



**NASA Advisory Implementing Instruction
NAII 9700.1 Travel Cards Issue
Effective: 03/23/2016**

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1 Purpose

- 1.1 The purpose of this NASA Advisory Implementing Instruction (NAII) is to provide NASA Centers with procedures for the management of the travel card program as required by Federal Travel Regulation (FTR), Chapter 301-51 and Office of Management and Budget (OMB) Circular A-123, Appendix B – Improving the Management of Government Charge Card Programs, located at: http://www.whitehouse.gov/omb/assets/agencyinformation_circulars_pdf/a123_appendix_b.pdf. All federal employees are required to use the official government travel card, for all government travel relating expenses such as lodging, meals and rental cars.
- 1.2 This NAII will be updated as changes occur within the travel card program.

2 Applicability

- 2.1 This NAII applies to NASA Headquarters and NASA Centers, including Component Facilities and Technical Service Support Centers.

3 Scope

- 3.1 The General Services Administration's (GSA's) Government-wide travel card program, the [GSA SmartPay Program](#), offers employees travel cards to pay for official travel expenses while in a temporary duty (TDY) travel status. The Individually-billed accounts (IBAs), known as travel cards, are issued to employees to pay for official travel expenses such as meals, lodging and rental vehicles. The Government reimburses employees for authorized official expenses at the end of their TDY. Employees are responsible for paying the bank upon receipt of their travel card statement.
- 3.2 Responsibility for establishing and maintaining NASA's travel card program is divided among three levels.
 - 3.2.1. Level One: The NASA Office of the Chief Financial Officer (OCFO), Financial Management Division, (FMD), Data Analysis Branch (DAB) serves as the senior point of contact for the development and implementation of NASA travel card policy, regulations, procedures, and other guidance. In addition, the DAB is responsible for conducting periodic reviews of travel card internal controls and reporting NASA travel card statistics, deficiencies, corrective actions, and improvements.
 - 3.2.2. Level Two: The Agency Program Coordinator (APC) is responsible for conducting operations required to support effective agency-wide travel card processes, such as regular monitoring and oversight of Level Three compliance. The NASA Shared Services Center (NSSC) has been designated as the NASA Level Two APC.
 - 3.2.3. Level Three: Each NASA Center appoints a Center Agency Program Coordinator (CAPC) to facilitate and oversee the travel card program at the Center. CAPCs are also responsible for conducting regular monitoring and oversight of their Center travel cardholders and reporting to the Level Two APC.

4 References

- 4.1 41 C.F.R. §§ 300-304, Federal Travel Regulation (FTR)
- 4.2 Office of Management and Budget (OMB) Circular A-123, Appendix B
- 4.3 NASA Procedural Requirements (NPR) 9700.1, Travel



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4.4 NASA Procedural Document (NPD) 9070.2 , Government Charge Cards

5 Process Map

5.1 Figure 1 displays the high-level travel card process.

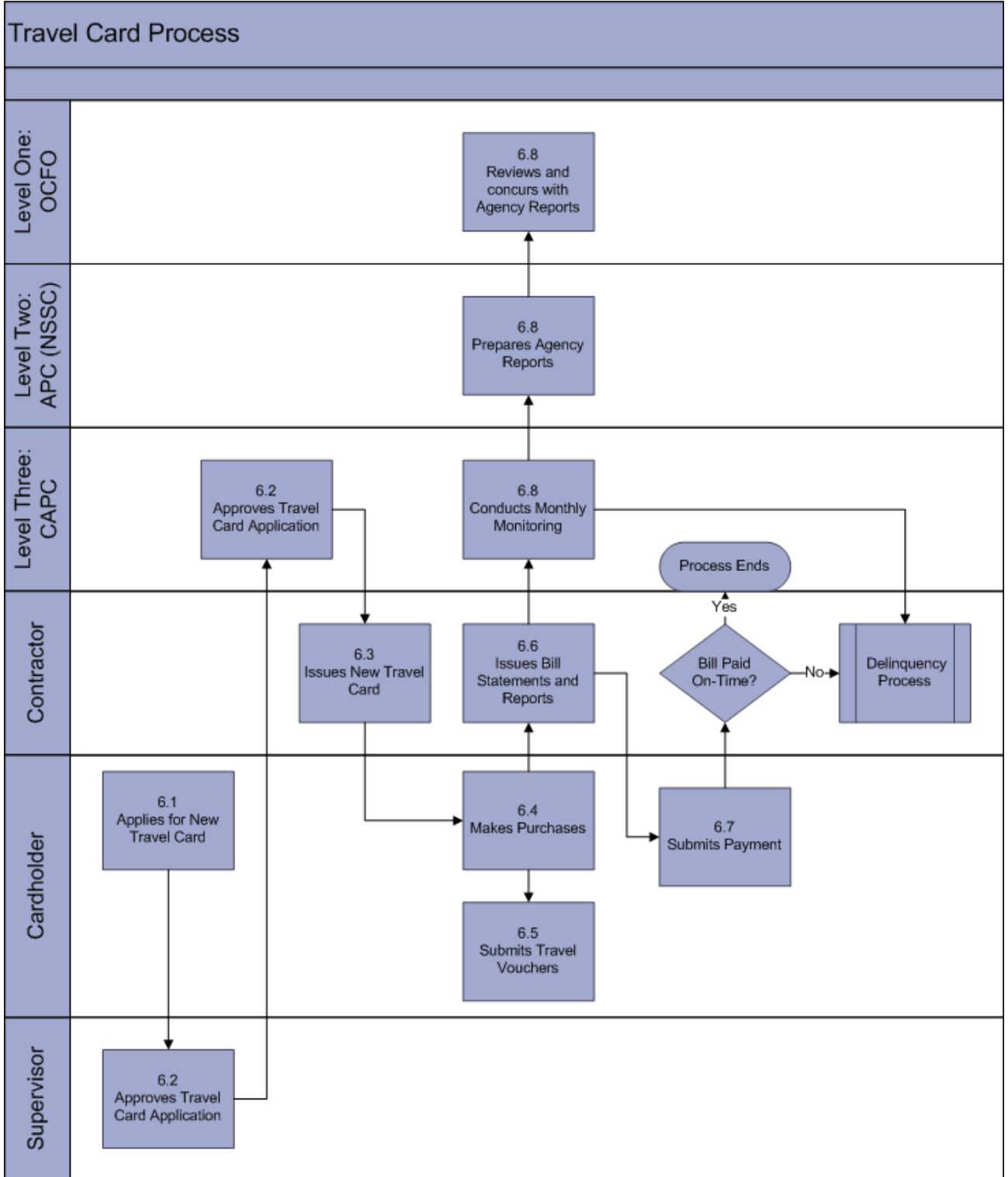


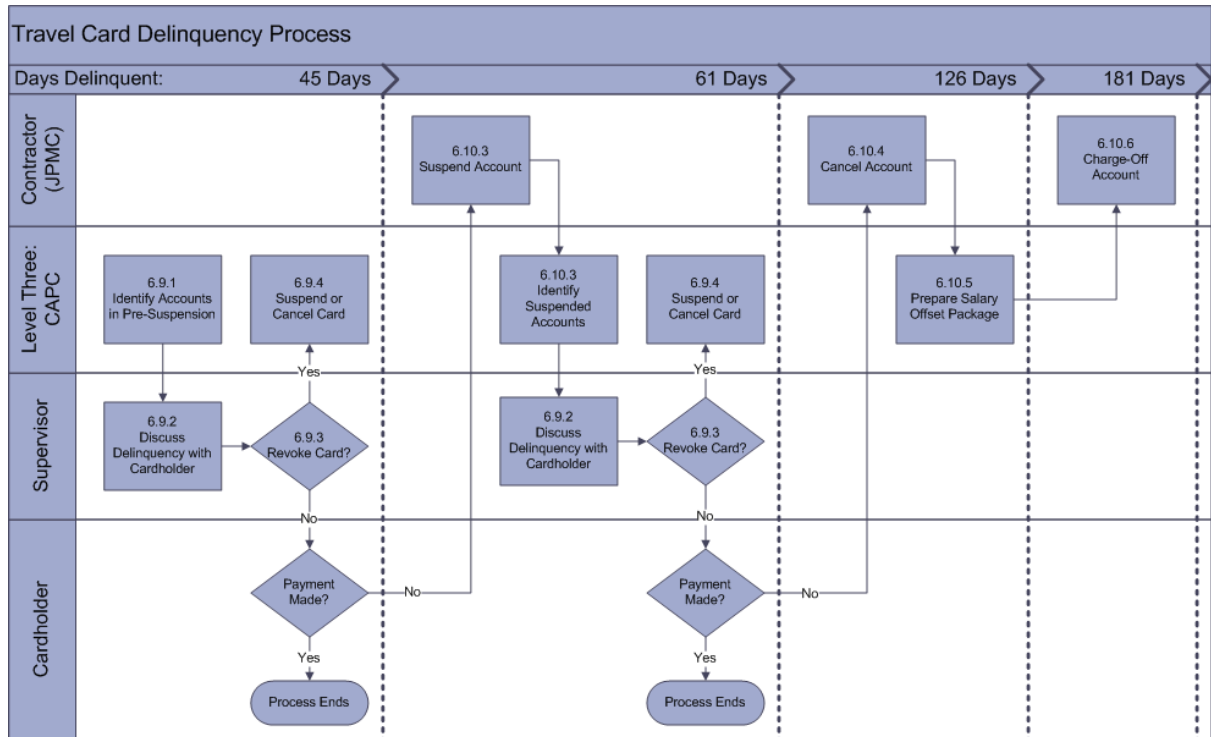
Figure 1: High-Level Travel Card Process



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5.2 Figure 2 displays the process required for handling delinquent travel card accounts.

Figure 2: Delinquent Travel Card Account Process





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5.3 Figure 3 displays the process required for conducting travel card monitoring.

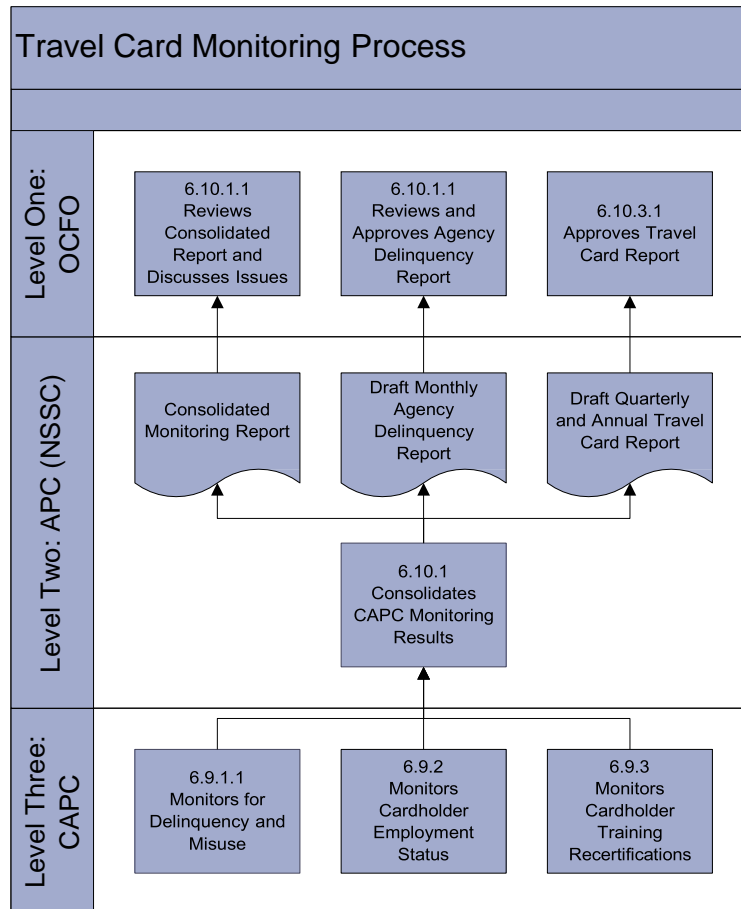


Figure 3: Travel Card Monitoring Account Process

6 Actions/Frequency of Execution, Process Steps

6.1 APPLY FOR A TRAVEL CARD

- 6.1.1. Prior to applying for a travel card, all employees must complete the SATERN course "HQ-CD_TRAVELCARD (GOVERNMENT TRAVEL CARD)." If SATERN is unavailable, the employee must complete hard copy training.
 - 6.1.1.1. Employee must provide proof of training to the CAPC, either hard or soft copy.
 - 6.1.1.2. Refresher travel card training is required every three years once taken.
- 6.1.2. Once the mandatory training is complete, the employee should refer to the NSSC Travel website:
https://www.nssc.nasa.gov/portal/site/customerservice/menuitem.d44a79b2_0be2fe500a0c69104dd72749/ for detailed information regarding travel card application procedures.
- 6.1.3. Employees must contact their CAPC to obtain instructions on accessing the online application system or hard copy application form.



