

# ACA - THE AMERICAS - MIAMI



**Miami  
Contracting**

**Government  
Purchase  
Program (GPP)**

**Customer Service Guide**

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## Introduction

The GPP Card has achieved an all-time high in popularity. It provides you the quickest and simplest way to make purchases up to \$2,500 per action. In some special instances, the Card may be used up to \$25,000 per action. With this streamlined acquisition procedure comes a very important responsibility.

The Card is extremely easy to use, accepted by many vendors and because of this, special care must be taken to ensure the Card is used properly. Thus, the Card may only be issued to individuals who have been trained and have demonstrated sound business judgment.

This Guide provides you easy-to-find information pertaining to training requirements, the account application process, and the proper use of the Card. The information in this Guide is presented in the Frequently Asked Questions (FAQ) format for your convenience. Be sure to refer to this guide as often as you need.

The GPP Purchase Card:

- ✓ Is an essential element of acquisition reform
- ✓ Should be used for 95% of all micro-purchases
- ✓ Saves time
- ✓ Reduces paperwork
- ✓ Provides quicker receipt of supplies/services
- ✓ Provides payment to suppliers within three business days



This guide may be used in hard copy form, or “on-line.” It will initially be e-mailed to you, and you will then have the option of printing the document or saving it to your computer’s hard drive. If you choose to save the document, you may access it at your leisure and take advantage of the imbedded bookmarks and hyperlinks. The bookmarks allow you to move about the document with a simple click of the mouse, and the hyperlinks will take you to important web sites.

Several forms are used in the GPP program, and are referred to in this document. These forms will be e-mailed or “snail-mailed”, as applicable, to you upon your request.

Ms. Geneva Emiliani is the GPP Agency Program Coordinator for Army Contracting Agency – The Americas - Miami Contracting Office. She stands ready to assist with your Government Purchase Card needs. Please feel free to contact her at [geneva.emiliani@us.army.mil](mailto:geneva.emiliani@us.army.mil) or 305-437-2669.

## **PART 1, OBTAINING A GOVERNMENT PURCHASE CARD**

### **Who is eligible to receive an Government Purchase Card?**

Civilian employees or military members assigned to SOUTHCOM, GARRISON and tenants of SOUTHCOM who are supported by the ACA -The Americas - Miami Contracting. Personnel from other agencies and/or tenants, located on SOUTHCOM but receive contracting support elsewhere (e.g., 65<sup>th</sup> RSC) receive their cards from their respective contracting activity.

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### **How do I apply for a Card?**

#### **STEP 1.**

Commanders/Directors will nominate individuals within their organization to serve as

- (1) Billing Official(s),
- (2) Alternate Billing Officials(s), and
- (3) Cardholder(s)

Every Cardholder must have a Billing Official. Every Billing Official must have an Alternate. The Alternate Billing Official can not be designated by simply including that designation as one of the functions when the Billing Official appoints anyone "Acting." The Alternate Billing Official is required to have the same GPP training and certification as the Primary Billing Official.

In TDA civilian organizations, nominating official must be at the Activity Chief level. In TOE units, the nominating official must be in grade 0-5 or above. Nomination is done by completion of the set-up form with signature of the Commander/Director/Chief on the set-up form, Section 3.

#### **STEP 2.**

Successfully complete the following on line trainings:

- 1) U.S. Government Purchase Card Tutorial provided by Defense Acquisition University (DAU) on-line [http://clc.dau.mil/kc/no\\_login/portal.asp?strRedirect=LC\\_CIA](http://clc.dau.mil/kc/no_login/portal.asp?strRedirect=LC_CIA). To access to this tutorial site, you must register to get and USERID and PASSWORD. (Copy of certificate of completion shall be faxed or emailed to A/OPC fax 305-437-2752).
- 2) US BANK C.A.R.E. web training <https://wbt.care.usbank.com/>. Password changes periodically. Contact A/OPC to obtain current one.
- 3) Department of Defense Ethics training, [http://www.defenselink.mil/dodgc/defense\\_ethics/](http://www.defenselink.mil/dodgc/defense_ethics/) Copy of certificate of completion shall be faxed or emailed to A/OPC fax 305-437-2752).

