



DEPARTMENT OF THE NAVY

FLEET AND INDUSTRIAL SUPPLY CENTER
JACKSONVILLE, FLORIDA 32212-0097

IN REPLY REFER TO:

CONTDEPINST 4200.7

AC

1 October 1999

CONTRACTING DEPARTMENT INSTRUCTION

Subj: PIERSIDE GOVERNMENTWIDE COMMERCIAL PURCHASE CARD (GCPC)
SERVICES PROGRAM

Ref: (a) General Services Administration Contract GS 23F 98006
(b) NAVSUPINST 4200.94

Encl: (1) Delegation of Authority Letter for
Cardholder
(2) Letter of Appointment for Approving Official
(3) Waiver for Mandatory Use of the Governmentwide
Commercial Purchase Card For Micro-Purchase
(4) List of Prohibited and Special Attention Items
(5) Sample Purchase Card Order Log
(6) NAVCOMPT Form 2035, Summary of Accounting Data
(7) Citibank Government Cardholder Dispute Form

1. **Purpose.** To establish local operating procedures to provide guidance on the appropriate use of the purchase card by Fleet and Industrial Supply Center Jacksonville pierside personnel.

2. **Cancellation.** FISCJAXINST 4200.7 of 3 September 1997, Pierside GCPC Services Program, is hereby superseded.

3. **Scope.** This instruction applies to all pierside commercial purchase card transactions and services at the Fleet and Industrial Supply Center, Jacksonville.

4. **Action.** Pursuant to reference (a) through (b), these instruction implements subject program effective immediately.

NAVY PIERSIDE
LOCAL INTERNAL OPERATING PROCEDURES
FOR USE OF THE
GOVERNMENT PURCHASE CARD PROGRAM

I. General

a. The Department of Navy has issued a (Task Order #0003) under the General Administration "SMARTPAY Contract" (#GS-23F-98006) to obtain purchase card services from Citibank. These internal operating procedures provide guidance on the appropriate use of the purchase card by Fleet and Industrial Supply Center Jacksonville (FISC JAX) pierside personnel.

The policy of FISC JAX is to use the pierside purchase card for supplies and services at or below the micropurchase threshold (\$2,500) as either a procurement method (standalone) or as a method of payment. The purchase card can also be used for construction up to \$2,000. FISC JAX pierside cardholders shall utilize their purchase card ONLY for "V" UICs, ships or squadrons, that are deployed or otherwise unable to use their purchase card. If any customer requires a written purchase order or contract because of terms and conditions, the pierside personnel will process the purchase order/contract for the customer to utilize their (customer's) purchase card as the method of payment. The purchase card can also be used as a method of payment for orders under task and delivery order contracts, orders under basic ordering agreements and calls against blanket purchase agreements. All purchases must be accomplished in accordance with FAR Part 13, DFARS 213, NAPS 5213, and NAVSUPINST 4200.94, the GSA Contract and this internal operating procedure.

FISC JAX pierside cardholders shall only use the purchase card for authorized purchases in accordance with this internal operating procedure.

b. Definitions.

(1) Agency Program Coordinator (APC). The individual designated by the Commanding Officer or Head of the Activity who shall have overall responsibility for the management,

administration, and day to day operations of the purchase card program at the activity.

(2) Approving Official (AO). The individual responsible for reviewing and verifying the monthly purchase card statements of the cardholders under his/her purview. The approving official must verify that all purchases were necessary and for official government purposes in accordance with applicable directives. Unless otherwise specified the approving official must also be the "Certifying Officer" for his/her cardholder(s) and in that capacity must certify the monthly billing statement and forward it to the appropriate office for payment.

(3) Billing Cycle. The billing cycle is the 30-day billing period cardholders may use their purchase card to charge within. For Department of the Navy (DoN) the billing cycle ends on the 21st of the month.

(4) Billing Cycle Purchase Limit. The spending limit assigned each cardholder's cumulative purchases and transactions with a given billing cycle. The billing cycle purchase limit for each pierside cardholder is \$999,900.00.

(5) Cardholder. Any "Government Employee" who is designated by the Head of the Activity or Designee to be issued a purchase card or purchase card account.

(6) Commonly Used Hazardous Materials (HAZMAT). For the purposes of this instruction, "commonly used HAZMAT" means; hazardous materials or products that are customarily sold to the general public, to be used for non-governmental purposes (commercial products), which are in the same size and packaging found commercially and subject to procedures found later in this instruction. Examples of those materials or products include those required on a routine basis to meet daily operational needs; such as, lubricants, batteries, toner cartridges, detergents, etc.

(7) Credit Limit. The maximum dollar threshold assigned at the approving official/billing level limiting the amount an account can have outstanding at any one time. The bank automatically sets the amount at three (3) times the corresponding billing accounts 30 day limit.

(8) Delegation of Authority Letter. Prior to making purchases, the cardholder must receive a delegation of authority from the Head of the Activity, FISC JAX. This delegation will

specify the single purchase limit, the billing cycle purchase limit, approving official, merchant category code and the transaction type authorized (e.g. over-the-counter and/or over-the-telephone). (Enclosure (1))

(9) Disputes. Instances where the cardholder statements do not agree with entries in the log or retained receipts. This may include circumstances where the cardholder did not make the transaction, the amount of the transaction is incorrect or the quality or service is an issue.

(10) Head of the Contracting Activity (HCA). The official at one of the twenty-three DoN components listed at DFARS 202.101 and NAPS 5202.101 (e.g. COMNAVSUPSYSCOM, COMNAVAIRSYSCOM, etc.) who has overall responsibility for managing contracting authority within their contracting chain of command. They are responsible for the delegation, redelegation and use of contracting authority including use of the purchase card by DoN commands, DoN activities and DoN personnel under his/her contracting cognizance.

(11) Head of the Activity (HA). For the purposes of this instruction, the Head of the Activity is the military officer in command or the civilian executive in charge of the mission of a DoN command or activity which has been granted contracting authority by the cognizant HCA. The HA has overall responsibility for managing the delegation and use of this authority by personnel under his/her command.

(12) Pierside Cardholder. Any FISC Jacksonville Simplified Acquisition Purchase (SAP) buyer that is issued a Government purchase card authorized to procure supplies and services for Navy ships and squadrons deployed or otherwise unable to use their purchase card.

(13) Purchase Card. The purchase card is the credit-card-like purchase account established with the bank that enables properly authorized Government personnel to buy and pay for mission requirements.

(14) Purchase Card Log. A manual or automated log on which the cardholder documents screening for mandatory government sources and individual transactions using the purchase card. Entries in the "purchase card log" should be supported by internal Command documentation.

The purchase card documentation should provide an audit trail supporting the decision to use the card and any required special approvals that were obtained.

(15) Merchant Category Code (MCC). A four-digit code assigned to a participating purchase card vendor based on their industry classification. Agency Program Coordinators can limit cardholder transactions by type of merchant by blocking out certain categories of vendors for use by activity cardholders.

(16) Monthly Cardholders Statement. The statement of charges forwarded to the cardholder at the end of the billing cycle detailing all of the charges during that period.

(17) Monthly Billing Statement. The monthly billing statement is the official invoice, for payment purposes, which is provided to the approving official. The billing statement identifies all of the purchase card transactions of his/her cardholders during a billing cycle.

(18) Services. For the purposes of this instruction, services are firm fixed priced (including unpriced orders with an established ceiling); non-personal, commercially available requirements in which we directly engage the time and effort of the contractor to perform a task. (e.g. repairs, maintenance, annual maintenance agreements, etc.)

(19) Single Purchase Limit. The dollar threshold assigned to each cardholder for a single purchase/payment action. The dollar limit shall not be exceeded unless the Head of the Activity issues a revised delegation of authority. The single purchase limit, when using the purchase card standalone, shall not exceed \$2,500. The single purchase limit, when using the purchase card as a method of payment, is not to exceed \$100,000.

(20) Reconciliation. The process, by which the cardholder/approving official reviews their monthly statement, reconciles against available vendor receipts and purchase card log and authorizes payment of those charges provided on the monthly invoice.

(21) Transaction Type. The transaction type is the method in which an order is placed when using the purchase card. Purchase card buys may be made over-the counter, over-the-phone or via the internet.

c. Designation of Offices under the Purchase Card Program.

(1) Agency Program Coordinator (APC). The APC serves as the liaison between FISCJAX, Citibank, and the GSA Contracting Officer. He/she oversees the local Purchase Card Program and establishes guidelines. The APC must submit changes to dollar limitations and authorized Merchant Codes to Citibank. This person also serves as the focal point for coordination of applications, issuance and destruction of cards, establishment of reports, and administrative training.

The APC is the individual in the Contracting Department, appointed by the Head of Activity (HA), who shall have overall responsibility for the management, administration, and day-to-day operation of the pierside purchase card program at FISCJAX. The APC shall coordinate and monitor all disputed purchases, credits, and billing errors.

(2) Approving Official (AO). The AO reviews and verifies the monthly purchase card statements of the cardholders under his/her purview. The AO will also be the "Certifying Officer" for the monthly Billing Statement. The AO/Certifying Officer shall certify the monthly billing statement for payment and forward to the appropriate Payment office. The AO may also serve as liaison with the contacts identified above. The AO shall enforce the provisions of these internal procedures and initiate administrative and disciplinary procedures for misuse of the purchase card in accordance with these procedures. The AO will normally be the cardholder's immediate supervisor. The AO shall be appointed, in writing, by the Head of the Activity, FISCJAX. (Enclosure (2))

(3) Cardholder. Government employee authorized to use the purchase card to buy/pay for supplies or services. The cardholder shall apply for the purchase card by completing the proper form and forwarding to the APC for issuance to the Bank. The cardholder is responsible for securing their purchase card ensuring any other person does not utilize their purchase card. The cardholder shall reconcile their monthly statement of account with their purchase card log and signed receipts of materials or services completed. The cardholder is responsible for ensuring their purchase card files are in order and that all purchase card transactions are documented on the purchase card log.

