



FREQUENTLY ASKED QUESTIONS - F-A-Q-S

Best Ministry . Best Methods . Best Model

Q: Why Can't I Get "Exceptions" And Get My Request Immediately?

A: Because yours is only one of 60-120 transactions in a given week. This fund is truly the busiest in the Army, but has a small staff, by comparison. Every time our limited staff stops to handle your exception, you hurt and slow the others who have taken the time to plan correctly. True emergencies are graciously dealt with — poor planning or administration, out of fairness, cannot be. Thank you for your competent planning, and we'll do our best for you, too!

Q: Who Do I Talk To If I Need Training Or Don't Understand Something?

A:

- 1) Follow the step-by-step instructions on the POR itself.
- 2) To "get familiar / smart," check out the POR Training Videos on the USAG-Y Religious Support Office by accessing the websites below:

YouTube: <http://www.youtube.com/user/USAGYongsanCTOF?feature=mhum> AND

Website: <http://yongsan.korea.army.mil/Chapel>

- 3) Email the Fund Office at, "USAGYongsanCTOF@gmail.com".

Q: When will I receive an email response to my question?

A: The Fund Office will respond as soon as possible to all email inquiries. Please understand that your email will be replied to, in the order that it is received and that you can expect a response no later than 5 business days. (This is simply due to the volume of emails received and the largest number of CTOF transactions).

Q: Can I Just Buy What I Need First And Get Approval / Process A POR Later ?

A: No. That is ILLEGAL — it's called "Obligating The U.S. Government" without approval. We will NOT be able to pay or reimburse you. You will be liable. You must get an approved PO in hand before coordinating / executing the transaction.

Q: Can I Email My Purchase Order Request Into the Fund Office?

A: No. PORs CANNOT be submitted via email. Due to the amount of PORs being processed by ministries post-wide we are unable to accommodate requests made via email. Again, thank you for your understanding, cooperation, and correct submissions that help us, help you in the Army's busiest Chapel Tithes and Offerings Fund.

Q: Can I Go Over The Amount I Request If I Need To?

A: No. Also ILLEGAL for the same reason as above. If you're not sure about the actual total of your transaction, please give yourself a cushion when filling out your POR to allow for changes in price. You CANNOT go over the approved amount on your PO. Note — if your order involves shipping, please ADD THAT ACTUAL SHIPPING AMOUNT into your POR where noted or if actual amount cannot be determined, provide an educated estimate so that you don't forget and "come up short" when the real purchase is attempted.

Q: Can I Make Any Changes On My Approved PO? For Example, The Vendor I Use Or The Approved Amount Of The Request?

A: No. Also illegal for the same reason as above. A PO must be used exactly as is. That means requestor must use the specified vendor, specified type of transaction, specified date of the event, and not exceed the approved amount on the PO. You may close an approved PO by returning it to the Fund Office and resubmit a new POR reflecting the new / changed information for processing. That is why it is important to plan 2-3 weeks in advance of your event to allow for any changes.

S
-
Q
-
A
-
E



FREQUENTLY ASKED QUESTIONS - F-A-Q-S

Best Ministry . Best Methods . Best Model

Q. After I submit A POR On Monday, Do I Have To Pick Up The Purchase Order (PO) On Friday?

A: Yes. That's how you will: 1) Know that your PO is ready, and 2) Confirm arrangements on how / when your item(s) will be quickly purchased. It's for your clarity / speed / benefit. Please note that you CANNNOT execute an event without having an approved PO in hand. Also, the Fund Office cannot pay for the event if it is executed without requestor confirming the approval by PICKING UP THE APPROVED PO.

Q. What If An Approved PO Is Not Picked Up?

A: It will be held over for the next Friday's pick-up by you. PO CANNOT be used after the specified date of the event on the PO. POs are only good until the specified date. So please plan to pick-up your approved PO during Regular Customer Service Hours, Friday 1200-1700, on the same week that you turned in your POR, provided that you submitted your POR by MON COB, 1630. If you are unable to come in yourself during the provided hours, please send a representative who can.

Q: Can I Buy Something In US \$\$\$ On-Post Myself And Get Reimbursed?

A: No. This type of transaction was abused in the past and cannot be done. Please submit a POR for use of Government Credit Card, Government PO, or payment by check. You will not be reimbursed for any purchases you make in US \$\$\$.

Q: Can I Buy Something in Korean Won And Be Reimbursed?

A: Yes. Please see reimbursement transaction page for detailed information (Page 8/9)

Q: Is It Possible For Me To Lose Money On Reimbursement For A Won Transaction?

A: Yes. We can only reimburse you at the approved Government Rate of 1,149.5059 won to 1 U.S. Dollar. If that rate is lower than the current "market" rate of exchange you could lose money in the process. This type of transaction is NOT recommended and has only been provided for your convenience and at the request of multiple users. Please be aware there is RISK involved to you financially. Only use this option if you are willing to accept such risk.

Q: If I Want To Speak With Someone Face-To-Face, What are the Fund Office Customer Service Hours?

