



THE ASSISTANT SECRETARY THE NAVY  
(FINANCIAL MANAGEMENT AND COMPTROLLER)  
1000 NAVY PENTAGON  
WASHINGTON, DC 20350-1000

SEP 21 2004

MEMORANDUM FOR UNDER SECRETARY OF DEFENSE (COMPTROLLER)

Subj: TRAVEL CARD DELINQUENCY

Encl: (1) Department of the Navy Delinquency Rate

The Department of the Navy's (DON) delinquency rate in its travel card program has improved dramatically. In August 2004, the combined delinquency rate of the Navy-Marine Corps team dropped to 4.4 percent. DON's over-sixty-day delinquency dollars have decreased by 40 percent in the past twelve months, and the number of delinquent accounts has declined by 37 percent. Enclosure (1) illustrates DON's improving delinquency rate.

This improvement is a direct result of the focused effort by commanders at all levels in the Fleet and Marine Forces. The single most effective tool has been regular review of outstanding accounts by Agency Program Coordinators (APC), identifying and resolving potential delinquencies. We have directed APCs to begin pre-suspension notification at 45 days, instead of the 55 days required by the Financial Management Regulation. In addition to early detection, mandatory split disbursement for all DON employees has commenced and should further drive down delinquency.

While reaching the Department of Defense goal is an important milestone, DON is committed to driving down delinquent dollars even further. I will continue to monitor DON's travel card program performance and be personally involved in finding solutions to improve the delinquency rate.

My point of contact is Mr. David McDermott who may be reached by email at [david.e.mcdermott@navy.mil](mailto:david.e.mcdermott@navy.mil) or by telephone at (202) 685-6719.

A handwritten signature in black ink, appearing to read "Dionel M. Aviles".

DIONEL M. AVILES

# DON Delinquency (%) Jan-04 to Aug-04

