



# DEFENSE LOGISTICS AGENCY

## AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY

### **ATTENTION EMALL CUSTOMERS USING CREDIT CARD AS A FORM OF PAYMENT!!**

This communication is provided by the Credit Card Billing project as an overview on upcoming System Change Request (SCR) which will affect DOD EMALL customers.

#### ***What is the purpose of this SCR?***

On **May 31<sup>st</sup>, 2013**, Enterprise Business System (EBS) will take over the billing and collection of Department of Defense (DOD) Electronic Mall (EMALL) orders for which Federal and Non-Federal customers are paying via credit card. These changes were designed to improve system functionality, organize payments, and improve Defense Logistics Agency's (DLA) audit readiness.

#### ***How will I be affected?***

##### **Federal Customers:**

The current process for DOD EMALL Federal customers is that they are charged at the time their order is submitted within DOD EMALL. This has caused numerous issues when orders reject or never make it to the supplier. The current process also causes frustration for customers that are waiting on the credit card refund processed. This SCR changes the time your credit card is charged and for DOD EMALL Federal customers the charge will now occur at the time billing takes place in EBS and then shipment of your order will occur. If any credit card transactions are declined, the collection will be completed via the Manual Non-Interfund billing process (paper billing). Customers are responsible for tracking whether their order(s) is being handled via Credit Card transaction or paper bill on the DOD EMALL site.

##### **Non-Federal Customers:**

The current process for DOD EMALL Non-Federal customers will remain the same. The charge will occur up-front in the form of an advance payment for the amount of the sales order. This SCR changes the billing and collections process from DOD EMALL to EBS. When billing occurs, the bill will be cleared against the advance payment and residual billing will occur for additional charges or a refund to clear the balance. If the advance payment credit card transaction is declined, the Sales Order will be cancelled and customers will be notified via an e-mail. If any other credit card transactions are declined due to adjustments of prepaid amounts, the collection or refund will be completed via the Manual Non-Interfund billing process (paper bill). The customer will be able to track the status and/or billing style of their order on the DOD EMALL site.

All customers will receive a warning during checkout if the total extended price for a line item exceeds the daily credit card charge limit of \$49,999.99. Customers are advised to lower the total extended price by reducing requested item quantities. Also, be aware that NO warning will display on the DOD EMALL site if multiple orders exceed the \$49,999.99 limit in one day, and all charges over the limit may be declined.

Please direct all questions to 1-877-DLA-CALL/1-877-352-2255 or by email at [DLAcontactcenter@dla.mil](mailto:DLAcontactcenter@dla.mil).