

United States Department of the Interior

# Integrated Charge Card Program Policy Manual



June 2008

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

This page intentionally left blank.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

## Table of Contents

INTRODUCTION.....	6
RELATED INFORMATION AND REFERENCES .....	7
SECTION 1 – GENERAL ADMINISTRATIVE.....	8
1.1 ELIGIBILITY .....	8
1.2 CREDIT WORTHINESS .....	8
1.2.1 <i>Credit Scores</i> .....	8
1.2.2 <i>Alternative to credit scores</i> .....	9
1.2.2.1 When the employee is found not eligible for a card .....	9
1.2.2.2 Obtaining a copy of a credit report.....	9
1.2.2.3 Moving from a restricted card to a standard card.....	9
1.2.2.4 Circumstances in which credit worthiness restrictions may be temporarily lifted.....	10
1.2.2.5 Will my Government charge card spending line affect my personal credit? .....	10
1.3 CHARGE CARD DELIVERY .....	10
1.3.1 <i>New Employees</i> .....	10
1.4 ROLES AND RESPONSIBILITIES .....	10
1.4.1 <i>Assistant Secretary – Policy, Management, and Budget (AS-PMB)</i> .....	10
1.4.2 <i>Director, Office of Acquisition and Property Management (PAM)</i> .....	10
1.4.3 <i>Director, Office of Financial Management (PFM)</i> .....	11
1.4.4 <i>National Business Center (NBC), Charge Card Support Center (CSC)</i> .....	11
1.4.5 <i>Office of Inspector General (OIG)</i> .....	11
1.4.6 <i>Assistant Directors for Administration (ADAs)</i> .....	11
1.4.6.1 Bureau/Office Requirements.....	11
1.4.6.2 Bureau Lead, Agency/Organization Program Coordinator (A/OPC).....	12
1.4.6.3 Approving Official .....	12
1.4.6.4 Managers, Supervisors, and Approving Officials .....	13
1.4.6.5 Cardholder .....	13
1.5 ADMINISTRATIVE .....	15
1.5.1 <i>Program Orientation and Training</i> .....	15
1.5.2 <i>Tax Exemption</i> .....	15
1.6 DELEGATION OF AUTHORITY.....	16
1.6.1 <i>Micro-purchases</i> .....	16
1.6.1.1 Appointment .....	16
1.6.1.2 Termination .....	16
1.6.2 <i>Simplified Acquisitions</i> .....	16
1.7 WAIVERS/DEVIATIONS.....	17
1.8 MANAGEMENT CONTROLS.....	17
1.8.1 <i>EAGLS (Electronic Account Government Ledger System)</i> .....	17
1.8.2 <i>Transferring Transactions</i> .....	18
1.8.3 <i>Reports</i> .....	18
1.8.3.1 Exception Reports .....	18
1.8.4 <i>Misuse</i> .....	19
1.9 MERCHANT CATEGORY CODES .....	20
1.10 DISPUTES.....	20
1.11 FRAUD.....	20
1.12 WHEN A CARDHOLDER LEAVES DOI.....	20
1.13 ABSENCE FROM ACTIVE DUTY .....	21
1.14 WHEN A CARDHOLDER IS CALLED TO MILITARY SERVICE .....	21
EXHIBIT 1-1 GENERAL GUIDELINE TO CHARGE CARD USE BY BUSINESS LINE .....	22
EXHIBIT 1-2 SAMPLE APPROVING OFFICIAL CHECKLIST .....	23

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

<b>SECTION 2 – TRAVEL</b> .....	<b>27</b>
2.1 CORPORATE ACCOUNTS.....	27
2.2 MISSION CRITICAL.....	28
2.2.1 <i>When Delinquent</i> .....	28
2.3 MANDATORY USE.....	29
2.3.1 <i>Exceptions from Mandatory Use</i> .....	29
2.4 RESTRICTIONS AND LIMITATIONS.....	29
2.5 TRAVEL MANAGEMENT CENTERS (TMCs).....	30
2.6 PERMANENT CHANGE OF DUTY STATION (PCS).....	30
2.7 ATM TRAVEL ADVANCES.....	30
2.7.1 <i>Hardship Cases</i> .....	31
2.7.2 <i>ATM Terminal Fees</i> .....	31
2.7.3 <i>Cash Advance Fees</i> .....	31
2.8 DOCUMENTATION AND RECORD RETENTION.....	31
2.9 RECONCILING THE STATEMENT OF ACCOUNT.....	32
2.9.1 <i>Individual and Central Billing of Transactions</i> .....	32
2.9.2 <i>Cardholder</i> .....	32
2.9.3 <i>Approving Official</i> .....	33
2.10 MAKING PAYMENTS.....	33
2.11 TRAVEL VOUCHERS.....	33
2.12 FEES.....	34
2.12.1 <i>Late Fees</i> .....	34
2.12.2 <i>Returned Check Fee</i> .....	34
2.12.3 <i>Collection Fees</i> .....	34
2.13 DELINQUENCY.....	35
2.13.1 <i>Suspension or Cancellation Effect on Other Business Lines</i> .....	35
2.13.2 <i>Suspension and Salary Offset Warning</i> .....	35
2.13.3 <i>Cancellation and Salary Offset</i> .....	35
2.13.4 <i>Due Process</i> .....	36
2.14 CREDIT BUREAU REPORTING.....	36
2.15 TRAVELING WHEN CARD HAS BEEN SUSPENDED OR CANCELLED.....	36
2.16 CARD REINSTATEMENT.....	37
2.17 LIMITED USE AND/OR RESTRICTED USE CARDS.....	37
<b>SECTION 3 – PURCHASE</b> .....	<b>38</b>
3.1 ELIGIBILITY.....	38
3.2 PURCHASE AUTHORITY REINSTATEMENT.....	38
3.3 AUTHORIZED USE.....	39
3.4 PROCEDURAL REQUIREMENTS.....	39
3.5 PURCHASE LIMITS.....	40
3.6 PROHIBITED USES.....	40
3.7 USING THE CARD OVER THE INTERNET.....	41
3.8 CENTRAL BILLING OF TRANSACTIONS.....	42
3.9 DOCUMENTATION AND RECORD RETENTION.....	42
3.10 PROPERTY ACCOUNTABILITY.....	42
3.11 RECONCILING THE STATEMENT OF ACCOUNT.....	42
3.11.1 <i>Cardholder</i> .....	42
3.11.2 <i>Approving Official</i> .....	43
3.12 CONVENIENCE CHECKS.....	43
3.12.1 <i>Eligibility</i> .....	43
3.12.2 <i>Authorized Uses</i> .....	44
3.12.3 <i>Restrictions and Limitations</i> .....	44
3.12.4 <i>Ordering and Safeguarding</i> .....	45
3.12.5 <i>Issuing Checks</i> .....	45

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

3.12.6	Collecting IRS 1099 MISC Data .....	46
3.12.7	Reconciling the Account .....	46
3.12.8	Documentation and Record Retention .....	46
3.12.9	Copies of Cleared Checks .....	46
3.12.10	Voiding Checks .....	46
3.12.11	Issuing Replacements .....	46
3.12.12	Stop Payment Orders .....	47
3.12.13	Destroying an Unused Check Supply .....	47
3.12.14	Reporting Lost or Stolen Cards/Checks .....	47
<b>EXHIBIT 3-1 IRS FORM 1099 MISCELLANEOUS (SEE 3.12.6, COLLECTING IRS 1099 MISC DATA) .....</b>		<b>48</b>
<b>SECTION 4 – FLEET .....</b>		<b>49</b>
4.1	ELIGIBILITY .....	49
4.2	FLEET A/OPC OR FLEET MANAGER .....	49
4.3	DESIGNATED CARDHOLDER AND APPROVING OFFICIAL .....	49
4.4	ACCOUNT HOLDER/ACCOUNT NAME .....	49
4.5	CARD USE .....	50
4.6	ENVIRONMENTALLY PREFERABLE PRODUCTS .....	50
4.7	PROHIBITED USES .....	50
4.8	CENTRAL BILLING OF CHARGES .....	50
4.9	DOCUMENTATION AND RECORD RETENTION .....	50
4.10	RECONCILING STATEMENTS .....	51
4.10.1	Cardholders .....	51
4.10.2	Approving Official .....	51
<b>APPENDIX A: ACRONYMS AND DEFINITIONS .....</b>		<b>53</b>
<b>APPENDIX B: FORMS .....</b>		<b>57</b>
<b>APPENDIX C: PENALTIES FOR MISUSE .....</b>		<b>58</b>
<b>APPENDIX D: REPORTING TOOL .....</b>		<b>59</b>
<b>APPENDIX E: RELATED WEBSITES .....</b>		<b>60</b>
<b>APPENDIX F: SAMPLE TAX EXEMPT CARD .....</b>		<b>62</b>

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

## INTRODUCTION

The Department of the Interior's integrated charge card for travel, purchase, and fleet is Bank of America's MasterCard. This card is specifically designed with the "United States of America" printed next to the seal and the words "For Official Government Use Only, U.S. Department of the Interior, Tax Exempt ID 140001849" printed on the card to avoid being mistaken for a personal credit card.

Use of the card is subject to Federal and Department of the Interior regulations as described in this manual and any Bureau/Office supplemental policy. Cardholder accounts are not private; they are subject to review. The policies and procedures prescribed in this manual are designed to ensure sound program management and management controls, and to define allowable use and limitations for charge cards and convenience checks.

The term "charge card" rather than "credit card" is used because the cardholder is required to pay their individually billed balance in full upon receipt of the statement of account. Credit is not being provided to spread payments over a period of time.

The goal of the Integrated Charge Card Program is to improve mission support, streamline and standardize operations, increase card use by maximizing card acceptance for all types of transactions, reduce administrative costs, and outsource transaction processing.

This manual establishes policy and procedures for using the Department of the Interior integrated charge card for official travel, purchase, and/or fleet transactions. The Office of Acquisition and Property Management (PAM), in cooperation with the Office of Financial Management (PFM), is responsible for issuing this policy manual. Please address policy comments or questions to DOI Integrated Charge Card Program Manager, U.S. Department of the Interior, 1849 C Street N.W., MS 2607, Washington, D.C. 20240. Additional information on the DOI Integrated Charge Card Program is available on the internet at <http://www.doi.gov/pam/chargecard/>.

The MasterCard issued for the government by Bank of America is the only charge card that may be used for Department of the Interior travel, purchase, and fleet requirements. There are limited exceptions applicable only to fleet; e.g., vehicles in the GSA Interagency Fleet Management System, selected vehicles and aircraft in Canada during the summer field season, and law enforcement.

An account may be established in just one business line or in a combination of the travel, purchase, and fleet business lines. See Exhibit 1-1, General Guideline to Charge Card Use By Business Line.

General contact information for Bank of America is:

Bank of America  
Government Card Services Unit (GCSU)  
P.O. Box 1637  
Norfolk, Virginia 23501-1637

Telephone Numbers: 1-800-472-1424 (domestic free call); 1-800-672-0779 (TTY/TDD access)

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

Toll-Free Overseas Calling: Contact the AT&T Direct Access Number for the country you are in and follow the instructions below. For a complete listing of all access numbers worldwide, please refer to [www.consumer.att.com/global/english/access\\_codes.html](http://www.consumer.att.com/global/english/access_codes.html).

Dialing Instructions:

1. Make sure you have an outside line.
2. Enter the AT&T Direct Access Number for the country you are in; e.g., in Germany, it is 0800-225-5288.
3. An English-language voice prompt or an AT&T Operator will ask you for the 800, 877, or 888 number you are calling. Please provide the operator with 800-472-1424.
4. You may also need to enter the toll-free (800-472-1424) number you wish to reach using the telephone key pad (there is no need to dial "1" before the toll-free number).

RELATED INFORMATION AND REFERENCES

Additional guidance is contained in the following documents:

- OMB Circular A-123, Appendix B, Improving the Management of Government Charge Card Programs
- The Federal Supply Schedule (FSS) for the SmartPay Program and the GSA Fleet, Travel, and Purchase Payment System Program Guideline
- The MasterCard Government Card Guide to Benefits
- Treasury Financial Manual (TFM) 4-4500
- Federal Travel Regulation (41 CFR 300-304)
- Part 347 Departmental Manual – Federal Travel Regulation (FTR) Implementing Instructions
- Debt Collection Improvement Act of 1996
- Department of the Interior Financial Administration Memoranda
- Federal Acquisition Regulation (FAR) Parts 4, 8, 13 and 32
- Department of the Interior Acquisition Regulation (DIAR) Parts 1401 and 1413
- Bureau/Office Supplements
- Department of the Interior Contracting Officers Certificate of Appointment Program
- Federal Property Management Regulation, 41 CFR, Chapter 101
- Government Printing and Binding Regulation, Government Printing Office
- Agreement Between the DOI Employee and Bank of America
- DOI Handbook on Charges and Penalty Selection for Disciplinary Actions and Adverse Actions

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

SECTION 1 – GENERAL ADMINISTRATIVE

1.1 Eligibility

Issuance of the Government charge card is limited to individuals who are employees of an executive agency or members of the Armed Forces of the United States. See FAR 1.603-3 Appointment. The purchase of travel and transportation tickets for contractors is prohibited (with or without the charge card). See FAM 98-023 (II.G.1).

Employees may only have one active charge card account unless an exception has been granted; e.g., corporate accounts, the uniform card (BLM and BOR), and certain employees who pilot Aviation Management aircraft.

