



**U.S. Department of
Transportation**

Office of the
Secretary
of Transportation

ORDER

DOT 2300.1

06-30-2022

Subject: DOT TRAVEL CARD MANAGEMENT POLICY

1. **PURPOSE:** This Order establishes policy and responsibility of the United States Department of Transportation (DOT or Department) and its Operating Administrations for managing the travel card program. The Order is also intended to provide guidance to cardholders on the proper use of the travel card.
2. **CANCELLATION:** This Order cancels:
 - a. DOT Financial Management Travel Card Management Policy dated January 1, 2010.
3. **APPLICABILITY:** This Order applies to all DOT employees executing official travel on behalf of the Department. For the purpose of this Order, Operating Administration (OA) refers to all Secretarial Offices, the Office of Inspector General (OIG) (except when inconsistent with OIG independence), and DOT OA's. Where the Federal Aviation Administration Travel Policy (FAATP) differs from this Order, the FAATP shall govern Federal Aviation Administration employees. Where a collective bargaining agreement conflicts with this Order, such agreement is a valid exception to and supersedes this Order for employees covered by the agreements.
4. **BACKGROUND:** DOT's travel card program provides cardholders with a safe, effective, convenient, and commercially available method to pay for expenses associated with official government travel. The travel card program offers many benefits for the Federal Government and taxpayers. Every fiscal year, millions of dollars are spent through travel cards and related payment transactions worldwide. This Order aims to maximize these benefits to DOT while continuing the application of internal controls to ensure the program is operating as intended. The benefits of this approach to travel card management include, but are not limited to:
 - a. Reducing administrative costs and time for purchasing and paying for goods and services;
 - b. Ensuring effective controls are in place to mitigate the risk of fraud, abuse, misuse, and delinquency;
 - c. Improving financial, administrative, and other benefits offered to the government by travel card service providers, including maximizing refunds; and
 - d. Leveraging travel card data and analytics to monitor policy compliance and inform management decision-making to drive a more cost-effective card program.

5. REFERENCES:

- a. Federal Travel Regulations (FTR), 41 Code of Federal Regulations (CFR) Subtitle F.
- b. Travel and Transportation Reform Act (TTRA) of 1998, Public Law 105-264.
- c. Office of Management and Budget (OMB) Circular A-123, Appendix B, A Risk Management Framework for Government Charge Card Programs.
- d. Public Law 112-194, the Government Charge Card Abuse Prevention Act of 2012.
- e. General Services Administration (GSA) Federal Acquisition Service Smart Bulletin No. 025, Record Retention Requirements.
- f. FAA Travel Policy (FAATP).

6. DEFINITIONS:

- a. Abuse: The intentional use of the travel card in violation of the established policies and procedures.
- b. Agency/Organization Program Coordinator (A/OPC): The A/OPC oversees the travel card program for the OA. The A/OPC helps set up accounts; provides on-going advice; reviews travel card accounts as required and keeps necessary account information current.
- c. Approving Official (AO): An AO is the approving or authorizing official at the operational level who has the responsibility for the mission and the authority to obligate funds to support temporary duty (TDY) travel for the mission. The AO authorizes only travel necessary to accomplish the mission of the Federal Government.
- d. Cancellation of Travel Card: Permanent closing of the travel card account and termination of travel card privileges.
- e. Cardholder: The authorized individual using the travel card to buy goods and services in support of official government travel. The cardholder holds the primary responsibility for the card's proper use.
- f. Centrally Billed Accounts (CBA): An account issued to a DOT OA and managed by key travel card management officials to primarily book travel arrangements for individuals (employees, invitational travelers, potential hires, etc.) who are not eligible to receive a travel card. Payments are made directly to the travel card vendor by the agency.
- g. CBA Approver: Individual who verifies a traveler's status and approves or rejects the use of a CBA as the method of payment for a given transaction.
- h. Charge Card: The term "charge card" means "travel card". No revolving balance can be carried over from month to month. The entire balance is due within one billing cycle. This distinguishes charge cards from credit cards.
- i. Creditworthiness: An evaluation of an applicant's credit history to determine the credit limit of a travel cardholder.
- j. Data Analytics: An automated process used to scan databases to detect patterns, trends, or anomalies for use in risk management or other analysis areas.
- k. Delinquent Account: A travel card account balance that is unpaid for 45 calendar days or more from the billing date.
- l. Disposable Pay: The current pay remaining after the deduction of any amount required by law to be withheld (other than deductions to execute garnishment orders in accordance with 5 CFR §581 and §582). Among legally required deductions that must be applied first to determine disposable pay are levies pursuant to the Internal Revenue Code (Title 26 U.S.C.) and deductions described in 5 CFR §581.105(b) through (f). (5 CFR §550.1103).
- m. Dispute: A written challenge of an unresolved or disputed transaction on the cardholder's billing statement.
- n. Due Process: The legal process to which an agency, on behalf of the travel card vendor, must adhere to prior to the collection or salary offset on any undisputed delinquent amount due to the travel card vendor.

