GSA SmartPay
Virtual Training Forum
June 13-15, 2023

Governmentwide Commercial Purchase Card Policies and Directives
OUSD(A&S)/DPC/CeB

Ms. Denise Reich and Ms. Sheila McGlynn
Agenda

• Defense Pricing and Contracting (DPC) Website: Governmentwide Commercial Purchase Card (GPC) Webpages and Training
• DoD SmartPay® 3 (SP3) GPC Governance Update
• \textit{DoD Governmentwide Commercial Purchase Card Program Policy}
• DoD SP3 Recently Released Policies and Related Systems Information
• DPC SP3 Tools
• DoD SP3 Oversight
• What’s On the Horizon
• Questions
• Backup
  — Commercial Platforms Proof of Concept
  — Systems Website Page
  — SP3 Transition Information Website Page
  — Confirmation Bias
  — Dispute Management Update
  — \textit{DoD GPC Program Policy} – Best Practices
  — Policy Memorandums
  — eCommerce Platforms Pilot – Risk and Policy
  — 889 and ETO Purchase Log Reporting Requirements
  — DPC SP3 Tools
Defense Pricing and Contracting Website: Governmentwide Commercial Purchase Card Webpages and Training
Index of GPC Webpages


1) From the DPC – Contracting eBusiness (CeB) webpage, select "Learn More" under “Purchase Cards” to display the GPC index.

2) From the GPC index, go to "Policy Docs & Guides” to see DoD GPC Program policy memos, Guidebook, 2022 DoD GPC Charge Card Management Plan, and related documents.

3) From the GPC index, go to "Training” to see DAU GPC Courses, Training & Requirements, DoD-level GPC Policy Available/Recommended Training, and GPC Program One-Pagers.
New One-Pagers

• DPC is pleased to announce that several new one-pagers have been published since the 2022 GSA SmartPay Virtual Training Forum:
  — 3OP038, Tracking Training in PIEE
  — 3OP039, Unique Entity Identifiers for GPC Reporting to FPDS
  — 3OP040, Running Detailed JAM/GPC Reports in EDA
  — 3OP041, Using the Access Online PTQ (PTQ Part 2)
• Find them on the GPC Training webpage: https://www.acq.osd.mil/asda/dpc/ce/pc/training.html
Semi-Annual Review Resources

Other valuable resources on the GPC Training webpage at https://www.acq.osd.mil/asda/dpc/ce/pctraining.html

Use the **Semi-Annual Head of Activity Review Report Guide** to prepare your Semi-Annual Head of Activity Review (SAHAR) Report submission.

Use the **Semi-Annual Head of Activity Review Template** as a framework to streamline preparation of the required Semi-Annual Head of Activity Review briefing for your Head of Activity.

Use the **Insights on Demand A/OPC Monthly/SAHAR Report Line Item Validation Using Access Online** (Common Access Card (CAC)-enabled) to ensure you appropriately validate reporting data.

**Insights on Demand A/OPC monthly/SAHAR report line item validation using Access Online**
Other Resources

Other valuable resources on the GPC webpages:

**Merchant Category Codes**


To improve purchase log data quality, compliance, and oversight, CeB is updating the mandatory purchase log data standard established in SP3 Transition Memo #6. This:

- Will support consistent Department-wide reporting, data integrity, and auditability.
- Is the Phase 2 effort addressed in our DPC “Governmentwide Commercial Purchase Card Guidance Related to Recording 889 Designation and Emergency-type Operation Values (GPC 2022-02)” memo.

Resources available at our CAC-enabled page: [ASD(A) - DPC - Contracting eBusiness (osd.mil)](https://www.acq.osd.mil/asda/dpc/ce/pc/docs-guides.html)
DoD SP3 GPC Governance Update
**DoD SP3 GPC Governance**

**Integrated Solutions Team (IST)** focus during initial years of SP3:

Making decisions to minimize Data Mining (DM) reviews of low-risk transactions by adjusting DM rules/parameters based on transaction risk and introduction of artificial intelligence.

- Decreased Flagging Rate (dispositioning fewer, primarily high-risk cases)
- Increased True Positive Rate (TPR) (percent of cases where the reviewer found program non-compliances)
- Mitigated Confirmation Bias (tendency to assume that virtually all cases reviewed are compliant)
- Initiated planned overhaul of the DM case questionnaire

**Progress in FY22/FY23**

- Approved updates to the mandatory purchase log data standard established in SP3 Transition Memo #6 to support consistent Department-wide reporting, data integrity, and auditability. This is the Phase 2 effort addressed in GPC memo #2022-02.
- Implemented the new 250:1 span of control ratio for Cardholder (CH) and Managing Accounts to Agency/Organization Program Coordinator (A/OPC) (previously 300:1) with biennial reevaluation; added flexibility for Component Program Managers (CPMs) to deviate on a case-by-case basis for specific locations provided sufficient local oversight and compensating controls.
- Approved several updates to DM rules to further increase targeting of high-risk transactions.

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*GPC IST Governance Board is composed of representatives from DPC/CeB, DCMA, the Services, and Other Defense Agencies (ODAs)*

- Supported by the Bank Team – U.S. Bank ((Bank) card-issuing bank, Mastercard (card association), and Oversight Systems (DM vendor)
- Typically meets semi-annually to review trends, identify and approve any adjustments to the Bank Team’s electronic capabilities, DoD's GPC enterprise tools, DoD GPC policies, and the DM rules.

**“Governmentwide Commercial Purchase Card Guidance Related to Recording 889 Designation and Emergency-type Operation Values (GPC 2022-02)”**
Where We Are Headed

• Access Online’s Order Management:
  ✓ Implementing the Purchase Log data standard

• Insights on Demand (IOD) DM:
  ✓ Continuing IST review and possible approval of targeted, data-driven updates to DM rules and parameters to further increase targeting of high-risk transactions
  ✓ Continuing to work with the IST to finalize updates to the DM questionnaire
  ✓ Enabling employee-centric learning soon
  ✓ Updating to IOD version 9 for a new look/feel, faster data processing, and improved user experience
  ✓ Continuing to use scheduled training events for new users/users changing roles in the program

• Evaluating alternatives to meet the requirement for bi-annual ethics training
IOD - True Positive Rate (TPR) Across DoD

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Army</th>
<th>DAF*</th>
<th>DON*</th>
<th>ODA*</th>
<th>DoD</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY21 – Numbers provided by the Bank Team last year</td>
<td>14.50%</td>
<td>7.82%</td>
<td>3.81%</td>
<td>27.78%</td>
<td>- -</td>
</tr>
<tr>
<td>**FY21 – Numbers corrected by the Bank Team</td>
<td>11.13%</td>
<td>5.91%</td>
<td>2.67%</td>
<td>21.45%</td>
<td>8.24%</td>
</tr>
<tr>
<td>FY22</td>
<td>9.66%</td>
<td>6.84%</td>
<td>2.82%</td>
<td>20.14%</td>
<td>8.09%</td>
</tr>
<tr>
<td>Change (using corrected FY21 numbers)</td>
<td>-1.47%</td>
<td>+.93%</td>
<td>+.15%</td>
<td>-1.31%</td>
<td>-.14%</td>
</tr>
</tbody>
</table>

- DoD’s TPR held relatively steady from FY21 to FY22 with a slight 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 focus adjudicators’ attention on high-risk cases.
  - Agency Program Management Office (PMO) performs analysis, makes recommendations, and provides additional active management and oversight.

*DAF – Department of the Air Force; DON – Department of the Navy
**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 manual errors associated with the data pull and “to cases reopened or manually created and different account of transactions on the managing account.”
Streamlining Communications

Using email streamlines communications. In Access Online, there are three areas where a CH email address may be entered. An email address may be entered by the:

1. A/OPC when the user ID, password, and hierarchy assignments are established.
2. A/OPC when the CH Account is created/edited in "Account Administration." **This is the only email address the Bank will use to request CH documentation for a dispute.**
   - Note: The CH email in the Procurement Integrated Enterprise Environment (PIEE) Task Queue (PTQ) transfers to Account Administration only if the A/OPC takes action on the task in the PTQ by accessing each associated account.
3. CH in the "My Personal Information" area of their account in Access Online. CHs can ensure they are notified when the status of an existing dispute changes by updating "My Personal Information" in Access Online. Details are provided in the Dispute Management slides that follow.
Dispute Management Update
Dispute Management Update

- Components reported increases in disputes ruled “In Favor of Merchant” when compared to SP2 data.
- Review of SP3 dispute data for the period 4/01/2021 through 7/31/2022 revealed an unexpectedly high percent of cases determined in favor of the merchant:
  - 38% in favor of CH (10% decrease from comparison period in SP2, excluding DON)
  - 57% in favor of merchant (8% increase, excluding DON)
  - 5% unresolved
- Potential reasons for high dispute resolution in favor of merchant:
  1. CHs dispute transactions inappropriately
  2. CHs do not provide dispute supporting documentation to the Bank or do not provide it timely
  3. CHs dispute transactions to cover up fraud and other suspect behavior
- Items 1 and 2 require additional CH training. They are addressed on the next slide and in Backup slides.
- For Item 3, the IST governance board has approved updates to the DM questionnaire to better account for disputes, focusing on adjudication of the most risky disputes (those ruled in favor of the merchant).
- Improvements to dispute management will likely result in financial and other benefits to both the Government and the Bank.
Dispute Management Update, Cont.

• Most issues can be resolved if the CH contacts the vendor directly. This contact usually results in the vendor providing a credit to correct the issue, or the CH remembering they did, in fact, authorize that transaction.
  — Any direct vendor contact resulting in a satisfactory outcome for the Government makes a dispute with the Bank unnecessary.

