

I.M.P.A.C. Card Handbook



*DeCA Centralized
Purchase Card Program*

**Defense Commissary Agency
Fort Lee, Virginia 23801-1800**

July 1, 1998

Contract Management Business Unit
DeCA CENTRALIZED PURCHASE CARD PROGRAM
I.M.P.A.C. CARD HANDBOOK

AUTHORITY: Defense Commissary Agency Directive Management Program is established in compliance with DoD Directive 5105.55, Defense Commissary Agency (DeCA), November 1990.

MANAGEMENT CONTROLS: This handbook contains management control provisions that are subject to evaluation and testing as required by DeCAD 70-2 and as scheduled in DeCAD 70-3. The Management Control Review Checklist to be used by assessable unit managers to conduct the evaluation and to test the management controls is at Appendix H.

APPLICABILITY: This handbook is applicable Headquarters, Field Operating Activities, Regions and Commissaries.

HOW TO SUPPLEMENT: This handbook may not be supplemented. However, suggested changes may be submitted to DeCA Contract Management Business Unit (CBU).

HOW TO ORDER COPIES: Headquarters, Field Operating Activities, Regions and Commissaries needing additional copies will contact the OPR (DeCA Contract Management Business Unit).

SUMMARY: This handbook contains guidance for DeCA implementation of the Governmentwide Purchase Card Program (IMPAC).



BY ORDER OF THE DIRECTOR

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Executive Assistant
for Support

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SUPERSEDES: DeCAH 10-4, DeCA Implementation of the Governmentwide Purchase Card Program (I.M.P.A.C.), October 1, 1995

OFFICE OF PRIMARY RESPONSIBILITY (OPR): DeCA CBU

COORDINATORS: HQ DeCA/AM/GC/RM/IM/PL/SA/HR

DISTRIBUTION: E

*I.M.P.A.C. CARD HANDBOOK****Glossary***

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GLOSSARY

**AGENCY PROGRAM
COORDINATOR (APC)**

The individual(s) in the Contract Support Division, CBU, who establishes/maintains consolidated accounts with IMPAC Card Services, prepares Delegations of Authority, provides corporate overview of the program, performs contract administration, implements the training program, resolves disputes, and reconciles the consolidated invoice. This individual is the liaison between IMPAC Card Services, HQ DeCA, Field Operating Activities, Regions and Commissaries

**AGENCY PROGRAM
MANAGER (APM)**

The individual in the Contract Support Division, CBU, who manages the overall DeCA Government Commercial Purchase Card Program (IMPAC), implements policy, establishes procedures (including automation) and establishes and monitors the purchase card training program. This individual is the liaison between IMPAC Card Services, HQ DeCA, Field Operating Activities, Regions and Commissaries.

**APPROVING OFFICIAL
(AO)**

The individual who provides the critical checkpoint by reviewing the cardholder(s) transactions to ensure they are necessary and for official Government purposes only.

**BILLING CYCLE
OFFICE LIMIT**

This limit is the amount of money available for all cardholders under one approving official to spend for purchases during a 30 day period. Total dollar value of all cardholder purchases within a billing cycle shall not exceed this amount. Limits should reflect spending history and purchasing trends. Region or Commissary limits must be coordinated with Region RDR. FOA limits must be coordinated with FMBU. DeCA HQ limits are established by the office Directors based on the annual budget.

**BILLING CYCLE
PURCHASE LIMIT**

This is the cardholder monthly spending limit. This limit is the maximum dollar amount authorized for a cardholder within a 30-day period. It is replenished automatically the day after the billing date (6th of each month). It is assigned to you by your approving official. The total dollar value of all purchases made for any single billing period (30 days) may not exceed this limit. The billing cycle is a monthly period that begins on the 6th of one month and ends on the 5th of next month.

BPA CALL

The procedure used within the CBU and Region Contracting Offices to record contracting purchases in SACONS-D. Procedures for use of the IMPAC Card in the CBU are contained in DeCAH 10-9.

CARDHOLDER

The Cardholder is the individual to whom a card is issued. The card bears the individual's name and may only be used by the individual to pay for authorized U.S. Government purchases.

**CONTRACT
MANAGEMENT
BUSINESS UNIT (CBU)**

The office with overall responsibility of the DeCA Government Commercial Purchase Card Program.

DeCAARS

DeCA Acquisition Regulation Supplement

**DELEGATION OF
AUTHORITY**

The delegation issued by the Contract Management Business Unit specifies the authority being delegated and any limitations on the authority.

DFARS

Defense Federal Acquisition Regulation Supplement.

DFAS

Defense Finance Accounting Services

DWWCF

Defense-Wide Working Capital Fund. Replaced Defense Business Operating Fund (DBOF) effective December 11, 1996.

EMERGENCY

An emergency is when the use of normal procurement and/or supply channels would preclude mission accomplishment. Lack of planning or improper planning does not constitute an emergency.

**FINANCIAL
MANAGEMENT
BUSINESS UNIT
(FMBU)**

The office directly responsible for commitment, obligation, and expense of I.M.P.A.C. card purchases made by Headquarters and all Field Operating Activity cardholders.

I. M. P. A. C.

"International Merchant Purchase Authorization Card," is the registered trade name owned by US Bank IMPAC Card Services for this purchase card system. The initials will also appear on forms and cards provided by IMPAC Card Services.

**ORAL PURCHASE
PROCEDURES**

Agreements made in person or by telephone where no written purchase order or contract is issued by the Government.

**SINGLE PURCHASE
LIMIT**

This limit restricts the amount of any single purchase made by a cardholder. It can be comprised of single or multiple items purchased at one time at a single supplier. The single purchase limit is a limitation on the procurement authority delegated to you (the cardholder) by DeCA. This limit cannot be exceeded unless a revised delegation of authority is issued to you.

STATEMENT

The monthly listing of all payments authorized for purchase and credits made by the cardholder and billed by the merchant (sample at page B-1).

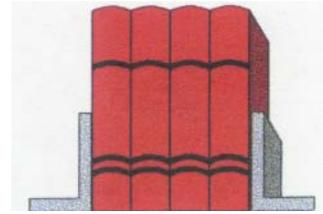
**U.S. BANK IMPAC
CARD SERVICES**

The contractor who maintains all I.M.P.A.C. cardholder accounts. IMPAC Card Services issues cards to cardholders and sends out monthly statements to Cardholders, and provides various reports to the APC and CBU.

Chapter 1

I.M.P.A. C. CARD PROCEDURES

I. INTRODUCTION



On February 16, 1994, the General Services Administration (GSA) awarded a single award contract for Governmentwide Commercial Purchase Card Services to Rocky Mountain BankCard System, Inc. (RMBCS). The contract expires in November 1998.

First Bank System purchased U.S. Bankcorp on July 31, 1997. The new corporate name is U.S. Bankcorp, doing business as U.S. Bank IMPAC Card Services. The name change will be phased in.

The purpose of the IMPAC Card Program is to establish a more efficient, cost-effective method of purchasing and payment.

The contract provides Governmentwide commercial cards and associated services to civilian and military Government employees to make purchases using micro-purchase and simplified acquisition procedures for official Government use. The IMPAC Card is similar to any other VISA card, except that it includes controls to make it functional for the government. These controls ensure that the card can be used only for specific commodity types and within specific dollar limits.

ADVANTAGES

✓ *Timely procurement* of mission-essential projects.

✓ *Timely delivery* of goods/services:

K contractor paid within 3 business days

K managers can purchase day-to-day needs

K reduced paperwork

K acceptance at more than 13 million locations worldwide

✓ *Reduced procurement costs.*

The IMPAC card is an additional simplified acquisition tool for purchasing equipment, supplies and services.

It is subject to all simplified acquisition provisions (FAR/DFARS/DeCAARS, Part 13).

The Contract Management Business Unit (CBU) implements the centralized Purchase Card Program for DeCA.

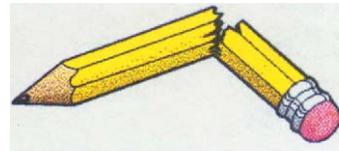
Offices are encouraged to place purchase cards in requiring offices throughout DeCA.

Supplementing this handbook to change the scope relating to dollar thresholds and/or authorized use is prohibited. Handbook procedures take precedence over supplemental to the "Cardholder Instructions Guide" sent to the Cardholder by IMPAC Card Services when the card is issued.

II. ACCOUNT SET-UP

REQUEST FOR CARDS

All cards are issued through your Agency Program Coordinator (APC) located in Contract Support Division, CBU (RAA). Use DeCA Form 10- 18, IMPAC Purchase Card Set-Up Information (page A-5) when requesting a new cardholder or new approving official. Upon completion, fax the form to your APC.



a. DODAAC is required on each account set-up form

b. If located at the Headquarters or Region Headquarters, the type of funds must also be on the request (e.g., Surcharge/DWWCF).

A renewal card will automatically be mailed to cardholders at the address on file two years from issue date, and every two years thereafter for the term of the program or as designed by the terms of the contract.

Card usage may be audited and/or rescinded at any time. You are the only person entitled to use your card.

ELECTRONIC ACCOUNT SET-UP BY THE APC

Set up is accomplished by the APC through use of IMPAC First Link. Cards are mailed directly to cardholders from US Bank. An information package and Delegation of Authority is sent to cardholders by the APC. From the date the set-up information is received by the APC, it takes between 15 and 20 days before the cardholder will receive the card and package.

**CHANGE/
DELETE AN
APPROVING
OFFICIAL OR
CARDHOLDER**

As changes occur, the approving official or cardholder account must be updated or canceled. Use DeCA Form 10-19, Approving Official or Cardholder IMPAC Purchase Card Account Update (page A-7), to update this information by completing only the information that will be changed or canceled. Fax the form to your APC.

**DECA-WIDE
MERCHANT
CATEGORY
CODE**

DeCA established a DeCA-wide Merchant Category Code APC based on the types of businesses authorized under DeCA procedures. The code is incorporated in each cardholder account set-up by the APC. Under normal circumstances, merchants are required to obtain authorization from IMPAC Card Services for purchases over \$50. However, many merchants now use electronic authorization methods allowing them to obtain authorization for all purchases regardless of the amount. Before authorizing a transaction from a merchant, IMPAC Card Services authorization system will check the type of merchant against the Merchant Category Code. They also check the cardholder's single purchase limit, 30-day limit, and office limit before authorization for that transaction will be granted. If the merchant type is not within DeCA's Merchant Category Code, the transaction will be denied. Exceeding the single purchase limit, 30-day limit, and office limit will also result in transaction being denied by IMPAC Card Services.

**PERSONAL
CREDIT
RATING**

The Purchase Card has no impact on your personal credit rating. Individual cardholder information is not maintained by the contractor (e.g., credit records, social security numbers, etc.) other than the cardholder's work address.

**DeCA ACCOUNT
FILE**

An account file is maintained by the CBU on each cardholder in the system to track issuance, account changes and training.

FUNDING

All cardholder accounts (other than contracting cardholders) are established using either Surcharge or DWWCF funds. The type of funds is dependent upon the location and types of purchases. The Purchase Card Surcharge fund will be used for purchases made by Field Operating Activities (FOA) and commissaries. An individual Purchase Card DWWCF fund will be used for purchases made by DeCA Headquarters, Region Headquarters and Region Area Offices. At least one Purchase Card Surcharge cardholder has been placed in DeCA Headquarters and Region Headquarters for purchasing ADP.

**TO ACTIVATE
THE CARD**

Immediately acknowledge receipt of your card by calling 1-888-994 6722. This will activate your account. Cards must be signed and used **ONLY** by the individual named on the card. Cardholders located outside of the United States are exempt from the account activation process at this time.

III. PROGRAM MANAGEMENT

**AGENCY
PROGRAM
MANAGER
(APM)**

The primary individual within the Contract Support Division, CBU who manages and maintains overall responsibility of DeCA Centralized Purchase Card Program (I.M.P.A.C.).



RESPONSIBILITIES

- ✓ Agency's representative on technical matters relating to the GSA contract.
- ✓ Implements policy established by Headquarters, Acquisition Management Office.
- ✓ Develops and maintains implementing instructions and publicize the program throughout area of responsibility.
- ✓ Establishes/monitors the Purchase Card Training Program.
- ✓ Primary liaison between IMPAC Card Services, HQ DeCA, Field Operating Activities (FOA), Regions and Commissaries.
- ✓ Evaluates DeCA program requirements for contract renewals and ensures issuance of delivery order to support renewal.

**AGENCY
PROGRAM
COORDINATOR
(APC)**

The individual within the CBU that oversees the Purchase Card Program for DeCA.

RESPONSIBILITIES

- ✓ Serve as the credit card focal point for HQ DeCA, FOA, Regions and Commissaries.
- ✓ Handles and resolves all invoice disputes occurring as a result of disputed or questioned items.
- ✓ Prepares memoranda to issue and rescind individual Delegations of Authority for signature of the appointing official.

AGENCY
PROGRAM
COORDINATOR
(APC)
(Continued)

- ✓ Receives account setups and changes from the approving official and inputs in the purchase card database by remote access. Establishes a fund code for each cardholder for sorting to distinguish between DWWCF and Surcharge accounting codes.
- ✓ Ensures approving officials and cardholders are trained in purchase card procedures and acquisition as stated herein; purchases are completed in accordance with acquisition regulations (i.e., FAR, DFARS, DeCAARS, FIRMR).
- ✓ Randomly reviews reports of cardholder activity and identifies any unauthorized purchases to their approving official and the cognizant contracting office for processing as an unauthorized commitment action in accordance with DeCAD 10-1.
- ✓ Ensures an alternate IMPAC Program Coordinator (APC) is designated, trained and able to accomplish the functions in case of extended absence of the primary.

CARDHOLDER

The individual responsible for purchasing needed supplies, services and equipment for their office using these procedures and the I.M.P.A.C. Purchase Card.

RESPONSIBILITIES:

- ✓ Completes purchase card or acquisition training.
- ✓ Maintains card security to prevent unauthorized charges against the account.
- ✓ Makes purchases in accordance with government acquisition regulations and this handbook to include obtaining approval of the requirement from authorized individuals prior to making a purchase (See Chapter 3).
- ✓ Maintains adequate documentation of all purchases (i.e., DeCAF 10-9 with justification for emergency purchase. See Appendix A). Obtain a receipt at the point of purchase and verify it for accuracy. Retain receipts and VISA charge slips.
- ✓ Call IMPAC Customer Service immediately regarding lost or stolen cards.
- ✓ Notify IMPAC Card Services of any billing discrepancies that cannot be resolved with the supplier. These charges will be placed in dispute.
- ✓ Reviews and reconciles monthly statements account within 5 days of receipt and forwards to cognizant approving official. Sample of cardholder statement is at Appendix B, page B-1.

CARDHOLDER
(Continued)

- ✓ If located within the CBU or Region AEA, utilizes the card within the parameters governing simplified acquisition procedures and complies with all requirements for documentation, competition and other regulatory guidance.

COMMISSARY OFFICER

Ensures cardholders within their organization follow all applicable regulations and procedures. Frequently reviews purchase card documentation to prevent fraud, waste and/or abuse.

IMPAC PURCHASE CARD CONTRACTOR

- ✓ At the request of DeCA, issues cards to designated cardholders.
- ✓ Makes payment directly to merchants for authorized/approved purchases.
- ✓ Provides monthly statements to cardholders.
- ✓ Provides reports as required by DeCA APM for management tools to control the program.

IV. PURCHASE CARD TRAINING

ALL CARDHOLDERS AND THEIR APPROVING OFFICIALS MUST BE TRAINED on the use of the purchase card. Training covers Federal, Defense, and Departmental regulations, policies, and procedures pertaining to simplified acquisition procedures (FAR Parts 8, 13, 15).



Learning Objectives

- KSmall purchase procedures in relation to micro-purchases.
- KPrice reasonableness determinations.
- KProhibition against splitting awards.
- KDocumentation requirements.
- KRequired Sources of Supply.

