



National Aeronautics and Space  
Administration

**NASA Shared Services Center**  
*Stennis Space Center, MS 39529-6000*  
[www.nssc.nasa.gov](http://www.nssc.nasa.gov)

## **NASA Shared Services Center Process Work Instruction**

**NSPWI-9710-0001      Revision 6.0**

**Effective Date:      January 12, 2016**

**Expiration Date:     January 12, 2017**

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# **TRAVEL CARD CENTER AGENCY PROGRAM COORDINATOR (CAPC) ROLES AND RESPONSIBILITIES**

**- FOR NSSC INTERNAL USE ONLY -**

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**Responsible Office: Accounting and Travel Services Branch**

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	Number	
	Effective Date:	January 12, 2016
	Expiration Date:	January 12, 2017
Responsible Office: Financial Management Division		
<b>SUBJECT: Travel Card CAPC Roles and Responsibilities</b>		

**Approved by**

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Peggy Mosteller  
Chief, Financial Management Division

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Date

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### DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	05/03/2011	Basic Release
Revision	2.0	07/31/2012	Center Agency Program Updates
Revision	3.0	06/15/2014	Document originated under NSWI-9710-0001 and was renumbered on 06/13/2014 to align with the NSSC Document Management Program Procedural Instruction (NSNPI-1410-0001).  Updated Annual Use Review process to reflect Semi-Annual Use Review Process (p. 24-25); Appendix C Updated from PaymentNet to IntelliLink (p.71); Appendix D – Create Reports in CGE deleted
Revision	4.0	11/01/2014	Updated Chapter 4 PROGRAM MONITORING REPORTS to show transfer of roles to Service Providers in accordance with the CSC Change Order 76; to update references to FedTraveler.com to Concur Government Edition (CGE).
Revision	5.0	08/01/2015	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.
Revision	6.0	12/16/2015	Update due to new work management system and to add DRD information

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## 1.0 Introduction

The NASA Office of the Chief Financial Officer (OCFO) serves as Level One support in the development and implementation of NASA travel card policy, regulations, procedures and other guidance. The NASA Shared Services Center (NSSC) serves as Level Two support by providing oversight and conducting internal control reviews related to the NASA Travel Charge Card Program as the Lead Agency Program Coordinator (APC). Center Agency Program Coordinators (CAPCs) provide Level Three support including issuance of charge cards, monitoring of Center charge card activity, and handling of Center charge card issues. Links to referenced authority documents for detailed roles and responsibilities are located on the NSSC Customer Service Web site as well as the Financial Management Operating Procedures (FMOP) 9700.1-P01-A.

## 2.0 Objective

The objective of this document is to identify reports for the NASA 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. Such instructions will also allow Travel 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 9070.2, Government Charge Cards
- FMOP 9700.1-P01-A, Travel Cards

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## CREATION OF A NEW TRAVEL CARD ACCOUNT

### Approve Travel Card Application – Electronically (Preferred method)

1. Log into JPMorgan Chase Commercial Card Account Center.

The screenshot shows the JPMorgan Chase Commercial Card Account Center login page. The header includes the JPMorgan Chase logo and the text 'Commercial Card Account Center'. Navigation links for 'REGISTER', 'HELP', and 'SIGN ON' are visible. The main content area features a 'Welcome' message and a sign-in form with fields for 'User Name' and 'Password', and a 'SIGN ON' button. To the right of the form, there are links for 'New user? Register for instant access!', 'Forgot your password?', 'Click Here for Frequently Asked Questions.', and 'Still need help? Contact Us'.

2. Select Online Enrollment.

The screenshot shows the JPMorgan Chase Commercial Card Account Center dashboard. The header includes the JPMorgan Chase logo and the text 'Commercial Card Account Center'. Navigation links for 'Account Look up', 'Transaction Activity', 'Account Management', 'User Manager', and 'Online Enrollment' are visible. The main content area features a 'WELCOME Kay,' message and a greeting: 'Welcome to the JPMorganChase Commercial Card Account Center. On this site, you'll have information about your account at your fingertips:'. Below this, there are four bullet points with links: 'Transaction Activity', 'Account Management', 'User Manager', and 'My Profile'.

3. Select Search.

The screenshot shows the JPMorgan Chase Commercial Card Account Center Application Search page. The header includes the JPMorgan Chase logo and the text 'Commercial Card Account Center'. Navigation links for 'Account Look up', 'Transaction Activity', 'Account Management', 'User Manager', and 'Online Enrollment' are visible. The main content area features an 'Application Search' section with a search criteria list and a search form. The search criteria list includes 'Application Status', 'Application ID', 'Company Number', 'Applicant Name', 'Date Submitted (mm/dd/yyyy)', 'Confirmation Number', and 'Date Placed on Batch (mm/dd/yyyy)'. The search form includes fields for 'From' and 'To' for each criterion, and a 'Sort By' dropdown menu. A 'SEARCH' button is visible at the bottom.

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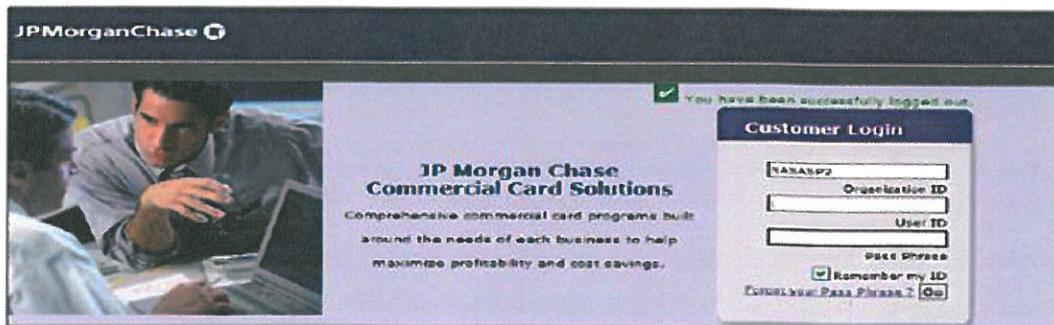
4. Review Application Search Results for Pending Program Administrator (PA) Approval.
5. Using id.nasa.gov People Search, verify proper phone number, name, and employment information on the electronically submitted application. Also verify that the supervisor approved the application.
6. Validate through SATERN that SATERN training was completed or that a copy of the certificate was received.
7. Update MCC Group Information.
8. Sign and date the application.
9. Click Save –Approve.

### Approve Travel Card Application – Paper Application

1. Review paper application.
2. Using id.nasa.gov People Search, verify proper phone number, name, and employment information on the paper application. Also verify that the supervisor approved the application.
3. Validate through SATERN that SATERN training was completed or that a copy of the certificate was received.
4. Add MCC Group Information.
5. Sign and date the application.
6. Fax to JPMorgan Chase CCS-Account-Services

### Update New Account User Id (after account is created by bank)

1. Validate new account has been added to the Account and Employee Hierarchy report generated monthly
2. Log into PaymentNet.



3. Select Employee – Query

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4. Search the employee's name using Webdir, <https://webdir.nasa.gov/pages/index> to validate the Agency User ID.

**HORTON, WILLIAM R. (NSSC-XD042)**

General Organization Phone/Notes Member Of E-mail Addresses

Name

First: WILLIAM Initials: R Last: HORTON

Display: HORTON, WILLIAM R. (NSSC Alias: wrhorton

5. Change the User ID listed in PaymentNet to the Agency User ID listed in Webdir or alias from Outlook, ensuring all letters are in upper case. If the ID is already utilized within PaymentNet, then add a number to the end.

Transactions Reports Accounts Employees Payments Administration Help

Employee Detail Create Manage Query Manage Employees List

General Information User Access Accounts History

Save \* Required Fields

\* User ID: HORTON1F3F7E609 \* Hierarchy ID: 31809NSSCTAVIBA NASA Shared Services Center

Need to change to the Webdir Listed Agency User ID

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6. Verify business phone number.

Employee Detail

Information has saved successfully

General Information | User Access | Accounts

change

\* User ID: **WHORTON**

\* Hierarchy ID: **019D9NSDCTRV1BA** NASA Shared Services Center

Transaction Defaults  
Chart of Accounts: None

Prefix:

\* First Name: **WILLIAM**

Middle Initial: **R**

\* Last Name: **HORTON**

Suffix:

Title: Select

E-Mail Address: **WILLIAM.R.HORTON@NSA**

cc E-Mail Address:

bcc E-Mail Address:

Business Phone: **2288135120** verify

Optimize Website for Accessibility:

Unmask Exports/Reports:

7. Change pass phrase if needed for cardholder access.

Employee Detail

General Information | User Access | Accounts

change

\* User ID: **WHORTON**

\* Hierarchy ID: **019D9NSDCTRV1BA** NASA Shared Services Center

Change Pass Phrase If needed

Role Name: **Card Holder**

\* Role: **Card Holder**

\* Hierarchy ID: **019D9NSDCTRV1BA** NASA Shared Services Center

\* Scope: **Self**

8. Verify address.

Account Detail

Return to Employee Details

General Information | Accounts | Billing | Controls

Account Number: \*\*\*\*\*5545 08/14

Current Balance: \$0.00

Available Credit: \$25,000.00

\* Central Bill Account: NASA NSGC IBA \*\*\*\*\*1900

\* User ID: **WHORTON**

\* Hierarchy ID: **019D9NSDCTRV1BA** NASA Shared Services Center

Status: **New**

Open Date: 08/05/2011

Status Change Date:

Transaction Defaults  
Chart of Accounts: None

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- Verify Credit Limit is set at 10K for general and 5K for restricted. MCC Groups should be checked to "Include" under the Action section.

Account Detail

Return to Employee Details

Information submitted for processing. The account will be updated as soon as possible.

General Information | Controls | **MCC Group Controls** | History

Save | Create New Account | Setup New Card

Required Fields

Account Number \*\*\*\*\*3565 08/14  
Current Balance \$0.00  
Available Credit 10,000.00  
\* Central Bill Account NASA-NSSC 18A \*\*\*\*\*1906

\* Branch ID 0180NSSC TRVISA NASA Shared Services Center  
Status New | Status Change Date  
Open Date 06/05/2011

Cost Center  
VIP   
International

MCC Groups

Group	Action
1   10ATLPA	Include
2   10ACASH	Include

Set Transaction Limit

\* Credit Limit 10,000.00  
Cash Advance Limit  
Transaction Limit  
Amount Limit \$  
Daily Amount Limit \$  
Daily Transaction Limit  
Single Amount Limit \$  
Other Transaction Limit

10k for general  
5k for restricted

- Validate the MCC Group, Transaction Weekly Limit and Refresh date (change to the next Wednesday date).

Account Detail

Return to Employee Details

Information submitted for processing. The product will be updated as soon as possible.