(4) Designated Billing Office. The designated billing office, Defense Finance and Accounting Service (DFAS), for FISC

Jacksonville purchasing offices/detachments, Mainsite, Naval Aviation Depot (NADEP), Naval Station Mayport, and Naval Station Pascagoula is DFAS, Norfolk Operating Location, 9712 Virginia Avenue, Norfolk, Virginia 23511-3297, Attn: Team O. The designated billing office, DFAS, for Kings Bay, Ga. is DFAS Charleston, Vendor Pay and Travel Division, Code FP, Box 118054, Charleston, South Carolina 29423-8054. The designated billing office, (DFAS), for Naval Aviation Depot (NADEP) is DFAS San Diego, Operating Location - San Diego, Attn: Purchase Card-Vendor Pay, P. O. Box 429100, San Diego, Ca. 92142-9100.

2. Establishing Local Accounts

a. The Agency Program Coordinators for FISC Jacksonville are the command's points of contact (POC) for providing management and oversight for the FISC Jacksonville Purchase Card Program. In addition, they are the command's POC for establishing purchase card accounts.

(1) Prior to establishing purchase card accounts for local command personnel the APC will ensure that the prospective cardholder has;

(a) Received proper training in;

Standards of conduct
DON purchase card training (CD
ROM/classroom training or Internet)
Internal operating procedures

(2) Personnel wishing to become purchase cardholders shall;

(a) Provide a request to the APC (Identifying any required account limits).

(b) Attend DON required training including training on local Procedures (Contact APC for internal training requirements).

(c) Obtain a Letter of Delegation or Contracting Officer's Warrant (SF1402) from the APC.

b. Cardholder Account Limits. Use of the purchase card at FISC Jacksonville (Pierside) is subject to a single purchase limit of \$2,500 when using the purchase card standalone for a transaction. When utilizing the purchase card as a method of payment the single purchase limit is \$100,000 per transaction. Also the purchase card is subject to a monthly cardholder limit

and a monthly office limit. The purpose of these dollar limits is as follows;

(1) Single Purchase Limit. The single purchase limit is a limitation on the purchase authority delegated to the purchase cardholder by the Head of the Activity (or designee). This dollar limit cannot be exceeded unless a revised delegation of authority is issued to the cardholder raising his/her limit.

(2) Billing Cycle Purchase Limit. The billing cycle cardholder limit is the spending limit assigned the purchase cardholder's cumulative purchases in a billing cycle. The billing cycle purchase limit for FISC Jacksonville (Pierside) cardholders is \$999,900.00.

(3) Billing Cycle Office Limit. The monthly billing cycle office limit is the limit assigned the approving official for the cumulative totals of the purchase cardholders reporting to them.

3. Internal Processes

a. Purchase Request Process.

(1) The FISC Jacksonville's Simplified Acquisition Procurement (SAP) Supervisor and Pierside cardholders (buyers) shall ensure all purchase requests at \$2,500 or below are documented fully as described in the following paragraphs. If the purchase request is not properly documented, the purchase request shall be rejected. On receipt of a properly completed purchase request, the purchasing office will review the various alternatives for an award.

(2) The requiring customer shall ensure that purchase requests forwarded to the supporting purchasing office include a written statement either on the face of the purchase request or as a separate document, detailing one of the following circumstances. The first statement is the only one that may prevent the use of the purchase card.

(a) **"The following known vendor(s) were contacted and refused to accept the purchase card."** The requiring customer shall list at least two or more vendors contacted (only one vendor required on sole source requirements). If the buyer locates a vendor that will accept the purchase card, the purchase request shall be returned to the

requiring customer to utilize their purchase card and complete the transaction.

Since this statement is not a determination to use a contract or purchase order, this statement does not need Flag, SES or Commanding Officer signatures from the requiring customer.

Prior to issuing a contract or purchase order to affect the micropurchase, the supporting purchasing office is responsible for preparing and obtaining the approval of the written determination (Enclosure (3)).

The only waiver authorized for processing a purchase order, orders under task and delivery order contracts, orders under basic ordering agreements and calls against blanket purchase agreements (when not utilizing the purchase card as the method of payment) is **"the source or sources available for the supply or service do not accept the purchase card and that the contracting activity is seeking a source that accepts the purchase card"**, in accordance with OUSD (A&T) memorandum of 2 October 1998. (See pages 11 and 12 for exceptions to this waiver.)

It is the responsibility of the Pierside Cardholder (Buyer) to ensure the waiver is signed and dated prior to making the purchase. To prevent the delay in making an award, the buyer shall ensure that the waiver is at least dated prior to making the award. However, it is the buyer's responsibility to ensure the **signed and dated waiver** is in the purchase order file.

(b) The second statement may state **"The requested supply or service requires written terms and conditions"**. The requiring customer shall list the written terms and conditions and reasons therefore. The purchase request shall also state the **"Government Commercial Purchase Card (GCPC) will be used as the method of payment"**. The purchase request shall state the name of the customer's authorized cardholder and telephone number.

(3) Prior to soliciting a quotation, the Pierside Cardholder shall ensure that appropriate funding is verified and that sufficient funds committed by the afloat/squadron financial manager/comptroller to pay for the purchase. Funding will be approved by the ship's/squadron's Supply Officer or industrial fund activity's comptroller.

(4) The Simplified Acquisition Purchase (SAP) Supervisor shall assign the purchase request to a buyer. Prior to procuring the item with purchase card, the Supervisor, who has been designated as the Approving/Certifying Official, shall sign or initial the purchase request approving the purchase card buy.

(5) If the purchase card will be utilized standalone for the procurement, the purchase request shall not be input into the Standard Procurement System (SPS). All purchase card transactions shall be annotated on the cardholder's purchase card log as record of procurement.

b. Screening.

(1) FISC Jacksonville Pierside cardholders are required to screen all requirements from the statutory sources of supply, Federal Prison Industries (UNICOR) and National Industries for the Blind/National Industries for the Severely Handicapped (NIB/NISH). NIB/NISH is also called by the program name, Javits-Wagner-O'Day (JWOD). In addition, results of the screening shall be documented directly on the manual or automated purchase card log. Cardholders may obtain copies of catalogs from these statutory sources of supply on CD-ROM or in Customer Service. Cardholders can also access the website, WWW.UNICOR.GOV/UNICOR/CENTERS, for UNICOR/FPI. **Cardholders shall not provide their purchase card account numbers to the Federal Prisoners. The current Customer Service telephone number for UNICOR/FPI is 1-800-827-3168/1/2. The website to access NIB/NISH is WWW.NIB.ORG.** These websites are subject to change.

(2) The Pierside cardholder shall screen the List of Prohibited and Special Attention Items prior to completing the procurement action. (Enclosure (4))

c. Solicitation Procedures.

1. If the vendor's price is determined to be fair and reasonable, the cardholder may proceed to purchase the supplies and/or services. This may be accomplished;

(a) Over-the-Counter only when it is necessary for Servmart buys for the requiring activity and the cardholder has to sign the credit card receipt. Inspection and acceptance of the purchased item(s) shall be made by the requiring activity.

(b) Over-the-phone where orders are placed by phone and the vendor delivers the supplies to the activity or the item(s) are picked-up by an authorized U.S. Government representative.

(c). Purchase card buys may be accomplished via the internet with General Services Administration (GSA).

(d). Pertinent information discussed between the Contractor and cardholder when requesting quotes and making award shall be documented on the cardholder's purchase card log. A sample log containing minimum information required is shown in (Enclosure (5)).

4. Award Procedures.

FISC Jacksonville Pierside cardholders shall only award purchase card orders to responsible contractors who offer fair and reasonable prices. In addition all purchase card awards shall be documented on the purchase cardholders log (either manual or automated).

a. Issuance of a Purchase Order for Micropurchase Buys.

(1) FISC Jacksonville Pierside cardholders shall utilize their purchase card as a method of payment for purchase orders valued at or below \$2,500 only for "V" UICs, ships or squadrons that are deployed or otherwise unable to use their own card. This policy includes both commercial and noncommercial items when written terms and conditions are required for the items or services.

(2) A waiver, signed by the FISC Jacksonville Commanding Officer is required for any type of award/order valued at or below \$2,500 that does not use the purchase card on a stand-alone basis or as the method of payment. It includes contracts, purchase orders (including Standard Form 44(s), Purchase Order-Invoice-Voucher), orders under task and delivery order contracts, orders under basic ordering agreements, and calls against BPAs. The waiver must state that the source(s) available for the supply or services do not accept the purchase card and that the contracting activity is seeking a source that accepts the purchase card. The FISC Jacksonville Pierside Cardholder shall ensure a copy of the signed and dated waiver is placed in the purchase order file.

(3) A waiver is **not required**:

(a) If an exception for an electronic commerce/electronic data interchange (EC/EDI) system or operational requirement is approved by the Deputy Secretary of Defense in accordance with the procedures in Purchase Card Program Reengineering Implementation Memorandum #6.

(b) If the place of performance is entirely outside of any State, Territory or Possession of the United States, the District of Columbia, and the Commonwealth of Puerto Rico.

(c) In the case of Standard Form 44(s), Purchase Order-Invoice-Voucher for aviation fuel or oil purchases; overseas transactions by Contracting Officers in support of a contingency operation as defined in Title 10, United States Code 101(a)(13) or a humanitarian or peacekeeping operation as defined in Title 10, United States Code 2302(I); transactions in support of intelligence and other specialized activities addressed by Part 2.7 of Executive Order 12333; or training exercises in preparation for overseas contingency humanitarian, or peacekeeping operations.