1.2 Credit Worthiness

In accordance with OMB Circular A-123, Appendix B, "Improving the Management of Government Charge Card Programs" effective August 7, 2007, all new charge card applicants, with certain exceptions as noted herein, are required to have a credit check prior to being issued an integrated charge card. A DOI employee who has a card in good standing at the time he/she changes Bureaus is not considered a new applicant for the purpose of credit worthiness.

During the initial implementation period, current charge cardholders who were issued a charge card prior to October 2005 have been grandfathered in and are not subject to this requirement. Those issued a charge card between October 2005 and August 2006 who had a card with reduced spending limits may contact their agency/organization program coordinator (A/OPC) to request a change to the standard spending limits.

1.2.1 Credit Scores

Bank of America will, with the applicant's consent, obtain the credit score and issue a charge card with spending limits as established by DOI. The applicant's consent will be authorized by initialing the appropriate line on the Account Setup/Application Form. The numerical score indicates the credit risk level associated with a specific credit applicant.

First time applicants with a credit score of 660 or higher will receive a charge card with standard spending limits. Credit scoring information is available at [www.myfico.com](http://www.myfico.com).

For the first time travel business line applicant with a credit score of less than 660, the bank may issue a card, but restrictions that are more stringent will apply.

In order for a first time applicant to receive a card to which standard agency restrictions apply, a credit score must be obtained for that employee. That score must be 660 or higher. Employee must indicate their consent in the appropriate place on the revised DOI integrated charge card application, dated September 5, 2007, or the most current application. The revised application form is available



DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

on the internet at <http://www.gcsuthd.bankofamerica.com/forms/applications.asp> as well as at <http://www.doi.gov/pam/chargecard>. Older versions of the application will not be accepted.

For the applicant with a credit score of less than 660, a card with more stringent restrictions will be issued; e.g., reduced spending authority; restricted ATM use, if applicable; limited time a card remains active, such as for the length of time in travel status only; etc.

Cardholders transferring from other Bureaus or agencies who can show that they had a standard Government charge card in good standing at the time of their departure are not subject to this requirement.

#### 1.2.2 Alternative to credit scores

If obtaining a credit score is not possible; e.g., the applicant refuses to provide consent or does not have a credit history, the OMB Circular allows a card with the most stringent restrictions to be issued after an alternative credit worthiness assessment is conducted to determine whether the individual possesses a satisfactory history. An Alternate Credit Worthiness Determination Form, DI-3450, dated August 2007, is available for this purpose and is available on the internet at <http://www.doi.gov/pam/chargecard>. Employees who decline to consent to a credit check and the alternate credit worthiness assessment form will not be issued a Government charge card.

##### 1.2.2.1 When the employee is found not eligible for a card

The A/OPC will be notified by Bank of America if the applicant is not eligible for a card, or if a restricted card will be issued. The A/OPC will notify both the cardholder and their supervisor.

##### 1.2.2.2 Obtaining a copy of a credit report

If a restricted card is issued, or no card, the employee may request a free copy of their credit report by contacting Equifax Credit Information Services at 1-800-685-1111. General credit scoring information is available on-line at [www.equifax.com](http://www.equifax.com).

##### 1.2.2.3 Moving from a restricted card to a standard card

A credit worthiness assessment must be conducted for restricted cardholders before the cardholder is issued a renewed card. The re-assessment of credit worthiness may be conducted by obtaining a credit score, or at the Bureau's discretion, may be made by reviewing the restricted cardholder's most recent 12-month card usage history.

A cardholder may request a new credit check after 60 days has elapsed since their last credit check.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

1.2.2.4 Circumstances in which credit worthiness restrictions may be temporarily lifted

Credit worthiness restrictions may be temporarily lifted at the discretion of the Bureau Director or Office Director, in order to ensure the safety of American citizens and/or property; e.g., during times of national emergency, contingency, peacekeeping or humanitarian missions.

1.2.2.5 Will my Government charge card spending line affect my personal credit?

The Government charge card spending line will not be included in a personal credit report unless the cardholder becomes 180 days delinquent. At that time, the delinquency may be reported as a bad debt.

1.3 Charge Card Delivery For standard delivery, a new cardholder will receive:

- A card transmittal mailing that includes the new card and the Agreement between the Department of the Interior employee and Bank of America, N.A. (USA);
- An activation sticker located on the front of the card that explains how to activate the card;
- An ATM personnel identification number (PIN) letter with the initial PIN and explanation of how to customize the PIN (travel business line); and,
- An EAGLS user ID and password.

The average processing time between submitting a properly prepared application and receiving a card is approximately ten business days. Cards needed sooner in a mission-related emergency (fire, flood, hurricane response, etc.), can be shipped via FedEx second-day delivery. Any application with the appropriate emergency flag received prior to 3:00 PM Eastern Time will be processed that same day, unless it is a Friday and then it will be processed the following Monday. If the application is received after that time, it will be processed the following business day. The cardholder will still receive the same mailings, but they will receive the charge card transmittal first.

1.3.1 New Employees New employees who are expected to travel on official business are required to apply for a charge card in the travel business line within 30 calendar days of their appointment. Employees who have delinquent account balances from a previous Government charge card will be required to satisfy their existing obligation before a new card can be issued. Note: Vacancy announcements should indicate that employees must obtain a charge card if required to travel.

1.4 Roles and Responsibilities

1.4.1 Assistant Secretary – Policy, Management, and Budget (AS-PMB) has overall responsibility for managing the program, ensuring that the program complies with Federal and Departmental laws and/or regulations, and monitoring program effectiveness.

1.4.2 Director, Office of Acquisition and Property Management (PAM) has oversight and policy responsibility for purchase and fleet business lines and serves as the point of contact for GSA,

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

OMB, and GAO. PAM will provide leadership for the program, establish management reports for the purchase and fleet programs, and assistance to A/OPCs.

1.4.3 Director, Office of Financial Management (PFM) has policy responsibility for the travel business line. PFM shall develop Departmental policy regarding delinquency management for the travel business line use, establish management reports for the travel program, confer with A/OPCs and finance offices regarding the travel business line issues, and support PAM in overseeing the charge card program by developing and issuing guidance regarding management controls and financial aspects.

1.4.4 National Business Center (NBC), Charge Card Support Center (CSC) has the operational responsibility to carry out the policies issued by PAM and PFM. NBC is the primary point of contact for providing support services to DOI Bureaus and other Federal agencies on a cross servicing or tag-along basis. NBC activities may include contract administration activity, Bureau implementation support, system interfaces to finance and property systems, Departmental reporting and data administration, development and delivery of training classes, management control reviews, program development and operations refinement, security administration, payroll offset administration, and help desk support.

1.4.5 Office of Inspector General (OIG) is responsible for conducting audits or arranging for investigations when violations of Federal fraud statutes are suspected or alleged. Any allegation or complaint concerning suspected misuse must be reported to the OIG. Following initial review of an allegation or complaint, the OIG will either open an investigation or refer the matter back to the Bureau/Office for administrative action. The 24-hour toll free hotline number for the OIG is 1-800-424-5081.

1.4.6 Assistant Directors for Administration have overall responsibility for the day-to-day oversight of the charge card program in each Bureau/Office. This includes designating an A/OPC and other appropriate officials to oversee the charge card program; developing Bureau-specific procedures for card use; ensuring program management, security, and cardholder accountability; overseeing account reconciliation and payment; conducting scheduled documentation and transaction reviews; and initiating Bureau accounts with the charge card contractor. NOTE: Some Bureaus/Offices may not use the Assistant Director for Administration title; in these instances, the position equivalent to the Assistant Director for Administration has these responsibilities.

1.4.6.1 Bureau/Office Requirements Every Bureau/Office must have a written management plan and written Bureau/Office policy. Bureau/Office policy may be more restrictive than Departmental policy but not less and must, at a minimum, include the following:

- Identification of key management officials, including a Bureau/Organization program lead, and their responsibilities.
- Documentation and record retention requirements.
- Exit clearance procedures for exiting cardholders (See Section 1.12, When a Cardholder Leaves DOI).

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

- Management controls, including scheduled reviews of transaction records, frequency of reviews, and review methodology; e.g., transaction review by sampling, use of EAGLS reports, and/or other methods.
- A process for getting accountable/sensitive property entered into the property system and properly marked.
- Requirement for an annual review and adjustment of the number of cardholders with purchase authority and cardholder spending limits. Reviews must be documented and the results submitted to the Director, PAM annually by February 28.

A copy of the Bureau/Office policy must be submitted to the Director, PAM annually by November 1.

1.4.6.2 Bureau Lead, Agency/Organization Program Coordinator (A/OPC) is a Bureau/Office's primary liaison with the charge card contractor and PAM, PFM, and CSC. Bureau lead A/OPC's responsibilities include overseeing the establishment and maintenance of master file/official cardholder listings and related office credit limitations. Bureau lead A/OPCs may be supported by regional or field A/OPCs with distinct responsibilities. A/OPCs at all levels are authorized to cancel charge cards and suspend accounts, report allegations of charge card misuse to the OIG for further investigation, and to interact with cardholders' supervisors regarding other misuse and payment delinquency issues. To aid A/OPCs in carrying out these duties, all A/OPCs are required to complete the Department of the Interior Charge Card Training for A/OPCs, cardholders, and approving officials, which are available at <https://chargecardtraining.nbc.gov>. Specifically, A/OPCs will:

- Provide advice and assistance to managers, supervisors, approving officials, cardholders, and others as requested;
- Conduct or participate in charge card reviews in accordance with Departmental and Bureau charge card policy;
- Carefully review all cardholder applications and requests;
- Get the word out to employees and their Bureau/Office regarding charge card "scams" by vendors or other parties; and,
- Monitor compliance with procurement, fleet, and travel regulations regarding charge card use.

Regional and/or field A/OPCs must report to the next higher level A/OPC any cases they become aware of that either:

- First-line supervisors do not take action when informed of cardholder misuse or payment delinquency, or
- The supervisor's directions to the cardholder resulted in card misuse.

1.4.6.3 Approving Official is responsible for oversight and monitoring of designated cardholders compliance with applicable laws, regulations, and procedures. Approving officials are required to report allegations of charge card misuse to the OIG for further investigation, and to counsel and advise cardholders and/or supervisors regarding other misuse and payment delinquency. To aid approving officials in carrying out these duties all approving officials are required

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

to complete the Department of the Interior Charge Card Training for Approving Officials. The training can be accessed via **intranet** at <https://chargecardtraining.nbc.gov> (preferred office access) or if you are stationed at a non-DOI location and/or do not have intranet access, the training can be accessed from the **internet** at <https://cctrain.nbc.gov> (training from the internet will delay updating your training record by one to three business days).

Questions regarding the propriety of transactions reviewed should go to finance and acquisition specialists. Issues may also be addressed to the A/OPC or fleet manager as applicable. Cardholders may not be their own approving official. A checklist is included to facilitate the review process. See Exhibit 1-2.

1.4.6.4 Managers, Supervisors, and Approving Officials must:

- Review, sign, and date cardholder statements of account and supporting documentation within 30 calendar days of the statement date. This signature is an indication of the supervisor's approval of all transactions as needed to support the office mission (note: this duty may not be re-delegated).
- Investigate and report instances of apparent misuse to the A/OPC for assistance in resolving the issue.
- Counsel employees regarding possible adverse actions resulting from a past due balance.
- Make sure employees are correctly trained in the proper use of the charge card.
- Watch spending patterns and vendor sources (a sudden unexplained increase in purchases or charges, or questionable vendor sources, may indicate a problem).
- Ensure that accountable/sensitive property is entered into the property system.
- Make sure all original charge card statements and supporting documentation are filed in a secure, central file location for the office.

If an audit of the card program or other information reveals that an approving official is not performing his/her duties and responsibilities, their approving authority will be revoked. This may result in another approving official being assigned to review transactions for cardholders under their purview, or if none is available, loss of all cardholder authority for the cardholders overseen by that approving official. Either situation may result in disciplinary action against the approving official for failure to perform assigned duties.

1.4.6.5 Cardholder is responsible, upon receiving the card, for verifying that their name is correct, reading the enclosed information, and following instructions for activating the card.

Cardholders are also responsible for ensuring:

- The security of their charge card and convenience checks;
- Using their charge card only for official authorized purposes;
- Reviewing, signing, and dating their statement of account within 30 calendar days of the statement date;
- Verifying charges;
- Paying all undisputed individually billed charges on time;

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

- Compliance with DOI charge card policies and Bureau supplements; and,
- Compliance with the Agreement between the Department of the Interior employee and Bank of America, N.A. (USA).

Errors and discrepancies must be promptly identified and disputes or transaction transfers initiated, as necessary. Cardholder must submit accurate and complete records supporting their charge card transactions, including original receipts and any required approvals or justifications.

Cardholders are expected to:

- Use good judgment and management (prudent person rule) and keep their card secured at all times;
- Use their card only in conjunction with official Government travel, complying with the terms and conditions of the Agreement between the Department of the Interior employee and Bank of America; and,
- Keep their account in good standing by paying their individually billed transactions in full each month by the due date shown on the statement.

Proper use and safeguarding of the charge card is the responsibility of each cardholder. Accordingly, cardholders should take appropriate precautions comparable to those they would take to secure their own personal checks, credit cards, or cash. Improper and unauthorized use of the charge card or convenience checks and/or failure to maintain supporting documentation may render the cardholder personally liable for payment. Cardholders may also have their charge card privileges withdrawn and/or be subject to disciplinary action pursuant to Federal, Departmental, and Bureau standards. See DOI Handbook on Charges and Penalty Selection for Disciplinary and Adverse Actions.

