Agenda

- GPC Systems Summary Functional Workflow and PIEE/JAM Benefits
- Access Online Purchase Log
- GPC Program Oversight in Insights on Demand Reminders
- Purchase Card Oversight Module (PCOM) Updates
- JAM Updates
- Helpful Hints and Tips for PIEE/JAM Success
- Defense Enrollment Eligibility Reporting System (DEERS) Interface with PIEE
- Access Online Integration
- FedMall SSO & Relationship to a PIEE User Profile
- How the Help Desk Can Assist You
- Help Desk Process
Reminders

• Chat and Q&A will be at the end of the presentation
• Class surveys
GPC Systems Summary Functional Workflow and PIEE/JAM Benefits
Governmentwide Commercial Purchase Card (GPC) Program One-Pagers cover the Procurement Integrated Enterprise Environment (PIEE) and Joint Appointment Module (JAM) GPC related processes: [https://www.acq.osd.mil/asda/dpc/ce/pc/training.html](https://www.acq.osd.mil/asda/dpc/ce/pc/training.html)

JAM GPC Role Descriptions: [https://www.acq.osd.mil/asda/dpc/ce/pc/systems.html](https://www.acq.osd.mil/asda/dpc/ce/pc/systems.html)

- Include the 10 Special Designation Authority Types
- Delegating/Appointing Authority (DAA) is usually head of contracting or another senior official
- Delegation Authority Signatories (DAS) are individuals authorized to sign JAM GPC delegation of Authority and Appointment Letters. Four roles approaches collectively called DAS:
  - DAA who is registered in (PIEE)
  - DAA who is not registered in PIEE
  - Oversight Agency/Organization Program Coordinator (OA/OPC) with Delegating Authority
  - Agency/Organization Program Coordinator (A/OPC) with Delegating Authority
JAM GPC Appointment Benefits

• DoD GPC policy mandates use of JAM to issue GPC Appointments
  – Ensures compliance with the Federal Acquisition Regulation (FAR), Defense Federal Acquisition Regulation Supplement (DFARS), and DoD GPC Appointment/Delegation of Authority policy
  – Ensures appointment access by appointee, supervisor, and GPC program officials
  – Validates training completion prior to issuance of appointments and issues periodic reminders
  – Satisfies FAR record retention and termination requirements
• JAM use, in conjunction with U.S. Bank’s Access Online PIEE Task Queue (PTQ), ensures account purchasing limits cannot exceed delegated procurement authority.
• Triggers automatic access to other PIEE modules such as Access Online (including Web-based Training and Insights On Demand (IOD)), Supplier Performance Risk System (SPRS), FedMall, and Purchase Card Oversight Module (PCOM).
Access Online Purchase Log
Access Online Purchase Log

- DoD and Component GPC policy mandates use of U.S. Bank’s Access Online Purchase Log (Order Management and Transaction Management) and Electronic Attachment Capabilities.
- DoD GPC policy further mandates Purchase Log entries to document 889 Compliance and Emergency-Type Operations (ETO) (commonly referred to as “Contingency Operations”) transactions:
  - Access Online data reveals significant compliance issues
  - Recent and pending Access Online enhancements will be leveraged to improve data quality
Access Online Purchase Log Enhancement

- 889 Designation and ETO enhancement to improve data capture for key fields in both Order Management and Transaction Management

<table>
<thead>
<tr>
<th>Current/Recent</th>
<th>Future</th>
<th>Estimated Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contingency Operations and 889 Designation Fields in Order Management</td>
<td>Emergency-Type Operations and 889 Designation Fields in Order Management</td>
<td>FY22 Q3/Q4</td>
</tr>
<tr>
<td>Contingency Operations and 889 Designation Fields in Transaction Comments Field</td>
<td>Emergency-Type Operations and 889 Designation Fields in Transaction Custom Field</td>
<td>FY22 Q3/Q4</td>
</tr>
<tr>
<td>-Free form Text</td>
<td>-Drop Down box with default to blank</td>
<td></td>
</tr>
<tr>
<td>-Data entry Required</td>
<td>-Selection from drop down list required</td>
<td></td>
</tr>
<tr>
<td>-Many typographical errors; inconsistent data capture</td>
<td>-No typographical error; consistent data capture</td>
<td></td>
</tr>
</tbody>
</table>
Access Online Purchase Log Valid Value List

