

**WASHINGTON HEADQUARTERS SERVICES
FINANCIAL MANAGEMENT DIRECTORATE**

PURCHASE CARD ALERT NUMBER 27

(Issue date: 15 August 2005)

THIS ALERT IS APPLICABLE TO:

APPROVING OFFICIALS



CARDHOLDERS



SUBJECT: Customer Automation & Reporting Environment (C.A.R.E.) Training Manual Update (15 August 2005) and Frequently Asked Questions on the Web Page

The purpose of this Purchase Card Alert is to provide OSD/WHS Approving Officials (AO's) and Cardholders (CH's) with an update to the Customer Automation and Reporting Environment (C.A.R.E.) Training Manual that was distributed during C.A.R.E. Training. Each AO and CH should print the attached pages then remove and replace the appropriate pages in the C.A.R.E. Training Manual. Changes to the text are identified by an underscore. The pages changed are 1, 27, 28, 30, 34, 42, 65, 69, 70, 77 and 78¹.

To summarize this change, it adds further detail and focuses on the AO's responsibility for monthly review of each CH's input into C.A.R.E. It includes step-by-step instructions for the various actions required by the AO before certifying the invoice for payment. Further, this update suggests ways for the AO to identify possible CH errors in the C.A.R.E. System. For the cardholder, it provides detail regarding saving the **“Log Line Item Detail”**.

During the C.A.R.E. training sessions, we received excellent questions from the users. We have posted these questions and answers on the OSD/WHS Purchase Card Program web-site. There is a section devoted solely to C.A.R.E. System questions. Please review these questions at www@bfd.whs.mil. Please check these questions and answers often as we will be updating them as needed. We welcome any suggestions for additional questions and answers.

¹ To print, choose “file” then “print” from the top menu bar. Under “print what” (lower left corner) choose “notes page” from the dropdown menu.

We have received several questions regarding invoice certification. The following “Quick Reference” contains the necessary steps for the AO to properly certify an invoice and forward it for payment.

- 1) Each month, the AO shall certify the invoice in the C.A.R.E. system
- 2) Print the invoice from C.A.R.E.
- 3) Attach and sign a Certifying Officer’s Statement²
- 4) Forward the printed invoice to the Purchase Card Program Office for review/payment.
- 5) Do not wait for the paper copy of the invoice to arrive in the mail.

If you require assistance with the 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.

NOTE: PLEASE DO NOT REPLY TO THIS E-MAIL, AND ESPECIALLY DO NOT “REPLY TO ALL”.

²Until payments are automated, a Certifying Officer's statement must be attached to the monthly invoice printed from the CARE System. If you need a Certifying Officer’s Statement, please contact an Agency Program Coordinator for assistance.