

**DOCUMENT NAME: GSA Customer
Service
DOCUMENT TYPE: 35**

1. **Description:** Supplies ordered by telephone from GSA Customer Supply Center.
2. **Primary Forms:** GSA Form 3525, Application for Customer Supply Center Services
GSA Form 3542, Customer Supply Center Order Form
3. **Related Forms:** None.
4. **Document Number:** Nonstandard Number - FINCEN assigned (based upon GSA generated billing number). A document number will be created using the activity address code, julian date and last four digits of the ticket number on the Bin Order Document. The activity address code is generated on Form 3525 (Application for Customer Supply Center Services).

SAMPLE: 3507123451231234

<u>Document Type</u>	<u>FY</u>	<u>OPFAC</u>	<u>Last 3 digits of Julian Date</u>	<u>Last 4 digits of ticket number</u>
35	07	12345	123	1234

5. **Accounting Line:**
2/3/701/103/30/0/PE/12345/2674
6. **FINCEN Critical Processing Requirements:** GSA Form 3525 must include a valid Activity Address Code for your unit in block 1 and a valid Fund Code in block 12. Units are charged based on the Activity Address Code (usually OPFAC) given on the form. If Fund Code is not cited on form, Fund Code SA will be used to determine accounting line to be charged.
7. **Other Information:** The Government Purchase Card should be used in lieu of GSA forms. Using the Government Purchase Card does not alleviate the unit's responsibility regarding inventory entries.
8. **FPD Information:**
 - a. Requisitions with ARMS/MILSTRIP format document numbers should be entered into FPD using the Simplified Acquisition Module. When using the Simplified Acquisition Module you will have to enter the last three digits of your document number (suffix) after entering the accounting line.
 - b. Obligations will NOT be transmitted to the accounting system via FPD. All information is entered in FPD only to maintain the local ledger and for reconciliation purposes.

9. Document Flow:

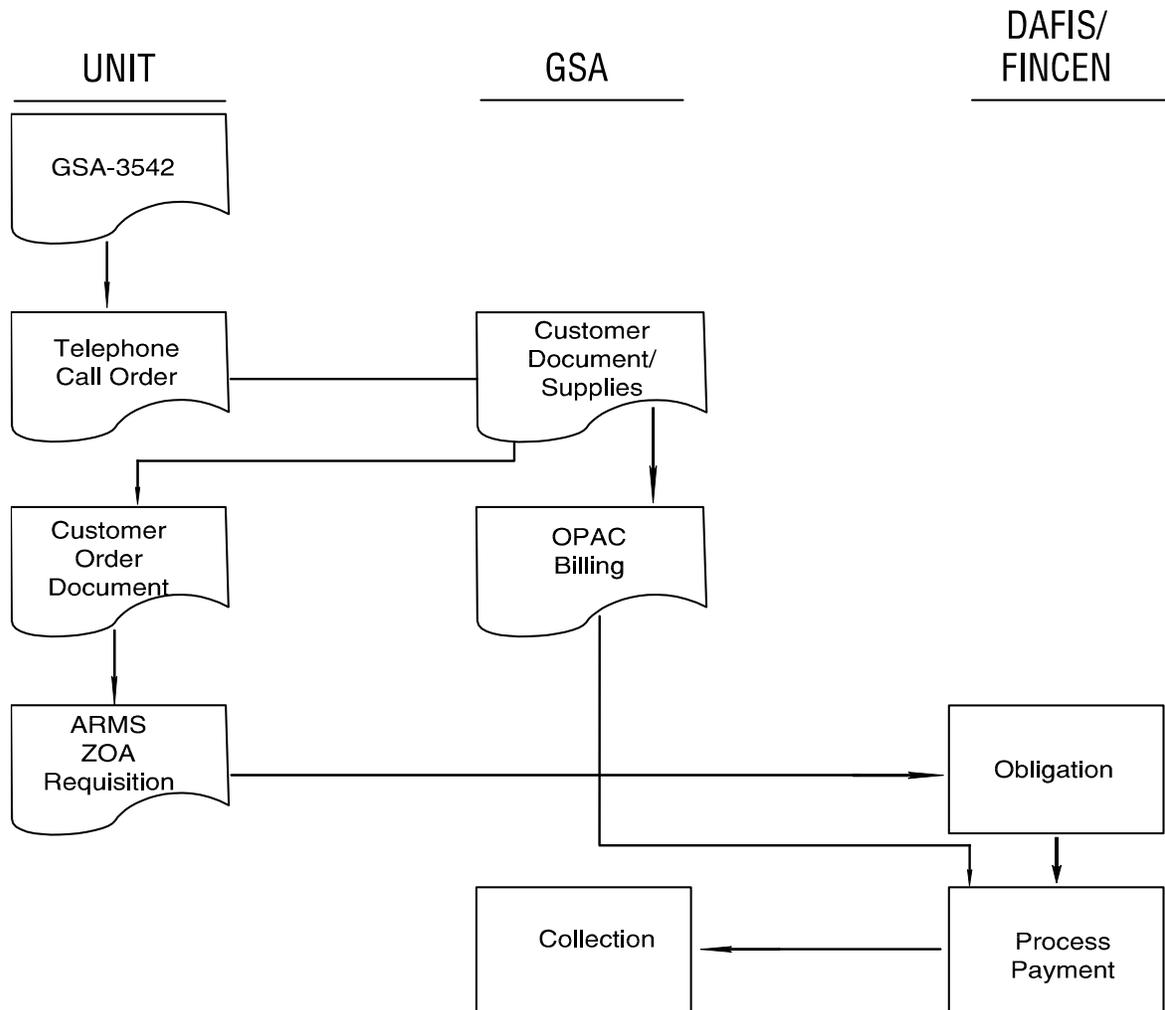


Figure 12E-11 GSA Customer Service

- Figure 12E-11 describes the procedures for processing GSA Customer Service.
- The person ordering supplies fills out a GSA-3542 Customer Supply Center Order form listing the items they want from the GSA Customer Supply Center Catalog.
- An authorized person calls GSA and places the order over the telephone and the order is shipped within 24 or 48 hours of the telephone call.