- o. Electronic Access System (EAS): The travel card vendor's internet-based system that provides a variety of reports that assist in the effective management of the travel card program.
- p. Fair Isaac Corporation (FICO) Score: A standard credit rating score that produces a portion of a credit report that lenders use to assess an applicant's credit risk and whether to extend the applicant credit.
- q. Federal Travel Regulation (FTR): The regulation that implements statutory requirements and Executive Branch policies for the authorization of Federal civilian employees and others authorized to travel for official purposes at government expense.
- r. Frequent Traveler: An employee who travels at least once within a consecutive 12-month period.
- s. Local Travel: Travel within a 50-mile radius of employees' official duty station or an authorized, alternate telework location.
- t. Merchant Category Code (MCC): A standard 4-digit code used by card networks to classify businesses by the type of goods or services they provide.
- u. Misuse: Unintentional use of the travel card in violation of established policies and procedures. These actions are the result of ignorance or carelessness, lacking intent, and include honest mistakes.
- v. Official Government Travel: Travel under an official travel authorization from an employee's official duty station or other authorized point of departure to a temporary duty location and return from a temporary duty location, between two temporary duty locations, or relocation at the direction of a Federal agency. (FTR 300-3.1)
- w. Permanent Change of Station (PCS): An assignment of a new appointee to an official station or the transfer of an employee from one official station to another on a permanent basis.
- x. Restricted Card: A travel card issued with a credit limit of \$7,500 and a cash withdrawal allowance of \$500.
- y. Salary Offset: An involuntary garnishment or collection of undisputed, delinquent charge card amounts by direct deduction from the employee's travel reimbursement or retirement annuity on behalf of the travel card vendor or DOT.
- z. Split Pay: Process to split the travel voucher reimbursement between the travel card service provider and the traveler's personal bank account.
- aa. Suspension of Travel Card: The temporary termination of travel card privileges.
- bb. Temporary Change of Station (TCS): The relocation to a new official station for a temporary period while performing a long-term assignment, and subsequent return to the previous official station upon completion of that assignment.
- cc. Travel Authorization (TA): Permission (either written or electronic) for a traveler to travel on official business.
- dd. Travel Card Billing Statement: An itemized listing of all charges incurred during the billing period provided by the travel card service provider. It also includes any balances or credit carried forward from the previous billing cycle.
- ee. Travel Card: A service provider-issued travel charge card used solely for official government travel. A travel card is an account established by a travel card service provider on behalf of agencies or individual agency employees to which the cost of purchasing goods and services associated with official travel may be charged in support of official government travel. Although actual plastic cards may be issued for these accounts, this term may also be applied to certain accounts established by the same travel card service provider that are billed directly to agencies, and therefore, are card-less accounts. The term charge card, card or individually billed accounts means travel card, including accounts for which actual plastic is not issued.
- ff. Travel Management Center (TMC): A commercial travel agent that provides a full range of travel reservations and ticketing services for common carriers, lodging accommodations, and car rental services.

- gg. Travel Voucher: A written request, supported by documentation and receipts where applicable, for reimbursement of a traveler's expenses incurred in the performance of all official travel.
- hh. Undisputed Statement Balance: The remaining amount due on a travel card billing statement, not including disputed transactions.
- ii. Unrestricted Card: A travel card issued with a standard credit limit of \$10,000 and a cash withdrawal allowance of \$1,000.

7. POLICY:

Secretarial Offices and OA's must ensure compliance with the Department's travel card policy and guidelines established by the Office of Financial Management (OST B-30) to support a well-managed travel card program. Where applicable, OA's may develop supplemental internal travel card guidelines that more directly address specific business needs of the OA. The guidelines may be more restrictive but may not be more lenient. An OA-specific guideline shall not conflict with the policy outlined in this document and a copy shall be sent to DOTtravelteam@dot.gov for recordkeeping purposes.

