



U.S. General Services Administration

GSA SmartPay

Virtual Training Forum

June 13-15, 2023

Purchase Card Program Update
OUSD(A&S) / DPC / CeB
Ms. Lisa Romney
Director, Contracting eBusiness



Agenda

- Defense Pricing and Contracting (DPC) / Contracting eBusiness (CeB)
- DoD Governmentwide Commercial Purchase Card (GPC) Program at a Glance
- Program Initiatives
- Systems Changes on the Horizon
- Recognition
- Questions



Defense Pricing and Contracting / Contracting eBusiness

Defense Pricing and Contracting / Contracting eBusiness

DPC is responsible for pricing and contracting policy matters across the Department of Defense (DoD). DPC executes statutes, executive orders, and policies through the timely update of the Federal Acquisition Regulation (FAR) and Defense FAR Supplement (DFARS), and issuance of memoranda and guidance. DPC enables operations through business systems and standards. DPC empowers the DoD contracting community with resources.

<https://www.acq.osd.mil/asda/dpc/index.html>

DPC / Contracting eBusiness (CeB) manages DoD enterprise data standards, internal control requirements, and systems required to write, distribute, and manage contract actions across the procurement lifecycle. DPC is responsible for providing GPC and Government Furnished Property policy, training, and tools, and for monitoring Component compliance.

<https://www.acq.osd.mil/asda/dpc/ce/index.html>

CeB – Procure-to-Pay

- CeB advocates for the contracting community's equities within the Procure-to-Pay (P2P) business process through the P2P Process Advocate's Working Group.
- P2P encompasses all business functions necessary to obtain goods and services using procurement processes and procedures including executing procurement requirements, strategy, procurement award and management, receipt and acceptance, entitlement, disbursement, and closeout.
- P2P focus areas:
 - Transparency of procurement spend
 - Data exchange / handshakes in key steps in the P2P process
- For more information on the systems and capabilities, refer to the:
 - Procure-to-Pay Capability Summaries:
<https://www.acq.osd.mil/asda/dpc/ce/p2p/p2p-capability-summaries.html>
 - Contracting eBusiness – Procure-to-Pay (P2P) website:
<https://www.acq.osd.mil/asda/dpc/ce/p2p/index.html>
 - Procure-to-Pay – Training Symposium:
<https://www.acq.osd.mil/asda/dpc/ce/p2p/p2p-training-symposium.html>

CeB - GPC Agency Program Management Office

DPC, with operational and compliance-management support from Defense Contract Management Agency (DCMA), serves as the DoD GPC Agency Program Management Office (PMO). The PMO:

- Oversees and supports the DoD GPC Program
- Develops, disseminates, and maintains DoD GPC policies
 - In calendar year 2023, CeB is targeting release of the *DoD GPC Program Policy*
- Chairs and oversees the Integrated Solutions Team (IST) Governance Board
- Provides for a Data Mining (DM) capability that enables Components to prevent / identify policy non-compliances
- Facilitates GPC reporting
- Drafts and staffs legislative proposals to streamline business processes
- Oversees award of SmartPay (SP) task orders; serves as the Contracting Officer's Representative (COR)*