• If the CH deals directly with the vendor and does not obtain a satisfactory outcome, a dispute with the Bank should be initiated as soon as possible after the transaction date, but no later than 90 days from the date of transaction.
Dispute Management Update, Cont.

• The Bank will not send a communication to acknowledge receipt of a dispute.
  – However, if supporting documentation is needed, the Bank will send a letter acknowledging the dispute and requesting documentation within a certain number of days from the letter date.
  – During COVID, the Bank enabled use of email to request additional dispute documentation when required (using the Account Administration email address in Access Online) instead of paper communication. The bank will typically use email, but only when a valid email address is available in Account Administration. Otherwise, correspondence will be sent via USPS mail.

• CHs can enable email notification for Dispute Status Changes via My Personal Information in Access Online.
  – Would provide notifications when the status of an existing dispute changes. This would help ensure the CH is aware of whether the dispute was found in favor of the vendor or the CH.
  – The CH must access “My Personal Information,” enter their email address, navigate to “Email Notifications,” and select the radio button for “Dispute Status Email Notification.”

• CHs must have a valid email address in Access Online’s Account Administration to receive dispute documentation correspondence via email.
• CHs may enable email notifications for Dispute Status Changes via Access Online’s My Personal Information
• For details and a thorough review of the current dispute process, see Backup slides.
DoD Governmentwide Commercial Purchase Card Program Policy
DoD GPC Program Policy

• Forthcoming GPC-unique guidebook titled *DoD Governmentwide Commercial Purchase Card Program Policy* (*DoD GPC Program Policy*)
• Targeting release in Calendar Year 2023 (CY23)
• Goal is to help GPC program participants establish, manage, operate, and oversee DoD GPC programs
• Will incorporate and codify all DPC GPC policy memoranda released since the last issuance, plus best practices
• Other charge card programs (i.e., Defense Travel Management Office’s Government Travel Charge Card and the Defense Logistics Agency Energy’s Government Fuel Card Program), have their own separate policies and instructions
DoD SP3 Recently Released Policies and Related Systems Information
Recently Released Policies

• All GPC policy memos are available at:
  
  • Details are in Backup slides
<table>
<thead>
<tr>
<th>Summary of Recently Released Policies</th>
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<tbody>
<tr>
<td><strong>Governmentwide Commercial Purchase Card Guidance Related to Recording 889 Designation and Emergency-type Operation Values (GPC 2022-02), June 29, 2022</strong></td>
</tr>
<tr>
<td>Mandates use of a new Access Online capability that validates CHs have made a selection from a drop-down picklist of valid values for specified purchase log fields before they can approve their monthly billing statement. It also expands the 889 Designation List of allowable entries established in the OUSD(A&amp;S)/DPC memorandum &quot;Recording Implementation of Section 889(a)(1)(B), Prohibition on Contracting with Entities Using Certain Telecommunications and Video Surveillance Services or Equipment, when Using the Governmentwide Commercial Purchase Card.&quot;</td>
</tr>
<tr>
<td><strong>Guidance on the Planned Intra-Governmental Transaction Limit Decrease Effective October 1, 2022 (2022-03)</strong></td>
</tr>
<tr>
<td>Effective October 1, 2022, the Intra-Governmental Transaction (IGT) limit was reduced from $24,999 to $10,000. This change necessitates redirecting IGTs exceeding $10,000 formerly processed using a GPC to an alternative payment method, requiring GPC CPMs and A/OPCs to engage with their supporting Comptroller Offices to implement necessary policies and procedures in support of the threshold reduction.</td>
</tr>
<tr>
<td><strong>Governmentwide Commercial Purchase Card Third-Party Payment and Non-Department of Defense E-Commerce Platforms Policy (GPC 2023-01)</strong></td>
</tr>
<tr>
<td>This memorandum updates GPC third-party payment policy and establishes policy for Components seeking to make purchases using non-DoD e-commerce platforms.</td>
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</table>
Recently Released Policies, Cont.

Summary of Recently Released Policies

Prohibition on Use of the Governmentwide Commercial Purchase Card When Contracts Contain Federal Acquisition Regulation Clause 52.229.12, Tax on Certain Foreign Procurements (2023-02)

Effective November 8, 2022, GPC CHs shall not use the GPC as a method of payment or purchase when a contract instrument contains Federal Acquisition Regulation (FAR) clause 52.229.12, unless Defense FAR Supplement clause 252.229-7014, “Full Exemption from Two Percent Excise Tax on Certain Foreign Procurements” is also present. This memorandum supersedes the DPC memorandum “[GPC] Interim Use Prohibition When Contracts Contain [FAR] Clause 52.229-12, Tax on Certain Foreign Procurements (GPC 2021-2),” dated November 5, 2021.

Governmentwide Commercial Purchase Card Prohibited Purchases (GPC 2023-03)

This memo, which applies to GPC open-market micro-purchases, implements section 333 of the William M. (Mac) Thornberry National Defense Authorization Act for Fiscal Year 2021 (Pub. L. 116-283) that prohibits DoD from procuring any covered items containing Perfluorooctane Sulfonate (PFOS) or Perfluorooctanoic Acid (PFOA) effective April 1, 2023. It adds all nonstick cookware or cooking utensils for use in galleys or dining facilities, and upholstered furniture, carpets, and rugs that have been treated with stain-resistant coatings, to the list of DoD GPC prohibited purchases. It also addresses GPC uses other than open-market micro-purchasing to obtain covered items that do not include PFOS and PFOA and advises Components to issue policy to enhance compliance.
Single Sign-On

- DoD GPC policy mandates use of PIEE Single Sign-On (SSO) to the Bank’s Access Online and IOD.
- Use of CAC-based authentication improves internal control compliance by:
  - Enabling system validation that necessary appointments have been issued
  - Ensuring accounts are associated with only known, appointed individuals who are uniquely identified by their DoD ID / Public Key Infrastructure (PKI) to reduce the risk of fraud and misuse
  - Reducing the risk of accounts being created from, or accessed by, individuals who have not been subjected to the rigorous review necessary to obtain a CAC
  - Capitalizing on the initial and recurring access control protections / validations realized with Government Administrator (GAM) and Supervisor account approvals
  - Reducing the risk of multiple individuals sharing / fraudulently using a single username and password

Between March 2022 and January 2023, all but one Component enabled Component-wide SSO use.
Working Groups and Implications for Purchase Log
GPC Working Groups

- DPC has convened various working groups (WGs), responsive to the GPC community’s needs.
  - Members of the WGs are subject matter experts (SMEs) with extensive experience using GPC systems to perform DoD and Component processes.
  - CeB issues data calls to solicit volunteers for WGs. Anyone who is interested in participating should let their CPM know and the CPM will notify CeB.

- We have three ongoing WGs, each with a Government owner:
  1. Purchase Log: Ms. Pamela Talbott-DCMA*
  2. GPC Systems Development: Ms. Denise Reich-DPC
  3. GPC Advana Dashboard/Reporting: Ms. Sheila McGlynn-DPC

*For details on this effort, attend the Electronic Systems Update sessions on June 14 at 12:30 and 2:00.
DPC convened this WG to standardize Purchase Log fields in the Bank’s Access Online to support consistent Department-wide reporting, data integrity, and auditability. This WG has led to the following recently implemented and pending capabilities:

- **Transaction Management (TM)** – custom purchase log 889 and Emergency-Type-Operations (ETO) drop-down lists – SUCCESSFULLY IMPLEMENTED on 7/1/2022
- **FY23/24 – Order Management (OM)** – Configuration Item (CI) 225 – to implement Purchase Log Data Standard with multiple Custom Fields – PENDING
  - Will include 20 custom fields and 10 line-item custom fields that can be configured by DoD and Components
  - Will be a combination of drop-down (889, ETO, and others) and free form text fields
  - Once implemented, policy will be updated – addressed on the next slide

**Existing TM, plus pending OM capabilities:**
- Promote compliance by increasing use of intuitive drop-downs
- Improve data integrity and analytics capabilities
- Support decision-making

*For details on this effort, attend the Electronic Systems Update sessions on June 14 at 12:30 and 2:00.

- CHs use Access Online’s OM to enter Purchase Log information.
- CHs use TM to view vendor-provided transaction data, reconcile transactions, retain transaction-supporting data, and approve statements.
- OM and TM are configured to work in concert to ensure the monthly reconciliation process cannot be completed before each transaction is matched to an order.
Purchase Log Requirements*

- **889:** CHs are required to record specific 889 purchase log designations for all purchase card transactions.
  - Access Online data reveals significant compliance issues – see Backup slides for details.
  - Recent Access Online TM and pending OM enhancements will be leveraged to improve data quality.

- Applicable Policy:
  - DPC memo “Recording Implementation of Section 889(a)(1)(B), Prohibition on Contracting with Entities Using Certain Telecommunications and Video Surveillance Services or Equipment, when using the Governmentwide Commercial Purchase Card,” 9/9/20 required 889 purchase log text entry using allowable designations.
  - DPC memo “Governmentwide Commercial Purchase Card Guidance Related to Recording 889 Designation and Emergency-type Operation Values (GPC 2022-02),” 6/29/22 requires ETO and 889 purchase log entries using drop-down picklists for all transactions in TM.
  - Until CI 225 is implemented, CHs will continue to use 889 text entries in OM.

