

SAMPLE

Performance Elements for PMAPs

Purchase Card Roles:

Purchase Card Coordinator for <IC>

- Serves as primary contact between <IC> and NIH Purchase Card Program. Attends and participates in IC Purchase Card Coordinator meetings. Distributes information to cardholders and Card Approving Officials (CAO) within <IC>. Responds to questions or issues pertaining to the purchase card in a timely manner.
- Reviews and approves all purchase card requests before submission to the NIH Purchase Card Program for processing and ensures cardholders and CAOs completes the required training. All requests are reviewed, accurate and complete.
- Develops internal <IC> purchase card guidelines and provides oversight of <IC's> cardholders and CAOs through internal reviews and audits of accounts. Completes 10% review of all cardholders and CAOs within the IC.
- Conducts individual purchase card audits/reviews, as needed, and reviews audits conducted by NIH OD. Provides recommendations for action when reviews or audits disclose adverse findings. Tracks purchase card offenses, identifies trends, and monitors cardholder activity and reports repetitive problems and/or cardholders to supervisors. Works with other offices regarding audit results and internal control and risk management issues.

Card Approving Official

- Ensures cardholders reconcile their statements and transactions in NBS by the 13th of each month. Reviews and approves cardholders' transactions in NBS by the 18th of each month.
- Ensures all cardholder documentation is accurate and complete, and that actions are compliant with laws, regulations, and internal policies. Reviews and approves the monthly cardholder file.
- Ensures that at minimum 95% of cardholders for which employee is the approving official are compliant for On-Site and Targeted Reviews. Confirms resolution of any questionable purchases and ensure disputes are filed timely and properly by cardholders.

Cardholder

- Identifies and uses appropriate procurement mechanisms for each purchase.
- Makes only authorized purchases and ensures approvals are obtained prior to purchase (including funds availability). Ensures all policies are followed and any special clearances are obtained.
- All accountable and sensitive property purchases are coded with the correct OC code and reported to the Accountability Property Officer or Property Management System.
- Customers are satisfied with cardholder purchasing requested services and supplies. Complaints are minimum and if there are any, they are adequately addressed.
- Disputes are resolved with the merchant and if not, are reported to the bank within 90 days of the transaction postdate. Dispute resolution is tracked and cardholder follows up promptly to ensure disputes are resolved within a timely manner.

SAMPLE NCI Performance Element for IC Coordinator:

- Manages the Institute's Purchase Card Program through the development and implementation of IC procedures, dissemination of information and guidance, conducting audits, and providing oversight. Manages the purchase card program in a proficient manner that is in compliance with regulations, policy and established procedures. Notifies supervisor as changes, updates, or issues of importance occur.
- Ensures policies, procedures, and purchase card oversight is current and in accordance with established regulatory changes prescribed by the Federal Acquisition Regulations (FAR) and the Health and Human Services Acquisition Regulations (HHSAR) and NIH Policy. Ensures that updates of acquisition information to internal policy documents are timely; lapses are minimal, and occur only when decisions at the Department, Agency, or Institute level are needed to implement the final product.
- Conducts individual purchase card audits/reviews, as needed, and reviews audits conducted by NIH OD. Provides recommendations for action when reviews or audits disclose adverse findings. Tracks purchase card offenses, identifies trends, and monitors cardholder activity and reports repetitive problems and/or cardholders to supervisors. Works with other offices regarding audit results and internal control and risk management issues.
- Tracks training and certification documentation for internal NCI purchase card holders and reports to the NIH as required. Ensures the training and certification documentation is up-to-date for internal purchase card holders, and is submitted to the NIH for incorporation in the Skills Currency Requirement Report on a routine basis, and prior to established deadlines.
- Serves as a subject matter expert to HHS/NIH/NCI groups for purchase card policy. Is a resource for the NCI purchase card community. Provides timely, accurate and complete guidance to cardholders. Provides training and site visits as needed to ensure purchase card procedure compliance. Serves as the focal point for coordination of the application, establishment and cancellation of P-card accounts, establishment of reports, administration and related policy interpretation, development and dissemination. Serves as the NCI advisor on purchase card and simplified acquisition policy to NCI-OA management, purchasing staff, program officials, and to management personnel of commercial organizations, educational institutions, and nonprofit foundations and hospitals. Assists NCAAM administrative staff with policy interpretation and oversight when requested. Serves as the NCI liaison with the authorized Bank, the NIH Purchase Card Office Staff, NBS Staff, OFM, and Institute Cardholders and Card Approving Officials. Participates in NIH wide purchase card meetings, training and policy development groups. All communications and activities are conducted in a pleasant, timely, and professional

manner. Issues or problems are well researched and resolved. Guidance is clear and accurate.