General Information | Controls | **MCC Group Controls** | History

Save | Create New Account | Setup New Card

Required Fields

Account Number \*\*\*\*\*3565 08/14  
Current Balance \$0.00  
Available Credit 10,000.00  
\* Central Bill Account NASA-NSSC 18A \*\*\*\*\*1906

\* Branch ID 0180NSSC TRVISA NASA Shared Services Center  
Status New | Status Change Date  
Open Date 06/05/2011

MCC Groups

Group	Action
1   10ATLPA	Include
2   10ACASH	Include

Other Transaction Limit  
Other Amount Limit \$  
Other Number of Days  
Other Refresh Date

Set Transaction Limit

Transaction Limit  
Amount Limit \$  
Daily Transaction Limit  
Daily Amount Limit \$  
Single Amount Limit \$  
Other Transaction Limit

weekly limits

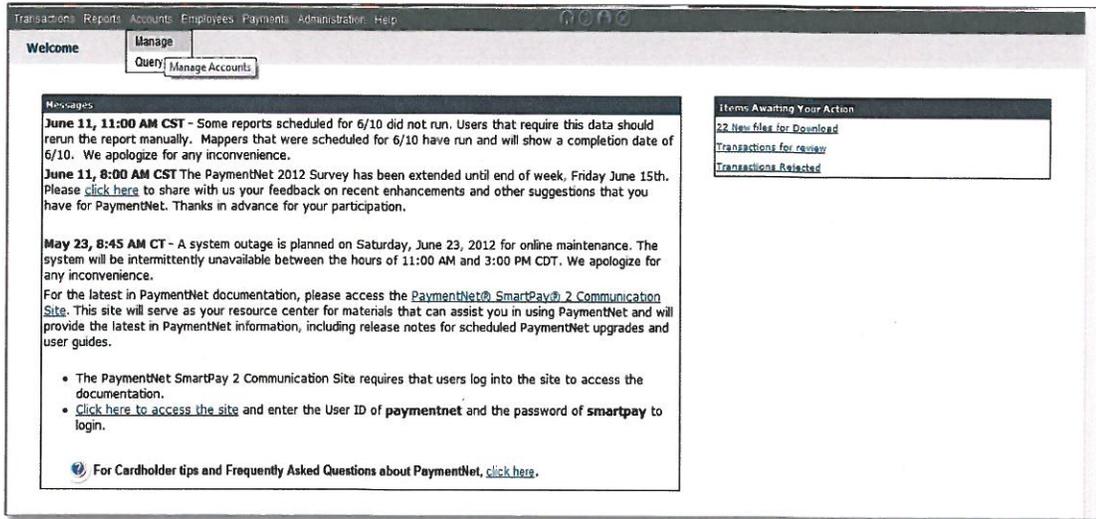
Change to the next Wednesday

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## SEPARATING AND TRANSFERRING EMPLOYEES

### Separating Employees

1. Validate NASA employee is separating from NASA and has no outstanding balances.
2. Collect Individually Billed Account (IBA) credit card and destroy/shred.
3. Log into PaymentNet.
4. Select Accounts- Manage.



5. Query on the employee's last name

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6. Select the appropriate account – click the Control tab

General Information | **Controls** | MCC Group Controls | History

Save | Create New Account | Replace Card

\* Required Fields

Account Number \*\*\*\*\*1809 10/14  
Current Balance \$0.00  
Available Credit \$0.00

\* Hierarchy ID 31809NSSCTRVIBA NASA Shared Services Center  
Status Closed Status Change Date: 5/11/2012  
User initiated- online closure by A/OPC  
Open Date 10/01/2008

\* Central Bill Account NASA-NSSC IBA \*\*\*\*\*1506

Cost Center  \*Credit Limit 0

7. Reduce the Credit Limit to zero – Save.

8. Select the General Information Tab.

Transactions Reports Accounts Employees Payments Administration Help

Account Detail ▼ Navigate To:

General Information | **Controls** | MCC Group Controls | History

Save | Create New Account | Replace Card

\* Required Fields  
\*\* Either mother's maiden name or birth date is required.

Account Number \*\*\*\*\*1809 10/14  
Current Balance \$0.00  
Available Credit \$0.00

\* Hierarchy ID 31809NSSCTRVIBA NASA Shared Services Center  
Status Closed Status Change Date: 5/11/2012  
User initiated- online closure by A/OPC  
Open Date 10/01/2008

9. Change Status to Closed and update notes to state that the account is being closed for a separated employee.

**Notes**

Closed account 5/11/12  
Employee separated from  
Agency

10. Click Save.

11. Conduct monthly reviews based on notifications received from NSSC Human Resources (HR) through the NSSC HR Point of Contact (POC) for NSSC employees that leave the Federal Government or transfer to another Federal Government agency to confirm whether any card activity has occurred after the date of separation.

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12. Receive notifications of separating and transferring employees from HR.
13. Conduct review by the 5<sup>th</sup> business day of the following month to identify any employees that did not check-out with the NSSC CAPC. Query PaymentNet to identify separated employees that have an active travel charge card and to confirm whether any card activity has occurred after the date of separation.
14. Contact employee to process a payment and to provide a justification for activity occurring after the separation date.
15. Close the account in PaymentNet.
16. Submit the results of the monitoring to the Lead APC within 5 business days.
17. Immediately report any activity for separated employees to the Lead APC, NSSC Travel Lead and the Director, Quality Assurance Division (QAD).

### Transferring Employee

1. Validate employee is transferring to another NASA Center and has no outstanding balances.
2. Send e-mail to [4.fedcard.services@jpmchase.com](mailto:4.fedcard.services@jpmchase.com) requesting traveler's hierarchy be transferred with the following data:
3. Traveler's Name
4. Last 4 numbers of the card account
5. Transferring Hierarchy
6. Company
7. Hierarchy ID
8. Center Hierarchy ID
9. Corporate Acct # (last two)
10. Gaining Hierarchy
11. Company
12. Hierarchy ID
13. Center Hierarchy ID
14. Corporate Acct # (last two)
15. Effective date
16. Validate transfer was completed by JPMorgan Chase.

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## **MONITOR FOR TRAINING, DELINQUENCY AND NEED FOR CARD**

### **Monitoring of SATERN Training**

At the end of each quarter (March, June, September, December), the Service Provider (SP) requests a report from the SATERN POC that contains the names of their Center cardholders and travel approvers who are past due for completion of the SATERN Travel Card training.

1. The SP will identify the cardholders and travel approvers who are past due and coming due within the next 30 and 60 days. Notify the CAPC when the report is complete and ready for review.
2. Notify employees/approvers that need to be recertified – follow up according to FMOP 9700.1 and suspend accounts requested by supervisors.
3. Verify completion certificate.
4. Notify the Center HR SATERN POC of any employee that no longer needs a card and request HR to remove the training from their learning plan. The CAPC should close the travel card account immediately, making sure to include comments in PaymentNet.
5. Notify the Lead APC when quarterly monitoring is complete.

### **Monitor for Delinquency Monthly**

Summary - Delinquent Travel Card Account Process

#### **JPMorgan Chase PaymentNet Delinquency Reports**

<b>Report Name</b>	<b>Frequency</b>	<b>When to run</b>	<b>Source System</b>	<b>Action required by</b>
45 Day Report	Monthly	1st of the month	PaymentNet	CAPC
Delinquencies with Current Balance	Monthly	16th of the month	PaymentNet	SP

1. 45 Days Delinquent
  - a. Run the 45 Day Report monthly on the first day of the month (see Appendix A).
  - b. Identify accounts in pre-suspension.
  - c. Notify traveler to process a payment as soon as possible.
  - d. Courtesy Copy (cc) supervisor to discuss delinquency with cardholder.

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## 2. 61 Days Delinquent

- a. Run the Delinquencies with Current Balance Report monthly on the 16<sup>th</sup>.
- 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 un- suspend the account.
- d. CC the supervisor to discuss delinquency with cardholder. CC the Chief, NSSC HR, the Level One OCFO POC, the Lead APC and the Director of QAD at OCFO.
- e. Forward e-mail to NSSC Chief, Financial Management Division (FMD) and NSSC Chief, Travel Branch.
- f. Results of delinquency accounts should be submitted to the Lead APC by the 23<sup>rd</sup> of each month using Appendix E Monthly Travel Card Assurance Review.

## Annual Use Review

### Infrequent Travelers Review

1. Receive the Infrequent Traveler's Review Annual Use report from the SP on January 15.
2. Send an e-mail to the cardholder and supervisor to inquire whether the card is still needed or if the card limit needs to be reduced. The approving official will need to provide the CAPC with a written justification as to why the account should remain open and active.
3. If the card is no longer needed, close the account in PaymentNet and include comments on the account; if the account limit needs to be reduced because the cardholder does not travel frequently, the CAPC will reduce the limit to \$1.00 in PaymentNet. The CAPC should notify the cardholder that the cardholder needs to contact the CAPC prior to the cardholder's next travel so the CAPC can increase the limit for travel.
4. If the account is closed:
  - a. Notify the cardholder that they will need to re-apply for a card if it is determined that a card is needed in the future.
  - b. Notify the Center HR SATERN POC and request HR to remove the training from their learning plan. The CAPC should close the travel card account immediately, making sure to include comments in PaymentNet.
5. Report the results of the monitoring to the Lead APC by January 31.

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**Frequent Travelers Review**

1. Receive the Infrequent Traveler's Review Annual Use report from the SP on January 15.
2. If the employee is not using their travel charge card and have traveled more than six times during the prior year, send an e-mail to the cardholder and supervisor to inquire why the card is not being used and instruct the employee that use of the card is mandatory.
3. Report the results of the monitoring to the Lead APC by January 31.

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## PROGRAM MONITORING REPORTS

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

### JPMorgan Chase Program Monitoring Reports (PaymentNet)

<u>Report Name</u>	<u>Frequency</u>	<u>When to run</u>	<u>Source System</u>	<u>Action required by</u>
45 Day Report	Monthly	1st of the month	PaymentNet	SP
Accounts Renewing Within Three Months	Monthly	16th of the month	PaymentNet	SP
Account Activity with Hierarchies Report-Local Use - LA	Monthly	16th of the month	PaymentNet	SP
Account Activity with Hierarchies Report-Local Use - MS	Monthly	16th of the month	PaymentNet	SP
Account and Employee Hierarchy	Monthly	16th of the month	PaymentNet	SP
Cardholder Status with Hierarchy and Closed Date	Monthly	16th of the month	PaymentNet	SP
Cash Advance by Hierarchy	Monthly	16th of the month	PaymentNet	SP
Declines	Monthly	16th of the month	PaymentNet	SP
Delinquencies with Current Balance	Monthly	16th of the month	PaymentNet	SP
Transaction Detail by Hierarchy Report	Monthly	16th of the month	PaymentNet	SP

### 45-Day Report

(Note: Reference Section titled JPMorgan Chase PaymentNet Delinquency Report.) - The 45-Day report can be used to monitor delinquencies as it identifies accounts that are between 1-30 days past due or 31-60 days past statement. The report lists:

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Hierarchy, Account Number, Account First Name, Account Last Name, Account Status, Status Reason, 1-30 Days Past Due\*/31-60 Days Past Statement Date, Number of Days Past Due, Bill Date and Current Balance.

### **Accounts Renewing Within Three Months (100% Review)**

The Accounts Renewing within three Months report is used to help monitor card renewals by identifying accounts that will expire within three months of the report date with a status of Active, New, or Suspended, including temporary suspension, and can be used to help monitor card renewals. Grand Totals provided for the report. The report lists: Hierarchy, Account Name, Account #, Account Status, Date Last Used, Last Used Amount, Current Balance, Expiration Date, and Status Reason.

