TRAVEL CARD AGENCY PROGRAM COORDINATOR (APC) ROLES AND RESPONSIBILITIES

Responsible Office: Accounting and Travel Services Branch
Responsible Office: Financial Management Division

SUBJECT: Travel Card APC Roles and Responsibilities

Approved by

ALISON BUTSCH

Digitally signed by ALISON BUTSCH
Date: 2022.02.11
11:27:40 -06'00'

Alison Butsch
Chief, Financial Management Services Division, Acting

Date
**SUBJECT: Travel Card APC Roles and Responsibilities**

<table>
<thead>
<tr>
<th>Status (Basic/Revision Cancelled)</th>
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<tr>
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<td>Added Appendix G to include the link to NSPWI-9000-0002 (Process for the External Audit Documentation Pull and Request for Extension). Updating formatting to new template and created a separate Service Provider Support section.</td>
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<tr>
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<td>6.0</td>
<td>12/16/2015</td>
<td>Update due to new work management system and to add DRD information</td>
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<td>12.0</td>
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<td>Update to due date of monthly delinquency reports to Travel Lead APC</td>
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<td>13.0</td>
<td>4/22/2020</td>
<td>Added notes to monthly assurance review process, updated salary offset procedures to include DOI POC; added verbiage for misuse and abuse, and the travel card usage review (Appendix G)</td>
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<td>14.0</td>
<td>02/24/2021</td>
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1.0 Introduction

In relation to the NASA Travel Charge Card Program, the NASA Office of the Chief Financial Officer (OCFO) develops and implements travel card policy, regulations, and procedures. The NASA Shared Services Center (NSSC) Lead Agency Program Coordinator (APC) performs program oversight and internal control reviews. Center Agency Program Coordinators (CAPCs) issue charge cards, monitor Center charge card activity, and handle Center charge card issues. Links to referenced authority documents for detailed roles and responsibilities are located on the NSSC Customer Service Web site.

2.0 Objective

The objective is to identify reports for the Center APCs to run as a part of the management of their Center Travel Charge Card Programs. These reports will provide information to Center Managers and Supervisors of employees with delinquent balances or inappropriate transactions and allow CAPCs to verify compliance with Center, Agency, and Federal policies and procedures.

3.0 Scope

The scope includes reports that should be run for all Center travel charge card activity.

4.0 Authority

- NASA Travel Charge Card Management Plan
- Office of Management and Budget (OMB) Circular A-123 Appendix B. Improving the Management of Government Charge Card Program
- 41 Code of Federal Regulations (CFR), Federal Travel Regulations (FTR), Chapters 300-304
- NASA Policy Directive (NPD) 1200.1E, NASA Internal Control
- NPD 5104.1 Government Charge Cards
- NPR 9730.1 Travel Cards
RESIDENT OFFICE: Financial Management Division

SUBJECT: Travel Card APC Roles and Responsibilities

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**HOW TO APPLY FOR A NEW TRAVEL CARD ACCOUNT**

When you are notified of a new hire (civil servant) at your Center and determine that he/she needs a travel card, the Center Agency Program Coordinator (CAPC) needs to reach out to the NSSC SATERN team so they can add the new Agency travel card curriculum to his/her SATERN profile. In order to do that, please send an email to nssc-contactcenter@nasa.gov and enter the following in the subject line: SATERN Request – Add Agency Travel Card Curriculum for New Employee. In the body of the email, please use this as a template:

SATERN Course needed to be added to profile: AG-CD-TRAVELCARD
New Employee Name: John Doe (example)
NASA Center: Marshall (example)

NSSC Contact Center,
Please assign a ServiceNow case, include the information above and assign as follows:

*Category*: HRIS-SATERN SYSTEM ADMIN
*Subcategory*: ADD COURSE
*Assignment Group*: HR-HRIS L2

Prior to initiating a travel card application with US Bank, the employee must provide proof of training completion in SATERN to the CAPC either hard or soft copy.

**Note:** In accordance with OMB Circular A-123 Appendix B, all Government Charge card travelers are required to take training prior to being issued a government charge card and, at a minimum, refresher training every 3 years thereafter. Standard agency-wide training is available via SATERN. The training lasts about 1/2 hour and includes self-assessments. The entire course must be completed in order to receive a Government Charge card.

There are (2) ways to apply for a US Bank SP3 travel card: cardholder initiated and Agency Program Coordinator (APC) initiated. This decision of who starts the process (employee/cardholder or APC) may differ by Center. The instructions for each process are listed below.

Click on the following for [CARDHOLDER INITIATED APPLICATION PROCESS](#)

Click on the following for [APC INITIATED APPLICATION PROCESS](#)
NOTE: Please be aware that NASA is utilizing the “Without Workflow” option for the APC initiated application process. This removes the requirement to direct the process to the supervisor and creates a more efficient and more expedited process.

US Bank maintains two addresses for the cardholder – the account address and the legal address. The cardholder account address can be an address with a PO Box; the legal address should be a physical address on the account (not a PO Box).

Additionally, if the card needs to be expedited OR if the card needs to be delivered to an address that is different from the normal mailing address, the Center APC will need to call US Bank customer service number. If a card does need to be expedited, a physical address is required as well (no PO Box).

HOW TO REGISTER IN US BANK’S ACCESS ONLINE

Once an employee has received their new US Bank SP3 travel card, they should follow the instructions for activating found on the sticker on the front of the card by calling 1-888-994-6722. Additionally, the employee needs to register in US Bank's financial transaction system, Access Online at the earliest convenience. Access Online will allow cardholders to view/modify their account information, pull up transaction information associated with government travel, pull up statements, file a dispute, etc. Follow the instructions in the link below to register in Access Online.

Additionally, Access Online will be the tool that APCs use to manage account profiles, view transactional and delinquency activity for their Center and access statements.

Access Online website: https://www.access.usbank.com

Click on the following link on how to > Register in Access Online

NOTE: In Access Online, the Organization Short Name is NASA
TRANSFERRING AND SEPARATING EMPLOYEES

Transferring Employees

**NOTE:** When an employee transfer is needed, the Center APC (from the departing Center) should validate the NASA employee is transferring to another Center and inform the NASA employee that he/she is to keep their travel card and that you will be updating their profile to reflect their new Center.

Then, email the Lead APC team ([TravelCard_LeadAPCs@nasa.onmicrosoft.com](mailto:TravelCard_LeadAPCs@nasa.onmicrosoft.com)), the NSSC Contact Center ([nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)) and include the employee’s full name as it appears in Access Online, the Center that the employee needs to be transferred to, any outstanding (current) balance on the account and include the Center APCs for the gaining Center in the email for their awareness and approval.

(Lead APC steps)
1. Log into Access Online.
2. Select Account Administration on the Home Page
3. Select Maintain Cardholder Account
4. Find the applicable cardholder/NASA employee who is transferring (i.e. search by last name) and then go to the Account Profile
5. Click on the pencil icon to edit the Processing Hierarchy for that cardholder
6. The “Bank” field should show as “8201” and the “Agent” field should show as “0034”. The “Company” field needs to be changed to reflect where the cardholder is being reassigned to:

- NASA AFRC – 26524  
- NASA ARC – 26521  
- NASA GRC – 26522  
- NASA GSFC – 26551  
- NASA HQ – 26510  
- NASA JSC – 26572  
- NASA KSC – 26576  
- NASA LARC – 26523  
- NASA MSFC – 26562  
- NASA NSSC – 26511  
- NASA SSC – 26564

7. Press confirm after you have populated the correct applicable Center.
8. Press next
9. Review all cardholder information and if correct, click submit. If there are no errors, there will be a confirmation screen appear with a green check
Separating Employees

Any employee that leaves in a manner (other than termination) should follow the steps listed below:

1. Collect Individually Billed Account (IBA) travel card and destroy/shred
2. Validate NASA employee is separating from NASA and has no outstanding balances. If there is a remaining/outstanding balance:
   a. Remind the cardholder that he/she is still responsible for the payment
   b. Look in CGE to see if there are any outstanding vouchers for the cardholder; if so, they should be structured to ensure the travel card balance is paid off (or as much as possible).
   c. Email the US Bank Account Coordinator team and let them know the cardholder in question (provide name and Account ID) has left NASA and to please pursue normal collection efforts per US Bank’s policy
   d. Include the Lead APC and backups for both awareness and to include on list maintained that will exclude this cardholder from future delinquency reports
3. Log into Access Online
4. Select Account Administration on the Home Page
5. Select Maintain Cardholder Account
6. Find the applicable cardholder/NASA employee who is transferring (i.e. search by last name) and then go to the Account Profile
7. Under the section “Account Overview”, click on the pencil icon next to “Open” by Account Status

![Account Overview](image)

8. Click on “Show Optional Settings”
9. Click on the dropdown box under “New” and change from “Open” to either:
   - V9 – Voluntarily Closed (anything other than termination) or
   - T9 – Terminated
10. Select today’s date as the Start Date and ensure the “Don’t End” radial button is
selected.
11. Scroll down to the bottom of the page and select Next
12. Confirm changes are correct and click Submit
13. If there are no errors, there will be a confirmation screen appear with a green check
MONITOR FOR TRAINING, DELINQUENCY AND NEED FOR CARD

Monitoring of SATERN Training

During 2021, the Lead APC had confirmed that all Centers either have the ability to obtain their own SATERN reports from their SATERN Administrator Lead (SAL) or have worked with the NSSC SATERN team to have reports scheduled and automatically sent via email to the designated POCs at the Center.

In addition, the Lead APCs receive a scheduled report from the NSSC SATERN team on a biweekly basis for all active Civil Servants.

Center APCs are to perform the following upon receipt of the report:

1. The CAPC will identify the cardholders and travel approvers who are past due and coming due within the next 30 and 60 days.

2. All Centers, upon learning that any of their cardholders are delinquent for their SATERN card training the Center IBA APC should:
   - Email the cardholder to let them know that their training is delinquent and that the traveler will be unable to use their travel card until he/she provides evidence of completion to the Center APC team (unless the cardholder is currently on travel or scheduled to go on travel within 10 days).
   - **Either** go into the cardholder account within US Bank’s Access Online and set the account status of the individual to V9 – Voluntarily Closed and Select “No End Date” (if the cardholder is not on or scheduled to travel within 10 days) or remove the cardholder’s credit card information from their traveler profile in CGE (assuming there is no outstanding authorizations or vouchers or currently on travel) or go into the cardholder’s account and set the credit limit to $1.00

3. If a week has gone by since the first notification to the cardholder has gone without any action, a follow up email to the cardholder should be sent. This second email should include the supervisor. Centers should do this at a minimum – if Centers wish to continue to elevate weekly emails to include higher supervision (i.e. Branch and/or Division Chiefs, HR, etc.) on their emails, that would be up to the individual Center. These emails should continue weekly until the cardholder can provide evidence of completion.
Centers can establish additional disciplinary action for extended delinquencies as they deem appropriate.