Based on guidance from the Federal Trade Commission, everyone with a charge card must *do* the following:

- Sign and verify receipt of the charge card as soon as it arrives. Verifying receipt of the card using the instructions printed on the sticker will inform the bank that the card has not been lost or stolen in the mail. If immediate use of the card is not required, the card can then be deactivated by the A/OPC. As a management control, any new card that has not been verified that it has been received within 30 days will be closed.
- For over-the-counter purchases, keep an eye on the card during the card swiping transaction and get the card back as quickly as possible.
- Void incorrect receipts.
- Destroy carbons.
- Retain receipts to compare with billing statements and keep them on file in accordance with applicable record retention requirements. (See the following sections: Travel business line, Section 2.8; Purchase business line, Section 3.9; and Fleet business line, Section 4.9).
- Open or access billing statements promptly and reconcile accounts within 30 calendar days of the statement date.
- Dispute any questionable charges promptly. See Section 1.10, Disputes.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

Cardholders shall *not* do the following:

- Sign a blank receipt (draw a line through any blank spaces above the total);
- Write the account number on a postcard or the outside of an envelope;
- Give out their account number over the phone unless the cardholder is making the call to a company known to be reputable;
- Leave the card, convenience checks, PIN, passwords, or charge card billing statement information (on paper or in electronic format) unattended; convenience checks and cards must be kept in a secure place when not in use.
- Allow anyone else to use the card, convenience checks, account number, PIN, or other sensitive information related to the charge card. Charge cards are *not* transferable.

## 1.5 Administrative

### 1.5.1 Program Orientation and Training

It is important that the cardholder, A/OPCs, and approving officials understand their roles and responsibilities. The training can be accessed via **intranet** at <https://chargecardtraining.nbc.gov> (preferred office access) or if you are stationed at a non-DOI location and/or do not have intranet access, the training can be accessed from the **internet** at <https://cctrain.nbc.gov> (training from the internet will delay updating your training record by one to three business days). The A/OPC training is only available on the intranet.

All cardholders, A/OPCs, and approving officials must review and/or become familiar with:

- Departmental and Bureau/Office charge card program policy, procedures, and guidelines;
- The Agreement between the Department of the Interior employee and Bank of America, N.A. (USA). The Agreement immediately follows the application or can be accessed at [https://www.gcsuthd.bankofamerica.com/forms/pdf/DOI\\_Cardholder\\_Agreement.pdf](https://www.gcsuthd.bankofamerica.com/forms/pdf/DOI_Cardholder_Agreement.pdf);
- The MasterCard Guide to Benefits.

In addition to specific training requirements described in this document, and for each business line, Bureaus may have other requirements.

### 1.5.2 Tax Exemption

Most state laws and regulations limit tax exemption status to direct payment by the Government; e.g., centrally billed transactions such as supplies. State-specific tax information is on the internet at <http://www.fss.gsa.gov/services/gsa-smartpay/taxletter> and on DOI's web page at [www.doi.gov/pam/chargecard/exempt.html](http://www.doi.gov/pam/chargecard/exempt.html). Cardholders must inform vendors of their exempt status. A/OPCs will assist cardholders as needed. DOI's tax-exempt identification number "140001849" is printed on each card. That number has been registered with state taxation authorities nationwide and in the U.S. territories. General Governmentwide tax exemption status is also coded in the prefix of the 16-digit charge card account number on the face of the charge card; e.g., the prefix number 5568 16 for employee cards or 5568 86 for vehicles, motorized equipment, and uniforms. Bureaus

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

that centrally bill lodging should be tax exempt for lodging expenses. Employees may need to present a travel authorization, Government issued ID card, tax-exempt form, and/or tax-exempt card. See Appendix F for sample of tax exemption card for cardholder presentation to vendor. Certain excise taxes and fees on airfare and rental cars are not tax-exempt.

1.6 Delegation of Authority

1.6.1 Micro-purchases

Bureau/Office personnel without contracting officer warrants awarded under the DOI Contracting Officers Certification of Appointment Manual may be authorized to use the charge card as a means of making and/or paying for micro-purchases of supplies and services; e.g., purchases of up to \$3,000 for supplies, \$2,500 for services, and \$2,000 for construction services.

1.6.1.1 Appointment

Appointment/delegation of micro-purchase authority is built into the application and charge card issuance process. The integrated charge card vendor Bank of America is the record holder. Use of the card may not be re-delegated or transferred. Receipt of the Government issued Bank of America MasterCard with the employee's name embossed on it is deemed to be delegation of authority.

Issuance of a charge card with purchase authority is contingent upon:

- Successful completion of charge card training including micro-purchases policy and procedures; and
- Submission of an application approved by the employee's supervisor.

In addition to the requirements of this section, authority to issue convenience checks also requires the employee's successful completion of convenience check training.

1.6.1.2 Termination

Termination of charge card and check writing authority may be made for cause; e.g., card misuse, improper use of micro-purchase authority, payment delinquencies, suspension or cancellation of other charge card business lines, failure to maintain supporting documentation, or administrative reasons; e.g., lack of requirement for purchase authority or transfer to a new duty station. Cancellation of any business line for other than administrative reasons will result in cancellation of the card.

1.6.2 Simplified Acquisitions

Bureau and office personnel with contracting officer's warrant authority delegated in accordance with the DOI Contracting Officer Certificate of Appointment Program Manual are authorized to use the charge card as a means of making micro-purchases (procurement method) and to pay for purchases of supplies and services above the micro-purchase level up to their open market warrant limit (as a payment method) for open market purchases and their authorized "established sources" limit (as a



DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

payment method) for AbilityOne (formerly JWOD), Federal Prison Industries, Government Wide Acquisition Contract, Multiple Award Schedule, GSA Advantage, and Bureau or DOI Indefinite Delivery Indefinite Quantity contract orders.

### 1.7 Waivers/Deviations

Bureaus/Offices are encouraged to test innovative practices through pilot programs to enhance the program and continuously improve operations. Prior to doing so, approval must be obtained. Deviations/waivers from DOI charge card policy may be requested.

Requests for deviations/waivers and/or approval for pilot programs must be submitted to the Director, PAM. Requests must be requested by the Assistant Director for Administration or Bureau equivalent and must include:

- A description of how the requested authority differs from the current program;
- Why the deviation is needed; (include any historical data available);
- Management controls that will be put in place;
- Impact if request is approved or denied, examples of expected cost reductions or streamlining of time delays in processing actions, and note the effect on performance (time and/or dollar amount);
- When requested on a class basis, document the total number of people and/or transactions to be affected.

If the waiver/deviation requested affects the terms and conditions of the GSA contract, the DOI Integrated Charge Card Task Order Contracting Officer will request approval from GSA.

### 1.8 Management Controls

#### 1.8.1 EAGLS (Electronic Account Government Ledger System)

EAGLS is Bank of America's web-based desktop management tool designed to perform many of the day-to-day activities online from a PC. EAGLS access is available to every cardholder, A/OPC, and approving official. Examples of EAGLS online functions include daily, administrative tasks such as:

- Account maintenance;
- Modification of spending controls;
- Review of individual and central account statements and current transactions;
- Initiation of disputes;
- Reallocation of charges to specific cost centers from the cardholder's default master accounting code; and,
- Requesting, viewing, and printing standard reports using the EAGLS Reports feature.

Access to these functions is based upon an individual's roles and duties.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

EAGLS users will need:

- An EAGLS User ID and password (from Bank of America);
- NT or Windows 98 (or later version such as Windows XP);
- Internet Explorer 5.5 or Netscape 6.2 or higher; and,
- Modem with 28,800-baud rate or higher.

The EAGLS URL is [www.gov-eagls.bankofamerica.com](http://www.gov-eagls.bankofamerica.com). Contact your A/OPC for information on obtaining EAGLS access and training.

### 1.8.2 Transferring Transactions

If a transaction needs to be moved from centrally billed to the Government (CB) to individually billed to the cardholder (IB) or vice versa, the cardholder may initiate a transfer with the supervisor's approval. Approving officials can also process a transfer transaction, but should do this only with the full knowledge of the process or with A/OPC assistance. Transaction transfers can be done in EAGLS within 90 days from the transaction date. During this 90-day period, the cardholder should follow the Bureau policy for submitting a transaction transfer request. The cardholder must submit to the A/OPC (in writing, through their approving official or supervisor for concurrence), the following information (by e-mail when practical):

- Cardholder account number (for security purposes use only the last 4 digits);
- Transaction transfer needed (CB to IB or IB to CB);
- Transaction posting date;
- Transaction amount;
- Merchant name and location;
- Reference number (if available); and
- Brief description of charge and reason for transfer.

Note: Transfer transaction is not the same as allocating a charge to a different account code or budget object class (BOC). This process is known as cost allocation. Please contact your Bureau Finance Office for further instruction to cost allocate to a different account.

### 1.8.3 Reports

Online technology is available via EAGLS to assist A/OPCs, approving officials, and accounting staff in program management and budget and trend tracking. See Appendix D.

#### 1.8.3.1 Exception Reports

Exception reports can identify, down to the individual transaction level, expenditures that are questionable or vary from a cardholder's standard buying practices. These reports are available to supervisors, managers, A/OPCs, and approving officials. See Appendix D for available reports or your Bureau/Office A/OPC for assistance.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

1.8.4 Misuse

If it is suspected that a charge card is being misused, this must be reported to the Bureau A/OPC, the cardholder's supervisor, and the OIG. The supervisor is required to take immediate action to gather facts and discuss the incident with the employee. If the supervisor is not satisfied that the incident was not intentional and/or did not result in loss to the Government, they must counsel the employee and take any action to administratively limit, temporarily suspend, or cancel charge card authority and, if appropriate, take action based on guidance in the DOI Personnel Handbook Part 2, "Charges and Penalty Selection for Disciplinary and Adverse Action". The Bureau A/OPC must monitor the situation and be available to the supervisor for consultation.

Misuse of a charge card may result in a requirement to repay unauthorized charges, suspension or cancellation of charge card privileges, requirement to complete remedial training, written or oral reprimand, warning or admonishment, suspension without pay, revocation of a contracting officer's warrant, loss of Government driving privilege, and/or termination of employment.

Some examples of cardholder misuse include:

- ATM withdrawals with no associated travel;
- ATM withdrawals taken more than 5 calendar days before travel, or after travel has ended;
- ATM withdrawals that exceed the anticipated out of pocket expenses for the trip;
- Not paying the full amount due on the statement of account by the due date;
- Cardholders letting others use their card and/or account number;
- Writing convenience checks to "cash", self, or to other employees;
- Writing convenience checks over the authorized amount or to vendors who accept the card;
- Splitting transactions to avoid the single purchase limit;
- Purchasing fuel for a privately owned vehicle;
- Using the card for any expenses unrelated to official travel; and
- Original receipts not submitted or missing/altered receipts.

Some indicators of possible charge card misuse or fraud by vendors or other parties include:

- Unsolicited telephone calls or offers by individuals who request a cardholder's charge card account number or social security number. (Do not provide this information unless you initiated the call or request.);
- Unsolicited or unannounced calls from individuals claiming to represent Bank of America who request card account, social security, or other information (Bank of America will always announce any such requests for information formally and in advance or coordinate requests for such information through your respective A/OPC); and
- Unexplained and/or improper charges made to a charge account (cardholder should notify their A/OPC and Bank of America Fraud Unit at 1-877-859-7657).

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

1.9 Merchant Category Codes

Merchants worldwide who accept the charge card are registered in various business categories known as merchant category codes (MCCs). In order to automate the interface between the Bank of America system and DOI's accounting systems, the MCCs are designated as travel (some of which individually bill to the cardholder) and purchase or fleet (which both centrally bill to the Department). See [http://www.gcsuthd.bankofamerica.com/mcc\\_table/mcc\\_table.asp](http://www.gcsuthd.bankofamerica.com/mcc_table/mcc_table.asp) for a listing of these codes.

Because vendors sell products and services that may fall under more than one business line, some transactions that should centrally bill under the purchase or fleet business lines may individually bill, and vice versa. The transfer transaction process is designed to adjust these transactions.

1.10 Disputes

If a transaction appears on a cardholder's statement of account that the cardholder did not make, the transaction should either be disputed or reported as fraud. If a cardholder has made a purchase from a vendor but the price, quantity, or charge is not accurate, or a credit has not been received, the item is considered a disputable charge. The cardholder should try to resolve the disputed charge with the vendor and dispute it in writing with Bank of America within 60 days from the original statement date. When a transaction is disputed, the Bank of America Government Card Services Unit will give the cardholder a temporary credit. If the dispute is resolved in the merchant's favor, the temporary credit will be cancelled and the amount must be paid. If the dispute is resolved in the cardholder's favor, the temporary credit will be replaced with a permanent credit. The dispute form and fax number are printed on the back of the cardholder statement of account.

1.11 Fraud

Fraudulent charges are not usually initiated by the cardholder in the course of legitimate Government business; but rather, suddenly appear on the cardholder's statement of account. To report a charge as fraud, the cardholder should contact their A/OPC, supervisor, and the Bank of America Fraud Unit at 1-877-859-7657. A cardholder who has found fraudulent charges on their card should request that their card be closed immediately. A new card will be issued by the bank.

1.12 When a Cardholder Leaves DOI

When a cardholder resigns, transfers, or is terminated, the surrender and destruction of charge cards and convenience checks, closing of the account, and cancellation of EAGLS access must be part of the final employee clearance process. Any records in the cardholder's possession must be turned over to the supervisor for central filing unless otherwise specified in Bureau policy. In addition, the A/OPC must:

- Close employee's account, inactivate EAGLS access, including deleting any hierarchy-based roles such as approving official or A/OPC, if applicable.
- Verify the account status in EAGLS and determine whether any amount is due.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

- Request a check from the employee payable to Bank of America for the full amount of any outstanding, individually billed balance.
- Inform the exiting employee that if they have an outstanding balance, the charge card contractor will be notified of their departure and provided with the employee's forwarding address.
- Notify Bank of America and provide a forwarding address if applicable (this may be done either in EAGLS or by phone).
- Follow Bureau/local disposition of records procedures.