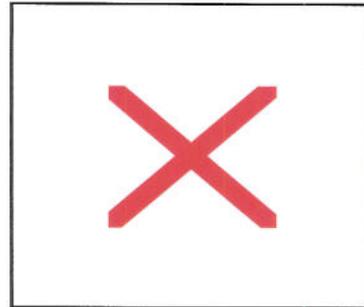
4) As an alternative, submit proof of other similar training already accomplished (e.g., PUR 101). Alternatives to training will be reviewed on a case by case basis with the decision to accept or reject made by the ACA – The Americas – Miami Contracting Office.

5) Submit the Set-up Form, correctly and fully completed. Nominee shall maintain a copy of submitted set-up form in his/her GPP file. Complete and return Acknowledgement of Delegation of Authority memo upon its receipt.

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**What are the requirements for becoming a Billing Official (BO) (also known as Certifying Official and previously known as “Approving Official”)?**

- ✓ Successfully complete required Cardholder training, submit proof of having already completed similar training.
- ✓ Submit a nomination form.
- ✓ Submit an Account Set-up Form.
- ✓ Complete and return Acknowledgement of Delegation Authority memo upon its receipt.
- ✓ Completion and submit to Miami Contracting a DD Form 577 Signature Card.



or

of

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**How do I complete the DD Form 577?**

The form is provided by DOC. Complete the blocks as follows:

- Block 1 - Name of person being authorized
- Block 2 - Pay grade of person being authorized
- Block 3 - Date signed
- Block 4 - Mailing address of person being authorized
- Block 5 - Signature of person being authorized
- Block 6 - Purchase card billing statements
- Block 7 – Name and grade of Commanding Officer
- Block 8 – Name and Grade of Commanding Officer
- Block 9 – Signature of Commanding Officer or A/Cos Supervisor

Copy must be maintained in Billing Official’s or Alternate Billing Official’s personal GPP file.

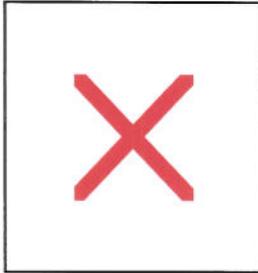
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## **What are the requirements for becoming an Alternate Billing Official (ABO)?**

- ✓ Exactly as for BO.

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## **How long will it take for me to receive my Card?**



Under an already existing Billing Official Account, newly set-up cards should be received within 1 weeks of date Miami Contracting receives completed applications and supporting paperwork.

Under a newly applied for Billing Official Account, newly set-up cards should be received within 2 week of receipt by Miami Contracting of completed applications and supporting paperwork.

The Bank, not Miami Contracting, issues the Cards. If you do not receive your card within the above time frames, contact Ms. Geneva Emiliani at Miami Contracting for assistance.

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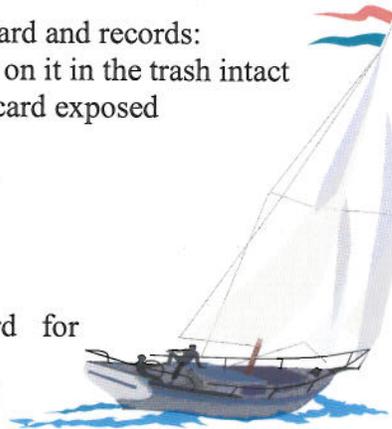
## **How will I receive my Card?**

At your job, in the mail.

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## **What's the first thing I should do after I receive my Card?**

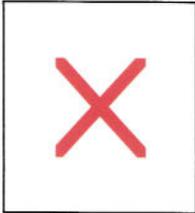
- 1) Immediately implement security procedures for card and records:
  - ✓ Throw nothing with your account number on it in the trash intact
  - ✓ Leave nothing regarding your account or card exposed
  - ✓ Know where your card is at all times
  - ✓ Don't share your card or account number
  - ✓ Sign back of card
  
- 2) Get out your copy of your set-up form
  - ✓ Call number shown on back of card for activation
  - ✓ Answers to questions you will be asked as a security process will be on your set-up form



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## PART 2, USING THE IMPAC CARD

### What is Micro-Purchasing?



Purchases of supplies or services equal to or less than \$2,500 per transaction.

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### What are the rules by which micro-purchasing is accomplished?

