PACAF Unit APC Minimum Essential Task List (METL)

Purpose: To provide the unit Agency Program Coordinator (APC) with a listing of the minimum tasks required on a monthly basis given the limited amount of time he/she is able to dedicate to the collateral duty of managing the Government Travel Card program.

Description: The Minimum Essential Task List (METL) includes:

- The recommended tasks
- Procedures for effective performance

References: Electronic Account Government Leger System (EAGLS) job aids with detailed procedures can be downloaded from:
http://www.gcsuthd.bankofamerica.com/training/default.asp

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- GSA's Do's and Don'ts Pamphlet
- EAGLS Access Application
- Point of Contact Information

METL #1: Run EAGLS Delinquency Reports

Step 1. Know your cycle date.

- The Air Force's cycle date is the 3rd of each month

Step 2. Schedule the reports in the Reporting Tool in accordance with the Delinquency Reports Matrix

- Choose the following options:
  - "Individual" for Billing Type
  - "All" for Levels
  - "Monthly" for Recur
    - By scheduling these reports in advance, they will run at the selected timeframe, and be available when needed

Step 3. Take follow-up actions

- As listed in the Delinquency Reports Matrix, using the applicable letters

Delinquency Reports Matrix

Report Name	Purpose	When to Run	Follow Up Actions
Pre-Suspension Report (Hierarchy Level Detail)	Displays cardholders that are 45 - 60 days delinquent.	15 days after cycle date	At 45 days past due, notify the cardholder and the cardholder's supervisor, and cc First Sergeant, by e-mail where possible (using notification letter as an attachment), that the account will suspend in 15 days if the bank does not receive full payment. Keep copies of the correspondence.
Suspension/Pre-Cancellation Report (Hierarchy Level Detail)	Displays cardholders 60+ days delinquent. (Includes from 60 to 125 days delinquent)	Within 2 workdays after cycle date	For accounts 60+ days past due, notify the cardholder's supervisor and the commander, by e-mail (using notification letter as an attachment), if possible, that the account has been suspended due to nonpayment, and that late fees in the amount of $29 will be assessed at day 75 and each billing period thereafter as long as the account continues to age until charge-off. The commander must respond back as to what actions are being taken to resolve the delinquency. For accounts 90 days past due, notify the cardholder and the commander, by e-mail (using notification letter as an attachment), where possible, that the account will be cancelled and that the cardholder will enter payroll offset, as well as reported to credit bureaus, when the account reaches 120 days past due, if full payment is not received by the bank. Also notify the cardholder and the commander that the cardholder can opt to enroll in the Reduced Payment Plan. Keep copies of all correspondence.
Delinquency Report (Hierarchy Level Summary)	Displays cardholders in all delinquency life cycles (i.e. 30+, 60+, 90+, 120+, etc).	Within 2 workdays after cycle date	Verify cardholders listed in the other delinquency reports.
Cancellation Report	Displays cardholders that are over 126 days past due. This report only lists cardholders 126 to 210 days delinquent. Cardholders 120 days delinquent will show up on the above Suspension/ Pre-Cancellation Report.	Within one week after cycle date	Verify the status of cardholders' accounts listed, and identify whether they are enrolled in the Reduced Payment Plan, Payroll Offset, etc. For those that have entered payroll offset, notify the commander that the cardholder has entered payroll offset. Keep copies of all correspondence.

METL #2: Run EAGLS Misuse Management Reports

Step 1. Schedule the reports in the Reporting Tool in accordance with the Misuse Management Reports Matrix

- Choose the following options for Non-Travel Activity Report:
  - "Yes" for All Levels
  - "Only Once" for Recur
- Choose the following options for the following Exceptions Reports:
  - ATM/Cash Activity Report:
    - "Account Name" for Sorting
    - "Yes" for All Levels
    - "ATM and Cash – MCC 6010, 6011, 4829, 7995" for ATM Cash
    - "Once Only" for Recur (given that the report should be run bi-weekly, and bi-weekly is not an available option)
  - Returned Check Charges Report:
    - "Account Name" for Sorting
    - "Yes" for All Levels
    - "Once Only" for Recur (given that the report should be run bi-weekly, and bi-weekly is not an available option)
- Choose the following options for the Authorizations/Declines Report
  - "0742" for MCC Start Range
  - "9999" for MCC Range End
  - "Yes" for All Levels
  - "Declines, Referrals, and Pickups" for Auth Type

Step 2. Take follow-up actions

- As listed in the Misuse Management Reports Matrix
- Keep a file of all follow-up actions for future reference (GAO audits, etc).

Misuse Management Reports Matrix

Report Name	Purpose	When to Run	Follow Up Actions
Non-Travel Activity	Identifies cardholders who may be using their GTC for non-official purposes, usually taking place in the local area. The report will look for non-travel Merchant Category Code (MCC) transactions that took place in the requested period. Once one of those MCCs are found, it will search 7 days prior and 7 days beyond the transaction date to see if there are any associated travel MCCs (rental car, airline tickets, lodging). If no travel related MCCs are identified, the charge is suspect. The report has 3 options: 1. Cash, Fuel and Food. Identifies cash, fuel, food, tolls, and parking transactions that have been made without an associated airline, lodging, or car rental transaction made within seven days before or after the cash/fuel/food transaction. 2. Lodging. Identifies lodging transactions that have been made without an associated airline or car rental transaction within seven days before or after the lodging transaction posts. 3. Ground transportation. Identifies ground transportation transactions, to include car rental, that have been made without associated airline or lodging transactions within seven days before or after the ground transportation transaction date.	Bi-weekly (information is updated daily)	Verify if individual was on official TDY orders during that time frame. If it cannot be verified that the individual was on official business, contact the individual, or their immediate supervisor, to verify that the charges were made while on official business. If the charges were not made while on official business, notify the individual's commander of the transactions made using the Suspected GTC Misuse Letter (Non-Travel Activity Report).
Continued on next page.			

Exceptions	Using the Exceptions reporting tool, you have the option to run the following reports: ATM/Cash Activity, and Returned Check Charges. The ATM/Cash Activity can be used to identify excessive cash use, transactions at suspicious locations (casinos, nightclubs, etc.), or cash transactions by cardholders not in a travel status. You can select the default MCCs, or you can enter in an MCC or a string of MCCs. The report will then sift through the transactions (either by account number or by your entire hierarchy) and pull the transactions pertaining to those MCCs. Note: When selecting the "ATM and Cash" option from the "ATM Cash" dropdown, EAGLS will default to the MCCs for wire transfers, ATMs, teller cash and betting. The Returned Check Charges report is based on the transaction code for returned check fees rather than an MCC.	Bi-weekly (information is updated daily)	Verify if individual was on official TDY orders during that time frame. If it cannot be verified that the individual was on official business, contact the individual, or their immediate supervisor, to verify that the transactions were made while on official business. If the transactions were not made while on official business, were deemed to be excessive, or were made at an unauthorized location, notify the individual's commander of the transactions made using the Suspected GTC Misuse Letter (Exception Report). Notify the individual's commander using the Returned Check – Government Travel Card Payment to Bank of America Letter
Authorizations / Declines	Depending on the report selected, it provides you with either all approvals being made, or all declines, referrals and pickups by account or hierarchy. - A card will be declined if it has already reached or exceeded the cash and/or credit limit, or if an invalid PIN has been used. - A card will be referred if the cardholder is attempting to use the card at an unauthorized location, the card hasn't been activated, the information on the card's magnetic strip was not read, or the account has been referred to Fraud Control. In these instances, the card will not be accepted, and the bank gives the merchant the option to call and discuss the transaction for possible override of the decline. - A card pickup takes place when a merchant retains a lost/stolen card that an individual has attempted to use. The merchant will return the card to the bank.	Bi-weekly (information is updated daily)	For all referrals, verify that the transaction that took place at the merchant listed is indeed an unauthorized location. Response Reasons that you will see listed for referrals are: MCCG Include – Indicates the merchant was not authorized; the merchant's category code was not included in the DoD's MCC Table for approved authorizations. Card Activation – indicates that the card was not activated at the time of attempted use, and the transaction has been referred to the bank to have the card activated. If the cardholder received the card and they did not call the bank to verify receipt, the bank *may* activate it if it's a standard card. If it's a restricted card, the AOPC is the only person who can activate it. Watch – referral status to fraud control. Invalid CVV/CVC – information on the card's magnetic stripe was not clearly understood by the card reader at point of sale. Notify the individual's supervisor using the Attempted Unauthorized Use of Government Travel Card Letter. For repeat offenders, or depending on the amount or type of transaction, notify the individual's commander, as well as the supervisor.

METL #3: Set-Up Account for a New Cardholder/Re-Open a Closed Account (as required)

Step 1: Determine if the individual's frequency of travel warrants the issuance of a government travel card. If the individual normally travels 2 or fewer times per year, it is strongly suggested that they should not be issued a card (see Department of Defense Financial Management Regulation Volume 9, Chapter 3, Para 030302-B2j).

Step 2: The applicant must read and sign the Memorandum of Understanding. The APC will maintain the original copy for files.

Step 3: The applicant and APC must complete the Individually Billed Card Account Application Form.

Step 4: Mail or fax both forms to:

Bank of America
Attn: GCSU
P. O. Box 52304
Phoenix AZ 85072-9419

1-877-217-1033 or 1-888-698-5631

Step 5: Provide the applicant with a copy of the Cardholder Program Guide, available at: https://www.gcsuthd.bankofamerica.com/dod_apc/pdf/DoD_Cardholder_Guide_081501.pdf

Step 6: Provide applicant with a copy of GSA's "Do's and Don'ts" pamphlet, available at: http://www.gsa.gov/attachments/GSA_PUBLICATIONS/pub/smartpaytravhints.pdf

Step 7: If the applicant would like to have cardholder-level access to EAGLS, have them complete the EAGLS Access Application Form. This form is available at: http://www.gcsuthd.bankofamerica.com/forms/gsaforms/eaaf.asp This form should be faxed to either 1-877-248-4104 or 1-757-624-6149

Step 8: Follow up on application status with bank by calling 1-800-558-0548, select option 5, enter Central Account Number (4486 1200 0000 3138), and then select option 1.

METL #4: Maintain Cardholder Roster
(Weekly)

Step 1: Log on to EAGLS, select Reporting Tool and run the Account Listing Report. This report will list all cardholders and account information. Verify that all personnel assigned to the organization are listed.

Step 2: For cardholders currently assigned to your hierarchy, update cardholder business phone numbers, home phone numbers, and billing addresses, as required.

Step 3: Add newly assigned individuals to your hierarchy. There are two ways to do this:

1. Check the Transfer Account Queue. Log into EAGLS, select Maintenance from the main menu, and then select Transfer Account Queue. When the Transfer Account Queue Search Screen comes up, select the "New Status" option under "Search On," and select the "Hierarchy Depth" option (selecting your hierarchy) under "Search By," and submit. This will give you a list of accounts that other organizations are requesting you to transfer in to your hierarchy level. If the name(s) listed are folks that are due to PCS/PCA into your unit, click on the hyperlink, which will take you to the Transfer Account – Receiving page. From there you will enter the appropriate hierarchy level, central account ID, and verify that the New Status Request option says "Approved," and submit. This will add the individual to your hierarchy level.

If any of the individuals listed either have not recently PCS'd/PCA'd to your organization, or they are not scheduled to PCS/PCA to your organization, click on the hyperlink (account number, shown in a blue font), which will take you to the Transfer Account – Receiving page. From there you will change the New Status Request option to "Declined," and submit. This will reject the transaction back to the originating organization.

2. If a newly assigned individual isn't listed in the Transfer Account Queue, you can transfer their account into your hierarchy using the HL Change Form, which can be found at: https://www.gcsuthd.bankofamerica.com/forms/HL_instructions.asp

Once the cardholder has been successfully transferred in, make sure that the newly arrived cardholder updates their phone number and billing address. Also, check their account balance and delinquency status. If needed, adjust their account limits to minimum levels consistent with anticipated official travel demand.

Step 4: For cardholders who are PCSing out of the organization, you first need to update their phone number and address to an in-transit location (perhaps gaining base General Delivery).

Second, you will need to log on to EAGLS to transfer out their account to the HL they will be assigned to. Once in EAGLS, select Account Inquiry/Maintenance from the main menu. When the Account Inquiry Search screen comes up, you will need to select Open Accounts under the Search For option, and then enter either the individual's account number, last name, or SSN under the "Search By" option and submit. You will get an Account Inquiry/Maintenance Results screen displaying all of the data related to the individual's account. Scroll down and select the "Transfer Account" hyperlink (blue font color). You will be told that you are attempting to leave the Inquiry/Maintenance

Results screen... Click on "OK". This will take you to the Transfer Account - Sending screen. From here you will enter your phone number in the Sending A/OPC Phone section, and then click on the "Browse" button in the Transfer To Hierarchy section. This will give you a list of all available hierarchies. You will then drill down to the appropriate hierarchy level using the Next Level and Previous Level buttons. If you cannot find the hierarchy of the organization that the individual is going to be assigned to, then use the gaining base's hierarchy. Once completed, submit the information. You will then be asked to confirm your request.

Note: The account will stay in your hierarchy until the gaining organization accepts the transfer. If after a couple of weeks the gaining organization is not picking up the account, notify the Base APC. The Base APC will contact the gaining Base APC via e-mail, DJMS, etc., to assist in getting the account transferred. If all attempts by the Base APC have failed, the Base APC will contact the MAJCOM APC for assistance.

Step 5: For cardholders scheduled to separate or retire, check their account balance and delinquency status. If delinquent, notify the cardholder, as well as the First Sergeant or Commander, as appropriate. The APC will deactivate all cards no later than 90 days prior to out-processing. (EXCEPTION: If a separtee will be employed by the Department of Defense (e.g., civil service, Guard, or Reserves) initiate transfer of the card to the gaining unit with a "future deactivation date" within EAGLS.) Instruct cardholder to cut card in half and dispose.

For delinquent retirees/separatees, forward a list containing the name(s), SSN(s), and account number(s) of the individuals, along with a brief explanation of circumstances, to include actions taken to recover debt prior to individual's separation/retirement. The Base APC will consolidate requests from the Unit APCs and forward to the MAJCOM APC for transfer out to the SAF HL for delinquent retirees/separatees.

METL #5 Maintain Access Control
(as required)

Only the current APC(s) should have hierarchy level access via EAGLS. Individuals no longer assigned as an organization APC should have their access removed, as unauthorized access can give these individuals the ability to view data covered by the privacy act, as well as perform unauthorized maintenance to accounts.

For newly assigned APCs:

Step 1: Complete the Point of Contact Information Form to add as either primary or alternate APC and either send or fax to:

Bank of America
Government Card Services Unit
P.O. Box 1637
Norfolk, VA 23501- 1637

Commercial: 1-757-624-6149
Toll-Free: 1-877-248-4104

Step 2: Sign up for an e-mail subscription to NewsBlast – Bank of America's Newsletter at: http://www.gcsuthd.bankofamerica.com/newsblast/subscription/adduser.asp

For departing APCs:

Step 1: Complete the Point of Contact Information Form to delete as either primary or alternate APC and either send or fax to the address/phone number listed above.

Step 2: Remove your e-mail from the NewsBlast subscription service at: http://www.gcsuthd.bankofamerica.com/newsblast/subscription/delsearch.asp

CHAPTER 3

DEPARTMENT OF DEFENSE GOVERNMENT TRAVEL CHARGE CARD

0301 POLICY AND PURPOSE

030101. General. "The Travel and Transportation Reform Act of 1998" (TTRA) (Public Law 105-264) stipulates that the government-sponsored, contractor-issued travel card (hereafter referred to as the "travel card") shall be used by all U.S. Government personnel (civilian and military) to pay for costs incident to official business travel. Provisions governing this mandatory use requirement within the Department are set forth in section 0303 of this chapter.

030102. Purpose. Within the Department, the travel card program is intended to facilitate and standardize the use by DoD 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 DoD cash management, reduce DoD and traveler administrative workloads, and facilitate better service to DoD travelers. In addition, because of the refund feature of the travel card program, the program results in cost savings for the Department. In addition to individual travel cards, there are travel card variations that include restricted cards, unit cards, and centrally billed accounts (CBA). These variations are used to meet specific needs of the DoD Components. This chapter sets forth the policy and procedures with respect to mandatory use of the travel card under the TTRA. It also establishes procedures for travel card issuance and use.

030103. Applicability And Scope. These policies are applicable to the Office of the Secretary of Defense, the Military Departments, the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Inspector General of the DoD, the Defense Agencies, the DoD Field Activities, the Uniformed Services University of the Health Sciences and all DoD nonappropriated fund instrumentalities (hereafter referred to collectively as the "DoD Components.")

0302 RESPONSIBILITIES

030201. General Services Administration. The General Services Administration (GSA) awards and administers a master contract for the government travel card program, which is part of the "GSA SmartPay Program." The GSA is also responsible for issuing government-wide policies and procedures for implementation of the TTRA.

030202. Under Secretary of Defense (Comptroller) (USD(C)). The USD(C) is responsible for establishing DoD-wide policies for the DoD Travel Card Program. Included within this responsibility is the requirement to develop DoD-wide policy for the implementation of the requirements of the TTRA and monitoring implementation of the TTRA by the DoD Components.

030203. DoD Component Heads. The Head of each DoD Component is responsible for developing TTRA implementation strategy for use in that Component. The Component Head, along with the Project Manager-Defense Travel System, shall ensure that the appropriate systems modules are developed that enable DoD travel systems to operate consistent with the requirements of the TTRA and this chapter. Component Head responsibilities include, but are not limited to, submitting regulations developed to implement the TTRA for USD(C) approval; granting exemptions as indicated in, and in accordance with, subparagraphs 030303.A and 030303.B of this chapter and notifying the Administrator of the General Services Administration regarding exemptions granted as indicated in subparagraph 030303.C of this chapter.

030204. Director, Defense Finance and Accounting Service (DFAS). The Director, DFAS has been designated by the USD(C) as the program manager for the travel card. The DFAS also shall facilitate traveler determination of any late payment fees or charges that may be payable to a traveler under the TTRA as indicated in subparagraph 030701.C of this chapter.

030205. Travel Card Program Management Office (TCPMO). The Travel Card Program Management Office (TCPMO), within the DFAS Headquarters' Directorate for Finance (DFAS-HQ/FMT), manages the Department's Travel Card Program. A "DoD Tailored Task Order for the Travel Card Program" was issued to the card contractor and is managed and administered on behalf of the Department by the Acquisition Support Organization, DFAS Headquarters (DFAS-HQ/ASO). The TCPMO works closely with the GSA, the DFAS-HQ/ASO, DoD Components, and the card contractor to manage the day-to-day operations of the DoD Travel Card Program.

030206. Assistant Secretaries of the Military Departments (Financial Management and Comptroller) and Defense Agency Comptrollers. The Military Department Assistant Secretaries (Financial Management and Comptroller) and Defense Agency Comptrollers, or equivalents, shall ensure program management responsibilities are accomplished within their respective Component, and shall designate a Program Manager for their DoD Component. The Component Program Manager (CPM) shall be designated in writing and identified both to DFAS-HQ/FMT and the travel card contractor.

030207. DoD Component Program Managers (CPMs). The CPMs are responsible for establishing and managing the DoD Travel Card Program in compliance with this volume. Each CPM also is responsible for establishing and maintaining the Component's organization structure ("hierarchy") and notifying DFAS-HQ/FMT and the card contractor of any changes in organization structure that affect the travel card program.

030208. Agency Program Coordinators (APC). The APCs are responsible to their respective DoD Component CPM for program execution and management. APCs are responsible for the day-to-day operations of the DoD Travel Card Program. Each APC, in conjunction with the card contractor, shall maintain an up-to-date list of all current cardholders and accounts to include information such as account names, account numbers, addresses, and telephone numbers.

030209. Centrally Billed Account (CBA) APCs. The CBA APCs are those personnel designated by their activity commander or director as responsible for the management of CBAs used for the purchase of transportation services.

030210. Unit Travel Cardholders. Holders of unit travel cards are designated by the activity commander or director as responsible for management of the CBA unit card.

030211. Travel Cardholders. Cardholders for individually billed accounts (IBA) are personnel to whom travel cards have been issued for use while performing official government travel. These personnel shall adhere to the procedures set forth in this Regulation and applicable DoD Component guidance. Individual cardholders are responsible for payment in full of the undisputed amounts due in the monthly billing statement from the card contractor.

0303 MANDATORY USE OF THE TRAVEL CARD

030301. Policy

A. Use by DoD Personnel. All DoD personnel shall be required to use the government-sponsored, contractor-issued travel charge card for all expenses arising from official government travel, unless otherwise exempted. Although a traveler may be required to use the travel card, failure to use the travel card shall not be a basis for refusing to reimburse the traveler for otherwise appropriate charges. Such failure may, however, subject the traveler to appropriate administrative or disciplinary action.

B. Travel Orders. All travel orders shall:

1. Include the following statement notifying travelers of the requirements of the TTRA. "'The Travel and Transportation Reform Act of 1998' stipulates that the government-sponsored, contractor-issued travel card shall be used by all U.S. Government personnel (civilian and military) to pay for costs incident to official business travel unless specifically exempted by authority of the Administrator of General Services or the head of the agency."