- Valid Value List for Emergency-Type Operations and 889 Designation:

<table>
<thead>
<tr>
<th>Emergency-Type Operation (ETO)</th>
<th>889 Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Not in support of ETO</td>
<td>1. 889 Merchant Rep</td>
</tr>
<tr>
<td>2. Applicable code not in this list*</td>
<td>2. 889 ODNI</td>
</tr>
<tr>
<td>3. O14S-Operations in Iraq and Syria</td>
<td>3. 889 Agency</td>
</tr>
<tr>
<td>4. O15F-Operation Freedom’s Sentinel</td>
<td>4. 889 Exception</td>
</tr>
<tr>
<td>5. P20C-COVID-19 2020</td>
<td>5. 889 Payment</td>
</tr>
<tr>
<td>6. H20L-Hurricane Laura 2020</td>
<td>6. 889 Non-Compliant</td>
</tr>
<tr>
<td>7. O21R-Operation Allies Refuge Welcome</td>
<td>7. Fraudulent (external) Transactions</td>
</tr>
<tr>
<td>9. O22U-Ukraine Mission Support</td>
<td>9. Fees (e.g., Convenience Check)</td>
</tr>
<tr>
<td></td>
<td>10. Refunds &amp; Trans Credits/Discounts</td>
</tr>
<tr>
<td></td>
<td>11. Memo For Record approved by A/OPC</td>
</tr>
</tbody>
</table>

*A secondary ETO field, titled “ADD'L Code or Event Info,” will be available to complete when value is selected.*
Purchase Log Best Practice and On the Horizon

• Best Practice: Until drop downs are available for 889 Designation and for ETO, input values in free form text exactly as indicated on the valid value list slide. Policy Memo References:
  – Governmentwide Commercial Purchase Card Guidance Related to Recording Transactions involving National Interest Action Codes and Emergency Acquisition Authorities (GPC 2021-1), dated December 9, 2020
  – 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, dated September 9, 2020

• On the Horizon: DPC is generating mandatory Purchase Log data standard to support consistent Department-wide reporting, data integrity, and auditability.
GPC Program Oversight in Insights On Demand (IOD) Reminders
# 3-Pronged Oversight Review Process

<table>
<thead>
<tr>
<th>Daily DM Case Reviews</th>
<th>Monthly A/OPC Reviews</th>
<th>Semi-Annual Head of Activity Reviews</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose:</strong></td>
<td><strong>Purpose:</strong></td>
<td><strong>Purpose:</strong></td>
</tr>
<tr>
<td>Detect/Prevent Improper Purchases</td>
<td>Document Oversight Actions</td>
<td>Ensure Leadership Insight</td>
</tr>
<tr>
<td>Document Corrective Actions</td>
<td>Review Internal Controls</td>
<td>Enable Organizational/Strategic Decision Making</td>
</tr>
<tr>
<td><strong>Players:</strong></td>
<td><strong>Players:</strong></td>
<td><strong>Players:</strong></td>
</tr>
<tr>
<td>A/BOs</td>
<td>Supervisors</td>
<td>A/OPCs</td>
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<tr>
<td>A/OPCs</td>
<td>A/OPCs</td>
<td>OA/OPCs</td>
</tr>
<tr>
<td>Supervisors</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Process:</strong></td>
<td><strong>Process:</strong></td>
<td><strong>Process:</strong></td>
</tr>
<tr>
<td>Insights On-Demand (IOD) Initiates Case for Review</td>
<td>A/OPCs Verify 100% DM Case Closure</td>
<td>Heads of Activity (HA) - Commanding Officers / Procurement Leads / SPEs</td>
</tr>
<tr>
<td>A/BOs Complete Reviews</td>
<td>- Reviews Key Internal Controls</td>
<td>OUSD(A&amp;S) / DPC</td>
</tr>
<tr>
<td>A/OPCs Verify All A/BO Input, Document Corrective Action, and Close Case</td>
<td>- Documents Review Results</td>
<td></td>
</tr>
<tr>
<td>Supervisors &amp; A/OPC collaborate to take Personnel Action As Necessary</td>
<td>OA/OPC</td>
<td></td>
</tr>
<tr>
<td><strong>Product:</strong></td>
<td><strong>Product:</strong></td>
<td><strong>Product:</strong></td>
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**Legend:**
- Open Cases Result in Mandatory Account Suspensions

