

## **Agency/Organization Program Coordinator (A/OPC) Role and Responsibilities**

As an A/OPC, you serve as the liaison between your agency, the bank, and the cardholder. Your role is essential to the efficient and effective management of the Travel Charge Card Program. You are responsible for the day-to-day management of the Travel Charge Card Program.

The following list identifies A/OPC role and responsibilities:

- Become familiar with DoD regulations, Agency policy and procedures regarding official Government business travel and authorized purchases as they relate to the travel card.
- Implement DoD and DoDEA policy and guidance related to the Travel Charge Card Program.
- Process travel card applications. Ensure employees complete and sign the application and Statement of Understanding. No travel card will be issued without both the application and the Statement of Understanding. The applicant, supervisor and A/OPC signatures are required on the application prior to issuance of the travel card.
- Conduct Cardholder Travel Card Training as required.
- Ensure Agency employee in/out processing procedures include the Travel Charge Card Program.
- Validate employment status and identify travel cards for potential closure. Close accounts when cardholders leave, retire, or separate from the Agency.
- Keep open lines of communication with cardholders, supervisors and managers to ensure that all participants are aware of regulations and policies governing the Travel Card Program. Ensure cardholders comply with the provisions and intent of the Program's policies. Educate cardholders and supervisors/managers on the proper use of the travel card.
- Maintain files on cardholder accounts. These files should include the application, signed Statement of Understanding; correspondence pertaining to the cardholder, i.e., training certificates, account maintenance requests, and delinquency notifications. Ensure files are properly secured and that confidentiality is maintained in accordance with security and privacy regulations.
- Review and monitor cardholder account transactions and manage delinquencies. On a regular basis A/OPCs should generate reports in EAGLS to monitor cardholder accounts. The most frequently used reports are Accounts Listing, Delinquency, Transaction and Authorization/Decline Reports.
- Validate cardholder addresses on a routine basis and provide the Bank with changes that may affect cardholder accounts.
- Validate travel card activity to ensure that cardholder transactions are in compliance with DoD regulations and DoDEA policy.
- Complete and forward the monthly Validation Checklist to DoDEA headquarters.
- Provide reports to management to keep them up-to-date on the status of the Travel Charge Card Program.

- Initiate and forward delinquency notification letters regarding past due cardholder accounts. Take appropriate action regarding delinquent accounts and report pertinent information to supervisors.

**Reference(s):**

- DoD Financial Management Regulation, Volume 9, Chapter 3, Department of Defense Government Travel Charge Card, March 2005
- DoDEA Policy Memorandum: Government Travel Charge Card Program, 00-C-001, dated March 20, 2001
- Office of the Under Secretary of Defense Memorandum, Subject: Government Charge Card Disciplinary Guide for Civilian Employees, April 21, 2003
- DoDEA Travel Card Training Course
- Agreement Between Department of Defense Employee and Bank of America, N.A. (USA)
- Cardholder Statement of Understanding
- GSA A/OPC Survival Guide
- GSA Pamphlet: "But I didn't know ....Now you do!"
- DoDEA A/OPC Points of Contact Listing