

2015

# GTCC SOP

## NEW YORK ARMY NATIONAL GUARD GOVERNMENT TRAVEL CHARGE CARD (GTCC) STANDARD OPERATING PROCEDURES (SOP)

The practices listed in this SOP are recommended guidelines for success within the Government Travel Charge Card program.

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New York Army National Guard  
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25 August 2015

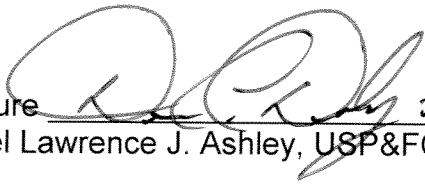


**Document Approval Page**

This document has been approved as evidenced by signatures and dates contained herein. Original signatures are on file at the USP&FO/MNPF-CO office.

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## SECTION I – INTRODUCTION

1. Purpose: The purpose of this document is to provide New York Army National Guard (NYARNG) travelers with guidance for using the Government Travel Charge Card (GTCC) program. This document establishes local policies as well as administrative, transportation, and financial standard operating procedures for all NYARNG users with a GTCC. The United States Property and Fiscal Office (USP&FO) for New York, Comptroller Division is the proponent for GTCC and will provide updates to these standard operating procedures as changes occur.

2. References: Required and related publications are listed in Appendix A.

3. Responsibilities:

**a. The United States Property and Fiscal Office (USP&FO) will:**

(1) Ensure the GTCC program follows DoD, DA, NGB and other regulatory and statutory guidance, policies and procedures.

(2) Ensure an annual management control evaluation is conducted for the state and corrective action is taken where appropriate.

**b. The Financial Manager (FM) will:**

(1) Ensure the Agency Program Coordinator (APC) function is afforded enough time to properly manage all aspects of the GTCC program.

(2) Ensure the GTCC program for the state complies with all DoD, DA, and NYARNG policies, regulations and this SOP.

(3) Advise the USP&FO and senior leadership on local policies and procedures pertaining to the GTCC program.

(4) Ensure the APC receives formal APC training within 90 days of appointment as the APC.

(5) Ensure the APC reviews, at a minimum, the transactions of 10% of all active accounts on a monthly basis for fraud or abuse and reports all unauthorized transactions to the NYARNG COS for command emphasis.

**c. The APC will:**

(1) Receive formal APC training within 90 days of being appointed as an APC. Formal training can be attained through hands on training with the GTCC contractor, or online via TraX. <https://www.defensetravel.dod.mil/passport>

(2) Conduct initial and refresher briefings for Soldiers/employees on the GTCC program. Refresher training is required every three years in accordance with the DoD FMR Vol. 9, Ch 3, 030802.

(3) Under supervision; manage and administer the GTCC program for the NYARNG.

(4) Request, receive, and analyze reports provided by the GTCC contractor's on-line program. DA policy requires that transactions for at least 10% of active accounts be reviewed on a monthly basis and report all unauthorized transactions to the Card Program Manager (CPM) APC in accordance with the Revenue Memorandum Circular-Financial (RMC-F) 09-155 (Individually Billed Account Monthly Reporting Requirements). It is NYARNG policy to review 100% of all reports. A review of all the transactions listed on abuse and delinquency reports will satisfy this requirement. Develop and provide management reports to senior leaders indicating delinquency and abuse trends.

(5) Review open GTCC accounts on a monthly basis to identify and close accounts for separated personnel, or federal employees who do not qualify as frequent travelers. Deactivate, close or transfer GTCC for personnel retiring or transferring in accordance with HQDA policy.

(6) Maintain cardholder files as outlined ASA (FM&C) memorandum (referenced) in a secure area to protect the right to privacy of cardholders.

(7) Develop and provide to the state's senior leadership monthly reports and/or briefings on GTCC program performance metrics.

(8) Provide management oversight for all subordinate hierarchy level (hierarchy level 5 and below); Local Agency Program Coordinators (LPCs).

*NOTE: When LPCs are assigned, the day to day program monitoring, maintenance and reporting functions listed as APC responsibilities will be performed by assigned LPCs under the APC's guidance.*

(9) Establish and maintain a separate hierarchy for subordinate LPCs when they are assigned full APC authority for maintaining travel card accounts.

(10) Conduct training for commanders/supervisors on their role in managing the NYARNG GTCC program for their Soldiers/employees.

(11) Conduct training for subordinate LPCs.

(12) Monitor and report the status of cardholder training throughout the chain of command.

(13) Provide assistance to cardholders as necessary.

(14) Identify and coordinate special mission requirements with the GTCC contractor, DA, NYARNG CPM, and the responsible LPC when applicable.

(15) Assist with the collection process of undisputed amounts owed to the GTCC contractor.

(16) Create and verify GTCC delinquency reports and provide the information to commanders/supervisors for possible disciplinary action.

(17) Analyze GTCC reports, identifying possible GTCC abuse, and provide the resulting information to commanders/supervisors for review and possible disciplinary action.

(18) Manage accounts to increase or decrease available retail, ATM, and overall GTCC limits.

(19) Advise through the NYARNG Comptroller to commanders/supervisors and senior leadership on GTCC issues to include card limits, restricted status, reinstatement and delinquency policies.

(20) Assist cardholders with payment information and dispute/suspension procedures.

(21) Activate and deactivate restricted cards to ensure they are only available for use to the cardholder while on official government travel.

(22) Interpret and distribute program guidance.

*NOTE: The APC will assign duties and responsibilities to the LPC through the use of the DD Form 577 Appointment/Termination Record, see Appendix C. Both the APC and respective LPC will retain a copy of the DD Form 577 on file until superseded or rescinded.*

**d. The LPC's will:**

(1) Activate and deactivate restricted cards that correspond with the Soldier's/employee's official travel dates.

(2) Ensure federal personnel under their charge update their DTS profile with their new card information.

(3) Act as the reviewing authority for the chain of command for initial applications and renewal applications.

(4) Ensure that personnel under their charge are familiar with provisions of this Standard Operating Procedure (SOP) regarding the use of the GTCC.

(5) Have primary responsibility to notify the chain of command regarding unauthorized use or delinquent accounts.

(6) Have primary responsibility to recover GTCC from personnel that leave service/employment.

(a) Notify the APC of GTCC account holders that have retired, separated, or transferred to other units, states or services.

(b) Notify the APC when cardholders transfer into the unit or organization. Ensure the Soldier or employee has completed the on-line training and a current Statement of Understanding is on file with copies forwarded to the APC.

(7) Ensure the cardholder completes the on-line training on the proper use of the GTCC, or a similar locally developed cardholder training program, and attach the completion certificate to the GTCC application.

(8) Ensure each cardholder completes and understands the DoD Statement of Understanding and attaches a copy of the statement to the GTCC application.

(9) Advise the APC if a restricted GTCC should be issued to an applicant.

(10) Initiate reduction in spending limits, deactivation of card privileges, or account closure when card misuse is identified.

(11) Initiate reinstatement of spending limits and re-activation of GTCC privileges, when appropriate.

(12) Identify and coordinate special mission requirements with the APC.

(13) Schedule/conduct GTCC briefings annually on the proper use of the GTCC.

(14) Ensure cardholders submit travel vouchers within 5 business days after completion of travel using split-disbursement in accordance with DoD policy.

(15) Assist cardholders in resolving issues related to travel voucher processing. When a cardholder experiences delay in processing a travel voucher, it could result in a delinquent GTCC account. Ensure the APC is notified when these situations occur.

**e. The commanders/supervisors are required to:**

(1) IAW Travel and Transportation Reform Act of 1998 (Public Law 105-264); ensure that all Soldiers/employees have a GTCC. Infrequent travelers who travel two or less times in a calendar year – are exempt from mandatory use of the GTCC, but are not prohibited from obtaining an IBA to meet mission requirements.



(2) Take appropriate corrective adverse action (IAW DOD FMR Vol 9, Ch 3 and AR 600-2, Ch 4-22, TPR 752, Public Law 112-194 – OCT. 5, 2012) when a cardholder is delinquent or has abused the GTCC. Refer to chapter 5 of this SOP for potential corrective adverse action.

(3) Refer GTCC abuse and delinquency to the Security Manager, who will in turn refer the matter to the Central Clearance Facility for a determination on whether removal of the security clearance is warranted.

(4) Execute periodic program reviews to ensure adequate oversight and compliance with program objectives as outlined in AR 11-2 (Managers' Internal Control Program).

**f. The cardholder will:**

(1) Complete the on-line cardholder training, the Citibank application, and the DoD Cardholder Statement of Understanding prior to submitting an application for a GTCC.

(2) Once the cardholder receives a card, they will ensure their DTS profile is updated with their new account information.

(3) Through the chain of command, notify the LPC of a change of address, phone number, office or unit.

(4) Use the card only for authorized TDY related reimbursable expenses. This includes such expenses as transportation, food, rental car, and lodging as agreed to on the Statement of Understanding and as approved on their DTS authorization. Cardholders can additionally use the card for PCS expenses.

(5) Restricted users must contact their Chain of Command LPC to activate their GTCC once DTS orders are approved.

(6) Cardholders will pay Citibank in full using the split-disbursement option, under mandatory split disbursement. When split-disbursement doesn't cover the entire amount owed, the cardholder will use personal funds to pay Citibank the remaining amount owed by the billing due date indicated on the billing statement. Some of the options the cardholder can use to settle the debt are pay by phone (call the number on the back of the charge card) or pay by internet. Both of these options withdraw funds from the cardholder's personal checking or savings account and do not incur any transaction fee.

(7) Seek assistance from the commander/supervisor if a problem occurs such as a lost or incomplete travel voucher submission, or delayed voucher processing with the potential to cause a delinquent GTCC account.

(8) Promptly report a lost or stolen card to Citibank and LPC/APC. Report non-receipt of a card to the LPC or APC when, a card has not been received within two weeks of the application submission.

(9) File a police report for the lost or stolen card to support contested charges made after the card was lost or stolen.

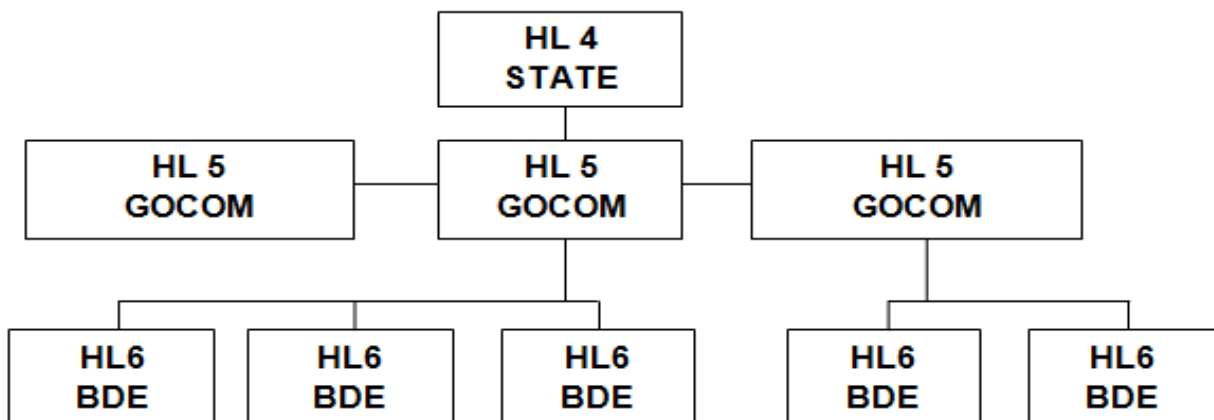
(10) Travelers performing TDY in excess of 45 days will submit accrual travel settlement vouchers every 30 days.

(11) Do not report the GTCC to creditors when applying for personal loans. Citibank does not report delinquency to credit bureaus unless the account is charged off (211 days or more past due). In this manner the GTCC will never affect the personal available credit of cardholders whose accounts remain current.

## SECTION II – HIERARCHY LEVELS

1. Hierarchies are established to aid in managing and reporting travel charge card account activities. DoD is HL1, DA is HL2, the ARNG CPM is the HL3, and states and territories are designated as HL4. Each state, territory or activity needs to evaluate its command structure to determine the best method for establishing hierarchies at level 5 and below. The following demonstrates the numbering convention for travel charge card hierarchy levels 5 and 6 (see figure 1):

2. When determining if LPCs are to be assigned, examine the command structure and support requirements of the GTCC program. LPCs will require a large investment in additional levels of management and will only work in a strong, supportive command environment that ensures that the GTCC accounts are maintained diligently and in accordance will all applicable DoD, DA, and ARNG policies, regulation and this SOP.



