

**U.S. NUCLEAR REGULATORY COMMISSION**  
**TRAVEL CHARGE CARD MANAGEMENT PLAN**



**January 31, 2014**

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## **1. REQUIREMENTS OVERVIEW**

The *Travel Card Program* is managed by the U.S. Nuclear Regulatory Commission's (NRC), Office of the Chief Financial Officer (OCFO). In compliance with the requirements of the Office of Management and Budget's (OMB), OMB Circular A-123, Appendix B, the OCFO has the following responsibilities:

- Update and maintain the NRC's *Travel Card Management Plan*, and submit the updated plan to OMB by January 31 of each calendar year.
- Identify key travel card management officials and manage a formal process to appoint and train travel cardholders and management officials.
- Obtain credit information on new applicants, evaluate applicant credit worthiness, and process employee travel card applications.
- Oversee the program to ensure the NRC uses travel cards properly and makes payments in a timely manner and identify travel card misuse and travel card payment delinquency to the Office of the Inspector General (OIG).
- Confirm the NRC receives accurate refunds from the travel card issuing bank (Citibank), reports quarterly refunds to OMB, and seeks to maximize NRC refund benefits.
- Alert NRC travelers to potential cost savings.

## **2. THE NRC TRAVEL CARD PROGRAM**

The NRC's *Travel Card Program* is part of the Governmentwide *Commercial Charge Card Program*. The NRC's *Travel Card Program* was established to pay the official travel expenses of NRC Government employees while on temporary duty or other official business travel.

There are two types of travel card accounts at the NRC: 1) Individual and 2) Central.

- Individual travel cards are issued to NRC employees.
- Central travel card accounts are issued to the OCFO and the NRC Regional Offices.

## **3. KEY OFFICIALS IN THE INDIVIDUAL TRAVEL CARD PROGRAM**

Key officials play a role in managing the NRC's *Individual Travel Card Program*. Performance of the key officials is monitored by the OCFO Division of the Controller (DOC).

The NRC key travel card officials are:

- Travel Card Program Manager (TCPM)
- Agency Organization Program Coordinator (A/OPC)
- Travel Card Approving Official
- Travel Cardholder

### **3.1 TRAVEL CARD PROGRAM MANAGER**

The TCPM is an employee in the Travel Operations Branch (TOB) within the OCFO/DOC. The TCPM manages individual travel cards and central travel card accounts and serves as the point of contact for the agency. The TCPM manages travel card policy, travel card operations, and travel card records for the *Travel Card Program*. The TCPM also has A/OPCs duties and responsibilities and is the primary point-of-contact for travel card communications with:

- General Services Administration (GSA)
- OMB
- Travel Card Issuing Bank
- Travel Card A/OPCs

Appointment of the TCPM requires a written delegation signed by the Controller, DOC. See Enclosure 1, "Appointment of the NRC Travel Card Program Manager."

The TCPM must complete the following online training prior to appointment:

- "Travel Card Administrator Online Training," link located in the Travel Cards section of the NRC Intranet. This course describes the Government charge card program and the responsibilities of an A/OPC.
- "Travel Cardholder Online Training," located in iLearn, the NRC's internal training system. This course describes travel card procedures and the responsibilities of Government travel cardholders.

The TCPM is required to complete follow-up travel card training every 3 years.

#### **Responsibilities of the NRC TCPM**

- Provide oversight and direction for the NRC travel card policy.
- Maintain travel card documentation as required by OMB Circular A-123, Appendix B.
- Plan, develop, and provide NRC travel card training and ensure that employees are properly trained.
- Ensure accurate and timely internal and external travel card reporting to OMB, General Services Administration (GSA), and other Federal agencies.

### **3.2 TRAVEL CARD AGENCY ORGANIZATION PROGRAM COORDINATOR**

Travel card A/OPCs manage the NRC *Travel Card Program* at NRC Headquarters and in each NRC Regional Office. The Controller, DOC, appoints Headquarters and Regional Office A/OPCs. See Enclosure 2, "Appointment of Agency Organization Program Coordinator." All travel card A/OPCs must complete the following online training prior to appointment:

- "Travel Card Administrator Online Training," link located in the Travel Cards section of the NRC Intranet. This course describes the Government charge card program and the responsibilities of an A/OPC.

- "Travel Cardholder Online Training," located in iLearn, the NRC's internal training system. This course describes travel card procedures and the responsibilities of Government travel cardholders.

All A/OPCs are required to complete follow-up travel card training every 3 years.

### **Responsibilities of the NRC A/OPC**

- Verify training of travel card applicants.
- Process new NRC travel card applications.
- Provide guidance to the NRC travel cardholders regarding the NRC travel card policies and the appropriateness of proposed charges under the travel card program.
- Assist users with their individual travel card accounts.
- Cancel NRC travel cards when cardholders leave the NRC.

### **3.3 TRAVEL CARD APPROVING OFFICIAL**

NRC travel card approving officials have been delegated the responsibility by their Office Director or Regional Administrator to pre-approve employee requests for a Government travel card and certify the employee has a business need for the travel card.

