# PLATINUM PASS RENEWAL 2016
# AGENCY INSTRUCTIONS

**September 21, 2016**

**To:**        **All State Agencies**
**From:**    **GAO Central Payroll**
**Re:**        **Platinum Pass Renewal**

## PLATINUM PASS RENEWAL:
- During the month of September, GAO Central Payroll will be busy preparing the mass renewal for new Platinum Passes effective 10/1/16. **Due to this, no old or new Platinum Passes will be issued in the month of September. Please plan accordingly.**

## AGENCY PICKUP:
- Renewed passes are now available for Agency pickup at the GAO Front Desk.
- Renewed passes can only be picked up by authorized agency personnel.
- Agencies will be provided a detail pass listing at the time of pickup.
- Agencies should then begin distributing new passes to their employees.

## EMPLOYEE PICKUP FROM AGENCY:
- Employees shall appear in person and show their State issued ID to obtain their new Platinum Pass.
- The Agency shall verify that the pass number on the affixed label matches the serial number on the back of the pass, disregarding the beginning "5–". If they do not match, the Agency Liaison should contact GAO Central Payroll at **Central.Payroll@azdoa.gov**.
- The employee must then complete the Platinum Pass Employee Agreement Form 10/01/2016 before they take possession of the new pass.
- The Agreement Form shall be retained in the employee's personnel file as evidence of agreement with the terms and conditions of the Platinum Pass Program.

## OLD PASSES:
- Employees who have old passes can continue using them until 9/30/16.
- **GAO Central Payroll will automatically deactivate the old pass on 10/1/16 as part of the renewal process, even though on the back, the pass indicates it is good until 10/23/16.**
- Employees that separate State service shall turn in any assigned passes to their Agency so they can be destroyed.
- Any final billing or cancelations for passes that are lost, stolen or damaged before 9/30/16, need to be requested through **Central.Payroll@azdoa.gov**.

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- **During September, do not perform any Platinum Pass related actions in HRIS.** If a pass needs to be canceled, email **Central.Payroll@azdoa.gov** with the employee, EIN and pass details.
- Agencies and/or Employees should destroy their old passes on 10/1/16. There is no need to return old passes to the GAO.

NEW PASSES:
- Any employee who had activity on their old Platinum Pass since 1/1/15, will automatically be included in the renewal.
- Any employee issued a pass in the month of August will also be renewed.
- New passes become effective on 10/1/16. Please remind employees that they cannot use their new pass before 10/1/16.
- Any passes not picked up by employees by 11/1/16, should be canceled using AZ10 and then destroyed by the Agency.

NEW DISTRIBUTION PROCEDURES:
- The mass renewal will be the last Platinum Pass distribution through the Agencies.
- Beginning 10/1/16, any State employee that was not included in the mass renewal (a new hire, or an employee with no Platinum Pass activity since January 2015) can apply for a new pass by submitting a Platinum Pass application (Form GAO-624) to their agency directly. HRIS power users assigned the Transit Card Processor Role will be able to assign the employee a new Platinum Pass directly via HRIS. The agency will not need to forward the application to the GAO. Agencies shall retain the form in their files. GAO Central Payroll would then review the new assignments entered and, on the next business day, mail the pass directly to the employee's home address of record in HRIS. Passes will not be available for pick up. Distributing passes in this fashion will help reduce employee wait time statewide from 7 business days to 4 business days while also reducing agency distribution costs.
- If AZ10 cannot be modified by 10/1/16, continue to send in Platinum Pass Applications to **Central.Payroll@azdoa.gov**, which will assign the card and mail directly to the employee.

If you have any questions, please contact **Central.Payroll@azdoa.gov**.

**Enclosures:**
2016 Platinum Pass Renewal Detail Employee Listing
Platinum Pass Employee Agreement 10/1/2016 Form