TRAINING WAIVER

Purchase card training is waived for those individuals who previously completed either the Simplified Acquisition Fundamentals Course (PUR-101) or Fundamentals of Contracting Course (CON-101). Personnel who previously completed either of these courses are considered to have met the needs for purchase card training. A copy of their training certificate must be provided to the APC for inclusion in the cardholder's file.

METHODS OF TRAINING

Train-the-trainer - Preferred method of training. It is mandatory that one cardholder per office be trained. Cardholder is then authorized to train other cardholders in their office.

On-site-training - Scheduled as needed. An APC provides training at a central location for region/commissary cardholders. This method of training can be provided to many offices willing to use the train-the-trainer method. Regions are responsible for cardholder travel funds, if travel is involved.

Resident training - Scheduled as needed. An APC provides training at DeCA for HQ DeCA and FOA cardholders. Region/commissary cardholders may attend this training provided travel funds are provided by the region.

One-on-one training - One-on-one training can be provided by an APC at DeCA on a limited basis for new cardholders located at HQ DeCA and FOA. This training is only performed when a new cardholder must use their card prior to scheduled training.

CD-ROM - Cardholders with CD-ROM capability may purchase (for approximately \$10.00) the Interactive Customer Assistance Training and Reference Guide through the GSA Customer Supply Center Catalog. Information and stock numbers are located on the inside front cover of the catalog. For price and availability, call the GSA Customer Supply Center at (703) 557-1186 or (800) 848-8928.

WHEN SCHEDULED TRAINING IS NOT AVAILABLE

Cards may be released to the cardholders prior to training. Before using your card, review the information package, delegation of authority and handbook (sent to you by the APC). Then contact the APC who will assure you have read and can reasonably follow procedures outlined in the handbook. The cardholder should then be trained by another cardholder located in their office (train-the-trainer) or be scheduled for the next available training class.

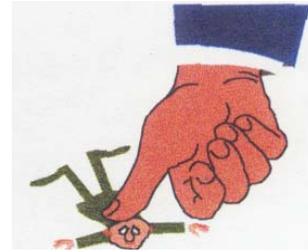
V. ITEMS NOT AUTHORIZED FOR PURCHASE

See Appendix C.

VI. DOLLAR LIMITS WITH THE CARD

MICRO- PURCHASES

Micro-purchase is an acquisition of supplies or services (except construction), not exceeding \$2,500, except that in the case of construction, the limit is \$2,000. Micro-purchases may be awarded without soliciting competitive quotations if the price is considered reasonable. Micro-purchases are not set aside for small business. Prompt payment discounts should be solicited. The IMPAC Card is the preferred method of purchase for requirements up to \$2,500.



For micro-purchases, use of the purchase card is subject to a single purchase limit, monthly billing cycle limit, and a monthly billing cycle office limit.

CBU and Region AEA cardholders will enter a call against a BPA established in SACONS-D for all IMPAC Card micro-purchases.

Use of a BPA Call Record for micro purchases is optional for Region AEA cardholders. However, Region AEA cardholders must use a SF 1449 for purchases greater the micro purchase limit.

SINGLE PURCHASE LIMIT

This is the maximum amount you are allowed for each transaction. A transaction is one item or multiple items purchased at the same time. The total of a transaction (including one transaction with multiple items) cannot exceed your single purchase limit.

EXAMPLE: If your single purchase limit is \$2,500, you may purchase one item costing up to \$2,500, which constitutes one transaction, or you may purchase multiple items that do not exceed \$2,500, which also constitutes one transaction). Purchases will be denied if your authorized single purchase limit is exceeded. It is improper for you to split purchases to stay within the single purchase limit.

a. ***All DeCA Cardholders (except contracting cardholders). For purchase of equipment, supplies and services up to \$2,500 (subject to***

SINGLE
PURCHASE
LIMIT
(Continued)

card restrictions in Appendices C and E). As a payment method up to \$2,500 for Government to Government payments for DAPS printing and GSA supplies. Purchase request (PR) not required.

b. **Region Contracting Cardholders.** As a *purchasing method up to \$2,500* and as a *payment method with FACNET up to \$25, 000* for routine and emergency region purchases using simplified acquisition procedures. Contracting cardholders shall follow procedures outlined in DeCAH 10-9. PR with certified funds required.

c. **Contract Management Business Unit (CBU) Cardholders:**

(1) As a *purchasing method up to \$2,500* and as a *payment method with FACNET up to \$25, 000* for routine and emergency region purchases using simplified acquisition procedures. Contracting cardholders shall follow procedures outlined in DeCAH 10-9. PR with certified funds required.

(2) As a payment method for placing *delivery orders up to \$25,000* against DeCA's Indefinite Delivery Type Contracts (IDTC) (including "requirements type" (RTC)) for commissary operating supplies when the contract provides for purchase card ordering. Use is restricted to individuals designated within the contract to place orders.

d. **Other Card Uses:**

(1) When authorized, as a payment method up to \$25,000 for **designated individuals ONLY** to place orders with GSA and for DAPS printing (Government to Government). On contracts awarded by DeCA CBU where the IMPAC card is authorized as the payment method, the card belonging to the contract specialist in the CBU will be used for payment unless the contract specifies otherwise. Cardholders outside of the CBU **SHALL NOT** use their DeCA IMPAC Cards to pay for services unless specifically authorized to do so in the contract.

(2) When authorized, the IMPAC Card may be used as a payment method for commissaries to place delivery orders up to \$25,000 against DeCA's Indefinite Delivery Type Contracts (IDTC) (including "requirements type" RTC)) for commissary operating supplies when the contract provides for IMPAC Card ordering. This method of payment is

SINGLE
PURCHASE
LIMIT
(Continued)

(3) *Transportation Business Unit (TBU) -*

(a) For purchasing consolidator services for OCONUS shipments up to \$2,500. Includes physical receipt of equipment/supplies, providing documentation to the government for formal receipt, and combining such items in containers with resale items for shipment to OCONUS destinations. Government's formal acceptance of equipment/supplies shipped will be at the OCONUS destination. Not approved for services required to prepare resale items for shipment.

(4) ***HQ HR and Region HR - As*** a payment method on DD Forms 1556 for Government to Government training and Private Instruction up to \$2,500.

CARDHOLDER
MONTHLY
BILLING CYCLE
LIMIT (30-DAY
LIMIT)

This is a target amount assigned to each cardholder by their approving official. It shall not be exceeded within a billing cycle. ***The approving official is authorized to make adjustments among their cardholders.***

EXAMPLE: Two cardholders assigned to one approving official each have a 30-Day Limit of \$5,000. One cardholder has used up their 30-day limit for the month. But the other cardholder still has \$3,000 available. The approving official is authorized to transfer money from the cardholder with \$3,000 available to the cardholder with no money by contacting the APC and requesting a specified amount be transferred. The APC will then make the change in Remote Access. The limits will not be changed back to the previous amount until the approving official instructs the APC to do so.

MONTHLY
BILLING CYCLE
OFFICE LIMIT

This is a monthly budgetary limit assigned to each office under the IMPAC Program. It is a target amount established by the Headquarters Directors and Region Directors which covers all cardholders assigned to one approving official. The sum of all cardholders purchases may not exceed this limit during a billing cycle. The office limit should reflect spending history and purchasing trends. ***Changes to the billing cycle office limit for commissaries must be coordinated with the Region Budget Office prior to being altered.***

MONTHLY
BILLING CYCLE
OFFICE LIMIT
(Continued)

EXAMPLE: A commissary has three cardholders. The billing cycle office limit is \$10,000 assigned by the Region Budget Office. One cardholder has a billing cycle purchase limit of \$5,000, another has \$3,000 and the third has \$2,000. The charges made by each cardholder may not exceed their billing cycle purchase limit. The total charges of all three cardholders may not exceed \$10,000. However, the commissary needs to purchase more than \$10,000 next month. The approving official must contact the Region Budget Office to request the increase. If approved, the Region Budget Office must contact the APC who will make the change in the US Bank system.

Changes to the billing cycle office limit for Headquarters cardholders must be coordinated with HQ RMB, who must then notify the APC to make the change.

For cardholders in Field Operating Activities (other than contracting cardholders), coordination will be obtained from the Financial Management Business Unit (FMBU) who must notify the APC to make the change.

PURCHASES
BETWEEN
\$2,501 AND
\$25,000

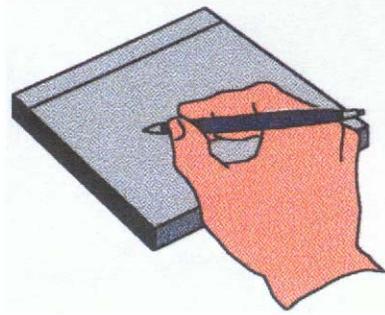
In DeCA contracting offices ONLY, the IMPAC Card is the preferred **method of payment** for purchases between \$2,501 and \$25,000 using a purchase request with certified funds.

- Card purchases exceeding the micro-purchase threshold will be competed to the maximum extent practicable.
- FACNET is the preferred method for soliciting and the IMPAC Card is the preferred method of payment. If FACNET is not available, or an exemption applies, quotations may be solicited through other appropriate means.

VII. SUPPLEMENTAL INFORMATION

MERCHANT AUTHORIZATION

The merchant requires authorization from First Bank if the purchase exceeds \$50.00. If for any reason the merchant fails to obtain this authorization and subsequently the purchase is refused by the issuer - US Bank - the merchant shall be liable for the amount of sale. Most merchants have a machine called "Point of Sale" that requires a sales clerk to run the IMPAC Card through the machine so information is transmitted electronically to the bank for authorization.



Since the Government, not the individual, pays for IMPAC Card purchases, additional safeguards have been added to the IMPAC Card. When authorization is sought for a purchase by the merchant, the computer at the bank checks the cardholder's single purchase and 30-day limits, the cardholder's office limit, and the merchant's identification code before authorizing the purchase. If limits are exceeded or the merchant's identification code is not approved, the purchase will be denied. For more information see Appendix C.

MERCHANT CATEGORY CODES

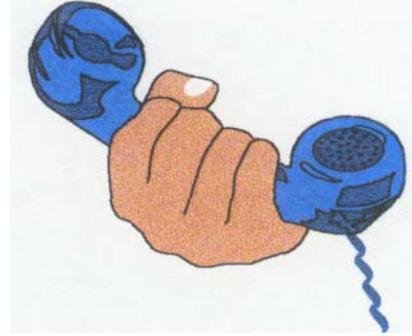
Purchases from certain vendors such as Banks (for cash advances), Airlines, and Travel Agencies are not authorized. If a purchase is made from one of the unauthorized merchants, the purchase will be denied. Sometimes a legitimate purchase may be denied if a restricted merchant category code was assigned to the merchant. This can be corrected by calling your APC.

VIII. POINTS OF CONTACT (POC)

AGENCY PROGRAM MANAGER (APM)

LOCATION: Contract Management Business Unit
1300 E Avenue
Fort Lee, VA 23801-1800

TELEPHONE: Commercial (804) 734-8404
DSN 687-8404
FAX 687-8209



AGENCY PROGRAM COORDINATOR (APC), BILLING AGENT AND DISPUTES CONTACT

LOCATION: Contract Management Business Unit
1300 E Avenue
Fort Lee, VA 23801-1800

TELEPHONE: Commercial (804) 734-8830
DSN 687-8830
FAX 687-8209

FINANCIAL MANAGEMENT BUSINESS UNIT (FMBU)

LOCATION: Financial Services Division, FMBU
1300 E Avenue
Fort Lee, VA 23801-1800

TELEPHONE: Commercial (804) 734-8318
DSN 687-8318
FAX 687-8787

HQ RMB

LOCATION: 1300 E Avenue
Fort Lee, VA 23801-1800

TELEPHONE: (804) 734-8700
DSN 687-8700

REGION RESOURCE MANAGEMENT OFFICES (RDR)

Eastern Region

DeCA East Coast Region
5151 Bonney Road, Suite 201
Virginia Beach, VA 23462-4314

TELEPHONE: (757) 363-3570/3582/3530
DSN 864-3570/3582/3530

FAX: (757) 363-3577
DSN: 864-3577

Midwest Region

DeCA Midwest Region
ATTN: MW RDR
300 AFCOMS Way
Kelly AFB, TX 78214-5000

TELEPHONE: (210) 925-4831/4833
DSN 945-4831/4833

FAX: (210) 925-2620/2629
DSN: 945-2620/2629

Western/Pacific Region

DeCA Western/Pacific Region
3401 Beech Street
Building 949
McClellan AFB, CA 95652

TELEPHONE: (916) 569-4817
DSN 469-4817

FAX: (916) 569-4860
DSN 569-4860

Payments

Defense Finance and Accounting Service
DFAS - CO - LCOF (ATTN: IMPAC Payment)
PO Box 369016
Columbus, OH 43236-9016

TELEPHONE: (614) 693-1118
FAX: (614) 693-1336

IX. BUDGETING/FUND DISTRIBUTION

DeCAR/RM

- ✓ Budgets and distributes/targets funds to all DeCA offices and activities.
- ✓ Issues a worldwide budget call.
- ✓ Issues a FAD to the FMBU for Surcharge, HQ DWWCF and FOA DWWCF. Allocates purchase card Surcharge funds for HQ offices, FOA offices and each region. Issues FAD for DWWCF to each region.
- ✓ Provides corporate overview of monetary execution and reprogramming.
- ✓ HQ RM, FOA FMBU, Region Budget Office and Commissaries budget and track off-line.
- ✓ Manages DWWCF appropriations for the Headquarters.
- ✓ Establish/budget one DWWCF fund code for the region for use with purchase card program.
- ✓ DeCA/RMB will assign the annual purchase card DWWCF accounting classification for Headquarters and regions and provide it to the APC by 1 October of each year.



FISCAL SERVICES DIVISION, FMBU, RESPONSIBILITIES (with region input/control)

Commits, obligates and expenses Surcharge funds for all DeCA offices/commissaries and DWWCF funds for the Headquarters and Field Operating Activities. This office also obligates and expenses purchase card purchases made by the CBU. Cardholder approving officials located in the Headquarters and Field Operating Activities (other than the CBU) will coordinate any change in their billing cycle office limit with this office prior to notifying the APC.

- ✓ Loads funds into 2 accounts for the purchase card program showing specified amount:
 - K 1 Surcharge for all agency cardholders
 - K 1 DWWCF for HQ cardholders
- ✓ Establishes MODs for each account with annual targets in DBMS.
- ✓ Commits/obligates/expenses using consolidated purchase card DWWCF fund cite for Headquarters and the Field Operating Activities. Manage DWWCF funds for the Field Operating Activities using only one DWWCF fund code under the purchase card program.

FMBU
RESPONSIBILITIES
(with region
input/control)
(Continued)

- ✓ Commits/obligates/expenses using consolidated purchase card Surcharge fund cite for all DeCA activities.
- ✓ Administers the centralized Surcharge Fund for the purchase card program assigning only one Surcharge accounting classification for DeCA.
- ✓ Commit Surcharge funds annually.
- ✓ Commit/obligate/expense Surcharge funds using region organization code for regions when a purchase request is sent to the CBU. A printout of purchase card purchases made by the CBU will be provided to the FMBU for obligating and expensing against fund cites on the purchase request.
- ✓ Adjusts MODs as required.

REGION RESOURCE
MANAGEMENT
OFFICES (RDR)

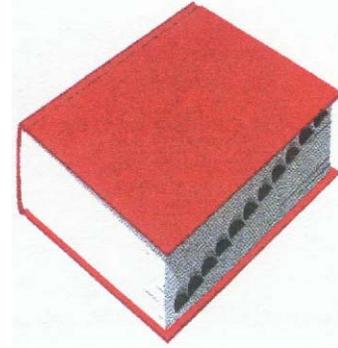
The office that budgets, commits, obligates and expenses DWWCF funds and targets commissary Surcharge funds for the region. Cardholder approving officials will coordinate any change in their billing cycle office limit with the appropriate office prior to notifying the APC.