Standard procurement rules described in the Federal Acquisition Regulation and Supplements, and fiscal law requirements of the Anti-Deficiency Act [Army Regulation (AR) 37-1] apply, which in short mean:

1. Total amount of an individual purchase cannot exceed \$2,500.00 (otherwise known as the micro-purchase threshold).
2. Requirements are not to be split in order to meet the micro-purchase threshold. For example; if the requirement is for 3 printers, each of which costs \$1,000.00, then you cannot make a transaction for 2 printers at a total cost of \$2,000.00 and another transaction for 1 printer at a total cost of \$1,000.00. In this example, you would have to submit a DA Form 3953 through regular supply/procurement channels.
3. Funds must be certified in writing prior to any purchase being made. This may be accomplished via a bulk funded DA Form 3953, use of the IMPAC Purchase Register or memorandum from your Finance Officer. Whichever method is used, the Cardholder must maintain the document in his/her IMPAC file.
4. Mandatory sources, e.g. NIB/NISH and UNICOR, cannot be bypassed.
5. The price must be determined to be fair and reasonable, usually accomplished via competition.
6. Purchase may be made from large business.

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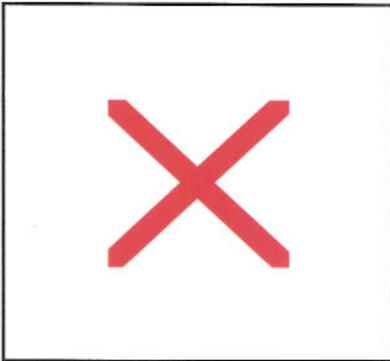
## Do the rules change for use in deployment?

Maybe – if you find yourself in an austere environment, or under urgent circumstances, then you may deal directly with local commercial vendors. Cardholders may use their cards while deployed, although your Finance/Budget Officer may prefer to use a separate fund cite and/or the Miami Contracting may prefer you to use Standard Forms 44. Check with your Finance/Budget Officer and Miami Contracting before departing.

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## What can I buy with the IMPAC Card?

The Card can be used for almost every kind of supply or service. So it is actually easier to identify the things for which you cannot use the Card. **Do not use the card for:**



- ✓ Cash advances
- ✓ Purchase, rental or lease of any office space or real property (including parking spaces)
- ✓ Airline, bus, boat, or train tickets (the Government travel card is available for this purpose)
- ✓ Automobile rental (the Government travel card is available for this purpose)
- ✓ Hotel lodging or subsistence cost (the Government travel card is available for this purpose)
- ✓ Construction services ~ In construction, work must be accomplished in accordance with certain building codes and specifications. Drawings are often needed to depict locations and applicable elevations. Building codes, specifications and drawings are not incorporated into a Government purchase.
- ✓ Federal Express shipments. A Government-wide master contract is in place for this expense. Get information from your Mail Room or servicing transportation office.

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## **What items cause the most confusion concerning authorization to purchase?**

Cardholders often ask if the following items may be purchased with the GPP Card, funded with appropriated funds. After reading through this list, you should contact Legal or Miami Contracting personnel before making any of these purchases if you still have questions.

1. Clothing; **NO**. Exceptions:
  - Items required by health/safety laws and regulations
  - Special clothing for government benefit
2. Food; **NO**. Exceptions:
  - All-day training or conference (not local and only where presence at meal is part of the program)
  - Has speaker or program during meal
  - Light refreshments for awards ceremonies where award is authorized by law or regulation
  - Food tasting for EEO programs
3. Entertainment; **NO**. Exceptions:
  - EEO programs authorized by regulation
4. Seasonal Decorations; **YES**. Exceptions:
  - Can not buy personal Christmas Cards
  - Decorations must not promote any specific religion
  - Cannot buy or rent Santa Suits
5. Name Tags for Civilians; **YES**.
6. Name Tags Military; **NO**.  
As a general rule name tags for the military cannot be purchased. Check specific military regulations very carefully.
7. Micro-wave Ovens; **NO**. Exception:
  - For night shift/long shift employees where no alternate eating places are open in area.
8. Personal Items; **NO**. Exception:
  - Only when direct authorization is found in regulation or statute

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## **Are there any regulated sources for purchases?**

Printing services must be obtained through Government sources unless a waiver is given by the supporting Government printing proponent who is responsible for printing at the installation. Payment with GPP is mandatory (exceptions only with permission of DAPS).

