

**STATE OF WEST VIRGINIA  
ADJUTANT GENERAL'S DEPARTMENT  
CHARLESTON, WEST VIRGINIA 25311**

**WV Human Resource Office Regulation  
Number 37-112**

**12 April 2004**

**Finance Administration**

**THE WEST VIRGINIA ARMY NATIONAL GUARD TRAVEL CHARGE CARD  
PROGRAM**

This regulation prescribes the policies and procedures for the West Virginia Army National Guard Travel Charge Card Program. It also covers instructions on the eligibility and application process for cardholders. This regulation applies to all civilian (excepted and competitive) technicians of the West Virginia Army National Guard.

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## **Chapter 1**

### **Introduction**

#### **1-1. Purpose**

**This regulation prescribes policies and procedures governing the civilian employees of the West Virginia Army National Guard (WVARNG) and the Travel Charge Card Program. It provides standard guidelines in which the government Travel Charge Card is to be used. The policy also provides guidance on disciplinary action for misuse of the card by civilian employees.**

#### **1-2. References**

- a. GS-00F-34139 (General Services Administration Contract: Travel and Transportation Payment and Expense Control System) 30 November 1993.**
- b. NGR 37-112 (Army National Guard Travel Charge Card Program)**
- c. Joint Travel Regulation, Vol. II, Civilian**
- d. All States Memorandum P96-0087 (Army National Guard Travel Charge Card Program Automated Teller Machine (ATM) Limit Reduction and Focus on Card Abuse).**
- e. Agreement Between the Department of Defense Employee and Bank of America**

#### **1-3. Explanation of abbreviations and terms**

**Abbreviations and special terms used in this regulation are explained in the glossary.**

#### **1-4. Responsibilities**

- a. WVARNG Financial Manager. will--**
  - (1) Publish policy and procedural guidance for the WVARNG Travel Charge Card Program.**
  - (2) Establish and maintain a WVARNG Hierarchy Level 4 Agency Program Coordinator (HL4 APC) function.**
  - (3) Have the authority to set monthly credit authorization system (CAS) levels for the WVARNG.**
  - (4) Have the authority to restrict merchant spending in accordance with travel policy.**
- b. Hierarchy Level 4 Agency Program Coordinator (HL4 APC). The WVARNG HL4 APC will--**
  - (1) Administer the Army Travel Charge Card Program for the West Virginia Army National Guard.**
  - (2) Receive and review information reports provided by the Travel Charge Card company.**
  - (3) Process applications for Travel Charge Cards and cancel Travel Charge Cards for personnel in accordance with (IAW) NGR 37-112 and this regulation.**
  - (4) Randomly review Travel Charge Card accounts to ensure they were incurred during official TDY.**
  - (5) Brief and/or report Travel Charge Card statistics to WVARNG leadership when requested or as deemed appropriate.**
  - (6) Process and set the CAS limit per Financial Manager, WVARNG's authorization.**

c. Technician supervisor. The technician supervisor will administer discipline for card abuse.

d. Cardholder. The cardholder will notify their HL4 APC of a change of address, phone number, office change, intent of long-term travel or duty location. Long-term travel is defined as thirty days or longer.

#### **1-5. Authority**

This regulation is issued pursuant to General Service Administration Contract Number GS-00F-34139, Joint Travel Regulations Vol. II, DoD7110.3-M, section 522a., Office of Management and Budget Circular A-125 (Revised), 5 C.F.R. 2635.809, Office of Government Ethics Regulation, Public Law 103-94 5520a, and NGR 37-112.

### **Chapter 2**

#### **Program Standards**

##### **2-1. Program Policy**

The WVARNG Travel Charge Card Program will be administered entirely on the basis of merit, without regard to age, sex, race, color, religion, national origin, or physical or mental handicap. All eligible individuals IAW paragraph 3-2 of this regulation are encouraged to apply for a Travel Charge Card.

##### **2-2. Procedures**

a. All incoming technicians who are likely to travel will apply for a Travel Charge Card as a part of their orientation process.

b. All incoming technicians will notify the HL4 APC of any government Travel Charge Cards currently in their possession.

c. All outgoing cardholders will turn in their Travel Charge Card to the Travel Charge Card Company and provide a signed statement by a creditable witness to the HL4 APC as a part of their out processing.

d. The Out Processing Office will notify the HL4 APC of all outgoing personnel.