(d) If accommodation checks are used for payment.

(e) For transportation bills (i.e. Household Goods bills for movement).

(4) To avoid any delays in completing the procurement, the cardholder may complete the purchase prior to obtaining the signed waiver; however, it is the cardholder's responsibility to ensure that the waiver is signed, dated, completed and placed in the purchase file.

b. Use of the Government Commercial Purchase Card as a Method of Payment.

(1) FISC Jacksonville's pierside purchase card program policy for using their purchase card as a method of payment for purchase orders, task/delivery orders issued against IDTCs, delivery orders issued against federal supply schedule (FSS) contracts and firm fixed price orders issued against BOAs is as follows:

(a) A FISC Jacksonville pierside cardholder should not use their purchase card as a method of payment over \$2,500.

(b) The only time a pierside cardholder should use his/her purchase card as a method of payment is for "V" UICs, ships or squadrons that are deployed or otherwise unable to use their own purchase card as the method of payment.

(2) All customers should utilize their purchase card as the method of payment for procurements as follows:

(a) Purchase order (DD Form 1155) because of terms and conditions.

(b) A delivery order issued against a FSS contract.

(c) A firm fixed price order issued against a BOA.

(d) A task/delivery order issued against an IDTC.

(3) The FISC Jacksonville buyer should process the award for the customer to utilize the customer's purchase card as the method of payment. The purchase request must include the cardholder's name, code and telephone number.

(4) The purchase card may be used as a payment method when authorized by the Contracting Officer in the basic contract or purchase order. The following policies and procedures shall be followed when using the purchase card as a method of payment. The contracting officer remains responsible to ensure that:

(a) An approved and properly funded purchase request is presented prior to accomplishing a purchase action;

(b) The appropriate purchase instrument is used for the requirement (i.e. purchase order, contract, delivery order, etc);

(c) The appropriate provisions and clauses are included (FAR 52.232-36 Payment by Third Party (May 1999) shall be included in all purchase orders, BPAs, and contracts where the purchase card will be used as the method of payment); and

(d) All contract reporting is accomplished (i.e. DD Form 1057 or DD Form 350).

(5) If a customer requires a purchase order because of terms and conditions less than \$2,500 up to \$100,000, the FISC Jacksonville buyer should process the purchase order for the customer to utilize their purchase card as the method of payment. The purchase request must include the cardholder's name, code and telephone number. The following procedures are applicable:

(a) DD Form 1155, Order for Supplies or Services Purchase Order that authorizes payment by GCPC, shall not contain any of the following clauses:

FAR 52.213-1, Fast Payment Procedures
FAR 52.213-2, Invoices
FAR 52.232-1, Payments
FAR 52.232-3, Payments Under Personal Services Contracts
FAR 52.232-8, Discounts for Prompt Payment
FAR 52.232-18, Availability of Funds
FAR 52.232-19, Availability of Funds for the Next Fiscal Year
FAR 52.232-23, Assignment of Claims
FAR 52.232-25, Prompt Payment
FAR 52.232-28, Electronic Funds Transfer Payment Methods

(b) The contracting officer shall include in all solicitations and awards in which the purchase card will be used as a method of payment FAR 52.232-36 "Payment by Third Party".

(c) The contracting officer must indicate in block 15 of the DD Form 1155, that payment will be made by the government commercial purchase card (GCPC) and provide the cardholder's name and phone number as payment point of contact in block 19 on the order.

(d) At the time of the award of the purchase order, the contracting officer should provide the contractor with the appropriate purchase order number and indicate that payment will be made using the purchase card.

(e) When instructed by the contracting officer, the authorized cardholder shall provide the contractor with his/her purchase card number. This can be accomplished verbally or via E-mail. In any case, the cardholder shall notify the contractor not charge the account until after performance/shipment take

place. Also, the cardholder shall inform the contractor not to reveal their purchase card number on any shipping document.

(f) The cardholder shall notify the Contractor to avoid double billing, **caution** the vendor to bill only as for any other purchase card transaction, i.e. **do not (double) bill against the Purchase Order.**

(g) Ensure that shipping documents contain applicable purchase order number, a point of contact, Departmental Code, and telephone number.

(h) Payment by purchase card should only be made by the authorized cardholder utilizing his/her own purchase card. In the case of unpriced orders with established ceilings, if the contractor cannot perform in accordance with the established ceiling price, the contractor must withhold performance and notify the contracting officer. If the Contracting Officer authorizes the additional work/cost, this information should be communicated to the cardholder as authorization to use his/her purchase card to pay for the additional work/cost. The contracting officer shall issue a modification to the unpriced purchase order to definitize the order. The cardholder must inform the contractor not to charge his/her account until the work is completed.

(i) The purchase card may only be used as a method of payment for properly issued purchase orders up to the Simplified Acquisition Threshold (SAT), presently \$100,000 (or up to \$5 million when using the procedures found at FAR 13.5 for the acquisition of commercial items).

(j) Distribution of the DD Form 1155, Order for Supplies or Services shall be in accordance with normal distribution procedures, except that distribution **shall not** include a copy to the paying office.

(k) The authorized charges will show up on the cardholder's monthly statement. The cardholder must verify receipt and acceptance of the supplies and/or services.

6. Delivery Orders Issued Against FSS Contracts.

(a) The FSS must authorize the use of the purchase card as a method of payment for oral orders placed against the schedule up to \$9,999,000.

(b) The contracting officer must indicate in block 15 of the DD Form 1155, that payment will be made by the government commercial purchase card (GCPC) and provide the cardholder's name and phone number as payment point of contact in block 19 on the order.

(c) When a contracting officer is issuing a delivery order on behalf of a purchase cardholder, he/she must first obtain contractor's acceptance of the order and then provide the contractor with the cardholder's name and telephone number. The cardholder should then be instructed to provide the contractor his/her card account information. This can be accomplished verbally or by e-mail.

(d) Contracting officers/purchase cardholders should review FSS contracts to determine if the schedules can meet the Government requirements. If the requirement is \$2,500 or less, the contracting officer/purchase cardholder need only review one schedule if that contractor can meet the Government requirements. If the requirement is over \$2,500, the contracting officer/purchase cardholder must compare the products/services of at least three schedule holders to ensure they are obtaining the best value for the Government. The purchase files shall be documented with results of the review.

(e) The cardholder shall notify the Contractor to:

- Process charges for the order as a MasterCard charge, rather than billing against the applicable order number; and

- Ensure that shipping documents contain the applicable delivery order number.

(f) The cardholder shall notify the Contractor that the purchase card account number shall not be included on any shipping document etc., provided by the Contractor or maintained by the Contracting Officer.

(g) Distribution of the delivery order shall be in accordance with normal distribution procedures, except that distribution **shall not** include a copy to the paying office.

7. Basic Ordering Agreements (BOAs and Orders Under Indefinite Delivery Type Contracts (IDTC).

(a) The contracting officer shall include in all solicitations and awards in which the purchase card will be used as a method of payment FAR 52.232-36 "Payment by Third Party".

(b) The basic BOA contract and IDTC must authorize use use of the purchase card as a method of payment.

(c) The contracting officer must indicate in block 15 of the DD Form 1155, that payment will be made by the government commercial purchase card (GCPC) and provide the cardholder's name and phone number as payment point of contact in block 19 on the order.

(d) At the time of the award of the order, the contracting officer should provide the contractor with the appropriate order number and indicate that payment will be made using the purchase card.

(e) The contracting officer shall provide a copy of the written order to the cardholder and contractor. This can be accomplished by e-mail, fax or mail.

(f) When instructed by the contracting officer, the authorized cardholder shall provide the contractor with his/her purchase card number. This can be accomplished verbally or via E-mail. In any case, the cardholder shall notify the contractor not charge the account until after performance/shipment take place. Also, the cardholder shall inform the contractor not to reveal their purchase card number on any shipping document.

(g) The cardholder shall notify the Contractor to avoid double billing, **caution** the vendor to bill only as for any other purchase card transaction, i.e. **do not (double) bill against the delivery order.**

(h) Ensure that shipping documents contain applicable delivery order number, a point of contact, Departmental Code, and telephone number.

(i) The contracting officer shall notify the cardholder to not change any terms or conditions of the order and should notify the contracting officer immediately if there are any problems with delivery or performance.

(j) The cardholder must verify receipt and acceptance of all items on his/her monthly statement in order to reconcile it accurately.

(k) Individual orders may be issued and paid up to \$9,999,000.

(l) If oral orders are authorized under the IDTC, it is the contracting officer's responsibility to confirm all oral orders in writing as prescribed in FAR subpart 16.5.

(m) Orders that authorizes payment by GCPC, shall not contain any of the following clauses:

- FAR 52.213-1, Fast Payment Procedures
- FAR 52.213-2, Invoices
- FAR 52.232-1, Payments
- FAR 52.232-3, Payments Under Personal Services Contracts
- FAR 52.232-8, Discounts for Prompt Payment
- FAR 52.232-18, Availability of Funds
- FAR 52.232-19, Availability of Funds for the Next Fiscal Year
- FAR 52.232-23, Assignment of Claims
- FAR 52.232-25, Prompt Payment
- FAR 52.232-28, Electronic Funds Transfer Payment Methods

(n) The contracting officer shall include in all solicitations and awards in which the purchase card will be used as a method of payment FAR 52.232-36 "Payment by Third Party".

