



# POLICY STATEMENT

Policy Statement: 5201

Policy Area: Financial Management

Effective Date: **MAR 01, 2013**

Approved: *Nancy M. Ware*  
Nancy M. Ware, Director

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## OFFICIAL GOVERNMENT TRAVEL CREDIT CARD

### I. COVERAGE

This Policy Statement applies to all Court Services and Offender Supervision Agency (CSOSA) staff. This Policy does not apply to CSOSA contractors or to the Pretrial Services Agency.

### II. BACKGROUND

Public Law 105-264, Travel and Transportation Reform Act of 1998, October 19, 1998, (5 U.S.C. § 5701 note) requires all U.S. Government personnel to use the Government Travel Card (GTC) for costs incidental to official business travel unless exempted by the Agency Director. The GTC is the most efficient method available for purchase and payment of business travel expenses. The Administrator of General Services implements statutory requirements and policies for travel by federal civilian employees and others authorized to travel at government expense in the form of the Federal Travel Regulation (FTR). FTR, at Part 301-51, requires use of a government contractor-issued travel charge card for all official travel expenses, unless there is an exemption. FTR, at Part 301-52, outlines the employee and agency requirements for reimbursing expenses incurred while on authorized travel. FTR also requires GTC cardholders to reimburse the government travel card contractor in accordance with the cardholder agreement. Public Law 105-264 authorizes agencies, on behalf of the travel card contractor, to recover delinquent funds owed by the employee cardholder to the card contractor. Agencies may make deductions of up to 15 percent of an employee's disposable pay per pay period, or more with written consent of the employee, to recover delinquent funds owed to the travel card contractor as a result of undisputed amounts for which the employee has been reimbursed. Agency collection of delinquent funds must follow procedures outlined in 31 U.S.C. § 3716(a).

### III. POLICY

- A. Employees are required to read and understand this policy statement prior to obtaining a Government Travel Card (GTC).
- B. Employees are required to take the Office of Financial Management (OFM) travel training course prior to participating in Agency travel for the first time.
- C. The GTC are credit cards issued in an employee's name by a financial institution (travel card contractor) that is under contract with the General Services Administration (GSA). The travel card contractor, at the request and approval of CSOSA, issues GTCs to employees.

- D. The GTC Agency/Organization Program Coordinator (A/OPC) within CSOSA's Office of Financial Management (OFM) manages the Agency's travel card program. The A/OPC reviews and approves GTC requests for employees who are expected to travel for the Agency. The A/OPC also monitors GTC transactions and the account delinquencies.
- E. Employees must submit properly completed GTC applications to the A/OPC electronically at least twenty (20) business days prior to planned travel to ensure timely receipt of an approved travel card from the travel card contractor prior to travel departure.
- F. Employees are responsible for all purchases made with the GTC. The GTC must be used for all official travel expenses that can be paid by credit card. This includes airfare, rail or bus tickets, lodging, meals, rental cars and other miscellaneous expenses; to the extent the card is accepted.
- G. Cash advances may be acquired from an Automatic Teller Machine (ATM) with the travel card for only those expenses that can't be paid with the GTC. The cash can be used for meals and incidental expenses (M&IE), related to approved travel.
- H. The GTC must only be used for official travel related expenses. CSOSA may take disciplinary action if the GTC is used for purposes other than official travel or if an employee is delinquent in reimbursing the travel card contractor for valid, undisputed charges made with the card. Disciplinary action may include temporary or permanent suspension from the GTC program and Agency travel, up to and including termination of employment in accordance with the Disciplinary & Adverse Actions Directive. CSOSA may deduct delinquent, undisputed amounts due the travel card contractor from an employee's disposable pay in accordance with Public Law 105-264.
- I. The Agency will reimburse employees for proper expenses within thirty (30) calendar days after the employee submits a proper travel claim to OFM in accordance with federal law, rule, or regulation. A late payment fee, in addition to the amount due the employee, must be paid for any proper Travel Voucher not reimbursed within thirty (30) calendar days after submission to OFM. OFM must inform employees within seven (7) workdays after receipt that a travel claim is not proper.