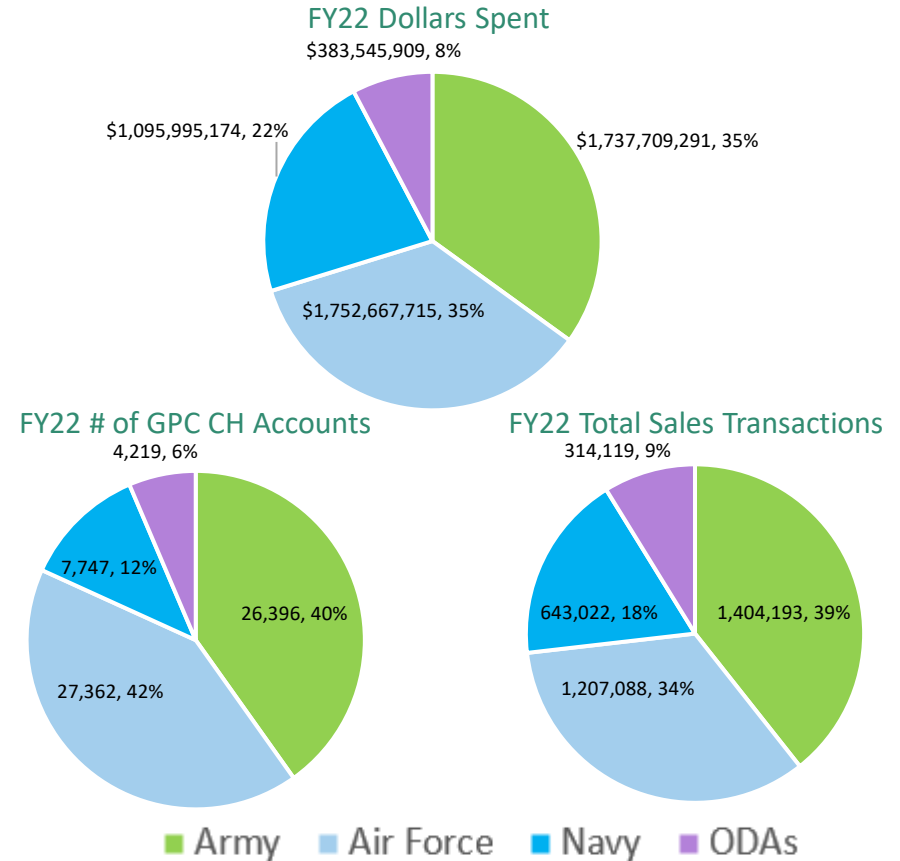
*Department of the Navy maintains its own SP task order



DoD GPC Program at a Glance

DoD GPC Program Summary

Program Metrics 2015 - 2022			
Fiscal Year	Number of GPC Cardholder (CH) Accounts	Total Sales Transactions	Dollars Spent
2022	65,724	3,568,422	\$4,969,918,089
2021	68,951	3,679,078	\$5,020,334,454
2020	70,716	4,018,484	\$5,326,588,313
2019	70,165	4,951,221	\$5,860,476,687
20218	69,064	4,820,032	\$5,072,064,329
2017	68,667	4,961,551	\$4,848,254,227
2016	69,104	5,232,630	\$4,984,668,828
2015	69,801	5,422,585	\$4,979,873,793



Joint Appointment Module (JAM) – Operational Support

GPC Active Appointments by Role* as of 03/01/2023							
	CPM	OA/OPC	A/OPC	A/BO	CO	CH	Total
Army	5	90	764	19,216	18,372	26,788	65,235
DON	3	381	1,604	4,222	7,820	6,868	20,898
DAF	2	169	416	16,124	1,781	23,799	42,291
ODA	30	62	143	3,042	2,247	3,197	8,721
Total	40	702	2,927	42,604	30,220	60,652	137,145

JAM GPC Active Warrants as of 03/01/2023

	Total JAM GPC Active Warrants	OA/OPC & A/OPC with Delegating/Appointing Authority	CH with Warranted Contingency Contracting Special Designation	CH with Contract Ordering Official Special Designation	CH with Overseas Simplified Acquisition Special Designation
Army	2,856	685	15	1,106	1,050
DON	2,662	1,585	10	1,005	62
DAF	11,457	322	120	8,910	2,105
ODA	1,817	148	3	1,614	52

*Roles: CPM – Component Program Manager, OA/OPC – Oversight Agency/Organization Program Coordinator, A/OPC – Agency/Organization Program Coordinator, A/BO – Approving/Billing Official, CO – Certifying Officer, CH – Cardholder
 DON – Department of the Navy, DAF – Department of the Air Force, ODA – Other Defense Agencies

Data Mining Case Closures – As of 01/20/2023

Army Open/Closed Cases by Semi-Annual Reporting Period As of 01/20/2023

	Total Cases	Total Closed	Total Open
FY2022 SA2	154,008	153,008	0
FY2022 SA1	123,735	123,735	0
FY2021 SA2	177,574	177,574	0
SY2021 SA1	122,415	122,415	0
FY2020 SA2	171,936	171,936	0
FY2020 SA1	373,400	373,400	0
FY2019 SA2	200,987	200,987	0
FY2019 SA1	18,517	18,517	0
Total	1,342,572	1,341,572	0



