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**NATIONAL SECURITY AGENCY/CENTRAL SECURITY  
SERVICE**



**INSPECTOR GENERAL**

**REPORT OF INVESTIGATION**

**21 May 2013**

**IV-13-0033**

**Misuse of Government Travel Credit Card (GTCC)**

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## **(U) OFFICE OF THE INSPECTOR GENERAL**

(U) Chartered by the NSA Director and by statute, the Office of the Inspector General conducts audits, investigations, inspections, and special studies. Its mission is to ensure the integrity, efficiency, and effectiveness of NSA operations, provide intelligence oversight, protect against fraud, waste, and mismanagement of resources by the Agency and its affiliates, and ensure that NSA activities comply with the law. The OIG also serves as an ombudsman, assisting NSA/CSS employees, civilian and military.

### **(U) AUDITS**

(U) The audit function provides independent assessments of programs and organizations. Performance audits evaluate the effectiveness and efficiency of entities and programs and their internal controls. Financial audits determine the accuracy of the Agency's financial statements. All audits are conducted in accordance with standards established by the Comptroller General of the United States.

### **(U) INVESTIGATIONS**

(U) The OIG administers a system for receiving complaints (including anonymous tips) about fraud, waste, and mismanagement. Investigations may be undertaken in response to those complaints, at the request of management, as the result of irregularities that surface during inspections and audits, or at the initiative of the Inspector General.

### **(U) INTELLIGENCE OVERSIGHT**

(U) Intelligence oversight is designed to insure that Agency intelligence functions comply with federal law, executive orders, and DoD and NSA policies. The IO mission is grounded in Executive Order 12333, which establishes broad principles under which IC components must accomplish their missions.

### **(U) FIELD INSPECTIONS**

(U) Inspections are organizational reviews that assess the effectiveness and efficiency of Agency components. The Field Inspections Division also partners with Inspectors General of the Service Cryptologic Elements and other IC entities to jointly inspect consolidated cryptologic facilities.

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**I. (U) SUMMARY**

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(U//~~FOUO~~) This investigation was conducted in response to a complaint alleging that [redacted] misused his government travel credit card (GTCC) by using it for non-travel related purchases. Analysis of GTCC statements from January 2011 to December 2012 revealed multiple instances of personal charges, as well as both late and returned payments.

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(U//~~FOUO~~) [redacted] testified that he used his GTCC for personal expenses [redacted]. While he stated that he "did not think it was a problem" to use his GTCC for personal purchases, he realized that it was "probably not allowed." He suggested that he rationalized that as long as he paid the bill, it would not be problematic because the card was registered to his name and it was his liability to pay the account. His use of the GTCC was most frequent during late May to early September 2012, when there were in excess of 100 charges totaling over \$3,200. A delinquency notice was sent to [redacted] and his supervisor, [redacted] on September 12, 2012. [redacted] immediately addressed the delinquency with [redacted] and confiscated the GTCC. The balance has been paid and [redacted] currently does not have access to his GTCC.

(U//~~FOUO~~) We concluded that based on the preponderance of the evidence, [redacted] misused his GTCC by using it for purchases that were not related to government travel. Additionally, he repeatedly failed to pay his GTCC balance in a timely manner. His actions were in violation of 5 C.F.R. § 2635.101 Basic Obligation of Public Service; 5 C.F.R. § 2635.704 Use of Government Property; 5 C.F.R. § 2635.809 Just Financial Obligations; DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM Chapter 366 § 1-3 (h), General Principles for On-The-Job Conduct and § 2-2 (f) Personnel Security Requirements.

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## II. (U) BACKGROUND

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### (U) Introduction

(U//~~FOUO~~) [redacted] He currently serves in a non-supervisory position, one he has held for approximately eight months. Prior to this assignment, he was the [redacted] where he managed or provided oversight to approximately [redacted] [redacted] had one TDY, in June 2011, during the period of review.

(U//~~FOUO~~) The OIG received a complaint from [redacted] supervisor, [redacted] in September 2012. [redacted] was notified by the Travel Entitlements Office that [redacted] was 45 days past due on his GTCC payment. [redacted] was aware that [redacted] had no need to use his GTCC and had not traveled recently for work. [redacted] confiscated [redacted] GTCC, and counseled him. He also notified [redacted] that he was obligated to report the incident to the OIG.

### (U) Applicable Authorities

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(U//~~FOUO~~) The investigation looked at possible violations of the following authorities. Full citations are contained in Appendix A.

- (U) 5 C.F.R. § 2635.101 Basic Obligation of Public Service, Subpart A: General Provisions
- (U) 5 C.F.R. § 2635.704 (a) Use of Government Property
- (U) 5 C.F.R. § 2635.809 Just Financial Obligations
- (U) DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse
- (U//~~FOUO~~) NSA/CSS PMM, Chapter 366, § 1-3, (h), General Principles for On-The-Job Conduct and § 2-2, (f), Personnel Security Requirements



### III. (U) FINDINGS

(U//~~FOUO~~) Did [redacted] misuse his government travel credit card?

(U//~~FOUO~~) **CONCLUSION: Substantiated.** The preponderance of the evidence supports the conclusion that [redacted] misused his issued GTCC, in violation of 5 C.F.R. § 2635.101 Basic Obligation of Public Service; 5 C.F.R. § 2635.704 Use of Government Property; 5 C.F.R. § 2635.809 Just Financial Obligations; DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 03-1.003, Misuse; and NSA/CSS PMM Chapter 366 § 1-3 (h), General Principles for On-The-Job Conduct and § 2-2 (f) Personnel Security Requirements.

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#### (U) Evidence

1. (U//~~FOUO~~) Documental Evidence

(U//~~FOUO~~) GTCC Statements for [redacted] were obtained for the period of January 2011 to December 2012. (Appendix B)

(U//~~FOUO~~) Delinquency Notices. Seven delinquency notices sent to [redacted] between May 2010 and September 2012, regarding his GTCC account were obtained. (Appendix C)

(U//~~FOUO~~) NSA/CSS Corporate Travel Gram Issue 01- 2008 (Revision to Issue 01-2008) July 2009, Department of Defense Government Travel Card Procedures. This guidance is published on the BF212, Travel Entitlements web page and it details the basic NSA/CSS policy and procedures for use of the GTCC. (Appendix D)

(U//~~FOUO~~) E-mail from [redacted] dated September 13, 2012. This e-mail sent to [redacted] supervisor, [redacted] provides an explanation from [redacted] wherein he explains his personal use of the GTCC. (Appendix E)

(U//~~FOUO~~) E-mail from [redacted] BF212, Travel Entitlements. This e-mail states that [redacted] had one travel claim during the period of review; in June 2011.