(o) Distribution of the delivery order shall be in accordance with normal distribution procedures, except that distribution **shall not** include a copy to the paying office.

c. Information Technology (IT) Purchases

(1) The YEAR 2000 (Y2K) compliance is applicable to IT products obtained via the purchase card. When the purchase card is used to buy IT products that will be used to manipulate date/time information, the cardholder shall ascertain that the IT product is Y2K compliant **prior** to placing the order. Y2K compliance shall be documented in the cardholder's file/log by obtaining in writing from the manufacture or merchant that the item is Y2K compliant.

(2) Cardholder shall ensure that the purchase request is documented with the statement that the IT product is in

accordance with the requiring activity's approved annual Information Technology Infrastructure Abbreviated Acquisition Plan.

d. Unpriced Services.

(1) Unpriced services may be obtained using the purchase card when the cardholder can establish with the vendor, a ceiling price that will not be exceeded by the vendor. This authority is limited to services in which the commercial marketplace sets the market prices for services and those market prices are identified in the cardholder documentation along with the established ceiling price (e.g. copier repair, fax machine repair, etc.).

(2) Payment by purchase card shall only be made by the authorized cardholder utilizing his/her own purchase card. In the case of unpriced orders with established ceilings, if the vendor cannot perform in accordance with the established ceiling price, the contractor must withhold performance and notify the contracting officer. If the contracting officer authorizes the additional work/cost, this information shall be communicated to the cardholder as authorization to use his/her purchase card to pay for the additional work/cost. The contracting officer shall issue a modification to the unpriced purchase order to definitize the order. The cardholder must inform the contractor not to charge his/her account until the work is completed.

5. Receipt, Inspection, and Acceptance.

a. FISC Jacksonville Pierside cardholders are responsible for verifying receipt of all transactions. Where the purchase cardholder is billed but does not receive the supplies or services at the time of the receipt of the statement of account, the cardholder must fully certify the invoice with the anticipation that confirmation of receipt will occur within the next billing cycle. If the supplies or services are not received within the next billing cycle the cardholder must dispute the item using established dispute procedures. In addition, the cardholder must also certify that the quantity and quality of the items furnished are in accordance with the agreement with the vendor. If receipt documentation is not available, the cardholder must contact the end user, central receiving department or other person(s) responsible for receipt to obtain verification that the supplies or services have been received. The purchase card log or purchase file documentation must be annotated to indicate that proper receipt and acceptance

has been accomplished. The cardholder must include as part of their purchase card file a copy of a signed receipt of materials or services. The cardholder must save all receipt documentation in order to properly reconcile the purchase card statement at the end of the billing cycle.

b. When the customer is **picking up material at the vendor's place of business**, The Pierside Cardholder should instruct the customer that, "the US Government official must carefully inspect the material to ensure that it is correct and in good condition before accepting on behalf of the US Government".

c. The vendor must provide a "**receiving report**" in the form of a cash register receipt/packing slip or other "**proof of purchase**."

d. If the cardholder is making an over the counter purchase (SERVMART), another employee must provide official acceptance of the purchase through signature on the receipt or other receiving report. This employee may be the end user, a designated receiver, the AO or other employee of the command. This process is necessary to ensure separation of functions. **Remember:** Only the cardholder can make an over the counter purchase.

e. If someone other than the cardholder is to pick up the material, the cardholder should inform caution the vendor to require identification and provide the vendor the name of who will make the pick up.

f. The receiving report/receipt must be signed and dated by the person officially receiving the goods or services for the US Government. This documentation shall be forwarded to the cardholder within 24 hours.

g. Discrepancies, if any, must be annotated on the receiving report/receipt, signed, dated, and forwarded to cardholder for resolution.

6. Delivery by the Vendor.

a. CONUS Shipments.

(1) The cardholder shall caution the vendor that the purchase card account number should not appear on the packing slip or other paperwork accompanying the package.

(2) The packing slip or other proof of delivery paperwork shall be signed and dated by the receiver. This paperwork shall then be provided to the cardholder with 24 hours.

(3) When material is being shipped by the Contractor within CONUS, the vendor should be advised to include the following information should be included on the shipping label:

(a) Complete **"MARK FOR"** address including the cardholder's Unit Identification Code (UIC), address and Departmental Name or Code for which the material is being procured;

(b) **Requisition/order number or other reference number** provided by the cardholder; and

(c) Merchant's name and address.

(4) Additionally, a shipping document or packing slip should be included in each package with the following information:

(a) Merchant's name and address;

(b) Date of order;

(c) **Requisition number/job order number or other reference number** provided by the cardholder;

(d) Date of delivery or shipment;

(e) Itemized list of supplies furnished, including quantity;

(f) Cardholder's name, code and phone number; and

(g) Complete **"MARK FOR"** address including UIC and address of the end user.

b. OCONUS Shipments.

(1) Material for a U.S. Navy Ship, Navy Mobile Unit or Overseas Activity, the preferred method for vendor shipment of purchase card material overseas is the United States Postal Services (USPS) and the purchaser's fleet post office (FPO)

address. If shipment is not made via USPS, cardholders are strongly encouraged to use the Defense Transfer System (DTS). The following information should be provided for the applicable transportation method;

When the material is being shipped via USPS, the following information should be included on the shipping label:

(a) Complete "MARK FOR" address, including the ship/activity's UIC, FPO address and departmental name or code for which the material is being procured.

(b) Requisition number/order number, Transportation Control Number (TCN) or other reference number provided by the cardholder; and

(c) Merchant's name and address.

(2) If the procured item is shipped via the Defense Transportation System (DTS) (i.e. using the Air Mobility Command (AMC) channel missions or scheduled sealift container services to overseas destinations) the purchaser must provide the following information for the merchant to place on the shipping label:

(a) Complete "MARK FOR" address, including the ship/activity's UIC, FPO address and departmental name or code of the activity for which the material is being procured;

(b) TCN (which normally consists of the procuring activity's reqn. Number, and three character MILSTAMP suffix), requisition number (if not provided in TCN), order number or other reference number assigned by the cardholder.

(c) Transportation Account Code (TAC). The TAC utilized for material procured with the purchase card shall be N820 for DTS, a Navy Service-Wide Transportation (SWT) First Destination TAC. The use of TAC N820 is strictly limited to the movement in the DTS and its use is strictly limited to the movement of purchase card procured material item/s from a MILSTAMP-designated Aerial or Water Port of Embarkation (APOE/WPOE) to a cardholder activity when the activity is overseas, including deployed ships and mobile units. This TAC shall not be used for payment of transportation charges for domestic (including Alaska, Hawaii, and Puerto Rico) shipments. The funding account paying for the purchase will pay for any

associated transportation charge that has been added by the vendor.

(d) Transportation Priority (TP) and Required Delivery Date (RDD). TP1 and TP2 for air shipments via AMC and TP3 for surface (container) shipments. If the RDD is not cited in a TP1 or TP2 shipment, the material will be diverted to a surface (water) carrier in accordance with MILSTAMP policy. An appropriate three digit Julian date or MILSTAMP RDD for the coinciding TP is to be used (i.e. TP1/999, TP1/N05, TP2/777, etc.);

(e) The shipping label should also include:

Merchant's name and address;

Consignee/SHIP TO address (DTS transshipment point). Items will be consigned to one of the following transshipment points for entry into the DTS:

(f) For material entering a DTS Port of Embarkation (POE) on the east coast (i.e. Norfolk Naval Air Terminal or Norfolk Water Freight Terminal), consign and label as follows:

SHIP TO: N45750
VREP Contractor
TCN/TAC/TP/RDD/Mark For UIC**
8349 Air Cargo Road
Building LP-117
Naval Air Station
Norfolk, VA 23511-4496

**Example: V1234583300100XXX/820/TP2/777/V12345

(g) For material entering a DTS POE on the west coast, consign and label as follows:

SHIP TO:DDJC CCP W62N2A
TCN/TAC/TP/RDD/Mark for UIC**
Defense Distribution Depot
San Joaquin Sharpe Site
CCP Operations Bldg. 208 (B-1) Sec 6
700 East Roth Road
French Camp, California 95231

**Example: R54321-8330-0100XXX/820/TP2/R5432

For any items that may require special handling, (e.g. temperature controlled or signature service), contact the Naval Transportation Support Center Fleet Locator at (757) 444-7381/DSN 564-7381 for shipping and routing information.

Advance notification of the information contained in paragraph (2) above should be forwarded via Naval Speed Letter or Message by the cardholder to the appropriate transshipment point to ensure proper routing upon material receipt and to preclude frustration of material.

c. Regardless of which method of shipping is utilized, the vendor **must** include a packing slip inside each shipment with the following information:

- (1) Merchant's name and address;
- (2) Date of order;
- (3) Date of delivery or shipment;
- (4) Itemized list of supplies furnished, including quantities;
- (5) Complete "**MARK FOR**" address including the UIC and FPO address of the activity for which the material is being procured;
- (6) Requisition number/TCN or other reference number issued by the cardholder.

7. Government Purchase Card Security

a. The unique Citibank, (MasterCard) that the cardholder receives has his/her name embossed on it and may be used **only by that person**. The purchase card was specially designed showing the great seal of the United States and the words "United States of America" imprinted on it to avoid being mistaken for a personal credit card.

It is the cardholder's responsibility to safeguard the purchase card and account number at all times. The cardholder must not allow anyone to use his/her purchase card or account number. A violation of this trust shall require that the purchase card be withdrawn from the cardholder with the possibility of subsequent disciplinary action.

If the cardholder's purchase card is **lost or stolen**, it must be immediately reported to the APC and Citibank. The bank will mail a new purchase card to the cardholder within two business days from the time the theft or loss was reported to the bank. The bank will assign a new account number to the replacement purchase card.

Citibank shall be contacted by cardholders only to report a **Lost or Stolen** card. All other questions shall be directed to the AO or Pierside APC.

If a purchase card is lost or stolen, the cardholder shall immediately notify Citibank Government Services Support Center at 1-800-790-7206. The phones are manned 24 hours per day.