4. If the cardholder is currently on or scheduled for an upcoming official travel assignment, action on the card should take place upon 10 days of returning from the travel

5. Verify completion certificate.

6. Notify the Center HR SAL or the NSSC SATERN team of any employee that no longer needs a card and request the HR SAL remove the training from their learning plan. The CAPC should close the travel card account immediately.

7. Record the entry on the quarterly section (Mandatory Training Verification – Cardholders) of the Monthly Assurance Report submitted to the Agency Lead APC (Refer to Appendix E).

Monitor for Delinquency Monthly

Summary - Delinquent Travel Card Account Process

<table>
<thead>
<tr>
<th>Name</th>
<th>Report</th>
<th>Frequency</th>
<th>When to run</th>
<th>Source System</th>
<th>Action required by</th>
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<tr>
<td>Past due Report</td>
<td>Monthly</td>
<td>11th of the month month month</td>
<td>U.S. Bank Access Online</td>
<td>CAPC</td>
<td></td>
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1. 61 Days Delinquent
   a. Run the Past due Report that will show the Delinquencies with Current Balance monthly on the 11th.
   b. Identify suspended accounts.
   c. Notify traveler of account suspension and suggest that the traveler process a payment as soon as possible in order for the bank to unsuspend the account. Include (CC) the supervisor in the email notification to the delinquent traveler.
   d. If the delinquent account exceeds 91 days, notify the cardholder again, CC the supervisor to discuss getting delinquent amount resolved and the upcoming risk of salary offset at the 126 day mark. CC the Center HR
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and the Lead APC (and backups).

e. Results of delinquency accounts should be submitted to the Lead APC by the 1st of each month using Appendix E Monthly Travel Card Assurance Review.

PROGRAM MONITORING REPORTS

NPR 9730.1 (Section 5.4) states that NASA is obligated under OMB Circular A-123, Appendix B, to initiate administrative and/or disciplinary actions against cardholders who (a) fail to meet their responsibilities with respect to appropriate use and timely payment of the charge card or (b) who engage in charge card misuse.

OMB defines misuse and abuse as referenced below:

**Misuse:** Unintentional use of the purchase, travel, fleet and/or integrated charge card in violation of the FAR, DFARs, FTR, Agency Supplements, or Agency Policies/Procedures. These actions are the result of ignorance and/or carelessness, lacking intent, to include honest mistakes.

**Abuse:** Intentional use of the purchase, travel, fleet and/or integrated charge card in violation of the FAR, DFARS, Agency Supplements, or activity Government Purchase Card (GPC) policies/procedures. Evidence of intentionality shall be inferred from repeat offenses of the same violation, following administrative and/or disciplinary action taken for this violation.

Conduct monthly monitoring of travel card transactions and balances to identify delinquencies and incidents of potential misuse or abuse.

**NOTE:** To ensure adherence with current policy, administrative and/or disciplinary action for misuse can be an email or phone call to the individual if it is determined that the misuse was accidental in nature.

CAPCs should coordinate with supervisors to notify employees of any questionable or inappropriate charges and/or delinquencies. When requests for clarification are sent to cardholders, the CAPC should provide the cardholder with one week to respond before notifying the cardholder’s supervisor. Abuse/misuse has occurred if transactions were attempted or posted that are contrary
to do not comply with rules, regulations and guidelines. All reports and subsequent correspondence, including e-mails and documentation of phone calls, should be retained by the Center APC for six years.

### U.S. Bank Program Monitoring Reports (U.S. Bank Access Online)

<table>
<thead>
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<th>Frequency</th>
<th>When to Run</th>
<th>Source System</th>
<th>Action Required by</th>
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<td>11th of the month</td>
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<tr>
<td>Transaction Detail Summary Report</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>U.S. Bank Access Online</td>
<td>Center APC</td>
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<td>U.S. Bank Access Online</td>
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<tr>
<td>Program Management Report (Run by closed Status)</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>U.S. Bank Access Online</td>
<td>Center APC</td>
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<tr>
<td>Cash Advance Report</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>U.S. Bank Access Online</td>
<td>Center APC</td>
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<td>Declined Transactions Authorizations Report</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>U.S. Bank Access Online</td>
<td>Center APC</td>
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<td>Past Due Report - Delinquencies with Current Balance</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>U.S. Bank Access Online</td>
<td>Center APC</td>
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<tr>
<td>Full Transaction and Order Detail Report</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>U.S. Bank Access Online</td>
<td>Center APC</td>
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### Past due Report – U.S. Bank

(Note: Reference Section titled U.S. Bank Past due report.) - This report lets you quickly identify problem accounts and review program policy adherence rates. You can leverage this information to manage policy guidelines. The report lists: Name, Account Number, Current Balance, Last Payment Amount, Last Payment Date, Status Description, Total Past Due, 30 Days amount due, Times Past Due 1–30, 60 Days amount due, Times Past Due 31–60 Days, 90 Days amount past due, Times Past Due 61–90, 120 Days amount due, Times Past Due 91–120 Days, 150 Days amount due, Times Past Due 121-150 Days, 180 Days amount due, Times Past Due 151-180 Days, Charge Off Status, Charge Off Description, Charge Off Date, Default Accounting Code.)
U.S. Bank

**Account List Report (sorted by expiration date) - Accounts Renewing Within Three Months - U.S. Bank**

The Account List Report will provide a comprehensive list of all accounts. The report will show Name, Open Date, Activated, Last Transaction Date, Last Maintenance Date, Expiration Date, Single Purchase Limit, Credit Limit, Last Limit Change Date, Cash Percentage, Status Code, Status Description, Plastic, Account Number,

1. This report can be run to monitor the activation of new cards.
2. Review the report to identify the issuance of new cards awaiting activation.
3. An e-mail will be sent to the cardholder to notify him/her of the new card issuance.

U.S. Bank Process

**Financial Management: Transaction Detail - Account Activity with Hierarchies – Local Use (include account details)**

(100% Review) - Transaction Detail Summary Report (include account details) shows transactional information for all transaction types with the information such as: Post Date, Transaction Date, Purchase ID, Merchant Name, Merchant TIN Number, Transaction ID, and Transaction Status. The report shall be optimized for Excel.

1. This report can be run to show transactional activity for the state and/or surrounding areas where the Center employees live. For example, for Stennis it may be appropriate to run reports for both Mississippi and Louisiana. This report may show charges for baggage or airport parking which are valid local charges. However, it will also pick up any local purchases that may not be authorized.
2. The CAPC will review the report and identify transactions that occurred that have no associated travel authorization, or were not in compliance with rules and regulations.
3. Make sure your profile in U.S. Bank Access Online is set to mask account numbers and not output the full account number for the employees.
4. If the employee has a difference in how their name is entered in the two systems (Concur Government Edition (CGE) and bank system), the database will be unable to match a travel Authorization (TA) to their transaction.
5. Also, if a transaction occurred more than one day before the approved travel date or any time after the approved travel date, the database will be unable to match a
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TA to the transaction (i.e., an employee takes out a cash advance three days prior to the first day of travel).

6. An e-mail will be sent to the cardholder to obtain clarification of the charge. If abuse/misuse is suspected, send an e-mail to the cardholder and supervisor stating the government charge card may have been used inappropriately. See Appendix B for a sample e-mail. Disciplinary action may be taken based upon HR/supervisor discussions.

Transaction Detail Summary

Review for accuracy, validated User ID, etc. - The Transaction Detail Summary report shows the card and account hierarchies for all individuals. The report displays all employees – both cardholders and non-cardholders. It groups by User ID and displays the individuals' names and roles, as well as card account numbers where appropriate. Please note that if the report is run using Hierarchy ID as a criterion, that criterion will apply to the employee and not the accounts that belong to the employee. However, the user should not be allowed to enter a criteria or view employees/accounts outside his/her scope of view.

Program Management - Cardholder Status with Hierarchy and Closed Date (100% Review)

The Program Management - Cardholder Status with Hierarchy and Closed Date report can be used to identify account limits and account statuses. The report, which is sub-totaled by Account Status, lists the following: Account Name, Hierarchy, Account Number, Open Date, Credit Limit, Individual Cycle Amount Limit, Individual Monthly Amount Limit, Individual Other Amount Limit, Individual Single Amount Limit, Available Limit, Status, and Closed Date.

1. The Center APCs will monitor this report monthly to ensure the accounts of employees who transferred to another Center or separated from NASA show up as closed or were successfully transferred and verify cardholders’ activation of new charge cards.
2. Send a follow up e-mail to gov.service@usbank.com the transferred employee is not on the report.
3. E-mail cardholders whose card has been suspended or closed because of suspicious activity to make sure they are aware of the status, and then assist in reissuing a new charge card, if applicable.
4. E-mail cardholders of new charge cards to inform the employee to activate the card with 60 days of receipt. If the cardholder has not activated the card within 60 days, send a reminder e-mail to the employee and supervisor that the card
will be closed in 30 days if not activated.

Program Management: Cash Advance Report (100% Review)

The Cash Advance report can be used to identify account limits and account statuses. The report, which is sub-totaled by Account Status, lists the following: Account Name, Account Number, Open Date, Credit Limit, Individual Cycle Amount Limit, Individual Monthly Amount Limit, Individual Other Amount Limit, Individual Single Amount Limit, Available Limit, and Status.

1. This report is used to monitor Automated Teller Machine (ATM) activity and compare it to the CGE Valid Travel Authorization Report to validate cash advances obtained were in conjunction with an approved TA. Run the report on the 11th of the month as part of the monthly monitoring.
2. Compare dates of cash advances to make sure they are within three calendar days before official travel begins, and not after the official travel ends when compared to the approved travel authorization.
3. The results of cash advance monitoring will be reported to the Lead APC with the other monitoring results by the first of the month following the cycle end.
4. Make sure your profile in U.S. Bank Access Online is set to mask account numbers and not output the full account number for the employees.
5. If there is a difference in how the employee’s name is entered in the two systems (CGE and bank system), the database will be unable to match a TA to their transaction.
6. Also, if a transaction occurred more than one day before the approved travel date, or any time after the approved travel date, the database will be unable to match a TA to the transaction (i.e., an employee takes out a cash advance three days prior to first day of travel).

Program Management: Declined Transaction Authorizations Report (100% Review)

The Declined Transaction Authorization report can be used to monitor the occurrences and reasons why cardholders have been declined. The report lists: Decline Code and Reason, Account Name, Account Number, Amount, MCC, MCC Description, Merchant Name, Merchant City, Merchant State/Province, Merchant Country, Date and Time of Decline.
**SUBJECT:** Travel Card APC Roles and Responsibilities

1. This report will be used to review all declined transactions for the period and compare it to the CGE Approved Travel Plan Report to validate the transactions are related to an approved travel authorization. Run the report on the 11th of the month as part of the monthly monitoring.

2. Send an e-mail to any employee who has declines for unauthorized purchases or for transactions that occurred without a valid travel authorization. The e-mail should be sent to obtain clarification on the attempted charges.