1. This report can be run to monitor the activation of new cards.
2. The SP will 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 and the required procedures for card activation in accordance the FMOP 9700.1-P01-A.

### **Account Activity with Hierarchies Report - Local Use (100% Review)**

(100% Review) - The Account Activity with Hierarchies Report shows transactional information for all transaction types with the information such as: Post Date, Transaction Date, Hierarchy ID, Hierarchy Description, Merchant Name, Merchant TIN Number, MCC, Transaction ID, and Transaction Type. 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 SP 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 PaymentNet 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

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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 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.

### **Account and Employee Hierarchy**

Review for accuracy, validated User ID, etc. - The Account and Employee Hierarchy 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.

### **Cardholder Status with Hierarchy and Closed Date (100% Review)**

The 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, PaymentNet 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 [4.fedcard.services@jpmchase.com](mailto:4.fedcard.services@jpmchase.com) if 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.

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**Cash Advance by Hierarchy (100% Review)**

The 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, PaymentNet 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. 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 16<sup>th</sup> 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 Payment Net 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).

**Declines (100% Review)**

The Declines 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.

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 16<sup>th</sup> of the month as part of the monthly monitoring.
2. Send an e-mail to any employee who has declines for unauthorized purchases

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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.

### **Transaction Detail by Hierarchy (Statistical Sample)**

The Transaction Detail by Hierarchy 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.

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### Concur Government Edition (CGE) Report

<u>Report Name</u>	<u>Frequency</u>	<u>When to run</u>	<u>Source System</u>	<u>Action required by</u>
Travel Authorization Info (CGE)	Monthly	16th of the month	CGE	SP

#### 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 16<sup>th</sup> 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 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 TA to the transaction (i.e., an employee takes out a cash advance three days prior to first day of travel).

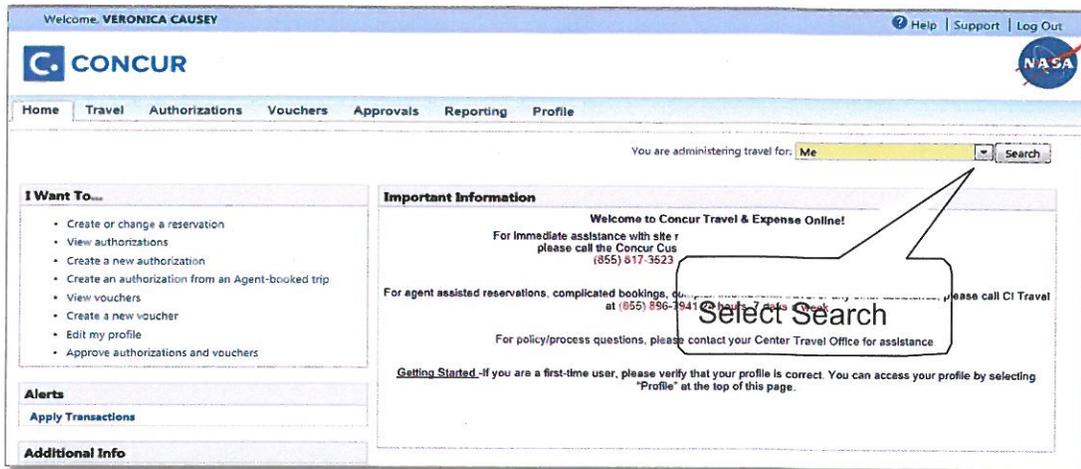
#### CGE Search/Audit Tool

This tool is an aid in the search, research and analysis of transactions for authorized travel.

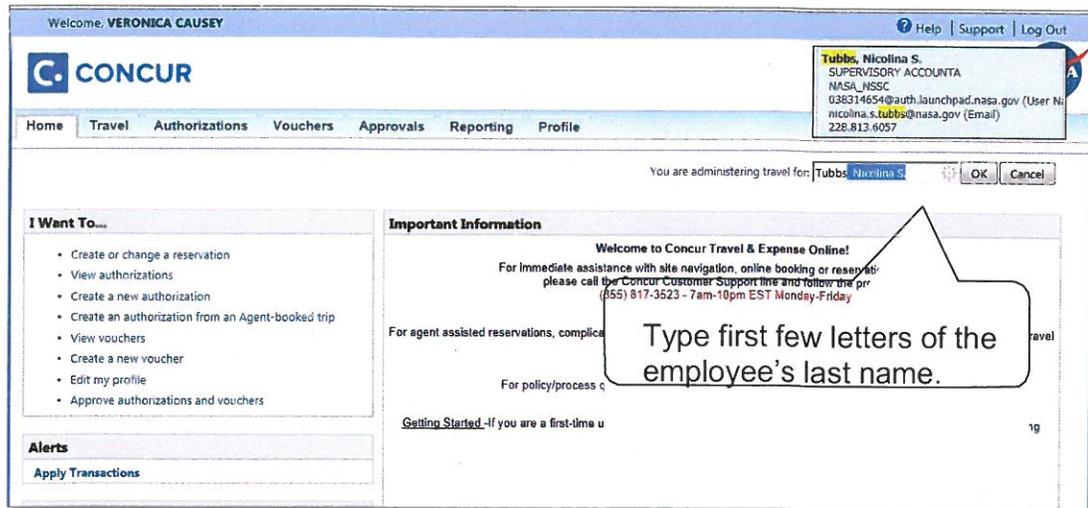
1. Log into CGE
2. The following are steps to utilize the document search function in CGE to verify that a valid TA exists for a travel card transaction.

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3. Click Search to activate the search tool.



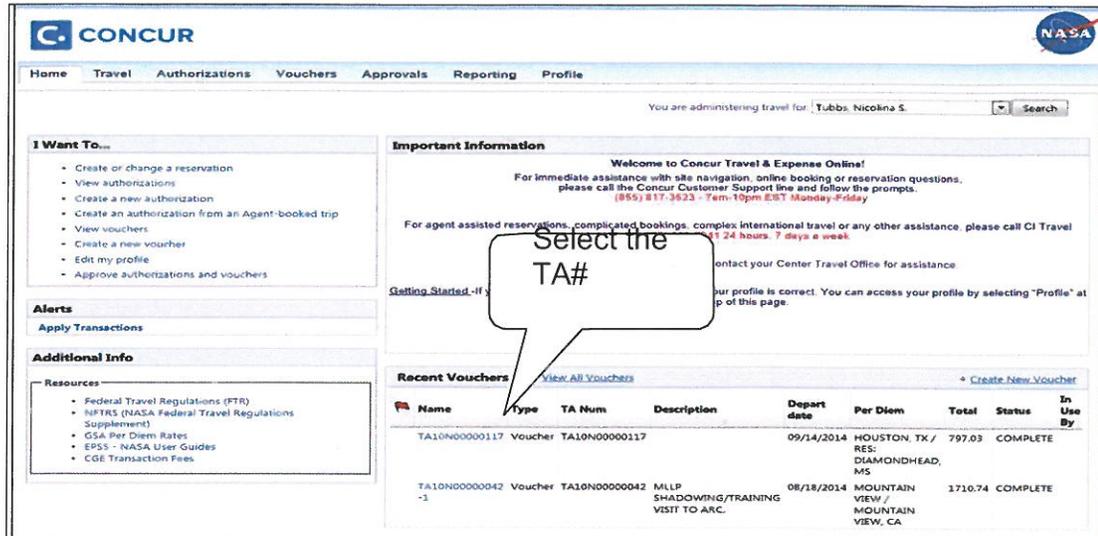
4. Type in the first few letters of the employee's last name. CGE will begin to auto populate a box listing all employees that matches the criteria.



5. Click the name of the employee from the result box and click OK. The search produces a list of all the authorized travel documents.

6. The search produces a list of all the authorized travel documents.

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- 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.]

### Visa IntelliLink Reports

Report Name	Frequency	When to run	Source System	Action required by
Cash Withdrawal with No Associated Travel	Monthly	19th of the month	IntelliLink	SP
Credit card transaction report	Monthly	19th of the month	IntelliLink	SP
Multiple Delinquency Report	Monthly	19th of the month	IntelliLink	SP
Transaction in Blocked MCC	Monthly	19th of the month	IntelliLink	SP

Note: All reports and subsequent correspondence, including e-mails and documentation of phone calls, should be retained by the Center APC for six years and three months.

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.

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#### Cash Withdrawal with No Associated Travel (100% Review)

This report is used to identify those cardholders that have made cash withdrawals with no authorized travel.

1. E-mail the cardholder for clarification/justification on the cash withdrawal. If abuse/misuse is 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.
2. 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.

#### Credit Card Transaction (100% Review)

The Credit Card Transaction report lists each transaction and total dollar amount for each transaction. Transactions and payments, as well as, any bank transactions are included. The report lists: Tran Date, Post Date, Billing Amount, and Supplier Name.

1. 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.
2. 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. 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.
  - b. 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.

#### Multiple Delinquencies Report (100% review)

This report is used to identify those cardholders that have multiple delinquencies.

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1. Send an e-mail to the cardholder and supervisor to inquire about the balances due and whether the card is still needed. The approving official will need to provide a written justification to the CAPC as to why the account should remain open and active. Copy the Lead APC; NSSC Chief, Human Resources (HR); NSSC Travel Lead; Chief, Financial Accounting Executive Services Branch (FAESB); as well, as the NSSC Chief, FMD.
2. If card is no longer needed, close the account.
3. Notify the cardholder that they will need to re-apply for a card if it is determined that a card is needed in the future.

### Transactions in Blocked MCC (100% Review)

Results of any items that appear on the Transactions in Blocked MCC's Report should be followed up on to determine if:

1. Proper authority was requested prior to the transaction being forced through by the vendor
2. The transaction is related to fraud or if the transaction was initiated by the cardholder
3. The transaction is fraudulent, then coordinate with the bank and cardholder to block the account and issue a new charge card
4. The transaction is an inappropriate charge initiated by the cardholder; notify the employee's supervisor as well as Chief, NSSC HR. Disciplinary action may be taken based upon HR/supervisor discussions.

Note: Abuse/misuse has occurred if transactions were attempted or posted that are contrary to/do not comply with rules, regulations and guidelines.

Note: All reports and subsequent correspondence, including e-mails and documentation of phone calls, should be retained by the Center APC for six years and three months.

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.

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## SERVICE PROVIDER SUPPORT FUNCTIONS – DRD 3.1-11

The SP will provide support to the NSSC APC Travel Card duties by running all monthly reports from the following systems:

- [J.P. Morgan PaymentNet](#)
- [Visa IntelliLink](#)
- [Concur Government Edition \(CGE\)](#)

Data Requirements Document (DRD) is due 15 days after the end of the billing cycle (usually the 16<sup>th</sup> of the month).