##### **2-3. Applications**

The Travel Charge Card application requires information which will provide the ARNG necessary information on commercial travel, transportation payment and expense control system which provides travelers with Travel Charge Cards for official travel and related expenses, attendant operational card control support, and management information reports for expense control. Routine uses which may be made of the collected information are—

(1) Transfers to appropriate Federal, State, local, or foreign agencies when relevant to civil, criminal, administrative, or regulatory investigations.

(2) Requests of another Federal agency in connection with hiring, retention, issuing a security clearance, reporting a technician investigation, verifying a job, letter or contract or issuing a license, grant or other benefit.

(2)

**a. Applicant. The applicant will—**

(1) Complete the on-line cardholder training or a locally developed equivalent and sign the ARNG Cardholder Statement of Understanding (Appendix C of SOP Travel Charge Card Program, NGB-ARC-F) prior to submitting an application for a Travel Charge Card.

(2) Legibly complete a Travel Charge Card application to include the technician designated section, social security number, and home address.

(3) Sign the application acknowledging and agreeing to the proper use of the card and accepting the conditions under the agreement between the agency and current Travel Charge Card contractor.

(4) Have his/her supervisor print their name, sign and date the bottom of the application.

(5) Forward the signed application to the HL4 APC.

(6) Promise to pay for all charges made by the cardholder or anyone allowed to use the account until paid in full.

(7) Agree to report expenses promptly to the agency/organization in accordance with its expense reimbursement procedures.

**b. Applicant's supervisor. The applicant's supervisor will--**

(1) Ensure that the applicant signed the application and the usage/agreement statement.

(2) Verify the applicant's eligibility for the government Travel Charge Card.

(3) Sign and date the bottom of the application.

**c. HL4 APC. The HL4 APC will--**

(1) Review the applicant's information for completeness.

(2) Complete the HL4 APC portion of the application.

(3) Fill in the Federal Information Processing Standard code.

(4) Fill in the cost center with the applicant's office symbol.

(5) Verify the applicant's supervisor has printed their name and signed the bottom of the application prior to forwarding the application to the Travel Charge Card Company.

(6) Contact the Travel Charge Card Company to verify the applicant has not been a previous cardholder canceled due to abuse.

(7) Receive training within 90 days of assignment.

(8) On request, conduct briefings for employees on the Travel Charge Card Program.

(9) Request, receive, and analyze appropriate accounting reports.

(10) Review all transactions listed on abuse and delinquency reports and develop/provide management reports indicating delinquency and abuse trends.

(11) Review open travel card accounts on a monthly basis to identify and close accounts for separate employees or employees that do not qualify as frequent travelers.

(12) Maintain cardholder files in a secure area to protect the right to privacy of cardholders.

(13) Conduct and manage accounting processes according to the requirements and mandates of agency/contract specifications.

## **Chapter 3 Travel Charge Card Program**

### **3-1. Travel Charge Card**

**a. The Travel Charge Card will include the words "For Official U.S. Government Travel**

**Only” on the face of the card. The Travel Charge Card is government sponsored and contractor issued. The cardholder enters into a contract with The Travel Charge Card Company.**

**b. The government Travel Charge Card issued by the Travel Charge Card Company will be one of 3 classifications:**

**(1) Standard Travel Card. Issued to cardholders who are considered frequent travelers and who do not have any outstanding unpaid balance on account for 60 days or more. The total credit limit on these cards is \$5,000.00 per billing cycle. The ATM limit is \$515.00 per billing cycle; Agency Program Coordinators may raise the ATM limit to \$1,000.00 per billing cycle. Split disbursement is mandatory for all cardholders, when travel card is used. The Travel Charge Card Company mails billing statements directly to the individual cardholder.**

**(2) Restricted Travel Card. May be issued to cardholders 60 or more days delinquent, but not suspended, as of August 1, 1998, or card applicants who do not have a credit history as of December 1, 1998. These cards are activated by the HL4 APC when requested by the traveler for the time frame specified on the travel orders. The total limit on this card is \$2,000.00. This credit limit reflects: a \$250.00 ATM limit, with the remaining \$1,750.00 to charge lodging, rental cars, and/or miscellaneous expenses. The HL4 APC will have the capability to increase travel activation time and limits, and to activate and/or deactivate these cards. The Travel Charge Card Company mails billing statements directly to the individual cardholder.**

