ADOA – General Accounting Office

AFIS: PURCHASING CARD ADMINISTRATOR PROGRAM

PARTICIPANT GUIDE V.1
Purchasing Card Administrator Program

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PURCHASING CARD ADMINISTRATOR PROGRAM

Purpose
The intention of this document is to serve as a quick reference guide for agency Purchasing Card Program Administrators (PAs). This document may be modified as necessary, so it is suggested that agencies refer to the General Accounting Office (GAO) website periodically to ensure that they are using the most recent version. Agencies should refer to the following link for any updated versions:

https://gao.az.gov/afis/purchasing-cards

Agencies may contact the GAO for additional assistance or guidance. All GAO contact information is included in the Contact Information section of this document.

Learning Objectives

- Understand the roles and responsibilities of a Purchasing Card Administrator.
- Learn the basic functions of card processing on the US Bank website application.

With the following information, the Agency Card Administrator will be knowledgeable in a few of the basic expected duties and responsibilities of a Card Administrator. The internal procedures will be somewhat different and tailored to your specific agency needs and process flow.

US Bank Card Program and Administration

US Bank is the State of Arizona’s current credit card issuer. The purchasing card program consists of one card type:

**Purchasing Card** – To facilitate the purchase of goods and services and to provide an efficient method of paying for these goods and services, GAO makes a purchasing card, known as the P-Card, available to agencies.

There are two distinct forms of activity for which the P-Card may be employed: purchase activities and payment activities.

- A purchase transaction involves the acquisition of goods and, as part of the purchase transaction, also incurs an obligation. A purchase transaction is similar to an individual using a credit card to acquire merchandise in a store. It is envisioned that many, if not most, of the State employees to whom a P-Card is issued will be authorized to use it in this way. Suitable candidates to receive the P-Card to conduct purchase transactions would be employees who spend a good deal of time out of the office and may be required to make purchases in the field. Relatively low spending limits are appropriate for these types of transactions.
- A payment transaction involves making payment on a vendor’s account for previously acquired goods or services. A payment transaction discharges an obligation to the seller of the underlying goods or services and incurs a corresponding obligation to the financial institution.
issuing the card. Those who receive the P-Card to conduct payment transactions are likely to be those processing an agency’s accounts payable transactions. Relatively high spending limits are suitable for these types of transactions.

Definition of a Managing Account

A Managing Account is a master account at the agency level. All card accounts flow up to the Managing Account to obtain their account structure. The Managing Account provides an overall credit limit for the product at the agency. The Managing Accounts are assigned a Bank, Agent and Company number combination, which is unique for each agency and card type. Most agency credit card products only have one Managing Account for each product. Managing Accounts can take up to two weeks to establish.

Purchasing Card Agency Program Administrator Authorization

The Agency Head should appoint one or more employees as an Agency Purchasing (P-Card) Card Program Administrator, at which point, a GAO-3C (Purchasing Card and Travel Card Agency Program Administrator Authorization) form is completed by the agency and sent to the Arizona Department of Administration, General Accounting Office (GAO) at AFIS.Operations@azdoa.gov. The new Agency Purchasing Card Program Administrator(s) will be directed to TRACORP to take the appropriate CBT(s) as required. Upon verification of completion of the CBT training, GAO will send the User ID and password for US Bank’s Access Online website to the new Agency Purchasing Card Program Administrator(s).

Administrators listed on the GAO-3C are NOT allowed to be a Purchasing Card Account cardholder, without acknowledgment of receipt of the GAO-3C form.
US Bank Access Online

Purchasing Card Agency PAs can utilize the US Bank Access Online website to:

- View account information (demographics, account limits, etc.)
- Issue new cards
- Cancel or inactivate existing cards
- Change card spending limits
- View reports
- View monthly statements
- View and manage cardholder account profiles
- Dispute transactions

PAs will use an Organization Short Name of stofaz (for the State of Arizona) and must have a User ID and password to access US Bank’s Access Online website.

US Bank Access Online website:

https://access.usbank.com/

There is web-based training available for Access Online. The training can be found at the following link:

https://wbt.access.usbank.com/

For training materials related to Program Administrators, log in under Commercial (PA) using the username and password provided on the screen. The training site also contains user manuals, Quick Reference Guides (QRGs), interactive tutorials, and recorded classes to assist with using Access Online. Not all training topics shown on the training site are used in the State of Arizona card program.
Welcome to Access Online!

Please enter the information below and login to begin.