DON Open/Closed Cases by Semi-Annual Reporting Period As of 01/20/2023

	Total Cases	Total Closed	Total Open
FY2022 SA2	32,688	32,688	0
FY2022 SA1	24,802	24,802	0
FY2021 SA2	36,640	36,640	0
SY2021 SA1	28,444	28,444	0
FY2020 SA2	58,000	58,000	0
FY2020 SA1	103,652	103,652	0
FY2019 SA2	61,498	61,498	0
FY2019 SA1	5,003	5,003	0
Total	350,727	350,727	0



DAF Open/Closed Cases by Semi-Annual Reporting Period As of 01/20/2023

	Total Cases	Total Closed	Total Open
FY2022 SA2	73,704	73,704	0
FY2022 SA1	57,064	57,064	0
FY2021 SA2	64,357	64,357	0
SY2021 SA1	61,837	61,837	0
FY2020 SA2	113,245	113,245	0
FY2020 SA1	172,021	172,021	0
FY2019 SA2	103,015	103,015	0
FY2019 SA1	7,471	7,471	0
Total	652,714	652,714	0



ODA Open/Closed Cases by Semi-Annual Reporting Period As of 01/20/2023

	Total Cases	Total Closed	Total Open
FY2022 SA2	13,298	13,298	0
FY2022 SA1	10,132	10,132	0
FY2021 SA2	10,866	10,866	0
SY2021 SA1	6,711	6,711	0
FY2020 SA2	13,977	13,977	0
FY2020 SA1	14,272	14,272	0
FY2019 SA2	14,951	14,951	0
FY2019 SA1	3,451	3,451	0
Total	87,658	87,658	0



IOD* - True Positive Rate Across DoD

Fiscal Year	Army	DAF	DON	ODAs	DoD
FY21 – Numbers provided by the Bank Team last year	14.50%	7.82%	3.81%	27.78%	--
**FY21 – Numbers corrected by the Bank Team	11.13%	5.91%	2.67%	21.45%	8.24%
FY22	9.66%	6.84%	2.82%	20.14%	8.09%
Change (using corrected FY21 numbers)	-1.47%	+0.93%	+0.15%	-1.31%	-0.14%

- ✓ True Positive Rate (TPR) held relatively steady from FY21 to FY22 with a slight Department-wide decrease from 8.24% for FY21 to 8.09% for FY22.
- ✓ Higher TPRs indicate reviewers are finding program non-compliances at a higher rate when reviewing and closing cases.
 - This increases the likelihood that reviewers will be more attentive when conducting reviews.
 - Results in better use of reviewers' time.
- ✓ Proactive actions are being taken to improve the TPR:
 - IST actively manages the DM rules and process to ensure only high-risk cases require adjudication.
 - Agency PMO performs analysis, makes recommendations, and provides additional active management and oversight.



*IOD: Insights on Demand

**FY21 TPR depicted in DPC's 2022 Directives brief contained inaccuracies based on Bank Team-provided data. The FY21 TPRs have been adjusted to accurately depict this data. Oversight Systems attributes last year's inaccuracies "to cases reopened or manually created and different account of transactions on the managing account."

GPC Audits

DoDIG memo “DoD Government Charge Card Abuse Prevention Act Report for FY 2022,”
January 5, 2023

- Includes 28 GPC audits by DoD Inspector General, Army Audit Agency, Air Force Audit Agency, and Naval Audit Service.
- Audits include actions closed in 2022 and remaining open from prior years.
- CeB’s actions in Guidebook, systems, and internal controls address the findings and recommendations.
- “Governmentwide Commercial Purchase Card Policies and Directives” briefing identifies the common themes.

Audits / Findings

Audit	Summary
DoDIG COVID-19 Audit (DoD OIG D2022-D000AX-0143.00)	Office of the Inspector General (OIG) has approved an audit of DoD use of the GPC in support of the Coronavirus Disease-2019 Pandemic. The DoDIG announced the COVID-19 audit on June 1, 2022. Audit entrance conferences were held in June 2022.
Government Accountability Office (GAO) Disaster Response Audit (GAO 21-42 / 103467)	When supporting disasters and other Emergency Type Operations (ETOs), officials face pressure to provide goods and services quickly, which can increase the risk of fraud or other non-compliances. Agencies need to have procedures in place that ensure adequate staffing to meet surge requirements, enable identification of the transactions made in direct support of ETOs, and activate appropriate compensating controls to mitigate increased fraud risk.
DoDIG Cybersecurity Risk of GPC Commercial Off-the-Shelf (COTS) Information Technology (IT) Purchases Audit (DoDIG-2019-106)	To mitigate supply chain and cyber security risk, heightened attention needs to be paid when the GPC is being used for COTS IT purchases. Recommends OSD: 1) implement acquisition policy requiring evaluation of cybersecurity risks for high-risk COTS items prior to purchase, regardless of purchase method; and 2) update GPC policy and training to address common cybersecurity risks for COTS IT items and the impact of the risks to the mission.