**(3) Unit Cards (Centrally Billed Accounts (CBA)). DoD Components may only use unit cards when it is cost effective and /or deemed in the best interest of the mission. Categories of travelers who would use CBAs would include, but are not limited to , new technicians who do not yet have travel cards, travelers on invitational orders, group travelers, and personnel to whom the local management has denied an individual travel card. Normally, individual Travel Charge Cards will not be issued in conjunction with a unit card; however, when cards are requested by the DoD component user, the Travel Charge Card Company will notify the appropriate Component Program Manager (CPM) and with their written approval, issue a Travel Charge Card to the individual designated by the requesting HL4 APC. Billing statements are mailed to the requesting organization and paid via the CBA process; Prompt Payment Act applies.**

**d. The government Travel Charge Card contractor may**

**(1) Provide credit information to credit bureaus concerning government cardholders' accounts.**

**(2) Garnish wages for outstanding debts.**

### **3-2. Eligibility**

**a. All U.S. citizen civilian personnel who are likely to perform duty travel are eligible to apply for the Travel Charge Card.**

**b. If a part-time technician requires a government travel card for long term (30 days or more) training, or is a frequent traveler, a waiver of requirement to utilize government travel card application may be issued by the HL4 APC. Waivers may only be given on an as needed basis.**

**c. The application for a Travel Charge Card does not imply automatic acceptance by the contracted Travel Charge Card company. History of card abuse or indebtedness is grounds for denial.**

**(4)**

d. The WVARNG reserves the right to exclude selected individuals from participating in the Travel Charge Card Program in cases where use of the card is inappropriate to the ordered traveler.

e. Personnel designated by their Agency as having financial difficulty will not be issued a Travel Charge Card.

f. Personnel not eligible for a card or denied issuance of a Travel Charge Card may be afforded a cash advance via electronic fund transfer (EFT) or be eligible for CBA issue.

g. If a technician is placed on long-term medical leave, their account may be deactivated by the HL4 APC until the technician is released from medical care and resumes work.

### **3-3. Automated Teller Machine**

a. The automated teller machine (ATM) service is a privilege, not a requirement. The WVARNG may choose not to use the ATM privilege. ATM cash withdrawals are only authorized for amounts to cover expenses of per diem authorized on the traveler's orders. The ATM withdrawal limit is determined by the Travel Charge Card Contractor and HL4 APC. (The HL4 APC may raise the ATM limit to \$1,000.00 per billing cycle for the standard travel card on a case by case basis.)

b. If the ATM service is provided, a personal identification number (PIN) and a copy of the ATM agreement will be issued to the cardholder. Since the card along with the PIN can be used to access cash, the cardholder must protect the card and the PIN. The PIN will never be placed on the card.

c. For each ATM withdrawal, the contractor will assess a reimbursable fee amounting to a percentage of the total value of funds withdrawn. The percentage of the reimbursable fee will be determined by the contractor. The fee will appear on the monthly billing statement.

d. To be reimbursed the ATM fee, the authorized traveler is required to make the ATM withdrawal within forty-eight hours prior to the start of travel and not later than the last day of travel. The authorized traveler must also list the ATM fee on the agency travel voucher.

e. Some independent ATM networks assess a reimbursable surcharge for the use of their ATM. The surcharge is an additional ATM fee over and above the contractor's ATM fee.

f. To be reimbursed the surcharge, the authorized traveler will list the surcharge fee on the agency travel voucher.

g. For all ATM travel card reimbursable fees, the traveler will provide a copy of the ATM transaction record with their travel voucher.

h. Cash advance requests are not authorized to Travel Charge Card holders. Only those individuals who are not eligible for a Travel Charge Card will receive an EFT travel advance by placing the statement, 'Individual is not eligible for a government Travel Charge Card' in the remarks block of DD Form 1610 or the Format 400 travel order.

### **3-4. Authorized card usage**

a. The Travel Charge Card may be used only for directed official duty travel and directed official duty travel related expenses away from the official normal duty station for lodging, meals, and incidentals.