3. If abuse/misuse is suspected, send an e-mail to the cardholder and supervisor stating the government charge card may have been used inappropriately. See Appendix B for a sample e-mail. Disciplinary action may be taken based upon HR/supervisor discussions.

4. The results of declines monitoring will be reported to the Lead APC with the other monitoring results by the first of the month following the cycle end.

**Financial Management: Full Transaction Detail Report (Statistical Sample)**

The Financial Management - Full Transaction Detail report summarizes the number of transactions and total dollar amount for each account and Hierarchy level. Transactions as well as line items are included and payments are excluded from this report. Subtotals are provided for each Hierarchy, as well as Grand Totals for the entire report. The report lists: Transaction ID, Tran Date, Post Date, Purchase Method, Merchant, City, State, MCC, Debit Amount, Credit Amount, Tax and Transaction Type.

1. Utilize this report for statistical sampling.

2. This report will be used to validate the transactions charged by cardholders are appropriate and comply with regulations. For example, if the employee had an approved TA, but put a haircut on his/her travel charge card while on travel, the charge would not be appropriate.

3. This report will also be used to monitor activity with no associated TA, as well as any cardholder that needs additional review. For example, a cardholder should not be using his/her travel charge card to pay for gasoline to commute back and forth to work if not in a travel status.
   a. Statistical sampling criteria
   b. Expected error rate equal to 5%
   c. Confidence level equal to 95%
   d. Total population equal to total IBA transactions for the month
   e. E-mail the cardholder if abuse/misuse is suspected and obtain clarification on the charge. If abuse/misuse is still suspected based on the response, send an e-mail to the cardholder and supervisor stating the government charge card appears to have been used.
inappropriately. See Appendix B for a sample e-mail. Disciplinary action may be taken based upon HR/supervisor discussions.

f. The results of abuse/misuse monitoring will be reported to the Lead APC with the other monitoring results by the first of the month following the cycle end.

**Concur Government Edition (CGE) Report**

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Frequency</th>
<th>When to run</th>
<th>Source System</th>
<th>Action required by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Authorization Info (CGE)</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>CGE</td>
<td>CAPC</td>
</tr>
</tbody>
</table>

**TA Info (100% Review)**

This report lists the following for all authorized travel within a specific time period: Employee’s Name, TA Number, Amendment Number, Destination, Purpose, Trip Departure Date, Trip Return Date, # of Days, Amount, Travel Arranger, and Current Status.

1. This report is used to monitor travel card activity by validating that travel card transactions were in conjunction with an approved TA. Run the report on the 11th of the month as part of the monthly monitoring.
2. Compare dates of cash advances to make sure they are within three calendar days before official travel begins, and not after the official travel ends when compared to the approved travel authorization.
3. This report is used to run the three Travel Card Reconciliation reports.
4. If there is a difference in how the employee’s name is entered in the two systems (CGE and bank system), the database will be unable to match a TA to the transaction.
5. Also, if a transaction occurred more than one day before the approved travel date, or any time after the approved travel date, the database will be unable to match a TA to the transaction (i.e., an employee takes out a cash advance three days prior to first day of travel).

**CGE Search/Audit Tool**

This tool is an aid in the search, research and analysis of transactions for authorized
1. Log into CGE
2. The following are steps to utilize the document search function in CGE to verify that a valid TA exists for a travel card transaction.
3. Click on the Profile drop down box and click on the radio button, “Book Travel for any user (self-assign)
4. Search for traveler by last name and then click Start Session
5. Click the TA number of the corresponding TA. [Hint: View the TA to retrieve travel dates. Verify that the location the transaction occurred matches the location of the TA or the local area.]

Monthly Overall Agency Program Coordinator Review

On a monthly basis, the NSSC APC generates charts to record the current state of delinquencies at all Centers. The source reports and the charts are generated as follows:

Monthly APC Delinquency Report

1. Set Access Online to run the following reports on the 11th of the month utilizing the screen shots below to establish the initial reports which will then run automatically
each month. Keep in mind that the reports are available on the 11th however, if the 11th falls on a holiday or weekend you must wait to run your reports. If not you will not have the correct information for that month. The below screenshots show the parameters for the reports. In Access Online, once the parameters have been created, an option at the bottom to schedule reports will be shown. After creating the reports to match the screen shots, click “save” so that the report will then be saved to run every month. If you do not hit “save” it will only run once. Save all reports to N:\Financial Accounting Branch\Travel Card\Agency Delinquency Reports\US Bank Access Online Reports\Monthly Reports\new folder with date of reports.

A. Flex Data: Delinquencies with Current Balance CBA - US Bank

1) Login to Access Online – https://www.access.usbank.com
- Enter login information
2) Click on Reporting on left side of screen
3) Click on Flex Data Reporting
4) Click on “Create a New Template” tab at the top
5) Click on the radial button next to “Account”; scroll down and click “Create”
6) Give a Report Name (i.e. Current Balance Report All Centers CBA)
7) Ensure Output Type is “Excel”
8) On the Select Report Data Tab, click on the following boxes:
   a. HIERARCHY - Account Hierarchy Position – Select All
   b. HIERARCHY – Reporting Hierarchy – Select the following
      i. Reporting Hierarchy Bank Name
      ii. Level 1 Name
      iii. Level 2 Name
      iv. Level 3 Name
      v. Level 4 Name
      vi. Level 5 Name
   c. ACCOUNT – Account Name
   d. ACCOUNT – Account Status
   e. ACCOUNT INFORMATION – Current Balance
   f. ACCOUNT SUSPENSION – Select the following
      i. 120 Days
      ii. 150 Days
      iii. 180 Days
      iv. 181+ Days
      v. 30 Days
      vi. 60 Days
vii. 90 Days
viii. Days Currently Past Due
ix. Past Due Balance

9) Scroll to the top of the screen and click on the “Filter for Content” tab
10) Ensure the “Account Type” field is selected as “Managing Account” and Account Status is “All”
11) In the “Account Hierarchy Position” field, click on “Search for Position or Add Multiple” (hyperlink)
12) Ensure Hierarchy Level is set to “Company”
13) Click Search
14) Scroll down to see all of the available company numbers; click on all of the rows where the company number begins with “266”; ensure all boxes where the company number begins with “265” are unchecked
15) Once confirmed, scroll a little to the right of the screen and click on the “Select Position >” box
16) Scroll right to ensure that all checked boxes are now to the right of the “Select Position >” box
17) Scroll down and click on the “Accept Hierarchy box”
18) Click on the “Set Report Layout” tab; change order of the report column to the following (move the fields up and down by clicking and using the up/down buttons on the right side of the screen)
   a. Account Hierarchy Position
   b. Account Name
   c. Account Status
   d. Agent Name
   e. Company Name
   f. Current Balance
   g. Days Currently Past Due
   h. Past Due Balance
   i. 30 Days (Amount)
   j. 60 Days (Amount)
   k. 90 Days (Amount)
   l. 120 Days (Amount)
   m. 150 Days (Amount)
   n. 180 Days (Amount)
   o. 181 Days (Amount)
   p. Department Name
   q. Division Name
   r. Last Payment Amount
s. Last Payment Date
t. Level 1 Name
u. Level 2 Name
v. Level 3 Name
w. Level 4 Name
x. Processing Hierarchy Bank Name
y. Reporting Hierarchy Bank Name

19) If you are setting up this report for the first time, click on the (blue) “Save Template” button. This will allow you to save this layout to quickly run this report in the future, instead of having to reestablish the parameters

20) Click on the (blue) “Run Report” button to run report and then save in the applicable folder
### Flex Data Reporting

**Account**

**Report Name:**
Current Balance Report All Centers CBA

**Report Description:**

**Output Type:** Excel
**Output Parameter Page Placement:** End

#### Select Report Columns

<table>
<thead>
<tr>
<th>Rename Report Columns</th>
<th>Wrap Data</th>
<th>Total</th>
<th>Filter</th>
</tr>
</thead>
</table>

#### Account Hierarchy

- Include these Processing Hierarchy names in report:
  - Account ID
  - Account Number
  - Account Unique ID

- Reporting Hierarchy

- Include these Reporting Hierarchy names in report:
  - Level 1 Name
  - Level 2 Name
  - Level 3 Name
  - Level 4 Name
  - Level 5 Name
  - Level 6 Name
  - Level 7 Name

#### Account Information

<table>
<thead>
<tr>
<th>Account Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Comments</td>
<td></td>
</tr>
<tr>
<td>Autopay</td>
<td></td>
</tr>
<tr>
<td>Checks</td>
<td></td>
</tr>
<tr>
<td>Cost Transfer Routing Number</td>
<td></td>
</tr>
<tr>
<td>Credit Decision</td>
<td></td>
</tr>
<tr>
<td>Current Balance</td>
<td></td>
</tr>
</tbody>
</table>
SUBJECT: Travel Card APC Roles and Responsibilities

Flex Data Reporting
Select a Processing Hierarchy Position

Search for a Hierarchy Position
Select the hierarchy level you wish to locate, and enter any known or partial values, then search.

Hierarchy Level:
Company

Processing Hierarchy Name:

Bank:  
Agent:  
Company:  
Division:  
Department:  

Search
SUBJECT: Travel Card APC Roles and Responsibilities

B. Delinquencies with current balance IBA – U.S. Bank

1. Login to Access Online – https://www.access.usbank.com
SUBJECT: Travel Card APC Roles and Responsibilities

1. Enter login information
2. Click on Reporting on left side of screen
3. Click on Flex Data Reporting
4. Click on “Create a New Template” tab at the top
5. Click on the radial button next to “Account”; scroll down and click “Create”
6. Give a Report Name (i.e. Current Balance Report All Centers IBA)
7. Ensure Output Type is “Excel”
8. On the Select Report Data Tab, click on the following boxes:
   a. HIERARCHY - Account Hierarchy Position – Select All
   b. HIERARCHY – Reporting Hierarchy – Select the following
      i. Reporting Hierarchy Bank Name
      ii. Level 1 Name
      iii. Level 2 Name
      iv. Level 3 Name
      v. Level 4 Name
      vi. Level 5 Name
   c. ACCOUNT – Account Name
   d. ACCOUNT – Account Status
   e. ACCOUNT INFORMATION – Current Balance
   f. ACCOUNT SUSPENSION – Select the following
      i. 120 Days
      ii. 150 Days
      iii. 180 Days
      iv. 181+ Days
      v. 30 Days
      vi. 60 Days
      vii. 90 Days
      viii. Days Currently Past Due
      ix. Past Due Balance
9. Scroll to the top of the screen and click on the “Filter for Content” tab
10. Ensure the “Account Type” field is selected as “Cardholder” and Account Status is “All”
11. In the “Account Hierarchy Position” field, click on “Search for Position or Add Multiple” (hyperlink)
12. Ensure Hierarchy Level is set to “Company”
13. Click Search
14. Scroll down to see all of the available company numbers; click on all of the rows where the company number begins with “265”; ensure all boxes where the company number begins with “266” are unchecked
15. Once confirmed, scroll a little to the right of the screen and click on the “Select Position >” box
16. Scroll right to ensure that all checked boxes are now to the right of the “Select Position >” box
17. Scroll down and click on the “Accept Hierarchy box”
18. Click on the “Set Report Layout” tab; change order of the report column to the following (move the fields up and down by clicking and using the up/down buttons on the right side of the screen)
   a. Account Hierarchy Position
   b. Account Name
   c. Account Status
   d. Agent Name
   e. Company Name
   f. Current Balance
   g. Days Currently Past Due
   h. Past Due Balance
   i. 30 Days (Amount)
   j. 60 Days (Amount)
   k. 90 Days (Amount)
   l. 120 Days (Amount)
   m. 150 Days (Amount)
   n. 180 Days (Amount)
   o. 181+ Days (Amount)
   p. Department Name
   q. Division Name
   r. Last Payment Amount
   s. Last Payment Date
   t. Level 1 Name
   u. Level 2 Name
   v. Level 3 Name
   w. Level 4 Name
   x. Processing Hierarchy Bank Name
   y. Reporting Hierarchy Bank Name
19. If you are setting up this report for the first time, click on the (blue) “Save Template” button. This will allow you to save this layout to quickly run this report in the future, instead of having to reestablish the parameters
20. Click on the (blue) “Run Report” button to run report and then save in the applicable folder
**SUBJECT:** Travel Card APC Roles and Responsibilities

---

**Flex Data Reporting**

Please select a report from the list below.