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*Integrated Solutions Team*
# Monthly A/OPC Reviews and Semi-Annual Head of Activity (SAHAR) Schedule

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<tbody>
<tr>
<td>Monthly A/OPC Review 3 (December 2021 cycle)</td>
<td>11/20/2021</td>
<td>12/19/2021</td>
<td>12/20/2021</td>
<td>1/18/2022</td>
<td>1/28/2022</td>
<td>2/7/2022</td>
<td>2/14/2022</td>
<td>-</td>
</tr>
<tr>
<td>Monthly A/OPC Review 9 (June 2022 cycle)</td>
<td>5/20/2022</td>
<td>6/19/2022</td>
<td>6/21/2022</td>
<td>7/19/2022</td>
<td>7/29/2022</td>
<td>8/8/2022</td>
<td>8/15/2022</td>
<td>-</td>
</tr>
<tr>
<td>Monthly A/OPC Review 10 (July 2022 cycle)</td>
<td>6/20/2022</td>
<td>7/19/2022</td>
<td>7/20/2022</td>
<td>8/18/2022</td>
<td>8/29/2022</td>
<td>9/7/2022</td>
<td>9/12/2022</td>
<td>-</td>
</tr>
<tr>
<td>Monthly A/OPC Review 11 (August 2022 cycle)</td>
<td>7/20/2022</td>
<td>8/19/2022</td>
<td>8/22/2022</td>
<td>9/19/2022</td>
<td>9/28/2022</td>
<td>10/7/2022</td>
<td>10/13/2022</td>
<td>-</td>
</tr>
<tr>
<td>Monthly A/OPC Review 12 (September 2022 cycle)</td>
<td>8/20/2022</td>
<td>9/19/2022</td>
<td>9/20/2022</td>
<td>10/19/2022</td>
<td>10/28/2022</td>
<td>11/8/2022</td>
<td>11/14/2022</td>
<td>-</td>
</tr>
</tbody>
</table>

Due soon
Daily DM Cases and Monthly/SAHA Reviews

- Example: A Data Mining (DM) Case Created in the April 2022 cycle*
  - April Daily DM Cases should have been adjudicated and closed by no later than 6/13/2022, and accounts suspended when the cases were not closed.
  - The April cycle Monthly A/OPC Review should be completed by 6/13/2022. To complete this, all April cycle DM cases have to be adjudicated and closed.
  - The 2nd half of FY22 SAHAR must be completed and submitted to DPC by 1/17/2023. All Daily DM cases must be adjudicated and closed and all Monthly A/OPC Reviews must be completed for the 6-month period. Additionally, any DM case that was “Closed-Not Reviewed” due to a deferral will need to be closed with a valid review.