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2. (U//~~FOUO~~) Testimonial Evidence

(U//~~FOUO~~) [redacted]

(U//~~FOUO~~) [redacted] was interviewed on February 7, 2013, and provided the following sworn testimony:

(U//~~FOUO~~) [redacted] thought that since the GTCC was in his name, the liability for the charges was his and it was not a problem to use the GTCC, as long as he was able to satisfy

the debt each month. From January 2011 to April 2012, there were several periods where [redacted] made personal purchases on his GTCC. He explained that he thought the small charges would not draw attention as long as the account was paid. [redacted] GTCC activity was reviewed for the past two years. There were charges in April, May, August, November and December 2011 as well as January, May, June, July, August and September 2012 that were not in conjunction with any government travel. [redacted]

[redacted] Additionally, there were many instances of delinquency notices, as well as late and returned payments. Upon reviewing his GTCC statements for a two year period, he admitted that there was a pattern of use of the GTCC for personal purchases. In May 2012, his GTCC use became much more frequent, and he knew he was getting in to a situation where he would not be able to pay the balance on the credit card. He [redacted]

[redacted] Upon further clarification, [redacted] stated that he "probably knew at the back of my mind" that using the GTCC for personal purchases was not allowed. [redacted]

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(U//FOUO) Upon receiving the delinquency notice in September 2012, [redacted] supervisor, [redacted] questioned [redacted] about the charges on the GTCC because [redacted] had not traveled recently. At that time [redacted] confiscated [redacted] GTCC and continues to have custody of it. [redacted] could not recall if any of his previous supervisors had spoken to him after receiving any of the other delinquency notices. He could not specifically recall any of the delinquencies, late payments or returned payments prior to September 2012. [redacted]

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(U//FOUO) [redacted] typically pays his GTCC account through the automated [redacted] system. He denied ever seeking any reimbursement from the government for any personal charges to his GTCC. [redacted] and [redacted] paid the balance on his GTCC. [redacted]

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(U//FOUO) [redacted]

(U//FOUO) [redacted] was interviewed on January 24, 2013, and provided the following sworn testimony:

(U//FOUO) [redacted] has been [redacted] supervisor for approximately seven months. [redacted] but previously served as the [redacted] where he was responsible for the oversight of [redacted] was [redacted] previous supervisor.

(U//FOUO) [redacted] received an e-mail notification in September 2012 that [redacted] GTCC account was past due. He became concerned because he knew [redacted] had not traveled recently. He confronted [redacted] who explained that [redacted]

[redacted] informed [redacted] that he was obligated to report the incident to the OIG. [redacted] never reviewed the credit card statements and did not know the exact nature of the charges on the GTCC. [redacted] felt that [redacted] should not be in possession of his GTCC, and confiscated the card so that [redacted] would not be tempted to misuse the card again. [redacted] still has the card in his possession. [redacted] has no current need for a [redacted]

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GTCC. [redacted] is unaware of any other instances of misuse or delinquency by [redacted]

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**(U) Analysis and Conclusions**

(U//~~FOUO~~) GTCC statements covering a period of two years for [redacted] were reviewed, as were delinquency notices sent to [redacted] between May 2010 and September 2012. From January 2011 to September 2012, [redacted] GTCC statements reflect 132 charges. In addition to purchasing [redacted] with his GTCC, [redacted] also used the card [redacted]. Further, there were charges [redacted] that were not in conjunction with TDY travel. The majority of the GTCC activity, 111 charges, occurred from May 2012 to September 2012. During that time, [redacted] stated he [redacted]. He claimed [redacted]

[redacted] He made similar explanations to his supervisor, [redacted] via e-mail on September 13, 2012.

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(U//~~FOUO~~) The first delinquency notification obtained during this investigation was sent to [redacted] on May 26, 2010. It is unknown if the charges relating to this delinquency were for official travel or were personal in nature. Over the course of two years, he was issued six delinquency notices. He made two late payments that were later returned, resulting in further delinquency. [redacted] was unable to specifically recall any of the delinquencies, late payments or returned payments prior to September 2012. He could not recall if any of his previous supervisors ever addressed the delinquency notices.

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted] misused his issued GTCC. The review of GTCC documents revealed that [redacted] had a pattern of misuse, late payments and returned payments on his GTCC account between May 2010 and September 2012. His actions were in violation of 5 C.F.R. § 2635.101 Basic Obligation of Public Service; 5 C.F.R. § 2635.704 Use of Government Property; 5 C.F.R. § 2635.809 Just Financial Obligations; DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM Chapter 366 § 1-3 (h), General Principles for On-The-Job Conduct and § 2-2 (f) Personnel Security Requirements.

#### IV. (U) RESPONSE TO TENTATIVE CONCLUSION

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(U//~~FOUO~~) [redacted] resigned from the NSA prior to the completion of this investigation. His resignation was effective [redacted]. Tentative Conclusions were sent via registered mail to [redacted] home address but, according to the United States Postal Service, the letter was never accepted by the recipient and is being returned to the sender.

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## V. (U) CONCLUSION

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted] misused his issued GTCC, in violation of 5 C.F.R. § 2635.101 Basic Obligation of Public Service; 5 C.F.R. § 2635.704 Use of Government Property; 5 C.F.R. § 2635.809 Just Financial Obligations; DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse; and NSA/CSS PMM Chapter 366 § 1-3 (h), General Principles for On-The-Job Conduct and § 2-2 (f) Personnel Security Requirements.

[redacted]  
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## VI. (U) DISTRIBUTION OF RESULTS

(U//~~FOUO~~) A copy or summary of this report of investigation will be provided to:

1. OGC, Administrative Law, D23, for information, and;
2. Q234, Special Actions, for information and any appropriate action.

[Redacted Signature]

Investigator

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Concurred by:

[Redacted Signature]

Assistant Inspector General  
for  
Investigations

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## **APPENDIX A**

### **(U) Applicable Authorities**

*Personnel Privileged Information*  
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**(U) 5 CFR, § 2635.101, Basic Obligation of Public Service, Subpart A: General Provisions**

b. 9. (U) Employees shall protect and conserve Federal property and shall not use it for other than authorized activities.

**(U) 5 CFR, § 2635.704, (a), Use of Government Property**

a. (U) Standard. An employee has a duty to protect and conserve Government property and shall not use such property, or allow its use, for other than authorized purposes.

**(U) 5 CFR, § 2635.809, Just Financial Obligations**

(U) Employees shall satisfy in good faith their obligations as citizens, including all just financial obligations, especially those such as Federal, State, or local taxes that are imposed by law. For purposes of this section, a just financial obligation includes any financial obligations acknowledged by the employee or reduced to judgment by a court. In good faith means an honest intention to fulfill any just financial obligation in a timely manner. In the event of a dispute between an employee and an alleged creditor, this section does not require an agency to determine the validity or amount of the disputed debt or to collect a debt on the alleged creditor's behalf.