2. Indicate whether the traveler is (or is not) a government travel card cardholder.

3. If the traveler is a government travel card holder, indicate whether or not the traveler is exempt from the mandatory use provision of the TTRA. (This statement also authorizes alternative payment methods.)

4. Indicate that government travel cardholders shall obtain cash, as authorized, through automated teller machines (ATMs), rather than obtaining cash advances from a DoD disbursing officer.

030302. Government-Wide and DoD-Wide Exemptions

A. Classes of Personnel Exempted

1. The GSA has exempted the following classes of personnel from mandatory use of the travel charge card:

a. Employees who have an application pending for the travel charge card

b. Individuals traveling on invitational travel orders

c. New appointees.

2. In addition to the government-wide GSA exemptions, the following classes of personnel are exempt from mandatory use of the card throughout the Department:

a. Members of the Reserve Officer Training Corps and military personnel undergoing initial entry or initial skill training prior to reporting to their first permanent duty station

b. Military and DoD civilian personnel who are denied travel charge cards or whose travel charge cards have been canceled or suspended for financial irresponsibility or for other specific reasons

c. Hospital patients

d. Prisoners

e. Such military or DoD civilian personnel as approved by the Head of a DoD Component during (1) a period of war, (2) a national emergency declared by the President or the Congress, or (3) mobilization, deployment, or contingency operations

f. Such military or DoD civilian personnel traveling to or in a foreign country where the political, financial, or communications infrastructure does not support the use of a travel charge card

g. Such military or DoD civilian personnel whose use of the travel charge card, due to operational, security, or other requirements of a mission, would pose a threat to national security, endanger the life or physical safety of themselves or others, or would compromise a law enforcement activity

h. Direct and indirect hire foreign nationals

i. Individuals employed or appointed on a temporary or intermittent basis upon a determination by the individual's supervisor or other appropriate official that the duration of the employment or appointment or other circumstances pertaining to such employment or appointment does not justify issuance of a travel charge card to such individual

★ j. Such military or DoD civilian personnel as are determined to be infrequent travelers. An infrequent traveler is one who travels two or less times per year.

B. Classes of Expenses Exempted

1. The GSA has exempted the following classes of expenses from the mandatory use of the travel charge card:

a. Those incurred at a vendor that does not accept the government-sponsored, contractor-issued travel charge card

b. Laundry/dry cleaning

c. Parking

d. Local transportation system fares

e. Taxi fares

f. Tips

g. Meal charges when the use of the card is impractical (e.g., group meals or when the card is not accepted at a dining establishment)

h. Telephone calls (when a government calling card is available for use in accordance with agency policy)

i. Relocation allowances prescribed in chapter 302 of the Federal Travel Regulation, except en route travel and househunting trip expenses.

2. In addition to the GSA government-wide exemptions, the following classes of expenses are exempt from the mandatory use of the travel charge card throughout the Department of Defense:

a. All expenses covered by the "meals and incidentals" portion of the per diem allowance

b. All local and long distance telephone calls

c. All expenses incurred during a permanent change of station move and all expenses while on a househunting trip.

030303. Exemptions Made by the Heads of DoD Components

A. Class Exemptions. The Heads of DoD Components may exempt additional types or classes of expenses or types or classes of personnel from the mandatory use requirements of the TTRA. An exemption covering a type or class of expenses or type or class of personnel shall be approved by the USD(C) prior to implementation.

B. Individual and Specific Expense Exemptions. The Heads of DoD Components may exempt any individual person or specific expense (i.e., a specific occurrence of an expense relating to a particular traveler or a single episode of travel) from the mandatory use requirements of the TTRA. These exemptions do not require approval by the USD(C).

C. Notifications of Exemptions. The Head of a DoD Component (or designee) who grants an exemption from the requirements of the TTRA shall, in accordance with statutory requirements and regulations promulgated by the Administrator for General Services, prepare and submit the following notifications:

1. Not later than 30 days after granting an exemption for a type or class of individual or a type or class of expense covered by subparagraph 030303.A, above, notify the Administrator of General Services in writing of the granting of such exemption.

2. Not later than 30 days after granting an exemption to any individual person or specific expense covered by subparagraph 030303.B, above, notify the Administrator of General Services in writing of the granting of such an exemption.

Notifications under subparagraphs 30303.C.1 and 30303.C.2, above, shall state the reason for the exemption and be submitted directly to the Administrator of General Services, Attention: MTT, 1800 F Street, NW, Washington, D.C. 20405. A copy of each notification shall be provided to the DFAS, Attention: DFAS-HQ/FMT, 1931 Jefferson Davis Highway, Arlington, Virginia, 22240-5291.

030304. Payment Methods Authorized When Exempted. When an exemption is granted from the mandatory use of the travel charge card, one or a combination of the following may be authorized for payment of travel expenses. City pair contractors, however, are not required to accept payments under subparagraphs 030304.A or B below:

A. Personal funds, including cash or a personal charge card

B. Travel advances, or

C. Government Travel Requests.

0304 NON-MANDATORY USE OF THE TRAVEL CARD

030401. Voluntary Card Use. An individual granted an exemption from mandatory use of the travel card may continue to use the travel card on a voluntary basis.

030402. Local Travel. The travel card can be used for local travel expenses (i.e., parking and tolls), but such use is not required under the TTRA.

0305 PROGRAM STRUCTURE AND GENERAL TRAVEL CARD INFORMATION

030501. General Information

★ A. Card Design. In accordance with the GSA master contract, government travel cards may be issued in either the regular card design (i.e., the U.S. Capitol dome with an airplane and the words: "For Official Government Travel Only"), the quasi-generic card, or generic card. The quasi-generic and generic cards do not have the special art work or statement identifying it as a "government" card. When security is an issue, a generic or quasi-generic travel card may be issued upon written request from the APC through the CPM to the card contractor.

B. The Program. The DoD Travel Card Program consists of three products: individually billed accounts (IBA); centrally billed accounts (CBA); and travelers checks.

C. Internet Based Electronic Travel Card Management System. The GSA master contract stipulates that the card contractors will offer an Internet based electronic travel card management system. These systems allow access via personal computers (PCs) in order to process and maintain DoD travel card accounts, display transaction and account data, and provide designated reporting information. The DoD Components shall determine whether individual cardholders will have system access for their accounts and will notify the TCPMO and contractor of that decision. DoD Component activities shall use the contractor's Internet-based electronic travel card management system to the maximum extent possible. CPMs shall inform the card contractor of any organizations (e.g., major commands, major subordinate commands, bases or installations) that lack connectivity to on-line services. The card contractor shall issue electronic program management reports as required. Paper reports are rendered on an exception basis and require CPM/TCPMO approval.

D. Automated Teller Machine (ATM) Access. Travelers may use the travel card at a specified network of ATMs to obtain cash needed to pay for "out-of-pocket" travel-related expenses. The card contractor will assign a personal identification number (PIN) to each cardholder, together with card issuance to permit ATM access. ATM advances shall not be obtained earlier than 3 working days before scheduled travel. The card contractor will charge the cardholder a transaction fee for ATM use. This charge, which appears on the cardholder's billing statement, is a reimbursable expense. In addition, some banks charge a service fee for ATM access. That fee also is reimbursable. Government travel advances will not be authorized for personnel who are eligible to be issued individual travel cards.

E. Travelers Checks

1. Cardholder Placed Order Via the Internet. If otherwise permitted, travelers checks may be ordered by the cardholder in predetermined amounts via the contractor's Internet based electronic travel card management system. The contractor will charge a user fee for traveler's checks purchases and these charges will appear on the cardholder's billing statement. These fees are reimbursable expenses provided the cardholder requests reimbursement on the travel voucher. The issuance of travelers checks does not preclude the use of the ATM privilege, but does reduce the total amount available to the cardholder during that billing cycle.

2. Use in Lieu of Cash Advance. The issuance of travelers checks by a DoD Component is optional. Where used, travelers checks issued by an agency shall be treated as a cash advance. The APC, acting as an agent for the Department, shall follow the instructions found in Volume 5, Chapter 3, of this Regulation.

F. Merchant Category Codes (MCCs). These are codes established by the card network to describe merchant type. The Department blocks some MCCs as a measure to control inappropriate card use. Issues concerning MCCs should be addressed to the TCPMO.

G. Refunds. Based on net charge volume, the GSA contract stipulates that the card contractor shall offer refunds to using government agencies. The formula used to compute these refunds varies between individual and central accounts, and includes a factor for the promptness of payments. Refunds are adjusted for amounts written off due to delinquency. The GSA deducts an industrial funding fee from the refunds, with the balance sent by the contractor via electronic funds transfer to the applicable DoD Component. The refunds are computed and distributed each quarter.

030502. Eligibility

A. DoD Personnel. Unless otherwise exempted, all DoD personnel (military and civilian) who travel in the performance of their duties shall obtain and use the DoD travel card. DoD personnel shall be issued only one travel card. If a DoD employee also holds Reserve Component membership, the travel card will be issued through the organization of his or her civilian employment. DoD civilian employees who also are active members of a Reserve Component are required to provide their full-time federal employer a copy of their inactive duty training schedule and active duty for training or annual training military orders to support their use of the travel card for military duty.

B. Foreign Nationals. Foreign Nationals who travel on behalf of employing DoD activities are authorized to use travel cards, but may not be eligible for the city-pair contract rates.

C. Nonappropriated Fund Instrumentality (NAFI) Employees. NAFI employees of the Department are authorized to use travel cards.

D. Recruiting Personnel. Military personnel assigned to recruiting duties are authorized to use travel cards for official reimbursable expenses in their local area.

E. DoD Contractors. DoD contractors are not authorized to use government travel cards.

030503. Individually Billed Accounts (IBA). An IBA is an account where a travel card is issued to an individual employee. The cardholder receives the billing statement directly from the contractor at the address provided on the card application. It is his or her responsibility to notify the APC and the card contractor of changes in contact information such as a new address. Cardholders are responsible for payment in full of the amount stated on the monthly billing statement. To assist the traveler in fulfilling the payment responsibility, the DoD Component shall encourage cardholders to use the "split disbursement payment process" for travel reimbursement. (See paragraph 080102 of this volume.) IBAs contain a unique numeric prefix which identifies the account as an official government travel card. This prefix identifies the account as eligible for government travel rates, including city pair rates, and tax exemption when provided by state law. IBAs are issued as specified below:

A. Standard Travel Card. These are issued to individuals as recommended by the card contractor, or as directed by the commander or supervisor. In no case, however, may a standard travel card be issued to an individual who refuses a credit check (see paragraph 030605, below). The standard credit limit on these cards is $5,000 per billing cycle. The APC (or CPM or TCPMO) has the authority to increase the overall credit limit on the card beyond $5,000 to accommodate mission requirements.

1. The ATM limit is $500 per billing cycle. APCs may raise the ATM limit to $4,000 per billing cycle and CPMs may raise the ATM limit to $5,000 per billing cycle. ATM limits over $5,000 per billing cycle require TCPMO approval. DoD Components also may implement lower ATM limits.

2. The retail limit (purchases for other than lodging, airfare, car rental and meals) is $250 per billing cycle. APCs may raise the retail limit to $500 per billing cycle on a case-by-case basis and CPMs may raise the retail limit to $1,000 per billing cycle on a case-by-case basis.

3. The effect of increases to ATM and retail limits does not automatically change the total credit limit on the card.

B. Restricted Travel Card. These cards are issued to cardholders when recommended by the card contractor (and the APC concurs), requested by the applicant, or directed by the commander or supervisor. A restricted travel card is the only individual card that is issued to individuals who refuse credit checks. (See paragraph 030605, below.) Restricted travel cards are the same in appearance as standard cards; however, they are inactive at issuance. The total credit limit on a restricted card is $1,250 per billing cycle. This credit limit includes a $200 ATM limit and a $50 retail limit, with the remaining $1,000 available to charge meals,

lodging, rental cars and miscellaneous expenses. APCs are authorized to raise these limits based on travel requirements. At the request of the cardholder, the APC may activate the restricted card for a specific travel event.

030504. Centrally Billed Accounts. Cards for CBA accounts are issued to DoD activities that make travel arrangements and those activities guarantee payment. CBAs have no spending ceiling and payments are subject to the "Prompt Payment Act of 1982," as amended. Such card contains the unique prefix "4486 1600" that identifies the account as a CBA for official federal government travel. This prefix identifies the account as eligible for government travel rates, including city pair rates, and tax exemption. The APC shall forward any request to establish a CBA to the cognizant CPM. CBAs are issued for the following purposes.

A. Transportation Travel Cards. Transportation travel cards are issued to government travel offices for use in purchasing transportation, including airline tickets, bus tickets, and rail tickets. These purchases are made through a commercial travel office (CTO). The CTO acts as an agent for the government travel office. The government travel office receives a monthly invoice from the travel card contractor. The CTO is responsible to reconcile the transportation purchases appearing on the invoice and forward the invoice to the government transportation office. The transportation office shall forward certified invoices to the designated disbursing office.

B. Unit Travel Cards. DoD Components may use unit travel cards only when it is cost effective and in the best interest of the mission. Categories of travelers whose travel may be charged to unit travel cards include, but are not limited to, new recruits and employees who do not yet have travel cards, prisoners, and DoD group travelers. Components should limit the issuance of unit travel cards wherever possible and maximize the use of individual travel cards. Written approval of the cognizant CPM is required for issuance of a unit travel card. Upon receipt of the invoice, each designated unit cardholder is responsible for reconciling the travel card charges and promptly providing a validated copy of the statement to the unit account coordinator. The unit account coordinator is responsible for reconciling the charges appearing on the summary account monthly statement which is a composite (rollup) of all charges from all cards assigned to that organization. The unit account coordinator also is responsible for filing any necessary disputes with the travel card contractor. Once the billing statement is validated, the unit account coordinator shall obtain fund certification from the cognizant resource management office before forwarding certified billing statements, with any required supporting documentation, to the designated disbursing office. Costs exceeding published travel and per diem rates shall be approved using an authorization memorandum signed by the authorizing official.

0306 MANAGEMENT CONTROLS

030601. Training. The TCPMO and the DoD CPMs shall ensure that travel card program training materials are distributed throughout the Department. Training materials include specific manuals, videos, and contractor products tailored for the Department. DoD

Components shall advise new cardholders on proper use of the card and ensure that APCs and current travel cardholders are informed of policy and procedure changes to the travel card program. Training materials may be provided in hard copy and/or electronic media.

030602. Travel Card Applications. Application forms are available via the card contractor's Internet based electronic travel card management system or from the APC. Applications contain the following data: applicant's name, social security number (SSN), current address, work and home phone numbers, the applicant's authorization for a contractor performed credit check, the applicant's signature and the supervisor or commander approval. When an applicant is given an application for a travel card, the APC shall give the applicant applicable program information and have the applicant sign a "DoD Statement of Understanding for Travel Cardholders." (See Appendix A.)

030603. Processing Routine Applications. The APC shall request that the card contractor establish new individually billed accounts upon receipt of a properly completed application. The applicant, the applicant's supervisor, and the APC shall sign the application. The APC shall complete the billing hierarchy string on the application before submitting the application to the card contractor. The APC shall fax the completed application, within 3 days of APC receipt, to the card contractor.

030604. Processing Emergency Applications. Emergency applications are defined as applications for employees who are scheduled to travel within 5 working days. The APC may call the contractor's government card customer service unit (GCSU) to request an emergency travel card. The APC shall fax the application to the card contractor as soon as possible. The APC shall annotate prominently the application "Emergency Application" and verify with the GCSU that the application has been received. The contractor shall process and send emergency cards within 24 hours to the individual cardholder's stated address, the temporary duty location, or as directed by the APC.

030605. Credit Checks. Credit checks shall be performed on all new card applicants. The applicant has the option to decline the conduct of a credit check. In that case, only a restricted card shall be issued. If the applicant agrees to a credit check the fact that a credit check has been performed will appear on the credit bureau's record for the applicant and will be evident to subsequent credit grantors who request a credit check. This process is similar to instances when the applicant personally applies for credit. From the information obtained as a result of the credit check, the card contractor either shall issue a standard travel card, or shall recommend to the APC the issuance of a restricted card. In no case shall the card contractor provide credit history results to the APC. Recommendations from the card contractor are intended to assist the commander or supervisor in determining whether a standard or restricted travel card is the best option for the traveler. The commander or supervisor may override the contractor's suggestion to issue a restricted travel card and authorize the APC to approve a standard travel card at any time except where an applicant declines a credit check.

030606. Issuance of Cards by Contractor. Upon receipt of a properly completed application, the card contractor shall send the travel card and cardholder agreement within 3 business days. The contractor shall mail the card to the individual cardholder's stated address, temporary duty location, or as directed by the APC. The card contractor shall send PIN numbers associated with the ATM option separately from the card within 3 business days after receipt of the completed application. The card contractor shall allow the cardholder the later option to personalize his or her PIN.

030607. Misuse. Commanders or supervisors shall not tolerate misuse of the DoD travel card and cardholders who do misuse their DoD travel cards shall be subject to appropriate administrative or disciplinary action. These cards shall be used only for reimbursable expenses associated with official travel. The following, while not reimbursable, are considered to be related to official travel. Therefore, the travel card can be used for the following purposes.

A. Incidental Expenses. The cardholder, while in a travel status, may use the card for non-reimbursable incidental travel expenses such as rental movies, personal telephone calls, exercise fees, and beverages, when these charges are part of a room billing or meal and are reasonable.

B. Expenses Incurred During Leave in Conjunction with TDY. The travel card also may be used for personal lodging or car rental charges, incurred in conjunction with otherwise authorized official travel expenses, when such charges are an integral part of the billing for the period spent at the temporary duty location while on official travel (i.e., when a traveler spends a weekend or is authorized leave at a temporary duty location before or after TDY, and a room or car rental is continued into TDY, a weekend, or a period of authorized leave).

C. Payments. The traveler shall pay for incidental nonreimbursable personal expenses covered by subparagraphs 030607.A and B, above, as part of the normal billing process.

0307 APC RESPONSIBILITIES

030701. Program Management Information

A. General. As the day-to-day manager of the travel card program, the APC shall maintain all pertinent records for cardholders while they are in the APC's hierarchy. When the cardholder transfers, the gaining APC shall establish needed records. For individual applicants, these records shall include: a copy of the application; a copy of the signed DoD Statement of Understanding (see Appendix A); and all other relevant correspondence pertaining

to the cardholder (e.g., delinquency notification and requests for changes in spending limits). Due to the sensitivity of the data contained in these files, such data shall be maintained in a secure container or area that assures limited access.

B. Organization Hierarchy Structure. APCs at all levels are responsible for maintaining their organizational hierarchy structure. This hierarchy is the link that identifies cardholder accounts to correct organizations within a parent Component. The APC is responsible for tracking arriving and departing cardholders to ensure validity of the organization hierarchy and the contractor reporting information.

030702. Account Transfers. APCs are directed to follow the procedures published in the contractor's training guides for using the electronic system to transfer cardholders.

030703. Termination. The APC shall terminate a travel card upon a cardholder's dismissal, retirement, or separation from the Department. Also, if applicable, the APC shall terminate the cardholder's use of the card contractor's Internet-based electronic travel card management system.

030704. Delinquencies. As the day-to-day manager of the travel card program, the APC shall monitor delinquencies and take appropriate actions as defined in section 0308, below.

0308 TRAVELER REIMBURSEMENT AND PAYMENT RESPONSIBILITIES

030801. Timely Reimbursement of Travel Expenses

A. Reimbursement Within 30 Days. DoD personnel shall be reimbursed for authorized travel expenses no later than 30 days after submission of a proper travel claim to the office where the claim is to be approved. Therefore, a satisfactory recordkeeping system shall be maintained by the approving official to track submission and receipt of travel claims. For example, travel claims submitted by mail could be annotated with the date of receipt in the office where the claim is to be approved. Travel claims submitted electronically to the approving official could be considered to have been received on the submission date indicated on the e-mail, or on the next business day if submitted after normal working hours. For fully automated travel applications, such as the Defense Travel System, the travel claim shall be considered to be received when the traveler releases the claim to the travel system.

B. Travel Claim Errors

1. If a travel claim contains an omission or an error, the claimant shall be notified about the error by the responsible official. The notification shall include the reason(s) why the travel claim is not proper. The 30-day period for the government to make payment before application of a late payment fee will not commence until a correct travel claim is received. This procedure will be applicable to all travel claims submitted prior to May 1, 2002.

2. Beginning with travel claims submitted on or after May 1, 2002, if a travel claim contains an omission or an error, it should be returned to the traveler within a 7-day period. The notification shall include the reason(s) why the travel claim is not proper. Once a corrected travel claim is received, the 30-day period for the government to make payment before application of a late payment fee will commence.

C. Late Payment Fees and Charges. Where payment of the travel settlement takes longer than 30 days following receipt by the office where the claim is to be approved, a late payment fee may be required. This fee is payable, using the "Prompt Payment Act" interest rate, beginning on the 31st day after the submission of a proper travel claim and ending on the date that the payment is disbursed by the government. The only exception to the requirement for this payment is that no payments are required for amounts less than $1.00. In addition, the traveler shall be paid an amount equal to any late payment charge that the card contractor would have been able to charge had the traveler not paid the bill. The Internal Revenue Service has determined that the late payment fee is reportable as interest and that the payment equal to the late payment charge is to be reported as additional wages.

D. Systems Modifications. DoD Component travel systems shall be modified as necessary to capture the date of submission of a proper travel claim and compute entitlement for late payment fees due as a result of untimely settlement.