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- 6.1.3.1. The employee must read the acknowledgement statement and agreement before submitting the application. The acknowledgement statement and agreement binds the employee to the policies, procedures, and other instructions issued by the Agency, Center and Contractor (JPMC) concerning the use of the travel card.
- 6.1.3.2. The employee is required to provide his or her address in the application. If a request is made for an expedited card, the employee must not use a Post Office (P.O.) Box address as the card requires the employee's signature upon receipt and cannot be delivered without a physical location.
- 6.1.3.3. Normal travel card processing requires approximately 7 to 10 business days. If the employee's travel card application requires expedited services, he or she should notify the CAPC. Rush cards will be mailed via Federal Express to the address of record unless an alternate address is provided. Expedited travel card processing is usually completed in approximately 3 to 5 business days.

6.2 APPROVE THE TRAVEL CARD APPLICATION

- 6.2.1. Prior to approval of the travel card for the employee, the employee's supervisor (first-line individual) is responsible for making sure the employee expects to travel at least three times per year, and that the limit amount on the card is established according to the employee travel needs.
- 6.2.2. The employee's supervisor (first-line individual) is responsible for direct oversight of the employee and will receive an e-mail message from "ccs.automation.jpmchase.com" indicating there is an online travel card application to review and approve, if an on-line application was approved.
- 6.2.3. The supervisor will review the online/hard copy travel card application for completeness and will approve or reject the online/hard copy travel card application.
 - 6.2.3.1. If the supervisor rejects the application, he or she should communicate the reason to the employee.
 - 6.2.3.2. If the supervisor approves the application, it will be routed to the appropriate CAPC.
- 6.2.4. The CAPC will verify that the person applying for a travel card is a NASA employee, not a contractor or invitational traveler.
 - 6.2.4.1. Employees from other Government agencies on detail to NASA are required to apply for a travel card within their respective agency.
 - 6.2.4.2. Exceptions:
 - Military Personnel: Military Personnel on detail to NASA performing services for NASA under the guidelines of the NPD 3280.3J may be issued a NASA Government Travel Card for use.



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- Non Federal Employees on IPA assignment to NASA: Non-federal employees on an Intergovernmental Personnel Act (IPA) are authorized to apply for a governmental credit card and must comply with the FTR and NPR travel requirements.

6.2.5. The CAPC will confirm whether the employee has had a previous NASA travel card cancelled for misuse or delinquency. If a history of misuse exists, the CAPC will determine whether to allow the employee to apply for a restricted card, or will deny the application.

6.2.6. If no history of misuse exists, the CAPC will then verify that the travel card application is complete, has been approved by the employee's supervisor, and the employee has completed the mandatory training. A copy of the training certificate must be received by the CAPC before the travel card application can be submitted to the Travel Card Contractor (the Contractor) for processing.

6.2.6.1. If the CAPC rejects the application, he or she should communicate the reason to the employee and employee's supervisor.

6.2.6.2. If the CAPC approves the application, it will be routed to the Contractor for processing, along with any special instructions (i.e., request for expedited travel card.)

6.3 ISSUE A NEW TRAVEL CARD

6.3.1. Once the Contractor receives the approved application from the NASA CAPC, it will review the travel card application for completeness. If any issues are identified, the Contractor will reject the application and notify the employee. If it is an electronic application, notify the CAPC. If it is a paper application, resubmit the entire application.

6.3.2. In accordance with OMB Circular A-123, Appendix B, Chapter 6, *Credit Worthiness*, the Contractor will conduct a Credit Worthiness Check for all applicants that agree to it. Employees with average or high credit will receive a pass identifier. Employees who have a below average credit score will receive a restricted identifier.

6.3.2.1. The Credit Worthiness Check will appear on an individual's credit report as a "soft inquiry" and will not adversely affect the employee's credit score.

6.3.2.2. Employees assigned a pass identifier will be issued a travel card with a \$10,000 credit limit.

6.3.2.3. Employees assigned a restricted identifier, or those that do not agree to the credit check will be issued a travel card with a \$5,000 credit limit. Travel cards issued with a restricted identifier cannot be permanently increased.

6.3.2.4. Temporary credit limit increases on a restricted card will be worked through Center CFO's with notification to the APCs and will be evaluated monthly by the APC.



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- 6.3.2.5. ATM cash advances are limited to \$320.00 per week for domestic travel and \$1,550 per week for foreign and extended travel.
- 6.3.2.6. ATM advances should be limited to per diem amounts and miscellaneous expenses.
- 6.3.3. The Contractor will mail the travel card to the employee address noted in the application. The employee must sign the back of the card and activate the card within 60 days.
- 6.3.4. Upon receipt of the travel card, cardholders should exercise care and responsibility for the security of the travel card by:
 - 6.3.4.1. Not giving the account number or expiration date to anyone but a travel service provider;
 - 6.3.4.2. Not allowing others to store or keep the travel card; and
 - 6.3.4.3. Exercising the same care in incurring expenses that a prudent person would exercise if traveling on personal business.
- 6.3.5. Employees will also receive a Personal Identification Number (PIN) that will allow them to use their travel card to obtain cash from Automated Teller Machines (ATMs).
- 6.3.6. Once the employee receives the travel card, he or she is continuously responsible for ensuring that:
 - 6.3.6.1. The travel card balance is paid in full each month; regardless of whether the charges exceed the amount reimbursable under the FTR and NASA travel regulations; charges to the card that are not related to official travel will need further clarification and justification from traveler and approving official. The travel card is for official Government travel and ancillary travel related expenses consistent with NASA travel policy while in official travel status.
 - 6.3.6.2. The travel card charges or ATM cash withdrawals are used for official travel expenses only;
 - 6.3.6.3. The Contractor will be notified immediately if the travel card is lost, stolen, or compromised;
 - 6.3.6.4. The Contractor will be notified immediately of cardholder name or address changes;
 - 6.3.6.5. The CAPC will be notified upon cardholder separation from NASA or Government service in order for the travel card to be cancelled;
 - 6.3.6.6. The CAPC will be notified upon transfer to another Center within NASA in order for the travel card accountability to be transferred to the appropriate Center; and
 - 6.3.6.7. Refresher travel card training is successfully completed every three years, as mandated in NPR 9700.1, and is monitored by the servicing CAPC. If SATERN training



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is not completed, the supervisor will be notified and further action may be taken.

6.3.7. CAPC verifies cardholder activation of new charge card:

6.3.7.1. CAPC will review all information in PaymentNet to ensure applications are correct. If the cardholder has not activated within 60 days, send reminder email to employee and supervisor that card will be closed in 30 days if not activated.

6.4 MAKE TRAVEL CARD PURCHASES

6.4.1. Once the travel card is activated the cardholder may begin using it for official government travel.

6.4.2. Travel cardholders are responsible for reporting lost or stolen travel cards immediately, even if the account number is unknown.

6.4.2.1. The cardholder should first contact the Contractor at the number listed on the back of official travel card. The cardholder should then contact his/her CAPC by phone or email.

6.4.2.2. Once the travel card has been officially reported as lost or stolen, the travel card will be blocked by the Contractor to guard against unauthorized usage. A new travel card with a new account number will be ordered within 24 hours (48 hours if the cardholder is located outside of the United States). Prompt action will reduce fraudulent charges. Any previous authorized activity, disputed and undisputed, will be transferred to the new account number.

6.5 SUBMIT TRAVEL VOUCHERS

6.5.1. Employees are required to submit travel vouchers in the automated travel system within five (5) business days after the completion of travel, or every thirty (30) days if on extended temporary duty (TDY).

6.5.1.1. Employees are responsible for paying their travel card bills on time, regardless of whether they have been reimbursed for their vouchers by NASA.

6.5.1.2. Although the card may be used for charges that would be difficult to separate from allowable travel expenses, reimbursement for those charges will not be permitted (e.g., an in-room movie rental charge on a hotel receipt).

6.6 ISSUE BILLING STATEMENTS AND REPORTS

6.6.1. On a monthly basis, the Contractor will issue billing statements directly to each employee that has transactions to his or her travel card or has an outstanding balance from previous months.

6.6.2. The Contractor will ensure that any charges made in a foreign currency will be converted into U.S. dollars on the travel card statement. The conversion rate used will be at least as favorable as an interbank rate or, where required by law, an official rate. The conversion rate will be the one in existence at the time the transaction is processed.



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6.7 SUBMIT PAYMENTS

- 6.7.1. The travel cardholder is required to submit payment, in full, of all balances on his or her travel card account, regardless of whether travel voucher reimbursements have been received.
- 6.7.2. Payment should be submitted immediately upon receipt of the travel card statement, but no later than 25 calendar days from the closing date on the statement in which the charge(s) appeared.
- 6.7.2.1. Travel card accounts that are 61 – 120 days past due from the statement date will be suspended by the Contractor until payment is made.
- 6.7.2.2. Travel card accounts that are 121 days or more past due from the statement date will be cancelled.
- 6.7.3. Travel cardholders are responsible for disputing charges to the Contractor immediately using the PaymentNet system, or by contacting the bank using the telephone number on the back of their card.
- 6.7.3.1. All disputes must be reported to the Contractor no later than ninety (90) days from the date the transaction was charged. If the disputed charge is not reported within 90 days, the employee will be liable for payment of the charge.
- 6.7.3.2. Each dispute report must include the following information:
- Cardholder name as it appears on the travel card
 - Account number
 - Reference number of the disputed charges
 - Establishment where charge was incurred
 - Amount of charge
 - Statement date
- 6.7.3.3. The employee will be required to sign an affidavit of forgery stating he or she did not make the disputed charges. If the employee fails to complete the affidavit of forgery, he or she will be liable for payment of the charge.

6.8 CLOSE TRAVEL CARD ACCOUNTS FOR DEPARTING EMPLOYEES

- 6.8.1. If an employee is transferring to another Center within NASA, the losing CAPC sends an e-mail to the bank vendor requesting a transfer. The losing CAPC also sends an e-mail notification to the gaining CAPC within the same month that an employee transfers to ensure that monitoring responsibility is transferred to the appropriate CAPC for the cardholder's new Center. The CAPC should not cancel the employee's travel card account.
- 6.8.2. If an employee is leaving Federal service, retiring, or transferring to another Government agency, he or she is responsible for returning the travel card to the CAPC for cancellation prior to the date of separation.