- b. The card is valid for use only through the expiration date printed on the card. The cardholder will not attempt to use the card after that date.**
- c. The Travel Charge Card Company will continue to renew, replace or reissue cards to the cardholder until the HL4 APC requests otherwise or the account is suspended or canceled.**
- d. No person is authorized to use a Travel Charge Card other than the individual to whom it was issued.**
- e. Upon receipt, the cardholder will immediately sign the card and follow the Travel Charge Card Company's instructions for activation.**
- f. The card may be used to pay for lodging, transportation, meals, and incidentals in conjunction with authorized official duty travel.**
- g. The card will not be used for purposes not related to official travel.**

### **3-5 Payment and reconciliation**

**The Government will only reimburse the traveler for authorized and allowable expenses. Any charges in excess of the amount reimbursed will be paid to the Travel Charge Card company out of the traveler's personal funds.**

- a. Charges on the billing statement include Travel Charge Card purchases, ATM fees, bank surcharges, and ATM cash advances.**
- b. The cardholder will provide the Travel Charge Card Company a current and valid home address for billing purposes. The Travel Charge Card Company will send the monthly billing statement to the home address provided by the cardholder on the application.**
- c. Cardholders will make payments to the Travel Charge Card Company in accordance with the terms and conditions of the cardholder's agreement. The agreement stipulates that payment is due upon the payment due date printed on the billing statement.**
- d. Cardholders are responsible for payment of all charges made with the card issued to them, to the extent allowed by applicable law, even if the technician has let someone else use the Travel Charge Card or relinquished physical possession of the Travel Charge Card. The technician must retrieve the Card from that person to avoid further liability.**
- e. The Travel Charge Card Company may accept minimum payments, late payments, or any checks or money orders marked as being payment in full or being a settlement of any dispute without the traveler losing any of their rights under the agreement. The Travel Charge Card Company's acceptance of such a payment will be done as an exception and not as the rule.**
- f. Payments must be made in U. S. currency, in electronic form or with a money order payable in U. S. dollars, or with a draft or a check drawn on a bank in the U. S. and payable in U. S. dollars. Other forms of payment are negotiable with the Travel Charge Card Company.**
- g. All Requests for Reimbursement for Official Travel Expenses will be annotated with Split Disbursement as a default. Individuals whose accounts are in good standing and who have not been charged and proven of abuse or payment delinquency may waive this option**

by annotating the Split Disbursement Amount as “WAIVED”. Individuals who have been charged with abuse or delinquency will be subject to Mandatory Split Disbursement as appropriate. (Reference: Table 4-1 and 4-2)

h. Individuals are responsible for maintaining their account in a current status. The cancellation of a card, voluntarily or because of neglect/abuse by an individual may not justify cash advances (see 3.2f. regarding EFT advance).

i. Billing inquiries and disputes must be made by the cardholder or HL4 APC and addressed to the Travel Charge Card Company within 60 days of the receipt of the statement on which the charges first appeared. However, if after investigation by the Travel Charge Card Company, the Travel Charge Card Company is unable to resolve the dispute in the cardholder’s favor, the cardholder must make immediate payment to the Travel Charge Card Company.

j. Reimbursement for ATM withdrawals is limited to amounts necessary to cover the meals and incidental portion of per diem plus approved miscellaneous expenses that cannot be charged to the card, such as taxis, local public transportation, tolls, parking fees and gasoline.

## Chapter 4 Card Abuse

### 4-1. Abuse or payment delinquency

a. Card abuse is considered to be unauthorized purchases and obtaining ATM cash withdrawals for reasons other than authorized official travel. Payment delinquency is the failure of a travel charge card holder to make payment to the Travel Charge Card Company in a timely manner as defined by the agreement between the Department of Defense employee and the Travel Charge Card Company. The Travel Charge Card Company will not hold a cardholder liable for any unauthorized transaction which occurs after the cardholder notifies the Travel Charge Card Company of a loss, theft or possible unauthorized use of the card or PIN. The cardholder will immediately notify the Travel Charge Card Company of a loss, theft, or possible unauthorized use of the card or PIN.

b. Sufficient management emphasis must be placed on use of the Government Travel Card. This emphasis will ensure that the program remains a usable and beneficial resource for the WVARNG and our employees. This policy sets forth the minimum requirement of each level in managing this program. It is imperative that each cardholder and stakeholder maintains his or her responsibilities and obligations in this management process. A failure of this management process will result not only in the loss of his or her credit privileges but also create a potential severe impediment to the agency ability to accomplish it’s missions.