#### **IV. AUTHORITIES, SUPERSEDURES, REFERENCES, AND ATTACHMENTS**

##### **A. Authorities.**

Public Law 105-264, § 2 Requiring Use of the Travel Charge Card

5 U.S.C. Part III, Chapter 57, Subchapter 1, Travel and Subsistence Expenses; Mileage Allowances

41 C.F.R. Part 301 Travel Allowances

Office of Management and Budget Circular A-123, Appendix B, Improving the Management of Government Charge Card Programs, January 2009

31 U.S.C. § 3716(a) Administrative Offset

5 C.F.R. § 550.1104 Pay Administration

Public Law 110-161, Title VII Section 743, General Provisions - Government Wide

##### **B. Supersedures.**

Policy Statement 5201, Official Government Travel Credit Card, October 21, 2008

##### **C. Procedural References.**

Policy Statement 5203, Temporary Duty Travel Policy, August 27, 2010  
Human Resources Directive 752.1, Disciplinary & Adverse Actions

##### **D. Attachments.**

Appendix A - General Procedures

Appendix B - GSA SmartPay2 – MasterCard IBC Cardholder Form

## **APPENDIX A GENERAL PROCEDURES**

### **A. Travel Card Program Overview**

The Government Travel Card (GTC) Program was created by the General Services Administration (GSA) as a travel and transportation payment and expense control system. It includes employee travel charge cards and automated teller machine (ATM) services used by federal government employees traveling on official business. The Court Services and Offender Supervision Agency (CSOSA) has a written task order with a travel card contractor to provide these services.

#### **1. Individual Travel Cards**

An individual travel card may be requested by CSOSA for approved employees who expect to travel for the Agency. An employee is anyone for whom there is an SF-50, Personnel Action, or an SF-61 Appointment Affidavit, on file within the Agency. Contractors are not employees, and will not be given travel cards.

The travel card must be used for all official travel expenses, including cash advances from the ATM, common carrier transportation (airfare, bus, and/or train) tickets, lodging, rental cars, meals and other travel related expenses, to the extent the card is accepted. *This minimizes the need for cash, is the most efficient method available for purchase and payment of business travel expenses, and maximizes the benefits to the Agency under the charge card contract.*

The use of the travel card for purchases or cash advances, other than for official business, is strictly prohibited and will subject the employee to disciplinary action.

#### **2. Liability for Charges Made with the Individual Travel Card**

The Government is not directly liable for any charges made using the individual travel card. CSOSA will reimburse employees for authorized and allowable travel expenses in accordance with FTR Part 301.52 requirements. The Agency will reimburse employees for proper expenses within thirty (30) calendar days after the employee submits a proper travel claim to OFM in accordance with federal law, rule, or regulation. A late payment fee, in addition to the amount due the employee, must be paid for any proper Travel Voucher not reimbursed within thirty (30) calendar days after submission to OFM. OFM must inform employees within seven (7) workdays after receipt that a travel claim is not proper. Employees are responsible for full payment of all undisputed charges made using the card within thirty (30) days from each statement closing date regardless of the amount reimbursed by CSOSA.

#### **3. Travel-Related and Miscellaneous Expenses**

In addition to the types of travel expenses listed above, the travel card may only be used for authorized "travel-related expenses." Travel-related expense means any expense allowable

under FTR 301.2. The traveler's supervisor must approve travel-related and miscellaneous expenses in advance, if possible.

In unusual cases, if employees are unable to secure advance approval for unanticipated travel-related miscellaneous expenses, those expenses may be approved when employees submit a voucher for their travel expenses. Employees are advised, however, that when expenses are incurred which have not been previously authorized, the employee assumes the risk of liability if the expenses are partially or fully disapproved.

Employees must not use their travel card to charge expenses for a co-worker or a non-CSOSA employee. Employees must not use their travel card for personal, family or household purchases.