- Purchase Log and Supporting Documentation Impact**
  - Complete and documented Purchase Log assists in adjudicating and closing daily DM cases in IOD

- GSA Statistical Reporting Impact***
  - DM cases from the 2nd half SAHAR period (3/20 – 9/19) must be adjudicated and closed by 11/14 to ensure GSA Statistical Reporting for the Department can be submitted by the end of December***

*Department of Defense SmartPay® 3 Government-wide Commercial Purchase Card Policies, Procedures and Tools – SP3 Transition Memorandum #6
**Department of Defense Government Charge Card Guidebook for Establishing and Managing Purchase, Travel, and Fuel Card Programs
***OMB Circular No A-123 Appendix B (Revised 8/27/2019)
SAHAR Validation and Guides

  – When scheduling reports in Access Online, ensure the reports are scheduled according to directions
  – Any deviation from the instructions can result in large variances and will likely indicate, incorrectly, that the data is inaccurate
  – “Pen and Ink” changes should be made to the SAHAR and Variances should be reported in the “Notes” area of the SAHAR report
  – A description of each line
  – The source of the data that populates each line
  – The calculation used for each line
  – User guidance for each line
Purchase Card Oversight Module (PCOM) Updates
What is the Purchase Card Oversight Module?

• A module within PIEE.
• A system that supports the preparation and submission of SAHAR reporting by Components as required by the Office of the Under Secretary of Defense for Acquisition and Sustainment, Assistant Secretary of Defense for Acquisition, Defense Pricing and Contracting (DPC).
• In the future, it will also support the preparation of routine reports required by the Office of Management and Budget (OMB) and the General Services Administration SmartPay® Center for Charge Card Management (CCCM).
• Primary users will be DPC and GPC CPMs.
• PCOM is currently being developed with its first release planned for July 2022. The first phase will be used by Waived organizations (do not use IOD) to generate and submit their SAHAR reporting.
• The second phase will target non-waived organizations who use IOD to do their SAHAR reporting. PCOM will ingest those reports and will allow those organizations to record the “pen and ink” changes made in IOD as data in PCOM:
  — CPMs from these organizations will have the opportunity to login to PCOM to validate that the data looks accurate before finalization.
  — CPMs, that believe their data was accurate in IOD, will not be required to login to PCOM, instead their report will automatically be accepted by the system after a waiting period.
• With both data aggregates, PCOM can serve as the single source of Department-wide GPC Program Oversight Reporting (e.g., SAHAR Reporting, DoD Statistical reporting required by OMB).
• SAHAR Data from organizations that utilize IOD will be sent to PCOM for consolidation and for visual trending to be developed.
• Other functions that fit the scope of an Oversight Module may be released in the future.
JAM Updates
JAM Updates

ECP 1297 JAM Enhancements Phase 3 was deployed in February 2022:

• The supervisor approval has been removed from all JAM GPC appointment workflows (CPM, OA/OPC, A/OPC, Approving/Billing Official (A/BO), and Cardholder (CH)).
• The supervisor approval will remain as is in the PIEE nomination process.
• JAM appointment workflow visualizations also reflect this change for any nominations started after February 18, 2022.
• An email will be sent to the supervisor, as well as the alternate supervisor, once the appointment is active and the Government Account Manager (GAM) activates the role.
• The activation email has been updated to include the name and role of the individual in the subject line of the supervisor notification email.
JAM Updates (cont.)

A/BO Visualization

Last Completed Task: Registration
Jerry Petersen on 03/01/2022
Current Task: Awaiting Supervisor Approval of Role Request
Stephen Kruger
Once the Supervisor approves the role request, the appointment can be started by the nominator or an individual with the proper authority. A reminder email can be sent to your supervisor by clicking the button below.

Send Reminder Email

CO Visualization

Last Completed Task: Registration
Jerry Petersen on 03/01/2022
Current Task: Awaiting Supervisor Approval of Role Request
Stephen Kruger
Once the Supervisor approves the role request, the appointment can be started by the nominator or an individual with the proper authority. A reminder email can be sent to your supervisor by clicking the button below.

Send Reminder Email
JAM Updates (cont.)

- There is now a capability for the Initiator or an individual, within the span of control, to modify the DAA/DAS for the appointment after it is initiated and in a pending status.
JAM Updates (cont.)

- Additional training frequencies of 3, 4, and 5 years have been added to all GPC training frequency drop downs, as well as for manually entered trainings.
- Email Notifications for training set to expire will also be sent according to current parameters for the 3, 4, and 5-year frequencies.
- The JAM GPC Training Report in EDA has also been updated to reflect these new training frequencies.
JAM Updates (cont.)

