

**WASHINGTON HEADQUARTERS SERVICES
FINANCIAL MANAGEMENT DIRECTORATE**

PURCHASE CARD ALERT NUMBER 25

(Issue date: 13 May 2005)

THIS ALERT IS APPLICABLE TO:

APPROVING OFFICIALS



CARDHOLDERS



SUBJECT: Customer Automation & Reporting Environment (C.A.R.E.) Questions

Most accountholders have attended C.A.R.E. training and are using the on-line system to manage their accounts. A detailed, step-by-step, C.A.R.E. manual has been provided to each student with the classroom training. In the near future, we are adding a “C.A.R.E.” section to the “Frequently Asked Questions” on our Purchase Card Program Web Page. We will add questions and answers about C.A.R.E. as they are received. Between the manual and the Web Page, the answer to most questions will be readily available. If the answer to a question is not available from either of these two sources, the account holders should contact Ms. Janette Ray for assistance.

This Purchase Card Alert will provide refresher information and reminders regarding three questions we’ve received from the accountholders. The page references from the C.A.R.E. manual are provided for further review.

1) **APPROVING A TRANSACTION IN C.A.R.E. (MANUAL PAGES 30-41)**

a) Approving a transaction in C.A.R.E. is the responsibility of the cardholder. To manually reconcile a posted transaction to a transaction log entry, perform the following steps:

- 1) Select the **Transaction Tab**. Next select the pending transaction to be approved by clicking and highlighting the transaction from the list of transactions displayed in the upper part of the screen.
- 2) Click the **Log Detail Tab** located on the bottom portion of the screen; if the reconcile button is active, you have transactions loaded in your transaction log. Click “**Reconcile**”. The system compares the posted transaction to be matched to transaction log entries. If the best match from the transaction log entry matches, select the reconcile button. At the moment you hit the reconcile button the transactions will automatically approve and pull the entry from your transaction log to the log detail attached to the transaction.
- 3) How do I know if the posted transaction has been reconciled with the log entry? The information will appear in the **Log Detail Tab** and or **Log Line Item detail Tabs**.

2) **ENTERING PURCHASES IN THE LOG LINE ITEM DETAIL(MANUAL PAGES 20-29)**

- a) To enter a transaction into the **Log Line Item Detail Tab** you must first enter the transaction into the **Log Detail**. After you enter the system, select a cycle date then click on the **Transaction Log Tab**.
- b) Click on **Log Detail** and enter the following information: the transaction date; the contractor or merchant's name; the total cost of the purchase. These three fields are highlighted with a red asterisk and must be filled. All other items in the log detail are optional. After all information is completed click on the add button. This will move the log detail to the top of your screen. Please ensure the Log Detail is highlighted.
- c) If your internal policy dictates that you fill in the Log Line Item Detail, your next step is to click on the **Log Line Item Detail Tab**. (If you're unsure whether you're required to fill in the Log Line Item Detail, please check with your Approving Official). Next enter the transaction details by entering quantity, unit of measure, item description, unit Price, part number and item comment information as appropriate. Click "**Enter**" for **each** item. After "**Enter**" is selected, the item appears below. To prevent the system from timing you out it is important to save your entries. It is recommended that you save the entries after you have entered a maximum of three line items. After you have entered the third line item make sure the log detail on the top of the screen is highlighted then select the log detail tab and select the "**update**" button. Now you can go back and finish entering the rest of the log line items from your original receipt, making sure you "**update**" after each entry.

NOTE: The US BANK website is secure and has a lot of unique features. One of the features is the system will time you out after 15 minutes of non-activity. It is important to enter your purchases into the system as they are made. Do not wait until the end of the billing cycle to enter all purchases at one time.

3) **IMPAC REBATES.**

As discussed in training, the government receives maximum rebates for prompt payment. These rebates will appear in the **Transaction Tab** in the C.A.R.E. System. When a rebate appears, you will need to enter the rebates into your **Transaction Log** under **Log Detail** ensuring it is entered with a negative amount. Example: **Log Detail:** Date of Transaction: 4/20/2005; Merchant's name: IMPAC Rebate; Transaction Amount: **-19.40**. After you have entered the IMPAC rebate; click on the **Transactions Tab** and start the reconcile process by clicking on the pending transaction; clicking on **Log Detail** on the bottom of the screen, then select the **Reconcile** button. After you have completed the reconcile process your pending

transaction will change to approved. As a reminder, you will need to do this process every time you receive an IMPAC Rebate.

If you require assistance with C.A.R.E. System please contact Ms. Janette Ray at (703) 614-6522.

We hope you will continue to tell us when we are doing a good job of satisfying your needs as well as when we need to improve our efforts. You may submit your comments through the ICE Program at [ICE Purchase Card Program](#) or send them to the Agency Program Coordinators at purchasecard@bfd.whs.mil or directly to the Program Manager at Claudia.colvin@whs.mil.