E. Claims for Late Payment Fees. Pending implementation of system changes that will track late payments and automatically create and compute the entitlement resulting from such late payment, if a traveler believes that late payment fees are due, he or she shall submit a supplemental travel claim for late payment fees. Each such supplemental travel claim shall be submitted through the office where the claim is to be approved, where it will be annotated with the date that the original travel claim was received. As DoD travel systems are modified to implement the automated late payment fee computation and entitlement requirement, there no longer will be a need for separate action by the traveler to file a supplemental travel claim for late payment fees.

030802. Responsibilities of Travelers for Payments

A. Monthly Statements. Cardholders are responsible for payment in full of the amount stated on the monthly billing statement. To assist the traveler in fulfilling the payment responsibility, cardholders are encouraged to use the "split disbursement payment process" for travel reimbursement. (See paragraph 080102 of this volume.)

B. Disputed Charges. In the event that the billed amount contains charges that are disputed by the traveler, the traveler must obtain a dispute form from his or her APC and send that completed form to the travel card contractor. Detailed instructions will be provided by the APC.

030803. Fees Chargeable by the Contractor. The card contractor may charge a fee when a check submitted in payment of a bill is dishonored. In addition, a late fee per billing

cycle may be assessed for individually billed accounts that are 120 days past due. If an account is referred for collection, the card contractor may charge the cardholder up to 25 percent of the account balance plus all costs of collection. The card contractor also may initiate garnishment proceedings through the judicial system against travel cardholders for accounts over 120 days delinquent and also may notify credit bureaus of these delinquencies.

0309 DELINQUENCY MANAGEMENT

030901. The GSA master contract specifies time frames when the contractor must notify the APC of impending suspension or cancellation of delinquent cardholder accounts.

A. Mission-critical Travel. When mission related circumstances preclude the filing of interim vouchers, the APC is authorized to notify the card contractor to so advise and ensure that cardholders will not be identified as delinquent. Mission-critical travel is defined as travel performed by DoD personnel under competent orders and performing duties that, through no fault of their own, may prohibit the prompt payment of their outstanding travel charge card bills. This category is determined by the organizational APC or CPM. While in this category, individual travel charge cards shall not be suspended or cancelled. Should there be outstanding bills, they shall be settled within 45 days of removal from this status.

B. Long-term Travel. While in a long-term travel status, the standard is that the traveler shall file interim vouchers every 30 days, with split disbursement as the preferred means of settlement. Organizations should assist travelers by providing blank vouchers prior to departure and upon arrival at the temporary duty location.

C. Pre-suspension Notification for Accounts 55 Days Past Due. At 55 days past due, the contractor shall issue a pre-suspension notification to the APC. The APC shall notify the cardholder and the cardholder's supervisor, by e-mail where possible, that the account will be suspended in 5 days if the contractor does not receive full payment of all undisputed amounts. The APC shall request that the supervisor notify the APC, within 5 days, of any reason that the account should not be suspended (e.g., mission-critical travel or long-term temporary duty). If the APC is given sufficient information by the cardholder's supervisor to justify keeping the account active, the APC immediately shall advise the GCSU that the account should remain active. The APC should keep a record of the supervisor's notification and related correspondence. (Sample notification letters are at Appendix A.)

D. Suspension of Accounts 90 Days Past Due. At 90 days past due, the APC shall notify the cardholder's supervisor and the next command level, via e-mail when possible, that the cardholder's account has been suspended for nonpayment. Charge card privileges, which include ATM access and all charge capability, shall be blocked for this cardholder until payment in full has been received by the contractor. If no action is taken toward this debt, the account shall be cancelled. The APC should keep a record of each notification. (Sample notification letters are at Appendix A.)

E. Cancellation of Accounts 120 Days Past Due. At 120 days past due, the card contractor shall issue a cancellation notice to the APC. The APC shall notify the cardholder, and the cardholder's chain of command, by e-mail if possible, that the cardholder's account shall be cancelled at 126 days past due if the contractor does not receive full payment of the undisputed amounts. The APC shall keep a record of each notification. If no action is taken toward this debt, collection action shall be taken by the travel card contractor beginning on the 126th day past due. Once an account is cancelled, reinstatement may be made only when: (1) the account is paid in full and (2) the commander or director sends written correspondence to the card contractor requesting reinstatement. The contractor reserves the right to deny the reinstatement request. (Sample notification letters at Appendix A.)

F. Cancellation of Accounts Suspended Two Times. Cancellation of an account also shall occur if the account has been suspended 2 times during a 12-month period for nonpayment of undisputed principal amounts and again becomes past due. Accounts that have been suspended twice during a 12-month period shall be considered, for cancellation purposes, past due for the third time at 45 days from the closing date on the statement of account in which the charge appeared.

0310 REPORTS PROVIDED BY CARD CONTRACTOR

031001. General. Reports are considered the primary program tools and shall be available via the contractor's Internet-based electronic travel card management system. Due to the sensitive nature of all travel card reports, information contained therein shall be safeguarded. Mandatory reports are outlined in paragraphs 030902 and 030903, below.

031002. Reports Provided by Card Contractor for Each CPM

A. Agency Summary Report. This report is a summary report, by Component, for all travel-related expenses, transportation charges, ATM usage, and travelers checks transactions. This report segregates all charges and credits for each individually or centrally billed accounts.

B. Statistical Summary Report. This report lists, by Component, on a current and fiscal year basis, the dollar volume, ATM volume, travelers check volume, number of transactions, active cardholders, total accounts, new accounts, miscellaneous fees and identification of fees.

C. Aging Analysis. This report identifies summary-level delinquency information by Component hierarchy.

031003. Reports Provided by Card Contractor for Each APC

A. Cardholder Account Listing. This report identifies cardholder names, addresses, telephone numbers, SSNs, and account numbers assigned under the APC organization.

B. Account Activity Report. This report identifies travel cardholder activity and ATM usage during the recent billing cycle.

C. Delinquency Report. This report identifies delinquent cardholders and ages delinquencies by time frame (i.e., 30, 60, 90, 120, or more days).

D. Presuspension/Precancellation Report. This report lists accounts eligible for suspension or cancellation and identifies account names, account numbers, status, balances past due, and the number of days that each account is past due.

E. Suspension/Cancellation Report. This report lists accounts that have been suspended or canceled and identifies account names, account numbers, status (suspended or canceled), date of status, balances past due, and the number of days that each account is past due.

F. Renewal Report. This report identifies those cardholders whose cards are coming due for renewal. APCs shall review the information on this report monthly and take appropriate action.

0311 EFFECTIVE DATE AND IMPLEMENTATION. The policies addressed in this chapter are effective immediately. Policies addressed in section 0303, however, will apply only to travel beginning after April 30, 2000, and any labor relations obligation under Title 5, United States Code, chapter 71 shall be fulfilled prior to implementation of the policy with respect to employees represented by unions.

DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES

Date

MEMORANDUM FOR (Name of Cardholder's Immediate Supervisor)

FROM: (Unit/Office Symbol of Agency Program Coordinator)

SUBJECT: Past Due Government Travel Card Payment Notification – 45 Days Delinquent/Pre-Suspension Notification Letter

Reference: (a) DoD Financial Management Regulation, Vol 9, Chapter 3

1. Reports provided by Bank of America's Electronic Account Government Ledger System (EAGLS) show that (insert cardholder's name) is at least 45 days delinquent in payment of his/her account. The total amount due is $_____.

2. The Government Travel Card contract requires that all outstanding charges be paid by the date specified on the billing statement. Bank of America will suspend card privileges for this cardholder at 60 days delinquent if payment in full is not made. The cardholder should be notified of this action and counseled concerning the use of the Government Travel Card, as applicable. Cardholders on temporary duty more than 45 days are required to submit accrual vouchers to their servicing Financial Services Office for payment every 30 days and maintain their travel card account in a current status. The use of split disbursement is highly encouraged.

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

4. The delinquent balance may be resolved by one of the following actions: (1) payment in full, (2) a reasonable explanation of rebuttal documented and submitted to Bank of America through the APC, or (3) an agreed upon repayment schedule with Bank of America. The cardholder can direct any billing questions to the Government Travel Card Help Desk at 1-800-558-0548. Program management questions may be directed to (insert APC's name) at extension _____.

5. Please have the cardholder sign to acknowledge receipt of this delinquent notification and return it to me within 5 days of the date of this notification.

(signature)
Agency Program Coordinator Name
Title

Cardholder acknowledgement of memorandum receipt.

Name, Grade, Organization	Date

cc:
(insert applicable SQ)/CCF

DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES

Date

MEMORANDUM FOR (Cardholder's Unit/CC)

FROM: (Unit/Office Symbol of Agency Program Coordinator)

SUBJECT: Past Due Government Travel Card Payment Notification – 60-Day Delinquent/Account Suspension Notification Letter

Reference: (a) DoD Financial Management Regulation, Vol 9, Chapter 3

Encl: (1) Copy of Pre-Suspension Notification dtd (insert date)

1. The Suspension/Pre-Cancellation Report from Bank of America's Electronic Account Government Ledger System (EAGLS) has been reviewed and (insert cardholder's name) is (insert #) days delinquent in the payment of his/her account. Total amount due is $_____. The attached Pre-Suspension Notification memorandum, enclosure (1), informed both the cardholder and his/her immediate supervisor that payment on the cardholder's Government Travel Card account was delinquent and required action.

2. The Government Travel Card contract requires that all outstanding charges be paid by the date specified on the billing statement. If no action is taken toward this debt, the Agency Program Coordinator (APC) or the Bank of America may cancel the account. Specifically, **the account will be cancelled and forwarded to Defense Finance and Accounting Service for payroll offset if the outstanding balance is not paid before the date the account reaches 120 days delinquent. Additionally, the cardholder will be reported to the credit bureaus for non-payment.** Cancelled accounts **will not** be reinstated. Meanwhile, travel card privileges have been suspended as of (insert date), and late fees in the amount of $29 may be assessed for each subsequent billing period. These privileges may be restored upon complete liquidation of the debt. **The cardholder must be notified and counseled.** Cardholders on temporary duty more than 45 days are required to submit accrual vouchers to their servicing Financial Services Office for payment every 30 days and maintain their travel card account in a current status. Use of split disbursement is highly encouraged.

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

4. The delinquent balance may be resolved by one of the following actions: (1) payment in full, (2) a reasonable explanation of rebuttal documented and submitted to Bank of America through the APC, or (3) an agreed upon repayment schedule with Bank of America. The cardholder can direct any billing questions to the Government Travel Card Help Desk at 1-800-558-0548.

Program management questions may be directed to (insert APC's name) at extension _____.

5. Please have the cardholder sign to acknowledge receipt of this delinquent notification and return it to me with your written response within 5 days outlining the actions taken.

(signature)
Agency Program Coordinator Name
Title

Cardholder acknowledgement of memorandum receipt.

_____ _____
Name, Grade, Organization Date

cc:
(Name of cardholder's immediate supervisor, and unit/office symbol)

DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES

Date

MEMORANDUM FOR (Cardholder's Unit/CC)

FROM: (Unit/Office Symbol of Agency Program Coordinator)

SUBJECT: Past Due Government Travel Card Payment Notification – 90-Day Delinquent/Pre-Cancellation Notification Letter

Reference: (a) DoD Financial Management Regulation, Vol 9, Chapter 3

Encl: (1) Copy of Pre-Suspension Notification dtd (insert date)
(2) Copy of Suspension Notification drd (insert date)

1. The Suspension/Pre-Cancellation Report from Bank of America's Electronic Account Government Ledger System (EAGLS) has been reviewed and (insert cardholder's name) is (insert #) days delinquent in the payment of his/her account as of the date of this letter. Total amount due is $_____. The attached Pre-Suspension Notification memorandum, enclosure (1), and Suspension Notification memorandum, enclosure (2), informed the cardholder, his/her immediate supervisor, and the commander that payment on the cardholder's Government Travel Card account was delinquent and required action.

2. The Government Travel Card contract requires that all outstanding charges be paid by the date specified on the billing statement. **This account will be cancelled by Bank of America and forwarded to the Defense Finance and Accounting Service for payroll offset if the outstanding balance is not paid before the date the account reaches 120 days delinquent. Additionally, the cardholder will be reported to the credit bureaus for non-payment.** Meanwhile, late fees in the amount of $29 may be assessed for each subsequent billing period. Cardholders on temporary duty more than 45 days are required to submit accrual vouchers to their servicing Financial Services Office for payment every 30 days and maintain their travel card account in a current status. Use of split disbursement is highly encouraged.

3. The delinquent balance may be resolved by one of the following actions: (1) payment in full, (2) a reasonable explanation of rebuttal documented and submitted to Bank of America through the APC, or (3) an agreed upon repayment schedule with Bank of America. Billing questions may be directed to the Government Travel Card Help Desk at 1-800-558-0548. Program management questions may be directed to (insert APC's name) at extension _____.

4. Please have the cardholder sign to acknowledge receipt of this delinquent notification and return it to me within 5 days.

(signature)
Agency Program Coordinator Name
Title

Cardholder acknowledgement of memorandum receipt.

_____ _____

Name, Grade, Organization Date

cc:
(Name of cardholder's immediate supervisor, and unit/office symbol)

DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES

Date

MEMORANDUM FOR (Cardholder's Unit/CC)

FROM: (Unit/Office Symbol of Agency Program Coordinator)

SUBJECT: Past Due Government Travel Card Payment Notification – 126 Days Delinquent/Payroll Offset Notification Letter

Reference: (a) DoD Financial Management Regulation, Vol 9, Chapter 3

1. The 45-days Delinquent/Pre-Suspension, 60-days Delinquent/Account Suspension, and the 90-days Delinquent/Pre-Cancellation Notification memoranda, dated _____ , _____ and _____ respectively, notified the immediate supervisor and the commander of the past due account for (insert cardholder's name). Delinquency reports show that this cardholder still has a delinquent Government Travel Card balance, which is currently at $_____. Since the cardholder failed to resolve this debt prior to this point, the account has been cancelled, and will not be reinstated. Also, Bank of America has begun official payroll offset actions, as well as actions to report the cardholder's failure to pay to the various credit bureaus. Additionally, the cardholder will be subject to an $80.00 administrative fee for processing the payroll offset transaction.

2. Please contact (insert APC's name), the Agency Program Coordinator, at extension _____ should further questions arise. Please have the cardholder sign to acknowledge receipt of this delinquency notification and return it to me with a written response outlining the action taken within 5 days.

(signature)
Agency Program Coordinator Name
Title

Cardholder acknowledgement of memorandum receipt.

_____ _____
Name, Grade, Organization Date

cc:
(Name of cardholder's immediate supervisor, and unit/office symbol)

DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES

Date

MEMORANDUM FOR (Commander's Organization and Office Symbol)

FROM: (Unit/Office Symbol of Agency Program Coordinator)

SUBJECT: Suspected Government Travel Card Misuse

1. The Non-Travel Activity Report provided by Bank of America's Electronic Account Government Ledger System (EAGLS) is a tool used by agency program coordinators (APCs) to identify suspicious activity and program abuse conducted by government travel cardholders. These reports can assist in early problem identification, and allow problems to be addressed as they are discovered. Early problem intervention before these transactions appear in a delinquency report will also assist in lowering GTC delinquency rates.

2. The Non-Travel Activity Report dated (insert date) has shown that (insert cardholder's name) used his/her government travel card while not in an official travel status. To validate whether or not these transactions were conducted while in an official travel status, the individual and or his/her supervisor was contacted. It has since been verified that these transactions where conducted while not in an official travel status. Information surrounding this transaction(s) is contained in the attached document. (Include attachment containing a synopsis of the transactions/misuse)

3. It is requested that the appropriate action is taken to prevent further occurrences. Please have the cardholder sign to acknowledge receipt of this notification and return it to me within 5 days of the date of this notification.

(Signature)
Agency Program Coordinator Name
Title

Attachment:
Synopsis of GTC Misuse

Cardholder acknowledgement of memorandum receipt.

_____ _____
Name, Grade, Organization Date

DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES

Date

MEMORANDUM FOR (Commander's Organization and Office Symbol)

FROM: (Unit/Office Symbol of Agency Program Coordinator)

SUBJECT: Suspected Government Travel Card Misuse

1. The Exceptions Report provided by Bank of America's Electronic Account Government Ledger System (EAGLS) is a tool used by agency program coordinators (APCs) to identify suspicious activity and program abuse conducted by government travel cardholders. These reports can assist in early problem identification, and allow problems to be addressed as they are discovered. Early problem intervention before these transactions appear in a delinquency report will also assist in lowering GTC delinquency rates.

2. The Exceptions Report dated (insert date) has shown that (insert cardholder's name) used his/her government travel card in a suspicious manner. In order to validate whether or not these transactions conducted by (insert cardholder's name) were legitimate, the individual and/or his/her supervisor was contacted. Based on the information provided, it has been determined that (insert cardholder's name) was misusing his/her GTC while partaking in these transactions. Information surrounding this transaction(s) is contained in the attached document. (Include attachment containing a synopsis of the transactions/misuse)

3. It is requested that the appropriate action is taken to prevent further occurrences. Please have the cardholder sign to acknowledge receipt of this notification and return it to me within 5 days of the date of this notification.

(Signature)
Agency Program Coordinator Name
Title

Attachment:
Synopsis of GTC Misuse

Cardholder acknowledgement of memorandum receipt.

_____ _____
Name, Grade, Organization Date

DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES

Date

MEMORANDUM FOR (Commander's Organization and Office Symbol)

FROM: (Unit/Office Symbol of Agency Program Coordinator)

SUBJECT: Returned Check – Government Travel Card Payment to Bank of America

1. The Exceptions Report provided by Bank of America's Electronic Account Government Ledger System (EAGLS) is a tool used by agency program coordinators (APCs) to identify program abuse conducted by government travel cardholders. These reports can assist in early problem identification, and allow problems to be addressed as they are discovered. Early problem intervention before these transactions appear in a delinquency report will also assist in lowering government travel card delinquency rates.

2. The Exceptions Report dated (insert date) has shown that (insert cardholder's name) had a returned check fee assessed to his/her government travel card account. It is requested that (insert cardholder's name) take the appropriate action to pay their account in full.

3. Please have the cardholder sign to acknowledge receipt of this notification and return it to me within 5 days of the date of this notification.

(Signature)
Agency Program Coordinator Name
Title

Cardholder acknowledgement of memorandum receipt.

_____ _____
Name, Grade, Organization Date

DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES

Date

MEMORANDUM FOR (Name of Cardholder's Immediate Supervisor, or Commander, as Applicable)

FROM: (Unit/Office Symbol of Agency Program Coordinator)

SUBJECT: Attempted Unauthorized Use of Government Travel Card

1. The Authorizations/Declines Report provided by Bank of America's Electronic Account Government Ledger System (EAGLS) is a tool used by agency program coordinators (APCs) to identify suspicious activity and program abuse conducted by government travel cardholders. These reports can assist in early problem identification, and allow problems to be addressed as they are discovered. Early problem intervention before these transactions appear in a delinquency report will also assist in lowering GTC delinquency rates.

2. The Authorizations/Declines Report dated (insert date) has shown that (insert cardholder's name) attempted to use his/her government travel card at an unauthorized location(s). Request that that the validity of this transaction(s) be verified. If it is determined that this transaction(s) is inappropriate, it is requested that appropriate action is taken to prevent further occurrences. Information surrounding this transaction(s) is contained in the attached document. (Include attachment containing a synopsis of the transactions/misuse)

3. Please have the cardholder sign to acknowledge receipt of this notification and return it to me within 5 days of the date of this notification.

(Signature)
Agency Program Coordinator Name
Title

Attachment:
Synopsis of Suspected GTC Misuse

Cardholder acknowledgement of memorandum receipt.

