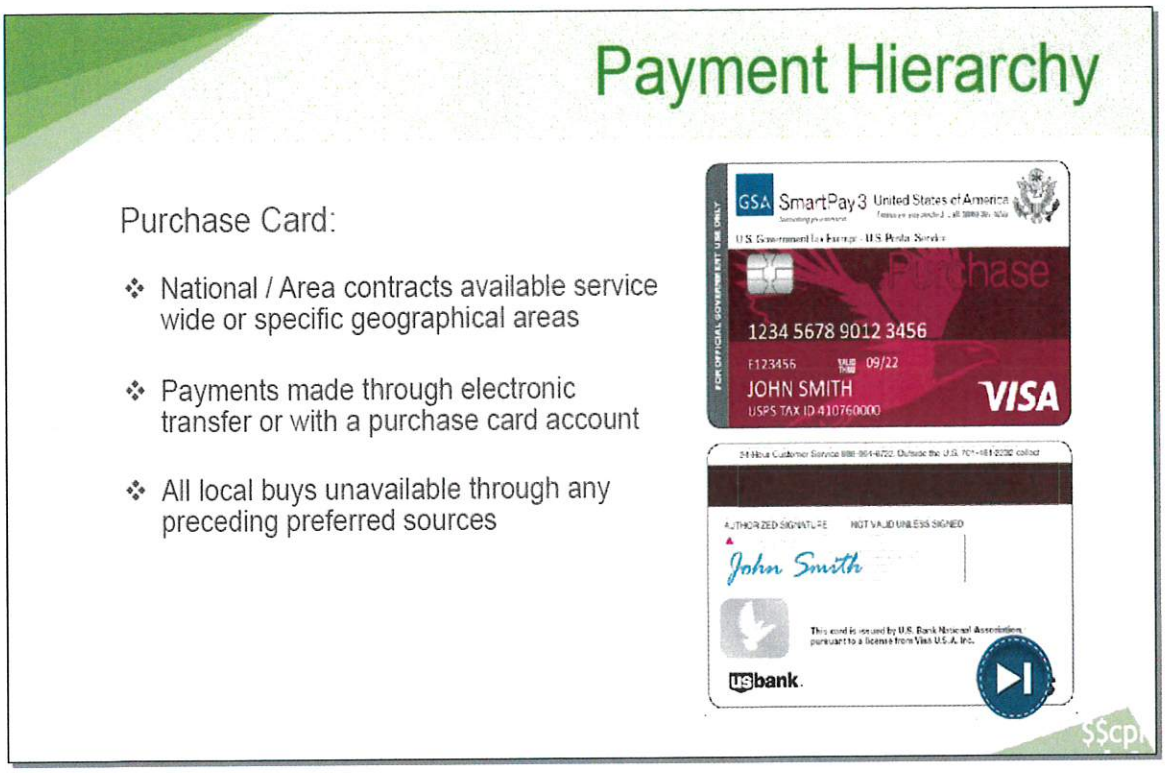
Closed Caption/Audio Script:

eBuy2 is the preferred method for order placement after in-house resources have been checked. It is mandatory for all employees with Blue intranet access to use eBuy2.

eBuy2 is also the Postal Service's web-based electronic requisitioning and approval workflow, which allows users to order online from national mandatory and priority source contracts.

USPS Copyright

Slide 10



Closed Caption/Audio Script:

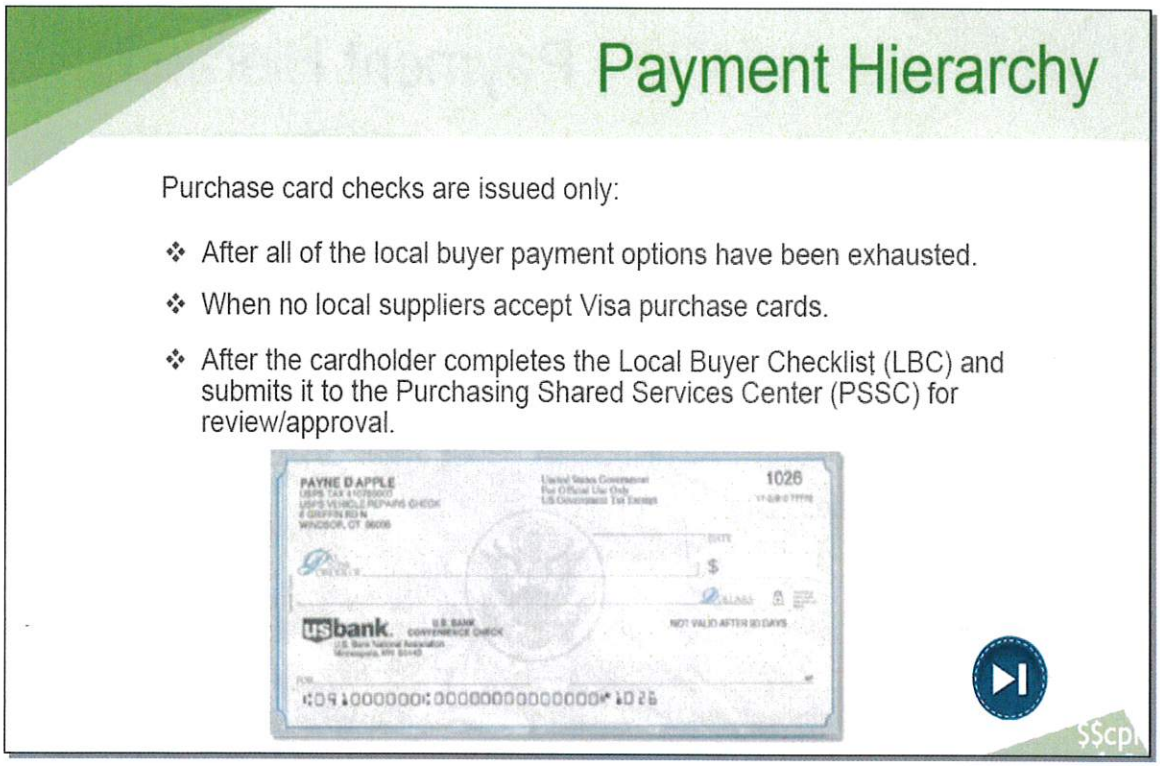
National or area contracts or agreements are available service-wide or to specific geographical areas for headquarters and/or field customer use.

Electronic payments can be made through electronic transfer of funds or with a purchase card account if authorized by the Contracting Officer.

All purchases not-to-exceed $10,000 - that are unavailable through any of the preceding preferred sources, must be made with a purchase card account.

USPS Copyright

Slide 11



Closed Caption/Audio Script:

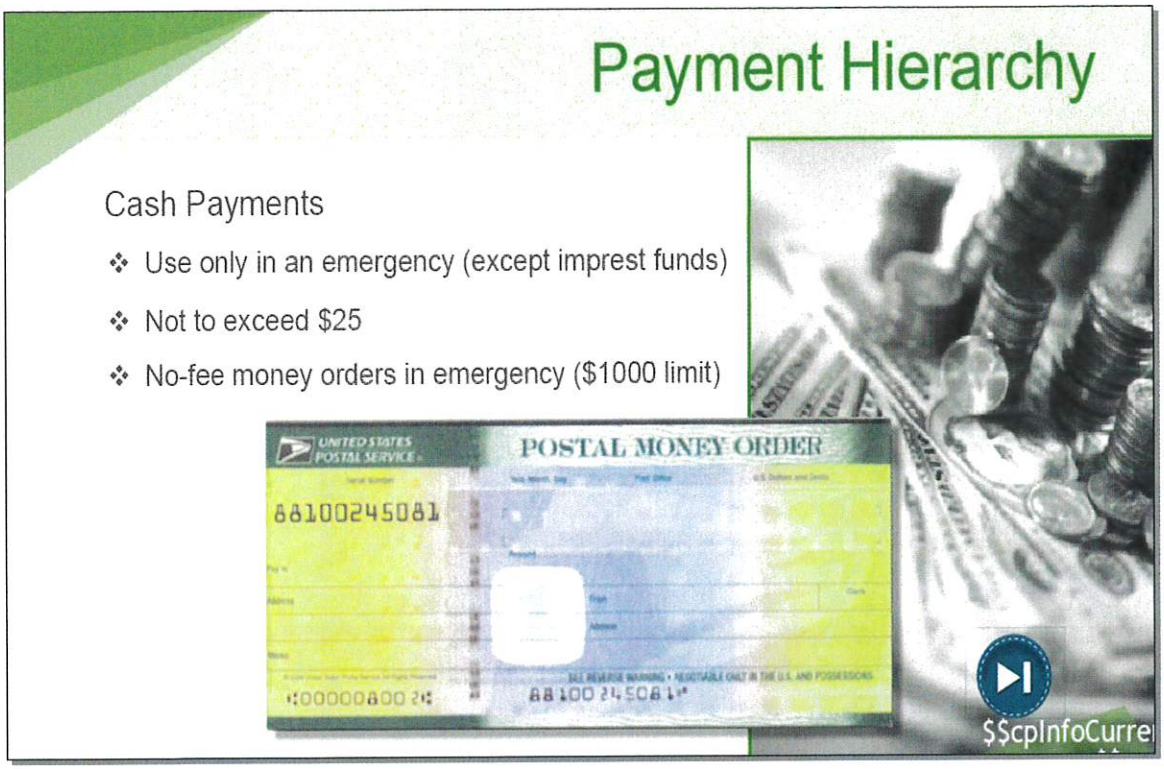
Purchase card checks are issued only after all of the local buyer payment options have been exhausted and there are no local suppliers that accept the Visa purchase card.

To obtain purchase card checks, the purchase cardholder must complete the Local Buyer Checklist (LBC) and submit it to the PSSC for review and approval. Current suppliers who cannot accept a Visa purchase card for payment should be replaced by suppliers who accept Visa purchase cards.

Purchase card holders who have questions about replacing a supplier or using other credit card payment options should contact the Purchasing Shared Services Center (PSSC) at PurchasingSupport@usps.gov.

USPS Copyright

Slide 12



Closed Caption/Audio Script:

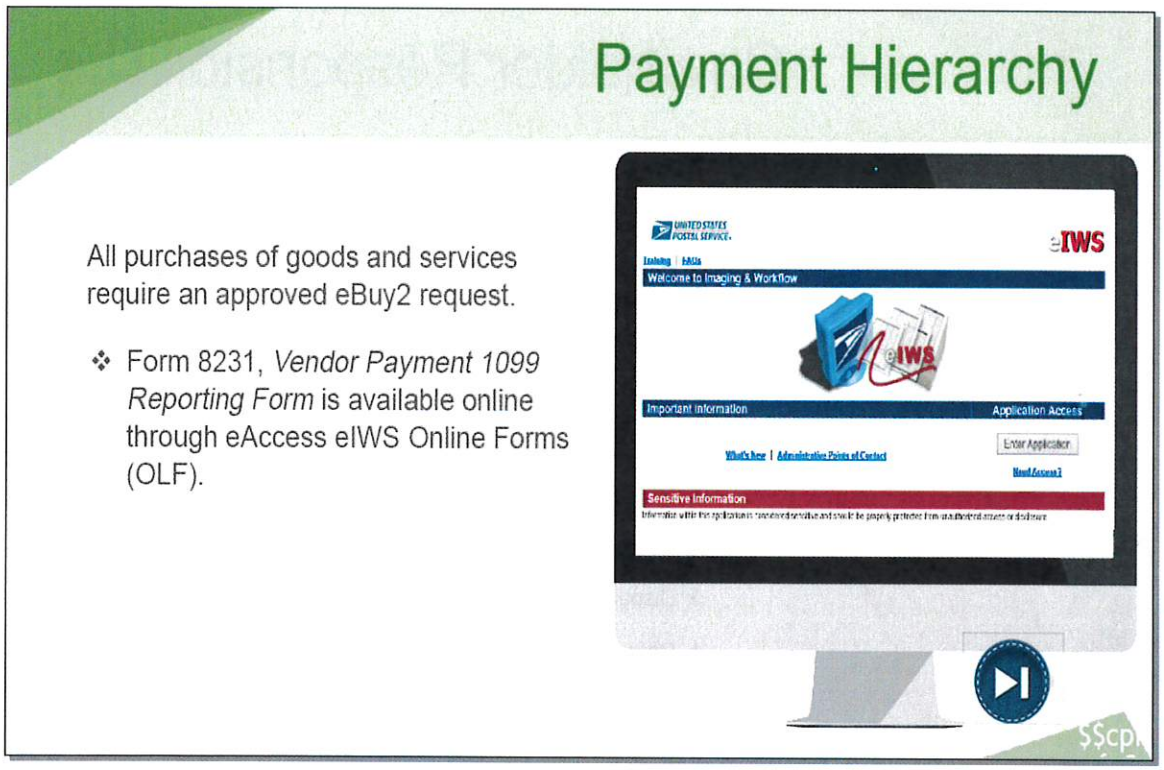
Let's move on to the next payment type in the hierarchy, cash payments. At field units, avoid cash payments.

Pay with cash only in emergency situations, except for Headquarters locations with approved imprest funds. Cash for an emergency one-time expense, not to exceed $25 may be used.

No-fee money orders may also be used for emergency one-time expenses, but not to exceed $1,000.

USPS Copyright

Slide13



Closed Caption/Audio Script:

To finish the payment hierarchy, it is important to understand that all purchases of goods and services, regardless of payment type, require an approved eBuy2 request.

Complete Form 8231 Vendor Payment 1099 Reporting Form, online through eAccess eIWS Online forms whenever a local payment is made via cash, money order, or purchase card account check for services (not goods) that are 1099-reportable.

Some examples of services performed by an individual who is not your employee are: snow and ice removal, window cleaning, and lawn and grounds maintenance.

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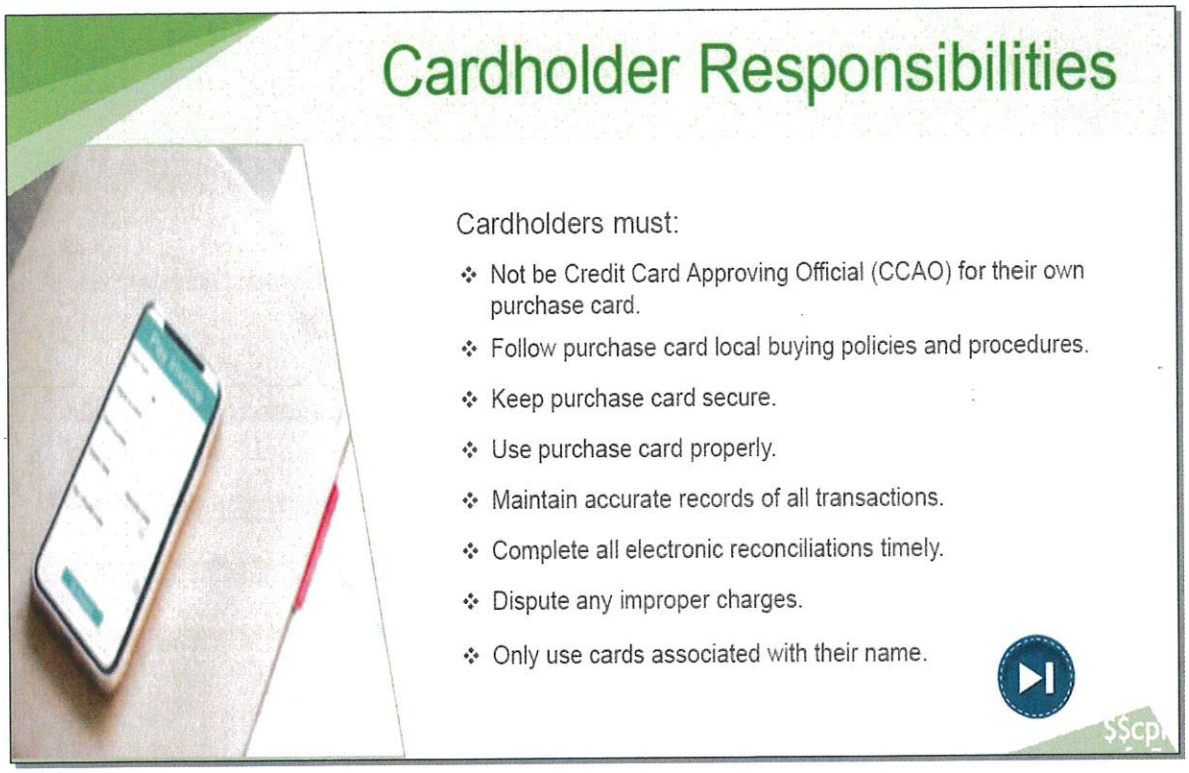
Slide 14



Closed Caption/Audio Script:

Next, let's look at the responsibilities of the cardholder.

The purchase card can only be used by the person whose name appears on the physical card.

A cardholder may have more than one type of purchase card or multiple card accounts. A cardholder may also be designated as a CCAO, but never for his or her own purchase card.

The cardholder is responsible for following purchase card local buying policies and procedures, keeping the purchase card secure, using the purchase card properly, maintaining accurate records of all transactions, reconciling monthly bank statements, disputing any improper charges.

Finally, the cardholder must only use purchase cards that are associated with their name.