1.13 Absence from Active Duty

If a cardholder is absent from their regular duty schedule for any extended period of time, including furlough, extended sick leave, maternity leave, military leave, etc., their DOI charge card must be deactivated.

1.14 When a Cardholder is Called to Military Service

If the travel is for reserve drills/exercises or is for active duty TDY for Department of Defense (DOD), the employee should use their DOD card, and not their DOI card. The DOI card must be deactivated during this period.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

Exhibit 1-1 General Guideline to Charge Card Use by Business Line (See INTRODUCTION)

GENERAL GUIDELINE TO CHARGE CARD USE BY BUSINESS LINE

Category	Travel	Purchase	Fleet
Cash advances via ATM based on M&IE and out of pocket requirements	Yes	No	No
Airline, bus, train, and other travel tickets via the TMC/Transportation Provider	Yes (5)	No	No
Lodging and M&IE expenses	Yes	No (7)	No
Supplies/services	No	Yes (6)	Yes (1)
Vehicle rental/lease	Yes	Yes (1)	No
Vehicle repairs, services	No	Yes (3)	Yes (3)
Building/land lease	No	Yes (1)	No
Fuel/oil for vehicles	Yes (2)	Yes (1)	Yes (4)
Telecommunications equipment	No	Yes (1)	No
Convenience checks	No	Yes	No

- (1) With limitation; see your program or procurement office.
- (2) Only for a commercial rental vehicle – use for privately owned vehicles is prohibited.
- (3) Except for GSA Interagency Fleet Management System (IFMS) vehicles.
- (4) Except for GSA IFMS vehicles with a “wet rate lease” (identifiable by the “Voyager” fuel credit card provided by GSA with the vehicle).
- (5) New employees without cards, volunteers, and other invitational travelers must have their transportation tickets purchased through a “corporate account”.
- (6) For non-warranted cardholders purchasing authority may not exceed \$3,000 per transaction for supplies, \$2,500 per transaction for services, and \$2,000 for construction.
- (7) Except for lodging and meals by fire or emergency crew chiefs for members of their crew.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

Exhibit 1-2 Sample Approving Official Checklist (See Section 1.4.6.3, Approving Official)

**SAMPLE**  
APPROVING OFFICIAL CHECKLIST

**Travel Business Line**

Here is a sample list of items to look for when reviewing accounts that include the **travel** business line. For travel items, receipts are attached to the travel voucher:

1. Are all of the charges in conjunction with official Government travel?
2. Were travel transactions incurred for other people? The travel card is for the named cardholder's travel only, unless specifically authorized for use for other people (e.g. a fire crew chief, certain job corps employees, or other authorized emergency situations).
3. Are there any personal expenses on the statement? Since travel expenses such as rental cars are centrally billed, pay close attention for personal use or hotel charges for a voluntary weekend stay that may not be charged on the Government card. Pay close attention to weekend or holiday charges.
4. Are there any fuel charges for a privately owned vehicle (POV)? Look for fuel charges in the local area and/or without a corresponding rental vehicle. Mileage reimbursements on the travel voucher include the cost of fuel; the Government charge card may not be used for POV fuel charges.
5. Are ATM withdrawals associated with official travel? Are amounts of the withdrawals within the limit allowed by Bureau or Departmental policy?
6. Are ATM advances taken more than five calendar days prior to the beginning of the trip or after the last day of travel?
7. Was the last monthly statement paid on time? Is the amount past due?
8. Is the statement signed and dated by the cardholder?
9. For the Bureaus that centrally bill hotel charges, you should be especially careful to check for personal charges on the hotel bill (e.g., movies and room service meals). Specific guidance can be found in the Federal Travel Regulation (41 CFR 300-304). You can seek additional assistance from your Finance Office or travel voucher examiner and the Office of Financial Management's web page at <http://www.doi.gov/pfm/travel.html>. Also, do purchase items such as a conference registration fees, office supplies, or other routine office purchases appear with travel charges?
10. Is the statement signed and dated by the approving official?

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

11. Do travel related statement charges correlate with what the cardholder has requested for travel voucher reimbursement? The approving official may need to review the submitted travel voucher when reviewing the cardholder statement.

### **Purchase Business Line**

Here is a sample list of items to look for when reviewing accounts that include the **purchase** business line.

1. Is the purchase necessary and appropriate to execute the program mission?
2. Does the price paid appear to be reasonable?
3. Were transactions split into smaller purchases to circumvent the cardholder's single-purchase limit? It is important to know the single transaction limit of the cardholders. Also, is a purchase split between cardholders in an office to circumvent the single-purchase limit?
4. Does an original invoice, receipt, packing list or shipping documents, support the transaction? In instances where a vendor allowed an individual other than the cardholder to pick up a purchase, the action must be clearly documented and that employee's signature should be on the receipt.
5. Is the receipt itemized? Does the itemized invoice/receipt match the amount on the statement of account?
6. Has the invoice been altered in any way?
7. When applicable, were purchases made from mandatory sources such as AbilityOne (formerly JWOD)?
8. Is the transaction amount within the single purchase limit of the cardholder? The single-purchase limit for supplies is \$3,000 maximum single purchase spending limit (\$2,500 for services, \$2,000 for construction).
9. Is the item purchased a sensitive property item? If so, you should ensure that it was entered into the property system. The date the item was entered should be annotated on the statement and annotated on the statement.
10. Is the item purchased a prohibited item, or does it require special approvals or waivers prior to purchase? You should ensure that cardholders are not making prohibited charge card purchases and that they have obtained any necessary approvals or waivers for items that require them prior to purchase.
11. Does the purchase comply with environmental laws and the Environmental Protection Agency policies on buying "Green" with the Government charge card?



DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

12. If the item was improperly charged to the cardholder, were dispute procedures followed in a timely manner; i.e., within the 60-day limitation?
13. If a transaction appears to be fraudulent has the bank and the A/OPC been notified? Verify that the account has been closed.
14. If incorrectly billed, were procedures followed to move an individually billed item to a centrally billed item (or vice versa)?
15. Is the statement signed and dated by the cardholder?
16. Is the statement signed and dated by the approving official?

For **Convenience check** transactions, you must consider the previous and the following checklist items:

1. Was the convenience check the last payment option? A convenience check may not be used if the vendor accepts the charge card or is willing to accept an electronic payment. The account is charged a 1.9 percent fee for each convenience check written.
2. Was the convenience check made payable to a prohibited source? For example, checks cannot be payable to self, any Federal employee, on-line auction sites such as EBay (to preserve rights afforded with use of the card), or cash.
3. Was the convenience check for travel related expenses? The use of convenience checks for the travel business line is prohibited.
4. Are all checks within the check writer's single purchase limit? The check single purchase limit may be different from the regular single purchase limit. The single purchase limit on convenience checks cannot exceed \$3,000 for supplies, \$2,500 for services, and \$2,000 for construction.
  - The only exceptions are for emergency incidents where the maximum is \$10,000 for a contracting officer and \$25,000 for Alaska fire crew chiefs to purchase lodging for themselves and their crew.
5. Periodically you should review the convenience check writer's checkbook to ensure that carbon required (NCR) copies of the checks are created and retained as part of the official Government record.
6. You should also periodically review records to ensure that 1099 miscellaneous reportable transactions are prepared and submitted to Finance.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

**Fleet Business Line**

In most offices, the fleet manager or an individual designated as a fleet approving official will review fleet statements. Here is a sample list of items to look for when reviewing fleet transactions.

1. Is the transaction only for the vehicle/equipment assigned to the card? A purchase for a personal vehicle or leased GSA vehicle is not allowed.
2. Is the purchase an authorized use of the card? Examples of unauthorized use include: food, beverages, cigarettes, miscellaneous grocery or sundry items.
3. Does an original charge slip, register receipt, or invoice support the transaction?
4. Does the receipt amount match the amount on the statement of account?
5. Was the purchase for bulk fuel? Bulk fuel charges should not be made on cards assigned to a specific vehicle or piece of equipment.
6. Are there excessive purchases (e.g., gasoline purchases of 20 gallons each in two days in a sedan)? This could be a sign that unofficial acquisitions are occurring.
7. Are drivers entering proper information (odometer readings or driver IDs) for tracking purposes when prompted at the pump?
8. Are account statements/cover certificate(s) signed by both the designated cardholder and the fleet approving official or fleet manager?

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

## SECTION 2 – TRAVEL

Transactions under the travel business line must comply with the Federal Travel Regulations, Departmental Manual, and the DOI Financial Administration Memoranda. See <http://www.doi.gov/pfm/travel.html>. Note: None of the features of the travel business line; e.g., ATM cash advances, restaurant charges, etc., may be used independently of authorized travel. Accounts are not private and are subject to review.

Cardholders are expected to:

- Use good judgment and management (prudent person rule) and keep their card secured at all times.
- Use their card only in conjunction with official Government travel, complying with the terms and conditions of the Agreement between the Department of the Interior employee and Bank of America. The Agreement can be found at [https://www.gcsuthd.bankofamerica.com/forms/pdf/DOI\\_Cardholder\\_agreement.pdf](https://www.gcsuthd.bankofamerica.com/forms/pdf/DOI_Cardholder_agreement.pdf).
- Keep their account in good standing by paying individually billed transactions in full each month.

### 2.1 Corporate Accounts

Corporate accounts may be established to purchase transportation tickets for individuals such as:

- Interviewees or invitational travelers;
- Employees who have applied for but not yet received a card;
- Employees serving without an appointment;
- Employees and their immediate family members performing relocation travel; and
- Employees who have lost their charge card privileges.

Employees who have lost their card privileges due to misuse or account delinquency and need to travel must use the corporate card for transportation tickets. They must use their personal funds to finance the remainder of their travel and request reimbursement through the travel voucher process.

The corporate account may be set up in the name of the organization with a specific individual designated as responsible for managing and reconciling the account.

Corporate accounts may be used only for transportation tickets under certain conditions, as explained in this document.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

## 2.2 Mission Critical

Cardholders who will be away from the office on official business for extended periods and who may be unable to file their vouchers on time to receive reimbursement (e.g., firefighters) should be designated mission critical. This will prevent their charge card from being suspended or cancelled due to delinquency. The core requirements for mission critical designations are:

- Actual mission need, not personal convenience;
- Limited number within a Bureau/Office;
- Limited duration based on actual program requirements, 90 day maximum; and
- Account is not in delinquent status.

Supervisors are responsible for notifying the A/OPC when the mission critical designation is no longer needed. Mission critical status must not be abused. Cardholders in this status must make every reasonable effort to file for travel reimbursement and pay their charge card bill in full as soon as possible. Employees who are on long-term travel are expected to file vouchers at least every 30 days.

Upon written approval of the cardholder's supervisor and concurrence by the Bureau Assistant Director for Administration or equivalent, the A/OPC may designate the cardholder as "mission critical" provided that:

- Payments on the account are current (no outstanding delinquency); and
- The nature of the cardholder's work, e.g., extended travel requirements, overseas travel assignments, may prevent the cardholder from being able to make payments for individually billed transactions by the specified due date.

### 2.2.1 When Delinquent

If a charge cardholder's account is delinquent; e.g., over 30 calendar days past due, and mission critical designation is being requested, the request must:

- Be made in writing, including a justification for the need;
- Explain why the account is delinquent;
- List steps the cardholder is taking to pay the outstanding balance;
- Be signed by the employee's supervisor;
- Be transmitted from the Assistant Director for Administration or equivalent, through the Director, Office of Acquisition and Property Management, and approved by the Assistant Secretary – Policy, Management and Budget.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

### 2.3 Mandatory Use

In accordance with DOI policy, employees are required to use the Government-issued Bank of America MasterCard for all travel expenses and cash advances unless an exemption has been issued. Whenever an employee is on official Government travel, their charge card must be used for the following transactions:

- Transportation tickets; e.g., airline, rail, or bus travel, and Travel Management Center (TMC) fees;
- Rental vehicles;
- Fuel for the rental vehicle;
- Lodging;
- Advances from an ATM bank teller within five calendar days of the official travel.

Should be used for meals and other official expenses when possible.

#### 2.3.1 Exceptions from Mandatory Use

The FTR lists the following categories as being exempt from mandatory use; however, this does not prohibit using the charge card when it is accepted.

- Expenses incurred at a vendor that does not accept the MasterCard;
- Laundry/dry cleaning;
- Parking;
- Local transportation system; See Restrictions and Limitations below.
- Taxis (Note: The charge card is not to be used for local travel; e.g., non-temporary duty or relocation travel. Temporary duty and relocation travel require a formal travel authorization.);
- Tips;
- Meals (when use of the card is impractical, e.g., group meals);
- Phone call if the FTS MCIW telephone calling card is not available;
- An employee who has an application pending;
- Invitational travel;
- New appointees; and
- Relocation allowances prescribed in the FTR, Chapter 302, except en-route travel and house hunting trip expenses.

### 2.4 Restrictions and Limitations

The card **must not** be used to purchase any of the following:

- Fuel for a privately owned vehicle. (Mileage reimbursements include the cost of fuel).
- Personal or unofficial rental vehicles. (Charges must be paid separately with personal funds).

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

- Travel accommodation or expenses for someone other than the cardholder and family members performing relocation travel. If reserving a block of sleeping rooms or meeting rooms, equipment, and related services, the reservation must be made using the purchase business line or through your supporting procurement office. Individual lodging may not be paid with the purchase business line.
- Local travel. (Charge card may be used for transportation and local travel connected to approved temporary duty travel).
- Consultant travel. (If applicable, travel provisions should be included in the consultant's contract).

