



US Army Corps
of Engineers
St. Louis District®



Purchase Card Program for Simplified Acquisitions



PURCHASE CARD PROGRAM FOR SIMPLIFIED ACQUISITIONS

TABLE OF CONTENTS

1.	INTRODUCTION1
2.	DEFINITIONS AND RESPONSIBILITIES2
	a. Contractor2
	b. I.M.P.A.C2
	c. Cardholder2
	d. Approving/Certifying Official2
	e. Alternate Approving/Certifying Official3
	f. Chief, Contracting Division3
	g. Division/Office Chief.3
	h. Statement of Account (SOA).4
	i. Designated Billing Office4
	j. Agency Program Coordinator (APC)4
	k. Logistics Management Office4
3.	VISA PROGRAM CONTROLS5
	a. Single Purchase Limit5
	b. Monthly Cardholder Limit.5
	c. Monthly Office Limit.5
	d. Merchant Activity Type5
	e. Statement of Account Validation6
	f. Approving/Certifying Official Review and Certification6
	g. Procurement Review7
	h. Purchase Request and Commitment (PR&C)7
	i. Receiving for District Office Cardholders7
	j. Training Requirements8
4.	USE OF THE PURCHASE CARD8
5.	RESTRICTIONS OF PROCUREMENTS	11
6.	CARDHOLDER PROCEDURES FOLLOWING RECEIPT OF MONTHLY STATEMENT	11
7.	MONTHLY APPROVING/CERTIFYING OFFICIAL RESPONSIBILITIES .	13
8.	PAYMENT OF PURCHASE CARD CHARGES	14
9.	LOST/STOLEN CARDS	14

TABLE OF CONTENTS (con't)

EXHIBITSExhibits 1 – 4

CEMVS Form 817Exhibit 1

Statement of Account.Exhibit 2-1 thru 2-2

Cardholder Statement of Questioned Item (CSQI)Exhibit 3

Billing Account Statement (BAS).Exhibit 4-1 thru 4-3

PROCEDURES FOR USING THE "SMART PAY" PURCHASE CARD

1. INTRODUCTION

The purpose of this manual is to provide policies and procedures for the use of the "Smart Pay" purchase card for micro purchases and simplified acquisitions by the U. S. Army Corps of Engineers, St. Louis District. All offices participating in this program will comply with the procedures in this manual and to the policies set forth in the Treasury Financial Manual, the Federal Acquisition Regulation, the DOD FAR Supplement, this District Pamphlet DR 715-1-1 "Purchase Card Program for Simplified Acquisitions, and DR 715-2-3, "Procurement Simplified Acquisition", which shall govern in cases of conflict with this manual. In the event these procedures conflict with the instructions provided by the contractor, these procedures take precedent.

The "Smart Pay" program offers an efficient, low-cost procurement and payment mechanism which significantly shortens the time between need and acquisition while providing management with comprehensive monthly reports and a thorough audit trail of all purchases.

2. DEFINITIONS AND RESPONSIBILITIES

- a. **Contractor** – The contractor, currently USBank, provides credit for all purchase cardholders, certifying that such uses are legitimate as to amount and Standard Industrial Classification codes authorized for the particular cardholder. The contractor issues cards to cardholders, produces and disseminates credit card statements and investigates all amounts disputed by the contracting agency. The contractor will pay merchants in a timely manner, usually within 24-72 hours of billing.
- b. **I.M.P.A.C.** – I.M.P.A.C., which is printed on all cards furnished by the contractor is an acronym for “International Merchants Purchase Authorization Card.” This acronym is trademarked to USBank. This acronym will appear on most forms provided by the contractor.
- c. **Cardholder** – The cardholder is appointed by the Agency Program Coordinator (APC) in a specific delegation letter. This delegation letter will include dollar limits, and merchant restrictions. The cardholder is the individual to whom a card is issued. The card bears the cardholder's name and may only be used by this individual to pay for authorized US Government purchases. Each cardholder is responsible for using the credit card strictly in accordance with the guidelines herein, and any additional guidelines issued by the cardholder's Approving/Certifying Official or organization. The cardholder shall reconcile his or her statement of account in a timely manner and provide it to his or her Approving/Certifying Official for certification.