* = required
Organization Short Name:* stofaz
User ID:* mrsmith
Password:* **********

Login
Agency Administration and Responsibilities

Agency Purchasing Card Administrators are responsible for the successful implementation of the card program at the agency level. Some of the primary responsibilities are:

- Purchasing Card account set ups and closures
- Retention of application and agreement forms (in the event of an agency audit)
- Monitor active purchasing cards against active employees within agency
- Set Purchasing Card account limits
- Past Due Account Monitoring
- Monthly monitoring of Purchasing Card transaction activity for inappropriate and unusual charges
- Knowledge of SAAM sections pertaining to Purchasing Card accounts

Purchasing Card Statewide Policy References

State agencies must understand and follow the policies and procedures for the Purchasing Card programs. Purchasing Card Program Administrators (PAs) must be familiar with the following GAO State of Arizona Accounting Manual (SAAM) sections and related forms (this list is not all inclusive):

- SAAM 4535 P-Card General Policies and Procedures
- SAAM 4536 P-Card Agency Responsibilities
- SAAM 4537 P-Card Cardholder Responsibilities
- SAAM 4571 Reviewing P-Card Transactions
- SAAM 4035 P-Card, CTA and Fleet Card Incentives
- Form GAO-PC-101 State of Arizona Purchasing Card (P-Card) Cardholder Application and Agreement
- Form GAO-3C Purchasing Card and Travel Card Agency Program Administrator Authorization Form
- State Procurement Code and applicable Procurement guidelines provided by SPO
Statewide Administration and Responsibilities

The Arizona Department of Administration’s (ADOA) General Accounting Office (GAO) maintains the relationship with US Bank and all the state agencies. GAO provides technical and process support to the state agencies on the following topics:

- Agency Card Administrator maintenance
- User access to the US Bank Access Online application
- Set up of Purchase Cards (only if Agency Administrator doesn’t have Full access)
- Statewide Policy and/or application to a specific scenario
- ACH Setup in AFIS to facilitate proper payment posting to appropriate US Bank account

New Agency Purchasing Card Account Set Up

Agencies that have not previously set up an existing cardholder account in the US Bank Access Online website should contact the GAO Statewide Purchasing Card Administrator for assistance when the agency needs to issue Purchasing Cards (P-Cards). A Managing Account must exist for each type of card, for each State agency before any cards may be issued. Setting up a Managing Account can take up to two weeks to complete. P-Cards accounts may be set up by the Agency Purchasing Card Program Administrator if they have Full administrative rights in Access Online, or in emergencies, they may be set up by the Statewide Purchasing Card Administrator at GAO. The P-Card Managing accounts must be set up by a US Bank Representative and GAO needs to be aware of the set up in order to establish a vendor address ID in AFIS in order for payments to US Bank to electronically post to the appropriate account.

Purchasing Card Setup

Purchasing Cards (P-Cards) will be set up once a fully completed GAO-PC-101 State of Arizona Purchasing Card (P-Card) Cardholder Application and Agreement form is filled out by the cardholder and signed off by the appropriate person(s). Agency Purchasing Card Administrators will verify that the application is complete prior to entry on the US Bank, Access Online website.

1. Sign on to the US Bank website
2. Select the Account Administration link from the menu on the left side
3. On the Account Administration screen, under the Cardholder Accounts select the Create New Cardholder Account link
4. On the Create New Account screen, enter the following in their respective fields:
   - Product (Bank) select Purchase Card- 1425 (or 7129 for any new Managing Accounts set up after May 2020)
   - Agent- type in the four digit agency number for the Managing Account that the card will be set up under
Training

- **Company** - type in the five digit company number
- Send a Physical Card With This Account? - Select **Yes**
- Press the **Next** button on the bottom of the screen

On the next screen labeled **Create New Account**, fill in the below fields:

5. **Account Owner Information** section, use the information from the application:
   - **Name** information
   - **Organizational Name** (optional) - leave blank or as defaulted

6. **Mailing Address** (PO Box is permitted)- This is the work address where statements will be mailed to:
   - **Work Phone Number**
   - **Work email address**
   - **Optional 1 field** - type in **EIN of the cardholder**
   - **AZEIN** field, type in the **EIN of the cardholder** (Must be included in both fields for audit purposes)

7. **Legal Information** (no nicknames or shortened names permitted)
   - **Legal Name** which matches employee SSN
   - **Legal Residence Address** (Do not enter a PO Box. This must be where the employee physically resides)