<table>
<thead>
<tr>
<th>PRIMARY REPORT DATA</th>
<th>ADDITIONAL DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction</td>
<td>Fleet Vehicle</td>
</tr>
<tr>
<td>Account</td>
<td>Fleet Driver</td>
</tr>
<tr>
<td>Purchase Order</td>
<td>Fleet Pool</td>
</tr>
<tr>
<td>Client Supplied Merchant Information</td>
<td>Include additional fleet vehicle information.</td>
</tr>
</tbody>
</table>

Create a New Report Template

Select a 'base report' data template and additional data template(s) (optional) from the list below to create a new report template.

- **My Saved Report Templates**
- **Create a New Report Template**

---

**Access Online**

- Chat With Us
- Log Out
SUSC
Process Work Instruction

Responsible Office: Financial Management Division

SUBJECT: Travel Card APC Roles and Responsibilities
SUBJECT: Travel Card APC Roles and Responsibilities
To add a position to the Selected Hierarchy Positions, select the position in the list to the left and click “Select Position.” To remove a selected position from the list, mark the position in the list to the right and click “Remove Position.” When you are satisfied with your selection(s), click “Accept Hierarchy.”

**Found Hierarchy Position(s)**  
Records 1 - 25 of 27  
Page 1 of 2

<table>
<thead>
<tr>
<th>Bank</th>
<th>Agent</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>8201</td>
<td>0034</td>
<td>26510</td>
</tr>
<tr>
<td>8201</td>
<td>0034</td>
<td>26511</td>
</tr>
<tr>
<td>8201</td>
<td>0034</td>
<td>26521</td>
</tr>
<tr>
<td>8201</td>
<td>0034</td>
<td>26522</td>
</tr>
<tr>
<td>8201</td>
<td>0034</td>
<td>26523</td>
</tr>
<tr>
<td>8201</td>
<td>0034</td>
<td>26524</td>
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<tr>
<td>8201</td>
<td>0034</td>
<td>26551</td>
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<tr>
<td>8201</td>
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<td>26562</td>
</tr>
<tr>
<td>8201</td>
<td>0034</td>
<td>26564</td>
</tr>
<tr>
<td>8201</td>
<td>0034</td>
<td>26572</td>
</tr>
<tr>
<td>8201</td>
<td>0034</td>
<td>26576</td>
</tr>
</tbody>
</table>
c. Delinquencies with current balance FLEET-

Log into Fleet Commander:
https://www.fleetcommanderonline.com/app/auth/userLogin.do

d. Transaction Summary by Hierarchy FLEET
After creating the reports, you can choose the menu item “reports”, and the submenu
item “download” to obtain the generated reports which will be available on the 12th of the month.

By the 12th of the month, the SP will use the results of those reports to fill out the following charts. (Only fill in clear areas as there are formulas to fill out the grey areas.)

A. “Total Current Balance” amounts come from the report, “Flex Data Report – Delinquencies with Current Balance IBA” and are identified by Center

B. All of the Past Due categories come from the report, “Delinquencies with Current Balance IBA” and are identified by Center

1. Go to N:\Financial Accounting Branch\Travel Card\Smartpay 3\Cardholders who left NASA with balances – IBA to pull up the document which shows the listing of cardholders identified as having left NASA with a balance on their card

2. Identify these personnel on the Flex Data Report for IBA and delete the rows to exclude these individuals; therefore, not penalizing the Center metrics for that month

3. Additionally, each Center’s Total Outstanding Balance should be reduced by the credit balance on the account
A. “Total Current Balance” amounts comes from the report, “Flex Data Report – Delinquencies with Current Balance CBA” and are identified by Center

B. All of the Past Due categories come from the report, “Delinquencies with Current Balance CBA” and are identified by Center

A. “Total Current Balance” amounts comes from the report, “Transaction Summary by Hierarchy Fleet” and are identified by Center

B. All of the Past Due categories come from the report, “Delinquencies with Current Balance Fleet” and are identified by Center
NOTE: Manually add the totals for LARC and LARC Aircraft to populate the “Total Current Balance” for LARC

Once the reports are completed, the SP will save the charts in N:\Financial Accounting Branch\Travel Card\Agency Delinquency Reports\US Bank Access Online Reports\Monthly Reports and create a ServiceNow Case and assign the Task to the Lead Travel APC and backup to let them know it is complete. The monthly delinquency reports should be completed and provided to the Lead Travel APC within 2 business days of when the monthly statements are available in Access Online. If any Center is above the 2% threshold in “Percent Delinquent” column, the Lead APC will contact the Center APC(s) and request the Center plan of corrective action within one week. The charts, along with any statements of corrective action from the Centers, must be emailed to HQ by the 6th day of the following month. A courtesy copy of the charts without the corrective action plans is sent to all of the Center APCs.

Agency Quarterly APC Travel and Fleet Card OMB Report (NSSC Lead APC)

After the 17th of the month following the end of a quarter, run the following reports in order to generate the information needed for an OMB annual report. Although these reports can and should be saved, the dates of interest field must be updated every quarter prior to running the report in order to receive the data from the most recent quarter. In January, the Lead APC will consolidate all of the quarterly data and work with NSSC Procurement to submit the document in OMBMAX. Save all reports to N:\Financial Accounting Branch\Travel Card\OMB Reports - Correspondence\FY 20XX\OMB X QTR FY 20XX

OMB Quarterly Refund –IBA and CBA –

- The NASA Travel Card AOPC should contact the US Bank Relationship Manager, Scott Kelly (scott.kelly1@usbank.com) to obtain refund information/data.

OMB Full Transaction and Order Detail IBA- Quarter-US Bank
**SUBJECT:** Travel Card APC Roles and Responsibilities

**Financial Management**

**Full Transaction and Order Detail**

By default this report will return all results associated with blank fields, unless otherwise noted. To limit results, enter specific criteria in blank fields.

**Date**

- Cycle Close Date Range
- Calendar Month Range
- Posting Date Range
- Transaction Date Range

<table>
<thead>
<tr>
<th>Start Date:</th>
<th>11/01/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>End Date:</td>
<td>01/30/2019</td>
</tr>
</tbody>
</table>

**Matching**

Matching Status: All

**Transaction Status**

Reviewed Status: All

Disputed Status: All

**Additional Detail**

Selected options allow a drill-down to additional detail. If running the report in Excel, choose only one detail option.

- **Transaction Line Item Detail**
- **Allocation Detail**

**Select By**

To limit the results from the default of "all," select one of the following and enter a full or partial "begins with" accounting code or alternate accounting code name (at least 3 characters).

- Accounting Code
- Alternate Accounting Code Name

**Sort Report By**

- Posting Date
- Purchase ID
- Transaction Date
- Transaction Amount

- Ascending Order
- Descending Order

**Report Output**

Excel is not available if more than one "Additional Detail" was selected.

**Summary Output:**
Ssuject: Travel Card APC Roles and Responsibilities
SUBJECT: Travel Card APC Roles and Responsibilities

Financial Management
Full Transaction and Order Detail
By default this report will return all results associated with blank fields, unless otherwise noted. To limit results, enter specific criteria in blank fields.

Date
- Cycle Close Date Range
- Calendar Month Range
- Posting Date Range
- Transaction Date Range

Start Date: 12/01/2018
End Date: 02/28/2019

Matching
Matching Status:
- All

Transaction Status
Reviewed Status:
- All

Additional Detail
Selected options allow a drill-down to additional detail. If running the report in Excel, choose only one detail option.
- Transaction Line Item Detail
- Allocation Detail

Select By
To limit the results from the default of “all”, select one of the following and enter a full or partial “begins with” accounting code or alternate accounting code name (at least 3 characters).

- Accounting Code

Alternate Accounting Code Name

Sort Report By
- Posting Date
- Purchase ID
- Transaction Date
- Transaction Amount

Report Output
Excel is not available if more than one “Additional Detail” was selected.

Summary Output:
OMB Travel – IBA & CBA Quarter (The report is initially named “OMB Travel”) - US Bank
Financial Management
Full Transaction and Order Detail

By default this report will return all results associated with blank fields, unless otherwise noted. To limit results, enter specific criteria in blank fields.

= required

Date
- Cycle Close Date Range: ✰ Calendar Month Range: ✰ Posting Date Range: ✰ Transaction Date Range:
- Enable Cycle Day
- Start Date: 11/01/2018 to 01/30/2019
- End Date: 01/30/2019

Matching
- Matching Status: ✰
- All ✰

Transaction Status
- Reviewed Status: ✰

Disputed Status:

Additional Detail
Selected options allow a drill-down to additional detail. If running the report in Excel, choose only one detail option.
- Transaction Line Item Detail: ✰ Allocation Detail ✰

Select By
To limit the results from the default of “all” select one of the following and enter a full or partial “begins with” accounting code or alternate accounting code name (at least 3 characters).
- Accounting Code ✰
- Alternate Accounting Code Name ✰

Sort Report By
- Posting Date ✰ Purchase ID ✰ Transaction Date ✰ Transaction Amount ✰
- ✰ Ascending Order ✰ ✰ Ascending Order ✰ ✰ Ascending Order ✰ ✰ Ascending Order
- ✰ Descending Order ✰ ✰ Descending Order ✰ ✰ Descending Order ✰ ✰ Descending Order

Report Output
Excel is not available if more than one “Additional Detail” was selected.