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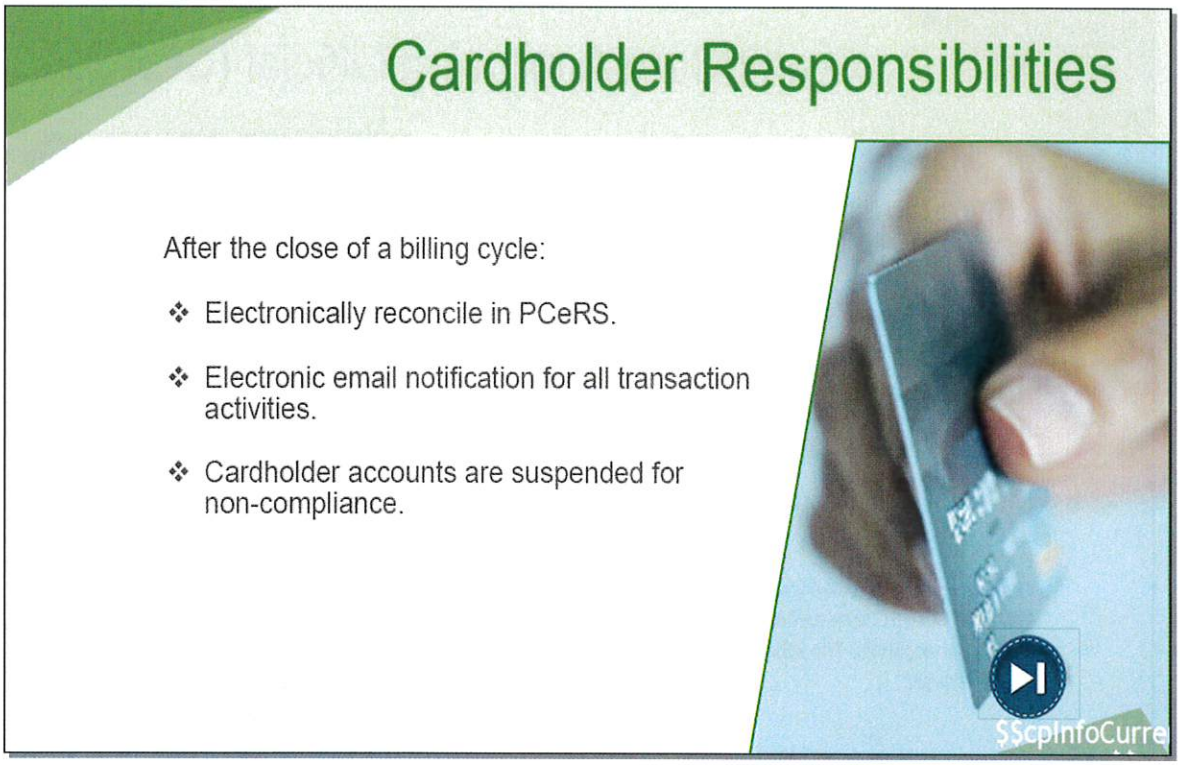
Slide 15



Closed Caption/Audio Script:

After the close of a billing cycle, the bank provider notifies the cardholder via email that their account statement is available for reconciliation.

It is highly recommended that the cardholder completes their eReconciliation within five to seven working days upon notification.

Cardholders will only receive an email notification from the bank provider if they had activity (debit or credit) for that billing cycle. Cardholders that do not complete their eReconciliation timely will be suspended.

The purchase card account will remain suspended unitl the cardholder has completed the required refresher training and their eReconciliation.

USPS Copyright

Slide 16

Closed Caption/Audio Script:

The responsibilities of the CCAO focus on managing and monitoring the purchase card activity of Cardholders.

The CCAO is responsible for reviewing and approving final cardholder transactions to ensure charges are for goods or services consistent with purchase card policy requirements.

The CCAO can challenge questionable purchases and provide guidance to cardholders before certifying their CCAO (MA/DA) statement.

Supporting documentation may be requested from the cardholder at any time to verify the accuracy of a transaction.

If the cardholder cannot demonstrate through supporting documentation that the purchase was authorized and for official use, the CCAO must notify the office of inspector general (OIG) and take other appropriate action as is warranted.

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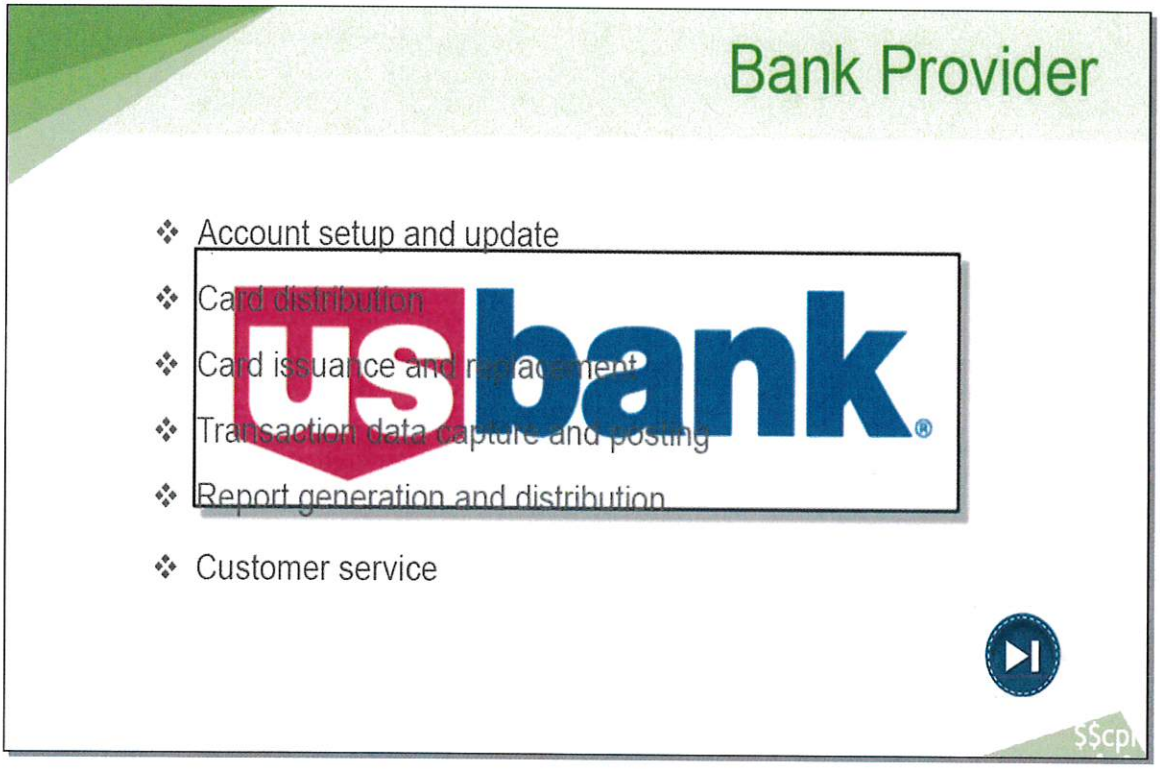
Please take note that the function of the CCAO and eBuy 2 assigned approvers are not the same. The CCAO's authority applies only to managing and monitoring cardholder accounts, while the eBuy2 assigned approver applies to the approval of the eBuy2 request.

Slide 17



Closed Caption/Audio Script:

Bullets:

- Account setup and update
- Card distribution
- Card issuance and replacement
- Transaction data capture and posting
- Report generation and distribution
- Customer service

The bank provider for the USPS is the U.S. Bank National Association, ND, who operates the SmartPay Purchase Card Program.

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The bank provider's major responsibilities include account setup and update, card distribution, card issuance and replacement of lost or stolen cards, transaction data capture and posting, report generation and distribution, and customer service.

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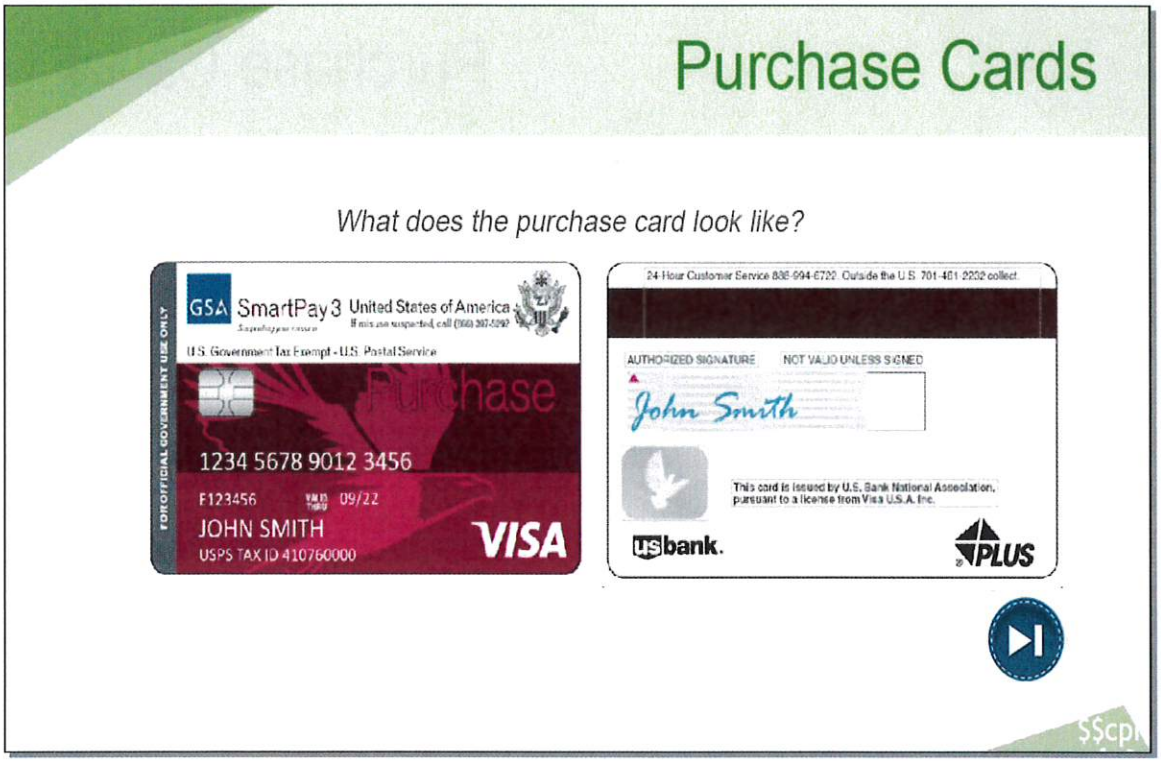
Slide 18



Closed Caption/Audio Script:

Now we've made it to purchase cards. What does the purchase card look like? The front of the purchase card displays many unique pieces of information such as the cardholder's name, account number, tax ID number, expiration date and the Europay MasterCard and Visa (EMV) chip.

Let's explore these cards more through an activity. Click the next button.

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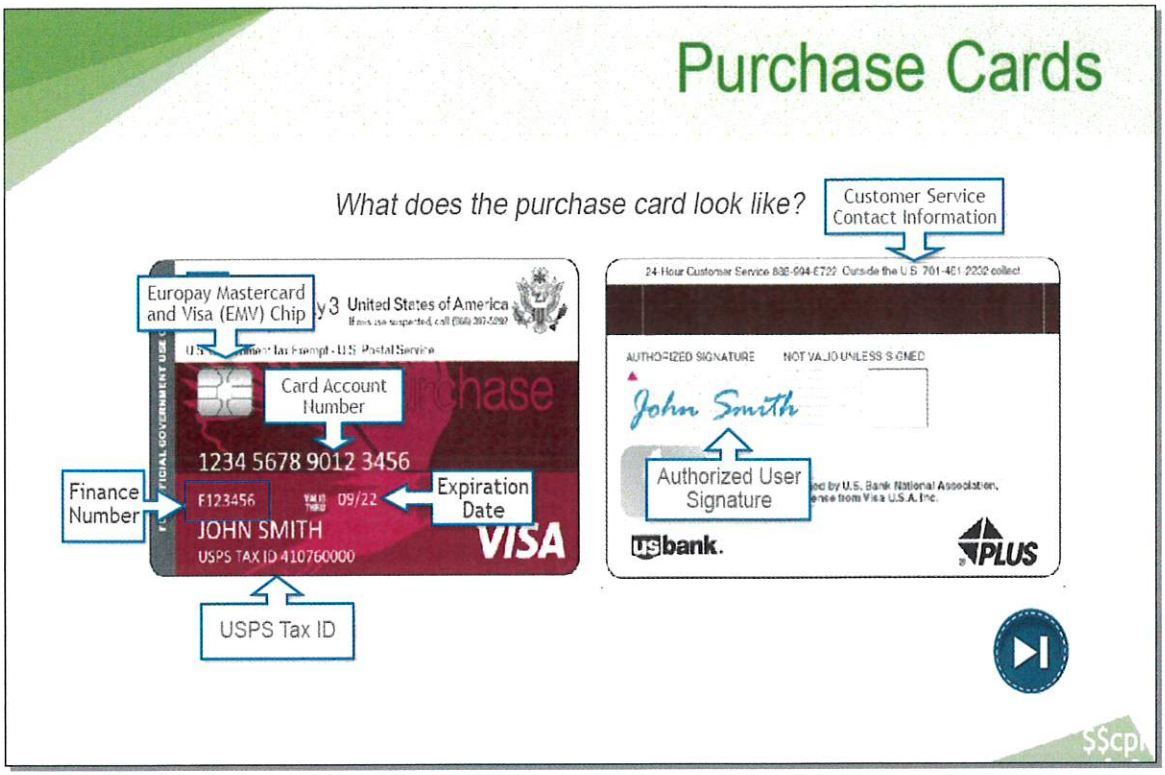
Slide 22



Closed Caption/Audio Script:

Take a look at a diagram of a Purchase Card, with each of the important aspects you just identified in the activity shown.

The expense purchase card is the most commonly issued card, which is the type of card you see here. This card can be distinguished from the other five purchase cards by locating the embossed E in front of the finance number on the front of the card.

The purchase card bears the name and signature of the only person authorized to use the card. The back side of the purchase card displays important card security information and customer service contact information.

All cardholders must activate and sign the back of the purchase card upon receipt.

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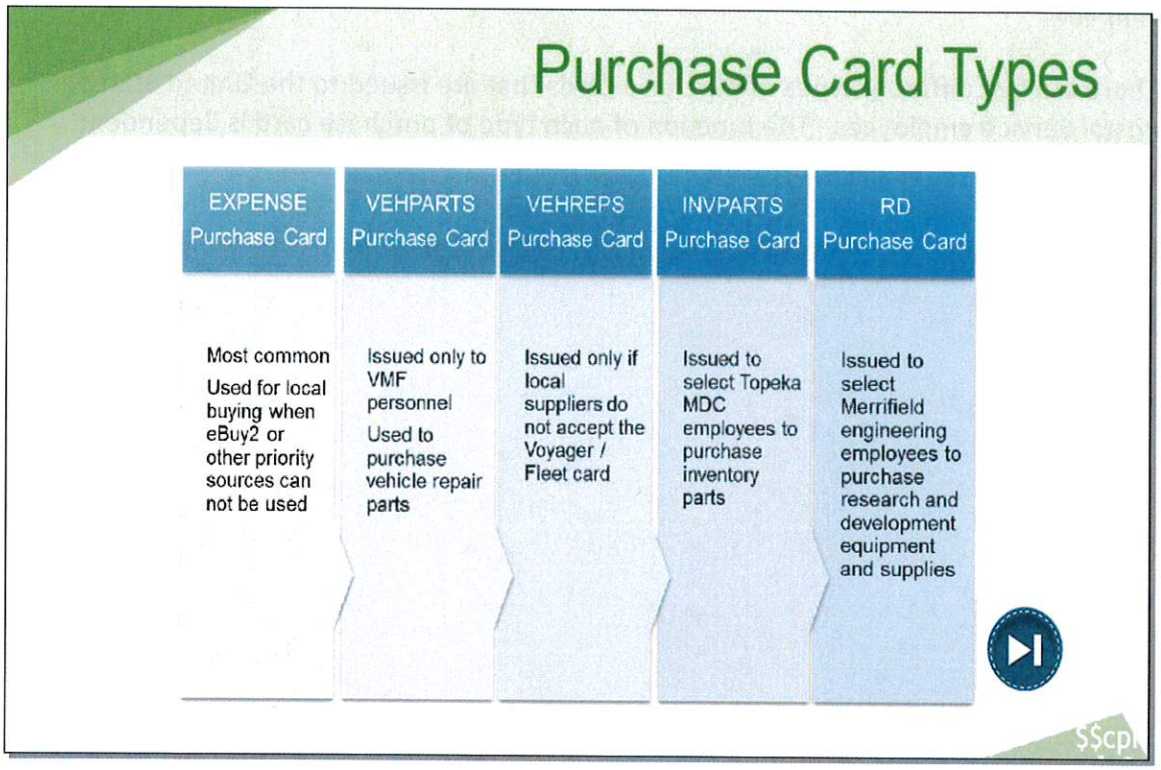
Slide 23



Closed Caption/Audio Script:

There are five different types of purchase cards that are issued to the United States Postal Service employees. The function of these cards is dependent upon the position and the use required.