All monthly reports are to be run according to the following schedule:

<u>Report Name</u>	<u>Frequency</u>	<u>When to run</u>	<u>Source System</u>	<u>Action required by</u>
45 Day Report	Monthly	1st of the month	PaymentNet	SP
Accounts Renewing Within Three Months	Monthly	16th of the month	PaymentNet	SP
Account Activity with Hierarchies Report-Local Use - LA	Monthly	16th of the month	PaymentNet	SP
Account Activity with Hierarchies Report-Local Use - MS	Monthly	16th of the month	PaymentNet	SP
Account and Employee Hierarchy	Monthly	16th of the month	PaymentNet	SP
Cardholder Status with Hierarchy and Closed Date	Monthly	16th of the month	PaymentNet	SP
Cash Advance by Hierarchy	Monthly	16th of the month	PaymentNet	SP
Declines	Monthly	16th of the month	PaymentNet	SP
Delinquencies with Current Balance	Monthly	16th of the month	PaymentNet	SP
Transaction Detail by Hierarchy Report	Monthly	16th of the month	PaymentNet	SP
Travel Authorization Info (CGE)	Monthly	16th of the month	CGE	SP
Cash Withdrawal with No Associated Travel	Monthly	19th of the month	IntelliLink	SP
Credit card transaction report	Monthly	19th of the month	IntelliLink	SP
Multiple Delinquency Report	Monthly	19th of the month	IntelliLink	SP
Transaction in Blocked MCC	Monthly	19th of the month	IntelliLink	SP

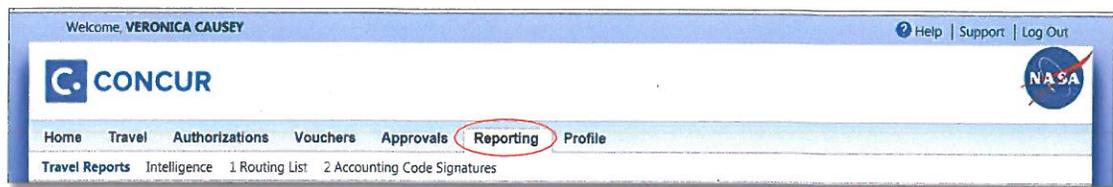
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All monthly reports must be saved to the following path: *N:\Financial Accounting Branch\Travel Card\NSSC JP Morgan Chase\NSSC APC - Monthly Reports\Monthly Reports\{current Year Month}*

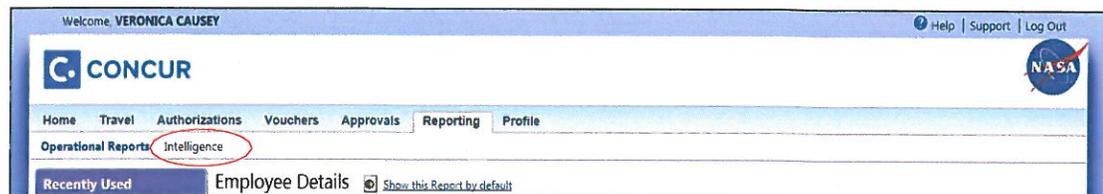
### Run CGE Report

Report Name	Frequen	When to	Source	Action required
Travel Authorization Info	Monthly	16th of the	CGE	SP

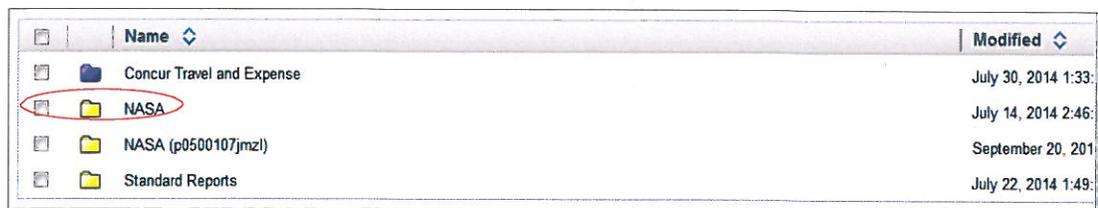
1. Log into [Concur Government Edition \(CGE\)](#).
2. Click the Reporting tab



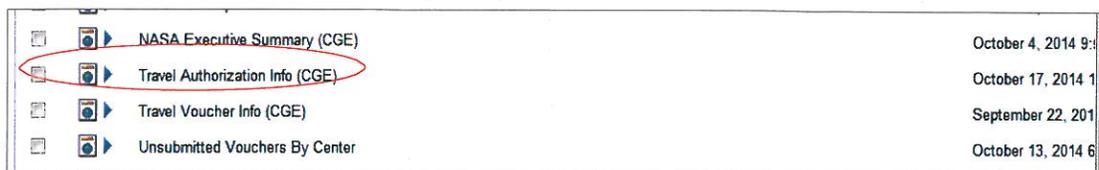
3. Click the Intelligence Link



4. Click the NASA folder (Hint: The title of the folder is the hyperlink.)



5. Click Travel Authorization Info (CGE)



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6. Make the following selections:
  - a. NASA Center: Select NSSC
  - b. Report Dates: [Note: The monthly billing cycle begins on the 16<sup>th</sup> of the previous month and ends on the 15<sup>th</sup> of the current month. [Hint: Select dates three days prior to and after the billing cycle ends. There may be transactions that post near the start of the billing cycle for travel that was authorized to end three days prior to the beginning of the billing cycle. Also, travelers are allowed to withdraw an advance three days prior to the beginning of their travel. There may be ATM advances that post toward the end of the current billing cycle for travel authorized to begin three days after the billing cycle ends.]
  - c. Authorization Status: Only select Authorized (both)
  - d. Travel Arranger Definition: Select the Last Person to Sign the Document
  - e. Summary: Select Yes, Include the Summary
  - f. Accounting Codes: Select No, Exclude Accounting Codes
7. Click Finish.

**NASA Travel Authorization Info (CGE)**

Please make selections below, then click the **Finish** button to execute the report.

**NASA Center**

**Report Dates**  
 From Departure Date  
 Oct 13, 2014  
 Earliest date  
 To Departure Date  
 Nov 18, 2014  
 Latest date

**Authorization Status\***  
 ACTUALS REVIEW  
 APPROVED  
 AUTHCANCEL  
 AUTHORIZED  
 AUTHORIZED  
 CANCELLED  
 COMPLETE\_  
 CREATED  
 EAH-FAILED

Select all Deselect all  
 \*Selecting all statuses is the same as selecting no statuses

**Travel Arranger Definition**  
 The first person to sign the document  
 The last person to sign the document

**Summary**  
 Yes, Include the Summary  
 No, Exclude the Summary

**Accounting Codes\***  
 Yes, Include Accounting Codes  
 No, Exclude Accounting Codes  
 \*Not compatible with CSV format

Cancel Finish

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**Travel Authorization Info (CGE)**  
Center: NSSC  
Departures Between Oct 13, 2014 and Nov 19, 2014  
Travel Arranger is the last person to sign the document

Employee Routing List	Travel Authorization Number	Amendment Number	Center	Employee	Purpose	Trip Departure Date	Trip Return Date	Total # of Days	Amount	Destination
10XD000	TA10N00000101	0			Mission (Operational)	Oct 19, 2014	Oct 21, 2014	3	\$1,502.85	WASHINGTON, DISTRICT OF COLUMBIA
10XA000	TA10N00000106	0			Mission (Operational)	Nov 17, 2014	Nov 23, 2014	7	\$804.95	COCOA BEACH, FLORIDA
10XA000	TA10N00000109	0			Mission (Operational)	Oct 20, 2014	Oct 22, 2014	3	\$1,486.30	SANTA CLARA COUNTY, CALIFORNIA
10XA000	TA10N00000113	0			Mission (Operational)	Oct 14, 2014	Oct 16, 2014	3	\$1,793.15	DISTRICT OF COLUMBIA, DISTRICT OF COLUMBIA
10XD042	TA10N00000126	0			Training	Oct 19, 2014	Oct 31, 2014	13	\$2,340.23	WALLOPS ISLAND, VIRGINIA
10XD000	TA10N00000127	0			CONFERENCE	Nov 19, 2014	Nov 20, 2014	2	\$1,742.73	SAN DIEGO, CALIFORNIA
10XD041	TA10N00000138	0			Training	Oct 19, 2014	Nov 6, 2014	19	\$3,132.40	CHINCOTEAGUE, VIRGINIA
10XB013	TA10N00000153	1			Mission (Operational)	Nov 17, 2014	Nov 21, 2014	5	\$1,673.58	BREVARD COUNTY, FLORIDA
10XB012	TA10N00000156	0			Mission (Operational)	Oct 24, 2014	Oct 31, 2014	8	\$1,417.85	COCOA BEACH, FLORIDA
10XD020	TA10N00000161	0			Mission (Operational)	Oct 19, 2014	Oct 22, 2014	4	\$1,155.44	LAS CRUCES, NEW MEXICO
10XB012	TA10N00000162	1			Mission (Operational)	Oct 19, 2014	Oct 24, 2014	6	\$2,774.13	GREENBELT, MARYLAND
10XD042	TA10N00000171	1			Training	Oct 20, 2014	Oct 30, 2014	11	\$1,988.41	HUNTSVILLE, ALABAMA
10XD020	TA10N00000172	0			CONFERENCE	Nov 4, 2014	Nov 5, 2014	2	\$852.33	WASHINGTON, DISTRICT OF COLUMBIA
10XD040	TA10N00000174	0			Mission (Operational)	Oct 18, 2014	Oct 31, 2014	14	\$2,094.67	WASHINGTON, DISTRICT OF COLUMBIA
10XD000	TA10N00000175	0			Mission (Operational)	Oct 21, 2014	Oct 23, 2014	3	\$874.26	HOUSTON, TEXAS

**Travel Authorization Info (CGE)**  
Center: NSSC  
Departures Between Oct 13, 2014 and Nov 18, 2014  
Travel Arranger is the last person to sign the document

Current Status	TA Count	Total Amount
AUTHORIZED	36	\$56,666.03
<b>Overall - Total</b>	<b>36</b>	<b>\$56,666.03</b>

Click dropdown

8. Select View in Excel 2002 Format. [Hint: Info will be on the TA Details 2 tab.]

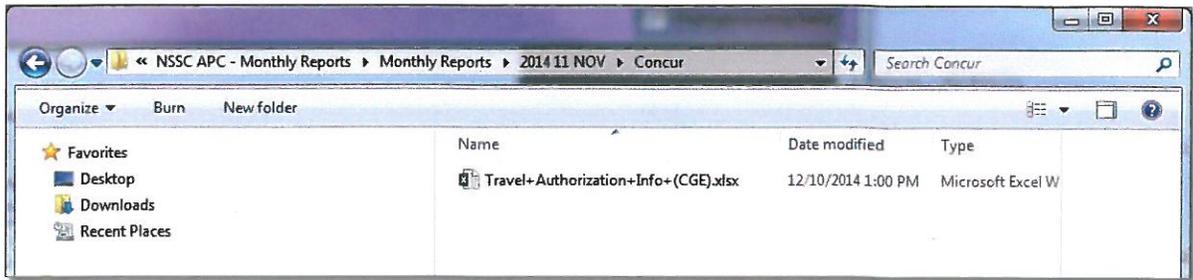
**Travel Authorization Info (CGE)**  
Center: NSSC  
Departures Between Oct 13, 2014 and Nov 18, 2014  
Travel Arranger is the last person to sign the document

Current Status	TA Count	Total Amount
AUTHORIZED	36	\$56,666.03
<b>Overall - Total</b>	<b>36</b>	<b>\$56,666.03</b>

- View in HTML Format
- View in PDF Format
- View in XML Format
- View in Excel Options
- View in Excel 2007 Format**
- View in Excel 2002 Format**
- View in CSV Format

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9. Open the file before saving.
10. Save the report as <3 alpha month> Travel+Authorization+Info+(CGE).xls (do not save as .xlsx) at the following path: ***N:\Financial Accounting Branch\Travel Card\NSSC JP Morgan Chase\NSSC APC - Monthly Reports\Monthly Reports\{current month}\Concur***



### Run IntelliLink Reports

<u>Report Name</u>	<u>Frequency</u>	<u>When to run</u>	<u>Source System</u>	<u>Action required by</u>
Cash Withdrawal with No Associated Travel	Monthly	19th of the month	IntelliLink	SP
Credit card transaction report	Monthly	19th of the month	IntelliLink	SP
Multiple Delinquency Report	Monthly	19th of the month	IntelliLink	SP
Transaction in Blocked MCC	Monthly	19th of the month	IntelliLink	SP

1. Log into [Visa IntelliLink](#).
2. In the top menu, click Reporting.

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- In the Reporting Library screen, locate the report and click Run in the Available Actions column.

