

"Message released on behalf of John T. McCain, USDA Charge Card Program Manager

This information applies to all Agency Program Coordinators

GSA's Office of Charge Card Management has received information from the GSA Global Supply office regarding purchases made via GSA Advantage or GSA Global Supply for GSA "stock" items. It appears there is an error in GSA's system, which is not charging the cardholder's account for the items purchased. Cardholders are receiving the items but charges are not being made against the card accounts. GSA is aware of the problem and is working with the Department of the Treasury to seek resolution.

Please release the attached document to your purchase cardholders as necessary.

If you have any questions, please contact GSA's National Customer Service Center at 1-800-488-3111 or by email at NCSCcustomer.service@gsa.gov



Valued GSA Global Supply Customer,

This letter is to inform you of billing problems GSA has been experiencing since December, 2008 and what we have been doing to resolve them.

No Billing for Purchase Card Transactions on 12/05/08 and 12/08/08, and 01/06/09 through 02/13/09

Customers paying or filing for refunds by purchase card for orders placed for certain GSA Global Supply items online via GSAAdvantage! and GSAGlobalSupply.gsa.gov on December 5 and December 8, 2008 have not been billed.

Customers paying or filing for refunds by purchase card for all GSA Global Supply orders through all ordering channels (phone, fax, GSA Stores, and our two websites, GSAAdvantage! and GSAGlobalSupply.gsa.gov) from January 6 through February 13, 2009 have not been billed.

Resolution Proceeding – GSA has identified and corrected the problem in the credit card billing process and normal billing resumed for all transactions beginning February 14, 2009. GSA is working with the Department of Treasury and financial institutions to issue the appropriate charges to purchase card accounts affected during the December 5, December 8, and January 6 – February 13 periods. Processing and transmitting the large volume of transaction data involved is a complex and lengthy process. We will provide an update when resolution is complete.

Multiple Billings for Activity Address Code (AAC/DODAAC) Payments on 12/05/08 and 12/08/08

Customers paying by AAC/DODAAC for orders placed for certain GSA Global Supply items online via GSAAdvantage! and GSAGlobalSupply.gsa.gov on December 5, 2008 were mistakenly billed three times.

Customers paying by AAC/DODAAC for orders placed for certain GSA Global Supply items online via GSAAdvantage! and GSAGlobalSupply.gsa.gov on December 8, 2008 were mistakenly billed twice.

Resolved – On February 17, 2009, GSA refunded the December 5 and December 8 overbillings described above and all affected customer AAC/DODAAC accounts now reflect the appropriate charges.

GSA takes very seriously its responsibility to manage customer billing accurately and in a timely manner. We are working diligently to resolve the open purchase card billing problem and apologize for the difficulties these errors have caused you. If you have questions or concerns about your account, please contact GSA's National Customer Service Center at 1-800-488-3111 or by email at NCSCcustomer.service@gsa.gov.