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- 6.8.2.1. The CAPC must sign the employee's "NASA Checkout Checklist" confirming the card has been returned prior to the employee's departure. The CAPC also discusses the card balance with the employee and obtains their commitment to pay it in full upon receipt of the statement.
- 6.8.2.2. CAPCs are required to cancel accounts using the PaymentNet system within the same month that an employee leaves Federal Government service or transfers to another Federal Government agency outside of NASA. The CAPC will be responsible for requesting (on a monthly basis) a list of those employees (through the Centers HR contact) that leave the Federal Government or transfer to another Federal Government agency. The CAPC must send confirmation email to the APC on the last day of each month.
- 6.8.2.3. Agency Level One (DAB) will be responsible for conducting periodic reviews (bi-annually) on reports received from NASA Human Resources through the Centers HR contact) for employees that leave the Federal Government or transfer to another Federal Government agency.

6.9 CONDUCT MONITORING

- 6.9.1. The Level Two APC (NSSC) is responsible for coordinating the monthly monitoring of the travel card program.
 - 6.9.1.1. On a monthly basis, CAPCs review the travel card activity reports using a 95 percent statistical sampling methodology, with a minimum 95 percent confidence level and 5 percent error rate, to identify any signs of potential misuse or abuse, such as:
 - Personal purchases (i.e., electronics, flowers, jewelry, etc.);
 - Cash advances when the employee is not in a TDY status; i.e. more than 3 days prior to the start of a TDY, gas charges without corresponding rental car or personal car authorization;
 - Transportation services made directly with online booking engines, (i.e., Expedia, Orbitz, Travelocity, etc); and
 - 6.9.1.2. Purchases made in the vicinity of the official duty station. On the 16th calendar day of each month, the CAPC compiles and reviews the following reports with the prior month's data:
 - Delinquency with Current Balance for Center IBA, Travel. Review 100%;
 - Transaction Detail by Hierarchy for Center IBA. Statistical sample



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- Declines Report for Center IBA. Review 100%
 - Cash Advance Detail by Hierarchy for Center IBA. Review 100%
- 6.9.2. By the 23rd calendar day after close of the billing cycle, the CAPCs will provide a status to the APC of the delinquency results. All delinquencies will be reported.
- 6.9.3. The CAPCs will review and work the potential misuse or abuse on a monthly basis and provide a status to the APC by the 15th day of the month following the end of each quarter.
- 6.9.3.1. Once the CAPCs and APC concur on the results of the review, the CAPCs post the results of the review to the secure "Potential Fraud-Misuse Monitoring" folder. CAPCs maintain the results of monitoring reviews for audit purposes.
 - 6.9.3.2. If potential abuse or misuse has been identified, the CAPC continues with the investigation process described in Section 6.11.
- 6.9.4. On the last working day of each month, the CAPC is responsible for coordinating the monitoring of travel cardholder employment status to confirm that only approved, active employees have ongoing access to a NASA travel card.
- 6.9.4.1. CAPCs obtain the Human Resources reports "Separating Employees" and "Transferring Employees" to identify any travel cardholders that have left the Agency or Center and provides them to the APCs for review.
 - 6.9.4.2. The CAPC annotates the report of separating and transferring employees with the date that each employee's account was closed or transferred to another Center and submits the results to the APC within 5 business days. The CAPC maintains the results of the mentoring review for audit purposes.
 - 6.9.4.2.1.1. If the CAPC becomes aware by other means a separated employee that continues to have an active NASA travel card account, the CAPC must immediately cancel the account and report information to the Center's HR point of contact.
 - 6.9.4.2.1.2. The CAPC must then conduct a thorough review of the employee's account to confirm whether any card activity has occurred after the date of separation. If activity has occurred after the date of separation, the CAPC must notify the APC and the Data Analysis Branch Division (DAB) immediately.
 - 6.9.4.2.1.3. The CAPC will run the "cardholder profile report" on January 1 (or the next business day) of every year and identify those cardholders that have had less than 3 trips during the prior year. The CAPC will send an e-mail to the cardholder and their



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supervisor to inquire whether the card is still needed. If not, the CAPC will close the account and notify the cardholder that they will need to re-apply for a card if it is determined that one is needed in the future.

- 6.9.5. On a quarterly basis, the CAPC monitors the status of travel cardholder and travel approvers training recertification dates using the SATERN system or hard copy files. CAPCs are responsible for notifying travel cardholders who need to be recertified, collecting hardcopy certificates, and notifying the Center SATERN administrative lead (SAL) of completion of training so it can be entered into SATERN
- 6.9.6. On an annual basis, the CAPC will be responsible for conducting a review of activity of travel cards. Those cards that do not present activity within the last two years will be subject to cancellation or decreasing limit to the lowest limit. Prior to cancellation or decreasing of limits, the approving officials will need to provide written justification to the CAPC as to why the account should remain open and active.

6.10 PREPARE AGENCY AND OMB TRAVEL CARD REPORTS

- 6.10.1. The Level Two APC (NSSC) is responsible for providing the consolidated results of all monthly travel cards monitoring to the Data Analysis Branch (DAB) by the 5th business day of the following month.
 - 6.10.1.1. DAB reviews the monitoring results to identify any trends and areas for possible improvements to internal controls.
 - 6.10.1.2. DAB coordinates with other OCFO Directors and recommends any approved improvements to travel card internal controls, policies or processes into NPR 9700.1, *Travel*, and NAII 9700, *Travel Cards*, as appropriate.
 - 6.10.1.3. The DAB discusses any identified potential misuses and abuses and coordinates resolutions with the APC and OCFO Management.
- 6.10.2. The APC is responsible for preparing the monthly Agency Delinquency Report and submitting it to the DAB for review and approval.
 - 6.10.2.1. The APC prepares the draft Agency Delinquency Report, including the monitoring results and CAPC review feedback, referencing the status of actions being taken to clear delinquencies and submits it to the OCFO Data Analysis Branch (DAB) by the 27th calendar day of the month.
 - 6.10.2.2. The DAB Chief approves the final Agency Delinquency Report and the APC submits it to the OCFO Deputy Chief Financial Officer for Finance by close of business on the 5th business day of the month.
- 6.10.3. The APC is also responsible for providing the monthly Monitoring Metrics Travel report to DAB External Reporting Branch (ERB) no later than the 5th working day of the month



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6.10.4. On a quarterly basis, the APC prepares the Annual Travel Card Report by the 23rd calendar day of the month following the end of each fiscal year quarter and at the calendar year end.

6.10.4.1. Although the card may be used for charges that would be difficult to separate from allowable travel charges, reimbursement for those charges will not be permitted (e.g., an in-room movie rental charge on a hotel receipt).

6.11 REPORT DELINQUENCIES AND MISUSE

6.11.1. On a monthly basis the CAPC will review reports for delinquencies and potential misuse.

6.11.2. CAPCs will send written notification (refer to Appendix G, Sample Delinquency/Misuse Notification) to the cardholder and supervisor within 2 business days of reviewing the reports for delinquencies and potential misuse.

6.11.2.1. The CAPC will retain all documentation related to delinquency and potential misuse, including all information received from the cardholder.

6.11.2.2. If the CAPC deems the cardholder's explanation inadequate, he or she must communicate with the cardholder's supervisor and Human Resources who will take the appropriate disciplinary action if applicable. The supervisor or approving official will consult with Human Resources, who will consult with the Center Chief Counsels or Office of the General Counsel (OGC), as needed, to determine appropriate disciplinary action. At the discretion of the supervisor, the travel card may be revoked at this time.

6.11.3. If the identified inappropriate use or delinquency represents a second instance for the cardholder, the supervisor will take the appropriate disciplinary action as recommended by Human Resources in consultation with OGC.

6.11.4. The supervisor will return the travel card to the CAPC for cancellation when it has been revoked due to inappropriate use or delinquency.

6.11.5. In addition to the disciplinary steps mentioned previously, the CAPC or supervisor must refer the case to the Office of the Inspector General (OIG) when fraud or misuse has been confirmed. The CAPC will also report such cases to the APC.

6.12 RESOLVE OUTSTANDING DELINQUENCIES

6.12.1. Travel cardholders are responsible for submitting payment, in full, of all travel card balances within twenty-five (25) days from the closing date on the statement in which the charge(s) appeared.

6.12.2. Travel card accounts are considered delinquent when payment has not been received forty-five (45) calendar days from the billing date on the statement in which the charge(s) appeared. Accounts that have become delinquent are classified as being in the Pre-Suspension phase.

6.12.3. The Contractor will suspend any travel card accounts from charging privileges when payment is not received within sixty-one (61) calendar days from the billing date.



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- 6.12.3.1. CAPCs are responsible for monitoring all monthly suspension and cancellation reports, and notifying the employee, the employee's supervisor, and the Level One DAB point of contact, the APC whenever an account is 61 days or more delinquent.
- 6.12.3.2. The Contractor will lift a suspension and restore travel card privileges if the employee pays the account in full before it reaches 121 days delinquent.
- 6.12.4. If the employee does not provide payment to the Contractor within 126 calendar days from the billing date on the statement, or if an account is suspended two times during a 12-month period and becomes past due again, the Contractor will cancel the account.
 - 6.12.4.1. If an account is paid with checks returned for insufficient funds (NSF) two or more times in a 12-month period, the Contractor will immediately cancel the account. Travel cardholders are still responsible for paying all undisputed amounts due to the Contractor. In addition, the employee will be charged a \$25.00 late fee each month on the entire undisputed amount until payment is received in full by the Contractor. The account may be reported to the National Credit Center.
 - 6.12.4.2. Any payment received by the Contractor for a past due bill will be applied first to the oldest past due amount. At 126 days delinquent, NASA will initiate the offset procedures.
- 6.12.5. NASA is obligated to collect from the employee's pay any undisputed delinquent amount that is owed to the Contractor.
 - 6.12.5.1. CAPCs are responsible for ensuring that the written request from the Contractor is forwarded to Human Resources for action.
 - 6.12.5.2. Human Resources is responsible for ensuring that the Department of the Interior (DOI) makes the appropriate deductions from the cardholder's salary in accordance with the policies and procedures of salary offset, which includes due process in accordance with FTR, Chapters 301- 54.100 and 301-76.100.
 - 6.12.5.3. Human Resources will provide the employee with written notice of the type and amount of the claim, intention to collect the claim by deduction from the employee's pay, and explanation of the employee's rights as a debtor. See Appendix H, "Sample Due Process Notice for Salary Offset" and Appendix I, "Salary Offset/Grounds for Appeal."
 - 6.12.5.4. Human Resources will provide the employee with an opportunity to inspect and copy the records related to the claim and will provide the employee with an opportunity to make a written agreement with the Contractor to repay the delinquent amount.



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6.12.6. If payment is not received by the Contractor within 181 calendar days from the billing date on the statement, the Contractor will charge-off any outstanding balance. Negative payment patterns can be reported to credit Centers and salary offset may occur. In addition, the Contractor may elect to utilize a collection agency for delinquency control after charge off.

6.12.6.1. Accounts which have been placed in charge off will not be reinstated unless extenuating circumstances exist.

6.13 REINSTATE A CANCELLED TRAVEL CARD ACCOUNT

6.13.1. Under certain circumstances and at the sole discretion of the Contractor, cancelled accounts may be reviewed for reinstatement once full payment of the undisputed amount, including any penalties or late fees, are made.

6.13.1.1. The Contractor may conduct a credit worthiness check prior to the review for reinstatement and the employee may be charged a reinstatement fee.

6.13.1.2. Employees requesting reinstatement will be required to take a refresher travel card training course at: <http://fss.gsa.gov/webtraining/trainingNASAs/traveltraining/index.cfm> and provide their CAPC with the certificate of completion.

6.13.2. If an employee with a cancelled travel card account would like to request reinstatement, the employee must forward a Circumstance Memorandum Request for Reinstatement to their servicing CAPC.

6.13.2.1. The request must be signed by the appropriate Director or Chief Financial Officer (CFO) level within their Center.