- a. Individuals Required to Receive a Travel Card: All DOT employees required to travel shall be issued a travel card for all official travel expenses as the method of payment unless the issuance of a travel card would adversely affect the mission or put the [employee](#) at risk.
- b. Mandatory use of the Travel Card: The use of the travel card is mandatory for all official travel expenses unless:
 - 1) There is a pending travel card application;
 - 2) Another payment method has been authorized (personal card, cash, etc.);
 - 3) Expenses are incurred for which payment through the travel card is impractical (*e.g.*, vendor does not accept credit cards) or impose unreasonable burdens or costs (*e.g.*, fees are charged for using the card);
 - 4) The travel card was lost, stolen or damaged and a replacement card has not been received; and
 - 5) There are documented security or mission accomplishment reasons.

This applies to all forms of official government travel, including Temporary Change of Station (TCS) and Permanent Change of Station (PCS).

- c. Prohibited Use and/or Possession of the DOT Travel Card: The following categories of individuals listed below are not eligible to receive a DOT travel card:
 - 1) Contractors;
 - 2) Detailees from another Federal agency;
 - 3) Foreign nationals;
 - 4) Volunteers;
 - 5) Invitational travelers; and
 - 6) Individuals serving under an Intergovernmental Personnel Act (IPA) (*e.g.*, assignment) to the Department.
- d. Mandatory Training Requirements: OMB Circular A-123, Appendix B mandates that training must occur once every three years for all DOT travel card program participants, including:

- 1) Employees/Cardholders:
 - a) Must complete travel card training prior to submitting a travel card application to the A/OPC; and
 - b) Must certify they have received the training, understand the regulations and procedures, and know the consequences of inappropriate actions.

- 2) Approving Officials (AO):
 - a) Prior to assuming travel approver responsibilities, the AO must complete travel card training on policies, regulations, and how to identify misuse and abuse; and
 - b) Must certify they have received the training, understand the regulations and procedures, and know the consequences of inappropriate actions.

- 3) Agency/Organization Program Coordinators (A/OPC):
 - a) Must complete A/OPC training prior to program position appointment;
 - b) Must certify they have received the training, understand the regulations and procedures, and know the consequences of inappropriate actions; and
 - c) Must maintain the most recent training completion records for all cardholders and AOs pursuant to National Archives and Records Administration (NARA) requirements.

Failure to complete the mandatory refresher training may result in administrative action and suspension of the travel card until training has been completed.

- e. Issuance of Travel Card: New DOT hires, including political appointees, are eligible to receive a travel card after being officially sworn in as a DOT employee. Employees must complete the required travel card training and the employee's supervisor must certify that the employee's position and duties require a travel card. The A/OPC's are the only individuals authorized to process travel card applications. A/OPC's must:
 - a. Ensure employees have completed the required travel card training; and
 - b. Document approval from the employee's supervisor on the need for the travel card.

- f. Assessment of Creditworthiness: The travel card service provider must assess all new travel card applicants for creditworthiness prior to the issuance of a travel card. If an employee leaves Federal service and returns to Federal employment or transfers to DOT from a different Federal agency, they are considered a new applicant and are subject to an assessment of creditworthiness.

The travel card service provider will issue employees a restricted or unrestricted travel card based upon the employee's creditworthiness assessment. The travel card service provider will not deny new travel card applicants an account based on creditworthiness assessments. Employees whose creditworthiness assessments provide a FICO credit rating score equal to or exceeding a value of 660 will receive an unrestricted travel card. Employees whose creditworthiness assessments provide a FICO credit rating score less than or equal to 659 will receive a restricted travel card. If the travel card service provider is unable to perform a creditworthiness assessment due to the employee's insufficient credit history or an account security freeze, the travel card service provider will issue the employee a restricted travel card.

- g. Traveling Prior to Issuance of Travel Card: If an employee is required to travel before a travel card is issued, the employee will use the OA's CBA as a method of payment for common carrier transportation. The employee may use personal funds (cash, personal credit

cards, etc.) to pay for the non-common carrier travel expenses until a travel card is issued. However, the cardholder must book travel and use government travel programs as outlined in the Department's Travel Order and Manual 1500.6B. Once the employee has received the travel card, they shall not use personal funds to pay for any DOT official government travel related expenses.