Program Initiatives

SAM Lookup Bot for Section 889

- FAR provision 52.204-26, Covered Telecommunications Equipment or Services includes representations in paragraph (c) that collect data from prospective offerors used by the Government to implement Section 889(a)(1)(A) and (a)(1)(B) of the National Defense Authorization Act (NDAA).
- To ease implementation, DPC developed a simple SAM lookup robotic (bot) process automation (RPA) capability.
- To enhance the value of the tool, in January the bot responses were modified to add context to help requestors understand what actions they can take or should not take based on the vendors' entries.
- For more information, reference the “Section 889 Implementation Guide”:

<https://dodprocurementtoolbox.com/site-pages/section-889-request>

Either Unique Entity Identifier or Commercial and Government Entity (CAGE) codes may be used to request 889 bot responses.

Collaboration with OSD Principal Staff Assistants Cyber Security Stakeholders

- ✓ Drafted micro-purchase policy to reduce administrative burdens related to ensuring 889 compliance when certain criteria are met and developing online GPC CH checklist used to make and document determinations.
- ✓ Collaborating with DoD Chief Information Officer (CIO) and other Office of the Secretary of Defense (OSD) Principal Staff Assistant (PSA) representatives to draft a Commercial Off the Shelf (COTS) Information Technology (IT) policy to reduce supply chain and cyber security risks when using the GPC to purchase COTS IT.
- ✓ Coordinating with OUSD (A&S)/Platform & Weapon Portfolio Management to determine if/how the current DoD GPC Unmanned Aircraft Systems (UAS) policy should be updated to leverage the work done by the Defense Innovation Unit (DIU) to identify “Blue UAS” as identified in the OUSD(A&S) memo, “Exception to Policy Requirement for Blue Small Unmanned Aircraft System,” October 13, 2022.
 - Supporting Rule making associated with Class Deviation—Prohibition on Procurement of Foreign Made Unmanned Aircraft Systems, DARS Tracking Number: 2020-O0015, May 29, 2020

Collaboration with Comptroller/DFAS

- ✓ 1099 Reporting: CeB worked in close coordination with Defense Finance and Accounting Service (DFAS) to provide clear guidance on 1099 reporting, process improvements for timely reporting, and compliance on use of Convenience Checks.
 - ✓ Department-wide completion rate is 99% for CY2022
 - ✓ Thank you CPMs and A/OPCs for ensuring your CHs are completing required responses
- ✓ Collaborating on use of the Access Online eOrder capability to fund GPC accounts with the goal of establishing standards that will ensure adequacy of data to meet both procurement and financial management requirements.
- ✓ DD Form 577 Appointment Requirements: Worked policy issues related to termination of DD Form 577 appointments, documents required to support manual payment of GPC invoices, and process when an invoice is certified electronically and then converted to manual payment.



Collaboration with CDAO

- ✓ In February 2022, OSD stood up the Chief Digital and Artificial Intelligence Office (CDAO).
 - CDAO is responsible for acceleration of DoD's adoption of data, analytics, and artificial intelligence to generate decision advantage. CDAO integrates the Joint Artificial Intelligence Center, Defense Digital Services, the Chief Data Officer, and Advana, the enterprise platform, into one organization.
 - Advana is the Department's single enterprise authoritative data management and analytics platform. Use of any other platform must be approved by the DoD Chief Data Officer. For more information, see the "Creating Data Advantage" memorandum dated May 5, 2021 and DoD Financial Management Regulation Volume 1, Chapter 10.
- ✓ Collaborating on data: Data previously stored in Procurement Business Intelligence Service (PBIS), including GPC data, is migrating to Advana for storage, analytics, and reporting purposes.
 - Working with Army, CDAO, and the Bank to receive transaction supporting documents that CHs enter during the account reconciliation process into Advana.
 - Drafted DoD GPC records retention and destruction policy that complies with the requirements of FAR 4.805; DFARS 204.805; Financial Management Regulation (FMR) Volume 1, Chapter 9; and National Archives and Records Administration (NARA).