6.13.2.2. It is the employee's responsibility to ensure that the memorandum includes the following information:

- Circumstances that caused the delinquency, suspension, and cancellation of the travel card;
- Measures taken to prevent future delinquency and cancellation of the account; and
- Current status of the account balance.

6.13.3. The CAPC will review the Circumstance Memorandum. If the CAPC approves, he or she will prepare and sign a NASA CAPC Reinstatement Validation Form (see Appendix C).

6.13.4. The DAB will review all submitted documents. If approved, a formal request for reinstatement will be sent to the Contractor. The CAPC will retain all documentation for audit purposes.

6.13.5. The CAPC will send the formal requests for reinstatement to the Contractor.

6.13.6. All account reinstatements are approved at the discretion of the Contractor. Requests for reinstatement may not be immediately reviewed and are rarely approved.

7 Training

7.1 Training Requirements for employees applying for a government travel charge card: Employees must complete training as required by OMB A-123 Circular B



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before submitting an application for a travel charge card. The training resides in SATERN as course HQ-CD TRAVELCARD (GOVERNMENT TRAVEL CARD). After the training is completed, the employee prints out his/her training certificate from SATERN and provides it to the Center Agency Program Coordinator (APC) as proof of completion of the training. Once the training is completed and proof of completion is presented to the Center APC, the employee can complete an application for a travel charge card. The employee will be required to complete the training three years from the last completion date.

- 7.2 Alternatively, if SATERN is unavailable or the employee is unable to complete the course in SATERN, the employee can review the training material via a PowerPoint presentation provided by the Center APC. The employee must then complete the certificate of understanding and present this certificate to the Center APC as proof of completion of the training. The Center APC presents this certificate to the Center SATERN Administrator to update the employee's learning plan in SATERN. Once the training is completed and proof of completion is presented to the Center APC, the employee can complete an application for a travel charge card. Travel charge card applications will be denied for any employee who fails to complete the mandatory training
- 7.3 Current Government Travel Charge Cardholders – Requirement for Refresher Training: Once a travel charge card is issued, refresher training is required of all charge cardholders, at a minimum, every three years from the last date completed. The employee's learning plan in SATERN will be automatically updated to reflect the course being due three years from the last completion date. Per standard SATERN functionality, employees receive an e-mail notification prior to the training due date. If the cardholder is unable to complete the training in SATERN, the Center APC will provide the employee, at his/her request, with the option to complete the training via a hardcopy PowerPoint presentation discussed above.
- 7.4 Notice of Delinquent Travel Card Training : If an employee fails to complete mandatory training by the due date, SATERN generates an email to the employee and his/her supervisor that indicates the employee has training on his/her Learning Plan that is past due. In addition, at the end of each quarter (March, June, September, December), the Center APCs will run a report from SATERN that contains the names of their center employees who are past due for completion of the training. If an employee is at least 30 days past due, the Center APC will send an email to the employee and his/her first line supervisor indicating that the employee: (1) has not completed the mandatory refresher training as required by OMB Circular A-123 Appendix B; (2) has ten business days to complete the training; and (3) must inform the Center APC and his/her supervisor when training is completed and provide proof of completion (SATERN Training Certificate). If the employee has not completed the training within ten business days of the initial e-mail, the original e-mail will be forwarded to the employee's supervisor with a copy to the employee. In the second e-mail the Center APC should: (1) inform the supervisor that the employee has not completed the mandatory refresher training for the Government travel charge card as required by OMB Circular A-123 Appendix B; (2) request that the supervisor inform the employee that travel charge cardholders are required to complete mandatory training, and non-compliance with training requirements may result in the travel charge card being suspended; (3) advise the supervisor that he/she may contact the Center's Employee Relations Officer to determine how best to address the employee's failure to follow a direct order; and (4) inform the supervisor that he/she may request that the Center APC suspend the employee's travel charge



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card. If the employee does not complete the training within two calendar weeks of the second e-mail, the e-mail string will be forwarded to the employee's second line supervisor as well as the first line supervisor and employee. This process will continue to be used and will move up one supervisory level every two calendar weeks until the employee completes the mandatory training or supervisor requests that the employee's travel charge card be suspended. The Center Directors, or at NASA Headquarters the Associate Administrators for staff, support and mission offices, should be the last level of escalation.

- 7.5 Template e-mail to be used by APCs when sending the first e-mail notice to employees: As of {month, day, year} you have not completed the mandatory refresher training for the GOVERNMENT TRAVEL CARD (SATERN course HQ-CD TRAVELCARD) as required by OMB Circular A-123 Appendix B. Please note that you have until close of business {month, day, year} (five business days) to complete the training in SATERN and provide your supervisor and me with verification of training. Non-compliance with mandatory government travel charge card training requirements may result in your travel charge card being suspended. The card will not be unsuspended until refresher training is completed and proof of training is provided (i.e., SATERN Training Certificate). If your card is suspended, please notify me promptly when the training is completed so I can unsuspend the account. Also, if you have taken the mandatory training within 3 years and SATERN does not accurately reflect the status of your training, please notify me as soon as possible and provide proof of training. Template e-mail to be used by APCs when sending subsequent e-mail notices to supervisors/employees: As of {month, day, year} {employee's name} has not completed the mandatory refresher training for the GOVERNMENT TRAVEL CHARGE CARD (SATERN course HQ-CD TRAVELCARD) as required by OMB Circular A-123 Appendix B. Please inform the employee that he/she, as well as all travel charge cardholders, is required to complete mandatory training, and non-compliance with training requirements may result in the travel charge card being suspended. If the employee does not take mandatory training after you have requested him/her to do so, you may contact your Center's Employee Relations Officer to determine how best to address the employee's failure to follow a direct order. You may also request that I suspend the employee's travel charge card until the training is completed. Please note that when a travel charge card is suspended because of non-compliance with mandatory training requirements, the card will not be unsuspended until refresher training is completed and proof of training is provided (i.e., SATERN Training Certificate). If a card is suspended, the employee should notify me promptly when the training is completed and provide proof of training so I can unsuspend the account. If {employee's name} has taken the mandatory training within 3 years and SATERN does not accurately reflect the status of training, please have him/her notify me as soon as possible and provide proof of training.

8 Responsibilities

- 8.1 Office of the Chief Financial Officer (Data Analysis Branch):
- 8.1.1 Serves as the Agency-wide lead for NASA travel cards in accordance with NPR 9700.1, *Travel*, and in support of NPD 1200.1, *NASA Internal Control*.
 - 8.1.2 Serves as the Level One, senior point of contact for the implementation of controls, and procedures (NAII) relating to travel cards.



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- 8.1.3. Ensures communication with the NSSC Executive Director concerning travel cards to verify compliance with internal controls and to be informed on initiatives and process improvements.
- 8.1.4. Reviews design and implementation of internal controls to ensure they are effective and safeguard against waste, fraud, abuse and mismanagement.
- 8.1.5. Coordinates audits of travel cards by the OIG, the Government Accountability Office (GAO), and other external entities.
- 8.1.6. Reviews and approves required reports to OMB on NASA travel card statistics, deficiencies, corrective actions, and improvements.
- 8.1.7. Reviews reports that are submitted from the NSSC regarding misuse and delinquency for all of NASA cardholders.
- 8.1.8. Conducts periodic (minimum annually) reviews and testing at NSSC and Centers.
- 8.1.9. Participates in monthly and quarterly meetings with the NSSC and centers.
- 8.2 Agency Program Coordinator - Level Two (NSSC):
 - 8.2.1. Compiles report results for Agency Delinquency Report no later than the 5th business day of the following month, and submits to DAB Level One for final approval.
 - 8.2.2. Reports delinquency results to the DAB, Level One by the 5th business day on delinquencies.
 - 8.2.3. Sends Delinquency Report to the DAB, Level One by the 5th business day of the following month for final approval.
 - 8.2.4. Updates the OMB Quarterly and Annual Travel Card Report no later than the 23rd day following the end of each quarter month (i.e., December 31, March 31, June 30, and September 30) and calendar year end.
 - 8.2.5. Solicits and documents monthly responses from Center APCs on their compliance with the requirements described in NPR 9700.1, *Travel*, and this NAI.
 - 8.2.6. Ensures cardholder, approving official and CAPC training is monitored and updated as necessary.
 - 8.2.7. Ensures the travel charge card information on the NSSC Customer Service Web site remains current, including the list of current CAPCs.
 - 8.2.8. Communicates any significant deficiencies in the effectiveness and efficiency of the Agency travel charge card programs to the OCFO Policy Division for consideration of Agency-level action.
 - 8.2.9. Supports communication of policies, processes, relevant issues, and best practices between the Contractor, OCFO, and CAPCs.
- 8.3 Center Agency Program Coordinators (Center Points of Contact):
 - 8.3.1. Oversee and administer the Travel Card Program for their respective Centers.
 - 8.3.2. Review and approve travel card applications and submit requests to the Contractor.
 - 8.3.3. Conduct monthly monitoring to identify separating employees and transferring employees.



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- 8.3.4. Conduct monthly monitoring of travel card transactions and balances to identify delinquencies and incidents of potential misuse.
 - 8.3.5. Coordinate with supervisors to notify employees of any questionable or inappropriate charges and/or delinquencies.
 - 8.3.6. Obtains travel cards from employees separating, transferring to another Government agency or whose travel card privileges have been revoked.
 - 8.3.7. Provides training to alternate CAPCs.
- 8.4 Travel Card Contractor:
- 8.4.1. Conducts credit worthiness checks of travel card applicants if applicable
 - 8.4.2. Issues travel cards, PaymentNet accounts, and PINs to approved applicants
 - 8.4.3. Issues monthly travel card billing statements and reports
 - 8.4.4. Suspends travel card accounts that are 61 days past the statement billing date
 - 8.4.5. Cancels travel card accounts that are 121 days past the statement billing date
 - 8.4.6. Charges off travel card accounts that are 181 days past the statement billing date
 - 8.4.7. Reviews requests for travel card account reinstatement
- 8.5 Supervisors:
- 8.5.1. Review and approve travel card applications
 - 8.5.2. Are notified by the CAPCs of any questionable or inappropriate charges and/or delinquencies
 - 8.5.3. Notify employees of any identified questionable or inappropriate charges and/or delinquencies and give the employees an opportunity to explain the charge or delinquency
 - 8.5.4. Takes appropriate disciplinary actions when employees are not able to provide adequate explanations for travel card account delinquencies and/or inappropriate uses
 - 8.5.5. Ensures employees complete mandatory refresher training on time
- 8.6 Travel Cardholders (Employees)
- 8.6.1. Exercise care in the security of the travel card by not giving the account number and/or expiration date to anyone but a travel service provider; not allowing others to store or keep the travel card; and exercising the same care in incurring expenses that a prudent person would exercise if traveling on personal business
 - 8.6.2. Make authorized travel-related purchases and submit appropriate travel vouchers
 - 8.6.3. Submit payment for travel card balances, in full, no later than 25 days after the closing date of each billing statement
 - 8.6.4. Complete mandatory training as require



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9 Schedule

| Action | Timing | Responsible Office |
|---|---|----------------------|
| Conduct monthly account monitoring for delinquencies, abuse, and misuse | Monthly | Level Two APC, CAPCs |
| Conduct monthly monitoring of transferring and separating cardholders | Monthly | CAPCs |
| Submit Reports to APC | Monthly | CAPC |
| Review Results of Monitoring | Monthly | APC |
| Prepare Agency Delinquency Report | Monthly | Level Two APC, |
| Prepare Quarterly Report | January, April, July, and October | Level Two APC |
| Review and Approve Reports | Monthly | DAB |
| Submit travel card account payment, in full | No later than 25 days after the closing date on the statement | Employee |
| Suspend delinquent accounts | 61 calendar days from an unpaid billing date | Contractor |
| Cancel delinquent accounts | 121 calendar days from an unpaid billing date or as needed | Contractor |
| Charge off delinquent accounts | 181 calendar days from an unpaid billing date | Contractor |

10 Periodic Monitoring and Internal Controls

- 10.1 The APC and CAPCs are responsible for conducting monthly monitoring of purchases and account balances to identify delinquencies and potential misuse.
- 10.2 The APC and CAPCs are responsible for conducting monthly monitoring of separating and transferring travel cardholders.
- 10.3 The Data Analysis Branch (DAB) is responsible for reviewing the consolidated results of all monthly travel card monitoring and identifying trends and opportunities for improvements to internal controls
- 10.4 The DAB is responsible for ensuring compliance with internal controls

11 Resulting Documentation

- 11.1 CAPCs may maintain a hardcopy/soft copy file for each cardholder. The file must contain a copy of the approved travel card application and up-to-date training certificate.
- 11.2 As appropriate, cardholder files must also contain:
 - 11.2.1 Copies of cardholder notifications and conversations regarding delinquency and/or misuse of the card. Documentation should include dates, names of people involved, and any evidence of notification;
 - 11.2.2 Written statement from the approving official/supervisor to unsuspended a travel card account (if suspended on temporary basis during investigation) or if a permanent closure of account was necessary,



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11.2.3. Any documentation regarding a request for reinstatement; and Quarterly Reports documenting delinquencies and identified instances of misuse.