The Expense card is the most commonly issued card, used for local buying when needs cannot be satisfied through eBuy2 or through other priority sources.

VEHPARTS Purchase Card. The vehicle parts card is issued only to personnel in VMFs and can be used to purchase vehicle repair parts.

VEHREPS Purchase Card. The vehicle repairs card is authorized and issued to USPS employees only if local suppliers do not accept the Voyager/Fleet Card.

INVPARTS Purchase Card. The inventory parts card is issued to select Topeka MDC employees to purchase inventory parts.

USPS Copyright

RD Purchase Card. The research and development card (RD) is issued only to select headquarter employees for the purchase of Research and Development equipment and supplies.

There are five different types of purchase cards that are issued to the United States Postal Service employees. The function of each type of purchase card is dependent upon the position of the cardholder.

On the next slide, complete an activity matching the types of purchase cards with their descriptions.

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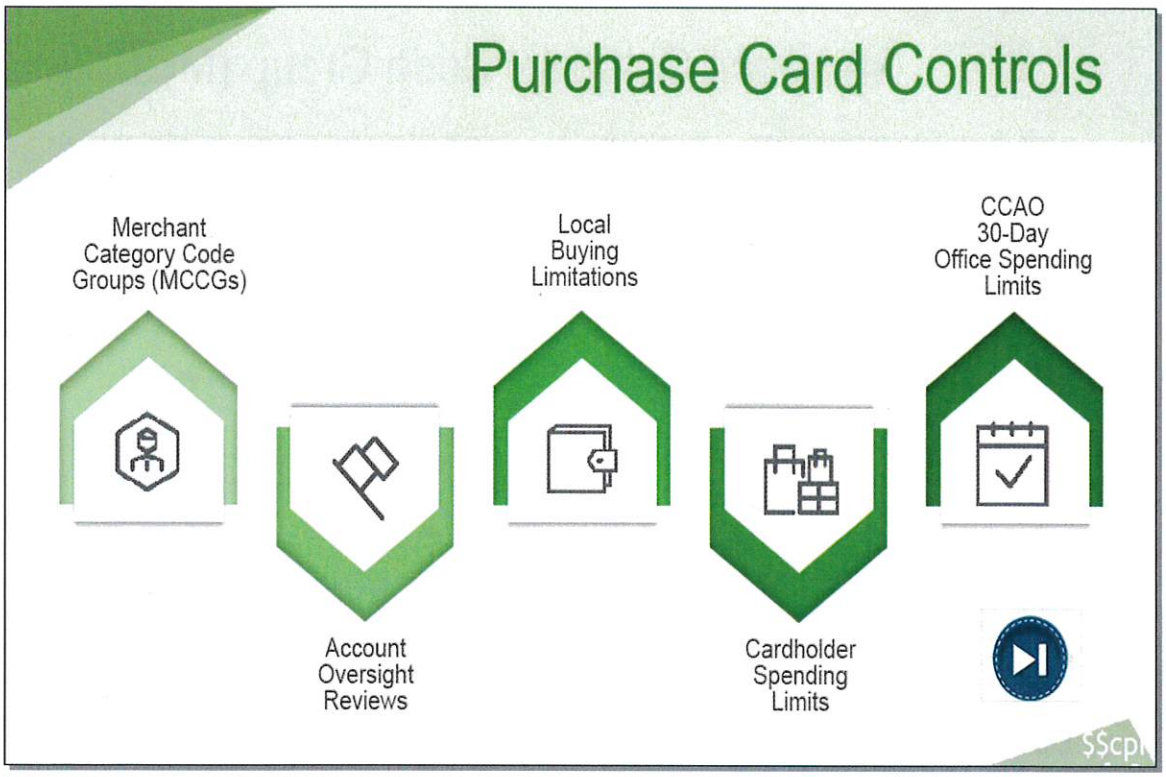
Slide 25



Closed Caption/Audio Script:

Purchase card controls have been established to ensure that purchase cards are being used according to Postal Service guidelines and policies. Take a moment to learn about these five controls.

Click each of the icons to reveal the controls. After, selecting each, click the next button to dive deeper into each control.

USPS Copyright

Slide 26

Closed Caption/Audio Script:

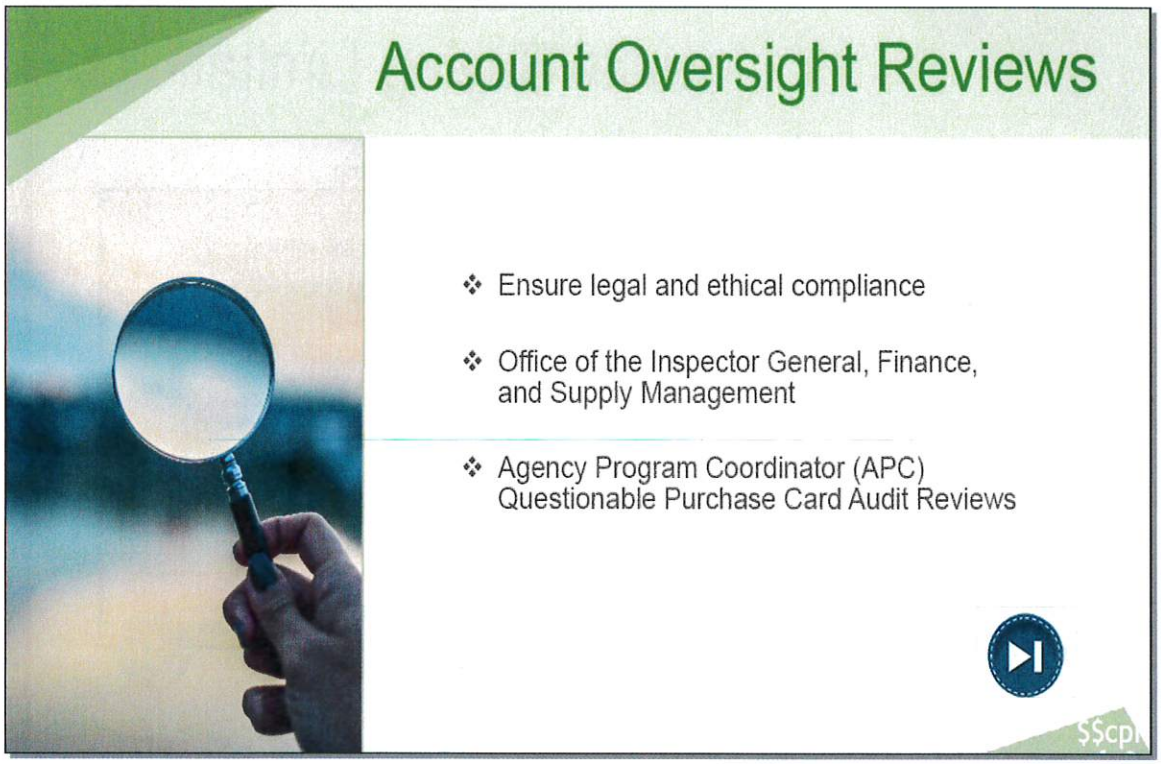
Merchant Category Code Group (MCCG) purchase card control allows for the ability to regulate the use of the card by types of suppliers.

An MCCG code is applied based on the information provided by the cardholder in their PCeRS eAccess request for a new purchase card setup.

There are restrictions that apply to certain types of purchases that would require a deviation request, for example: banks, pawnshops, escorting or dating services, etc.

USPS Copyright

Slide 27



Closed Caption/Audio Script:

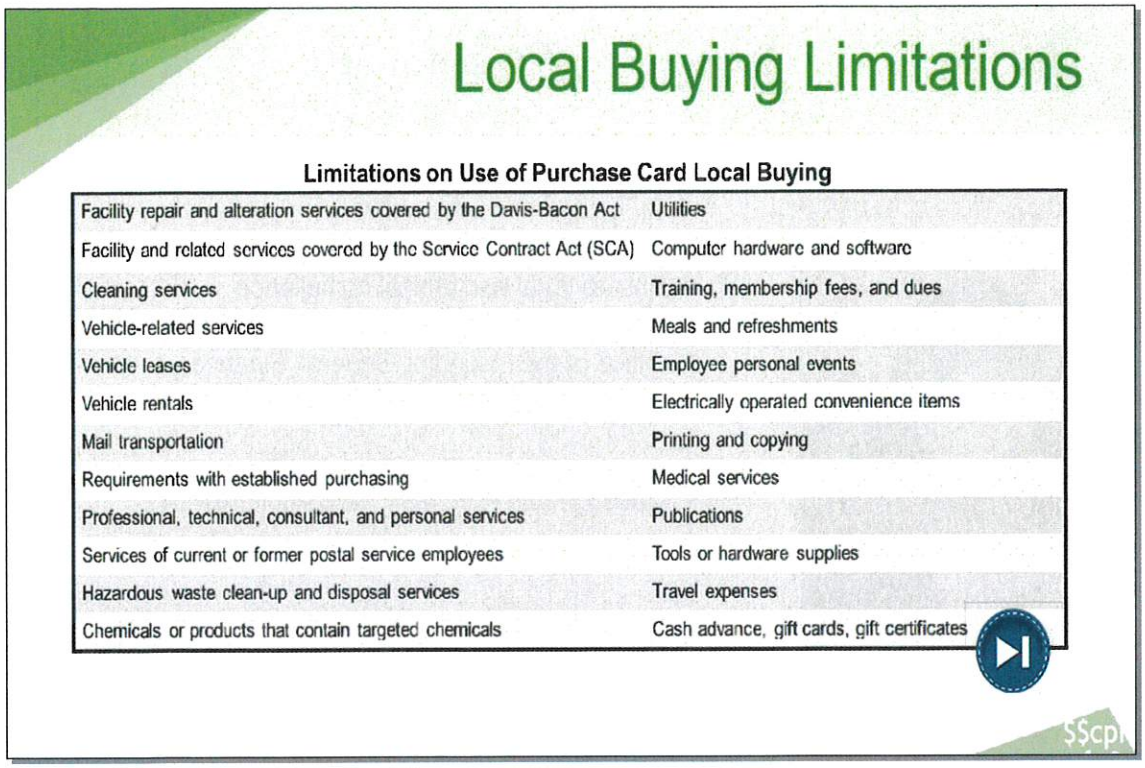
Account oversight reviews are performed to ensure that purchase cards are being used legally and ethically for their intended purpose.

Oversight reviews can be performed by the Office of the Inspector General, Finance, and Supply Management.

In addition, Agency Program Coordinators (APCs) are encouraged to monitor card use and conduct oversight reviews within their areas of responsibility.

USPS Copyright

Slide 28



Closed Caption/Audio Script:

There are limitations on the use of local buying authority. The reasons for the limitations include statutory and legislative requirements, Postal Service policy mandates, good business practice, and the need to track and report certain types of purchases.

If there is a need for one of the following, please refer to the AS - 709 for detailed guidance.

USPS Copyright

Slide 29

Closed Caption/Audio Script:

The purchase card cannot be used for cash advances, cash back at point of sale, money orders or traveler's checks.

Proper exercise of your purchase card local buying authority requires doing business with suppliers that accept the Postal Service purchase card.

Consequently, buying other forms of credit, debit or gift cards/certificates with your purchase card, and then buying and paying for day-to-day local operational goods and services with these same payment forms is prohibited.

All gift cards and gift certificates regardless of their dollar value are considered taxable income by the Internal Revenue Service and should be reported in Postal Service eAwards in the pay period they are received under the appropriate noncash award category for the type of employee and reason for the award (see ELM 491.34, Gift Certificates).

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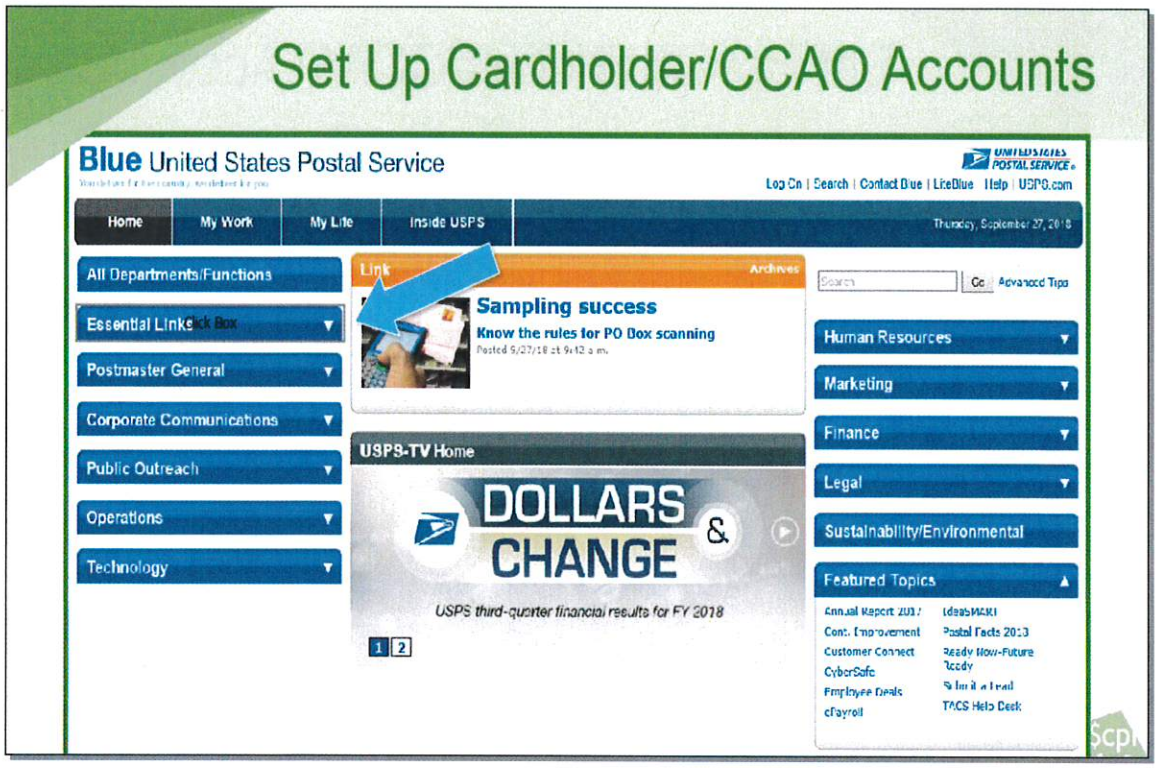
Intentional employee misuse of purchase card local buying authority (including using a purchase card for any purpose other than official Postal Service business) is considered fraud.

When fraud occurs, the Office of the Inspector General must be notified immediately at 888-877-7644, or *hotline@uspsoig.gov*.

The purchase card account is terminated, and the individual delegated purchase card local buying authority is liable for the total dollar amount of purchases made in connection with the misuse in addition to any other legal or disciplinary action.

USPS Copyright

Slide 30



Closed Caption/Audio Script:

Now let's review the process for gaining access to the Purchase Card eReconciliation System. To start we need to submit a request using eAccess.

To start, click Essential Links.

USPS Copyright

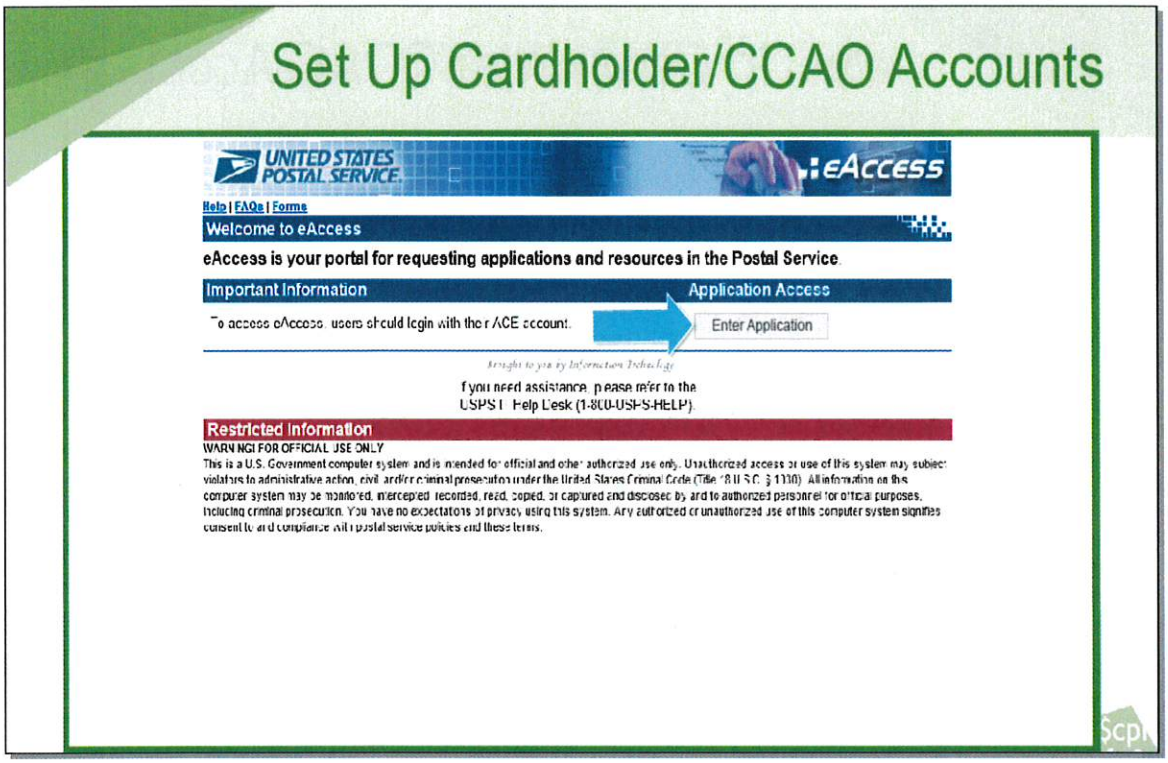
Slide 31

Closed Caption/Audio Script:

Next, find and click eAccess.