*This slide and the next address only compliance with 889 GPC purchase log policy requirements, as this is readily available data (displayed in Backup slides 92 and 93). For compliance with Section 889(a)(1) requirements, see FAR 4.21, DPC memos “GPC Guidance related to Implementation of the Section 889(a)(1)(B) Prohibition on Contracting with Entities Using Certain Telecommunications and Video Surveillance Services or Equipment,” 8/11/20 and “Recording Implementation of Section 889(a)(1)(B), Prohibition on Contracting with Entities Using Certain Telecommunications and Video Surveillance Services or Equipment, when using the Governmentwide Commercial Purchase Card,” 9/9/20,” and Backup slides.
Purchase Log Requirements, Cont.

- **ETO:** CHs are required to enter a purchase log entry for:
  - All ETO transactions, when a National Interest Action Code exists
  - All transactions made in TM, using drop-down capabilities
  - Once OM enhancement is fully enabled, policy to be updated to require CHs to select an ETO purchase log entry from drop-down picklists for all purchase card transactions

- **Applicable Policy:**
  - Governmentwide Commercial Purchase Card Guidance Related to Recording 889 Designation and Emergency-type Operation Values (GPC 2022-02),” 6/29/22
  - “Governmentwide Commercial Purchase Card Guidance Related to Recording Transactions involving National Interest Action Codes and Emergency Acquisition Authorities (GPC 2021-1),” 12/9/20

- **Recommendations for 889 and ETO:**
  - Approving/Billing Officials (A/BOs) must validate sufficiency of purchase log entries when reconciling
  - A/BOs and A/OPCs must monitor during DM case dispositions
With the impending move from the Procurement Business Intelligence Service (PBIS), CeB’s procurement data warehousing and reporting tool, to Advancing Analytics (Advana), CeB saw an opportunity to create the GPC Advana Dashboard/Reporting WG to benefit GPC Component programs and CeB. The WG’s objective is to utilize GPC data in Advana to develop dashboard and reporting capabilities to increase strategic and operational oversight and optimize program performance.

The WG is surveying current General Services Administration (GSA) and Bank Team capabilities, including:

- 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
- Oversight Systems’ Insights on Demand (IOD) Dashboard:
  https://piee.eb.mil/xhtml/unauth/home/login.xhtml
DPC SP3 Tools
PIEE and Joint Appointment Module (JAM)

Procure to Pay (P2P) Training Symposium presentations available at:
https://www.acq.osd.mil/asda/dpc/ce/p2p/p2p-training-symposium.html
JAM GPC Appointments

DoD GPC policy mandates use of JAM to issue GPC Appointments
• Ensures compliance DoD FMR, FAR, DFARS, and DoD GPC policy.
• Ensures appointment access by appointee, supervisor, and GPC program officials and satisfies record retention and termination requirements.
• Validates training completion prior to issuance of appointments and issues periodic reminders.
• Detailed data about appointees, CH special designation authority types, GPC warrants issued, training and workflow status available in Electronic Data Access (EDA) Advanced Reporting.
• Triggers automatic access to other PIEE modules such as Access Online (including IOD and Web-based Training), Supplier Performance Risk System (SPRS), FedMall, and Purchase Card Oversight Module (PCOM).
Cardholder Special Designations and Single Purchase Limits

- Oversight A/OPC (O A/OPC) and A/OPC initiating JAM CH appointments must select the appropriate special designation(s) and designate the ceiling single purchase limit (SPL) for each.
- The SPL specified on the appointment serves as the account ceiling (i.e., not-to-exceed) limit in Access Online:
  - The highest delegated value serves as the SPL ceiling on the account if more than one special designation is assigned to an account.
  - DoD’s best practices call for unique accounts to be created for each CH special designation.

A SPL or Cycle Limit of $0 cannot be entered for any special designation. The minimum amount that can be entered is $1 because Access Online treats $0 as UNLIMITED.
## GPC CH Special Designations

<table>
<thead>
<tr>
<th>Special Designation</th>
<th>NTE</th>
<th>Grants Cardholders Authority To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Micro-Purchase CH</td>
<td>$10K</td>
<td>Make purchases valued at or below the open-market micro-purchase threshold (MPT) defined in FAR 2.101, using simplified acquisition procedures.</td>
</tr>
<tr>
<td>2. Micro-Purchase Convenience Check Writer</td>
<td>$5K</td>
<td>Make authorized convenience check purchases at or below one-half the open-market MPT using simplified acquisition procedures.</td>
</tr>
<tr>
<td>3. Micro-Purchase Emergency-Type Operations CH and Convenience Check Writer</td>
<td>$20K / $35K</td>
<td>Make authorized open-market micro-purchases priced at or below the Emergency-Type Operations (ETO) MPT defined in FAR 2.101(3).</td>
</tr>
<tr>
<td>4. Higher Education Micro-Purchase CH</td>
<td>No Limit</td>
<td>Acquire supplies or services from institutions of higher education or related or affiliated nonprofit entities, or from nonprofit research organizations or independent research institutes.</td>
</tr>
<tr>
<td>5. Warranted Overseas Emergency-Type Operations CH</td>
<td>$1.5M</td>
<td>Make purchase as authorized in DFARS 213.301(3). <strong>May be granted only to contracting professionals holding an SF-1402 unrelated to GPC JAM appointments</strong></td>
</tr>
<tr>
<td>6. Contract Ordering Official CH</td>
<td>$250K</td>
<td>Place and pay for orders against Indefinite Delivery Contracts, Basic Ordering Agreements, and Blanket Purchase Agreements that have firm fixed prices and prearranged terms and conditions.</td>
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</table>
# GPC CH Special Designations

<table>
<thead>
<tr>
<th>CH Special Designations</th>
<th>NTE</th>
<th>Grants Cardholders Authority To:</th>
</tr>
</thead>
</table>
| 7. Overseas Simplified Acquisition CH SF-1402 JAM WARRANT ISSUED | $25K    | Make purchases using simplified acquisition procedures only when:  
  • CH is outside the U.S.  
  • Items/services purchased will be used outside the U.S.  
  • Purchase complies with DFARS 213.301(2) requirements. |
| 8. Contract Payment Official CH                | No limit| Make contract payments when authorized by the contract’s terms and conditions, in accordance with FAR 13.301(c)(2).                                                                                                                  |
| 9. Miscellaneous Payments Official CH (SF-182 Training Payments) | $25K    | Make payments for commercial training requests using the SF-182 in lieu of an employee reimbursement by miscellaneous payment, in accordance with the procedures to directly pay the provider in DoD FMR Volume 10, Chapter 12, Section 120323, and DoD Instruction 1400.25, Volume 410. |
| 10. Inter/Intra-Governmental Payment Official CH | $24,999 | Make payments to another Federal Government entity in lieu of using a Military Interdepartmental Purchase Request (MIPR) or Inter-Governmental Payment and Collection (IPAC).                                                                 |

More information available in the JAM Roles Description Document at:  
https://www.acq.osd.mil/asda/dpc/ce/pn/systems.html
## GPC Appointments Summary

### March 2023 Active JAM Appointments

<table>
<thead>
<tr>
<th>Estate</th>
<th>Number</th>
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<tbody>
<tr>
<td>Army</td>
<td>65,235</td>
</tr>
<tr>
<td>Navy</td>
<td>20,898</td>
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<tr>
<td>Air Force</td>
<td>42,291</td>
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<tr>
<td>4th Estate</td>
<td>8,721</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>137,145</strong></td>
</tr>
</tbody>
</table>

### JAM Warrants Issued by Role / Special Designation

<table>
<thead>
<tr>
<th>Role / Special Designation</th>
<th>March 2023</th>
<th>Number</th>
<th>Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>CH with Contract Order</td>
<td>12,635</td>
<td></td>
<td>Less than $10K = 587 (4.65%)</td>
</tr>
<tr>
<td>Ordering Official</td>
<td></td>
<td></td>
<td>$10K to $25K = 11,127 (88.06%)</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Over $25K to $250K = 921 (7.29%)</td>
</tr>
<tr>
<td>CH with Overseas Simplified Acq</td>
<td>3,269</td>
<td></td>
<td>Less than $10K = 14 (.43%)</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>$10K = 2,056 (62.89%)</td>
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<td></td>
<td></td>
<td>Over $10K - $25K = 1,199 (36.68%)</td>
</tr>
<tr>
<td>A/OPC with Delegating/</td>
<td>2,236</td>
<td></td>
<td>76% of 2,927 total A/OPCs</td>
</tr>
<tr>
<td>Appointing Authority</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>O A/OPC with Delegating/</td>
<td>504</td>
<td></td>
<td>72% of 702 total O A/OPCs</td>
</tr>
<tr>
<td>Appointing Authority</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
JAM Training Updates

DPC has been working with Component SMEs to address issues with tracking and reporting completion of training.

• Immediate actions taken
  – Matched JAM drop-downs to GPC Training Webpage
  – Changed “Other” to “Component Specified Training”
  – Added Special Designation-specific selection

• Short-term actions in progress
  – Ensuring EDA JAM GPC Training Report and associated search criteria include all listed courses
  – Fixing Show Current Training check box
  – Requested update to intuitive order for courses displayed
  – Working with Defense Acquisition University (DAU) and PIEE PMO to reduce days to display and report
  – Removed CLG 0010 transformations to CLG 001 and requested re-conversion of completions since 6/2/20

• Long-term actions planned
  – Working Group to review related CIs and identify additional usability enhancements
JAM Training Updates

• In the short run, to further improve data quality Components may issue direction to standardized entries in the Course Name field.

• **Contact your CPM to volunteer for the Working Group or to participate in Engineering Change Proposal (ECP) Agile Development if you want to influence future system capabilities.**
PIEE EDA Training Report

• PIEE interfaces with DAU to acquire course completion data. This data is added to the user’s PIEE profile and used to improve internal controls by systemically validating completion of DoD-mandated training prior to appointment issuance.
  – PIEE/JAM allows training to be added manually to meet local training requirements.