- Administratively supports purchase card program, tracks card issuances, card terminations, spending limits, card approving official changes, and keeps an up to date log of all active card holders and purchase limits. Ensures applications, changes, and limit increases are processed in a timely manner. Any changes to accounts e.g. Cardholders, Card Approving Official, and dollar limitations are completed in a timely manner and logs are kept up to date.

Description: Special Projects and Assignments

Components of this task include, but are not limited to the following:

- Responds to Department, Agency, Institute, NCI OA, or other organizational information requests or initiatives on or before the time frames specified in the request, or in accordance with another schedule approved by the supervisor.
- Conducts training on a specified topic area, as required (e.g., changes related to a new process, policy issuance and/or procedure).
- Performs quality assurance reviews related to evaluation, award, or contract administration under selected contracts or purchase card program area and ensures substantive review issues are appropriately resolved.
- Contributes to the improvement of work products by developing best practices and supporting tools for OA and scientific program staff.
- Keeps supervisor informed of evolving issues that may affect work products through verbal and/or written communication with documentation of relevant information. Completed work products require minimal changes.

SAMPLE NIAID Performance Element for Cardholder (Purchasing Agent)

Description: Reconciliation

- Ensure all transactions, disputes and credits are reconciled (moved to the “verified” tab) in NBS, and all electronic files are sent for approval in R-SAM for the current statement period no later than the 13th of each month.
- Orders sent back to the Purchasing Agent for corrections in R-SAM will be resolved within three business days.

- Stale order log reports will be sent to the agents in January, May and July. All stale logs (log entries older than 6 months) must be deleted, or an explanation provided that validates keeping the log entry active within the time frame required by the notification.

I. Level of Goal:

Achieved Expected Results (AE) (3 points):

- 75% of micropurchase orders reviewed by the CAO must be done correctly with no follow-up needed.
- Returned orders are resolved within 3 business days, 80% of the time.
- No more than 2 reconciliation extensions requested (for reconciliation past the 13th) per year.
- Stale log reports are completed as required in the notification.

II. Measurement:

- A. The Purchasing Agent will maintain complete and organized electronic files in R-SAM for each completed order.
- B. The Purchasing Agent will complete and submit monthly purchase card reconciliation to his/her CAO by the 13th of each month.
- C. Extensions may be granted to Purchasing Agents upon request for reasons such as sick leave, training and vacation that spans a significant portion of the reconciliation period. In order to receive an extension, the Purchasing Agent must submit an extension request via email to the NIAID Purchase Card Program, with a copy to their CAO prior to the 13th of the month. The supervisor must approve the requested extension before it will be granted by the NIAID Purchase Card Program.

* If the 13th falls on a weekend or holiday the reconciliation in NBS and electronic files will be due the next business day.

Description: Quality

- Completes orders in accordance with FAR, HHSAR, NIAID and NIH Purchase Card Program policies.
- Identifies and uses appropriate procurement mechanisms for each purchase.
- Places all orders at or below \$3,500 with the Government Purchase Card if the card is accepted by the vendor.
- Adheres to the policies for awarding to mandatory/priority source vendors.
- Ensures that all required award data is entered into DCIS within three days of the award or modification (when applicable).

- Provides guidance to customers in the development of Statement of Work, specifications, justifications, and other relevant procurement documents and requirements.
- Honors individual commitments made, is honest in actions performed and owns mistakes as well as successes. Accepts personal responsibility for workload. Mistakes are communicated to the supervisor when first apparent.
- All written and verbal communications and interactions with others are professional.
- Purchase card is available for use except in circumstances of non-cardholder fraud, systems down-time (e.g. NBS), or other unavoidable, documented circumstances.

I. Level of Goal:

Achieved Expected Results (AE) (3 points): Cumulative file review results for purchase card transactions contained no more than 20% citation rates; requests for files, information and review responses were responded to in a timely fashion with no more than 2 extensions requested over the 12-month period; and the staff member's purchase card was not suspended (as a result of cardholder action or inaction) for more than 4 business days within the year.

II. Measurement:

- A. File reviews by the OD, NIAID AMPB or other sources external to AMOB
- B. Assessment by the CAO and/or supervisor of the quality of work
- C. Timely response to requests for files, requests for information, and mandatory review responses to AMPB reviews.
- D. Number of days the card was suspended due to specific action or inaction on the cardholder's part.