

**From:** Roulain, Rhonda Ms  
**Sent:** Thursday, August 22, 2002 2:32 PM  
**To:** Adams, Johnny; Adams, Michael; Adams, Ronnie CSM/R; Akin, Charles; Amos, Joanne; Bailey, Peggy; Banks, Dachele; Battle, Leonard; Bereza, Elfriede; Billings, Kevin; Bonnette, Freeman; Broughton, Kenneth; Brown, Douglas; Bumgarner, John; Chandler, Walter; Chenevey, Matt; Ching, Sandy; Christ, Barbara; Conway, Shannon; Corner, Richard; Cummings, Willie CSM/R; Cuyler, Edward; Damman, Eric; Darden, Michael F. SFC(R); Davie, Ronald; Dennis, Priscilla; Dodds, Mike; Dodson, David; Dooley, Michael; Dryz, Ray; Duitsman, Leighton; Duncan, Patrick; Durham, George; Egger, Robert J. CPT; Ellis, Brian; Engemann, Jane; Espe, John; Fergason, Michael; Fergeson, Barbara; Flonnory, Lonnie; Ford, Plassie; Ford, Rose; Foster, Cheryl; Frank, Michael; Frazier, Linda; Frederickson, F.M. MAJ/R; Fry, Sue; Gaje, Gerardo; Galvin, Paula; Gardner, DCD-Harold; Gerace, Sam; Gerber, Stacy; Grays, Linda 1LT; Greenwood, Roy; Greggs, Shari; Gregory, Leo; Hartness, Larry; Haugh, David; Haymend, Tim; Henderson, David; Herndon, Mary; Herrera, Xavier; Hobbs, Harry; Holden, Steven; Holzheuser, Henry; Houston, Sam; Howard, Cynthia; Howard, John; Humphrey, Dee; Hunt, Michael LTC/R; Ingram, Matthew CPT; Irby, David; Jansen-Rees, Lisa; Johnson, ISD Randy; Johnson, Rita; Jordan, Karen; Keesler Jr, George; Kerr, Craig MAJ; Kerr, John; Krejcarek, Don; Kris, Lantgen; Kroeger, William MAJ; Lindsey, Sharyl; Livingston, Chad; Lockwood, David; Lofton, Van; Long, Jon; Lopez, Amarylis; Williams, Adam  
**Cc:** Stark, William Mr; Morris, Ellen Ms  
**Subject:** FW: AUGUST GPC CYCLE CLOSE

**ATTENTION BILLING OFFICIALS:**

Forwarding GPC Cardholder August cycle close notice fyi/reference.

**Billing Official is required to Certify the C.A.R.E. Invoice** electronically for payment **within five (5) business days** from cycle close. Due to Training Holiday & Holiday, **Billing Official August Suspense for C.A.R.E. Invoice Certification: NLT COB 03Sep02.**

Note:Ellen Morris and I will be TDY 26-30 Aug to the GSA SmartPay Conference, and we're trying to ensure things go smoothly while we're gone. Get in touch with us ASAP (prior to COB tomorrow), if you have any questions/need additional assistance. Thanks for your cooperation in advance,

Rhonda J. Roulain  
Government Purchase Card (GPC)  
Agency Program Coordinator (APC)  
Directorate of Contracting  
PO Box 33501, ATTN: ATZR-QB  
Fort Sill, OK 73503-0501  
Phone: 580-442-5229  
Fax: 580-442-8014  
E-mail: doccrdc@sill.army.mil

-----Original Message-----

**From:** Roulain, Rhonda Ms  
**Sent:** Thursday, August 22, 2002 2:11 PM  
**To:** Adams, Danielle; Aleandre, Barbi; Allen, Delbert; Amos, Joanne; Anderson, Brenda; Anderson, Kevin; Anderson, Lakesha; Armstrong, Julia; Arrol, Matthew; Ashley-Sawyer, Toni; Bailey, Leticia; Bailey, William; Baker, Christopher; Baker, David S.; Baker, John; Barfield, Chad; Barrera, Noe; Barton, Gary; Beazer, Annette; Bell, Sabrae; Bennett, Mary; Bertucci, Michael SFC; Bethune, Alisha; Blount,