View Reports  My Report  System  Company  Card Program

Report Category	Report Type	Report Name	Description	Available Actions
Standard	System	All City Pair Program Tickets Report	Shows all airline transactions with a discounted rate under the City pair program.	Run   Schedule
Standard	System	All Non City Pair Program Tickets	Shows all airline transactions without a discounted rate under the City pair program.	Run   Schedule
Custom	System	BioDiesel Fuel Report	BioDiesel fuel category transactions	Run   Schedule
Standard	System	Cash Withdrawal with No associated Travel	Displays ATM and cash withdrawal transactions that do not have associated travel (air, hotel, car rental) transactions within two weeks before and after the cash withdrawal	Run   Schedule
Custom	My Report	Credit_card_transactions_report	Monthly Transaction Report - NSSC	Run   Schedule

- Specify the report parameters.
  - Organization: 31809 – NASA Shared Services Center
  - Date(s): Click the billing cycle tab and choose the previous billing cycle. (For example: Reporting month is July; therefore, the previous billing cycle is 6/16/15 – 7/15/15.)
  - Click Run.

Organization: 31809 - NASA Shared Services Center

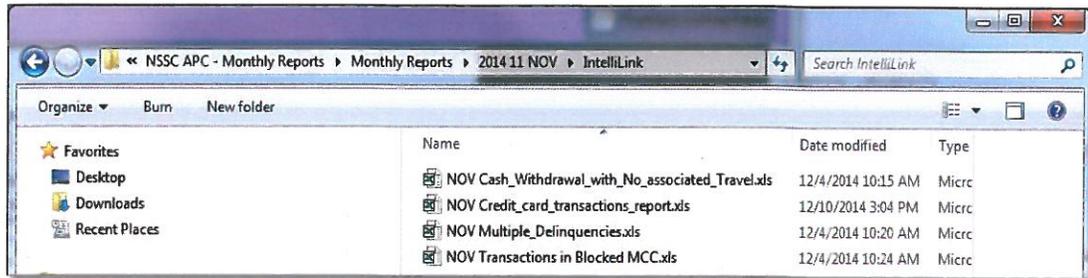
Date(s): Billing Cycle Date Range

\* Select Billing Cycle: 7/16/2015 - 8/15/2015

Click Run → Run

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5. Select a format: Excel (.xls format, not .xlsx)
6. Click Export
7. Save each report in the following path: ***N:\Financial Accounting Branch\Travel Card\NSSC JP Morgan Chase\NSSC APC - Monthly Reports\Monthly Reports\{current month}\IntelliLink.***
8. Save the IntelliLink reports by the following names:
  - a. <3 alpha month> Cash Withdrawal with No Associated Travel
  - b. <3 alpha month> Credit\_card\_transaction\_report
  - c. <3 alpha month> Multiple\_Delinquencies
  - d. <3 alpha month> Transactions in Blocked MCC

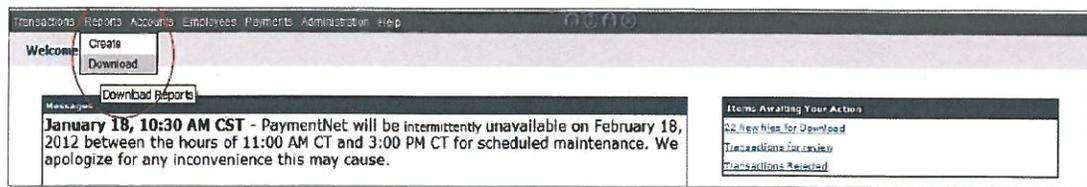


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### Run J.P.Morgan Chase PaymentNet Reports

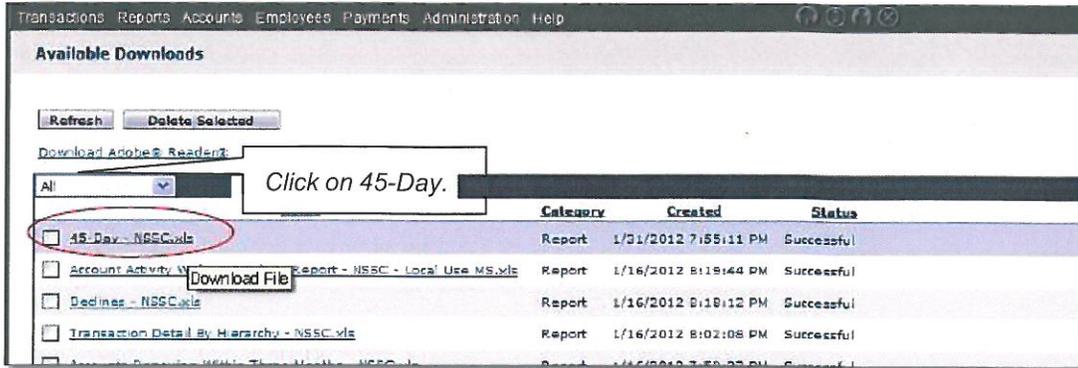
<u>Report Name</u>	<u>Frequency</u>	<u>When to run</u>	<u>Source System</u>	<u>Action required by</u>
45 Day Report	Monthly	1st of the month	PaymentNet	SP
Accounts Renewing Within Three Months	Monthly	16th of the month	PaymentNet	SP
Account Activity with Hierarchies Report-Local Use - LA	Monthly	16th of the month	PaymentNet	SP
Account Activity with Hierarchies Report-Local Use - MS	Monthly	16th of the month	PaymentNet	SP
Account and Employee Hierarchy	Monthly	16th of the month	PaymentNet	SP
Cardholder Status with Hierarchy and Closed Date	Monthly	16th of the month	PaymentNet	SP
Cash Advance by Hierarchy	Monthly	16th of the month	PaymentNet	SP
Declines	Monthly	16th of the month	PaymentNet	SP
Delinquencies with Current Balance	Monthly	16th of the month	PaymentNet	SP
Transaction Detail by Hierarchy Report	Monthly	16th of the month	PaymentNet	SP

1. Log into [JPMorgan Chase PaymentNet](#).
2. In the top menu, click Reports and then click Download. [Hint: The reports can also be accessed in the right box titled *Items Awaiting Your Action*.]

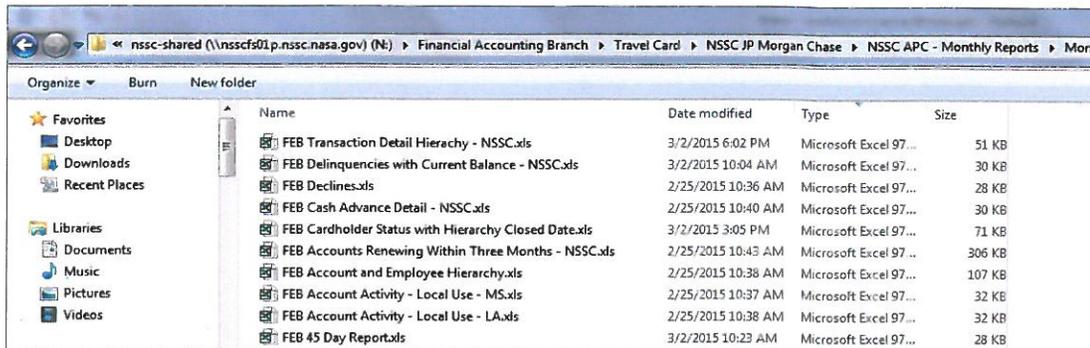


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- Click on the name of the report to download.



- Save each report in the following path: **N:\Financial Accounting Branch\Travel Card\NSSC JP Morgan Chase\NSSC APC - Monthly Reports\Monthly Reports{current month}\PaymentNet.**
- Save the PaymentNet reports by the following names:
  - <3 alpha month> 45 Day Report.xls
  - <3 alpha month> Account Activity – Local Use – LA.xls
  - <3 alpha month> Account Activity – Local Use – MS.xls
  - <3 alpha month> Account and Employee Hierarchy.xls
  - <3 alpha month> Accounts Renewing Within Three Months - NSSC.xls
  - <3 alpha month> Cardholder Status with Hierarchy Closed Date.xls
  - <3 alpha month> Cash Advance Detail - NSSC.xls
  - <3 alpha month> Declines.xls
  - <3 alpha month> Delinquencies with Current Balance - NSSC.xls
  - <3 alpha month> Transaction Detail Hierarchy - NSSC.xls



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## Reconciliation Validation

Prepare 5 Monthly reports to run reconciliations.