- ✓ Load purchase card DWWCF funds into one account. Distribute funds to Region Offices.
- ✓ Commit/obligate/expense purchase card DWWCF funds for region and commissaries.
- ✓ Commit/obligate/expense purchases made for the region by the Region AEA using other than Purchase Card DWWCF/Surcharge. The Region AEA will provide a Purchase Card Call document to the Region RDR for obligating and expensing when the purchase card is used to make the purchase.
- ✓ Commit/obligate/expense purchases made for the region by the CBU using the DWWCF fund cite on purchases request. The CBU will provide the Purchase Card Call document to the Region RDR for obligating and expensing when the purchase card is used to make the purchase.
- ✓ Allocate purchase card Surcharge targets to each office, annual and monthly, and provide to FOA LO.
- ✓ Set up off-line annual/monthly Surcharge targets by commissary based on office limits.
- ✓ Receive monthly printout of cardholder transactions (DWWCF and Surcharge) from CBU.
- ✓ Allocate DWWCF targets to each office, annual and monthly.
- ✓ Analyze monthly DBMS reports for DWWCF expenses.

Chapter 2

APPROVING OFFICIAL INSTRUCTIONS

The Approving Official is the individual with sufficient technical knowledge of job responsibilities for assigned cardholders and their organization to determine if items are authorized, when items should be consolidated to realize economies of scale, and if a stock of these items should be maintained to create an even rate of ordering and availability. The approving official must establish internal controls for use of the card, AO is prohibited from being a cardholder while serving in this capacity.



- RESPONSIBILITIES**
- ✓ Nominates prospective cardholders using DeCA Form 10-18, Purchase Card Account Set-Up Form at Appendix A.
 - ✓ Updates cardholder account information by using DeCA Form 10-19, Approving Official or Cardholder IMPAC Purchase Card Account Update Form at Appendix A.
 - ✓ Submits forms to the APC. Ensures individual nominated has not been issued a card by an activity outside DeCA (e.g., local installation).
 - ✓ Designates on the cardholder account set-up request the type of funds under which that cardholder is authorized to purchase (DWWCF or Surcharge) and the 30-day limit for each cardholder.
 - ✓ Ensures all transactions are for necessary government purchases.
 - ✓ Works in coordination with the Fiscal Services Division (FMBU) and/or Region RDR staff to establish billing cycle monthly limits as well as billing cycle office limits.
 - ✓ Reviews, certifies and signs monthly statements for their cardholders. Reconciliation will be accomplished using instructions in Chapter 4 herein.
 - ✓ Monitors purchases to identify items subject to consolidation where requirements could be forecast in advance to ensure availability.

RESPONSIBILITIES
(Continued)

- ✓ Coordinates with the APC concerning any unauthorized purchase actions. Ensures appropriate corrective action is taken in accordance with DeCAD 10-1. (See Chapter 3)
- ✓ Resolves any questionable purchases. (NOTE: If for any reason you question the purchase, you must discuss this with the cardholder. If the cardholder cannot satisfy you that the purchase was necessary and for official use, then the cardholder must provide you with a credit voucher showing the item has been returned for credit.)
- ✓ Immediately notifies the APC if misuse is suspected or known. The APC will provide assistance in determining the severity of the situation and provide guidance on proper course of action. (NOTE: You shall resolve any question of misuse or improper use of the IMPAC Card at the lowest level, and determine the appropriate penalty, if any, to impose in such case. Intentional misuse of the IMPAC Card for other than official Government business will be considered an attempt to commit fraud against the Government and will result in the immediate cancellation of the card and may result in disciplinary action against the cardholder. The cardholder may be personally liable to the Government for the amount of any unauthorized purchases.)
- ✓ Ensures no undue pressure is placed on the cardholder to purchase an item that they knowingly realize is unauthorized.
- ✓ Ensures questioned items/disputes are handled by cardholder using procedures in Chapter 3.
- ✓ Ensures establishment of procedures which allow for continuance of the program if the approving official or cardholder is unavailable during critical periods such as statement review, etc. May appoint someone (other than the cardholder) as an alternate approving official during absences.
- ✓ If you are planning to leave your position, prior to your departure, complete DeCA Form 10-19 (Page A-7) to notify the APC of the name of the new approving official for your cardholders.
- ✓ When a cardholder is permanently departing or is canceled for any reason, the cardholder shall surrender the card to you at least 7 days prior to departure or cancellation. DeCA Form 10-19 will be completed and faxed to the APC. Cardholder records should remain with you after the cardholder departs.

RESPONSIBILITIES
(Continued)

- ✓ When a cardholder departs or is on leave, TDY, etc., you are responsible for ensuring the cardholder Statement is completed. The cardholder should leave their records with you so you can review the purchases and ensure correctness. Statements must be processed even though you or the cardholder are absent. If the cardholder is absent, you will so annotate on the back of the statement. signature area. The cardholder must then sign the file copy upon return. If you are absent, it is your responsibility to assign an alternate to review and certify the statement. You will review the file copy of the statement upon your return.
- ✓ If a card is lost, the cardholder is responsible for contacting their APC and IMPAC Card Services immediately (see Chapter 3). Cardholder must also notify the approving official as soon as recognized that card is lost. You will insure the cardholder follows procedures in Chapter 3. If the card is stolen, you must ensure the cardholder notifies the installation military police. IMPAC Card Services will issue a new card to the cardholder within ten business days of notification.
- ✓ Prior to renewal date of the card, annually reviews cardholders' continued need for the purchase card and takes appropriate action to renew or cancel, if applicable.
- ✓ Ensures proper disposition of cards for cardholders.
- ✓ Ensures supporting documentation on charges for each cardholder is retained 3 year after final payment.

Chapter 3 **CARDHOLDER INSTRUCTIONS**

I. PURPOSE

To provide cardholders with instructions and guidance for use of the IMPAC Card for purchase of equipment supplies and services. The IMPAC Card functions just like a typical charge card with certain limitations on transactions. When you present the card, the supplier requests authorization through the VISA network. If your purchase is within your card's limits, you will receive the goods. In turn you should obtain a detailed receipt of the items purchased and any applicable shipping/freight charges. ***Remember you are committing agency funds each time you use the IMPAC Card. This is a responsibility that cannot be taken lightly!***



II. DELEGATION OF AUTHORITY

A delegation of authority memorandum is prepared for each cardholder. It defines your authority, responsibilities and single purchase dollar limit. It may be revoked at any time at the discretion of the appointing authority. The delegation is provided directly to you, the cardholder, in two copies. You must sign the duplicate copy and return it to the APC.

III. PURCHASE CARD TRAINING

See Chapter 1.

IV. DOLLAR LIMITS ASSOCIATED WITH THE CARD

Your single purchase limit and monthly purchase limits will be provided in your appointment package. Be sure you are aware of these limits and track your purchases to stay within your purchase limits. Charges not shown on your monthly statement will be carried over into the next month and charged against your monthly limit. If you believe your purchase limits are inadequate, request to have them raised. All requests for change to monthly purchase limits must be through your approving official. For commissaries, all requests for change to monthly office limits must be coordinated through the Region RDR. Also see Chapter 1.

V. PURCHASING LIMITATIONS

The IMPAC Card shall be used for US Government purchases only. Each cardholder is provided this handbook to assist with their purchases. If, after reviewing Appendices D and E, you still question whether the purchase is authorized, contact your APC for clarification.

VI. ETHICAL CONDUCT

Government business shall be conducted in a manner above reproach and, except as authorized by statute or regulation, with complete impartiality and with no preferential treatment. Transactions relating to the expenditure of public funds require the highest degree of public trust and an impeccable standard of conduct. The general rule is to avoid any conflict of interest or even the appearance of a conflict of interest in Government-contractor relationships. While many Federal laws and regulations place restrictions on the actions of Government personnel, their official conduct must, in addition, be such that they would have no reluctance to make a full public disclosure of their actions.

As a rule, no Government employee may solicit or accept, directly or indirectly, any gratuity, gift, favor, entertainment, loan, or anything of monetary value from anyone who (a) has or is seeking to obtain Government business with the employee's agency, (b) conducts activities that are regulated by the employee's agency, or (c) has interests that may be substantially affected by the performance or nonperformance of the employee's official duties.

Supervisors are responsible for ensuring DeCA cardholders read Executive Order 11222 of May 8, 1965, and 5 CFR 735 to prescribe "Standards of Conduct."

VII. LIABILITY OF CARDHOLDER AND AGENCY

DeCA LIABILITY

DeCA ***IS NOT*** liable for any unauthorized use of the IMPAC Card. "Unauthorized Use" means the use of the card by a person other than the cardholder, one who does not have authority for such use or items, and a purchase from which the cardholder receives no benefit.

DeCA ***IS*** liable for use of the purchase card by authorized cardholders to make payment for official government purchases.

**INTENTIONAL
MISUSE:**

Intentional misuse of the IMPAC card for other than official government business is considered an attempt to commit fraud against the U.S. government and may result in immediate cancellation of a card and appropriate disciplinary action against the cardholder. You, the cardholder, are personally liable to the U.S. government for the amount of any unauthorized purchases.

VIII. MANDATORY SOURCES

**MANDATORY
SOURCES OF
SUPPLIES AND
SERVICES**

Cardholders must screen selected sources of supplies before acquiring the items from commercial vendors to determine if the items are locally stocked, obtainable from a required source (statute), or available from a wholesale supply source.

DeCA offices/commissaries shall satisfy their requirements for supplies and services from or through the sources and publications listed below in descending order of priority:

a. ***Local Inventories*** - Local inventories are established by the DOD activity or installation to satisfy local demands, such as office supplies maintained in a self-service supply center. Local inventories also can consist of stocked or excess items maintained by the local supply community. Cardholders must first check for availability of needed items through local inventories.

b. ***Federal Prison Industries (FPI)*** - Cardholders are required by law to obtain items manufactured or produced by the FPI prior to acquiring those items from commercial sources. Typically, the FPI manufactures furniture and other related items. The FPI has a Quick Ship catalog for Federal agencies. It accepts the purchase card for all Quick Ship catalog purchases and guarantees that the products will be shipped within 30 days of order.

c. ***Items Produced by National Industries for the Blind and National Industries for the Severely Disabled (NIB/NISH)*** - Federal agencies are required to buy products and services furnished by nonprofit agencies employing the blind and disabled. Items are available to government activities only through GSA, DLA, or specific contractors authorized to order from GSA. Items include office

MANDATORY
SOURCES OF
SUPPLIES AND
SERVICES
(Continued)

supplies, textiles, and industrial products such as paints and cleaners. Cardholders must check the Customer Supply Center (CSC) Catalog for items produced by these individuals prior to purchasing from commercial sources.

d. **Government Printing Office (GPO)** - Title 44, United States Code, section 501, requires all printing or duplicating services be procured by or through the GPO. The code states "All printing, binding and blank-book work for ... every executive department ... shall be done at the Government Printing Office, except:

(1) Classes of work the Joint Committee on Printing (JCP) considers to be urgent or necessary to have done elsewhere; and

(2) Printing in field printing plans operated by an executive department, independent office or establishment, and the procurement of printing by an executive department, independent office, or establishment from allotments for contract field printing, if approved by the Joint Committee on Printing."

e. **DOD Wholesale Supply System** (GSA Customer Supply Center Catalog) - Cardholders are responsible for checking the supply system for availability prior to purchasing commercially. If obtaining the item through the supply system does not offer the best value in terms of time, cost, or quality to the activity, local purchase authority is granted.

HOW TO USE
THE GSA CSC
CATALOG FOR
LOCATING
MANDATORY
SOURCES
(Also Refer To
Appendix F)

Check your GSA CSC Catalog. If the item you need is shown there as a NISH/NIB item, you MUST order that particular item from GSA (See Appendix F for locations/telephone numbers). If not a NISH/NIB item, then you MUST (1) order from GSA CSC or (2) order from a contractor who has a GSA Federal Supply Schedule (FSS) unless one of the following applies:

- K Urgent requirements (emergencies)
- K Small requirements (when the minimum order quantity on a FSS requires you to order more than you need)
- K Geographic coverage (when GSA or contractor does not deliver to your location)

**HOW TO USE
THE GSA CSC
CATALOG FOR
LOCATING
MANDATORY
SOURCES**
(Continued)
(Also Refer To
Appendix F)

- K Lower prices for identical items (when you can purchase item for less than you can from GSA CSC or GSA FSS source). This does not mean that you can go downtown and purchase the item because it's cheaper than going to NISH/NIB. NISH/NIB takes precedence because it is a mandatory source.
- K Absence of follow-on award (if the renewal FSS contract has not yet been awarded).

See Appendix F For Further Instructions

IX. PURCHASE PROCEDURES

When making purchases using the I.M.P.A.C., **ALL APPLICABLE ACQUISITION REGULATIONS APPLY**. The FAR, DFARS and DeCAARS Part 13 govern purchases made with the IMPAC Purchase Card. The following guidance is set forth to assist you but is not considered inclusive. You are still required to ensure compliance with all regulatory guidance, including logistics, procurement and resource management.

FOR CONTRACTING OFFICES ONLY - Follow procedures in DeCA Handbook 10-9.

USAGE

Oral procedures may be used to acquire supplies or services that can be described in sufficient detail so that the parties to the agreement have a clear understanding of what is being acquired; and a purchase order or contract is not required by either the supplier or the Government.

PURCHASE AUTHORIZATION

Only individual named on the card and in the delegation of authority memorandum is authorized to use the card. Redelegation of this authority is strictly prohibited

**REQUEST FOR
PURCHASE AND
FUNDS**

The cardholder shall exercise care and caution in purchasing items to ensure a legitimate need exists. DeCA offices must ensure that internal controls are in place to ensure a legitimate need exists and that funds are available to purchase. Funding approval must be obtained from the budget manager, if applicable, in the office where the cardholder is located. DeCAF 10-16, Purchase Card Approval Request (Appendix A, page A-3), may be used to obtain internal approval and external approval to purchase emergency equipment and ADP. This form is available in INFORMS and may be e-mailed to the approving authority. Use of the card does not eliminate the normal requisitioning procedures (e.g., identification of the requirement, approval and documentation).

REQUIREMENT

You must have a valid need for the item and authorized funding before using the IMPAC Card. Cardholders must verify with the office budget manager, if applicable, that funds are available for the purchase.

**WHAT YOU MUST
CONSIDER
BEFORE USING
THE IMPAC
CARD**

Prior to each transaction, you must review and consider the following:

1. Locate several merchants for the materials and rotate purchases among them. Do not repeatedly use the same merchant.
2. Do not purchase items from merchants who are friends and/or relatives. Further, cardholders shall not purchase from merchants in which they hold financial interests in accordance with Procurement Integrity statutes.
3. Attempt to obtain DeCA standard supplies, if a standard has been established.

PROCEDURES
FOR MAKING
ORAL
PURCHASES

Step 1. Identify yourself to the merchant.

Step 2. Get merchant/vendor information (name, address, POC, telephone & extension, fax number). Note date of contact/conversation.

Step 3. Obtain price quote(s) and determine if item is immediately available (pricing and availability). Supplies/equipment purchased over the counter or by telephone must be immediately available. Immediately available is defined as available for shipment the same day or next day. Purchases under \$2,500 can be made without competition. However, the cardholder must determine that the merchant price is fair and reasonable prior to completing a transaction. If the cardholder has reason to believe that the price is not fair and reasonable, the cardholder is required to seek further competitive quotes, as the case warrants, to enable completion of the transaction at a fair and reasonable price. It is recognized that in extreme emergencies, further pursuit of competition may be impracticable.

Step 4. Is price quoted an open market price or a price from a GSA Federal-Supply Schedule (FSS)?

Step 5. Ask if there is a **discount** to the Government or quantity discount?

Step 6. Explain to vendor that **partial shipments are not allowed**. All items should be delivered in a single delivery and received during the same billing cycle as ordered, if possible. (Billing cycle for IMPAC Card Services runs from the 6th of one month to the 5th of the next; e.g., August 6, 1997 -September 5, 1997). **BACK-ORDERING IS NOT RECOMMENDED (you may want to go to another supplier instead of back-ordering)**.