Delegation of travel card approval authority requires a written document, signed by an Office Director or a Regional Administrator. See Enclosure 3, "Appointment of Delegated Travel Card Approving Official." All delegated travel card approving officials must complete the following online training prior to appointment:

- "Travel Cardholder Online Training," located in iLearn, the NRC's internal training system. This course describes travel card procedures and the responsibilities of Government travel cardholders.

All approving officials are required to complete this training every 3 years.

### **Responsibilities of a Travel Card Approving Official**

- Follow policies and procedures described in the NRC *Travel Card Management Plan*, the *Management Directive (MD) 14.1, "Official Temporary Duty Travel,"* NRC MD 14.2, "Relocation Allowances," and the *Federal Travel Regulation (FTR)*.
- Approve travel charge card applications for new travel cardholder applicants within the approving official's organization.

### **3.4 TRAVEL CARDHOLDER**

A travel cardholder is an NRC employee who is issued an individual travel card. NRC employees who travel more than five times a year are required to apply for an NRC travel card and use it to pay for official business (hotel and car rentals) travel expenses. Employees who do not travel at this frequency can also apply for the NRC travel card.

Employees need to follow certain procedures to obtain an NRC travel charge card and become a travel cardholder. Prior to becoming a travel cardholder, NRC employees must complete:

- "Travel Cardholder Online Training," located in iLearn, the NRC's internal training system. This course describes travel card procedures and the responsibilities of Government travel cardholders.

All travel cardholders are required to complete this training every 3 years.

### **Responsibilities of a Travel Cardholder**

Travel cardholders are responsible for:

- Following policies and procedures described in the NRC Cardholder's Guide, NRC MD 14.1, NRC MD 14.2, when applicable, and the FTR.
- Complying with the Citibank Cardholder Agreement.
- Using the NRC travel card only for reimbursable travel expenses during authorized official travel. This includes:
  - Hotels and lodging
  - Restaurants and meals
  - Rental cars
  - Common carrier tickets when a Travel Management Center (TMC) representative is not available or when the traveler has been specifically authorized to purchase his or her own ticket.
  - ATM cash advances for travel expenses (ATM cash advances must be taken for official business only, and cannot be taken any earlier than 3 business days before the start of the trip and no later than the last day of travel.) The cash withdrawal should be based on cash needs such as for Meals & Incidental expenses and taxis.
- Contacting their A/OPC to request a temporary increase to the travel card credit limit if it is anticipated that the credit limit is not sufficient to complete mission related travel.
- Reviewing the monthly travel card account statements and ensuring that listed charges are correct.
- Contacting Citibank and disputing incorrect charges immediately.
- Paying their balance in full by the statement due date (even if travel expenses have not been reimbursed).
- Notifying the bank and the NRC immediately of any loss, theft, or unauthorized use of the card or account.
- Contacting the A/OPC when transferring permanently between NRC duty stations (Headquarters, Region I, Region II, Region III, Region IV, and Chattanooga).

- Returning the NRC travel card to the A/OPC when permanently leaving the NRC or closing the account for other reason (such as no longer a frequent traveler).

### **3.5 GENERIC CARD**

A generic card is available to employees who are concerned about security when traveling to foreign countries. The generic card does not bear the U.S. Government seal or identify the NRC traveler as a U.S. Government employee. Generic cards are available to existing cardholders and new cardholders (upon completion of the required training). Additional information can be found on the NRC intranet.

## **4. POLICIES FOR USING THE NRC INDIVIDUAL TRAVEL CARD**

### **4.1 RESPONSIBILITY FOR CHARGES TO THE TRAVEL CHARGE CARD**

Cardholders are responsible for all purchases, cash advances, and fees charged to the travel charge card. Citibank will seek payment for all charges directly from the cardholder.

### **4.2 ALLOWED PURCHASES WITH THE TRAVEL CHARGE CARD**

A cardholder may only use the travel charge card to pay his/her reimbursable travel expenses while on official travel.

### **4.3 PROHIBITED PURCHASES WITH THE TRAVEL CHARGE CARD**

The Government travel charge card cannot be used to purchase any good or service that would not be reimbursable on the employee's travel voucher. This includes personal travel expenses and entertainment.

When special circumstances warrant exceptions to the policy, cardholders should contact the A/OPC for approval before making the purchase. The A/OPC will document exceptions to travel card policy for future reference.

### **4.4 APPROVAL OF TRAVEL CHARGE CARD PURCHASES**

The NRC's approval and funding for Government travel card purchases are based upon the employee's approved travel authorization. The NRC approves and authorizes travel authorization requests according to MD 14.1. When all approvals and certifications have been completed, the employee has authorization to use his/her individual travel charge card for the expenses approved on the travel authorization. The employee and TMC can use the cardholder's travel charge card to reserve hotel rooms prior to approval and certification. This is not in violation of the prohibition against third party use of the travel card.

## **5. PROCEDURES FOR OBTAINING AN INDIVIDUALLY BILLED NRC TRAVEL CARD**

To apply for the NRC travel card an employee must:

- Complete "Travel Cardholder Online Training," located in iLearn, the NRC's internal training system. This course describes travel card procedures and the responsibilities of Government travel cardholders.
- Take the travel charge card quiz, and print a copy of their training certificate.
- Complete the NRC Travel Card Application Package (which includes the Citibank Government Travel

Card Setup Form and Travel Card Application Employee Approval for Credit Report (RELEASE).  
The applicant makes a copy of the completed application for his/her personal records and sends the original documents to their A/OPC for processing.