Government travel arrangements such as transportation, lodging, or car rentals must be made through the DOI Travel Management Center at [www.govtrip.com](http://www.govtrip.com).

Note: The FTS MCIW telephone calling card must be used for all business and authorized personal calls while on official Government travel. The MasterCard should be used only if the calling card is not available.

## 2.5 Travel Management Centers (TMCs)

The DOI Travel Management Center must be used for transportation tickets, lodging reservations (unless for a conference where it is pre-established), and rental vehicle reservations, which will ensure that traveler receives the Government rates when available.

Do not arrange transportation, lodging, or car rentals through web sites other than "GovTrip".

## 2.6 Permanent Change of Duty Station (PCS)

The charge card should be used for intra-Bureau house hunting and en-route travel and may be used where possible for other portions of relocation expenses, with Bureau consent. The employee will be expected to pay the charge card bill on time. Reminder: PCS travel vouchers generally take longer to process for reimbursement. Additional information can be found at <http://www.doi.gov/pfm/travel.html>.

Overseas Tour Renewal Agreement Travel. This refers to travel for the employee and his/her immediate family returning home between overseas tours of duty and is set out at 41 CFR 302-3.209 through 302-3.224. Consistent with Bureau policy, the charge card may be used for authorized transportation and employee M&IE allowance. Additional information can be found at <http://www.doi.gov/pfm/travel.html>.

## 2.7 ATM/Travel Advances

Cardholders with ATM privileges may obtain limited cash advances for official travel expenses via ATM only within five calendar days prior to the beginning date of the official travel or while in actual travel status. Travel advances are limited to the expected allowance for M&IE and reimbursable out

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

of pocket expenses. ATM withdrawal limits vary depending on your authority. Contact your A/OPC to get maximum ATM cash limits.

If an ATM advance cannot be issued, a Government advance may be requested. A deposit may be made electronically (DD/EFT) into an employee's checking, savings, or other designated account (see Section 2.15 if employee has lost ATM privileges). Convenience checks shall not be used to provide travel advances (see Section 3.12).

#### 2.7.1 Hardship Cases

In cases of extreme hardship, cardholders who have lost charge card privileges may request written approval for a travel advance on a per trip basis from their Program Assistant Secretary or equivalent, who may re-delegate this authority not lower than the Bureau Assistant Director for Administration or equivalent level. Consideration of such requests will be made on a per case basis, and approval should not be assumed. The approving office will maintain a written record of all such approvals, as well as the basis for each approval, and forward a copy to the Office of Financial Management. The Assistant Secretary – Policy, Management, and Budget, will regularly review this record.

#### 2.7.2 ATM Terminal Fees

Bank of America ATM terminals do not charge an ATM terminal or access fee when using their card, nor do some credit unions. Other banks usually charge a terminal fee. These fees may be claimed for reimbursement on the travel voucher.

Bank of America ATMs may be located by calling 1-800-472-1424, or on the internet at <https://www.gov-eagls.bankofamerica.com>. The ATM locator is located in the lower right hand corner and is called "ATM & Banking Centers". Fill in the information requested and click on "Go".

#### 2.7.3 Cash Advance Fees

The contract with Bank of America provides for 1.9% cash advance fee. This fee may be claimed for reimbursement on the travel voucher. Reminder, this 1.9% fee will be applied to the cash advance amount plus any terminal or access fee.

### 2.8 Documentation and Record Retention

Originals of all statements of account signed and dated by both the cardholder and approving official must be centrally filed. For the travel business line, receipts and supporting documentation will be filed with the travel voucher in accordance with rules and regulations for submitting the voucher. Originals of receipts for centrally billed items (listed as "M" item on the charge card statement) such as car rentals, lodging (where allowed), etc., should be submitted with the travel voucher but not claimed as a reimbursable expense on the voucher.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

## 2.9 Reconciling the Statement of Account

### 2.9.1 Individual and Central Billing of Transactions

Travel is the only business line where some expenses – airline tickets, lodging, rental cars, some shuttles, airport parking, and fuel are centrally billed, while other items such as ATM withdrawals and fees, and meals are individually billed. The centrally billed items will be listed below the “Notice Memo Items Listed Below” line on the cardholder statement of account and will be shown with an “M” printed before the dollar amount; they will not be included in the balance due.

The cardholder must review and verify the accuracy of all “M” billing items just as carefully as if these items were billed for individual payment. Individually billed transactions will appear first on the statement of account. Any incorrect charges must be promptly disputed by seeking credit from the merchant and by contacting Bank of America, or reported as fraud with the Bank of America Fraud Department. All charges that are centrally billed to the finance office will include the identity of the employee who incurred the charge.

### 2.9.2 Cardholder

The cardholder must do the following:

- Verify that each transaction is legitimate and correct;
- Determine if any transactions need to be transferred from individually billed to centrally billed or vice versa (request this transfer through the approving official and the A/OPC);
- Determine if any transactions should be disputed. The dispute must be initiated with 60 days of the date of the statement of account showing the transaction;
- Determine if any transactions should be reported as fraud;
- Include a concise, detailed description for each line item; e.g., date(s) of travel and destination(s) or attach the travel voucher;
- Sign and date in the signature block, usually located on the last page of the statement of account;
- Give the signed and dated statement to the approving official within 30 calendar days of the statement date;
- Pay individually billed items by the due date;
- Follow any additional local policy or procedures;
- File original statements of account and original supporting documentation in accordance with Bureau/Office policy.



DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

### 2.9.3 Approving Official

The approving official must do the following:

- Review reconciled statements and receipts;
- Ensure that centrally billed items have not also been included on the travel voucher for reimbursement;
- Assure that cardholders reconcile their accounts within 30 business days of the statement date;
- Validate cardholder statements within 30 business days of the statement date;
- Sign and date in the signature block, usually located on the last page of the statement of account;
- Review exception reports; take action as needed; and
- Ensure the original statements of account and original supporting documentation is centrally filed in accordance with Bureau/Office policy.

Note: In lieu of the above manual procedures, Bureaus/Offices are encouraged to seek alternative review procedures, preferably electronic. Such alternative procedures must adequately address the issues of verifying the validity of centrally billed items and minimizing improper or unauthorized use of the charge card. Plans to implement alternate procedures must be approved by the Office of Financial Management and the Office of Acquisition and Property Management before implementation.

### 2.10 Making Payments

There are three ways to make a payment:

- Mail a check with the return portion from your monthly statement. Cardholders are personally responsible for paying postage for payment of individually billed transactions. Reimbursement of postage is an incidental expense reimbursed through the M&IE portion of the per diem allowance.
- On-line at Bank of America's MyEasyPayment located at <https://www.myeasypayment.com>. There is no charge for this service. When accessing the payment website, cardholders will enter their account number, the security code on the back of their card, and some personal information. (It is not necessary to set up a login or use your EAGLS User ID).
- By calling Bank of America at 1-800-472-1424. Cardholders will be assessed a \$10.00 fee.

In accordance with the Bank of America Cardholder Agreement, payment must be made in enough time for payment to be received by the date specified on the statement of account.

### 2.11 Travel Vouchers

Employees are reminded that Departmental policy requires travel vouchers be submitted within five workdays after completion of travel, or no less frequently than once a month in case of extended travel. Relocation claims are to be submitted within five working days after completion of each

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

segment of the relocation (e.g., house hunting trip, en-route travel). The Department must pay travel claims within 30 calendar days after receipt of a proper voucher by the designated travel voucher approving official. Any travel voucher submitted to a designated approving official that cannot be approved must be promptly returned to the employee with an explanation as to why the travel voucher could not be approved as submitted.

Employees must correct/complete the disapproved travel voucher and resubmit it to their designated approving official with a new current signature. Upon receipt of the corrected/completed voucher in the designated approving official's office, the "clock" for late payment re-sets to zero.

The employee's designated approving official must submit the voucher to the finance office for review/audit and payment. Because travelers must be reimbursed for travel within 30 calendar days, designated officials must sign properly completed travel vouchers within one to two days of receipt.

Travelers reimbursed after the 30 calendar day period from the date of submission of a proper temporary duty travel voucher or claim will automatically be paid a late payment penalty.

## 2.12 Fees

Cardholders should avoid late fees and other assessments by paying all undisputed individually billed transactions when they are due. .

### 2.12.1 Late Fees

Late fees can be assessed against travel related charges that are individually billed. A fee of \$20 per month will be assessed if the payment is 120 days past the payment due date. The cardholder must pay these non-reimbursable fees unless they can show that the travel voucher was submitted timely (within five business days after returning from travel where the cardholder incurred the expense) and reimbursement has not been received. The Department is required to reimburse the employee for late fees when it delays payment to the employee causing a late fee to be charged to the employee's individual charge card account.

### 2.12.2 Returned Check Fee

Bank of America charges a \$20 fee for returned checks. This fee is not reimbursable.

### 2.12.3 Collection Fees

If Bank of America refers a cardholder's account to an attorney for collection, the cardholder will be responsible for attorney's fees, if any, not to exceed 25% of the account balance, plus all other costs of collection and court costs except where prohibited by law.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

2.13 Delinquency

Cardholders must comply with the terms and conditions of the Bank of America Cardholder Agreement, including the timely payment of account balances. When cardholders sign, activate, or use their charge card, they agree to comply with the Agreement. Under the terms of the Agreement between the Department of the Interior employee and Bank of America and the GSA SmartPay contract, payment is due to the bank by the payment due date specified in the cardholder's statement of account.

2.13.1 Suspension or Cancellation Effect on Other Business Lines

All privileges associated with an account will be deactivated upon suspension or cancellation of a charge account in one business line; e.g., suspension or cancellation of the travel business line in an integrated account will result in suspension or cancellation of any other business line(s) (e.g., fleet and/or purchase) on a cardholder's account.

2.13.2 Suspension and Salary Offset Warning

The cardholder's account will be suspended and further charges prohibited if any undisputed individually billed transactions remain unpaid 61 calendar days after the date of the statement of account on which the charges first appeared. Upon notification from Bank of America of account suspension at 61 calendar days, the NBC Payroll Operations Division will send a letter to the employee and inform him/her of the contractor's request for collection assistance and the employee's due process rights, and will indicate that, if the account is not satisfactorily resolved within the next 60 days (by the 120<sup>th</sup> calendar day following the date of the statement of account), payroll offset can begin.

2.13.3 Cancellation and Salary Offset

Accounts will be cancelled when an account with an undisputed individually billed balance remains unpaid 96 calendar days after the date of the statement of account on which the charge first appeared. If an account balance is not satisfactorily resolved, the National Business Center may begin salary offset after 120 calendar days.

Employees with a delinquent account will be subject to disciplinary action in accordance with the Department of the Interior's Personnel Handbook on Charges and Penalty Selection for Disciplinary and Adverse Actions for disregard of directives or regulations.

In addition to the above, and in accordance with the terms of the Bank of America Cardholder Agreement, an account may be cancelled if the account has been suspended twice during a 12-month period for non-payment of undisputed principal amounts and becomes past due again.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

2.13.4 Due Process

The Department's NBC Payroll Operations Division will notify the employee in writing of the contractor's request for collection assistance, inform the employee of his or her due process rights related to the contractor's claim, and indicate that if the account is not satisfactorily resolved within the next 60 days (e.g., no sooner than 120<sup>th</sup> calendar day following the date of the statement of account), salary offset will automatically begin.

NOTE: With regard to travel, salary offset actions will not be initiated when an employee has notified the Payroll Operations Division in writing that they have not been reimbursed for a properly filed travel voucher for expenses/charges causing the offset action request. The Payroll Operations Division will confirm this with the employee's immediate supervisor or travel approving official.

2.14 Credit Bureau Reporting

In accordance with the GSA SmartPay contract, any cardholder whose past due account has been cancelled and is not in a Bank of America approved payment plan may be reported to the credit bureau for having a past due account.

All Government charge card accounts reported to the credit bureau will be identified as a business account issued to the cardholder based on employment, not as consumer credit cards. Accounts reported to the credit bureau will include the following information:

- Masked account number (An account number using only enough of the account number for verification purposes. Other segments of the account number are deleted for security purposes.);
- Balance upon reporting event (e.g., cancellation or charge off);
- Credit limit;
- Current balance;
- Business Account Type (Account issued based on employment, not personal credit; creditors will take this into account when reviewing an individual's credit history and look at the balance upon reporting event more than the credit limit.); and
- Current status

2.15 Traveling When Card Has Been Suspended or Cancelled

Employees who lose their charge card privileges due to misuse or account delinquency must use their personal funds to finance travel expenses, with the exception of transportation tickets, which must be purchased using a corporate account. When personal funds are used, employees will be reimbursed through the travel voucher process. No travel advances (by either cash or check) will be authorized except under hardship conditions approved by the program Assistant Secretary.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

2.16 Card Reinstatement

The following steps must be followed to reinstate a cancelled charge card:

- The cancelled account must be paid in full.
- The cardholder must reapply for a charge card.
- The cardholder's supervisor must approve the reinstatement by signing the application.
- The cardholder will only be eligible for a limited use or limited line card without purchase authority.

2.17 Limited Use and/or Restricted Use Cards

If the cardholder's account was cancelled, the cardholder may apply for a new account once the cancelled account is paid in full. The new account will be established as either a limited use or restricted card. A limited use card may be activated only for periods of official travel. Restricted use cards have specific restrictions such as reduced spending limits, no cash access, or no individually billed activity, as appropriate for the individual circumstances. Refer to Bureau/Office policy for further information on limited use and restricted use cards, if applicable. The cardholder may apply for an unlimited no special restriction card after maintaining their account in good standing for at least 12 months.