### 4-2. Consequences

Card abuse can result in and is not limited to reduction of ATM withdrawal limits, revocation of ATM privileges, suspension of card privileges, or cancellation of the Travel Charge Card.

a. The HL4 APC may reduce the ATM withdrawal limits after identifying card abuse. The HL4 APC will notify the cardholder of the reduced limits.

b. The HL4 APC may revoke ATM privileges for individual cardholders after identifying card abuse. The HL4 APC will notify the cardholder prior to canceling the ATM privilege.

c. Card abuse may result in civilian actions to include account cancellation, written reprimand, and/or wage garnishment may also be considered after a judgment is obtained in a court of law by the Travel Charge Card company.

Below is an outline of actions that must be taken to curb card misuse and delinquency.

TABLE 4.1 - Occurrences of card abuse.

<u>Event</u>	<u>APC Action</u>	<u>Supervisor/Manager</u>
1 <sup>st</sup> Abuse	Notify cardholder and supervisor of possible abuse.	Verify misuse, Counsel cardholder regarding misuse. Insure that the cardholder fully understands his actions and the possible results.
2 <sup>nd</sup> Abuse	Verify abuse and notify cardholder and supervisor of possible misuse and suspend travel card.	Counsel Cardholder. Notify cardholder of the possibility of formal or informal disciplinary or adverse action (per TPR 752) and cancellation of the travel credit card. Note: Adverse action must be approved by the appropriate activity head and the HRO.
3 <sup>rd</sup> Abuse	Cancel travel card.	Prepare/perform formal or adverse action as determined IAW TPR 752 guidelines. Note: Adverse action must be approved by the appropriate activity head and the HRO.

#### 4-3. Suspension

a. An individual's account may be suspended for card abuse or delinquency. Suspension of an account precludes the cardholder from placing any charges on the card and from using the ATM feature.

b. The Travel Charge Card Company or HL4 APC may initiate procedures for an account suspension at any time for cause.

c. The Travel Charge Card Company will notify the HL4 APC of impending suspension action. The HL4 APC will in turn notify the supervisor and the cardholder of the impending suspension.

d. If the account/card dispute is not resolved, the account will then be suspended.

e. Account suspension due to card abuse or delinquency does not justify a refusal of cash advance via EFT.

**TABLE 4.2 - Delinquency and late payment of amounts billed by travel card contractor.**

<b><u>Event</u></b>	<b><u>APC / Travel Card Contractor Action</u></b>	<b><u>Supervisor / Manager Action</u></b>
<b>Original billed amount not paid within grace period of statement due date.</b>	<b>Notify cardholder of delinquency.</b>	<b>N/A</b>
<b>Original billed amount not paid within 30 days of statement due date.</b>	<b>Notify cardholder and immediate supervisor of delinquency. Late fee charged.</b>	<b>Counsel Cardholder. Identify payment date and requirement to submit payment immediately or request right to dispute questionable charges. Counsel on Default Split Disbursement option. Annotate NGB Form 904-1 (annotation not to exceed 3 months)</b>
<b>Original billed amount not paid within 60 days of statement due date.</b>	<b>Notify cardholder, immediate supervisor of continued delinquency. Suspension of card. Second late fee charged.</b>	<b>Issue Oral Reprimand to Cardholder per TPR 752. Identify payment date and requirement to submit payment immediately and/or verify request to dispute questionable charges has been performed. Mandatory Split Disbursement and annotation of NGB Form 904-1 is required (Split disbursement and annotation not to exceed 6 months)</b>
<b>Original billed amount not paid within 90 days of statement due date.</b>	<b>Notify cardholder, immediate supervisor of continued delinquency and suspension of card. Third late fee charged.</b>	<b>Issue written reprimand to Cardholder per TPR 752 after coordination with HRO. Mandatory Split Disbursement is permanent requirement and annotate NGB Form 904-1 (Split disbursement and annotation not to exceed 12 months)</b>
<b>Original billed amount not paid within 120 days of statement due date.</b>	<b>Cancel card. Salary offset initiated.</b>	<b>Initiate Adverse Action per TPR 752 after approval of activity head and HRO.</b>

