



DEPARTMENT OF THE NAVY
NAVAL FACILITIES ENGINEERING COMMAND
WASHINGTON NAVY YARD
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IN REPLY REFER TO
NAVFACINST 4651.1C
ERG

04 February 2004

NAVFAC INSTRUCTION 4651.1C

From: Commander, Naval Facilities Engineering Command

Subj: GOVERNMENT TRAVEL CARD PROGRAM

Ref: (a) Public Law 105-264
(b) DOD Financial Mgmt Regulations, Volume 9, Chapter 3, "Department of Defense Government Travel Charge Card" of September 2000
(c) EBUSOPSOFFINST 4650.1, "Policies and Procedures for the Administration and Use of the Government Travel Charge Card"

Encl: (1) Department of Defense, Naval Facilities Engineering Command, Statement of Understanding, Government Travel Card Program
(2) Delinquent Travel Card Account Notice
(3) Government Travel Card Delinquency Timeline
(4) Activity Program Coordinator (APC) Duties

1. Purpose. The purpose of this instruction is to issue Naval Facilities Engineering Command (NAVFACENGCOM) policy regarding the travel card program and to establish specific procedures for the use of the travel card within NAVFACENGCOM.

2. Scope. This instruction applies to all personnel and organizations of NAVFACENGCOM utilizing the travel card.

3. Cancellation. NAVFACINST 4651.1B

4. Background. The Department of the Navy (DON) travel card program facilitates and standardizes the use by DON travelers of a safe, effective, convenient, commercially available method to pay for expenses incident to official travel, including local travel. The travel card is used to improve DON cash management, reduce traveler administrative workload and facilitate better service to DON travelers. Through the application process, each prospective cardholder agrees to abide by the conditions and restrictions on the use of the travel card.

5. Policy. All NAVFACENGCOM personnel who are considered frequent travelers (travel three or more times in a 12-month period) are required to use the government travel card in accordance with references (a) and (b). All NAVFACENGCOM employees who are infrequent travelers are encouraged to use the travel card. The travel card contractor (e.g., Bank of America) will perform credit checks on all new applicants unless the applicant refuses the credit check. If the applicant refuses a credit check then a restricted card will be issued. Travelers will use the travel card for all expenses directly related to temporary duty travel (TDY) except

commercial transportation covered by a centrally billed account and situations where the travel card is not accepted by a vendor. Cash advances required by any traveler will be obtained at an ATM using his/her travel card.

a. Training:

- APC Training: All APCs will complete mandatory computer based training available on the DoN eBusiness office website at <http://www.don-ebusiness.navsup.navy.mil>. In addition, the APC will make full use of the desk guides provided with the training.
- Traveler Training: Travelers will complete mandatory training available on the DoN eBusiness website before going on TDY and using their travel card. Currently, this same training is available on the NAVFAC share drive ("W"). Travelers will also make use of the desk guides provided with the training.
- Compliance: APCs will ensure that all necessary training is completed and training certificates are kept on file.

b. All NAVFACENGCOM travelers will use the travel card in accordance with DOD, Navy and NAVFACENGCOM policy at all times. The travel card is to be used only to cover allowable travel-related expenses for official business while the authorized holder is on TDY. NAVFACENGCOM travelers must file their travel claims within five days after return from TDY. NAVFACENGCOM travelers will use the split disbursement option when submitting their travel claims: use of this procedure will allow money to be transferred directly to the travel card contractor for those expenses purchased using the travel card. ***The split disbursement option is now mandatory for all military and civilian employees of NAVFACENGCOM.*** The only exception includes those employees covered by a union contract that prohibits mandatory use of split disbursement in the contract language. Travelers and their supervisors will read and sign enclosure (1); signing this document and adhering to its' requirements is Navy policy as stated in reference (c).

c. NAVFACENGCOM travel cardholders ***must*** pay their monthly travel card statements within 30 days after receipt to avoid delinquency and receipt of a delinquency notice, enclosure (2). The travel card will be automatically suspended by the travel card contractor when payment is 60 days past due and cancelled when payment is 120 days past due as noted in enclosure (3). Additionally, salary offset procedures can be started after payment is 90 days past due. The travel card contractor can report the delinquent account to the credit bureau after payment is 120 days past due. All APCs and supervisors will work with travel cardholders to encourage prompt payment to prevent past due and delinquent accounts.

d. All travel cardholders should be aware that misuse of the travel card, (e.g., use for personal expenses or failure to pay the charge card bill in a timely manner), may result in disciplinary or adverse actions. Penalties can include, but are not limited to, a letter of reprimand, five-day suspension, 10-day suspension, or removal from service. The severity of penalties depends upon the nature of the offense and the number of repeat offenses. Activities will comply with all applicable law and regulatory guidance in determining whether or not to impose disciplinary or adverse action in any specific case.