**(U) DoD Financial Management Regulation (FMR) §7004.14-R, Volume 9, Chapter 3, Subparagraph 031003, Misuse**

Misuse of the GTCC will not be tolerated. Commanders/supervisors will ensure GTCCs are issued only for official travel related expenses. Examples of misuse include, but are not limited to:

- (a) expenses related to personal, family, or household purposes,
- (b) cash withdrawals from ATMs or banks when not related to official Government travel requirements,
- (c) intentional failure to pay undisputed charges in a timely manner, and
- (d) ATM cash withdrawals taken more than three days prior to the official Government travel.

Cardholders who misuse their GTCC may be subject to administrative or disciplinary action, as appropriate.

**(U//~~FOUO~~) NSA/CSS PMM, Chapter 366, Section 1-3, (h), General Principles for On-The-Job Conduct**

1-3. (U//~~FOUO~~) Generally, every employee is expected to:

...

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H. (U//~~FOUO~~) Conserve, protect, and properly use Federal funds, property, equipment, and materials.

**(U//~~FOUO~~) NSA/CSS PMM, Chapter 366, Section 2-2, (f) Personnel Security Requirements**

2-2. (U//~~FOUO~~) Employees granted access to classified information and Sensitive Compartmented Information must be stable; trustworthy; reliable; of excellent character, judgment, and discretion; and of unquestioned loyalty to the United States. Any conduct, including off-duty conduct, that brings into question these character traits may be cause for appropriate security action and in some cases administrative action. The following illustrations are provided as examples and are not inclusive:

...

F. (U//~~FOUO~~) Intentional and irresponsible disregard for just financial obligations.

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**APPENDIX B**

~~(U//FOUO)~~ GTCC Statements

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(b) (6)

Statement Detail

### Cardholder Statement

Cardholder  
Product Type  
Default MAC

[Redacted]  
TRAVEL - Individually Billed

Account Number  
Statement Period

[Redacted]  
12/24/2010 - 01/21/2011

Statement Status New

<b>Previous Balance</b>	\$ 1,039.31	<b>Total Payments</b>	\$ 300.00	<b>Total Amount Due</b>	\$ 739.31
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 0.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -300.00
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	
- 01/21/2011	01/21/2011		[Redacted]	\$ -300.00		
bill acct				\$ 300.00		
ref num				\$ -300.00		
tran code				0		
				N/A		

--End of Statement--

[Redacted]  
(b) (6)

(b) (3) - P.L. 86-36  
(b) (6)

Statement Detail

Cardholder Statement

Cardholder  
Product Type  
Default MAC

TRAVEL - Individually Billed

Account Number  
Statement Period

01/22/2011 - 02/23/2011

Statement Status New

Previous Balance	\$ 739.31	Total Payments	\$ 513.00	Total Amount Due	\$ 255.31
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ -484.00
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
02/04/2011	02/04/2011			\$ -200.00		
bill acct	ref num	tran code	orig amt	\$ 200.00		
			settlement	\$ -200.00		
			conv rate	0		
			conv date	N/A		
02/07/2011	02/07/2011			\$ 29.00		
bill acct	ref num	tran code	orig amt	\$ 29.00		
			settlement	\$ 29.00		
			conv rate	0		
			conv date	N/A		
02/18/2011	02/18/2011		PAYMENT RECEIVED -- THANK	\$ -313.00		
bill acct	ref num	tran code	orig amt	\$ 313.00		
			settlement	\$ -313.00		
			conv rate	0		
			conv date	N/A		

--End of Statement--

(b) (6)

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### Cardholder Statement

**Cardholder** [Redacted] **Account Number** [Redacted] **Statement Status** New  
**Product Type** TRAVEL - Individually Billed **Statement Period** 02/24/2011 - 03/23/2011  
**Default MAC**

<b>Previous Balance</b>	\$ 255.31	<b>Total Payments</b>	\$ 558.31	<b>Total Amount Due</b>	\$ 10.00
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 313.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -245.31
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
02/25/2011	02/18/2011		[Redacted]	\$ 313.00		
bill acct			[Redacted]	orig amt	\$ 313.00	
ref num				settlement	\$ 313.00	
tran code				conv rate	0	
				conv date	N/A	
03/04/2011	03/04/2011			\$ -558.31		
bill acct			[Redacted]	orig amt	\$ 558.31	
ref num				settlement	\$ -558.31	
tran code				conv rate	0	
				conv date	N/A	

-End of Statement-

(b) (6)

Statement Detail

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### Cardholder Statement

**Cardholder** [Redacted]  
**Product Type** TRAVEL - Individually Billed  
**Default MAC** [Redacted]

**Account Number** [Redacted]  
**Statement Period** 03/24/2011 - 04/22/2011

**Statement Status** New

<b>Previous Balance</b>	\$ 10.00	<b>Total Payments</b>	\$ 10.00	<b>Total Amount Due</b>	\$ 0.00
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 0.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -10.00
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	ty
- 04/19/2011	04/19/2011		[Redacted]	\$ -10.00		
bill acct					\$ 10.00	
ref num					\$ -10.00	
tran code					0	
					N/A	

--End of Statement--

(b) (6)



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Statement Detail

### Cardholder Statement

**Cardholder** [Redacted] **Account Number** [Redacted]  
**Product Type** TRAVEL - Individually Billed **Statement Period** 04/23/2011 - 05/23/2011 **Statement Status** New  
**Default MAC**

<b>Previous Balance</b>	\$ 0.00	<b>Total Payments</b>	\$ 35.00	<b>Total Amount Due</b>	\$ -2.08
<b>Purchases</b>	\$ 32.92	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 0.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -2.08
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
- 04/29/2011	04/27/2011			\$ 10.19		
bill acct			orig amt		\$ 10.19	
ref num			settlement		\$ 10.19	
tran code			conv rate		0	
			conv date		N/A	
- 05/06/2011	05/05/2011			\$ 22.73		
bill acct			orig amt		\$ 22.73	
ref num			settlement		\$ 22.73	
tran code			conv rate		0	
			conv date		N/A	
- 05/16/2011	05/16/2011			\$ -35.00		
bill acct			orig amt		\$ 35.00	
ref num			settlement		\$ -35.00	
tran code			conv rate		0	
			conv date		N/A	

--End of Statement--

(b) (6)

Statement Detail

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Cardholder Statement

Cardholder Product Type Default MAC [Redacted] TRAVEL - Individually Billed  
Account Number [Redacted]  
Statement Period 05/24/2011 - 06/23/2011  
Statement Status New