• CPMs, O A/OPCs, and A/OPCs can run reports for GPC users and appointments in PIEE/JAM using EDA. Training, nomination, and full appointment data can be retrieved.

• The JAM GPC Training Report available through PIEE/EDA provides information that can be used to:
  – Ensure all individuals are properly trained for their role.
  – Complete training fields on the Monthly A/OPC Checklist and SAHAR.
How to Get Access to PIEE/EDA Reports

- Existing Users should login to PIEE
- Select “My Account” on top menu
- Select “Add Additional Roles” under Roles menu
- Verify information on profile is accurate and progress to the roles page
- Select EDA Application and the “Advance Reporting” role
- The role request will flow through supervisor approval and GAM activation
Where are EDA Reports?

- Login to PIEE and select the “EDA” icon.
- Once in EDA, the left-hand menu provides access to EDA capabilities.
- “Reports” has a drop-down menu providing 13 categories of reporting. Each category has useful reports within that area of PIEE.
- Select “JAM Reports.”
EDA JAM GPC Reports

There are currently three EDA JAM GPC reports:

• JAM Detailed GPC Appointment Status Report
• JAM GPC Training Report
• GPC PIEE Nomination Status Report
Run the JAM GPC Training Report for a particular role by defining parameters on the JAM GPC Training Report Search Criteria screen and then clicking “Search.”

The following parameters will report all active appointments for the role selected under your group:

- Select the “Appointment Type”
- Select “Active” Role Status
- Select the “Show Current Training?” check box
- Identify your organization group and subgroups as necessary
• Your *JAM GPC Training Report Search Results* display in EDA.
• If the amount of data requested is large, you will need to wait while the report is prepared. Check progress and download the data from the “Task Download” menu/page.
• When viewing the report in EDA, only a few summary data elements are shown and results are limited to 10,000 records.
• For smaller organizations, this view may provide the information needed to complete your actions.
JAM GPC Training Report for Large Data Sets

- **Larger organizations** may need to see additional data elements and the full data set to complete the Monthly A/OPC checklist, SAHAR, and other actions.

- **For instructions on how to do this:**
  - See Backup slides
  - Refer to One-Pagers on the DPC website at [https://www.acq.osd.mil/asda/dpc/ce/pc/training.html](https://www.acq.osd.mil/asda/dpc/ce/pc/training.html):
    - 3OP:038 “Tracking Training in PIEE”
    - 3OP:040 “Running Detailed JAM/GPC Reports in EDA”
## Data on the JAM GPC Training Report

<table>
<thead>
<tr>
<th>Data on the JAM GPC Training Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment First and Last Name</td>
</tr>
<tr>
<td>Appointment (Work Email Address)</td>
</tr>
<tr>
<td>Service (DoD Component)</td>
</tr>
<tr>
<td>Organization Code</td>
</tr>
<tr>
<td>Role Status</td>
</tr>
<tr>
<td>Service/Org (DoD Organization Name)</td>
</tr>
<tr>
<td>PEE Group Path of Appointee</td>
</tr>
<tr>
<td>Organization Level</td>
</tr>
<tr>
<td>Supervisor First and Last Name</td>
</tr>
<tr>
<td>Supervisor Email Address</td>
</tr>
</tbody>
</table>
Follow-Up Actions

Once the necessary reports have been generated and analyzed, follow-up actions are recommended:

• For users who are not current on their training, copy the email address from the JAM GPC Training Report and send an email advising them they must complete the training and ensure the new certificate or training record is recorded in PIEE, as necessary.
  – The supervisor of the individual may be copied on the email by copying and pasting the supervisor’s email address (from the same report) in the message.

• If you notice users on the JAM GPC Training Report that are no longer with the program, terminate their Access Online accounts if they still exist.

• If you notice users in Access Online who have “Active” IDs but are no longer with the program and their appointment has been terminated in JAM, remove their user IDs immediately.

For how to’s, see Backup slides and refer to One-Pagers 3OP:038, “Tracking Training in PIEE” and 3OP:040, “Running Detailed JAM/GPC Reports in EDA” on the DPC website at https://www.acq.osd.mil/asda/dpc/ce/pf/training.html.
JAM Improvements (PIEE Release 6.11)

• Deployed on February 18, 2022
• Usability Focused
  – Streamlined Workflows
  – Improved Communications
  – Improved Internal Controls
  – Increased Flexibility
JAM Phase 4 Improvements Under Consideration

• 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 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.
How to Share Your Improvement Ideas

https://www.acq.osd.mil/asda/dpc/ce/pc/systems.html
PIEE – Defense Enrollment Eligibility Reporting System (DEERS) Interface
PIEE – DEERS Interface

• Automatic Archiving of PIEE Accounts immediately upon DEERS notification that a user has left Government service or changed organizations.
• Usability
  – For new PIEE accounts, available DEERS data auto-populates PIEE profile data.
  – For existing accounts, DEERS data overwrites inconsistent PIEE profile data (e.g., name, email).

Taken together, the initiatives to roll-out SSO, address the PTQ issue, and implement auto-termination of appointments in DEERS make the GPC Program run better, meet statutory requirements around internal controls, and implement the provisions in SP3 Transition Memo #13, dated 09/20/21.
JAM Automated Appointment Clean Up

Date for re-deployment of JAM automated appointment clean up capability expected in Summer 2023.

- PIEE automatically archives PIEE user accounts when a user has not logged into PIEE for 90 days
- Email notifications sent to GAM, Supervisor, Alternate Supervisor, and User
- JAM auto-terminates archived appointments a “specified number” of days after an account is terminated
- Auto-terminations flow to Access Online and are available to the O A/OPC and CPM for action via the PTQ
- Restores lost functionality from Smart Pay® 2
Request users verify/update their data at: https://milconnect.dmdc.osd.mil/milconnect/
PIEE/JAM Good News Story

• All but one Component enabled Component-wide SSO use between March 2022 and January 2023.
• All Services and Defense Agencies have completed their updates and reduced their PIEE/JAM Overseas Simplified Acquisition Cardholder appointment single purchase limit to less than $25K.
• Components continue to make good progress reducing the delegated authority for all noncompliant Inter/Intra-Governmental Payment Official Cardholder Appointments to $10,000 or less. In October 2022, there were just over 3,000 appointments exceeding $10K and as of March 2023 we are down to less than 600.
DoD SP3 Oversight
<table>
<thead>
<tr>
<th>Review Name / Required Action</th>
<th>Transaction Period</th>
<th>Review Period</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly A/OPC Review 1 (October 2022 cycle)</td>
<td>9/20/2022 to 10/19/2022</td>
<td>10/20/2022 to 11/18/2022</td>
<td>11/28/2022 to 12/8/2022</td>
</tr>
<tr>
<td>Monthly A/OPC Review 2 (November 2022 cycle)</td>
<td>10/20/2022 to 11/19/2022</td>
<td>11/20/2022 to 12/19/2022</td>
<td>12/29/2022 to 1/8/2023</td>
</tr>
<tr>
<td>Monthly A/OPC Review 3 (December 2022 cycle)</td>
<td>11/20/2022 to 12/19/2022</td>
<td>12/20/2022 to 1/18/2023</td>
<td>1/28/2023 to 2/7/2023</td>
</tr>
<tr>
<td>Monthly A/OPC Review 4 (January 2023 cycle)</td>
<td>12/20/2022 to 1/19/2023</td>
<td>1/20/2023 to 2/18/2023</td>
<td>2/28/2023 to 3/10/2023</td>
</tr>
<tr>
<td>Monthly A/OPC Review 5 (February 2023 cycle)</td>
<td>1/20/2023 to 2/19/2023</td>
<td>2/20/2023 to 3/21/2023</td>
<td>3/31/2023 to 4/10/2023</td>
</tr>
<tr>
<td>Monthly A/OPC Review 9 (June 2023 cycle)</td>
<td>5/20/2023 to 6/19/2023</td>
<td>6/20/2023 to 7/19/2023</td>
<td>7/29/2023 to 8/8/2023</td>
</tr>
<tr>
<td>Monthly A/OPC Review 10 (July 2023 cycle)</td>
<td>6/20/2023 to 7/19/2023</td>
<td>7/20/2023 to 8/18/2023</td>
<td>8/28/2023 to 9/7/2023</td>
</tr>
<tr>
<td>Monthly A/OPC Review 11 (August 2023 cycle)</td>
<td>7/20/2023 to 8/19/2023</td>
<td>8/20/2023 to 9/18/2023</td>
<td>9/28/2023 to 10/8/2023</td>
</tr>
<tr>
<td>Monthly A/OPC Review 12 (September 2023 cycle)</td>
<td>8/20/2023 to 9/19/2023</td>
<td>9/20/2023 to 10/19/2023</td>
<td>10/29/2023 to 11/8/2023</td>
</tr>
<tr>
<td>Semi-Annual Head of Activity Review (2nd Half FY 23)</td>
<td>3/20/2023 to 9/19/2023</td>
<td>11/14/2023 to 12/14/2023</td>
<td>12/24/2023 to 1/3/2024</td>
</tr>
</tbody>
</table>
What’s On the Horizon
Pending Policy Memos

1. GPC Commercial off-the-Shelf (COTS) Information Technology Purchasing
2. GPC Updated Unmanned Aircraft Systems (UAS) Purchasing Prohibition
3. DoD Updated 889 Micro-Purchasing
4. Army Lodging-in-Kind Exception to Policy Response
5. Standard Operating Procedure for Retaining and Destroying GPC Records in Advana and Related Component Requirements
Questions
If you have additional questions, please contact us at the DoD GPC Shared Mailbox
dodpcpo@sterlingheritage.com with the subject “TrainingForum2023”
Backup
• Commercial Platforms Proof of Concept
• Systems Website Page
• SP3 Transition Information Website Page
• Confirmation Bias
• Dispute Management Update
• DoD GPC Program Policy – Best Practices
• Policy Memorandums
• eCommerce Platforms Pilot – Risk and Policy
• 889 and ETO Purchase Log Reporting Requirements
• DPC SP3 Tools
Commercial Platforms Program

- GSA launched its Commercial Platforms Program (CPP), as authorized by Section 846 of the 2018 National Defense Authorization Act, for SmartPay purchase CHs as a managed channel for open-market purchases through select e-marketplace platforms.