### 1. CGE

- a. Run the CGE Travel Authorization Info report. [See CGE Reports within section 4.0.]
- b. Delete all rows above the title row and the footer row.
- c. Delete all columns except the following 4 columns:
  - i. TA Number
  - ii. Employee
  - iii. Trip Departure Date
  - iv. Trip Return Date
- d. Rename columns A through B to the following:
  - i. Document Nbr
  - ii. Traveler
  - iii. Begin Date
  - iv. End Date
- e. Sort data in your report by Document Nbr.
- f. In Column B, remove any middle names, initials and space after the first name.
- g. Format Columns C and D to show dates in this format: mm/dd/yyyy.
- h. IMPORTANT: Delete/remove the first tab. [TA Summary\_1 tab]
- i. Save the file as FedTraveler\_Report and change the Save as Type to Excel 97-2003 Workbook (\*.xls). [Note: File is still being saved as FedTraveler in order to run the macro properly.]
- j. Save the file at the following path: N:\Financial Accounting Branch\Travel Card\NSSC JP Morgan Chase\NSSC APC - Monthly Reports\Monthly Reports\{current month}\Recon

### 2. IntelliLink

- a. Run IntelliLink Credit Card Transaction report. [See Visa IntelliLink Reports within this section.]
- b. Delete all rows above the column title row. [Note you may have to expand some rows to delete them.]
- c. Unmerge columns D and E. Delete column E. [This column should be blank.]
- d. The following fields/columns should remain:
  - i. LastName
  - ii. FirstName
  - iii. TransactionDate
  - iv. PostingDate

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- v. BillingAmount
  - vi. SupplierName
  - e. Save As Credit\_card\_transaction\_report and ensure Save as type is Excel Workbook (\*.xlsx).
  - f. Save the file at the following path: N:\Financial Accounting Branch\Travel Card\NSSC JP Morgan Chase\NSSC APC - Monthly Reports\Monthly Reports\{current month}\Recon.
3. PaymentNet
- a. Run Cash Advance Detail report. [See JPMorgan Chase Program Monitoring Reports within this section.]
    - i. Delete all rows above the column title row. [Note you may have to expand some rows to delete them.] Save As Cash Advance Detail – NSSC and ensure Save As type is Excel 97 – 2003 Workbook (\*.xls).
    - ii. If asked to replace existing file, select yes.
  - b. Run Account Activity – Local Use – LA report. [See JPMorgan Chase Program Monitoring Reports within this section.]
    - i. Delete all rows above the column title row. [Note you may have to expand some rows to delete them.]
    - ii. Delete first row under title columns if entire row is blank.
    - iii. Delete Grand Totals row.
    - iv. Save As Account Activity – Local Use – LA and ensure Save As type is Excel 97 – 2003 Workbook (\*.xls).
    - v. Save the file at the following path: N:\Financial Accounting Branch\Travel Card\NSSC JP Morgan Chase\NSSC APC - Monthly Reports\Monthly Reports\{current month}\Recon.
    - vi. Repeat steps b.i. – b.v. for the MS report and save file as Account Activity – Local Use – MS.

Copy the five reports prepared to run recon reports and paste in the following path: N:\Financial Accounting Branch\Travel Card\Recon Database folder. If the following notification is received: *There is already a file with the same name in this location. Select copy and replace. [Hint: Check the box that states: Do this for the next 4 conflicts to copy and replace all files at once.]*

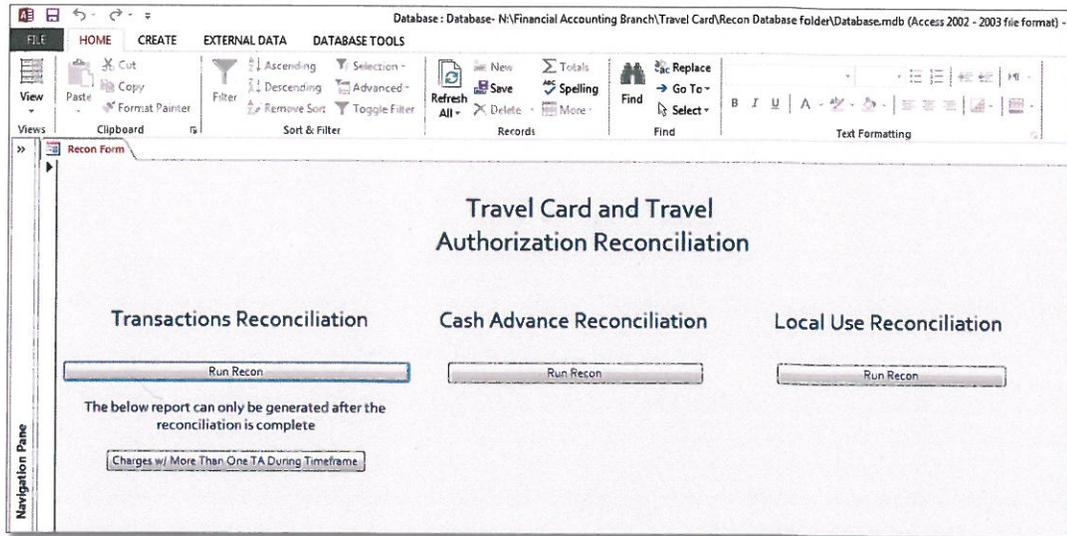
#### Run Travel Card and Travel Authorization Reconciliations

There are three Travel Card and TA Reconciliation Reports:

- Transactions Reconciliation
- Cash Advance Reconciliation
- Local Use Reconciliation

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1. Open Travel Card Recon Database located at the following path:  
**N:\Financial Accounting Branch\Travel Card\Recon Database folder\Database.ldb.** [Note: If you receive a Security Warning, click the Options button and Select Enable Content.]



2. Click Run Recon button.
3. The *Output to* box (Save as box) will appear. Save with the file name that automatically appears with the addition of the first three alpha characters of the current month as a prefix to the file name (ex: **FEB** Final Output Query.xlsx). Save the file in the APC folder of the current month the reports are due:  
**N:\Financial Accounting Branch\Travel Card\NSSC JP Morgan Chase\NSSC APC - Monthly Reports\Monthly Reports\{current month}\APC.**
4. Review report and verify that each line item has been identified with a TA number and travel dates.
5. If there is not a matched TA number, use the CGE audit tool to locate add missing TA number and travel dates. [Hint: Payments and bank charges will not have an assigned TA.] [Note: The Travel Card database will NOT be able to match all IBA transactions to a travel authorization number. If there is a difference in how the employee's name is input in the two systems (CGE and the bank's system), the database will be unable to match a TA to the employee's transactions. Also, if a transaction occurred outside the timeframe of the TA period (+/- one day), the database will be unable to match a TA to the transaction(s) (i.e., an employee takes out a cash advance three days prior to first day of travel). If this is the case, use the CGE audit tool to locate missing TA's.

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6. If a transaction cannot be matched to a TA, highlight this line item and resave report.
7. Repeat steps 2 – 6 for the remaining 2 recons.
8. Notify the Center APC when the Monthly Travel Card Reports are ready for review and acceptance by the 19<sup>th</sup> of each month and for accordance per DRD 3.1-11.

### **Annual Use Review**

#### Infrequent Travelers Review

1. Process the Cardholder Profile Report (PaymentNet) on January 1 (or the next business day) for the previous two years.
2. Identify those cardholders that have had less than three trips during the prior year or no present activity within the last two years.
3. Notify the Center APC when the Infrequent Travelers Review Annual report is ready for review and acceptance by January 15 in accordance with DRD 3.1-11.

#### Frequent Travelers Review

1. Process the Cardholder Profile Report (PaymentNet) on January 1 (or the next business day) for the previous year.
2. Identify those cardholders that have had six or more trips during the prior year.
3. Identify whether the employee is using their travel charge card.
4. Notify the Center APC when the Frequent Travelers Review Annual report is ready for review and acceptance by January 15 in accordance with DRD 3.1-11.

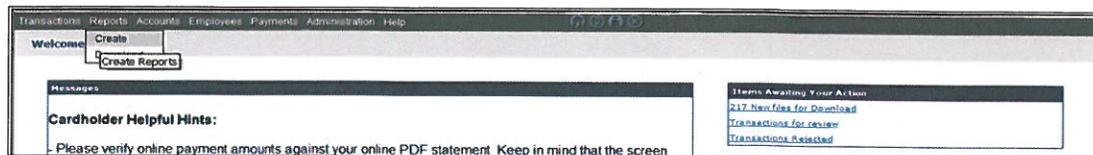
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## APPENDIX A – How to Create Reports

### Create PaymentNet Reports

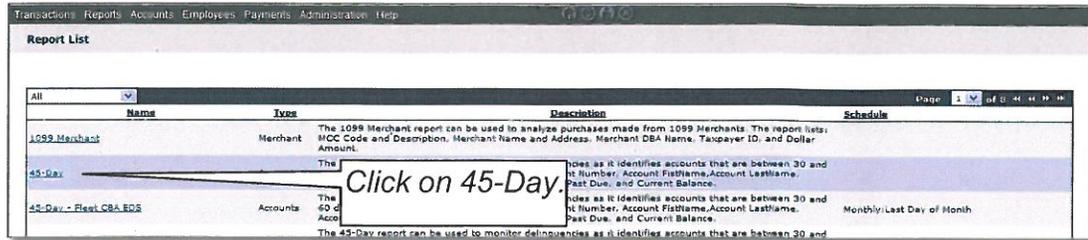
				<u>Action required</u>
45 Day Report	Monthly	1st of the	PaymentNe	S
Accounts Renewing Within Three Months	Monthly	16th of the	PaymentNe	S
Account Activity with Hierarchies Report-Local				
Account Activity with Hierarchies Report-Local				
Account and Employee	Monthly	16th of the	PaymentNe	S
Cardholder Status with Hierarchy and Closed Date	Monthly	16th of the	PaymentNe	S
Cash Advance by Hierarchy	Monthly	16th of the	PaymentNe	S
Declines	Monthly	16th of the	PaymentNe	S
Delinquencies with Current Balance	Monthly	16th of the	PaymentNe	S
Transaction Detail by Hierarchy Report	Monthly	16th of the	PaymentNe	S

1. Log into [PaymentNet](#).
2. In the top menu, select Reports and click on Create. This brings up the list of all available reports in PaymentNet (including any previously saved reports).

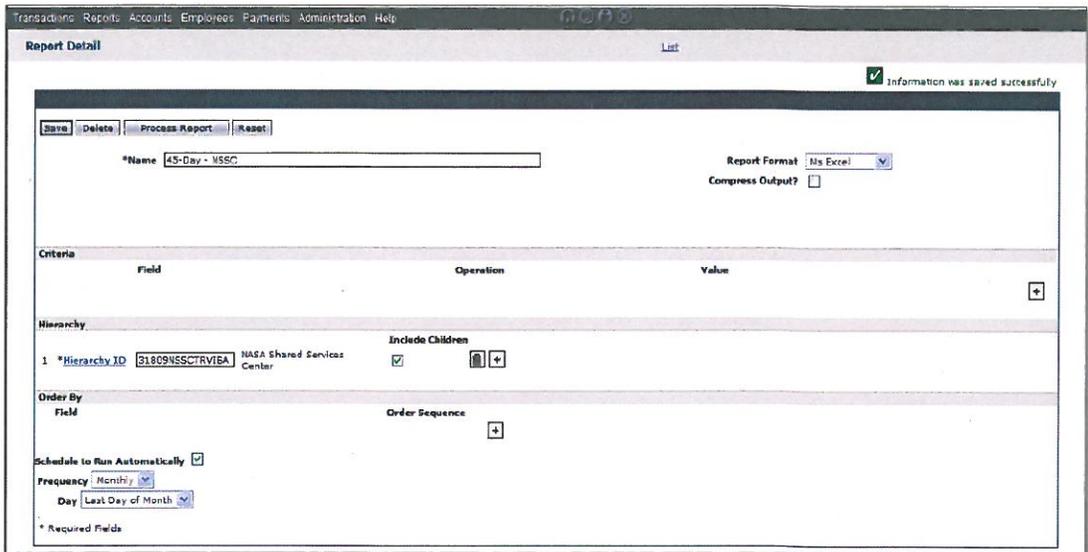


3. In the Report List screen, click on the name of the report. See summary list of reports above with source system listed as PaymentNet. [Note: Use the 45-Day report for this example.]