Previous Balance \$ -2.08 Total Payments \$ 0.00 Total Amount Due \$ 508.12  
Purchases \$ 510.20 Previous Disputes N/A Current Disputes N/A  
Other Debits \$ 0.00 Other Credits \$ 0.00 Statement Total \$ 510.20  
Tax Total \$ 4.93

post date	tran date	last alloc date time	merchant	amount	status
06/06/2011	06/05/2011		[Redacted]	\$ 30.01	
	bill acct			orig amt	\$ 30.01
	ref num			settlement	\$ 30.01
	tran code			conv rate	0
				conv date	N/A
06/10/2011	06/09/2011		[Redacted]	\$ 159.70	
	bill acct			orig amt	\$ 159.70
	ref num			settlement	\$ 159.70
	tran code			conv rate	0
				conv date	N/A
06/10/2011	06/09/2011		[Redacted]	\$ 65.00	
	bill acct			orig amt	\$ 65.00
	ref num			settlement	\$ 65.00
	tran code			conv rate	0
				conv date	N/A
06/13/2011	06/09/2011		[Redacted]	\$ 29.80	
	bill acct			orig amt	\$ 29.80
	ref num			settlement	\$ 29.80
	tran code			conv rate	0
				conv date	N/A
06/13/2011	06/10/2011		[Redacted]	\$ 26.57	
	bill acct			orig amt	\$ 26.57
	ref num			settlement	\$ 26.57
	tran code			conv rate	0
				conv date	N/A
06/13/2011	06/10/2011		[Redacted]	\$ 106.00	
	bill acct			orig amt	\$ 106.00
	ref num			settlement	\$ 106.00
	tran code			conv rate	0
				conv date	N/A
06/10/2011	06/10/2011		[Redacted]	\$ 36.00	

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ref num  
tran code



06/14/2011 06/12/2011

bill acct  
ref num  
tran code

settlement \$ 36.00  
conv rate 0  
conv date N/A

\$ 57.12

orig amt \$ 57.12  
settlement \$ 57.12  
conv rate 0  
conv date N/A

--End of Statement--

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Statement Detail

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Cardholder Statement

Cardholder  
Product Type  
Default MAC

[Redacted]

Account Number  
Statement Period

[Redacted]  
07/23/2011 - 08/23/2011

Statement Status New

Previous Balance	\$ 508.12	Total Payments	\$ 0.00	Total Amount Due	\$ 982.39
Purchases	\$ 474.27	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ 474.27
				Tax Total	\$ 4.23

post date	tran date	last alloc date time	merchant	amount	status	t
08/04/2011	08/03/2011		[Redacted]	\$ 399.49		
bill acct				orig amt	\$ 399.49	
ref num				settlement	\$ 399.49	
tran code				conv rate	0	
				conv date	N/A	
08/18/2011	08/16/2011		[Redacted]	\$ 74.78		
bill acct				orig amt	\$ 74.78	
ref num				settlement	\$ 74.78	
tran code				conv rate	0	
				conv date	N/A	

-End of Statement-

(b) (6)

Statement Detail

(b) (3) - P.L. 86-36  
(b) (6)

Cardholder Statement

Statement Approver  
Cardholder  
Product Type  
Default MAC

TRAVEL - Individually Billed

Account Number  
Statement Period

08/24/2012 - 09/21/2012

Statement Status New

Previous Balance	\$ 2,627.67	Total Payments	\$ 0.00	Total Amount Due	\$ 3,324.21
Purchases	\$ 696.54	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ 696.54
				Tax Total	\$ 5.94

post date	tran date	last alloc date time	merchant	amount	status	t
- 08/24/2012	08/22/2012			\$ 34.75		
					\$ 34.75	
					\$ 34.75	
					0	
					N/A	
- 08/24/2012	08/23/2012			\$ 17.42		
					\$ 17.42	
					\$ 17.42	
					0	
					N/A	
- 08/27/2012	08/23/2012			\$ 74.52		
					\$ 74.52	
					\$ 74.52	
					0	
					N/A	
- 08/27/2012	08/23/2012			\$ 24.25		
					\$ 24.25	
					\$ 24.25	
					0	
					N/A	
- 08/27/2012	08/24/2012			\$ 25.25		
					\$ 25.25	
					\$ 25.25	
					0	
					N/A	
- 08/27/2012	08/24/2012			\$ 17.42		
					\$ 17.42	
					\$ 17.42	
					0	
					N/A	
- 08/27/2012	08/25/2012			\$ 15.25		

(b) (6)