- GSA’s no-cost Commercial Platforms Proof of Concept contracts to Amazon Business, Fisher Scientific™, and Overstock Government to provide CHs with a Government-wide approach with standardized terms and conditions, cost and time savings, and business-to-business features.
  - GSA is in the process of recompeting its next-generation set of contracts, with the goal of expanding the number of participating platforms.
  - The current contracts' period of performance is through June 2023, with options to extend.

- DoD Components interested in participating would need to obtain CeB approval in advance.

- Three DoD Defense Agencies have requested and received approval to participate, conditioned on submission of reporting regarding CPP purchasing benefits/limitations:
  - Reports will enable DPC to better assess possible broader DoD participation.
  - CeB will share participants’ feedback during a CPM meeting.
Commercial Platforms Program, Cont.

- To learn more, attend GSA’s sessions.

<table>
<thead>
<tr>
<th>Course</th>
<th>June 14</th>
<th>June 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSA Commercial Platforms (class # GSA015)</td>
<td>2:00-3:10</td>
<td>9:30-10:40</td>
</tr>
</tbody>
</table>

- To request approval to participate in the CPP, contact the DoD GPC Shared Mailbox at dodpcpo@sterlingheritage.com with the subject “CPP Pilot.” DPC approval is required to participate.

- Note: Slide 21 summarizes DPC’s “Governmentwide Commercial Purchase Card Third-Party Payment and Non-Department of Defense E-Commerce Platforms Policy (GPC 2023-01)” memo; backup slides 82 - 86 provide specific memo requirements. Slide 86 indicates that third-party payment policy does not apply to e-commerce platforms or brick-and-mortar merchants that do not accept payment through, or block use of, third-party payment processors, which include the CPP platforms. However, as payment practices could change over time, Components are required to issue policy requiring re-validation, at least semi-annually, that each applicable e-commerce platform continues to meet this criterion.
Systems Website Page

Systems Materials
Procurement Integrated Enterprise Environment (PIEE)
Joint Appointment Module (JAM)
Access Online
Insights on Demand (IOD)

https://www.acq.osd.mil/asda/dpc/ce/pc/systems.html
SP3 Transition Information Website Page

Confirmation Bias

**Confirmation bias** is the “tendency to interpret new evidence as confirmation of existing beliefs.” A low True Positive Rate raises the risk of confirmation bias because reviewers become used to seeing mostly False Positives. They may unconsciously assume virtually all cases are False Positives.
Dispute Management Update

• Potential reasons for high dispute resolution in favor of merchant:
  1. CHs dispute transactions inappropriately
  2. CHs do not provide dispute supporting documentation to the Bank or do not provide it timely
  3. CHs dispute transactions to cover up fraud and other suspect behavior
• Improvements to dispute management will likely result in financial and other benefits to both the Government and the Bank.
Current Dispute Process

If disputed in Access Online, the page identifies any additional documentation required based on the reason for the dispute.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Additional Items Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrecognized</td>
<td>Print, Signature</td>
</tr>
<tr>
<td>Merchandise Returned</td>
<td>Print, Copy of Receipt</td>
</tr>
<tr>
<td>Merchandise Not Received</td>
<td>Print, Copy of Shipping Invoice</td>
</tr>
<tr>
<td>Services Not Received</td>
<td>Print, Copy of Receipt</td>
</tr>
<tr>
<td>Credit Not Received</td>
<td>Print, Copy of Receipt</td>
</tr>
<tr>
<td>Cash Not Received</td>
<td></td>
</tr>
<tr>
<td>The account has been closed</td>
<td></td>
</tr>
<tr>
<td>Defective - Shipped/Returned</td>
<td>Print, Copy of Shipping Invoice</td>
</tr>
<tr>
<td>Defective - Shipped</td>
<td>Print, Copy of Shipping Invoice</td>
</tr>
<tr>
<td>Defective</td>
<td>Print, Copy of Shipping Invoice</td>
</tr>
<tr>
<td>Other</td>
<td>Print, Copy of Shipping Invoice</td>
</tr>
</tbody>
</table>

...none of the above reasons fit my need to dispute this transaction.
In addition, if disputing in Access Online, the CH **MUST** print, sign and fax or mail (within 21 days) the form from Access Online and the other required documentation to:

```
Print, sign and fax or mail this form to the following address. This dispute will not be processed if this form is not received within 21 days of the dispute date.
Cardmember Service
P.O. Box 6335
Fargo, ND 58125-6335
Fax: 866-229-9625
```

Access Online images are U.S. Bank Proprietary
Current Dispute Process, Cont.

- The Bank will not send a communication to acknowledge receipt of the dispute, unless supporting documentation is needed. In that case, the Bank will acknowledge the dispute with a communication (email or hard copy letter) that provides a deadline for receipt of the requested information. CHs should pay close attention to the deadline and ensure the Bank receives the documents before the deadline.
  - Email will be the first method of communication if a valid email is associated with a CH account in Access Online Account Administration.
    - The email address field in Account Administration is not mandatory.
    - The CH email information populated within the PTQ will transfer to appropriate fields within Account Administration only if the A/OPC takes action on the task by accessing the associated account(s).
    - If the CH receives the request via email, the required documentation may be sent via a reply email within the timeframe specified in the email.
  - If a valid email is not associated with the CH account in Access Online Account Administration, communication to the CH will be sent via USPS.
    - If the CH receives a hard copy letter, the required documentation must be returned to the Bank in hard copy or Fax.

During the COVID-19 pandemic, the Bank developed a capability to use email, rather than paper communication, to request additional dispute documentation, when required. The Bank typically defaults to using email when a valid email address is available in Account Administration.
Current Dispute Process, Cont.

- CHs can ensure they are notified when the status of an existing dispute changes by updating “My Personal Information” in Access Online. This may help ensure the CH is aware of whether the dispute was found in favor of the vendor or the CH.
- To accomplish this, the CH must access “My Personal Information,” navigate to “Email Notifications,” and select the radio button for “Dispute Status Email Notification.”
Current Dispute Process, Cont.

Two scenarios for dispute resolution:

1. The Bank does **not** receive the required documents within the required time:
   - No investigation
   - Determined in favor of merchant
   - Temporary credit is reversed (card account is charged back for the transaction)

2. The Bank receives the required documents within the required time:
   - The Bank conducts an investigation and makes a determination, either:
     - “In Favor of CH” – credit remains on account
     - “In Favor of Merchant” – credit is reversed
Current Dispute Process, Cont.

• Full time telework may delay or fully prevent the CH from receiving mail from the Bank and makes it difficult for CH to send required documents.
  — CH is not in the office to get mail.
  — CH is not in the office to send mail or use fax machine, if available.
  — CH may not have access to a printer-scanner or fax machine at the telework location.

• If the dispute should have been found in favor of the CH but was found in favor of the merchant because the Bank did not receive required forms or documentation, this may result in lost revenue for the Government.
Current Dispute Process, Cont.

Remedies:

• Educate CHs:
  — On documentation requirements for all disputes. At a minimum, the completed form from Access Online must be sent to the Bank. Most disputes require other documents, such as receipts and shipping invoices, to be sent to the Bank.
  — Timeframes required by the Bank may vary. CHs need to pay close attention to dispute instructions in Access Online, and from the Bank, and comply with the requirements for each dispute.

• Ensure all CH accounts have a valid email address in Account Administration. This enables the CH to receive dispute communications from the Bank via email and to send required forms/documents with an email reply.
  — CHs **must** have a valid email address recorded in Account Administration to receive dispute documentation correspondence via email.

• Emphasize that if the CH does not receive an email, the dispute form and other required documentation must be sent via mail or fax to the Bank.

• A/OPCs should monitor disputes frequently via Transaction Detail Report. Communicate with CH to ensure required documentation is sent within the required timeframe.

• User **may** enable separate automated email notification for Dispute Status Changes via My Personal Information in Access Online.
DoD GPC Program Policy – Best Practices

✓ Staffing Ratios

❖ The HA should consider the number of staff needed and the required training.* Span of control ratios are established, but when sufficient compensating controls are in place, CPMs have the flexibility to override them on a case-by-case basis.**

❖ Ensure the CPM, O A/OPC, and/or A/OPC are hired at a grade/rank that is commensurate with their responsibilities and that they have the proper motivation, skill set (including judgment and training), and leadership qualities.
   — Procurement authority can only be delegated by someone certified as an Acquisition Professional.

❖ Assign the A/OPC and alternate A/OPC as a full-time position where warranted, considering the number of accounts and the span of control under their range of authority. Alternate A/OPCs must also be appointed. Consult the “Update to Governmentwide Commercial Purchase Card Span of Control Policy,” December 20, 2021 on the DPC website: https://www.acq.osd.mil/asda/dpc/ce/pc/docs-guides.html.

*See DPC GPC SP3 Transition Memo #10, dated 06/28/2019 for more information related to requirements for training, Component-level policies and procedures for use, and internal controls/oversight procedures to mitigate risks associated with CH Special Designation Authority Types other than micro-purchase authorities.

