

GPC NEWS

**FORT BRAGG, NORTH CAROLINA
OCT/DEC 03 BULLETIN NO. 37**

THIRD QUARTER FY03 REBATES

Third quarter FY03 rebates totaled \$126,841 for Fort Bragg, a new record! The highest rebates are earned when Billing Officials certify within five business days following the end of the cycle. The majority of all rebates are credited directly back to Billing Official accounts.

GPC BILLING ACCOUNT STATEMENT (BAS) - PAPERLESS INITIATIVE

Effective after the statements closing 23 Sep 03, US Bank **will NOT** be sending out paper copies of the monthly BAS to Billing Officials or Cardholders. You will receive statements for the closing date of 23 Sep 03. **This will be the last one you receive.** Billing Officials must inform cardholders and Resource Managers of this change.

REFRESHER GPC TRAINING

The Army GPC SOP dated 31 July 2002 requires refresher GPC training for all Billing Officials, Alternate Billing Officials, and Cardholders. The refresher training is required **every two years** following the initial training. Your GPC Account Manager will notify you when training is due. The GPC Office will suspend all accounts not in compliance with training requirements. Exceptions will be made for deployed personnel under extenuating circumstances. GPC Training is at the following website:
<http://www.bragg.army.mil/www-doc>

MANDATORY TRAINING

DoD DAU (Defense Acquisition University) GPC Training for all prospective Billing Officials, Alternate Billing Officials and

Cardholders beginning 1 Dec 03. All new applicants will be required to complete the Fort Bragg On-Line Training **AND** the mandatory DoD DAU GPC Training. Training Certifications must be submitted with appropriate completed Billing Official, Alternate Billing Official or Cardholder applications. Both the Fort Bragg and DAU training can be accessed through the DOC website. Click on "Government Users", "Government Purchase Card Information", and "Mandatory On-Line Training" at www.bragg.army.mil/www-doc.

VENDOR SCAMS BY TELEMARETERS

If you receive samples (e.g. toner cartridges, etc.) that you did not order, set them aside and do not use them. When the telemarketers call back and insist upon a card number, refuse to give it to them. Request the telemarketer send postage paid container/box so the shipment can be sent back to them at their expense. **DO NOT RETURN THESE ITEMS AT THE GOVERNMENT'S EXPENSE.**

Billing Officials and Cardholders should take the following steps concerning these vendor scams:

1. The Fort Bragg GPC Team Office recommends you do not give your GPC purchase card number to telemarketers. Provide your GPC purchase card number over the phone only when you initiated the call. You may ask the vendor to send you a catalog or provide you with a website and if you require items, you will contact them.
2. If you did not order the item, do not pay for it. Offer to return it to the business at their expense. Request they provide postage paid box/container.
3. If you are charged for items you did not order, complete a Cardholder Statement of Questioned Item (CSQI) Form to file a dispute of the charge through US Bank. This form is completed and faxed directly to

US Bank (fax number is annotated on the form).

4. If you order items from businesses via the telephone, provide your GPC purchase card number at the time of order.

Should you encounter problems with this process, contact your GPC Account Manager.

UPDATED FREQUENTLY ASKED QUESTIONS

Did you know that there are over 90 Frequently Asked Questions on our GPC Website? These FAQ's consist of 19 pages of information that are continuously updated to provide you with quick and easy access to questions concerning items you are attempting to purchase with your GPC Card.

You may access the following website for a complete list of the current FAQs.

<http://www.bragg.army.mil/www-doc/GovUser/GPC/FAQ.htm>

Scroll through the list, "click" on the subject, and you will go directly to that particular FAQ.

INACTIVE PASSWORDS

Billing Official passwords expire every 30 to 45 days. Cardholder passwords expire every 100 days. Should you get a message of being "inactivated" after logging into CARE, call US Bank's toll-free 24 hour number at 1-888-994-6722 to request a password reset. If asked, your Program Coordinator is Lucinda L. Nance. You may also call US Bank if you are ever locked out of CARE.