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4. Complete the following fields in the Report Detail screen.



- Name: Enter new name of report. [Example: 45-Day – NSSC]
- Report Format: Select MS Excel
- Criteria: [skip this field]
- Hierarchy: Click the  (plus sign) icon.
  - Click the Hierarchy ID link.
    - Click  00009NASA NASA
    - Click  21000NASATRV TRAVEL
    - Click  21003TRVIBA TRAVEL IBA
    - Click the link 31809NSSCTRVIBA NASA Shared Services Center
  - Click the box for Include Children
- Order By: Click the box for Schedule to Run Automatically
  - Frequency: Monthly
  - Day: Last Day of Month
- Click the Save button near the top left corner of the Report Detail Screen.

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5. The created report should now be listed in the Report List screen.

Name	Type	Description	Schedule
1099 Merchant	Merchant	The 1099 Merchant report can be used to analyze purchases made from 1099 Merchants. The report lists MCC Code and Description, Merchant Name and Address, Merchant DBA Name, Taxpayer ID, and Dollar Amount.	
45-Day	Accounts	The 45-Day report can be used to monitor delinquencies as it identifies accounts that are between 30 and 60 days past due. The report lists: Hierarchy, Account Number, Account Platform, Account Lastname, Account Status, 30 Days, 60 Days, Number of Days Past Due, and Current Balance.	
45-Day - Fleet CRA EDS	Accounts	The 45-Day report can be used to monitor delinquencies as it identifies accounts that are between 30 and 60 days past due. The report lists: Hierarchy, Account Number, Account Platform, Account Lastname, Account Status, 30 Days, 60 Days, Number of Days Past Due, and Current Balance.	Monthly/Last Day of Month
45-Day - Glenn	Accounts	The 45-Day report can be used to monitor delinquencies as it identifies accounts that are between 30 and 60 days past due. The report lists: Hierarchy, Account Number, Account Platform, Account Lastname, Account Status, 30 Days, 60 Days, Number of Days Past Due, and Current Balance.	Monthly/Last Day of Month
45-Day - NSSC	Accounts	The 45-Day report can be used to monitor delinquencies as it identifies accounts that are between 30 and 60 days past due. The report lists: Hierarchy, Account Number, Account Platform, Account Lastname, Account Status, 30 Days, 60 Days, Number of Days Past Due, and Current Balance.	Monthly/Last Day of Month

Similar steps will be followed to create the remaining Payment reports.

1. In the Report List screen, click the name of the report.
2. Complete the following report details as shown by their respective screen shots for each report:
  - a. Name
  - b. Report Format
  - c. Criteria
  - d. Hierarchy
  - e. Order By
3. Save.

### Accounts Renewing Within Three Months

Report Detail

Save | Delete | Process Report | Reset

\*Name: Accounts Renewing Within Three Months - NSSC

Report Format: Ms Excel

Compress Output?

Criteria	Field	Operation	Value
Hierarchy			
1	*Hierarchy ID	31809NSSCTR1B1A	NASA Shared Services Center
		Include Children	<input checked="" type="checkbox"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>
Order By	Field	Order Sequence	<input type="button" value="Add"/>

Schedule to Run Automatically

Frequency: Monthly

Day: 16

\* Required Fields

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### Account Activity with Hierarchies Report

*Note: This report should be created twice, once for LA and a 2<sup>nd</sup> report for MS. Remember to type or select MS in each area LA is listed in the screen shot below for the MS report.*

Report Detail

Save Delete Process Report Reset

\*Name Account Activity With Hierarchies Report - NSSC - Local Use LA Report Format Ms Excel Compress Output?

Criteria	Field	Operation	Value
1	Transaction Date	Is Relative	Last Period NASA
2	And	Is Equal To	LA

Hierarchy

Hierarchy ID	Name	Include Children
31809NSSCTRVIBA	NASA Shared Services Center	<input checked="" type="checkbox"/>

Order By

Field	Order Sequence
	<input type="checkbox"/>

Schedule to Run Automatically

Frequency Monthly Day 16

### Account and Employee Hierarchy

Report Detail

Save Delete Process Report Reset

\*Name Account and Employee Hierarchy - NSSC Report Format Ms Excel Compress Output?

Criteria	Field	Operation	Value

Hierarchy

Hierarchy ID	Name	Include Children
31809NSSCTRVIBA	NASA Shared Services Center	<input checked="" type="checkbox"/>

Order By

Field	Order Sequence
	<input type="checkbox"/>

Schedule to Run Automatically

Frequency Monthly Day 16

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Cardholder Status with Hierarchy and Closed Date

Transactions Reports Accounts Employees Payments Administration Help

Report Detail Query List

Save Delete Process Report Reset

\*Name Cardholder Status with Hierarchy and Closed Date - NSSC Report Format Ms Excel Compress Output?

Criteria	Field	Operation	Value
+			

Hierarchy

1	*Hierarchy ID	31809NSSCTR1V1BA	NASA Shared Services Center	Include Children	<input checked="" type="checkbox"/>	
---	---------------	------------------	-----------------------------	------------------	-------------------------------------	--

Order By

Field	Order Sequence
	+

Schedule to Run Automatically

Frequency Monthly Day 16

\* Required Fields

Cash Advance Detail by Hierarchy

Transactions Reports Accounts Employees Payments Administration Help

Report Detail List

Save Delete Process Report Reset

\*Name Cash Advance Detail by Hierarchy - NSSC Last Period Report Format Ms Excel Compress Output?

Criteria	Field	Operation	Value
1	Post Date	Is Relative	Last Period NASA
+			

Hierarchy

1	*Hierarchy ID	31809NSSCTR1V1BA	NASA Shared Services Center	Include Children	<input checked="" type="checkbox"/>	
---	---------------	------------------	-----------------------------	------------------	-------------------------------------	--

Order By

Field	Order Sequence
	+

Schedule to Run Automatically

Frequency Monthly Day 16

\* Required Fields

Do not add "Last Period" to title as shown here.

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### Declines

Transactions Reports Accounts Employees Payments Administration Help

Report Detail List

\*Name  Report Format: Ms Excel  
Compress Output?

Criteria	Field	Operation	Value
1	Date	Is Relative	Last Period NASA

Hierarchy

1 \*Hierarchy ID  NASA Shared Services Center Include Children

Order By

Field Order Sequence

Schedule to Run Automatically

Frequency Monthly

Day 16

\* Required Fields

### Delinquencies with Current Balance

Transactions Reports Accounts Employees Payments Administration Help

Report Detail List

\*Name  Report Format: Ms Excel  
Compress Output?

Criteria	Field	Operation	Value
1	Account Status	Is Equal To	Active
2	Or Account Status	Is Equal To	Suspended
3	Or Account Status	Is Equal To	Closed
4	And Status Reason	Is Not Equal To	Bank Initiated - Card will not reissue

Hierarchy

1 \*Hierarchy ID  NASA Shared Services Center Include Children

Order By

Field Order Sequence

Schedule to Run Automatically

Frequency Monthly

Day 16

\* Required Fields

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Transaction Detail by Hierarchy

Create IntelliLink Reports

Report Name	Frequency	When to run	Source System	Action required by
Cash Withdrawal with No Associated Travel	Monthly	19th of the month	IntelliLink	SP
Credit card transaction report	Monthly	19th of the month	IntelliLink	SP
Multiple Delinquency Report	Monthly	19th of the month	IntelliLink	SP
Transaction in Blocked MCC	Monthly	19th of the month	IntelliLink	SP

Three out of the four reports are already system generated reports and only require a manual run each month. These three reports are the following:

1. Cash Withdrawal with No Associated Travel
2. Multiple Delinquency Report
3. Transaction in Blocked MCC

Adhere to the following steps to create the Credit Card Transaction Report:

1. Log into [IntelliLink](#).
2. In the top menu, click Reporting.

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3. In the Reporting menu (right side of screen), click Create/Edit Report.
4. Click Create Custom Report.

The screenshot shows the Visa IntelliLink Compliance Management interface. The 'Reporting' menu is highlighted, and the 'Create Custom Report' and 'Create/Edit Report' options are circled. A table of existing reports is visible below.

Report Category	Report Name	Description	Report Type
Standard	All City Pair Program Tickets Report	Shows all airline transactions with a discounted rate under the City pair program.	System
Standard	All Non City Pair Program Tickets	Shows all airline transactions without a discounted rate under the City pair program.	System

5. In the Create Report screen, complete the following fields:
  - a. Report Title: Credit\_card\_transaction\_report
  - b. Report Type: My Report
  - c. Report Description: Monthly Transaction Report for the NSSC
  - d. Check the box for *Include transactions that do not have enhanced data available*.
  - e. Add the following field information (see screenshot below):
    - i. In field position 1, Select Table: Cardholder and Select Field to Display: LastName
    - ii. In field position 2, Select Table: Cardholder and Select Field to Display: FirstName
    - iii. In field position 3, Select Table: CardTransaction and Select Field to Display: TransactionDate
    - iv. In field position 4, Select Table: CardTransaction and Select Field to Display: PostingDate
    - v. In field position 5, Select Table: CardTransaction and Select Field to Display: BillingAmount
    - vi. In field position 6, Select Table: CardTransaction and Select Field to Display: SupplierName
  - f. Click Save (in the bottom right corner). [Note: Standby until you receive a Save Successful message.]

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Report Details

\* Report Title:

\* Report Type:

\* Report Description:

Include transactions that do not have enhanced data available

**Add Fields**

Delete Field	Select Table	Select Field to Display	Field Position
<input type="checkbox"/>	Cardholder	LastName	1
<input type="checkbox"/>	Cardholder	FirstName	2
<input type="checkbox"/>	CardTransaction	TransactionDate	3
<input type="checkbox"/>	CardTransaction	PostingDate	4
<input type="checkbox"/>	CardTransaction	BillingAmount	5
<input type="checkbox"/>	CardTransaction	SupplierName	6
<input type="checkbox"/>	Add Item	Add Item	7
<input type="checkbox"/>	Add Item	Add Item	8
<input type="checkbox"/>	Add Item	Add Item	9
<input type="checkbox"/>	Add Item	Add Item	10

- Return to the Report Library view by clicking the Reporting tab.
- The report will be listed as Custom in the Report Category column.

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## 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 JPMorgan Chase 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://gov1.paymentnet.com> 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)

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**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 JPMorgan Chase 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 JPMorgan Chase 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

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**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, Level One OCFO POC and Director, Quality Assurance Division should be forwarded to the Chief, Financial Management Division (FMD) and Chief, Travel Branch.

