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- **BILLING/MANAGING OFFICIAL GUIDE**
- **SAMPLE “LETTER OF INSTRUCTION TO CARDHOLDERS”**

Billing Official Guide

For The

Fort Leonard Wood

I.M. P. A. C.

VISA

CREDIT CARD PROGRAM

BILLING OFFICIAL GUIDE

- 1. INTRODUCTION:** Welcome to the US Bank IMPAC Government Services Purchasing Card Program for the GSA SmartPay Card. The IMPAC program is designed to aid your office's procurement process. These instructions will guide you through your responsibilities as the Billing Official (BO). You are encouraged to read this information carefully and contact the IMPAC Customer Service Department if you have questions about any part of this program.
- 2. PROGRAM SUPPORT:** US Bank IMPAC Government Services has assembled a highly specialized service team to guide you through the implementation of your purchasing card program and to provide superior ongoing support:

Payments: The payment services unit processes all payments received for the IMPAC Purchasing Card program. This unit ensures that payments are posted to the appropriate invoice. If you have any questions about a payment posting, contact IMPAC Customer Service immediately.

Reconciliation: They assist Billing Officials with any questions on outstanding Billing Statements. If you have concerns regarding a Billing Statement, contact IMPAC Customer Service and ask to be connected with an Invoice Services Representative.

Collections: IMPAC Government Services also offers support in collecting balances on past due Billing Statements. If you have Billing Statements that are past due, the Billing Official may receive a call from a member of the collections unit. The collection staff will work with you to resolve the past due situation and attempt to prevent further escalation, such as account suspension.

Disputes: Dispute requests are initiated by the Cardholder or DOC, and submitted electronically on a Cardholder Statement of Questioned Item (CSQI) form. You may be instructed by US Bank to fax or mail the CSQI form to IMPAC Customer Service.

US Bank
IMPAC Customer Service
Toll-Free: 1-888-994-6722
Fax: (701) 461-3466
24 hours-a-day, 7 days-per-week

BILLING OFFICIAL'S RESPONSIBILITIES

The Billing Official is nominated by the unit Commanders/Directors and usually in the cardholder's supervisory chain. They have oversight responsibility for a number of cardholders to ensure that transactions are necessary and for official government purposes only. The Billing Official is also formally appointed as the Certifying Officer. Certifying officers are responsible for the accuracy of payments, including designation of the proper appropriations or other funds, certified to the paying office and disbursing officer. Certifying officers are **pecuniary liable** for an illegal, improper, or incorrect payment processed by the Department as a result of an inaccurate or misleading certification. The Billing Official's (Certifying Officer) responsibilities include, but are not limited to:

1. Recommending purchase card dollar limits to the A/OPC for cardholders under their purview.
2. Ensuring each cardholder fulfills his or her responsibilities
3. Reviewing assigned cardholder's statements and approving the statements in the absence of the cardholder)
4. Verifying all transactions were necessary government purchases in accordance with GPC policy and guidance, and all other government agency policy and procedures.
5. Retaining a copy of the billing statement and maintain all original supporting documentation (e.g., receipts, logs, invoices, delivery orders and approvals).
6. Notify the Property Book Officer of all accountable property acquired
7. Reporting suspected cases of fraudulent, improper, abusive, or questionable purchases to the APC
8. Notify the APC as soon as possible to close any cardholder accounts for individuals that have transferred, terminated, are in AWOL status, or retired and confirm the destruction of the card.
9. Notify the APC of any lost/stolen cards (in addition to cardholder notifying US Bank)
10. Resolving any questionable purchases with the cardholder
11. Notify the APC to terminate or reassign the billing official account prior to reassignment to other duties and/or departure from the installation/activity
12. Certify and forward the official invoice to the paying office. Is aware of all incentives in place under the task order to compensate for payment made earlier than mandated by the Prompt Payment Act
13. Ensures designation of the proper appropriation is made
14. Ensures that the mandatory electronic transaction log is being used, and used correctly. Prior to certification of the invoice, Billing Officials should ensure that cardholders have reconciled all transactions with the appropriate log entries.
15. Works with US Bank and paying office to resolve payment issues

16. Ensure that no individual other than the cardholder is using the card or card number
17. Prepares internal control procedure for their organization's program. The billing official is responsible for developing internal controls for his organization's IMPAC program. *At a minimum*, internal controls should address the following:
 - No individual other than the cardholder is using the IMPAC card or card number to make purchases.
 - Account limits reflect actual need and available funding.
 - Only mission essential merchant codes have been requested for the cardholder.
 - Cards are issued only to individuals within your organization with a continuing, bona fide need.
 - Maximum use of mandatory sources is being utilizedPeriodically, the A/OPC may ask the billing official to provide a copy/description of their internal controls procedure.
18. Prepares of Letter of Instruction to each cardholder under their authority. The LOI should include guidance on (at a minimum):
 - How the procurement process is to be performed by each Cardholder.
 - Cardholder's monthly and single purchase limit.
 - Procedures for processing a property book purchase.
 - Procedures for handling disputes or questioned items