**For more information on staffing ratios, refer to earlier slides that reference Span of Control, and DPC GPC memo “Update to Governmentwide Commercial Purchase Card Span of Control Policy,” December 20, 2021. Both memos are available at: https://www.acq.osd.mil/asda/dpc/ce/pc/docs-guides.html.
Governmentwide Commercial Purchase Card Guidance Related to Recording 889 Designation and Emergency-type Operation* Values (GPC 2022-02), June 29, 2022

• Improves data integrity and promotes policy compliance by mandating use of new Access Online capability that validates CHs have made a selection from a drop-down picklist of valid values for specified purchase log fields before approval of monthly billing statements.


Guidance on the Planned Intra-Governmental Transaction Limit Decrease Effective October 1, 2022 (2022-03)

- The U.S Department of the Treasury, Card Acquiring Service issued notice that the Intra-Governmental Transaction (IGT) limit reduction from $24,999 to $10,000 went into effect on October 1, 2022.
- This change necessitated redirecting IGTs exceeding $10,000 currently processed using a GPC to an alternative payment method (e.g., Intra-Governmental Payment and Collection for payments between Federal agencies, G-Invoicing, debit cards, Automated Clearing House debits/credits, and Fedwire transactions).
- CPMs and A/OPCs were directed to:
  - Engage with their supporting Comptroller Offices to implement necessary policies and procedures to implement the IGT reduction.
  - Reduce existing PIEE JAM delegations of Inter/Intra-Governmental Official Cardholder Special Designation authority, as well as associated Access Online CH account single purchase limits, to $10,000 or less effective 10/01/22.

An IGT is defined as a sale of goods or services, or collection of other obligation, by one Government agency from another Government agency using a Government-issued card. Additional Information from the Department of the Treasury about the IGT change is available at https://www.fiscal.treasury.gov/cas/.
Treasury Financial Manual Update Intra-governmental Card Transaction Limit Decrease

- Treasury Financial Manual References (7055-20 through 7055-60)
- IGT Reduction from $24,999.99 to $10,000.00 effective October 1, 2022
- Instructions for Running Reports in GPC PIEE Reporting in EDA
IGT Payments Threshold Reduction

Treasury Financial Manual (TFM) 7055.20 - Transaction Maximums - Effective October 1, 2022, the threshold for intra-governmental individual card transactions will decrease from $24,999.99 to $10,000.

• Any individual intra-governmental card transaction greater than the outlined threshold will be rejected.

• Individual transactions may not be split into two or more transactions over one or multiple days using one or multiple cards.

• Federal entities must change any regulations, policies, or other procedural documents to reflect these policies.
IGT Payments Threshold Reduction, Cont.

• **TFM7055.30 – Prohibition on splitting transactions.** If the customer is a Federal entity, the use of the Card for payment should be avoided. The payment method of choice for Federal entity to Federal entity transactions should be an intra-governmental payments and collection (IPAC) or G-invoicing.

• **TFM 7055-50 – Intra-Governmental Card Transactions.**
  – **IPAC** is a way for Federal program agencies to transfer funds from one Federal entity to another using standardized descriptive data. For more details on IPAC, please follow this link: [https://www.fiscal.treasury.gov/ipac/](https://www.fiscal.treasury.gov/ipac/)
  – **G-Invoicing** is the long-term solution for Federal Program Agencies (FPAs) to manage their intragovernmental (IGT Buy/Sell) transactions. G-invoicing helps (or will help) agencies and their training partners. For more details on G-invoicing please visit [https://fiscal.treasury.gov/g-invoice/](https://fiscal.treasury.gov/g-invoice/)
Governmentwide Commercial Purchase Card Third-Party Payment and Non-Department of Defense E-Commerce Platforms Policy (GPC 2023-01)

• Establishes policy for Components seeking to make purchases using non-DoD e-commerce platforms
• Updates and supersedes existing DoD GPC Guidebook third-party payment requirements.*

Requirements:
  – In no instance are CHs authorized to establish an account when using a third-party payment processor,** as doing so could require acceptance of, or agreement to, terms and conditions, or result in commitment of funds that have not been legally allocated for purchases.
  – Transactions using third-party payment processors are considered high-risk because:
    • All available transaction data may not be completely passed to the issuing bank
    • Use may adversely affect transaction dispute terms and processes

*Policy applies to all transactions (in-person/brick-and-mortar, and online/e-commerce platforms) involving merchants that either accept payment through, or that do not block use of, third-party payment processors.
**See Backup slides for definitions of key terms.
Definitions of Key Terms – GPC Third-Party Payment and Non-DoD E-Commerce Platforms Policy (GPC 2023-01)

For purposes of DoD GPC policy, the following definitions apply:

• **E-Commerce Platforms** – Also referred to as e-marketplace platforms or commercial online platforms. Web-based offerings that provide a managed channel for open-market purchases. Examples of non-DoD e-commerce platforms include GSA's Commercial Platforms program (participating platforms currently include AmazonBusiness.com, FisherSci.com, and OverstockGovernment.com), and AmazonBusiness.com (separate and distinct from AmazonBusiness.com participating in the GSA's Commercial Platforms program). FedMall Marketplace is an example of a DoD e-marketplace platform.

• **Third-Party Payment Processors** – Commercial financial service providers offering online payment solutions for commercial transactions. These processors own merchant accounts that allow them to accept and process purchase card payments on behalf of merchants who provide supplies and services. Many merchants choose to utilize third-party payment processors to accept payments without having to establish a merchant account through a merchant bank. Examples include PayPal, Venmo, Stripe, and Zelle.

• **Third-party E-Commerce Merchants** – Third-party merchants are entities that fulfill orders on e-commerce platforms who are **not** the platform providers themselves. These individual merchants might offer products for sale on various online marketplaces, such as AmazonBusiness.com, and would include all FedMall Marketplace Merchants.
Updated Third-Party Payment Requirements

To address the risk, when selecting merchants to fulfill requirements, CHs shall use the following procedures:

• Minimize use of third-party payment processors to the maximum extent practicable.
• When a vendor offers the choice of using a charge card or third-party payment processor (e.g., PayPal) at checkout, use the charge card.
• When considering a vendor that requires use of a third-party payment processor, take action to find a merchant that does not use a third-party payment processor.
• If the only reasonable source is a vendor that requires use of a third-party payment processor, ensure adequate supporting documentation is stored in Access Online's Transaction Management - Attachments to show that a detailed pre-purchase review was completed and that use of the vendor was unavoidable.
Updated Third-Party Payment Requirements, Cont.

• Additionally, CPMs must ensure CH are:
  – Appropriately trained on DoD GPC Third-Party Payment Policy; DoD GPC Policy for Non-DoD E-Commerce Platforms; related Component policy; and third-party payment processor requirements and risks in: OMB Circular A-123, Appendix B; and GSA Smart Bulletin No. 023 entitled “GSA SmartPay - Third Party Payment Processors.”
  – Never authorized to establish an account when using third-party payment services for processing GPC payments.

• To validate policy compliance, CPMs may consider requiring that A/OPCs periodically identify transactions using third-party payment services by using the Access Online Transaction Detail Report and including a summary of the review in the "Comments" field of the SAHAR.
DoD GPC Policy on Non-DoD E-Commerce Platforms

• Third-party payment policy does not apply to transactions on e-commerce platforms or brick-and-mortar merchants that do not accept payment through, or that block DoD use of, third-party payment processors. When shopping/ordering through these e-commerce platforms, CHs do not need to worry about third-party payment services. This includes:
  – E-commerce platforms in GSA's Commercial Platforms program*
    • Provides a managed channel for micro-purchases through select commercial platforms; currently includes AmazonBusiness.com, FisherSci.com, and OverstockGovernment.com
  – AmazonBusiness.com (distinct from AmazonBusiness.com participating in GSA's Commercial Platforms program)
  – Additional e-commerce platforms that meet the criterion in the future
• Payment practices may change at any time, therefore, if your organization chooses to authorize/implement use of e-commerce platforms, CPMs need to issue Component-level policy to:
  – Validate at least semi-annually that each applicable e-commerce platform continues to meet the criterion
  – Following the completion of each re-validation, if an e-commerce platform no longer meets the criterion
    • Notify GPC oversight personnel and CHs
    • Mandate that CHs comply with DoD and Component third-party payment policy for the applicable platform

*As this is a relatively new initiative, DPC approval is required in advance of Component participation.
Prohibition on Use of the Governmentwide Commercial Purchase Card When Contracts Contain Federal Acquisition Regulation Clause 52.229.12, Tax on Certain Foreign Procurements (2023-02)*

The policy change applies to GPC CHs using **Contract Ordering Official and/or Payment Official JAM authorities** above the simplified acquisition threshold. This prohibition does not apply to **micro-purchasing**.**

- GPC CHs shall not use the GPC as a method of payment or purchase when a contract instrument contains FAR clause 52.229.12, unless DFARS clause 252.229-7014, "Full Exemption from Two Percent Excise Tax on Certain Foreign Procurements" is also present.

*Memo 2023-02 supersedes in full OUSD(A&S)/DPC memorandum, "GPC Interim Use Prohibition When Contracts Contain Federal Acquisition Regulation Clause 52.229-12 – Tax on Certain Foreign Procurements (GPC 2021-2)," 11/5/21.

**In certain circumstances, the Government must withhold a two-percent excise tax on foreign payments to vendors to comply with the FAR and Internal Revenue Service regulations. This prohibition is required because the GPC does not provide a method to accomplish this withholding.*
Prohibition on Use of the Governmentwide Commercial Purchase Card When Contracts Contain Federal Acquisition Regulation Clause 52.229.12, Tax on Certain Foreign Procurements (2023-02), Cont.