Regional Office A/OPCs will confirm that Regional applications are accurate/complete and send the original signed documents to the Headquarter's A/OPC after submitting the applications to the travel card issuing bank.

The Headquarter's A/OPC will initiate credit worthiness evaluations, submit completed applications to the travel card issuing bank, and establish employee charge card files as required by *OMB Circular A-123, Appendix B*.

## **6. CREDIT WORTHINESS POLICIES AND PROCEDURES (INDIVIDUALLY BILLED ACCOUNTS)**

### **6.1 CREDIT WORTHINESS OVERVIEW**

Pursuant to Section 639 of the *Consolidated Appropriations Act, 2005, (P.L. 108-447)* OMB Circular A-123, Appendix B, requires Executive Branch agencies to assess the credit worthiness of all new travel card applicants prior to processing their application.

### **6.2 NEW APPLICANT CREDIT WORTHINESS**

An applicant's Fair Isaac Corporation (FICO) score is the NRC's primary tool used to evaluate their credit worthiness. An applicant must provide approval for the NRC to obtain their FICO score (see Enclosure 4, "Travel Card Application Employee Approval for Credit Report"). The Headquarter's A/OPC obtains a FICO-based credit worthiness evaluation from the NRC Office of Administration, Division of Facilities and Security (ADM/DFS).

### **6.3 FICO BASED CREDIT WORTHINESS PROCEDURES**

ADM/DFS will assign the employee with one of four credit worthiness levels. The A/OPC will not have access to the applicant's FICO score. The A/OPC will assign a credit limit to the applicant's account based upon the credit worthiness levels provided by ADM/DFS. Applicants who approve a credit worthiness evaluation and have a FICO score of 660 or higher, will receive an NRC travel card with the credit limit of \$10,000. If the FICO score is below 660, they will receive a restricted NRC travel card with a reduced credit limit.

### **6.4 CREDIT WORTHINESS EVALUATION WITHOUT FICO**

If an applicant does not grant a credit worthiness evaluation, or the NRC cannot obtain a FICO score for a credit worthiness evaluation, the NRC will use the financial information in the applicant's SF-86, "Questionnaire for National Security Positions."

- If the applicant's SF-86 reports no bankruptcy petitions, wage garnishments, property liens for failing to pay taxes or other debts, or unpaid judgments during the past 7 years, ADM/DFS assigns a lower credit worthiness level and DOC sets a reduced credit limit of \$5,000.
- If the applicant's SF-86 reports bankruptcy petitions, wage garnishments, property liens for failing to pay taxes or other debts, or unpaid judgments during the past 7 years, ADM/DFS assigns a lower credit worthiness level and DOC sets the lowest credit limit of \$3,000.
- If the applicant's SF-86 is more than 12 months old, ADM/DFS will notify the OCFO DOC and DOC sets the lowest credit limit of \$3,000.

## **6.5 CREDIT WORTHINESS RE-EVALUATION**

A credit worthiness assessment will be conducted for restricted cardholders before the cardholder is issued a renewed card.

A cardholder with a restricted travel charge card may request a re-evaluation of his/her credit worthiness after a period of one year. A cardholder may request a re-evaluation prior to the expiration of the one year period only if he/she provides documentation that there were errors in his/her initial credit report that have since been corrected.

## **7. RISK MANAGEMENT CONTROLS FOR TRAVEL CARD DELINQUENCY AND TRAVEL CARD MISUSE (INDIVIDUALLY BILLED ACCOUNTS)**

Travel cardholders must comply with the Citibank Cardholder Agreement and all Federal regulations.

### **7.1 RISK MANAGEMENT CONTROLS FOR TRAVEL CARD DELINQUENCIES**

Each employee with a travel card is responsible for paying their balance in full by the statement due date (even if they have not been reimbursed for their travel expenses).

Citibank provides the NRC with a monthly report of employee travel card accounts that have delinquent balances. Travel card delinquency may result in disciplinary action.

#### **30 DAY PAST DUE NOTICE**

An individual travel card is past due if the cardholder fails to pay an undisputed charge within 30 days from the closing date on the billing statement in which the charge appeared. If the account is 30 days past due, the OCFO, DOC, A/OPC will notify the employee by email. The bank considers the account delinquent if payment for the undisputed principal amount has not been received 45 calendar days from the closing date on the billing statement in which the charge appeared.

#### **60 (OR MORE) DAY PAST DUE NOTICE**

If payment for the undisputed principal amount has not been received 61 calendar days from the closing date, the cardholder's account will be automatically suspended by the bank. The Controller, DOC, will send a letter to the cardholder's Office Director, or Regional Administrator, a copy to the employee, the Office of the Chief Human Capital Officer (OCHCO), and the OIG.

#### **CANCELLED ACCOUNT**

A travel card or account may be cancelled if: the card is used for unauthorized purposes, the account is past due for the undisputed amounts 120 days past the closing date and all suspension procedures have been met by the bank, the account has been suspended two times in a 12-month period for undisputed amounts and is past due again, or the account has been paid with checks returned by the employee's financial institution for insufficient funds (NSF) two or more times in a 12-month period. When the bank cancels the cardholder's account, the Controller, DOC, will send a letter to the cardholder's Office Director, or Regional Administrator, a copy to the employee, OCHCO, and the OIG.