The cardholder shall aid the contractor bank in any investigation of disputed charges.

The cardholder is responsible for acknowledging receipt of the purchase card immediately to the contractor bank.

Upon termination of employment with the office, or upon demand of the Approving/Certifying Official or Chief, Contracting Division, the cardholder shall cut the card into pieces in the presence of the Approving/Certifying Official and then notify the APC of its destruction. Cardholders who transfer from one office to another shall notify the APC through the new Approving/Certifying Official of the transfer. Currently the bank does not have transfer capability. The credit card account under the previous Approving/Certifying Official will have to be canceled and a new account set up under the new Approving/Certifying Official account.

- d. **Approving/Certifying Official** – The Approving/Certifying Official is delegated certifying authority by the Chief, Contracting Division in a specific letter of appointment. This appointment letter will include the

authority, limitations and requirements along with the restrictions of usage, and oversight responsibilities. The Approving/Certifying Official will review all the cardholders' monthly statements to ensure that payments are for authorized purchases and certify the billing account statements for payment. The Approving/Certifying Official is an individual in a supervisory position with the authority and knowledge to control funds within the respective operation or program and to assure correct accounting information has been provided for each expenditure. Each Approving/Certifying Official receives a monthly billing account statement on the purchase card activity of all assigned cardholders from the contractor bank, and reconciled statements and all additional purchase documentation from the individual cardholders. Approving/Certifying Officials will certify that proper documentation and funding requirements have been met. The Approving/Certifying Official initiates credit card applications and requests removal of cardholders through the Division/Office Chief when appropriate. The Approving/Certifying Official is pecuniary liable for inappropriate actions taken by the cardholders. It is the Approving/Certifying Official's responsibility to initiate disciplinary action against abusing cardholders. No Approving/Certifying Official shall accept as a cardholder any person to whom he or she is subordinate, nor shall any cardholder act as his or her own Approving/Certifying Official. The Approving/certifying Official is responsible for informing the APC of any purchase card cancellations for which he or she is responsible and disposing of cards (or prices of cards).

- e. **Alternate Approving/Certifying Official – The Alternate Approving/Certifying Official is also delegated certifying authority by the Chief, Contracting Division, in a specific appointment letter. In the absence of the cardholder's Approving/Certifying Official, the Alternate Approving/Certifying Official assigned will be responsible for performing the duties required of the Approving/Certifying Official, as outlined in paragraph d above.**
- f. **Chief, Contracting Division – The Chief, Contracting Division appoints the Approving Officials in a specific letter of appointment. He/she has authority for immediate revocation of credit cards should abuse be discovered or suspected. The Chief, Contracting Division, through the APC, may occasionally authorize the contractor to accept deviations from pre-established single purchase and/or monthly dollar limits in emergency situations.**
- g. **Division/Office Chief – The Division/Office Chief shall request all cardholders and Approving/Certifying Officials within their organization, establish the per purchase, monthly and office limits. The Division/Office Chief will be responsible for requesting the APC to name or remove**

cardholders and Approving/Certifying Officials or to request changes to any of the monetary limits.

- h. **Statement of Account (SOA)** – The SOA is a monthly listing of all payments and credits authorized for purchases made by the cardholder and billed by the merchant.
- i. **Designated Billing Office** – The office designated by the ordering agency to receive the official invoice. The Approving/Certifying Official is the designated billing office for receiving USBank's billing account statements. Each Approving/Certifying Official will receive an official invoice (billing account statement) which reflects all purchases made and credits received by all of their cardholders.
- j. **Agency Program Coordinator (APC)** – The APC shall be the activity chief procurement officer or designee who must be certifiable at a Level II Contacting officer. The APC will serve as the liaison between the US Army Corps of Engineers, St. Louis District, and the contractor. He/she will oversee the purchase card program, establish guidelines, conduct training for prospective cardholders and Approving/Certifying Officials, and monitor the program through periodic review of accounts. Any change to active accounts must be accomplished by the APC. The APC is:
Kathleen M. Souders, 1222 Spruce Street, St. Louis, MO 63103-2833,
Telephone No. 314-331-8502.
- k. **Logistics Management Office** – The Property Book Officer establishes property accountability procedures to record applicable purchase information.

