



REPLY TO  
ATTENTION OF  
SAAL-PI

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

13 JUL 2001



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

SUBJECT: Purchase Card Program Electronic Data Interchange Response Cell

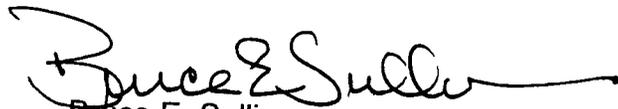
The purpose of this memorandum is to announce the establishment (effective July 12, 2001) of an Electronic Data Interchange (EDI) Response Cell in support of US Bank Government Purchase Card customers. Errors or suspected errors surrounding the digital flow of obligations and/or certified invoices generated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

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

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

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

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



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

Enclosure

Copy furnished:

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

**DOD PC PMO EDI RESPONSE CELL**  
**STANDARD OPERATING PROCEDURE (SOP)**  
June 29, 2001

I      **PURPOSE:** To establish a central location for gathering information related to Government Purchase Card Electronic Data Interchange (EDI) trouble calls/problems. The Response Cell will address issues/problems relating to the flow of electronic obligation and invoice transactions. This would include missing obligations or invoices, invalid or missing data elements, payments not received on electronically certified accounts or similar situations. Actions required of the response cell:

- A) Establish a phone line dedicated to receiving these reports: (703) 681-3410.
- B) Establish an e-mail account to receive reports: [gpc.edi@saalt.army.mil](mailto:gpc.edi@saalt.army.mil) (Pending)
- C) Implement a Trouble Call Log to track reports and provide feedback on outstanding items.

II      **PROCEDURES:** The Response Cell will research the situation, determine the cause of the error or condition and forward the problem to the appropriate action officer who has authority to affect resolution. Examples would be as follows:

- bad data input referred to the cognizant APC for correction
  - a complete file received by the DEBX, translated into a UDF and transmitted to the DECC would result in referral to DFAS-Indianapolis for further research
  - file creation errors or transmission errors would be referred to US Bank and/or the DEBX
- A) The phone number, e-mail address and procedures will be placed on the DOD Purchase Card Web page, to include a hot link for e-mail creation.
  - B) Reports to the Response Cell should include as much of the following information as possible:
    - 1) Date that the problem/error was first identified
    - 2) POC reporting the item to include Name, phone number and e-mail address
    - 3) Description of the item to include:
      - a) Type of Problem
      - b) Billing Account Number (if readily available)
      - c) Date of certification (if known)
      - d) Supporting paying/accounting office
      - e) Julian Date posted to accounting system (if known)
      - f) SDN of transaction (if known)
      - g) Fiscal Station Number

- C) Actions will be entered in the Trouble Call Log and an action officer assigned. The Log will be maintained on a shared drive so all members of the PCPMO may access the log to obtain current status of outstanding items.
- 1) Log number for the action shall consist of YMMDD-# where # equals a sequential number as reported and recorded. For example, if the action was the fourth call on the 8<sup>th</sup> of June the log number would be 10608-4. This log number would be used to identify the action in future correspondence.
  - 2) CALLER: POC information to include Name, Phone Number and Email address.
  - 3) ISSUE: Description of the problem/issue
  - 4) ACTION OFFICER: Initials of the Action Officer within DOD PC PMO working the item
  - 5) CORRECTIVE ACTION REQUIRED: After review and analysis what corrective action was determined to resolve the issue.
  - 6) TRANSFERRED FOR ACTION TO: The action officer shall determine if further research/action is required and the responsible individual/office to continue the process.
  - 7) STATUS: Status of Action – IP for In Process within the PC PMO, TRF for transferred to another location, C for Complete. Both TRF and C will contain a date of that status.