## **ADMINISTRATIVE/DISCIPLINARY ACTIONS**

Citibank provides the NRC with a monthly report of employee travel card accounts. The reports are reviewed for delinquent balances, as well as deliberate misuse of the travel card for unauthorized purchases. If misuse is suspected, it will be referred to the OIG. The NRC is required to report the number of administrative or disciplinary actions caused by travel card delinquency to OMB. After coordination with the OIG, and the employee's supervisor, OCHCO will determine if administrative or disciplinary action is appropriate. In addition, the OCFO will be discussing penalties for charge card violations with OCHCO and the OIG.

### **7.2 TRAVEL CARD DELINQUENCY - SALARY OFFSET**

Public Law 105-264, October 19, 1998, (codified at 5 U.S.C. section 5701, note) authorizes Federal agencies to collect undisputed delinquent amounts incurred on an employee's individually billed travel charge card from an employee's disposable pay. This statute is documented in Federal Travel Regulation (FTR), Part 301-54 and 301-76.

Upon written request from the travel card issuing bank, the NRC will begin Salary Offset Due Process. After completing Due Process, the NRC will assist in the collection of undisputed travel card delinquencies and service charges by deducting up to 15 percent of an employee's disposable income, and sending the funds to the travel card issuing bank for collection of the unpaid balance.

Salary offset due processes and salary offset procedures are described in Enclosure 5, "NRC Salary Offset Policies and Procedures."

## **8. MANAGING TRAVEL CHARGE CARD PROGRAM EFFECTIVENESS, TRAVEL CARD REFUNDS, AND STATE/LOCAL TAX EXEMPTIONS**

### **8.1 TRAVEL CHARGE CARD PROGRAM EFFECTIVENESS**

The OCFO, DOC, TOB manages the NRC *Travel Charge Card Program* and evaluates program effectiveness. Based on this evaluation, the TOB makes adjustments to travel card policies and procedures seeking to maximize effectiveness, reduce costs, and prepare for new requirements/technologies.

OMB Circular A-123, Appendix B, requires the NRC to evaluate the agency's travel card performance. NRC measures travel card program effectiveness based on the following performance criteria.

- Travel card performance metrics;
  - Number and amount of travel card delinquencies
  - Number of travel card abuses
  - Number/percentage of inactive travel cards (Not used during the past 12 months)
  - Number of administrative/disciplinary actions taken against the NRC cardholders
  - Number of delinquency and abuse cases reported by the Agency to the OIG
  - Travel card rebates from the travel card issuing bank
- Effectiveness of travel card risk management controls;
- Effectiveness of cardholder and management training;
- Preparedness for new Federal policies/requirements;

- Preparedness and implementation success with new travel card technologies and new travel card features; and
- Cost effectiveness of travel card policies, procedures, and risk management controls.

## **8.2 TRAVEL CARD REFUNDS**

The NRC receives quarterly refunds from the travel card issuing bank. The TOB reviews quarterly travel card refunds, will work with the issuing bank and GSA to confirm refund accuracy, and seek to maximize the NRC's refund. The NRC refund earnings are based upon two factors:

- Net purchases; and
- Payment performance.

The travel card issuing bank refunds a fixed percentage of travel card net purchases (purchases minus refunds). The issuing bank's formula recognizes net purchase dollars after the NRC or the individual cardholder pays their monthly statement. The travel card issuing bank also pays a 'performance award,' based on NRC payment performance. The NRC's performance award (0 to 60 basis points of paid dollars spent) is based on the average number of days (0 to 30) between the date of the bank's travel card statement and the date of payment.

The TOB has implemented split pay and will seek to improve NRC repayment performance by establishing policies and procedures to:

- Ensure timely processing/payment of valid employee travel vouchers;
- Encourage employees to pay individual travel card statements in a timely manner; and
- Ensure the central travel card accounts are paid in a timely manner.

## **8.3 AVOIDING STATE AND LOCAL TAX PAYMENTS FOR OFFICIAL TRAVEL AND TRAVEL SERVICES**

The Federal Government and employees on official business should be exempt from state and local taxes. However, most businesses will charge state and local taxes to NRC travelers unless the traveler provides documentation of identity and official business status which is accepted by the state, locality, and business entity.

The TOB maintains a travel web site with access to the GSA State Tax Exemption Form Library. The TOB alerts users about the GSA Forms Library and other requirements for official business exemption from state and local taxes.

## **9. TRAVEL CARD SUSPENSION AND CANCELLATION (INDIVIDUALLY BILLED ACCOUNTS)**

The travel card issuing bank may suspend or cancel an employee's travel card for delinquency or misuse. See Enclosure 6, "Citibank Government Travel Card Program Cardholder Agreement."

The following standards will apply to NRC travelers who lose their travel card privileges due to delinquency or abuse.

- NRC employees may continue to purchase common carrier transportation from the NRC's TMC. Most common carrier tickets purchased from the TMC will be charged to the NRC central travel account.
- Travel advances are not authorized for employees who do not have a travel charge card. The NRC will reimburse authorized travel expenses when the employee submits an approved travel voucher.