Statement Detail

bill acct  
ref num  
tran code

- 08/27/2012 08/25/2012

bill acct  
ref num  
tran code

- 08/27/2012 08/26/2012

bill acct  
ref num  
tran code

- 08/28/2012 08/26/2012

bill acct  
ref num  
tran code

- 08/29/2012 08/27/2012

bill acct  
ref num  
tran code

- 08/28/2012 08/27/2012

bill acct  
ref num  
tran code

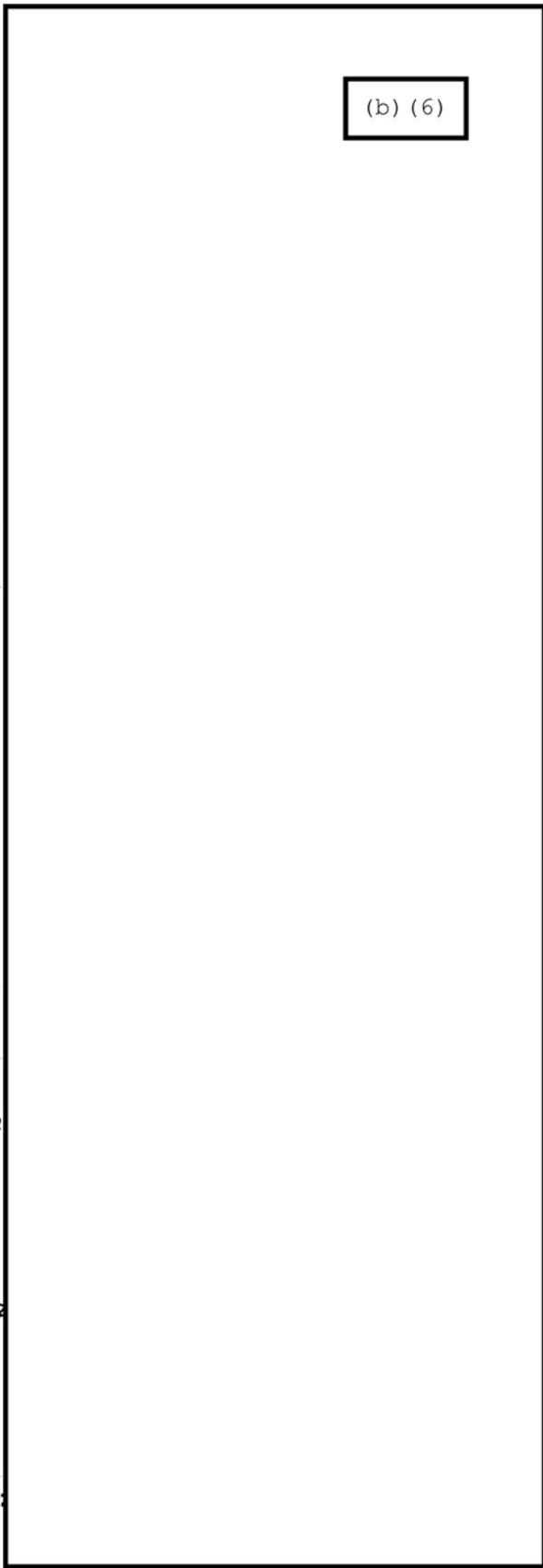
- 08/29/2012 08/28/2012

bill acct  
ref num  
tran code

- 08/29/2012 08/28/2012

bill acct  
ref num  
tran code

- 08/30/2012 08/28/2012



\$ 15.25  
\$ 15.25  
0  
N/A

\$ 25.25

\$ 25.25  
\$ 25.25  
0  
N/A

\$ 15.25

\$ 15.25  
\$ 15.25  
0  
N/A

\$ 20.00

\$ 20.00  
\$ 20.00  
0  
N/A

\$ 15.75

\$ 15.75  
\$ 15.75  
0  
N/A

\$ 17.42

\$ 17.42  
\$ 17.42  
0  
N/A

\$ 17.42

\$ 17.42  
\$ 17.42  
0  
N/A

\$ 13.06

\$ 13.06  
\$ 13.06  
0  
N/A

\$ 15.75

Statement Detail

bill acct  
ref num  
tran code

(b) (6)

08/31/2012 08/29/2012

bill acct  
ref num  
tran code

08/30/2012 08/29/2012

bill acct  
ref num  
tran code

08/30/2012 08/29/2012

bill acct  
ref num  
tran code

08/31/2012 08/30/2012

bill acct  
ref num  
tran code

09/03/2012 08/31/2012

bill acct  
ref num  
tran code

09/03/2012 09/01/2012

bill acct  
ref num  
tran code

09/03/2012 09/01/2012

bill acct  
ref num  
tran code

09/03/2012 09/01/2012

bill acct

\$ 15.75  
\$ 15.75  
0  
N/A

\$ 25.25

\$ 25.25  
\$ 25.25  
0  
N/A

\$ 15.25

\$ 15.25  
\$ 15.25  
0  
N/A

\$ 17.43

\$ 17.43  
\$ 17.43  
0  
N/A

\$ 8.16

\$ 8.16  
\$ 8.16  
0  
N/A

\$ 18.51

\$ 18.51  
\$ 18.51  
0  
N/A

\$ 8.99

\$ 8.99  
\$ 8.99  
0  
N/A

\$ 5.19

\$ 5.19  
\$ 5.19  
0  
N/A

\$ 15.25

\$ 15.25



Statement Detail

bill acct  
ref num  
tran code

09/04/2012 09/03/2012

bill acct  
ref num  
tran code

09/04/2012 09/03/2012

bill acct  
ref num  
tran code

09/05/2012 09/04/2012

bill acct  
ref num  
tran code

09/05/2012 09/04/2012

bill acct  
ref num  
tran code

09/06/2012 09/04/2012

bill acct  
ref num  
tran code

09/07/2012 09/05/2012

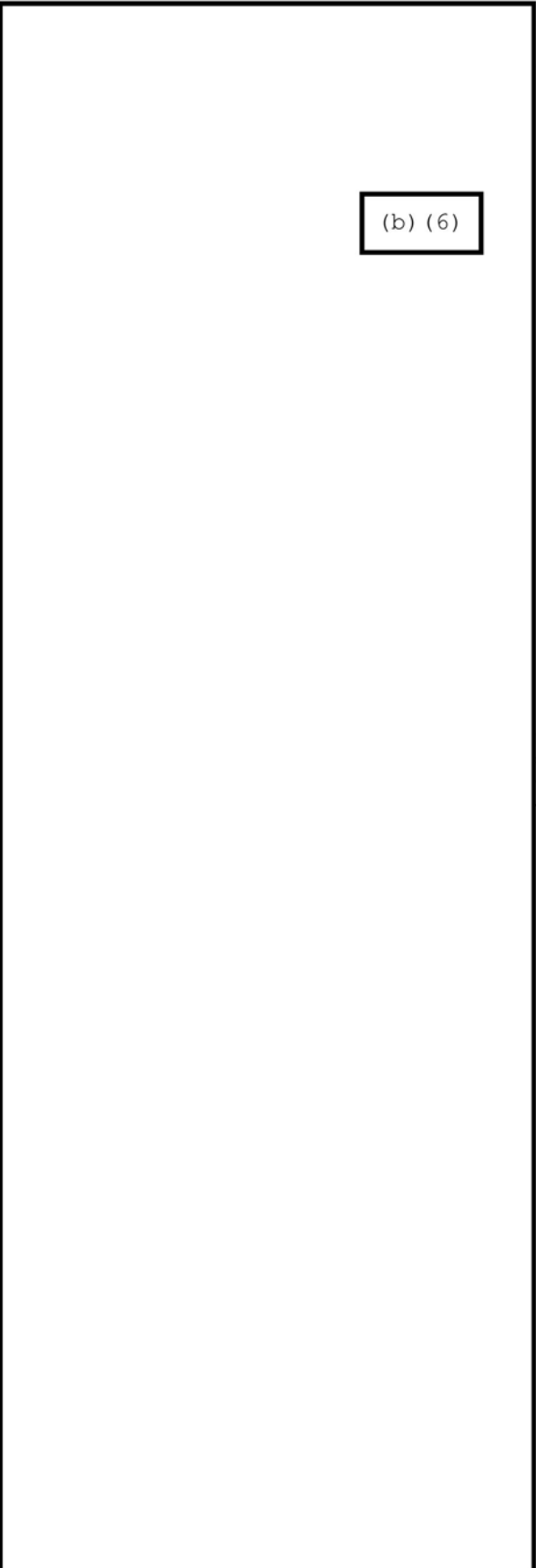
bill acct  
ref num  
tran code

09/07/2012 09/05/2012

bill acct  
ref num  
tran code

09/06/2012 09/05/2012

bill acct  
ref num



(b) (6)