3. VISA PROGRAM CONTROLS

a. Single Purchase Limit

Before using the card, cardholders, with the exception of Contracting Division personnel, must be delegated micro purchase procurement authority. Cardholders outside Contracting Division may be delegated single purchase authority up to \$2,500, with a minimum of the 8-hour mandatory credit card training. A "single purchase" using the card may include multiple items. However, no single purchase may exceed the authorized single purchase limit established for each cardholder. "Splitting" purchases into a series of purchases, each of which falls under the single purchase limit, is prohibited.

The purchase card can be used as a payment method with no dollar limitation, (i.e. to pay for purchases ordered on a purchase/delivery order, government training or printing services against orders awarded by the Government Printing Office (GPO).

b. Monthly Cardholder Limit

The monthly cardholder limit is a budgetary limit assigned by the Division/Office Chief. The total dollar value of purchases when using the card for any single monthly may not exceed the monthly purchase limit set by the Approving/Certifying Official.

c. Monthly Office Limit

A monthly office limit is established for each Approving/Certifying Official by the Approving/Certifying Official's organization. This is an aggregate limitation of the dollar amount of purchases made on all cards under the Approving/Certifying Official's responsibility within a monthly billing cycle. This amount shall be specified on the Approving/Certifying Official's application. The office limit should not exceed the sum of the monthly purchase limits of all cardholders involved, multiplied X 3, but may be set lower for the purpose of funds control

d. Merchant Activity Type

Card usage may be restricted by a prohibition on the purchase of certain goods and services. This is enforced by restricting access to the Standard Industrial Classification (SIC) code of a merchant, which is part of the merchant's record at the credit card clearinghouse. For example, an authorization request from an airline or restaurant will be denied due to restrictions that are placed on the cardholders' accounts. These restrictions are furnished the cardholders and the Approving/Certifying Officials in their delegation letters.

e. Statement of Account Validation

At the completion of each billing cycle, the contractor provides a Statement of Account (SOA) to the cardholder. The SOA shows date, amount, and place of purchase, and forms the basis for the reconciliation process between the cardholder and the Approving/Certifying Official. The cardholders must attach their copies of the Merchants' sales drafts, invoices and/or packing slips to the monthly SOA and verify that an obligation has occurred in CEFMS to support each purchase referenced on the SOA. All documentation shall be sent to the Approving/Certifying Official upon completion of the reconciliation process by the cardholder.

f. Approving/Certifying Official Review and Certification

At the end of each billing cycle the Approving/Certifying Official will review the SOA of each cardholder under the Approving/Certifying Official's responsibility, together with copies of supporting documentation (credit card transaction slips and/or packing slips), to make the following determinations:

- (1) Verification that the transactions meet the legal requirements for authorized purchase card purchases;
- (2) Verification that the purchases made are correct and essential to fulfill immediate mission requirements;
- (3) Verification that the purchases do not exceed spending limits;
- (4) Verification that purchases are not for personal use;
- (5) Verification that purchases have not been split into smaller segments to stay under the micro purchase limit (\$2,500 for supplies and services - \$2,000 for construction);
- (6) Verification that adequate documentation is available for individual transactions;
- (7) Assure that appropriate approvals have been obtained for purchase (i.e. property book items: IT items);
- (8) Verification that the facts presented in the documents for payment are complete and accurate;
- (9) Taking appropriate action to prevent two or more payments for the same transaction;

- (10) Implementing correct dispute procedures when transactions are questioned; and
- (11) Issuing a certification statement to the payment office.