## **10. MANAGEMENT AND EXTERNAL REPORTING OF TRAVEL CARD INFORMATION**

### **10.1 QUARTERLY PERFORMANCE REPORTING**

As required by *OMB Circular A-123*, Appendix B, the NRC reports the following travel card performance statistics to OMB on a quarterly basis.

- Number of individual travel cards
- Number of active travel card accounts
- Percentage of employees that are cardholders
- Individual travel card dollars spent, refunds earned, and percentage of potential refunds earned
- Net number of new accounts (new less cancelled)
- Number of cases reported by the Agency to the OIG or the A/OPC for possible card misuse
- Number of administrative and/or disciplinary actions taken for travel card delinquency and travel card abuse
- Percentage of cardholders that travel less than five times per year
- Number and percentage of travel cards with monthly and/or transaction limits (\$0 - \$3,000 - \$3,001 - ; \$5,000 - \$5,001 - \$7,500 - > \$7,500)
- Number and percentage of travel cards with ATM withdrawal limits (\$0 - \$3,000 - \$3,001 - ; \$5,000 - \$5,001 - \$7,500 - > \$7,500)

### **10.2 ANNUAL REPORT TO OMB**

As required by *OMB Circular A-123*, Appendix B, the NRC reports annually to OMB regarding travel card policies, procedures, and risk management controls. Information reported to OMB includes:

- The date(s) of most recent and next scheduled independent review (e.g., Office of the Inspector General) for all agency charge card programs.
- A description of the current process for monitoring delinquency, including what reports the agency reviews and what actions are taken when a problem is discovered.
- A description of the steps the agency takes to address turnaround time (> than 15 working days) following voucher submission for travel voucher reimbursement, if applicable.
- A description of the method the agency utilizes to identify and detect possible card misuse, including the use of any specialized information technology solutions as well as any requests to charge card vendors for data reports.
- Agency future plans (within the next 12 months) to enhance charge card systems by automating reviews to detect instances of abuse, misuse, and fraud.

- A description of any best practices the agency employs in charge card management.
- Any plans for implementing paperless statements.
- Any additional information regarding charge card programs.

## **11. CENTRALLY BILLED TRAVEL CARD MANAGEMENT PLAN**

Travel card central accounts are issued to travel management personnel in the OCFO and to travel managers in each NRC Regional Office. Travel card central accounts are used to:

- Purchase commercial carrier transportation from the NRC TMC; and
- Pay travel agent service charges.

### **11.1 KEY OFFICIALS FOR CENTRALLY BILLED TRAVEL CARD ACCOUNTS**

Key Officials are appointed by the Controller, DOC. Each centrally billed travel card official plays a role in managing the use of commercial carrier transportation and payment of central account balances within the NRC. Performance of the key officials is monitored by the DOC.

The NRC central account travel card officials are:

- The TCPM; and
- The Central Account Program Coordinator (CAPC).

### **CENTRAL ACCOUNT PROGRAM COORDINATOR**

There is a CAPC at NRC Headquarters. CAPC responsibilities include:

- Monitoring the use of travel card central accounts;
- Receiving the issuing bank's central account statements;
- Reconciling of central account purchases with the NRC travel authorizations;
- Monitoring central account statements to track the status of unused tickets, and the cancelation/refund records from travelers.
- Reviewing rejected claims in the NRC's financial system to verify the CBA charges are not reimbursed to employees.
- Approving central account statements for payment;
- Consolidating all central account statements and authorizing a payment to the travel card issuing bank.

The Controller, DOC, appoints the NRC CAPC. The appointment must be in writing. See Enclosure 7, "Appointment of Central Account Program Coordinator."

The CAPC is required to complete the following online training prior to appointment.

- "Travel Card Administrator Online Training," link located in the Travel Cards section of the NRC Intranet. This course describes the Government charge card program and the responsibilities of an A/OPC.

- "Travel Cardholder Online Training," located in iLearn, the NRC's internal training system. This course describes travel card procedures and the responsibilities of Government travel cardholders.

The CAPC is required to complete follow-up travel card training every 3 years.

## **11.2 POLICIES FOR USING THE NRC CENTRAL ACCOUNT TRAVEL CARD**

### **RESPONSIBILITY FOR CHARGES TO THE CENTRAL ACCOUNT TRAVEL CARD**

As the CAPC, the NRC may hold you personally responsible for central account charges if you participate in fraud/abuse, or if the NRC finds that you allowed travel card fraud/travel card misuse by gross negligence.

### **ALLOWED PURCHASES FOR THE CENTRAL ACCOUNT TRAVEL CARD**

The central account travel card may be used to pay for:

- Common carrier transportation for approved employee official business;
- Common carrier transportation for invitational travel, approved by the Office Director, Regional Administrator, or the Controller, DOC; and
- Travel Management Service and travel agent fees for approved official travel and approved invitational travel.

When special circumstances warrant exceptions to the policy, the CAPC should contact the TCPM in the DOC for approval before making the purchase. The TCPM will document exceptions to travel card policy for future reference.

### **APPROVAL OF CENTRAL ACCOUNT TRAVEL CARD PURCHASES**

Approval and funding for central account purchases are based upon the employee's approved travel authorization.