8. **Authorization Limits**
   - **Account Credit Limit** – Credit Limit Amount off the GAO-PC-101 State of Arizona Purchasing Card (P-Card) Cardholder Application and Agreement form which normally ranges from $3,000 to $10,000 or $50,000, depending upon the agency needs. Some agencies have higher and some have lower than the normal Authorization Limits.
   - **Single Purchase Limit** – Unless a written exception is granted by the State Comptroller, the spending limit for any single purchase transaction shall be established by the agency but shall not exceed: Five thousand dollars ($5,000) for monies to be expended out of an appropriated fund, or Ten thousand dollars ($10,000) for monies to be expended out of a non-appropriated fund.
   - Internal controls over appropriated funds should be implemented to prevent P-Card purchases from exceeding established spending authority and cash availability.
   - Once set up is submitted and completed, notify the cardholder that the card has been requested and is expected to be issued within 7-10 business days. Whether it is mailed to the Agency Purchasing Card Administrator or the employee is determined by the Managing Account Setup rules.
Send a copy of the completed application and agreement form(s) to the GAO at the AFIS.Operations@azdoa.gov email within three (3) business days of opening the new card.

Agency shall retain original application and agreement forms in accordance with applicable record retention requirements and must be available for audit if requested.

**Note:** Once the Purchase Card is set up, notify the employee that they will need to activate the card once they receive it. In order to activate the card, they will need to call 1-800-344-5696, then input:

- The full 16-digit account number
- The zip code - will be the billing address that was entered on file
- Upon request for SSN number, they use 0000
Closing Purchasing Card Accounts

When employees leave a State agency, their purchasing card must be canceled as soon as possible. It is very important not to allow employees who have left their agency to be able to make charges between the separation date and the date that US Bank is notified of the termination. To prevent an interruption to business activities, agencies should have appropriate backup cards or request a new card for another employee as soon as possible to ensure setup and delivery. Purchases charged on the card by anyone other than the assigned custodian should be avoided if possible. Custodian name changes on P-Cards are not permitted.

*Note: Cards will be closed automatically by the bank if there has been no activity for two years. Agencies should review their cards on a regular basis and determine the need for the cards to prevent an interruption to business activities.*

Closing a Purchasing Card Account in Access Online

Closing a Purchasing Card Account:

1. Sign into the US Bank website
2. Go to Account Administration
3. Go to Maintain Cardholder Account
   - Search for the cardholder by account number or last and first name
   - Select the card you are wanting to close
4. Click Account Information
5. Use the drop down to change the Account Status:
   - **T9-Terminated**: Use this to permanently close the card. This option is used when an employee leaves an agency.
   - **V9-Voluntarily Closed**: Use this to put a temporary closure on the card. This option is used when an employee is away for an extended period of time, such as extended medical leave, maternity leave or military leave.
6. Submit the changes when done
Purchase Card Account Payments to US Bank

The Vendor Number to be used in AFIS when making payments to US Bank on the Purchase Card Account is **PCARDxxx0001**, where ‘xxx’ is the **3 character agency/department code**. The Address ID is set up by the GAO and is unique to each Purchasing Card Managing Account. It also includes ACH/EFT banking information so payments are directly posted to the correct account number.

If an agency/department is unsure of the Address ID to use when issuing P-CARD payments, please contact the GAO at **AFIS.Operations@azdoa.gov** to obtain the correct Address ID.

Account Administration

To create a new cardholder account or maintain an existing cardholder account, do the following:

1. Sign on to US Bank
2. Click **Account Administration** on the left menu
3. Click **Create New Cardholder Account** or **Maintain Cardholder Account**

*Note: Creating a New Cardholder Account was demonstrated in the previous Account Setup sections. In this section, we will demonstrate an example of updating existing account information.*

4. Search the criteria listed, click **Search** button

The most common ways to search for a card account is by the Last 4 digits of the **Cardholder Account Number** or the **Cardholder First and Last Name**.
5. Choose the account you would like to view (It will either take you to the account, or give you a list of accounts to pick from)

6. Press Confirm
Once the account is pulled, the following screen will appear. All fields with a pencil symbol, indicates you can update that field.

7. In the **Account Overview** section the Administrator can:
   - **Close** the cardholder account
   - **Modify** cardholder **Credit Limits**
   - **View** Statements
8. In the **Account Owner’s Information** section the Administrator can:

   - Modify the **account owner information** (*mailing address, email address and phone numbers*)

9. In the **Legal Information** section, the Administrator can:

   - Modify the **Legal Residential Address** (*if necessary and different from the Mailing Address*). If the Legal Name needs to be changed, contact the GAO Statewide Administrator.
## Legal Information

<table>
<thead>
<tr>
<th>Account Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Legal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Birth (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Legal Residential Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Legal Information Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
Transaction Management

To view previous and pending transactions, including ones that may be in Dispute status.