The Approving/Certifying Official is PECUNIARY LIABLE for an illegal, improper, or incorrect payment processed by the district as a result of an incomplete or misleading certification.

g. Procurement Review

After reconciliation of SOAs and the Billing Account Statement, a copy of each SOA shall be forwarded to the APC for review. After review, if the APC determines there is a problem, a memo via e-mail will be forwarded to the cardholder, Approving/Certifying Official and the Alternate Approving Official stating the problem or concern. It is the responsibility of the cardholder or the Approving/Certifying Official to address the problem, stating the remedial action taken. Failure to address the problems could result in the cardholder accounting being zeroed out until such remedial actions are taken.

h. Purchase Request and Commitment (PR&C)

There are two types of PR&Cs that can be used with the purchase card. The credit card PR&C and the bulk PR&C, in which cardholders create obligations against the bulk PR&C. If using the standard credit card PR&C, the PR&C shall be originated, approved and certified PRIOR to the purchase being made. The bulk PR&C is originated approved and the funds certified up front. Once the purchase is made, the cardholder shall create an obligation against the bulk PR&C within 24-48 hours of the purchase. The bulk PR&C is a more flexible method of allowing the cardholders the procure items before they create an obligation, due to the prior certification of funds.

i. Receiving for District Office Cardholders

All items ordered for offices located in the District Office and the Service Base (to be shipped to the cardholder) will be delivered to the Shipping and Receiving area at the Service Base. Warehousemen will bar code all property. A computer generated form located under the District database will need to be completed and forwarded to the Shipping and Receiving area. This form must contain the cardholder's name and location to which the supply is to be delivered. Also required is the name of the company in which item is ordered from a list of the items ordered. This information is very important for expeditious delivery. **District Office cardholders are not authorized to have supplies delivered directly to the district office building without the coordination the LMO.**

- b. The purchase card can be used to pay for supplies or services acquired using oral solicitation procedures. It may also be used to pay for supplies or services that are acquired through a purchase order or written contract when authorized in the terms and conditions of the contract. Without exception, the purchase card may only be used to pay for authorized U. S. Government purchases.
- c. The purchase card may be used to pay for utility services that accept the credit card as a method of payment. (A separate card would be issued to cardholders using the card as a payment method.)
- d. The purchase card shall not be used in lieu of the credit card assigned to be used for the GSA Fleet vehicles. (Exception: the vehicle credit card is not accepted at the service station; however, all attempts should be made to use a service statement that accepts the credit card in the fleet vehicles.)
- e. The purchase card has the cardholder's name embossed on it and can be used only by that individual. This card may not be used for personal purchases. Such use will subject the cardholder to administrative action ranging from reprimand to removal.
- f. Cardholders must exercise prudence in safeguarding their government purchase cards against theft or loss. A card shall not be loaned by the cardholder to any other person, nor shall a cardholder allow another person to sue the respective card account number for ordering. The account number should be disclosed only as is necessary for the operation of the card (i.e. to the vendor you're doing business with.) Inappropriate practices will subject the cardholder to administrative action.
- g. The credit card clearinghouse rules require most purchases over \$50.00 to be authorized before the merchant completes the purchase. In fact, many merchants now use electronic authorization methods allowing them to seek authorization on all purchases. Each card carries restrictions as to the single purchase limit established in the respective Delegation of Authority, and the total monthly dollar purchase limit, as well as the office limit.
- h. Use of the purchase card shall meet the following conditions:
 - (1) The total of a single purchase may be comprised of multiple items and cannot exceed the authorized single purchase limit stated in the cardholder's delegation of authority (purchases shall NOT be split in order to stay within this limit);

- (2) The supplies or services purchased must be immediately available (within the billing cycle).
- i. Before making a purchase by telephone, the cardholder shall call the vendor and get complete pricing and delivery information as required in all simplified acquisitions. Once all of the purchase arrangements have been negotiated, then the vendor should be asked if they will take this order using a credit card. Selection among vendors must be on the basis of the best price to the government. The cardholder shall request the discounts that are received under normal purchasing procedures. A credit card PR&C shall be prepared and approved prior to the telephone call and will be annotated to reflect all pricing and other applicable information obtained during the telephone call. Purchases are documented on the CEMVS Form 817 at time of purchase. (See Exhibit 1.)
 - j. The Approving/Certifying Official will ensure that the disposition of all items is in accordance with applicable property management regulations.
 - k. Any necessary authorization for particular types of equipment (i.e. GSA items, IT equipment, safety equipment) required by the FAR, the DOD FAR Supplement, or any other applicable rules or regulations, must be completed with all requisite signatures before an order is made using the purchase card.
 - l. Payments for purchases made with the purchase card will be made by the Paying Office, not by the cardholder. The cardholder will not receive any literature from the contractor other than the SOA, nor will there be any credit check on the cardholder's personal account prior to issuance, nor will the contractor be informed on the cardholder's personal address, Social Security Number, or other personal information.
 - m. Intentional use of the purchase card for nonapproved purposes will be considered an attempt to commit fraud against the U. S. Government and will result in immediate cancellation of the card and immediate disciplinary action, ranging from reprimand to removal against the cardholder under applicable Department of Army procedures. The cardholder is pecuniary liable for the amount of the unauthorized purchase up to one month's salary. The Approving/Certifying Official is pecuniary liable if no appropriate action is taken by the him/her against a cardholder who knowingly committed the authorized action. The cardholder and/or the Approving/Certifying Official will be held liable for the cost of the unapproved purchase and may be subject to a fine of not more than \$10,000 or imprisonment for no more than five years, or both, under 18 U.S.C. S.287.