\$ 15.25  
0  
N/A

\$ 9.80

\$ 9.80  
\$ 9.80  
0  
N/A

\$ 13.53

\$ 13.53  
\$ 13.53  
0  
N/A

\$ 1.00

\$ 1.00  
\$ 1.00  
0  
N/A

\$ 15.25

\$ 15.25  
\$ 15.25  
0  
N/A

\$ 20.00

\$ 20.00  
\$ 20.00  
0  
N/A

\$ 2.64

\$ 2.64  
\$ 2.64  
0  
N/A

\$ 20.00

\$ 20.00  
\$ 20.00  
0  
N/A

\$ 9.27

\$ 9.27  
\$ 9.27

Statement Detail

Page 1 of 1

09/06/2012 09/05/2012

bill acct  
ref num  
tran code

(b) (6)

\$ 30.59

0  
N/A  
\$ 30.59  
\$ 30.59  
0  
N/A

09/10/2012 09/06/2012

bill acct  
ref num  
tran code

\$ 15.25

\$ 15.25  
\$ 15.25  
0  
N/A

09/10/2012 09/06/2012

bill acct  
ref num  
tran code

\$ 20.00

\$ 20.00  
\$ 20.00  
0  
N/A

09/10/2012 09/07/2012

bill acct  
ref num  
tran code

\$ 15.25

\$ 15.25  
\$ 15.25  
0  
N/A

09/10/2012 09/07/2012

bill acct  
ref num  
tran code

\$ 25.25

\$ 25.25  
\$ 25.25  
0  
N/A

09/10/2012 09/07/2012

bill acct  
ref num  
tran code

\$ 2.21

\$ 2.21  
\$ 2.21  
0  
N/A

09/13/2012 09/11/2012

bill acct  
ref num  
tran code

\$ 3.96

\$ 3.96  
\$ 3.96  
0  
N/A

09/13/2012 09/11/2012

bill acct  
ref num  
tran code

\$ 29.75

\$ 29.75  
\$ 29.75  
0

N/A

--End of Statement--

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

<b>Cardholder</b>	[Redacted]	<b>Account Number</b>	[Redacted]	<b>Statement Status</b>	New
<b>Product Type</b>	TRAVEL - Individually Billed	<b>Statement Period</b>	08/24/2011 - 09/23/2011		
<b>Default MAC</b>					

<b>Previous Balance</b>	\$ 982.39	<b>Total Payments</b>	\$ 0.00	<b>Total Amount Due</b>	\$ 1,011.39
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 29.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ 29.00
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
09/07/2011	09/07/2011	[Redacted]	[Redacted]	\$ 29.00		
bill acct			orig amt	\$ 29.00		
ref num			settlement	\$ 29.00		
tran code			conv rate	0		
			conv date	N/A		

--End of Statement--

(b) (6)

Statement Detail

(b) (3) - P.L. 86-36  
(b) (6)

Cardholder Statement

Cardholder  
Product Type  
Default MAC

TRAVEL - Individually Billed

Account Number  
Statement Period

09/24/2011 - 10/21/2011

Statement Status New

Previous Balance	\$ 1,011.39	Total Payments	\$ 2,023.39	Total Amount Due	\$ 28.39
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 1,040.39	Other Credits	\$ 0.00	Statement Total	\$ -983.00
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
09/30/2011	09/30/2011		PAYMENT RECEIVED - THANK	\$ -1,011.39		
bill acct			orig amt	\$ 1,011.39		
ref num			settlement	\$ -1,011.39		
tran code			conv rate	0		
			conv date	N/A		
10/11/2011	09/30/2011			\$ 1,011.39		
bill acct			orig amt	\$ 1,011.39		
ref num			settlement	\$ 1,011.39		
tran code			conv rate	0		
			conv date	N/A		
10/03/2011	10/03/2011			\$ -1,012.00		
bill acct			orig amt	\$ 1,012.00		
ref num			settlement	\$ -1,012.00		
tran code			conv rate	0		
			conv date	N/A		
10/11/2011	10/11/2011			\$ 29.00		
bill acct			orig amt	\$ 29.00		
ref num			settlement	\$ 29.00		
tran code			conv rate	0		
			conv date	N/A		

-End of Statement-

(b) (6)

(b) (3) - P.L. 86-36  
(b) (6)

### Cardholder Statement

**Cardholder** [Redacted]  
**Product Type** TRAVEL - Individually Billed  
**Account Number** [Redacted]  
**Statement Period** 10/22/2011 - 11/23/2011  
**Statement Status** New  
**Default MAC**

<b>Previous Balance</b>	\$ 28.39	<b>Total Payments</b>	\$ 28.39	<b>Total Amount Due</b>	\$ 0.00
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 0.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -28.39
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
11/14/2011	11/14/2011	[Redacted]		\$ -28.39	
bill acct			orig amt	\$ 28.39	
ref num			settlement	\$ -28.39	
tran code			conv rate	0	
			conv date	N/A	

--End of Statement--

[Redacted]  
(b) (6)

Statement Detail

(b) (3) - P.L. 86-36  
(b) (6)

Cardholder Statement

Cardholder  
Product Type  
Default MAC

TRAVEL - Individually Billed

Account Number  
Statement Period

11/24/2011 - 12/23/2011

Statement Status New

Previous Balance	\$ 0.00	Total Payments	\$ 0.00	Total Amount Due	\$ 62.03
Purchases	\$ 62.03	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ 62.03
				Tax Total	\$ 3.29

post date	tran date	last alloc date time	merchant	amount	status	t
11/25/2011	11/23/2011			\$ 15.05		
bill acct	ref num	tran code	orig amt	\$ 15.05		
			settlement	\$ 15.05		
			conv rate	0		
			conv date	N/A		
12/15/2011	12/14/2011			\$ 3.92		
bill acct	ref num	tran code	orig amt	\$ 3.92		
			settlement	\$ 3.92		
			conv rate	0		
			conv date	N/A		
12/19/2011	12/16/2011			\$ 43.06		
bill acct	ref num	tran code	orig amt	\$ 43.06		
			settlement	\$ 43.06		
			conv rate	0		
			conv date	N/A		

-End of Statement-

(b) (6)



~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0033

## **APPENDIX C**

### **(U) Delinquency Notices**

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

[Redacted]

(b) (3) - P.L. 86-36  
(b) (6)

[Redacted]

To:

Cc:

Supervisor:

Time Sent:

01/13/2011 01:45:25 PM

Subject:

45 Day Delinquency E-Mail for Citi GTCC [Redacted]

Body:

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

[Redacted]

Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

Current Balance: \$1,039.31 Past Due Amount: \$1,039.31

At midnight on 23 January, CITI will have no choice other than to automatically suspend ATM and charging privileges until your delinquent balance is paid in full. Please contact [Redacted] ASAP if you will be in a travel status on or around this date. We will then, on your behalf, be able to communicate with CITI to request that your charging privileges remain active until your TDY has been completed. If you have not filed your TDY expense report/voucher, please do so now. To expedite the processing of your expense report/voucher, you can scan/e-mail it directly to Travel Entitlements at their e-mail alias [Redacted]

