

**DEPARTMENT OF THE ARMY
US ARMY CORPS OF ENGINEERS
FINANCE CENTER
5722 INTEGRITY DRIVE, BLDG S-787
MILLINGTON TENNESSEE 38054-5005**

CEFC-F
SOP Number UFC-17

19-DEC-2000

**STANDING OPERATING PROCEDURE
CREDIT CARD REMITTANCES**

1. PURPOSE: This Standing Operating Procedure (SOP) provides procedures for accepting credit cards payments for accounts receivable at the USACE Finance Center (UFC), Disbursing Division, Operations Branch.

2. APPLICABILITY: This SOP applies to the UFC and all activities supported by the USACE Finance Center.

3. REFERENCES:

- a. SOP UFC-02, Accounts Receivable & Payment of Government Orders
- b. SOP UFC-03, Collection Procedures

4. CREDIT CARD PROCEDURES:

a. The UFC Disbursing Division, Operations Branch, will accept direct payment from any debtor by Mastercard and VISA credit cards.

b. The attached Credit Card Remittance Form should be completed for all payments.

c. Payment will be accepted by mail, telephone, or e-mail to the following:

d. Mail the enclosed form to: USACE, Finance Center
Attn: CEFC-FD-O, Mr. Kevin Heath
5722 Integrity Drive
Millington, TN 38054-5005

e. Telephone: Mr. Kevin Heath, 901-874-8595, Monday through Friday, 8:a.m. to 3:00 p.m.
CST

f. E-mail at Kevin.J.Heath@usace.army.mil

5. CREDIT CARD VERIFICATION:

a. When a completed Credit Card Remittance Form is received, the information will be entered in the credit card terminal, located at the UFC, to request authorization of the charge. Once the charge is authorized by the system, the transaction is captured for deposit.

b. At the end of the day, the credit card terminal will be closed and all charges will be transmitted electronically to the bank. The bank will process the charges and deposit the funds into our account.

c. The bank will enter the deposit ticket number and deposit amount into the Federal Reserve CASHLINK System.

d. Disbursing Division, Operating Branch personnel will retrieve the deposit information from CASHLINK.

6. COLLECTION PROCEDURES: A collection voucher for direct credit card payments will be entered by Disbursing Division employees only. The voucher will not be created until all steps in the credit card verification process are completed.

7. DISPUTED CHARGES:

a. If a debtor finds something wrong with a credit card transaction, the party should contact Mr. Kevin Heath at 901-874-8595 to resolve the problem.

b. Failure to contact the UFC before disputing the charge with the credit card organization may result in additional fees and penalties charged to bills.

FOR THE DIRECTOR:



JAMES R. GREENE
Deputy Director, Administration

Credit Card Remittance Form (please complete all blocks)

USACE Bill Information:

Name: _____

District: _____

Bill No.: _____

Amount: _____

Phone Number: _____

Credit Card Information:

Credit Card Type (circle): VISA MasterCard

Credit Card No: _____ - _____ - _____ - _____

Expiration Date: _____

Name: _____

Address: _____

City _____

State _____

Zip: _____ - _____

Amount of charge: _____

Signature of card holder: _____