Summary Output:
Selection defines the output format for the summary report.
- PDF ✰

Detail Output:
Selection defines the output format for the detail report when links are chosen from the summary report.
SUBJECT: Travel Card APC Roles and Responsibilities
1. Query personnel from the NASA IG and the APCs from each Center to determine if any cardholders were turned over to the IG for investigation and how many employees at each Center received administrative or disciplinary action in the last quarter.

2. Send an email to NSSC FM Accounts Receivable to obtain the “Fedwire” reports for the quarterly refunds received from the charge card bank. Compare these to the amounts obtained from US Bank to ensure the totals match.

3. Utilize the NASA Workforce Information cubes online at https://wicn.nssc.nasa.gov/wicn_cubes.html and then click on Workforce Profile Cube to obtain the Headcount (Final total of All Employees); save print screen in folder on N drive along with other information needed to populate spreadsheet.
4. Utilize the reports to create a quarterly chart that includes the number of active travel cards at NASA, the number of active accounts, the percentage of employees that are cardholders, the net number of new accounts for NASA for the quarter, the dollars spent in the quarter, the refunds earned in the quarter, the percentage of potential refunds earned, the number of cases reported by the Agency to the IG, the number of administrative and/or disciplinary actions taken in the last quarter for card misuse, the breakout and percentage of spending limits, the number and percentage of cardholders with ATM withdrawal limits, and the percentage of cardholders who travel less than 5 times annually. Most of the key information is already in the correct order and format from the report labeled OMB IBA & CBA (Quarter) Save this report in the following folder: N:\Financial Accounting Branch\Travel Card\OMB Reports - Correspondence\FY 20XX\OMB X QTR FY 20XX.

5. US Bank has informed NASA that they will only be providing NASA the detailed data needed to complete the OMB spreadsheet on an annual basis. NASA confirmed this change with GSA. The Lead APC will still gather the Center responses on a quarterly basis and will consolidate into the OMB spreadsheet in January each year. The US Bank annual data will be included as well at this time. This chart should be emailed to the Procurement personnel responsible for credit cards who provides this information to OMB utilizing OMB MAX OCFO Policy should be cc'd this email for their awareness as well.
APPENDIX A – How to Create Reports

Create Access Online Reports

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Frequency</th>
<th>When to run</th>
<th>Source System</th>
<th>Action required by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts List Report (sorted by expiration date) - Accounts Renewing Within Three Months</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>Access Online</td>
<td>CAPC</td>
</tr>
<tr>
<td>Financial Management - Transaction Detail - Account Activity with Hierarchies Report - Local Use - LA</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>Access Online</td>
<td>CAPC</td>
</tr>
<tr>
<td>Financial Management Transaction Detail - Account Activity with Hierarchies Report - Local Use - MS</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>Access Online</td>
<td>CAPC</td>
</tr>
<tr>
<td>Transaction Detail Summary - Account and Employee Hierarchy</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>Access Online</td>
<td>CAPC</td>
</tr>
<tr>
<td>Program Management - Cardholder Status with Hierarchy and Closed Date</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>Access Online</td>
<td>CAPC</td>
</tr>
<tr>
<td>Cash Advance by Hierarchy</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>Access Online</td>
<td>CAPC</td>
</tr>
<tr>
<td>Declined Transactions Authorizations - Declines</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>Access Online</td>
<td>CAPC</td>
</tr>
<tr>
<td>Flex Data - Delinquencies with Current Balance - NSSC</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>Access Online</td>
<td>CAPC</td>
</tr>
<tr>
<td>Financial Management: Transaction Detail Report</td>
<td>Monthly</td>
<td>11th of the month</td>
<td>Access Online</td>
<td>CAPC</td>
</tr>
</tbody>
</table>

1. Log into [https://www.access.usbank.com](https://www.access.usbank.com).
2. In the left hand corner click on Reporting.
3. In the Reporting list, Click on the name of the report. Click on Program Management, then Past Due. Complete the following fields in Past Due then click run report. Similar steps will be followed to create the remaining Access Online Reports.
SUBJECT: Travel Card APC Roles and Responsibilities

Accounts List Report (formerly Accounts Renewing Within Three Months)
SUBJECT: Travel Card APC Roles and Responsibilities
SUBJECT: Travel Card APC Roles and Responsibilities

*** In Level 4 put your center number. For example NSSC will be 26511.***

Transaction Detail Summary Report - Local Use – LA

Note: This report should be created twice, Example: once for LA and a 2nd report for MS. Remember to type or select MS in each area LA is listed in the screen shot below for the MS report. Centers should select the states activity for their respective area.
SUBJECT: Travel Card APC Roles and Responsibilities
SUBJECT: Travel Card APC Roles and Responsibilities

Transaction Detail Summary Report
SUBJECT: Travel Card APC Roles and Responsibilities

Make sure to mark include and not exclude below.
SUBJECT: Travel Card APC Roles and Responsibilities
Program Management - Account List Report - Cardholder Status with Hierarchy

Program Management

Account List

By default this report will return all results associated with blank fields, unless otherwise noted. To limit results, enter specific criteria in blank fields.

* = required

Date

Last Maintained Date Range: Account Open Date Range: Pending Renewal Date Range:

Start Date: 11/01/2018 to 11/30/2018

Account Information

Account Status:

Note: Hold down the Ctrl key to make multiple selections.

All
Open
Closed
Blank

Account Type:

Cardholder Account

Method:

Additional Detail

Selected options allow a drill-down to additional detail if available

Account Owner’s Information
Default Accounting Code
Merchant Authorization Control Details
Account Details
Authorization Limits
Merchant Authorization Control Limits

Account Comments

Select "Yes" to include available Account Comments in the Report Output.

No
Yes

Most Recent Comments

Note: Selecting all comments will add additional content to the report and alter its existing format.

Purged Accounts Display

Select an option to show:

All Accounts

Sort Report By

Account Name
Account Status
No Sort
Cash Advance Report – formerly Cash Advance by Hierarchy
**Program Management**

**Cash Advance**

By default this report will return all results associated with blank fields, unless otherwise noted. To limit results, enter specific criteria in blank fields.

- Required

**Date**

- Cycle Close Date Range
- Calendar Month Range
- Posting Date Range
- Transaction Date Range
- Enable Cycle Day

Start Date: 11/01/2018
End Date: 11/30/2018

**Current Default Accounting Code**

To limit the results from the default of "all," enter a full or partial "begins with" current default accounting code (at least 3 characters).

---

**Report Output**

Output Type:

- Excel

Output Parameter Page Placement:

- Selection defines the location of the Parameter Page details on the report output.

**Group Report By**

- Processing Hierarchy Position:
  - If selected, a processing hierarchy position is required.
  - Bank: [ ]
  - Agent: [ ]
  - Company: [ ]
  - Division: [ ]
  - Department: [ ]
  - Search for Position or Add Multiple

- Reporting Hierarchy Position:
  - If selected, a reporting hierarchy position is required.
  - Bank: [ ]
  - Level 1: 0201
  - Level 2: 1006
  - Level 3: 20001
  - Level 4: 30001
  - Level 5: 26511
  - Level 6: [ ]
  - Level 7: [ ]
  - Search for Position or Add Multiple

- Account Number(s):
  - If selected, at least one account is required. Separate multiple accounts by a comma and no spaces.

**Break/Subtotal Level**

- No Break/Subtotal

---

**Access Online**

[Image of Access Online interface]
Declined Transactions Authorizations Report

Program Management
Declined Transaction Authorizations

By default this report will return all results associated with blank fields, unless otherwise noted. To limit results, enter specific criteria in blank fields.

* = required

Date
Activity Date Range:
Start Date: 08/15/2018  to 11/15/2018

Merchants
- Merchant Category Code Group:
  - Note: Hold down the Ctrl key to make multiple selections.
  - All
  - AUTO/RV DEALERS
  - BUILDING SERV

To limit the results from the default of "all," enter a MCC or search. Separate multiple MCCs by a comma and no spaces.

Sort Report By
- MCCG Description
- Decline Date
- Account Name
- Decline Reason

Report Output
- Output Type: Excel

Output Parameter Page Placement:
Selection defines the location of the Parameter Page details on the report output.

Group Report By
- Processing Hierarchy Position: *
  - If selected, a processing hierarchy position is required.
  - Bank: 8201
  - Department: 
  - Search for Position or Add Multiple

- Reporting Hierarchy Position: *
  - If selected, a reporting hierarchy position is required.
SUBJECT: Travel Card APC Roles and Responsibilities

Past Due Report- Delinquencies with Current Balance – Flex Data IBA

Steps for setting up Flex Data Report for IBA

1) Login to Access Online – [https://www.access.usbank.com](https://www.access.usbank.com)
   a. Enter login information
2) Click on Reporting on left side of screen
3) Click on Flex Data Reporting
4) Click on “Create a New Template” tab at the top
5) Click on the radial button next to “Account”; scroll down and click “Create”
6) Give a Report Name (i.e. Current Balance Report All Centers IBA)
7) Ensure Output Type is “Excel”
8) On the Select Report Data Tab, click on the following boxes:
   a. HIERARCHY - Account Hierarchy Position – Select All
   b. HIERARCHY – Reporting Hierarchy – Select the following
      i. Reporting Hierarchy Bank Name
      ii. Level 1 Name
      iii. Level 2 Name
      iv. Level 3 Name
      v. Level 4 Name
vi. Level 5 Name
   c. ACCOUNT – Account Name
   d. ACCOUNT – Account Status
   e. ACCOUNT INFORMATION – Current Balance
   f. ACCOUNT SUSPENSION – Select the following
      i. 120 Days
      ii. 150 Days
      iii. 180 Days
      iv. 30 Days
      v. 60 Days
      vi. 90 Days
      vii. Days Currently Past Due
      viii. Past Due Balance

9) Scroll to the top of the screen and click on the “Filter for Content” tab
10) Ensure the “Account Type” field is selected as “Cardholder” and Account Status is “All”
11) In the “Account Hierarchy Position” field, click on “Search for Position or Add Multiple” (hyperlink)
12) Ensure Hierarchy Level is set to “Company”
13) Click Search
14) Scroll down to see all of the available company numbers; click on all of the rows where the company number begins with “265”; ensure all boxes where the company number begins with “266” are unchecked
15) Once confirmed, scroll a little to the right of the screen and click on the “Select Position >” box
16) Scroll right to ensure that all checked boxes are now to the right of the “Select Position >” box
17) Scroll down and click on the “Accept Hierarchy box”
18) Click on the “Set Report Layout” tab; change order of the report column to the following (move the fields up and down by clicking and using the up/down buttons on the right side of the screen)
   a. Account Hierarchy Position
   b. Account Name
   c. Account Status
   d. Agent Name
   e. Company Name
   f. Current Balance
   g. Days Currently Past Due
   h. Past Due Balance
SUBJECT: Travel Card APC Roles and Responsibilities

i. 30 Days (Amount)
j. 60 Days (Amount)
k. 90 Days (Amount)
l. 120 Days (Amount)
m. 150 Days (Amount)
n. 180 Days (Amount)
o. Department Name
p. Division Name
q. Last Payment Amount
r. Last Payment Date
s. Level 1 Name
t. Level 2 Name
u. Level 3 Name
v. Level 4 Name
w. Processing Hierarchy Bank Name
x. Reporting Hierarchy Bank Name

19) If you are setting up this report for the first time, click on the (blue) “Save Template” button. This will allow you to save this layout to quickly run this report in the future, instead of having to reestablish the parameters.