USPS Copyright

Slide 32

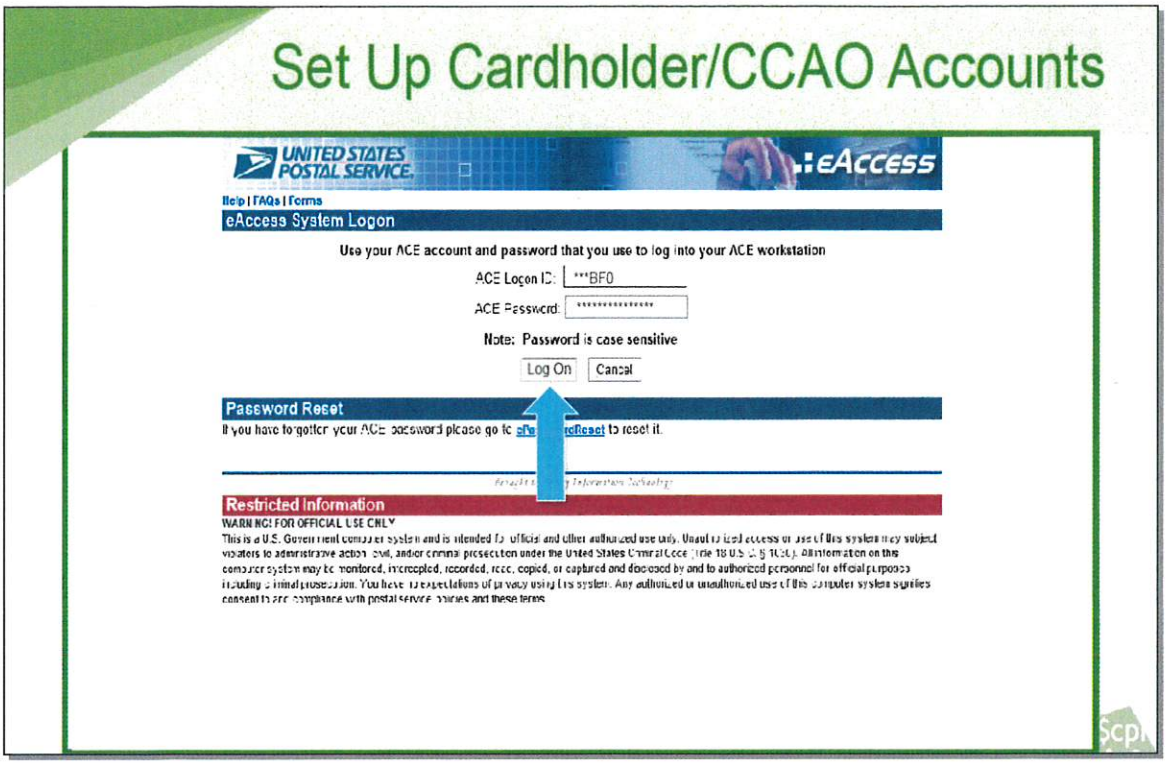


Closed Caption/Audio Script:

You are brought to the eAccess homepage. We need to log in. Click Enter Application.

USPS Copyright

Slide 33



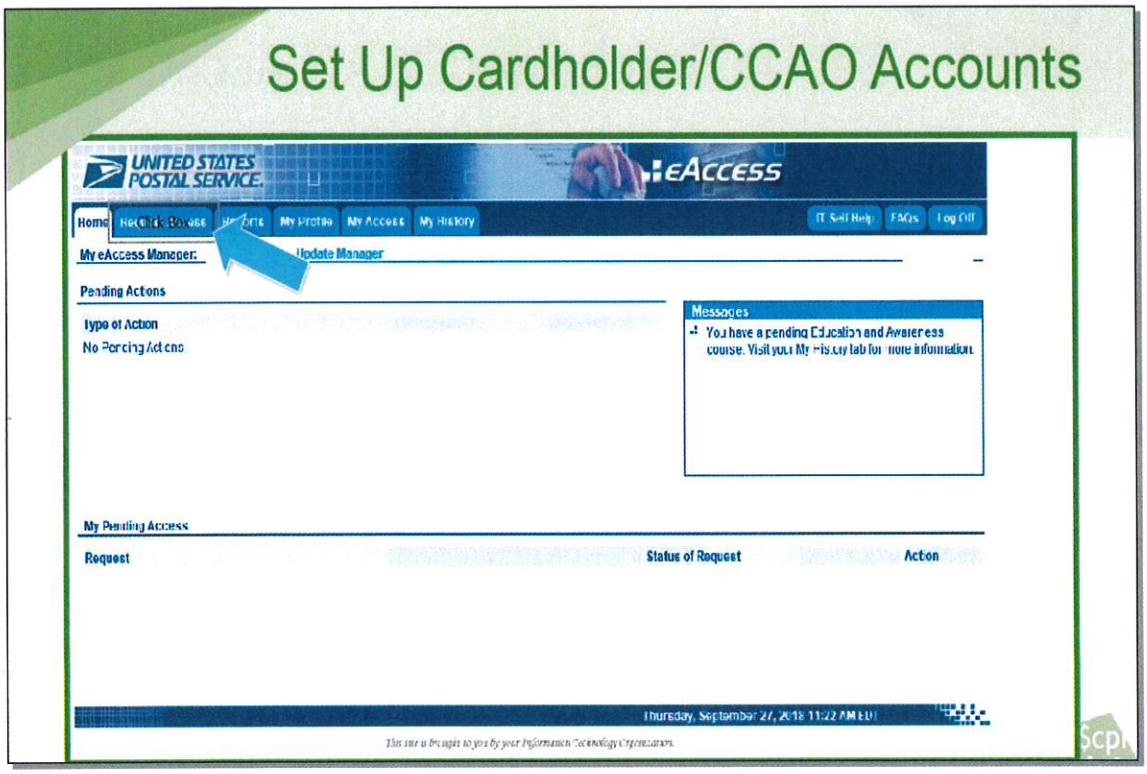
Closed Caption/Audio Script:

Type in your ACE ID and Password. For our example, a user name and password are provided for you.

Click Log On.

USPS Copyright

Slide34

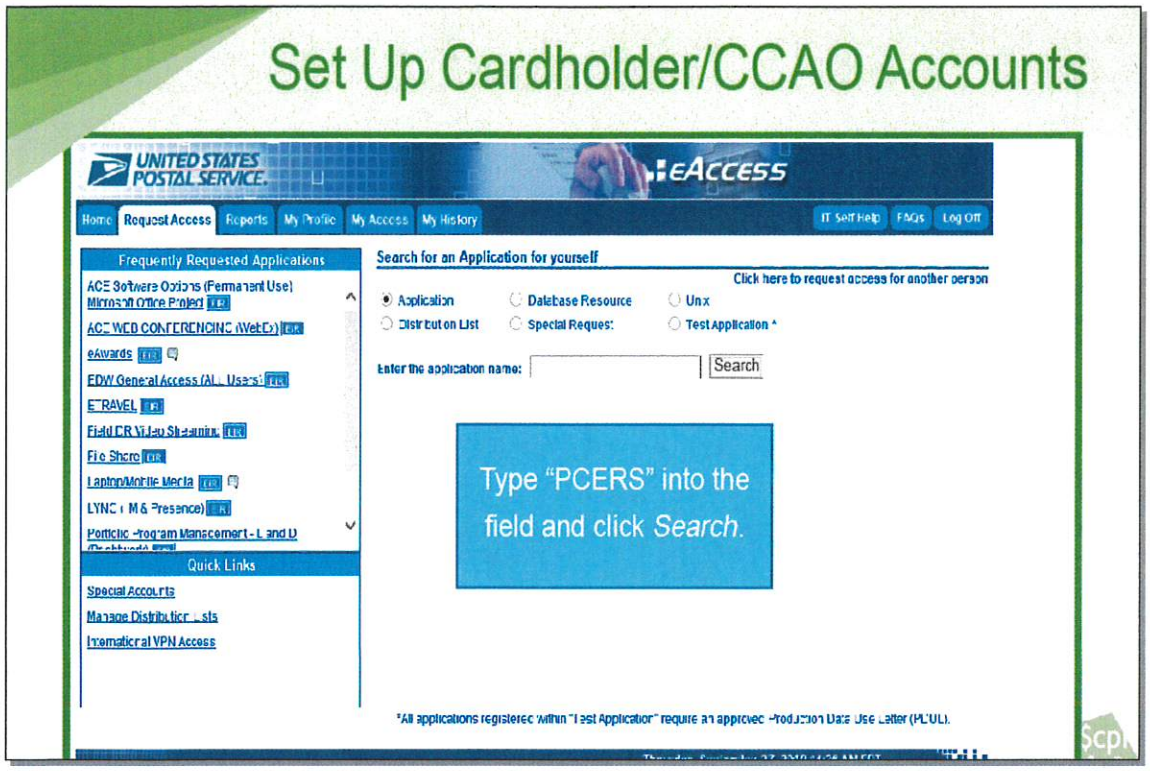


Closed Caption/Audio Script:

You are brought to your eAccess homepage. Click the Request Access tab at the top of the page.

USPS Copyright

Slide 35



Closed Caption/Audio Script:

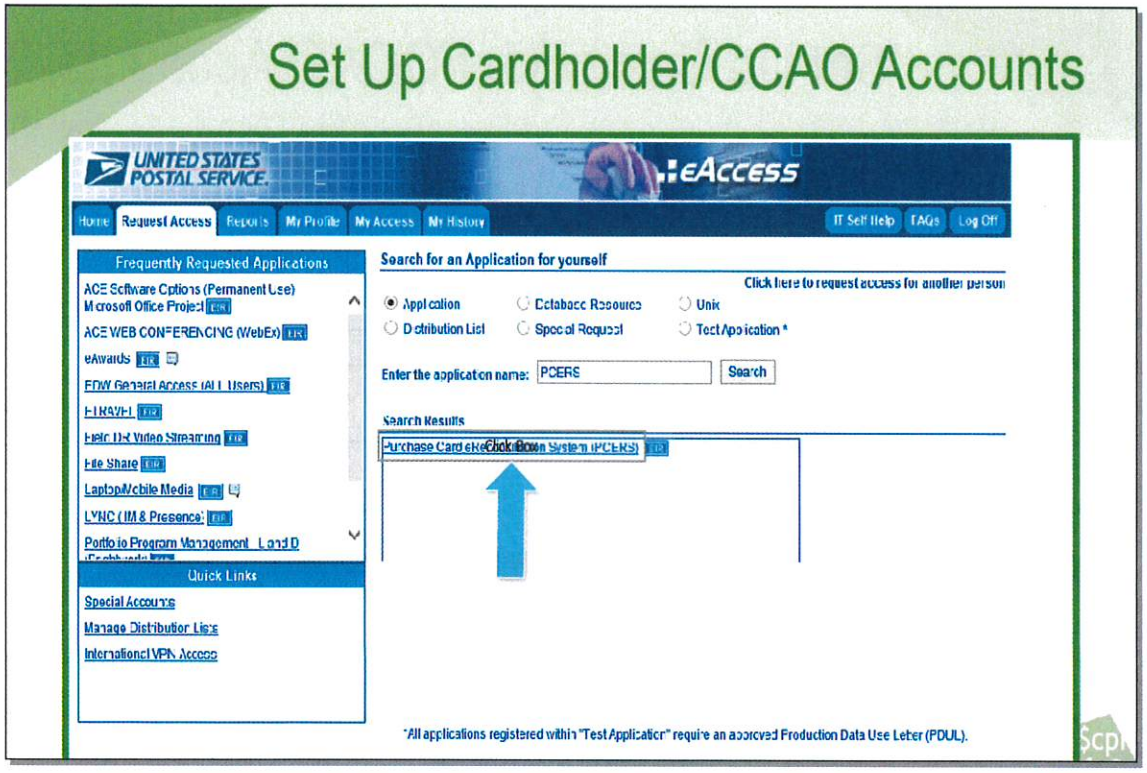
From the request access page, we need to search for the access we need granted.

To do this, simply click in the "Enter Application Name" field and type PCERS.

Then click Search.

USPS Copyright

Slide 36



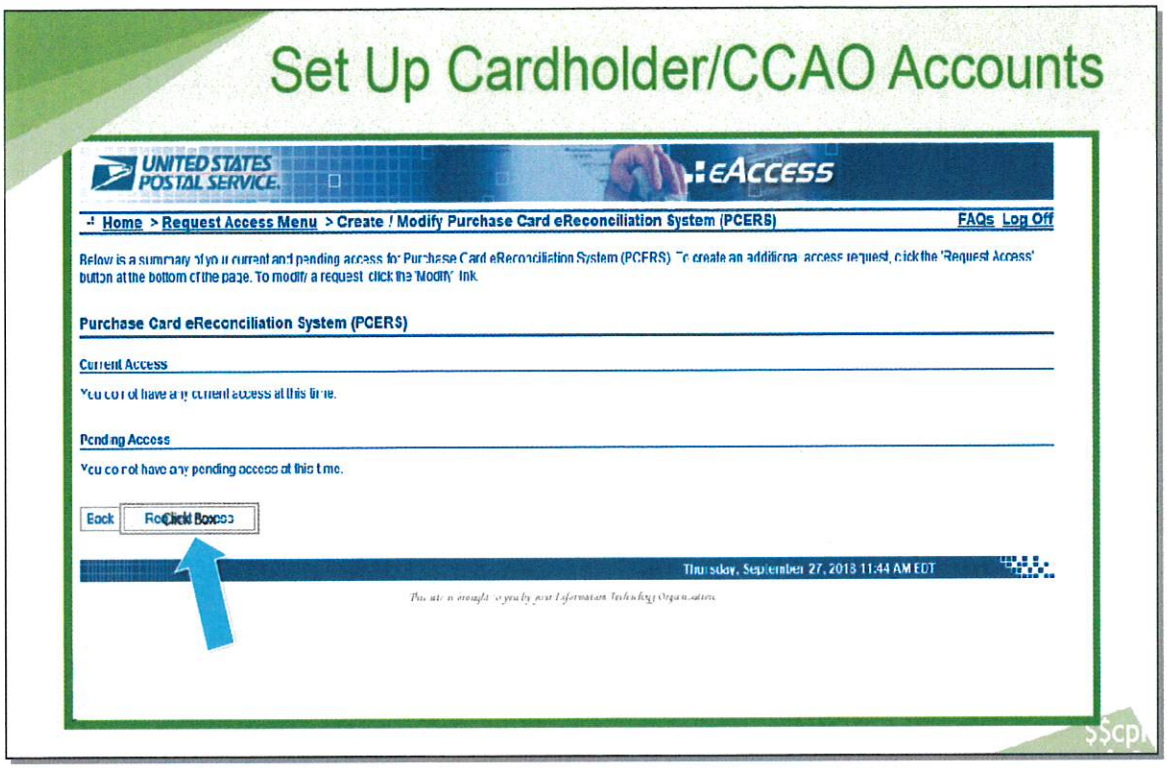
Closed Caption/Audio Script:

The Purchase Card eReconciliation System hyperlink appears in the search results.

Click the hyperlink.