(b) (3) - P.L. 86-36

Failure to make a payment will result in your card being suspended at 60 days delinquent. If you are on a current TDY or have plans for future travel, please contact the [Redacted] Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate TravelGram 01-2008, dated May 2008, [Redacted])

[Redacted] all charges on your GTCC are due upon receipt of your CITI statement. Should any charges on your statement appear to be in question, please notify [Redacted] immediately so these charges can be discussed, investigated and/or resolved.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

Per the Department of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: [Redacted]



(b) (3) - P.L. 86-36

769-7100a/769-7359a



[Redacted]

(b) (3) - P.L. 86-36

[Redacted]

To:  
Cc:  
Supervisor:  
Time Sent:  
Subject:  
Body:

[Redacted]  
[Redacted]

02/09/2011 11:31:40 AM

[Redacted] - ACTION REQUIRED: 75 Day Delinquency E-Mail for Citi GTCC

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

[Redacted]

It has been brought to our attention that your Citi government travel charge card (GTCC) is significantly past due.

Total amount due is \$5539.31.

(b) (3) - P.L. 86-36  
(b) (6)

Your charging privileges have been suspended. If your account becomes 75-days past due, CITI will charge a \$29 late fee each month until payment is received. This late fee is not reimbursable by the Agency.

At 120-days delinquent, your account will be forwarded to Employee Relations for appropriate disciplinary action, unless you can establish that you filed your expense report/voucher in a timely manner, but have yet to be reimbursed.

At 126-days delinquent, Citi has the authority to turn your GTCC account over to a collection agency. At that time this account will be part of your personal credit history.

Please refer to Corporate TravelGram 01-2008, dated May 2008, [Redacted]

[Redacted] for additional Agency policy on the travel card.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: [Redacted]

[Redacted]

963-3320, [Redacted]

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide

by this policy.

[Redacted]

(b) (3) - P.L. 86-36

769-7100s/769-7359s

[Redacted]

[Redacted]

(b) (3) - P.L. 86-36

[Redacted]

To:

Cc:

Supervisor:

Time Sent:

04/14/2011 10:37:06 AM

Subject:

**ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC**

Body:

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

[Redacted]

Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

(b) (3) - P.L. 86-36  
(b) (6)

Current Balance: 10.00 Past Due Amount: 9.69

At midnight on 23 April CITI will have no choice other than to automatically suspend ATM and charging privileges until your delinquent balance is paid in full. Please contact [Redacted] ASAP if you will be in a travel status on or around this date. We will then, on your behalf, be able to communicate with CITI to request that your charging privileges remain active until your TDY has been completed. If you have not filed your TDY expense report/voucher, please do so now. To expedite the processing of your expense report/voucher, you can scan/e-mail it directly to Travel Entitlements at their e-mail alias [Redacted]

Failure to make a payment will result in your card being suspended at 60 days delinquent. If you are on a current TDY or have plans for future travel, please contact the [Redacted] Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate TravelGram 01-2008, dated May 2008, [Redacted])

[Redacted]  
all charges on your GTCC are due upon receipt of your CITI statement. Should any charges on your statement appear to be in question, please notify [Redacted] immediately so these charges can be discussed, investigated and/or resolved.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: [Redacted]



Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.



769-7100s/769-7359s



(b) (3) - P.L. 86-36

[Redacted]

(b) (3) - P.L. 86-36

To:  
Cc:  
Supervisor:  
Time Sent:  
Subject:  
Body:

[Redacted]  
[Redacted]

05/26/2010 01:04:10 PM

[Redacted] ACTION REQUIRED: 75 Day Delinquency E-Mail for Citi GTCC

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

[Redacted]

It has been brought to our attention that your Citi government travel charge card (GTCC) is significantly past due.

Total amount due is \$725.67

Your charging privileges have been suspended. If your account becomes 75-days past due, CITI will charge a \$29 late fee each month until payment is received. This late fee is not reimbursable by the Agency.

At 120-days delinquent, your account will be forwarded to Employee Relations for appropriate disciplinary action, unless you can establish that you filed your expense report/voucher in a timely manner, but have yet to be reimbursed.

At 126-days delinquent, Citi has the authority to turn your GTCC account over to a collection agency. At that time this account will be part of your personal credit history.

Please refer to Corporate Travel Grant 01-2008, dated May 2008, [Redacted] for additional Agency policy on the travel card.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: [Redacted]

[Redacted]

963-3320, [Redacted]

[Redacted]

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.



[Redacted]

(b) (3) - P.L. 86-36

769-7100s/769-7359s

[Redacted]

(b) (3) - P.L. 86-36

To:  
Cc:  
Supervisor:  
Time Sent:  
Subject:  
Body:

08/16/2011 11:47:46 AM

**ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC**

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

Current Balance: 907.61  
508.12

Past Due Amount:

(b) (3) - P.L. 86-36  
(b) (6)

At midnight on 23 August CITI will have no choice other than to automatically suspend ATM and charging privileges until your delinquent balance is paid in full. Please contact [redacted] ASAP if you will be in a travel status on or around this date. We will then, on your behalf, be able to communicate with CITI to request that your charging privileges remain active until your TDY has been completed. If you have not filed your TDY expense report/voucher, please do so now. To expedite the processing of your expense report/voucher, you can scan/e-mail it directly to Travel Entitlements at their e-mail alias [redacted]

Failure to make a payment will result in your card being suspended at 60 days delinquent. If you are on a current TDY or have plans for future travel, please contact the [redacted] Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate TravelGram 01-2008, dated May 2008; [redacted])

all charges on your GTCC are due upon receipt of your CITI statement. Should any charges on your statement appear to be in question, please notify [redacted] immediately so these charges can be discussed, investigated and/or resolved.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.

PLEASE REPLY TO THE [redacted] E-MAIL ALIAS OF: [redacted]



Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.



769-7100s/769-7359s



(b) (3) - P.L. 86-36

[Redacted]

[Redacted]

(b) (3) - P.L. 86-36

To:  
Cc:  
Supervisor:  
Time Sent:  
Subject:  
Body:

[Redacted]  
[Redacted]

09/12/2012 11:35:38 AM

[Redacted] ACTION REQUIRED: 45 Day Delinquency E-Mail for Citi GTCC

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

[Redacted]

Upon reviewing the CITI Government Travel Charge Card (GTCC) accounts this month, we found that you are currently 45-days past due in paying your account.