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### **I have my card – what needs to happen before I can use it?**



1. A need to buy a supply or service is identified by your activity. The requirement should be submitted to the Cardholder in writing (via memo, e-mail, etc.) to ensure the Cardholder fully understands what is required.
2. Cardholder must determine if a mandatory source meets need before going to a commercial source. Cardholder must screen mandatory sources in order dictated by Federal Acquisition Regulation (FAR) Part 8, Required Sources of Supplies and Services, Subpart 8.001 - Priorities for Use of Government Supply Sources. The mandatory sources for supplies in descending order of priority are:
  - Activity/Installation inventories.
  - Excess items from other agencies.
  - Federal Prison Industries (FPI or trade name UNICOR). To see if they have the item(s) you need, visit their web page at: <http://www.unicor.gov/unicor/schedule.html>.
  - National Industries for the Blind/Severly Handicapped (NIB/NISH). Visit their web page at: <http://www.jwod.gov/suplist>.

The General Services Administration (GSA) has established contracts with 6 major office supply firms who offer NIB/NISH and JWOD items. Their automated catalog on the Internet is GSA Advantage at [http://pub.fss.gsa.gov/sched/gsa\\_adv.cfm](http://pub.fss.gsa.gov/sched/gsa_adv.cfm)

- ⇒ Staples National Advantage (800) 538-2728
- ⇒ Office Depot (888) 263-9586
- ⇒ Boise Cascade Office Products (888) 505-FEDS (3337)
- ⇒ Innovative Sales Brokers (800) 283-1930
- ⇒ BT Office Supplies International (888) 862-8674
- ⇒ Corporate Express (800) 706-9267

More information can be obtained by calling the Federal Supply Schedule Information Center at (703) 305-6477 or DSN 327-1022. And you may want to contact the GSA National Customer Service Center at (800) 488-3111.

- Wholesale supply sources. Approximately 4.8 million items in the DOD wholesale supply system are centrally managed. When you need one of these items, requisition it from the assigned inventory manager. Cardholder is responsible for checking supply system for availability of managed items. Stock Fund by-pass not authorized for inventory managed items, however, when supply system does not offer best value in terms of time, cost, or quality, organizations are authorized to bypass inventory managers and procure locally. GPP Cards may be used to purchase inventory managed items directly from some wholesale sources or from vendors where the wholesale source has established a contract for such buys.

Defense Logistics Agency (DLA) point-of-contact  
(614) 692-7585  
DSN 850-7585

- **After** the mandatory sources have been reviewed and it has been determined that a mandatory source cannot meet the requirement, then you are free to purchase from a commercial source, provided the price is considered fair and reasonable.
3. The mandatory order of precedence is far less complicated for services:
- National Industries for the Blind/Severly Handicapped (NIB/NISH). Visit their web page at: <http://www.jwod.gov/suplist>.
  - Federal Prison Industries (FPI or trade name UNICOR). To see if they have the item(s) you need, visit their web page at: <http://www.unicor.gov/unicor/schedule.html>.

Please note that NIB/NISH has priority over UNICOR for services.

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## What about the property book?

Extremely important! The Property Book Officer (PBO) determines if items are to be entered into the Property Book. For non-ADPE items, Cardholders are required to obtain hand receipts as required after purchase. To aid in fulfilling this requirement, each Cardholder will provide the PBO servicing his/her activity with a copy of each Cardholder Statement of Account (SOA). This copy of the SOA must have a description of the items purchased. If the automated description is incomplete due to SOA space limitations, the Cardholder must properly annotate the SOA. Descriptions such as the following are not acceptable:

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li><input type="checkbox"/> Miscellaneous</li><li><input type="checkbox"/> Office Supplies</li><li><input type="checkbox"/> Computer Supplies</li></ul> | <ul style="list-style-type: none"><li><input type="checkbox"/> General Supplies</li><li><input type="checkbox"/> Cleaning Supplies</li></ul> |
|--|--|

Cardholders will also submit, along with the copy of their SOA, a completed DD Form 250 "Receiving Report" for each item to be placed on the Property Book.