1. Search the Transaction Management section

2. Select the Purchasing Card option for Purchasing Card Accounts.

3. Select View Transactions option:
   - View Previous Cycle
   - View Pending Transactions
4. Under **View Pending Transactions**, it shows all charges and payments
   - The search may be narrowed by changing the options in the **Billing Cycle Close Date** dropdown

5. Click **Transaction Date** link to obtain details regarding a particular transaction

6. In the **Summary** tab section, a **Dispute** button is provided in the event a transaction needs to be disputed
Account Information

In the Account Information section, Administrators may view Cardholder Account Statements and profiles, or Managing Account Statements and profiles. They may also look up reasons for declined transactions.

Pulling Cardholder Account Statements

Administrators can pull individual Cardholder Account Statements for their agency as needed.

1. Log into the US Bank Website
2. Select Account Information
3. Click Cardholder Account Statement

![Account Information and Statement](image-url)
4. **Search & Select an Account** screen, the following criteria may be used as search criteria:

   - **Account Number (Last 4)** field, type the last 4-digits of the account number (most common)
   - **Last Name/First Name** field, search by name of the cardholder

5. Statement opens in **PDF**. Administrators may save, print and/or forward by email
Reviewing Statements

Individual statements show activity at the individual card account level, versus the Managing Account level. Individual card level statements are available for the Purchasing Card Accounts which are paid at the Managing Account level, not the Individual card account level, which is why these statements indicate, “MEMO STATEMENT ONLY,” DO NOT REMIT PAYMENT.

Reminder: All Purchase Card Accounts are paid via ACH using the appropriate Vendor Number (PCARDxxx001) and the Address ID associated with each agency’s managing account. The Purchase Card Managing Accounts are paid directly to US Bank by the agency.
**Accessing a Cardholder Account Profile**

Accessing a **Cardholder Account Profile** can be found on the left menu panel on the US Bank Website:

1. Select **Account Information**
2. Click **Cardholder Account Profile** link

3. The **Cardholder Account Profile** Search & Select a Managing Account page will open
This page allows you to search for a Cardholder Account based upon the criteria:

4. **Account Number** field, the last 4-digits of the card account

5. **Last Name and First Name** fields

![Cardholder Account Profile](image)

6. In the **Cardholder Account Profile** section, the Administrator can view most of the vital account information:
   - Hierarchy information
   - Account Status
   - Card and Single Purchase Limits
   - Statements and Current Balances
   - Mailing Address and Contact information for the cardholder
### Legal Information

- **Account Assignment**: Individual
- **Legal Name**: 
- **Date of Birth (optional)**
- **Legal Residential Address**: 
- **Legal Information Comments (optional)**

### Account Details

<table>
<thead>
<tr>
<th>Cycle Day</th>
<th>Open Date</th>
<th>Maintenance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>03/14/2017</td>
<td>10/22/2019 16:51:15</td>
</tr>
</tbody>
</table>

- **Activated**: Yes
- **Physical Card & PIN**
  - **Physical Card**: Yes
- **Checks**: No
- **Reporting Level**: 
  - Show All Hierarchy Names
  - Level 1: XXXX
  - Level 2: XXXX
  - Level 3: XXXX
  - Level 4: XXXX
  - Level 5: XXXX
7. Under the Cardholder Account Profile, the Administrator may also view any recent Account Authorizations since the last statement date by selecting Account Authorizations.
Pull Managing Account Statements

Managing Account Statements are used for Purchase Cards as payments are made at a Managing Account level. Central Travel Cards are paid by the agency at the card account level. And Employee Travel Card accounts are paid by the employee at the card account level.

Access a Managing Account Profile

Accessing a Managing Account can be done through the Account Information option on the left menu panel on the US Bank Website:

1. Select Managing Account Profile link
2. The link will take you to the Managing Account Profile (Search & Select a Managing Account) page
This page allows you to search for a Managing Account based upon the above criteria:

3. Managing Account Number (Last 4) field, type the last 4-digits of the Managing Account number

4. **Company Number** field, type the **5-digit number**

5. Click **Search**, the account will appear
6. Click the **View a Cardholder account** link to see a list of all cardholder accounts and their status under a Managing Account.

