

## 2-7. Level 6 - Cardholder Duties and Responsibilities

- a. CH authority is limited to the threshold indicated on their delegation of authority in JAM.
- b. Use GPC to make authorized purchases within the limits of their delegation of authority in JAM.
- c. Screen all purchase requests upon receipt.
- d. Verify that the requested items meet a legitimate government need.
- e. Notify the BO of unusual or questionable purchase requests.
- f. Check requirements for their availability from the mandatory Government sources.
- g. Make purchases in accordance with FAR Part 8 required sources of supplies and services.
- h. Rotate merchants when practicable.
- i. Allocate transactions to the proper line of accounting.
- j. Obtain BO approval prior to purchase. Obtain all required pre-purchase approvals.
- k. Track receipt/acceptance of purchased goods or services.
- l. Track partial shipments to ensure they are received within the dispute window.
- m. Track any transactions for items not yet received.
- n. Collect, maintain and upload the required purchase documentation in the servicing bank's EAS.
- o. Match orders and review and reconcile monthly statement.
- p. Register to receive the bank's Electronic Data Notifications (automated email alerts).
- q. Resolve unauthorized, erroneous, or questionable transactions with merchants.
- r. Dispute questionable transactions.
- s. Dispute items not received in one billing cycle when reconciling the next billing cycle.
- t. Dispute unresolved billing errors (e.g., supplies not received by the next billing statement).
- u. Dispute transactions when receipt and acceptance of goods or services cannot be verified.
- v. Dispute items the merchant fails to replace, modify, or repair by the allotted time.
- w. Resolve any invalid transactions with the merchant.
- x. Track all disputes to completion.
- y. Confirm with the merchant the items ordered are in transit and track the transactions to

completion.

- z. Maintain physical security of the GPC and convenience checks to avoid unauthorized use.
  - aa. Do not release the account number to entities other than a merchant processing a transaction.
  - bb. Do not authorize merchants to store the card number.
  - cc. Notify the bank of a lost, stolen, or compromised GPC within one business day.
  - dd. Maintain the bank's EAS purchase log, which is located under Transaction Management.
  - ee. Reconcile all transactions and upload all supporting documentation in the bank's EAS.
  - ff. Approve the account statement within 3 business days of the cycle end date.
  - gg. Maintain a manual purchase log if the electronic purchase log in the bank's EAS is not accessible.
  - hh. Ensure the Accountable Property Officer (APO) has screened the purchase request.
  - ii. Upload all receipts for the APO to review electronically in the servicing bank's EAS.
  - jj. After items arrive, provide receipts to the supporting APO within five business days.
  - kk. Notify the BO when you are not available to approve the CH statement.
  - ll. Provide all records and purchase file documentation to the BO upon departure or reassignment.
  - mm. Maintain a separation of duties of making purchases and receiving the goods/services.
  - nn. Forward requirements exceeding the MPT to the contracting office for purchase.
  - oo. Verify and document receipt/acceptance of goods or services.
  - pp. Checkwriters - Maintain convenience check data.
  - qq. Checkwriters - Report IRS Form 1099 data to DFAS.

**Parent topic:** [CHAPTER 2 - PROGRAM ORGANIZATION, ROLES, AND RESPONSIBILITIES](#)