- a. A Travel Charge Card account will be canceled if one of the following occurs:
  - (1) Cardholder leaves the agency.
  - (2) Cardholder transfers out of the basic control account.
  - (3) Cardholder dies.
  - (4) Duplicate accounts are issued.
  - (5) Delinquent account reaches 120 calendar days from billing date for undisputed charges.
  - (6) Cardholders requests their account be canceled.
- b. The Travel Charge Card Company or HL4 APC may initiate procedures for an account cancellation.
- c. The Travel Charge Card Company will notify the HL4 APC of the impending cancellation. The local HL4 APC will in turn notify the supervisor and the cardholder in writing of the impending cancellation. If the HL4 APC fails to take any action during the ten working days after transmission of the notice of impending cancellation by the Travel Charge Card Company, the Travel Charge Card Company may cancel the individual cardholder's account, and will notify the HL4 APC of the cancellation.
- d. The cardholder can dispute a charge; however, if the account/card dispute is not resolved, the account will then be canceled.
- e. Account cancellation due to card abuse does not justify a finance office cash advance.
- f. The cardholder may at any time request cancellation of their account with the Travel Charge Card Company by contacting the Travel Charge Card Company or the HL4 APC. The cardholder will cut the card in half and return it to the Travel Charge Card Company. The HL4 APC will then be notified of cancellation.
- g. Cardholder account cancellation does not justify a finance office cash advance.
- h. Canceled accounts may only be reinstated with the approval of the HL4 APC.

#### **4-5. Reinstatement**

Canceled accounts may only be requested for reinstatement with the written authorization or approval from the HL4 APC. The Travel Charge Card Company retains final approval authority for reinstatement.

### **Chapter 5 Emergencies**

#### **5-1. Retail purchases**

The Travel Charge Card can be used to make emergency retail purchases other than for lodging, meals, and transportation. These are emergency retail purchases for items such as baggage or clothing lost while traveling for the mission. However, these emergency purchases are not reimbursable. The traveler should check with the card company regarding lost luggage as the luggage may be insured via the Travel Charge Card Company.

The Travel Charge Card can be used to purchase commercial train or plane tickets in an emergency. The reimbursement of the emergency purchase will depend upon

- a. The authorization and approval of amended travel orders; or
- b. The appropriate comment providing authorization and approval on the travel orders by the authorizing official.

### **5-3. Card replacement**

- a. A replacement card is a new card and can be issued for--
  - (1) Lost or stolen cards (with a new account number)
  - (2) Destroyed, worn or damaged Cards.
  - (3) Name Changes.
  - (4) Renewal Cards.
- b. Only a cardholder or HL4 APC may request a replacement card. if the account is delinquent or on hold for any reason, a replacement card cannot be issued.
- c. If the card is lost, the cardholder will notify the Travel Charge Card Company immediately. If the traveler needs assistance in notifying the Travel Charge Card Company, the HL4 APC will provide that assistance. After notification, the account will be canceled and a new account number and card will be issued within twenty-four hours of notification. If cardholder is abroad, the card will be issued within forty-eight hours of notification.
- d. For renewals, the Travel Charge Card Company will issue a new card to the cardholder at least thirty working days prior to the expiration date of the existing card.

## **Chapter 6 Accounts**

### **6-1. Transfers**

- a. When a technician transfers into the WVARNG system—
  - (1) All new technicians will be required to contact their HL4 APC during in processing. The new technician will at that time inform their HL4 APC of the status of their current account if they have one.
  - (2) The HL4 APC will make a note on the application of the new technicians last account with the Travel Charge Card Company.
  - (3) The HL4 APC will supply the new applicant with the Travel Charge Card's application form. The technician is required to review all the information carefully prior to signature. The HL4 APC will review the signed application for completion.
  - (4) The HL4 APC will require the new applicant to read and sign a statement regarding proper card use and prompt payment.
  - (5) The HL4 APC will fax or mail the cardholder application/agreement to the Travel Charge Card Company.
  - (6) A copy of the application will be retained by the agency.
  - (7) A copy of the application will be retained by the technician.
  - (8) Signing the application legally binds the card holder to the agency/travel card company agreement.