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**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

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### APPENDIX C – Acronyms

APC	Agency Program Coordinator
ATM	Automated Teller Machine
CAPC	Center Agency Program Coordinator
CC	Courtesy Copy
CFR	Code of Federal Regulations
CGE	Concur Government Edition
FAESB	Financial Accounting Executive Services Branch
FMD	Financial Management Division
FMOP	Financial Management Operating Procedures
FTR	Federal Travel Regulations
HR	Human Resources
IBA	Individually Billed Account
LA	Louisiana
MS	Mississippi
NPD	NASA Policy Directive
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OMB	Office of Management and Budget
POC	Point of Contact
QAD	Quality Assurance Division
SP	Service Provider
TA	Travel Authorization

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### APPENDIX D – FMOP Travel Charge Card Chart

Center:	XXX	CAPC NAME:	XXX	Month:	XXX	
Action	Timing	Responsible Office	Reference	Review Complete?	Exceptions?	Explain Exceptions
Conduct Center monthly account monitoring for delinquencies, abuse, and misuse, cash advance and declines	Monthly 16th of each month	CAPCs	6.9.1 / 8.3.4			
Submit results of monthly monitoring (delinquencies, abuse, misuse, cash advances and declines) to Lead APC	By the first of month the cycle end	CAPCs	6.9.3 / 8.3.4			
Coordinate Agency monthly account monitoring for delinquencies, abuse, and misuse, cash advance and declines	Monthly	Level Two APC	6.9.1 / 8.2.5	X	X	X

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E-mail cardholder and supervisor regarding delinquency	Within 2 days	CAPCs	6.11.2 / 8.3.5			
Provide notification to Level One OCFO, Lead APC, NSSC Travel Lead and QAD Director of suspended accounts (61 days delinquent)	As soon as possible	CAPCs	6.12.3.1 / 8.3.1 / 8.3.4 / 8.3.5			
Report delinquencies to Lead APC	Monthly 23rd of each month	CAPCs	6.9.2 / 8.3.1			
Review results of monitoring	Monthly	Level Two APC	6.10.1 / 8.2.5	X	X	X
Prepare Agency Delinquency Report and submit to Level One OCFO	Monthly Submit draft to Level One OCFO by the 27th of each month. Submit final to Level One OCFO by the	Level Two APC	6.10.2 / 8.2.1 / 8.2.2 / 8.2.3	X	X	X
Monitor Separated Employee Use Card Report	Report to Lead APC and QAD Director immediately	CAPCs	6.9.4.3 / 8.3.3			

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Conduct monthly monitoring of transferring and separating cardholders	Monthly By the 5th business day of the month	CAPCs	6.9.4.2 / 8.3.6			
Monitor status of mandatory training for cardholders and approving officials	Quarterly	CAPCs	6.9.5 / 8.2.6			
Monitor status of frequency of travel and associated need for card	Annually	CAPCs	6.9.4.5 / 6.9.6 / 8.3.1			
Prepare Quarterly and Annual OMB Reports	January, April, July, and October Submit to OCFO after 23rd of each quarter/year end Upload to OMBMAX by 25th	Level Two APC	6.10.4 / 8.2.4	X	X	X
Charge Card Management Plan	Posted to OMBMAX by 31 January of each year	Level Two APC	6.10.4 / 8.2.4	X	X	X
Review and approve reports	Monthly, Quarterly and Annually	Level One OCFO	6.10.1 / 6.10.1.1 / 6.10.1.2 / 6.10.1.3 / 8.1.7	X	X	X

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Submit travel card account payment	No later than 25 days after closing date on statement	Employee	6.7.2 / 6.12.1 / 8.6.3	X	X	X
Suspend delinquent accounts	61 calendar days from an unpaid billing date	Contractor	6.7.2.1 / 6.12.3.1 / 8.4.4	X	X	X
Cancel delinquent accounts	121 calendar days from an unpaid billing date or as needed	Contractor	6.7.2.2 / 6.12.3.2 / 6.12.4 / 8.4.5	X	X	X
Charge off delinquent account	181 calendar days from an unpaid billing date	Contractor	6.12.6 / 8.4.6	X	X	X
Review reports from NASA HR for employees separating from NASA	Bi-annually	Level One OCFO	6.8.2.3	X	X	X
Participates in Monthly/Quarterly meetings	Monthly/Quarterly	Level One OCFO	8.1.9	X	X	X
Prepare request for reinstatement package with appropriate forms and documentation	As needed	CAPCs	6.13.1 / 6.13.2 / 6.13.3			

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Review reinstatement package and forward to Contractor if approved to request reinstatement	As needed	Level Two APC	6.13.4			
				X	X	X
Approve request for reinstatement	As needed	Contractor	6.13.6 / 8.4.7			
				X	X	X

LEGEND:

CAPC
LEVEL TWO APC
LEVEL ONE OCFO
EMPLOYEE
CONTRACTOR

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## APPENDIX E – Monthly Travel Card Assurance Review

### TRAVEL CARD ASSURANCE REVIEW

Center:   NSSC  

Statement Period Reviewed (Cycle: \_\_\_\_\_ - \_\_\_\_\_ )

Date Submitted: \_\_\_\_\_

The following reports were reviewed for the Travel Charge Card activity according to the current Agency procedures and no exceptions were found unless otherwise noted:

REPORT NAME	SOURCE SYSTEM	# OF ISSUES IDENTIFIED	ACTIONS TAKEN FOR EACH ISSUE
<b>MONTHLY (JAN - DEC)<sup>1</sup></b>			
DELINQUENCIES WITH CURRENT BALANCE REPORT	PAYMENTNET	_____	
45 DAY REPORT	PAYMENTNET	_____	
CARDHOLDER STATUS WITH HIERARCHY AND CLOSED DATE REPORT	PAYMENTNET	_____	
DECLINES REPORT	PAYMENTNET	_____	
TRANSACTION DETAIL BY HIERARCHY REPORT	PAYMENTNET	_____	
ACCOUNT ACTIVITY WITH HIERARCHIES REPORT – LOCAL USE	PAYMENTNET	_____	
CASH ADVANCE BY HIERARCHY REPORT	PAYMENTNET	_____	

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**TRAVEL CARD ASSURANCE REVIEW**

Center:   NSSC  

Statement Period Reviewed (Cycle: \_\_\_\_\_ - \_\_\_\_\_)

Date Submitted: \_\_\_\_\_

The following reports were reviewed for the Travel Charge Card activity according to the current Agency procedures and no exceptions were found unless otherwise noted:

REPORT NAME	SOURCE SYSTEM	# OF ISSUES IDENTIFIED	ACTIONS TAKEN FOR EACH ISSUE
MANDATORY TRAINING VERIFICATION (APPROVING OFFICIALS)	SATERN	_____	
<b>QUARTERLY (JAN/ APR/ JUL/OCT)</b>			
MANDATORY TRAINING VERIFICATION (CARD HOLDERS)	SATERN	_____	
POTENTIAL MISUSE/ABUSE	PAYMENTNET	_____	
<b>ANNUAL (JAN)</b>			
TRAVEL FREQUENCY VERIFICATION	PAYMENTNET	_____	

Consistent with the guidance set forth by the NASA Financial Management Operating Procedure (FMOP) 97000.1-P01 A.

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## APPENDIX F – Procedures for Salary Offset

### Salary Offset References

- Travel and Transportation Reform Act of 1998- (Public Law 105-264\_ Oct. 19.1998)
- 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 90 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 JPMorgan Chase statement billing cycle on the 17<sup>th</sup> of the month
2. Prepare a list of Center employees that have delinquent balances over 90 days past due and is \$100.00 or greater. This information can be obtained

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- from the PaymentNet Delinquency Report (this report is run currently to monitor delinquencies)
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 JPMorgan Chase Program Coordinator so the account can be scheduled for outside collection by the bank
  8. Notify JPMorgan Chase of any deceased delinquent cardholders
  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 Payment Net Delinquency 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 via the NSSC Customer Contact Center and to the JPMorgan Chase Program Coordinator (at this point the account should be approximately 95 days delinquent)
  11. The e-mail to JPMorgan Chase should request notification from JPMorgan Chase to the Center APC if the cardholder contacts the bank to set up a payment plan or plans to appeal the delinquency
  12. Send Due Process Letter to any cardholders on the new salary offset list by the 22<sup>nd</sup> day of the month
  13. See Attachment A for sample letter
  14. 30 days after the Due Process Letter is sent out (approximately 125 days delinquent), the Center APC checks the salary offset list against the Payment

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Net Delinquency report to:

15. Remove cardholders from the salary offset list who have paid in full
16. Reduce delinquent balances on the salary offset list of those cardholders who have partially paid their past due balances
17. Validate with JPMorgan Chase that the cardholder did not submit an appeal
18. For the cardholder debt that reaches the 125 day delinquency date, the Center APC notifies the delinquent cardholder and JPMC via e-mail that the offset process is going to begin. The Center APC also fills out Department of the Interior (DOI) Form A-19 Request for Administrative Offset of Delinquent Government Credit Card Debt (Attachment B) and faxes the form to DOI within one business day. Lastly, the APC e-mails the Lead APC that an A-19 was faxed to DOI for the specific cardholder
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 JPMorgan Chase 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. (For each late fee assessed by JPMorgan Chase, a separate Dunning letter will need to be sent to the cardholder, followed by a fax of form A-19 addressing only the late fee amount to DOI. This will need to be done for each late fee that is charged to the cardholder's account.)
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 PaymentNet 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 the form.
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.

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**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 JPMorgan Chase Travel Charge Card account ending in XXXXX 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 JPMorgan Chase to stop collection 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.*

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*You have the right to inspect and copy records related to the delinquency, to request JPMorgan Chase 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 JPMorgan Chase directly at XXX-XXXX. You must also contact JPMorgan Chase 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. JPMorgan Chase must report any charges or amount adjustments regarding the delinquent charge card balance offset 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)**

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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

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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.

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**Attachment B: Memorandum to Payroll Operation Division**

Client Interface Manual	Chapter 15 Appendix A
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**MEMORANDUM**

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

**From:** \_\_\_\_\_

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

Please initiate a biweekly payroll deduction to begin pay period \_\_\_\_\_

Employee Name: \_\_\_\_\_

SSN: XXX - XX - \_\_\_\_\_

Amount to be deducted per pay period: \$ \_\_\_\_\_  
(Deduction will be 15% of disposable pay, if no \$ amount)

Total Amount to be Deducted: \$ \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank Address: \_\_\_\_\_  
\_\_\_\_\_

Cardholder's Number: \_\_\_\_\_

Approved by: \_\_\_\_\_

Signature \_\_\_\_\_

Print name \_\_\_\_\_ Telephone Number \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_

Contact Name (If different from Approved by) Telephone Number \_\_\_\_\_

\_\_\_\_\_

Junc 2009 A-19

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**Controlled Unclassified Information**

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### Attachment C: Summary of Process Time Line

1. 17<sup>th</sup> of each month through approximately the 22<sup>nd</sup> of each month, the Center APC will:
  - a. Compare Payment Net Delinquency 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 JPMC, 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. 22<sup>nd</sup> 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 JPMorgan Chase 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. 10<sup>th</sup> of the following month listed in paragraph 2:
  - a. Center APC reviews monthly Payment Net 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.*

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## APPENDIX G – External Audit Documentation Pull and Request for Extension

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To obtain information on the External Audit Documentation Pull and Request for Extension, access the link to [Financial Management Division / Internal Review Work Instructions and Procedures](#), Document # NSPWI-9000-0003 or copy and paste the URL into your Web browser:  
[https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=2087212&rev=\\$latest](https://dm.nssc.nasa.gov/servlet/dm.web.Fetch?did=2087212&rev=$latest)