USPS Copyright

Slide 37



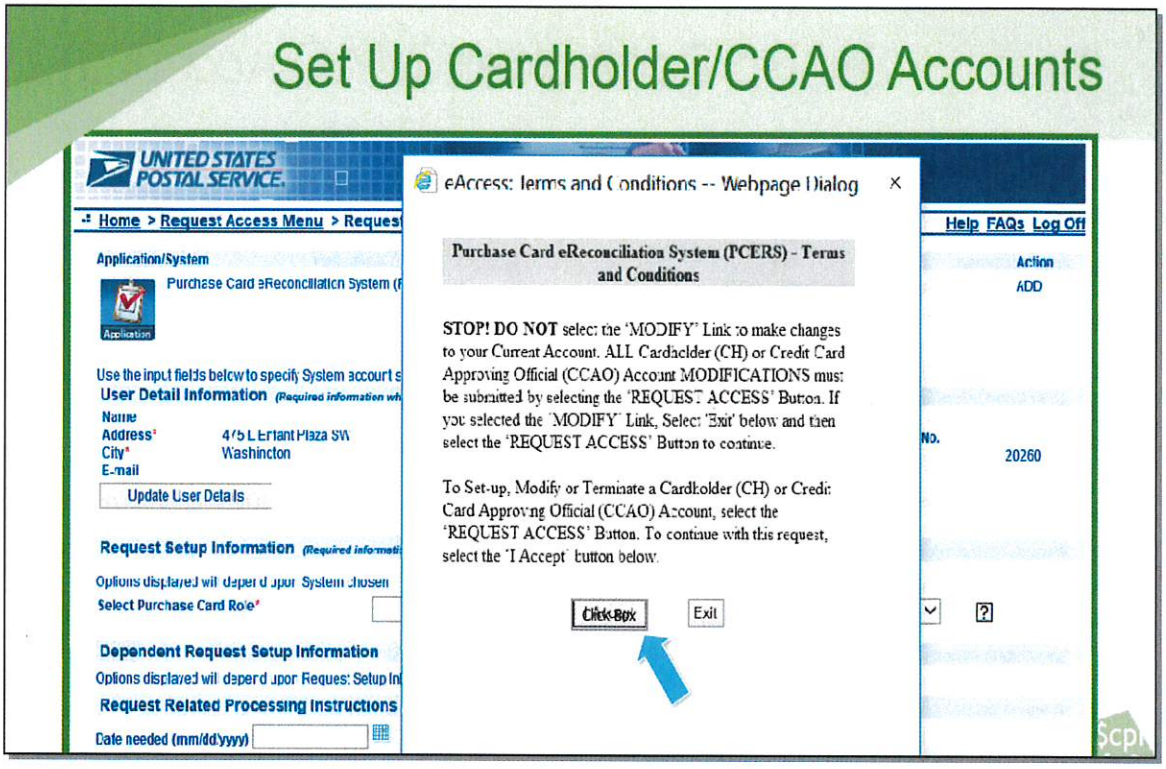
Closed Caption/Audio Script:

We are brought to the summary and pending access for PCERS page. Notice we do not have any current or pending access requests.

We need to request access, so click, “Request Access”.

USPS Copyright

Slide 38



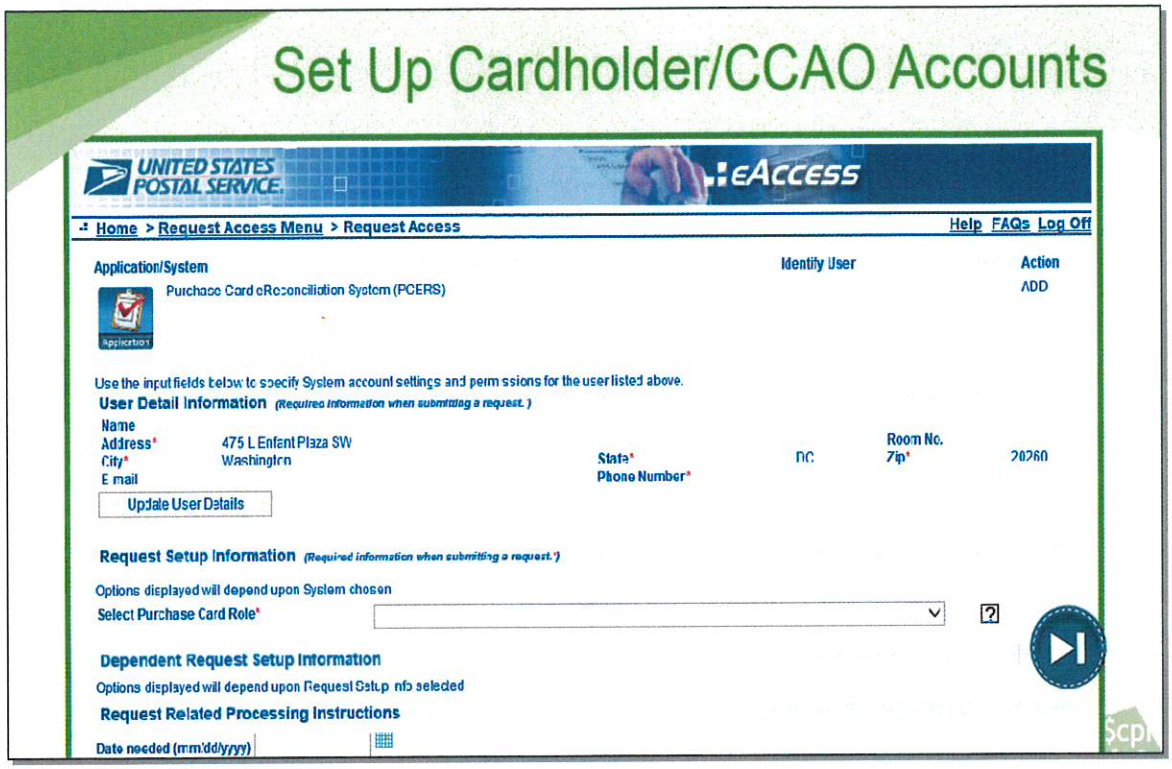
Closed Caption/Audio Script:

A pop up window appears. This window explains that you should never select "Modify" to make changes to a Current Account. Only select Request access.

Take a moment to read the pop up window, then click I Accept.

USPS Copyright

Slide 39



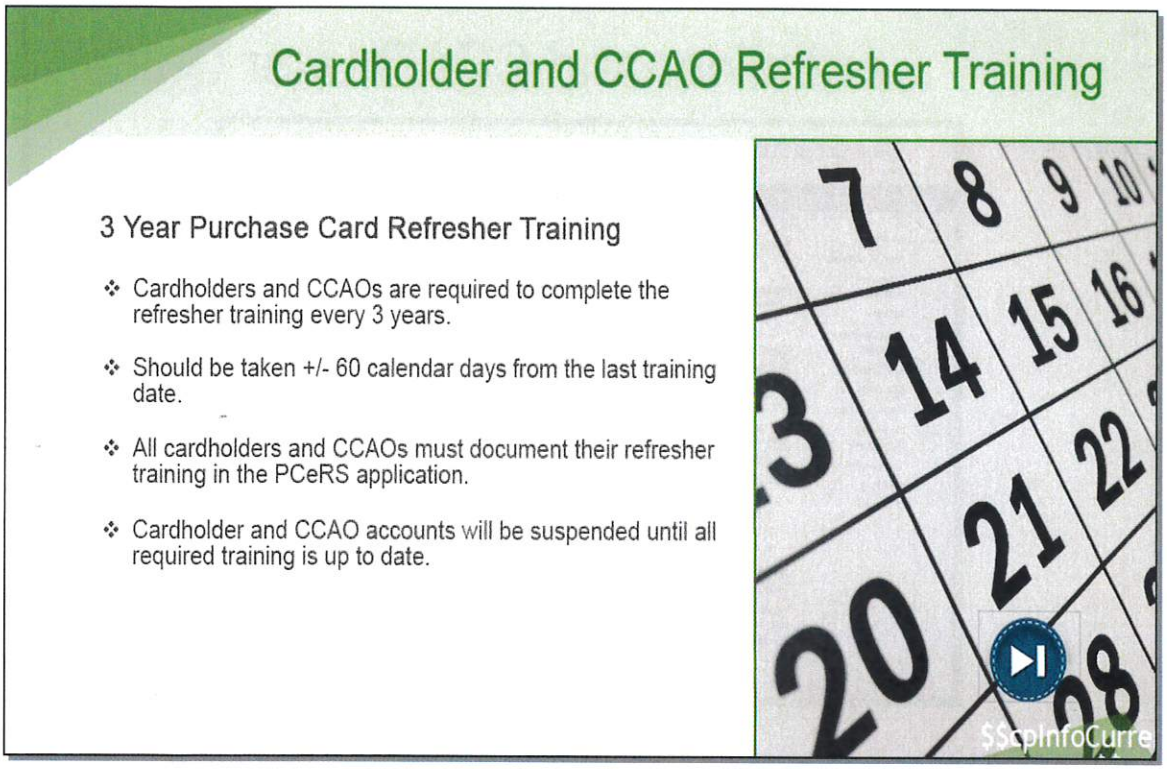
Closed Caption/Audio Script:

You are now ready to complete the required information to submit your request. Please note: All items with a red asterisk are required fields, the Select Purchase Card Role field is an example.

When you are ready to move on, click the next button.

USPS Copyright

Slide 40



Closed Caption/Audio Script:

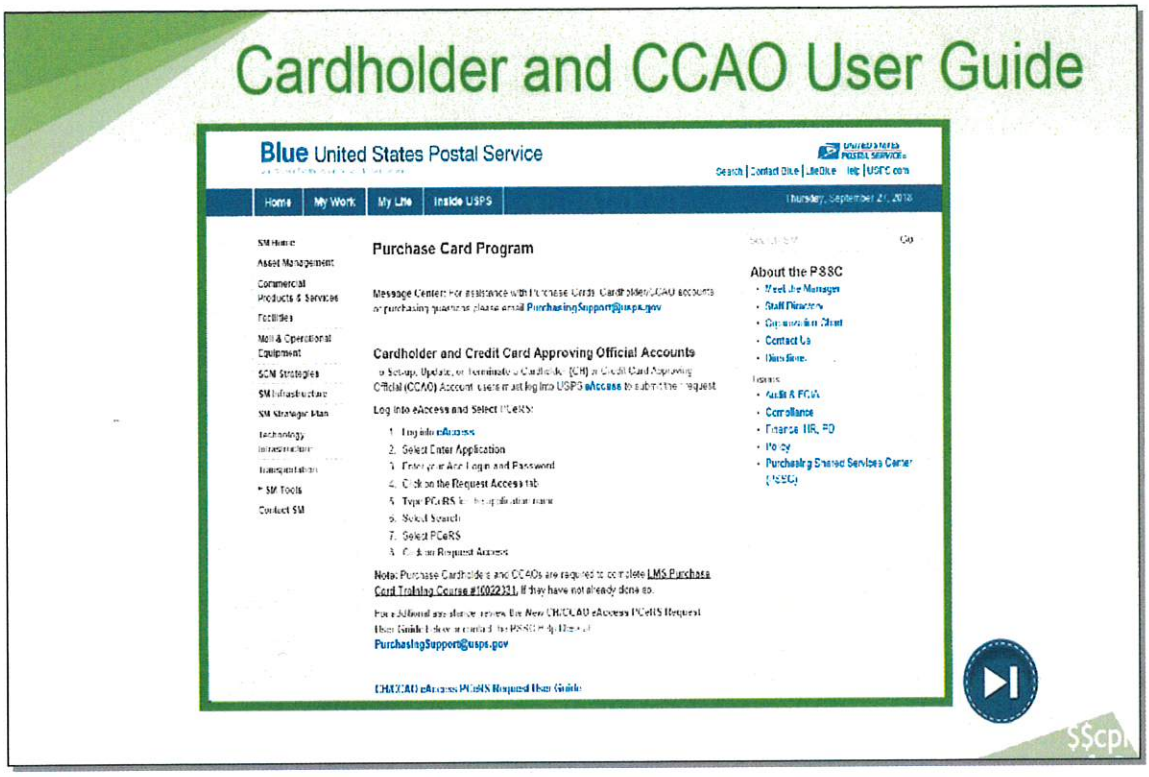
All cardholders and CCAOs are required to complete a refresher training every 3 years. It should be taken plus or minus 60 calendar days from the last training date. All cardholders and CCAOs must document their refresher training in the PCeRS application.

Cardholder and CCAO accounts will be suspended if their training has expired. Accounts will be reactivated once all required training has been completed.

See the Purchase Card Program website for PCeRS eAccess and required training instructions.

USPS Copyright

Slide 41

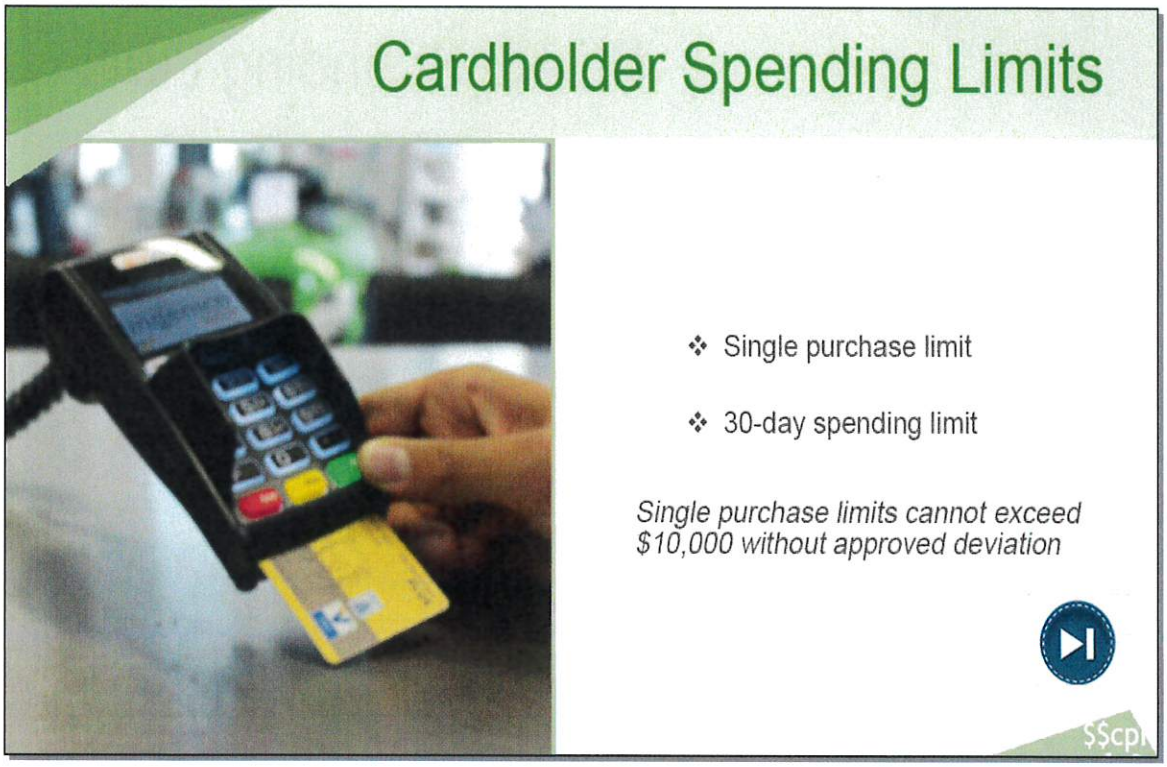


Closed Caption/Audio Script:

For additional assistance and detailed instructions concerning eAccess requests or how to set-up, update, or terminate a cardholder or Credit Card Approving Official Account, users are encouraged to review the Cardholder/CCAO eAccess PCeRS Request User Guide, which is posted on the USPS Blue, Purchase Card Program webpage.

USPS Copyright

Slide 42



Closed Caption/Audio Script:

Let's move our attention to Spending limits. Cardholders are assigned a single purchase limit, which determines the maximum amount of any single purchase and restricts a cardholder from making a purchase over that amount.

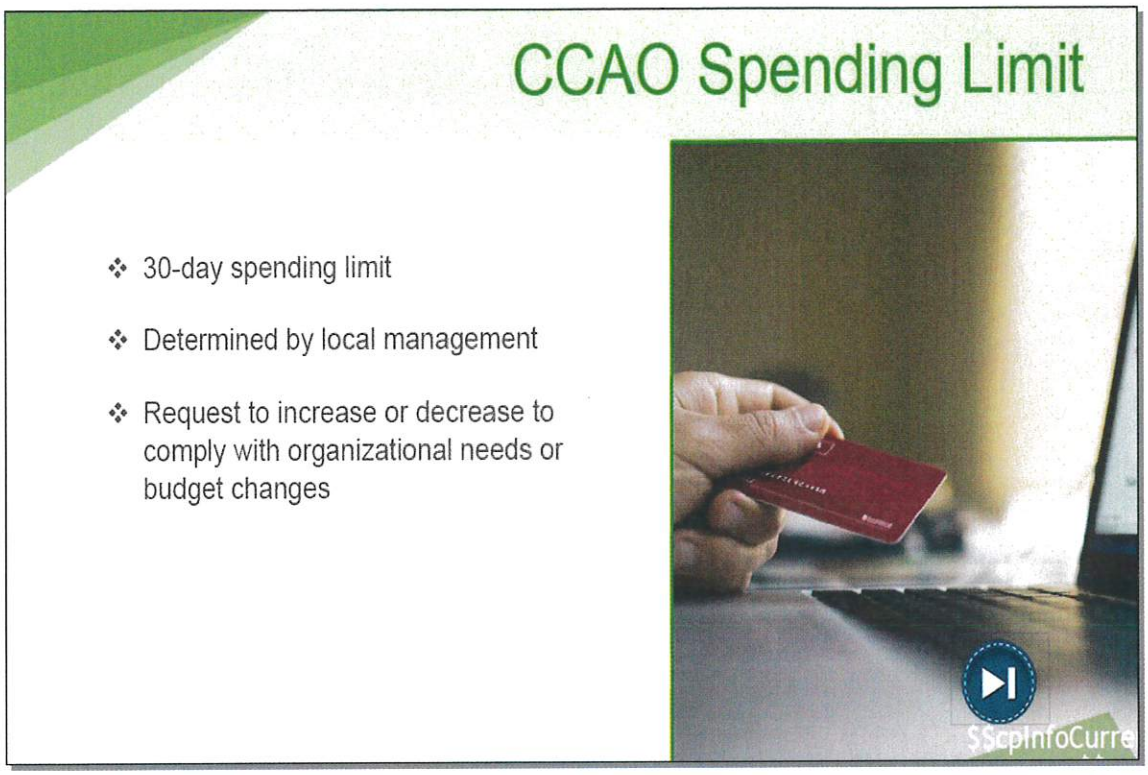
Each cardholder is also assigned a 30-day spending limit for his or her purchase card. This 30-day limit determines the maximum dollar amount that can be authorized for the cardholder within a 30-day period.