- (9) Upon receipt of the new card, the technician will be required to call a 1-800 number to activate the card.

**b. When a cardholder transfers to another agency--**

**(1) If the technician is expected to travel immediately after the transfer, the technician will notify their new agency's HL4 APC prior to arrival.**

**(2) The technician will contact their HL4 APC of the gaining organization within five working days of their reporting date to the new agency.**

**(3) The HL4 APC will inform the technician that their card will be canceled within five working days after the date of their departure.**

**(4) If the technician is transferring to a new basic control number within the ARNG, the HL4 APC will provide the new HL4 APC's name and phone number to which the technician is transferring.**

**6-2. Termination**

**When a technician leaves the agency due to retirement from Federal employment, the HL4 APC will notify the technician that card cancellation should be performed immediately.**

**6-3. On-line access**

**The Travel Charge Card Company provides an on-line access service for HL4 APC use. The Travel Charge Card Company's on-line access provides the HL4 APC the ability to perform maintenance on their accounts (i.e., request name changes, suspensions, cancellations, transfers, etc.), query the company headquarters' database from their PC, customize reports, download information, and print basic or customized reports. The on-line access also provides up-to-date information processed within forty-eight hours.**

**Chapter 7**

**Cardholder Assistance**

**7-1. ATM**

**a. The cardholder may contact the Travel Charge Card contractor for any problems with using the ATM and/or to find the ATM locations for a particular area.**

**b. The cardholder may request their HL4 APC to raise the ATM limit for those duty assignments to an area which does not accept the Travel Charge Card.**

**7-2. Travel Charge Card Company**

**a. The Travel Charge Card Company will provide the following services via a toll-free access:**

- (1) General information access.**
- (2) Resolving billing inquiries and disputes.**
- (3) Reporting lost or stolen cards.**
- (4) Reporting problems with goods, services or merchants.**
- (5) Requesting a change in PIN.**
- (6) Finding the location of the nearest ATM.**
- (7) Inquiring on payment and account balance.**
- (8) Disputing charges.**
- (9) Accessing information on using the card.**

**(12)**

**(10) Accessing information about accident and baggage insurance.**

**(11) Obtaining account maintenance and management information system requests.**

- b. Cardholders requiring assistance with the current Travel Charge Card contractor may call the twenty-four hour service.**
- c. HL4 APCs may request assistance with the current Travel Charge Card contractor.**

### **7-3. HL4 APC**

**The cardholder may request assistance from their HL4 APC. If the HL4 APC cannot directly assist the cardholder, he/she will contact the Travel Charge Card Company for assistance. The WVARNG HL4 APC is located in the USPFO.**

## **Chapter 8 Security Clearances**

### **8-1. Sensitive security clearances**

**Because the Travel Charge Card clearly identifies the traveler and their affiliation with the United States Government; those travelers with sensitive security clearances are cautioned that use of the Travel Charge Card is not advisable when traveling overseas in areas considered high physical risk, potential physical threat, travel and special notice areas, or high risk areas. Special generic cards are available upon request thru the HL4-APC and or the Travel Charge Card Company.**

### **8-2. DA Force Protective Travel Advisory**

**Countries or areas which are considered high physical risk, potential physical threat, travel and special notice areas, or high risk areas are listed in the quarterly Department of the Army Force Protection Travel Advisory published by Headquarters Department of the Army. A copy of that advisory is maintained in the office which processes travel. An alternate source of information on travel restrictions can be obtained by calling the State Department.,**

## **Chapter 9 Disciplinary Actions**

### **9-1. Reference**

- TPR 752, Discipline and Adverse Actions.**
- Agreement between Department of Defense Employee and the Travel Charge Card Company.**
- Labor Management Relations Agreement Between the Adjutant General, State of West Virginia and the West Virginia Chapters of the Association of Civilian Technicians**

### **9-2. Just Financial Obligation**

**Failure to honor just financial obligations in a proper and timely manner may be grounds for a written reprimand. A "just financial obligation" is one acknowledged by the technician, reduced to judgment by a court, or imposed by law. In a "proper and timely manner" means in a way that shows good faith and a real effort to meet the obligation.**

### **9-3. Disciplinary/Adverse Action for Abuse and Delinquency**

**Card payment is due in full upon receipt of the billing statement. If the technician is delinquent as stated in the agreement between DoD employee and the travel charge card company on paying the travel card balance indicated in the monthly Travel Charge Card**

company billing statement, the HL4 APC will notify the technician's immediate supervisor as appropriate per the TABLE 4.1 or TABLE 4.2 found in Section 4 of this document.