Limited use and restricted use cards may be issued with the following stipulations:

- All previously cancelled accounts must be paid in full.
- Only the travel/fleet business line will be authorized.
- In the event of previous cash abuse, the cash advance privilege may not be restored.
- The A/OPC must specify activation and deactivation dates on a per trip basis for limited use cards.
- The cardholder's supervisor is responsible for notifying the A/OPC when to activate/deactivate the limited use card.
- The account may be established with lower spending limits.
- Accounts established with no individually billed activity will only be authorized to use for airline tickets, rental cars, rental car fuel, shuttles, and airport parking associated with official travel. All other costs associated with official travel must be paid with personal funds, which can be reimbursed through the travel voucher process.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

## SECTION 3 – PURCHASE

This section is generally directed to non-warranted cardholders whose use is restricted to micro-purchases. The purchase card is to be used as a payment mechanism not a contracting mechanism. The use of the charge card is not a substitute for the acquisition process. All the applicable requirements of the Competition in Contracting Act, other statutes and Executive Orders, and the Federal Acquisition Regulation (FAR) apply to purchases made using the charge card for payment (see FAR 13.301). Above the micro-purchase threshold, the card may be used as a payment tool.

The purchase business line of the DOI integrated charge card may be used to:

- Make a micro-purchase;
- Place a task or delivery order (if authorized in the basic contract, basic ordering agreement, or blanket purchase agreement); or,
- Make payments when the contractor agrees to accept payment by the card.

Purchase business line transactions are billed centrally to be paid by the Government. Transactions under the purchase business line must comply with all applicable regulations, including the Federal Acquisition Regulation. Cardholders delegated purchase authority are responsible for observing the “prudent person” rule; that is, they are expected to use the card practically and sensibly and to exercise good judgment in its use at all times.

In accordance with the Freedom of Information Act, lists of cardholders with purchase authority are public information. Only the cardholder’s office address may be used as the address of record for the bank’s system.

### 3.1 Eligibility

Employees must have their supervisor’s approval and meet all training requirements before being authorized to make purchase transactions. Periodic refresher training will be required. Termination of purchasing authority may be made for cause; e.g., no longer have a need, splitting orders, etc. Cancellation of travel privileges due to failure to pay the bank and/or misuse will result in the cancellation of purchase authority as well.

### 3.2 Purchase Authority Reinstatement

The following steps must be followed to reinstate the purchase business line:

- The cancelled account must be paid in full.
- The cardholder must reapply for the charge card.
- The cardholder’s supervisor must approve the reinstatement.
- Any limited use card issued must have been in good standing for at least one year.
- Written request stating the need for the reinstatement including background on why purchase authority was lost.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

- A recommendation to reinstate the purchase authority from the Bureau Procurement Chief and the Bureau lead A/OPC.

Requests for reinstatement of the purchase business line shall be submitted to the Director, Office of Acquisition and Property Management for approval.

### 3.3 Authorized Use

When delegated purchase authority, the cardholder may use the card to charge supplies, equipment, short-term rental of equipment, some services, and repairs.

### 3.4 Procedural Requirements

- Ensure that funds are available at the time of purchase.
- Prior to purchasing the requirement(s) from a commercial source, the purchaser must check with the following sources, listed in descending order of precedence, to determine whether any of these sources could satisfy their requirement:
  - Agency inventories;
  - Excess from other agencies;
  - Federal Prison Industries, Inc. (FPI);
  - Supplies which are on the Procurement List Maintained By The Committee For Purchase From People Who Are Blind Or Severely Disabled (AbilityOne (formerly JWOD));
  - Wholesale supply sources;
  - Federal Supply Schedules – Mandatory and Optional use;
  - Commercial Sources.
- Be aware of commodities and services that have been strategically sourced. See your procurement office for more information.

Cardholders shall:

- Distribute repeat buys equitably among qualified vendors, using small businesses whenever possible.
- Verify the quantity, quality, and prices of items on sales agreement/receipt.
- Notify the vendor that the purchase is tax exempt.

Cardholders should purchase recycled products and energy efficient products to make efficient use of natural resources. Whenever practicable, cardholders must use products that:

- Are made with recycled content;
- Have less packaging (no shrink wrap);
- Are energy efficient;
- Do not create hazardous waste;
- Incorporate other environmentally preferable attributes.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

See EPA website: <http://www.energystar.gov/products> for "green" recycled/energy efficient product sources.

Energy Efficient Standby Power Devices: Executive Order 13221 of July 31, 2001, directs agencies to purchase products that consume no more than one watt when they are in "standby power" mode. The order applies to commercially available, off-the-shelf devices that use either external standby power, or contain an internal standby power function, such as cell phones and computer equipment.

### 3.5 Purchase Limits

For non-warranted cardholders, the maximum single-purchase spending limit is as follows: \$3,000 for supplies, \$2,500 for services, and \$2,000 for construction. Transactions must not be split into smaller purchases so that each order falls within the single-purchase limit. Purposely splitting a purchase may result in the cancellation of purchasing authority and disciplinary action. Repeated purchases over short periods of time may be considered splitting requirements. Contact your supporting purchasing office for guidance. Only warranted cardholders may make purchases over \$3,000.

### 3.6 Prohibited Uses

Transactions must comply with the Federal Acquisition Regulation as well as other Departmental/Bureau policies and procedures. It is important to note that many items may require special approval or may be prohibited. Contact your purchasing office for details.

The card *must not* be used to purchase:

- Firearms and weapons;
- Major telecommunications systems; e.g., PBX;
- Long-term rental or lease of buildings (12 months or more);
- Repairs for GSA vehicles;
- Supplies or services from commercial sources when the same products are available from the required sources above;
- Travel expenses when a card is authorized with only the purchase business line;
- Additionally, official Government expenses must be charged to the travel business line; e.g., common carrier transportation tickets, ATM withdrawals, telephone calls, vehicle rental for an individual on travel status, meals, etc.



DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

Copying/Printing

It is important to note that the Government Printing Office (GPO) is the mandatory source for **all** printing and/or copying requirements, except eligible Indian enterprises may be utilized by the Bureau of Indian Affairs. Use of a vendor other than GPO, that is not an eligible Indian enterprise, requires that a waiver be obtained from GPO. In any case, the charge card is the preferred method of payment. The Department of the Interior Copying Policy is available at <http://www.doi.gov/pam/dpr2004-06.html>. The policy defines the difference between copying and other types of printing and specifies the circumstances under which these services may be obtained from commercial sources without requesting and obtaining a waiver from GPO.

3.7 Using the Card Over the Internet

Internet shopping on "required source" and commercial websites is rapidly expanding. Cardholders may use the card to transact official business over the internet. However, in doing so, cardholders must keep the following guidance in mind:

- Know who you are dealing with. Cardholders may check unknown vendors through the Better Business Bureau or the Office of the State Attorney General.
- Do not arrange transportation, lodging, or car rentals through websites other than the DOI Travel Management Center site.
- Protect Privacy. Provide personal information only if it is known who is collecting it, why, and how it is going to be used.
- Guard Passwords. Use different passwords when making a purchase than you use to log on to your computer or network.
- Order only on a secure server. Look for an unbroken key or closed padlock picture at the bottom of the browser window, or the letters https in the website's URL, to ensure your transmission is protected. Buy only from web vendors that protect your charge card information when you order on-line.
- Check shipping and handling fees. Do not forget to factor these into the cost of the order. Choose the delivery option that best meets your needs and track your purchases. Keep printouts of the web pages with details about the transaction, including return policies if you are not satisfied. Buyer Beware: Some vendors have different return policies for items purchased over the internet versus items purchased on-site at store locations. Make sure that the vendor's return policy is favorable.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

3.8 Central Billing of Transactions

Transactions should bill centrally to the Government. However, cardholders with both the travel and purchase business lines on their card may have some transactions individually billed that should have been centrally billed. In those cases, the cardholder should request through the Approving Official and A/OPC the transaction be transferred to centrally billed. See Section 1.8.2.

3.9 Documentation and Record Retention

Purchase business line cardholders must attach to the cardholder statement of account all original receipts and supporting documentation, as applicable, to include but not limited to, requisitions, receipts, packing slips, internet confirmation, special approvals, purchase log, and receiving reports for a period of three years; and may only be destroyed when Bureau review/audit requirements have been met and documented (see FAR 4.805(b) (4)). All original receipts and original statements of account must be centrally filed in accordance with Bureau/Office policy and be made available for audit or review.

3.10 Property Accountability

All non-expendable personal and sensitive property purchased and paid for using the charge card or convenience checks must be reported to the appropriate Bureau/Office Property Office for appropriate Government identification and, as appropriate, inclusion in the property accountability system, in accordance with Bureau/Office property reporting requirements. The statement of account must be annotated with the date the action was taken.

When a cardholder takes possession of property at the time of purchase, the cardholder may be held liable for loss, damage, or destruction in the amount of such loss of property. Cardholders should take all reasonable and prudent precautions to protect property and must ensure that an accountable officer, custodial officer, or other authorized recipient signs a property receipt.

3.11 Reconciling the Statement of Account

3.11.1 Cardholder

The cardholder must do the following:

- Verify that each transaction is legitimate and correct.
- Determine if any transaction(s) need to be transferred from individually billed to centrally billed or vice versa. Request this transfer through the Approving Official and A/OPC.
- Determine if any transaction(s) need to be disputed. The dispute must be initiated within 60 days of the date of the statement of account showing the transaction.
- Determine if any transaction(s) should be reported as fraud.
- Include a concise, detailed description for each line item.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

- Sign and date on the approval line, which is usually located on the last page of the statement.
- Give the signed and dated statement to the Approving Official with 30 calendar days of the statement date.
- Pay individually billed items.
- Follow any additional local policy or procedures.
- Centrally file original statements of account and original supporting documentation in accordance with Bureau/Office policy.
- If the transaction included the purchase of reportable property, enter the date that the property office was notified.

3.11.2 Approving Official

The Approving Official must:

- Review reconciled statements of account and receipts.
- Ensure that centrally billed items have not also been included on a travel voucher for reimbursement.
- Assure that cardholders reconcile their account within 30 calendar days of the statement date.
- Validate cardholder statements within 30 calendar days of the statement date.
- Take appropriate corrective action if a cardholder misuses their convenience checks.
- Review exception reports; take action as needed.
- Ensure the purchase is entered in the property system, if applicable.
- Ensure the original statements of account and original supporting documentation is centrally filed in accordance with Bureau/Office policy.

3.12 Convenience Checks

Convenience checks are available only under the purchase business line. Convenience checks are personalized with the cardholder's name, the agency, office address, and the single-purchase limit. As with the card, this authority is not transferable. When checks are received, all information should be verified and the quantity received checked. The check supply must be secured and periodically inventoried by the check writer.

3.12.1 Eligibility

Convenience checks are available, at Bureau discretion, in the purchase business line only. However, they are not automatically available to everyone with an account in the purchase business line. This feature will be available only to select cardholders. All regulations, policies, special requirements, and approvals that apply to purchasing must be followed when using convenience checks. In addition to purchase business line training, cardholders must complete training on convenience checks prior to being authorized to issue checks.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

3.12.2 Authorized Uses

Because of the fees associated with convenience check use, as well as Federal (41 CFR 208) and Departmental policy, convenience checks may be used only where charge cards are not accepted by a merchant, for emergency incident response, and for other approved purposes that comply with the Debt Collection Improvement Act (see DOI Acquisition Policy Release 1999-7, dated May 18, 1999, and Department of the Interior Financial Administration Memorandum No. 98-034, dated December 17, 1998).

These limitations on using convenience checks are necessary because the Department of Treasury has ruled that convenience checks (like other checks) are not Electronic Funds Transfer compliant; e.g., the Debt Collection Improvement Act requires, with limited exceptions, that Federal payments be made through electronic means.

Convenience checks may be issued to:

- Vendors who do not accept the card;
- Volunteers for reimbursement of expenses;
- When responding to emergency incidents where the card is not accepted; e.g., fire and rescue;
- Crew chiefs to pay for meals and lodging for their crew when responding to an emergency.

3.12.3 Restrictions and Limitations

The following are the maximum amounts checks may be issued for without a written waiver:

- Supplies - \$3,000;
- Services - \$2,500;
- Construction - \$2,000;
- Emergency incidents to \$10,000, within the limits of contracting officer authority;
- Alaska fire crew chiefs to purchase lodging for themselves and their crew - \$25,000.

A written waiver must be obtained from the Director, Office of Acquisition and Property Management for any checks exceeding these limits.

Convenience checks must not be used to pay:

- Vendors who accept the charge card;
- Vendors under other acquisitions (purchase orders, contract, etc.);
- On-line auction sites such as eBay (to preserve dispute rights afforded with use of the card);
- Employee reimbursements;
- Cash advances;
- Salary payments, cash awards, garnishments, or any transaction process through the payroll system;

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

- Travel-related transportation tickets;
- Meals or lodging related to employee travel except as related to emergency incidents response;
- Rental or lease of vehicles when in travel status;
- For third party pick up of goods where the charge card is accepted.

Only as a last option with merchants that do not accept the charge card, and in accordance with Bureau policy, may a convenience check be used for:

- Purchase of telephone services;
- Fuel or oil for vehicles.

#### 3.12.4 Ordering and Safeguarding

The initial order must be placed by the A/OPC. The cardholder may place subsequent orders. Because checks are negotiable forms, they must be safeguarded. Unused checks should periodically be inventoried by the check writer.