5. RESTRICTIONS OF PROCUREMENTS

- a. Without proper authorizations (approved PR&C) and funding before purchase.
- b. To procure certain services such as consultant, printing (including composition and binding) and communications (telephonic, radiophonic or other electronic services requiring specific authorizations), construction over \$2,000, and A-E services, without specific authority as stated in the delegation letter.
- c. To purchase, rent, or lease any office space or other real property (including parking spaces).
- d. To purchase airline, bus, boat or train tickets, motor vehicle rental, hotel lodging, or any other services for which the Government travel card would be appropriate.

6. CARDHOLDER PROCEDURES FOLLOWING RECEIPT OF MONTHLY STATEMENT

- a. The contractor bank provides the cardholder with a monthly statement of account summarizing all purchases made during the billing period. (See Exhibit 2.) Upon receipt, the cardholder will annotate the SOA to identify the item(s) purchased and the obligation number (PR&C number or obligation number under a bulk PR&C) on the lines provided for the information.
- b. The following procedures must be taken by the cardholder:
 - (1) Date stamp or otherwise note the date of receipt on the face of the SOA immediately upon receipt.
 - (2) Review the SOA for accuracy.
 - (3) Provide a description for each item purchased. Attach copies of all merchant sales drafts and/or packing slips to the statement and ensure that PR&Cs are on file to support all purchases. The cardholder will forward all PR&Cs, supporting documentation, and the SOA to the Approving/Certifying Official for reconciliation and certification of the account
 - (4) Assure all information is inputted into CEFMS in accordance with guidelines provided.

- (5) In the event that any charges are questioned or not recognized by the cardholder, the cardholder shall prepare a Cardholder Statement of Questioned Item (CSQI). (See Exhibit 3.) The form shall be completed and faxed to the bank immediately, and the disputed amount removed from the SOA. If the charge is recognizable but the item has not been received, a CSQI form is prepared and held in suspense for one full billing cycle, paying the charge on the SOA. If the item has not been received by the next billing cycle, the form should then be faxed to the bank and it becomes a formal dispute.
 - (6) Annotate for each charge, on the line provided, the obligation number created under the bulk PR&C or the credit card PR&C number along with a description of the supply/service received.
 - (7) Sign the SOA acknowledging receipt of all items and furnish it (together with any related CSQIs, sales drafts, etc.) to the Approving/Certifying Official for certification. It is important that the cardholder check each purchase on the SOA to verify its accuracy. If the cardholder has returned an item purchased and received a credit voucher, the statement must be checked to verify that the credit has been applied to the account. If the credit is not shown on this statement, the cardholder shall fill out a CSQI and forward it with the Statement of Account to the Approving/Certifying Official. If the cardholder has purchased items that have not been posted to the account, the customer copy of the merchant sales draft and any other documentation shall be retained by the cardholder until the purchase appears on a subsequent SOA.
- c. If for some reason the cardholder does not have a customer copy of the merchant sales draft to send with the SOA, it is the cardholder's responsibility to contact the vendor to request a duplicate copy of the sales draft. Due to the increased ability to use technology (i.e. the Internet) to order supplies and have it charged against the credit card, the only documentation that can be duplicated is the acknowledgement of the order. If there is no sales draft, the cardholder should initial and date the order form to authenticate that the order was placed by him/her. This information is necessary so all information is available to the Approving/Certifying Official prior to certification of the billing account statement.
 - d. If the cardholder is unavailable to reconcile the SOA at the time it is received, arrangements must be made for the Approving/Certifying Official to review the statement and create the invoice in CEFMS. The cardholder shall provide all necessary documentation, including customer copies of sales drafts, CSQI forms and PR&Cs to the Approving/Certifying Official,

to allow proper reconciliation procedures and certification procedures to be followed.