Step 7. Ensure that the **fee** paid to the purchase card contractor by the merchant is **not added** as a separate element of cost to the price of the items or services purchased by the cardholder. This fee should already be in the merchant's price as a cost of doing business.

Step 8. Confirm that the vendor agrees to **charge the purchase card when shipment** is made so receipt of the supplies may be certified on the monthly statement.

PROCEDURES
FOR MAKING
ORAL
PURCHASES
(Continued)

Step 9. Notify vendor that purchase is "**tax-exempt.**" Ensure that the price paid does not include state or local sales tax. (If the vendor refuses to accept the tax exempt status, provide the vendor a copy of the tax exempt letter at Appendix A, page A-11. If that is not sufficient, contact your APC to obtain a letter from the state.)

Step 10. Notify-vendor that the **purchase is FOB Destination (Freight-on-board)** and not to charge shipping and handling. If the vendor disagrees, ask them to include shipping and handling in the total price of the item and not as a separate cost. If the total (including shipping and handling) affects price reasonableness, then cancel the order and go to a vendor with a lower cost.

Step 11. Terminate call and determine price reasonableness.
Determining fair and reasonable prices can be accomplished by either (a) Comparing current prices with catalog prices or historical information, (b) Comparing current prices with customer estimated price (government estimate), or (c) Competing among vendors. Upon determination of source of supply, document purchase action file, obtain approving official's approval, and follow up with the appropriate vendor.

Step 12. Merchant Authorization: Call the appropriate vendor and give them your IMPAC Card number. All transactions above the merchant's floor limit (\$50.00 for standard retail operations, higher for others), must go through the authorization process at the time of the sale, whether the order is made over-the-counter or by telephone.

At the point of the sale, the authorization process will alert the merchant if any of the following conditions are encountered, causing the merchant to disallow the sale:

- K When you have exceeded either the Single Purchase Limit.
- K When you are denied purchase from the merchant because of their assigned merchant code.
- K When all office cardholders combined have exceeded Billing Cycle Office Limit.

PROCEDURES
FOR MAKING
ORAL
PURCHASES
(Continued)

Step 13. If you are purchasing **accountable property**, follow instructions in Appendix C, III.

Step 14. Shipping information. Instruct the vendor to include the following information on the shipping document or packing slip:

- Cardholder name and office symbol (Safeguard card number - No purchase card number on package exterior; only on purchase card charge slip).
- Building number, room number, street address, city and state.
- Cardholder telephone number
- The term "Purchase Card" for expediting processing.
- The Document Number (Series 2000) for accountable equipment/property.

Step 15. Use DeCAF 10-9 to document/record purchase (Appendix A, page A-1).

Step 16. Obtain confirmation of order when possible (fax copy of order adequate). Verify items, quantity, unit of issue, price, method of shipment, tax exemption, etc.

X. DENIED PURCHASE

If your purchase is denied, call your APC. It could be a blocked code, a charge exceeding a single transaction limit or 30 day credit limit. Your APC will contact IMPAC Card Services to determine the reason and will attempt to correct the problem so the charge will go through.

XI. RECEIVING REPORTS

DO NOT FORWARD THE DD 250 OR SF 1449 TO DFAS WHEN THE IMPAC CARD IS USED. DFAS should never get a copy of receiving reports for IMPAC card purchases.

For purchases less than \$2,500 made by cardholders located at HQ, FOAs, Regions, and Commissaries (not CBU or Region AEA), no receiving report is required. The packing slip should be filed with other purchase documentation.

For purchases up to \$25,000 made by cardholders/buyers located within the CBU (when the purchase is for HQ, FOAs, Regions, and Commissaries), the office receiving the item must

complete a DD 250 (receiving report) or use the SF 1449 to document receipt. Forward the DD 250 or SF 1449 to the cardholder/buyer in the CBU. The cardholder/buyer is responsible for providing receiving reports to the FMBU.

When the Region AEA cardholder/buyer purchases for other offices in the Region, the office receiving the item must complete a DD 250 (receiving report) or use the SF 1449 to document receipt. Forward the DD 250 or SF 1449 to the cardholder/buyer in the Region AEA. The cardholder/buyer is responsible for providing receiving reports to the Region RDR.

XII. FILE RETENTION

<i>Document Type</i>	<i>Retention Period</i>
Cardholder/Approving Official. Original documents received by the cardholder from merchants to support purchase transactions	3 years
Cardholder/Approving Official: Original documents generated at the cardholder level to support payment certification (e.g., bank statements, manual and/or electronic logs of purchase).	3 years
<i>Document Type</i>	<i>Retention Period</i>
Agency Program Coordinator: Documents generated at the billing office level supporting a certified invoice for payment (e.g., certified US Bank invoices; pre-certified statements or electronic files received from cardholders supporting respective invoices; and all Notices of Invoice Adjustment that changed the amount of the invoice).	6 years + 3 months

Approving officials should maintain original documentation for 12 months. Cardholders should also retain copies of these documents plus supporting documentation for the same period. After 12 months, send original records to the records holding or staging area until they are eligible for destruction. Retention of copies of the original documents is at the discretion of the cardholder.

XIII. LOST RECEIPT

A detailed receipt is important because it serves as proof of purchase. If a receipt is misplaced, try to get a copy from your supplier. If impossible, note the misplacement on your Monthly Cardholder Statement and DeCAF 10-9.

XIV. HANDLING OF UNAUTHORIZED PURCHASES OR CARELESS USE OF THE I.M.P.A.C. CARD

ANY CARDHOLDER WHO MAKES UNAUTHORIZED PURCHASES OR CARELESSLY USES THEIR CARD MAY BE LIABLE TO DECA for the total dollar amount of unauthorized purchases made in connection with the misuse or negligence. You may also be subjected to disciplinary or administrative action by your approving official for unauthorized or careless use of the card. Violations of procedures or improper use could result in the following actions:

- | | |
|---|---|
| <u>FIRST
OFFENSE</u> | Cardholder retraining
Warning letter from Appointing Official |
| <u>SECOND
OFFENSE</u> | Card suspended for 30 days
Formal letter of suspension of card privileges from appointing official. |
| <u>THIRD
OFFENSE</u> | Cardholder relinquishes card to AO
AO notifies APC in 3 working days and destroys card
Formal letter of cancellation from appointing official
APC cancels card. Canceled cardholder may no longer be a cardholder in DeCA's IMPAC Card Program |
| <u>APPOINTING
OFFICIAL
AUTHORITY</u> | The appointing official for the IMPAC Card Program has the authority to cancel cardholders at any time for card abuse without regard to the above procedures. |

XV. LOST, STOLEN, OR COMPROMISED CARDS

NOTIFY YOUR APC AND IMPAC CARD SERVICES

The IMPAC Card should be secured just as you would secure your personal credit cards.

IMMEDIATELY NOTIFY IMPAC CARD SERVICES (WITHIN 1 WORKDAY), if your card is lost, stolen or compromised in a fraudulent manner. Also notify your APC.

TO NOTIFY IMPAC CARD SERVICES, CALL:

K WITHIN US TOLL FREE: 1-888-994-6722 (24 hours per day)
K OUTSIDE THE U.S.: (701) 461-2020 Collect

TO NOTIFY YOUR APC, CALL: Provide the same information as above.

**MONDAY THRU FRIDAY: 1-804-734-8830
(7:30 AM - 5:00 PM EST)**

PROVIDE THE FOLLOWING INFORMATION:

Card number
Name (as shown on the card)
Date and location of the loss
If stolen, date reported to police/military police
Give the APC the date and time IMPAC Card Services was notified
Identify any purchase(s) made on the day card was
lost/stolen
Any other pertinent information

Upon receipt of your call, further use of the card will be blocked. Prompt action in these circumstances can reduce fraudulent charges.

IMPAC Card Services replaces lost/stolen cards within 24 hours (48 hours for international card replacement) after reported to IMPAC Card Services. IMPAC Card Services will send your new card directly to you.

CAUTION

If you discover that another individual is using your card number (compromised), then follow the above procedures. IMPAC Card Services will cancel your existing card and issue you a new card within 24 hours.

**IF CARD IS
FOUND**

If card is found after being reported lost or stolen, give it to your approving official immediately. Your approving official will destroy the card and notify the APC by phone of his action. (NOTE: Do not attempt to use a card number that has been reported lost or stolen. IMPAC Card Services system will flag any purchases attempted and could lead to your embarrassment if the police are called by the merchant.) The Government is not liable for any unauthorized use of the I.M.P.A.C.

XVI. CARD SECURITY

When you receive your card, sign the back of the card and always keep it in a secure place. Your card and account number must be safeguarded at all times. Although the card is issued in your name, it is the property of the US Government and is only to be used for official purchases as defined in this document. A violation of this trust will result in the your card privileges being canceled and possible disciplinary action. Recommend your purchase card be kept in a safe or other securable container.

Do not give your card number to anyone unless you are purchasing an item. If a vendor calls and requests your card number (for any reason), DO NOT give it to them. DO NOT give your card number to a vendor to pay for services performed under a contract issued by another agency.

When in doubt, call your APC.

XVII. CONTACT WITH IMPAC CARD SERVICES

IMPAC Card Services should be contacted to (a) report a LOST OR STOLEN card; or (b) for non-receipt of statement. All other questions should be directed to your APC.

XVIII. SEPARATION OF CARDHOLDER

AT LEAST SEVEN (7) DAYS PRIOR TO SEPARATION, you must cut the card in half and surrender it to your approving official. Your approving official must notify the APC by e-mail or fax to cancel the card number.

XIX. TRANSFER OF CARDHOLDER

TO ANOTHER DECA OFFICE

When you **TRANSFER FROM ONE DECA OFFICE TO ANOTHER
DECA OFFICE:**

a. The losing AO must submit a DeCAF 10-19, Approving Official or Cardholder IMPAC Purchase Card Account Update (page A-7), to the APC by fax or mail to cancel you as a cardholder for their office.

b. If you will be a cardholder in the gaining office, the gaining AO must submit a new set-up form (DeCAF 10-18, page A-5) to the APC by fax or mail. A new card account will be requested showing your new DODAAC and new account number).

TO A NON- DECA OFFICE

When you **TRANSFER FROM DECA TO A NON-DECA OFFICE,** your card must be canceled. The AO must request cancellation of your card by submitting DeCAF 10-19 (page A-7) to the APC by fax or mail.

Chapter 4
RECONCILIATION AND PAYMENT
PROCEDURES



I. CONTRACTOR REPORTS

CARDHOLDER

Within 5 working days after the end of the 30-day billing cycle (5th of each month), IMPAC Card Services mails you a statement showing all purchases, credits and other transaction data that hit your account in the 30-day billing cycle. (See Appendix B, page B-1) The cardholder certifies and signs their monthly statement and passes it to their approving official within 5 days of receipt.

APC

IMPAC Card Services provides an official hard copy invoice to the APC within 5 days after the end of the 30-day billing cycle (5th of each month). Cardholder data files are provided electronically and can be used to generate other management reports.

II. RECONCILIATION

Cardholders should receive their statement from IMPAC Card Service by the 12th of each month. If it is not received by the 15th of the month, you should contact IMPAC Customer Service at 1-888-994-6722 to request a fax copy.

TO
RECONCILE

- ✓ Review the statement for accuracy.
- ✓ Attach copies of the sales receipts to the statement. (If an item was purchased and later returned, the receipt copy of the credit voucher should also be attached).
- ✓ Purchases made through phone or mail order may be verified through a copy of your DeCAF 10-9 attached to the statement. (See Appendix A)
- ✓ Within 5 days after receipt, sign and date the certification statement on the back of the statement and forward it with receipts and DeCAF 10-9 to your approving official.

TO
RECONCILE
(Continued)

- ✓ If you cannot review the statement at the time received, your approving official is responsible for reviewing and certifying your statement. Your approving official will meet with you upon your return to go over your statement.
- ✓ Carry over purchases not shown on the Monthly Statement to the DeCAF 10-9 for the following month. Deduct both the carry over items and the current month's charges from the Monthly Limit for the current month.
- ✓ CBU cardholders ONLY. Within 3 days of receipt of the statement, provide statement and copies of BPA Call Sheets for items on your monthly statement to your APC with accounting codes and document numbers annotated.
- ✓ Region contracting cardholders ONLY. Within 3 days of receipt of the statement, provide the statement and copies of BPA Call Sheets (if, any) to your APC with accounting codes and document number annotated.

HANDLING OF
DISPUTES

The following procedures should be followed if a discrepancy is found on your statement:

✓ ***First Billing Cycle:***

- K Contact the merchant to obtain a credit for the discrepancy amount. Do not adjust your statement to correct/delete the item..
- K Carry the item forward on the DeCAF 10-9 (see page A-1) for the next billing cycle.
- K Suspend the statement, receipts and DeCAF 10-9 until the discrepancy is resolved. ***DO NOT Forward a Cardholder Statement of Questioned Items (CSQI) (Page A-9) to IMPAC Card Services at this time.***
- K Ensure your statement for the next billing cycle reflects correction.
NOTE: The only time you may send a CSQI to IMPAC Card Services on the first billing cycle is if a merchant you don't recognize charges your account and you don't have a telephone number to contact them for a credit.
- K If you don't recognize the charge and it appears to be fraudulent, contact your APC to have the account closed and a new account will be opened.

**HANDLING OF
DISPUTES
(Continued)**

✓ **Second Billing Cycle:** Now 30 days have passed. A credit should appear on the statement for this billing cycle. If the discrepancy has not been resolved between you and the merchant by this billing cycle and a credit is not provided on your statement, you should do the following:

K Fax a copy of the Cardholder Statement of Questioned Items (CSQI) (page A-9) to IMPAC Card Services and to your APC.

K Mail the original CSQI to IMPAC Card Services at the following address: I.M.P.A.C. Customer Service, P.O. Box 6346, Fargo, ND 48125-6346.

K Once they receive the CSQI, IMPAC Card Services will credit the transaction on your account until the dispute is resolved.

K **Sales tax and shipping/handling charges cannot be disputed.**
Collect for sales tax through a credit from the vendor, if possible.

**HOW TO FILL
OUT THE
CARDHOLDER
STATEMENT
OF
QUESTIONED
ITEMS (CSQI)**

✓ The information line on the CSQI should be identical to the data on the cardholder statement.

✓ Following is a checklist of when to submit the CSQI and what information to provide:

1. **Authorized Mail/Phone Order.** The cardholder did not authorize the transaction.
2. **Duplicate Processing.** A single transaction is billed more than once on the cardholder statement. Show the date(s) the transaction appeared on your statement.
3. **Merchandise/Service Not Received.** Your account has been charged, but you have not received the merchandise or service. Include the date you contacted the merchant to resolve.
4. **Merchandise Returned.** Return the merchandise using a verifiable return receipt. Include a copy of the postal or UPS receipt with the CSQI.
5. **Credit Not-Received.** This block should be checked when a credit voucher was received, but the credit does not appear on your statement. Supply a copy of the credit voucher or credit memorandum with the CSQI.

**HOW TO FILL
OUT THE
CARDHOLDER
STATEMENT
OF
QUESTIONED
ITEMS (CSOI)
(Continued)**

6. **Alteration of Amount.** Show the difference in dollar amount of the alteration. TAX OR SHIPPING CANNOT BE DISPUTED.
7. **Inadequate Description/Unrecognized Charge.** Request IMPAC Card Services provide you a copy of the sales draft for your review. If the sale is still unrecognized, you must complete a new CSOI and return it to IMPAC Card Services within 20 days of the date on the letter providing the sales draft.
8. **Copy Request.** Check this block when you need a copy of the Sales draft.
9. **Service Not Received.** Check this block when you are billed for a transaction, but the merchant is unable to provide the service. If the item was paid by other means, show how the item was paid, provide a copy of the receipt, the credit card statement, or other applicable documentation demonstrating the payment was made by other means.
10. **Not As Described.** Use the block when the item does not conform to what was agreed upon with the merchant. Show what was ordered and what was received. You must describe your attempt to return the merchandise in your complaint.
11. If none of the above reasons apply, describe your situation, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your statement.