#### **9-4. Unauthorized Purchases**

If the technician uses the travel card for unauthorized purchases the HL4 APC will notify the technician's supervisor. The supervisor will notify the technician of the charge of travel card abuse and the proposed action. The technician will be given an opportunity to respond to the any charge. Representation will be allowed in the preparation and defense of any charge. Coordination with and/or approval of the HRO is required before any disciplinary or adverse action is taken.

*//s//*

**ALLEN E TACKETT  
Major General, WVARNG  
The Adjutant General**

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**Glossary**

**Section I  
Abbreviations**

**AMEX – American Express Travel Related Directorate, Army National Guard Services Company, Inc.**

**Army National Guard  
APC – Agency Program Coordinator**

**Station  
ARNG – Army National Guard**

**ARNGRC – Army National Guard Readiness Center  
Number**

**ATM – Automated Teller Machine**

**BTAI – Business Travel Accident Insurance Automation System**

**DARNG – Director, Army National Guard Coordinator**

**EFT – Electronic Funds Transfer**

**GSA – General Services Administration**

**NGB-ARC – Comptroller Directorate, Army National Guard**

## **Section II Terms**

**Allowable – Expense allowed for duty travel. These expenses are specified in the joint federal travel regulation and joint travel regulation.**

**Authorization – The giving of permission before an act or the ratification or confirmation of an act already done.**

**Billing statement – List of charges issued by the Travel Charge Card Company. Charges may include ATM withdrawals, surcharges, bank fees, and merchant costs.**

**NGB-ARP – Personnel**

**NGB-ARZ – Office of Director,**

**PCS – Permanent Change of**

**PDS – Permanent Duty Station**

**PIN – Personal Identification**

**POV – Privately Owned Vehicle**

**RCAS – Reserve Component**

**HL4 APC – State Agency Program**

**TDY – Temporary Duty Travel**

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**Business travel – Conducting business at a location other than the permanent duty station. It incorporates any type of travel not included in schoolhouse training or deployment or unit travel. It also includes certain local travel, but not leave or evacuation.**

**Delinquent -- Undisputed amount for which payment has not been made.**

**Group travel -- Travel in groups of people together.**

**Disputed Charge -- An item listed on the billing statement which the traveler does not agree with in terms of amount or the validity of the item itself.**

**Official Business -- Business conducted for the purpose of carrying out work for the Government.**

**Travel Orders -- A completed and signed Department of Defense Form 1610 authorizing duty travel or other NGB approved travel order, e.g., automated fund control and orders system.**

**Reimbursement -- Funds paid to the traveler to pay for allowable expenses incurred during TDY status.**

**Schoolhouse Training Travel -- Travel in connection with TDY attendance at formal course(s) of instruction by civilian technicians.**

**Split Disbursement -- Authorization for funds to be paid directly to the Travel Charge Card Company by the reimbursing agency/activity. The remainder of authorized reimbursement for travel is directed to the traveler via EFT. This payment condition exists in two forms.**

- 1. Default Split Disbursement -- The normal condition under this policy for reimbursement for authorized travel, this condition is waivable by intentional election on the request for reimbursement by individuals whose account has been maintained appropriately via personal payment to the Travel Charge Card Company.**
- 2. Mandatory Split Disbursement -- The requirement to utilize Split Disbursement when requesting reimbursement for authorized travel. This condition is required for individuals who have been found to be delinquent or guilty of non-payment of just financial obligations with the Travel Charge Card Company.**

**Duty travel -- Travel away from the traveler's permanent duty station. TDY may include business travel, schoolhouse training travel, or group travel.**

**Travel Charge Card Company -- For the purposes of this regulation, the company currently under contract with the U.S. government to provide credit card services for official travel.**