7. **Other information** available relates to:
   - Managing Account address, where new card accounts may be mailed
   - Account Status
   - Managing Account limits
# Managing Account Profile

**Demographic Information**

<table>
<thead>
<tr>
<th>Managing Account Number:</th>
<th>**********</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Account ID:</td>
<td></td>
</tr>
</tbody>
</table>

## Name
- **Attention To:** ATTN ACCOUNTS PAYABLE
- **Name:** ADOA PCARD
- **SSN:**
- **Date of Birth:**

## Address
- **Address 1:** 100 N 15TH AVENUE
- **Address 2:** SUITE 402
- **City:** PHOENIX
- **State/Province:** AZ
- **Country:** USA
- **Zip/Postal Code:** 85007-2636

## Contact Information
- **Work Phone:** 602-542-2091
- **Home Phone:**
- **Alternate Phone:** 000-000-0000
- **Fax:** 999-999-9999
- **Email Address:**
- **AZEIN:**
- **Optional 1:**
- **Optional 2:**
8. The Managing Account Profile **Account Information** screen allows the viewing of other account information such as:

- Account Status
- Hierarchy Position
- Cycle Day
- Open Date
9. The **Managing Account Profile Authorization Limits** screen shows:
   - Overall Credit Limit for all cards under the Managing Account
Review a Decline

The following steps should assist a Purchase Card Administrator in understanding why a merchant declined a charge on a card account.

1. Select **Account Information**
2. Click **Cardholder Account Profile** link
3. Specify search criteria to locate the card account such as:
   - Last 4-digits of the Account Number
   - Last and First Name

4. Click Search
5. Click **Account Authorizations**

6. Click **Authorization Time** link on the declined authorization

7. Review the information on the **Decline** tab
Common Decline Reasons

The table below lists and defines common declined authorization codes. The processing system assigns these codes to transactions that the merchant declines at the point of sale. These codes display in the Access Online account profile function when you view account authorizations for declined transactions. If the transaction was not declined, the screen simply states that the transaction was approved.

If you need clarification on a decline reason, contact the customer support desk or GAO.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Coded M9</td>
<td>0016</td>
<td>The account used for the attempted transaction is a suspended account</td>
</tr>
<tr>
<td>ADS I Strategy</td>
<td>0085</td>
<td>The transaction falls within bank fraud parameters</td>
</tr>
<tr>
<td>CRV Status</td>
<td>0134</td>
<td>The account used for the attempted transaction is not yet activated</td>
</tr>
<tr>
<td>MCCG Include, No Match</td>
<td>0823</td>
<td>The attempted transaction is with a merchant not in an authorized merchant category code group with a control set to approve only those included merchants</td>
</tr>
</tbody>
</table>

Note: If there is a decline due a Merchant Category Code (MCC) not allowed, reach out to the GAO Statewide Purchase Card Administrator for assistance. Many of the large State agency Purchase Card Program Administrators have the ability to manage the MCC themselves.
Running Reports

Running reports from the US Bank website can be completed from the following steps:

1. Select the **Reporting** option on the left menu panel
2. Select the **Report Section** for the report you want to run
3. Select the **Report** following the prompts based upon the information and format wanted
4. Click **Run Report** and follow prompts based on your browser
Commonly Used Reports

Under the **Program Management** reports option:

1. **Administration**
   - **Account List** Report, is frequently used account level information such as open date, last transaction date, single purchase limit, credit limit, etc.

2. **Delinquency Management**
   - **Past Due** Report, shows accounts with past due balances and number of times past due situations have occurred
Running the Past Due Report
An administrator monitoring the accounts that are 30 days past due.

1. Click **Reporting** on the left menu panel
2. Click **Program Management**
3. Select the **Past Due** Report option

4. In the **Number of Days Past Due** drop down, select **30 or more**
5. In the **Output Type** drop down, select **Excel**

6. In the **Processing Hierarchy Position** fields, type the **1425** in the **Bank** field

7. Click **Run Report**
Contact Information

US Bank Contacts

Administrators & Cardholders:

- Corporate Customer Service (General Inquiries) (800) 344-5696
- Fraud Detection (Potential fraud on account) (800) 523-9078
- Fraud Prevention (Confirmed fraud on account) (866) 540-9904
- Access Online Help Desk (877) 887-9260

State of Arizona Account Coordinator:

Heather Swanson (855) 250-6421 ext. 156-6429 Heather.Swanson@usbank.com If she does not answer, press 0 on voicemail and the call will be transferred to another representative.

General Accounting Office Contacts

State of Arizona Statewide Administrators:

- Mackenzie Jordan (602) 542-5496 Mackenzie.Jordan@azdoa.gov
- Patricia Ferreira (602) 542-5402 Patricia.Ferreira@azdoa.gov
- Brian Nguyen (602) 542-2122 Brian.Nguyen@azdoa.gov

To help better serve you and ensure a timely response, please direct any questions or issues to the Afis.Operations@azdoa.gov mailbox rather than an individual person.