_____ _____
Name, Grade, Organization Date

Bank of America
Merchant Category Code Descriptions
Updated September 12, 2000

MCC Code	Description
0742	VETERINARY SERVICES
0763	AGRICULTURAL COOPERATIVES
0780	LANDSCAPING AND HORTICULTURAL SERVICES
1520	GENERAL CONTRACTORS-RESIDENTIAL BUILDINGS
1711	HEATING PLUMBING AIR CONDITIONING CONTRACTORS
1731	ELECTRICAL CONTRACTORS
1740	MASONRY STONEWORK TILE SET PLASTER INSULATION
1750	CARPENTRY CONTRACTORS
1761	ROOFING + SIDING SHEET METAL WORK CONTRACTORS
1771	CONCRETE WORK CONTRACTORS
1799	SPECIAL TRADE CONTRACTORS-NOT ELSEWHERE CLASSIFIED
2741	MISCELLANEOUS PUBLISHING AND PRINTING
2791	TYPESETTING PLATE MAKING + RELATED SERVICES
2842	SPECIALTY CLEANING POLISHING + SANITATION PREP.
3000	UNITED AIRLINES
3001	AMERICAN AIRLINES
3002	PAN AMERICAN
3004	TRANS WORLD AIRLINES
3005	BRITISH AIRWAYS BRITISH AWYS
3006	JAPAN AIR LINES
3007	AIR FRANCE
3008	LUFTHANSA
3009	AIR CANADA
3010	ROYAL DUTCH AIRLINES (KLM)
3011	AEROFLOT
3012	QANTAS
3013	ALITALIA
3014	SAUDI ARABIAN AIRLINES
3015	SWISSAIR
3016	SCANDINAVIAN AIRLINE SYSTEM (SAS)
3017	SOUTH AFRICAN AIRWAYS
3018	VARIG (BRAZIL)
3020	AIR INDIA
3021	AIR ALGERIE
3022	PHILIPPINE AIRLINES
3023	MEXICANA
3024	PAKISTAN INTERNATIONAL
3025	AIR NEW ZEALAND LIMITED INTERNATIONAL
3026	EMIRATES AIRLINES (ABBR. EMIRATES)
3027	UNION DE TRANSPORTS AERIENS
3028	AIR MALTA
3029	SABENA
3030	AEROLINEAS ARGENTINAS
3031	OLYMPIC AIRWAYS
3032	EL AL
3033	ANSETT AIRLINES
3034	AUSTRALIAN AIRWAYS (TAA)
3035	TAP (PORTUGAL)
3036	VASP (BRAZIL)
3037	EGYPTAIR
3038	KUWAIT AIRWAYS
3039	AVIANCA

3040	GULF AIR (BAHRAIN)
3041	BALKAN-BULGARIAN AIRLINES
3042	FINNAIR
3043	AER LINGUS
3044	AIR LANKA (ABBR. AIR LANKA)
3045	NIGERIA AIRWAYS
3046	CRUZERIO DO SUL (BRAZIL)
3047	THY (TURKEY)
3048	ROYAL AIR MAROC
3049	TUNIS AIR
3050	ICELANDAIR
3051	AUSTRIAN AIRLINES
3052	LAN-CHILE
3053	AVIACO (SPAIN)
3054	LADECO (CHILE)
3055	LAB (BOLIVIA)
3056	QUEBECAIRE
3057	EAST-WEST AIRLINES (AUSTRALIA)
3058	DELTA
3060	NORTHWEST
3061	CONTINENTAL
3063	U.S. AIR
3064	ADRIA AIRWAYS (ABBR- ADRIA)
3065	AIR INTER
3066	SOUTHWEST AIRLINES
3067	VANGUARD AIRLINES (ABBR- VANGUARD)
3071	AIR BRITISH COLUMBIA
3075	SINGAPORE AIRLINES
3076	AEROMEXICO
3077	THAI AIRWAYS
3078	CHINA AIRLINES
3081	NORDAIR
3082	KOREAN AIRLINES
3083	AIR AFRIQUE (RK)
3084	EVA AIRWAYS (BR)
3085	MIDWEST EXPRESS AIRLINES
3086	CARNIVAL AIRLINES (KW)
3087	METRO AIRLINES
3088	CROATIA AIR
3089	TRANSAERO (ABBR. TRANSAERO)
3090	**UNI AIRWAYS - UNIAIR effective 10/14/00**
3092	MIDWAY AIRLINES
3094	ZAMBIA AIRWAYS
3095	WARDAIR (CANADA)
3096	AIR ZIMBABWE
3097	SPANAIR
3098	ASIANA AIRLINES
3099	CATHAY PACIFIC
3100	MALAYSIAN AIRLINE SYSTEM
3102	IBERIA
3103	GARUDA (INDONESIA)
3106	BRAATHENS S.A.F.E. (NORWAY)
3110	WINGS AIRWAYS

3111	BRITISH MIDLAND
3112	WINDWARD ISLAND
3115	**TOWER AIR effective 10/14/00**
3117	VENEZOLANA INTERNATIONAL DE AVIACION (VIASA)
3118	VALLEY AIRLINES
3125	TAN AIRLINES
3126	TALAIR
3127	TACA INTERNATIONAL
3129	SURINAM AIRWAYS
3130	SUNWORLD INTERNATIONAL AIRWAYS
3132	**FRONTIER AIR effective 10/14/00**
3133	SUNBELT AIRLINES
3135	SUDAN AIRWAYS
3136	**QATAR AIR effective 10/14/00**
3137	SINGLETON AIR
3138	SIMMONS AIRLINES
3143	SCENIC AIRLINES
3144	VIRGIN ATLANTIC
3145	SAN JUAN AIRLINES
3146	LUXAIR
3148	**AIR LITTORAL SA effective 4/7/01**
3151	AIR ZAIRE
3154	PRINCEVILLE
3156	GO FLY, LTD (GOFLY)
3159	PROVINCETOWN-BOSTON AIRWAYS (PBA)
3161	ALL NIPPON AIRWAYS
3164	NORONTAIR
3165	NEW YORK HELICOPTER
3170	MOUNT COOK
3171	CANADIAN AIRLINES
3172	NATION AIR
3175	MIDDLE EAST AIR
3176	METROFLIGHT AIRLINES
3178	MESA AIR
3181	MALEV HUNGARIAN AIRLINES
3182	LOT - POLISH AIRLINES
3184	LIAT
3185	LAV LINEA AEROPOSTAL VENEZOLANA
3186	LAP LINEAS AEREAS PARAGUAYAS
3187	LACSA (COSTA RICA)
3190	JUGOSLAV AIR
3191	ISLAND AIRLINES
3192	IRAN AIR
3193	INDIAN AIRLINES
3196	HAWAIIAN AIR
3197	HAVASU AIRLINES
3200	GUYANA AIRWAYS
3203	GOLDEN PACIFIC AIR
3204	FREEDOM AIRLINES
3206	CHINA EASTERN AIRLINES
3212	DOMINICANA DE AVIACION
3215	DAN AIR SERVICES
3216	CUMBERLAND AIRLINES

3217	CSA CESKOSLOVENSKE AEROLINIE
3218	CROWN AIR
3219	COMPANIA PANAMENA DE AVIACION (COPA)
3220	COMPANIA FAUCETT
3221	TRANSPORTES AEREOS MILITARES ECUATORIANOS
3222	COMMAND AIRWAYS
3223	COMAIR
3228	CAYMAN AIRWAYS
3229	SAETA (SOCIEDAD ECUATORIANAS DE TRANSPORTES AEREO)
3231	SAHSA (SERVICIO AERO DE HONDURAS)
3233	CAPITOL AIR
3234	BWIA INTERNATIONAL
3235	BROCKWAY AIR
3238	BEMIDJI AVIATION
3239	BAR HARBOR AIRLINES
3240	BAHAMASAIR
3241	AVIATECA (GUATEMALA)
3242	AVENSA
3243	AUSTRIAN AIR SERVICE
3251	ALOHA AIRLINES
3252	ALM ANTILEAN AIRLINES
3253	AMERICA WEST
3254	US AIR SHUTTLE
3256	ALASKA AIRLINES INC.
3259	AMERICAN TRANS AIR ATA AIR
3261	AIR CHINA
3262	RENO AIR INC.
3263	AERO SERVICIO CARABOBO
3266	AIR SEYCHELLES
3267	AIR PANAMA INTERNATIONAL
3280	AIR JAMAICA
3282	AIR DJIBOUTI
3284	AERO VIRGIN ISLANDS
3285	AERO PERU
3286	AERO.NICARAGUENSES
3287	AERO COACH AVIATION
3292	CYPRUS AIRWAYS
3293	EQUATORIANA
3294	ETHIOPIAN AIRLINES
3295	KENYA AIRWAYS
3297	TAROM ROMANIAN AIR TRANSPORT
3298	AIR MAURITIUS
3299	WIDEROE'S FLYVESELSKAP
3351	AFFILIATED AUTO RENTAL
3352	AMERICAN INT'L
3353	BROOKS RENT A CAR
3354	ACTION AUTO RENTAL
3357	HERTZ CORPORATION
3359	PAYLESS CAR RENTAL
3360	SNAPPY CAR RENTAL
3361	AIRWAYS RENT-A-CAR
3362	ALTRA AUTO RENTAL
3364	AGENCY RENT-A-CAR

3366	BUDGET RENT-A-CAR
3368	HOLIDAY RENT-A-CAR
3370	RENT A WRECK
3374	ACCENT RENT-A-CAR
3376	AJAX RENT-A-CAR
3380	TRIANGLE RENT A CAR effective 10/14/00
3381	EUROPE CAR
3385	TROPICAL RENT-A-CAR
3386	SHOWCASE RENTAL CARS
3387	ALAMO RENT-A-CAR
3389	AVIS RENT A CAR
3390	DOLLAR RENT A CAR
3391	EUROPE BY CAR
3393	NATIONAL CAR RENTAL
3394	KEMWELL GROUP RENT-A-CAR
3395	THRIFTY CAR RENTAL
3396	TILDEN RENT-A-CAR
3398	ECONO-CAR RENT-A-CAR
3400	AUTO HOST CAR RENTAL
3405	ENTERPRISE RENT-A-CAR
3409	GENERAL RENT-A-CAR
3412	A1 RENT-A-CAR
3414	GODFREY NATIONAL RENT-A-CAR
3420	ANSA INTERNATIONAL
3421	ALLSTATE RENT-A-CAR
3423	AVCAR RENT-A-CAR
3425	AUTOMATE RENT-A-CAR
3427	AVON RENT-A-CAR
3428	CAREY RENT-A-CAR
3429	INSURANCE RENT-A-CAR
3430	MAJOR RENT A CAR
3431	REPLACEMENT RENT-A-CAR
3432	RESERVE RENT-A-CAR
3433	UGLY DUCKLING RENT-A-CAR
3434	USA RENT-A-CAR
3435	VALUE RENT-A-CAR
3436	AUTOHANSA RENT-A-CAR
3437	CITE RENT-A-CAR
3438	INTERENT RENT-A-CAR
3439	MILLEVILLE RENT-A-CAR
3441	ADVANTAGE RENT A CAR
3501	HOLIDAY INNS
3502	BEST WESTERN HOTELS
3503	SHERATON HOTELS
3504	HILTON HOTELS
3505	FORTE HOTELS
3506	GOLDEN TULIP HOTELS
3507	FRIENDSHIP INNS
3508	QUALITY INNS
3509	MARRIOTT
3510	DAYS INNS
3511	ARABELLA HOTELS
3512	INTERCONTINENTAL HOTELS

3513	WESTIN HOTELS
3514	AMERISUITES
3515	RODEWAY INNS
3516	LA QUINTA MOTOR INNS
3517	AMERICANA HOTELS
3518	SOL HOTELS
3519	PULLMAN INT'L HOTELS
3520	MERIDIEN HOTELS
3522	TOKYO HOTEL
3523	PENINSULA HOTELS
3524	WELCOMGROUP HOTELS
3525	DUNFEY HOTELS
3526	PRINCE HOTELS
3527	DOWNTOWNER-PASSPORT
3528	RED LION INNS
3529	CP (CANADIAN PACIFIC) HOTELS
3530	RENAISSANCE HOTELS
3533	HOTEL IBIS
3534	SOUTHERN PACIFIC HOTELS
3535	HILTON INTERNATIONAL
3536	AMFAC HOTELS
3537	ANA HOTELS
3538	CONCORDE HOTELS
3539	SUMMERFIELD SUITES
3540	IBEROTEL GITEKS
3541	HOTEL OKURA
3542	ROYAL HOTELS
3543	FOUR SEASONS HOTELS
3544	CIGA HOTELS
3545	SHANGRI-LA INTERNATIONAL
3546	SIERRA SUITES HOTEL
3548	HOTELS MELIA
3549	AUBERGE DES GOVERNEURES
3550	REGAL 8 INNS
3551	MIRAGE HOTEL AND CASINO
3552	COAST HOTEL
3553	PARKS INNS INTERNATIONAL
3555	TREASURE ISLAND HOTEL AND CASINO
3558	JOLLY HOTELS
3561	GOLDEN NUGGET
3562	COMFORT INNS
3563	JOURNEY'S END MOTELS
3564	SAM'S TOWN HOTEL AND CASINO
3565	RELAX INNS
3568	LADBROKE HOTELS
3570	FORUM HOTELS
3572	MIYAKO HOTEL
3573	SANDMAN HOTELS
3574	VENTURE INN
3575	VAGABOND HOTELS
3577	MANDARIN ORIENTAL HOTELS
3579	HOTEL MERCURE
3581	DELTA HOTELS

3582	CALIFORNIA HOTEL AND CASINO
3583	SAS HOTELS
3584	PRINCESS HOTELS INTERNATIONAL
3585	HUNGAR HOTELS
3586	SOKOS HOTEL
3587	DORAL HOTELS
3588	HELMSLEY HOTELS
3590	FAIRMONT HOTELS
3591	SONESTA HOTELS
3592	OMNI HOTELS
3593	CUNARD HOTELS
3595	HOSPITALITY INNS
3598	REGENT INT'L HOTEL
3599	PANNONIA HOTELS
3603	NOAH'S HOTEL
3612	MOVENPICK HOTELS
3615	TRAVELODGE
3620	BINION'S HORSESHOE CLUB
3622	MERLIN HOTEL GROUP
3623	DORINT HOTELS
3624	LADY LUCK HOTEL AND CASINO
3625	HOTEL UNIVERSALE
3628	EXCALIBUR HOTEL AND CASINO
3629	DAN HOTELS
3631	SLEEP INN
3632	THE PHOENICIAN
3633	RANK HOTELS
3634	SWISSOTEL
3635	RESO HOTEL
3636	SAROVA HOTELS
3637	RAMADA INNS
3638	HOWARD JOHNSON
3639	MOUNT CHARLOTTE THISTLE
3640	HYATT HOTELS
3641	SOFITEL HOTELS
3642	NOVOTEL HOTELS
3643	STEIGENBERGER HOTELS
3644	ECONOLODGES
3645	QUEENS MOAT HOUSES
3646	SWALLOW HOTELS
3647	HUSA HOTELS
3648	DE VERA HOTELS
3649	RADISSON HOTELS
3650	RED ROOF INNS
3651	IMPERIAL LONDON HOTELS
3652	EMBASSY HOTELS
3653	PENTA HOTELS
3654	LOEWS HOTELS
3655	SCANDIC HOTELS
3656	SARA HOTELS
3657	OBEROI HOTELS
3658	OTANI HOTELS
3659	TAJ HOTELS INTERNATIONAL

3660	KNIGHTS INN
3661	METROPOLE HOTELS
3662	CIRCUS CIRCUS HOTEL AND CASINO
3663	HOTELES EL PRESIDENTE
3664	FLAG INNS
3665	HAMPTON INN HOTELS
3666	STAKIS HOTELS
3667	LUXOR HOTEL AND CASINO
3668	MARITIM HOTELS
3669	ELDORADO HOTEL AND CASINO
3670	ARCADE HOTELS
3671	ARCTIA HOTELS
3672	CAMPANILE HOTELS
3673	IBUSZ HOTELS
3674	RANTASIPI HOTELS
3675	INTERHOTEL CEDOK
3676	MONTE CARLO HOTEL AND CASINO
3677	CLIMAT DE FRANCE HOTELS
3678	CUMULUS HOTELS
3679	SILVER LEGACY HOTEL AND CASINO
3680	HOTEIS OTHAN
3681	ADAMS MARK HOTELS
3682	SAHARA HOTEL AND CASINO
3683	BRADBURY SUITES
3684	BUDGET HOST INNS
3685	BUDGETEL INNS
3686	SUSSE CHALET
3687	CLARION HOTELS
3688	COMPRI HOTELS
3689	CONSORT HOTELS
3690	COURTYARD INNS
3691	DILLON INN
3692	DOUBLETREE HOTELS
3693	DRURY INN
3694	ECONOMY INNS OF AMERICA
3695	EMBASSY SUITES
3696	EXCEL INN
3697	FAIRFIELD HOTELS
3698	HARLEY HOTELS
3699	MIDWAY MOTOR LODGE
3700	MOTEL 6
3701	LA MANSION DEL RIO
3702	THE REGISTRY HOTELS
3703	RESIDENCE INN
3704	ROYCE HOTELS
3705	SANDMAN INN
3706	SHILO INN
3707	SHONEY'S INN
3708	VIRGIN RIVER HOTEL AND CASINO
3709	SUPER 8 MOTELS
3710	THE RITZ CARLTON
3711	FLAG INNS (AUSTRALIA)
3712	BUFFALO BILL'S HOTEL AND CASINO

3713	QUALITY PACIFIC HOTEL
3714	FOUR SEASONS (AUSTRALIA) HOTELS
3715	FAIRFIELD INN
3716	CARLTON HOTELS
3717	CITY LODGE HOTELS
3718	KAROS HOTELS
3719	PROTEA HOTELS
3720	SOUTHERN SUN HOTELS
3721	CONRAD HOTELS
3722	WYNDHAM HOTELS
3723	RICA HOTELS
3724	INTER NOR HOTELS
3725	SEA PINES RESORT
3726	RIO SUITES
3727	BROADMOOR HOTEL
3728	BALLY'S HOTEL AND CASINO
3729	JOHN ASCUGGA'S NUGGET
3730	MGM GRAND HOTEL
3731	HARRAH'S HOTELS AND CASINOS
3732	OPRYLAND HOTEL
3733	BOCA RATON RESORT
3734	HARVEY BRISTOL HOTELS
3735	MASTERS ECONOMY INNS
3736	COLORADO BELLE EDGEWATER RESORT
3737	RIVIERA HOTEL AND CASINO
3738	TROPICANA RESORT AND CASINO
3739	WOODSIDE HOTELS AND RESORTS
3740	TOWNEPLACE SUITES
3741	MILLENNIUM BROADWAY HOTEL
3742	CLUB MED
3743	BILTMORE HOTEL AND SUITES
3744	CAREFREE RESORTS
3745	ST REGIS HOTEL
3746	ELIOT HOTELS
3747	CLUB CORP-CLUB RESORTS
3748	WELLESLEY INNS
3749	THE BEVERLY HILLS HOTEL
3750	CROWNE PLAZA HOTELS
3751	HOMEWOOD SUITES
3752	PEABODY HOTELS
3753	GREENBRIAR RESORTS
3754	AMELIA ISLAND PLANTATION
3755	THE HOMESTEAD
3756	SOUTH SEAS RESORTS
3757	CANYON RANCH
3758	KAHALA MANDARIN ORIENTAL HOTEL
3759	THE ORCHID AT MAUNA LANI
3760	HALEKULANI HOTEL - WAIKIKI PARC
3761	PRIMADONNA HOTEL AND CASINO
3762	WHISKEY PETE'S HOTEL AND CASINO
3763	CHATEAU ELAN WINERY AND RESORT
3764	BEAU RIVAGE HOTEL AND CASINO
3765	BELLAGIO

3766	FREMONT HOTEL AND CASINO
3767	MAIN STREET HOTEL AND CASINO
3768	SILVER STAR HOTEL AND CASINO
3769	STRATOSPHERE HOTEL AND CASINO
3770	SPRINGHILL SUITES
3771	CAESARS HOTEL AND CASINO
3772	NEMACOLIN WOODLINS effective 10/14/00
3773	VENETIAN RESORT HOTEL CASINO effective 10/14/00
3774	NEW YORK HOTEL AND CASINO effective 10/14/00 (hotel transactions only)
3775	SAND'S RESORT effective 4/7/01
3776	NEVELEL GRAND RESORT AND COUNTRY CLUB effective 4/7/01
3777	MANDALAY BAY HOTEL effective 4/7/01
3778	FOUR POINTS HOTEL effective 4/7/01
3779	W HOTELS effective 4/7/01
3780	DISNEYLAND PACIFIC HOTEL/DISNEYLAND RESORT HOTEL effective 4/7/01
3781	PATRICIA GRAND RESORT HOTELS effective 4/7/01
3782	ROSEN HOTELS AND RESORTS
3783	TOWN AND COUNTRY RESORT AND CONVENTION CENTER
3784	FIRST HOPITALITY HOTELS
3785	OUTRIGGER HOTELS AND RESORTS
3786	OHANA HOTELS OF HAWAII
3787	CARIBE ROYALE RESORT SUITES & VILLAS
4011	RAILROADS
4111	LOCAL + SUBURBAN PASS TRANSPORTATION INCL FERRIES
4112	PASSENGER RAILWAYS
4119	AMBULANCE SERVICES
4121	TAXICABS-LIMOUSINES
4131	BUS LINES
4214	TRUCKING-LOCAL-LONG DIST- MOVING-STORAGE-LOC DEL
4215	COURIER SVC-AIR + GROUND FREIGHT FORWARDERS
4225	PUBLIC WAREHOUSING-FARM REFRIG GOODS HHG STORAGE
4411	CRUISE LINES
4457	BOAT RENTALS AND BOAT LEASES
4468	MARINAS MARINE SERVICE-SUPPLIES
4511	AIRLINES AIR CARRIERS
4582	AIRPORTS FLYING FIELDS AIRPORT TERMINALS
4722	TRAVEL AGENCIES AND TOUR OPERATORS
4784	TOLLS ROAD AND BRIDGE FEES
4789	TRANSPORTATION SERVICES NOT ELSEWHERE CLASSIFIED
4812	TELECOMMUNICATION EQUIPMENT INCL TELEPHONE SALES
4814	TELECOM SVC-LOC-LONG DIST CR CD + MAG STRIPE FAX
4815	MONTHLY SUMMARY TELEPHONE CHARGES
4816	COMPUTER NETWORK-INFORMATION SERVICES
4821	TELEGRAPH SERVICES
4829	WIRE TRANSFER MONEY ORDERS (WTMOS)
4899	CABLE SERVICES
4900	UTILITIES-ELECTRIC GAS WATER SANITARY
5013	MOTOR VEHICLE SUPPLIES AND NEW PARTS
5021	OFFICE AND COMMERCIAL FURNITURE
5039	CONSTRUCTION MATERIALS NOT ELSEWHERE CLASSIFIED
5044	OFFICE PHOTOGRAPHIC PHOTOCOPY + MICROFILM EQUIPMT.
5045	COMPUTERS COMPUTER PERIPHERAL EQUIPMENT SOFTWARE
5046	COMMERCIAL EQUIPMENT NOT ELSEWHERE CLASSIFIED