These limits are determined by local management and assigned to each cardholder by the APC when the cardholder's account is set up.

Cardholders can submit a request in eAccess to increase their single purchase limit up to $10,000.

USPS Copyright

Slide 43



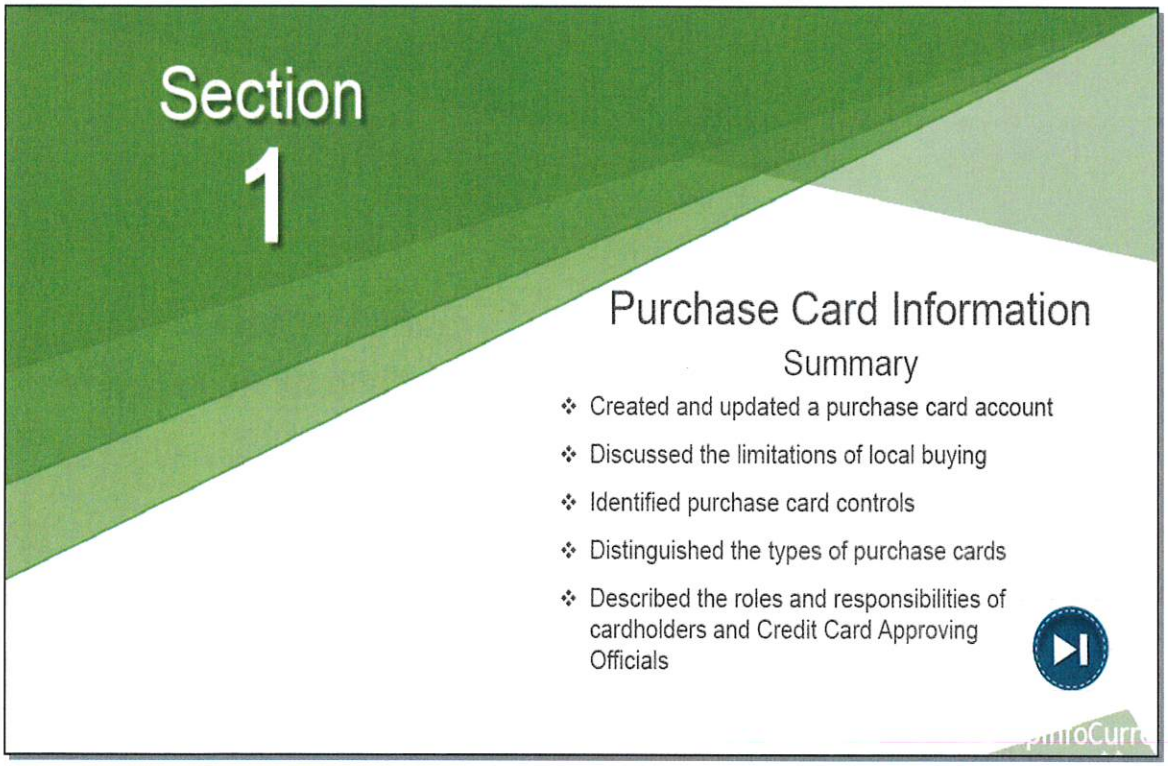
Closed Caption/Audio Script:

When the 30-day office spending limit for a particular CCAO has been reached, no additional credit card transactions will be authorized, even though an individual cardholder may not have reached his or her assigned 30-day cardholder spending limit.

The 30-day office spending limit is established at the CCAO level. The CCAO can request to increase or decrease the assigned office spending limits in the eAccess application to comply with organizational needs or budget changes.

USPS Copyright

Slide 44



Closed Caption/Audio Script:

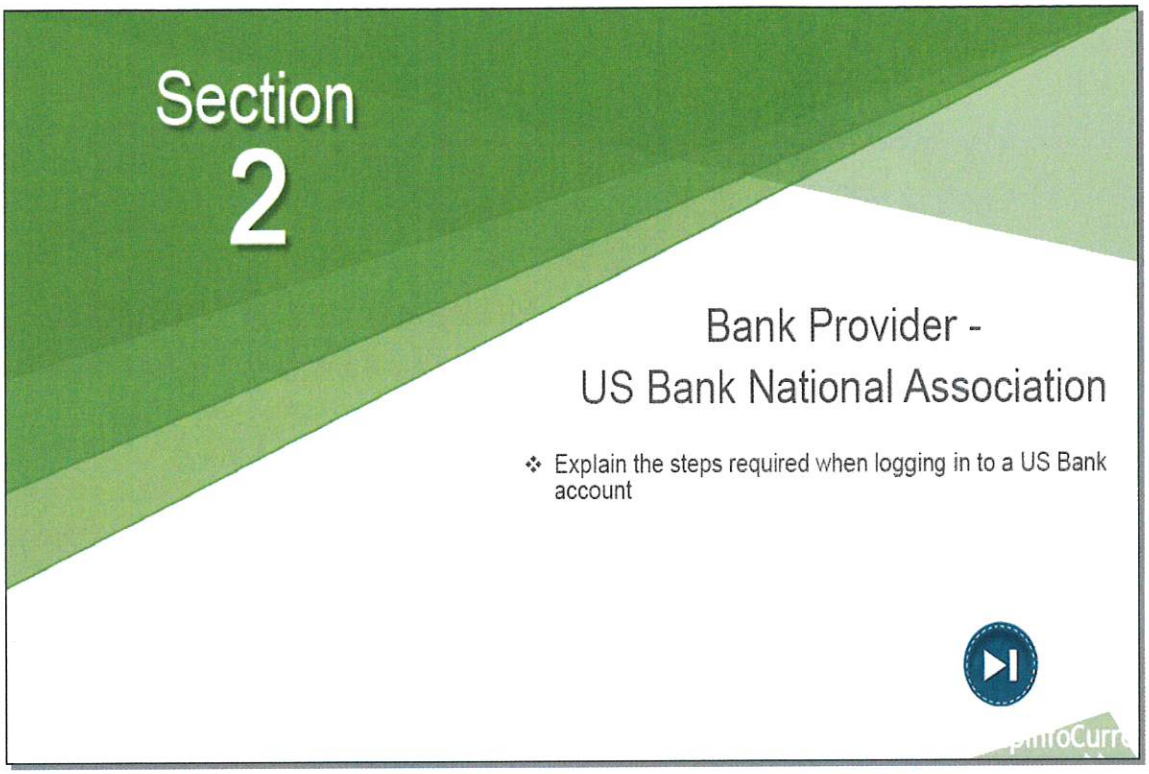
And with that, we have come to the end of Section 1: Purchase Card Information.

During this section, we explored creating and updating a purchase card account, discussed the limitations of local buying, identified purchase card controls, distinguished the types of purchase cards, and described the roles and responsibilities of card holders and credit card approving officials.

To finish this section we focus on a series of knowledge check questions to prepare for the final course review assessment. When you are ready to begin, click the next button.

USPS Copyright

Slide 51



Closed Caption/Audio Script:

Welcome to Section 2: Bank Provider - US Bank National Association.

In this section, we explore US Bank and their website, how to access the US Bank site, and where to find additional information.

By the end of this section, you will be able to explain the steps required when logging in to a US Bank Purchasing Card account.

Let's get started. Click the next button.

USPS Copyright

Slide 52

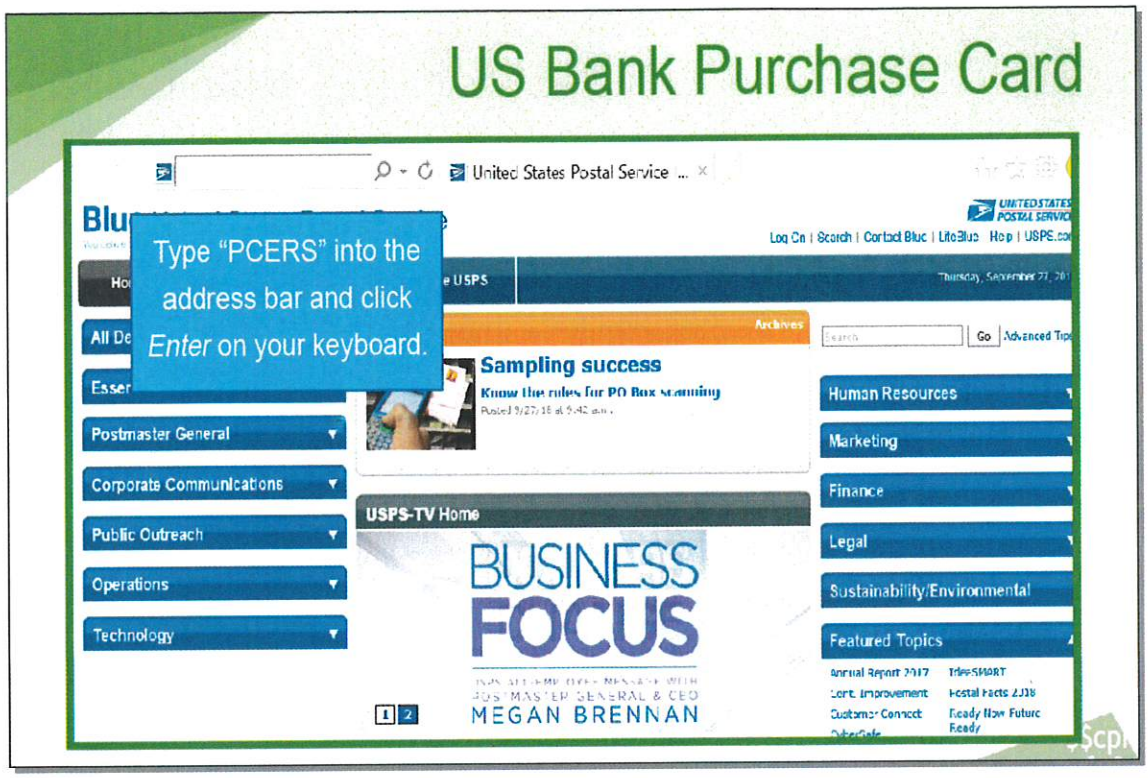
Closed Caption/Audio Script:

Credit card approving officials and credit cardholders access the US Bank website the same way, but there are different options available to each group as we move further through the course.

Throughout this course, we highlight the similarities between the group's access, but also focus on the items that are related to each user.

USPS Copyright

Slide 53



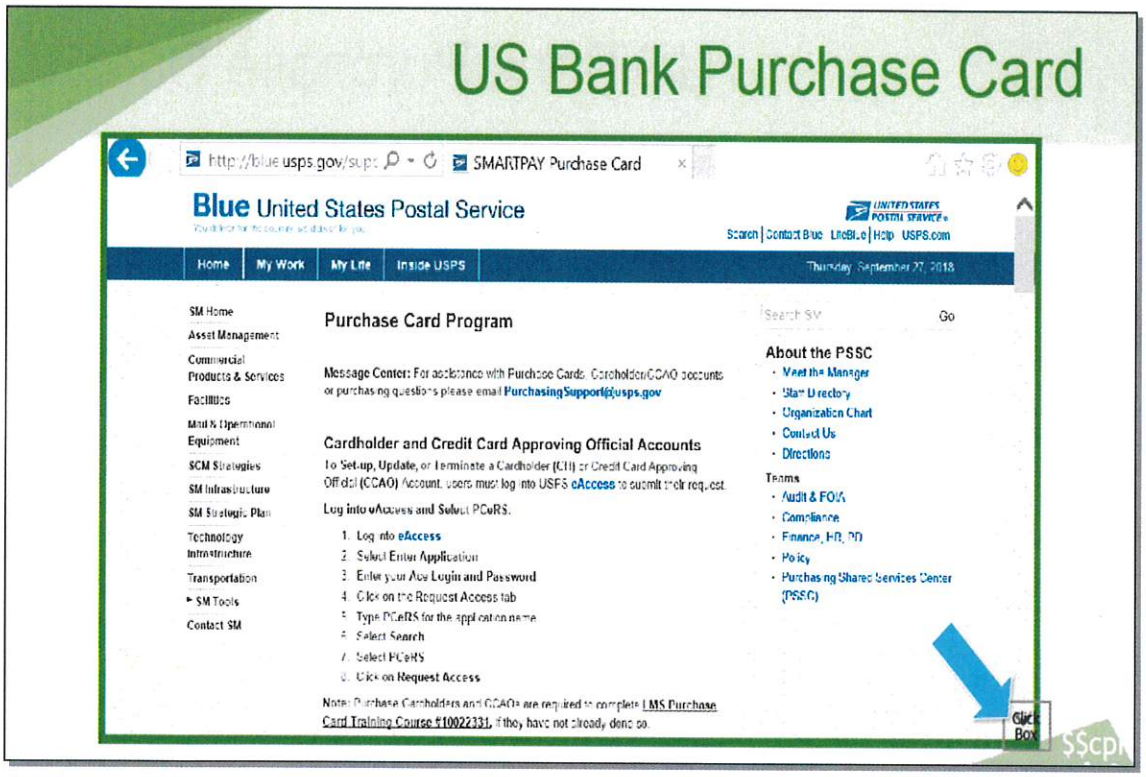
Closed Caption/Audio Script:

Now let's access the US Bank Purchase card website. Best practice is to access the site from the Purchase Card Program website.

To do this, while on the Blue page, type PCERS into your web browser address bar and click enter on your keyboard.

USPS Copyright

Slide 54



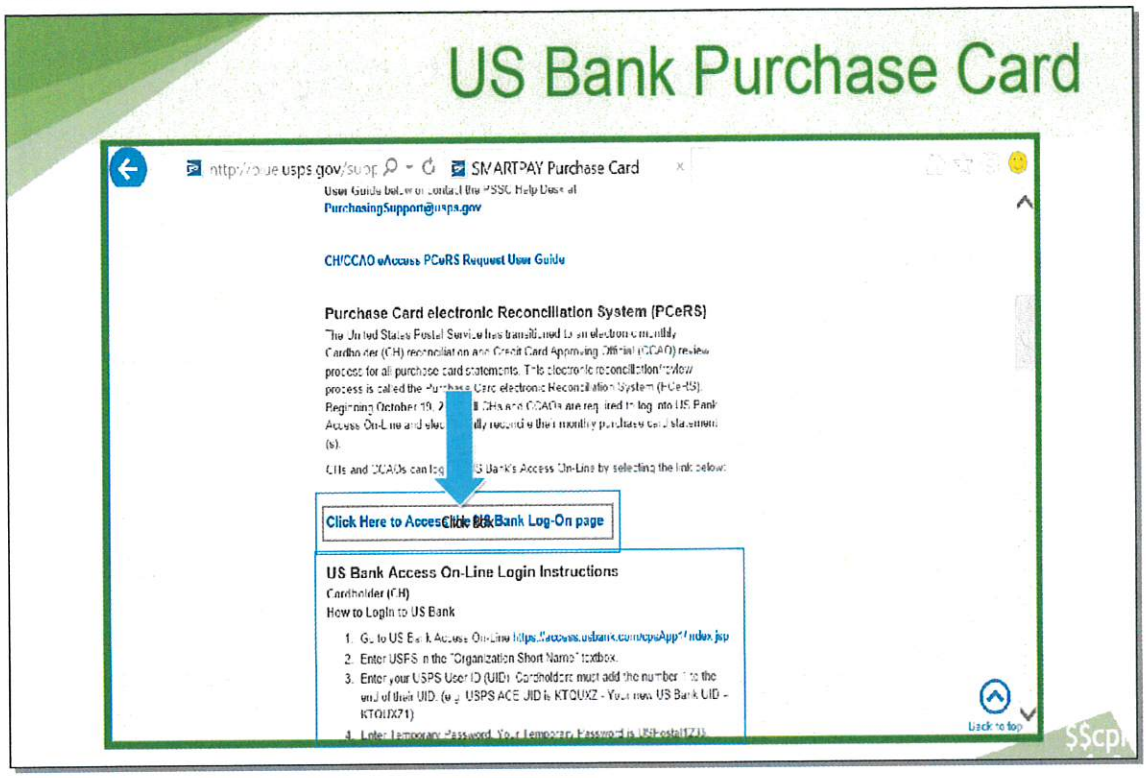
Closed Caption/Audio Script:

From the Purchase Card Program page we need to select the US Bank Log-On link. To do this we need to scroll down the page.

Click the down arrow to scroll down to the US Bank hyperlink.