Note: Foreign nationals are not eligible to hold travel cards. However, centrally billed travel accounts may be used to pay for their travel expenses when required by and approved by the sponsoring office.

- h. Infrequent Traveler: While all employees who travel on behalf of DOT will be issued a travel card, cardholders who do not maintain their status as frequent travelers will be subject to travel card credit and cash withdrawal limit restrictions. A/OPC's must monitor travel card activity and decrease credit limits to \$1 for infrequent travelers.
- i. Adjustments to Credit or Cash Limit: A/OPC's may temporarily adjust credit or cash withdrawal limits for travel card accounts on instances such as a lapse in appropriations or on a trip-by-trip basis up to the amount needed to complete a trip. A/OPC's must document increases in credit or cash withdrawal limits.
- j. Reissuance of Travel Cards: The travel card service provider, in coordination with DOT, will automatically reissue new travel cards to replace expiring travel cards for cardholders whose accounts are in good standing.

Cardholders with expiring or expired travel cards who do not maintain travel card accounts in good standing will not automatically receive new travel cards. Travel card re-issuance for cardholders who do not meet re-issuance requirements may be determined at the A/OPC's discretion in coordination with the travel card service provider.

A creditworthiness assessment must be conducted for restricted cardholders before the cardholder is issued a renewed card. Cardholders with restricted accounts both in good standing and absent of any account suspensions (due to account delinquency or account misuse) in the previous 12 months may request an unrestricted travel card account. The cardholder's creditworthiness may be reassessed no more than once per year.

- k. Appropriate and Prudent Travel Card Use: Travel cardholders shall exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business.

Use of the travel card not associated with official travel is strictly prohibited.

- 1) The travel card can only be used by the person whose name is on the travel card.
- 2) Cardholders shall not allow anyone else to use or charge someone else's expenses to their travel card, including group food and water or drinks.

Items for which the travel card shall not be used as the method of payment include (but are not limited to):

- 1) Tuition costs;
- 2) Training and conference fees (excluding discounted, "early-bird" conference registrations);
- 3) Office supplies, including business cards;
- 4) Postal services;
- 5) Smartphones, smartphone repairs, or cellular wireless services;
- 6) Streaming or digital media services;

- 7) Equipment;
- 8) Copy services;
- 9) Membership fees; and
- 10) Privately owned vehicle repairs and towing.

Instead, OA's may only use a purchase card or other acquisition procedures to procure non-travel services and products, such as the items listed above.

Upon receipt of the travel card, cardholders shall exercise care and responsibility for the security of the travel card. A cardholder is personally responsible and must secure their travel card to prevent travel card loss or theft. Cardholders who fail to properly secure travel cards and associated Personal Identification Number (PIN) may be subject to administrative action. Cardholders must immediately report the following instances to both the travel card service provider and the A/OPC:

- 1) Stolen PIN or travel card numbers;
- 2) Lost, stolen, or damaged travel cards; or
- 3) Unauthorized travel card transactions.

- l. Disputed Transactions: Cardholders are responsible for disputing any unauthorized or inaccurate transactions with the travel card service provider in writing as soon as possible but not later than within 60 days of the date of the statement reflecting the transaction in question in order not to be liable for payment of the transaction.
- m. Travel Card Cash Withdrawals: A/OPC's must review cash withdrawals for reasonableness and association with official government travel. Reasonableness is measured by when the cash withdrawal is taken and the amount. Generally, cardholders are only permitted to withdraw cash within three calendar days before the trip start date up to the last date of travel. The total withdrawn at a financial institution shall not exceed an amount equal to:
 - 1) The GSA published meals and incidentals amount multiplied by the number of travel days;
 - 2) Deposit amounts; or
 - 3) Lease payment.

An A/OPC may determine that due to unforeseen circumstances, cash withdrawals made outside of the measures described above are deemed reasonable. Unreasonable cash withdrawals and withdrawals not associated with official government travel may subject the employee to administrative action.

Cardholders may withdraw cash to pay for miscellaneous expenses when the travel card is not accepted or when the use of the card is impractical. However, employees must not perform a cash withdrawal to retrieve an account credit due to an overpayment or refund on their travel card accounts. Instead, cardholders must contact the travel card service provider to request that the funds be returned to them.