5047	LABORATORY-MEDICAL-DENTAL-OPHTHALMIC HOS. EQUI-SUP
5051	METAL SERVICE CENTERS AND OFFICES
5065	ELECTRICAL PARTS AND EQUIPMENT
5072	HARDWARE EQUIPMENT AND SUPPLIES
5074	PLUMBING AND HEATING EQUIPMENT
5085	INDUSTRIAL SUPPLIES NOT ELSEWHERE CLASSIFIED
5094	PRECIOUS STONES AND METALS WATCHES AND JEWELRY
5099	DURABLE GOODS NOT ELSEWHERE CLASSIFIED
5111	STATIONERY-OFFICE SUPPLIES-PRINTING + WRITING PAP.
5122	DRUGS DRUG PROPRIETARIES AND DRUGGIST'S SUPPLIES
5131	PIECE GOODS NOTIONS AND OTHER DRY GOODS
5137	MEN'S-WOMEN'S-CHILDREN'S UNIFORMS-COMMERCIAL CLOTH
5139	COMMERCIAL FOOTWEAR
5169	CHEMICALS-ALLIED PRODUCTS NOT ELSEWHERE CLASSIFIED
5172	PETROLEUM AND PETROLEUM PRODUCTS
5192	BOOKS PERIODICALS AND NEWSPAPERS
5193	FLORIST SUPPLIES NURSERY STOCK + FLOWERS
5198	PAINTS VARNISHES AND SUPPLIES
5199	NONDURABLE GOODS (NOT ELSEWHERE CLASSIFIED)
5200	HOME SUPPLY WAREHOUSE
5211	LUMBER BUILDING MATERIALS STORES
5231	GLASS PAINT WALLPAPER STORES
5251	HARDWARE STORES
5261	NURSERIES LAWN GARDEN SUPPLY STORES
5271	MOBILE HOME DEALERS
5300	WHOLESALE CLUBS
5309	DUTY FREE STORES
5310	DISCOUNT STORES
5311	DEPARTMENT STORES
5331	VARIETY STORES
5399	MISCELLANEOUS GENERAL MERCHANDISE STORES
5411	GROCERY STORES SUPERMARKETS
5422	FREEZER LOCKER MEAT PROVISIONERS
5441	CANDY NUT CONFECTIONERY STORES
5451	DAIRY PRODUCTS STORES
5462	BAKERIES
5499	MISC FOOD STORES SPECIALTY MARKETS CONVENIENCE
5511	AUTO + TRUCK DLRS NEW + USED SALES SVC PARTS
5521	AUTO + TRUCK DLRS USED ONLY-SALES
5531	AUTO STORE HOME SUPPLY STORES
5532	AUTOMOTIVE TIRE STORES
5533	AUTOMOTIVE PARTS ACCESSORIES STORES
5541	SERVICE STATIONS WITH OR WITHOUT ANCILLARY SERVICE
5542	AUTOMATED FUEL DISPENSER
5551	BOAT DEALERS
5561	RECREATIONAL + UTILITY TRAILERS CAMPER DEALERS
5571	MOTORCYCLE SHOPS AND DEALERS
5592	MOTOR HOME DEALERS
5598	SNOWMOBILE DEALERS
5599	MISC-AUTO-AIRCRAFT-FARM EQUIP NOT ELSEWHERE CLASS
5611	MEN'S AND BOY'S CLOTHING AND FURNISHINGS STORE
5621	WOMEN'S READY TO WEAR STORES
5631	WOMEN'S ACCESSORY AND SPECIALTY STORES

5641	CHILDREN'S AND INFANT'S WEAR STORES
5651	FAMILY CLOTHING STORES
5655	SPORTS APPAREL RIDING APPAREL STORES
5661	SHOE STORES
5681	FURRIERS AND FUR SHOPS
5691	MEN'S AND WOMEN'S CLOTHING STORES
5697	TAILORS SEAMSTRESSES MENDING ALTERATIONS
5698	WIG AND TOUPEE SHOPS
5699	MISCELLANEOUS APPAREL AND ACCESSORY STORES
5712	FURNITURE HOME FURNISH + EQUIP EXCL APPLIANCES
5713	FLOOR COVERING STORES
5714	DRAPERY WINDOW COVERINGS AND UPHOLSTERY STORES
5718	FIREPLACE FIREPLACE SCREENS + ACCESSORIES STORES
5719	MISCELLANEOUS HOUSE FURNISHING SPECIALTY SHOPS
5722	HOUSEHOLD APPLIANCE STORES
5732	ELECTRONIC SALES
5733	MUSIC STORES-INSTRUMENTS PIANOS SHEET MUSIC
5734	COMPUTER SOFTWARE STORES
5735	RECORD SHOPS
5811	CATERERS
5812	EATING PLACES RESTAURANTS
5813	DRINKING PLACES-BARS-TAVERNS-NITECLB-LOUNGE-DISCO
5814	FAST FOOD RESTAURANTS (QUICK PAY SERVICE PILOT)
5912	DRUG STORES PHARMACIES
5921	PACKAGE STORES BEER WINE LIQUOR
5931	USED MERCHANDISE STORES SECOND HAND STORES
5932	ANTIQUE SHOPS-SALES REPAIRS RESTORATION SERVICES
5933	PAWN SHOPS
5935	WRECKING AND SALVAGE YARDS
5937	ANTIQUE REPRODUCTION STORES
5940	BICYCLE SHOPS-SALES AND SERVICE
5941	SPORTING GOODS STORES
5942	BOOK STORES
5943	STATIONERY OFFICE AND SCHOOL SUPPLY STORES
5944	JEWELRY-WATCHES CLOCKS AND SILVERWARE STORES
5945	HOBBY TOY AND GAME SHOPS
5946	CAMERA AND PHOTOGRAPHIC SUPPLY STORES
5947	GIFT CARD NOVELTY AND SOUVENIR SHOPS
5948	LUGGAGE AND LEATHER GOODS STORES
5949	SEWING NEEDLEWORK FABRIC AND PIECE GOODS STORES
5950	GLASSWARE AND CRYSTAL STORES
5960	DIRECT MARKETING-INSURANCE SERVICES
5962	DIRECT MARKETING-TRAVEL RELATED ARRANGEMENT SERVS.
5963	DOOR-TO-DOOR SALES
5964	DIRECT MARKETING-CATALOG MERCHANTS
5965	DIRECT MARKETING-COMBINATION CATALOG-RETAIL MERCH.
5966	DIRECT MARKETING-OUTBOUND TELEMARKETING MERCHANTS
5967	DIRECT MARKETING-INBOUND TELEMARKETING MERCHANTS
5968	DIRECT MARKETING-CONTINUITY-SUBSCRIPTION MERCHANTS
5969	DIRECT MARKETING-OTHER DIRECT MARKETERS-NOT ELSEW.
5970	ARTIST SUPPLY STORES CRAFT SHOPS
5971	ART DEALERS AND GALLERIES
5972	STAMP + COIN STORES-PHILATELIC + NUMISMATIC SUPPLY

5973	RELIGIOUS GOODS STORES
5975	HEARING AIDS-SALES SERVICE SUPPLY STORES
5976	ORTHOPEDIC GOODS-ARTIFICIAL LIMB STORES
5977	COSMETIC STORES
5978	TYPEWRITER STORES-SALES SERVICE RENTALS
5983	FUEL DEALERS-OIL WOOD COAL LIQUEFIED PETROLEUM
5992	FLORISTS
5993	CIGAR STORES AND STANDS
5994	NEWS DEALERS AND NEWSSTANDS
5995	PET SHOPS - PET FOODS AND SUPPLIES
5996	SWIMMING POOLS - SALES AND SUPPLIES
5997	ELECTRIC RAZOR STORES - SALES AND SERVICE
5998	TENT AND AWNING SHOPS
5999	MISCELLANEOUS AND SPECIALTY RETAIL STORES
6010	FINANCIAL INSTITUTIONS-MANUAL CASH DISBURSEMENTS
6011	FINANCIAL INSTITUTIONS-AUTOMATED CASH DISBURSEMENT
6012	FINANCIAL INSTITUTIONS-MERCHANDISE SERVICES/CONVENIENCE CHECKS
6022	FINANCIAL INSTITUTION (RCL INTERNAL)
6023	STATE BANKS (RCL INTERNAL)
6025	NATIONAL BANKS (RCL INTERNAL)
6026	NATIONAL BANKS NON FEDERAL (RCL INTERNAL)
6028	UNICORPORATED PRIVATE BANKS (RCL INTERNAL)
6051	NON-FINANCIAL INST-FORN CURR-MO-TC
6211	SECURITIES-BROKERS-DEALERS
6300	INSURANCE SALES UNDERWRITING AND PREMIUMS
6381	INSURANCE PREMIUMS
6399	INSURANCE-CARRIERS NOT ELSEWHERE CLASSIFIED
7011	LODGING-HOTELS MOTELS RESORTS
7012	TIMESHARES
7032	SPORTING AND RECREATIONAL CAMPS
7033	TRAILER PARKS AND CAMPGROUNDS
7210	LAUNDRY CLEANING AND GARMENT SERVICES
7211	LAUNDRY SERVICES - FAMILY AND COMMERICAL
7216	DRY CLEANERS
7217	CARPET AND UPHOLSTERY CLEANING
7221	PHOTOGRAPHIC STUDIOS
7230	BEAUTY SHOPS AND BARBER SHOPS
7251	SHOE REPAIR SHOPS SHOE SHINE HAT CLEANING
7261	FUNERAL SERVICE AND CREMATORIES
7273	DATING AND ESCORT SERVICES
7276	TAX PREPARATION SERVICE
7277	COUNSELING SERVICE-DEBT MARRIAGE PERSONAL
7278	BUYING-SHOPPING SERVICES CLUBS
7296	CLOTHING RENTAL-COSTUMES UNIFORMS FORMAL WEAR
7297	MASSAGE PARLORS
7298	HEALTH AND BEAUTY SPAS
7299	OTHER SERVICES (NOT ELSEWHERE CLASSIFIED)
7311	ADVERTISING SERVICES
7321	CONSUMER CREDIT REPORTING AGENCIES
7332	BLUEPRINTING AND PHOTOCOPYING SERVICES
7333	COMMERCIAL PHOTOGRAPHY ART GRAPHICS
7338	QUICK COPY REPRODUCTION AND BLUEPRINTING SERVICES
7339	STENOGRAPHIC AND SECRETARIAL SUPPORT SERVICES

7342	EXTERMINATING AND DISINFECTING SERVICES
7349	CLEANING AND MAINTENANCE JANITORIAL SERVICES
7361	EMPLOYMENT AGENCIES TEMPORARY HELP SERVICES
7372	COMPUTER AND DATA PROCESSING SERVICES
7375	INFORMATION RETRIEVAL SERVICES
7379	COMPUTER MAIN.-REPAIR-SERVICES NOT ELSEWHERE CLASS
7392	MANAGEMENT CONSULTING AND PUBLIC RELATIONS SVCS
7393	DETECTIVE + PROTECTIVE AGENCIES SECURITY SERVICES
7394	EQUIP RENTAL + LEASING TOOL + FURNITURE RENTAL
7395	PHOTOFINISHING LABORATORIES PHOTO DEVELOPING
7399	BUSINESS SERVICES-NOT ELSEWHERE CLASSIFIED
7511	TRUCK STOP TRANSACTIONS
7512	AUTOMOBILE RENTAL AND LEASING
7513	TRUCK AND UTILITY TRAILER RENTAL
7519	MOTOR HOME AND RECREATIONAL VEHICLE RENTAL
7523	AUTOMOBILE PARKING LOTS AND GARAGES
7531	AUTOMOTIVE BODY REPAIR SHOPS
7534	TIRE RETREADING AND REPAIR SHOPS
7535	AUTOMOTIVE PAINT SHOPS
7538	AUTOMOTIVE SERVICE SHOPS
7542	CAR WASHES
7549	TOWING SERVICES
7622	ELECTRONIC REPAIR SHOPS
7623	AIR CONDITIONING AND REFRIGERATION REPAIR SHOPS
7629	ELECTRICAL AND SMALL APPLIANCE REPAIR SHOPS
7631	WATCH CLOCK AND JEWELRY REPAIR SHOPS
7641	REUPHOLSTERY AND FURNITURE REPAIR REFINISHING
7692	WELDING REPAIR
7699	MISCELLANEOUS REPAIR SHOPS AND RELATED SERVICES
7829	MOTION PICTURE-VIDEO TAPE PRODUCTION-DISTRIBUTION
7832	MOTION PICTURE THEATERS
7841	VIDEO TAPE RENTAL STORES
7911	DANCE HALLS STUDIOS AND SCHOOLS
7922	THEATRICAL PRODUCERS-EXCL MOTION PIX TICKET AGNCY
7929	BANDS ORCHESTRAS MISC ENTERTAINERS NOT ELSEWHERE
7932	BILLIARD AND POOL ESTABLISHMENTS
7933	BOWLING ALLEYS
7941	COMMERCIAL SPORTS PROFESSIONAL CLBS ATHLETIC FLD
7991	TOURIST ATTRACTIONS AND EXHIBITS
7992	GOLF COURSES-PUBLIC
7993	VIDEO AMUSEMENT GAME SUPPLIES
7994	VIDEO GAME ARCADES-ESTABLISHMENTS
7995	BETTING-INCL LOTTERY GAMING CHIPS TRACK WAGERS
7996	AMUSEMENT PARKS CIRCUSES CARNIVALS FORTUNE TLR
7997	MBRSHIP CLUBS COUNTRY CLUBS PRIVATE GOLF COURSES
7998	AQUARIUMS SEAQUARIUMS AND DOLPHINARIUMS
7999	RECREATION SERVICES (NOT ELSEWHERE CLASSIFIED)
8011	DOCTORS (NOT ELSEWHERE CLASSIFIED)
8021	DENTISTS ORTHODONTISTS
8031	OSTEOPATHIC PHYSICIANS
8041	CHIROPRACTORS
8042	OPTOMETRISTS OPHTHALMOLOGISTS
8043	OPTICIANS OPTICAL GOODS + EYEGLASSES

8044	OPTICAL GOODS AND EYEGLASSES
8049	CHIROPODISTS PODIATRISTS
8050	NURSING AND PERSONAL CARE FACILITIES
8062	HOSPITALS
8071	MEDICAL AND DENTAL LABORATORIES
8099	MEDICAL SVCS HEALTH PRACTICE-NOT CLASS ELSEWHERE
8111	LEGAL SERVICES ATTORNEYS
8211	ELEMENTARY AND SECONDARY SCHOOLS
8220	COLLEGES UNIV PRO SCHOOLS JUNIOR COLLEGES
8241	CORRESPONDENCE SCHOOLS
8244	BUSINESS AND SECRETARIAL SCHOOLS
8249	VOCATIONAL AND TRADE SCHOOLS
8299	SCHOOLS + EDUCATIONAL SVC-NOT ELSEWHERE CLASSIFIED
8351	CHILD CARE SERVICES
8398	CHARITABLE AND SOCIAL SERVICE ORGANIZATIONS
8641	CIVIC SOCIAL AND FRATERNAL ASSOCIATIONS
8651	POLITICAL ORGANIZATIONS
8661	RELIGIOUS ORGANIZATIONS
8675	AUTOMOBILE ASSOCIATIONS
8699	MEMBERSHIP ORGANIZATIONS-NOT ELSEWHERE CLASSIFIED
8734	TESTING LABORATORIES (NON-MEDICAL)
8911	ENGINEERING ARCHITECTURAL AND SURVEYING SERVICES
8931	ACCOUNTING AUDITING AND BOOKKEEPING SERVICES
8999	PROFESSIONAL SERVICES-NOT ELSEWHERE CLASSIFIED
9211	COURT COSTS INCLUDING ALIMONY AND CHILD SUPPORT
9222	FINES
9223	BAIL AND BOND PAYMENTS
9311	TAX PAYMENTS
9399	GOVERNMENT SERVICES-NOT ELSEWHERE CLASSIFIED
9401	FOOD STAMPS
9402	POSTAL SERVICES-GOVERNMENT ONLY
9700	VISA AUTOMATED REFERRAL SERVICE
9702	GCAS EMERGENCY SERVICES
9751	UK SUPERMARKETS ELECTRONIC HOT FILE
9752	UK PETROLS STATIONS ELECTRONIC HOT FILE
9950	INTRA COMPANY PURCHASES
9999	TRANSACTION TRANSFERS

DEPARTMENT OF DEFENSE – (Component)
STATEMENT OF UNDERSTANDING

GOVERNMENT TRAVEL CARD PROGRAM

I certify that I have read the attached DoD Government Travel Card policy and procedures. I understand that the Government Travel Card Program is designed to improve the management and control of government travel and thereby promote the efficiency of the Federal Service. I also understand that I am authorized to use the card only for those necessary and reasonable expenses incurred by me for official travel. I will abide by these instructions issued by the Department of Defense (DoD).

The above limitation on card usage also applies to automatic teller machine (ATM) withdrawals. The amount of cash withdrawals may not exceed $500 (standard) or $200 (restricted) per billing cycle. If my account is not delinquent and my travel orders authroize a larger advance, I can request an increase in the ATM limit though the Ageny Program Coordinator (APC). I will, however, endeavor to charge expenses to the account whereer feasible rather than use cash advances.

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

- Abide by all rules and regulations with respect to the charge card. ....._____
- Use the charge card for official travel only. ....._____
- 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 Travel Card Contractor and the APC is my charge card is lost or stolen. ....._____

(Card applicants must initial all the above provision)

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 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/Rank)	(Supervisor's Series/Grade/Title/Rank)

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

Individually Billed Card Account Application Form
For New Accounts and to Re-Open Closed Accounts
(Department of Defense Travel Card Program)

Bank of America.

New Account Application ☐

Re-Open a Closed Account ☐
Indicate below if a replacement card is required.

PART 1: TO BE COMPLETED BY EMPLOYEE (Optional fields are italicized and noted by an asterisk) PLEASE TYPE OR PRINT ALL INFORMATION

Cardholder name as it should appear on the card (First Name, Middle Name or Middle Initial and Last Name):

Account Number*: **If this is a request to re-open a closed account, indicate the account number and if a replacement card is required.**

4 4 8 6 — 1 2 — —

Check here if you need a new plastic replacement card mailed to you: ☐

Social Security Number: — —

Employment Status: Active ☐ Reserve ☐ Guard ☐ Civilian ☐

Military Rank and Pay Grade/Civilian Pay Grade (example: E-05, O-03, GS-09, WG-07, etc.):
Military Rank: _____ Military Pay Grade: – Civilian Pay Grade: –

Commercial Office Phone: | **Home Phone:**

Statement Mailing Address: (Indicate Street or P.O. Box) | ***Card Mailing Address*:*** (if different from statement address)

City or APO/FPO: **State:** | ***City or APO/FPO*:*** ***State*:***

Zip/Postal Code: **Country:** | ***Zip/Postal Code*:*** ***Country*:***

E-mail Address*:

Card Delivery*: If a new card is required, it will arrive approximately 10 to 14 business days after Bank of America receives the application. Expedited card delivery is available, however, the applicant will be charged $20. Check here if you are requesting expedited card delivery. ☐

Signature and Agreement: After reading the attached Agreement between Department of Defense Employee and Bank of America, N.A. (USA) ("Agreement"): 1. Initial either A or B below; 2. Sign; 3. Obtain your supervisor's approval; and 4. Forward the completed form to your APC.

A. ____ By signing below, I acknowledge that I have read and understand, and agree to be bound by, the terms and conditions of the Agreement including Bank of America's right to obtain credit reports as described in the Agreement. I attest to the best of my knowledge, that the information I have provided herein is true and correct.

B. ____ By signing below, I acknowledge that I have read and understand, and agree to be bound by, the terms and conditions of the Agreement; however, I do not authorize Bank of America to obtain credit reports and therefore I will not be eligible for a standard account. I attest to the best of my knowledge, that the information I have provided herein is true and correct.

This application is for a Government Card Account, which may be standard or restricted, as described in the attached Agreement. I expressly agree to accept whichever type of account is established.

Applicant's Signature: _____ **Date:** _____

Supervisor's Approval Signature: **Date:**

PART 2: TO BE COMPLETED BY AGENCY PROGRAM COORDINATOR (APC) PLEASE TYPE OR PRINT ALL INFORMATION
(Optional fields are italicized and noted by an asterisk)

Central Account No. 4 4 8 6 — 1 2 — —

Account Hierarchy: Specify the complete Hierarchy Level (HL) number that pertains to your organization. For example, 0000001 2000005 3012345.

HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8
0000001							

Organization/Unit Name:

FIPS Code: ***Is the applicant eligible to obtain Contract City Pair airline fares?**** Yes+ ☐ No ☐ ***+If eligible, participation is*:*** Mandatory ☐ Non-mandatory ☐

Account Type*: (Check one. If the applicant initialed B in the above Signature and Agreement section, then only a restricted card may be issued. For a restricted card, if no activation/deactivation dates are provided below, the card will issued in a deactivated status and can only be activated by the APC.)

