



DEPARTMENT OF THE NAVY  
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JUL 12 2002

MEMORANDUM FOR DIRECTOR, DEPARTMENT OF THE NAVY EBUSINESS  
OPERATIONS OFFICE

Subj: MANAGEMENT OF THE DEPARTMENT OF THE NAVY TRAVEL CARD  
PROGRAM

Ref: (a) ASN(FM&C) memo of 16 Apr 02

By reference (a), the Assistant Secretary of the Navy (Financial Management and Comptroller) (ASN(FM&C)) announced several policy changes governing the use of the travel card within the Department of the Navy (DON). Those changes were intended to address the continuing problem with delinquencies and assist all major commands in better managing their travel card programs. The ASN(FM&C) also established a DON delinquency metric of 4.0 percent, based on the outstanding dollars due the card contractor, and required additional remedial actions of commands and activities that exceeded the metric.

As part of this effort, senior leadership of the commands not meeting the metric were required to personally brief the ASN(FM&C) on their travel card program, describing what actions they are taking to reduce delinquencies and meet the current goal. These meetings have been very productive, and I would like to highlight some of the significant areas discussed. In addition to the revised policies contained in reference (a), the following policies should be incorporated into the next revision of the eBUSOPSOFF Instruction 4600.1:

a. Retiring/Departing Personnel - Commands will deactivate travel cards of personnel within 90 days of their scheduled departure or End of Active Obligated Service. Cards should only be activated if those personnel are scheduled for official travel, but no sooner than 10 days prior to travel. These cards should be immediately deactivated upon completion of the travel.

Subj: MANAGEMENT OF THE DEPARTMENT OF THE NAVY TRAVEL CARD PROGRAM

b. Span of Control - Agency Program Coordinators (APCs) provide the first line of defense against card abuse and misuse. To be effective, APCs should be directly responsible for a reasonable number of cardholders. Commands should ensure that their hierarchies are structured to enable adequate control to assigned APCs.

c. Unit Cards - The unit card can be a viable alternative to individual travel card accounts. To limit exposure of large-dollar billings on individual travel card accounts and for travelers who do not have individual cards, unit cards can be deployed for group travel situations if appropriate procedures are in place - for timely certification of bills by the command.

d. Travel Claim Reimbursements - Although limited, instances where travel claims are not being settled in a timely manner continue. Travelers may not be following up on their claims once submitted or the Personnel Support Activity/Personnel Support Detachments are not informing travelers regarding problems with their claims. Commands are to be reminded to monitor travel claim reimbursements and intervene as needed to correct travel claim reimbursement issues.

e. Interim Travel Claims - Commands are to ensure that individuals who are performing extended travel, in excess of thirty days, file interim claims using the split disbursement option so that periodic payments may be made to the card issuer.

f. Split Disbursement Option - Commands are to highly encourage cardholders to use the split disbursement payment process for all travel reimbursement.

g. Maintaining Current Addresses - During our recent effort to send letters to Navy and Marine Corps cardholders who were more than 60 days delinquent on their accounts, more than 13 percent of the letters were returned due to incorrect or non-current mailing addresses. DON commands must ensure that APCs review cardholder lists on a regular basis so that the addresses on file at Bank of America are kept current.

Subj: MANAGEMENT OF THE DEPARTMENT OF THE NAVY TRAVEL CARD  
PROGRAM

I believe that the above direction, coupled with the policy changes outlined in reference (a), will help commands better manage their travel card programs and reduce delinquency levels. My point of contact is Mr. Dave McDermott, who can be reached at (202) 685-6719 (DSN 325-6719).

A handwritten signature in cursive script that reads "Ronald L. Haas".

RONALD L. HAAS  
Director  
Office of Financial Operations