- n. Approval Prior to Use of Travel Card: The cardholder must be authorized to perform official government travel as defined in the Department's Travel Order and Manual 1500.6B. A traveler cannot approve their own authorization to travel. A/OPC's must identify the use of the card without proper authorization and follow-up with cardholders and approvers when instances of non-compliance are identified.

- o. Use of Travel Card for Local Travel: Use of the DOT travel card for local travel is at the discretion of each OA and is not required under this Order. However, use of the travel card to purchase TDY-related expenses such as meals or lodging while performing local travel is only permitted with OA CFO approval. Payment of conference registration fees within the cardholder's local duty station is not permitted except for payments of discounted, "early-bird" conference registrations.
- p. Travel Card Payment: The travel cardholder is liable to the travel card service provider for full reimbursement of all undisputed charges authorized by the cardholder. The amounts remitted by the cardholder and the travel system must equal the total outstanding undisputed statement balance. The amount is due by the date specified on the travel card billing statement. In coordination with the travel card service provider, DOT does not permit partial payments of outstanding undisputed statement balances. No revolving balance can be carried over from month to month. The entire balance is due within one billing cycle.
- q. Travel Voucher: All travel vouchers must be submitted through the electronic travel system for approval. The voucher approval process should include the separation of duties among roles, such as cardholders and approving officials. A traveler cannot approve their own voucher. Vouchers must include receipts consistent with agency policy and be reviewed and approved in a timely manner.
- r. Split Disbursement: OMB Circular A-123, Appendix B, mandates Federal agencies to make split disbursement (internally referred to as Split Pay) available to their travelers to reduce the cumulative dollar amount of delinquent travel card balances. The DOT electronic travel system gives travelers the ability to split reimbursement between the travel card service provider and their personal bank account.
- s. Salary Offset: The Travel and Transportation Reform Act of 1998 allows DOT to initiate a salary offset, defined as collecting undisputed, delinquent travel card balances via direct deductions from an employee's payroll disbursement or retirement annuity, on behalf of the travel card service provider or DOT. A salary offset, when necessary, is applicable to travel card accounts only and excludes CBA accounts.

DOT OA's electing to implement salary offset will collect undisputed delinquent account balances that are 121 days past due, equaling or exceeding \$1,000. Salary offsets are limited to 15 percent of an employee's disposable pay per pay period.

DOT OA's must take the following due process steps before instituting a salary offset:

- 1) Provide the employee written notice of the type and amount of the claim, the intention to collect the claim via deduction(s) from cardholder's disposable pay, and the employee's rights as a debtor;
 - 2) Provide the employee a copy of all records related to the claim for their review;
 - 3) Provide the employee with an opportunity for an internal DOT review of the OA's decision to collect the outstanding claim; and
 - 4) Provide the employee with an opportunity to establish a written agreement with the travel card service provider or DOT within 30 days of the written notice to remit the delinquent balance of claim.
- t. Travel Card Delinquencies: A cardholder's account is considered past due if the travel card service provider has not received full payment for the undisputed statement balance within 45 calendar days from the billing date. If payment for the undisputed statement balance has

not been received by the close of the 60th calendar day from the billing date on which the charge appeared, the travel card service provider will suspend the account. The travel card service provider will automatically reinstate suspended accounts upon full payment of the undisputed statement balance.

If payment for the undisputed statement balance has not been received by the close of the 119th calendar day from the billing date on which the charge first appeared, the account will be canceled by the travel card service provider.

OMB defines three levels of Federal agency travel card delinquency performance: successful (accounts with a monthly delinquency rate less than 2 percent), minimally successful (greater than 2 percent to less than 4 percent), or unsuccessful (4 percent or more). A/OPC's must review applicable delinquency monitoring reports on a monthly basis and take appropriate preventive or follow-up actions to ensure the travel card's timely payment.

- u. Travel Card Misuse and Abuse: A/OPC's must review applicable travel card reports quarterly to identify misuse and abuse. Cash advances unrelated to official government travel are considered intentional use in violation of the established policies and procedures.
- v. Administrative Action: Determining the appropriate administrative action for travel card violations will be made on a case-by-case basis by the individual's supervisor or other management official in conjunction with Human Resources (HR). Therefore, the development of a penalty table is no longer required.