20) Click on the (blue) “Run Report” button to run report and then save in the applicable folder.

Past Due Report - Delinquencies with Current Balance – Flex Data CBA

Steps for setting up Flex Data Report for CBA

1) Login to Access Online – https://www.access.usbank.com
   a. Enter login information
2) Click on Reporting on left side of screen
3) Click on Flex Data Reporting
4) Click on “Create a New Template” tab at the top
5) Click on the radial button next to “Account”; scroll down and click “Create”
6) Give a Report Name (i.e. Current Balance Report All Centers CBA)
7) Ensure Output Type is “Excel”
8) On the Select Report Data Tab, click on the following boxes:
   a. HIERARCHY - Account Hierarchy Position – Select All
   b. HIERARCHY – Reporting Hierarchy – Select the following
SUBJECT: Travel Card APC Roles and Responsibilities

i. Reporting Hierarchy Bank Name
ii. Level 1 Name
iii. Level 2 Name
iv. Level 3 Name
v. Level 4 Name
vi. Level 5 Name
c. ACCOUNT – Account Name
d. ACCOUNT – Account Status
e. ACCOUNT INFORMATION – Current Balance
f. ACCOUNT SUSPENSION – Select the following
   i. 120 Days
   ii. 150 Days
   iii. 180 Days
   iv. 30 Days
   v. 60 Days
   vi. 90 Days
   vii. Days Currently Past Due
   viii. Past Due Balance

9) Scroll to the top of the screen and click on the “Filter for Content” tab
10) Ensure the “Account Type” field is selected as “Managing Account” and Account Status is “All”
11) In the “Account Hierarchy Position” field, click on “Search for Position or Add Multiple” (hyperlink)
12) Ensure Hierarchy Level is set to “Company”
13) Click Search
14) Scroll down to see all of the available company numbers; click on all of the rows where the company number begins with “266”; ensure all boxes where the company number begins with “265” are unchecked
15) Once confirmed, scroll a little to the right of the screen and click on the “Select Position >" box
16) Scroll right to ensure that all checked boxes are now to the right of the “Select Position >" box
17) Scroll down and click on the “Accept Hierarchy box”
18) Click on the “Set Report Layout” tab; change order of the report column to the following (move the fields up and down by clicking and using the up/down buttons on the right side of the screen)
   a. Account Hierarchy Position
   b. Account Name
   c. Account Status
d. Agent Name
e. Company Name
f. Current Balance
g. Days Currently Past Due
h. Past Due Balance
i. 30 Days (Amount)
j. 60 Days (Amount)
k. 90 Days (Amount)
l. 120 Days (Amount)
m. 150 Days (Amount)
n. 180 Days (Amount)
o. Department Name
p. Division Name
q. Last Payment Amount
r. Last Payment Date
s. Level 1 Name
t. Level 2 Name
u. Level 3 Name
v. Level 4 Name
w. Processing Hierarchy Bank Name
x. Reporting Hierarchy Bank Name

19) If you are setting up this report for the first time, click on the (blue) “Save Template” button. This will allow you to save this layout to quickly run this report in the future, instead of having to reestablish the parameters

20) Click on the (blue) “Run Report” button to run report and then save in the applicable folder
APPENDIX B – Sample E-mail Notifications

Sample Reminder Notification of 30-day past due to employee

From: (Center APC Name)
Sent: XXXX
To: [30-day past due Employee’s Full Name]

Subject: Government Travel Card – Employee last name

[Employee Full Name],

This is a courtesy notification to inform you that as of (date) your US Bank Government Travel Charge Card account has a past due balance in the amount of $xx.xx with a current balance of $xx.xx. Please make a payment for the amount past due as soon as possible. I encourage you to use https://access.usbank.com (for US Bank) to make a payment. Please allow two to three days for the payment to process and appear on your account. Please e-mail or call me if you have any questions.

Thank you,

(Center APC Name)
Sample 45-day Standard Delinquency Notice

From: (Center APC Name)
Sent: XXXX
To: [45-day past due Employee’s Full Name]
CC: [Lead APC], [Travel Lead]
Subject: Delinquent Government Travel Card – 45 Days - Employee last name

[Employee Full Name],

Please be aware that your U.S. Bank Government Travel Charge Card account is 45 days past due from the statement date and is approaching suspension at 61 days past due from the statement date.

All U.S. Bank accounts are due and payable IN FULL upon receipt. On [month day, year] at midnight your card will be suspended by the bank for being 61 days past due from the statement date and an e-mail will be sent to your supervisor as well as the Chief of Human Resources. Your past due balance is $XXX.XX.

Thank You,

Center APC
Sample 61-day Suspended Delinquency Notice*

From: Agency APC POC  
Sent: XXXX  
To: [61-day past due Employees Full Name]  
CC: [Supervisor, Chief- Human Resources, Agency Lead APC]  
Subject: Delinquent Government Travel Card – 61 Days suspended -Employee last name

[Employee Full Name],

Your government travel card account – [XXXX last four account #] is suspended and as of [Month, Day, Year], you had a 61 day past due from the statement date in the amount of $XX.XX, with a current balance of $XX.XX. Please make a payment for $XX.XX as soon as possible. The account will not be unsuspended by the bank, until a payment is made.

Thank You,

Agency APC POC

*Suspension e-mail that is sent to the cardholder, supervisor, NSSC Chief of Human Resources, Lead APC, OCFO POC and Director, QAD should be forwarded to the Chief, Financial Management Division (FMD) and Chief, Travel Branch.
Sample Validation of Travel Card Charge

From: Center APC
Sent: XXXX
To: [Validation of Travel Employee Full Name]
Subject: Validation of Travel Card Charge

During a monthly review of the NSSC’s Travel Card transactions, the transaction below was identified as either a transaction occurring outside the timeline of an approved Travel Authorization or as a transaction potentially not appropriate for charging as a travel related expense. The charges include:

10/19/10 – Buffalo Wild Wings – Slidell, LA - $17.94

Please provide an explanation in writing for the above charge(s) within three business days. If you feel a mistake has been made, or have any questions regarding the Government Travel Card policy, please call me.

Thank You,

Center APC
**S A T E R N**

System for Administration, Training, and Educational Resources for NASA
### APPENDIX D – Travel Charge Card Chart

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct Center monthly account monitoring for delinquencies, abuse, and misuse, cash advance and Declines</td>
<td>Monthly 11th of each Month (change in date due to US Bank cycle date ending on the 10th of each month)</td>
<td>CAPCs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submit results of Monthly Assurance Report</td>
<td>By the first of the month following the end of the statement cycle</td>
<td>CAPCs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitoring (delinquencies, abuse, misuse, cash advances and declines) to Lead APC</td>
<td>Monthly</td>
<td>CAPCs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinate Agency monthly account monitoring for delinquencies, abuse, and misuse, cash advance and declines</td>
<td>Monthly</td>
<td>Lead APC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Task Description</td>
<td>Frequency</td>
<td>Responsible Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------</td>
<td>--------------------</td>
<td>--------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-mail cardholder and supervisor regarding delinquency</td>
<td>Within 2 days</td>
<td>CAPCs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide notification to OCF, Lead APC team, NSSC Travel Lead and QAD Director of suspended Accounts (61 days delinquent)</td>
<td>As soon as possible</td>
<td>CAPCs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report delinquencies to Lead APC</td>
<td>Monthly 17th of each month (change in date due to US Bank cycle date ending on the 10th of each month)</td>
<td>CAPCs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review results of monitoring</td>
<td>Monthly</td>
<td>Lead APC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare Agency Delinquency Report and submit to OCF</td>
<td>Monthly Submit draft to OCF by the 6th of the following month.</td>
<td>Lead APC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitor Separated Employee Use of Card Report</td>
<td>Report to Lead APC and QAD Director immediately</td>
<td>CAPCs</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SUBJECT: Travel Card APC Roles and Responsibilities

<table>
<thead>
<tr>
<th>Conduct monthly monitoring of transferring and separating cardholders</th>
<th>Monthly</th>
<th>By the 5th business day of the month</th>
<th>CAPCs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor status of mandatory training for cardholders and approving officials</td>
<td>Quarterly</td>
<td></td>
<td>CAPCs</td>
</tr>
<tr>
<td>Monitor status of frequency of travel and associated need for card</td>
<td>Annually</td>
<td></td>
<td>CAPCs</td>
</tr>
<tr>
<td>Prepare Annual OMB Report</td>
<td>Submit to OCFO by January 23rd and upload to OMBMAX by 25th</td>
<td></td>
<td>Lead APC</td>
</tr>
<tr>
<td>Charge Card Management Plan</td>
<td>Posted to OMBMAX by 31 January every other year</td>
<td></td>
<td>Lead APC</td>
</tr>
<tr>
<td>Submit travel card account payment</td>
<td>No later than 25 days after closing date on statement</td>
<td></td>
<td>Employee</td>
</tr>
<tr>
<td>Role</td>
<td>Time Frame</td>
<td>Responsible Party</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>-------------------</td>
<td></td>
</tr>
<tr>
<td>Suspend delinquent accounts</td>
<td>61 calendar days from an unpaid billing date</td>
<td>Contractor</td>
<td></td>
</tr>
<tr>
<td>Cancel delinquent accounts</td>
<td>121 calendar days from an unpaid billing date or as needed</td>
<td>Contractor</td>
<td></td>
</tr>
<tr>
<td>Charge-off delinquent accounts</td>
<td>181 calendar days from an unpaid billing date</td>
<td>Contractor</td>
<td></td>
</tr>
<tr>
<td>Review reports from NASA HR for employees separating from NASA</td>
<td>Bi-annually</td>
<td>OCFO</td>
<td></td>
</tr>
<tr>
<td>Participates in Monthly/Quarterly meetings</td>
<td>Monthly/Quarterly</td>
<td>OCFO</td>
<td></td>
</tr>
<tr>
<td>Prepare request for reinstatement package with appropriate forms and documentation</td>
<td>As needed</td>
<td>CAPCs</td>
<td></td>
</tr>
</tbody>
</table>
Responsible Office: Financial Management Division

**SUBJECT:** Travel Card APC Roles and Responsibilities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review reinstatement package and forward to Contractor if approved to request reinstatement</td>
<td>As needed</td>
</tr>
<tr>
<td>Approve request for reinstatement</td>
<td>As needed</td>
</tr>
</tbody>
</table>

**LEGEND:**

- **CAPC**
- Lead APC
- OCFO
- EMPLOYEE
- CONTRACTOR
APPENDIX E – Monthly Travel Card Assurance Review

