

GTCC Monthly HL3 APC Teleconference Meeting Minutes

Meeting Name	GTCC Monthly HL3 APC Teleconference
Meeting Chair	DON eBusiness Operations Office
Date	6 July 2004
Time/Location	2:00 – 2:30 pm

Attendees

Command Name		
DONEBUSOPSOFF	LANTFLT	NETC
AIRLANT	MSC	PACFLT
BUPERS	NAVAIR	RESFOR
DIRSSP	NAVSEA	SECGRU
FMO	NAVSUP	SPAWAR

Meeting Agenda/Objectives Items

Objective #	Objectives
1.	Misuse & Abuse Reports - Changes
2.	Conferences – GSA & 2005 eBUSOPSOFF APC Conference
3.	Separated Cardholders
4.	Delinquency Report
5.	HL3 General Discussion
6.	Next Teleconference

Meeting Minutes/Action Items

Agenda #	Minutes
1.	Misuse & Abuse Reports - Changes
	EBUSOPSOFF has received a lot of responses from levels below level 3 APCs. Responses from level APCs should be sent to the level 3 APC for consolidation and submission to eBUSOPSOFF. Any responses received at eBUSOPSOFF from an APC other than the level 3 APCs will be rejected.
	Documentation accompanying the MAP reports explaining the response process will be updated and distributed with the next MAP report (within the next two weeks). EBUSOPSOFF will send out a TCPN regarding the MAP response that can be forwarded to the lower level APCs.
	Is it possible to get a longer timeframe to respond? EBUSOPSOFF has response deadlines from upper level management to meet, so the process time will remain the same. If there are extraordinary circumstances, please contact the office to request an extension.
2.	Conferences – GSA & 2005 eBUSOPSOFF APC Conference
	The Sixth Annual GSA SmartPay Conference is to be held 24 – 26 Aug 04 in New Orleans. eBUSOPSOFF reps will be manning the office booth, attending bank training and participating

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	in the Travel Card break out session. A schedule will be sent out later this month.
	The 2005 eBUSOPSOFF APC Conference will be held 28 Feb – 4 Mar 2005 at the Westin Bonaventure Hotel, Los Angeles, CA. Online registration will begin in Oct 04. More information will be provided as it is available. This conference will contain sessions for the Fleet, Purchase and Travel Card programs.
3.	Separated Cardholders
	DFAS files have been compared to DMDC files and a list has been compiled of approximately 1800 separated cardholder accounts (deceased, retired, etc.). eBUSOPSOFF will be sending the list out for level 3 review and instructions for responding. Please verify that these cardholders are separated. We realize that it will be a short turn-around time for responding, but would appreciate your assistance in adhering to the deadline set by FMO.
	RESFOR – Once L3s have responded, will the separated cardholders be removed from the hierarchies so they do not affect the delinquency rates? Ideally there should not be any delinquency for a separated cardholder. However, due to bank policy, once the CH is in your hierarchy, that is where it will remain.
	RESFOR – When there is an Admin Separation due to delinquency, the list is sent to DFAS and DFAS reports to the bank. Why must the cardholder stay in the hierarchy for 90 days? Bank policy is that the account must roll through the aging process. This is an issue that would need to be worked offline with the bank.
4.	DTS
	Any comments/suggestions regarding DTS please send to eBUSOPSOFF, this office will forward the information to the DTS office.
5.	Delinquency Rate
	Congratulations again on a job well done!! All claimancies are under the DON goal for the second month in a row! Your hard work and dedication to the program are truly appreciated. Thank you all.
6.	HL3 General Discussion
	SPAWAR – There was policy issued regarding an account delinquent past 90 days and approaching 120 days be reported to security. Where can that be found? It is stated in a letter from the Chief of Naval Operations 27 MAR 03. (Attached below)
	What is the status on the cardholder reinstatement policy? It is still in the works, but nothing has been released officially yet. Go ahead and have cardholders complete the form from the BoA website and forward it to eBUSOPSOFF.
7.	Next Teleconference
	The next GTCC HL3 Monthly teleconference will be held on 3 August 2004 at 2:00pm. Teleconference dial-in number: 1-888-818-9740 Participant Code: 77032



"CNO Ltr 27 Mar 03
Misuse Govt Cards.pc