- e. Whenever a credit appears on the statement, the cardholder will indicate the reason on the description line provided. If the credit is for a previously questioned item, a statement to that effect is sufficient along with identification of the month the item was originally billed and questioned.
- f. All purchases made with the purchase card are tax exempt. The card itself indicates that it is tax exempt, and the vendor should be so advised at the time of the sales transaction. Most states have agreed to honor the tax-exempt status without further documentation; however, some vendors may request the Taxpayer Identification Number (TIN) of the purchaser. The St. Louis District's Federal Tax ID Number is 43-6074780. Also, tax exemption letters for Illinois and Missouri are available in the Contracting Division. Contact the APC for copies of tax exempt letters, on an as-needed basis.

7. MONTHLY APPROVING/CERTIFYING OFFICIAL RESPONSIBILITIES

As mentioned previously, a monthly SOA is mailed directly to each cardholder.

Further, each Approving/Certifying Official will receive a Billing Account Statement (BAS) (see Exhibit 4) directly from the bank that is a summary of charges of all the individual cardholders assigned to him/her. This BAS lists all charges of all cardholders for whom the Approving/Certifying Official is responsible.

Once the cardholders have reconciled their SOA, they are to forward it, along with all backup information, to the Approving/Certifying Official or Alternate, for certification.

The Approving/Certifying Official (or Alternate must certify the BAS and have it in the Paying Office no later than 15 days from receipt of the BAS.

Approving/Certifying Officials will be responsible for keeping the original documentation from the cardholders to be filed with the copy of the BAS, and kept for three years from date payment is made.

Approving/Certifying Officials will certify the BAS in CEFMS in accordance with guidelines furnished.

Approving/Certifying Officials will sign the back of the BAS, certifying it for payment. The BAS can be faxed to the USACE Finance Center (UFC), Millington, or the original can be forwarded in hardcopy to RM-F on a transmittal

for bulk delivery to Millington. Field Approving/Certifying Officials can mail the original BAS directly to Millington at:

USACE Finance Center
St. Louis District
7800 Third Avenue
Millington, TN 38054-5005

NOTE: The sooner it is received and paid by UFC, the higher the percentage of rebates paid by the bank.

8. PAYMENT OF PURCHASE CARD CHARGES

The UFC must pay the BAS charges within 30 days of receipt in order to comply with the Prompt Payment Act. Failure to pay within the 30 days will result in an interest penalty payment.

If the BAS payments are not made within 30 days of receipt, the CEFMS will compute the interest penalty payment and it will be forwarded along with the BAS payment.

9. LOST/STOLEN CARDS

Should a card be lost or stolen, it is essential that the cardholder immediately (within one working day) notify their Approving/Certifying Official, the bank and the APC as soon as the loss is discovered.

A lost/stolen card will be issued by the bank within 10 working days of the report of the loss or theft. The Federal Government as the cardholder may be responsible for the charges against this card should the contractor not be notified at once of the loss of the card. The cardholder will not be personally responsible for charges on a lost or stolen card, if reported properly.

JUDITH A WILLETT
ST LOUIS DISTRICT CE
1222 SPRUCE ST
CEMVS CT
SAINT LOUIS MO 63103-2818

CARDHOLDER STATEMENT OF ACCOUNT
Cardholder Number
4716-3000-
0000000000

I.M.P.A.C.