**Employees should never use their travel card for registration or conference fees. Only authorized Agency Procurement Cardholders may charge registration or conference fees for any employee to their procurement credit card. If an employee does charge a registration or conference fee to his or her GTC, it is his or her responsibility to notify the training or conference vendor to remove the charge from the card. If unsuccessful with the vendor, employees should contact the travel card contractor or A/OPC.**

#### **4. Cash Advances (ATM Withdrawals)**

The ATM Cash Advance feature allows travelers to use their cards to obtain cash advances to pay for official expenses that cannot be charged using the card. Employees should use the GTC for ATM cash advances since CSOSA does not directly issue cash advances. The amount of the advance must not exceed expected cash expenditures for travel. Employees may withdraw cash from the ATM no earlier than three (3) days before approved travel. Cash withdrawals must not be made after the last day of official travel. The travel card contractor or the ATM provider may charge a fee per withdrawal, regardless of the amount withdrawn. Withdrawal fees for cash advances related to approved travel are reimbursable with the exception of ATMs located in a gambling establishment. Due to extremely high processing fees it is prohibited by FTR for a travel card to be used in an ATM located in a gambling establishment.

#### **5. Benefits Derived from Use of the Travel Card and GTA**

With the exception of certain promotional items such as frequent flyer miles or discount points, any benefit derived from use of the travel card, hotel, rental cars, or other travel-related expenses, belongs to the Government, and must be used for official travel. The National Defense Authorization Act for fiscal year 2002, Section 1116, authorizes federal employees to retain promotional items, including frequent flyer miles, earned on official travel. It is the responsibility of each traveler to communicate directly with a service provider to establish his or her frequent travel promotional benefits account. Any associated costs are to be paid by the traveler, and are not a reimbursable expense to the government.

It is the policy of the Government that employees generally must travel by coach class accommodations unless there is a valid, verifiable disability or special need. The Agency cannot

pay for any upgrades, unless the traveler meets one of the exceptions outlined under FTR 301.10. However, employees may upgrade the transportation class of service at their own personal expense. Therefore, as frequent traveler benefits may now be retained for personal use, the traveler may use any frequent traveler benefits earned to upgrade the transportation class to premium service.

## **6. Requesting a Travel Card**

CSOSA typically approves GTCs for employees who are expected to travel for the Agency. However, travel card distribution may be restricted by CSOSA for those employees with prior instances of fraud or misuse of Government resources. The Agency or travel card contractor must assess the credit worthiness of all new travel cardholder applicants, prior to issuance of a card. The Agency may limit card distribution or restrict card use for employees with poor credit history. The travel card contractor may also restrict card distribution based on an employee's poor credit history.

Employees must submit a properly completed Travel Card Application to the A/OPC at least twenty (20) business days prior to planned travel to ensure receipt of an approved travel card from the travel card contractor prior to travel departure. The employee's supervisor must approve the Travel Card Application before it is submitted to the A/OPC.

In cases of unexpected or emergency travel, where GTC applications are submitted to OFM within twenty (20) business days of planned travel, OFM will attempt to obtain a GTC from the travel card contractor through a rush request. However, receipt of a GTC for the requesting employee prior to travel cannot be guaranteed for rush requests.

### **a. Travel Card Application**

The CSOSA Travel Card Application is available on the CSOSA intranet or from the A/OPC. A sample of a properly completed and approved application form is also available on the CSOSA intranet as a reference.

Employees must read and understand all aspects of this Policy Statement before completing the Travel Card Application. Completed and approved applications from Community Supervision Services (CSS) employees must be emailed to the A/OPC at the OFM/CSS Travel Mailbox in Outlook. All other employees must email their approved applications to OFM/DIR Travel Mailbox in Outlook.

Applications will be reviewed, processed and approved or denied by the A/OPC within five (5) business days after receipt of the request email. Approved application requests will be processed by the A/OPC in the travel card contractor's system within five (5) business days after receipt of the application from the applicant.

Applications that are incomplete or not approved by the A/OPC will be returned to the requesting employee with an explanation, via email within five (5) business days after receipt of the application. The travel card contractor will issue the approved GTC directly to the

employee's residence address within fourteen (14) business days after the application is processed in the travel card contractor's system. For rush applications, new GTCs will be sent by the travel card contractor directly to the A/OPC for issuance to the employee. The A/OPC will contact the employee via email when the rush request card is available.