• Under the updated DFARS subpart 213.301, the GPC is prohibited from being used as a method of:
  — Purchase and payment to place a task order or delivery order under any federal contract or blanket purchase agreement (BPA) issued under FAR part 8 procedures when the contract or BPA includes FAR clause 52.229-12, but does not include DFARS clause 252.229-7014;
  — Purchase and payment when a task order, delivery order, or call order under any federal basic ordering agreement or BPA issued under FAR part 13 procedures, when the resulting order would include FAR clause 52.229-12 but not DFARS clause 252.229-7014; or
  — Payment when a contract or order includes FAR clause 52.229-12 but not DFARS clause 252.229-7014.
Governmentwide Commercial Purchase Card Prohibited Purchases (GPC 2023-03)

- Consistent with DFARS Class Deviation—Prohibition on Procurement of Certain Items Containing Perfluorooctane Sulfonate (PFOS) or Perfluorooctanoic Acid (PFOA), DARS Tracking Number 2022-O0010, Revision 1, dated 12/23/22, this memo adds the following “covered items” identified in DFARS 252.223-7998 to the GPC prohibited purchase list:
  - Nonstick cookware or cooking utensils for use in galleys or dining facilities
  - Upholstered furniture, carpets, and rugs treated with stain-resistant coatings
- Implements FY21 NDAA (Pub.L. 116-283) effective 4/1/23
- Applies to GPC open-market micro-purchases
- Advises Components to issue guidance for use of other GPC Special Designations to promote compliance, such as:
  - Inter/Intra-Governmental Transaction CHs to requisition similar items from stock;
  - GPC Contract Ordering Official CHs directed to DFARS-compliant indefinite delivery, indefinite quantity contracts (IDIQs); blanket purchase agreements (BPAs); and blanket ordering agreements (BOAs);
  - Or directing CHs to coordinate requirements for covered items that might contain PFOS or PFOA with their supporting contracting office.

Memo attachment provides a list of EPA resources available for use when developing Component policy.
Per- and Polyfluoroalkyl Substances

- Per-and Polyfluoroalkyl Substances (PFAS) are a group of manufactured chemicals that have been used in industry and consumer products since the 1940s because of their useful properties.
- There are thousands of different PFAS, some of which have been more widely used and studied than others.
  - PFOA and PFOS are two of the most widely used and studied chemicals in the PFAS group. PFOA and PFOS have been replaced in the U.S with other PFAS in recent years.
- One common characteristic of concern regarding PFAS is that many break down very slowly and can build up in people, animals, and the environment over time.
- Current scientific research suggests that exposure to high levels of certain PFAS may lead to adverse health outcomes.
**Best Practice:** To identify transactions that may have been made using a third-party payment processor:

- Run the Transaction Detail Report in Access Online.
- Sort the report by merchant name.
- Look for merchant names where an asterisk precedes the merchant name.
- Review the resulting list and remove transactions that were not made using a third-party payment processor (i.e., do not begin with an asterisk).
- The transactions that remain on the list have a high probability of having been made using a third-party payment processor.

**Note:** Merchants may include an asterisk for reasons other than using a third-party-payment processor for the transaction. For example, an asterisk may indicate that there is more information available on the statement to identify the transaction (e.g., order number or reference number).
U.S. Bank 889 Reporting Data (FY21 and FY22)

889 – All Services/Defense Agencies with 889 transactions - (FY21 & FY22)

Observations:
- 889 purchase log recording increasing due to 2022 TM improvement
- Planned 2023 OM improvement will result in significant further 889 recording increase

Requirement:
Continue recording 889 designation for all transactions.


6/29/22 memo updated Allowable Purchase Log Designations updated.

Allowable Purchase Log Designations: 889 Merchant Rep; 889 ODNI; 889 Exception; 889 Payment (IGT/Contract/SF182); 889 Non-compliant; Fraudulent (external Transactions); Disputed Transactions; Fees (e.g., Convenience Check); Refunds & Trans Credits/Discounts; Memo for Record approved by A/OPC.
E.T.O. – All Services/Defense Agencies with 889 transactions (FY2022)

<table>
<thead>
<tr>
<th>E.T.O. Tracking</th>
<th>FY2022Q1</th>
<th>FY2022Q2</th>
<th>FY2022Q3</th>
<th>FY2022Q4</th>
<th>FY2022 Total 889</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transactions</td>
<td>Spend</td>
<td>Transactions</td>
<td>Spend</td>
<td>Transactions</td>
<td>Spend</td>
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<tr>
<td>ARMY</td>
<td>1,042</td>
<td>1,520,752</td>
<td>1,702</td>
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<td>1,031</td>
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<td>DHA (97001)</td>
<td>151</td>
<td>283,678</td>
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<tr>
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<td>3</td>
<td>1,821</td>
<td>3</td>
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<td>24,109</td>
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<td>0</td>
<td>4</td>
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<td>DMEA (97090)</td>
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<td>6</td>
<td>2,269</td>
<td>0</td>
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<tr>
<td><strong>Defense Subtotal</strong></td>
<td><strong>3,498</strong></td>
<td><strong>$5,983,761</strong></td>
<td><strong>4,755</strong></td>
<td><strong>$6,309,432</strong></td>
<td><strong>4,784</strong></td>
</tr>
</tbody>
</table>

Observations:
- E.T.O. recording increased significantly in Q4 due to 7/1/2022 TM improvement
- Planned 2023 OM improvement will result in significant further E.T.O. recording increase

Requirements:
- Continue recording purchase log entries for all transactions that have a NIA Code.
- Continue recording appropriate E.T.O. drop-down entries for all transactions in TM.
- Following implementation of CI 225 and accompanying policy has been put in place, begin recording appropriate E.T.O. drop-down entries for all transactions in OM.


Allowable Purchase Log Designations: Not in support of E.T.O.; Applicable code not in this list; O14S-Operations in Iraq and Syria; O15F Operation Freedom’s Sentinel; O21R Operation Allies Refuge Welcome.
Section 889(a)(1) and ETO Purchase Log Requirements and Policy Compliance

Implemented/Planned Access Online Functionality to Improve 889 and ETO Purchase Log Data Capture

FY22Q3 – TM – Enabled Transaction Custom Fields with dropdown lists – COMPLETED SUCCESSFULLY on 7/1/2022
- 889 Requirement and Compliance:
  - CHs required to record 889 purchase log designations for all purchase card transactions.
  - FY22 Total DoD spend of $4.97B (3.7MM transactions), compared to only $1.64B (1.24MM transactions) with an 889 purchase log entry. This represents a significant policy non-compliance: only 32.97% of transactions included a valid 889 entry.
- ETO Requirement and Compliance:
  - CHs required to record a National Interest Action Code in the purchase log for all ETO transactions for which one exists.
  - CHs required to enter an ETO purchase log entry for all transactions made in TM, using drop-down capabilities.
  - FY22Q4 Total DoD spend of $1.72B (1.08MM transactions), compared to $419.3MM (258K transactions) that recorded an ETO purchase log entry. 24.3% of transactions included a valid ETO entry.

FY23/24 – OM – CI 225 – Updating Custom Fields – PENDING
- Drop-down lists to replace free-form text fields for 889 and ETO entries and require a valid value entry from the drop-down list.
- Drop-down lists will require CH to change the “blank” to a valid value from the list in order to save Order Record.
- DPC anticipates significant improvement once this capability is deployed.
- Once CI implemented, policy to be updated to require CHs to select an ETO purchase log entry from drop-down picklists for all transactions.

*See slides 27 and 28 for a detailed discussion of 889 and ETO purchase log requirements. FY22 ETO and 889 spend data is displayed on slides 92 and 93. Note: This slide and associated data appearing above address only compliance with 889 and ETO purchase log policy requirements.
Backup Summary

This section contains detailed instructions on how to run and compare the *JAM GPC Training Report* and the Access Online *System User List Report* to answer the following questions:

• Are all individuals current with their training?
• Do all Access Online accounts have JAM appointments?
• Have all JAM appointments been terminated when Access Online accounts were terminated?
Running the JAM GPC Training Report

- Login to PIEE, select the EDA icon, select JAM Reports, and then select JAM GPC Training Report.
- Use the JAM GPC Training Report Search Criteria screen to define the parameters for your report.
- Ensure “Show Current Training” is checked, as it will provide the latest training (removes old duplicate training).
- Select “Search” to display results in EDA.
  - If the amount of data requested is large, you will need to wait while the report is prepared.
  - When viewing the report in EDA, only a few summary data elements display, and results are limited to 10,000 records.
  - It is best to download the search results, especially for large data sets.
- Download the JAM GPC Training Report and load the resulting CSV file into Excel. This is the JAM GPC Training Report workbook that will be used for the steps on the following slides.
- Remove any duplicates so you have a shorter report to compare to the Access Online System User List Report (see next slide):
  - In Excel, click on “Data” followed by “Remove Duplicates” from the ribbon.
  - From the Remove Duplicates dialog box that displays, remove duplicates based on “Appointment First Name,” “Appointment Last Name,” and “Appointment (Work Email Address).” A message will display stating how many duplicate values were found and removed, and how many unique values remain.
  - Rename the tab to “JAM” by double-clicking the tab at the bottom of the file; save your work.