**APPROVING
OFFICIAL (AO)
REVIEW**

Within 5 days after receipt of statements from the cardholders, the approving official will:

- ✓ Review all completed cardholder statements.
- ✓ Resolve any outstanding questions.
- ✓ Sign and date the statement.

If the cardholder cannot review the statement at the time received, the approving official is responsible for reviewing and certifying the cardholder's statement. The approving official will meet with the cardholder upon their return to go over the cardholder's statement.

If the statement and receipts match with no discrepancies, nothing further is required. THEN file the statement, receipts, and DeCAF 10-9.

APPROVING
OFFICIAL (AO)
REVIEW
(Continued)

If the statement and receipts do not match, ensure the cardholder tries to resolve the discrepancy with the merchant. If credit is not received on the next statement, ensure the cardholder submits a CSQI to IMPAC Card Services with a fax copy to the APC. Notification will include the cardholder name, account number, description of the item, amount, and the nature of the discrepancy.

AGENCY
PROGRAM
COORDINATOR
(APC)

The APC receives the official invoice by hard copy and a data file by electronic means from IMPAC Card Services. The data file will be sorted by accounting classification for Headquarters/Field Operating Activities DWWCF, Region DWWCF, CBU purchases, and Surcharge purchases. The APC must:

- ★ Retrieve the monthly invoice electronic data from IMPAC Card Services and sort it by DODAAC and type of funds.
- ★ Within 8 calendar days after receipt of monthly invoice, receive from cardholders:
 - ✓ Faxed Cardholder Statements of Questioned Items (CSQI).
 - ✓ Statements from CBU contracting and Region AEA cardholders with fund codes and document numbers annotated.
 - ✓ BPA Call Sheet or EDI order from CBU for all items listed on the statement.
 - ✓ BPA Call Sheets from Region AEA cardholders for all transactions above \$2,500. Actions of \$2,500 or less are also required when BPA Calls are used.
- ★ Reconcile invoice.
- ★ Document all accounting codes for invoiced transactions on a DFAS summary, including those provided by CBU contracting and Region AEA.

AGENCY
PROGRAM
COORDINATOR
(APC)
(Continued)

- ★ Within 15 calendar days after receipt of monthly invoice:
 - ✓ Forward the annotated DFAS summary and invoice to Fiscal Services Division, FMBU.
 - ✓ E-mail breakout of DWWCF dollars expended by region cardholders to the applicable Region Budget Office as well as those done by certified purchase request by region contracting cardholders.
 - ✓ Forward the DFAS summary to DFAS-Columbus for payment

- ★ Randomly check cardholder purchases, note discrepancies and contact cardholder for clarification.

FISCAL
SERVICES
DIVISION,
FMBU

The Fiscal Services Division, FMBU, expenses Surcharge and DWWCF accounts as soon as possible after receipt of official invoice.

REGION RDR

Commit, obligates and expenses DWWCF funds for region headquarters cardholders against a pre-established bulk funded accounting classification code designed for the IMPAC Card Program.

IMPORTANT:

The APC will provide (by e-mail) the amount of the monthly invoice that **must** be obligated/expensed (**immediately** upon receipt) against the DWWCF purchase card accounting classification. **Timing is critical.** DFAS will not disburse payment for the overall DeCA invoice until each Region RDR accomplishes this task.

DFAS

Disburses payment to IMPAC Card Services in accordance with the Prompt Payment Act. Payment in full cannot be accomplished until all Cardholder, Approving Official, APC, FMBU, and Region RDR reconciliations are complete.

LOCATION: _____

DeCA PURCHASE CARD REGISTER
(For use of this card, see DeCAD 10-8, OPR 12 AM.)

PAGE ____ OF ____ PAGES

1. CARDHOLDER	2. APPROVING OFFICIAL										3. BILLING CYCLE			4. 30-DAY LIMIT		
	GAIN/ OVER	DATE OF ACTION	COMPANY NAME & PO#	BUS. SITE	*COMP. VISA	TERMS/INVS	ACQUISITION NUMBER	*CALL #	QTY	UNIT PRICE	SUBTOTAL	*SHIPPING & HANDLING	TOTAL PRICE	BALANCE	EST. DUE DATE	RCVD
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																
11																
12																
13																
14																
15																
TOTAL												BALANCE				

* CONTRACTING CARDHOLDER COMPLETE

**INSTRUCTIONS FOR USE OF
DeCA FORM 10-9, DeCA PURCHASE CARD REGISTER**

GENERAL: Complete register to record all purchases made using the DeCA Government-wide Purchase Card during the monthly billing cycle. One register will be maintained for each purchase cardholder. The following instructions apply to each block on the form:

1. **CARDHOLDER:** Enter your name as shown on your IMPAC purchase card.
2. **APPROVING OFFICIAL:** Enter the name of your approving official.
3. **BILLING CYCLE:** Enter the current billing cycle during which the purchases were made.
4. **30-DAY LIMIT:** Enter the 30-Day purchase limit assigned by your approving official.

CARRY-OVER: Place an X in this block if the item was carried over from the previous billing cycle because it was not shown on your last Statement of Account or is a disputed item.

DATE OF ACTION: Enter the date of each purchase.

COMPANY NAME & POC: Enter the name of the vendor and the point of contact at the company from which the purchase is made.

BUSINESS SIZE: Only contracting cardholders are required to enter the size of the business from the following listing as determined from information provided by the vendor:

<u>CODE</u>	<u>SIZE</u>
L	Large
S	Small
S/WO	Small/Women-Owned
SDB	Small Disadvantaged

COMPETITION: Only contracting cardholders are required to enter (Y) or (N) to indicate whether competition was obtained under the purchase.

ITEM/SERVICES: Enter a short description of the item/service being procured.

REQUISITION NUMBER: A formal purchase request is not required if the purchase is \$2,500 or less. Contracting cardholders ONLY are required to enter the purchase request number when purchasing for other DeCA activities/officers.

CALL #: Contracting cardholders ONLY must enter the Purchase Card Call (PPC) Number.

QUANTITY: Enter the number of items being purchased of the same description.

UNIT PRICE: Enter the unit price of the item/service being procured.

SUBTOTAL: No entry is required. The system will calculate.

SHIPPING & HANDLING: Enter any shipping/handling charges associated with the purchase.

TOTAL: No entry is required. The system will calculate.

BALANCE: No entry is required. The system will determine the balance from the 30-day limit shown in Block 4.

EST. DEL DATE: Enter the expected date of delivery to allow for follow-ups due to non-receipt.

RCVD: Place an X in the block when the item is received. If the item is not received in this billing cycle, carry the item over to the next billing cycle on a new DeCAF 10-9.

PURCHASE CARD APPROVAL REQUEST						
<i>(For use of this form, see DeCAD 10-8; OPR is AM.)</i>						
CARDHOLDER NAME	CARDHOLDER LOCATION	PHONE NUMBER	CARDHOLDER 30-DAY LIMIT			
DATE	DESCRIPTION	QTY	ESTIMATED PRICE	ESTIMATED TOTAL	BALANCE	
The above listed item(s) have been reviewed and found to be an authorized Government requirement in accordance with applicable policies and procedures. This certifies that sufficient 'purchase card' funds are available and authorizes a purchase card purchase.				TOTAL	BALANCE	
APPROVED <input type="checkbox"/>			SIGNATURE			DATE
DISAPPROVED <input type="checkbox"/>						
COMMENTS/JUSTIFICATION						

DeCA Form 10-16, Jul 95
 This form was electronically produced by Elite Federal Forms, Inc.

IMPAC PURCHASE CARD SET-UP INFORMATION			
<i>(For use of this form, see DeCAH 10-4; OPR is CBU.)</i>			
NEW APPROVING OFFICIAL			
NAME <i>(First Name, MI, Last Name)</i>			
OFFICE/COMMISSARY			
ADDRESS			
CITY	STATE	ZIP	TELEPHONE NUMBER
SPENDING LIMITS/ACTIVITY CODE			
OFFICE LIMIT _____	<i>(30-Day Limit for all Cardholders)</i>		DODAAC _____
NEW CARDHOLDER			
NAME <i>(First Name, MI, Last Name - to be embossed on card; no titles)</i>			
OFFICE/COMMISSARY			
ADDRESS			
CITY	STATE	ZIP	TELEPHONE NUMBER
30-DAY LIMIT _____	<i>(30-Day Limit for this Cardholders)</i>		FUNDING:
DODAAC _____			<input type="checkbox"/> DWCF <input type="checkbox"/> SURCHARGE
COMMENTS			
APPROVING OFFICIAL			
NAME <i>(First Name, MI, Last Name)</i>			TELEPHONE NUMBER
SIGNATURE			DATE
FAX REQUEST TO: (804) 734-8209			
OR MAIL TO: Defense Commissary Agency ATTN RAA IMPAC Program Coordinator 1300 E Avenue Fort Lee VA 23801-1800			

APPROVING OFFICIAL OR CARDHOLDER IMPAC PURCHASE CARD ACCOUNT UPDATE

(For use of this form, see DeCAH 10-4; OPR is CBU.)

CHECK ONE: CHANGE CANCELLATION

CURRENT APPROVING OFFICIAL _____

FILL IN ONLY THE INFORMATION BELOW THAT IS TO BE CHANGED OR CANCELLED.

APPROVING OFFICIAL (AO) NAME _____
(First name, MI, Last name; no titles.)

PURCHASE CARDHOLDER (PCH) NAME _____
(Name to be embossed on card – First name, MI, Last name; no titles.)

OFFICE/COMMISSARY _____

TELEPHONE NUMBER _____

30 DAY LIMIT _____

ANY OTHER CHANGES NOT LISTED ABOVE/COMMENTS:

INPUT SUBMITTED BY APPROVING OFFICIAL:

AO NAME *(Printed)* _____

FAX REQUEST TO: (804) 734-8209

AO SIGNATURE _____

OR MAIL TO: Defense Commissary Agency
ATTN RAA IMPAC Program Coordinator
1300 E Avenue
Fort Lee VA 23801-1800

DATE _____

TELEPHONE NUMBER _____

I.M.P.A.C.® CARD SERVICES

I.M.P.A.C.® CARDHOLDER STATEMENT OF QUESTIONED ITEM

(Please print or type in black ink.)

CARDHOLDER NAME (please print or type) _____ ACCOUNT NUMBER _____

CARDHOLDER SIGNATURE _____

The transaction in question as shown on Statement of Account:

Transaction Date	Reference Number	Merchant	Amount	Statement Date

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please call us toll-free at 1-888-994-6722. We will be more than happy to advise you on this matter.

1. UNAUTHORIZED MAIL OR PHONE 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.

2. 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.

3. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____.

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. (Please provide a separate statement detailing the merchant contact, and the expected date to receive merchandise.)

My account has been charged for the above listed transaction. I have contacted the merchant on _____ (date) and cancelled the order. I will refuse delivery should the merchandise still be received.

4. 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.

5. 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. (Please provide a copy of this voucher with this correspondence.)

6. ALTERATION OF 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 \$ _____.

7. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE

I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear in my account.

8. COPY REQUEST

I recognize this charge, but need a copy of the sales draft for my records.

9. SERVICE NOT RECEIVED

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 final payment was made by check, cash, or another credit card. (Enclosed is my receipt, canceled check (front & back), copy of credit card statement, or applicable documentation demonstrating that payment was made by another means.)

10. NOT AS DESCRIBED

(Cardholder must specify what goods, services, or other things of value were received.) The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must have attempted to return the merchandise and state so in their complaint.)

11. If none of the above reasons apply - please describe the situation: _____

(Note: Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement.)

MAIL TO: I.M.P.A.C. Card Services, P.O. Box 6347, Fargo, ND 58125-6347
 FAX TO: (701) 461-3466

©1997 FBNA dba I.M.P.A.C. Card Services Revised 6/97



DEFENSE COMMISSARY AGENCY
HEADQUARTERS
1300 E AVENUE
FORT LEE, VIRGINIA 23801-1800

JUN 3 - 1998

TO MERCHANTS ACCEPTING THE I.M.P.A.C. CARD

SUBJECT: Evidence of Exemption, State and Local Taxes

The Defense Commissary Agency, 1300 E Avenue, Fort Lee, VA 23801-1800 hereby establishes evidence of exemption from State or local taxes. According to the Federal Acquisition Regulation, Part 29, Subpart 305, you may present as evidence of exemption, a copy of the contract or relevant portion, or copies of the purchase order, shipping document, credit-card-imprinted sales slip, paid or acknowledged invoices, or similar documents that identify an agency or instrumentality of the United States as the buyer.

By virtue of the authority given by this agency to the cardholder named on the United States of America I.M.P.A.C. Card (issued on behalf of the United States Government), named individual is considered a buyer representing this agency and acting on behalf of the United States Government.

A handwritten signature in cursive script, appearing to read "Vicki Archiletti".

VICKI ARCHILETTI
Manager, Contract Management
Business Unit

— Sample Cardholder Statement —

CARDHOLDER STATEMENT OF ACCOUNT

IMPAC Card Services

ⓑ Cardholder Number
4716-3023-1100-3317

Ⓐ
JAMIE BURTON
GSA
2000 INDEPENDENCE HWY
WASHINGTON, DC 20230-0000

Ⓒ
MESSAGES:

[REDACTED]

Ⓓ
ACCOUNTING CODE:

Ⓐ CUSTOMER SERVICE CALL "TOLL FREE" 1-888-99-IMPAC (1-888-994-6722)	CARDHOLDER NUMBER 4716-3023-1100-3317	ACCOUNT SUMMARY	
	Ⓔ STATEMENT DATE 1/20/97	Purchases and Other Charges	2,097.76
Ⓕ BILLING OFFICE ACCOUNT NUMBER: 4716-3045-5550-3269 BILLING OFFICE CONTACT AND ADDRESS: MONA TYLER Ⓖ GENERAL SERVICES ADMINISTRATION P.O. BOX 1735 WASHINGTON, DC 20005		Checks	0.00
		Check Fee	0.00
Ⓗ 30 Day Credit Limit		Total Balance in Dispute	0.00
		Credits	0.00
		STATEMENT TOTAL	2,097.76
		Total in Dispute	340.00
		30 Day Credit Limit	5,000.00

JAMIE BURTON
 GSA
 2000 INDEPENDENCE HWY
 WASHINGTON, DC 20230-0000

STATEMENT DATE: 05/15/98

(J)	(K)	(L)	(M)	(N)	(O)	(P)
TRAN DATE	MONTHLY ACTIVITY DESCRIPTION	MCC CODE	REF#	POSTING DATE	AUTH CODE	AMOUNT
12-20	CORPORATE EXPRESS OF THE BALTIMORE MD	5943	998044	12-23	567345	23.89

(Q) Description:

12-23	ANICOM INC MT PROSPECT IL	5969	956155	12-30	429865	84.90
-------	---------------------------	------	--------	-------	--------	-------

Description:

01-09	LOWE'S#420NEWPORT NEWS VA	5211	121850	01-10	123987	17.25
-------	---------------------------	------	--------	-------	--------	-------

Description:

01-13	NORTH SUPPLY COMPANY NEW CENTURY KS	5999	949628	01-14	3754298	139.90
-------	-------------------------------------	------	--------	-------	---------	--------

Description:

01-10	NORFOLK WIRE & ELECTRONICS NEWPORT NEWS VA	5045	118620	01-15	947566	251.88
-------	---	------	--------	-------	--------	--------

Description:

01-08	CORPORATE EXPRESS OF THE BALTIMORE MD	5943	998071	01-15	118869	370.00
-------	---------------------------------------	------	--------	-------	--------	--------

Description:

01-13	CORTELCO CORINTH MS	4812	010037	01-15	67453	415.74
-------	---------------------	------	--------	-------	-------	--------

Description:

01-14	NORTH SUPPLY COMPANY NEW CENTURY KS	5999	944944	01-16	432760	4.20
-------	-------------------------------------	------	--------	-------	--------	------

Description:

01-14	NORFOLK WIRE & ELECTRONICS NEWPORT NEWS VA	5045	117662	01-17	90317	310.00
-------	---	------	--------	-------	-------	--------

Description:

01-18	DEPOSIT TRUCKING DEPOSIT NY NEWPORT NEWS VA	5045	117670	01-19	763451	480.00
-------	--	------	--------	-------	--------	--------

Description:

(R)

TOTAL	2,097.76
--------------	-----------------

Reviewed By _____

Date _____

Cardholder Statement Explanation

A Cardholder

Your name as it appears on your card, along with your agency name and office address.