## **11.3 RISK MANAGEMENT CONTROLS FOR CENTRAL ACCOUNT TRAVEL CARDS**

As stated in Section 11.2, approval and funding for central account purchases are based upon the employee's approved travel authorization.

The CAPC reconciles central account purchases to approved travel authorizations as described below:

- The issuing bank for central account travel cards sends monthly statements in electronic form to the NRC's TMC.
- Based on ticket number, the TMC matches purchases to an approved travel authorization. The TMC sends this information to the CAPC.

- The CAPC reviews and approves these reconciled account statements.
- The CAPC consolidates all reconciled/approved central account statements and approves payment to the travel card issuing bank.

#### **11.4 MANAGING CENTRAL ACCOUNT PROGRAM EFFECTIVENESS AND TRAVEL CARD REFUNDS**

Program management of central account travel cards is done in the same manner as program management for individual travel cards. See Section 8.1, "Travel Charge Card Program Effectiveness." See Section 8.2, "Travel Card Refunds."

#### **11.5 MANAGEMENT AND EXTERNAL REPORTING FOR CENTRAL ACCOUNT TRAVEL CARDS**

Data collection, management reporting, and external reporting for central account travel cards is done in the same manner as individual travel card reporting, as described in Section 10, "Management and External Reporting of Travel Card Information."

**Enclosure 1**

**APPOINTMENT OF THE NRC TRAVEL CARD PROGRAM MANAGER**

**MEMORANDUM TO:** (Travel Card Program Manager's Name)  
(Travel Card Program Manager's Office)

**FROM:** (Controller's Name)  
(Controller, Division of the Controller, OCFO)

**SUBJECT: APPOINTMENT OF THE TRAVEL CARD PROGRAM MANAGER**

Pursuant to *OMB Circular A-123*, Appendix B, "Improving the Management of Government Charge Card Programs," I am appointing you as the NRC Travel Card Program Manager (TCPM). You will manage the NRC travel card policy, operations, and internal controls. You will ensure that the NRC remains in compliance with *OMB Circular A-123*, Appendix B, the Federal Travel Regulation, and other applicable rules and regulations.

As a TCPM, you must complete Travel Cardholder Online Training, located in iLearn, the NRC's internal training system, as well as Travel Card Administrator Online training, which the link is located in the Travel Cards section of the NRC Intranet. You must repeat this training every three years.

**Enclosure 2**

**APPOINTMENT OF AGENCY ORGANIZATION PROGRAM COORDINATOR (A/OPC)**

MEMORANDUM TO: (Agency Organization Program Coordinator's Name)  
(Agency Organization Program Coordinator's Office)

FROM: (Controller, Division of the Controller, OCFO)

SUBJECT: APPOINTMENT OF AGENCY ORGANIZATION PROGRAM COORDINATOR

Pursuant to *OMB Circular A-123*, Appendix B, "Improving the Management of Government Charge Card Programs," you are appointed as Agency Organization Program Coordinator (A/OPC) for travel cardholders in (Organization Name).

To effectively manage individual travel cards and ensure compliance with the NRC Travel Card Management Plan, an A/OPC will:

- Accept applications from new travel card applicants;
- Confirm that each new application and Employee Approval for Credit Report meet Citibank and NRC Travel Card Management Plan requirements;
- Ensure that NRC travel card applicants and travel cardholders complete travel cardholder training;
- Submit travel card applications to Citibank for processing;
- Send the original travel card application and the original Employee Approval for Credit Report to the Travel Card Program Manager, OCFO/DOC/TOB;
- Provide guidance to the NRC travel cardholders regarding NRC travel card policies and the appropriateness of proposed charges under the travel card program;
- Assist users who have problems with individual travel card accounts; and
- Collect travel cards from departing NRC employees and close the employee's account.

All A/OPCs, must complete Travel Cardholder Online Training, located in iLearn, the NRC's internal training system, as well as Travel Card Administrator Online training, which the link is located in the Travel Cards section of the NRC Intranet. All A/OPCs must repeat this training every three years.

**Enclosure 3**

**APPOINTMENT OF DELEGATED TRAVEL CARD APPROVING OFFICIAL**

MEMORANDUM TO: (Travel Card Approving Official's Name)  
(Travel card Approving Official's Office)

FROM: (Office Director's or Regional Administrator's Name  
Office or Region)

SUBJECT: APPPOINTMENT OF DELEGATED TRAVEL CARD APPROVING  
OFFICIAL

You are hereby delegated as a travel card approving official for (Organization Name). As a travel card approving official, you will have the authority to request travel cards for members of your organization in accordance with the Federal Travel Regulation, and NRC Management Directive 14.1, "Official Temporary Duty Travel."

You will work with the Office of the Chief Financial Officer to ensure that employees follow all Federal and NRC regulations for travel charge cards and temporary duty travel.

All Travel Card Approving Officials must complete Travel Cardholder Online training, located in iLearn, the NRC's internal training system. All Travel Card Approving Officials must repeat this training every three years.

NOTE: A copy of this memo needs to be sent to the Headquarter's A/OPC, OCFO, DOC, TOB, along with a copy of the training certificate.