• OA/OPCs and A/OPCs, who do not have delegation authority, are now allowed to perform termination on any A/BO or CH appointment within their span of control.

• A “Confirm Termination” pop-up contains the following language: “By selecting the ‘Terminate’ action below, I certify that I have been granted proper delegation of authority by my organization to perform the termination of this appointment. Are you sure you want to terminate this appointment?”

• Supervisors will receive a notification email for these terminated A/BO or CH appointments.
JAM Updates (cont.)

• OA/OPCs and A/OPCs, with or without delegation authority, now have the ability to recommend termination of Certifying Officer (CO) appointments that are part of an A/BO and CO COMBO nomination within their span of control.

• OA/OPCs and A/OPCs now have the ability to request termination of stand-alone CO appointments initiated by a DD577 Appointing Authority (AA), as long as within their span of control.

• The ability to add an alternate AA has been added when recommending a CO appointment termination.

• A button to “Send Reminder Email to DD577 AA” is also present within the CO appointment after a termination recommendation has been submitted.
JAM Updates (cont.)

• There is now the ability to resend an appointment (active or inactive) to U.S. Bank (This allows an appointment to be added back into the PTQ)

• JAM will also display an audit trail of any appointments resent to U.S. Bank

• An email notification is now sent to the initiator of an A/BO/CO combo appointment if anyone in the workflow rejects it (Appointee, AA or DAS, GAM)

• A reminder email can also be sent to the AA to sign a CO appointment from the PIEE Manage Nominations Section
JAM Updates (cont.)

• The term “Contingency” in JAM (GPC) has been updated to Read “Emergency-Type Operations.”

• New designation names are: “Micro-Purchase Emergency-Type Operations Cardholder and/or Check Writer” AND “Warranted Overseas Emergency-Type Operations Cardholder.”

• An Addendum Page has been added, to existing documents in JAM, to administratively change the name for Special Designations referencing “Contingency” (XML files going to U.S. Bank will also reflect this change).

• Updates have been made to the “Help” content for Cardholders with Special Designations policy information.
JAM Updates (cont.)

• PIEE/JAM can now identify Outside the Continental U.S. (OCONUS) Cardholder accounts via a lookup of the State field in the address by identifying an AA, AE, or AP in this field.
• This allows for proper Single Purchase Limits (SPLs) to be input for Cardholders that have either of the two Emergency-Type Operations Cardholder Special Designations.
JAM Updates (cont.)

• CH Special Designation limits in JAM will now reflect dollar amounts that are inline with current DFAR policies.
• OA/OPC and A/OPCs can no longer enter “0” dollars in the CH Special Designations limits fields.
• OA/OPC and A/OPCs can no longer input CH Special Designations for “Micro-Purchase Emergency-Type Operations Cardholder and/or Check Writer” or “Warranted Overseas Emergency-Type Operations Cardholder” when the user is a Continental U.S. (CONUS) CH.
• JAM now generates an email to the CH Supervisor with details of the new or updated CH special designations.
• CH Limit “Help” content now includes the updated values for the CH Special Designation Limits in PIEE.
• PIEE/JAM now runs a validation when Warrant for Special Designation Warranted Emergency-Type Operations Contracting Cardholder Special Designation is selected.
• If a Warrant is found at the user profile level, JAM will pre-populate Warrant information for a new Cardholder appointment. If no Warrant is found, an alert will appear for the OA/OPC or A/OPC.
Helpful Hints and Tips for PIEE/JAM Success
Helpful Hints and Tips for PIEE/JAM Success

• **Background:** The initiator (A/OPC, OA/OPC or DD577 AA) does not see the nominee in the “Create Appointments” tab in JAM, despite the nominee having accepted the nomination. In most cases, the nomination turns out to be more than 30 days old from the time the nominee and supervisor have approved, and the GPC role has changed from “inactive” to “archived” status. The “archived” role prevents the appointment from being initiated/completed until the role is back to “inactive” status.