Current Balance: \$3,212.54

Past Due Amount: \$1,182.14

(b) (3) - P.L. 86-36  
(b) (6)

At midnight on 23 September 2012 CITI will have no choice other than to automatically suspend ATM and charging privileges until your delinquent balance is paid in full. Please contact [Redacted] ASAP if you will be in a travel status on or around this date. We will then, on your behalf, be able to communicate with CITI to request that your charging privileges remain active until your TDY has been completed. If you have not filed your TDY expense report/voucher, please do so now. To expedite the processing of your expense report/voucher, you can scan/e-mail it directly to Travel Entitlements at their e-mail alias [Redacted]

Failure to make a payment will result in your card being suspended at 60 days delinquent. If you are on a current TDY or have plans for future travel, please contact the [Redacted] Office as soon as possible.

Be reminded that in accordance with Agency GTCC policy (Corporate TravelGram 01-2008, dated May 2008, [Redacted])

all charges on your GTCC are due upon receipt of your CITI statement. Should any charges on your statement appear to be in question, please notify [Redacted] immediately so these charges can be discussed, investigated and/or resolved.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: [Redacted]



Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.



769-7100s/769-7359s



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[Redacted]

[Redacted]

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To:  
Cc:  
Supervisor:  
Time Sent:  
Subject:  
Body:

[Redacted]

[Redacted]

09/14/2011 01:55:54 PM

[Redacted] - ACTION REQUIRED: 75 Day Delinquency E-Mail for Citi GTCC

THIS IS AN OFFICIALLY WORDED NOTIFICATION SENT IN ACCORDANCE WITH DOD FINANCIAL MANAGEMENT REGULATIONS

[Redacted]

It has been brought to our attention that your Citi government travel charge card (GTCC) is significantly past due.

Total amount due is \$1011.39

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Your charging privileges have been suspended. If your account becomes 75-days past due, CITI will charge a \$29 late fee each month until payment is received. This late fee is not reimbursable by the Agency.

At 120-days delinquent, your account will be forwarded to Employee Relations for appropriate disciplinary action, unless you can establish that you filed your expense report/voucher in a timely manner, but have yet to be reimbursed.

At 126-days delinquent, Citi has the authority to turn your GTCC account over to a collection agency. At that time this account will be part of your personal credit history.

Please refer to Corporate TravelGram 01-2008, dated May 2008, [Redacted] for additional Agency policy on the travel card.

If you have mailed your payment, please promptly provide us with a check number, amount paid, and date mailed. If you made an on-line payment please provide payment amount and date of payment.

PLEASE REPLY TO THE [Redacted] E-MAIL ALIAS OF: DL [Redacted]

[Redacted]

Per the Department Of Defense Travel Card Policy, payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement from Travel Entitlements. By signing the Statement of Understanding you agree to abide by this policy.

[Redacted]

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769-7100s/769-7359s

[Redacted]

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**APPENDIX D**

**(U//FOUO) NSA/CSS Corporate Travel Gram Issue 01- 2008 (Revision  
to Issue 01-2008) July 2009, Department of Defense Government  
Travel Card Procedures**

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~~(U//FOUO)~~ NSA/CSS Corporate Travel Gram Issue 01- 2008 (Revision to Issue 01-2008)  
July 2009, Department of Defense Government Travel Card Procedures

VI. (U) LATE PAYMENT/DELINQUENT ACCOUNTS:

~~(U//FOUO)~~ Payments are due in full by the due date specified on the Citibank billing statement regardless of whether or not the employee has received reimbursement.

~~(U//FOUO)~~ Employees will incur a \$29.00 fee for payments returned due to insufficient funds. This return payment fee is not reimbursable.

~~(U//FOUO)~~ MILITARY DELINQUENT ACCOUNTS: In accordance with the Memorandum of Agreement (MOA) between the Military Commands and the National Security Agency/Central Security Service, military accounts which are 45 days delinquent will be reported directly to their parent military command.

(U) CIVILIAN DELINQUENCY CYCLES:

~~(U//FOUO)~~ 45 days Delinquency – After 45 days of delinquency, the APC will send notification to the employee and their immediate supervisor stating that unless outstanding charges are paid in full, their travel card will be suspended on the 61st day of delinquency. On the 61st day of delinquency, the Citibank will automatically suspend ATM and travel card privileges.

~~(U//FOUO)~~ 75 days Delinquency – After 75 days of delinquency, the APC will send notification to the employee, their immediate supervisor and the organization's Chief of Staff stating that travel card privileges remain suspended and the outstanding balance must be paid in full to avoid further action. In addition, a \$29.00 late fee, which is not reimbursable, will be applied to the employee's account.

~~(U//FOUO)~~ 90 days Delinquency – After 90 days of delinquency, the Individually Billed Account Manager (IBA) will notify the organization's Chief of Staff and the Employee Relations (ER) Office for appropriate disciplinary action. The IBA will send a Due Process Letter to the employee allowing 30 days to make full payment of the outstanding balance (copies will be sent to the organization's Chief of Staff and ER).

~~(U//FOUO)~~ Salary Offset – If the employee's payment is not made in full within 30 days of the date of the Due Process Letter, then the Salary Offset process will be initiated in accordance with the DoD and BOA established policy. Payments of 15% of the employee's net pay will be deducted from their bi-weekly federal salary to satisfy account balances that are not in dispute.

~~(U//FOUO)~~ 120 days Delinquency - On the 120th day of delinquency, the Citibank will automatically cancel the employee's account. Once the account is cancelled, the Citibank will not reinstate the travel card for any reason.

VII. Misuse of the Travel Card:

- (a) Travel cards should be used only for reimbursable expenses associated with official travel which will be reimbursed on the RTA or DD1351-2.
- (b) Civilian Misuse: If misuse of the travel card is suspected, the IBA will send an

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email to the employee and their immediate supervisor questioning the expenses on the traveler's account. Depending on the response provided and the seriousness of the misuse, the travel card may be deactivated to prevent further misuse. In addition, a formal case will be forwarded to Employee Relations (ER) for disciplinary action.

- (c) Supervisors shall not tolerate misuse of the travel card and cardholders who misuse their travel cards shall be subject to appropriate administrative or disciplinary action. Possible actions range from written reprimand to removal.

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**APPENDIX E**

(U//~~FOUO~~) E-mail from  dated September 13, 2012

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(b) (3) - P.L. 86-36

[Redacted]

**From:**  
**Sent:**  
**To:**  
**Subject:**

[Redacted]  
Thursday, September 13, 2012 2:17 PM  
[Redacted]  
(U) Use of Govt Card

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(b) (6)

To Whom it may concern

During the past three months

[Redacted]  
[Redacted] and had no choice but to use  
my Government credit card [Redacted] I intend to rectify this situation and pay off the card  
asap.

(b) (3) - P.L. 86-36  
(b) (6)

[Redacted]  
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