B Cardholder Number

The account number on your card or account.

C Statement Message

Your agency, GSA, or I.M.P.A.C. Card Services may record important program information here.

D Master Accounting Code

The Master Accounting Code assigned in your Delegation of Authority letter if applicable. All purchases will automatically be associated with this service.

E Statement Date

I.M.P.A.C. Card Services will send your Cardholder Statement at the same time each month.

F Billing Office Account No.

The account number assigned to your Billing Office.

G Billing Office

The name and address of your Billing Official.

H Total in Dispute

The net total dollar amount of transactions in dispute.

I 30-Day Limit

This is the limit available for purchases in one 30-day period. The 30-day period from cycle to cycle.

J Transaction Date

The date of your purchase. This date should match the date on the sales receipt provided by the supplier.

K Activity Description

The supplier's name, city and state.

L MCC Code*

The Merchant Category Classification (MCC Code) assigned by the supplier's processing bank and used by the VISA system to identify the type of supplier or product sold.

M Reference No.

A six-digit number used internally by I.M.P.A.C. Card Services to record the transaction.

N Post Date

The date I.M.P.A.C. Card Services received and processed the transactions posted to the account.

O Authorization Code

The authorization code is a reference number that is provided to the supplier through VISA Authorization network at the point-of-sale to confirm that the purchase is approved. This code appears on your copy of the sales draft.

P Amount

The amount of each purchase as shown on your copy of the sales draft.

Q Description

If required by your agency, complete this area by writing in the number and description of item(s) purchased. Stock or invoice numbers are not required. Example: (4)lbs. Names; (1) each screwdriver, hammer.

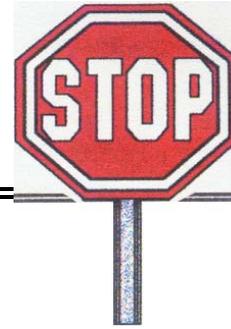
R Statement Total

The net total dollar amount of current month activity.

***MCC Code replaces the term SIC Format.**

PURCHASE CARD LIMITATIONS

I. NOT AUTHORIZED BY GSA



- ✘ ***Personal use***
- ✘ ***Cash advances*** (not permitted under any circumstances).
- ✘ ***Rental or lease of land or buildings***, i.e., long term leasing--an example of acceptable usage would be a unit being deployed and needing office space for a month.
- ✘ ***Telecommunication (telephone) services***, i.e., major systems such as FTS2000 or DSN.

II. NOT AUTHORIZED BY DeCA

- ✘ ***Travel***, including meals and lodging.
- ✘ ***Fuel, oil, services, maintenance and repair to fleet management vehicles*** covered under the GSA Fleet Management Program.. Cardholders ***shall not*** use the I.M.P.A.C. Card in lieu of the SF 149 ***unless*** the agency does not utilize the SF 149.
- ✘ ***Personal use items***, such as business cards, desk name plates, etc. (except DeCA authorized name tags, safety shoes).
- ✘ ***Resale Stock/Subsistence items*** except for cleaning supplies (See Appendix E, DeCAD 40-2, and 40-5).
- ✘ ***Supplies/services for which there is an established required source of supply i.e.,*** normal supply channels, IDTC (including requirements type contracts (RTCs)), maintenance contracts, Inter Service Support Agreement (ISSA), services performed in-house.

III. RESTRICTED PURCHASES

(Also See Appendix E)

- ✘ ***Janitorial and yard services*** unless there is no contract available to provide the service and it's a justified emergency - limited to \$2,500 annually and paid monthly with card.
- ✘ ***Construction*** except for justified emergencies limited to \$2,000 per single transaction.
- ✘ ***Federal Information Processing (FIP) or Automatic Data Processing (ADP) Equipment/Services.*** Refer to FIP/ADP Table at Page C-6 and Appendix E to

determine if you are authorized to purchase a FIP/ADP item/service and the approvals required.

- ✘ **ADP repairs** other than one-time repairs and parts for existing equipment. NOTE: Ensure inclusion in reports to HQ IM in accordance with DeCAD 30-16.
- ✘ **Commissary equipment** unless in an emergency and coordinated with CBU Equipment/Supply Division.
- ✘ **Maintenance/repair of equipment** Refer to Appendices C and E for more information. Otherwise, only emergency one-time repairs and parts for existing equipment are authorized.
- ✘ **Building maintenance and repair** unless it's commissary related. See Appendix E.
- ✘ **Purchases from nonappropriated fund activities**, such as Army and Air Force Exchange Service (AAFES), or nonappropriated fund (NAF) contracted concessionaires, unless the NAF is the only source that can provide the needed items. See Appendix E for more information.

IV. ACCOUNTABLE PROPERTY (EQUIPMENT)

Accountable property is defined as equipment with a value of \$1,000 or more, items under \$1,000 on a maintenance contract, or certain selected ADP items. For more information see DeCAD 40-15.

AUTHORIZED UNDER CERTAIN CONDITIONS

Equipment/property should be included on the annual SA or equipment budgets. Purchase of accountable equipment/property using the Purchase Card (IMPAC) is authorized under the following conditions:

- a. ONLY in emergency situations, and when the equipment/property cannot be obtained from a preestablished contract.
- b. When the equipment cost is \$2,500 or less.

PROCEDURES

Region/Commissaries:

- a. Coordinate with the CBU Equipment/Supply Division to determine if the item can be obtained by use of a preestablished contract.
- b. If not covered by a preestablished contract and not budgeted then coordinate through the Zone Manager and/or Region Property Coordinator (RPC) to determine if property is accountable.
- c. Obtain approval from RPC prior to the purchase. RPC will assign you a document number.
- d. Provide the document number to the vendor for placement on the purchase card receipt or delivery ticket.
- e. After receipt, provides documentation to the RPC for input in Defense Property Accountability System (DPAS).
- f. If no documentation is received, at a minimum, send the RPC a document showing the description of the equipment (model number, serial number, manufacturer name and year manufactured), and the acquisitions cost and date.
- g. The RPC will hand receipt the equipment to the commissary or region.

PROCEDURES
(Continued)

h. When new purchases of equipment items are made with the IMPAC Card and are not pre-posted to the property book, documentation will be forwarded to the Property Accountability Business Unit (PABU) for posting to the account.

DeCA Headquarters, and FOA:

a. Obtain approval from the CBU Equipment/Supply Division prior to purchase and determine if equipment is considered accountable.

b. Obtain a document number from CBU Equipment/Supply Division.

c. Provide the document number to the vendor for placement on the purchase card receipt or delivery ticket.

d. Notify HQ/SAL that equipment item will be arriving and the anticipated date of receipt. Also provide HQ/SAL the description of the equipment (model number, serial number, manufacturer name and year manufactured), and the acquisition cost and date.

e. When received, HQ/SAL or PABU will input into DPAS.

f. HQ SAL or PABU will hand receipt the equipment to the appropriate office.

g. When new purchases of equipment items are made with the IMPAC Card and are not pre-posted to the property book, documentation will be forwarded to the PABU for positing to the account.

V. FEDERAL INFORMATION PROCESSING (FIP) OR AUTOMATIC DATA PROCESSING (ADP) EQUIPMENT

DEFINITION

Includes hardware, software (including software license agreements), firmware, services, support services, hardware maintenance, software maintenance, updates, license renewals, and teleprocessing services and modems.

PROCEDURES

Before making a FIP/ADP purchase, you should review Appendix E and the FIP/ADP Table on Page D-5.

Mandatory Requirement: All ADP purchases shown in the FIP/ADP Table on Page C-6 **cannot exceed \$2,500** per transaction and must be **surcharge** funded.

✘ If you are a HQ DWWCF cardholder, you shall not use your IMPAC Card to purchase FIP/ADP. Your purchase must be made by a surcharge cardholder in HQ IM

✘ If you are a Region DWWCF cardholder, you shall not use your IMPAC Card to purchase FIP/ADP. Your purchase must be made by a region cardholder who is surcharge funded.

Prior to purchasing FIP/ADP, cardholders must obtain approval from the office designated in the FIP/ADP Table on Page C-6 (if approval is required) and must comply with DeCAD 30-16.

For FIP/ADP Related Supplies, such as computer tapes, ribbons, and tabulating paper should be obtained through normal supply channels. If they cannot be obtained through normal supply channels, the card may be used to purchase.

PROHIBITED PURCHASE

Cardholders may NOT purchase ADP repairs, other than one-time repairs and parts for existing equipment. (See DeCAD 30-16.)

ADP equipment; data processing and switching equipment; telecommunications networks and related equipment; ancillary equipment; and ADP software MUST be **Year 2000 compliant.**

Attached chart should assist you in making a decision to purchase FIP/ADP. It also provides you with the office to contact for approval prior to purchase. Appendix E takes precedence over this table.

FIP/ADP TABLE
Cannot Exceed \$2,500 & Must Be Surcharge Funded

<i>IF YO'URE L0CATED IN</i>	<i>HQ</i>		<i>FOA</i>		<i>REGION</i>			<i>STORE</i>	
<i>APPROVAL REQUIRED BY HQ/REG YES (I) OR NO (N)</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>REG IM</i>	<i>HQ IM</i>	<i>REG IM</i>
<p><u>ADP Related Supplies (ONLY if not available through supply channels).</u></p> <p>Documentation Telecommunications Fuses and Connectors Blank Media: Diskette, Tapes, CD ROMs, Optical Disks Backup Cartridges Cables and Wires Print Wheels Print Ribbons Ink Paper Cleaning Kits Computer Furniture All Other Similar Items Designed for Use With ADP</p>									
	NO APPROVAL REQUIRED								
<p><u>ADP Equipment Items (MUST Be Year 2000 Compliant):</u></p> <p>Office telephone handsets (not cellular) Replacement Monitors 17" and under Replacement keyboards of same key Count Replacement mice of same type (PS2 or serial) Replacement scanners (exact same model or comparable model if exact model no longer available) Replacement printers (exact same model or comparable model if exact model no longer available)</p>									
	NO APPROVAL REQUIRED								

<i>IF YO'URE LOCATED IN</i>	<i>HQ</i>		<i>FOA</i>		<i>REGION</i>			<i>STORE</i>	
<i>APPROVAL REQUIRED BY HQ/REG YES (Y) OR NO (N)</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>REG IM</i>	<i>HQ IM</i>	<i>REG IM</i>
<p><u>One-time ADP Maintenance, Repair, and Parts for Existing Equipment:</u></p> <p>Examination, testing repair, parts replacement performed on ADP equipment or software such as: Preventive diagnostic & repair service Remedial diagnostic & repair service</p>									
NO APPROVAL REQUIRED									
<p><u>Data Processing and Switching Equipment (MUST Be Year 2000 Compliant):</u></p> <p>Mainframes Minicomputers Microcomputers: Personal computers (PCS) Portable computers (laptops, Notebooks, subnotebooks) PBXs, analog PBXs, digital Cards, boards, and chips for ADP end items</p>	Y Y Y Y Y Y Y	N N N N N N N	Y Y Y Y Y Y Y	N N N N N N N	Y Y Y Y Y Y Y	N N N N N N N	Y Y Y Y Y Y Y	Y Y Y Y Y Y Y	Y Y Y Y Y Y Y
<p><u>Ancillary Equipment (MUST Be Year 2000 Compliant):</u></p> <p>Disk Drives Tape Drives Plotters New Printers (new make/model) Additional Printers (exact same make/model)</p>	Y Y Y Y Y	N N N N N	Y Y Y Y Y	N N N N N	Y Y Y Y Y	N N N N N	Y Y Y Y Y	Y Y Y Y Y	Y Y Y Y Y

<i>IF YO'URE LOCATED IN</i>	<i>HQ</i>		<i>FOA</i>		<i>REGION</i>			<i>STORE</i>	
<i>APPROVAL REQUIRED BY HQ/REG YES (Y) OR NO (N)</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>REG IM</i>	<i>HQ IM</i>	<i>REG IM</i>
<u>Ancillary Equipment (Continued):</u>									
Storage devices cabled to computers	Y	N	Y	N	Y	N	Y	Y	Y
Backup devices cabled to computers	Y	N	Y	N	Y	N	Y	Y	Y
Digital imaging equipment	Y	N	Y	N	Y	N	Y	Y	Y
Optical Storage/Retrieval equipment such as OCR devices, CD-ROM services, and Computer generated Microfilm services	Y	N	Y	N	Y	N	Y	Y	Y
<u>Telecommunications Networks and Related Equipment (MUST Be YEAR 2000 Compliant):</u>									
Networks: Voice, data communications, LANs, WANs	Y	N	Y	N	Y	N	Y	Y	Y
Pagers	N	Y	N	Y	N	Y	N	Y	Y
Modems	Y	N	Y	N	Y	N	Y	N	Y
Data encryption devices	Y	N	Y	N	Y	N	Y	Y	Y
Fiber and other comm networks	Y	N	Y	N	Y	N	Y	Y	Y
Packet switching equipment	Y	N	Y	N	Y	N	Y	Y	Y
Terrestrial carrier equipment Multiplexers Concentrators	Y	N	Y	N	Y	N	Y	Y	Y
Transmission and Receiving equipment Lightwave Microwave Satellite	Y	N	Y	N	Y	N	Y	Y	Y
Cellular telephone equipment	N	Y	N	Y	N	Y	N	Y	Y
Other telephone equipment (not handsets)	Y	N	Y	N	Y	N	Y	Y	Y

<i>IF YO'URE LOCATED IN</i>	<i>HQ</i>		<i>FOA</i>		<i>REGION</i>			<i>STORE</i>	
<i>APPROVAL REQUIRED BY HQ/REG YES (Y) OR NO (N)</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>REG IM</i>	<i>HQ IM</i>	<i>REG IM</i>
<i><u>ADP Services:</u></i>									
Paging, voice mail	N	Y	N	Y	N	Y	Y	Y	Y
Teleprocessing	Y	N	Y	N	Y	Y	Y	Y	Y
Local batch processing	Y	N	Y	N	Y	Y	Y	Y	Y
Electronic mail	Y	N	Y	N	Y	Y	Y	Y	Y
Centrex	Y	N	Y	N	Y	Y	Y	Y	Y
Cellular phone carrier air time	N	Y	N	Y	N	N	N	N	Y
Packet switched carrier services	Y	N	Y	N	Y	Y	Y	Y	Y
<i><u>ADP Software (MUST Be Year 2000 Compliant):</u></i>									
Operating Systems	Y	N	Y	N	Y	N	Y	Y	Y
Control and library programs	Y	N	Y	N	Y	N	Y	Y	Y
Assemblers, compilers, interpreters	Y	N	Y	N	Y	N	Y	Y	Y
Utility programs	Y	N	Y	N	Y	N	Y	Y	Y
Sorts and merges	Y	N	Y	N	Y	N	Y	Y	Y
Maintenance diagnostic programs	Y	N	Y	N	Y	N	Y	Y	Y
COTS items:	Y	N	Y	N	Y	N	Y	Y	Y
Word processors									
Communications									
Graphics									
File Management System									
Database management system									
Independent subroutines	Y	N	Y	N	Y	N	Y	Y	Y
Related groups of routines	Y	N	Y	N	Y	N	Y	Y	Y
Sets or systems of programs	Y	N	Y	N	Y	N	Y	Y	Y
Databases	Y	N	Y	N	Y	N	Y	Y	Y
Other Software	Y	N	Y	N	Y	N	Y	Y	Y

<i>IF YO'URE LOCATED IN</i>	<i>HQ</i>		<i>FOA</i>		<i>REGION</i>			<i>STORE</i>	
<i>APPROVAL REQUIRED BY HQ/REG YES (Y) OR NO (N)</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>HQ IM</i>	<i>HQ SA</i>	<i>REG IM</i>	<i>HQ IM</i>	<i>REG IM</i>
<u>ADP Support Services:</u>									
Any commercial nonpersonal services supporting ADP such as: Source Data Entry Computer Output Microfilm Software Conversion Training Resource Planning Capability and performance Communications validation Studies and Analyses such as: Requirements Analyses Analyses of Alternatives Conversion Studies Facilities Management	Y	N	Y	N	Y	N	Y	Y	Y
Custom Software Development	Y	N	Y	N	Y	N	Y	Y	Y
Systems Analysis and Design	Y	N	Y	N	Y	N	Y	Y	Y
Equipment Operation	Y	N	Y	N	Y	N	Y	Y	Y
Network Management	Y	N	Y	N	Y	N	Y	Y	Y
Network Analysis and Design	Y	N	Y	N	Y	N	Y	Y	Y
Site Preparation	Y	N	Y	N	Y	N	Y	Y	Y
Computer Performance Evaluation	Y	N	Y	N	Y	N	Y	Y	Y
Computer Capacity Management	Y	N	Y	N	Y	N	Y	Y	Y

MERCHANT ACTIVITY CONTROLS

One of the unique purchase controls that the I.M.P.A.C. program has is the ability to control use of the card by the type of merchant. This is accomplished through the use of Standard Industry Codes (SIC) and Merchant Activity Type Codes. DeCA establishes a standardized Merchant Category Code for DeCA cardholders. It provides for the purchase of items generally needed by DeCA offices and commissaries. If a purchase is refused, notify the APC to determine if your Merchant Category Code needs changing to accommodate your purchase.