At a minimum, A/OPC's shall notify and receive acknowledgement from the cardholder when instances of travel card delinquency, misuse or abuse occur. When delinquency, misuse, or abuse is found to have occurred, A/OPC's will inform the employee's supervisor to pursue the appropriate administrative action, if appropriate. An employee's supervisor must exercise prudence in managing travel card misuse and abuse. Failure to use travel cards in an appropriate manner and in accordance with policy and regulations may subject cardholders to administrative actions. Supervisors who fail to hold employees accountable for their actions may also be subject to administrative actions.

There is no standard administrative response suitable for all instances of travel card violations. A progression of increasingly severe penalties may prove appropriate for repeated minor cases of misuse, while a more severe violation may warrant the maximum penalty upon a first offense. Internal guidance should make sure to keep disciplinary actions appropriate for different kinds of violations, and to acknowledge that final decisions will be made on a case-by-case basis. Although penalties may differ for various travel card violation scenarios, timeliness of action on the part of a cardholder's supervisor upon notification of travel card violations is essential to the integrity of DOT's travel card program.

- w. Employee Travel Restrictions due to Account Delinquency, Card Misuse or Abuse: Employees with canceled travel card accounts due to account delinquency, insufficient funds payment returns, travel card misuse or abuse, may not travel on behalf of DOT using personal funds, CBA, or other methods of payment. Only an OA CFO or Deputy CFO may grant individual exceptions.
- x. Travel Card Suspensions and Cancellations: Both A/OPC's and the travel card service provider may suspend or cancel travel card accounts at their discretion. Should the travel card account be suspended or cancelled due to delinquency, travel card misuse or abuse, a cardholder may appeal to the suspending or cancelling party to reinstate their travel card.

Depending on the outcome of the appeal for canceled accounts, the employee may not be authorized to reapply for a new travel card.

The travel card service provider will immediately cancel a travel card account if two or more payments have been returned for non-sufficient funds within a 12-month period.

- y. Travel Card Reinstatement: If an employee's travel card account was canceled as a result of non-payment and the employee would like to request reinstatement, the outstanding balance on the account, including late fees, must be paid in full. Cardholders may file an appeal for reinstatement via a new card application. The cardholder's supervisor must concur with the reinstatement request and outline the steps taken to prevent future card cancellation. The OA A/OPC shall forward the request to the DOT National Program Coordinator (NPC) for processing. The travel card service provider will make the sole decision to reinstate a travel card account that they previously cancelled.
- z. Transfers: Cardholders transferring within the Department do not need to re-apply for a travel card. The current and gaining OA A/OPC must work with the National A/OPC in transferring the account within the EAS.
 - aa. Closeouts: When an employee requests an account closeout upon transferring to another Government agency, separating from DOT or retiring, the A/OPC shall inform the cardholder to destroy the travel card. The departing cardholder retains all responsibility for the payment of undisputed travel card balances remaining on the travel card account at the time of their departure. Whenever possible, A/OPC's should close travel cards and verify that the account balance is zero prior to the cardholder's departure date. A/OPC's are required to verify that accounts have been closed no later than 30 days after the cardholder's departure date.
 - bb. Unused Tickets: DOT shall submit requests to servicing airlines for refunds of fully or partially unused tickets, when entitled to such refunds, and track the status of unused tickets to ensure appropriate resolution. DOT's Travel Management Center (TMC) performs this function on behalf of the Department. E-tickets refunds are processed immediately upon notification of non-use. For those tickets where the TMC is not advised by the traveler of a cancellation, the TMC's Global Distribution System (GDS) produces a daily report of all unused e-tickets. The TMC reviews this report daily and automatically processes refunds for any unused ticket.
 - cc. Tax Exempt Status: Some states and U.S. territories provide tax exemptions for use of the travel card and may require a completed form to claim exemption. A list of all states and territories and their tax-exempt status can be found at <https://smartpay.gsa.gov/content/state-tax-information>.
 - dd. Documentation and Records Retention: All official DOT travel-related records, to include required receipts, will be stored in the electronic travel system for six years. Unofficial records can be disposed of when business is completed.
 - ee. Data Analytics: A/OPC's are required to use the Department's data analytic tools to assist in detecting potential instances of fraud, misuse, and abuse, as well as identifying delinquency trends in the travel card program performance. The travel card service provider's EAS provides a variety of reports which assist in the effective management of the travel card program.

ff. Rebates: The Department receives rebates for travel card usage and timely payments. The Department's goal is to maximize the rebates by ensuring maximum card usage. To the greatest extent possible, travelers should use the travel charge card to pay for appropriate, approved travel expenses. ATM withdrawals do not provide rebates to the Department. The National A/OPC must review the refund agreement and technical requirements prior to each option exercise to ensure that the refund agreement provides the best competitive deal and is being carried out effectively.

