

**Minutes of DoN eBUSOPSOFF Card Management Group
and HL3 Teleconference
6 January 04**

Attendees: AAUSN, COMLANTFLT, COMPACFLT, SPECWAR, NAVSEA, NAVAIR, SPAWAR, DIRSSP, BUPERS, RESFOR, SECGRU, NSMA, CNI, ONR

CMG: Bonnie Paraschos, Barbara Hepburn, Beverly Kuhn and Kimberly Ripka

Joanne Brandt of FMO also participated.

- 1) APC Conference
 - a) Atlanta, GA, 1-4 March 04
 - b) Sent out a spreadsheet with an agenda for the APC offline meetings
 - c) Assigned room for all requests received – please let Bev know if you are not on the list and should be, or if you on the list can no longer use the time slot
 - d) Chief Dingess of RESFOR advised he can give up one hour
 - e) COMLANTFLT would like that hour available
 - f) Elaine of DIRSSP asked if registration is necessary for the sessions – No, just attend the sessions you want
 - g) The hotel is almost full, please register soon
 - h) Registering online at the eBUSOPSOFF website does not reserve a hotel room – you must call the hotel separately
 - i) All additional EAGLS training classes scheduled for 3 Mar 04 are full
- 2) NAVAUDIT Report
 - a) NAVAUDIT completed a draft report that ties in with Travel Card
 - b) Original focus was to be on the DFAS payment process and that APCs had a good working knowledge of the program, procedures and policies
 - c) In the draft report, APCs claim to have little training and little knowledge of the program, the DON instruction and tools available
 - d) PLEASE make sure your lower level APCs are kept informed and new information is disseminated
 - e) What is the consensus of the level 3s – are the APCs ignorant of these things? **The response was a unanimous “NO” and they offered to flood NAVAUDIT with copies of the information that flows from eBUSOPSOFF**
 - f) Bonnie of NAVAIR advised that it may just be the auditor’s perception. However, are the 6 reports mentioned in their draft mandatory or recommended? **The mandatory reports cited in the draft report probably came from the FMR and an ASN memo from February 2003. The next update to eBUSOPSOFFINST 4650.1A will be updated to reflect that information.**

- g) eBUSOPSOFF met with NAVAUDIT representative, Dave Evans, and asked who they contacted in eBUSOPSOFF and the answer was “No one”. Bonnie Paraschos advised that was not satisfactory and Mr. Evans agreed.
 - h) Will the draft report be sent to everyone? **A final report will probably be issued.**
 - i) The instruction does now state that APCs should refresh training every two years. Please make sure the lower level APCs are aware and do this.
 - j) It will be very labor intensive to monitor all training
 - k) How can we see if an APC is active? **Bev advised the user ID will be “inactive” if it has not been used in at least 90 days**
 - l) Janice Faracca asked how APCs are supposed to keep track of certificates/training for lower level APCs
 - m) Should eBUSOPSOFF try to put into place a check in/check out for APCs as well as cardholders? **YES**
 - n) APC POC maintenance would be a big benefit
- 3) Delinquency Rate
- a) We have recently experienced a rise in delinquency. There are certain peaks that are normally expected, however, the recent rise has been a concern
 - b) Just a reminder to all, please do what you can to help
 - c) Reserves are taking the biggest hit, please be good business partners with RESFOR when dealing with reservists & accounts
 - d) APCs from COMLANTFLT advised of frustration with the way the delinquency rate is calculated. **eBUSOPSOFF has discussed this issue with FMO, but has been advised that the calculation will not change. Joanne Brandt advised that FMO personnel do understand and are sympathetic, however, there are a whole host a reasons why the calculation cannot be changed.**
 - e) Barb Hepburn reminded APCs that the delinquency rate goes up when the spend volume goes down. Mobilization and demobilization also play a part in delinquency rates.
 - f) Chief Dingess advised that RESFOR would be issuing an instruction that will cover mobilization, demobilization and all other issues. It will be posted to RESFOR’s website. **Once it is on the website, contact eBUSOPSOFF and we can create a link from our website.**
 - g) Some reports indicate that cards may still be being used for non-travel transactions. PLEASE monitor transaction.
 - h) PLEASE pass MAP reports to lower level APCs.
 - i) U-HAUL charges should not be paid with a travel card. PN! Torres asked if a statement could be printed on travel orders that the travel card cannot be used for PCS. Maggie Grant advised that PCS must be charged to a personal card. **A suggestion was made that if deactivating cards when a person leave a unit is enforced, they would not be able to used the card for PCS.**
 - j) An APC stated that there are still problems with instances of cardholders calling the bank to force charges even though the card is deactivated. **That is due to the bank’s policy of “no traveler will be stranded”.**

A suggestion was made to make a note on the account that the card should not be reactivated without APC approval.

- k) The bank has the policy not to strand a traveler incase an APC forgets to activate a card. The cardholder can contact the bank to force the charge. The bank's policy is to force the charge and then contact the APC. If they are unable to contact the APC, the account is left open for 10 days and the deactivated.
- l) What if the APCs close and re-open the accounts. Would not be wise, if the account is left closed for too long, a new application will need to be submitted.
- 4) Privacy Act
 - a) Correspondence (faxes, e-mails, naval messages, etc.) is still being sent with complete SSNs or account numbers. Please be sensitive to this issue to comply with the Privacy Act.
 - b) EBUSOPSOFF will prepare a TCPN regarding this issue for the level 3 APCs to forward to the lower level APCs.

The next GTCC HL3 Monthly Teleconference will be held at 2:00pm on Tuesday, 3 February 04.