Vendors who already accept VISA may participate in the I.M.P.A.C. Card Program immediately. Vendors who do not currently accept the VISA card may contact their local bank or financial institution to become VISA capable, or they may contact IMPAC Purchasing Card Merchant Card Group at 1-800-334-1941 and submit a completed Supplier Setup package. Once Merchant Services receives completed application materials, the process takes from 2 to 3 weeks to complete.

As suppliers become VISA-capable, they are assigned a four digit SIC code by their depositing/processing bank. Agency groups reference these codes to block certain supplier purchases by certain cardholders. I.M.P.A.C. Card use may be authorized differently from one cardholder group to the next. This code identifies the category or type of goods and services sold by the merchant. When a merchant requests a credit authorization for an I.M.P.A.C. transaction, their SIC code is included in the request. This allows US Bank to not only verify that the transaction is within dollar limits established on the cardholder account, but to also verify that the cardholder initiating the transaction is permitted to make purchases at that type of merchant. A copy of this set of SIC codes follows this action.

Each SIC code is grouped together with other similar SIC codes in a table called Merchant Category Code Table. These groupings are based on the common goods, services and type of businesses that exist. The numeric SIC codes are grouped into an alphabetic category. A copy of the Merchant Category Code Table follows this section.

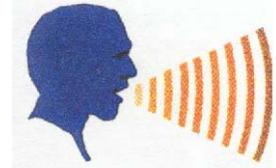
Any combination of Merchant Category Codes can be established to create a three digit Merchant Activity Type Code that will best meet the purchasing needs of each cardholder. This three digit Merchant Activity Type Code becomes part of the cardholder account information. A table of over 160 I.M.P.A.C. Merchant Activity Type Codes exists. Additional codes can be established should an agency need one to meet the requirements of a particular cardholder. If a new Merchant Type Code is needed, the APC must request it in writing to I.M.P.A.C. Card Services.

I.M.P.A.C. Merchant Category Code Table

- A - Airlines, Airports
- B - Vehicle Rental, Dealers, Service, Gasoline, Parts, Towing
- C - Hotel, Motel
- D - Misc. Transportation (R.R., Taxi, Ambulance, Bus, Travel Agencies (No Airline Passage), Freight, Courier Service
- E - Telephone, Telegraph, Cable Services, Cable Equipment, Utilities
- F - Telemarketing Travel-Related Arrangement Services (No Travel Agencies)
- G - Mail Order Houses, Telephone Purchases, Subscription/Continuity Merchant
- H - Food/Dairy Stores, Drug/Liquor Stores
- I - Caterers, Restaurants, Bars
- J - Discount/Department/Variety Stores, Misc. General Merchandise, Duty Free Stores
- K - Misc. & Specialty Retail Stores - Lumber/Hardware, Lawn, Garden, Clothing, Home Furnishings & Equipment, Household Appliances, Music/Records, Government Services, Not Elsewhere Classified
- L - Contractors
- M - Camps, Camp Sites, Amusement & Recreational Services
- N - Misc. Personal Services
- O - Misc. Business Services
- P - Medical Services
- Q - Schools, Educational Services & Day Care
- R - Membership Organizations, Charitable and Social Organizations
- S - Fuel (Fuel Dealers - Fuel Oil, Wood, Coal, Liquefied Petroleum
- T - Postal
- U - Inter-Intragovernmental

Combinations of these codes are placed in a numbered system. DeCA has chosen Code 082 as the most adequate code for the majority of DeCA cardholders. Code 082 includes B E G H J K L N O P R S U from the above Est. If the merchant you use does not fall under one of the letters in Code 082, then the purchase will be rejected.

FREQUENTLY ASKED QUESTIONS



If an item is not listed as a constraint in Appendix C, it is reasonably safe to assume that it is authorized to purchase. When unsure of whether to purchase an item, check the above/below lists. If the item is not shown, contact your region, headquarters or APC for guidance. This list is not all-inclusive.

<i>ITEM/SERVICE</i>	<i>IS IT AUTHORIZED?</i>
<i>AAFES and NAF Facilities</i>	<p>You <u>MAY NOT</u> use AAFES and NAF Facilities to purchase supplies unless they are the ONLY SOURCE available for the item.</p> <p>You <u>MAY</u> purchase services (such as film processing) from AAFES and NAF facilities, but they must be treated as ANOTHER SOURCE of the service. In other words, if the price is more reasonable at an establishment outside of the military installation, then you should use the local establishment for your purchase. AAFES/NAF facilities should be treated as any other vendor in that price reasonableness must be determined and vendors must be rotated.</p>
<i>ADP Parts & Repairs</i>	<p>Only one-time repairs and parts for existing equipment are authorized. Commissaries need Region approval. Region needs HQ IM approval. Follow guidance in DeCAD 30-16 and Appendix D.</p>
<i>Advertisements for DeCA positions (in newspapers)</i>	<p>Advertisements may be placed in newspapers if it complies with appropriate personnel guidelines. Commissaries must coordinate with Region. Headquarters, Field Operating Activities, and Regions must coordinate with HQ DP.</p>
<i>Automotive Repairs</i>	<p>Yes, with conditions. The IMPAC Card may be used to repair DeCA owned vehicles ONLY. The card may not be used to repair GSA vehicles under the GSA Fleet Management Program unless the agency does not utilize the SF 149.</p>
<i>Awards (such as Mugs, Lapel Pins and Other Awards)</i>	<p>No. These items are considered incentive awards which require DeCA Director approval, similar to the procedures described for baseball hats. Thus, these kinds of items could be purchased with Government funds only if the Director, DeCA approves them as an official part of the DeCA incentive awards program.</p>
<i>Baseball Caps</i>	<p>No, except as noted below.</p>

<p><i>Baseball Caps As Part of Uniform</i></p>	<p>Yes, as long as baseball caps are worn as part of a required uniform, as a hair restraint, such as in the meat department. They are not, however, to be purchased with the IMPAC Card as a promotion type item of any kind, i.e., for the front end workers to wear for a promotion.</p>
<p><i>Base Realignment and Closing (BRAC)</i></p>	<p>If your commissary is scheduled to close due to BRAC, the approving official or CSO must request cancellation of all IMPAC Cards a minimum of 30 days before the store personnel are scheduled to depart. This is to ensure the last statement is received and reconciled prior to the cardholder's departure.</p> <p>In the event the approving official or CSO fails to submit cancellation requests 30 days in advance of personnel departure, the APC will take action to ensure all cards are canceled.</p> <p>Recommend store supplies (to assist with closing) be purchased well in advance of the 30 day period so as to appear on the last bank statement. If supplies are needed after cards are canceled, either request a "sister store" purchase the necessary supplies with their IMPAC Cards or submit a purchase request to the CBU.</p>
<p><i>Building Maintenance/Repair</i></p>	<p>Yes, with limitations. Because commissary cards are Surcharge funded, you may only use your IMPAC Card for emergency "commissary related" maintenance/repair, when there is no contract for the services, and when there is no installation support. "Commissary related" is defined as maintenance/repair that is unique to the commissary only. If the maintenance/repair is a part of any building (like any other building on the installation), then it's DWWCF funded and the IMPAC card may not be used. For example, automatic doors are unique to the commissary, so its repair can be accomplished with the IMPAC Card. However, if an ordinary door needs repair, you must submit a purchase request through your region, for DWWCF funds, and then to the CBU for purchase. If emergency maintenance/repair to the building is required on a weekend, use the CBU emergency number to obtain maintenance/repair (pager 804-790-3169).</p>

<i>Cake for a Commissary Grand Opening</i>	Yes, but before doing so you should coordinate with your region. Grand openings are considered official public ceremonies. The cake should be an integral part of the official public ceremony. You may not, however, purchase a cake to celebrate a personal occasion such as an employee's birthday.
<i>Calculator (Heavy Duty)</i>	Yes, but by exception only. If the item was not included in the annual SA equipment budget, you may use your card to purchase it ONLY after you request approval from your region. Heavy Duty Calculators are considered equipment per DeCAD 70-7. They should be included in the annual SA budget whenever possible and purchased by the CBU.
<i>Camera</i>	Yes, but by exception only. If the item was not included in the annual SA equipment budget, you may use your card to purchase it ONLY after you request approval from your region. Cameras are considered equipment per DeCAD 70-7. They should be included in the annual SA budget whenever possible and purchased by the CBU.
<i>Cellular Phone</i>	Commissaries need region approval prior to purchasing. The region must obtain approval from HQ SA who monitors the purchase of all cellular phones. The region does not need HQ IM approval.
<i>Cellular Phone Service</i>	No. Cellular phone service is covered by a contract issued by the CBU Services Division. Under this contract, specific region cardholders are designated to pay monthly charges for cellular services. To obtain cellular phone service, DeCA offices must issue a purchase request to the CBU Services Division.
<i>Child Carriers</i>	<p>The Shop Along child carriers may not be purchased with the IMPAC Card. They are available under a new contract and must be ordered by submitting a purchase request on DeCA Form 10- 10 or through DARTS according to procedures in use by each region.</p> <p>Bench type child carriers must be justified through the CBU Equipment Branch. If justified, they may be purchased with the IMPAC Card from the authorized supplier.</p>

<p><i>Cleaning Supplies</i></p>	<p>Yes, but only under the conditions described below. Cleaning supplies must not be routinely purchased from commissary resale stock. The IMPAC Card may now be used to purchase cleaning supplies from commissary resale stock replacing the "charge sale" methods of purchase. But DeCAD 40-2, para 2-13d states that commissaries may "... Obtain cleaning supplies and materials ... from commissary ... When ... supplies and materials are not available through GSA or installation supply, or ... when more economical to do so ..." DeCAD 40-5, para 10-5, states that commissaries should "Ensure (That) damaged cleaning supplies, which cannot be sold at reduced prices, are used as commissary operating supplies..." Both references also describe how to identify and segregate these supply items from like items that are part of resale inventory. The intent of both references is to protect accountability by allowing purchase of supply stocked resale items only under special conditions. Thus, commissary IMPAC cardholders may buy supply items from commissary resale stock only under these conditions.</p> <p>Note also that any cleaning supplies purchased from commissary resale stock are subject to the provisions of the DeCA Hazard Communication Program. Review of DeCAF 10-9 indicates that some commissaries allow the IMPAC Card to be used to purchase not only cleaning supplies, but other resale items such as batteries, rubber gloves, antacids, pain relief capsules, and light bulbs, just to list a few, which are not "cleaning supplies." Personal use items such as antacids and pain relievers and other types of supplies should not be purchased from commissary resale stock under the former charge sale method nor with the IMPAC Card.</p>
<p><i>Coffee Pot</i></p>	<p>No. This is an improper use of appropriated funds. The only time an coffee pot can be considered authorized is when the refreshment or meal is in connection with an established agency employee recognition/awards program.. Purchasing coffee pots and similar appliances may be a good thing to do for our employees, but again it is not necessary for commissary operations.</p>
<p><i>Computer Mouse</i></p>	<p>Yes. The IMPAC card may be used to purchase a new or replacement mouse. Commissaries need region approval prior to purchasing. The region does not need HQ IM approval.</p>

<i>Construction</i>	Only for justified emergencies limited to \$2,000 per single transaction.
<i>Copiers</i>	Yes, but by exception only. If the item was not included in the annual SA equipment budget, you may use your card to purchase it ONLY after you request approval from your region. Copiers are considered equipment per DeCAD 70-7. They should be included in the annual SA budget whenever possible and purchased by the CBU.
<i>Copiers (Excess Copier Charges and Copier Repairs)</i>	<p>No, when your copier is covered by a contract issued by the CBU Services Division. If you encounter copier charges or repairs in excess of what is covered by the contract, you SHALL contact Sharon Wilson at (804) 734-8239 or Pauline Smith at (804) 734-8652 for further instructions. You ARE NOT AUTHORIZED TO USE THE IMPAC CARD FOR EXCESS COPY CHARGES OR COPIER REPAIRS.</p> <p>Yes, WITH RESTRICTIONS, when your copier maintenance is NOT covered by a contract. The IMPAC Card may be used to pay for one time copier maintenance as long as the charges do not exceed \$2,500 per year. If your charges DO exceed \$2,500 in a year, then you must request a maintenance contract for your copier maintenance. For example, if you have your copier repaired on 10 Oct, 10 Nov, 10 Dec, 10 Jan, and 10 Feb and you spend \$500 in each of those months, you may no longer use your IMPAC Card for the rest of the FY to repair your copier. By Mar 10, if you need the copier repaired again, then you must request maintenance through the CBU Services Division.</p>
<i>Electrical Wiring and/or Electrical Outlets</i>	Yes, but by exception only. Whether or not the commissary has an Installation Support Service Agreement (ISSA) with the installation, you must attempt to obtain support from the Facilities Engineers at at installation. If the Facilities Engineers fails to provide support in a reasonably and timely manner, then the IMPAC Card may be used to obtain wiring or outlets.
<i>Ergonomic Chairs</i>	Ergonomic chairs are considered both as furniture equipment and as a medical item. See "Furniture and Other Equipment" for equipment instructions. Plus, Medical items may only be purchased or work related injuries and the individual must have a prescription from a competent medical authority. Follow your region safety guidelines.

