

**Minutes of DoN eBUSOPSOFF Card Management Group
and HL3 Teleconference**

4 Nov 03

Subject: Discussion of Government Travel Charge Card (GTCC) Program

Representatives from the following commands participated in the phone Conference: COMNAVSPAWARCOM, ONR, COMSPECWARCOM, COMNAVSUPSYSCOM, COMNAVSEASYSYSCOM, COMNAVFACENGCOS, COMNAVAIRSYSCOM, COMSC, DIRSSPO, FLDSUPACT, NETC, COMLANTFLT, USN, COMPACFLT, AIRLANT.

CMG (East/South) – Bonnie Paraschos, Beverly Kuhn and Kim Ripka

1. Opening Items

- a. PMR & site visit to BoA collections unit 28-29 Oct 03.
- b. Patriot Act – with implementation of Patriot Act, APCs must be more careful that the correct SSN is on applications so duplicate accounts are not created
- c. Currently there is a backlog at the PSDs on processing claims – this may cause a rise in delinquency and late fees
 - (1) Elaine of DIRSSP advised that normally a cardholder can contact BoA and have a note made on their account
 - (2) Late fees are only reimbursable if the claim is late in being paid by the PSD. They are not reimbursable if the PSD pays on time and the cardholder is late.
 - (3) Late fees are not assessed until 75 days!
 - (4) If APCs receive late fee complaints, they need to find out if the fault lies with the PSD or the cardholder, would require proof from PSD to have fees reimbursed
 - (5) Rodd Mason pointed out that in the SOU it states that the cardholder is to pay the account regardless of receiving reimbursement
 - (6) Dave McDermott advised to remind travelers that, by law, properly completed vouchers are due interest back from the government if not paid in 30 days
 - (7) NAVAUDIT to release a report indicating that in most cases PSDs are paying within the 30 day time frame, travelers not filing in the a timely manner is the primary cause of delay

2. Infrequent Traveler Review

- a. Have completed Infrequent Traveler Reviews on 3 different occasions
 - (1) 1st Review – DOD accounts
 - (2) 2nd Review – APCs reviewed the accounts

- (3) 3rd Review – Process went the best
- b. Originally the review was to only occur twice a year, but the DOD TCPMO has sent Dave a list of accounts not used in the last 18 months
 - (1) DOD wants to close these accounts without the APCs review, Mr. Aviles is still trying to persuade them to have the APCs review the lists
 - (2) Part of the problem is that some accounts that were requested to remain open on the last review still have had no activity
 - (3) If there is to be an error – please err on the side of closing the account or keep open only those accounts that really will have travel in the near future
- 3. Hierarchy Changes
 - a. The hierarchy change process has been hard to manage and confusing and has caused problems at BoA
 - b. Until the process is ironed out, please send any large numbers of hierarchy change request to Bev or Barb to work with Boa to have the changes completed correctly
 - c. Lower level APCs should work through their level 3 PACs.
- 4. 2004 APC Conference
 - a. Atlanta, GA, 1 –4 March 04
 - b. Hyatt Regency Atlanta, located downtown on Peachtree Street.
 - c. When making reservations, use the group name “Dept of Navy APC Conference” to get the conference rate
 - d. Please send nominations outstanding performance for lower level APCs to Bev by 31 Dec 03.
 - e. 1 & 2 March are for Travel Card
 - f. 3 & 4 March are for Purchase Card
 - g. Pre-registration for Travel Card on 29 Feb 03 at 7:00pm
 - h. Pre-registration for Purchase card on 2 March 03 at 7:00pm
 - i. Travel Card Advanced EAGLS training on 3 March 03 – one morning session and one afternoon session
 - j. Purchase Card CitiDirect Ad Hoc training on 2 March 03 - one morning session and one afternoon session
 - k. If you are interested in having an offline session with your lower level APCs, please send that request to Beverly Kuhn by the end of November
 - l. Offline sessions will be posted at the conference so APCs will know dates and times
- 5. Demobilization
 - a. Chief Dingess is the POC for demobilized reservists still showing up on your delinquency report
 - b. Contact him at brian.dingess@navy.mil with their name and SSN and he can help you if they are still active reservists
- 6. General Discussion

- a. Has there been any resolution to cardholders calling BoA directly to reactivate their own cards?
 - b. An APC indicated that they had one cardholder who has a TC for his Navy civilian position and also one issued through the Army National Guard who has been told that he must have 2 – the Army will not accept the navy Travel Card. **Dave McDermott advised that the cardholder should only have one card issued through his civilian employment. If the Army National Guard APC has a problem with it, he/she should contact Frank Rago, the travel card manager for the Army.**
 - c. Bonnie of NAVAIR advised she is still getting paper reports from the bank. **Dave McDermott advised that the bank has been asked to stop sending paper reports. These should be thrown away! Bonnie Paraschos will send another e-mail to BoA.**
7. The next HL3 teleconference will be held on 4 December 03 at 1400 hrs.