Standard ☐ Restricted ☐ **If Restricted,** Date to Activate: **Month** _____ **Day** _____ **Year** _____
Date to Deactivate: **Month** **Day** **Year**

Card Design Type*: Standard ☐ Quasi-Generic ☐

Cash Access* : Yes ☐ No ☐

Authorized to Receive Travelers Checks*: Yes ☐ No ☐

By signing below, I hereby authorize, on behalf of the Agency/Organization indicated above, that a Government Card be issued to the employee named above. PLEASE RETAIN COPY FOR YOUR RECORDS. **Return copy to: Bank of America, Attn: GCSU, P.O. Box 52304, Phoenix, AZ, 85072-9419, Facsimile: 1.877.217.1033 or 1.888.698.5631**

APC: _____ _____ **Date:** _____
Name & Title/Rank (Please print) Signature

Address Line 1: _____ **City:** _____ **State:** _____
Address Line 2*: _____ **Zip Code:** _____ **Country:** _____
Address Line 3*: _____ **Commercial Telephone:** _____

Instructions for Individually Billed Account and Request to Re-Open an Existing Card Account Form (Department of Defense Travel Card Program)

Bank of America.

Purpose:	Complete this form to establish an individually billed cardholder travel card account or to re-open a closed travel card for a Department of Defense employee. This form is not to be used to request an account be reinstated that was closed for non-payment or delinquency.
Instructions:	Cardholders: Indicate whether this request is for a new travel card account or a request to re-open a closed account. This form is not to be used to request an account be reinstated that was closed for non-payment or delinquency. Then, fill out the section entitled "Part 1: To be completed by Employee." Please print or type all information. Optional fields are italicized and noted by an asterisk. Incomplete applications will not be processed and may be returned at the direction of the DFAS Travel Card Program Management Office. APCs: Fill out the section entitled "Part 2: To be completed by the Agency Program Coordinator". Verify the cardholder has indicated whether the request is for a new account or a request to re-open a closed account. This form is not to be used to request an account be reinstated that was closed for non-payment or delinquency. If the cardholder has not selected an indicator, please confirm the type of request with the cardholder and select the appropriate indicator. Please print or type all information. Optional fields are italicized and noted by an asterisk. Incomplete applications will not be processed and may be returned at the direction of the DFAS Travel Card Program Management Office.

Part 1 (Section to be completed by Employee)

Cardholder name as it should appear on the card – Indicate the name, as it should appear on the card. Please note the cardholder's name must not exceed 19 characters.

*Account Number** – Complete this field if this is a request to re-open an existing account.

Card Replacement– Indicate if a replacement card is required. If this field is left blank, Bank of America will assume the cardholder has their original card and will not issue a new plastic replacement card. For new account requests, Bank of America will automatically issue a new card when the account is established.

Social Security Number – Self-explanatory.

Employment Status – Employee's military employment status with the government, if applicable.

Military Rank and Pay Grade/Civilian Pay Grade – Employee's military rank abbreviation (SSGT, PO2, 1LT, LCDR, etc.) and four-character military pay grade (E-05, O-03, etc.) or five-character civilian pay grade (GS-09, WG-07, etc.).

Commercial Office Phone/ Home Phone – Employee's business and home phone number, including area code. If a home phone number is not available, enter "N/A" (Not Applicable). For locations outside of the U.S., include the applicable two- to three-digit country code. You do not need to preface the number with an access code, such as "011" which is used to obtain an international telephone line.

Statement Mailing Address (includes Street, City or APO/FPO, State/Province, Zip/Postal Code, and Country) – This is the address to which the employee's travel card bills should be mailed.

Card Mailing Address* **(includes Street, City or APO/FPO, State/Province, Zip/Postal Code, and Country)** – Complete this section if you would like the card mailed to an address that is different than the Statement Mailing Address to which the regular billing statement will be sent.

E-Mail Address* - Employee's e-mail address, if available.

Card Delivery* – Complete this field if the applicant requires expedited card delivery. A $20 fee will be imposed to the applicant's account. If "N/A" (Not Applicable) is noted or this field is left blank, Bank of America will send the card via First Class mail.

Signature and Agreement – In accordance with DoD policy, employees applying for a card after December 1, 1998 are asked whether or not they will provide express written consent for Bank of America to access credit report information.

- If an applicant declines consent, a restricted card with reduced spending limits will be issued.
- If neither block is initialed, a credit check will not be conducted and a restricted card will be issued.
- If both blocks are initialed, Bank of America will review the applicant's credit history before determining which type of card to issue.

Applicant's Signature and Date – Employee's signature and the date the application form is signed.

Instructions for Individually Billed Account and Request to Re-Open an Existing Card Account Form (Department of Defense Travel Card Program)

Bank of America.

Supervisor's Approval Signature and Date – Employee's supervisor must sign and date the setup/application form in accordance with DoD 7000.14R, Financial Management Regulation, Volume 9, Travel Policy and Procedures (Chapter 3).

Part 2 (Section to be completed by the Agency Program Coordinator)

Central Account Number – The 16-digit reference number assigned to your major command or agency. This number is required for assignment of the correct billing cycle to the cardholder's account. Bank of America cannot process the setup/application form without this information. If you do not know your Central Account Number, please contact Bank of America Government Card Services Unit for assistance toll-free at 800.558.0548 if dialing from the U.S. or Canada, or collect at 757.441.4022 if dialing from international locations.

Account Hierarchy (HL1 to HL8) – The hierarchy unit number under which the new account will be established. Complete as many hierarchical levels as are appropriate for your organization. Each level of hierarchy consists of a seven-digit number; up to eight levels of hierarchy may be assigned. Hierarchy levels are sequential and indicate the organization's pedigree as illustrated below:

HL1 = 0000001 Department of Defense
HL2 = 2xxxxxx Branch of Military Service or DoD Independent Agencies
HL3 = 3xxxxxx Major Command or individual DoD Agency name

A complete hierarchy level number always begins with Level 1 and contains successive level numbers, down to the lowest level assigned. It is required to determine the reporting group to which a cardholder's account will belong.

Organization/Unit Name – The organization name at the lowest hierarchy level.

FIPS Code – Indicate the four-character numeric or alphanumeric Federal Information Processing Standards Code assigned to your organization. It is used for the identification of Federal and Federally-Assisted Organizations. See Publication 95-2, or download from http://www.itl.nist.gov/fipspubs/fips95-2.doc.

Is the applicant eligible to obtain Contract City Pair airline fares?* **+If eligible, participation is Mandatory/Non-mandatory*** – Please refer to http://pub.fss.gsa.gov/services/citypairs/ for more information about the City Pairs program and eligibility requirements or contact your Bank of America Account Manager if you need assistance. If this field is left blank, Bank of America will assume the applicant is eligible to obtain Contract City Pair airline fares.

Account Type – Designate whether the applicant's account should be standard or restricted. A restricted card is issued to all applicants who do not have a credit history. Applicants who initial B in the Signature and Agreement section only will be issued a restricted card. Restricted card accounts are set up with lower spending limits and require activation by the APC for the time frame specified on a cardholder's travel orders.

If Restricted, Date to Activate/Deactivate* – If the restricted card option is chosen, enter the dates the card is to be initially available for use and then deactivated after initial use, if known. If no dates are provided, the card will be issued in a deactivated status and must be activated by the APC before the cardholder will be able to use it. Cardholder confirmation of card receipt will not result in automatic activation for a restricted card as it does for a standard card.

Instructions for Individually Billed Account and Request to Re-Open an Existing Card Account Form (Department of Defense Travel Card Program)

Bank of America.

Part 2 (Section to be completed by the Agency Program Coordinator)

Spending Limits– The data in this field is supplied for informational purposes only. No action is required. Four different account controls are available for the DoD Travel Card Program. The Travel, Cash and Retail Spending Limits are designed to limit account spending on a per cycle basis. For setup of the initial account, the spending limits that have been pre-set by DoD for a standard or restricted account will be applied. Adjustments to spending limits and/or additional limits to restrict purchases from specific merchant(s) or type(s) of merchant(s) can be set by contacting GCSU or making changes on-line via EAGLS.

- Travel Limit: The amount available for travel-related purchases.
- Cash Limit: The amount of cash that may be withdrawn for any specified period if ATM access is authorized.
- Retail Spending Limit: The amount that may be spent for items purchased from merchants who are classified as retail establishments. The Defense Finance and Accounting Service Project Management Office (PMO) has determined how merchants are to be classified.
- Total Account Spending Limit: The aggregate limit to be applied to this account. The total of all transactions cannot exceed this limit, which is refreshed at billing.

Card Design Type* – Two card design types are available and described below. If no Card Design Type is checked a Standard card will be issued by default.

- Standard: Features a plastic design that indicates the account is issued for official government use only.
- Quasi-Generic: Features Bank of America's commercial plastic design. The embossed account number is the only information on the card that identifies it as a government account.

Cash Access* – Check whether or not ATM access should be available to the cardholder. If this field is left blank, Bank of America will not issue an ATM Personal Identification Number (PIN) for cash access to the cardholder.

Authorized to Receive Travelers Checks* – Check if Travelers Checks should be available to this employee. If this field is left blank, the cardholder will not able to purchase Travelers Checks. *(Note: Travelers Checks are not available to Department of the Air Force personnel.)*

APC – The name and title and/or rank of the Agency Program Coordinator completing this section of the setup/application form.

Signature – The APC's signature.

Date – Date of APC's signature.

Address Line 1 – Indicate the street, P.O. Box or other address information for the APC.

Address Line 2 – If needed, continue with the street, P.O. Box or other address information

Address Line 3 – If needed, continue with the street, P.O. Box or other address information

City – Self-explanatory.

State – Self-explanatory.

Zip Code – Self-explanatory.

Commercial Telephone – The APC's commercially accessible business telephone number, including the area code. For locations outside of the U.S., include the applicable two-digit to three-digit country code. You do not need to preface the number with an access code, such as "011" which is used to obtain an international telephone line.

Mail or fax completed application form to:

Bank of America
Attn: GCSU
P. O. Box 52304
Phoenix AZ 85072-9419
Fax: 1.877.217.1033 or
1.888.698.5631

AGREEMENT BETWEEN DEPARTMENT OF DEFENSE EMPLOYEE AND BANK OF AMERICA, N. A. (USA)

IMPORTANT: BEFORE YOU SIGN THE INDIVIDUALLY BILLED CARD ACCOUNT SETUP/APPLICATION FORM, OR SIGN OR USE THE GOVERNMENT CARD, READ THE FOLLOWING TERMS AND CONDITIONS THOROUGHLY. PLEASE RETAIN THIS AGREEMENT FOR YOUR RECORDS.

1. **DEFINITIONS.** In this Agreement, the word "Agreement" means this document as modified by any amendment issued pursuant to Section 16. The word "we" "Bank of America" or "us" refers to Bank of America, N. A. (USA), the issuer of the Card. The "GSA Contract" refers to the General Services Administration Contract No. GS-23F-98004. The word "Program" means the card program established pursuant to the GSA contract. "Agency/Organization" means the United States federal agency, bureau, division, office or other organizational entity participating in the Program that has requested/authorized Bank of America to open an account for you. The word "cardholder", "you" or "your" means the Agency/Organization employee whose name appears on the Card. The word "Government Card", "Card" or "Cards" means the card issued to you by us under the Program. "Account" means the account established by us in connection with the Government Card. "Cash Advance" is a cash advance obtained through use of the Account at any participating affiliated automated teller machine ("ATM") or any financial institution or other establishment authorized to process and grant you a cash advance.

2. **ACCEPTANCE OF THE AGREEMENT.** BY ACTIVATING, SIGNING OR USING THE CARD AND/OR THE ACCOUNT OR SIGNING THE INDIVIDUALLY BILLED CARD ACCOUNT SETUP/APPLICATION FORM, DEPARTMENT OF DEFENSE TRAVEL CARD PROGRAM, YOU AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, YOU MUST NOTIFY BANK OF AMERICA IN WRITING, CUT THE CARD IN MULTIPLE PIECES AND PROPERLY DISPOSE OF THE PIECES.

3. **PROMISE TO PAY; LIABILITY.** All amounts charged to the Account including purchases, Cash Advances and fees will be called "Charges." You promise to pay for all Charges made by you or anyone you allow to use the Account until paid in full. (Pursuant to Section 6 below, you should not allow other persons to use the card for any reason.) You, as the Cardholder, are responsible for making payment to Bank of America. Official travel and travel-related expenses charged to the Card will be reimbursed by the Agency/Organization under the Agency's/Organization's expense reimbursement procedures applicable to you. You also agree to report your expenses promptly to the Agency/Organization in accordance with its expense reimbursement procedures. You are responsible for all Charges made with the Card even if you let someone else use the Card. You must retrieve the Card from that person to avoid further liability.

4. **TYPE OF ACCOUNT.** Your Account is either a restricted or standard Account. Restricted Accounts generally have lower credit limits and are subject to more restrictions as to their use. Circumstances where a restricted Account may be established include, but are not limited to, (1) the cardholder has instructed Bank of America not to obtain reports concerning his/her credit, or (2) the Agency/Organization program coordinator has requested or approved a restricted card. Your Agency/Organization may change your account from a standard Account to a restricted Account or from a restricted Account to a standard Account.

5. **DISCLOSURE OF ACCOUNT INFORMATION.** In addition to routine uses under the Privacy Act, you authorize Bank of America to: (1) provide information about your Account to Bank of America's service providers administering your Account under the GSA Contract; (2) disclose all necessary Account information to outside attorneys representing Bank of America in connection with any legal or administrative proceeding involving your Account or Bank of America's actions under this Agreement; (3) provide all necessary Account information to Bank of America's auditors in the course of any audit; (4) disclose all necessary Account information to outside attorneys, collection agencies or credit bureaus if we refer all or part of the Account for collection in accordance with the GSA Contract and your Agency/Organization's task order and (5) disclose all necessary Account information to credit reporting agencies to obtain reports concerning your credit consistent with your Agency's/Organization's agreement with union officials, if applicable. You understand that past due Accounts as well as other Account information will be reported to your

Agency/Organization. By signing the Individually Billed Card Account Setup/Application Form, Department of Defense Travel Card Program, you are providing your written consent to the disclosure of Account information as provided in this Section 5.

6. **USE OF GOVERNMENT CARD.** The use of your Government Travel Charge Card is based on your authorized travel status and you agree to use the Card only during or in direct support of (advance reservations, etc.) the period designated by your travel orders and your Agency/Organization. You agree to use the Card only for official travel and official travel related expenses away from your official station/duty station in accordance with your Agency/Organization policy. You agree not to use the Card for personal, family or household purposes. Charging privileges on the Card are provided by Bank of America pursuant to the GSA Contract and the task order of your Agency/Organization. No other person is permitted to use the Card issued to you for Charges or for any other reason.

7. **CREDIT LIMITS.** Bank of America may establish one or more credit limits for your Account ("Limits") and such Limits may be increased or decreased as directed by your Agency/Organization. Your initial aggregate limit is shown on the mailer containing your card. Generally, the credit limit for Standard Accounts is $2500.00 with $250.00 available for ATM cash withdrawal per billing cycle. The Restricted Account limits are $1000.00 with $100.00 available for ATM cash withdrawal per billing cycle. You should either call Bank of America or contact your Agency/Organization Program Coordinator to obtain your current limits. You understand that your aggregate Limit is the maximum amount of credit that you can have outstanding on your Account at any time. You further understand that the types and amounts of the Limits may be set or changed by your Agency/Organization at any time without notice from Bank of America. If you make a credit request that would exceed the applicable limitation, Bank of America, at the direction of your Agency/Organization, can approve or deny the credit request.

8. **OBTAINING CREDIT REPORTS.** Unless on your Individually Billed Card Account Setup/Application Form, Department of Defense Travel Card Program, you either (i) instructed us not to obtain reports concerning your credit, or (ii) failed to expressly consent to the terms of this Agreement, you authorize Bank of America to obtain from credit bureaus and other credit reporting agencies reports concerning your credit consistent with your Agency/Organization's agreement with union officials (if applicable).

9. **PAYMENT.** We will send statements of all Charges to you. All payments are due in full by the due date specified on your statement ("Due Date"). You should notify us immediately of any change in your billing address by calling the number indicated in Section 17. Payments must be made in U.S. currency, in electronic form or with a money order payable in U.S. dollars, or with a draft or a check drawn on a bank in the U.S. and payable in U.S. dollars. If we decide to accept a payment made in some other form, payment will not be credited to your Account until your payment is converted into one of the forms just mentioned. We may accept late payments, partial payments or checks and money orders marked "payment in full" or with other restrictive endorsements without losing any rights under this Agreement or under the law.
A. Disputes: In order to dispute a charge, you must notify Bank of America of the dispute within 60 days of your receipt of the statement on which the Charge first appeared.

10. **SUSPENSION AND CANCELLATION.** Suspension or cancellation does not affect the terms of this Agreement, including without limitation your obligation to pay the balance of your Account, until your obligation to Bank of America under this Agreement has been satisfied.
A. **Suspension:** Bank of America may suspend your Account and prohibit further Charges if (i) payment for any undisputed principal amount is not received within 61 calendar days from the closing date on the statement in which the unpaid Charge first appeared, or within the timeframe specified in the Agency/Organization task order, unless otherwise directed by the Agency/Organization Program Coordinator, or (ii) the Agency/Organization or GSA requests the suspension. Bank of America will reinstate your suspended account upon full payment of the amount due unless otherwise directed by the Agency/Organization.
B. **Cancellation by Cardholder:** You may cancel the Card at any time by notifying Bank of America, cutting the Card in multiple pieces and properly disposing of the pieces.

C. **Cancellation by Bank of America**

(i). Automatic Cancellation: The Card and the Account will automatically be canceled upon (a) termination of your employment with the Agency/Organization regardless of the reason; (b) termination or expiration of the GSA Contract and/or Agency/Organization task order; (c) request of the Agency/Organization or GSA; (d) request of Bank of America with the permission of the Agency/Organization or (e) your filing for bankruptcy protection, if the Account or Account obligation is referenced in any documents filed in connection with the bankruptcy proceeding. Upon cancellation, you agree to destroy the card by cutting into multiple pieces and disposing of properly.

(ii). Cancellation Due to Delinquency: Bank of America may cancel your Account if (a) the Account has been suspended two times during a 12 month period for non-payment of undisputed principal amounts and is past due again; for purpose of this section 10.C.(ii).(a), "past due" means payment is not received within 45 calendar days from the closing date on the statement of Account in which the Charge first appeared; (b) the Account is 126 calendar days past due from the closing date on the statement of Account in which the unpaid Charge first appeared, or within the timeframe specified in the Agency/Organization task order, unless otherwise directed by the Agency/Organization Program Coordinator, or (c) the Agency/Organization or GSA requests the cancellation. Bank of America may reinstate a canceled Account upon payment of the amount due and any fees assessed. Account statements may not (at the option of Bank of America) be sent after an Account has been canceled.

D. **Cancellation by Agency/Organization**. Your Agency/Organization may cancel your Account at any time.

11. ATM USAGE. If your Agency/Organization is participating in the Bank of America ATM Program for Government Cardholders, you will separately receive a Personal Identification Number ("PIN"). You may then obtain Cash Advances at an ATM when authorized in accordance with Agency/Organization procedures.

12. NO WAIVER OF BANK OF AMERICA'S RIGHTS. All rights and remedies of Bank of America are cumulative and may be pursued singularly, successively or together, at the option of Bank of America. Except as expressly provided below in this Section 12, Bank of America's failure at any time to exercise any of its rights hereunder or any rights shall not constitute a waiver nor otherwise bar the exercise of any of these options or rights at a later date. Bank of America waives its right to suspend the Account for a particular Charge if suspension procedures are not initiated within 180 calendar days of the closing date on the statement of Account in which the Charge first appeared. Bank of America waives its right to cancel the Account for a particular Charge if cancellation procedures are not initiated within 180 calendar days of the closing date on the statement of Account in which the Charge first appeared.

13. TRAVELERS CHECKS. If your Agency/Organization is participating in the Bank of America Travelers Check program for Government cardholders, you may purchase travelers checks when authorized in accordance with your Agency/Organization procedures and a Travelers Check Fee of 1.5% of the total amount of the checks purchased will apply. If your Agency/Organization has negotiated a lower Travelers Check Fee, the lower amount will apply.

14. CHARGES. You agree to pay the following Charges unless your Agency/Organization has negotiated a lower rate or fee, in which case, you will pay the lower amount.

☐ **Return Check Fee**. $29.00 for any payment that is returned for any reason.

☐ **Cash Advance Fee**. $2 or 3% of the amount of each Cash Advance, whichever is greater.

☐ **Delinquency and Collection Charges**. To the extent not prohibited by law, if Bank of America refers your Account for collection, you will pay Bank of America's collection costs, court costs and attorneys fees. Such costs include but are not limited to, allocated costs for attorneys, not to exceed 25% of the account balance, and collectors who are employed by Bank of America or its affiliates, and fees paid by Bank of America to your Agency/Organization in connection with salary offset.