In addition, on the next working day the cardholder must notify the APC and his/her AO in writing. The written notification shall include the following information;

- the card number;
- the cardholder's complete name;
- the date and location of the loss;
- if stolen, date reported to police;
- date and time Citibank was notified;
- any purchase(s) made on the card the day the purchase card was lost/stolen; and
- any other pertinent information.

Citibank will mail a replacement purchase card within one (1) business day or two (2) business days if Outside Continental United States (OCONUS) of the reported loss. A purchase card that is subsequently found by the cardholder after being reported lost or stolen shall be cut in half and given to his/her AO or the APC. The APC shall notify Citibank that the purchase card has been destroyed.

8. Separation of Cardholder.

a. Upon separation from FISC JAX, the cardholder will notify his/her AO of the expected date of leaving. In addition, prior to final signing out from FISC JAX the cardholder will surrender their purchase cards to the APC. The APC will notify Citibank to cancel the account.

b. Also upon separation of a cardholder, the cardholder shall surrender all purchase card logs and files to their AO or

APC. The AO or APC shall retain the logs and files in a safe and secure place for a period of three (3) years.

c. If a cardholder is transferred to another department within FISCJAX, the cardholder's account may simply be transferred to the new AO at the end of the current billing cycle if the cardholder continues to be in a pierside buying status. If the cardholder is transferred out of a buying status then the cardholder needs to follow the procedures in (a) above as in separation from the comand.

9. Standard of Conduct/Ethics Training

a. All FISC Jacksonville approving officials and purchase cardholders are required to receive ethics and standards of conduct training in accordance with agency and command policy prior to assuming their duties with the FISC Jacksonville purchase card program.

b. All FISC Jacksonville approving officials and purchase cardholders hold a public trust, their conduct must meet the highest ethical standard. All FISC Jacksonville cardholders shall only use their purchase cards to obtain supplies and services that are for official Government business.

10. Unauthorized Uses of the Purchase Card

a. FISC Jacksonville will not be liable for any unauthorized use of the purchase card. Unauthorized uses of the purchase card include the cardholder using the purchase card in a manner that exceeds his/her delegation of authority. Exceeding account limits, using the purchase card via a method not specifically authorized (i.e. via the internet when not authorized), or purchasing an item not authorized under the merchant category code are all considered unauthorized uses of the card.

b. A cardholder who makes unauthorized purchases or who uses the card in inappropriate manner may be liable to FISC Jacksonville for the total amount of the unauthorized purchases in connection with misuse or negligence and subject to additional disciplinary action.

c. Unauthorized use of the card may also include the use of the card by anyone other than the cardholder identified on the front of the purchase card.

11. Restrictions on the use of the Purchase Card.

a. In accordance with the GSA Contract Guide, the purchase card shall **not** be used for the following items:

(1) Cash advances;

(2) Rental or lease of land or buildings;

(3) Telecommunications (telephone) services (i.e., major systems such as FTS 2000, DSN, or Base telephone systems). This restriction does not include short-term services (i.e., rental of beepers, telephone moves, etc).

b. Department of the Navy (DON) activities shall **not** use the purchase card for the following, except as discussed below:

(1) Gasoline or oil for DON-owned aircraft, vessels, and vehicles unless the requirement falls within the following criteria: Continental United States (CONUS)/Alaska locations - less than 10,000 gallons required annually and overseas/Hawaii - less than 20,000 gallons required annually. These amounts are beneath the ceiling provided for in the Contract Bulletins issued by Defense Fuel Supply Command (DFSC). Requirements over the established amounts shall be procured by DFSC.

(2) Hazardous Materials. Except for those materials defined as commonly used hazardous materials in paragraph (6) (definitions) where the purchase card is used as a stand-alone method of procurement, HAZMAT shall not be purchased. Purchases of commonly used HAZMAT shall comply with the following procedures:

(a) The ship/squadron must comply with established local base or activity procedures for the procurement and use of hazardous material (HAZMAT). Such procedures shall, at a minimum, require screening the requested material against the activity's Authorized Use List (AUL), and approval by the designated HAZMAT official of a Contractor-provided Material Safety Data Sheet (MSDS). (The cardholder shall not procure materials not listed on the activity AUL).

(b) Obtain pre-award approval by submitting a copy of a current Contractor-provided MSDS along with the purchase request to the designated HAZMAT official.

(c) If the HAZMAT official approves the purchase, the cardholder should instruct the vendor that change in the material approved under this purchase is not permitted and the shipping container must be labeled in accordance with direction in the Hazard Communication Standard (29 CFR 1910.1200 et. seq.)

(3) Unpriced services. Unpriced services may be obtained using the purchase card when the cardholder can establish a ceiling price that will not be exceeded by the contractor. This authority is limited to services in which the commercial marketplace sets the market prices for services and those market prices are identified in the cardholder documentation along with the established ceiling price (e.g. copier repair, fax machine repair, etc.).

(4) FMS. Cardholders may use the purchase card to procure supplies and services in support of FMS programs. The procedures for using FMS case funds in conjunction with the purchase card is as follows:

(a) Material purchased must be tracked to a specific FMS requisition or country/case/document number in an authorized accounting system, and

(b) Proof of shipment must be documented to support possible Supply Discrepancy Report processing.

12. Separation of Functions.

a. Whether the supplies are delivered to the activity or supplies are picked up by a USG representative, the following procedures for a two-way separation of functions applies:

(1) In order to protect the integrity of the process, a minimum two-way separation of function is required. The cardholder shall ensure each purchase request document is signed or initialed by the AO prior to procuring the item with the GCPC.

(2) In the absence of the AO, the cardholder may contact the activity's APC for written or verbal approval (if cardholder is located at another site).

(3) The Pierside Cardholder will place the order for the requiring activity, but the end user or designated receiving personnel shall sign for final receipt of the material.

(4) If the requiring activity's designated representative is picking up material at a vendor's/merchant's place of business, he/she shall sign for final receipt, and shall bring the original sales draft/invoice to the cardholder at the Pierside Purchasing Office within 24 hours after pick-up of material.

(5) If material is shipped, the requiring activity's designated person shall sign for final receipt of the material, make sure the shipping document and the invoice (if attached) are sent to the cardholder at the Pierside Purchasing Office, within 24 hours after receipt of material. Cardholder shall ensure receipt of signed receipts is included in the purchase file. The cardholder may send a letter to the requiring activity monthly, if they have not received proof of receipt.

(6) The merchant shall be reminded not to charge sales tax unless the location of the merchant's business is in a state that does not afford the USG a tax-exempt status under its state and local laws (e.g., Arizona, Hawaii).

(7) The cardholder shall ensure that any fee paid by merchant is not added to the price of items (except in overseas locations).

(8) The cardholder should advise the merchant that the purchase card account may not be charged until after material is shipped. Deliveries may exceed 30 days.

(9) Back ordering or delivering partial quantities should be avoided. If an item must be back ordered or a partial quantity accepted, the merchant must agree to only bill for the actual quantity shipped.

b. For ease in reconciliation, cardholders should attempt to have all material delivered or picked up within the same billing cycle.

c. Each cardholder shall document or record purchase card transactions on a micropurchase log or worksheet. (Enclosure (5)). The Purchase Card Order Log is also available in Microsoft Excel and can be obtained from the APC.

(1) Cardholders must retain all documentation received from the vendor, as this will be used to verify the transactions shown on the cardholder's monthly statement. This document may be a sales draft, cash register receipt, packing list, etc. If for some reason the cardholder does not have documentation of the transaction, an explanation shall be attached to the statement in the reconciliation process.

(2) A log shall be used to document or record telephone purchase card transactions. The documentation should be held until the monthly Billing Statement is received and then attached to the statement when it is submitted to the AO.

13. Pay and Confirm/Disputes.

a. Deliveries may exceed 30 days. Cardholders should try to avoid backordering and lengthy deliveries.

b. Pay and confirm procedures are used in instances where cardholders have been billed and have not received the items ordered. Items contained on monthly SOA's and Billing Statements that have not been received shall be processed and submitted for payment subject to subsequent verification of receipt and acceptance by the requiring activity.

(1) Under "Pay and Confirm" procedures the cardholder shall pay the invoice in full and follow-up that the goods are delivered prior to the next billing cycle. If the supplies are not received within the next billing cycle, the cardholder will then dispute the item using established dispute procedures.

(2) If the charges are not authorized or items have not been shipped the purchase cardholder must dispute the charges. All charges must be disputed within 60 days of the receipt of the invoice on which the charge first appeared.

c. Defective Items. Pay and confirm procedures also include items damaged or defective the cardholder should attempt to obtain a replacement or correction of the item from the merchant as soon as possible. If the vendor refuses to replace or correct the defect or replace the item the cardholder must put the item in dispute.

d. Cardholders shall attempt to resolve issues directly with the vendor.

e. Unauthorized, erroneous, altered, and duplicate purchase card charges should be disputed immediately.

f. When processing invoices under the Pay and Confirm procedures described above, activities are certifying that items contained on the monthly SOA and Billing Statement are either:

(1) valid orders (i.e., authorized items purchased with correct dollar values) for which payment should be made or

(2) items that are being disputed, because of conditions listed in subparagraph d above.

g. The cardholder shall complete the Citibank Dispute Form and fax the dispute form directly to the bank for processing. (Enclosure (6))

14. Reconciliation.

a. At the end of each monthly billing cycle (22nd day of each month), the cardholder will receive the SOA from Citibank. The cardholder shall review and reconcile within five (5) working days each transaction against his/her SOA. The reconciliation of the SOA shall consist of the following steps:

(1) Cardholder shall match each transaction listed on their purchase card log for the billing period against the SOA:

(a) If a cardholder receives a statement listing a transaction for merchandise that has not been received or which includes an unauthorized charge, the cardholder (or the AO in the Cardholder's absence) provides the completed original Disputes form to Citibank with a copy placed in the cardholder's purchase card file. Citibank will credit the transaction until the dispute is resolved. In addition, a copy of the form must be attached to the cardholder's monthly statement and sent to the appropriate Billing Official or the APC.

