

**Questions and Answers**

**1. Question:** I can't access the bank; it tells me I am inactive.

**Answer:** Contact the bank at 1-888-994-6722\* and ask the customer service person to reset your password.

**2. Question:** I can't open the Transaction Management.

**Answer:** Contact the bank at the on the above number.

**3. Question:** I have entered my purchase in the transaction log, however, I don't see anything on the transaction screen to reconcile.

**Answer:** The vendor has not process the charge so the bank has not paid it. When the bank pays the vendor then you will see it as a pending transaction.

**4. Question:** I am the approving official and I have two cardholders, but I only see one under my account.

**Answer:** The other cardholder probably hasn't used his/her card in the past 3 to 6 months, they become dormant. When they start buying again and the vendor processes the charge you will be able to see your two cardholders under your account again.

**5. Question:** I am the cardholder and my reconcile button is not available.

**Answer:** a. You must be in the "Transaction" screen "Log Detail". You will not show any entries, however, on the right of that screen you would have the reconcile button.

b. Your monthly cycle time 26 - 25 of month plus 14 calendar days has expired. You are locked out.

**6. Question:** I am the approving official and I am trying to reconcile the transaction on behalf of my cardholder. CARE is not letting me.

**Answer:** An approving official can only act on behalf of the cardholder during the same time frame the process in CARE is available to the cardholder. After the cardholder is locked of the reconciliation process, the approving official can no longer act on their behalf of the cardholder.

**7. Question:** I am approving official and my approve button so that I can approve my monthly statement is not highlighted.

**Answer:** The approving official statement can not be approved until all the cardholders under his/her account have reconciled and approved there monthly statement.

**8. Question:** If I have approved the transaction without reconciling can this be corrected?

**Answer:** Yes, cardholders can go back and reconcile a transaction that has been approved without it being reconcile anytime during the monthly cycle plus 14 calendar days just as long as their monthly statement has not been approved. If the cardholder's statement has been approved neither the cardholder nor the approving official acting on their behalf can make any corrections

**9. Question:** Can we use the GPC to pay for cell phone service?

**Answer:** Cell phone service must be obtained from a contractor who has a GSA/ BPA or IDIQ contract. By obtaining the service from any of these contracts the cardholder does not have to worry about recurring services, nor exceeding the \$2,500 per year, however, the service cannot exceed \$25,000 per year.

**10. Question:** Can the GPC be used to purchase coins to for informal special recognition programs?

- Answer:**
- a. Coins may not be used as personal or commemorative gifts, souvenirs, tokens of exchange in games, or as morale-builders unrelated to special achievements.
  - b. Coins may not be given to non-appropriated funds employees or used as tokens of appreciation for government officials, foreign officials, foreign officials or non-Federal personnel in recognition of general support or improved community relations.
  - c. Group and squadron commanders are authorized one coin award program per each group and squadron. Units below squadron level are not authorized a coin award program.
  - d. Prior to implementing a coin award program, group/squadrons must coordinate and approve a unit-level policy directive (instruction, policy letter, etc.) that establishes and details their specific program.