GPC Advana

- Established a working group to identify Enterprise requirements for Advana GPC functionality:
 - Identified initial Use Cases that will guide development of Advana’s capabilities
 - Reviewed available data to determine feasibility
 - Reviewed existing workbenches/dashboards to increase strategic and operational oversight and optimize program performance
- If CPMs and A/OPCs are not familiar with the existing dashboard and reporting capabilities, CeB recommends exploring the capabilities and using the ones that increase oversight or present operational opportunities (e.g., access to strategic sourcing or regulatory compliance data).
 - Links are provided in Backup to the existing capabilities from GSA and the Bank Team (U.S. Bank, Mastercard, and Oversight Systems)



Collaboration with DCMA

Procurement Management Reviews

- ✓ **FY22:** Addition of GPC experts on the Procurement Management Reviews (PMRs). Volunteers concentrate on a thorough review of the agency's GPC Program.
- ✓ **FY22:** CeB consolidates contract and purchase card data from eBusiness tools into a single deck that is briefed to the Commanding Officer / Head of Contracting Activity in advance of reviews.
- ✓ **New in FY23:** The body of the PMR report reflects the addition of GPC experts by making the GPC program a stand-alone section in the report rather than a subsection.
- ✓ **Upcoming in FY24:** Evolving the CPM / A/OPC PMR checklist developed in FY22.
- ✓ **Volunteers:** GPC augmentees do not have to be 1102's and may be at lower grades but must be SMEs on the GPC Program.
 - Announcement of the PMR schedule and call for volunteers is available at:

<https://www.acq.osd.mil/asda/dpc/cp/policy/procurement-management-reviews.html>



PMR Process

Prepare

Agency receives PMR Notification Letter

Reviewer prepares and selects transactions

CPM provides documentation

Conduct

CeB briefs Commanding Officer / HCA

Reviewer meets with CPM

Reviewer assesses account / appointment requirements, GPC usage, and documentation using checklist

Conclude

Team reports findings, recommendations, suggestions, and commendations

PMR Findings and Best Practices

- Reviews have resulted in heightened attention to issues such as Defense Agencies Initiative (DAI) challenges related to GPC Contract Pay.
- Cases have been found without adequate documentation. CHs obtained appropriate approvals, but approvals were not documented in the system. The best repository for records, including Memorandums for Record, is Access Online Transaction Attachments.
 - ✓ Best Practice: CHs write Memorandums for Record (MFRs) to document situations where they have obtained approvals that cannot be documented in the system in other ways; stored as backup documentation.
- Some agencies track training in Procurement Integrated Enterprise Environment (PIEE), while others are still tracking outside of PIEE.
 - ✓ Best practice: Recommend tracking training in PIEE.
- Some systemic challenges are difficult to correct (e.g., CHs not obtaining copies of invoices and retaining written acceptance documents for transactions). Components provide training / support, but processes appear to improve only temporarily due to turnover.

Thank You to GPC PMR Volunteers

FY22	
Defense Threat Reduction Agency	Kelly Carty, DLA
Defense Human Resources Activity	Amy Williams, DCMA
Department of Defense Education Activity	Steve Baldwin, DFAS
Defense Health Agency	Jennifer Szego, DLA
Defense Information Systems Agency	Bobbie Moore, DTRA
Defense Contract Management Agency	Heidi Stein, DHA
FY23	
Defense Microelectronics Activity	Kelly Carty, DLA
Defense Finance Accounting Service	Bobbie Moore, DTRA
Defense Intelligence Agency	Regina Ruiz, USSOCOM
Washington Headquarters Services	Earl Boutelle, DHA
Uniformed Services University of the Health Services	Floyd Kirkland, DeCA (July 2023)
Defense Commissary Agency	VACANT (August 2023)

GPC Component Program experts participate as team members on Defense Agency PMRs:

- Good learning experience
- Opportunity for CPMs to share ideas
- Receive Continuous Learning Points (CLPs) for your time commitment