SOUTHCOM and GARRISON Cardholders submit a copy of your SOA and DD Form 250 to:

Directorate of Logistics  
ATTN: Property Book Officer / Mr. Officer  
8900 NW 35<sup>th</sup> Lane Suite 150  
Miami, FL 33172

Purchase of Automated Data Processing Equipment (ADPE) and Communications Equipment requires prior approval from the Directorate of Information Management (DOIM) to ensure compatibility, appropriateness and need. For assistance with Information Technology and Communications Equipment purchases, contact your DOIM representative at:

Army Signal Agency (ASA)  
ATTN: Communications Branch  
Mr. James Bagwell  
3911 NW 91<sup>st</sup> Ave.  
Miami, FL 33172  
Telephone: 305-437-1901

The Billing Official must review Cardholder accounts monthly to ensure property book/hand receipt responsibilities have been met.

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## **How do I make an open market purchase?**

**STEP 1.** Establish price reasonableness:

- ❑ Use your own knowledge
- ❑ Use catalogs
- ❑ Use advertisements
- ❑ Obtain information from others
- ❑ Communicate with other vendors

**STEP 2.** Conduct transaction just like you would with your own personal credit card via over-the-counter, telephone, or internet. When communicating with the contractor, identify yourself to the vendor as a Government employee who is making a purchase for the Government. Ask if the vendor accepts VISA. If not, politely end the conversation and move onto another vendor.

Ask about discounts including quantity discounts or special Government discounts. Ask for the best price, but do not barter with the vendor. (Bartering takes place when the Cardholder informs one vendor of another's prices in an effort to coerce the vendor into lowering the price quoted.) However, if the vendor publicly advertises that he/she will meet or beat other vendors prices, it is acceptable to reveal another's price in order to take advantage of this offer.

The United States Government is tax exempt, which means we do not pay state or local taxes. If the vendor will not honor the Government's tax exempt status, use another vendor. If taxes are charged, they can not be disputed with the bank, but must be resolved with the merchant.

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## **How does an open market purchase differ from a purchase made against a GSA or requirements-type contract?**

For requirements under \$2,500.00, price reasonableness has already been accomplished with GSA and requirements-type contracts. An order can simply be placed with the appropriate vendor, thus eliminating STEP 1 above in its entirety.

For those with purchasing authority in excess of \$2,500.00, commercial open-market purchases are not authorized. Orders in excess of \$2,500.00 may only be placed against GSA contracts and with prior coordination with the DOC, against requirements-type contracts and Blanket Purchase Agreements (BPAs).

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## **What actions must I perform after the purchase?**

- ⇒ DOCUMENT !! A Purchase Register and a Purchase Log have been developed for your convenience. You may use these forms in their automated format so that your total balances are computed for you, or you may print them out and use them in hard copy fashion.
- ⇒ DOCUMENT !! When the item is received, you need to document that acceptance has occurred. Again, you may use the Purchase Log for that purpose. If however, the item is a property book item, you must also complete a DD Form 250.
- ⇒ DOCUMENT !! If a purchase is not shown on the SOA and Billing Account Statement (BAS), you must subtract the amount of that charge from your monthly purchase limit when the new cycle begins so you do not inadvertently over extend your finances.

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## **But what if the quality of the item or service is not what I paid for?**

Return any items that are defective, poor quality, or erroneously shipped. Contact the vendor prior to shipping anything back, and request either a replacement or a credit, as applicable. Always attempt to settle problems with the vendor.

Your initial SOA & BAS may reflect the purchase, but your subsequent SOA & BAS should reflect the credit. Maintain copies of all documents related to exchanges and returns in purchase card files.

**Do not** withhold payment while attempting resolution with the vendor. Pay each bill in full when due. If resolution has not been reached by the time the next statement is received, dispute

the charges with the bank. If fraud is suspected, immediately begin lost, stolen, or compromised card procedures.

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### **How are the bills paid?**

- § The Cardholder should receive his/her SOA no later than the 8<sup>th</sup> of the month following the end of cycle date (23<sup>rd</sup> of month). Ensure the SOA is reflected on the Billing Official's BAS and that each purchase is supported with an annotation on your Purchase Register and Log. The BAS should also be received at the same time.

If you do not receive your SOA and/or BAS on time, contact the Bank  
(Customer Service, 1-888-994-6722 and request a faxed replacement SOA.  
Replacement will take 2 to 3 business days.