Upon receipt of the new GTC, the employee will also receive a Cardholder Agreement. The Cardholder Agreement is issued by the travel card contractor to outline the rules and responsibilities associated with the GTC. The employee must read, understand and retain the Cardholder Agreement for their records. Use of the GTC attests to the fact that he or she has read and understands the information in the Cardholder Agreement.

The cardholder will receive a separate notice directly from the travel card contractor containing the Personal Identification Number (PIN) for Automated Teller Machine (ATM) transactions. Cardholders who forget or lose their PIN should call the travel card contractor using the toll-free Customer Service Number on their GTC and Cardholder Agreement.

For information regarding the status of GTC application requests, the employee should contact the A/OPC in OFM.

## **7. Travel Training**

Employees must receive Agency travel training prior to traveling for the first time. In addition, all employees are required to take the OFM travel training course on a biennial basis. OFM provides travel training in conjunction with the Agency's Training and Career Development Center.

## **8. Lost or Stolen Travel Cards**

Cardholders must report a lost or stolen travel card immediately to the travel card contractor. Travel card contractor representatives are available twenty four (24) hours a day, seven (7) days a week. Once a travel card is reported lost or stolen the account is immediately cancelled by the travel card contractor. The travel card contractor will mail a new travel card, with a new account number, within seven (7) to fourteen (14) business days. Cardholders will only be responsible for valid charges made before the travel card was reported lost or stolen. The travel card contractor will provide credits for fraudulent charges. Any previous authorized activity will be transferred to the new account number. Cardholders must also notify their supervisor and the A/OPC after reporting their travel card as lost or stolen.

Cardholders shall safeguard the GTC against theft or loss. The GTC account number should be disclosed only as is necessary for the correct use of the card. The GTC can only be used by the approved and authorized employee cardholder. Cardholders must maintain their GTC in a secure, locked location when not in official travel status. In addition, the GTC must be closely and securely maintained by the cardholder while performing official travel.

## **9. Accidental Purchases**

If the cardholder accidentally uses his or her GTC for a non-official purchase, he or she must notify his or her supervisor and the A/OPC immediately. If it is determined the employee intentionally used the GTC for personal reasons, not related to official travel, the employee may be subject to disciplinary action, which could lead to termination of employment in accordance with the Disciplinary & Adverse Actions Directive.

## **10. Disputed Charges**

Employees must review their monthly travel card statement immediately upon receipt to ensure all charges are valid. Any disputed amount that an employee believes has been charged in error must be reported by the employee to the travel card contractor as soon as possible. Employees may report disputes and make billing inquiries to the travel card contractor (twenty-four) 24 hours a day, seven (7) days a week. The travel card contractor will confirm all disputes in writing within three (3) business days and research the charge with the vendor establishment.

When a charge is identified as an “open or disputed” item, the account receives a notation and the item is assigned a date by which all research by the travel card contractor must be completed. This is usually within sixty (60) calendar days. Until that date, the account is given a pending credit for the disputed amount. Amounts that have been disputed with the travel card contractor will not be considered delinquent.

If, within two (2) billing cycles, the travel card contractor has not had a satisfactory response from the vendor establishment concerning the disputed amount, the charge will be reversed to the vendor and the credit will be made permanent. However, if the vendor establishment supplies the travel card contractor with documentation showing the charge was valid, the pending credit will be re-billed and payment of the amount is due within thirty (30) calendar days. Employees are responsible for resolving re-billed disputes directly with the vendor establishment in question if the employee is still dissatisfied.

The employee may contact the A/OPC to discuss unresolved disputes or any other account issues that are not resolved by the travel card contractor.

## **11. Travel Management Contractor**

CSOSA uses a Travel Management Contractor (TMC) to assist employees when making reservations for official travel. All air travel reservations for official travel must be made using the TMC. Employees are prohibited from purchasing air travel tickets from any source other than the approved Agency TMC. Employees are encouraged to use the TMC for rental car, lodging and other transportation reservations.