**Enclosure 4**

**NRC Form 780 (Part 2)**

**TRAVEL CARD APPLICATION  
EMPLOYEE APPROVAL FOR CREDIT REPORT**

Fair Credit Reporting Act of 1970, as amended

(RELEASE)

Please take notice that one or more consumer credit reports may be obtained to confirm Government Charge Card eligibility, pursuant to the Fair Credit Reporting Act (FCRA), as amended, 15 U.S.C. 1681, ET SEQ.

If you authorize doing so, information provided by you on this form will be furnished to a consumer reporting agency in order to determine your eligibility to obtain an NRC Travel Charge Card. Credit worthiness evaluation is a requirement of Section 639, Consolidated Appropriations Act of 2005 (Public Law 108-447) and *OMB Circular A-123*, Appendix B Almproving the Management of Government Charge Card Programs. @

NRC may disclose travel card information to the Office of Management and Budget for Government charge card management, to the General Services Administration for charge card contract management, and to the Department of Interior for collection of seriously delinquent travel card balances.

All travel card applicants must sign this FCRA release form, supply their name, Social Security Number, and signature. Applicants must choose to authorize or decline NRC permission to obtain credit report information.

Applicants who do not authorize the consumer credit report must be evaluated for travel card eligibility, based upon their most filing of Standard Form 86, AQuestionnaire for National Security Positions,@ and NRC may issue a restricted travel card.

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I hereby **authorize** the U.S. Nuclear Regulatory Commission, Division of Facilities and Security, to obtain such report (s) from any consumer/credit reporting agency for the purposes listed above.

I **do not authorize** the U.S. Nuclear Regulatory Commission, Division of Facilities and Security, to obtain such report (s) from any consumer/credit reporting agency for the purposes listed above.

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EMPLOYEE PRINTED NAME

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EMPLOYEE SIGNATURE

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DATE

## **Enclosure 5**

### **NRC SALARY OFFSET POLICIES AND PROCEDURES**

#### **Collect Debts Owed to the Government Travel Card Contractor by NRC Employees**

This section describes NRC's policies and procedures for implementing Government requirements to collect on outstanding debts owed to the Government travel card contractor by an NRC employee. This section applies to all NRC employees and all NRC travel card contractors who seek to offset the salary of an NRC employee.

#### **1. Salary Offset - Legal Authority**

Public Law 105-264, October 19, 1998 (codified at 5 U.S.C. Section 5701) authorizes Federal agencies to collect undisputed delinquent amounts incurred on an employee's individually billed travel charge card from an employee's disposable pay. This statute is implemented by Federal Travel Regulation (FTR), Part 301-54 and 301-76.

#### **2. Salary Offset - Policies and Procedures**

The Controller, DOC, OCFO, is designated to receive the travel card contractor's written request for collection of undisputed travel card debt from an employee's pay.

The travel card contractor must make a written request to the agency, with a copy to the employee, for collection of this debt. The request must include the following:

- a) Delinquent debtor's name and travel card account number;
- b) Amount of the debt, itemized by purchase;
- c) Copies of monthly statements showing the amount as properly billed to the employee;
- d) Travel card contractor's routing information for electronic payment of the employee's debt; and
- e) A contact at the travel card contractor who can allow the employee to make a written agreement to repay the debt.

The delinquent debt must represent undisputed amounts owed on the travel charge card. No interest will accrue on amounts presented for collection.

#### **3. Offset Process:**

- a) The Controller, DOC, will receive a written request from the travel card contractor to collect the undisputed delinquent debt by offset from the employee's biweekly pay.
- b) The TOB, DOC, will review the written request and documentation and determine that charges are undisputed and owed by the NRC employee by reviewing the employee's travel records and confirming reimbursement of all properly submitted travel vouchers. The TOB will reconcile any discrepancies for amounts owed with the travel card contractor before any further steps are taken. After the review is completed, the TOB will send documentation to support undisputed charges with

the written request to the Payroll and Payment Branch (PPB), which is a branch in the DOC.

- c) The TOB will send the collection request and supporting documentation to the PPB.
- d) The PPB will review the employee's payroll records and determine if the employee has the ability to pay the debt by salary offset. If the employee does not have the ability to pay the debt, PPB will notify the TOB by email and PPB will take no further action. TOB will notify the travel card contractor in writing that the employee cannot pay the debt by offset due to other debt collection with higher priority.
- e) The DOC will notify the employee and provide the following due process protections. Notice will be mailed to the employee's home address, return receipt requested. The written notice will include the following:
  - The type and amount of the claim, identifying the card contractor and account number;
  - The NRC's intention to collect the claim by deduction from the employee's disposable pay as described in Federal Travel Regulation, Part 301-54 and 301-76;
  - Copies of monthly account statements showing itemized charges that substantiate the undisputed debt owed;
  - An opportunity for a review within the NRC of NRC's decision to collect the amounts; and
  - An opportunity to make a written agreement with the contractor to repay the delinquent amounts.
- f) NRC's responsibilities: The NRC is responsible for assuring that the employee has been afforded due process before any amounts are collected from the employee's disposable pay.
  - A review will be made to determine that the amounts requested represent undisputed delinquent debt owed by the employee on the contractor issued travel charge card.
  - The employee will be afforded 30 days from date the employee signed the return receipt requested as described in paragraph 3 e) to make a written agreement with the travel card contractor.
  - If the employee wants a review within the agency, the request must be in writing or by email and collection cannot begin until the review has been completed.
  - A copy of the written agreement will be obtained by the NRC from the employee.