Center: ____________________________

Statement Period Review (Cycle: __________-__________)  Date Submitted: __________

The following reports have been reviewed for the Travel Charge Card activity according to the current Agency procedures and have not found any exceptions unless otherwise noted:

<table>
<thead>
<tr>
<th>REPORT NAME</th>
<th>SOURCE SYSTEM</th>
<th># OF ISSUES IDENTIFIED</th>
<th>ACTIONS TAKEN FOR EACH ISSUE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MONTHLY (JAN-DEC)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program Mgmt. Past Due Report</td>
<td>ACCESS ONLINE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program Mgmt: Account List</td>
<td>ACCESS ONLINE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program Mgmt: Declined Transactions</td>
<td>ACCESS ONLINE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Mgmt: Transaction Detail</td>
<td>ACCESS ONLINE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Mgmt: Transaction Detail (Local Use)</td>
<td>ACCESS ONLINE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program Mgmt: Cash Advance</td>
<td>ACCESS ONLINE</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>QUARTERLY (JAN/ APR/ JUL/OCT)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Potential Misuse/Abuse</td>
<td>ACCESS ONLINE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mandatory Training Verification (Card Holders)</td>
<td>SATERN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mandatory Training Verification (Approving Officials)</td>
<td>SATERN</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SEMI-ANNUAL (JUN/DEC)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel Frequency Verification</td>
<td>ACCESS ONLINE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Steps/Instructions to complete required fields:

**Monthly Section**

1) Program Mgmt: Past Due Report
   a. Number of Issues Identified: Enter the total number of delinquent accounts reported greater than 30 days
   b. Actions Taken: Enter the number of follow up-actions taken with brief
details (i.e. Required payment made to 1 account; 4 accounts required payment reminder notification)

2) Program Mgmt: Account List
   a. Number of Issues Identified: Enter the total number of cardholder accounts with new, suspended, and cancel statuses only
   b. Actions Taken: Enter the total number of cards per status (all reported). Also report any follow-up actions with brief details (i.e. One reminder notification sent to activate card.)
   c. NOTE: Use this report additionally to identify if any accounts expire within 3 months. If any do, email the cardholder advising that the current card is expiring and a new card will be issued

3) Program Mgmt: Declined Transaction Authorizations
   a. Number of Issues Identified: Enter the total number of transactions listed in the report
   b. Actions Taken: Enter the total number of follow-up actions with brief details (i.e. 10 follow-ups required affecting 10 accounts)
   c. NOTE: Use this report to see why transactions are declining. This report helps to identify potential misuse and identify if any MCCs need to be added to a cardholder's profile if warranted

4) Financial Management: Transaction Detail
   a. Number of Issues Identified: Enter the total number of transactions from the Transaction Detail reconciliation that required follow up actions
   b. Actions Taken: Enter the grand total of transactions reported (i.e. 389 Transactions reviewed)
   c. NOTE: Each transaction is reviewed to ensure that the cardholder was on official travel. This helps to identify potential misuse. If potential misuse has been determined, an official letter is sent to the cardholder and a copy to his/her supervisor and Center HR

5) Financial Management: Transaction Detail (Local Use)
   a. Number of Issues Identified: Report the total number of transactions from the Local Use Reconciliation that required follow-up actions
   b. Actions Taken: Enter the total number of transactions per state (i.e. MS-8, LA-10); Also, report the total number of follow-up actions with brief details
   c. NOTE: This section (local use) is identified by running the Transaction Detail report and then filtering on your local area to determine potential misuse of the card. You need to filter on the state and then area cities to determine this – keep in mind that airport parking is an authorized use of the card in your local area, so be sure to exclude those transactions
6) Program Management: Cash Advance
   a. Number of Issues Identified: Enter the total number of transactions from the Cash Advance reconciliation that required follow-up actions
   b. Actions Taken: Enter the total number of cash advances reported in all and the total number of follow-up actions with brief details
   c. NOTE: Review this report to ensure cardholder is on travel (within days prior to trip through end of official travel day)

Quarterly Section

1) Potential Misuse/Abuse
   a. Number of Issues Identified – Add up the number of misuse and abuse occurrences for the 3 months (quarterly period)
   b. Refer to the section within this WI named Program Monitoring Reports (pg 14) to refer to guidance/details on what constitutes misuse vs abuse per Agency/Federal regulations

2) Mandatory Training Verification (Cardholders)
   You should be running monthly reports out of SATERN to ensure that all your Center cardholders are not expired with their SATERN travel card training. For anyone you identify that is overdue/expired on their training, email them, advising them that this is a requirement to take this mandatory course every 3 years. In the Action taken portion of this document, you can just enter something to the effect of “All delinquent cardholders have been notified and have been reminded to take this course at their earliest convenience.”

Yearly

1) Travel Frequency Verification – does not need to be completed as Access Online does not have this functionality built into it
APPENDIX F – Procedures for Salary Offset

Salary Offset References
- OMB Circular A-123, Appendix B
- Federal Travel Regulations

Purpose
This process ensures compliance with references (a) through (c) identified above and establishes a NASA salary offset process for delinquent Individually Billed Travel Charge Cardholders.

Salary Offset
Salary offset is the process of collecting an undisputed delinquent travel card amount by direct deduction from an employee’s salary payment or retirement annuity for payment to the travel card vendor. Salary offset applies to the Individually Billed Accounts only.

References (a) & (b) direct Federal entities to set up salary offset procedures.

Salary offset applies to accounts that are 126 days past due with a delinquent balance of $100.00 or greater. Any offset amount is limited to 15% of the employee’s disposable pay, per pay period, except with written consent from the employee to approve a higher percentage. The following due process must be fulfilled before starting salary offset.

- Written notice of the type and amount of the claim, the intent to collect the claim by deduction from the employee’s disposable pay, and an explanation of the employee’s rights. See Attachment A for sample letter which includes employee’s rights.
- The employee’s opportunity to inspect and copy the records related to the claim.
- The employee’s opportunity to make a written agreement with the travel card vendor to repay the delinquent amount directly.

Salary Offset Process

1. Center APC shall begin the following process after the close of the US Bank statement billing cycle on the 11th of the month.

2. Prepare a list of Center employees that have delinquent balances over 126 days past due and is $100.00 or greater. This information can be obtained from the US Bank’s Access Online Past Due Report.
3. Compare the new monthly offset list with the previous month’s offset list
4. Remove from the salary offset list any cardholder who:
   a. Is already in the salary offset process
   b. Is actively working with the merchant or bank to resolve questionable charges
   c. Has a delinquency related to lost or stolen card or a dispute
   d. Has a balance less than $100.00
   e. Timely submitted the corresponding travel voucher for reimbursement but has not been reimbursed by the Agency yet.
5. Verify the following with Center HR:
   a. Employment status- current, separated, retired, deceased or non-NASA employee
   b. Address- physical mailing address
   c. Social Security Number
6. Remove from salary offset list any cardholder who has separated from NASA, is deceased or is a non-NASA civil servant
7. If the employee is no longer employed by NASA, a notification is sent to the US Bank Relationship Manager and Account Coordinator so the account can be scheduled for outside collection by the bank
9. Remove cardholders from the salary offset list that have made payments in full or have a balance less than $100.00
   *NOTE: It is suggested that steps a) through f) be performed on the same day to ensure that the cardholder has not made a payment on their account. If these steps are not performed in the same day, run another Access Online Past Due report by performing steps a) through e) above to make sure the cardholder has not made a payment on their delinquent account before any further actions are taken.*
10. Within three business days of running the initial report, send the salary offset list to the Lead APC team (TravelCard_LeadAPCs@nasa.onmicrosoft.com) and to the US Bank Relationship Manager and Account Coordinator
11. Send Due Process Letter to any cardholders on the new salary offset list after US Bank formally requests that the salary offset process begin. This takes the form of a formal letter from US Bank stating that a particular person is delinquent greater than 126 days and that US Bank is asking NASA to implement the salary offset process.
12. See Attachment A for sample letter
13. 30 days after the Due Process Letter is sent out (approximately 160 days delinquent), the Center APC checks the salary offset list against the Access Online Past Due Report to:
14. Remove cardholders from the salary offset list who have paid in full
15. Reduce delinquent balances on the salary offset list of those cardholders
who have partially paid their past due balances.

17. Validate with US Bank that the cardholder did not submit an appeal.

18. For the cardholder debt that reaches the 160 day delinquency date, the Center APC fills out Department of the Interior (DOI) Form A-19 Request for Administrative Offset of Delinquent Government Credit Card Debt (Attachment B) and either emails the form to David Yeo with the Department of Interior (NASA’s POC) at david_yeo@ibc.doi.gov or fax the form to DOI within one business day. Lastly, the APC e-mails the Lead APC that a Form A-19 was faxed to DOI for the specific cardholder. This form needs bank routing information which can be obtained from the Lead APC.

19. Retain all documentation for six years and three months.

20. DOI is contractually required to process the form within two pay periods.

21. Salary offset will be withheld from the employee’s paycheck every two weeks after being processed by DOI and sent electronically to US Bank per the data on DOI form A-19 Request for Administrative Offset of Delinquent Government Credit Card Debt until the debt and late fees are paid. (Unless otherwise agreed to by the cardholder, the amount offset is 15% of the cardholder’s net pay for each pay period until the debt is completely eliminated.)

22. The Center APC will validate previous salary offset deductions have begun from the cardholder’s paycheck and are being properly applied to the correct account. This is accomplished by reviewing the Access Online transaction query for the last 30 days for the salary offset cardholder.

23. If payments do not appear to be made to the account and it has been 30 days since the DOI salary offset request form was forwarded to DOI, the Center APC will send an e-mail to DOI and verify the correct account was requested to be credited at the bank. If DOI has not received POD A-19, the APC will refax or email the form back to DOI.

24. If DOI verifies that payments are being offset and sent to the bank and the employee information provided is valid, then the Center APC will contact the bank to determine where the payment has been posted.
Attachment A: Sample Due Process e-mail Notice for Salary Offset Procedures

Date
Name
Address
City, State, ZIP

Subject: Delinquent (Insert charge card vendor name) Charge Card Account Balance — Salary Offset

Dear Sir/Madam,

This is to advise you that NASA has identified your US Bank Travel Charge Card account ending in XXXX to be offset with your pay for a delinquent government travel charge card balance as of (date) in the amount of $___________. The delinquent balance excludes any disputed transactions still pending.

The Travel and Transportation Reform Act of 1998 authorizes the Federal government to offset up to 15% of your disposable pay at the request of the travel charge card contractor to collect delinquent balances. Therefore, payroll deductions will begin the first pay period ending 30 days after the date of this letter, unless you resolve this matter prior to such date or submit an appeal as described below. The deduction will continue until the total amount is paid-in-full, or we are notified by US Bank to stop corrective action.