- § Do not wait until fax is received to begin your reconciliation. Make a copy of the Billing Official's BAS and perform reconciliation from that copy, treating the copy as if it were the SOA.
- § The Billing Account Statements must be date stamped upon receipt. Mechanical date stamps are preferred. If date of receipt is hand stamped or hand written, it must be initialed by person stamping or writing. The date is critical in calculation of payment due dates and interest penalties.

Ensure that Property Book items are identified and  
properly documented and reported.

- § Ensure the BAS reflects the correct fund cite for each transaction. If it does not, make pen & ink changes on the document. Uses Single Line of Accounting where possible.
- § Describe each purchase on the SOA or an attachment. Retain a copy of SOA and receipts for personal IMPAC records.
- § The Cardholder signs his/her SOA and forwards original to Billing Official along with supporting documentation. The Billing Official reviews all documentation for accuracy, and:
  - × Signs as reviewer, bottom of page 2 of SOA
  - × Verifies proper funding was in place prior to purchase
  - × Verifies proper purchasing procedures were followed
  - × Verifies mandatory sources used or proper waivers obtained
  - × Verifies single line of accounting used when possible

- ✗ Verifies use of proper Julian Date by checking Statement Closing Date on SOA and BAS. (Julian Date will always be 23<sup>rd</sup> of the month)
  - ✗ Ensures that charges on SOA and BAS match
  - ✗ Verifies SOA against information shown by individual Cardholder account on detail portion of BAS (page 2)
  - ✗ Verifies that taxes have not been charged
  - ✗ If taxes have been charged, ensures efforts to recover from merchant have been initiated. Counsels Cardholder on preventing tax from being charged. (Taxes are not disputable items with the Bank and must be recovered from vendor.)
  - ✗ Ensures that credits promised by vendors have been processed and credited
  - ✗ Verifies that dispute procedures have been implemented as needed
  - ✗ Ensures that Disputes from previous months are resolved and proper action taken
  - ✗ Verifies that Cardholder has signed back of each page of SOA
  - ✗ Signs and dates back of each page of Cardholder SOA
  - ✗ After verifying individual CH totals, verifies combined total for all Cardholders and the previous account balance for all Cardholder accounts under Billing Official account is shown on BAS, page 1. (Payments received by Bank against previous account balance may not match up with what has been previously certified for payment due to time required to get payments moved through DFAS and the Bank.)
  - ✗ Signs the reverse of the BAS – which authorizes the bank to make payment.
  - ✗ Ensures that after signature by BO a copy of SOA and each DD Form 250 is provided to Property Book Officer, and a copy of SOA to GPP Agency Program Coordinator, Miami Contracting.
- § The Cardholder then returns the approved BAS to the DOC, who in turn forwards it to DFAS and payment is made to the bank.

The Cardholder should retain the original SOA, Register, Logs, receipts and a copy of the BAS in one file. Records must be retained for 3 years.

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**Billing Official notes to remember:**

- **DO NOT CERTIFY PAYMENT FOR THE SAME BAS ON MORE THAN ONE BAS.** If the amount shown as being carried forward from a previous billing is more than one

month's billing, contact DFAS to ensure payment information was received and processed. If not paid, assist DFAS as needed. Contact Miami Contracting GPP Agency Program Coordinator if issue cannot be resolved with DFAS.

- ☛ Remember to subtract from total due what you have previously certified for payment – Pay only the current months billing.
- ☛ Credits must be deducted from the current spending amount.
- ☛ Do not pay more than one month's bill on a single BAS. If the previous month balance is unpaid under this BO account, certify each month on the BAS applicable to that month
- ☛ Entire amount being certified for payment will be entered on first page of BAS. Enter the Billing Account Number, date and sign each page of Plain Language Responsibilities: Purchase Card Billing Official/Certifying Officer” (backside of each page of BAS).
- ☛ Last page of BAS is a consolidated listing of all purchases for all cardholders certified under the Billing Official's account.
- ☛ The original BAS must be mailed to the servicing paying station, to ensure delivery no later than the 15<sup>th</sup> calendar date after receipt of the BAS. If the date the BAS was received is more than 10 days from cycle date, put statement on top right hand side of first page of BAS “Do not use cycle date for Prompt Payment penalty calculation. Statement received on \_\_\_\_\_.”
- ☛ Late submission of BAS of Account to DFAS **can result in interest charges which will be paid by the Cardholder's activity**. On the other hand, timely submission helps earn rebates to the Government. Rebates are posted to the appropriate accounting classification or shown as credits on the BAS.
- ☛ Past due accounts can be suspended on the 61<sup>st</sup> day if not paid or in the case of credits, the 61<sup>st</sup> day after the rebate appears on the BAS. The DOC IMPAC Program Manager cannot have your account released until the past due amount is paid or the credit taken.