11.3 Inactive cardholder files must be maintained for six (6) years and three (3) months after the account is closed.

11.4 Monthly delinquency reports must be maintained for six (6) years and three (3) months.

12 Contact Point

12.1 To contact Dennis Loveless (DAB, Level One), please call 202-358-5275. For the Level two and the center travel contacts, refer to the contact list on NSSC travel card website.



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APPENDIX A - Acronyms

| | |
|--------|---|
| APC | Agency Program Coordinator |
| ATM | Automated Teller Machine |
| CAPC | Center Agency Program Coordinator |
| CBA | Centrally Billed Account |
| CFO | Chief Financial Officer |
| CFR | Code of Federal Regulations |
| DAB | Data Analysis Branch |
| FMD | Financial Management Division |
| FSN | Foreign Service National |
| FTR | Federal Travel Regulation |
| GSA | General Services Administration |
| IBA | Individually Billed Account (travel card) |
| M&IE | Meals & Incidental Expenses |
| NASA | National Aeronautics and Space Administration |
| NFC | National Finance Center |
| NSSC | NASA Shared Services Center |
| ODS | Official Duty Station |
| OCFO | Office of the Chief Financial Officer |
| OGC | Office of the General Counsel |
| OIG | Office of the Inspector General |
| OMB | Office of Management and Budget |
| PIN | Personal Identification Number |
| SAL | SATERN Administrative Lead |
| SATERN | System for Administration, Training, and Educational Resources for NASA |
| SF | Standard Form |
| TDY | Temporary Duty |

Titles Used Interchangeably

Employee = Cardholder



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APPENDIX B - Links to Commonly Used Travel Websites

(Some links require the copy and paste feature into your Web Browser in order to access.)

- B.1 CAPC Listing:
https://searchpub.nssc.nasa.gov/servlet/sm.web.Fetch/Center_Travel_APC_List_.xls?rhid=1000&did=521906&type=released
- B.2 ATM Locator:
<http://www.Visa.com/us/personal/en/cardholderservices/atmlocations/index.html>
- B.3 Centers for Disease Control (CDC): <http://www.cdc.gov/travel/index.htm>
- B.4 Currency Converter:
http://www.xe.com/ucc/?utm_source=internal&utm_medium=TL&utm_content=NOGE_O&utm_campaign=UCCin404TL
- B.5 Department of State: <http://travel.state.gov/>
- B.6 NSSC Travel Website:
<https://www.nssc.nasa.gov/portal/site/customerservice/menuitem.d44a79b20be2fe500a0c69104dd72749/>
- B.7 GSA SmartPay Program:
<http://www.gsa.gov/Portal/gsa/ep/programView.do?programId=15960&programPage=%2Fep%2Fprogram%2FgsaOverview.jsp&P=FCX6&pageTypeId=17112&oid=10141&channelId=-24778>
- B.8 GSA Website (Travel Specific): <http://www.gsa.gov/Portal/gsa/ep/home.do?tabId=0>
(Air Travel City Pairs, Lodging, Per Diem Rates, Travel Agents, Travel Charge Card, Travel Management Centers, Travel Related Services, Federal Travel Regulation)
- B.9 Hotel/Motel Fire Safety Act/Listings: <http://www.usfa.dhs.gov/applications/hotel/>
- B.10 JPMC Travel Card Account Enrollment Center: https://www.cc-accountcenter.com/jpmorganchase_commercial/ss_login.jsp
- B.11 JPMC PaymentNet: <https://gov1.paymentnet.com>
- B.12 Mileage and Map Information: <http://www.mapquest.com>
- B.13 OMB Circular A-123, Appendix B:
http://www.whitehouse.gov/omb/assets/agencyinformation_circulars_pdf/a123_appendix_b.pdf
- B.14 SATERN Travel Cardholder Training: <https://satern.nasa.gov>



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APPENDIX C - NASA Acknowledgement Statement and Approving Official Certification Statement

**APPENDIX B
NATIONAL AERONAUTICS AND SPACE ADMINISTRATION EMPLOYEE
ACKNOWLEDGMENT STATEMENT AND APPROVING
OFFICIAL CERTIFICATION STATEMENT**

I certify that I (1) have received, read and understand the policies and procedures prescribed by NASA Travel Card Handbook issued by the Office of the Chief Financial Officer, pertaining to the Contractor-Issued Government Travel Charge Card Program; (2) shall abide by such policies, procedures, and other instructions as may be issued by the Department, my Center/operating unit and the contractor/card issuer concerning the use of the card issued to me; and (3) acknowledge that the card is to be used only for expenses incurred incident to officially authorized Government travel.

(1) _____
Employee Signature and Date

Name (Type or Print)

Title

Organization and Center/Operating Unit

(2) _____
Approving Official/Supervisor Signature and Date

Name (Type or Print)

Title

Organization and Center/Operating Unit



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APPENDIX D - JPMC Reinstatement Request Letter

J.P.Morgan

Dear Cardholder,

To consider your request for reinstatement of your GSA SmartPay2 account, your signature on this letter is required to authorize J.P. Morgan to engage the services of Trans Union, 2 Baldwin Place, P.O. Box 1000, Chester, PA 19022, (800) 888-4213, for purposes of reviewing your credit.

Upon receipt of the signed letter we will process your request for reinstatement and notify you within 10 days of the decision. Under the Fair Credit Reporting Act you have a right to know the information contained in your credit file. Any questions regarding such information should be directed to Trans Union.

If you have any questions regarding this letter you should contact us at J.P. Morgan, P.O. Box 2017, Elgin, IL 60121, (888) 396-3275.

Sincerely,

J.P. Morgan Collection Dept.
Commercial Card Solutions

NOTICE: The federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this credit is Comptroller of the Currency, Consumer Examinations Division, Washington, D.C. 20219.

I, undersigned, acknowledge and agree that J.P. Morgan is authorized to review information in my credit file to decide the reinstatement of my GSA Smartpay2 Visa Account. I acknowledge receipt of J.P. Morgan GSA Smartpay2 Card Individually Billed Cardholder Agreement. I further, understand that any decision made by J.P. Morgan is final.

Name: _____
(please print)

Signature: _____ Date: _____



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APPENDIX E - JPMC Individually Billed Cardholder Agreement

J.P. MORGAN GSA SMARTPAY2 CARD INDIVIDUALLY BILLED CARDHOLDER AGREEMENT

IMPORTANT: BEFORE YOU SIGN OR USE THE GOVERNMENT CARD OR SIGN THIS AGREEMENT, READ THE AGREEMENT THOROUGHLY. PLEASE RETAIN THIS AGREEMENT FOR YOUR RECORDS.

The following is the agreement between us and you covering your JPMorgan Chase GSA SmartPay® 2 Charge Card (herein referred to as the "Card") and your card account with us. BY ACTIVATING, SIGNING OR USING THE CARD AND/OR ACCOUNT, YOU WILL BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, CUT THE CARD IN HALF AND RETURN THE PIECES TO US. UPON RECEIPT, WE WILL NOTIFY YOUR AGENCY/ORGANIZATION PROGRAM COORDINATOR (A/OPC).

1) Definitions - The words "you" or "your" mean the Agency/Organization employee whose name appears on the Card. The words, "we", "our" and "us" refer to JPMorgan Chase Bank, N.A. (Chase). The words "Agency/Organization" mean the United States federal agency, Center, division, office or other organizational entity participating in the program that has requested/authorized us to open an account for you. The word "Program" means the Charge Card program established pursuant to the GSA Contract. The word "Card" means the Card issued to you by us under the Program. The word "Account" means the Account and the Account Number established by us in connection with the Card. The word "Association" means either Visa or Visa. The words "GSA Contract" refer to the General Services Administration contract no. GS-23F-T0002.

2) Promise to Pay - All amounts charged to the Account including purchases, cash advances and fees will be called "Charges." You promise to pay for all Charges made by you or anyone you allow to use the Account until paid in full. Official travel and travel related expenses charged to the Card will be reimbursed by the Agency/Organization under the Agency's/Organization's expense reimbursement procedures applicable to you. You also agree to report your expenses promptly to the Agency/Organization in accordance with its expense reimbursement procedures. You are responsible for making payment to us. You are responsible for all Charges made with the Card even if you let someone else use the Card. You must retrieve the Card from that person to avoid further liability.

3) Use of Card - You agree to use the Card only for official travel and travel-related expenses away from your official station/duty station in accordance with your Agency/Organization policy. You agree not to use the Card for personal, family or household purposes. Charging privileges on the Card are provided to you by us pursuant to the GSA Contract and the task order of your Agency/Organization. No other person is permitted to use the Card issued to you for Charges or for any other reason. Charging privileges will be withdrawn upon (i) request by GSA or Agency/Organization; (ii) termination of your employment with your Agency/Organization; (iii) termination or expiration of the GSA Contract; (iv) termination or the expiration of Agency/Organization task order; or (v) Cards being reported lost or stolen or suspicion of fraud.

4) Billing Statements - You will receive a billing statement periodically (normally monthly). Your payment is due at our offices on or before the Payment Due Date shown on your billing statement. Payment for all undisputed Charges is due upon receipt of your billing statement. For questions about your bill, billing disputes, or problems with goods or services purchased with the Card, you can call us using our toll-free domestic telephone number, 1 (888) 297-0781, or if calling internationally call collect 1 (847) 488-4441.

5) Payments - You must pay the undisputed portion of the new balance in full each month. Payments must be made in U.S. currency, in electronic form or with a money order payable in U.S. dollars, or with a draft or a check drawn on a bank in the U.S. and payable in U.S. dollars. If we decide to accept a payment made in some other form, payment will not be credited to your Account until your payment is converted into one of the forms just mentioned. We may accept late payments, partial payments or checks and money orders marked "payment in full" or with other restrictive endorsements

without losing any rights under this Agreement or under the law.

6) Travelers Checks - Your Agency/Organization may approve your Account for travelers check purchases. This will enable you to make purchases of travelers checks using your Card from banks or other institutions that accept the Card for payment. If you are authorized by your Agency/Organization to purchase travelers checks with your card, procedures will be made available to you.