The amount deducted in any single pay period, including the administrative fee, will be limited to 15% of your disposable pay. Disposable pay, for this purpose, is defined as your biweekly gross pay less deductions required by law, i.e. retirement, Thrift Savings Plan, Federal, State, local taxes, Medicare, Old-Age, Survivors, and Disability insurance, regular life insurance and health benefit premiums, and any other debt owed to the United States Government.

The deductions for this offset will appear on your Leave and Earnings Statement as Gov. Credit Card Offset-Invol. If you wish to authorize a larger offset in order to accelerate the payment of this debt, please submit a written request to (insert designated official contact information). Your request must specify a percentage of disposable pay or a specific dollar amount. If you believe that your account is delinquent because you have not been reimbursed for a related travel voucher, please contact your Finance Office to determine the status of the voucher. You must inform this Office in writing of the name and phone number of your travel reimbursement voucher(s) approving official to verify a travel reimbursement delay.
You have the right to inspect and copy records related to the delinquency, to request US Bank review its decision to pursue collection of the debt from your Federal salary, and to make a written repayment agreement with the charge card vendor. If you wish to exercise any of these rights, please contact a representative of US Bank directly at XXX-XXXX. You must also contact US Bank if you have questions about the requested offset, or wish to dispute the offset as erroneous. We suggest that you keep copies of any correspondence and/or evidence of payment to the charge card vendor. US Bank must report any charges or amount adjustments regarding the delinquent charge card balance to us. Late fees will continue to be assessed and offset from your salary until the entire delinquent amount is paid in full. If you feel you have received this notice in error, your appeal rights are attached.

The NASA Employee Assistance Program is available to employees who wish to voluntarily and confidentially seek counseling due to stress caused by personal financial problems. For further information on the Employee Assistance Program, please call XXX-XXXX.

If you have questions regarding our process in this matter, please contact (insert contact information).

(Insert applicable agency closing)

(Insert applicable agency signature block)

Enclosure –
Grounds for Appeal Appendix B OMB Circular A-123 (Revised January 2009)
Enclosure to Due Process Notice

GROUNDs FOR APPEAL

Employees are expected to timely reimburse the travel charge card contractor for all undisputed charges on the card. Employees are also expected to have used the card only for expenses related to official travel, to have timely filed their travel vouchers and to have timely disputed any improper charges. Therefore, the grounds for an appeal are limited. The following may, if properly substantiated, be grounds for appeal:

1. The charges sought by the travel charge card contractor are the subject of a properly completed timely filed travel voucher that has not been paid by the government.
2. The charges sought by the travel charge card contractor are the subject of a timely dispute that the Travel charge card contractor has not resolved.
3. The charges sought by the travel charge card contractor have been released in bankruptcy.
4. The employee and the travel charge card contractor have signed a written payment agreement, and the employee is timely making payments as required by the agreement.
5. The employee has paid the delinquent balance in full.

The employee is responsible for providing proof to support any grounds for appeal. The nature of the proof will vary in each case. For example, proof to support an appeal based on the statement that the charges sought by the travel charge card contractor are the subject of a properly completely timely filed travel voucher that has not been paid by the government would include:

1. A copy of the voucher;
2. Copies of any communications with the travel payment office concerning payment;
3. A copy of the travel charge card billing statement; and
4. Any other evidence supporting the employee’s statement.

As a general rule, financial hardship is not grounds for appeal. Because the travel charge card may only be used for official travel expenses, which are reimbursed by the government, the employee should be able to reimburse the travel charge card contractor without hardship. Any request that the salary offset not be processed, either at all or a reduced rate (less than 15% of disposable pay), because of financial
hardship must include a detailed explanation of the hardship with a complete financial statement reflecting all income available to the household and all required monthly payments and debts.

For further information, please reference the FTR and applicable cardholder agreements. Appendix B OMB Circular A-123 (Revised January 2009)

NOTE: Highlights of Letter (per A123 Appendix B)

1. Provides the employee with written notice of:
   a. Type and amount of the claim
   b. Intention to collect the claim by deduction from the employee's disposable pay, and
   c. An explanation of the employee's rights as a debtor

2. Provides the employee an opportunity to:
   a. Inspect and copy the records related to the claim
   b. Review the agency decision related to the claim and
   c. Make a written agreement directly with the charge card vendor to repay the delinquent amount.

NOTE: In the event that an employee does file an appeal, the Lead APC team will be sent notification by the Center APC through email at TravelCard_LeadAPCs@nasa.onmicrosoft.com. The Lead APC team will determine if the documentation or explanation provided by the employee justifies the appeal through a review process.

When the employee lets the Center APC know that he/she wants to file an appeal, the employee will have to select the proper justification from the list below. The employee should provide the Center APC with documentation or email traffic that substantiates his/her request for appeal. This information would be emailed to the Lead APC team.

1) The charges sought by the travel charge card contractor are the subject of a properly completed timely filed travel voucher that has not been paid by the government. – Center APC would log into CGE to verify voucher has not been paid, obtain a current status and ensure that the IBA portion of the voucher has enough to pay off the delinquent debt owed to US Bank

2) The charges sought by the travel charge card contractor are the subject of a timely dispute that the Travel charge card contractor has not resolved. –
Center APC would contact US Bank Account Coordinator team (1-800-254-9885 option #3) to verify dispute, obtain expected dispute resolution date, ensure that disputed amount covers delinquent debt and report to the Lead APC team through email at TravelCard_LeadAPCs@nasa.onmicrosoft.com

3) The charges sought by the travel charge card contractor have been released in bankruptcy. – Center APC would obtain bankruptcy documentation from employee and forward securely to the Lead APC team at TravelCard_LeadAPCs@nasa.onmicrosoft.com. Lead APC team would engage legal office to ensure delinquent balances owed to US Bank were included/excluded in the bankruptcy.

4) The employee and the travel charge card contractor have signed a written payment agreement, and the employee is timely making payments as required by the agreement. – US Bank’s Relationship Manager has verified to NASA that they (US Bank) do not engage or participate in payment plans/agreements with government cardholders.

5) The employee has paid the delinquent balance in full. – Center APC would go into Access Online to verify payment has been posted that is enough to cover the delinquent amount owed. If payment does not show in Access Online and the employee maintains that it was made, Center APC would contact US Bank Account Coordinator team to review pending payments. If payment has not posted and US Bank is unable to verify a payment in pending status, Center APC will request proof from employee (i.e. bank statement) showing the payment to US Bank.

The Lead APC at the NSSC will review all appeal documentation and make the decision to either grant or reject the appeal. Once the decision is made, the Lead APC will email the employee and include the Center APC team with the results of the appeal (granted or denied). Please be aware that if the appeal is granted, the result is that NASA would not offset the employee’s salary to make the payment to US Bank; however, the employee would still be legally responsible to US Bank for the amount owed. If an appeal is granted, the Lead APC would contact US Bank to let them know that salary offset will not be taking place and recommend that US Bank pursue normal collection efforts on their end.
MEMORANDUM

To: Payroll Operations Division, Debt Management Branch
   D-2640 (Fax: 303-969-5392)

From: [Signature]

Subject: Request for Administrative Offset of Delinquent Government Credit Card Debt

Please initiate a biweekly payroll deduction to begin pay period ____________

Employee Name: [Signature]

SSN: [Signature]

Amount to be deducted per pay period: $________

(Deduction will be 15% of disposable pay, if no $ amount)

Total Amount to be Deducted: $________

Bank Name: [Signature]

Bank Routing Number: [Signature]

Account Number: [Signature]

Cardholder’s Number: [Signature]

Approved by: [Signature]

Print Name: [Signature]

Telephone Number: [Signature]

Date: [Signature]

Contact Name (if different from Approved by): [Signature]

Telephone Number: [Signature]

Effective August 2019

Controlled Unclassified Information

Privacy Act Statement: This information is requested under the authority of 5 U.S.C. 3109, 21 U.S.C. 3512, et seq., 21 U.S.C. 1101, et seq., and Executive Order 9397 for the purpose of processing employee entitlements and voluntary or mandatory pay deductions. Information will be used to determine present and future entitlements, corrections for employee wages, tips, and other compensation; and request necessary triggers. Information may be disclosed to wage/contributory agency officials to facilitate processing of pay and entitlements to the Internal Revenue Service for tax reporting, and other agencies and organizations as required to comply with Federal law and agency requirements as outlined in the regulations in 20 CFR 600-1.31, Payroll, Allowances, Retirement, and Leave Records, 80 FR 24168 (July 10, 2015), which may be viewed at www.fedregulations.gov. Providing information is voluntary; however, failure to provide this requested information may delay processing of entitlements or pay deductions.
Attachment C: Summary of Process Time Line

1. 12th of each month through approximately the 17th of each month, the Center APC will:
   a. Compare Access Online Past Due report to previous salary offset list (Step 1. a through c)
   b. Forward new salary offset list of cardholders to HR for employment verification (Step 1. d)
   c. Remove applicable cardholders from salary offset list (Step 1. e through f.)
   d. Send salary offset list to US Bank, Agency Lead APC (Step 1. g)
   e. Center APC sends Due Process Letter to cardholders at delinquency age of approximately 95 days past due (Step 1. h)

2. 17th of the following month listed in paragraph 1 (30 days past Due Process Letter or approximately 125 days past due)
   a. Center APC verifies balance from salary offset list and notifies employee and US Bank that offset is going to begin (Step 1. i, j)
   b. Center APC faxes the DOI A-19 form Request for Administrative Offset of Delinquent Government Credit Card Debt to DOI to start payroll deduction. Note: this form cannot be initiated until 30 days after the official Due Process Letter is sent to the cardholder (Step 1. j)

3. 11th of the following month listed in paragraph 2:
   a. Center APC reviews monthly Access Online Transaction Hierarchy report to validate that the salary offset has begun (Step 3.)
   b. Center APC sends follow up e-mail requesting the follow up from DOI on salary offsets that have not begun (Step 3 a. & b.)

NOTE: Any late fees that continue to be accumulated will require the APC to submit further DOI A-19 forms for such late fees.
APPENDIX G – Quarterly Travel Card Usage Report (Center Action)

Quarterly, the overall Agency Program Coordinator (APC) will provide each Center APC (CAPC) with a report of cardholders selected at random who failed to use their Travel credit card while on official travel for NASA. The Center APC is responsible for contacting cardholders to obtain justification as to why the government credit card was not used and to remind the cardholder of the policies (NPR 9730.1), section 4.1 requiring use of the travel card for official travel expenses.

The CAPC will document and report back to the Agency APC that contact was made with the cardholder and the reasons for not using the card. The responses will be included in the overall NASA Quarterly Travel Card Usage Review, the details of which are outlined in NSPWI-9000-0003, “NSSC FMD Internal Review Work Instructions and Procedures.” If a CAPC determines a cardholder has failed to meet their responsibilities to use the card, the CAPC should provide written notification to the travel cardholder and cardholder’s supervisor within 2 business days as per NPR 9730.1, “Travel Cards.”