



REPLY TO
ATTENTION OF
SAAL-PI

DEPARTMENT OF THE ARMY
OFFICE OF THE ASSISTANT SECRETARY OF THE ARMY
ACQUISITION LOGISTICS AND TECHNOLOGY
103 ARMY PENTAGON
WASHINGTON DC 20310-0103

13 JUL 2001



MEMORANDUM FOR DEPUTY ASSISTANT SECRETARY OF THE ARMY
(PROCUREMENT)
DEPUTY ASSISTANT SECRETARY OF THE
AIR FORCE (CONTRACTING)

SUBJECT: Purchase Card Program Electronic Data Interchange Response Cell

The purpose of this memorandum is to announce the establishment (effective July 12, 2001) of an Electronic Data Interchange (EDI) Response Cell in support of US Bank Government Purchase Card customers. Errors or suspected errors surrounding the digital flow of obligations and/or certified invoices generated by U.S. Bank to the DOD's financial management systems should be reported to this Response Cell in accordance with the enclosed procedures. The most obvious indicator of problems in the flow of obligations and/or invoices would occur when a billing account has been certified and the servicing paying office confirms that payment has not been made within the expected timeframe. When this happens, the Response Cell should be notified immediately. The Response Cell will identify where the flow of information has been interrupted and oversee the corrective action.

Let me emphasize that this process is not intended to replace any of the current mechanisms already in place for addressing operational issues associated with the Customer Automation and Reporting Environment (C.A.R.E.) system functionality, e.g., establishment/maintenance of accounts, questions regarding userids or passwords, etc. Cardholders and billing officials should be working through their local Agency/Organization Program Coordinator (A/OPC) and/or Resource or Financial Management personnel to address these types of issues. If an installation needs to know if a payment was issued against a billing account they should first contact their servicing paying office. Only when the payment has not been made and the timeframe is outside that which is expected for payment should the Response Cell be contacted.

The responsibility of the Response Cell will be to identify where in the process the digital flow was interrupted and to assign the corrective action to the organization with the authority to resolve the problem. For instance, if it is determined to be a data input error, then the problem will be referred to the installation/base for correction. If files were delivered from the bank and translated/delivered to the receiving system for processing, the action will be passed to the applicable Defense Finance and Accounting Service (DFAS)

authority for resolution. The Response Cell will work with the Defense Electronic Business Exchange (DEBX) and our other process partners to resolve problems.

The Response Cell will maintain a log of reported problems, assign a number to the action and provide that tracking number to the POC reporting the suspected problem. The log will be posted to the DOD Purchase Card Web site at <http://purchasecard.saalt.army.mil> for access as to current status of an outstanding item. The phone number to report suspected problems is (703) 681-3410 (DSN 761) and the corresponding email address is GPC.EDI@saalt.army.mil. Either mechanism may be used by the A/OPC, Resource or Financial Managers or DFAS Field Sites to report suspected EDI related problems/errors. Please ensure that the appropriate personnel are notified of this new response cell and of the procedures to follow.



Bruce E. Sullivan
Director, Purchase Card Joint Program
Management Office

Enclosure

Copy furnished:

Deputy Assistant Secretary of the Army (Financial Operations)
Deputy Assistant Secretary of the Air Force (Financial Management)
Director, Defense Finance and Accounting Service