Sample APC/LPC Hierarchy

## SECTION III – ACCOUNT ACTIVATION & MAINTENANCE

### 1. Charge cards are issued as follows:

a. Standard accounts are established for individuals that are frequent travelers, or who have a need for higher credit limits due to extended travel or travel in high cost areas. These cards require a credit check (Fair Isaac & Co. {FICO} credit score must be 680 or higher) and Citibank approval prior to issuance. If the credit check reveals a lower credit score (FICO score is 500-679), Citibank will reject the application and notify the individual who applied. This person will need to wait two years to reapply and build up their credit to meet the FICO score requirement. Standard accounts that reach 60 days delinquent will automatically revert to a restricted account.

b. Restricted accounts are established for individuals that do not travel as frequently or for extended periods of time. These accounts are also issued to individuals that do not allow a credit check be performed by Citibank, or their credit check reflects a poor credit history (FICO score is 500-679). These accounts have a lower limit for both available credit and available ATM withdrawal amounts than the standard account. These accounts will be deactivated between official government travel periods. Once established as a restricted account, the only way the account can be upgraded to a standard account is by agreeing to a credit check by Citibank and meeting the credit score requirements.

### 2. New Applicant:

a. The first time a Soldier or federal employee is required to travel on official business, the commander/supervisor determines if a GTCC is required based on the exemption eligibility criteria as outlined in DoD FMR Volume 9 Chapter 3, paragraphs 030601 through 030604. If the Soldier/employee is an infrequent traveler, the commander/supervisor may still determine a GTCC is appropriate based on such things as convenience to the government, convenience to the Soldier/employee, mission requirements, and the ability of the individual to manage the GTCC in accordance with GTCC policies and procedures.

b. When an exemption is granted from the mandatory use of the GTCC, the traveler may request a travel advance.

c. On occasion, TDY locations or special missions may require that the cardholder not be identified as a government employee. In these cases, the APC can request quasi-generic and generic GTCC cards.

### 3. The applicant will:

a. Read the terms, complete Section I of the IBA Travel Card Set-Up Form (see Appendix B). In Section II the applicant must sign and select either: **A** – authorizing Citibank to obtain credit reports or **B** – does not authorize Citibank to obtain credit reports. Part A must be checked if the applicant is applying for a standard card. If the

applicant is applying for a restricted card, Part B must be checked. If Part B is checked, applicant must complete the DD form 2883, Credit Worthiness Evaluation (see Appendix B).

b. Read, sign and date the Department of Defense (DoD) Statement of Understanding GTCC program (see Appendix B).

c. Complete the DoD cardholder computer based training and submit a copy of the completion certificate along with the Individually Billed Account Travel Card Set up Form, the DoD Statement of Understanding and the DD Form 2883 credit worthiness evaluation; if Part B is checked on application form to their commander/supervisors' approval.

4. The LPC will:

a. Ensure that the applicant properly completed and signed the application and the Statement of Understanding.

b. Ensure that the application is not forwarded more than 60 days prior to the date required for travel.

c. Verify the certificate of completion for the on-line cardholder training is attached to the application.

d. Brief the applicant on the proper use of GTCC and the repercussions for delinquency or abuse.

e. Ensure a supervisor prints and signs their name on the bottom of Section II, block 10 of the application and Statement of Understanding.

f. Retain a copy of the Statement of Understanding.

g. Forward the signed application, the cardholder on-line training certificate, Credit Worthiness Evaluation: DD Form 2883, and the Cardholder Statement of Understanding to the APC for processing.

5. The APC will:

a. Review the applicant's information for completeness.

b. Verify the applicant and their supervisor has printed his/her name legibly and signed the application and the DoD Statement of Understanding.

c. Complete the agency account section of the application before forwarding to the GTCC contractor.

d. Create a file for the applicant and retain a copy of the cardholder agreement, the DoD Statement of Understanding, Credit Worthiness Evaluation DD Form 2883 and the online GSA cardholder training certificate for as long as the account is open and in the APC's hierarchy.

6. Account Activation: Cardholders must contact their LPC to activate their card no later than seven days prior to the start date of the travel order. If the LPC is not available, the cardholder will contact the LPC of the next higher level.

7. Closed Accounts:

a. Charged-off and previously reinstated accounts will not be considered for reinstatement.

b. Accounts that have been closed may be reinstated if they meet the following criteria:

(1) Account balance is paid in full for no less than 60 days prior to reinstatement request.

(2) No "Non-Sufficient Funds" (NSF) within the last 12 months.

(3) No more than 3 NSFs or returned payments in the lifetime of the account.

(4) Credit check will be performed and must have a FICO score of at least 680 or greater.

c. If reinstatement is approved, the account will be issued as a restricted account, credit limit will be \$4,000, and a non-reimbursable reinstatement fee of \$29 will be charged. If the reinstated account is ever cancelled (revoked) again, it will not be considered for future reinstatement.

8. Account Cancellation: Accounts may be canceled by either CitiBank, the CPM or APC. Citibank will cancel an account at the direction of the CPM or APC regardless of the accounts status. CitiBank may cancel an account without agency approval when the account is 120-days delinquent. Accounts that do not have a 120-day delinquent balance may be canceled with agency approval. Accounts will only be canceled for reasons of separation, delinquency, or unauthorized use. However, the CPM and/or the APC may cancel an account for any sufficient reason.

9. Billing Discrepancies:

a. If an error appears on an Soldier's/employee's monthly statement, they must contact CitiBank and attempt to resolve the discrepancy. A toll free number is included on the back of the card and on the monthly statement for this purpose. If agreement cannot be reached, the Soldier/employee may contact the APC for assistance in resolving the discrepancy. Individuals must inform their supervisor and LPC of the

problem before contacting the APC. The Soldier/employee must make available all pertinent information regarding the transaction in question to the APC. The APC will review the situation and assist with appropriate action.

b. Employees may not withhold payment pending resolution of a billing discrepancy. The monthly statement may be reduced by the disputed amount until resolution is reached, but the balance must be paid by the due date (the undisputed portion of the bill). This includes non-receipt of a bill.

#### 10. Lost or Stolen Cards:

a. At any time, day or night, when a card is lost or stolen, the loss must immediately be reported to CitiBank at the toll-free telephone number 1(800) 200-7056. A replacement card will be issued. The Soldier/employee must also notify the APC and LPC.

b. File a police report when a GTCC has been stolen.

11. Return of Card upon Separation: Upon separation from service, the LPC must ensure that cardholders turn-in the card and forward to APC. The APC will notify CitiBank of the separation and direct cancellation of the account.

12. Account Transfers: Commanders/supervisors will notify the LPC when a cardholder is transferred.

#### 13. Transfers in support of mobilization:

a. The APC will deactivate the accounts of mobilized Soldiers effective the date of mobilization.

b. If the gaining APC is unknown, the losing APC will provide the gaining LPC with a list of names, social security numbers and account numbers for personnel mobilized so the gaining APC can receive the accounts into their hierarchy. Typically, mobilized accounts are not transferred to the mobilization station.

c. If the gaining APC cannot be readily determined, the LPC will provide the NYARNG APC with the following information found on the TCS or PCS order issued at the mobilization station:

(1) Mobilized unit's higher headquarters.

(2) Mobilized unit's duty location.

(3) Mobilizing Soldiers should be briefed that any GTCC requirements they may have will be handled by their Agency Coordinator (AC) higher headquarters' APC.

(4) Problems in transferring accounts should be elevated to the NYARNG CPM for resolution.

(5) Accounts with zero balances for military and civilian federal employees who have separated and or retired from employment with the NYARNG, will not be transferred out of the state's hierarchy. The accounts will be purged after several cycles as long as the account has been closed.

(6) If the cardholder was separated, incarcerated, terminated, or deceased and there is a balance on the card, the account should be transferred to the NGB Hierarchy Level 20000 20001 30802. Requests for transfers to the NYARNG CPM APC will be sent on an EXCEL spreadsheet listing the current hierarchy, cardholder name, SSN, account number and account status.

14. Mobilization for CONUS only: If NYARNG personnel are mobilized for deployment to CONUS organizations; their GTCC will be transferred into the active duty unit's hierarchy and deactivated until required for use.

15. Mobilization for Deployment OCONUS Only: NYARNG personnel who are mobilized for deployment to OCONUS destinations will have their GTCC retained by their home organization and deactivated. If the individual is required to travel during the period of deployment, their GTCC will be transferred into the active duty hierarchy by the respective active duty APC and activated for use.

16. Temporary Change of Station (TCS): Soldiers/employees in a long term TDY status, who are required to pay for meals and lodging, are authorized use of their GTCC for all official travel expenses. Individuals should ensure that a monthly scheduled partial payment is established in DTS and that the payment is split disbursed to the GTCC vendor to pay any recurring charges. Individuals that are only paid the incidental expenses portion of the per diem rate because meals and lodging are provided are prohibited from using their GTCC.

17. Permanent Change of Station (PCS): It is Army policy that if an individual has an IBA, it will be used for all relocation expenses associated with a PCS up to the limit of their entitlements. Individual's must register for the program with their respective APC prior to departure and must report to the APC at the gaining organization upon arrival. APCs will brief the cardholders on the policy and procedures for use of the GTCC while on this status.

18. Mission Critical Status: Mission critical status is defined as travel performed by DoD personnel under competent orders and performing duties that through no fault of their own would preclude prompt payment of their GTCC bill. APCs at any level can place cardholders in this category only when they determine that the individuals will be unable to file travel claims through any means and therefore unable to maintain timely GTCC payments. Cardholders with a zero account balance can be placed in this status only by the Army CPM. Travel orders or amendments will specify the period in which mission critical travel will apply. Accounts will be placed in a status whereby they will not

become suspended and no late payment fees will accrue. However, if late fees associated with delayed payments due to mission critical status are assessed, they are reimbursable to the traveler as long as the orders indicate the status or a statement attesting to the status and the cardholder's inability to file timely travel vouchers due to mission requirements is provided at travel settlement.

## **SECTION IV – TRAVEL SETTLEMENT & SPLIT-DISBURSEMENT**

### **1. Travel Settlements:**

a. Reimbursement for travel expenses is based on published per diem rates: [www.gsa.gov/perdiem](http://www.gsa.gov/perdiem)

b. The government will only reimburse the traveler for authorized amounts based on the TDY location, and mode of travel.

c. A person will only receive reimbursement for actual expense incurred within the authorization.

### **2. Split-Disbursement:**

a. All cardholders must use split-disbursement to pay Citibank all amounts owed.

b. If the amount owed Citibank is more than the reimbursable expenses for the TDY period, the cardholder must pay the difference directly to Citibank with his/her personal funds by the payment due date on the monthly account statement.

c. Cardholders performing extended TDY (over 45 days) must submit accrual travel vouchers every thirty days, selecting the split disbursement option within their DTS authorization.

d. Failure to use the GTCC for official travel expenses may subject the traveler to administrative or disciplinary action.

3. Advance Conference/Registration Fee: Conference and registration fees can be paid in advance using the Government Purchase Card (GPC), contract or the Authorization Agreement & Certification of Training (SF 182) and are the preferred method of payment. This does not include training or course fees and should not exceed the GPC purchasing limits.

a. All conference/registration fee substantiating documents must be uploaded into the DTS authorization prior to approval, regardless of amount.

b. If charged to the IBA, reimbursement of the fee can be claimed once the written authorization/order is approved by using a SF 1164, Claims for Reimbursement for



## Expenditures on Official Business.

c. Attendance at the conference should be authorized and approved before the conference/registration fee can be charged, regardless of which method of payment is used.

d. If the Soldier/employee is unable to attend the conference as a result of an organization decision (or an excused emergency, illness, etc), and a refund cannot be made, the organization absorbs the cost (no repayment of the registration fee by the Soldier/employee is required). If the reason for non-attendance is not approved by the organization, the Soldier/employee is liable to re-pay the registration fee. This applies regardless of the method of payment.

## **SECTION V - TRAVEL CARD DELINQUENCY & ABUSE**

### 1. Cardholder Contractual Agreement:

a. As outlined in DoD FMR Volume 9, Chapter 3, the GTCC is issued to DoD military and civilian employees using a GSA contract. During the application process, the cardholder agrees to use the GTCC as directed through all applicable DoD, DA and NYARNG policies and regulations, their contract with Citibank, and the DoD GTCC Statement of Understanding signed by both the cardholder and their commander/supervisor.

b. As such, GTCC abuse and delinquency are violations of the privilege and trust bestowed on the traveler. Proven, GTCC abuse and delinquency are grounds for taking administrative adverse action against the cardholder.

2. Potential Administrative Adverse Action Guidelines for DoD Personnel: Initial incident of delinquency, misuse or abuse may be appropriately addressed utilizing verbal counseling issued by the commander/supervisor. The commander/supervisor will take immediate action and instruct the Soldier/employee to pay the debt in full, not to exceed 30 days from the date of the counseling sessions. This notification will be documented in the individual's personnel folder and will cover the following:

- a. Prompt arrangements that will pay off the delinquent amount.
- b. Discussion of the consequences of subsequent delinquencies.
- c. Discussion on the reason(s) for the delinquency.

d. Individuals with delinquent balances over 60 days shall be counseled by their commander/supervisor. Continued delinquencies will result in flagging action, unfavorable comments on their annual evaluation report, denial of reenlistment, and or separation. Individuals will also be ineligible for promotions, deployments and other

favorable actions. Individuals with delinquent balances over 120 days shall be counseled by their commander/supervisor and all GTCC privileges will be lost.

e. A reminder to the individual that the GTCC is to be used only for reimbursable travel expenses.

f. A reminder to the individual that the creditor can institute salary offset to collect the outstanding debt.

3. Second incident of delinquency may result in a letter of reprimand from the unit commander. The commander/supervisor will instruct the Soldier to satisfy the delinquent account balance by a specified date, not to exceed 15 days from receipt of the notification letter. The commander/supervisor will document this notification in the individual's personnel file and will ensure the letter covers the following:

a. Reason for the reprimand.

b. A statement that continued behavior of a similar nature may result in the initiation of separation actions.

c. A review of the types of discharge/separation that may be issued and the potential adverse effects of each.

d. Confirmation of the suspension of the credit card, if not already accomplished by the card company.

e. A discussion and reminder with the member that this same offense was previously addressed through oral counseling.

4. Subsequent incidents of delinquency may require additional actions as noted below. Commanders and or supervisors must ensure that all administrative actions are well documented.

a. Denial of reenlistment/tour extension.

b. Denial of TDY's, to include school training and deployments.

c. Reduction in rank.

d. Denial of promotion.

e. Discharge.

5. Potential administrative adverse actions for delinquent Soldiers:

a. For delinquent accounts 1-30 days past billing due date, the LPC will send a reminder via email to the cardholder, copying the commander/supervisor.

b. For delinquent accounts 31-45 days past billing due date, the LPC will send out an email to the commander/supervisor informing them that the cardholder has failed to pay their debt timely, and that the bill must be paid immediately, copying the cardholder. Inform the commander/supervisor that if the cardholder has any issues with the amount due or questionable charges that they needed to contact their LPC.

c. For delinquent accounts 45 days past due, both the commander/supervisor and cardholder will sign and return a letter of delinquency that provides the actions taken to correct the delinquent account. Emphasize that the debt must be paid prior to reaching 60 days delinquent to ensure the card is not suspended, and to ensure the unit remains below the 2% delinquency rate set by DoD.

d. For delinquent accounts over 61 days past the billing due date, the following will occur:

(1) LPC will send a delinquency notice through the chain of command to the commander/supervisor notifying them of the cardholder's failure to repay their debt and subsequent fees that will be applied to the cardholders account balance.

(2) The commander/supervisor will have the cardholder take immediate action and to pay the balance in full. Acknowledgement upon receiving the notification is due by signing, dating and returning the notification, with a written response outlining the action taken within 60 days of receipt.

(3) All standard cards will be made restricted for the life of the account and the security manager will be notified.

e. For delinquent accounts over 91 days past the billing due date, the following will occur:

(1) LPC will send a 2nd delinquency notice to the commander/supervisor notifying them of the cardholder's failure to repay their debt and the pending surcharges and fees that will be applied to the cardholders account balance.

(2) The commander/supervisor will have the cardholder acknowledge receipt of notification by signing, dating and returning notification, with a written response outlining the action taken; within 60 days of receipt.

f. For delinquent accounts in excess of 120 days past the billing due date, the following will occur:

(1) The comptroller office will prepare the 3rd delinquency notice to be signed by the NYARNG Chief of Staff and sent through the command channel.

(2) The commander/supervisor will administer administrative adverse action IAW DoD regulation and local policy; sign/date and return notification with written response outlining the action taken within 60 days of receipt.

g. Commanders/supervisors must take corrective action to ensure the account holder fixes the account and does not issue a bad check.

*NOTE: Appendix E provides examples of past due notifications that will be used for delinquent accounts in excess of 60, 90 and 120 days past due.*

6. Full-Time Unit Support (FTUS) members with delinquent accounts that exceed 120 days will be notified, in writing, of the intent to separate them from the AGR or ADOS program.

a. The AGR Branch Manager will monitor delinquencies of NYARNG AGR Soldiers.

b. GOCOM G-3's and Program Directors will monitor delinquency of NYARNG ADOS Soldiers assigned under them.

7. Potential administrative adverse actions for dual status/non-dual status technicians: GTCC misuse or abuse could result in disciplinary action.

8. Unauthorized Use, Misuse, Abuse, & Fraudulent Activity: Willful misuse of the travel card by NYARNG personnel (military or civilian) may constitute a crime punishable under federal or state law. Any use of the government travel card for purposes other than reasonable expenses related to official travel may constitute misuse or abuse. Specific examples of abuse include, but are not limited to:

a. Use of government travel card while not on official travel orders, to include use of ATM to withdraw a credit balance owed to the traveler by Citi.

b. Use of travel card for expenses incurred by any individual other than the cardholder or their authorized dependent (PCS moves only.)

c. Use of travel card for expenses not included in the travel authorization document.

The APC will review 10% GTCC purchases every month and refer all suspected abuse to the chain of command. The LPC will direct the immediate suspension or cancellation of an individual's account when the card is used for other than official travel expenses.

9. Misuse Notification: If it is determined that the cardholder has abused his/her GTCC, the following actions will occur:

a. The Financial Manager will send misuse notifications through the chain of command to the cardholder's commander/supervisor detailing the misuse and date of occurrence.

b. The commander/supervisor will administer administrative adverse action IAW DoD regulation and local policy; sign/date and return notification with written response outlining the action taken within 90 business days of receipt.

10. Account Credit Ratings (Account Statuses): An account's credit rating indicates the status of the account. The status may indicate whether an account is suspended due to delinquency or temporarily closed due to suspicious activity/fraud.

a. Suspended – An account that has reached 60 days past due and can be reopened by paying off the past due delinquent amount.

b. Closed:

(1) V9 – CLOSED – Agency: When an account is closed due to potential abuse, mobilization, PCS or lost/stolen card.

(2) T1 – CLOSED – Term: When an account is closed due to separation from the U.S. Military.

(3) B9 – CLOSED – Deceased: When the account has been closed due to the passing of a Service Member.

(4) G5 – CLOSED – Delinquent: When the account has been closed due to a balance exceeding 101+ days. A reinstatement is the only way to reopen the account.

(5) G6 – CLOSED – Suspended: Applied at 15 days past due if the account was previously suspended 2 times within a 12-month period.

(6) G7 – CLOSED- Canceled: Applied on the 25th day past due if the account was previously suspended 2 times within a 12-month period. 10- days following the application of the G6 credit rating and non-payment.

(7) G8 – CLOSED – Canceled: Two NSF (non-sufficient fund) Returned checks received within a 12-month period. Account will not be reinstated.

c. Temporary Closures:

(1) J1 – RETURNED MAIL: Charge card returned with a yellow address update sticker from USPS.

(2) J2 – RETURNED MAIL: Charge card returned with no address update provided.

*NOTE: Appendix D provides an example of the misuse notification that can be used for cardholders that have misused their travel cards.*

## **SECTION VI – CENTRALLY BILLED ACCOUNTS (CBA)**

1. A Centrally Billed Account (CBA) is a GTCC issued to the NYARNG. CBAs are issued to make travel arrangements in lieu of issuing a Government Transportation Request (SF 1169) for payment purposes.

2. Transportation Accounts.

(a) Transportation GTCC accounts, CBAs are issued to the transportation office for use in purchasing transportation, including airline tickets, bus tickets and rail tickets. The transportation account will be used when a traveler has not been issued an Individually Billed Account (IBA) or is exempt from mandatory use of the GTCC.

(b) Cash advance guidance can be found within the DTS SOP (see Section VIII-Cash Advance, pg. 15)

(c) These purchases are made through a Commercial Travel Office (CTO) directly with the travel service provider (e.g. charger bus or air companies). The transportation office is responsible for reconciling the transportation charges appearing on the invoice and for verifying invoices for payment.

## **SECTION VII – TRAINING**

1. APC/LPC Training:

a. All APCs will receive formal APC training from either Citibank or NGB sponsored training within 90 days of appointment as an APC.

b. APCs are responsible for training subordinate LPCs annually. LPCs may also attend Citibank and NGB sponsored training.

2. Commander/Supervisor Training:

a. GTCC program management is taught at company level by the USP&FO staff.

b. GTCC program management is often taught at supervisor courses.

c. The APC will provide training to commanders/supervisors upon request.

3. Cardholder Training:

a. When first applying for a GTCC, the applicant must complete the DoD cardholder computer based training and provide the APC with the completion certificate. This is in addition to the applicant reading and signing the Citibank contract and the DoD GTCC Statement of Understanding.

b. All cardholders are required to complete refresher training every three years on the proper use of the GTCC and their payment obligations. Refresher training can be attained through the hands on training with the GTCC contractor or online via TraX.

## **SECTION VIII – APC/LPC TRAVEL CARD REPORTS**

### **1. Citibank Reports:**

a. Citibank Card Management System (CCMS) and Citibank Custom Report System (CCRS) are tools that support identifying GTCC delinquency and abuse. These applications and reports should be produced, analyzed and reported to management for appropriate action.

b. While it is DA policy that the transactions of at least 10% of active accounts be reviewed on a monthly basis for possible fraud and abuse, it is NYARNG policy that 100% of accounts that appear on the below listed reports be reviewed monthly by the APC and LPC(s). This will ensure that GTCC abuse is identified and eliminated within the NYARNG. The APC should document that a review was conducted on all the transactions on active accounts for that month.

c. Reports can be set up in Citibank CCRS to run automatically each month on a specific date or range of dates.

**2. Misuse/Abuse Reports:** The below Misuse/Abuse Reports should be run following the last day of Citibank’s monthly billing cycle, on or about the 11th of the month. The reports should include all activity for the previous billing cycle:

a. **Non-Travel Activity Report:** Run this report using the Non-Travel Type Cash/Fuel/Food. The LPC may choose to produce the Transaction Activity Report, reviewing all transactions within the hierarchy, in lieu of the Non-Travel Activity Report. Used to identify cardholders with transaction activity (Cash/Fuel/Food), without other associated travel activity (such as Airline/Rental car/Lodging).

b. **Declined Authorizations Report:** Run the Declined Authorizations report for each hierarchy setting, include the Merchant Category Code (MCC) ranging from 0001 through 9999. Look for declines at suspicious merchants (outlet mall stores, online transactions, etc.)

c. **Blocked MCC Report:** Provides detailed information on transactions made at merchants that fall outside of an agency-approved merchants list. This report contains only posted transactions from blocked MCCs and will not list declined authorizations that do not post.

*NOTE: APCs/LPCs will review the reports to determine if any transactions exist that appear to be abusive. This is accomplished by comparing transactions against travel orders, and by comparing delinquencies against travel settlement vouchers. The*

*reports indicating potential abuse must then be forwarded to the commander/supervisor for further investigation, and possible disciplinary action.*

d. Delinquency Reports: Delinquency Reports should be run at least once a month no later than the 3rd business day after the 11th of the month.

e. Returned Check Report: Run at least once a month no later than the 3rd business day after the 11th of the month. The APC will provide commanders/supervisors a list of their cardholders who incurred returned check transaction fees due to insufficient funds in their checking/savings account resulting in a returned check.

f. Account Listing Report: Run the Account Listing report at least once a month, this report is updated daily by Citibank. Review the report for duplicate accounts and note problems not previously known to the APC.

g. Pre-Suspension Detail Report: Run the Pre-Suspension report on the 26th or the first business day after the 26th of the month. Send Pre-Suspension memorandums to the commander/supervisor of that Soldier's unit.

3. The reports listed above are the minimum requirements to run a successful GTCC Program. Appendix I contains a list of reports and other Citibank CCRS reports designed specifically to support the GTCC Program.

4. The APC will make the following reports available to the GOCOM Chiefs of Staff and USP&FO:

a. Top 10 delinquency published every Tuesday. Provides a snapshot of the 10 most delinquent accounts within each GOCOM.

b. 30 Day delinquency published NLT the 15<sup>th</sup> of every month. Soldiers/employees have 15 days to pay-off the account before listed on the 45 day pre-suspension report.

c. 45 Day Pre-Suspension delinquency published 15 days prior to the 12<sup>th</sup> of the following month (around the 27<sup>th</sup> of every month). This report is intended to provide a 15 day prior notice to the cardholder that their account will be suspended once 60 days past due.

d. 60+ Day delinquency published NLT the 15<sup>th</sup> of every month. Accounts will remain suspended until all past due payments are received. At this time, delinquency memorandums are sent to the COS.



## Appendix A

### REFERENCES, ABBREVIATIONS and TERMS

1. Public Law 112-194 “Government Charge Card Abuse Prevention Act of 2012” – October 5, 2012; Section 3 (Management of Travel Cards), 126 STAT. 1450
2. SAFM-FO Memorandum, Subject: Policies, Procedures and Responsibilities for the Army Travel Charge Card Program Individual Billed Accounts, dated 09 October 2014
3. Department of the Army Memorandum, Subject: Army Travel Card Program – Mandatory Use of Individually Billed Accounts (IBA) to pay for Official Temporary Duty (TDY) Travel, dated 12 July 2005
4. DoD Financial Management Regulation (DoDFMR), Volume 9, Chapters 3 and 5.
5. Joint Travel Regulation (JTR), Uniformed Service Members and DoD Civilian employees, dated 1 December 2014.
6. USD Memorandum, Subject: Disciplinary Guidelines for Misuse of Government Charge Cards by Military Personnel, dated 10 June 2003.
7. OSD (P&R) Memorandum with attachments, Subject: Government Charge Card Disciplinary Guide for Civilian Employees, dated 29 December 2003.
8. Army Regulation 600-20, Army Command Policy, chapter 4, paragraph 22, Rapid Action Revision, dated 20 September 2012.
9. Technician Personnel Regulation (TPR) 752, Disciplinary and Adverse Action, dated 27 August 2010.
10. General Services Administration SmartPay Program Master Contract (GS-23F-T0003).

APC – Agency Program Coordinator – Designated individual responsible for implementing and monitoring the GTCC for a specified agency.

Cancelled Account – An account that has passed 120 days delinquent and has been assigned to the Salary Offset program.

Closed Account – An account that has exceeded 90 days past due.

CPM – Component Program Manager – Designated office responsible for implementing and monitoring the GTCC program above the APC.

DoD – Department of Defense.

GTCC – Government Travel Charge Card – Government sponsored charge card, currently contracted through CitiBank, used by travelers to pay for reimbursable expenses.

IBA – Individually Billed Account – Account of travel charge card cardholder, which has their personal name on the card and billed to them individually. This is the same as the GTCC.

JTR – Joint Travel Regulation – Regulation that provides information pertaining to civilian travelers and their vouchers.

LPC – Local Program Coordinator – Assists the APC with administration and monitoring of travel card accounts at unit levels.

Suspended Account – An Account that has reached 60 days past due and can be reopened by paying off the past due delinquent amount.

**Appendix B**  
**GTCC APPLICATION FORMS**





## Individually Billed Account Travel Card Set Up Form

### Citibank® Government Travel Card Program

#### Section III: Cardholder Signature & Agreement (To be completed by employee. \* = Required fields)

<b>Signature &amp; Agreement*</b>	By signing below, I: (i) acknowledge I have read the Citi® Department of Defense Services Travel Card Program <i>Cardholder Agreement</i> ; (ii) agree to be bound by the terms and conditions as set forth in the Agreement; and (iii) understand that only the Department of Defense may request particular Authorization Parameters (Section III). This application is for a Department of Defense Travel Card account, which may be standard or restricted, as described in the Cardholder Agreement. I expressly agree to accept whichever type of account is established. Pursuant to requirements of law, including the U.S.A. PATRIOT ACT, the bank is required to request additional information to verify your identity.		
	<i>IMPORTANT INFORMATION about opening a new Citibank® Corporate Travel Card account: To help the United States Government fight terrorism and money laundering, Federal law requires us or your employer to obtain, verify, and record information that identifies each person that opens an account. What this means for you: when you open an account, we or your employer will ask for your name, a street address, date of birth, and an identification number, such as a Social Security number, that Federal law requires us or your employer to obtain. We or your employer may also ask to see your driver's license or other identifying documents that will allow us or your employer identifies you. We appreciate your cooperation.</i>		
	<b>8. Applicant's Signature*</b>		<b>9. Date*</b>
	<b>10. Credit Report Authorization*</b> <small>(Initial one)</small>	A. I, as the cardholder, authorize the bank to obtain credit reports on me as described in the agreement	B. I, as the cardholder, DO NOT authorize the bank to obtain credit reports on me. Therefore, I will not be eligible for a standard card.
<b>11. Approving Supervisor's Signature*</b>		<b>12. Date*</b>	

#### Section IV: Account Specification (To be completed by APC. \* = Required fields)

<b>13. <input type="checkbox"/> Restricted by APC</b> (See detailed instructions pages 2-4)	
a) Date to Activate (mm/dd/yyyy)	b) Date to Deactivate (mm/d d/yyyy)

#### Section V: Authorization (To be completed by APC. \* = Required fields)

<b>14. Authorized APC*</b>	By signing below, I hereby authorize, on behalf of the Agency/Organization indicated above, that a Department of Defense Travel Card be issued to the employee named in Section I of this application. PLEASE RETAIN A COPY FOR YOUR RECORDS.			
	APC Name (type or print)*	SPC Ronsani, Sarah	E-mail Address*	Sarah.J.Ronsani.mil@mail.mil
	APC Signature*		Date*	
	Commercial Office Phone*	( 518 ) 786-4440		

CREDIT WORTHINESS EVALUATION			
<i>(Read Privacy Act Statement and Instructions on back before completing form.)</i>			
SECTION I - PERSONAL IDENTIFYING INFORMATION			
1. NAME (Last, First, Middle Initial, Suffix (Jr., Sr., etc.))		2. SSN	3. EMPLOYMENT STATUS (X one) <input type="checkbox"/> ACTIVE <input type="checkbox"/> GUARD <input type="checkbox"/> RESERVE <input type="checkbox"/> CIVILIAN
4. MILITARY RANK/ CIVILIAN GRADE	5. WORK TELEPHONE NO. (Include area code)	6. ADDRESS (Street, Apartment/Suite Number, City, State, ZIP Code)	7. BILLING ADDRESS (If different from Item 6)
8. E-MAIL ADDRESS		9. U.S. CITIZEN (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO	
SECTION II - PERSONAL FINANCIAL INFORMATION			
<p>This form is being used in lieu of a credit check submitted through a credit reporting agency. By signing in Block 17 you are certifying that ALL of the following statements are true as they apply to your current financial situation. If any of the statements are not true as they apply to your circumstances, you should NOT submit this form and you are not eligible to receive a government charge card. False statements may result in penalties for both military and civilian personnel (Article 107, UCMJ, and 18 U.S.C. 1001).</p> <p>For the purpose of the government travel card, individuals who decline a credit check and complete this form will only be issued a restricted card having half the credit limits of a standard card. If you previously agreed to a credit check and were denied a card as a result, you may not obtain a card through this self certification. Individuals who decline both a credit check and completion of this form will not be issued a travel card.</p>			
10. In the past 7 years, I have not, nor has a company over which I exercise control, filed for bankruptcy, been declared bankrupt, been subject to a tax lien, or had legal judgment rendered for a debt.			
11. I am not currently over 180 days delinquent on any loan or financial obligation. This includes loans or obligations funded or guaranteed by the Federal Government.			
12. I have not had a government charge card cancelled as a result of delinquency or misuse.			
13. In the past 7 years, I have not been subject to any disciplinary action, adverse action, or UCMJ action (military personnel) stemming from the improper use of a government charge card. (Actions which were reversed through appeal do not have to be included.)			
14. I have not been informed of any current investigations on my use of a government charge card or government purchasing instrument.			
15. I do not have debts to financial institutions or other third parties that are more than 120 days delinquent in accordance with the written agreements with those parties.			
16. For applicants for purchase cards or centrally billed travel cards: In the past 7 years, I have not been subject to disciplinary action, adverse action, or UCMJ action (military personnel) for failure to perform my fiduciary responsibilities. (Actions which were reversed through appeal do not have to be included.)			
SECTION III - CERTIFICATION			
I certify that the statements above, and any attachments added, are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I understand that a knowing and willful false statement on this form can be punished by fine or imprisonment or both. (See Section 1001 of Title 18, United States Code and Article 107, UCMJ, False Official Statements.)			
17. SIGNATURE		18. DATE	
SECTION IV - TO BE COMPLETED BY THE AGENCY PROGRAM COORDINATOR (APC)			
19. CARD TYPE (X one) <input type="checkbox"/> PURCHASE <input type="checkbox"/> CBA TRAVEL <input type="checkbox"/> IBA TRAVEL <input type="checkbox"/> FLEET <input type="checkbox"/> AIR	20. CENTRAL ACCOUNT NUMBER	21. ACCOUNT HIERARCHY NUMBER	
22. ORGANIZATION/UNIT NAME		23. FIPS CODE	
24. COMMANDER/SUPERVISOR			
a. NAME (Last, First, Middle Initial)	b. TELEPHONE (Include area code)	c. ADDRESS (If different from applicant)	
25. APC			
a. NAME (Last, First, Middle Initial)	b. SIGNATURE	c. DATE	



DEPARTMENT OF DEFENSE (DoD) – NYARNG  
STATEMENT OF UNDERSTANDING  
GOVERNMENT TRAVEL CHARGE CARD PROGRAM

I certify that I have read the attached DoD government travel card policy and procedures. I understand that the government travel charge card program is designed to improve the management, efficiency, and control of government travel. I also understand that I am authorized to use the card only for the necessary and reasonable expenses incurred by me for official travel. I will abide by these instructions issued by the Department.

The above limitation on card usage also applies to automated teller machine (ATM) withdrawals. The amount of cash withdrawals may not exceed the cash limits established on the card. If my account is not delinquent and my travel orders authorize a larger advance, I can request an increase in the ATM limit through the Agency Program Coordinator (APC). I will, however, endeavor to charge expenses to the account wherever feasible rather than use cash withdrawals.

I understand the Department’s policy requires mandatory use of split disbursement for all outstanding charges on the travel card for military personnel and civilian personnel where labor bargaining obligations have been met.

I understand that the issuance of this charge card to me is an extension of the employee/employer relationship and that I am being specifically directed to:

- Abide by all rules and regulations with respect to the charge card. \_\_\_\_\_
- Use the charge card only for official travel. \_\_\_\_\_
- Pay all charges upon receipt of the monthly billing statement through prompt filing of travel vouchers and election of split disbursement. \_\_\_\_\_
- Notify the APC of any problems with respect to my usage of the charge card. \_\_\_\_\_
- Notify the card contractor and the APC if my charge card is lost or stolen. \_\_\_\_\_

**(Card applicants must initial all the above provisions.)**

I also understand that failure on my part to abide by these rules or otherwise misuse the card may result in disciplinary action being taken against me. I also acknowledge the right of the travel card contractor and/or the APC to revoke or suspend my travel card privileges if I fail to abide by the terms of this agreement or the cardholder agreement with the travel card contractor.

\_\_\_\_\_  
(Applicant’s Signature)

\_\_\_\_\_  
(Supervisor’s Signature)

\_\_\_\_\_  
(Applicant’s Printed Name)

\_\_\_\_\_  
(Supervisor’s Printed Name)

\_\_\_\_\_  
(Applicant’s Series/Grade/Title)

\_\_\_\_\_  
(Supervisor’s Series/Grade/Title)



## Appendix C

### LPC APPOINTMENT / TERMINATION RECORD

APPOINTMENT/TERMINATION RECORD - AUTHORIZED SIGNATURE <i>(Read Privacy Act Statement and Instructions before completing form.)</i>		
<b>PRIVACY ACT STATEMENT</b>		
<p><b>AUTHORITY:</b> E. O. 9397, 31 U.S.C. Sections 3325, 3528, DoDFMR, 7000.14-R, Vol. 5.  <b>PRINCIPAL PURPOSE(S):</b> To maintain a record of appointment and termination of appointment of persons to any of the positions listed in Item 6, and to identify the duties associated with this appointment.                      SORN T1300 (<a href="http://dpclo.defense.gov/Privacy/SORNSIndex/DODComponentArticleView/tabid/7489/Article/6235/t1300.aspx">http://dpclo.defense.gov/Privacy/SORNSIndex/DODComponentArticleView/tabid/7489/Article/6235/t1300.aspx</a>)  <b>ROUTINE USE(S):</b> The information on this form may be disclosed as generally permitted under 5 U.S.C Section 552a(b) of the Privacy Act of 1974, as amended. It may also be disclosed outside of the Department of Defense (DoD) to the Federal Reserve Banks to verify authority of the appointed individuals to issue Treasury checks. In addition, other Federal, State and local government agencies, which have identified a need to know, may obtain this information for the purpose(s) identified in the DoD Blanket Routine Uses published at: <a href="http://dpclo.defense.gov/Privacy/SORNSIndex/BlanketRoutineUses.aspx">http://dpclo.defense.gov/Privacy/SORNSIndex/BlanketRoutineUses.aspx</a>.  <b>DISCLOSURE Voluntary;</b> however, failure to provide the requested information may preclude appointments.</p>		
<b>SECTION I - APPOINTEE</b>		
<b>1. NAME</b> <i>(First, Middle Initial, Last and Rank or Grade)</i>	<b>2. DoD ID NUMBER</b>	<b>3. TITLE</b>
<b>4. DOD COMPONENT/ORGANIZATION</b> NYARNG	<b>5. ADDRESS</b> <i>(Include ZIP Code, email address, and telephone number with area code and DSN)</i>	
<b>6. POSITION TO WHICH APPOINTED</b> <i>(X appropriate box - one only. Checking more than one invalidates the appointment.)</i>		
<input type="checkbox"/> DISBURSING OFFICER: DSSN _____	<input type="checkbox"/> CASHIER	<input type="checkbox"/> CHANGE FUND CUSTODIAN
<input type="checkbox"/> DEPUTY DISBURSING OFFICER: DSSN _____	<input type="checkbox"/> PAYING AGENT	<input type="checkbox"/> IMPREST FUND CASHIER
<input type="checkbox"/> CERTIFYING OFFICER	<input type="checkbox"/> COLLECTIONS AGENT	<input type="checkbox"/> SAFEKEEPING CUSTODIAN
<input checked="" type="checkbox"/> DEPARTMENTAL ACCOUNTABLE OFFICIAL	<input type="checkbox"/> DISBURSING AGENT	<input type="checkbox"/> ASSISTANT SAFEKEEPING CUSTODIAN
<b>7. YOU ARE APPOINTED TO SERVE IN THE POSITION IDENTIFIED IN ITEM 6. YOUR RESPONSIBILITIES INCLUDE:</b> Will act as the reviewing authority for the Chain of Command for initial applications and renewal applications; Ensure that personnel under their charge are familiar with provisions of the NYARNG GTCC Standard Operating Procedure (SOP); Have primary responsibility to notify the Chain of Command regarding unauthorized use or delinquent accounts; Have primary responsibility to recover charge cards from personnel that leave employment/service; Ensure the card holder completes the on-line training on the proper use of the travel charge card, or a similar locally developed card holder training program, and attach the completion certificate to the travel charge card application; Ensure each card holder completes and understands the DoD Statement of Understanding and attaches a copy of the statement to the travel charge card application. Assist cardholders in resolving issues related to travel voucher processing avoiding delinquency.		
<b>8. REVIEW AND ADHERE TO THE FOLLOWING PUBLICATION(S) NEEDED TO ADEQUATELY PERFORM YOUR ASSIGNED DUTIES:</b>  DoDFMR, Vol. 5, chapter 33; DoDFMR Volume 5, Chapter 33 and Volume 9, Chapter 2, paragraph 020404.		
<b>SECTION II - APPOINTING AUTHORITY</b>		
<b>9. NAME</b> <i>(First, Middle Initial, Last)</i>	<b>10. TITLE</b> AGENCY PROGRAM COORDINATOR -APC	<b>11. DOD COMPONENT/ORGANIZATION</b> NYARNG/USP&FO-NY
<b>12. DATE</b> <i>(YYYYMMDD)</i>	<b>13. SIGNATURE</b>	
<b>SECTION III - APPOINTEE ACKNOWLEDGEMENT</b>		
I acknowledge and accept the position and responsibilities defined above. I understand that I am strictly liable to the United States for all public funds or payment certification, as appropriate, under my control. I have been counseled on my pecuniary liability applicable to this appointment and have been given written operating instructions. I certify that my official signature is shown in item 16 below.		
<b>14. PRINTED NAME</b> <i>(First, Middle Initial, Last)</i>	<b>15. DATE</b> <i>(YYYYMMDD) (Not earlier than date in Item 12 or 13)</i>	<b>16. SIGNATURE</b>
		a. DIGITAL
		b. MANUAL
<b>SECTION IV - APPOINTMENT TERMINATION</b>		
The appointment of the individual named above is hereby revoked.		<b>17. DATE</b> <i>(YYYYMMDD)</i>
		<b>18. APPOINTEE INITIALS</b>
<b>19. NAME OF APPOINTING AUTHORITY</b>	<b>20. TITLE</b>	<b>21. APPOINTING AUTHORITY SIGNATURE</b>

DD FORM 577, JUL 2014

PREVIOUS EDITION IS OBSOLETE.



## Appendix D

### POTENTIAL ABUSE NOTIFICATION

**Suspense**

MNPF-CO

Date

MEMORANDUM THRU NYARNG CHIEF OF STAFF

FOR GOCOM CHIEF OF STAFF

SUBJECT: Potential abuse of the Government Travel Charge Card

1. Be advised that, Soldiers Name, Unit, BN, BDE, Government Travel Charge Card has been temporarily closed due to potential abuse. The potentially abusive transactions were incurred on 20 August 2014. Please see the attached details.
2. The attached transactions are not official travel related expenses IAW DoD Financial Management Regulation, Vol. 9, CH 3. The account will remain closed until validation of this attempted charge is received. A response regarding the action listed, using the attached enclosure is due **SUSPENSE**.
3. The head of each executive agency will establish and maintain internal controls as per the §Public Law 112-194-OCT. 5, 2012. Each agency will be consistent with the guidelines under §Public Law 112-194-OCT. 5, 2012; sec 3, para (4). Such adverse disciplinary actions can result in revocation of security clearances or adverse administrative action.
4. Send responses to COL Dennis Deeley (Deputy USP&FO) within 90 business days, to re-open the cardholders account.
5. Point of contact for this memorandum is the USP&FO Financial Manager.

Encl  
Cardholder Statement  
Memo Response Form

FIRST N. LAST  
LTC, BR, NYARNG  
Financial Manager

**Appendix D continued**

**POTENTIAL ABUSE NOTIFICATION**

MEMORANDUM THRU CHIEF OF STAFF

SUBJECT: Potential abuse of the Government Travel Charge Card

1. The below transactions are not official travel related expenses IAW DoD Financial Management Regulation, Vol. 9, CH 3. The account will remain closed until validation of this attempted charge is received. The details of the transactions below are from Citibank's Declined Authorizations Report. The report indicates an attempt to use the GTCC at a location that is not authorized and as a result, the charges are declined.

NAME	DECLINE DATE	TIME	MERCHANT NAME	DECLINED AMOUNT
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SAMPLE



## Appendix E

### DELINQUENCY NOTIFICATION MEMORANDUM

**S: 9 March 2015**

MNPF-CO

8 December 2014

MEMORANDUM FOR Chief of Staff, XXXXXX

SUBJECT: Suspension of Government Travel Charge Card (GTCC)

1. Our GTCC management information indicates that a Cardholder(s) under your command listed on the attached roster is (are) delinquent in payment of the GTCC account.
2. The GTCC contract requires that all outstanding charges be paid by the date specified on the billing statement. Failure to reconcile a delinquent account and adhere to the contractual agreement, per the GTCC contract and NYARNG Regulation 37-1 (dated 1 May 2002), can result in disciplinary action. All favorable actions could be suspended until payment is made in full.
3. Commanders/supervisor's will acknowledge receipt of this memorandum and counsel the delinquent card holder(s) by using DD Form 4856 Developmental Counseling Form. Return the enclosed notification and counseling form through the chain of command to the Deputy USP&FO-NY, ATTN: COL Dennis Deeley **NLT 9 March 2015**.
4. Billing questions should be directed to CitiBank at 1-800-200-7056. Point of contact in MNPF-CO is the Financial Manager at (518) 786-4876.

FOR THE COMMANDER:

Encl  
1. Delinquency and Misuse Policy  
2. Example Memo for Return

FIRST N. LAST  
COL, BR, NYARNG  
Chief of Staff, Army

## Appendix E continued

SUBJECT: Suspension of Government Travel Charge Card

1. Reference, Memorandum, MNAG-JCOS, SUBJECT; Government Travel Charge Card (GTCC) Non-Use, Misuse, Abuse and Delinquency, dated 14 July 2008.
2. GTCC holders are responsible to pay their bill in full each billing period when there is a balance due. The following actions are taken when delinquency occurs:
  - a. 30 days delinquent: Supervisor will notify the cardholder of the past due amount and verbally counsel them to take action on the delinquent account.
  - b. 45 days delinquent: Supervisor will counsel the cardholder that non-payment of the past due balance will result in suspension of the GTCC at 60 days past due. Suspension of favorable action may be considered until paid in full. Supervisor documents counseling in writing.
  - c. 60-90 days delinquent: Supervisor will counsel the cardholder that their account is suspended. The bank will charge a \$29.00 late fee. Commanders should consider taking action to remove military cardholder from the Order of Merit list; by initiating DA Form 268, Suspension of Favorable Personnel Actions. Suspension of all favorable actions (FLAGGED) may be considered until paid in full Technician or civilian government cardholders are subject to Memorandums of Counseling.
  - d. 90-120 days delinquent: A salary off set due process letter is forwarded to the cardholder. The bank charges a second \$29.00 late fee. Supervisor will identify payment dates and ensure the account is paid in full. NYARNG Security Manager will be notified of delinquency and security clearances could be revoked. Technician and civilian government cardholders are subject to 5 day suspension up to removal.
  - e. Over 120 days delinquent: Card is cancelled with no reinstatement. An \$80.00 salary offset to the Defense Finance and Accounting Service (DFAS) is charged. The bank charges a third \$29.00 late fee. Supervisor counsels the cardholder and forwards counseling actions for file in official records. Bar to re-enlistment until outstanding balance is paid. Technician and civilian government cardholders are subject to 5 days suspension up to removal.
  - f. Over 210 days delinquent: The bank charges off the account as a bad debt. The bank sends the account to an outside collection agency and reports the unsatisfied account to all credit reporting agencies.

**Appendix E continued**

3. Misuse or abuse of the card: Is the use of the card for other than authorized purchases while on official government travel or using the card to purchase anything while not on an official travel authorization.

4. First occurrence of misuse or abuse: Will result in formal counseling with the option of negative comments on evaluations or performance reports. Technicians and civilian government cardholders are subject to levels of disciplinary actions from a letter of Reprimand up to removal.

5. Second occurrence of misuse or abuse: APC will cancel cardholder account. Supervisor's will conduct formal written counseling and consider removing the military cardholder(s) from Order of Merit list by initiating DA Form 268, Suspension of Favorable Personnel Actions. Technician and civilian government cardholders are subject to an immediate suspension of 5 days of suspension through possible removal from their governmental duties.

I \_\_\_\_\_ have read and understand the above material.

\_\_\_\_\_  
Signature of Cardholder

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Cardholder

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Supervisor

**Appendix E continued**

Office Symbol

Date

MEMORANDUM THRU GOCOM Chief of Staff (42d ID, 53<sup>rd</sup> Troop Command, or JFHQ)

FOR Financial Manager, ATTN: LTC FIRST N. LAST

SUBJECT: Response to Suspension of Government Travel Charge Card (GTCC) Memorandum dated XX MON XX

1. I have reviewed the roster of delinquent Soldiers and have enclosed a DD Form 4856 and signed GTCC Delinquency and Misuse Policy for each Soldier in my command.
2. I have personally counseled all Soldier's individually on the proper use of the GTCC and the expectations I have for them to use the card properly in the future.
3. The POC for this memorandum is the undersigned at (telephone) or email.

2 Encls

1. (#) DD Form 4856
2. (#) Signed GTCC Delinquency and Abuse Policy

NAME  
RANK, BR, NYARNG  
Commanding

## Appendix F

### REINSTATEMENT MEMORANDUM FROM COMMANDER

(Unit Identifier)

22 April 2014

MEMORANDUM FOR SPC John Doe

SUBJECT: Government Travel Charge Card Reinstatement Eligibility

1. This memorandum is for the GTCC agency program coordinator. SPC John Smith has been authorized by his Commander to request reinstatement of his/her GTCC.
2. SPC Smith's GTCC account was previously delinquent and has since been paid off, resulting in a "zero balance".
3. SPC Smith completed the necessary Programs & Policies (Travel Card Program 101) [MANDATORY] online refresher training and has reviewed the Authorized and Unauthorized Charges form.
4. SPC Smith has been counseled and will fulfill all obligations to remain in good standing of his/her GTCC. SPC Smith is aware of the importance of paying off any outstanding balances that accrue on official military travel.
5. The point of contact for this memorandum is ( ) at (XXX) XXX-XXX EXT XXX or (government email address).

Unit Commanders  
Signature Block



## **Appendix G**

### **APC DUTY DESCRIPTION**

As an Agency Program Coordinator with the New York Army National Guard (NYARNG), your duties will include, but will not be limited to:

1. As the Agency Program Coordinator (APC), the incumbent drafts policy regarding operation of the charge card program within the State. Incumbent coordinates with NGB Program Coordinator, performs program oversight of all travel charge card accounts to ensure DOD, DA, NGB, and State, policies and procedures are implemented and followed. The APC briefs the program status at appropriate levels.
2. Analyzes and reviews individual charge card and Automated Teller Machine (ATM) activity to identify potential abuse and/or non-official use. The APC provides documents, briefs, and reports to the appropriate level of command/supervision on potential abuse cases. The APC in accordance with command policy, coordinates transactions affecting available limits, ATM and overall charge card limits, lifts restricted status, and recommends approval of travel card reinstatement. Processes applications for charge cards. Cancels and/or revokes cards for misuse.
3. Provides technical supervision of subordinate Local Program Coordinators (LPC). The APC conducts training for state/activity LPCs as necessary. The APC ensures subordinate LPCs train all cardholders on their responsibilities to appropriately use the charge card and ensure each cardholder completes and understands the Statement of Understanding.
4. Requests, receives and reviews information reports from the charge card company through electronic means. Performs maintenance on accounts chargeable to the state including cancellations and transfers. Queries databases to obtain reports and download information to create customized reports.
5. Serves as primary point of contact for debt management for the GTCC program. Collects, reviews, request relief, and coordinates sensitive issues with the vendor.
6. Additional responsibilities include coordinating with the vendor, NGB and LPCs for special services supporting mission requirements. These services include but are not limited to unit charge accounts and traveler checks.

7. Performs other duties as assigned.

**Appendix H**  
**SECDEF POLICY MEMORANDUM**

(See next page)





DEPARTMENT OF THE ARMY  
OFFICE OF THE ASSISTANT SECRETARY OF THE ARMY  
FINANCIAL MANAGEMENT AND COMPTROLLER  
109 ARMY PENTAGON  
WASHINGTON DC 20310-0109

SAFM-FO

OCT 9 2014

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

1. The enclosed guidance updates existing Army policy and supersedes the 29 April 2011, Assistant Secretary of the Army (Financial Management and Comptroller) memorandum. It is to be used in conjunction with Department of Defense (DoD) Instruction 5154.31 and DoD Financial Management Regulation, Volume 9, Chapter 3.
2. My point of contact is Mr. Frank Rago, the Army Charge Card Program Manager. He can be reached by at (703) 601-4191, DSN 329-4191, or by e-mail at francis.a.rago.civ@mail.mil.

Encl  
as

  
Laura N. Jankovich  
Deputy Assistant Secretary of the Army  
(Financial Operations)

DISTRIBUTION:

Principal Officials of Headquarters, Department of the Army  
Chief, Army Reserve  
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U.S. Army Medical Command  
U.S. Army Intelligence and Security Command

(CONT)

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SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

DISTRUBTION: (CONT)

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- U.S. Military Entrance Processing Command
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- U.S. Army Special Operations Command
- U.S. Army Space and Missile Defense Command
- U.S. Army, Military District of Washington
- U.S. Army Finance Command
- U.S. Army Corps of Engineers
- U.S. Army Test and Evaluation Command
- U.S. Army Community and Family Support Center
- U.S. Army Audit Agency

Director, U.S. Army Contracting Agency

Director, Installation Management Agency

Superintendent, U.S. Military Academy

SAFM-FO

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

**ARMY TRAVEL CHARGE CARD PROGRAM  
RESPONSIBILITIES, POLICIES, AND PROCEDURES  
INDIVIDUALLY BILLED ACCOUNTS (IBA)**

**October 1, 2014**

**ARMY TRAVEL CHARGE CARD POLICIES:** The following Army travel charge card policy augments existing policy contained in Department of Defense Instruction (DoDI) 5154.31 and Department of Defense Financial Management Regulation (DoDFMR), Volume 9, Chapter 3.

- **MANDATORY USE:** The Travel and Transportation Reform Act of 1998 (Public Law 105-264) requires that all government employees use a contractor issued government charge card to pay for official travel expenses unless otherwise exempt. Exemptions from mandatory use of the travel card are contained in DoDFMR Volume 9 Chapter 3. An exemption from mandatory use of the travel charge card does not prohibit a commander/supervisor from directing that the individual obtain a card to meet mission requirements. It is Army policy that individuals who are eligible for an individually billed account obtain and use the account for all official travel expenses including airline tickets. In addition, individuals who possess an IBA are required to use the account for all relocation expenses. Individuals who are not eligible for an IBA should continue to use the centrally billed account (CBA) for transportation costs and are authorized an advance of travel entitlements.
- **CARD LIMITS:** The travel charge card has standard dollar limits for the amount of travel, cash and retail charges, however, Agency Program Coordinators (APC) can temporarily increase these limits to meet mission requirements. APCs should follow command guidelines when submitting requests for increases to the Army Command (ACOM), Army Service Component Command (ASCC), and Direct Reporting Units (DRU) hierarchy level 3 (HL 3). For increases requiring Army program manager or DoD program management office approval, a statement confirming commander/supervisor awareness of the increase and their approval must accompany the request. Restricted accounts can be increased in six-month increments and standard accounts in one-year increments.
- **SPLIT DISBURSEMENT:** Title 10, United States Code, Section 2784a mandates split disbursement for all travelers. Travelers are required to ensure that the amount of all charges made to the travel charge card is included on their travel settlement claims for distribution to the travel card contractor. Approving/reviewing officials should review claims to ensure compliance with this law and return non-compliant claims to the traveler for correction.

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SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

- **REVIEW OF TRANSACTIONS:** On a monthly basis at cycle, APCs will review the transactions for at least 10 percent of their cardholder accounts with activity (i.e., charges, payments, denials). APCs can accomplish this review using standard reports available in CiTI's electronic account system (EAS). Unit reports should be sent to the command APC for consolidation and submission to the Army Component Program Manager no later than the end of the cycle month. On a periodic basis, the Army Component Program Manager (CPM) will forward a file of suspect transactions, gleaned from VISA datamining reports, to the ACOM, ASCC, and DRU APCs. The file should be sent to the appropriate APC to determine the validity of the charge, and if not valid, should report actions taken by the commander/supervisor. The reply of the findings/actions should be returned, through the ACOM, ASCC, and DRU APC, to the Army CPM no later than 14 days after receipt.
- **ADVANCE CONFERENCE/REGISTRATION FEES:** While the Purchase Card or training request (SF Form 182) are the preferred methods to pay advance conference and registration fees, the travel charge card may be used for this purpose.

Registration/conference fees are considered a travel-related expense, when payment of the fee is a condition of conference attendance in a TDY status. See JTR Appendix G.

Attendance at the conference should be authorized (either verbally or via a written authorization/order) before the conference/registration fee can be charged, regardless of which method of payment is used.

If charged to the IBA, reimbursement of the fee can be claimed once the written authorization/order is approved by using a SF 1164, Claims for Reimbursement for Expenditures on Official Business.

If the traveler is unable to attend the conference as a result of an organization decision (or an excused emergency, illness, etc), and a refund cannot be made, the organization absorbs the cost (no repayment of the registration fee by the traveler is required). If the reason for non-attendance is not approved by the organization, the traveler is liable to re-pay the registration fee. This applies regardless of the method of payment.

**DEPLOYMENTS:** Travel expenses associated with mission deployments (e.g., travel from the residence or home station to the port of debarkation) are exempt from mandatory travel card use requirements. Moreover, if cardholders are

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being deployed to an area where timely payment of their account balance will be difficult; use of the card is strongly discouraged.

- **PERMANENT CHANGE OF STATION (PCS):** It is Army policy that if an individual has an IBA, it will be used for all relocation expenses associated with PCS up to the limit of their entitlements. Individuals must register for the program with their respective APC prior to departure and must report to the APC at the gaining organization upon arrival. APCs will brief the cardholders on the policy and procedures for use of the travel card while in this status.
- **MOBILIZATION FOR DEPLOYMENT CONUS ONLY:** If Army National Guard and Army Reserve personnel are mobilized for deployment to CONUS organizations their travel card will be transferred into the active duty unit's hierarchy and deactivated until required for use. For Soldiers that do not have cards, but who incur a travel requirement at the active duty unit, the active duty unit may issue the travel charge card and will cancel the card when the Soldier returns to their Guard or Reserve unit.
- **MOBILIZATION FOR DEPLOYMENT OCONUS ONLY:** Army National Guard and Army Reserve personnel who are mobilized for deployment to OCONUS destinations will have the travel card retained by their home organization and deactivated. If the individual is required to travel during the period of deployment, the travel card will be transferred into the active duty hierarchy by the respective active duty APC and activated for use.
- **MISSION CRITICAL STATUS:** Mission critical status is defined as travel performed by DoD personnel under competent orders and performing duties that through no fault of their own would preclude prompt payment of their travel charge card bill. APCs, at any level, can place cardholders in this category only when they determine that the individuals will be unable to file travel claims through any means and therefore unable to maintain timely travel charge card payments. Cardholders with a zero account balances can be placed in this status only by the Army CPM. Travel orders or amendments will specify the period in which mission critical travel will apply. Accounts will be placed in a status whereby they will not become suspended and no late payment fees will accrue. However, if late fees associated with delayed payments due to mission critical status are assessed, they are reimbursable to the traveler as long as the orders indicate the status or a statement attesting to the status and the cardholder's inability to file timely travel vouchers due to mission requirements is provided at travel settlement.
- **TEMPORARY CHANGE OF STATION (TCS):** For entitlement purposes, TCS is synonymous with long term TDY. Travelers in a long term TDY status, who are



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required to pay for meals and lodging, are authorized use of the travel charge card for all official travel expenses. Individuals should ensure that a monthly scheduled partial payment is established in DTS and that the payment is split disbursed to the charge card vendor to pay any recurring charges. Individuals that are only paid the incidental expense portion of the per diem rate because meals and lodging are provided are prohibited from using their travel charge card.

**RESPONSIBILITIES OF COMMANDERS AND SUPERVISORS:** Commanders and supervisors are responsible for the effective management of the travel charge card program in their organizations. In addition to meeting existing ACOM, ASCC, and DRU standards for travel card management, commanders and supervisors are responsible for:

- **RESOURCES:** Adequately resource the APC position to meet program needs. The individual appointed should possess the knowledge, skills and abilities required to effectively carry out the responsibilities of the position. To avoid high APC turnover, commanders should evaluate the feasibility of using civilian personnel in the position.
- **TRAINING OF APCs:** Ensure that APCs are fully trained to perform their tasks, to include proficiency in the use of the CiTi EAS to manage the program and monitor cardholder transactions.
- **ACTIVATION AND DEACTIVATION OF CARDS:** Commanders and supervisors should consider activating and deactivating travel charge card accounts to reduce the possibility of card misuse. This activation/deactivation should be based on travel orders, organization policy and/or at the direction of the cardholder's supervisor.
- **DISCIPLINARY ACTION:** Commanders/supervisors are required to take appropriate disciplinary action, consistent with DoD regulations, for cardholder delinquency, card misuse and abuse, or fraudulent activity. Guidelines for both military and civilians are available at <http://www.asafm.army.mil/fo/fod/tc/pg/pg.asp> and are contained in Volume 9, Chapter 3 of the DoDFMR and DoDI 5154.31
- **SECURITY CLEARANCE:** Ensure that supervisors take appropriate action with respect to security clearances for cardholders who misuse their cards or are delinquent in paying their card account balances. APCs are required to notify supervisors of delinquency and apparent card misuse by cardholders.

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- **NEED FOR CARDS:** Infrequent travelers -- defined by General Services Administration (GSA) and DoD regulations as individuals who travel two or less times in a calendar year -- are exempt from mandatory use of the travel card but are not prohibited from obtaining an IBA to meet mission requirements. Infrequent travelers are authorized to obtain a government travel advance and should use a CBA to meet transportation requirements. Travel orders will indicate whether the individual is a cardholder and the type of account (IBA or CBA) used to purchase the transportation.
- **PROGRAM REVIEW:** Commanders are responsible for executing periodic program reviews to ensure adequate oversight and compliance with program objectives as outlined in Army Regulation 11-2 (Managers' Internal Control Program).

**RESPONSIBILITIES OF AGENCY PROGRAM COORDINATORS:** At all levels, APCs are appointed by their organizations to perform the day-to-day administrative functions of the travel charge card program. APCs use the CiTi EAS as their primary tool to manage travel charge card accounts. With EAS, APCs have visibility of all travel accounts in their immediate hierarchy and in all subordinate hierarchy levels. APCs (HL3) have visibility of all the travel charge card accounts within their organization. At all levels, the APC are the focal point for travel charge card actions in their organizations and must keep their commander informed on the state of the program, significant problems, and issues. APC duties and responsibilities include, but are not limited to, the following:

- **APPOINTMENT:** APCs must be appointed, in writing, by their commander/head of the organization. APCs must obtain EAS access using the CiTi travel card home page. Once access is gained, APCs at the next higher hierarchy level can provide access to the CiTidirect Card Management System (CCMS) and CiTibank Custom Reporting System (CCRS) for use in managing travel accounts for the specific hierarchy to which the APC is assigned.
- **APC TRAINING:** APCs must be fully trained to perform their tasks, to include proficiency in the use of EAS and its various reports in order to manage the program and monitor how cards are being used. Training is available at the Defense Travel Management Office (DTMO) webpage [www.defensetravel.dod.mil/passport](http://www.defensetravel.dod.mil/passport). In addition, CiTi offers on-site training for APC groups of 25 or more and individual training at their Norfolk, Virginia office. Training initiatives should be coordinated through HL3 APCs.
- **RECORDS RETENTION:** APCs must maintain all pertinent records for their cardholders. These records must include a copy of the cardholder's initialed and signed DoD Statement of Understanding; training completion certificate;

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delinquency notifications; and other information applicable to the cardholder. Due to the sensitivity of the data contained in the files, such data should be maintained in an area that assures limited access. Documents should be retained for as long as the individual is a member of the organization and may be destroyed upon transfer, separation, termination or the death of the cardholder.

- **CARDHOLDER TRAINING:** Cardholders must be trained on the requirements of the travel charge card program, their responsibilities, and provided refresher training every three years thereafter. To accomplish the initial training, cardholders must use the training available at the DTMO web page. The course offers a certificate of completion which the individual should forward to their unit APC as proof of completion. A travel charge card will not be issued until initial training is completed and existing accounts should be deactivated if proof of refresher training is not provided by the cardholder.
- **CARDHOLDER AGREEMENT:** A degree of training is accomplished through the application process. The cardholder agreement is an agreement between the individual and the bank. It describes the terms and limits of the contract, what charges are authorized, and the penalties for non-payment of account balances. Before a travel charge card can be issued, the applicant must complete the application (paper or on-line) and read the cardholder agreement. By signing the hard copy application or by forwarding the on-line application, they attest that they understand the provisions of the cardholder agreement and agree to abide by them.
- **DoD STATEMENT OF UNDERSTANDING:** The DoD Statement of Understanding is an agreement between the cardholder and organization. It describes proper card use and possible penalties for misuse or delinquency. Before an application can be forwarded to the contractor for processing, the applicant must read the statement of understanding; indicate their understanding of the specific provisions; and sign the document. The signed statement of understanding will be retained by the APC with other travel charge card related documents. Upon PCS, a new initialed and signed Statement of Understanding should be obtained by the APC when a cardholder reports to a new unit of assignment.

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- **TRANSFER OF ACCOUNTS:** APCs must transfer the accounts of cardholders who are reassigned within DoD. The account should be transferred to the gaining organization within 30 days of the cardholder's departure. Gaining unit APCs will transfer in the account to their hierarchy using the transfer process available in the EAS. If the transfer action cannot be completed due to lack of information or non-responsiveness by the gaining organization, the HL 3 APC should be contacted for assistance. The HL 3 APCs can forward the request for transfer to the Army Component Program Manager, if necessary. Account status (past due, delinquent, salary offset) does not influence the transfer process. The only accounts exempt from transfer are charged off accounts. They remain with the current hierarchy until purged by the bank.
- **CLOSING ACCOUNTS:** APCs must close the travel card accounts of cardholders who separate from military service, terminate civilian service, or are incarcerated, retire, or die. For separation, termination, or retirement, APCs should be proactive in closing these accounts as far in advance as possible and making every effort to ensure that existing balances are paid prior to departure. Special attention should be given to individuals who are departing on terminal leave well in advance of their separation dates. To meet this requirement, units should coordinate with their local military and civilian personnel offices to ensure that they receive separation notices as soon as possible.
- **TRANSFER OF CLOSED ACCOUNTS:** APCs should transfer closed accounts with balances remaining -- for cardholders who are separated, incarcerated, terminated, or deceased -- to the Army Component Program Manager for assignment to a hierarchy for cardholders no longer under the unit's control. To accomplish these transfers, APCs should submit a spreadsheet, through their HL3 APC, with the following information for each account: the cardholder's name; last eight of the account number; reason for transfer (separation, termination, etc.), date of that event; account balance.

## Appendix I

### GOVERNMENT TRAVEL CHARGE CARD PROGRAM - CITIBANK CARD REPORTING SYSTEM REPORTS (CCRS)

#### Reports Functionality Matrix

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##### DoD Travel Shared Reports



## Reports Functionality Matrix: DoD Travel Shared Reports

<b>Report Name</b>	<b>Description and Use</b>
Account Activity Text File CD 100T	<p><b>Description</b> Provides detailed information regarding transactions at the individual account level.</p> <p><b>Use</b> Use this report to view detailed transaction information on a specific account.</p> <p><b>Update Frequency</b> Daily</p>
Account Listing	<p><b>Description</b> Lists all accounts within an agency and includes information necessary to identify and contact the account holder. Provides summary account information for account holders, such as credit limits, cash limits, past due amounts and payment information</p> <p><b>Update Frequency</b> Daily</p>
Account Renewal	<p><b>Description</b> Provides detailed information for accounts that are 45 - 90 days from their expiration date.</p> <p><b>Use</b> Use this report to review accounts in your agency that are about to be renewed and determine if any accounts should be eliminated from the automatic renewal process.</p> <p><b>Update Frequency</b> Daily</p>
Agency Program	<p><b>Description</b> Provides summary information across hierarchies for transactions, charge volumes, cash advance fees, miscellaneous fees, and value added services fees.</p> <p><b>Use</b> Use this report to view aggregate agency information for accounts.</p> <p><b>Update Frequency</b> Daily</p>
Agency Program Information	<p><b>Description</b> Provides a list of all participating agencies/organizations, bureaus, divisions, offices or other organizational elements for each agency.</p> <p><b>Use</b> Use this report to view point of contact information (name, address, phone number) associated with individuals within each agency. Also used as a tool to update Manage Contacts in CCMS.</p> <p><b>Update Frequency</b> Daily</p>
Aging Analysis – Cycle Summary	<p><b>Description</b> Provides a summary of delinquencies for each calendar month for all billing cycles within an agency.</p> <p><b>Use</b> Use this report to obtain delinquency information and percentages for CBA and IBAs that cycle on different days throughout the month.</p> <p><b>Update Frequency</b> Daily</p>

## Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Airline Credit – CD1125	<p><b>Description</b> Lists all airline credits and refunds that have occurred during the month for both centrally and individually billed accounts.</p> <p><b>Use</b> Use this report to determine whether airlines have processed refund requests or refunds associated with cancelled tickets.</p> <p><b>Update Frequency</b> Daily</p>
All Transactions	<p><b>Description</b> Lists a summary of transactions by account and by merchant per day.</p> <p><b>Use</b> Use this report to obtain information regarding transactions and amount per day at a specific merchant.</p> <p><b>Update Frequency</b> Daily</p>
Approving Official Listing	<p><b>Description</b> Provides a list of approving officials and the accounts they are responsible for managing.</p> <p><b>Use</b> Use this report to view approving officials and the accounts they are responsible for managing.</p> <p><b>Update Frequency</b> Daily</p>
ATM Cash	<p><b>Description</b> Provides a list of all ATM and cash withdrawals within a specified hierarchy level and time frame.</p> <p><b>Use</b> Use this report to perform more detailed reviews of accounts with cash activity. This report is designed to point out potential opportunities of cash misuse.</p> <p><b>Update Frequency</b> Daily</p>
Blocked MCC	<p><b>Description</b> Provides detail information on transactions made at merchants that fall outside of an agency-approved merchants list. This report only contains posted transactions from blocked MCCs and will not list declined authorizations that do not post.</p> <p><b>Use</b> Use this report to identify possible misuse and abuse at unauthorized merchants.</p> <p><b>Update Frequency</b> Daily</p>
Credit Balance Refunds	<p><b>Description</b> Provides a list of accounts that have received a credit balance refund.</p> <p><b>Use</b> Use this report to determine which accounts have been issued credit balance refunds.</p> <p><b>Update Frequency</b> Daily</p>
Current Account Text File – CD300T	<p><b>Description</b> Provides account-level demographic information.</p> <p><b>Use</b> Use this report to access address and telephone information for cardholders.</p> <p><b>Update Frequency</b> Daily</p>

## Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Declined Authorizations	<p><b>Description</b> Lists all transactions attempted against an account and details reasons for decline and type of purchase (mail order, ATM, purchase, cash). Transactions are selected by declines or approvals only to help track trends.</p> <p><b>Use</b> Use this report to review accounts with declined charges, identify trends and determine potential cause for action.</p> <p><b>Update Frequency</b> Daily</p>
Delinquency – Account Number	<p><b>Description</b> Provides delinquency status information on a specific account requested. <b>Note:</b> You must enter a valid account number and the account must be in a past due status for it to appear on the report.</p> <p><b>Use</b> Use this report to review a single account holder who is in a delinquency status. Delinquency reports should be scheduled when the "As Of" date in the Reporting Tool equals or is greater than your cycle date.</p> <p><b>Update Frequency</b> Daily</p>
Delinquency – Hierarchy Level	<p><b>Description</b> Provides account delinquency status information at a specified hierarchy level and for a requested billing type.</p> <p><b>Use</b> Use this report to provide a status on individually or centrally billed accounts by hierarchy level. Delinquency reports should be scheduled when today's date equals or is greater than your cycle date.</p> <p><b>Update Frequency</b> Daily</p>
Infrequent Travel Expiration	<p><b>Description</b> Lists accounts set to expire due to lack of activity within the past year.</p> <p><b>Use</b> Use this report to identify cardholders who may be considered "reissue declined" but who will need a plastic reissued.</p> <p><b>Update Frequency</b> Daily</p>
Invoice – CD400	<p><b>Description</b> Provides a detailed account invoice for accounts with cycle information for the billing account and all individual accounts.</p> <p><b>Use</b> Use this report to review invoice elements as well as detailed transaction information associated with an account.</p> <p><b>Update Frequency</b> Daily</p>
Invoice Status Report – CD1600	<p><b>Description</b> Provides a summary by unit of all invoices and payment status.</p> <p><b>Use</b> Use this report to view invoice-related metrics, status and past due information.</p> <p><b>Update Frequency</b> Daily</p>



## Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

<b>Report Name</b>	<b>Description and Use</b>
Lost Stolen Report	<p><b>Description</b> Provides account and cardholder information for cards that have been reported as lost, stolen or fraudulent. This report will also provide information on the replacement account for the lost/stolen/fraud account.</p> <p><b>Use</b> Use this report to monitor the number of cards reported as lost/stolen/fraud within your hierarchy.</p> <p><b>Update Frequency</b> Daily</p>
Master Text File – CD500T	<p><b>Description</b> Provides account-level demographic information as well as aggregate usage measures at the account level.</p> <p><b>Use</b> Use this report to obtain detailed account address and summary measures by hierarchy.</p> <p><b>Update Frequency</b> Daily</p>
Mission Critical	<p><b>Description</b> Lists accounts that have been placed in Mission Critical status.</p> <p><b>Use</b> Use this report to identify accounts that have been deemed Mission Critical. Check against orders to ensure that accounts qualify for Mission Critical.</p> <p><b>Update Frequency</b> Daily</p>
New Accounts	<p><b>Description</b> Provides a listing of new accounts that were set up within user-defined time frame.</p> <p><b>Use</b> Use this report to review all new accounts that have been set up within the last 30 days.</p> <p><b>Update Frequency</b> Daily</p>
Non-Travel Activity	<p><b>Description</b> Provides information to identify accountholders with transaction activity (such as cash, fuel or food) occurring without other associated travel activity (such as airline, car rental or lodging).</p> <p><b>Use</b> This report is designed to point out potential opportunities of account misuse on travel accountholders who may be using their government card during nonofficial travel periods.</p> <p><b>Update Frequency</b> Daily</p>
OMB Report	<p><b>Description</b> Provides data on DoD Metrics across the card program, such as Total Open Accounts, Total Closed Accounts, Total Net New Accounts. Rebate earned and percent of total rebates realized.</p> <p><b>Use</b> Use this report to obtain a listing of open dates for all accounts by hierarchy.</p> <p><b>Update Frequency</b> Daily</p>

## Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

<b>Report Name</b>	<b>Description and Use</b>
Pre-Suspension Detail	<p><b>Description</b> Lists accounts eligible for suspension during the next cycle and which are between 45 - 60 days past due from the billing cycle date. Identifies account name, account number, status, balance past due and number of days past due. Includes subtotals and grand totals for hierarchy levels and agencies listed.</p> <p><b>Use</b> Use this report to see a list of accounts that are eligible for suspension, in order to identify accounts that require special attention and supervisory notification.</p> <p><b>Update Frequency</b> Daily</p>
Pre-Suspension Summary	<p><b>Description</b> Provides high-level information for all accounts that are eligible for suspension during the next cycle. Accounts will appear as early as 45 days after the billing cycle/billing date. This report provides:</p> <ul style="list-style-type: none"> <li>• The number of the accounts in the pre-suspension status</li> <li>• Subtotals of the dollar amount past due for a specific hierarchy</li> <li>• The total dollar amount past due for the entire agency</li> </ul> <p><b>Use</b> Use this report to see the number of accounts that are eligible for suspension, in order to identify accounts that require special attention and supervisory notification.</p> <p><b>Update Frequency</b> Fifteen (15) days from cycle close date. Then Daily.</p>
Returned Check Report	<p><b>Description</b> Provides a list of all cardholders who incur returned check transactions within a specified hierarchy level and time frame.</p> <p><b>Use</b> Use this report to identify accounts that have payment reversals.</p> <p><b>Update Frequency</b> Daily</p>
Salary Offset Detail	<p><b>Description</b> Lists all accounts in Salary Offset.</p> <p><b>Use</b> Use this report to identify accounts that have closed and are in the Salary Offset program.</p> <p><b>Update Frequency</b> Daily</p>
Salary Offset Summary	<p><b>Description</b> Provides a summary of accounts in Salary Offset.</p> <p><b>Use</b> Use this report to identify totals for accounts that have closed and are in the Salary Offset program.</p> <p><b>Update Frequency</b> Weekly</p>
Statistical Summary Report – CD900	<p><b>Description</b> Provides a summary of account activity for the travel card program and includes traveler's check transactions and miscellaneous fees.</p> <p><b>Use</b> Use this report to monitor Travel program activity.</p> <p><b>Update Frequency</b> Daily</p>

## Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Statistical Summary Text File – CD900T	<p><b>Description</b> Provides a summary of account activity for the travel card program and includes traveler's check transactions and miscellaneous fees.</p> <p><b>Use</b> Use this report to monitor Travel program activity.</p> <p><b>Update Frequency</b> Daily</p>
Summary ATM Detail	<p><b>Description</b> Provides month-to-date and year-to-date ATM amounts and transactions.</p> <p><b>Use</b> Use this report to view month-to-date and year-to-date ATM amounts and transactions across hierarchies.</p> <p><b>Update Frequency</b> Daily</p>
Summary Quarterly Merchant Report – CD1000	<p><b>Description</b> Lists, by fiscal year quarter, summary spending information by merchant category code (MCC) and includes MCC description, number of transactions per MCC, total dollar amount per MCC and average amount per MCC.</p> <p><b>Use</b> Use this report to analyze summary information on spending and types of spending within your Travel Card program.</p> <p><b>Update Frequency</b> Fiscal Quarters</p>
Summary Quarterly Vendor Analysis Report – CD1100	<p><b>Description</b> Lists, by fiscal year, a detailed quarterly and cumulative summary of the top 100 merchants/vendors, by individual merchant/vendor, city, state and service type, in total dollars and total number of transactions.</p> <p><b>Use</b> Use this report to review the list of top-rated vendors based on level of spending within a requested hierarchy level.</p> <p><b>Update Frequency</b> Fiscal Quarters with Fiscal Year to Date</p>
Summary Quarterly Vendor Ranking Report – CD1200	<p><b>Description</b> Lists, by fiscal year, a detailed quarterly and cumulative summary of all the merchants/vendors, by individual merchant/vendor, city, state and service type, in total dollars and total number of transactions.</p> <p><b>Use</b> Use this report to review all vendors based on level of spending within a requested hierarchy level.</p> <p><b>Update Frequency</b> Fiscal Quarters with Fiscal Year to Date</p>
Suspension Detail	<p><b>Description</b> Lists accounts that have been suspended and are eligible for cancellation. Accounts appear on this report at 61 - 125 days past the billing cycle date. This report identifies account name, account number, status, date of status, balance past due and number of days past due. Includes subtotals and grand totals for hierarchy levels and agencies.</p> <p><b>Use</b> Use this report to identify accounts that have been suspended and require immediate attention and resolution before the next billing cycle.</p> <p><b>Update Frequency</b> Daily</p>

## Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Suspension Summary	<p><b>Description</b> Provides a summary of accounts that have been suspended and are eligible for cancellation. Accounts appear on this report at 61 - 125 days past the billing cycle date. This report identifies account name, account number, status, date of status, balance past due and number of days past due. Includes subtotals and grand totals for hierarchy levels and agencies.</p> <p><b>Use</b> Use this report to identify accounts that have been suspended and require immediate attention and resolution before the next billing cycle.</p> <p><b>Update Frequency</b> Daily</p>
Transaction Dispute	<p><b>Description</b> Provides detailed information regarding transaction disputes at the individual account level. The report lists all outstanding and resolved transactions, and includes information from the original charge through resolution.</p> <p><b>Use</b> Use this report to identify, track, balance and review the status of disputed transactions.</p> <p><b>Update Frequency</b> Daily</p>
Transportation Activity Report	<p><b>Description</b> Provides detailed information regarding air, bus and rail transactions at the individual transaction level.</p> <p><b>Use</b> Use this report to audit travel transportation activity.</p> <p><b>Update Frequency</b> Daily</p>
Weekend/Holiday Activity	<p><b>Description</b> Provides information on accounts with car rentals and/or lodging activity when checkout is on a Sunday, Monday or a federal holiday.</p> <p><b>Use</b> Use this report to pull weekend activities associated with car rentals and lodging.</p> <p><b>Update Frequency</b> Daily</p>
Write-off Report – CD720	<p><b>Description</b> Provides summary and detailed listing of accounts with write-off occurrences.</p> <p><b>Use</b> Use this report to view account level and summary information concerning accounts with occurrences of write-offs.</p> <p><b>Update Frequency</b> Daily</p>

# Declined Authorization Report

The Declined Authorizations Report lists all attempted transactions and detailed reasons for decline and type of purchase within a specified hierarchy.

Account Name (Short)	Account Number	Decline Date	Decline Time	Primary Decline Reason	Decline Reason 1	Decline Reason 2	Merchant City	
<masked>	<masked>	7/10/2009	21:24:18	Invalid PIN	0111	Invalid PIN	0048	Not Enough Avail\$ DESTIN
<masked>	<masked>	7/6/2009	09:25:24	&gt; Acct MCCG V Amt	0818	&gt; Acct MCCG V Amt	0000	No Description 888-278-3397
<masked>	<masked>	7/2/2009	03:15:55	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description SEOUL KR
<masked>	<masked>	7/2/2009	03:16:18	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description SEOUL KR
<masked>	<masked>	7/2/2009	03:16:52	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description SEOUL KR
<masked>	<masked>	7/2/2009	21:48:21	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description SEOUL KR
<masked>	<masked>	7/7/2009	13:00:21	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description HAMPTON
<masked>	<masked>	7/14/2009	20:36:49	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description FALLS CHURCH
<masked>	<masked>	7/12/2009	14:42:25	Exp Date Mismatch	0207	Exp Date Mismatch	0000	No Description NEW YORK
<masked>	<masked>	7/15/2009	13:54:18	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description PHILADELPHIA
<masked>	<masked>	7/15/2009	13:56:03	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description PHILADELPHIA
<masked>	<masked>	7/8/2009	02:24:43	&gt; Daily Atm Lmt	0112	&gt; Daily Atm Lmt	0000	No Description TAEGU CITY
<masked>	<masked>	7/5/2009			0031	Account Coded XX	0000	No Description ATLANTA
<masked>	<masked>					Not Enough Avail\$	0000	No Description SEOUL
<masked>	<masked>					Invalid PIN	0000	No Description KAISER
<masked>	<masked>					Not Enough Avail\$	0000	No Description
<masked>	<masked>					Not Enough Avail\$	0000	No Description
<masked>	<masked>					Not Enough Avail\$	0000	No Description

# Delinquency Report

The Delinquency Report provides account information at a specified hierarchy for any account holder considered past due on their card.

Account Name	SSN	Account Status	Qualifier	Last Payment Date	Payment Due Date	Current Balance	Past Due Amount	Payment Amount CTD	30 Day Past Due	60 Day Past Due
...	8890	Open	N/A	6/10/2009	8/6/2009	1717.33	298.13	-5,184.29	298.13	0
...	0609	Open	N/A	7/9/2009	8/5/2009	1176.8	1,133.57	-583.42	1,133.57	0
...	1439	Open	N/A	6/3/2009	8/5/2009	1552.23	1,489.17	-6,776.85	1,489.17	0
...	2579	Open	N/A	6/1/2009	8/5/2009	9.22	9.22	-3,167.15	9.22	0
...	0669	Open	N/A	6/1/2009	8/5/2009	2082.88	1,224.49	-490	1,224.49	0
...	5827	Open	N/A	6/11/2009	8/5/2009	316.91	316.91	-2,079.00	316.91	0
...	5079	Open	N/A	6/24/2009	8/5/2009	64.53	64.53	-12,723.68	64.53	0
...	8738	Open	N/A	6/11/2009	8/5/2009	1796.43	245.44	-6,846.80	245.44	0
...	3631	Closed	Suspended	5/20/2009	...	5.02	5.02	-5,046.34	0	5.02
...	0769	Open	N/A	...	...	2,186.75	2,039.49	-2,234.00	2,039.49	0
...	4697	Open	N/A	...	...	...	1,857.99	-3,034.58	1,857.99	0
...	3649	Open	N/A	...	...	...	9.93	-58	0	0
...	...	...	...	...	...	...	3,115.78	-66.67	3,115.78	0
...	...	...	...	...	...	...	...	-1,048.61	...	...
...	...	...	...	...	...	...	...	-1,468.13	...	...



## Blocked MCC Report

The Blocked MCC Report shows all attempted transactions against excluded or restricted Merchant Category Codes (MCC).

Transaction Date	Transaction Post Date	Transaction DB-CR Indicator	Merchant Name	MCC	MCC Description
6/6/2009	6/8/2009	Debit	EVERYWHERE INTERNET	4816	COMPUTER NETWORK/INI
5/29/2009	6/1/2009	Debit	RED HAT INC	5734	COMPUTER SOFTWARE S
5/28/2009	6/1/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
5/31/2009	6/1/2009	Debit	DENVER AIRPORT ENTERPRISE	5947	CARD, GIFT AND NOVELTY
6/4/2009	6/8/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
5/28/2009	6/1/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
6/5/2009	6/8/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
6/9/2009	6/11/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
5/28/2009	6/1/2009		HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
5/29/2009	6/1/2009		HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
6/2/2009			HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
6/10/2009			HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF





# Pre-Suspension Report

The Pre-Suspension Report lists accounts that are between 45 – 60 days past billing from the billing cycle date within a specified hierarchy.

The diagram highlights the following columns in the report table:

- Hierarchy Level 5 & 7
- Account Name
- Account Status
- SSN
- Days Past Due
- Pmt. Due Date
- Last Statement Balance
- Metrics
- Past Due Amt

Hierarchy Level 5	Hierarchy Level 7	Account Name	SSN	Account Status	Days Past Due	Date Payment Due	Last Statement Balance	Metrics	Past Due Amount
		...	6813	Open	23	7/18/2009	231.46		50.5
		...	3622	Open	24	7/17/2009	1775.47		1,183.47
		...	5183	Open	24	7/17/2009	16.39		16.39
		...	1049	Closed	21	5/6/2009	2270.19		888.41
		...	8228	Closed	20	5/6/2009	740.24		740.24
		...	0326	Open	24	7/17/2009	342.25		242.25
		...	4410	Closed	17	5/6/2009	1937.5		1,937.50
		...	7662	Closed	24	6/5/2009	124.98		124.98
		...			21	5/6/2009	4959.24		215.94
60605	71006					6/5/2009	1245		
60608	74008					6/5/2009	1763.54		
60081							20		
60502							1475.74		

# Suspension Detail Report

The Suspension Detail Report lists accounts that have been suspended and are eligible for cancellation. Accounts appear on this report at 61 – 125 days past the billing cycle date.

Account Number	Account Name	Account Status	Pmt. Past Due	Last Statement Bal.	Past Due Amt.			
<masked>	ALLEN, ANDREW	Closed	7/13/2009	35	1	9.93		9.93
<masked>	MIN	Closed	7/13/2009	35	1	5.02		6.02
<masked>	6647	Closed	7/13/2009	35	1	3159.98		3,159.98
<masked>	HA 4766	Closed	7/13/2009	35	1	2303.06		713.49
<masked>	6238	Closed	7/13/2009	35	1	638.69		638.69
<masked>	AMES	Closed	7/13/2009	35	1	2935.86		^
<masked>						363		
<masked>						8198.06		
<masked>						5.47		
<masked>						2221.49		

SSN

Date Suspended

Number of Times Suspended Past Year

Metrics