A: The Fund Office is staffed for your questions and transactions ONLY on Fridays from 1200-1700. Additional Army duties and the perpetual processing of over 400 of your requests each month make them unavailable at other times. Thank you for your patience, planning, and understanding in the Army's busiest CTOF.

Q: When Can I Check My Ministries Sub-Account Balance?

A: If you want to ask questions face-to-face, simply schedule an appointment for the FIRST FRIDAY OF THE MONTH, anytime between 0900-1200. Also, a copy of the Monthly Balance Sheet will be sent to all Ministry Leaders by the Garrison Chaplain. You can request to be put on the Garrison Chaplain's "Super-Distro List" for that and other mailings or simply come on Fridays during customer service hours, 1200-1700, and request your balance.

Q: How Far In Advance Do I Need To Submit A POR From When I Need It?

A: MINIMUM 2 Mondays in advance, most ministries do it 3-4 weeks in advance, or more, to be safe.

S
-
Q
-
A
-
E



FREQUENTLY ASKED QUESTIONS - F-A-Q-S

Best Ministry . Best Methods . Best Model

Q: Does Each Purchase Require A Separate POR?

A: Yes. You cannot “combine” vendors on a POR. Submit a separate POR for each vendor from which you desire purchases. You can order multiple items from a single vendor; you just can’t have multiple vendors. (Only exception is if you’re using Page 9, Won Purchase via Reimbursement. In this instance, you submit POR, get approval, go shop at multiple vendors up to your limit, submit all receipts from all vendors, and then get reimbursed with a single check in US \$\$\$) Not recommended. Loss may result due to the exchange rate.

Q: What’s The Quickest / Easiest Way To Get Something?

A: A GPC (Credit Card) Purchase Online. You submit your request to Fund Office by MON, providing all necessary information on POR, then come in anytime between 1200-1700 on FRI and enter all your information online at your online vendor, then our GPC Cardholder will order and pay for all immediately, right there! Done — all within 5 days. Best in the Army!

Q: What If My GPC Purchase Requires “Shopping” At An Actual Store, On -Post or Off-Post . . . How Does That Work?

A: Submit your POR by MON, come in on FRI 1200-1700 to pick up your PO. At that point, you’ll then schedule / confirm when you’ll go with our GPC Card Holder to execute your purchase in the following week. MANY of these purchases have to be scheduled by our GPC Card Holders in a given week, so please come prepared to coordinate that day / time for the following week. Please note that Off-Post GPC Purchases must be within 2-miles of USAG-Yongsan.

Q: Do I Use This POR Form To Get Items From The Commissary?

A: No. That is a separate, simplified form. Use the Friday Commissary Shopping Request Form in the “Other Miscellaneous Transactions”. It only needs your Not To Exceed (NTE) amount approved and signed by Sponsoring Chaplain. It does NOT have to be submitted in advance. All shopping is then done on Fridays mornings at the Commissary. Simply bring the signed form and be ready to check out at 1100. The Fund Clerk will pay for your items and collect your form and your information at that time. (You must purchase items in accordance with the event justification. Your items will be screened by the Fund Clerk when you check out)

Q. What If I Can’t Come In On Fridays?

A: Make arrangements with someone else from your ministry to do so.

Q: This Form Seems Long — How Many Pages Do I Submit?

A: ONLY the pages you need, as noted on Page 1 — typically only 3-4 pages are printed out and handed in for a given POR. The rest is designed to be used / read digitally to be as clear and comprehensive as possible for you.

Q: To Whom Do I Turn With An Emergency Or Unanswered Question?

A: The Fund Manager, NOT the Fund Office handles all emergencies. The Fund Manager is your Point of Contact, please call 738-3010.

Q: Do I Use This POR Form To Pay Childwatch Workers?

A: No. That is a separate form. Use the Childwatch Request For Payment Form in the “Other Miscellaneous Packet”.

S
i
Q
A
E



FREQUENTLY ASKED QUESTIONS - F-A-Q-S

Best Ministry . Best Methods . Best Model

Q: How Do I Get What I Want Most Quickly And Easily?

A: KNOW the process and FOLLOW the process for PORs

Q: What's the Process For PORs?

A:

U.S. ARMY
USAG-YONGSAN
INSTALLATION MANAGEMENT COMMAND

RSO
RELIGIOUS SUPPORT OFFICE

THE BASIC POR CYCLE

- *Your Idea For A Purchase*
- *You Fill Out A POR*
- *Sponsoring Chaplain Signs POR*
- *You LOG-IN POR Into POR DROP-OFF LOG at SPC*
- *POR Is "QC'd" For Correctness / Missing Data**
- *You LOG-OUT PO From PO PICK-UP LOG at SPC & Schedule / Confirm Your Purchase with Assistants*
- *ONLY THEN, Purchase May Be Executed*
- *Complete Purchase / Submit Receipts Per Instructions and Transaction Type*

**If data is incorrect, Sponsoring CH is notified via email, Requester is cc'd, and POR is to be resubmitted by you for next week.*

Unit Ministry Teams . . . Here For You!

S
-
Q
-
A
-
F