## **12. Airline Ticket Refunds**

GSA has established contract Government airline fares with airlines covering most routes. Government contract fare airline tickets purchased through the TMC are fully refundable up until the day of travel. When returning unused contract fare tickets to the TMC for credit, the employee should always request a receipt. If employees elect to mail the unused ticket to the

TMC, it should be sent via US Postal Service registered mail, as an unused ticket is equivalent to cash.

Cardholders should follow the instructions for Disputed Charges when charges appear on their travel card statements for returned airline tickets. If credit is not received for a returned or canceled ticket within two (2) billing cycles, employees should contact the TMC or the airline, as appropriate, to determine the status. If no satisfaction is received from the TMC or airline, employees should contact the A/OPC for assistance.

### **13. Lost Airline, Bus, and/or Train Ticket**

In the case of a lost airline ticket purchased with the GTC, employees must file a Lost Ticket Application (LTA) with the airline. This may be done with the assistance of the TMC. The employee should provide a copy of the LTA to the travel card contractor. The travel card contractor will issue a pending credit until the airline issues a refund, which generally takes up to six (6) months. Because the airline charges a fee to process LTAs, that amount will be deducted by the airline from the refund. Since the entire amount of the ticket was disputed and temporarily credited, this fee, at the time of refund will result in a debit to the cardholder's account. The cardholder is liable for this remaining charge. CSOSA, under appropriate circumstances, as determined by the employee's supervisor, Associate Director/General Counsel and Chief Financial Officer may reimburse the employee for the LTA processing charge.

If employees lose a bus or train ticket, they will be subject to the refund policy of the transportation provider.

## **B. Management Oversight Responsibilities**

The day-to-day management of the GTC program is the responsibility of the A/OPC within OFM. A/OPC oversight includes regular reviews of purchase and payment activity reports provided by the travel card contractor. Reports are reviewed for possible payment delinquency or misuse or abuse of the card on the part of an employee.

### **1. Delinquent Payments to Travel Card Contractor**

Employee cardholders must reimburse the travel card contractor for valid, undisputed charges in a prompt manner. The A/OPC will review GTC reports for employee payment delinquency. For payment delinquency, the A/OPC is required to report the matter in writing (email is acceptable) as follows:

**Delinquent Payment Status Schedule**

<b>Calendar Days Past Statement Date</b>	<b>Account Status</b>	<b>Comment/Action</b>
		After a charge is made, the first billing includes a <i>Statement Date</i> and a <i>Payment Due Date</i> . The <i>Payment Due Date</i> is within 30 days after the <i>Statement Date</i> .
31 days	Past-Due	The 2 <sup>nd</sup> Statement is sent 30 days later showing the amount as past due.
45 days	Pre-Suspension	On the 45 <sup>th</sup> calendar day, the account is in <i>Pre-Suspension</i> status. A reminder notice is emailed from the A/OPC directly to the Cardholder. The A/OPC is located in the CSOSA OFM.
61 days	Suspension	<ul style="list-style-type: none"> <li>• On the 3rd (third) monthly statement, the account is <i>suspended</i> by the travel card contractor. Delinquent Payment Memo from the Associate Director, OFM, is sent directly to the Cardholder with a copy to: <ul style="list-style-type: none"> <li>• Supervisor</li> <li>• Human Resources Employee &amp; Labor Relations</li> <li>• Office of Professional Responsibility</li> <li>• Agency Director</li> <li>• Agency Deputy Director</li> <li>• Associate Director, Management &amp; Administration</li> <li>• Deputy Associate Director of Community Supervision Services (only if Cardholder is an employee with CSS)</li> </ul> </li> </ul>
126 days	Cancellation	<p>On the 5<sup>th</sup> (fifth) monthly statement, the account is <i>Cancelled</i> by the travel card contractor. Card Cancellation for Delinquent Payment Memo is sent from the Associate Director, OFM to the Cardholder's supervisor and copied to:</p> <ul style="list-style-type: none"> <li>• Human Resources Employee &amp; Labor Relations</li> <li>• Office of Professional Responsibility</li> <li>• Agency Director</li> <li>• Agency Deputy Director</li> <li>• Associate Director, Management &amp; Administration</li> <li>• Deputy Associate Director of Community Supervision Services (only if Cardholder is an employee with CSS)</li> </ul>
181 days	Collections Reported to Credit Bureau	The employee payroll deduction process for delinquent payments is implemented. Matter is reported by the travel card contractor to a Credit Bureau, which may be applied to Cardholder's personal credit rating. Contractor may apply late payment fees, legal fees and/or collection fees, payable by the travel cardholder.