9. d. When the order is placed, GSA creates a Customer Bin Order Document which is used as the packing slip for the order.
- e. A GSA customer service order must be entered as a Z0A ARMS requisition to create a Coast Guard obligation and generate payment from the FINCEN. After the Customer Bin Order Document number is received by the unit, create an obligation through ARMS. All GSA Customer Service (call in) orders use the fund code "SA" to charge out the requisition unless another fund code is cited on GSA Form 3525. If another fund code is cited on GSA Form 3525, then this fund code should be used on the Z0A and the unit should ensure that this fund code is also established as a valid fund code on the fund code table.
- f. Steps when in Interactive ARMS:
- (1) Key 1 (DIC): Enter Z0A (Z zero A).
 - (2) Stock number: Enter all zeros.
 - (3) Key 5 (Unit of Issue): Enter EA.
 - (4) Key 6 (Quantity): Enter 1.
 - (5) Key 7 (Doc Number): BOAC number (Z with the unit's OPFAC).
 - (a) Julian date: Date on the Customer Bin Order document.
 - (b) Requisition number: Last four digits of the ticket number from the Customer Bin Order document. GSA provides the ticket number to the unit when the phone order is placed.
 - (6) Key 11 (Fund Code): Enter fund code "SA" or the fund code set up on GSA Form 3525.
 - (7) Key 17 (Unit Price): Enter total obligation amount.
 - (8) Similar steps are used in Batch ARMS.
 - (9) If the Z0A is made incorrectly, an automatic deobligation can be generated via Interactive ARMS to post to the PES report by entering a "ZDL" subcommand. The requisition must be "open" in the ARMS system for a ZDL to generate a deobligation.
 - (a) Enter the subcommand "ZDL" while in the entry mode of Interactive ARMS.
 - (b) Enter the Milstrip document to be deobligated as requested.
 - (c) Enter the amount (quantity) to be deobligated as requested.
- Note: The system will deobligate the quantity times the unit price (the unit price actually obligated onto the PES report).

9. g. Retain a copy of the GSA 3542 and Customer Bin Order Document in the unit file. **DO NOT FORWARD PACKING TICKETS TO THE FINCEN.**
- h. The FINCEN records payment made to the Other Government Agency and a PES report is sent to the unit.

10. **Sample Forms:** See Figures 12E-12 and 12E-13.

11. **PES Report:**

DOCUMENT ID	TRANS CODE	BATCH NUMBER	COST CENTER	OBJ CLASS	COMMIT	UNDELIVERED ORDERS	ACCRUED EXPEND	EXPEND
3507123451231234	051	07070FQ4A	12345	2674	0.00	50.00	0.00	0.00
3507123451231234	102F	07075FQ4A	12345	2674	0.00	50.00-	0.00	50.00
or								
3507123451231234	103F	07075FQ4A	12345	2674	0.00	0.00	0.00	50.00

Note: Obligation occurs and payment is made with Trans Code 102F. Otherwise it is a direct expenditure with Transaction Code 103F.

12. **References:** COMDTINST M4400.15, ARMS User Manual.

CUSTOMER SUPPLY CENTER ORDER

AGENCY ADDRESS (include ZIP Code)							AGENCY ACTIVITY ADDRESS CODE					AGENCY ACCESS CODE (insert only when mailing in order)					
USCG NEVERSAIL 4000 COAST GUARD BLVD. PORTSMOUTH, VA 23703-2197							Z	1	2	3	4	5	1	2	3		
ITEM NUMBER - NIN (Last 7 digits of NSN)	ITEM DESCRIPTION						UNIT OF ISSUE		QUANTITY				UNIT PRICE (Optional)				
1	2	8	2	5	5	0	7	Folder	H	D	0	0	0	5			
2	2	4	1	2	9	8	1	Moistener	E	A	0	0	1	0			
3	2	6	8	3	9	9	3	Envelope	E	A	0	0	5	0			
4																	
5																	
6																	
7																	
8																	
9																	
10																	
11																	
12																	
13																	
14																	
15																	
16																	
17																	
TOTAL COST																	

REMARKS

SIGNATURE AND TITLE OF APPROVING OFFICER		TELEPHONE NO.	DATE
CWO4 J.J. Smith, Supply Officer		(804) 396-5731	4/5/94
SIGNATURE OF PERSON SUBMITTING ORDER		TELEPHONE NO.	DATE
SK1 J. Smith		(804) 396-5731	4/5/94
MAIL TO:		FILE	
GSA Customer Supply Center P.O. Box 9647 Norfolk, VA 23505 <i>(Center Address from CSC Catalog)</i>		RECEIVED (FOR GSA USE ONLY)	

GENERAL SERVICES ADMINISTRATION

GSA FORM 3542 (REV. 9-85)

Figure 12E-13 GSA-3542, Customer Supply Center Order Form