<p><i>Fax Machine</i></p>	<p>Yes. Stores need region approval prior to purchasing a fax machine. Regions need HQ SA approval.</p>
<p><i>Furniture and Other Equipment</i></p>	<p>Yes, but by exception only. In accordance with DeCA policies, furniture is classified as equipment and can be found in the Commissary Equipment Descriptions (CED). Furniture should be included in your annual equipment budget. You cannot purchase equipment unless it is a bona fide emergency of \$2,500 or less. If there is a specific item you need and it was not included on your annual equipment budget, call the CBU Equipment Branch at (804) 734-8165 or 8047. The cardholder should also coordinate the purchase with their Property Book Officer prior to seeking approval from the CBU to determine if property is accountable and, if so, to obtain a document number.</p>
<p><i>Gasoline (Off Base) for DeCA Vehicles and Fork Lifts</i></p>	<p>No. Because of requirement to report fuel consumption to DOD, DeCA requires that such gas purchases be done via a Government National Credit Card (not a US Fleet Management Card). If you are currently using a MIPR to purchase gas for DeCA vehicles and fork lifts, recommend you continue using the MIPR. If you do not have a Government National Credit Card, and need one to purchase gas off base, contact your region vehicle manager.</p> <p>Fuel, oil, services, maintenance and repair to fleet management vehicles covered under the GSA Fleet Management Program is NOT authorized with the IMPAC Card.</p> <p>A new Government Fleet Services Card issued by "Wright Express Corporation" has replaced the existing Government National Credit Card. It was issued to DeCA sites having DeCA-owned vehicles. Mr. Ulyssee Benson, DSN 687-8519 is the DeCA POC.</p>
<p><i>Ice (Bagged) for Produce Display</i></p>	<p>Yes, with limitations. The IMPAC Card SHALL NOT be used to purchase ice from commissary resale stock or for personal consumption. The IMPAC Card may be used until such time as the commissary budgets for and receives an ice maker or an upgrade for existing ice maker. Commissaries should budget for ice makers or upgrades on their annual equipment budget to be purchased by the CBU Equipment Branch.</p>

<i>Janitorial/Yard Service</i>	Yes, with limitations. The IMPAC Card can be used one time, only in an emergency, and when there is no contract available for the services.
<i>Laundry Services</i>	The IMPAC Card may not be used for laundry services if there is a pre-existing contract for these services. If no contract is in place, laundry services may be obtained from a commercial firm or the post (AAFES or NAF facilities) as long as AAFES or NAF are utilized as another source. The cardholder must determine price reasonableness with commercial laundry service providers prior to using the card at AAFES or NAF.
<i>Maintenance or Maintenance Services</i>	<i>Recurring Maintenance:</i> If a consolidated purchase is being accomplished by the CBU, cardholders are not authorized to use the IMPAC Card. However, for recurring, small, simplistic maintenance with no specifications, the IMPAC Card may be used for payment if the ANNUAL requirement is less than \$2,500. Examples: Plants, refrigeration check, bottled water, pagers.
<i>Medical Items</i>	For those positions that are classified as having certain physical demands, these items are authorized to the extent of the physical demand (e.g., if lifting heavy objects is the physical demand shown in the position description, that person may need a back support to prevent injury). Otherwise, medical items may ONLY be purchased for work related injuries and the individual must have a prescription from a competent medical authority. Follow your region safety guidelines.
<i>Memberships in Professional Organizations</i>	Yes, only if the organization is sanctioned by DeCA and/or OSD. Otherwise, no. If this is a membership renewal to a DeCA/OSD sanctioned organization and DeCA has paid for the membership in the past, then you may use your IMPAC Card. provided membership is less than \$2,500 and the organization accepts the IMPAC Card.
<i>Music Service</i>	Commissaries may use their IMPAC Card to pay for music services ONLY on a monthly basis when the monthly service fee does not total up to more than \$2,500 in any 12 month period. The IMPAC Card MAY NOT be used to pay for music services in advance (for several months at a time or annually).
<i>Pagers</i>	Commissaries must obtain approval from their Region who, in-turn, must seek HQ SA approval. Headquarters, Field Operating Activities and Regions must seek HQ SA approval.

<p><i>Pager Services</i></p>	<p>Yes, but only under certain conditions. Monthly Service Costs can be charged to your IMPAC Card. A one time charge for the entire year is not authorized. That's because a one time charge would constitute advance payment. DeCA is not authorized to pay vendors in advance. We are currently researching whether yearly payments could be made for this type of service. More research on this is needed. Any change in this procedure will be provided as soon as possible.</p>
<p><i>Paper Plates, Plastic Ware, and Napkins</i></p>	<p><i>Birthday or holiday luncheons</i> - No. They may not be purchased with government funds or drawn from government supplies.</p> <p><i>Award Ceremonies</i> - May be purchased only for the reception following the ceremony.</p> <p><i>Retirement Ceremonies</i> - No. None of the decorations, refreshments or utensils can be purchased with government funds.</p>
<p><i>Personal Computers</i></p>	<p>See Appendix FIP/ADP Table at Appendix D.</p>
<p><i>Physicals</i></p>	<p>Yes, until such time that HQ DP develops a policy on physicals and determines payment procedures.</p> <p>HQ DP will develop policy for non-1144 store jobs which will be staffed with the regions.</p>
<p><i>Postal Stamps</i></p>	<p>Official Government mail should be processed through the installation mail room who, in turn, processes it through the US Postal Service. However, if the commissary is located on a closed installation where no mail room service is available, the IMPAC Card may be used to purchase stamps from the US Postal Service.</p>
<p><i>Printers</i></p>	<p>See FIP/ADP Table at Appendix C.</p>

<i>Printing Service</i>	Yes, but only from the Defense Automated Printing Service (DAPS). Obtaining printing service from commercial firms is prohibited. The IMPAC Card is the preferred method of obtaining printing service from the DAPS. DAPS has installed card swipe machines at all of its CONUS offices and trained its personnel in the procedures for accepting the IMPAC Card. At BRAC locations ONLY, the IMPAC Card may be used to purchase from a printing service off the installation when no other nearby DAPS facility is available.
<i>Refreshments for Employee/Vendor Consumption During Store Resets</i>	No. This is an improper use of Government funds.
<i>Refreshments for Birthdays, Holidays, Award Ceremonies or Retirement Ceremonies</i>	<p><i>Birthdays or Holiday</i> - No.</p> <p><i>Award Ceremonies</i> - Yes, but only for the reception following the ceremony. Award ceremonies are considered official government functions.</p> <p><i>Retirement Ceremonies</i> - No.</p>
<i>Rental Cars or Trucks</i>	<p>Yes, the IMPAC Card may be used when rental is not in conjunction with TDY. Cardholders should use a rental agency under contract with the government.</p> <p>When TDY related, the IMPAC card may not be used. Rental must be included in TDY orders.</p>
<i>Safety Shoes and Safety Glasses</i>	Yes, if safety shoes and safety glasses are a requirement of the position. This includes prescription safety glasses or vented goggles that can be worn over glasses. Follow region safety guidelines on the maximum limit you may spend on safety shoes. The region can also guide you on any other special requirements for safety glasses or goggles.

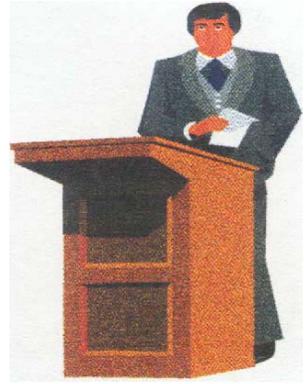
<p><i>Services</i></p>	<p><u>Contracts Issued by DeCA:</u> On contracts awarded by DeCA CBU where the IMPAC Card will be used as the payment method, the IMPAC Card belonging to the Contract Specialist in the CBU will be used unless the contract specifies otherwise. Cardholders outside the CBU shall not use their IMPAC Card to pay for services covered under a contract, unless specifically authorized to do so in the contract. However, receiving reports will be sent to the Contract Specialist after the service is received. Example: Laundry services or cart maintenance services.</p> <p><u>Contracts Issued by Other Agencies:</u> DeCA IMPAC cards shall not be used to pay for services performed under contracts issued by other agencies. Each contract specifies the payment method authorized under the contract. DO NOT, repeat DO NOT give your card number to a contractor to pay for services performed under a contract issued by another agency. Example: Refrigeration maintenance was performed by a contractor under a contract issued by an agency outside of DeCA. The contractor was dissatisfied with the payment under the contract and demanded a commissary to use their IMPAC Card to pay for the services. Since the DeCA IMPAC Card was not the payment method specified in the contract, the contractor had no authority to request payment by DeCA IMPAC Card.</p>
<p><i>Skirt (to wear with blue blazers)</i></p>	<p>No. DeCA has no such "uniform" requirement for DeCA managers/supervisors to wear a particular type/style/color, etc., of skirt. Purchase of a skirt with government funds is considered inappropriate.</p>
<p><i>Subscriptions to Publications</i></p>	<p>Yes. Under most conditions, we are not allowed to pay in advance for items/services. Subscriptions, however, are the exception to the rule. Recommend subscriptions not be purchased for more than 1 year at a time. Before purchasing a subscription, you must ask yourself if the subscription is needed to achieve your mission/goal. Some regions have restrictions on the types of subscriptions authorized for commissaries. Check with your region prior to purchasing a subscription.</p>

<i>Telephone Handsets</i>	Special permission must be obtained from HQ SA for new handsets. Commissaries should contact their region SA. Headquarters, FOA, and Regions should contact HQ SA. Replacements for damaged touch tone telephone handsets requires no special approval.
<i>Television Sets</i>	Yes, but by exception only. If the item was not included in the annual SA equipment budget, you may use your card to purchase it ONLY after you request approval from your region. Televisions are considered equipment per DeCAD 70-7. They should be included in the annual SA budget whenever possible and purchased by the CBU.
<i>Tent Rental</i>	Yes.
<i>T-Shirts for DeCA Promotions</i>	No. T-Shirts fall under the same category as baseball caps in that they cannot be purchased with the IMPAC Card as a promotion item because it's an improper use of government funds. There is no authority to spend either surcharge or other appropriated funds for such a purchase. In addition, if such a purchase was made using the IMPAC Card outside normal contracting channels, the possibility is very strong that the cardholder could be held personally liable for the unauthorized purchase and ratification of the unauthorized commitment would not be an option.
<i>Training, Training Materials, Training Videos, Training Sites, or Training Instructors</i>	No. HQ RM and HQ DP have determined that a Surcharge funded IMPAC Card may NOT be used to pay for training (including training materials, videos, training sites, and instructions). Training should be DWWCF funded. Store, Field Operating Activity (FOA), and certain region cardholders are Surcharge funded. These cardholders are prohibited from using their IMPAC Card to pay for any type of training. All training must be coordinated with your region or HQ training coordinator. Training (including region directed training at store level) under \$2,500 must be coordinated with the region training coordinator and paid with a region DWWCF IMPAC Card. HQ and FOA training under \$2,500 must be coordinated with the DP training coordinator and paid with a HQ or HQ DP DWWCF IMPAC Card.
<i>Trousers (to wear with blue blazers)</i>	No. DeCA has no such "uniform" requirement for DeCA managers/supervisors to wear a particular type/style/color, etc., of trousers. Purchase of trousers with government funds is considered inappropriate.

<p><i>Video Cassette Recorders (VCR)</i></p>	<p>Yes, but by exception only. If the item was not included in the annual SA equipment budget, you may use your card to purchase it ONLY after you request approval from your region. VCRs are considered equipment per DeCAD 70-7. They should be included in the annual equipment budget whenever possible and purchased by the CBU.</p>
<p><i>Voice Messaging System</i></p>	<p>Yes, with Zone Manager, Region, and Property Book approvals.</p>
<p><i>Water (Bottled)</i></p>	<p>Yes, with limitations. If bottled water is desired as personal preference, then the IMPAC Card may NOT be used. Bottled water can only be justified when the following can be proven:</p> <ol style="list-style-type: none"> 1. Existing water is contaminated and declared non potable by the health department. 2. Chemicals in existing water exceed recommended levels and pose a potential threat. 3. Sediment levels are above recognized safe levels and could prevent proper chlorination of water supply 4. Personnel are determined by a physician to be sensitive to certain chemicals in existing water. <p>Existing water must be tested by a recognized water testing laboratory. Water tested must be the water supplied to the facility and samples taken within that facility.</p>

ORDERING FROM GSA CUSTOMER SUPPLY CENTER (CSQ)

Ordering: Many supply items may be ordered by purchase card from a GSA CSC that services your state. CSCs are quick and easy to order by telephone, mail or FAX; provide rapid shipment directly to customers; have inventory designed to meet customer needs; immediate stock availability information; economical prices; item-by-item accountability; and the convenience of walk-in shopping at Hickam, HI, Schofield, HI, and Anchorage, AK To establish an account or to receive a CSC catalog you must call the GSA Customer Supply Center nearest your state.



Discrepancies: Contact the CSC that shipped your order. The shipping documentation that accompanies your order clearly identifies the CSC that shipped it. Simply check the first two digits of your ticket and contact the appropriate Customer Service number below. For any type of assistance contact the National HELP Line.

CSC TELEPHONE NUMBERS

<u>CSC</u>	<u>GENERAL ASSISTANCE</u>	<u>ORDERS</u>	<u>FAX</u>
National HELP Line	1-800-8654CSC(4272)		
Franconia, VA	1-800-848-8952	1-800-848-8952	1-800-848-9085
Palmetto, GA	(770) 463-6010	1-800-4734484	1-800-416-7065
Burlington, NJ	(215) 656-3892	1-800-788-7155	1-800-814-2571
Chicago, IL	(708) 396-3350	1-800-262-0570	1-800-734-9575
Stockton, CA	(209)-946-6388	1-800-786-0258	1-800-603-8357
Fort Worth, TX	(817) 334-5387	1-800-525-8027	1-800-856-7057
Auburn, WA	(253) 931-7466/7478	1-800-859-4377	1-800-603-8357
Honolulu, HI-Hickam	(808) 448-8937	Same	(808)449-1835
Honolulu, HI-Schofield	(808) 655-0280	Same	(808)655-0452
Anchorage, AK	1-800-472-5843	1-800472-5843	1-800-660-3833

INFORMATION

The order-taker will ask for the following information:

YOU WILL

NEED TO

PROVIDE

WHEN

ORDERING

FROM CSC

- ** Your 6-digit Activity Address Code
- ** Your special Access Code (that you specified on your application).
- ** The last seven digits of the National Stock Number (NSN) being ordered.
- ** The Quantity of each item being ordered, including the Unit of Issue.
- ** You will then be asked if this is a purchase card order.
- ** Annotate the Ticket Number given to you by the order-taker after placing your order.

HOW TO GET

A CATALOG

GSA Federal Supply Schedule catalogs may be obtained by calling the GSA Centralized Mailing Service at (817) 334-5215.

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MANAGEMENT CONTROL REVIEW CHECKLIST

TASK: I.M.P.A.C. Program Approving Officials

SUBTASK: Micro purchases

THIS CHECKLIST: I.M.P.A.C. Purchase Card Program

ORGANIZATION:

ACTION OFFICER:

REVIEWER:

DATE COMPLETED:

ASSESSABLE UNIT: DeCA Staff Directors/Office Chiefs, Region Directors/Office Chiefs, FOA Managers/Office Chiefs, and Commissary Officers. The assessable unit managers responsible for completing this checklist are the designated approving officials under the I.M.P.A.C. Program.

EVENT CYCLE 1: Making purchases with the I.M.P.A.C. Card.

Step 1: I.M.P.A.C. Purchase Card Program

Risk: The authority to make verbal commitments and over-the-counter purchases with minimal documentation requirements make the I.M.P.A.C. Card Program a potential source for fraud and mismanagement.

Control Objectives: Eliminate the opportunity for unauthorized purchases, fraud and mismanagement in the I.M.P.A.C. Card Program.

Control Technique: Internal control procedures are developed and in place to ensure I.M.P.A.C. Card transactions are conducted IAW FAR/DFARS/DeCAARS, and this handbook.

Test Question:

1. Are cardholders purchasing only those items authorized by DeCAH 10-4 necessary to achieve the mission?

Response: YES _____ NO _____ NA _____

Remarks:

2. Are cardholders determining if items are available from mandatory sources?

Response: YES _____ NO _____ NA _____

Remarks:

3. Are approvals being obtained for restricted purchases?

Response: YES _____ NO _____ NA _____

Remarks:

4. Are cardholders splitting requirements to stay within the single purchase limit?

Response: YES _____ NO _____ NA _____

Remarks:

5. Are vendors contacted when questionable charges appear on the cardholder monthly statement and are disputes resolved?

Response: YES _____ NO _____ NA _____

Remarks:

6. Are Approving/Certifying Officials reviewing the cardholder purchases, reconciling them to the monthly invoice, certifying the invoice for payment and forwarding the invoice to DFAS in a timely manner to avoid interest payments?

Response: YES _____ NO _____ NA _____

Remarks:

7. Are certified invoice-supporting documents being retained for 6 years 3 months?

Response: YES _____ NO _____ NA _____

Remarks: