

**APPENDIX A****GOVERNMENT TRAVEL CARD PROGRAM HANDOUT**

A. To assist our travelers, an official Government Travel Card, with ATM privileges, is available for personnel traveling on official government business. This eliminates or reduces the number of travel advances paid by disbursing offices without imposing a financial burden on our travelers. This policy applies to all official government travel or permanent change of station (PCS) moves performed by any DoD personnel.

**B. Cardholder Rules**

1. Each cardholder must sign the DoD Government Travel Card Program Statement of Understanding before issuance of the card. The agreement states (in part) that the Government Travel Card with ATM privileges can be used solely for official travel and that the traveler agrees to submit timely travel claims so that reimbursement is made in time to pay the monthly billing statement. **That payment is due upon receipt of the card bill.** If the cardholder has not received payment due to process delays by the disbursing office, he or she should immediately contact the APC to advise that individual of the payment delay.

2. Cash withdrawals are limited to the amount of cash needed to cover incidental and miscellaneous expenses, that cannot be charged to the card, and as authorized by official travel orders. ATM cash withdrawals may not exceed \$\_\_\_\_ in a billing cycle. Individual card holders may request, through a 1-800 number provided by the card contractor, an increase in the cash withdrawal limit up to \$1,000. The card contractor will honor the cardholder's telephone call provided the account is not delinquent. The service charge for withdrawing from ATMs is reimbursable through the travel voucher system as long as the cardholder claims the fee on the voucher and the cash is not withdrawn more than 5 days prior to the start of travel or after the last day of travel. Receipts for these withdrawals are not required when filing your claim.

3. In the event the cardholder loses, forgets, or misplaces his or her assigned personal identification number (PIN), the cardholder must call 1-800-CASH NOW to report that loss and receive a new number.

4. Should a card be lost or stolen, the cardholder must call 1-800-492-4922 immediately. The APC also must be notified of the missing card as soon as possible.

5. All travel-related expenses (e.g., hotels, meals, transportation, and car rental fuel) should be charged to the card. The miscellaneous official travel expenses for which the ATM program is designed are for parking fees or tolls, or public transportation and emergency incidentals.

6. To obtain ATM locations within the CONUS and OCONUS, the cardholder may call 1-800-CASH NOW.

7. Personnel serving on long-term TDY must file a supplemental voucher every 30 days. Travel reimbursement delays should be reported immediately to the APC.

8. Cardholders who repeatedly are delinquent through their own nonpayment of a legitimate bill from the contractor will be canceled from the Card Program and issued a memorandum affirming the cancellation and denial of the card and ATM privileges. Misuse of the card also may be grounds for disciplinary action.

9. Cardholders, at their own discretion, may request their APC to suspend card privileges during periods of nontravel. Reinstatement may be effected when travel is required.

10. Each activity has a Travel Card APC assigned to answer questions or provide explanations as required. The APC for this agency is \_\_\_\_\_.

Note: Each agency needs to complete the above rules and see that a copy is provided to all holders of official Government Travel Cards.

**Department of Defense - (Component)**  
**STATEMENT OF UNDERSTANDING**  
**GOVERNMENT TRAVEL CARD PROGRAM**

I certify that I have read the attached DoD Government Travel Card policy and procedures. I understand that the Government Travel Card Program is designed to improve the management and control of government travel and thereby promote the efficiency of the Federal Service. I also understand that I am authorized to use the Card **only** for those necessary and reasonable expenses incurred by me for **official travel as authorized and validated by travel orders**. I will abide by these and other instructions issued by the Department of Defense (DoD) and my Component's Agency Program Coordinator (APC) for use of the Government Travel Card **issued to me for the explicit purpose of conducting official government travel**.

The above limitation on card usage also applies to automated teller machine (ATM) withdrawals. The amount of cash withdrawals may not exceed the amount stated on the travel orders and may not exceed \$\_\_\_\_ per billing cycle. If my account is not delinquent and my travel orders authorize a larger advance, I can request an increase in the cash withdrawal limit up to \$1,000 by calling 1-800-CASH-NOW. However, I will endeavor to charge expenses to the account wherever feasible versus cash withdrawals.

