

IMPAC NEWS

FORT BRAGG, NORTH CAROLINA
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IMPAC PURCHASE CARD INTEREST PENALTIES

Interest penalties have been increasing for the past few months since the C.A.R.E. on-line certification process initiation. Interest penalties are paid from "mission" money and are being monitored very closely.

The IMPAC billing cycles close on the 23rd of each month unless the 23rd falls on a weekend. If the 23rd is on a Saturday or Sunday, the IMPAC billing cycle will close on the Friday prior to the 23rd.

The highest rebates may be obtained if the Billing Official certifies their IMPAC Billing Account Statements (BAS) within 8 days of the closing date. Processing time can take up to 5 days once the Billing Official certifies the entire statement on-line.

Interest penalties begin accruing 30 calendar days after the IMPAC billing cycle closing date. IMPAC BAS' are available 24 hours a day, 7 days a week for certification. Certification may be done from any computer that has internet capability and meets the minimum processing requirements.

CARDHOLDER PASSWORDS FOR C.A.R.E.

Cardholder passwords will now be valid for a period of 100 days, instead of the initial 30 days. Billing Official and Alternate Billing Official passwords will remain at 30 days.

MERCHANT CATEGORY CODE (MCC) BLOCKING

The Department of Defense has instituted a policy restricting purchases of items/services from merchants coded in certain categories. This policy does not restrict "what" is purchased, but rather restricts purchases from merchants who have identified themselves within the below listed merchant category codes:

- 4829 Wire Transfer - Money Orders
- 5932 Antique Shops
- 5933 Pawn Shops
- 5937 Antique Reproductions
- 5944 Jewelry Stores
- 5960 Direct Marketing Insurance
- 6010 Financial Institutions Manual Cash Advance
- 6011 Financial Institutions Automatic Cash Advance
- 6051 Non-Financial Institutions (Foreign Currency, Money Orders, Travelers Checks)
- 6211 Security Brokers/Dealers
- 6760 Savings Bonds
- 7012 Timeshares
- 7273 Dating & Escort Services
- 7995 Betting, Casino Gaming Chips, Off-Track Betting
- 8651 Political Organizations
- 9211 Court Costs, Alimony, Child Support
- 9222 Fines
- 9223 Bail and Bond Payments
- 9311 Tax Payments
- 9700 Automated Referral Service

Cardholders attempting to make purchases from any vendors listed with the above MCCs will be declined/rejected. Department of the Army is the **ONLY** level which can approve purchases from vendors with the above MCCs.

PROTECTING YOUR IMPAC PURCHASE CARD NUMBER

The Fort Bragg IMPAC Team Office does not recommend you provide your IMPAC purchase card number to telemarketers.

Cardholders should only provide the IMPAC purchase card number over the telephone when the cardholder has initiated the call.

If the cardholder places the order to the business via the telephone, provide your IMPAC purchase card number at the time of the order.

Numerous complaints have been received by the Fort Bragg IMPAC Team Office reference telephone calls from telemarketers. The telemarketers offer their goods as "samples" for units to try. After several weeks, the telemarketers call and request an IMPAC purchase card number to charge the "samples" to.

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 receiving an IMPAC purchase card number, refuse to provide it. Request the telemarketer send you a postage paid container/box to return the items to their location. **DO NOT RETURN THESE ITEMS AT THE GOVERNMENT'S EXPENSE.**

If you continue to have any problems with telemarketers attempting to pressure cardholders to purchase any items that were not ordered by the cardholder, please refer them to Lucinda Nance, Fort Bragg IMPAC Purchase Card Agency/Organization Program Coordinator at (910) 396-4362, Ext 205.

TRADE FAIR

The Fayetteville Area Chamber of Commerce will be hosting an IMPAC Trade Fair from 0900 to 1600 on **21 March 2002** at the Fort Bragg Officer's Club. There will be two Cardholder/Billing Official User's Meetings held in the Sink Room at 1000 and 1400 in conjunction with the Trade Fair.

Additionally, representatives from the Fort Bragg IMPAC Team Office will discuss changes to the IMPAC Program, e.g. C.A.R.E. on-line payment process, delinquent payments, interest penalties, IMPAC rebates, Cardholder, Billing Official and Alternate Billing Official clearing memorandums, and annual IMPAC Account Reviews. Attendance at one of these IMPAC user seminars is **highly encouraged**. Don't miss this excellent opportunity to hear about recent and upcoming changes to the Fort Bragg IMPAC Program and to learn more about the local vendor community and how they can help you.

CARDHOLDER CLEARING???

Cardholders are required to turn over all IMPAC records, as well as the IMPAC purchase card to the Billing Official. The Billing Official is then required to destroy the card in the cardholder's presence. Upon completion of this action, the cardholder clearing memorandum is processed, signed by both the cardholder and the Billing Official, and submitted via fax to the IMPAC Team Account Manager. **REMINDER:** The Billing Official is required to identify all renewable purchase transactions, keep a separate log of these type transactions, and ensure they are either cancelled or renewed by the new cardholder **prior** to previous cardholder's departure. Examples of

renewable purchase transactions are:
DAPS printing requirements,
subscriptions, payment for phone or
cable services, etc.