Note: Use Save As to save the spreadsheet in the Excel format as CSV format does not allow for multiple tabs.
Running the Access Online System User List Report

• Run the System User List Report:
  – Log into Access Online
  – Click on Reporting>Administration>System User List
  – Select the Report type “Detail”
  – Leave the Date range blank
  – Select the “Active” User Status
  – Under “Additional Details,” select “Contact Information” and “DoDAAC Details”
  – Under “Group Reports By,” select “Reporting Hierarchy Position” and identify your hierarchy
  – Click “Run Report”

• Remove any duplicates so you have a shorter report to compare to the JAM GPC Training Report:
  – In Excel, click on “Data” followed by “Remove Duplicates” from the ribbon.
  – From the Remove Duplicates dialog box that displays, remove duplicates based on “User ID,” “Functional Entitlement Group,” and “Email Address.” A message will display stating how many duplicate values were found and removed and how many unique values remain.
Comparing the Two Reports

• Copy the AO System User List Report into the JAM GPC Training Report workbook:
  – Open the JAM GPC Training Report workbook created with the directions on the previous slides.
  – Open the AO System User List Report file, right-click the tab at the bottom of the file, and select “Move or Copy.” In the “Move or Copy” dialog box, select the JAM GPC Training Report workbook in the “To book:” drop-down and select “Create a copy.”
  – In the JAM GPC Training Report Excel workbook, rename the new tab “AO” by double-clicking on the tab.

• Use the email address to compare the resulting records in the AO System User List Report and the JAM GPC Training Report in the JAM GPC Training Report workbook. Directions for making the comparison are provided on the slides that follow.

Note: CeB plans to implement new EDA reports that will allow for easier matching of users, appointments, abbreviated training data, and accounts in the near future.
How to Compare the Data to Answer Questions

Steps to determine a) whether all individuals are current with their training, and b) whether all individuals with an appointment have an Access Online account:

• On the JAM tab of the JAM GPC Training Report workbook:
  – Insert 3 columns to the very left of the existing data by highlighting existing columns A+B+C, right-clicking anywhere on the selected columns, and then selecting “Insert” from the menu that displays.
  – Add a formula to the newly added column A to look for a match on each email address in column E of the AO tab (will become column F once steps on the AO slide are completed). *(Use formula 1 on the next slide)*
  – Add a formula to the newly added column B to determine whether the latest training due date is in the past for the program participant. *(Use formula 2 on the next slide)*
  – Add a formula to the newly added column C to identify the training for which the training date has elapsed for the program participant. *(Use formula 3 on the next slide)*

• Tips:
  – Be sure to apply the formulas all the way down your data set. You can do this by dragging the small black box that appears on the bottom right of the cell in which you entered the formula.
  – If you have a large data set, it may take some time for formulas to calculate and to save the file.
  – It is a best practice to track training weekly.
Partial snapshot of the JAM tab in the workbook once new columns and formulas are inserted:

<table>
<thead>
<tr>
<th>AO Name</th>
<th>Latest Training Due Date in past?</th>
<th>Latest Training Due Date</th>
<th>Appointment First Name</th>
<th>Appointment Last Name</th>
<th>Appointment (Work Email Address)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aarsand, Erik</td>
<td>!Overdue--</td>
<td>9/29/2022 Erik</td>
<td>Aarsand</td>
<td>Aarsand</td>
<td><a href="mailto:erik.t.aarsand.mil@army.mil">erik.t.aarsand.mil@army.mil</a></td>
</tr>
<tr>
<td>Aarsand, Erik</td>
<td>!Overdue--</td>
<td>10/23/2022 Erik</td>
<td>Aarsand</td>
<td>Aarsand</td>
<td><a href="mailto:erik.t.aarsand.mil@army.mil">erik.t.aarsand.mil@army.mil</a></td>
</tr>
</tbody>
</table>

Formula 1 for column A: =XLOOKUP(F2, AO!$T$3:$T$11, AO!$C$3:$C$11, "!Missing--")
If you see “!Missing--” no account for the individual exists in Access Online.

Formula 2 for column B: =IF(MAX(IF((F:F=F2)*(V:V=V2),Z:Z))<TODAY(),"!Overdue--","No")
If you see “!Overdue--” the individual’s training is overdue for a given course. Otherwise, the training is not overdue. Note: CLG001 is not the same as CLG0010.

Formula 3 for column C: =MAX(IF((F:F=F2)*(V:V=V2),Z:Z))
Identifies the date of the course that is overdue.
Note: If the date is not displayed as seen above, please select the column and change the cell format to Date by right clicking the highlighted column and selecting format cells.
How to Compare the Data to Answer Questions, Cont.

Steps to determine a) whether all individuals with an Access Online account have an appointment and b) whether their training is current:

• On the AO tab of the *JAM GPC Training Report* workbook you created previously, insert 1 column to the very left of the existing data by highlighting existing column A, right-clicking, and selecting “Insert.”

Formula for column A: =IF(XLOOKUP(T2,JAM!F:F,JAM!B:B)="!Overdue--","!Overdue--","Current")

*If you see “!Overdue--” then at least one training is overdue. “Current” indicates that all training for the user is current.*

*If you see “#N/A” the appointment for the user, based on the email address in Access Online, was not found in the JAM data.*

• Be sure to apply the formulas all the way down your dataset. You can do this by dragging the small black box that appears on the bottom right of the cell in which you entered the first formula.
# JAM Enhancement Summary

<table>
<thead>
<tr>
<th>Enhancement</th>
<th>Summary</th>
</tr>
</thead>
</table>
| **Reuse Appointment Data or Expand Access** | • Allow original initiator, other O A/OPCs, and A/OPCs at the same role location DoDAAC or Group to re-initiate an appointment using details from an appointment that was initiated but never fully approved.  
  • Allow O A/OPCs and A/OPCs to delete nominations within their span of control. Only restriction would be if nomination resulted in an active appointment. |
| **Automatic Access Granted Based on GPC Role** | • Automatically grant the EDA Advance Reporting role to all current and new CPMs, O A/OPCs, A/OPCs, Delegating/Appointing Authorities (DAAs), Appointing Authorities (AAs), Component Resource Managers (RMs), and Oversight RMs. |
| **Training Data**                     | • If refresher training has not been taken timely, allow the O A/OPC and A/OPC who can see the appointment to archive the role. |
| **Reporting**                         | • Display the reason for inactivation in EDA reporting.  
  • Electronic signatures to include Electronic Data Interchange (EDI) appointments and DD Form 577s. |
| **Bulk Appointment Updates**          | Create an area in JAM for CPMs, O A/OPCs, and A/OPCs to enter role specific text for use in all appointments:  
  • Allow the O A/OPC and A/OPC to make bulk changes by Appointment type.  
  • Allow Mass Update of Appointments. |
| **Other**                             | • Allow O A/OPCs to make administrative changes to appointments without requiring the full workflow.  
  • Add a full Appointment History section to the appointment and letter; create a new section on the appointment that captures all changes for the appointment. |
Can search on:
- Appointment Type
- Appointment Sub-Type = Special Delegation
- Appointment Status
- Dates
- Organization
**ACTION**: To prevent auto-termination of necessary appointments when the process is run, A/OPCs must ensure all individuals in their program who need to retain their JAM appointments: a) work with their GAMs to reactivate their PIEE account, and b) keep their PIEE accounts ACTIVE (e.g., use the PIEE Access Online Single Sign On). The following resources and procedures may be used:

1. Review the attached PIEE *Auto-terminated Appointments List*
   - A/OPCs can use the Appointment Initiator Details, Group and Role Location (DoDAAC) columns to find appointments for their span of control.
   - The GAM’s email address is also provided to allow for viewing the data by GAM.

2. Run an Access Online *System User List Report*

3. Compare the reports to identify active Access Online users whose appointments were terminated

Automated JAM Appointment Clean Up, Cont.

• FAQ: Some of my PIEE user roles have been systemically set to inactive or archived. How can I have my roles reactivated?
  – Answer: Logon to PIEE (https://piee.eb.mil). If you do not have any active roles, you will be required to click the “Reactivate or Add Roles” button and follow the screens until you successfully complete the reactivation process.
  – If you have some active roles and wish to reactive a role that is currently inactive / archived, click the “My Account” button, then click on the “Manage Roles” section, select the checkbox of each role, click the “Request Activation” button, and complete the reactivation process.
  – Once the “Request Activation” process is completed, an approval email will be sent to the Supervisor/Sponsor identified on your Profile. After Supervisor/Sponsor approval, the PIEE GAM will activate the role(s). Additional information is available in the attached power point presentation.

• Please email any questions to: DODPCPO@sterlingheritage.com
Other PIEE Enhancements

- Enhancements were deployed to streamline the PIEE Account Reactivation process
  - In a single workflow, a user can request reactivation of archived roles and/or addition of new roles
- GAMs can tailor their account notifications to areas of responsibility
- PIEE / FedMall SSO was deployed
  - The FedMall icon was enabled for all JAM appointed CHs
  - Existing FedMall users’ information was migrated
  - PIEE data is used to streamline FedMall Account Set Up for new users
- The JAM Detailed GPC Appointment Status Report was enhanced
  - The ability to search by nominator’s Location/Group was added
The detailed notes show the CPM is tracking important metrics and internal controls related to refunds, delinquencies, and number of folks in each role and whether they are trained, even though this information does not auto-populate.

For item 4, refunds were $... for 3rd quarter; 4th quarter $...
For item 5, [redacted] has no delinquency.
For item 21, there is one HA in our program.
For item 22, one; per DPC, training is being developed.
For item 23, there are 2 APCs.
For item 24, both have been trained.
For item 25, there are 27 Billing Officials (BO) as of 10/28.
For item 26, all have been trained.
For item 30, there are 2 convenience check accounts.
For item 32, there are no micropurchase cards with a limit higher than $10,000; there are training/payment cards with higher SPLs.
For item 36, as of October 2021, one managing account is in the process of appointing a primary Billing Official.