7) ATM - Your Agency/Organization may approve your Account for cash access privileges. This will enable you to obtain cash from automated teller machines ("ATMs") operated by a bank or other institutions. If you are approved for cash access privileges, you will receive a personal identification number ("PIN"). You agree to take all reasonable precautions to prevent any other person from learning your PIN or using your Card to make unauthorized transactions. You agree that if you voluntarily give the Card and your PIN to someone else for any reason, you are authorizing all transactions made by that person.

8) Fees - Refer to the accompanying Schedule of Fees

9) Disclosure of Account Information - In addition to the routine uses under the Privacy Act, you authorize us to (i) conduct a credit history evaluation prior to issuing a card if requested by your agency in accordance with OMB Circular A-123, Appendix B; (ii) provide information about your Account to our service providers administering your Account under the GSA Contract; (iii) disclose all necessary Account information to an outside attorney, collection agency or credit Center if we refer all or part of the Account for collection in accordance with the GSA Contract and your Agency/Organization's task order, and (iv) disclose all transaction and merchant data to the GSA, your Agency/Organization, and other entities in accordance with the GSA Contract and your Agency/Organization's task order. You understand that past due Accounts will be reported to your Agency/Organization. By using the card or account, you are providing your consent to the disclosure of Account information as provided in this Section 9.

10) Suspension - We can suspend your Account and prohibit further Charges if i) payment for any undisputed principal amount is not received within 61 calendar days from the closing date on the statement in which the unpaid charge first appeared, or within the Agency/Organization time frame specified in the task order, unless otherwise directed by the Agency/Organization, or ii) the Agency/Organization or GSA requests the suspension. Chase will reinstate your suspended Account upon full payment of the amount due unless otherwise directed by the Agency/Organization.

11) Cancellation - We can cancel your Account and prohibit further Charges if i) your employment with your Agency/Organization is terminated regardless of the reason; ii) the GSA Contract and/or Agency/Organization task order expires or is terminated; iii) your Agency/Organization or GSA requests it; iv) the Account has been used for other than authorized purposes and cancellation is approved by your Agency/Organization; v) your Account has been suspended two times during a 12 month period for non-payment of undisputed principal amounts and is past due again (for purpose of this section 11, subsection v), "past due" means payment is not received within 45 calendar days from the closing date on the statement of Account in which the Charge first appeared); and vi) the Account is 126 calendar days past due from the closing date on the statement of Account in which the unpaid Charge first appeared, or within the Agency/Organization time frame specified in the task order, unless otherwise directed by the Agency/Organization. We may reinstate a cancelled Account upon full payment of the amount due and any late fee assessed. You can cancel your Account at any time by writing to us at JPMorgan Chase, PO Box 2030 Mail Code IL1-6225 Elgin IL 60121-2030.



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12) Lost, Stolen or Compromised Card or Account and Card Renewals - You agree to notify us immediately if the Card is lost or stolen or compromised or if you suspect it is being used without your permission. The toll-free domestic telephone number is 1 (888) 297-0782 and the international number for collect calls is 1 (847) 488-4442. If there is any unauthorized use of your Card or Account you agree to cooperate with us during our investigation, which will include your completion of a Dispute Form. Should you need a replacement card, please call the same telephone number listed in section 12 for Lost, Stolen or Compromised Cards. Any renewal Card will be provided to you prior to the expiration date of your current Card. Follow the instructions included with such renewal Card for activation of the renewal Card.

13) Change of Terms - We may, with the written consent of GSA and your Agency/Organization, change the terms of this Agreement upon 30-day written notice to you. Changes in any such notice may apply to new transactions and to your Account balance on the date the change becomes effective. If you do not agree to a change in terms of this agreement, you must notify us prior to the effective date of the change, cut the card in half, and return the pieces to us.

14) International Transactions and Association Fees. International transactions include any transaction made in a foreign currency or that is made outside the United States of America even if it is made in U.S. dollars. If an international transaction is made in a currency other than U.S. dollars, the Association will convert the transaction into U.S. dollars using its respective currency conversion procedures. The exchange rate each Association uses to convert currency is a rate that it selects either from the range of rates available in the wholesale currency markets for the applicable processing date (which rate may vary from the rate the respective entity itself receives), or the Government-mandated rate in effect on the applicable processing date. The rate in effect on the applicable processing date may differ from the rate on the date when the international transaction occurred or when the Account was used. Chase reserves the right to pass through the Association's fee applied to international transactions. The Association's international transaction fee will be calculated on the U.S. dollar amount provided to Chase by the Association and will be up to 1% of the transaction amount. The same process and charges may apply if any international transaction is reversed.

15) Disclaimer of Liability - In no event shall we be liable to you for any consequential, special, indirect or punitive damages of any nature.

16) Assignment - We can assign your Account and any of our rights under this Agreement without your consent or notice to you.

17) Notices - All notices required to be given by us in connection with your Account shall be deemed to have been delivered on the earlier of the day on which the notice is actually received by the party to which addressed or three days after the notice has been deposited in the United States mail, postage prepaid.

18) Severability - If any provision in this Agreement is held to be inoperative, unenforceable or invalid, that provision shall be inoperative, unenforceable or invalid without affecting the remaining provisions.

19) Collection/Telephone Monitoring - You agree that if you do not pay your Account, Chase or our collection agent may call you regarding the collection of your Account. You understand that the calls could be automatically dialed and a recorded message may be played. You agree such calls will not be "unsolicited" calls for purposes of local, state or federal law. You agree that we may monitor telephone calls between you and us to ensure the quality of the customer service we provide. You will be liable for any collection fees in the event we employ collection actions to collect your Account. You also agree and authorize us that we may use whatever lawful garnishment and salary offset remedies that may be available to us.

20) GOVERNING LAW - THIS AGREEMENT AND YOUR ACCOUNT ARE SUBJECT TO THE GSA CONTRACT AND SHALL BE GOVERNED BY FEDERAL LAWS AND THE LAWS OF THE STATE OF NEW YORK.

PRIVACY ACT NOTICE:

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

By signing below, you agree with the terms of this Agreement.

Signature

Date

Print Name

Account Number



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APPENDIX F - Sample Delinquency/Misuse Notification

_____ (*cardholder name*):

Please be advised that your Government travel card account is _____
(*# of days past due*) past due in the amount of _____ (*\$ amount past due*) and your
charge privileges have been suspended until payment is received. **NPR 9700.1 lists
corrective measures your supervisor can take for failing to pay a just financial
obligation in a proper and timely manner.** Below is a list of possible disciplinary measures
for misuse of the travel card and/or failure to pay your outstanding credit card balance. Please
note, accounts that have been suspended twice during a 12-month period for undisputed
amounts which become past due again will be cancelled. Additionally, accounts on which
two or more checks have been returned for non-sufficient funds within a twelve-month period
will also be cancelled.

If JPMC does not receive payment within 30 days from your JPMC statement date, both your
supervisor and Management and Budget Officer will again be notified of your delinquent
account. If your account is cancelled, you will be expected to travel on personal funds for any
future official travel. Delinquency beyond 120 days may be reported to outside credit
reporting Centers and may affect your personal credit rating.

If you've sent payment, please disregard this notice. However, you should contact JPMC to
make sure your account is credited properly. Please reply via e-mail of any extenuating
circumstances so that I can assist you with your account.

***In order to respond to OMB reporting requirements, you must provide a brief explanation
of what caused your travel card delinquency along with a payment plan within five business
days from the date of this notification.***



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APPENDIX G - Sample HR Due Process Notice for Salary Offset

Date
Name
Address
City, State, ZIP

Subject: Delinquent JPMC Travel Card Account Balance – Salary Offset

Dear Sir/Madam:

This is to advise you that JPMC has requested the (*Center name*) to offset your pay for a delinquent Government travel card balance in the amount of **\$(\$ amount)**. The delinquent balance excludes any disputed transactions, which are still pending.

The Travel and Transportation Reform Act of 1998 authorizes the Administration to offset up to 15% of your disposable pay at the request of the travel 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 the 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 JPMC 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 debt owed to the United States Government. The deductions for the offset will show on your Leave and Earnings Statement as “.PRV DEBT RECOV”. If you wish to authorize a larger offset in order to accelerate the payment of this debt, please submit a written request to: (*designated Human Resource official contact information*). Your request must specify a percentage of disposable pay or a specific dollar amount.

If you believe that your account is delinquent because you have not been reimbursed for a related travel voucher, please contact your Finance Office to determine the status of the voucher. You must inform this Office in writing of the name and phone number of your travel reimbursement voucher(s) approving official to verify a travel reimbursement delay.

You have the right to inspect and copy records related to the delinquency, request for JPMC to 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 JPMC directly at 1-888-297-0781. You must also contact JPMC, 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. JPMC must report any charges or amount adjustments regarding the delinquent charge card balance offset to us.

If you feel you have received this notice in error your appeal rights are attached. The Department’s 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 (*insert phone number*).



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

(*Insert applicable Center closing*)

(*Insert applicable Center signature block*)

Enclosure- Grounds
for Appeal



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APPENDIX H - Contractor Provided Reports

H.1 The following is a listing of Contractor provided reports that CAPCs will utilize in their respective Center to effectively manage the SmartPay 2 Travel Card Program.

| PAYMENTNET REPORTS | | |
|--|-------------|--|
| Report Name | Type | Description Of Report |
| 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: Account Number, Account Name, 30 Days Past Due Amount, 60 Days Past Due Amount, Number of Days Past Due, Bill Date and Balance. |
| Account and Employee Hierarchy | Accounts | 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. |
| Account Audit | Accounts | The report will provide all card changes made over a selected date range. This report contains the account number, change date, a description of the field changed, original data, new data and PaymentNet User ID that made the change. |
| Account Audit - 123 | Accounts | The report will provide all card changes made over a selected date range. This report contains the account number, change date, a description of the field changed, original data, new data and PaymentNet User ID that made the change. |
| Accounts Renewing Within Three Months | Accounts | The Accounts Renewing within 3 Months report identifies accounts that will expire within 3 months of the report date, and can be used to help monitor card renewals. Subtotals are provided for each Hierarchy level, as well as Grand Totals for the entire report. The report lists: Hierarchy, Account Name, Account #, Business Phone, and Expiration Date. |
| Air Travel Activity | Transaction | The Air Travel Activity report can be used to analyze the dollars spent on Air Travel for each account within each level of Hierarchy. Sub-totals are provided for each Hierarchy level, as well as Grand Totals for the entire report. The report lists: Hierarchy, Account Name, Account Number, Traveler Name, Depart Date, Transaction Date, Legs of Travel, Ticket #, and Transaction Amount. |
| Air Travel Summary by Hierarchy | Transaction | The Air Travel Summary by Hierarchy report summarizes the dollars spent on Air Travel for each account within each level of Hierarchy. Sub-totals are provided for each Hierarchy level, as well as Grand Totals for the entire report. The report lists Hierarchy, Account #, Account Name and Dollar Amount. Contents of the report are best viewed in Excel and PDF format. |
| Air Travel Summary for CTA | Transaction | The Air Travel Summary for CTA report can be used to analyze the charges to Central Travel Accounts. Sub-totals are provided for each Central Travel Account, as well as Grand Totals for the entire report. The report lists: Central Travel Account Number, Transaction Date, Merchant Name, Ticket Number, Passenger Name, Depart Date, and Transaction Amount. The user must input a central travel account number to run the report. |
| Airline City Pairs Summary By Carrier/Top Pair | Merchant | The Airline City Pairs Summary by Carrier/Top Pair can be used to identify the most traveled routes for negotiations with Airlines. The report is sorted by Carrier name followed by number of segments per Carrier (with the most frequently traveled legs listed first). The report lists: Carrier, Origination City, Destination City, and Number of Segments. Contents of the report are best viewed in Excel and PDF format. |
| Airline Spending Analysis by Top Carrier | Merchant | The Airline Spending Analysis by Top Carrier identifies the Airlines used most frequently and can be used for negotiations with Airlines. The report is sorted by Dollar Amount (with the largest amount listed first). The report lists: Carrier, Dollar Amount, Number of Charge Transactions, Average Transaction Amount, and Grand Totals. |



