



U.S. ARMY



Government Purchase Card



29 June 2016



409th Contracting Support Brigade

"Providing Operational Contract Support for Europe"

How to Resolve GPC Declined Transactions & Level 4 AOPC Request Manual Authorization

REFERENCE: [AFARS APPENDIX EE, DEPARTMENT OF THE ARMY GOVERNMENT PURCHASE CARD OPERATING PROCEDURES, 22 July 2016](#)





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DECLINED

Reasons for GPC Declined Transactions

- The Cardholder billing address could not be electronically verified (for example, if your credit card company does not maintain an address verification database); or
- Account Past Due, Cardholder or Billing Official did not Submit Manual Payment or Certify Monthly GPC Statement by the 25th of each month or
- Cardholder / Billing Official failed to respond to Purchase Card Online System (PCOLS) Flagged or Escalated Transaction – account may have \$1.00 limit or
- Cardholder requested delivery to a different country other than billing address indicates; or
- US Bank Fraud Prevention Alert on Account due to OCONUS Internet Phishing or Hacking
- The Merchant Category Code (MCC) may be blocked, either by the product type, the total dollar amount, or other risk factors
- MCCs are used within the Servicing Bank's card processing system to authorize or decline purchase transactions based on controls established for each GPC account.





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How to Resolve GPC Declined Transactions

Payment declines happen from time to time, and when they do, contact US Bank determine the reason for decline then contact the RCO Agency Organizational Program Coordinator (AOPC), Level 4.



- To resolve a declined payment, you'll need to figure out why the payment was declined.
- Usually this involves contacting US Bank at 1-888-994-6722 or 001-701-461-2232.
- When the Voice Mail begins press the * button on your phone. Provide the Card Number to the Customer Service Representative to address the issue.
- US Bank will provide the reason for decline, the missing Merchant Code
- Next contact the RCO AOPC to add the appropriate Merchant Code. The AOPC will contact US Bank for a Manual Authorization, which remains on file for 5 days.

****Manual Authorizations** are ideal for Official Representation Funds (ORF) or Conference Planning to prevent mission failure. Include currency conversion rate with all foreign vendor transactions.**





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Level 4 AOPC Request Manual Authorization

A **manual authorization** may be required in order to verify that the cardholder is authorized to make a charge. This is to protect against unauthorized use of the government purchase card.

Contact US Bank at 1-888-994-6722 or 001-701-461-2232.

When the Voice Mail begins press the * button on your phone. Identify yourself, and provide AOPC Levels 2, 3, and 4

The US Bank Customer Service Representative will request:

Merchant Name

City, State / Country

Amount include Currency Conversion rate (do not exceed \$25,000)

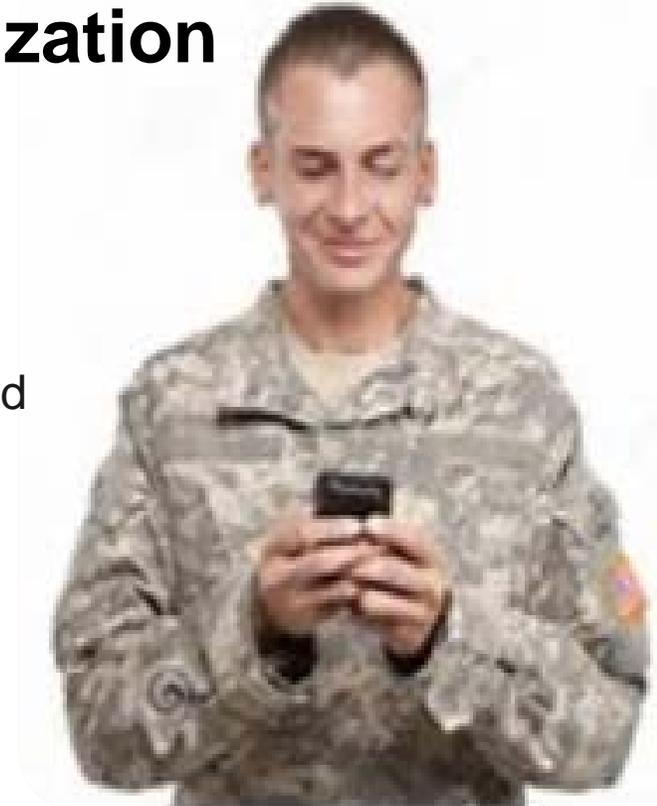
Credit card number

Expiration Date

Live operator will provide a 6 digit authorization code.

Request US Bank process the transaction the authorization remains on file for 5 days.

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Level 4 AOPC