• **Helpful Hint:** Make every effort to complete the entire process (PIEE nomination>JAM appointment>GAM role activation in PIEE) in fewer than 30 days to avoid role archiving and the need to reactivate the role or potentially having to nominate the user a second time (if nomination exceeds the 60-day mark) due to expiration of the nomination.
Helpful Hints and Tips for PIEE/JAM Success (cont.)

• If a role goes to “Archived” status take the following steps:
  – The nominee should log into PIEE and navigate to “Manage Roles.”
  – Select the “Archived” JAM role/roles (if A/BO and CO combo) that require reactivation by checking the box that corresponds with the role/roles being reactivated.
Helpful Hints and Tips for PIEE/JAM Success (cont.)

• After selecting “Request Activation” the following steps will be completed to activate the role:
  – Verify Profile
  – Verify Supervisor/Agency
  – Verify Roles
  – Justification/Attachments

• When these steps are complete, a Success page is displayed.

• The Supervisor will receive an email for approval and will need to approve the role.

• Once the nomination is accepted, the A/OPC should be able to immediately go into JAM, verify that the record is there, and initiate the JAM appointment.

• *Note* – if the nomination has exceeded 60 days, the A/OPC or nominator will have to login to PIEE, go to the GPC Nomination menu, and select “Create Nomination” to nominate the individual again.
Helpful Hints and Tips for PIEE/JAM Success (cont.)

• **Background:** Department of Defense Activity Address Code (DoDAAC) hierarchy levels relating to GPC DAA and DD 577 AA roles can be difficult to discern when requesting these roles in PIEE specifically. Adding in the Authority and Role DoDAAC to the mix when the GPC DAA or DD 577 AA roles are assigned at the Group level in the hierarchy also adds to the confusion. Having a GPC DAA or DD 577 AA in the wrong group, or not in enough groups, impedes the appointment process in JAM.

• **Helpful Hint:** GPC DAAs and DD 577 AAs should work with their GAMs if they need assistance identifying the correct Group/Groups in which to request roles in order to appear in JAM for appointments they need to sign as the DAS.

• PIEE requires the DAA role to be associated with a group at registration.

• You can have more than one GPC DAA or DD577 AA role per user.
Helpful Hints and Tips for PIEE/JAM Success (cont.)

• Example: A GPC DAA or DD577 AA having DAS responsibility for DoDAACs in two separate groups will have a couple of options:

  1. Request role for the DLA Energy (Level 3) group. If this group is too high in the hierarchy go to option #2.

  2. Request roles for both Aerospace and AME. These are both Level 4 groups that contain the DoDAACs these users have delegating authority for on JAM appointments.
Helpful Hints and Tips for PIEE/JAM Success (cont.)

• **Background**: We have received numerous reports of OA/OPCs or A/OPCs that cannot see or pick up work on nominations or appointments of user that preceded them or work in the same office.

• **Helpful Hint**: Since January 2020, JAM GPC provides the OA/OPC and A/OPC with additional access for nominations and appointments for which they did not initiate or appear as the direct OA/OPC or A/OPC.

• Provides ability to view and take action, the same as the user who initiated the appointment/nomination.

• Access is driven by the OA/OPC or A/OPC having the same location code *(DoDAAC)* as the role of the OA/OPC or A/OPC who:
  - Nominated the nominee/appointee
  - *Or* initiated the appointment
  - *Or* is identified as the direct OA/OPC or A/OPC on the appointment
Helpful Hints and Tips for PIEE/JAM Success (cont.)

A/OPC 1 at DoDAAC “A” nominates individuals at DoDAACs not equal to AOPC’s DoDAAC. This user may continue to work the appointment.