JUDITH A WILLETT
ST LOUIS DISTRICT CE
1222 SPRUCE ST
CEMVS CT
SAINT LOUIS MO 63103-2818

STATEMENT DATE: 04/23/00

TRAN DATE	MONTHLY ACTIVITY	MCC CODE	REFERENCE NUMBER	POSTING DATE	AUTH CODE	AMOUNT
03-29	DELL MARKETING L.P. 800-234-1490 TX PUR ID: WWW.DELL.COM	5669	013506	03-31	069685	1,916.00
Description: Dell Dimension XPS 5100 MHz Pentium III Processor Base W81C8X00763791						
03-31	MANAGEMENT CONCEPTS INC 703-7909585 VA PUR ID: 249517	5669	156904	04-03	078223	578.00
Description: Tray-Fed Contract Negotiation Techniques W81C8X00661020						
03-31	MANAGEMENT CONCEPTS INC 703-7909585 VA PUR ID: 249519	5669	157001	04-03	077870	578.00
Description: Tray-Fed Contract Negotiation Techniques W81C8X00661020						
TOTAL						3,072.00

RECEIVED
CEMVS-CT-X
00 APR 25 PM 1:07

Date:

Reviewed By:

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00 APR 25 PM 1:07

47163000000000000000

MESSAGES:

ACCOUNTING CODE: 96 89233 WILL0198 MERCT056		ACCOUNT SUMMARY	
CUSTOMER SERVICE CALL TOLL FREE 1-888-99-IMPAC (1-888-994-6722)	CARDHOLDER NUMBER 4716-3000- 0000000000	Purchases and Other Charges	3,072.00
STATEMENT DATE 04/23/00		Checks	0.00
BILLING OFFICE ACCOUNT NUMBER 4716-3045-5610-7731		Check Fee	0.00
BILLING OFFICE CONTACT AND ADDRESS 1222 SPRUCE ST CEMVS ST SAINT LOUIS, MO 63103-2818		Credits	0.00
		STATEMENT TOTAL	3,072.00
		Total Balance in Dispute	0.00
		30 Day Credit Limit	5,000.00

Cardholder (or Accountable Official)
I certify that, except as may be noted herein or on supporting documents, the purchases and amounts listed on this account statement:

- (1) Are correct and required to fulfill mission requirements of my organization.
- (2) Do not exceed spending limits approved by the Resource Manager.
- (3) Are not for my personal use or the personal use of the receiving individual.
- (4) Are not items that have been specifically prohibited by statute, by regulation, by contract or by my organization.
- (5) Have not been split into smaller segments to avoid dollar limitations.*

"All purchase card transactions are subjected to DOD's Operation Mongoose to identify instances of potential fraud, waste and/or abuse."


 AUTHORIZED CARDHOLDER SIGNATURE

INSTRUCTIONS FOR DISPUTING A SALES TRANSACTION

1. Attempt to resolve the dispute with the vendor.
2. Complete the Cardholder Statement of Questioned Item form. This form is available from your Approving Official or Agency Program Coordinator.
3. Pay particular attention to:
 - describing the attempted vendor resolution
 - signing the form
 - providing your day time telephone number including area code
 - attaching any supporting documentation such as credit vouchers, return shipping documents such as postal receipts or UPS receipts, etc.
4. Return the original form to:

I.M.P.A.C. Government Services
 P.O. Box 6347
 Fargo, ND 58125-6347
5. The statement of Questioned Item must be returned to I.M.P.A.C. Government Services no later than 60 days after the statement date on which the transaction appeared in order to preserve your rights to dispute the transaction.
6. Retain a copy for your files and forward a copy with your certified Statement of Account to your Approving Official or other routing as indicated by your office's internal procedures.

If you have questions concerning disputing a transaction, you are encouraged to call I.M.P.A.C. Customer Service at 1-888-99-IMPAC (1-888-994-6722) so that we may assist you.

CARDHOLDER STATEMENT OF QUESTIONED ITEM

Purchasing CPP

(Please print or type in black ink)

CARDHOLDER NAME (please print or type) _____

ACCOUNT NUMBER _____

CARDHOLDER SIGNATURE _____

DATE _____

(AREA CODE) TELEPHONE NUMBER _____

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 contact us at 888-99-IMPAC (888-994-6722). We will be more than happy to advise you in 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 contract, and the expected date to receive the merchandise).

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. SERVICES 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, another credit card, or purchase order. (Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means).