If no agreement has been reached collection may begin.

- g) Collection by the PPB and the TOB: Once all due process requirements are satisfied the PPB will proceed with collection. The PPB will calculate the employee's disposable pay using the definition at FTR Part 301-76.2. The PPB will calculate the amounts that will be deducted and the number of pay periods over which collection will occur. Once all prerequisites are met, the DOC will notify the employee and the travel card contractor that collection will begin the next pay period.

Maximum collection amount: No more than 15 percent of the employee's disposable pay per pay period will be collected under this procedure.

Priority of collection: The debt covered by this collection procedure is lower in priority to all other involuntary collection, garnishment, and offset actions, and will not be collected if higher priority debt would result in more than 15 percent of the employee's disposable pay for any given pay period being collected.

Termination of collection: Collection under this section will be terminated when the full amount of debt is collected, or the employee enters into a written agreement with the travel card contractor to repay the travel card contractor, or when the employee separates from the NRC.

- h) Voluntary repayment: Nothing in this NRC order shall preclude a voluntary agreement between the employee and the travel card contractor for repayment. If a voluntary collection agreement is made, the parties must notify the NRC in writing so that collection can be terminated. Voluntary repayment may be accomplished through a voluntary allotment of pay initiated by the employee, but will not be effected through this procedure.

**Enclosure 6**

**Citibank Government Travel Card Program Cardholder Agreement  
Suspension and Cancellation**

**Suspension:**

My account is considered delinquent if payment for the undisputed principal amount has not been received 45 calendar days from the closing date on the billing statement in which the charge appeared. I will receive notification from the bank requesting payment of the undisputed past due amount. If payment has not been received 55 calendar days from the closing date, my agency/organization and I will be notified that the suspension process will be initiated. My agency/organization and I will be notified of a point of contact to assist in resolving the past due account. If payment for the undisputed principal amount has not been received 61 calendar days from the closing date, my account will be suspended, unless otherwise directed by my agency. My agency or the GSA Contracting Officer has the right to suspend my account for any reason. Upon payment of the undisputed principal amount to the bank, my account will be reinstated.

**Cancellation:**

My Card or account may be canceled if:

- My card is used for unauthorized purposes and the bank has my agency's/organization's permission;
- My account is past due for the undisputed amounts 120 calendar days past the closing date and all suspension procedures have been met by the bank;
- My account has been suspended two times during a 12-month period for undisputed amounts and is past due again; or
- If my account has been paid with checks returned by my financial institution for insufficient funds (NSF) two or more times in a 12-month period.

My agency/organization and I will be notified that the cancellation process will be initiated. In this event, my account is subject to immediate cancellation. In the event of cancellation, I understand that I must still pay all undisputed amounts due the bank under this agreement. I understand that my account information may be reported to credit reporting agencies if my account is canceled. I will surrender the card upon request to my agency/organization. I understand that use of the card or account after its cancellation will be considered fraudulent and may cause the bank to take legal action against me.

**Late Fee and Reinstatement of Canceled Accounts:**

The bank may reinstate canceled accounts upon payment of the undisputed principal amount and late fee. The late fee is 2.5 percent per month on the entire undisputed

principal amount until my payment is received by the bank. The bank may conduct a credit worthiness check on me prior to reinstatement of my canceled account. If my agency has negotiated a reinstatement fee, I will be charged that fee upon reinstatement. Late fees are assessable against my cancelled account irrespective of whether the bank reinstates it.

**Waiver of Suspension/Cancellation Rights:**

If the bank does not enforce its suspension and cancellation rights under this agreement within 180 days of the closing date on the billing statement in which the charge first appeared, it will lose them.

**Collection:**

The bank may use a collection agency to collect against canceled accounts. Court costs and reasonable attorneys' fees, not to exceed fifteen percent (15 percent) of the amount owed, may be added to the account if the bank must refer all or any part of the account to an outside attorney or agency for collection.

**Enclosure 7**

**APPOINTMENT OF CENTRAL ACCOUNT PROGRAM COORDINATOR (CAPC)**

**MEMORANDUM TO:** (Central Account Program Coordinator's Name)  
(Central Account Program Coordinator's Office)

**FROM:** (Controller, Division of the Controller, OCFO)

**SUBJECT:** APPOINTMENT OF CENTRAL ACCOUNT PROGRAM  
COORDINATOR (CAPC)

Pursuant to *OMB Circular A-123*, Appendix B, "Improving the Management of Government Charge Card Programs" and the NRC Travel Card Management Plan you are appointed as Central Account Program Coordinator (CAPC) at your location.

Your responsibilities as a CAPC include:

- Monitoring the use of travel card central accounts;
- Receiving the issuing bank's central account statements;
- Reconciling of central account purchases with the NRC travel authorizations;
- Approving central account statements for payment; and
- Consolidating all central account statements and authorizing a payment to the travel card issuing bank.

As a CAPC, you must complete Travel Cardholder Online Training, located in iLearn, the NRC's internal training system, as well as Travel Card Administrator Online training, which the link is located in the Travel Cards section of the NRC Intranet. You must repeat this training every three years.