"SAMPLE" LETTER OF INSTRUCTION TO CARDHOLDER**DEPARTMENT OF THE ARMY**
Headquarters, 795th Military Police Battalion
Fort Leonard Wood, Missouri 65473

ATSJ-MPB-P

1 June 2001

MEMORANDUM FOR Name of Cardholder, 795th Military Police Battalion, Fort Leonard Wood, MO 65473

SUBJECT: Letter of Instruction for the IMPAC VISA Program

1. Your duties as a cardholder will be performed when the need is identified.
2. You are authorized to make purchases for supplies and services as needed.
3. Upon notification that a purchase is necessary, you will be required to notify your Approving Official for authorization of funds. Provide a copy of the request to billing official, and upon receipt of notification the purchase may be accomplished.
4. Every Thursday morning you will provide a consolidated list of all purchases made during that bill period. You will also annotate in that list the current status of supply received.
5. Your single purchase limit is \$2,500.00 and your monthly spending limit is \$5,000.00. These limitations will not be exceeded.
6. You will not make any purchases of the following:
 - a. Cash advances (includes money order) through bank tellers or automated bank teller machines.
 - b. Long-term rental or lease of land or buildings.
 - c. Telecommunication (telephone) services or systems (e.g. major systems like FTS 2000 or DSN).
7. You will not split requirements to stay within the single purchase limit of an item.
8. You will insure purchases are made through mandatory vendors (e.g. UNICOR, JWOD, Department of Heraldry, etc.).
9. You will insure local purchase authority has been provided by the responsible process owner (DOL, DOIM, DPW, etc.) prior to making local purchases.

10. You will insure that items that require inclusion to the property book are promptly reported to DOL.
11. Micropurchases (purchases under \$2,500.00), must be rotated among qualified vendors. If it is necessary to use a single vendor for purchases, you will get approval from your billing official.
12. You will not accept back-orders or delayed partial shipments. An exception to this will be GSA. Inform vendor that payment will not be made until items are received. Items must be received within 30 days from the time the credit card is charged.
13. You will insure payments for said purchases are tax exempt. If you need a copy of the tax exempt certification you will notify your billing official.
14. You will get a receipt for purchases.
15. You will immediately report a lost or stolen VISA card to your billing official.
16. You will familiarize yourself with TADOC SOP 97-1 (dtd 22 MAY 98) and FLW IMPAC Policy.
17. If a purchase on your Statement of Account (SOA) is question for any reason you will first contact the vendor and attempt to resolve the issue. Note on the SOA that the purchase is a "possible dispute" and attach a memorandum outlining the dispute and what steps you have taken to resolve the dispute (to include phone conversations, person whom you spoke with, etc.). If the issue has not been resolved by the next billing cycle, prepare a Cardholder's Statement of Question Item (CSQI). You will fax a copy to the Directorate of Contracting (DOC) and mail the original to the bank. Attach a copy to the original SOA and suspense for 30 days. You will also phone the bank within one week of this action to ensure the bank has received the CSQI to coordinate the resolution of the dispute. If this is a valid dispute, when the electronic statement is reconciled, show that transaction as "disputed".
18. You will NOT prepare a CSQI on any issue involving sales tax, shipping and handling charges or exchange rates. You must resolve this issue.
19. Please contact the undersigned if you have any further questions.

BILLING OFFICIAL SIGNATURE BLOCK

- 1. INVOICING:** The Billing Statement is the Official Invoice.
 - A.** Billing Officials can maximize their rebates for early payment by quickly certifying the invoice electronically.
 - B.** Compare the Cardholder's Statement of Account to the Billing Statement. The totals appearing on the Billing Statement should match the totals on the Cardholder's Statement of Account.
 - C.** Verify that the transactions and disputes are valid and concur with all purchasing procedures.
 - D.** You **MUST ELECTRONICALLY CERTIFY** the Billing Statement within **5 calendar days** after the cycle ends. The cycle usually ends on the 23rd of the month, however, if the 23rd falls on a Saturday or Sunday, the cycle ends the Friday before. **Even a \$0.00 must be certified.**
 - E.** The **"paper" copy of the invoice must be date-stamped when received.** This document must be retained in the billing official's files. If, for some reason, the Electronic certification would "reject" in C.A.R.E., the billing official would be notified to submit the "paper" copy of the invoice. The billing official would need to contact DRM (573)563-5140 for specific instructions on the completion and submission of the "paper" copy of the invoice.
- 2. DISPUTED OR QUESTIONED ITEMS** are handled by the Cardholder, Billing Official, and DOC. Disputed transactions are PAID IN FULL and confirmed after payment. If the disputed transaction is resolved in your favor, IMPAC Government Services will issue a credit on the next Statement of Account and its appropriate Billing Statement.
- 3. LATE PAYMENT NOTICE:** A Late Payment Notice (LPN) is intended to alert you that a problem has arisen in the payment area of your program, and a payment has not been received. When a LPN is received, please be proactive in determining the cause and inform IMPAC Government Services. A LPN is generated at 45 calendar days from the billing date. Delinquency information will also appear on the Account Aging Analysis Report that is generated by IMPAC Government Services and forwarded to the AOPC. **Contact DRM at (573)563-5140 if you receive a late payment notice.**