

# IC Purchase Card Coordinators Meeting

## February 2, 2012

---

### Attendees:

Amita Patel (NIMH)*	Jim Mitchel (NHLBI)*	Robin Prigal (NCRR)
Andrea McGee (CC)	Karri Mares (NCI)	Rosalyn Benson
Andi Ricche (NIAMS)*	Iggy Francis (NIA)	(NIDDK)*
Antoinette Bridges	Ilonka Weida (JP	Sandra Camman
(NIEHS)*	Morgan)	(NIAAA)*
Brice Rhee (PwC)	Inez Demery (NICHD)	Shamay Knox (NIAID)
Bridget McDonald	Kristen Krouchick (PwC)	Sheila Zichos (NIDA)
(NIDA)	LaShonda Wooten	Shelley Jones-Johnson
Candice Scott (NINR)*	(NIGMS)	(NIBIB)
Charles Baron (OD)	Linda Ennis	Sheryl Brugh (NIDCD)
Chris Spates (NIMHD)	Linda Fitzwater	Stephanie Greenleaf
David Schneider	Maria Fernandez	(CIT)*
(NHGRI)	(OD/DSAPS)**	Tabitha Davol
Deborah Adams (NIAAA)	Marilyn Cuzzolina (CSR)	(OD/DSAPS)**
Deborah Ivey (ORS)*	Mary Smith	Tam Ngo (NIMH)
Denise Dorsey (NINDS)	(OD/DSAPS)**	Tammy Floyd (FIC)*
Dionne Hopson (NLM)*	Michelle Romero	Teresa Thomas
Dionne Draper (NIMH)*	(OD/DSAPS)**	(OD/DSAPS)**
Doreen Rappaport	Mike Brown (NEI)	Theresa Tolbert
(OD/DSAPS)**	Nancy Davis (NIAID)	Tho-Van Tran (NHLBI)
Ginger Betson (NIDCR)*	Pam Robbins (NCI)	Traci Pelan (NEI)
Hank Durand (NBS)	Patrice Thompson	Vanessa Palacios
Henry Primas (CC)	(OD/DSAPS)**	(OD/DSAPS)**
Janice Brunson (CC)	Patricia Drake (ORF)	
	Richard Thompson	
	(NICHD)	

\*Attended using teleconference system

\*\* Purchase Card Program

**Welcome & Introduction:** Doreen Rappaport, Purchase Card Program Manager, called the meeting to order at 9:35am. There were 59 in attendance, 14 who attended via teleconference. Ms. Rappaport welcomed attendees, and mentioned that she and Maria Fernandez will leave early for an award ceremony and Teresa Thomas will take over the meeting at that point.

**JP Morgan Dispute Process:** Ilonka Weida from JP Morgan, and Scott Pence and Tamara Rapponi (both on phone from JP Morgan Disputes) discussed the dispute process from the bank's perspective and how we can work together to make sure that the process is working effectively. See attached slides.

Ms. Weida defined the term dispute, gave examples of situations that can lead to a dispute, and then listed the following items which cannot be disputed:

- Bank Fees
- Non-Adherence to a Cancellation Policy Fees
- Convenience Checks
- Agency fees
- Car rental damages
- Transactions transferred from another account
- Foreign Exchange Rates (International Transaction Fees)

Ms. Weida defined terminology that one may encounter during the dispute process and gave several examples of charge backs. The top two reasons for filing disputes are unreconciled transactions and duplicate billing. Ms. Weida proceeded to discuss the different ways to file a dispute and then went on to discuss Cardholder and A/OPC responsibilities. JP Morgan is responsible for acknowledging receipt of a dispute and will send the Cardholder a letter confirming the resolution of the dispute and why.

**\*Note:** If Cardholder informs the bank of the dispute via telephone call, the cardholder must also submit the dispute form to the bank and keep a copy in the purchase card file for their records.

Ms. Weida reminded everyone that the dispute timeframe is 90 days from the date of the transaction and then went on to identify the differences between a disputed transaction and a fraudulent transaction.

**NBS Dispute Process:** Hank Durand, of NBS, discussed the steps involved in the dispute process from the NBS perspective. See attached slides. To dispute a transaction in NBS Cardholders must do the following:

- Identify the invoice requiring the dispute
- Try to work it out with the vendor first
- Select invoice line and log line
- Select the Dispute checkbox
- Enter the reason for the dispute
- Select Process to move invoice to dispute/credit

**\*Note:** To apply credit to an existing CAN select document number to search for existing log entry in order to apply credit to existing CAN/Project number or contact OFM for a CAN change.

This information is also provided under the Job Aids on myPortal.

**Efficient Spending:** Mary Smith, Director of the Division of Simplified Acquisition and Policy, stated that the new HHS policy on promoting efficient spending is effective as of January 3, 2012. See attached. The new policy prohibits the use of government appropriated funds for the purchase of food, beverages, refreshments, and promotional items with few exceptions. When using appropriated funds for Printing and Publications, NIH personnel are to use sustainable practices.

**Tips for Conducting Internal Reviews:** Kristen Krouchick of Price Waterhouse Cooper discussed the role of the IC Coordinator as listed in the NIH Supplement Version 5. See attached slides. One of the more important duties is for the IC Coordinator to provide oversight of the IC, CAOs, and Cardholders through reviews and audits of accounts. Ms. Krouchick recommended that the following steps be followed when conducting reviews:

- Select the Cardholder to Review
- Scope out the Review Period
- Review the Supporting Documentation
- Document the Results
- Share the Results with the Cardholder and CAO

Ms. Krouchick discussed common findings of FY11 Onsite Reviews and listed several trends that have been on the rise which are:

- Required Sources are Not Being Utilized
- Increased Usage in High Risk Vendors
- Missing Travel Receipts for Professional Service Orders
- Rising Disputes

**Custom Antibodies:** Dr. Terri Clark, Director of the Office of Animal Care and Use (OACU), gave a presentation on the use of animals in biomedical research and discussed the importance of purchasing custom antibodies only from vendors that hold PHS Assurance. See attached slides. To ensure NIH IRP compliance with regulatory standards, cardholders can only purchase custom antibodies from PHS Assured vendors. For a list of PHS Assured vendors or assistance with determining vendor status, IC Coordinators and cardholders are encouraged to contact OACU.

### **General Housekeeping:**

- Kevin Blume has retired from the HHS.
- The HHS Symposium will be held on April 12, 2012 at NIH. NIH Cardholders, CAOS and IC Coordinators are encouraged to attend.
- Purchase Card Refresher Compliance training has improved.
- NIH Purchase Card Supplement Changes are forthcoming.
- The Purchase Card Program reminds staff that the use of Mandatory Sources is required and must be checked. If a mandatory source cannot be used, it must be clearly documented.
- The Purchase Card Program encourages the use of Small Businesses.

The following attachments were handed out during the meeting.

1. JPMorgan dispute handout
2. NBS Dispute handout
3. Efficient spending policy
4. Conducting Internal review handout
5. Custom antibodies handout