

FCPN# FY04-10 Fleet Card Account Delinquency Procedures

Note: IT IS YOUR RESPONSIBILITY TO GIVE THIS NOTICE WIDEST DISSEMINATION TO PROGRAM PARTICIPANTS TO INCLUDE APCs, AOs, Certifying Officials and Card Users (if applicable) IN YOUR HIERARCHY.

The DON eBusiness Operations Office receives a delinquency report from USBank on or about the 23rd of each month. The process for handling delinquencies is defined below.

- 1) Within 3 business days of receipt of the report from the bank, the DON eBusiness office emails each applicable Major Command's APC HL4 their list of delinquent accounts, along with instructions to research the delinquency and assist with payment resolution. Focus is on delinquencies that are in the 90 day and over categories. The APC HL4 has the option to push this requirement down their hierarchy chain for resolution by the APC at HL5 (if applicable) or HL6.
- 2) Feedback from the HL4 APC is due to the DON eBusiness office no later than the 15th of the following month. Required feedback includes:
 - a. Date of contact with activity
 - b. Who was contacted and their phone number
 - c. Action taken
 - d. Reason payment wasn't made
 - e. Date payment was made, or estimated* date if not yet paid

* Follow up with DON eBusiness after payment is made
- 3) This feedback will be incorporated into the applicable delinquency report in the newly added column for APC comments/resolution.

All Fleet Card Periodic Notices (FCPNs) are located on our website under the Policy tab. Please send any questions/comments to fleet_card@navsup.navy.mil.

Helpdesk
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