#### 3.12.5 Issuing Checks

Checks must be used in sequential order. Each convenience check must be entered in the check register for tracking purposes to avoid exceeding the spending limit. Charge card transactions should also be tracked to help you avoid exceeding spending limits. A check fee of 1.9 percent of the dollar amount of each check written must also be deducted. The following information must be entered on the check:

- DATE: Enter the date on which the check is being issued. Spell out the date (e.g., May 5, 2007). Do not predate or postdate a convenience check.
- PAY TO THE ORDER OF: Enter the name of the payee. Under no circumstances may the convenience check be issued to "cash" or the payee line left blank. Checks may not be issued to "self".
- AMOUNT: Write the amount of the convenience check in the spaces provided in numbers and words; e.g., One hundred twenty-six dollars and 39/100, followed by a horizontal line out to the end of the space provided, and \$126.39 in the applicable space.
  - Write convenience checks only for the exact amount of the purchase. If a refund is received or the vendor gives change, this refund must be reported immediately to the local collection office for deposit, whether it is given in the form of cash or check. If the vendor issued a refund check, it should be payable to USDOl and the Bureau name. Refunds must not be deposited in the Bank of America checking account or used for another purchase.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

- MEMO (ADDITIONAL INFORMATION): Information may be entered about the purchase; e.g., AST project.
- AUTHORIZED SIGNATURE: Sign checks in the space provided. The signature must be in the same format as the name printed, on the convenience check; e.g., if your first, middle, and last names are spelled out in full rather than using initials, your signed name must also be spelled out in full.

3.12.6 Collecting IRS 1099 MISC Data

The IRS requires that information be collected for reporting income to the IRS when a convenience check is used for purchases with certain budget object classification codes. IRS Form 1099 MISC is used to collect that information. Exhibit 3-1 provides a copy of the form.

3.12.7 Reconciling the Account

In addition to the items in Section 3.11 above, the statement of account must be checked against the check register to ensure there are no discrepancies. Any discrepancies must be resolved.

3.12.8 Documentation and Record Retention

Convenience checks include an original and carbon copy. A NCR/carbon must be created and retained as an official Government record. Supporting information must be attached. Supporting documentation should be marked "Paid by Convenience Check", along with the check number.

The carbon check, all original receipts, and original supporting documentation must be centrally filed with the original statement of account in accordance with Bureau/Office retention policy.

3.12.9 Copies of Cleared Checks

Cleared checks are not returned to the account holder. To obtain a copy of a cleared check, call Bank of America at the telephone number on the back of the charge card.

3.12.10 Voiding Checks

In case of an error, or when there is a need to void a check, the account holder must write "VOID" on the carbon copy, note that check was voided in the check register, and destroy the original check.

3.12.11 Issuing Replacements

If a check has been lost, become stale-dated, or is otherwise in error, a replacement check may be issued. Before a replacement is issued, the account holder must verify that the original check has not been paid. This can be done by examining the statement of account or by contacting Bank of America. If the check has been paid, a copy may be requested from the bank. If the check has not been paid and the original check cannot be returned to the account holder, a stop payment must be placed on the initial check before a new check is issued.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

3.12.12 Stop Payment Orders

To place a stop payment order on a check issued but not yet honored, notify Bank of America by calling the number on the back of the charge card. After it has been determined that the check has not been honored, the carbon copy should be marked "PAYMENT STOPPED".

3.12.13 Destroying an Unused Check Supply

If checks become outdated due to form changes or are received with misprinted information; if the employee resigns, retires, etc, or if the checks are no longer needed, they should be destroyed (shredded). The A/OPC, approving official or other employee (if approving official or A/OPC are not available) must witness the destruction. The check register should be annotated that the checks were destroyed, the reason, and the name, date, and signature of the witness.

3.12.14 Reporting Lost or Stolen Cards/Checks

If charge cards or convenience checks are lost or stolen, the cardholder must notify:

- Bank of America at 1-800-472-1424;
- Their supervisor as soon as possible; and
- The A/OPC within one working day of the discovery.

The same Federal law that protects your personal credit also applies to the Government charge card. If unauthorized use of a lost or stolen card occurs, the liability of the Government will not exceed the lesser of \$50 or the amount of related transactions. There is no fee for reporting lost or stolen card/convenience checks or for requesting a replacement card/convenience checks.

DEPARTMENT OF THE INTERIOR  
**INTEGRATED CHARGE CARD POLICY MANUAL**

Exhibit 3-1 IRS Form 1099 Miscellaneous (See 3.12.6, Collecting IRS 1099 MISC Data)

PAYER'S FEDERAL ID #:	RECIPIENT'S ID:	OMB NO.1545-0115
84-0437540		
		MISCELLANEOUS
RECIPIENT'S NAME:		INCOME
		**1999** COPY 'B'
STREET ADDRESS:		
CITY, STATE, AND ZIP CODE:		
ACCOUNT NUMBER (OPTIONAL):		
FORM 1099-MISC DEPARTMENT OF TREASURY - INTERNAL REVENUE SERVICE		
BUSINESS CATEGORY: (CHECK ONE) <input type="checkbox"/> INDIVIDUAL <input type="checkbox"/> SOLE PROPRIETOR		
<input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> CORPORATION		
CHECK INFORMATION: NUMBER	DATE	AMOUNT
BOC	CHECK WRITER'S NAME:	
CHECK WRITER'S PHONE NUMBER:		
PAYER'S FEDERAL ID #:	RECIPIENT'S ID:	OMB NO.1545-0115
84-0437540		
		MISCELLANEOUS
RECIPIENT'S NAME:		INCOME
		**1999** COPY 'B'
STREET ADDRESS:		
CITY, STATE, AND ZIP CODE:		
ACCOUNT NUMBER (OPTIONAL):		
FORM 1099-MISC DEPARTMENT OF TREASURY - INTERNAL REVENUE SERVICE		
BUSINESS CATEGORY: (CHECK ONE) <input type="checkbox"/> INDIVIDUAL <input type="checkbox"/> SOLE PROPRIETOR		
<input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> CORPORATION		
CHECK INFORMATION: NUMBER	DATE	AMOUNT
BOC	CHECK WRITER'S NAME:	
CHECK WRITER'S PHONE NUMBER:		



DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

## SECTION 4 – FLEET

Fleet business line transactions are billed centrally to be paid by the Government. The fleet business line is a subset of the purchase business line. Transactions under the fleet business line must comply with all applicable regulations, including the Federal Acquisition Regulation and the Federal Property Administrative Services Act of 1949, as amended. Individuals using the fleet card are responsible for observing the “prudent person” rule; that is, they are expected to use the card practically and sensibly and to exercise good judgment in its use at all times.

### 4.1 Eligibility

The integrated charge card can be used for DOI vehicles, equipment, boats, and small airplanes owned or commercially leased by DOI Bureau/Offices. However, vehicles in the GSA Interagency Fleet Management Systems (IFMS) are not covered; the GSA fleet charge card should be used for these vehicles.

### 4.2 Fleet A/OPC or Fleet Manager

The Fleet A/OPC or Fleet Manager is responsible for card distribution, record maintenance in EAGLS, establishment of transaction dollar limits for the fleet charge card business line and reconciling the statement of account. The Fleet A/OPC or Fleet Manager may also be the “designated cardholder”.

### 4.3 Designated Cardholder and Approving Official

For the purposes of the fleet business line, the individual who reconciles the account and prepares the certification or signs the statements will be referred to as the “cardholder”. The supervisor of the Fleet Manager will be designated as the “approving official” with responsibility to approve the statements/certification. This responsibility may not be re-delegated.

### 4.4 Account Holder/Account Name

In setting up vehicle accounts, vehicle account names will be the vehicle license number (typically “I” followed by numbers). When setting up equipment fleet line accounts, ensure that the account name begins with the DOI Bureau/Office location cost center code, followed by a unique identifier (e.g., 4427-Forklift1, or 4427-Misc1). No two accounts may have the same account name.

When a charge card is assigned to a vehicle, major piece of equipment, boat, or aircraft, the license plate or property number will be embossed on the charge card and is to be used only for that assigned vehicle, equipment, boat, or aircraft. It is not necessary to maintain separate cards for individual items of small motorized equipment; e.g., law mowers, chain saws, etc. One charge card may be used to obtain fuel, lubrications, and other supplies for such equipment. In all instances, local procedures must be established to ensure controlled use of the card.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

#### 4.5 Card Use

If fleet assigned cards are issued, it may be used when purchasing the following items for motor vehicles, equipment, boats, and small airplanes either owned or commercially leased by DOI:

- Fuel;
- Oil;
- Supplies/parts;
- Service; and
- Repairs.

#### 4.6 Environmentally Preferable Products

Use environmentally preferable and re-refined oil products whenever practical. The Resource Conservation and Recovery Act requires Federal agencies to acquire products composed of the highest percentage of recovered materials practical, unless the products are not reasonably available within a certain period of time, the products fail to meet applicable performance standards, or the products are available only at an unreasonable price.

Several sources of supply are available for re-refined engine lubricating oil and other environmentally preferable vehicular products. The Defense Logistics Agency – Defense Supply Center Richmond (DLA-DSCR) sells several grades of commercial and heavy-duty refined oil that have been tested and meet the American Petroleum Institute's performance classifications and viscosity grades. Telephone orders are accepted at 1-877-352-2255. For more information, please refer to <http://www.dscr.dla.mil/userweb/dscrltd/Re-refined/RR.htm>.

#### 4.7 Prohibited Uses

The card must not be used for:

- Fuel, oil and supplies/parts for privately owned vehicles; or
- Services and repair for privately owned vehicles.

#### 4.8 Central Billing of Charges

Transactions on the fleet business line should centrally bill to be paid directly by the Government.

#### 4.9 Documentation and Record Retention

All fleet receipts must be maintained in accordance with Bureau/GSA instructions. Original statements will be centrally filed together with a copy of the applicable signed certification if applicable. Certifications with original signatures must be retained on file for a minimum of three years. See Section 4.10.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

Data required for the Agency Motor Vehicle Report, Standard Form 82, and Executive Order 13149, Greening the Government through Federal Fleet and Transportation Efficiency, must be collected at the fueling point.

Information to be provided by the driver at the automated fueling point of sale will be decided by Bureau/Office fleet managers in coordination with the A/OPC and Bank of America. Data collection needs to satisfy external reporting requirements should be taken into consideration.

#### 4.10 Reconciling Statements

Bureaus/Offices must establish local procedures for reconciling the fleet statement of account. Offices may wish to develop a "certification sheet" for verifying statements because of the potential number of statements that could be received each month.

##### 4.10.1 Cardholders

Cardholders must:

- Ensure the purchase is an authorized use of the card.
- Ensure proper documentation is attached for each purchase; e.g., charge slips, register receipts, or invoices.
- Ensure the receipt amount matches the amount on the statement of account.
- Ensure purchases are only for the vehicle/equipment assigned to the card.
- Purchases are made only by official users of the vehicle/equipment assigned to the card.
- Ensure purchases of bulk fuel are not made on cards assigned to a specific vehicle/piece of equipment.
- Determine if any transaction(s) need to be transferred from centrally billed to individually billed.
- Determine if any transaction(s) need to be disputed; the dispute must be initiated within 60 days of the date of the statement of account showing the transaction.
- Determine if any transaction(s) need to be reported as fraud.
- Sign and date the statement of account or prepare and sign and date a certification for all statements received.
- Give the signed and dated statements/certification to the approving official within 30 calendar days of the statement date.
- Centrally file the original certification, original statements of account and original supporting documentation in accordance with Bureau/Office policy.

##### 4.10.2 Approving Official

The approving official must:

- Review reconciled statements of account, receipts and cover certification, if applicable.
- Assure that the cardholder reconciles the account within 30 calendar days of the statement date.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

- Validate fleet statements by signing and dating the statements of account or cover certification within 30 calendar days of the statement date.
- Review exception reports; take action as needed.
- Ensure the original certification, original statements of account, and original supporting documentation are centrally filed in accordance with Bureau/Office policy.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

APPENDIX A: ACRONYMS AND DEFINITIONS

Accountable Property: Property for which accountability or property control records are maintained, and may or may not be charged to a general ledger control account. Accountable property includes capitalized, non-capitalized, sensitive, leased and contractor-held property, and stores property.

Agency: The Department of the Interior, which may be further broken down to include Bureaus, offices, and programs.

Agency/Organization Program Coordinator (A/OPC): The primary liaison with Bank of America and the Office of Acquisition and Property Management (PAM), Office of Financial Management (PFM), and the National Business Center (NBC) on technical and policy issues.

Approving Official: Individual responsible for oversight and monitoring of designated cardholders compliance with established rules and procedures. This is usually the cardholder's supervisor.

ATM Privileges: Privileges that may be authorized on a charge card account to allow a cardholder to obtain limited cash advances for official travel expenses via ATM. You can search on a listing of ATM locations at [www.gov-eagles.bankofamerica.com](http://www.gov-eagles.bankofamerica.com) (search is located in the lower right hand corner under "ATMs & Banking Centers").

Billing Date: Can be used interchangeably with "Closing Date". The last date that charges can appear on a statement of account. For DOI, that is the 19<sup>th</sup> of the month.

Business Line: The charge card program is comprised of three "business lines": travel, purchase, and fleet. Each of these is made up of a group of charge card activities with common functional characteristics; e.g., supports travel, purchase or fleet. These functions are integrated into one card and one administrative set-up. Also, see "Integrated".

Cardholder: Any individual issued a card. Cardholders include users of both charge cards and convenience checks. Specific to fleet: any individual, vehicle/equipment, or agency issued a charge card.