AOPCs 2 and 3 are also registered at DoDAAC “A.” They should have the same privileges as A/OPC 1 (above) and are permitted to work on the nominations to initiate the appointment or view/update an existing appointment.
Enrollment Eligibility Reporting System (DEERS) Interface with PIEE
DEERS Interface with PIEE

- DEERS interface will function in two ways across PIEE:
  - When the user is registering, the system will query DEERS for the user’s demographic data and will populate the PIEE profile.
  - DEERS will send an update to PIEE letting PIEE know that a user has been terminated/has retired. PIEE will make the account inactive at this point.
• PIEE will send an email notification to the PIEE Supervisor, A/OPC, O/AOPC, and terminated user

User Sherry Coulson's appointments have been auto terminated due to account deactivation in DEERS. The following appointments have been terminated as a result:

Appointment 1 - Certifying Officer Appointment - 50512A/Test
Initiator: Jacob Pons - Test
Supervisor: Andrew Alcime
DAS: Jacob Pons - Test
GAM: Elizabeth Keen - Defense Contract Management Agency

Appointment 2 - Cardholder Appointment - 50512A/Test
Initiator: Susan Rice - Defense Contract Management Agency
Supervisor: Andrew Alcime
Direct User: Stern Aloime - 50512A/Test
DAS: Susan Rice - Defense Contract Management Agency
GAM: Elizabeth Keen - Defense Contract Management Agency

These appointments have been terminated and are now inactive. If you believe this was done in error, please work with the user to check their DEERS status. Thereafter, the initiator may be able to resume the nomination and appointment processes.

NOTE: This email service is outbound only. We are unable to receive and process replies to this mailbox.
DEERS Interface with PIEE (cont.)

- Specific to JAM, in the event an account is deactivated due to DEERS interface, the appointment will be terminated (Status: Inactive) and Access Online will be sent the termination update.
- Appointments in JAM can still be searched/viewed within the module.
- Appointment workflow section shows reason for auto termination.
- The PIEE DEERS Interface is expected to be functioning later in 2022.
Access Online Integration
Single Sign On (SSO) from PIEE to U.S. Bank

• Access to the SSO from PIEE to U.S. Bank has been turned on to all GPC users.
• Once a purchase card role is activated in PIEE, the U.S. Bank Access Online icon will be available on the PIEE landing page.
• When the user clicks the U.S. Bank icon in PIEE, a system check occurs to confirm the first name, last name, and email address for the user match the data for accounts in Access Online.
• Ensure that your official Government email address is used in PIEE and in Access Online.
• All Access Online accounts that match this criteria will be added to the SSO landing page in Access Online. The user will have the ability to select between all the accounts that are presented.
• Once logged in, the user can go back to the role selection page and select a different role, as necessary.
The PIEE Task Queue was established in April/May to allow A/OPCs and other designated users with the ability to take actions on JAM appointments.

JAM Appointments, once activated, will be sent to Access Online every few minutes.

Users with the correct PTQ Functional Entitlement Groups (FEGs) will have access to the PTQ to take actions on the appointments that they can see, including, but not limited to: Setup a new account, maintain an account, and manage POCs.

These activities can be done from outside of the PTQ but must be done at least once to associate DoDAAC information to Access Online accounts.

Multiple Access Online reports have been updated to include DoDAACs.

For CH appointments, the Single Purchase Limits from the appointment will serve as the ceiling limits for each special designation.

Multiple special designations can be associated with a single card account, though the A/OPC should assign them appropriately to reduce risk.

We recommend users attend the U.S. Bank sessions to learn about the “PIEE Task Queue.”
FedMall SSO & Relationship to a PIEE User Profile
FedMall SSO for PIEE Users

• The primary user benefit of PIEE / FedMall SSO implementation is that CHs with JAM appointments do not have to separately request access, and maintain user name and password access, to shop in FedMall.
  – As long as users login to PIEE at least once every 60 days, they do not lose access to FedMall or any other PIEE App.

• Use of SSO also allows the Department to:
  – Capitalize on the initial and recurring protections realized with CAC issuance, and Supervisor and GAM account approvals.
  – Ensure accounts are associated with only known, appointed individuals who are uniquely identified by their DoD ID/Public Key Infrastructure (PKI); reducing the risk of GPC fraud and misuse.
FedMall SSO for PIEE Users (cont.)