(b) If items purchased with the card are found to be **defective**, the cardholder has the responsibility to obtain a replacement or correction of the item as soon as possible. If the merchant refuses to replace or correct the faulty item, then the purchase of the item will be considered in dispute. Items in dispute are handled in the same manner as billing errors.

(2) The cardholder shall ensure signed receipts of material are in the purchase file for each transaction. If not

in file, cardholder shall follow-up with the requiring activity on the signed receipt of the item(s). If for some reason the cardholder **does not have documentation** of the transaction to send with the statement, he/she must attach an explanation that includes a description of the item, date of transaction, merchant's name, and the reason there is no supporting documentation.

(3) If there is a disputed item, cardholder shall initiate the proper Dispute process for the transaction.

(4) If a Disputes form is completed, the cardholder shall submit directly to the bank, attach a copy to SOA, and keep a copy for the purchase card file.

(5) Cardholder shall complete the NAVCOMPT Form 2035, Summary of Accounting Data and submit along with SOA to the AO. (Enclosure (7))

(6) The cardholder then signs the SOA, attaches the Disputes form (if used), NAVCOMPT Form 2035, Summary of Accounting Data, and submit along with signed SOA to the AO or designated alternate.

(7) Cardholder shall retain a copy of their SOA, Disputes form (if used), NAVCOMPT 2035, Summary of Accounting Data and all signed receipts in their purchase card file. This documentation shall be maintained by the cardholder for a period of three (3) years.

b. If an item has been returned and a credit voucher received, the cardholder shall verify that the credit is reflected on the statement. If transactions and credits are not on the next monthly statement, the transaction documentation shall be retained by the cardholder until the transaction or credit appears on the statement. If the transaction or credit does not appear on the next monthly statement, the cardholder or AO shall complete a Disputes form, and forward to Citibank. The AO shall review/reconcile and certify the statement within two (2) working days of receipt.

c. The purchase cardholder must notify the AO in writing within five days of receipt of the monthly statement if there are discrepancies in the statement. The cardholder is ultimately responsible for purchase card transactions being proper and for notifying the AO of any information he/she has knowledge of that impacts on the propriety of certifying the

monthly invoice for payment. If transactions or credits are not included on the current statement, the cardholder must retain the applicable documentation until the transaction or credit appears and can be reconciled. The cardholder must then sign the statement, attach all supporting documentation and forward the package to their AO or designated alternate.

d. If the cardholder is unable to review the statement at the time it is received, the AO, designated alternate or APC is responsible for reviewing and certifying the cardholder's monthly statement. The cardholder, upon his/her return, reviews the monthly statement and resolves any discrepancies with the AO.

e. The Billing Statement will be date-stamped upon receipt by the AO. If a date-stamp machine is not available, the date and time shall be annotated in writing by the AO upon receipt. The AO is responsible for reviewing and signing the cardholder's monthly SOA. The AO shall reconcile the Billing Statement with the cardholders SOA and the NAVCOMPT 2035, Summary of Accounting Data. The AO shall ensure all three are in balance with each other. No changes shall be made to Billing Statement. The AO shall certify for payment the full amount of the Billing Statement. The Billing Statement from Citibank shall be certified by attaching a separate page and include the certification statement "The attached invoice is certified in full for payment," sign and date. The AO shall forward the certified Billing Statement and NAVCOMPT 2035, Summary of Accounting Data to the designated billing Office within fifteen (15) days after the end of the billing period. The AO shall maintain copies of the monthly Billing Statement, NAVCOMPT 2035, Summary of Accounting Data, and cardholders SOA for a period of three (3) years.

f. The designated billing office for each FISC JAX site is as follows:

Charleston & Kings Bay - DFAS Charleston, Vendor Payment & Travel Division, Code FP/Box 118054, Charleston, SC 29423-8054

Mayport & Pascagoula - DFAS Norfolk, Norfolk Operating Location, 9712 Virginia Ave., Attn: Team O, Norfolk, VA 23511-3297

NADEP - DFAS San Diego, Attn: Purchase Card - Vendor Pay, San Diego Operating Location, P. O. Box 429100, San Diego, CA 92142-9100

15. Review of the Local Program.

a. To ensure that internal controls and local operating procedures are followed by requisitioners, cardholders and AOs, a semi-annual review of purchase card transactions will be conducted by the APC or designee. At a minimum, the review shall ensure:

(1) Review of internal operating procedures to ensure compliance with current DOD/DON regulations and directives.

(2) Compliance with applicable training requirements.

(3) Cardholders are properly delegated authority in writing by a warrant or letter of delegation setting forth the single purchase limit(s), billing cycle purchase limit(s), transaction method(s), and Merchant Codes authorized.

(4) Action is taken to ensure cardholders are not exceeding purchase limits established by their warrants and/or letter of delegation.

(5) Compliance with micro-purchase procedures.

(6) Procedures are in place within FISCJAX to ensure separation of functions and that cardholders are following prescribed procedures.

(7) Documentation of proper screening of mandatory sources of supply in accordance with internal operating procedures.

(8) Special approvals, such as IT approvals are obtained.

(9) Receipt, inspection and acceptance procedures ensuring proper signed receipts are in purchase card file.

(10) Cardholders follow proper procedures for solicitation and award.

(11) There is no evidence of splitting requirements to circumvent dollar thresholds.

(12) Documentation in purchase card transaction files includes the requisition, required approvals, evidence of

screening, solicitation documentation, evidence of award, receipt, inspection, and acceptance.

(13) Cardholders rotate business sources.

(14) Cardholders' statements are reconciled in a timely manner. Cardholders and AOs process statements within the required time frames. Steps are taken to resolve questions promptly to avoid disputes.

(15) Verify only minimum needs are being acquired.

(16) Proper procedures followed in accordance with internal operating procedures for use of the purchase card as a payment method.

b. The designated personnel shall submit a report of the review to the Pierside APC who shall initiate appropriate action to improve the local program or correct the specific problem areas.



D. P. O'REAR

Director Contracting Department

Distribution:

FISC Contracting Dept Buyers

FISC Site Directors and Supervisors



DEPARTMENT OF THE NAVY
FLEET AND INDUSTRIAL SUPPLY CENTER
JACKSONVILLE, FLORIDA 32212-0097

IN REPLY REFER TO:
SSIC
Code/Serial
Date

From: Commanding Officer, Fleet and Industrial Supply Center
Jacksonville

To: , Fleet and Industrial Supply Center Jacksonville

Subj: **DELEGATION OF AUTHORITY AS CARDHOLDER FOR THE
GOVERNMENTWIDE COMMERCIAL PURCHASE CARD (GCPC)
SERVICES PROGRAM**

Ref: (a) FISCJAXINST 4200.7A
(b) NAVSUPINST 4200.85C
(c) NAVSUPINST 4200.81B

1. Pursuant to references (a), (b), and (c), you are hereby delegated authority to purchase supplies, services, maintenance and construction and to pay for such purchases using the GCPC card provided that (1) funds are available; (2) that the amount of any single purchase does not exceed \$2,500 for supplies and services except for the use of the use of the purchase card as a method of payment with single purchase limit not to exceed \$100,000; (3) that your total purchases do not exceed \$999,999 during the 30-day billing cycle. Your GCPC card transaction may be accomplished either over-the-counter or placing an order by telephone. To ensure a two-way separation of functions, you may initiate the requirement and make the buy, but receipt certification of the purchased item(s) must be by the end user or other designated receiver. In addition, you are authorized to utilize the GCPC card for the following merchant activity types:

D-Miscellaneous Transportation

E-Telephone, Telegraph, Cable Services, Cable equipment
(short term iaw references (a) and (b))

G-Mail Order Houses, Telephone Purchases,
Subscription/Continuity Merchant

H-Food/Dairy Stores

J-Discount/Department/Variety Stores, Miscellaneous General
Merchandise

K-Miscellaneous & Specialty Retail Stores - Lumber/Hardware, Lawn, Garden, clothing, furnishings & Equipment, Government Services Not Elsewhere Classified

L-Contractors

O-Miscellaneous Business Services

P-Medical Services

Q-Schools, Educational Services

S-Fuel

T-Postage

U-Government to Government Sales

2. Supplies may be purchased consistent with your organizational responsibilities and the established 30-day billing cycle limit. All purchase requests must be reviewed and approved by your Approving Official in advance of your purchasing the supplies, Maintenance or construction. This delegation does not authorize you to purchase supplies, services, maintenance or construction on the open market that are required to be obtained from mandatory sources of supply, UNICOR/FPI and NIB/NISH, (see reference (d) Part 8). It also does not authorize you to procure supplies, services, maintenance or construction before reviewing the List of Items Requiring Special Attention and Approval (Enclosure (4) of reference (a)). It also does not authorize you to procure supplies, services, maintenance and construction listed by agency internal procedures under "Restrictions on the Use of the Purchase Card" on the Use of the Purchase Card" on page 4 of reference (a) and listed in reference (b).

3. The Approving Official responsible for review and approval of all purchases made under this delegation of authority is _____. In the event that your Approving Official is not available to approve a required GCPC card purchase, you are required to have the approval of an authorized FISC Jacksonville Approving Official in advance.

4. This delegation is effective upon receipt of this letter and a purchase card with your name embossed on it. This delegation

is valid until otherwise formally suspended, modified or cancelled.