6. Actions.

a. Commander NAVFACENGCOM and each Commander/Commanding Officer will be responsible for the following:

(1) Appoint an APC who will be responsible for the overall execution and management of the travel card program.

(2) Ensure that APCs receive initial training and refresher training every two years as prescribed by reference (a).

(3) Ensure that cardholders are advised that salary offset procedures may be implemented for collection of payments that are 90 days or more past due.

(4) Require the APC to make reports to the Commanding Officer or Commander on a regular basis in regard to travel card accounts within the respective activity. The reports should include delinquent account status and actions taken, employees in salary offset, accounts recommended for closure due to non-use and infrequent traveler accounts, which have been deactivated.

(5) Ensure that all cardholders use the split disbursement option when filing their travel claims.

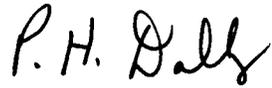
(6) Ensure that a review of the travel card program is included in all IG inspections.

(7) Ensure the travel card program becomes part of the Command's management control program.

(8) Enforce disciplinary actions for card misuse, abuse and delinquency.

b. Headquarters NAVFACENGCOM, Administrative Headquarters Services (AHS) will be responsible for the overall implementation and management of the government travel card program at NAVFACENGCOM. COMNAVFACENGCOM will appoint a Level 3 APC from this code. The Level 3 APC shall manage the overall program for the NAVFACENGCOM claimancy. In addition, this individual shall manage the program for cardholders at NAVFACENGCOM Headquarters (Level 4).

d. All NAVFACENGCOM APCs shall follow all procedures in enclosure (4). They will ensure that the use of travel cards is maximized for travel throughout the NAVFACENGCOM claimaney and that travel cards are used in accordance with DON and NAVFAC policy.



P. H. DALBY
Assistant Commander for
Engineer Resources

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DEPARTMENT OF DEFENSE (DOD), NAVAL FACILITIES
ENGINEERING COMMAND (NAVFAC)
STATEMENT OF UNDERSTANDING
GOVERNMENT TRAVEL CARD PROGRAM

I certify that I have read and understand the DOD Government Travel Card policy and procedures described in NAVFACINST 4651.1C. I understand that the Government Travel Charge 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. I will abide by these instructions issued by DOD, the Department of the Navy and NAVFAC.

The above limitation on card usage also applies to automated teller machine (ATM) withdrawals. The amount of cash withdrawals may not exceed \$250 (standard) or \$125 (restricted) per billing cycle. 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 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 from the Travel Card Contractor. _____
- 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.)

Enclosure (1)

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 APC to revoke or suspend my travel 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)

(Supervisor's Signature)

(Applicant's Printed Name)

(Supervisor's Printed Name)

(Applicant's Series/Grade/Title)

(Supervisor's Series/Grade/Title)

Enclosure (1)

MEMORANDUM

From: Command Travel Card APC
To: "Cardholder"
CC: Cardholder's supervisor

Subj: DELINQUENT TRAVEL CARD ACCOUNT NOTICE

1. As of **DATE**, Bank of America shows your travel card account as past due. The account is _____ days past due and the past due amount is _____.
2. Bank of America automatically suspends use of travel cards when your account becomes delinquent and 60 days past due. Refer to enclosure (3), of NAVFACINST 4651.1C, "Government Travel Card Delinquency Timeline" for guidelines on further action that will be taken if your bill is not paid immediately.
3. Please make arrangements to pay your travel card balance immediately in order to prevent suspension of your account. If you have had a delay in getting reimbursed for your travel that is beyond your control, please contact Bank of America at 1-800-472-1424. Unfortunately, Bank of America will still show your account as delinquent, so please let us know if you have a delay situation and when your claim was submitted. Feedback on the circumstances of this delinquency would be greatly appreciated. If payment has been made, please inform us of the date payment was made in full.
4. In order to assist you in paying your travel card bills on time in the future, and to assist you in meeting the terms of your cardholder Statement of Understanding, please review the following:
 - a. Submit your travel claim within 5 **days after return from** TDY.
 - b. Use the split disbursement option on your travel claim in order to have money automatically sent to the travel card bank.
 - c. Review NAVFAC Instruction 4651.1C and reference (a) on a regular basis, in order to remain familiar with travel card policy and procedures. Both instructions can be found on the NAVFAC Intranet/Internet sites.