Systems Changes on the Horizon

Improvements to PIEE

- February 2023: PIEE/Defense Enrollment Eligibility Reporting System (DEERS) system interface established to provide related employee work status notifications (e.g., separation, reassignment), notify affected users and supervisors, and automatically archive PIEE user roles to restrict unauthorized system access.
 - Future release: Necessary appointment actions/workflow for other personnel changes
- JAM Improvements Phase 4 Development work will begin shortly. Requirements under consideration are clustered in the following categories:
 - Reuse of existing data to streamline appointment workflows and expand access
 - Automatic access to Electronic Document Access (EDA) based on GPC roles and special designations
 - Temporarily archive PIEE roles for users with past-due training
 - Training reminder emails and reporting
 - Emails to support account clean up and auto termination
 - Capabilities to initiate and approve bulk appointment updates

Course	June 13	June 14
DoD GPC Electronic Systems Update	11:00 – 12:10	12:30 – 1:40 2:00 – 3:10

PIEE Webinar Training Series

- Access the recorded PIEE webinars listed in the table below from the DoD Procurement Toolbox at:

<https://dodprocurementtoolbox.com/site-pages/procurement-integrated-enterprise-environment-piee>

Webinar	Description
GAM 101	Provides PIEE Government Administrators (GAMs) with a basic understanding of a GAM's roles and responsibilities and how to complete daily tasks.
GAM 201	Provides a deeper dive into some of the more complex aspects of the GAM role and managing user's access.
GAM Refresher	Highlights key points from GAM 101 and then explores new PIEE features and capabilities that GAMs needs to be aware of.
EDA Reporting 101	Provides an update on PIEE's reporting footprint, now found in Electronic Data Access (EDA).
GPC, JAM, and FedMall	Covers current JAM features for GPC and an overview of FedMall.
WAWF for CORS	Provides Contracting Officer's Representatives (CORs) an overview of how to use Wide Area Workflow (WAWF). Focuses on how to work both the Commercial Invoice 2n1 and Receiving Report documents.

- Navigate to a comprehensive set of PIEE training resources on the PIEE – Web Based Training (WBT) website at: <https://pieetraining.eb.mil/wbt/>
- View upcoming events on the DoD Procurement Toolbox events calendar at: <https://dodprocurementtoolbox.com/events/calendar>



Recognition



Recognition

Agency PMO	Pam Talbott
Army	Morris McIlwain Khan Do Teresa Grindlay Guy Hunneyman Karin Koos Chris Patchett Veronica Sharp
Air Force	Alex Gross Angel Hester Margit Miller Jerry Weaver
DCMA	Brad Miller
DHA	Bert Bryson

DLA	Paula Canty Kelly Carty Lori Evans Claire Singletary Jennifer Szego
DMEA	William Waltrip
DoDEA	Sean Jenkins
MPO	Anthony Maranto
Navy	Karen Curtain Esteban Diaz Michele Gilbreath Amy Novak
WHS	Paul Marshall



Questions

If you have additional questions, please contact us at the
DoD GPC Shared Mailbox
dodpcpo@sterlingheritage.com with the subject
“TrainingForum2023”

Backup

- Existing Dashboard / Reporting Capabilities

Existing Dashboard/Reporting Capabilities

Existing dashboard/reporting capabilities from General Services Administration (GSA) and the Bank Team (U.S. Bank (the Bank), Mastercard, and Oversight Systems):

- GSA SmartPay Data Warehouse dashboard: <https://spdatawarehouse.gsa.gov>
- GSA Program Statistics: <https://smartpay.gsa.gov/content/program-statistics-overview>
- GSA Statistics/Dashboard:
https://smartpay.gsa.gov/sites/default/files/StatsTool_FY21_M11_v1_EXTERNAL_4.xlsx
- U.S. Bank's Access Online Data Analytics: <https://piee.eb.mil/xhtml/unauth/home/login.xhtml>
 - PIEE>Access Online>Data Analytics
 - Access Online Data Analytics Quick Start Guide
- Oversight Systems' Insights on Demand (IOD) Dashboard:
<https://piee.eb.mil/xhtml/unauth/home/login.xhtml>
 - PIEE>Access Online>IOD
 - Insights on Demand Dashboard User Guide