## **2. Abuse/Misuse of the Travel Card**

The GTC must only be used for official travel-related purchases during the period of official travel as specified in this Policy Statement. Any of the following items below may be considered abuse or misuse of the GTC. Actions determined as abuse or misuse of the GTC include, but are not limited to, the following:

- Any purchases using the GTC account outside of the period of official travel;
- Any inappropriate purchases using the GTC during a period of official travel;
- Any cash advances using the GTC outside the allowable time period of three (3) days before approved, official travel through the last day of official travel;
- Cash advances during the period of official travel that significantly exceed the amount of expected cash expenditures needed for travel; and
- Any purchases determined to be for personal, family or household purposes.

The A/OPC will review GTC transaction reports for possible abuse or misuse of Agency GTCs. The OFM Associate Director will provide written notification of questionable transactions to the employee's direct supervisor, the employee's Associate Director/General Counsel (whichever applies), the Associate Director of Management & Administration, OHR ELR, and the Agency Deputy Director. At this time, the A/OPC will notify the travel card contractor to temporarily suspend the employee's travel card until the matter is resolved.

Upon receipt of the written notification, the supervisor must request a written explanation of the questionable transaction(s) from the employee. The supervisor will promptly meet with the employee to discuss the questionable transaction(s) and the written explanation. The supervisor must forward the employee's written explanation to OHR ELR and a copy to the OFM Associate Director.

OHR ELR will issue a determination on the validity of the questionable transaction(s) to the employee's supervisor, the employee's Associate Director/General Counsel, the OFM Associate Director, the Associate Director of Management and Administration, the A/OPC and the Agency Deputy Director. If OHR ELR determines that the questionable transaction(s) represents a possible violation of the Employee Standards of Conduct and/or the GTC Policy, they will notify the Office of Professional Responsibility (OPR).

If the questionable transaction(s) is determined by Agency management to be in accordance with established policy regarding use of the GTC, the A/OPC will notify the employee in writing, and the matter will be considered resolved. The A/OPC will reinstate the employee's travel card.

CSOSA will take appropriate disciplinary action when it is determined by Agency management that the Government contractor-issued travel charge card was used for non-official purposes. Disciplinary action may result in termination of employment in accordance with the Disciplinary & Adverse Actions Directive.

### **3. Responsibilities of the Supervisors, Branch Managers, Associate Directors and General Counsel**

Supervisors, Branch Managers and Associate Directors/General Counsel, as appropriate are expected to work closely with their employees and the A/OPC to ensure that employees receive Agency travel training that the travel card is used solely for official business-related expenses, and that debts to the travel card contractor are paid promptly.

The OFM Associate Director will notify supervisors in writing when their employees are in cancellation status or in cases where an employee is suspected of using their GTC for unofficial purposes. Supervisors must ensure that employees comply with requirements and actions outlined in written notifications from the OFM Associate Director. Supervisors must contact OHR, Employee and Labor Relations (ELR), to discuss and/or initiate appropriate disciplinary action(s) for employees in suspension or cancellation account status or who have used the GTC for unofficial purposes.

Management must direct their employees to immediately satisfy their outstanding debt to the travel card contractor and warn them that continued delinquency, misuse or abuse of the travel charge card may lead to cancellation of GTC privileges and/or possible disciplinary action including termination of employment. They should also advise employees that delinquent payment history may affect their personal credit rating.

### **4. Responsibilities of the Agency/Organization Program Coordinator (A/OPC)**

The A/OPC is responsible for the day-to-day management of the program. This consists of reviewing and processing travel charge card applications in a timely manner, receiving and monitoring GTC transaction and delinquency reports on at least a monthly basis, developing written materials and contacting appropriate persons in the event of payment delinquency or misuse/abuse of the card by a cardholder, cancelling invalid accounts, assisting cardholders as necessary, and acting as liaison between CSOSA and the travel card contractor.