Cardholder Agreement: The Agreement between the Department of the Interior employee and Bank of America. The Agreement formally documents and assigns the banks and cardholders responsibilities regarding use of the charge card. This program guideline supplements that Agreement with DOI policy and procedures. By signing the application form and activating, signing, or using the card and/or account, a cardholder agrees to be bound by the terms and conditions of the Agreement.

Cancelled Account: Occurs when an account with an undisputed individually billed balance remains unpaid 96 calendar days after the date of the statement of account on which the charge first appeared. An account may also be cancelled if the account reaches suspension status for the third time within a 12-month period. Suspension or cancellation will affect all privileges associated with the cardholder's account.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

Central Account ID: A 7-digit number that uniquely identifies a Bureau's central account. Some EAGLS maintenance requires inputting the central account ID. See the Bureau lead A/OPC for more information.

Central Account Number: The "parent" account for each Bureau that receives no transactions and provides an umbrella for all charges to the individual accounts below it.

Centrally Billed: Transactions that are billed directly to the Government and paid by the Finance Office; includes purchase of goods and services, convenience check transactions, temporary duty (TDY) travel transportation charges, and rental car expenses.

Charged Off Account: A cancelled account with a balance that continues to remain unpaid 210 days is determined to be uncollectible by the bank and written off as "bad debt". At the bank's discretion, collection action may continue on these accounts.

Closing Date: Can be used interchangeably with "Billing Date". The last date for which charges appear on a statement. For DOI, that is the 19<sup>th</sup> of the month.

Convenience Check: A Bank of America paper check available only under the purchase business line to be used only when a vendor will not accept the charge card, electronic funds transfer (EFT), or purchase order. The checks are personalized with the cardholder's name, agency, office address and single purchase limit, and can only be issued by the cardholder.

Corporate Account: Applicable to the travel business line only; an account used to purchase transportation tickets for individuals who do not have a travel account. This includes invitational travelers, interviewees, employees serving without appointment, and family members for relocation travel. Travel expenses of contractors and subsistence expenses of employees may **NOT** be charged to this account. Issuance of a card plastic is optional.

Credit Worthiness: In accordance with Section 639 of the Consolidated Appropriations Act, 2005, P.L. 108-477, as prescribed in revised OMB Circular A-123, Appendix B, Improving the Management of Government Charge Card Programs, Chapter 6, a credit check will be conducted on all new Government charge card applicants.

Default Cost Code: May be used interchangeably with "Master Accounting Code". The account code that will be applied to all transactions for cardholder's account for budget tracking purposes.

Delinquency: Cardholder failure to meet the payment due date, measured in 30-day increments. Delinquency results in card suspension at 61 days, and card cancellation at 96 days.

Dispute: The action a cardholder takes when an incorrect charge appears on the statement. Disputes are the cardholder's responsibility, but the A/OPC can advise on procedures.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

EAGLS: Electronic Account Government Ledger System (EAGLS), a Bank of America internet based system to help perform administrative changes to cardholder information and analyze program activities. All DOI cardholders may have access to EAGLS. A User ID and password from Bank of America are required. EAGLS can be accessed at [www.gov-eagls.bankofamerica.com](http://www.gov-eagls.bankofamerica.com).

GCSU: Bank of America's Government Card Services Unit. This customer service group assists both A/OPCs and cardholders. The toll-free telephone number is 1-800-472-1424.

GCSUTHD: Bank of America's Government Card Services Unit Technical Help Desk. This group assists EAGLS users. The website can be accessed at [www.gov-eagls.bankofamerica.com](http://www.gov-eagls.bankofamerica.com). The toll-free telephone number is 1-800-558-0548.

Hierarchy: The organizational structure of the charge card program, which is composed of up to eight levels from cardholder to the Department.

Hierarchy Transfer: Movement of a cardholder from one hierarchy to another. If the cardholder is being moved within a Bureau, the A/OPC can perform the transfer in EAGLS. Transfers between Bureaus require the old account to be closed, and the cardholder must reapply for a card at the new Bureau.

Individually Billed (IB): Reimbursable transactions that the cardholder must pay. Examples include meals and ATM cash advances.

Integrated: Two or more business lines whose processes are combined on the front end (e.g., at a minimum, account maintenance and customer service) or the back end (e.g., at a minimum, reconciliation, reporting and invoicing), or both; may be a single card or multiple cards. Cardholders may be authorized with only one business line or all business lines.

Limited Use Card: A charge card activated only for periods of an individual's official travel. Limited use cards may also be authorized for use for a period of time pending charge card privilege reinstatement for cardholders whose charge card privileges have been cancelled for misuse or account delinquency. Limited use cards may have restricted credit limits or other restrictions, such as no cash access, as appropriate for the individual circumstance. Activation and deactivation card management is required for at least one year.

Management Control: From OMB Circular A-123; Management controls are the organization, policies, and procedures used to reasonably ensure that (i) programs achieve their intended results; (ii) resources are used consistent with agency mission; (iii) programs and resources are protected from waste, fraud, and mismanagement; (iv) laws and regulations are followed; and (v) reliable and timely information is obtained, maintained, reported and used for decision making.

Master Account Code (MAC): May be used interchangeably with "Default Code". The account code that will be applied to all transactions for a cardholder's account for budget tracking purposes.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

Merchant Category Code (MCC): A four-digit code used to identify the type of business a merchant conducts. Gas stations, restaurants, and airlines are a few examples. The vendor selected this code with their bank. The code controls where purchases are permitted and determines if the item is centrally or individually billed.

Mission Critical: A designation for certain employees, the nature of whose work, e.g., extended travel requirements, or overseas travel assignments, may prevent them from being able to make payments for individually billed travel-related transactions by the specified payment due date in which the charge first appeared. Only accounts in good standing are eligible for mission critical designation. See Section 2.2.

Net Credit Losses: Balances in individually billed accounts that reach 180 calendar days past the closing date on the statement of account in which the charges appeared for the reporting period, less recovered amounts. Recovered amounts are net of recovery fees paid to third parties.

Option Set: A table of authorization controls that includes spending limits and authorized merchant category codes.

Queue: A group of electronic requests that have been compiled in EAGLS for an A/OPC to review. The requests are changes within EAGLS that the A/OPC must approve or deny.

Reporting Tool: A report scheduling and viewing function available through EAGLS to assist in managing the card program.

Sensitive Property: Property that must be controlled, regardless of value, by detailed accountability records. Sensitive property shall, at a minimum, include firearms and museum property.

SmartPay Program: A GSA program consisting of contracts for charge card services from which Federal agencies may select charge card contractors for their travel, purchase, and fleet needs.

Strategic Sourcing: The process of continually analyzing the way agencies spend funds through contracts, delivery orders, and through the Government purchase card program in order to achieve economies of scale on commonly purchased goods and services.

Suspension: Occurs when any undisputed individually billed transactions remain unpaid for 61 calendar days after the date of the statement of account, on which the charges first appeared.

Transaction Transfer: Movement of a transaction from individually billed to centrally billed or from centrally billed to individually billed, approved by the approving official and sent to the A/OPC from the cardholder or approving official.

User Roles: The authorization an EAGLS user is given to access screens and perform EAGLS tasks.



DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

APPENDIX B: FORMS

A variety of forms, including the following, are available for download at [www.gov-eagls.bankofamerica.com](http://www.gov-eagls.bankofamerica.com), then click on "Applications" under the Program Forms heading. Instructions for completing and submitting these forms are included in each link.

- DOI Integrated Account (Integrated Charge Card Account Setup/Application)
- DOI Vehicle Fleet Account
- DOI Uniform Account (BOR Use Only)
- DOI Uniform Account for Bureau of Land Management (BLM Use Only)

The following forms are available for download at [www.gov-eagls.bankofamerica.com](http://www.gov-eagls.bankofamerica.com), then click on "Maintenance" under the Program Forms heading. Instructions for completing and submitting these forms are included in each link.

- Dispute Form
- Hierarchy Structure Change Request
- Point of Contact Information
- Order Convenience Checks
- Transfer Transactions for Integrated Accounts

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

APPENDIX C: PENALTIES FOR MISUSE

See Section 1.8.4 Misuse; also see DOI Handbook on Charges and Penalty Selection for Disciplinary and Adverse Actions, Part III, Table of Penalties located at <http://elips.doi.gov/elips/release/3738.htm>.

For travel-related issues see FAM 2000-10 located at <http://www.doi.gov/pfm/fams/fam2000-10.html>, Resolving Delinquencies on Individually Billed Travel Charge Card Accounts.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

#### APPENDIX D: REPORTING TOOL

The reporting tool designed to assist in the management of the card program by providing data derived from EAGLS may be accessed at [www.gov-eagls.bankofamerica.com](http://www.gov-eagls.bankofamerica.com).

A/OPCs, approving officials, property, finance/budget personnel, supervisors and managers all may benefit from using it.

The reporting tool can assist in:

- Managing delinquency;
- Identifying trends;
- Monitoring behavior; and
- Tracking spending.

An EAGLS User Guide and Job Aids are available for self-instruction.

A listing of available reports with detailed descriptions, suggested uses and update frequency can be found in EAGLS. After logging into EAGLS, click on "Job Aids", located at the bottom of the "Home" screen under the "Training" heading.

The reporting menu may be customized to display only frequently used reports. Reports may also be pre-scheduled to run at a future time.

Reports may be viewed using any of the following:

- PDF (Acrobat Reader)
- RTF (Microsoft Word, WordPerfect)
- CSV (Microsoft Excel/Microsoft Access)

Some of the more frequently run reports include:

- Delinquency – cardholders with past due balances;
- Account Listing – listing of cardholders;
- Pre-Suspension – cardholders in danger of temporarily losing card privileges due to a past due balance;
- Account Activity Travel – travel-related transactions by cardholder;
- Transaction Activity – detail of transaction at the individual account level;
- Suspension/Pre-Cancellation – cardholders in danger of losing card privileges or having their account closed for a past due balance; and
- Cancellation – accounts that have been closed due to delinquency.

Exception Reports. Reports specifically created at DOI's request designed to identify potential misuse are also available. See your A/OPC for details.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

APPENDIX E: RELATED WEBSITES

**DOI Integrated Charge Card Homepage** – <http://www.doi.gov/pam/chargecard> - includes the DOI Charge Card Policy, updates such as Charge Card Bulletins, and internet links to program support.

**DOI Integrated Charge Card Training for Agency/Organization Program Coordinators** – <https://chargecardtraining.nbc.gov> – online mandatory AOPC training.

**DOI Integrated Charge Card Training for Approving Officials** – <https://chargecardtraining.nbc.gov> (Intranet version) which is the preferred office access or if you are stationed at a non-DOI location and/or do not have intranet access, the training can be accessed from the **internet** at <https://cctrain.nbc.gov> (training from the internet will delay updating your training record by one to three business days).

**DOI Integrated Charge Card Training for Cardholders** – <https://chargecardtraining.nbc.gov> (Intranet version) which is the preferred office access or if you are stationed at a non-DOI location and/or do not have intranet access, the training can be accessed from the **internet** at <https://cctrain.nbc.gov> (training from the internet will delay updating your training record by one to three business days). The internet version needs to be used for new employees that are not in the Federal Personnel and Payroll System (FPPS), the internet version is a self-registration format, so the new employee is able to take the training and receive a charge card.

**Tax Exemptions** – <http://www.fss.gsa.gov/services/gsa-smartpay/taxletter> and <http://www.doi.gov/pam/chargecard/exempt.html> - DOI tax exemption information and individual State tax letters.

**DOI Office of Financial Management** – <http://www.doi.gov/pfm/travel.html> - travel policy, internet links to travel related sites.

**Bank of America EAGLS and Technical Help Desk** – [www.gov-eagls.bankofamerica.com](http://www.gov-eagls.bankofamerica.com) – allows online account inquiry/maintenance; links include reporting tool, forms, training, MCC table, FAQs, and help.

**Bank of America Government Services** – [www.bankofamerica.com/govtservices](http://www.bankofamerica.com/govtservices) - overview of services Bank of America offers to the Government.

**Committee for Purchase from People Who Are Blind or Severely Disabled** – [www.abilityone.gov/jwod](http://www.abilityone.gov/jwod) - products and services, how to participate with AbilityOne (formerly JWOD).

**Energy and Environmental Friendly Products** – [www.epa.gov](http://www.epa.gov) and [www.energystar.gov/products](http://www.energystar.gov/products) - products and services.

**Federal Prison Industries, Inc. (UNICOR)** – [www.unicor.gov](http://www.unicor.gov) – products and services.

**GSA Advantage** – [www.gsaadvantage.gov](http://www.gsaadvantage.gov) – products and services.

DEPARTMENT OF THE INTERIOR  
INTEGRATED CHARGE CARD POLICY MANUAL

**GSA SmartPay** – [www.gsa.gov/smartpay](http://www.gsa.gov/smartpay) - includes GSA SmartPay Program Overview, FAQ, GSA SmartPay 2, Tax Information, and Publications and Presentations.

**DOI GovTrip** – [www.govtrip.com](http://www.govtrip.com) – DOI E-Gov Travel vendor.

APPENDIX F: SAMPLE TAX EXEMPT CARD



**Department of the Interior  
Tax Exempt #140001849**

*Charges made with a United States of America, Department of the Interior, MasterCard with account numbers beginning with 5568, are tax exempt. Charges will be billed directly to the U.S. Government, Department of the Interior, and therefore qualify for tax exemption.*

*The Department of the Interior has established a direct billing arrangement with MasterCard. The Government is the responsible party to the transaction. DOI asserts federal immunity from state and local taxation.*

**FEDERAL TAX EXEMPT IDENTIFICATION NUMBER  
140001849**