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

- Abide by all rules and regulations with respect to the card.
- \_\_\_\_\_  
- Use the card only for official travel validated by travel orders. \_\_\_\_\_
- Pay all my charges upon receipt of the monthly Travel Card billing \_\_\_\_\_
- \_\_\_\_\_  
- Contact the APC immediately if due to disbursing office process delays
- I have not received payment by the time the Contractor bill is due. \_\_\_\_\_
- Notify the APC of any problems with respect to my usage of the card. \_\_\_\_\_
- Notify the card contractor and the APC if my card is lost or stolen.

\_\_\_\_\_  
(Cardholders 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, in accordance with the Multi-Unit Master Agreement for bargaining unit employees. I also acknowledge the right of the card contractor and/or APC to revoke or suspend my card privileges if I fail to abide by the terms of this agreement or the agreement I have signed with the travel card contractor.

\_\_\_\_\_  
(Applicant's Signature)

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

\_\_\_\_\_  
Series/Grade/Title

\_\_\_\_\_  
Supervisory Authorization

NOTE: The Government Travel Card application cannot be processed without this form on file.

**GSA CONTRACTOR  
TRAVEL CARD BILLING MILESTONES**

<u>MILESTONE</u>	<u>ACTION</u>
DAY 0	Original billing sent to cardholder.
DAY 25	Second billing advises cardholder of delinquency*
DAY 60	Third billing reminds cardholder of delinquency.  A name listing (60 day report) of delinquent cardholders is sent to program coordinators to determine whether there is sufficient justification for the account to remain active for an additional 30 days. The APC sends the 60-day delinquent notice to the supervisors notifying them of the seriousness of the account and the results of non-payment. All ATM withdrawals are suspended.
DAY 65	If no action is taken, the account will be suspended**
DAY 90	Government travel card is suspended. Another by name listing (90 day plus report) of delinquent cardholders is sent to APC to determine if sufficient justification exists to allow the account to remain active for an additional 30 days. The APC sends the 90-day delinquent notice to the supervisors through the department director, for appropriate action.
DAY 120	Contractor cancels account***  After review by the APC, names are forwarded to the supervisors through the commander or director to advise them of action taken.
*	<b>Delinquency is based on the billing date, not the date the actual charge or ATM withdrawal was made.</b>
**	<b>Accounts that are suspended cannot be used to charge expenses or to obtain an ATM cash advance. Card can be reinstated when account is paid in full.</b>
***	<b>Canceled accounts cannot be reinstated without a formal request from the cardholder's Commander/Director and may or may not be approved by the contractor.</b>

**SAMPLE 60-DAY DELINQUENCY MEMORANDUM**

MEMORANDUM FOR (NAME OF IMMEDIATE SUPERVISOR)

SUBJECT: Delinquent Government Travel Card Payment Notification - 60 Days

I have been informed by the GSA Government Travel Card contractor that (cardholder's name) is over 60 days delinquent in payment of his/her account. The total amount due is \$\_\_\_\_\_.

(Provide the specific information regarding the delinquent charges.)

The Government Travel Card contract requires that all outstanding charges be paid upon receipt of the monthly billing statement. Travel card privileges for this cardholder will be suspended per our contractual agreement as of (date), unless immediate action is taken to resolve this debt. The cardholder should be notified of this action and counseled concerning the use of the Government Travel Card. Cardholders on long term temporary duty are subject to the same policy and are required to submit partial vouchers for payment every 30 days and maintain their travel card account.

Noncompliance, or failure to adhere to the guidelines for the Government Travel Card, can result in disciplinary action in accordance with applicable statutory and regulatory provisions and with the Multi-Unit Master Agreement for bargaining unit employees.