The A/OPC must provide a monthly report of any outstanding or delinquent accounts and/or evidence of possible misuse or abuse of the GTC to the OFM Associate Director.

### **5. Employee Travel After Card Suspension/Cancellation/Closure**

Employees may not perform TDY travel for the Agency for a one (1) year period after the date their account is placed in suspension status due to delinquency for undisputed charges made with the card.

Employees who subsequently have their account placed in suspension status due to a second delinquency for undisputed charges will have their GTC account permanently cancelled by the Agency. In addition, the employee may not perform TDY travel.

Employees who are found by Agency management to have abused their GTC account may also be barred from performing Agency TDY travel permanently.

Employees who are permanently barred by the Agency from performing TDY travel due to GTC account delinquency or abuse may submit a request to temporarily reinstate travel privileges through their respective executive staff member to the Agency Director. Instances where such a temporary reinstatement may be appropriate are TDY travel for an emergency or to address an issue of extreme importance to the Agency. The employee must submit written verification of their executive staff member's and the Agency Director's approval of the temporary reinstatement of travel privileges to OFM prior to performing TDY travel.

If card privileges are suspended or cancelled by the travel card contractor, the account cannot be reinstated by CSOSA.

Any employee who has their GTC account cancelled by the Agency or the travel card contractor must use personal funds to purchase **all** necessary TDY travel expenses. CSOSA will reimburse employees for all authorized and allowable travel expenses incurred during official travel, in accordance with FTR 301-52.

## **6. Employee Payroll Deductions for Delinquent Payments**

CSOSA may deduct delinquent, undisputed amounts due the travel card contractor from an employee's disposable pay in accordance with Public Law 105-264 and 5 C.F.R. § 550.1104, Pay Administration, for valid purchases made with the GTC. Disposable pay is defined as that part of an employee's compensation remaining after deduction for amounts required by law to be withheld. In accordance with Public Law 105-264, collections must be carried out with procedures required under 31 U.S.C. § 3716(a). Delinquent amounts are undisputed amounts at or after the 181 day collection status with the travel card contractor.

- a. CSOSA may only collect undisputed delinquent amounts for which the employee has been reimbursed.
- b. CSOSA must promptly forward all amounts collected by payroll deductions, in accordance with federal law, rule or regulation, to the travel card contractor.
- c. CSOSA may not recover amounts that the employee owes the contractor through misuse of the card.
- d. If the employee has an active dispute with either CSOSA or the travel card contractor, CSOSA cannot collect delinquent amounts owed to the contractor.
- e. Prior to making deductions from the employee's disposable pay, CSOSA shall notify the employee in writing via certified letter sent to the employee's home address of the following:
  - The type and amount of the claim, the intention to collect the claim by deduction from his or her pay within forty-five (45) calendar days, and the explanation of his or her rights as a debtor, including notice that CSOSA cannot initiate offset of pay if the employee disputes the delinquent amount with either CSOSA or the travel card contractor.

- The employee has the opportunity to inspect and copy CSOSA records related to the claim.
  - The employee's right to a review of CSOSA's determination of travel reimbursement still due the card contractor, and the decision to collect the amount.
- f. If the employee has not submitted a proper travel claim within the timeframe requirement of 41 CFR § 301-52.7, and there are no extenuating circumstances, CSOSA may collect the undisputed delinquent amounts.
- g. If the employee has not entered into a written agreement with the travel card contractor to repay the delinquent amount, and if the employee has not otherwise disputed the claim, then CSOSA may deduct up to fifteen (15) percent per pay period of the employee's disposable pay, unless the employee consents in writing for CSOSA to deduct a greater amount. The employee may also request in writing that an amount less than fifteen (15) percent per pay period be deducted, based on the employee's ability to pay. Prior to reaching any agreement with the employee on the deduction of a lesser amount, the employee may be asked to submit documentation to verify this request.