☐ **Late Fee**. A late payment fee in the amount of $29.00 will be assessed when payment for the full undisputed

charges identified on the monthly statement is not remitted within two billing cycles plus 15 days past the statement closing date on the statement of Account in which the Charge first appeared. If the Account is subject to split disbursement and the Government notifies Bank of America that payment delay was caused by the Government and not the Cardholder, then the late fee will be assessed if full payment is not received within 30 days after the Government notification to Bank of America of such payment error. The late payment fee will continue to be assessed each billing cycle until the past due amounts are brought current.

☐ **Expedited Card Delivery Fee**. $20 for any request for expedited card delivery (premium delivery by other than U.S. Postal Service standard first class bulk postage) for individuals not in a travel status, except emergency replacement of damaged, lost or stolen cards.

15. **CONVERSION OF FOREIGN TRANSACTIONS.** Charges made in a foreign currency will be converted into U.S. Dollars. The conversion rate used will be at least as favorable as an interbank rate or where required by law, an official rate. This rate shall be the one in existence at the time the transaction is processed.

16. **CHANGE IN TERMS.** Bank of America may, with the written consent of GSA and your Agency/Organization, change the terms of this agreement upon 30-day written or electronic notice to you. You agree that the new terms provided in any such notice may apply both to your new transactions and to your account balance on the date the change becomes effective. If you do not agree to a change in terms of this agreement, then prior to the effective date of the change, you must notify us, cut the card in multiple pieces, and properly dispose of the pieces.

17. **LOST OR STOLEN CARD/REPLACEMENT.** If your Card is lost or stolen, or if you think another person may use your Account without your permission, you must notify Bank of America immediately by calling the number listed below.

Telephone Numbers:
Within United States 1-800-472-1424
Collect Calls for out of United States (757) 441-4124
You may confirm your notification by writing to
Bank of America

Security Department
P.O. Box 1350
Norfolk, VA 23501

If there is any unauthorized use of your Card or Account you agree to cooperate with Bank of America during its investigation, which will include your completion of a Cardholder Statement of Disputed Item. Should you need a replacement card, please call the same telephone number listed in this Section 17 for lost or stolen Cards.

18. **DEACTIVATION OF ACCOUNT**. Your Account may be deactivated by your agency/organization at any time. Deactivated Accounts must be re-activated by your Agency/Organization before any Charges will be permitted.

19. **LIMITATION OF DAMAGES**. In no event shall Bank of America be liable to you for any consequential, special, indirect or punitive damages of any nature.

20. **COLLECTION/TELEPHONE MONITORING.** You agree that if you do not pay your Account, Bank of America or its collection agent may call you regarding the collection of your Account. You understand that the calls could be automatically dialed and a recorded message may be played. You agree such calls will not be "unsolicited" calls for purposes of local, state or federal law. You agree that we may monitor telephone calls between you and us to ensure the quality of the customer service we provide.

21. **CHANGES TO NAME, ADDRESS OR EMPLOYMENT.** You understand that Bank of America will send Account Statements, replacement or renewal Cards, or other notices to the address shown in its records. You will promptly notify Bank of America of any change in your name, address or employment.

22. **NON-TRANSFERABLE.** Each Card is non-transferable.

23. **SEVERABILITY.** The invalidity or unenforceability of any provision of this Agreement will not affect the validity or enforceability of any other provision of this Agreement.

24. SUCCESSORS AND ASSIGNS. You agree that Bank of America may at any time assign or transfer to another person your Account, your Account balance, or this Agreement. The persons to whom Bank of America transfers or assigns your account, your Account balance, or this Agreement will have all of Bank of America's rights under this Agreement. You will not assign or transfer any of your rights or duties under this Agreement, and this Agreement is binding on your successors, heirs and legal representatives and upon anyone to whom you assign your assets or who succeeds to them.

25. GOVERNING LAW: This Agreement and your Account are subject to the GSA Contract and shall be governed by Arizona law and the laws of the United States. This Agreement is entered into in Arizona and all credit will be extended by Bank of America from Arizona.

PRIVACY ACT NOTICE:
In accordance with the Privacy Act (5 U.S.C. 552a), the following notice is provided: The information requested on the card application form is collected pursuant to Executive Order 9397 and chapter 57, title 5,United States Code, for the purposes of recording travel expenses incurred by the employee/member and to claim entitlements and allowances prescribed in applicable federal travel regulations. The purpose of the collection of this information is to provide Government agencies necessary information on the GSA travel card contract which provides travelers with charge cards for official travel and related expenses, attendant operational and control support, and management information reports for expense control. Routine uses which may be made of the collected information and other account information in the system or records entitled "Travel Charge Card Program GSA/GOVT-3" are as follows: (1) transfers to appropriate Federal, State, local, or foreign agencies when relevant to civil, criminal, administrative, or regulatory investigations, (2) pursuant to a request of another Federal agency in connection with hiring, retention, issuing a security clearance, reporting an employee investigation, clarifying a job, letter or contract or issuing a license, grant, or other benefit, (3) to a Member of Congress or to a Congressional Staff Member in response to an inquiry of the Congressional Office made at the request of the individual about whom the record is maintained, (4) to officials of labor organizations when necessary to their duties of exclusive representation, (5) to a Federal agency for accumulating reporting data and monitoring the system, (6) GSA contract travel agents assigned to agencies for billing of travel expenses, (7) listing, reports, and records to GSA by the contractor to conduct audits of carrier charges to the Government, and (8) any other use specified by GSA in the system of records entitled "Travel Charge Card Program GSA/GOVT-3," as published in the Federal Register periodically by GSA. The information requested is not mandatory. Failure to provide the information will nullify the application, and a charge card will not be issued to the employee/member.

Convenient and Easy
Make Your Payments by Phone

Bank of America enables you to make payments by phone to your Government Charge Card account by contacting the Government Card Services Unit. This service is offered to facilitate the ease of making payments to your charge card account, however utilizing this service is not a GSA SmartPay contract requirement. Each Pay by Phone transaction may be subject to a processing fee. This Agreement applies when utilizing the Payment by Phone Option.

Payment by Phone Authorization

When I use the Payment by Phone option, I hereby authorize Bank of America, N.A. (USA) (the Bank) to initiate electronic payments from my designated account at the financial institution I indicate for the purpose of making any payment on my Government charge card account (Account). I understand I must authorize the timing and amount of each payment transaction by providing authentication information requested by the Bank.

I HEREBY AGREE TO THE FOLLOWING TERMS AND CONDITIONS:

1) **Processing Fee -** Each Payment by Phone transaction may be subject to a fee not to exceed $10.00. The fee will be added to the amount of the payment.

2) **Effective Date of Payment** – Payment will occur on the date I initiate the request, if requested prior to 6:00 PM ET. If the request is initiated after 6 PM ET, the effective date will be the following business day.

3) **Dishonored Request for Payment** – If a payment is dishonored for any reason, including insufficient funds, both the Bank, in accordance with my Account agreement, and my financial institution may assess a fee. If a payment is dishonored by my financial institution for "insufficient funds", the Bank will attempt to initiate the electronic payment one more time before deeming the payment unpaid. I understand that if a payment is dishonored, my Account will be considered due for that payment, and other payment arrangements will need to be made.

4) **In Case of Error** – If my Account statement indicates an incorrect payment or amount or I need more information about a payment transaction, I will write or call the Bank at the number or address provided on my statement of Account for billing errors. The Bank must hear from me no later than 60 days after I have received the first statement on which the payment appeared. For more information, I can read the back of my Account statement.

5) **Revocation of a Payment**- After I initiate a Payment by Phone transaction, I have until 4:00 PM ET the day of the scheduled payment to cancel or revoke that payment.

6) **Governing Law -** This Authorization shall be governed by and interpreted in accordance with the laws of the State of Arizona.

7) **Authentication Information -** I acknowledge the Bank may require additional information from me for authorization and authentication of a Payment by Phone transaction. Any information I provide for authorization and authentication will be kept confidential by the Bank.

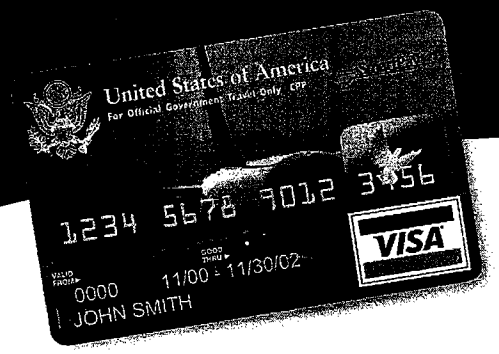
8) **Authorization and Security Procedure** – A Payment by Phone transaction will not occur unless I initiate the payment through the Bank's automated response unit or speak with the Bank's customer service representative. I agree that the security procedures followed by the Bank to authenticate my consent to a Payment by Phone transaction, although not in writing, are reasonable and I agree to be bound by them as if I had signed this Authorization in writing. I understand that this Authorization is a separate agreement from, and does not change, the agreement governing my Account.

9) **Modification of this Authorization** – The Bank may modify this Authorization by changing, adding or deleting any term, condition, service or feature ("New Term") at any time. The Bank will provide me with notice of the modification to the extent required by law. I agree to the "New Term" by conducting a Payment by Phone transaction after the Bank provides me notice of the modification.

PLEASE RETAIN FOR YOUR RECORDS

Bank of America Visa® Travel Card Program

Cardholder Program Guide



Bank of America
Government Card Services

Bank of America, N.A. (USA)
A subsidiary of Bank of America Corporation
Member FDIC

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Bank of America.

Bank of America Government Card Services Unit (GCSU) Cardholder Assistance

The Bank of America GCSU operates 24 hours a day, every day of the year. For account inquiries and customer assistance, please call, fax or write to:

Worldwide customer service

Primary	1.800.472.1424 (worldwide toll-free)
Secondary	757.441.4124 (worldwide collect)

EAGLS℠ technical assistance

Toll-free	1.800.558.0548
Web site	www.gcsuthd.bankofamerica.com (M–F, 7 am – 9 pm EST)

TTD/TTY

Toll-free	1.800.672.0779

Fax correspondence

US, Toll-free	1.877.217.1033
Outside the US	757.624.6322

Written correspondence

Forward to: Bank of America
Government Card Services Unit
P.O. Box 1637
Norfolk, VA 23501-1637

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Welcome to the Bank of America Visa® Travel Card Program

The program is designed to help you manage the activities associated with official government travel. With built-in control features and special travel-related benefits, the Travel Card Program offers easy and efficient expense-management tools for organizing all aspects of official government travel.

This guide is your reference tool. It contains important information about your Travel Card Account, including your responsibilities, proper card use, and procedures to follow for account inquiries, maintenance, billing, etc.

Program features include

- Access to more than 15 million participating Visa® merchant locations for official government travel, lodging, car rental, and dining
- ATM access for cash advances at over 460,000 ATM locations worldwide
- Extra protection and assistance when you travel with:
  - Lost Luggage Insurance – up to $3,000 replacement coverage
  - Travel Accident Insurance – up to $200,000 coverage
  - Travel Assistance Services, including Medical Assistance, Legal Referral Assistance, Auto Rental Insurance, and Emergency Cash Disbursement

  Certain limitations and restrictions apply. Please refer to the Visa Guide to Benefits information included.
- Easy-to-read statement of account
- Traveler's check program
- Dedicated customer service via a toll-free telephone number 24 hours a day, every day of the year, at 1.800.472.1424

There is currently a standard and a restricted card (with different credit limits) available to DoD travelers. There are also three types of embossing available for cards issued to DoD travelers. Please see your APC for additional information.

DoD views abuse of the card and delinquency as a detriment to the Department and any such acts will not be tolerated and disciplinary action is possible.

Key cardholder responsibilities

Individually billed accounts

Following are key responsibilities that require your support as a government cardholder. Please contact your APC for detailed information on the Department of Defense's specific policies and procedures related to your account and its proper use.

You may NOT use your Travel Card for personal purchases. The Travel Card is for Department of Defense official travel and travel related expenses ONLY.

General guidelines

1. You are responsible for using the card for the purchase of official travel-related services as specified in the GSA master contract and the Department of Defense Financial Management Regulation (FMR), Volume 9, Chapter 3.
2. It is your responsibility to understand and comply with the DoD policies regarding the definition of authorized purchases and official government travel. Use by anyone other than the approved cardholder is strictly prohibited. **The Travel Card cannot be used for personal purchases.**
3. It is your responsibility to file travel vouchers in accordance with DoD FMR, Volume 9, Chapter 8.
4. You are personally responsible for paying all undisputed charges by the statement due date and complying with the terms and conditions of the cardholder agreement.
5. You may request a credit limit increase, an address change, or other maintenance from your Agency Program Coordinator (APC), EAGLS, or GCSU.
6. Call Bank of America at 1.800.472.1424 immediately (24 hours a day, every day of the year) to report a lost or stolen Travel Card. You must also notify your APC about a lost or stolen Travel Card at your first opportunity during normal business hours.

Cardholder procedures –

General information & guidelines

Please consult your APC for questions or detailed information on specific Department of Defense policies and procedures relative to your account.

Guidelines for Travel Card use

Authorized use of the Travel Card is reserved for purchases related to, and made during, official government travel only. It is your responsibility to understand the Department of Defense's specific policy and regulations relative to card use. Generally, the card will be accepted at merchant locations worldwide for the following types of service:

- Air travel
- Lodging
- Auto rental
- Fuel
- Rail travel
- Transportation
- Food
- ATM access

ATM access

Your Travel Card account may be authorized for ATM use. Daily or monthly limits will be designated by your APC in accordance with specific agency/organization policy. You may use the card to obtain cash for official business at any ATM that displays the Visa® symbol by swiping or inserting your card at the ATM, entering your Personal Identification Number (PIN), and following the onscreen prompts. Be sure to press the "credit" key on the ATM screen – not the "checking" or "fast cash" options. An administrative fee* will be charged for each ATM withdrawal. This fee is reimbursable. To identify ATM locations for cash access, use the ATM site locator found at the following Web site address: www.bankofamerica.com/government. Additionally, you can call Visa® directly at 1.800.911.VISA.

* Refer to your Cardholder Agreement for the ATM withdrawl fee amount.

ATM surcharges/service fees

- No access surcharge will be applied to ATM transactions made at a Bank of America ATM
- An ATM transaction conducted at a non-Bank of America ATM may incur an access surcharge
- Both are reimbursable when requested on your travel voucher

Declined ATM transactions/retained cards

Your Travel Card may be retained if you attempt to exceed daily or monthly limits in three consecutive ATM transactions. In the rare instance that your card should be declined and retained by an ATM, call the Bank of America Government Card Services Unit at 1.800.472.1424.

Traveler's checks

Bank of America provides traveler's checks via the Thomas Cook Traveller's Cheques Program. Traveler's checks are not available to all cardholders. Check with your APC to see if you are eligible for traveler's checks. Thomas Cook Traveller's Cheques are accepted at participating merchant locations and financial institutions worldwide. US currency traveler's checks can be ordered in prepackaged sets of 10, in denominations of $20, $50 or $100, by calling GCSU at 1.800.472.1424, or via EAGLS. Foreign currency traveler's checks are also available. Replacement for lost or stolen checks is available upon request within 24 hours domestically and 48 hours internationally. The cost of traveler's checks is the total of the face value of the checks plus 1.5 percent (of the face value).

Foreign currency

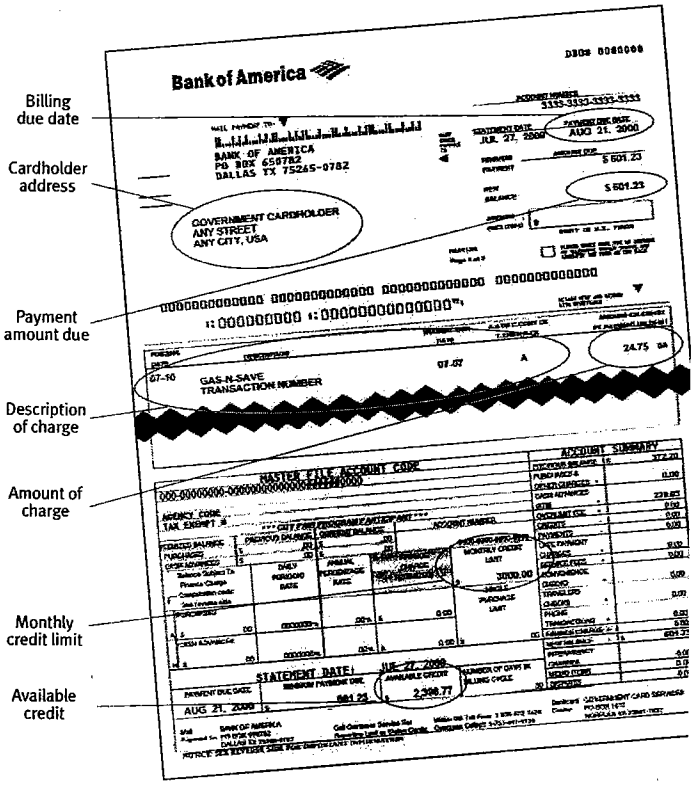
Charges made in a foreign currency will be converted into US dollars. The conversion rate used will be at least as favorable as an interbank rate, or where required by law, an official rate. The Visa® conversion rate will be applied at the time Visa® clears and settles the transaction, and will not include a conversion fee assessed by Bank of America. Applicable conversion rates will be reflected in your statement.

Reconciliation of account charges

Cardholders with individually billed accounts are responsible for reconciling their own accounts. Reimbursements for official government travel are based on the Federal Travel Regulations (FTR), Joint Federal Travel Regulation (JFTR), and your agency/organization's policies and regulations. Please contact your APC or appropriate agency/organization contact to request assistance for disallowed reimbursement requests.

Your statement of account

An itemized statement of account is sent within five business days of the close of each billing cycle. Statements are mailed directly to your address of record, and include transaction information for the billing period and due date for payment.



Payment methods

You are responsible for making full and timely payment of all charges on your account regardless of whether or when you are reimbursed by your agency. You will receive an itemized statement of account, detailing all transactions made by you during the billing cycle. You are required to remit payment by statement due date to the address shown on your statement. You may use any of the three standard payment methods shown below to pay on accounts.

If a split disbursement process is used, you must ensure that the proper payment amount is reflected on the subsequent statement of account.

Split disbursement is highly encouraged in DoD. To participate in split disbursement, check block #1 on the DD 1351-2, add the amount charged on the card for travel (example: ATM $20.00, Lodging $50.00, Airline Ticket $200.00...enter $270.38 in the block #1). Questions concerning the split disbursement process may be addressed to your APC.

There are three standard methods of payment that can be used by account holders to pay on accounts:

1. **Check payments** — Send payment through US mail, using the payment coupon and window envelope provided with your statement.

2. **Banking center payments** — You can provide the Bank of America Visa® Travel Card account number and pay with cash or personal check. Bank of America Banking Centers will accept cardholder payments during normal business hours. Locations of Bank of America Banking Centers can be found on the Web at www.bankofamerica.com/government or by calling the GCSU at 1.800.472.1424. Payments made at Banking Centers may take up to 5 business days to post to your account.

3. **PC banking** — You may pay via a PC banking system.

Disputes & billing errors

If you disagree with a charge on your statement of account, you should make every attempt to resolve the problem directly with the merchant. If the issue cannot be reasonably resolved with the merchant, or the problem is an unresolved transaction or "billing error," you should initiate the dispute process. To obtain a copy of the dispute form, you should either visit the GCSU Technical HelpDesk Web site at www.gcsuthd.bankofamerica.com or contact your APC. You may also initiate the dispute process via EAGLS. You will receive temporary credit, pending the final resolution of the dispute.

Suspension/cancellation of card privileges

Bank of America will provide Presuspension/Precancellation Reports to your APC to identify undisputed past due accounts. Accounts will be considered past due if payment has not been received within 45 calendar days from the closing date on the statement of account in which the charge first appeared. Suspension of cardholder privileges for nonpayment of undisputed principal amounts may occur at 61 days, and cancellation may occur after 126 days (or the number of days specified by your agency/organization's Task Order) from the closing date on the statement in which the undisputed charge first appeared.

Lost/stolen card reporting

You must promptly report lost or stolen cards to Bank of America by calling 1.800.472.1424. Our Government Card Services Unit is staffed 24 hours a day, seven days a week to accept calls from cardholders reporting lost or stolen cards. Subsequently, a replacement card with a new account number will be sent to you. Cards reported lost or stolen are immediately blocked from accepting additional charges. Upon receipt of notice of unauthorized charges, the Bank will commence the dispute process. You will not be liable for unauthorized charges resulting from the loss of your card, including theft.

EAGLS℠ – Electronic Account Government Ledger System

User's Guide for cardholders

The EAGLS desktop management tool is designed to offer you a fast, easy way to manage your Bank of America Visa® Travel Card account. EAGLS was designed to save you time and reduce paperwork by allowing you to perform accounting and administrative tasks online.

Bank of America is committed to continually enhancing EAGLS. Please go online to www.gov-eagls.bankofamerica.com for the latest system enhancements.

User's Guide overview

The following pages will provide you with the basic skills and steps you'll need to gain access to and navigate through the system. Once you have gained access, you will be able to complete everyday tasks like:

- Activating your account
- Maintaining your account
- Requesting a credit limit change
- Requesting a replacement card
- Changing your ATM PIN
- Accessing and viewing your statement of account
- Verifying or disputing charges

EAGLS℠ provides a broad range of functions designed to make managing your cardholder activities simple and easy. This guide provides the basic steps you'll need to:

- Navigate the system (Section 1)
- Log on and off the system (Section 2)
- Access EAGLS functions from the Main Menu (Section 3)

You can obtain additional EAGLS information and help by accessing the GCSU Technical HelpDesk at www.gcsuthd.bankofamerica.com or by calling 1.800.558.0548.