USPS Copyright

Slide 55



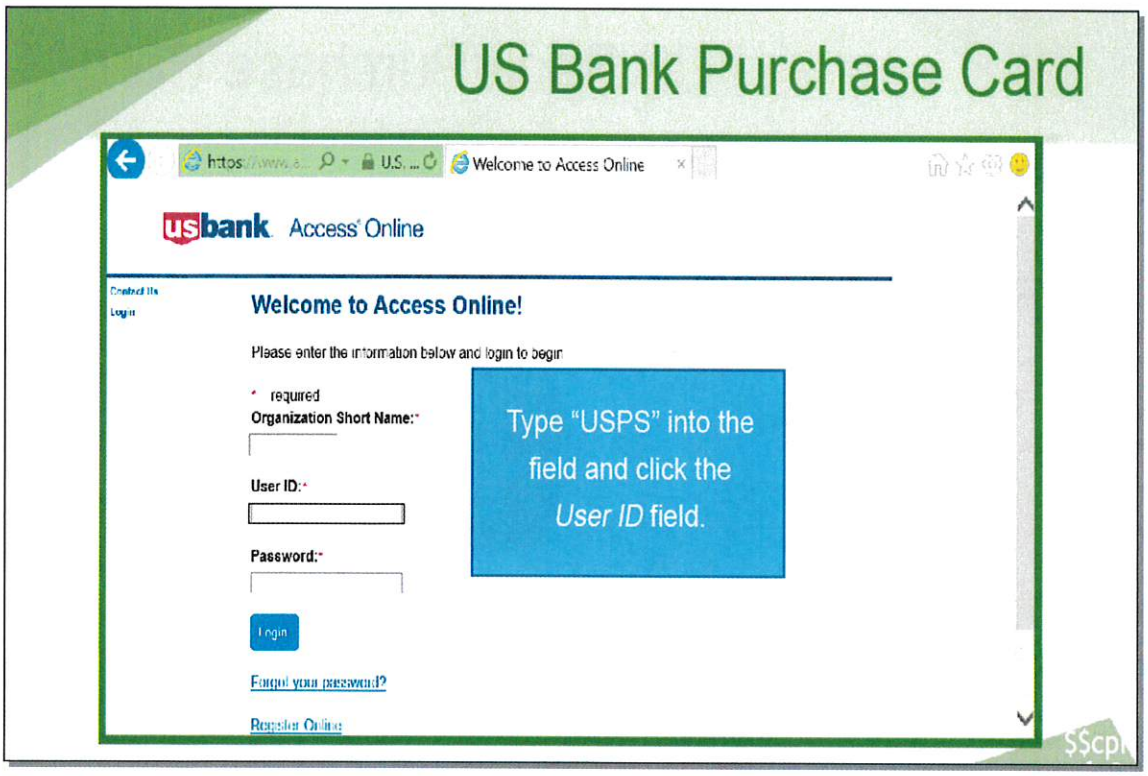
Closed Caption/Audio Script:

The hyperlink we are looking for is labeled, “Click Here to Access the US Bank Log-On page”. Notice below the hyperlink are instructions for logging in to US Bank.

Click the hyperlink.

USPS Copyright

Slide 56



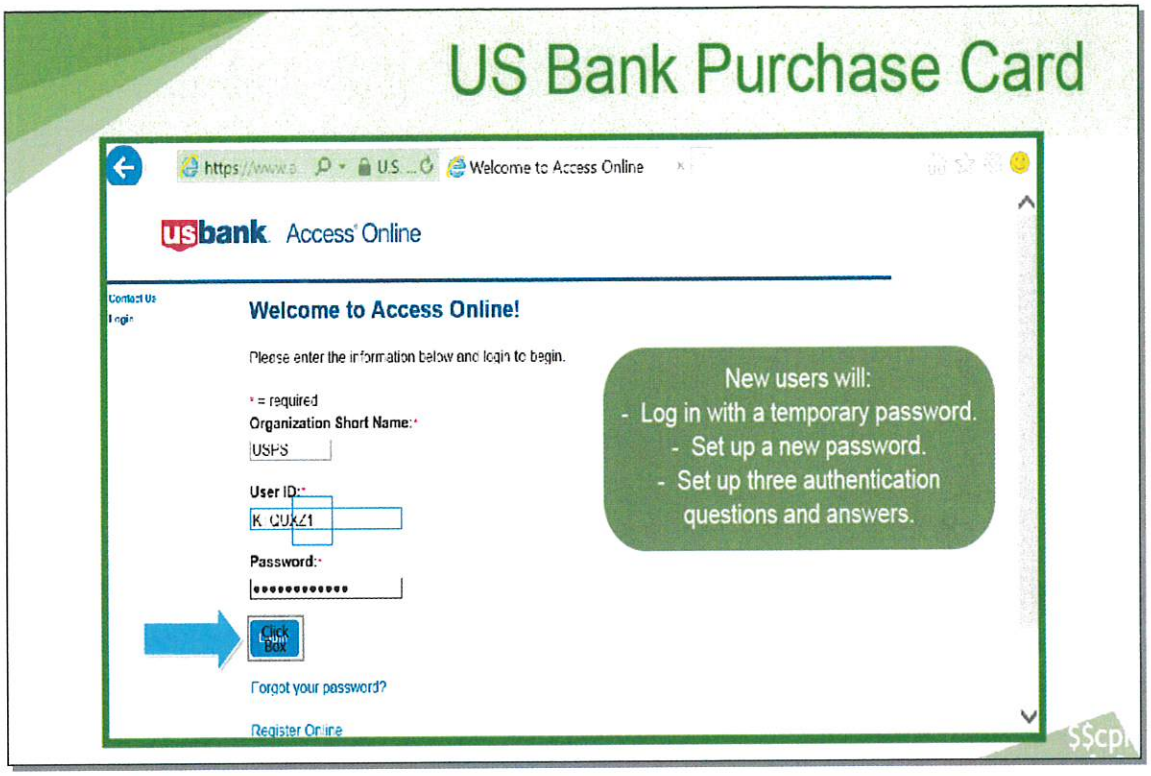
Closed Caption/Audio Script:

On the US Bank Access Online page, the first thing we need to add is the Organization Short Name, which in our case is USPS.

Type USPS into the field, then click the next field below it – the User ID field.

USPS Copyright

Slide 57



Closed Caption/Audio Script:

Next, you input the User ID and Password. Notice that a User ID and password have been entered for our example. In regard to new users, new users will log in to US Bank using their assigned User ID and a temporary password.

New users are prompted to setup a new password before continuing any further.

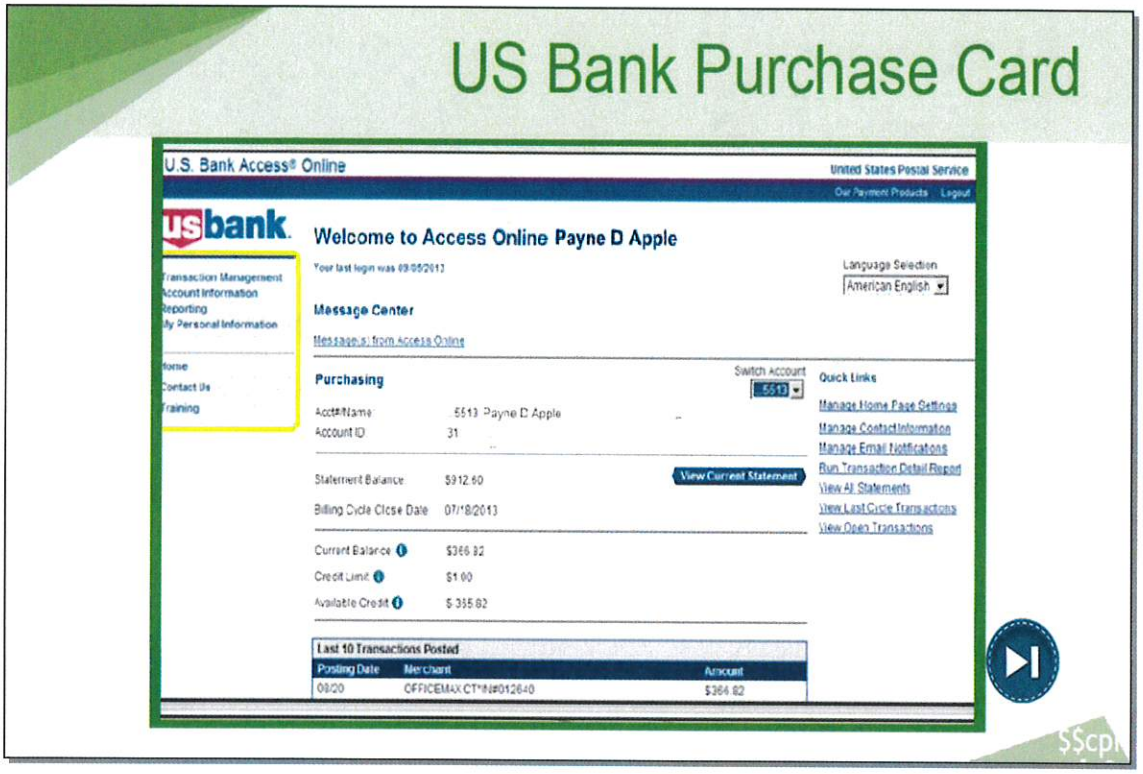
They are also tasked with completing three authentication questions and answers that are used for verification if the user is required to contact US Bank.

Please note: cardholders US Bank User ID is their Postal ACE ID with the number one added to the end of it, as seen on the screen. CCAOs add the number 2 to the end of their Postal ACE ID.

We are now ready to log in, click the Log-in Button.

USPS Copyright

Slide 58



Closed Caption/Audio Script:

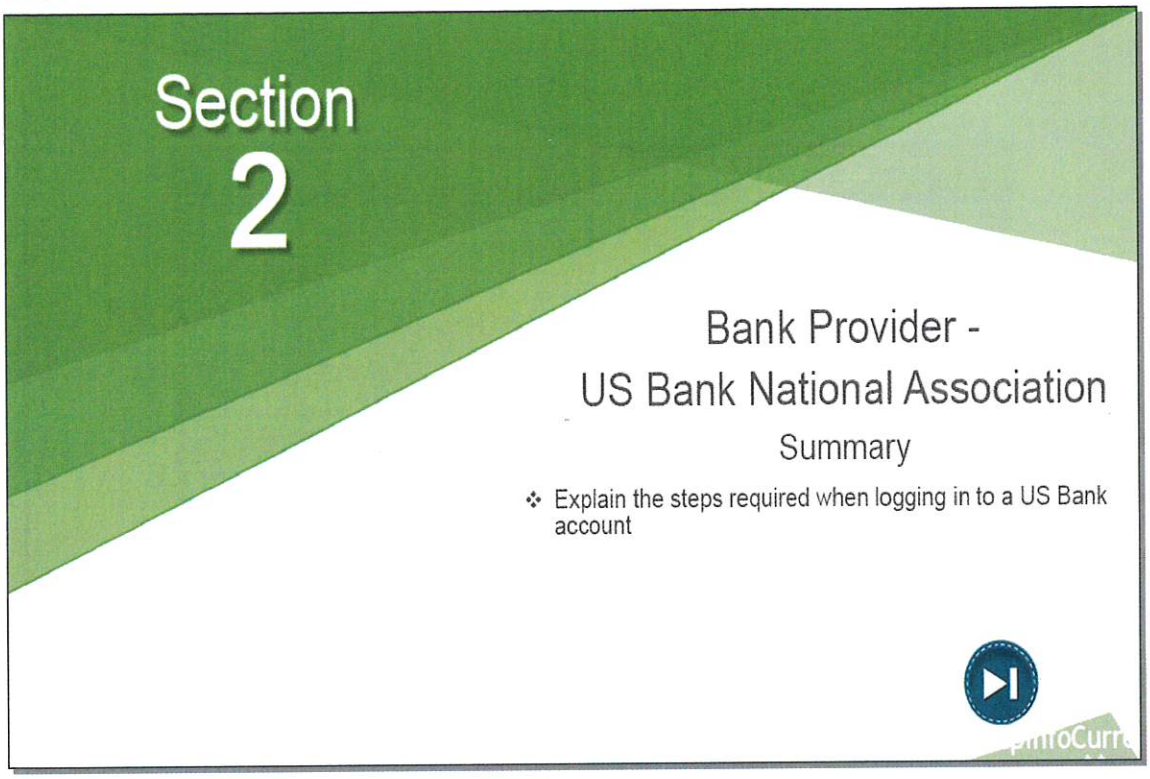
After completing your initial sign in and account set up, you see an automated "Welcome" message from US Bank.

On the left hand side of the page, you see a list of options that include Transaction Management, Account Information, Reporting, and Personal Information. These links may vary with the user role and level of access.

Click the next button to continue.

USPS Copyright

Slide 59



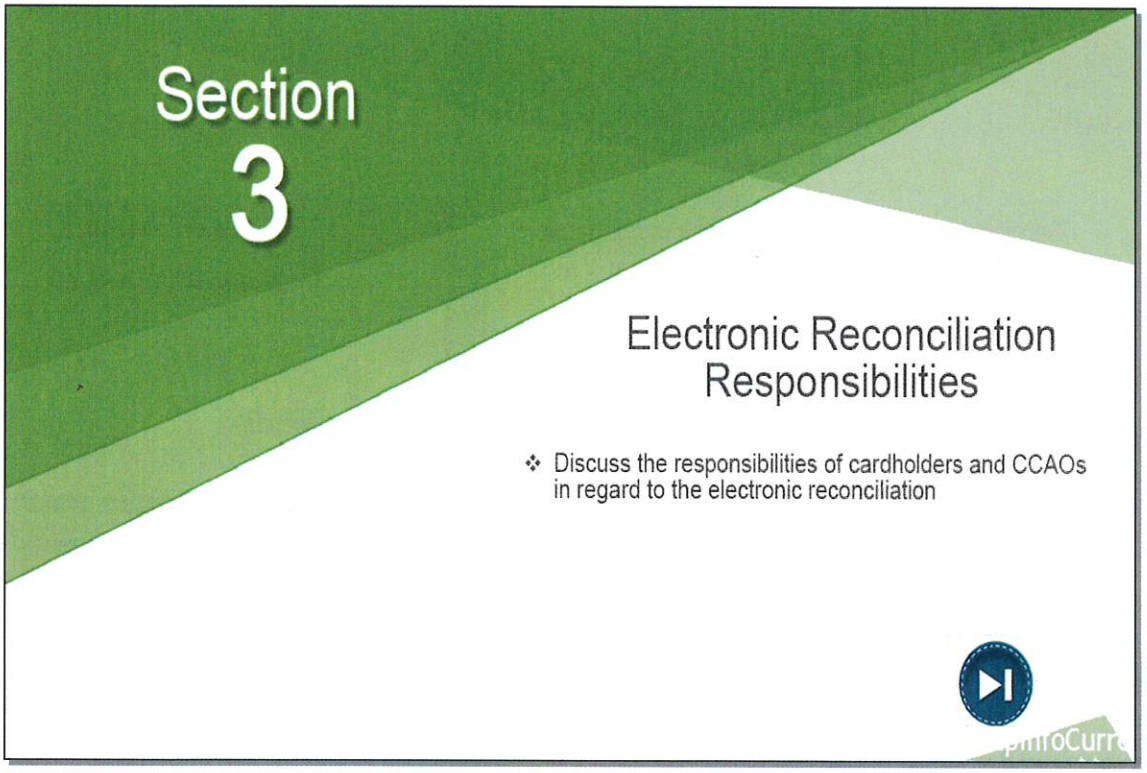
Closed Caption/Audio Script:

That ends Section 2: Bank Provider - US Bank National Association. During this section we reviewed the steps required when logging in to a US Bank account.

To finish this section we will focus on a series of knowledge check questions to prepare for the final course review assessment. When you are ready to begin, click the next button.

USPS Copyright

Slide 63



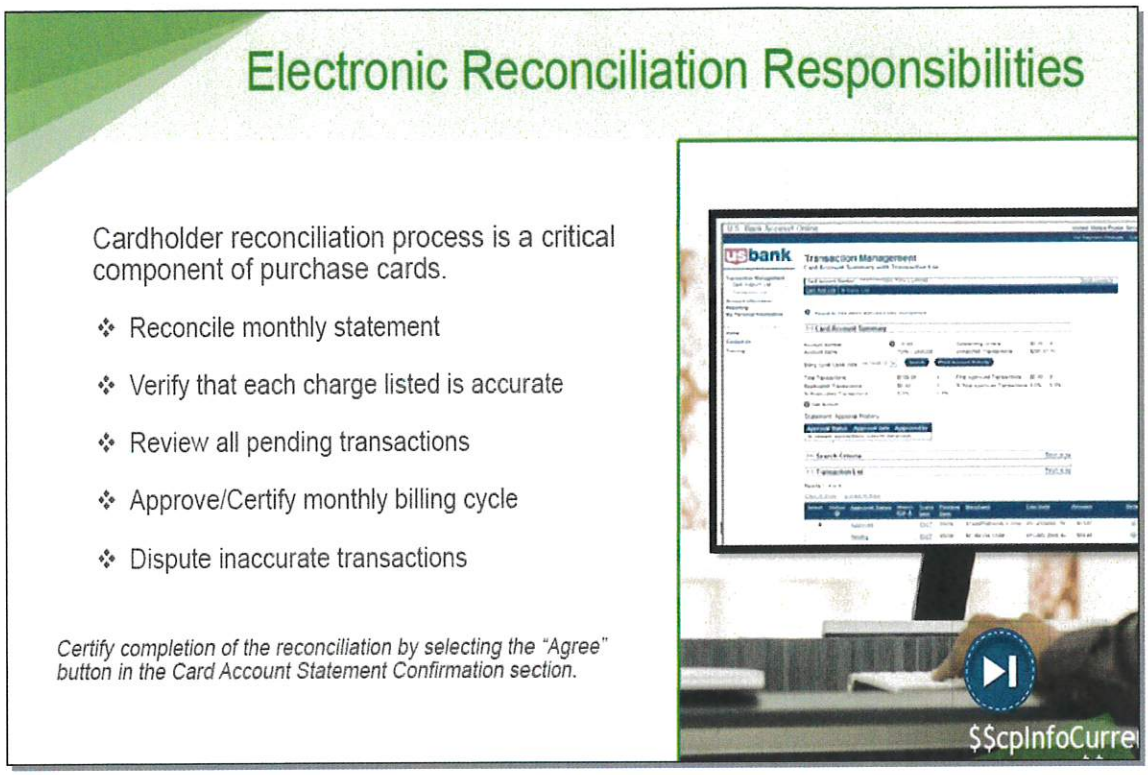
Closed Caption/Audio Script:

Welcome to the final section of this course, Section 3: Electronic Reconciliation Responsibilities. At the end of this section, you will be able to discuss the Responsibilities of Cardholders and CCAOs in regard to the Electronic Reconciliation.