Any questions/concerns regarding the
IMPAC Account should be directed to
your IMPAC Team Account Manager at
(910) 396-4362, Exts 205, 218, 258,
259, 260 or 290.

EXCELLENT IMPAC ACCOUNT REVIEWS

CONGRATULATIONS TO BILLING OFFICIALS AND CARDHOLDERS!!!!

Billing Official Ruth Crumley and
cardholders - USASOC HUMAN
RESOURCES DIVISION.

Billing Official CPT Allen R. Byrne and
cardholders - 7th SFG (A)

Billing Official CPT Robert M. Hardy,
III and cardholders - HHC, USASOC

Billing Official CPT Muriel Loney and
cardholders - 4th BDE/78th DIV

Billing Official LTC Zeb Regan and
cardholders - 4th BDE/78th DIV

Billing Official Jane Crabill and her
cardholders - Marquet Memorial Library

Billing Official Kevin Dragnett and his
cardholders - Co D, 2nd Bn, 1st
SWTG(A)

Billing Official Steven Bright and his
cardholders - SPT BN 1st SWTG (A)

Billing Official Rebecca Campbell and
her cardholders - Program Integration
Office USAJFKSWCS

Billing Official Gerald Canipe and his
cardholders - USAJFKSWCS, DOTD,
MDD

Billing Official SFC Rodney Jimenez
and his cardholders - 82d SSB, 82nd
ABN DIV

IMPAC RECORDS RETENTION

The Billing Official (sometimes referred
to as the Approving Official or
Certifying Official) is required to retain
any and all records regarding their
IMPAC account for three years after the
final transaction date. This is to include
ALL of the Cardholder's records.

DID YOU KNOW?????

- When entering the C.A.R.E. system,
should you encounter any derivative
of the following message: "your
account is inactive or your password
is inactive", you must call US Bank
at 1-888-994-6722 to request your
password be re-set. Currently
cardholder passwords are active for
100 days, Billing Official and
Alternate Billing Official passwords
are active for 30 days. (If you do
not access the C.A.R.E. system
within this period of time and the
prompt is provided to change your
password), your password will
automatically expire. It is
important to ensure cardholders
verify their transactions and approve
their statements at the end of the
billing cycle. At that time, the
Billing Official is able to certify the
invoice. Prompt payment will not
only provide your IMPAC Account
with rebates, it will also ensure you
do not accrue interest penalties.

- **C.A.R.E. ID AND PASSWORDS SHALL NOT BE SHARED.** Each Billing Official, Alternate Billing Official and Cardholder is provided their **individual** ID/Password upon entry to the Fort Bragg IMPAC Program. Sharing of ID/Passwords constitutes a security breach of the C.A.R.E. system.
- The Billing Account Statement (BAS) has changed in appearance. Billing Officials are reminded to do the following upon receipt of the BAS:
 - date stamp (date of receipt)
 - reconcile and ensure all charges are identical to the charges certified on-line in C.A.R.E. Any discrepancies should be addressed and the cardholder should process the Cardholder Statement of Questioned Item (CSQI) which is immediately faxed to US Bank. The fax number is listed on the bottom of the CSQI form.
 - Billing Officials must sign the back signature page (top line).
 - Billing Account Statement (BAS) should then be filed with the original IMPAC records. All **original** IMPAC records must be maintained and retained by the Billing Official for a period of 3 years after the final transaction date.

ALTERNATE BILLING OFFICIALS

Effective **15 February 2002**, it will be **MANDATORY** that each IMPAC Billing Official have an Alternate Billing Official appointed to act in their behalf, if they are TDY, LEAVE, etc. Alternate Billing Officials are also required to access

the IBO-C website at: <http://www.bragg.army.mil/www-doc> and complete the IMPAC Training Class. A copy of the training certificate should accompany the set-up request. Both documents are routed through the 05 or above and the Comptroller/Resource Manager within the chain of command for signatures. Once completed, both documents may be faxed to the IMPAC Team Office at 910-396-0063 for processing. It is preferred that the Alternate Billing Official be within the same chain of command as the cardholder and the primary Billing Official. You may have MORE than one Alternate Billing Official assigned to any IMPAC Account. Also, you may have the same Alternate Billing Official on MORE than one account. This should provide flexibility within your organizations, as well as eliminate delinquent accounts.

FREQUENTLY ASKED QUESTIONS (FAQs)

The IBO-C website: <http://www.bragg.army.mil/www-doc> should be frequently checked for updates. Some of the recent updates are the addition of FAQs on US Flags for Retiring Personnel, Vendor Mail-In Rebates and Camelbaks.

THIS BULLETIN IS AUTHORIZED BY:



SANDRA L. AMAN
Director of Contracting