COMMERCIAL SMALL PACKAGE EXPRESS SHIPMENTS (FEDEX, ETC)

Please advise your activities of the enclosed. The enclosed file specifies only four methods to be used for small package shipments, such as FEDEX. **Effective Nov 03** DFAS will no longer process SF1034s,

Miscellaneous Payments, for this type of shipment(s). You **must** (mandatory per DA) use one of the four methods described:

1. Shipment through **the transportation freight section**. Same procedures as larger freight shipments to include the standard document number starting with FRT. No risk for interest on activities part as payments are made through PowerTrack.

2. **Government Purchase Card (GPC)**. Normal GPC rules must be followed. Timely certification of the GPC eliminates interest and results in rebates.

3. Use the **mail distribution system**. No risk of interest on activity's part as well as cost to activity as payment is generated by ITBC.

4. Use a **delivery order against a GSA authorized contract**. Contact Contracting for details if this is desired. Activities will still have to do receiving reports and risk payment of interest if they use this method. It is better to use one of the three methods above.

CARDHOLDER DISPUTE PROCEDURES

Billing Officials and Cardholders are reminded to dispute fraudulent, incorrect or suspicious charges **on-line in CARE** or via the **Cardholder Statement of Questioned Item** forms are available on our website under "Forms". Forms are faxed directly to US Bank to the number printed at the bottom of the dispute form, (701) 461-3466.

Cardholders have exactly 60 days from the close of a cycle date to dispute charges. Upon initiating a dispute, follow up with a telephone call to the US Bank to ensure that your on-line dispute or forms were received and that the bank has mailed you affidavits for signature and return. You may call the bank toll-free at 1-888-994-6722. Request

that US Bank fax you the affidavits if possible to avoid mailroom delays.

Important: If you do not return affidavits to the bank, your dispute will be settled in favor of the vendor who charged your card.

MANDATORY OFFICE SUPPLY BPA'S

Effective 1 October 2002, Cardholders must utilize the mandatory Army Blanket Purchase Agreements (BPA's) to purchase office supplies. A listing of the 12 mandatory vendors may be requested from the GPC Office. Purchases must be made on-line via the DOD E-Mall,

<https://email.prod.dodonline.net/scripts/EMStoresRelatedSites.asp>. A DOD E-Mall tutorial is available at <http://www.bragg.army.mil/www-doc>.

Cardholders may not purchase office supplies directly from a vendor's website or retail store, even if the vendor is a BPA holder. The Department of the Army is tracking dollars spent on office supplies as well as compliance with mandatory supply sources. For this reason, utilization of DOD E-Mall is not optional, but required. Cardholders may take one of three exemptions to DOD E-Mall:

1. Purchasing from a **local self-service supply center**, such as the LCI-SSSC store on any military installation.

2. Purchasing **Javits-Wagner-O'Day products from a less expensive source**. Possibilities include purchasing directly from JWOD or purchasing JWOD products through General Services Administration (GSA).

3. **Urgent Delivery Requirements**-This exemption may not be routinely used, as most office supply requirements are not last minute requests. If a Cardholder is taking this exemption, a memorandum for record signed by the

Billing Official must be filed with the purchase request.

A WARM WELCOME TO OUR NEW GPC TEAM MEMBER

Ms. Anna Walker recently joined the GPC Team as an account manager for USASFC and USACAPOC. Ms. Walker comes to us from the Leader Development Center. Ms. Walker may be reached at 396-4362 ext. 274, or walkeram@bragg.army.mil. We are excited to have her on our team and we know she'll be a great asset to Fort Bragg's GPC Program! Welcome, Anna!

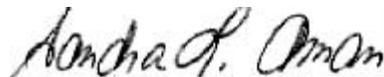
FAREWELL AND BEST WISHES

Farewell to Angela Kearney and Linda Biddle. Angela received a promotion in October and will be joining Team 2, Acquisition Division, DOC. Linda accepted a new position in the Resource Management Office at JFK. These ladies are wished the best and will be missed by the GPC team and their customers.

PORTABLE LATRINE SERVICES

Effective 31 October 2003, Tarheel Specialties, Inc. is NOT the mandatory source for portable latrine services. There are no existing contracts for these services and cardholders should contact the contractor they desire to use. You will need to be clear in your requirement, i.e. how many cleaning per week, relocation requirements, etc. Billing Officials will be notified via e-mail as soon as a new contract is in place.

**THIS BULLETIN IS AUTHORIZED
BY:**



Sandra L. Aman
Director of Contracting