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| Report Name | Type | Description Of Report |
|--|-------------|--|
| Airline Ticket Credit Summary | Transaction | The Airline Ticket Credit Summary can be used to monitor airline credits. The report lists: Ticket #, Depart Date, Passenger, Carrier, Transaction Date, Post Date, Travel Agency and Credit Amount. |
| Available Limit by Low Available Balance | Accounts | The Available Limit by Low Available Balance report can be used to help monitor cardholders who are nearing their available limit and determine if their credit lines are sufficient. The report includes Account Name, Acct #, Current Balance, Date Balance was Effective, Credit Limit, Cash Limit, and Available Balance. |
| Car Rental Spending Analysis By Top Agency | Merchant | The Car Rental Spending Analysis by Top Agency report summarizes spending at Car Rental Agencies. This report can be used for rate negotiations. The report is sorted by Rental Agency, and lists largest spend amounts first. The report includes Rental Agency, Total Amount of Spend, Number of Charges, Average Amount, and Grand Totals. |
| Cardholder Information | Accounts | The Cardholder Information report provides a listing of card accounts as well as the total number of cardholders. The report lists: Account Name, Account Number, Cardholder Address, Card Delivery, and Business Phone. |
| Cardholder Listing by Hierarchy | Accounts | The Cardholder Listing by Hierarchy report can be used to monitor the number and status of accounts in each Cost Center. The report lists: Hierarchy ID, Account Name, Account Number, Credit Limit, Cycle Amount Limit, Monthly Amount Limit, Other Amount Limit, Cash Advance Limit, Single Amount Limit, and Status. |
| Cardholder Listing with Addresses | Accounts | The Cardholder Listing with Address report provides a list of accounts in each Cost Center along with the Cardholders address and Card expiration date. The report lists: Hierarchy, Account Name, Account #, Card Delivery, Address, Business Phone, and Card Expiration Date. |
| Cardholder Status | Accounts | The Cardholder Status report can be used to identify account limits and account statuses. The report, which is sub-totaled by Account Status, lists the following: Account Name, Account Number, Open Date, Credit Limit, Cycle Amount Limit, Monthly Amount Limit, Single Amount Limit, Other Amount Limit, Available Credit and Status. |
| Cardholder Status with Hierarchy and Closed Date | Accounts | 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. |
| Cardholder with Account and MCC Group Limits | Accounts | The Cardholder with Account and MCC Group Limits report can be used to identify account and Merchant Category Code group authorization limits. The report lists the cardholder name and account number as well as the account limit (transaction limits and amount limits) and Merchant Category code group and applicable authorization limits. |
| Cardholders with Default Account Codes | Accounts | The Cardholders with Default Account Codes report shows all account names, account numbers, account limits, and all chart of account codes and custom field values attached to the account. Contents of this report are best viewed in PDF format. |
| Cash Advance Detail by Hierarchy | Transaction | The Cash Advance Detail by Hierarchy report is used to analyze only cash advance charges from the cardholders. It groups the transactions by hierarchy id and then by cardholder. The report shows the Transaction Date, Post Date, Merchant Name, Merchant City, Merchant State, MCC, Debit Amount, Credit Amount and Merchant Sales Tax. |
| Central Bill Reconciliation | Transaction | The Central Bill Reconciliation report can be used to analyze the transactions and accounts that have been charged to Central Bill accounts. Sub-totals are provided for each Central Bill account, as well as Grand Totals for the entire report. The report lists: Central Bill Account Number, Transaction Date, Post Date, Transaction ID, Merchant Name, MCC, Merchant City and Merchant State, Microreference, and Amount. Please note: Activity diverted to a diversion account is not listed on this report. |



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| Report Name | Type | Description Of Report |
|-------------------------------------|----------------|--|
| Central Bill Reconciliation Summary | Transaction | The Central Bill Reconciliation Summary report can be used to analyze the account activity for cardholders that are attached to a central bill account. Sub-totals are provided for each individual and/or central bill account that the transactions are billed to, as well as Grand Totals for the entire report. The report lists: Billed To Account, Diverted From Account Number & Name, Central Bill Account, Number of Transactions and Total Amount. Please note: Activity diverted to a diversion account is not listed on this report. |
| Charge Off | Accounts | The Charge Off report can be used to monitor bad debts. The report lists: Account Name, Account Number, Charge Off Amount, Charge Off Date, Past Due Amount, and Balance. |
| Declines | Transaction | 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, Date and Time of Decline. |
| Delinquencies with Current Balance | Accounts | The Delinquencies with Current Balance report can be used to monitor past due accounts per cardholder. Subtotals are provided for each hierarchy level, as well as grand totals for the entire report. The report lists: Hierarchy, Account Number, Account Name, Past Due Amounts in each of the following categories: 1-30 Day, 31-60 Day, 61-90 Day, 91-120 Day, 121-150 Day, 151-180 Day, Charge-off Amount, and Current Balance. |
| Diversion Detail by Cardholder | Transaction | Diversion Details by Cardholder report can be used to analyze the charges to Diversion Accounts. Sub-totals are provided for each Diversion Account, as well as Grand Totals for the entire report. The report lists: Diversion Account #, Transaction Date, Post Date, Reference #, Merchant Name, MCC, Merchant City and State, and Transaction Amount. |
| Employee Audit | Administration | Any employee creations or changes made to an existing employee using PaymentNet can be queried using a date range. The report will demonstrate all employee changes made over the requested period of time. This report contains change date, change time, user ID being changed or added, field name, previous value, new value, and user ID that made the change. |
| Foreign Currency | Transaction | The Foreign Currency report can be used to review transactions that occurred outside of the U.S. as well as the currency and exchange rate information. Subtotals are provided for each account, as well as Grand Totals for the entire report. The report lists: Account Name, Account #, Transaction Date, Post Date, MCC, Merchant Name and Country, U.S. Dollar Amount, Foreign Amount, Exchange Rate, and Currency Country. |
| Fuel Purchase Detail Summary | Transaction | The Fuel Purchase Detail Summary can be used to evaluate fuel purchases. The report lists: Account Name, Transaction Date, Merchant Name, Merchant Location, Purchase Amount, Purchase Time, Quantity, Item, Price, and Tax. |
| Hierarchy Audit | Administration | Any hierarchy creations or changes made to an existing hierarchy using PaymentNet can be queried using a date range. The report will demonstrate all hierarchy changes made over the requested period of time. This report contains change date, change time, hierarchy ID, field name, previous value, new value, and user ID that made the change. |
| Hierarchy List by Level | Administration | The Hierarchy List by Level report displays the company hierarchy tree structure. The levels and IDs of the hierarchy are ordered by how they report up to the top level of the hierarchy. The report displays the Hierarchy Level, Hierarchy ID and Hierarchy Name. |
| Level III Temp Services Data | Transaction | This report can be used to analyze information from temporary services. Total transactions are provided for each supervisor as well as grand totals for the entire report. The report lists: Transaction ID, Transaction Date, Post Date, Merchant Name, City/State, and Amount. It also includes Source ID, Job Description, Temp Employee Name, Social Security Number, Requester, Job Code, Supervisor, Time Sheet Information such as Start Date, Week Ending, Hours, Overtime, Rate, Subtotal, Message ID, and Customer Code. Contents of the report are best viewed in Excel format. |



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| Report Name | Type | Description Of Report |
|--|----------------|---|
| Lodging Spending Analysis By City | Merchant | The Lodging Spending Analysis By City identifies the cities and lodging establishments where the accounts are being used, and can be used for rate negotiations. The report lists: city, lodging establishment, transaction date, transaction amount, total amount spent per merchant, number of transactions per merchant, average transaction amount per merchant, and grand totals. |
| Lodging Spending Analysis by Top Chain | Merchant | The Lodging Spending Analysis By Top Chain identifies the lodging establishments where the accounts are being used, and can be used for rate negotiations. The report is sorted in order of largest dollar amounts first and lists: Lodging Establishment, Total Amount Spent Per Merchant, Number of Transactions Per Merchant, Average Transaction Amount Per Merchant, and Grand Totals. |
| Login Audit | Administration | Any logins to the PaymentNet application can be queried using a date range. The report will demonstrate all logins over the requested period of time. This report contains login date, login time, user ID, and duration of session. |
| Visa Enhanced Merchant Data | Merchant | Visa Enhanced Merchant Data. Contents of the report are best viewed in Excel format |
| Visa Socio Economic | Merchant | The Vendor Socio-Economic report provides the actual and percentage spend in dollars, transactions and number of vendors segmented by the various socio-economic statuses collected by Visa |
| Visa Vendor Information | Merchant | The Visa Vendor Information is used to support 1099-MISC and socio-economic (Form 1057) reporting needs. It includes the most current merchant information provided by Visa. The report should be created in Excel format as it will not fit on a standard size page. The report includes merchant name and address information, MCC, Taxpayer Identification Number (TIN), incorporation status, socio-economic status indicators, PaymentNet Preferred Vendor indicators, and both PaymentNet 1099 indicator and the Visa 1099able using MCC procedure indicator. Contents of the report are best viewed in Excel and PDF format. |
| MCC with Default Account Codes | Merchant | The Merchant Category Code with Default Account Codes report shows all default Merchant Category Codes and description. It includes individual Merchant Category Codes and shows default account codes where appropriate. |
| Merchant Profile with Custom Fields | Merchant | This report displays all merchants by Name, City, Street, ZIP, Merchant Category Code, Minority Code, Incorporated Status, Tax Payer ID, 1099 Indicator along with their classification labels, types, and values. These labels and types are values provided by the merchant in the transaction detail. Program Administrators can also designate custom fields according to the requirement of their procurement program. |
| Merchant Ranking | Merchant | This report ranks merchants in T&E categories in descending order of level of spend. The Merchant Ranking report identifies the Merchants where the accounts are being used, the dollar amount spent per merchant, and can be used for negotiations. Subtotals are provided for each of the following Industries: Airlines, Car Rental, Lodging, Restaurants, and Transportation. The report is sorted by largest net dollar amount within each Industry, and lists the following information: Industry, Merchant Name, Net Dollar Amount, Number of Transactions, and Average Transaction Dollar Amount. |
| Merchants with Default Account Codes | Merchant | The Merchants with Default Account Codes report shows Merchant Name, Merchant City, Merchant State, Merchant Category Code, Merchant Default Account Codes. The report shows default account codes where appropriate. |
| Parent Merchant Ranking | Merchant | The Parent Merchant Ranking report identifies the Parent Merchant where the accounts are being used, the dollar amount spent per parent merchant, and can be used for negotiations. Subtotals are provided for each of the following industries: Airlines, Car Rental, Lodging, Restaurants, and Transportation. The report is sorted by largest net dollar amount within each industry, and lists the following information: Industry, Parent Merchant, Net Dollar Amount, Number of Transactions, and Average Transaction Dollar Amount. |