What you'll need to get started

Log-on ID and Password

If access is assigned by your APC, your User ID and Password will be mailed to you from Bank of America. You'll be able to access EAGLS at the following Web site: www.gov-eagls.bankofamerica.com.

Should you forget your password, you can automatically reset it by visiting the GCSU Technical HelpDesk at www.gcsuthd.bankofamerica.com.

What you need to run EAGLS – PC requirements

To get started, the minimum requirements you'll need are the following:

- NT or Windows 95®
  (or more recent version – Windows 98® or 2000®)
- Netscape® or Internet Explorer® 4.0 or higher and Service Pack 2
- Modem with 28,800 baud rate or higher

Section 1 – Navigating the system

EAGLS℠ intuitive point-and-click functionality makes system navigation easy – especially for new users. The system features user-friendly graphics and built-in links, so whether you're moving within a screen or from one screen to another, you can complete your task in just a few short steps. Take a few minutes to familiarize yourself with the basic operational features, function buttons, and navigation devices common to the entire system.

Entering dates into the system
Most dates must be entered in the MM/DD/YYYY format (for example, 01/01/2000).

Fields you are required to complete
All required fields are designated in bold text.

When you get an error message
If you incorrectly enter a password or incorrectly complete a field, an error message will appear in one of several formats, such as an error screen, a sentence within the screen, or in a pop-up text box. When the error message appears, simply follow the instructions provided.

Built-in verification and confirmation
Verification Screen – Displays for changed maintenance or setup actions.

Confirmation Screen – Displays for all maintenance or setup performed.

Function buttons you'll use
Login screens, search screens, maintenance screens, and error messages in EAGLS use buttons to select functions. The most commonly used buttons include:

SUBMIT Accepts the screen content and requests an action.

CLEAR Deletes the text field information.

RESET Clears entered data from the screen.

CANCEL Deletes the request; returns to the previous screen.

REVISE Revises the request; returns to the previous screen.

OK Accepts Inquiry, Verification or Confirmation screen information.

BACK Returns to the previous screen; when returning to a search screen, previously entered information will be cleared.

BROWSE To view all accounts or other system information.

Additional navigation devices

These additional tools will help you move through EAGLS℠ faster.

Scroll Bar A graphic device for moving horizontally and vertically through a document with a mouse. Scroll bars are located at the right and bottom edges of a document window.

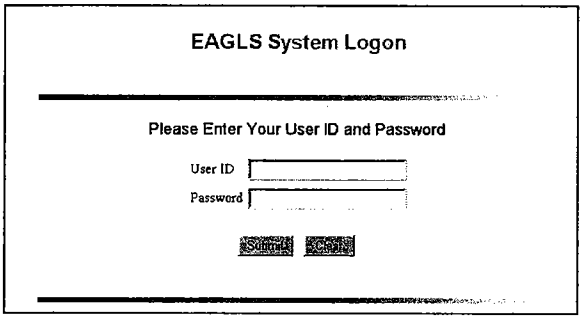
Tab Key The keyboard tab key is used to move from one text field to another when completing multiple text fields within a single section. You can also use the tab key instead of the mouse to move from one text field to another.

Hyperlink This function enables you to navigate from one screen to another – without returning to the EAGLS Main Menu – simply by selecting the screen you want. If a hyperlink is available on a screen, it will usually be listed at the bottom of the screen, and will be underlined and shown in a different color. Important note: Information keyed into a maintenance screen will be carried to the next screen when you use the hyperlink function.

Jump To This function enables you to navigate from one section of a screen to another without using the scroll bar. When "Jump To" links exist on a screen, they will be found at the top of the screen, and will be underlined and in a different text color. Simply click on the section name and you will jump to that portion of the screen automatically.

Radio Button Buttons used to select one specific option from a group.

SECTION 2 – Logging on and off the system



Log-on requires two things: User ID and Password. User ID **is not case-sensitive** – enter "JOHNSMITH" or "johnsmith". Password **is case-sensitive** – must be 5-8 alphanumeric characters.

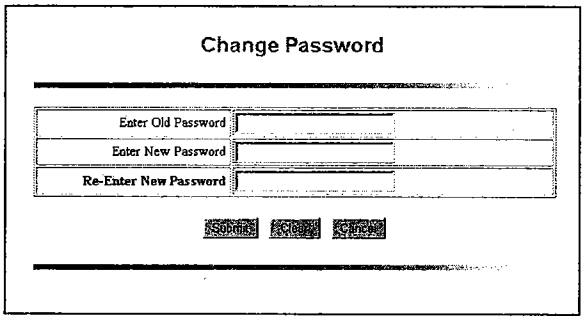
To log on

1. From your Internet access, type the EAGLS Web site address — www.gov-eagls.bankofamerica.com — to display **Log-on** screen.
2. Enter your **User ID** and **Password**.
3. Click **Submit** to display the **Main Menu**.

Changing your password

At initial log-on, you will automatically be directed to change your password from the default password. To change your password, complete the following steps:

1. From the **Log-on** screen, tab to and complete **User ID**.
2. Tab to **Password**; type default (initial) password.
3. Click **Submit** to display **Change Password**.



4. At the **Change Password** screen, complete **Old Password**.
5. Tab to and complete **New Password**.
6. Tab to and complete **Re-enter New Password**.
7. Click **Submit** to display confirmation.

Note:

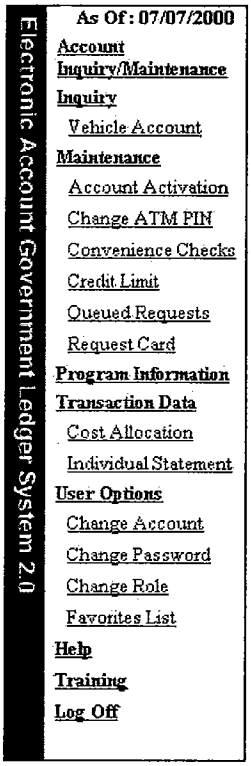
- Change Password prompt appears seven days prior to expiration
- Password expires every 84th day
- Change Password function automatically appears on the 84th day
- New password must not match the nine previous user passwords
- Three invalid log-on attempts lock you out of the system

To log off

1. From the **Main Menu,** click **Log Off.**
2. Click **OK** and **Close Application.**

Section 3 – Accessing EAGLS℠ functions from the Main Menu

The EAGLS Main Menu is a drop down list located on the left side of the Welcome to EAGLS screen. The main options are listed in this menu. Once you click on an option, a drop down list showing the available sub-menu options will appear.



Account/Inquiry Maintenance – Choose this menu option to view your account information and maintain personal information. You can also request changes to your credit limit, make changes to your ATM PIN, and reorder convenience checks or traveler's checks.

Maintenance – Choose this option to perform tasks such as activating your new or reissued card/account, or to order a new or replacement card on your account.

Program Information – Choose this option to access the GCSU Technical HelpDesk Homepage to view current Newsletters.

Transaction Data – Choose this option to view current or previous individual statement activity.

User Options – Choose this option to change your EAGLS password.

Help – Choose this option to access the GCSU Technical HelpDesk Web site, where you can find updates and assistance with various EAGLS issues. There, you can access Job Aides and EAGLS training guide sections for information on specific functionality.

Training – Choose this option to access the EAGLS training Web page for online training information.

Log Off – Choose this option to log off of EAGLS.

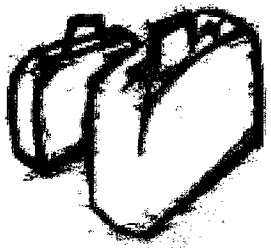
Congratulations – now you know the basics.

You're ready to begin using EAGLS℠. Contact the Technical HelpDesk at 1.800.558.0548 or via our Web site at www.gcsuthd.bankofamerica.com if you need additional assistance with EAGLS. We look forward to serving you.

Notes:

DS
DQ

Failure to pay your monthly bill will result in the loss of your charging privileges. If your card is suspended, you will be unable to use it until payment is received by your bank. If your card is cancelled due to non-payment, your delinquency may be reported to credit bureaus; referred to collection agencies; or lead to other collection actions.



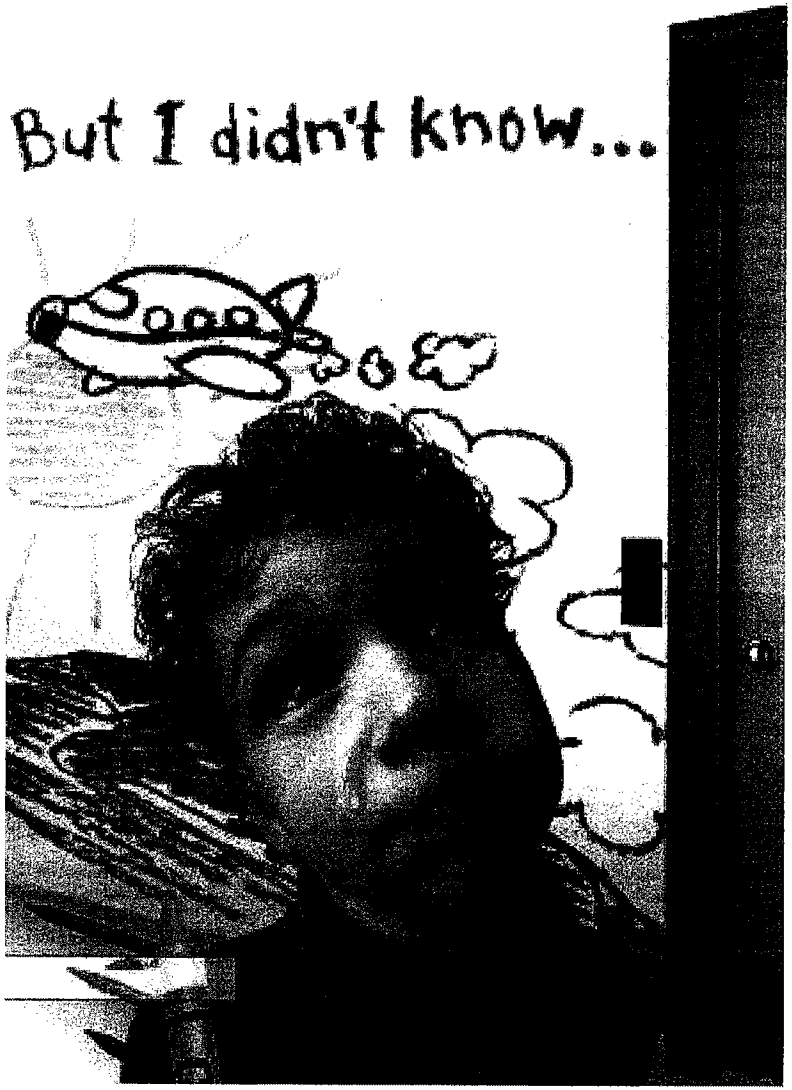
SmartPay™ GSA

Visit our Web site for your GSAPoints of Contact at:
http://www.fss.gsa.gov/services/gsa-smartpay

GSA Federal Supply Service

SmartPay™ GSA

But I didn't know...



Your Government Travel Card is a valuable and simple means to manage your travel expenses. Along with the numerous benefits of having this card, there are certain responsibilities.

... Now you do!

In addition to your agency's travel policy, you should comply with the following guidelines:

DO use your Government Travel Card to pay for official travel expenses.

DO obtain travel advances for official travel through an ATM if authorized by your agency.

DO track your expenses while on travel so you have accurate information for filing your travel claim.

DO file your travel claim within 5 days after you complete your trip or every 30 days if you are on continuous travel.

DO submit payment in full for each monthly bill.

DO follow your bank's dispute process for charges which are incorrect.

DO contact your bank's customer service number if you have questions about your monthly bill.

DO be aware that misuse of the card could result in disciplinary actions by your agency.

Don't use your Government Travel Card for personal use.

Don't obtain travel advances through the ATM which exceed your expected expenditures for a trip.

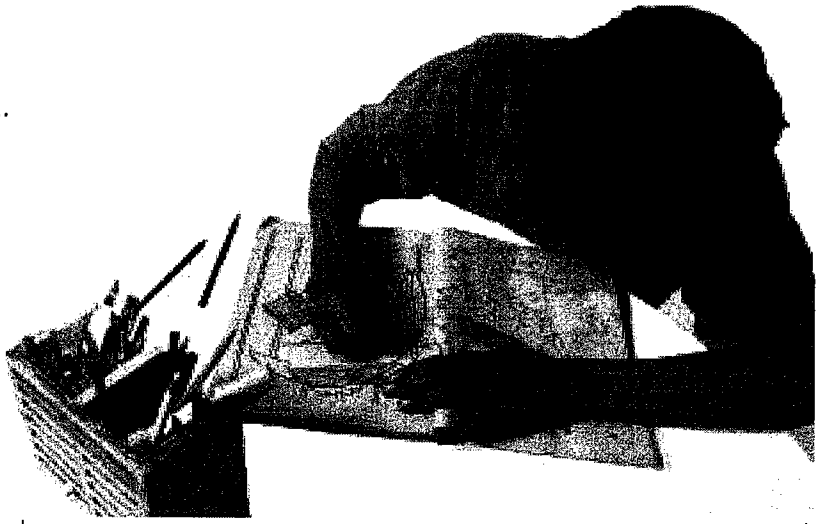
Don't obtain travel advances through the ATM unless you are on travel or will be on travel shortly.

Don't allow your monthly bill to become overdue.

Don't wait for receipt of your monthly bill to file your travel claim.

Don't forget that the card is issued in your name and liability for payment is your responsibility.

Don't make late payments because this could result in suspension or cancellation of your card.



Bank of America.

Return Copy to: Bank of America
Government Card Services
P.O. Box 1637
Norfolk, VA 23501-1637
Facsimile: 757.624.6149
Toll Free Fax:
877.248.4104

EAGLS Access Application Form

Use this form to obtain, modify or delete access to Bank of America Electronic Account Government Ledger System (EAGLS). A/OPCs may complete the Point of Contact form in lieu of this form to obtain EAGLS access. Questions? Call GCSU toll-free (1.800.472.1424) from the US and Canada or, if dialing from international locations, call collect (1.757.441.4124).

New ☐ Modify* ☐ Delete/Close* ☐ *Note: If Modify or Delete/Close, give Current User ID — _____

Name (Last, First):

Agency/Organization Name:

Mailing Address:

City: State/Province:

Zip/Postal Code: Country:

Business Telephone: (Commercial Access) FAX Number:

E-mail Address:

Role (check one):

- Agency Program Coordinator ☐
- Designated Billing Office ** ☐
- Transaction Dispute Office** ☐
- Clerical ☐
- Cardholder ☐
- Customized Role ☐

Cardholder Account Number: (if cardholder access requested)

A/OPC Name:

**To be completed for Centrally Billed Accounts Only

IMPORTANT: Please complete the following information for all roles except "Cardholder." List Agency/Organization name and the seven (7) digit hierarchy number for each hierarchy level (up to eight levels) to which access is required.

Hierarchical Unit Name	HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8

Bank of America Use Only: User ID: Processed by: Date:

Form S07A1198
Revised: 05/17/99

Bank of America.

Return Copy to:
Bank of America
Government Card Services
P.O. Box 1637
Norfolk, VA 23501-1637
Facsimile: 757.624.6149
Toll Free Fax:
877.248.4104

Authorized Official: _____
Name (Please print)

Business Telephone: _____
(Commercial Access Number Required; Include Area or Country Code)

Authorized Official: _____
Signature

Date: _____

Bank of America Use Only: User ID: Processed by: Date:

Form S07A1198
Revised: 05/17/99

Bank of America.

Instructions for EAGLS Access Application Form

Purpose	Use this form to obtain, modify, or delete access to the Electronic Account Government Ledger System (EAGLS).

Instructions	Authorized Officials should complete this form to add access, or change or delete existing access to EAGLS. Mail or fax to: **Bank of America** **Attn: GCSU** **P. O. Box 1637** **Norfolk, VA 23501-1637** **Fax: 757.624.6149** **Toll free fax: 877.248.4104**

Field Descriptions of form elements
New, Modify, Delete/Close – Check box to indicate status of user's access.
Name (Last, First) - Enter last and first name of user requesting EAGLS access.
Agency/Organization Name - Enter user's (card holder's) agency name.
Mailing Address (includes City, State/Province, Zip/Postal Code, and Country) – Enter user's mailing address.
Business Telephone — Enter user's commercial work telephone number.
Fax Number — Enter user's fax number.
E-mail Address — Enter user's email address.
Role (check one) — Check role user will be assigned. For role descriptions, refer to EAGLS User Guide, Overview, Authorized Use. Note that the DBO and TDO roles are for centrally billed accounts only.
Cardholder Account Number — Enter user's 16-digit account number. Complete only if user's role will be cardholder.
A/OPC Name — Enter user's A/OPC's name.
Agency/Organization Name — Enter user's Agency name. Do not complete if user's role will be cardholder.
HL1 - HL8 — Enter 7-digit hierarchy level number(s) for which the user will have responsibility. Do not complete if user's role will be cardholder.
Authorized Official - Name/Title — Print name and title of person authorized to request EAGLS access.
Business Telephone — Enter Authorized Official's commercial business telephone number.
Authorized Official – Signature — Enter Authorized Official's signature.
Date — Enter date of signature.

Bank of America.

Return Copy to: Bank of America
Government Card Services Unit
P.O. Box 1637
Norfolk, VA 23501-1637
Facsimile: 757.624.6149
Toll Free Fax: 877.248.4104

Point of Contact Information

Use this form to update point of contact information and/or establish EAGLS access for Agency/Organization Program Coordinators (A/OPCs), Transaction Dispute Offices (TDOs), Designated Billing Offices (DBOs) / Payment Offices, and EC/EDI coordinators. To delete EAGLS access, please use the EAGLS Access Application Form. Questions? Call GCSU toll-free (1.800.472.1424) from the US and Canada or, if dialing from international locations, call collect (1.757.441.4124).

Add ☐ Modify ☐ Delete ☐

Hierarchy Level: Please list unit name and the seven (7) digit number associated with each level of the organization's hierarchy (up to eight levels).

Hierarchical Unit Name	HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8

Responsibility:

A/OPC * ☐ TDO ☐ DBO/Payment Office ☐ EC/EDI ☐

*If A/OPC, check one:

Primary ☐ Alternate ☐

Central Account Number:

Agency/Organization Name:

Contact Name:

Mailing Address: City:

State/Province:

Zip/Postal Code:

Country:

Business Telephone: (Include Area or Country Code) Facsimile: (Include Area or Country Code)

E-mail Address:

Add as EAGLS User? Yes ☐ No ☐

Bank of America.

Return Copy to: Bank of America
Government Card Services Unit
P.O. Box 1637
Norfolk, VA 23501-1637
Facsimile: 757.624.6149
Toll Free Fax: 877.248.4104

Authorized Official: _____
Name (Please print)

Authorized Official: _____
Title (Please print)

Authorized Official: _____
Signature

Business Telephone: _____
(Commercial Access Number Required; Include Area or Country Code)

Date: _____

Instructions for Point of Contact Information Form

Purpose	Use this form to establish primary contacts for your Agency or to update primary contact information for the following: A/OPC, TDO, DBO / Payment Office, and EC/EDI.

Instructions	Print or type all information and return or fax to the address or number listed below: **Bank of America** **Attn: GCSU** **P. O. Box 1637** **Norfolk, VA 23501-1637** **Fax: 757.624.6149** **Toll Free Fax: 877.248.4104**

Field Descriptions of form elements
Hierarchy Level – Enter hierarchy levels to which the Point Of Contact (POC) will be associated.
Hierarchical Unit Name – Enter name of hierarchy unit to which the Point Of Contact (POC) will be associated.
HL Number (HL1 – HL8) – Hierarchy Level Number - Enter 7-digit hierarchy level number assigned to each unit of the organization.
Responsibility – Check position or capacity the POC will have.
A/OPC – (Agency/Organization Program Coordinator) - Handles day to day operations of the GSA Smart Pay program for the agency/organization.
TDO – (Transaction Dispute Office) - Handles tracking or reconciling transaction disputes.
DBO (Designated Billing Office) / **Payment Office** — Reconciles account billing. Identifies an agency's payment office/central office or headquarters.
EC/EDI – (Electronic Commerce/Electronic Data Interchange contact) - Supports electronic commerce.
If A/OPC, check one: Primary or Alternate – Check if A/OPC information is for primary or alternate A/OPC.
Central Account Number – Enter 16-digit number of the central account which the POC will be associated.
Agency/Organization Name – Enter POC's agency name.
Contact Name – Enter POC's name.
Mailing Address, City, State/Province, Zip/Postal Code, and Country – Enter POC's work address.
Business Telephone – Enter POC's commercial work telephone number.
Facsimile – Enter POC's fax number.
Email Address – Enter POC's email address
Add as EAGLS User? – Check if POC will need EAGLS access.
Authorized Official – Print name and title of officer authorized to submit POC information.
Business Telephone – Enter Authorized Official's commercial work telephone number.
Authorized Official Signature – Signature of Authorized Official.
Date – Enter date form is signed.