When you are ready to begin the section, click the next button.

USPS Copyright

Slide 64



Closed Caption/Audio Script:

Let's start with specifics to cardholder reconciliation roles and responsibilities. Reconciliation is a critical component of the purchase cardholders' responsibilities.

This process primarily involves three parties: the cardholder, the CCAO, and the bank provider. As a cardholder, you are responsible for electronically reconciling your monthly bank statement.

This verification is required to ensure the accuracy of the monthly bank statement and to prevent payment errors. A cardholder must review all pending cardholder transactions for accuracy.

Approve all electronic transactions with supporting documentation for each billing cycle. Electronically dispute questionable items if necessary.

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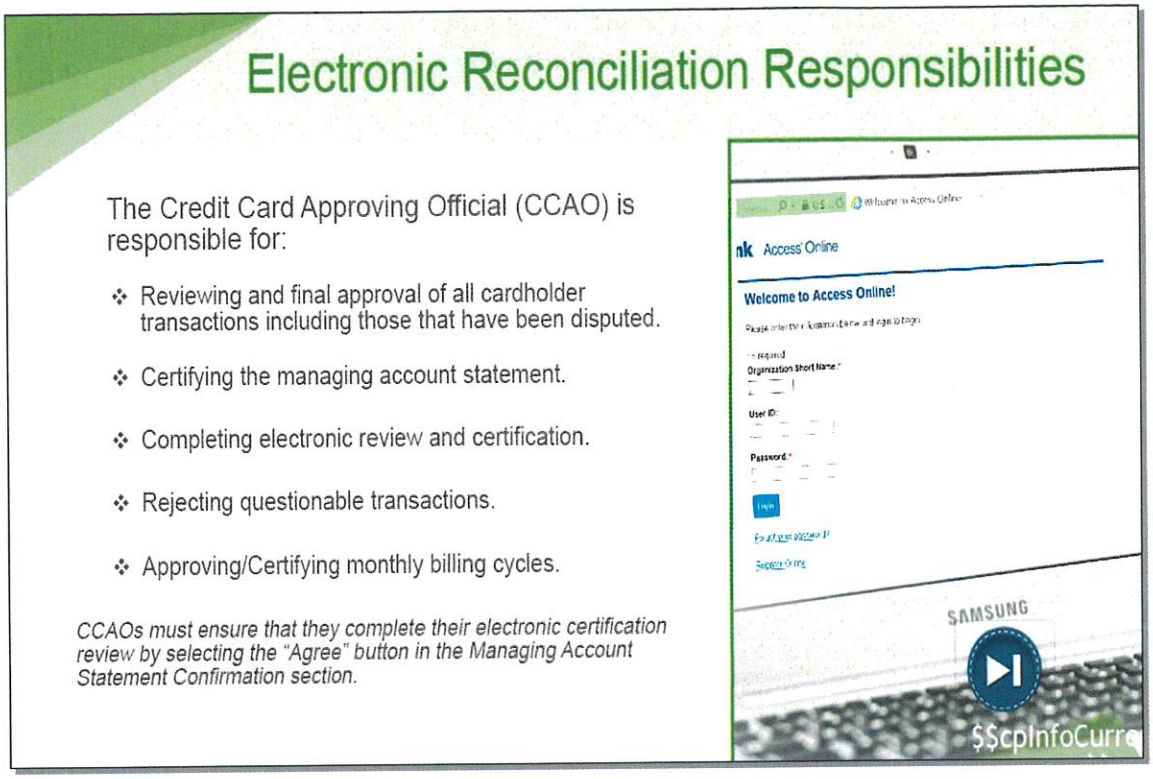
Disputes on sales tax and shipping and handling charges may not be reported under the bank dispute process. They must be resolved with the supplier or merchant.

Most importantly, cardholders must ensure that they complete their electronic reconciliation by selecting the "Approve Statement" button and selecting the Agree option on the Card Account Statement Confirmation section.

USPS Copyright

Slide 65



Closed Caption/Audio Script:

The Credit Card Approving Official is responsible for: reviewing and final approval of all cardholder transactions.

When all cardholder transactions including disputed transactions have been final approved, the CCAO must certify their statement by selecting the "Approve MA/DA Statement" icon.

The CCAO may request supporting documentation such as receipts and/or approved eBuy2 requests from the cardholder before completing their electronic certification.

A CCAO who does not electronically certify their monthly billing cycle statements in the bank provider's application will be suspended.

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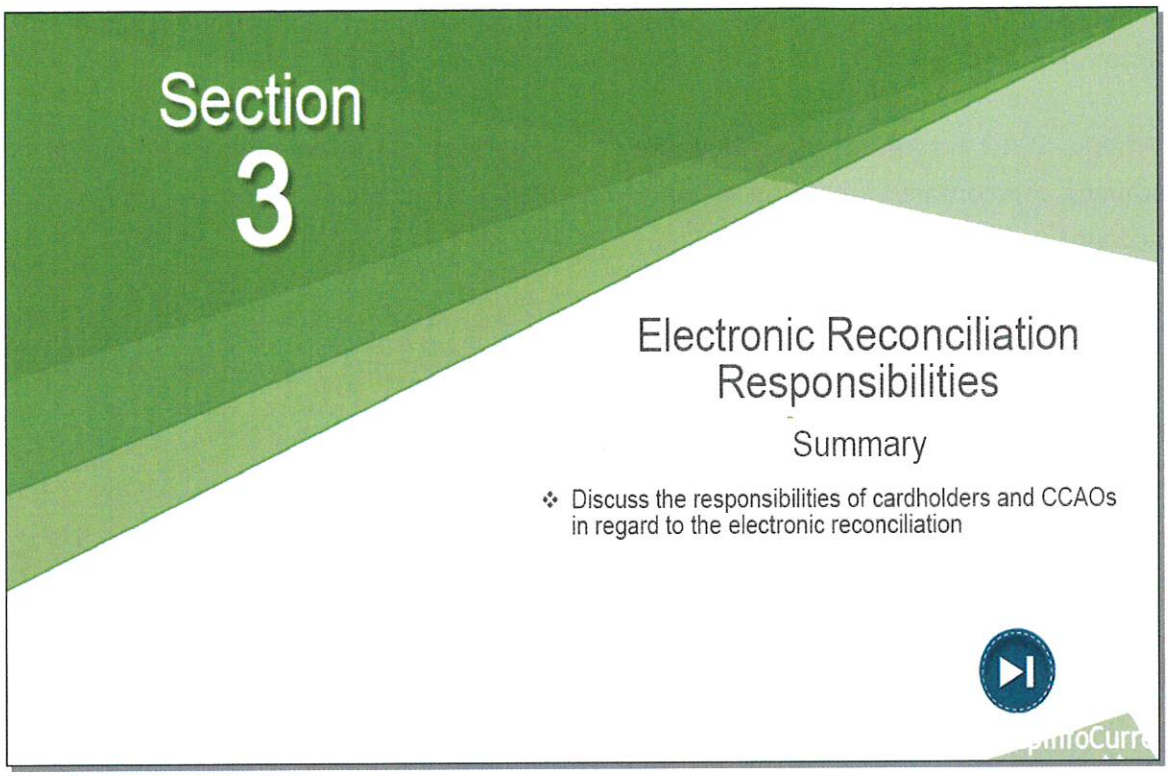
When a CCAO managing account is suspended all cardholders that fall under that CCAO account will not be allowed to make purchases or pay vendors.

When a CCAO account is suspended, the CCAO must complete the required refresher training and contact Purchasing Support in the PSSC to reactivate their managing account.

USPS Copyright

Slide 66



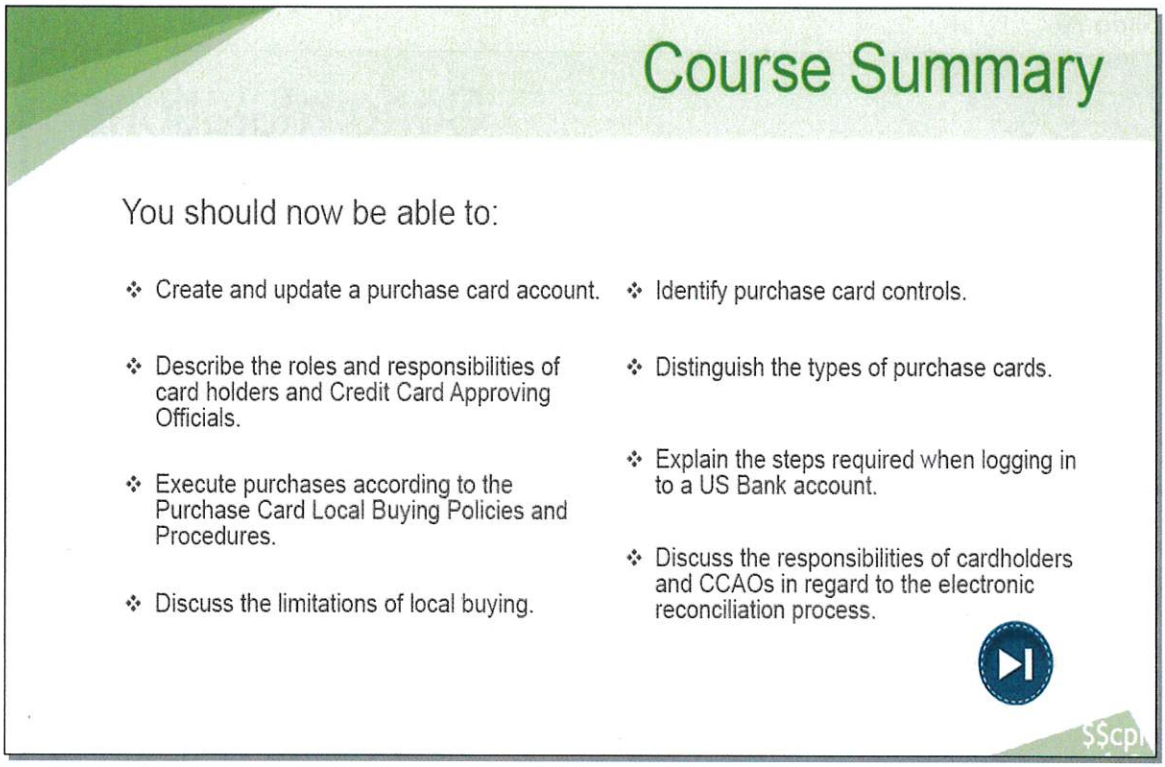
Closed Caption/Audio Script:

That concludes Section 3: Electronic Reconciliation Responsibilities. During this section: we discussed the responsibilities of cardholders and CCAOs in regard to the electronic reconciliation.

To finish this section we will focus on a series of knowledge check questions to prepare for the final course review assessment. When you are ready to begin, click the next button.

USPS Copyright

Slide 69



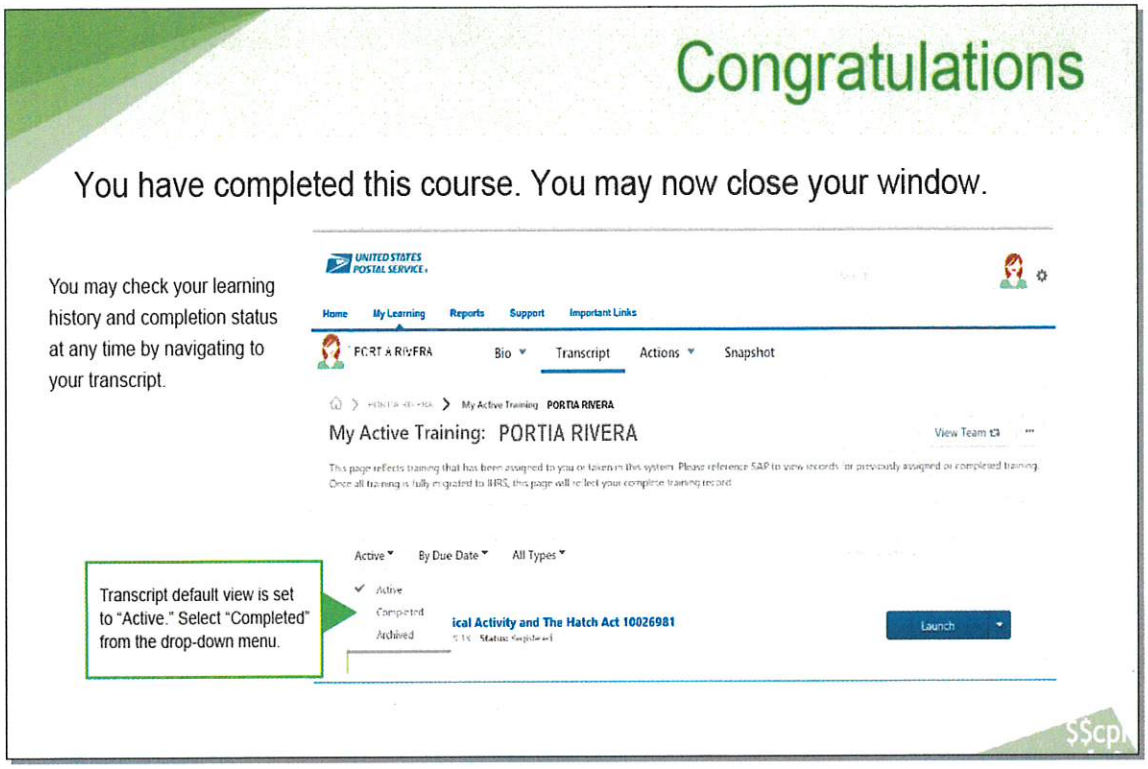
Closed Caption/Audio Script:

With that we come to the end of this course. You should now be able to create and update a purchase card account, describe the roles and responsibilities of card holders and credit card approving officials, execute purchases according to the purchase card local buying policies and procedures, discuss the limitations of local buying, identify purchase card controls, distinguish the types of purchase cards, explain the steps required when logging into a US bank account, and discuss the responsibilities of cardholders and CCAOs in regard to the electronic reconciliation.

We will finish the course with a 10 question Course Review. This review contains questions based on information from throughout the course. When you're ready to begin, click the next button.

USPS Copyright

Slide 70



Closed Caption/Audio Script:

There is no narration for this slide.

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Purchase Card Program Training 1.07.19 1/7/2019

Project Summary

1) SlideCount : 81

2) SlideCount:

Slide1: 9.60sec
Slide2: 6.10sec
Slide3: 42.10sec
Slide4: 29.20sec
Slide5: 23.40sec
Slide6: 49.10sec
Slide7: 54.70sec
Slide8: 34.50sec
Slide9: 24.00sec
Slide10: 30.20sec
Slide11: 45.60sec
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Slide66: 23.80sec
Slide69: 48.10sec
Slide81: 3.00sec

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3) Total Project Duration: 1700.10sec

4) Start and End Options used:

a) Loading Screen: None
b) Password Protect: No
c) Project Expiration Date: None
d) Fade in on the first slide: No
e) Fade out on the Last Slide: No
f) Project End Action: Stop project

5) Preferences Used:

a) Output options used:
1. Advanced movie compression: Yes
2. Compress compile SWF file: Yes
3. Include Adobe Connect Server metadata: No
4. 508 compliance: Yes
5. Frames per second: 30

b) Visual and Sound effects:
1. JPEG Image Quality: 80%
2. Include mouse when project is generated: Yes
3. Include audio when project is generated: Yes
4. Play tap audio for recorded typing: Yes

6) Background Audio : None

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7) Score setting:

a) Quiz Name: Review Quiz

b) Quiz Requirement: Required: The user must take the quiz to continue

c) Quiz Settings :

1. Allow backward movement: Yes
2. Show score at the end of quiz: Yes
3. Allow user to review the quiz: No
4. Show Progress: Yes

d) Pass / Fail Options :

1. a) Total marks needed to pass : 80%
2. b) Passing grade-Action: Continue
3. c) Failing grade-Action: Jump to slide4221
4. d) Number of attempts: 99

8) Number of hidden slides: None

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