M. D. CULBERTSON

USER ACKNOWLEDGEMENT

I HAVE REVIEWED, UNDERSTAND AND CONCUR WITH MY RESPONSIBILITIES IN CONNECTION WITH THE US GOVERNMENT PURCHASE CARD.

(Approving Official's Signature)
(Sign and return original to APC)

(Date)



DEPARTMENT OF THE NAVY
FLEET AND INDUSTRIAL SUPPLY CENTER
JACKSONVILLE, FLORIDA 32212-0097

IN REPLY REFER TO:
SSIC
Code/Serial
Date

From: Commanding Officer, Fleet and Industrial Supply Center
Jacksonville

To: , Fleet and Industrial Supply Center Jacksonville

Subj: **APPOINTMENT OF PURCHASE CARD APPROVING OFFICIAL**

Ref: (a) FISCJAXINST 4200.7A
(b) NAVSUPINST 4200.85C
(c) NAVSUPINST 4200.81B

1. You are hereby appointed as the Approving Official (AO) for the Governmentwide Commercial Purchase Card (GCPC) Program in the Contracting Department for the Fleet and Industrial Supply Center, Jacksonville. This method of procurement and payment is made possible by means of a General Services Administration Federal Supply Schedule with Citibank.

2. As AO you are responsible for all cardholders listed below in accordance with the requirements of references (a), (b), and (c):

- a.
- b.
- c.

3. You will serve as the Certifying Officer for the cardholders listed in paragraph 2 above.

4. You are responsible for performing reconciliation and certification of bank invoice at the cardholder and AO level. This includes the following:

a. Reconcile monthly Cardholder's Statement of Account, transaction logs and associated charge slips/receipts.

b. Approving official shall maintain copies of billing statements, Cardholder's Statement of Accounts and NAVCOMPT 2035 for a period of three (3) years.

c. Receive billing statement from bank; date stamp and certify for payment. The Citibank billing statement does not include a certification statement and does not provide a certifying official signature block. As Approving Official you will certify the billing statement for payment on a separate cover sheet include the certifying officials statement (example: The attached invoice is certified in full for payment.), sign and date. The billing statement must be signed by a valid AO. The certified billing statement and the NAVCOMPT 2035 with line of accounting shall be forwarded directly to DFAS Norfolk for payment.

5. Your monthly purchase limit is \$ _____ per card.

M. D. CULBERTSON

USER ACKNOWLEDGEMENT

I HAVE REVIEWED, UNDERSTAND AND CONCUR WITH MY RESPONSIBILITIES IN CONNECTION WITH THE US GOVERNMENT PURCHASE CARD.

(Approving Official's Signature)
(Sign and return original to APC)

(Date)

MEMORANDUM FOR FILE

Date _____

From: Commanding Officer, Fleet and Industrial Supply Center,
Jacksonville

Subj: Waiver for Mandatory Use of the Governmentwide Commercial
Purchase Card For Micro-Purchase

Ref: (a) USD(A&T) memo of 2 Oct 98

1. In accordance with reference (a) the Governmentwide Commercial Purchase Card was not utilized for the below purchase because the source or sources available for the supply or service do not accept the purchase card and the contracting activity is seeking a source that accepts the purchase card.

| <u>Buyer's Name and Location</u> | <u>Requisition Number</u> | <u>Purchase Order Number</u> | <u>Amount</u> |
|--------------------------------------|---------------------------|----------------------------------|---------------|
|--------------------------------------|---------------------------|----------------------------------|---------------|

M. D. CULBERTSON

NAVSUPINST 4200.94
29 June 1999

LIST OF PROHIBITED
AND
SPECIAL ATTENTION ITEMS

NAVSUPINST 4200.94
29 June 1999

This information applies to Department of the Navy Agency Program coordinators, approving officials and purchase cardholders with established purchase card programs. For a full explanation, and/or background information on prohibitions referenced in this enclosure, refer to the NAVSUPINST 4200.85 (series), enclosure (1). Not all of the prohibitions found in this enclosure require special approvals. Some may be procured using traditional purchase methods (e.g. purchase orders, BPA calls, etc) and paid for using the purchase card. Detailed procedures for using the purchase card as a method of payment may be found in Chapter 4 of this instruction.

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Commercial or GSA Vehicles, Rental/Lease of
(Without Drivers)
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Federal Information Processing Resources/Y2K
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Visual Information (VI) Productions
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LIST OF PROHIBITED AND SPECIAL ATTENTION ITEMS RELATED TO
PURCHASE CARD BUYS

Advance Payments

General rule: Except for requirements such as subscriptions for publications (i.e. Navy Times, Federal Contracts Reporter, Commercial Clearing House Inc, etc.) and post office box rentals advance payments are prohibited.

Advertising

General rule: Unless specific approvals have been obtained advertising contract actions are not authorized in accordance with the Navy Acquisition Procedures Supplement (NAPS).

Exception: The Chief of Naval Personnel has authorized an increase from \$1,000 to \$2,500 for the specific media advertising purchase limit for Commanding Officers of Navy Recruiting Districts to commensurate with the current micro-purchase threshold. This authority can not be redelegated and each advertisement is conditioned upon the use of a properly executed DD Form 1535.

Asbestos and Asbestos-Containing Materials

General rule: Purchase cardholders are not authorized to purchase asbestos or asbestos-containing materials.

Black Oxide Coated Brass Threaded Fasteners

General rule: Purchase cardholders are not authorized to procure brass or copper alloy fasteners coated with black oxide.

For information regarding this prohibition contact Mr. Scott Stanko, Naval Inventory Control Point, Code 0541, at 717-605-1361; DSN 430-1361 or via Internet: scott_a_stanko@icpmec.navy.mil.

Buildings and/or Land, Long-Term Rental or Lease of

General rule: Purchase cardholders are prohibited from entering into long-term rentals or leases for buildings and/or land.

Business Cards

General rule: Flag Officers, member of the SES and general officers may authorize the printing of business cards limited to using existing software and agency-purchased stock for those positions that require business cards in the performance of official duties.

Cash Advances

General rule: Purchase cardholders are prohibited from using their purchase cards to obtain cash advances.

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Christmas and Other Seasonal Decorations.

General rule: Seasonal decorations may be acquired using the purchase card provided local customs and traditions are observed. Purchase cardholders are not authorized to buy Christmas cards.

Coffee Pots, Coffee, Refreshments

General rule: Unless the purchase of coffee pots, coffee, or refreshments is for an authorized mess, as discussed in NAVSUP Publication 486 Vol-1, Ch1 to Rev 3, and BUPERINST 1710.13 the purchase of these items are prohibited. Purchase cardholders are also prohibited from buying refreshments for other government employees.

Exceptions: The use of Official Representation Funds for official entertainment and Center of Influence events involving Navy recruiters are exceptions to this rule. In addition, Navy recruiters are authorized to use the purchase card to buy meals for recruiting applicants as an out of pocket expense.

Commercial Vehicles, Purchase of

General rule: Purchase cardholders shall not use their cards to purchase commercial vehicles.

Commercial or GSA Vehicles, RENTAL/LEASE of (Without Drivers)

General rule: Purchase cardholders are not authorized to use their purchase cards to rent/lease commercial or GSA vehicles.

Employee Identification Tags

General rule: Unless the requiring activity/command determines that use of the identification tags are necessary and in support of mission requirements, activities may not use appropriated funds to purchase employee identification tags.

Federal Information Processing Resources/Year 2000 (Y2K) Project

General rule: Purchase cardholders should ensure all procurements of IT are Y2K compliant.

Fireworks Display

General rule: Purchase cardholders may not use appropriated funds to buy fireworks for on ground displays.

Fuel, Oil, Services, Maintenance and Repairs

General rule: Purchase cardholders are not authorized to purchase fuel, oil, services, maintenance and repairs of Interagency Fleet Management System and GSA Fleet Management Programs (i.e. repair of GSA leased vehicles).

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HAZMAT and Hazardous Waste Disposal

General rule: Except for commonly-used hazardous material the purchase of HAZMAT by cardholders is prohibited. (See Chapter 1 of this instruction)

Incentive Music and Equipment

General rule: Except for specifically programmed music, the purchase of music and equipment for broadcasting (inc. radios, automatic record players or phonographic records) for entertainment purposes is generally not authorized.

Exception: Specifically programmed music may be purchased based on a written determination by the commanding officer describing how the acquisition would improve morale, benefit the command, etc., and thereby qualify as a necessary expense under the necessary expense rules. This prohibition also does not preclude the expenditure of appropriated funds for the purchase of a public address system required for intra-station communication.

Lodging and Meals

General rule: Purchase cardholders are prohibited from using their purchase cards for the payment of lodging and meals for employees on temporary duty.

Exception: Certain reserve activities are authorized to buy meals for Naval reservists during drill activities.

Luggage

General rule: The purchase of luggage for employees/service members to carry personal belongings while on travel orders is generally not authorized.

Exception: Seabags issued to service members and briefcases, etc., furnished for the express purpose of carrying official documents associated with the duties of the service member or employee.

Medical and Dental Care From Civilian Non-Federal Sources

General rule: Purchase cardholders shall not use their cards for payment of medical and dental services.

Membership Dues

General rule: Except for membership dues which solely benefit the agency or activity the purchase of club, association, organization and other related memberships are prohibited.

Exception: The use of appropriated funds for membership dues of an activity or agency is permissible if the membership contributes to the fulfillment of the mission of the activity or agency.

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Ozone Depleting Substances (ODS)

General rule: Purchase cardholders are not authorized to purchase ODS materials.

Exception: Contracting officer's may use their purchase card as a method of payment provided guidance in the NAPS is strictly adhered to.

Personal Services

General rule: Unless you have statutory authority purchase cardholders should not contract for personal services using the purchase card.