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## PART 3, SPECIAL IMPAC ISSUES

### What do I do about lost or stolen Cards?

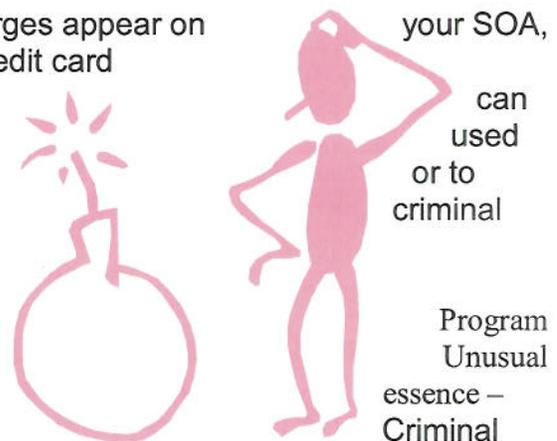
1. Report the incident to Ms. Geneva Emiliani, in writing. E-mail may be used (geneva.emiliani@us.army.mil). Report is to include:
  - ✓ Card number
  - ✓ Cardholder's name exactly as it appears on card
  - ✓ Date and location of loss
  - ✓ Date and time reported to police
  - ✓ Name, location and point of contact for police
  - ✓ Date, time and point of contact receiving report at bank
  - ✓ Any purchase(s) made on the card the day of loss/theft
2. Always keep the Bank's Customer Service Number for reporting lost or stolen cards with you, in an area separate from where you carry your card (1-888-994-6722). If the card is lost or stolen, and you are unable to contact Ms. Geneva Emiliani A/OPC 305-437-2669, it is the cardholder's responsibility to immediately notify the Bank.
3. Immediately after reporting the lost or stolen card, Cardholder will notify the law enforcement activity with jurisdiction over the location where the card was stolen or location where card was presumably lost.
4. Cardholder must also notify the Billing Official of the lost or stolen card within 1 workday of discovering the card missing.

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### And how about compromised Cards?

If you still have your card, and unrecognized charges appear on your card may well have been compromised. Credit card numbers are stolen everyday. Stolen numbers be used telephonically or electronically, and are by criminals to either make fraudulent purchases create new cards which can then be used for activity.

Again, notify the Miami Contracting IMPAC Agency Program Coordinator and submit the Occurrence Form immediately. Time is of the essence – The matter may need to be referred to the Investigation Division.



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### What do I do with the Card when I change duty stations?

Your account must be closed and your card destroyed. You are not authorized to take the Card with you to a new activity. Cardholders and Billing Officials should clear with the Miami Contracting GPP Agency Program Coordinator before departing the installation.

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### **How do I effect changes to my account?**

You may want to make changes, e.g., purchase limits, telephone numbers, address, Billing Official name, cardholder name (name only – person cannot change). When you desire a change, request an Account Maintenance Form from the Miami Contracting, GPP Agency Program Coordinator. Changes to Purchase Limits can be done the same day as received by the Bank. Other changes usually take about a week after receipt by the Bank.