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 reason 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).

Send To:

L.M.P.A.C. Government Services, P.O. Box 6347, Fargo, ND 58125-6347

Fax: 701-461-3466.



I.M.P.A.C.®

Government Services

Billing Account Statement

I.M.P.A.C.

ES

SEND BILLING INQUIRIES TO:
I.M.P.A.C. CARD SERVICES
P.O. BOX 6347
FARGO ND 58125-6347

PAYMENT DUE IN ACCORDANCE
WITH THE PROMPT PAYMENT ACT

\$ 3,057.44 *

** AMOUNT PAID **

\$ 3012.00

STATEMENT CLOSING DATE

APR 23,2000

BILLING STATEMENT

REMIT TO:
I.M.P.A.C. CARD SERVICES
P.O. BOX 6313
FARGO, ND 58125-6313

BILLING ACCOUNT NUMBER
4716304556107731

PREVIOUS BALANCE	.00	PURCHASES AND OTHER CHARGES	3,072.00
PAYMENTS	14.56CR	SELF ASSESSED INTEREST PENALTY	.00
CURRENT BILLING ACTIVITY	3,072.00	CHECKS	.00
ACCOUNT BALANCE	3,057.44	CHECK FEE	.00
		CREDITS	.00
		CURRENT BILLING ACTIVITY	3,072.00

RECEIVED
CEMVS-CT-X
00 APR 27 AM 9:17

6310328188

THOMAS E MERCER
ST LOUIS DISTRICT CE
1222 SPRUCE ST
CEMVS ST
SAINT LOUIS MO

*IF PAYMENTS TOWARDS PREVIOUS BALANCE HAVE BEEN MADE,
PLEASE DEDUCT FROM THE PAYMENT DUE.

63103-2818

N0000044639

Billing Account Statement

I.M.P.A.C.

DETAIL SEGMENT

BILLING ACCOUNT NUMBER- 4716-3045-5610-7731

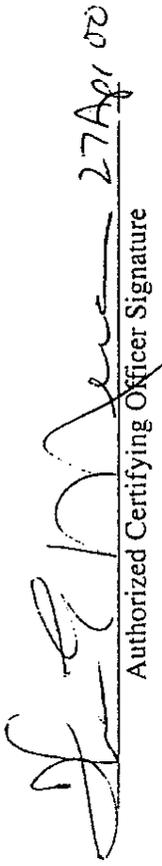
P/DT	T/DT	DESCRIPTION	CITY	ST	AMOUNT	P/DT	T/DT	DESCRIPTION	CITY	ST	AMOUNT
04/13	04/13	PAYMENT - IMPAC REBATE	05172	D	14.56RY						
*****		MERCER THOMAS E	4716304556107731		14.56CR						
*****		ACCOUNTING CODE	9696233								
03/31	03/29	DELL MARKETING L.P.	800-234-1490	TX	1,916.00	04/03	03/31	MANAGEMENT CONCEPTS INC	703-7909595	VA	578.00
		PUR ID MHW.DELL.COM	TAX \$ 000000000					PUR ID 249517			
04/03	03/31	MANAGEMENT CONCEPTS INC	703-7909595	VA	578.00						
		PUR ID 249519	TAX \$ 000000000								
*****		WILLETT JUDITH	47163000		3,072.00						
*****		ACCOUNTING CODE	96 96233 WILLJ0139 MERC0593								
DEPARTMENT TOTALS FOR					0000	DEPARTMENT TOTALS FOR					3,057.44
DIVISION TOTALS FOR					0000	DIVISION TOTALS FOR					3,057.44

RECEIVED
CEMVS-CT-X
00 APR 27 AM 9:17

BS

Purchase Card Certifying Officer

"Pursuant to authority vested in me, I certify that this invoice (billing statement) is correct and proper for payment, except as may be noted herein or on supporting documents."


Authorized Certifying Officer Signature

OR. Where Approving Official is not Certifying Official

"I certify that the items listed herein are correct and proper for payment from the appropriation(s) or other funds designated thereon or on supporting vouchers, and that the payment is legal, proper and correct, except as may be noted herein or on supporting documents."

Authorized Approving Official Signature