Pesticides

General rule: Unless prior approvals are obtained from cognizant Pest Management Consultant at the appropriate NAVFAC division, purchase cardholders are not authorized to contract for purchase of pesticides.

Plaques, Ashtrays, Paperweights and other Mementos As Give-Away Items

General rule: The use of appropriated funds to buy give-away items such as plaques, cuff links, hats, T-shirts, license plate covers, bracelets, ashtrays, Christmas cards, paper-weights, cigarette lighters, novelty trash cans, key chains and similar items are generally prohibited.

Exception: The purchase of give-away items in support of employee recognition programs may be authorized if accomplished in accordance with agency policy.

Printing and Duplication

General rule: Purchase cardholders are prohibited from buying printing or duplication services from agencies other than DAPS.

Purchase from Government Employees or Businesses Owned or Controlled By Government Employees

General rule: Purchases from government employees (military or civilian) or from business organizations substantially owned or controlled by government employees are generally prohibited.

Reprographic Equipment

General rule: The purchase/lease/rental/trial/replacement or change in rental or lease plan of reprographic equipment is not authorized unless the requestor has complied with the requirements of the Navy Reprographic Equipment Program. The requestor must obtain written approval from the cognizant DAPS for all shore copying equipment with speeds of 71 or more copies per minute. (Examples of reprographic equipment are; copiers and high speed copiers, Diazo process equipment, laser printers, and duplicating equipment).

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Sensitive Compartmented Information In Contracts

General rule: Purchase cardholders are not authorized to enter into negotiations that will include requirements for contractor access to Sensitive Compartmented Information unless the customer has staffed the requirement through Commander, Office of Naval Intelligence, Code ONI-532.

Shipboard Habitability Equipment, Including Furniture, Laundry/Dry Cleaning and Food Service Equipment

General rule: Except for furniture, laundry, dry cleaning, and food service equipment listed in the following catalogs purchase cardholders are prohibited from purchasing of these items.

Furniture equipment - S9600-AD-GTP-010, U.S. Navy Shipboard Furniture Catalog with applicable changes.

Laundry/dry cleaning equipment - S6152-B1-CAT-010, Navy Laundry and Dry Cleaning Catalog with applicable changes.

Food service equipment - S6161-Q5-CAT-010, The Shipboard Food Service Equipment Catalog with applicable changes.

Transportation, Purchase of

General rule: The purchase card can not be used to pay for transportation charges.

Travel, or Travel Related Expenses

General rule: The purchase card can not be used to pay for travel or travel related expenses (i.e. expenses associated with official travel including transportation, lodging, or meals).

Uniform Items

General rule: Cardholders are not authorized to use appropriated funds to purchase uniform items.

Visual Information (VI) Equipment and Material

General rule: Per OPNAVINST 5290.1A, Acquisition of professional VI equipment by non-VI activities or personnel is prohibited.

Naval Media Center (NMC) (formerly Naval Imaging Command) is the sole authority for contracting for visual information within the Navy. The POC and policy officer for the Navy Annual VI Production Program administered by Chief of Naval Operations (CNO) (NO9C4) can be reached by calling 202-433-3790 or DSN.288-3790.

Visual Information-Audiovisual Production Including Interactive Video Acquisition

General rule: Unless approval has been granted from NMC the acquisition of Audiovisual production including interactive

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video in the federal Government is prohibited, regardless of cost or application.

Exceptions: DON activities may be approved by CNO (N09C4) on a case-by-case basis. Requests for exceptions to this policy will require submission of the approved instructional system development analysis. For major claimant Visual Information Management Offices contact: Visual Information Production Policy Officer, CNO (N09C4) at 202-433-2141; DSN 288-2141.

Visual Information-Acquisition of Commercial Off-The-Shelf Visual Information Productions

General rule: Unless prior approval from Visual Information Management Office is obtained purchase cardholders are not authorized to procure commercial off-the-shelf VI production. For a list of VI off-the-shelf productions visit the Defense Automated Visual Information System/Defense Instructional Technology Information System (DAVIS/DITIS) located on the Naval Media Centers website: <http://www.mediacen.navy.mil/>.

Exceptions: Justification must be submitted to contracting officials in accordance with regulations of the Major Claimant Visual Information Management Office. For major claimant Visual Information Management Offices contact: Visual Information Production Policy Officer, CNO (N09C4) at 202-433 2141; DSN 288 2141.

Withdrawal of Tax-free Ethyl and Specifically Denatured Alcohol

General rule: The purchase of tax-free ethyl and specifically denatured alcohol is not authorized unless a permit from the Bureau of Alcohol, Tobacco and Firearms has been issued.

| SUMMARY OF ACCOUNTING DATA | | | | | | | | | | |
|--|-----------|-------------------------------|--------------------------|------|------------------------------|-----------|---------------|-----------|----------------------------|--------|
| NAVCOMPT FORM 2035 (REV. 9 - 65) | | | | | S / N 0104 L F 702 1402 | | | | | |
| PREPARING OFFICE (Designation and location) | | | | | | | | | | |
| PAYING OFFICE | | | | | DATE OF PAYMENT | | O O SYMBOL NO | | | |
| DISBURSING OFFICER | | | | | | | | | | |
| TYPE OF TRANSACTION | | | | | | | | | | |
| FOR ATTACHMENT TO | | | | | | | | | | |
| O O VOUCHER NO | | | | | | | | | | |
| BUREAU VOUCHER NO | | | | | | | | | | |
| ACCOUNTING CLASSIFICATION DATA (REV. 7 - 65) | | | | | | | | | | |
| APPROPR. SYMBOL AND SUBHEAD | OBJ CLASS | BUREAU CONT & SUBALLOT NUMBER | AUTH ACCOUNTING ACTIVITY | TYPE | PROPERTY ACCOUNTING ACTIVITY | COST CODE | AMOUNT | ORDER NO. | STUB OR REQUISITION NUMBER | AMOUNT |
| | | | | | | | | | | |
| | | | | | | | GRAND TOTAL | | | |
| REFERENCE AND DETAIL | | | | | | | | | | |



GOVERNMENT CARDHOLDER DISPUTE FORM

INQUIRER'S NAME: _____ DATE: _____
CARDHOLDER'S NAME: _____
ACCOUNT NUMBER: _____

CARDHOLDER: PLEASE PROVIDE A COPY OF ANY INFORMATION / FORMS REQUESTED BELOW ALONG WITH THE STATEMENT THE DISPUTED CHARGE APPEARS ON. PLEASE FAX TO: (904) 954-8710 or MAIL TO: GOVERNMENT CARD SERVICES P.O. Box 45134 Jacksonville, FL 32232-5134

This form must be filled out completely and forwarded to Citibank and the appropriate Agency officials (as determined by your internal procedures) within 60 calendar days of receipt of your invoice.

AGENCY/ORGANIZATION PROGRAM COORDINATOR - THIS IS TO NOTIFY YOU OF AN ERROR ON MY BILLING STATEMENT:

DATE: _____ DOLLAR AMOUNT OF CHARGE: \$ _____
MERCHANT: _____

CARDHOLDER SIGNATURE: _____

Please read carefully each of the following descriptions and check the one most appropriate to your particular dispute. If you have any questions, please contact us at (800) 790-7206 (overseas call collect (904) 954-7850). We will be more than happy to advise you in this matter.

- UNAUTHORIZED MAIL OR TELEPHONE ORDER
[] I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.
DUPLICATE PROCESSING-THE DATE OF THE FIRST TRANSACTION WAS _____
[] The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.
MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____
(Please provide a separate statement detailing the merchant contact, and the expected date to receive merchandise.)
[] My account has been charged for the above transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved.
[] My account has been charged for the above listed transaction. I have contacted this merchant on _____ (date) and canceled the order. I will refuse delivery should the merchandise still be received.
MERCHANDISE RETURNED IN THE AMOUNT OF \$ _____
[] My account has been charged for the above listed transaction, but the merchandise has since been returned.
Enclosed is a copy of my postal or UPS receipt.
CREDIT NOT RECEIVED
[] I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed.
DIFFERENCE IN AMOUNT
[] The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The difference of amount is \$ _____.
COPY REQUEST
[] I recognize this charge, but need a copy of the sales draft for my records.
SERVICES NOT RECEIVED- Please enclose a separate statement with the date of the merchant contact and response.
[] I have been billed for this transaction; however, the merchant was unable to provide the services.
[] Paid for by another means. My card number was used to secure this purchase; however, the final payment was made by check, cash, or another credit card. (Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means.)
NOT AS DESCRIBED
[] The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must specify what goods, services, or things of value were received. The cardholder must have attempted to return the merchandise and state so in his/her complaint.)

IF NONE OF THE ABOVE REASONS APPLY:
Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper and sign and date your description statement.

CH003 Revised 10/19/98F

Dispute form

<http://www.navsup.navy.mil/business/purchase-card/disputeinstruct.html>



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**GUIDE TO
GOVERNMENT CARDHOLDER DISPUTE FORM**

Form required when disputing a charge(s).

1. **Inquirer's Name:** Name of individual submitting dispute, i.e., Dispute Officer or cardholder.
2. **Today's Date:** Day, month and year for the day the dispute is being filed.
3. **Cardholder's Name:** List the name that appears on the account where the charge in dispute resides.
4. **Account Number:** Sixteen-digit account number.
5. **Date:** Indicate the date the transaction in dispute was made.
6. **Dollar Amount of Charge \$:** Indicate the dollar amount of the transaction in dispute.
7. **Merchant:** Name of the merchant for the transaction in dispute.
8. **Cardholder Signature:** Cardholder must sign.
9. **Error Description:** Check the box(es) that most appropriately relates to your type of dispute.

CB003