## **7. Employees Separating from CSOSA**

If a cardholder leaves the Agency for any reason, it is his or her responsibility to personally return his or her travel card to the A/OPC for cancellation. The card should never be forwarded via U.S. mail. The A/OPC will immediately close the travel card account with the contractor. The cardholder (or former cardholder) shall receive a receipt verifying the return of the travel card to the A/OPC office.

Travel cardholders separating from CSOSA with outstanding balances due to the travel card contractor remain personally responsible and liable for this debt. The CSOSA A/OPC may, at the written request of the former employee, continue to work with the former employee cardholders to resolve outstanding discrepancies with the card contractor.

## APPENDIX B

### GSA SmartPay2 - MasterCard IBA Cardholder Form

**To ensure accurate and timely processing please type or print clearly. Incomplete, illegible forms will not be processed.**

<input type="checkbox"/> <b>New</b> <input type="checkbox"/> <b>Change</b> ( <i>Only Complete Fields To Be Changed</i> ) <input type="checkbox"/> <b>Delete/ Close</b>	<b>Cardholder Account</b>	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 5%; text-align: center;">-</td> <td style="width: 25%;"></td> <td style="width: 5%; text-align: center;">-</td> <td style="width: 25%;"></td> <td style="width: 5%; text-align: center;">-</td> <td style="width: 20%;"></td> </tr> </table>		-		-		-	
	-		-		-				
<b>Information Required</b>									
Agency/Organization Name: <b>COURT SERVICES AND OFFENDER SUPERVISION AGENCY</b>									
Company # <b>70042</b>		Plastic Type <input checked="" type="checkbox"/> Standard (default) <input type="checkbox"/> Quasi-Generic <input type="checkbox"/> Generic							
Hierarchy Level:	Level 1 (required) 70042	Level 2      Level 3      Level 4      Level 5      Level 6							
<b>Cardholder Information Required</b>									
Name Line 1 (21 Characters)	Social Security # (Required)								
	-   -   -								
Name Line 2 (21 Characters)	Date of Birth (Required)								
	-   -   -								
Home Address Line 1 (35 Characters)	Mother's Maiden Name (First 4 Characters Required)								
Address Line 2 (35 Characters)	Work Phone								
	(   )   -								
City (23 Characters)	State	Zip Code							
		(   )   -							
Site ID # Agency Specific	Employee E-mail (Optional)	Employee ID (Optional)							
Cardholder Signature:		Date:							
Supervisor Signature:		Date:							
<input type="checkbox"/> By checking this box, I (the applicant) indicate consent for JPMC to perform a credit worthiness evaluation at the request of my agency. <input type="checkbox"/> By checking this box, I (the applicant) do <b>not</b> agree to a credit worthiness evaluation, and understand that I will receive a restricted card.									
<b>Cardholder Controls – to be completed by A/OPC</b>									
Credit Limit (Required)	\$	<input type="checkbox"/> Cycle (default) <input type="checkbox"/> Weekly      Day of the Week							
Transactions Per Day		Single Purchase Limit							
		\$							
Cash Limit (max \$500 or 10% recommended)	\$	Request Cash Advance Pin (Yes or No)							
<b>Merchant Category Code Groups (at least 1 MCCG required) – Indicate Include or Exclude</b>									
CSOSA TR	EXCLUDE								
CSOSA CASH									
<b>Approval Required – A/OPC</b>									
Prepared By: (Please Print)		Signature:							
		Date:							
Approved By: (Please Print)		Signature:							
		Date:							

Forms may be sent by facsimile transmission to JPMC without hard copy follow up provided, however, that JPMC shall be entitled to rely on any unconfirmed, facsimile transmission made by any person or persons JPMC reasonably believes to be acting on behalf of the Corporation as if such notice had been confirmed and the Corporation hereby indemnifies and holds JPMC harmless from any loss, cost or expense, including reasonable attorney's fees, which JPMC may incur or become liable for as a result of such reliance.

<b>Bank Use Only</b>	
Account Number    _ _ _ _ - _ _ _ - _ _ _ _ - _ _ _ _	
Date: _____	Initials: _____