Thank you for your cooperation.

COMMAND APC NAME

Enclosure (2)

GOVERNMENT TRAVEL CARD DELINQUENCY TIMELINE

The **billing cycle ends the 17th of each month**

25 DAYS

- Payment is due to the bank.

30 DAYS

- Unpaid account classified as delinquent. Bank of America notifies cardholder of impending card suspension and denies future ATM advances.
- A reminder memo will be sent to the cardholder from the Command APC (See Attachment A)

61 DAYS

- Account suspended.

75 DAYS

- Late fees charged to account.

90 DAYS

- Bank sends salary offset due process notification letter.

120 DAYS

- Last day for account reinstatement (as a restricted card)

126 DAYS

- Salary offset begins. Bank cancels account and sends cancellation letter to cardholder. Additional fee charged to account.

210 DAYS

- Account charged off and forwarded to a collection agency.

Enclosure (3)

Activity Program Coordinator Duties

1. Take the e-Business Office APC training available on the e-Business Office website or CD. Read the desk guide and follow the procedures, guidelines and policies.
2. Have each new cardholder fill out an application. Inform the cardholder of mandatory training and ensure that the training is completed and that a certificate of completion is kept on file. Follow up to make sure that refresher training is taken every two years. After the new applicant completes training, set up the new account with the travel card bank.
3. Have each cardholder sign enclosure (1), "Department of Defense, Naval Facilities Engineering Command, Statement of Understanding, Government Travel Card Program", and include the signature of his/her supervisor.
4. Ensure that all cardholders understand their obligation to pay their bills within 30 days of receipt; make sure that they are aware of the consequences of travel card delinquency, abuse and fraud. Ensure that all cardholders know the delinquency timeline shown in enclosure (3). Issue a formal memorandum to any cardholder who lets his/her travel card account become delinquent. Enclosure (2) is provided as a sample to use for this memorandum.
5. Maintain a file on each travel cardholder assigned to your hierarchy to include the following items:
 - a. A copy of the cardholder's application for the travel card.
 - b. Certificate of completed cardholder training.
 - c. A completed and signed copy of enclosure (1).
 - d. Include notes in the file of any abusive and/or fraudulent activity.
 - e. Include notes in the file to document any records of delinquencies during the period of time that the individual has held the travel card. Also document actions taken for delinquencies.
6. As the APC, make sure you are on the list for arrival and departure of employees (check-in/check-out). Ensure that new employees who had travel cards at other activities have the accounts transferred to your hierarchy or receive applications from employees needing a new account. When employees transfer out ensure that their accounts are transferred under the hierarchy of their new APC. If leaving the government or retiring, ensure that the travel card is destroyed and the account is closed.
7. Monitor the frequency of travel for your cardholders, deactivate travel cards for infrequent travelers and activate the cards prior to TDY. Adjust credit levels for travel cards based on need and the payment history of the individual cardholders.

Enclosure (4)

8. Bank of America is the current travel card contractor. The APC must utilize travel card services on the Bank of America website known as EAGLS in order to manage cardholder accounts and run the reports necessary to manage the program. The APC should use the EAGLS reporting tool in order to monitor travel card activity such as the following: frequency of ATM withdrawals, types of cardholder purchases, weekend or holiday purchases and identification of cardholders who write checks with insufficient funds for payment of monthly invoices. Use of this reporting tool is a good way to monitor abusive or improper use of the travel card. If the reports indicate possible misuse or abuse of the travel card the APC should discuss this with the cardholder and the cardholder's supervisor in order to gather the facts. The APC can suspend accounts if he/she feels that the cardholder is not using the travel card in a responsible manner. Disciplinary procedures can be taken if there is abuse or fraud involved.