The delinquent balance may be resolved by one of the following actions: (1) payment in full, (2) a reasonable explanation documented and submitted to the Program Coordinator and the contractor, or (3) an agreed upon repayment schedule with the GSA contractor. Billing questions may be directed to the card contractor on 1-800-492-4922. Program management questions may be directed to the undersigned on extension \_\_\_\_\_.

Please have the cardholder sign to acknowledge receipt of this delinquent notification and return it to me with your written response outlining the actions taken within \_\_\_\_\_ days.

(Signature)  
Agency Program Coordinator

**SAMPLE 90-DAY DELINQUENCY MEMORANDUM**

MEMORANDUM FOR IMMEDIATE SUPERVISOR \_\_\_\_\_  
THROUGH: DEPUTATE/DIRECTORATE DIRECTOR \_\_\_\_\_

SUBJECT: Delinquent Government Travel Card Payment Notification - 90 Days

The 90-day delinquent notification list from the Government Travel Card contractor has been received and (cardholder's name) is now 90 days delinquent in the payment of his or her account. Total amount due is \$\_\_\_\_\_. The attached 60 day notification memorandum informed you that payment on the cardholder's Government Travel Card account was delinquent.

(Provide specific information regarding the delinquent charges.)

The Government Travel Card contract requires all outstanding charges be paid upon receipt of the monthly billing statement. If no action is taken toward this debt, the Program Coordinator or the contractor can cancel the account. Meanwhile charge card privileges have been suspended as of (date). These privileges may be restored upon complete liquidation of the debt. The cardholder must be notified and counseled. Cardholders on long-term travel are also subject to the same policy and are required to submit partial vouchers for payment every 30 days and maintain their charge card account.

Noncompliance, or failure to adhere to the guidelines for the Government Travel Card, can result in disciplinary action in accordance with applicable statutory and regulatory provisions and with the Multi-Unit Master Agreement for bargaining unit employees.

The delinquent balance may be resolved by: (1) payment in full, (2) a reasonable explanation documented and submitted to the undersigned and the contractor, or (3) an agreed upon repayment schedule with the GSA contractor. Billing questions may be directed to the card contractor on 1-800-492-4922. Program management questions may be directed to the undersigned on extension \_\_\_\_\_.

Please have the cardholder sign to acknowledge receipt of this delinquent notification and return it with your written response outlining the actions taken within \_\_\_\_\_ days.

(Signature)  
Agency Program Coordinator

**SAMPLE 120-DAY DELINQUENCY MEMORANDUM**

MEMORANDUM FOR DIRECTOR, DEPUTY/DIRECTORATE LEVEL  
THROUGH: COMMANDER/DIRECTOR

SUBJECT: Cancellation of Government Travel Card - 120 Days Delinquent Payment  
Notification

The 60 and 90 day delinquent notification memoranda, dated \_\_\_\_\_ and \_\_\_\_\_ respectively, notified the immediate supervisor and the Department Director (or equivalent manager) of the past due account for cardholder (name). It has now been brought to my attention that this cardholder has a delinquent Government Travel Card balance of \$\_\_\_\_\_ which is over 120 days past due. He or she has made no payment toward this debt. Therefore, the account is being canceled immediately and collection action taken by the card contractor.

(Provide specific information regarding the delinquent account and any other information known about the individual's response to the previous notices of delinquency.)

Reinstatement of the cardholder's account will only be authorized with Commander/Director approval after the entire debt is paid. The card contractor reserves the right to deny reinstatement. Cardholders who do not properly liquidate their Government Travel Card debts or use the card for personal purposes may also be subject to disciplinary action in accordance with applicable statutory and regulatory provisions and the Multi-Unit Master Agreement for bargaining unit employees.

Please contact the undersigned on extension \_\_\_\_\_ should further questions arise. Please have the cardholder sign to acknowledge receipt of this notification and return it with your written response outlining the actions taken within \_\_\_\_\_ days.

(Signature)  
Agency Program Coordinator



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