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### **Is there a required way for me to maintain my GPP files?**

|   |  |
|---|--|
| <p>Each Cardholder, Billing Official and Alternate Billing Official shall maintain a <a href="#"><u>Personal</u></a> GPP File. The file shall contain:</p> <ul style="list-style-type: none"> <li>❖ Training Certificate(s) related to GPP.</li> <li>❖ Copy of Delegation of Authority (for Cardholder) or Appointment Memorandum and DD577 (for Primary and Alternate Billing Official)</li> <li>❖ Training materials from class</li> <li>❖ GPP Standard Operating Procedures (SOP)</li> <li>❖ Any and all Credit Card information or correspondence provided by DOC.</li> <li>❖ Cardholder shall maintain a copy of each monthly SOA and BAS</li> </ul> | <p>In addition to the Personal GPP File, each Cardholder shall maintain a <a href="#"><u>Purchasing</u></a> File, which is to contain:</p> <ul style="list-style-type: none"> <li>❖ Written certification of funds</li> <li>❖ Purchase Log for each purchase made</li> <li>❖ Waivers when bypassing mandatory sources</li> <li>❖ Receipts for purchases</li> <li>❖ Any notes or memorandums about the purchase</li> <li>❖ Cardholder Statements of Questioned Items, if any</li> <li>❖ Purchase Log Register with each purchase annotated</li> <li>❖ Original Cardholder Statements of Account, validated</li> <li>❖ All correspondence related to transaction.</li> </ul> |
| <p>Each Billing Official shall maintain a <a href="#"><u>Billing Official's</u></a> File, which shall contain:</p> <ul style="list-style-type: none"> <li>❖ Any notes or memorandums about Billing Official accounts</li> <li>❖ Legible copy of Billing Official Statement as sent to Miami Contracting GPP Agency Program Coordinator.</li> <li>❖ All information contained in Billing File shall be GPP specific and relate only to purchases made with GPP.</li> <li>❖ Copy of signed BAS</li> </ul>   |  |

You are responsible for maintaining your personal IMPAC Files for 6 months after account is closed.

Purchasing and Billing Files will be retained for 3 years from date of Cardholder Statement of Account or Billing Account Statement.

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### **How do I handle a dispute?**

**For an erroneous billing:** You have 60 days from the date of the SOA to file your dispute. You need to send a Cardholder Statement of Questioned Item (CSQI) directly to the Bank and attach a copy to the SOA during monthly reconciliation. Line item out on BAS so that payment is not authorized.

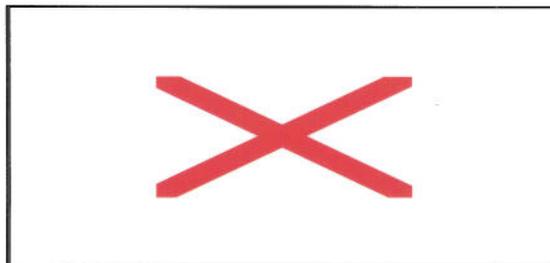
**For item in need of replacement:** Attempt to resolve issue directly with vendor. If vendor refuses to replace or correct the faulty item, submit CSQI to Bank.

**For duplicate charges:** Contact vendor to have credit issued immediately. If vendor will not issue credit or if credit does not show on next SOA, submit CSQI to Bank.

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### **How do I obtain a single purchase limit in excess of \$2,500?**

Submit written request to Miami Contracting and obtain additional training (if applicable). Between \$2,500 and \$25,000 the Card is only authorized for use against existing Government contracts or Blanket Purchase Agreements



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## What can you tell me about the IMPAC Checks?

Miami Contracting has GPP CONVENIENCE/ACCOMMODATION Checks available for Miami Contracting use only. The checks will be written only when sources required to fulfill a requirement valued within the micro-purchase threshold, do not accept the purchase card or any other available means of payment.

- ❑ Face value of each check is limited to \$2,500
- ❑ Two or more checks will not be written to allow use of checks for purchases in excess of \$2,500
- ❑ Bank charges 2% of the face value of the check as an administrative fee
- ❑ Checks are not disputable, but payment can be stopped
- ❑ Activity requesting stop payment will be responsible for any and all fees resulting from stop payment process
- ❑ Checks will not be issued as an “exchange-for-cash” vehicle
- ❑ Checks will not be written payable for cash or to any one other than the designated vendor

To request issuance of a check, exhaust all other means of payment, and then come to Miami Contracting with:

- ❑ Fully funded 3953 (funding to include face value of check plus 2%)
- ❑ Adequate written justification for issuance of an accommodation check (must cite why other means can not be used)
- ❑ Invoice from vendor being paid (must have vendor/company name, address and telephone number and Point of Contact, and must state specifically what is being purchased and cost, and must be signed by a responsible party at vendor’s establishment).

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