9. Level 3 hierarchy duties assigned to the NAVFACENGCOM Headquarters APC are as follows:

- a. Forward policy changes or any pertinent information from our senior leadership or higher authority such as the NAVSUP e-Business office to other APCs within the NAVFAC claimancy.
- b. Assist APCs at the field activities with any problems. Answer questions related to travel card policy. Assist APCs in resolving problems with the travel card bank to include reinstatement of cancelled accounts.
- c. Work with the field APCs to reduce claimancy travel card delinquencies as low as possible with a goal of zero delinquencies. The Headquarters APC will prepare a report on a monthly basis to distribute to the APCs and the NAVFACENGCOM leadership. The report includes a spreadsheet which shows claimancy delinquencies by percentage of accounts and delinquencies by percentage of dollars spent at each activity and the totals as a claimancy. Attachment A hereto is a sample report prepared recently. The spreadsheet is an attachment to an e-mail, which is sent to the APCs with a message notifying them of trends related to delinquencies and a request to continue to take measures to reduce the number of delinquent accounts.
- d. The Headquarters APC will make regular reports to the NAVFAC senior leadership on the status and health of the travel card program. The APC will explain measures taken to reduce delinquencies, misuse and abuse of the travel card in addition to other issues related to the program.

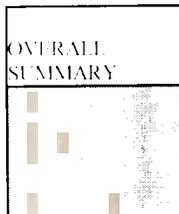
Enclosure (4)

NAVFAC TRAVEL CARD SUMMARY

EGALS Download Date 18 December 03

ACTIVITY	ACCOUNTS 30 PAST DUE	DELINQUENT ACCOUNTS 60 DAYS PAST DUE	DELINQUENT ACCOUNTS 90 DAYS PAST DUE	DELINQUENT ACCOUNTS 120 DAYS PAST DUE	DELINQUENT ACCOUNTS 150 DAYS PAST DUE	DELINQUENT ACCOUNTS 180 DAYS PAST DUE	Number of Cards	% over 60 Days Past Due
NAVFAC HQ	31	5	0	0	0	0	177	2.82
EED LANT	10	4	0	0	0	0	325	1.23
EED SOUTH	26	1	1	0	0	0	357	0.56
EED SOUTHWEST	27	4	0	0	0	0	276	1.45
EED PAC	16	0	0	0	0	0	150	0.00
EEA NORTHEAST	19	1	0	0	0	0	167	0.60
EEA CHES	7	0	0	0	0	0	70	0.00
EEA MED	9	1	0	0	0	0	42	2.38
EEA MIDWEST	3	0	0	0	0	0	34	0.00
EEA NORTHWEST	5	1	0	0	0	0	59	1.69
EEA WEST	2	0	0	0	0	0	30	0.00
PWC SAN DIEGO	10	3	1	0	0	0	78	5.13
PWC YOKOSUKA	3	1	0	0	0	0	16	6.25
PWC PEARL HARBOR	0	2	0	0	0	0	11	18.18
PWC GREAT LAKES	4	0	0	0	0	0	32	0.00
PWC JACKSONVILLE	21	3	0	0	0	0	98	3.06
PWC NORFOLK	29	2	0	0	0	0	167	1.20
PWC PENSACOLA	1	0	0	0	0	0	3	0.00
PWC GUAM	1	1	0	0	0	0	9	11.11
PWC WASHINGTON	4	0	0	0	0	0	36	0.00
NFESC E CST DET DC	7	0	0	0	0	0	35	0.00
NFESC PORT HUENEME	35	3	0	0	0	0	210	1.43
NFELC	16	1	1	0	0	0	101	1.98
NFI	4	0	0	0	0	0	25	0.00
OICC MARIANAS GUAM	1	0	1	0	0	0	7	14.29
PWESO SAN DIEGO	3	0	0	0	0	0	22	0.00
NSF THURMONT	8	2	0	0	0	0	30	6.67
PWC DET PHIL	2	1	0	0	0	0	47	2.13
PNSW-PWD PHIL	0	0	0	0	0	0	2	0.00
RC PAC STATE DEPARTMENT	2	0	0	0	0	0	8	0.00
CRANE	1	0	0	0	0	0	13	0.00
Total	337	36	4	0	0	0	2637	1.52

Navy Goal Less Than	4%
NAVFAC SUMMARY	
% DELINQUENT BY S	1.60%
% DELINQUENT BY ACC	1.52%



NAVY SUMMARY	
% DELINQUENT BY S	8.92%
% DELINQUENT BY ACC	5.77%

CLAIMANTS TRACKED	22
NAVFAC'S RANK	3