Donnis; Blythe, Carl; Bolte, Joseph; Bolton, Ronald L. Jr. MAJ; Bomgardner, Bruce; Boone, Daniel; Boudria, Felis; Bradford, Thomas; Bradley, Keith; Brogdon, Gregory; Brooks, Mary; Brown, Lakeshia; Bruni, Mike; Burgamy, Bruce; Burney, Kimberly; Burris, Bobbie; Butler, George; Butts, Joshua; Camp, James; Campbell, Cindy; Carey, Rebecca; Carnahan II, David; Carney, James; Carr, Stacy; Carter, Clarene; Carter, Kevin SFC; Castleberry, James; Cazarez, Eduardo; Chrestman, Lorie; Clay, Wilma; Cliatt, Anthony; Cliatt, Delisa; Coakley, Robert 1SG; Coby, Anthony; Cochrane, Dennis; Coffman, Gwendolyn; CONVERSION, MICHAEL SFC; Cook, Jacqueline; Cooper, Kevin; Cooper, Linda; Corlew Jr, Lewis; Cox, Donald 1SG/R; Cravens, Misty; Crusan, Lowen; Crutcher, David; Cuffe, William; Cunningham, Donna; Dacus, Galen; Davila, Victor; Dees, Karen; Delgado, Cesar SFC; Dennis, Priscilla; Doggett, Roderick; Dorsey, Matt; Dubose, Calvin 1SG/R; Duckworth, MSTL Sheila; Duran, Margaret; Dyess, Paul; Earls, Vaniser; Edmonds, Odell; Edwards, Travis; Elliott, John; Elliott, Nancy; Ellison, James; Estevez, Sherly; Etheridge, John; Ewell, Patricia; Ft Sill Central Issue Facility; Steve, Coles

Cc: Morris, Ellen Ms; Stark, William Mr  
Subject: AUGUST GPC CYCLE CLOSE

### **ATTENTION GPC CARDHOLDERS:**

The **AUGUST** Government Purchase Card billing cycle **closes @2400, 23 August 02**, so you will begin Cardholder cycle close procedures on **Monday, 26Aug02**.

Cardholders have **three (3) business days from cycle close** to complete C.A.R.E. Transaction Log/Reconciliation and Statement Approval procedures **OR NLT COB 28 August 02**.

### **REMEMBER, Cardholders must:**

**(1) Document all GPC transactions** (at the time of purchase) in the C.A.R.E. Transaction Log, in sufficient detail for DOC/BO oversight, as required.

**(2) Review all transactions for accuracy** at the time they are posted to your C.A.R.E. Cardholder account by the merchant.

**(3) Reconcile transactions** logged by the Cardholder in the C.A.R.E. Transaction Log to "transactions posted by the merchant"

- After all transactions are logged, reviewed, reconciled (NO Transactions in pending status!), and additionally, **credits and rebates must be approved**

**(4) APPROVE THE CARDHOLDER CONSOLIDATED "STATEMENT OF ACCOUNT"**

**(5) DO NOT initiate/submit a Transaction DISPUTE, **PRIOR TO COORDINATING WITH DOC APC's!****

**Ellen and I will be TDY 26-30 August (next week), therefore, I'm attaching another copy of the Ft. Sill C.A.R.E. User Guide for step by step instructions on these procedures to ensure a successful/timely August cycle close in our absence:**

### **C.A.R.E. TIPS**

- If you receive an "**inactive user message**" when you attempt to login to C.A.R.E., it means you have attempted to login 3 times, and were not successful. **Contact C.A.R.E. Customer Service @888-994-6722**, verify your account number, your User ID, and **Request PASSWORD BE Re-Set.**
- If you receive a C.A.R.E. error message "CONTACT USBANK ADMIN" - contact U.S. Bank Customer Service @888-994-6722
- **If you can't access Transaction Management**, i.e. won't load or appears to "hang/quit", **you must have someone in your organization with "Administrator Rights" (usually your Org/Unit IT POC) log in and give you "temporary administrator rights** so when you click on TM, you can accept the licensing agreements, the java applets or download software updates. **Once this is done the operating system will allow you to access the TM portion of C.A.R.E.**

**If you have any questions/concerns/issues - Please contact Ellen Morris or I by phone, fax, or e-mail shown below prior to COB 23Aug02, and Good Luck! We'll be back in the office on 03Sep02.**

Rhonda J. Roulain  
Government Purchase Card (GPC)  
Agency Program Coordinator (APC)  
Directorate of Contracting  
PO Box 33501, ATTN: ATZR-QB  
Fort Sill, OK 73503-0501  
Phone: 580-442-5229  
Fax: 580-442-8014  
E-mail: doccrdc@sill.army.mil