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|--|-------------|---|
| Restaurant Spending Analysis By Top Restaurant | Merchant | The Restaurant Spending Analysis by Top Restaurant report identifies Restaurants where the accounts are being used, and can be used for negotiations for events, etc. The report is sorted in order of largest dollar amounts first and lists Restaurant, Total Transaction Dollar Amount, Number of Transactions, Average Transaction Dollar Amount, and Grand Totals. |
| Spending Analysis by Tax ID | Merchant | The Spending Analysis by Tax ID report can be used to analyze the purchases within the following merchant classifications: Sole proprietorship, Partnership, and Unincorporated. Sub-totals for service related and non-service related industries are provided within each merchant classification. The report lists: Merchant Classification, Merchant Name, Address, City, State, Zip, Tax ID, Merchant Category Code, Current Month Spend, and Year-to-date Spend. |
| Statement of Account | Transaction | The Statement of Account provides a listing of previous cycle transaction information such as post date, merchant, transaction amount, MCC, original amount and tax. The statement also contains, when available, accounting code allocations, transaction notes, custom fields (when applicable) and transaction addendum detail. Cardholder and Supervisor signature lines are also included at the bottom of the statement to assist in the review and reconciliation process. This statement is not an official bank billing statement and cannot be used for remittance. |
| Summary Quarterly MCC | Merchant | The Summary Quarterly MCC report summarizes the total number of transactions, total dollar amounts, and average dollar amounts spent per quarter for each Merchant Category Code. The report lists: Quarter, MCC, MCC Description, Number of Transactions, Total Amount, and Average Amount. |
| Summary Quarterly Vendor Analysis | Merchant | The Summary Quarterly Vendor Analysis summarizes the total number of transactions and dollar amounts spent per Quarter with each Merchant. Subtotals are provided for each Merchant Category. The report lists: Quarter, MCC, MCC Description, Merchant Name and Address, # of Transactions, and Amount. |
| Summary Quarterly Vendor Analysis by Parent Merchant | Merchant | The Summary Quarterly Vendor Analysis summarizes the total number of transactions and dollar amounts spent per Quarter with each Parent Merchant. Subtotals are provided for each Merchant Category. The report lists: Quarter, MCC, MCC Description, Parent Merchant, # of Transactions, and Dollar Amount. |
| Suspension/Cancellation | Accounts | The Suspension/Cancellation report identifies accounts that have been suspended or cancelled. The report lists: Cardholder name, Account #, Status, and Account Balance. |
| Suspension/Cancellation by Hierarchy | Accounts | Suspension/Cancellation by Hierarchy report identifies accounts that have been suspended or cancelled. The report lists: Hierarchy, Cardholder name, Account #, Status, and Account Balance. |
| T & E Expense Activity | Transaction | The T & E Expense Activity report can be used to monitor travel type purchases at the account level. Subtotals are provided for each account for the following travel types of purchases: Airlines, Lodging, Car, Mass Transportation, Restaurant, Cash, and Other. The report lists: T&E Type, Count of Transactions, Total Amount, Average Amount. |
| T & E Expense Activity by Cardholder | Transaction | The T & E Expense Activity by Cardholder report can be used to analyze at the account level, the total and average dollar amount spent on each of the following travel types of purchases: Airlines, Lodging, Car, Mass Transportation, Transportation, Restaurant, Cash, and Other. Subtotals are provided for each account, as well as Grand Totals for the entire report. The report lists: Account Name, Type of Travel Activity, Number of Transactions for the Activity type, Total Dollar Amount, Average Dollar Amount. |
| T & E Transaction Activity Report | Transaction | T & E Transaction Activity lists the T & E transactions, grouped by cardholder. Displays the Transaction Date, Merchant Name, Debit Count, Debit Amount, Credit Count and Credit Amount. |



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| Report Name | Type | Description Of Report |
|--|-------------|---|
| T & E Transactions by Industry/Vendor | Transaction | The Transactions by Industry/Vendor report can be used to analyze account usage with each Merchant within the following T&E industries: Airlines, Lodging, Car Rental, Transportation, Restaurants, Cash, and Other. Subtotals are provided for each type of industry. The report lists: Industry, Merchant Name, Merchant City and State, Number of Transactions per Merchant, and Total Dollar Spent per Merchant. Contents of the report are best viewed in Excel and PDF format. |
| Test Report 123 | Accounts | The report will provide all card changes made over a selected date range. This report contains the account number, change date, a description of the field changed, original data, new data and PaymentNet User ID that made the change. |
| Transaction Audit | Transaction | The report will provide all transaction changes made over a selected date range. This report contains the transaction ID, change date, a description of the field changed, original data, new data and PaymentNet User ID that made the change. |
| Transaction Detail | Transaction | The Transaction Detail report can be used to monitor the purchases for each account. Transactions as well as line items are included and payments are excluded from this report. Subtotals are provided for each account, as well as Grand Totals for the entire report. The report lists: Account Name, Account Number, Transaction ID, Transaction Date, Post Date, Merchant Name, Merchant City and State, MCC, Debit Amount, Credit Amount, and Tax. |
| Transaction Detail by Central Bill Account | Transaction | The Transaction Detail by Central Bill Account can be used to analyze the transactions and accounts that have been charged to Central Bill accounts. Sub-totals are provided for each Central Bill account, as well as Grand Totals for the entire report. The report lists: Tran Date, Post Date, Reference Number, Tran ID, Merchant Name, MCC, City, State, and Amount. |
| Transaction Detail By Hierarchy | Transaction | 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, Merchant, City, State, MCC, Debit Amount, Credit Amount, and Tax. |
| Transaction Detail by Merchant | Transaction | The Transaction Detail by Merchant lists the transactions and dollar amounts spent with each Merchant. The report lists: Merchant Name, Merchant City, State, Zip, MCC, Transaction Amount, Reference #, Transaction Id, Account Name, Transaction Date, and Post Date. |
| Transaction Detail by Parent Merchant | Transaction | The Transaction Detail by Parent Merchant report lists the transactions and dollar amounts spent with each Parent Merchant. The report lists: Parent Merchant Name, Merchant City, State, Zip, MCC, Transaction Amount, Reference #, Account Name, Transaction Date, and Post Date. |
| Transaction Detail with Accounting Codes and Notes | Transaction | The Transaction Detail with Accounting Codes and Notes report shows a list of transactions with their account codes, notes and custom fields. Transactions as well as line items are included and payments are excluded from this report. The report lists Transaction ID, Cardholder Name, Account Number, Merchant Name, Merchant City, State, MCC, Transaction and Post Dates, Transaction Amount, Tax, Transaction Notes, an unlimited number of Account Codes, and Transaction Custom Fields. Contents of this report are best viewed in PDF format. |
| Transaction Detail with Page Breaks | Transaction | The Transaction Detail report lists the purchases for each account. Since each accounts activity is detailed on a separate page, this report can be printed and given to cardholders that dont have access to PaymentNet to review their transactions. Transactions as well as line items are included and payments are excluded from this report. The report lists: Account Name, Transaction ID, Transaction Date, Post Date, Merchant Name, Merchant City and State, Debit Amount, Credit Amount, and Tax. |
| Transaction Detail with Payments | Transaction | The Transaction Detail with Payments report can be used to monitor the purchases and payments for each account. The report lists: Account Name, Transaction Date, Post Date, Transaction Amount, Merchant Name, Merchant City and State, and MCC Code |



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| Report Name | Type | Description Of Report |
|---|----------------|--|
| Transaction Detail with Purchase Addendum | Transaction | The Detail with Purchase Addendum report is used to analyze only transactions with purchasing addendum. The report groups the transactions by cardholder. It displays transaction date, post date, merchant name, merchant city, merchant state, MCC, debit amount, credit amount, merchant sales tax and, if applicable, the level 3 data sent by the merchant such as item quantity, item description, unit cost, line item total, product code and unit of measure. |
| Transaction Disputes by Hierarchy | Transaction | The Transaction Disputes by Hierarchy report can be used to monitor the status of disputed transactions. The report lists: Account Name, Account #, Merchant Name, Transaction Date, Transaction Amount, Date Disputed, and Date Resolved. |
| Transaction Disputes by Status | Transaction | The Transaction Disputes by Status report lists the status of disputed transactions. The report lists: Account Name, Transaction ID, Account Number, Merchant Name, Transaction Date, Transaction Amount, Date Disputed, and Date Resolved. |
| Transaction Summary | Transaction | The Transaction Summary report summarizes the number of transactions and total dollar amount for each account. The report lists: Account Name, Account Number, Number of Debit Transactions and Dollar Amount, Number of Credit Transactions and Dollar Amount, Total Number of Transactions and Dollar Amount. Contents of the report are best viewed in Excel and PDF format. |
| Transaction Summary by Hierarchy | Transaction | The Transaction Summary by Hierarchy report summarizes the number of transactions and total dollar amount for each account by Hierarchy. The report lists: Account Name, Account Number, Number of Debit Transactions and Dollar Amount, Number of Credit Transactions and Dollar Amount, Total Number of Transactions and Dollar Amount. Contents of the report are best viewed in Excel and PDF format. |
| Transaction Summary by Merchant | Transaction | The Transaction Summary by Merchant summarizes the number of credit transactions and amount, the number of debit transactions and amount, total number of transactions, total amount per merchant. Contents of the report are best viewed in Excel and PDF format. |
| Transaction Summary by Parent Merchant | Transaction | The Transaction Summary by Parent Merchant summarizes the number of credit transactions and amount, the number of debit transactions and amount, total number of transactions, total amount per parent merchant. Contents of the report are best viewed in Excel and PDF format. |
| Transportation Spending Analysis by Top Carrier | Merchant | The Transportation Spending Analysis by Top Carrier can be used for rate negotiations with transportation providers. The report is sorted in order of largest dollar amount first and lists Carrier, Total Dollar Amount, Number of Transactions, Average Transaction Amount, and Grand Totals. |
| Unusual Activity Analysis | Administration | The Unusual Activity Analysis can be used to monitor unusual transaction activity and determine if the transactions are business-related. Subtotals are provided for each Merchant Category, as well as Grand Totals for the entire report. The report lists: MCC, MCC Description, Account Name, Merchant Name, City, State, Transaction Date, and Transaction Amount. |
| Write-off | Accounts | The Write-Off report can be used to monitor bad debits. The report lists: Cardholder Name, Account Number, Write-off Amount, Write-off Date, Past Due Amount, and Balance |



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APPENDIX I - Travel Card Mandatory Training Sample Notification Emails

- I.1 Template e-mail to be used by APCs when sending the first e-mail notice to employees:

As of {month, day, year} you have not completed the mandatory refresher training for the GOVERNMENT TRAVEL CARD (SATERN course HQ-CD TRAVELCARD) as required by OMB Circular A-123 Appendix B. Please note that you have until close of business {month, day, year} (five business days) to complete the training in SATERN **and** provide your supervisor and me with verification of training. Non-compliance with mandatory government travel charge card training requirements may result in your travel charge card being suspended. The card will not be unsuspended until refresher training is completed and proof of training is provided (i.e., SATERN Training Certificate). If your card is suspended, please notify me promptly when the training is completed so I can unsuspend the account. Also, if you have taken the mandatory training within 3 years and SATERN does not accurately reflect the status of your training, please notify me as soon as possible and provide proof of training.

- I.2 Template e-mail to be used by APCs when sending subsequent e-mail notices to supervisors/employees:

As of {month, day, year} {employee's name} has not completed the mandatory refresher training for the GOVERNMENT TRAVEL CHARGE CARD (SATERN course HQ-CD TRAVELCARD) as required by OMB Circular A-123 Appendix B. Please inform the employee that he/she, as well as all travel charge cardholders, is required to complete mandatory training, and non-compliance with training requirements may result in the travel charge card being suspended.

If the employee does not take mandatory training after you have requested him/her to do so, you may contact your Center's Employee Relations Officer to determine how best to address the employee's failure to complete the required training. You may also request that I suspend the employee's travel charge card until the training is completed. Please note that when a travel charge card is suspended because of non-compliance with mandatory training requirements, the card will not be unsuspended until refresher training is completed and proof of training is provided (i.e., SATERN Training Certificate). If a card is suspended, the employee should notify me promptly when the training is completed and provide proof of training so I can unsuspend the account.

If {employee's name} has taken the mandatory training within 3 years and SATERN does not accurately reflect the status of training, please have him/her notify me as soon as possible and provide proof of training.