• All CHs with an active JAM appointment and active PIEE role now automatically get the FedMall icon on their PIEE home page.
  – CHs who had FedMall access prior to migration have seamless access through the SSO.
  – CHs accessing FedMall for the first time are directed to their FedMall user profile page and asked to enter any required data that was not available from their PIEE user profile. CHs have to enter their GPC account information in the My Payment Methods section.

• PIEE will maintain the user’s information and history, and FedMall will maintain the user’s shopping information and order history.
How the Help Desk Can Assist You
How the Help Desk Can Assist You

The Defense Information Systems Agency (DISA) Global Service Desk can:

- Provide initial point of entry for all PIEE related issues.
- Create an Information Technology Service Management (ITSM) ticket.
- Perform Tier 1 support for PIEE related issues.
- Assist with PIEE and module access issues due to:
  - Computer settings (JAVA, operating browsers, etc.)
  - Certificate issues when signing on or due to multiple PIEE accounts (GAMs should also be able to assist with this).
- Answer most GPC-related questions.

The DISA Global Service Desk cannot:

- Provide in-depth GPC related analysis for procedural or potential system issues.
How the Help Desk Can Assist You (cont.)

The Joint Interoperability Test Command (JITC) *can*:

- Provide Tier 2 SME support for escalated process and functionality questions involving:
  - GPC nominations in PIEE
  - JAM Appointments
  - JAM Reporting
- Test potential system issues in the test environment to validate.
- Escalate confirmed or believed system issues for developer analysis and resolution as appropriate.

The JITC *cannot*:

- Take actions on behalf of the customer in the production environment to resolve their issue.
How the Help Desk Can Assist You (cont.)

The PIEE Program Management Office (PMO) User Engagement Team:

• Monitors all tickets escalated to Tier 2 analysis to ensure issues are being addressed by monitoring ticket movement to correct areas of responsibility in a timely fashion.

• Facilitates a weekly Tier 3 trouble ticket call to discuss Tier 2 ticket issues.

• Liaison for Policy/Functional related issues and forwards issues to the appropriate DPC Product Owners.

• Contains the former Defense Business Systems Support Office (DBSSO) Tier 2 Help Desk (HD) group, who will assist JITC in analyzing and resolving GPC related issues when necessary.
Help Desk Process
Help Desk Process

• Report all PIEE GPC-related issues to the DISA Global Service Desk:
  – (866) 618-5988 or (801) 605-7095
  – disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil
• DISA Global Service Desk will open an ITSM ticket and perform Tier 1 triage on the ticket issue.
• If the issue cannot be resolved in one business day, a secondary trouble ticket will be created and will follow the Trouble Ticket Workflow to issue resolution.
Help Desk Process (cont.)

Trouble Ticket (TT) Workflow

- **DISA HD Analysis** – Tier 1, DISA HD evaluation
- **JITC Initial Analysis** – Tier 2, JITC evaluation
- **Call Ready** – Weekly review meeting with the community where TT resolutions/questions are discussed
- **User Engagement** – PIEE PMO evaluation and follow up with user
- **PIEE Analysis/PIEE Re-Analysis/PIEE Corrective Action** – Initial evaluation, re-evaluation, and future corrective action from the PIEE developer
- **Pending Deployment** – TT assigned to a release, once the release is deployed, TT moves to TT Owner Retest/Review
- **TT Owner Retest/Review** – TT initiator retests the deployed corrective action or reviews analysis, no response TT closed (Cancel, Duplicate, Resolved) within three days
Help Desk Process (cont.)

For questions, please reach out to the DISA Global Service Desk at:
  Phone: 866-618-5988, 801-605-7095 or by Email: disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil
OR visit PIEE Web-Based Training: https://wawftraining.eb.mil/wbt/
If you have questions related to policy matters, please reach out to the DoD GPC Shared Mailbox at dodpcpo@sterlingheritage.com with the subject “TrainingForum2022.”