8. RESPONSIBILITIES: The following personnel are responsible for implementing this Order.

- a. DOT Assistant Secretary for Budget and Programs/Chief Financial Officer (CFO): Oversees all financial management activities for the Department, as outlined by the Chief Financial Officers Act of 1990, and provides policies on all financial management activities for the Department. Establishes internal controls to promote the use of the travel card and to protect against fraud, waste, and abuse. Delegates travel card program management duties to a DOT NPC, within the Office of Financial Management within the Office of the Chief Financial Officer.
- b. DOT National Program Coordinator (NPC): Maintains oversight and management control of the overall DOT travel card program and its associated policies and procedures. The NPC:
 - 1) Serves as the liaison between GSA's SmartPay Program Office and DOT;
 - 2) Develops, implements, and disseminates travel card policy and internal controls;
 - 3) Monitors the activities of all DOT A/OPC's to ensure policy and internal controls compliance;
 - 4) Provides documentation in support of the A-123 Appendix A and B Travel Card Program Assessments;
 - 5) Consolidates the required OMB reporting and applicable audits related to the Program; and
 - 6) Compiles information and prepares reports for GSA and OMB as requested.
- c. Agency/Organization Program Coordinator (A/OPC): Ensures compliance with and implements all applicable requirements for the travel card program set forth in this Order. Manages daily travel card program operations for their respective OA, including the following tasks as described in this document:
 - 1) Communicates travel card policy and serves as liaison between the cardholder, travel card service provider, supervisor, and HR;
 - 2) Establishes new employee travel card accounts;
 - 3) Monitors and verifies completion of required travel card training requirements;
 - 4) Ensures that OA HR offices have policies in place addressing appropriate administrative actions;
 - 5) Monitors cardholder accounts for delinquency and potential travel card misuse and abuse;
 - 6) Monitors travel card inactivity;
 - 7) Modifies and annotates cardholder account credit limit changes;
 - 8) Notifies appropriate individuals of potential misuse or abuse;
 - 9) Monitors cash withdrawals;
 - 10) Monitors to ensure proper approval is received prior to incurring travel expenses;
 - 11) Monitors questionable transactions and takes appropriate action;
 - 12) Monitors the use of the travel card for official government travel expenses;

- 13) Oversees the reconciliation of the respective CBA accounts;
 - 14) Reviews and approves requests for cardholder account reinstatement and submits them to the NPC;
 - 15) Works with the NPC in transferring accounts within the EAS; and
 - 16) Verifies that the travel card has been closed when a cardholder leaves, retires, or transfers to another non-DOT Federal Government agency.
- d. OA Chief Financial Officer: Ensures compliance with the Department's travel card policy and guidelines including designating the OA's A/OPC. Approves exceptions to CBA requirements, guidelines, and restrictions as stated in the Employee Travel Restrictions due to Account Delinquency, Card Misuse or Abuse section of this document.
- e. Cardholder's First Level Supervisor or Approving Official (AO):
- 1) Certifies that the applicant's position and duties necessitate a travel card account;
 - 2) Works with HR and A/OPC to impose administrative actions related to delinquency, cancellation, misuse, and abuse;
 - 3) Reviews and approves travel authorizations and vouchers to ensure all required receipts and other supporting documentation is included;
 - 4) Approves sending reinstatement requests; and
 - 5) Takes appropriate administrative action for misuse or abuse.
- f. Human Resources (HR) Department: Advises the cardholder's supervisor or AO in determining whether travel card fraud, misuse, or abuse has occurred, and if so, the appropriate administrative action.
- g. Individual Travel Cardholder: Shall adhere to the procedures set forth in this Order, applicable supplemental OA travel card guidance, and all policies and procedures of the travel card service provider. The individual travel cardholder is liable to the travel card service provider for full and timely reimbursement of all undisputed charges authorized by the cardholder.

FOR THE SECRETARY OF TRANSPORTATION:

Victoria B. Wassmer
 Assistant Secretary for Budget and
 Programs and Chief Financial Officer

Date