

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

**NATIONAL SECURITY AGENCY/CENTRAL SECURITY
SERVICE**



**INSPECTOR GENERAL
REPORT OF INVESTIGATION**

25 September 2013

IV-13-0070

Misuse of GTCC

This is a PRIVILEGED DOCUMENT. Further dissemination of this report outside of the Office of Inspector General, NSA, is PROHIBITED without the approval of the Assistant Inspector General for Investigations.

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

Approved for Release by NSA on 09-28-2018, FOIA Case # 79204 (litigation)

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

(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.

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0070

I. (U) SUMMARY

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

(b) (6)

(U//~~FOUO~~) This investigation was conducted in response to a complaint alleging that [REDACTED] used her government travel card (GTCC) when not in travel status and failed to pay her bill.

(U//~~FOUO~~) Analysis of [REDACTED] GTCC statements from June 2011 to January 2013 revealed that she used her GTCC on 17 separate occasions for cash advances totaling \$5,612.00 that were unrelated to official government business. [REDACTED] made only two payments totaling \$500 (a third payment for \$444.72 was returned for insufficient funds) over a period of eleven months. Thereafter, she was involuntarily enrolled in a salary offset program, whereby a portion of her earnings was deducted to pay her GTCC balance.

(U//~~FOUO~~) [REDACTED] testified that she took the cash advances in anticipation of future travel. As team lead for the [REDACTED] she was the default person to travel. She presumed she would have to travel on a weekly basis, though she did not have approved RTAs for the trips. If she was not required to travel due to the identification of a suitable replacement, she paid back the advance to Citibank. She did this until she "got behind" in her payments. [REDACTED] denied having financial problems or personal expenses that led to the cash advances or her non-payment of the bill. She attributed her non-payments to losing track of the bills [REDACTED]

(b) (6)

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [REDACTED] misused her issued GTCC by taking cash advances unrelated to official government travel and by failing to pay her GTCC balance in full or on time, in violation of 5 C.F.R. § 2635.101 (b), Basic Obligation of Public Service, General Provisions; 5 C.F.R. § 2635.704 (a), Use of Government Property; 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.

(U//~~FOUO~~) Copies of the OIG report will be forwarded to MR, Employee Relations, for action deemed appropriate and D23, the Office of General Counsel (Administrative Law) for information. A summary of the investigative findings will be forwarded to the Associate Directorate for Security and Counterintelligence (ADS&CI), Q234 (Special Actions) for information.

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0070

II. (U) BACKGROUND

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

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

(U) Introduction

(U//~~FOUO~~) [redacted] employed in [redacted].
She currently serves as the Acting Deputy Chief of the [redacted] Branch.
She completed two TDYs during the time period reviewed for this investigation.

(U//~~FOUO~~) In June 2012, the Travel Entitlements Office notified Employee Relations that [redacted] GTCC had been cancelled due to delinquency. Employee Relations subsequently requested that the OIG open an investigation into the matter. According to Employee Relations, [redacted] had created a debt of approximately \$6700 and did not appear to be in travel status when she used the card.

(U) Applicable Authorities

(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 (b), Basic Obligation of Public Service, General Provisions
- (U) 5 C.F.R. § 2635.704 (a), Use of Government Property
- (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

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

III. (U) FINDINGS

~~(U//FOUO)~~ **ALLEGATION:** Did [redacted] misuse her government travel credit card by taking cash advances unrelated to official government travel and failing to pay her GTCC balance in full or on time, June 2011 – January 2013, in violation of 5 C.F.R. § 2635.101 (b), Basic Obligation of Public Service, General Provisions; 5 C.F.R. § 2635.704 (a), Use of Government Property; 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?

~~(U//FOUO)~~ **CONCLUSION:** Substantiated.

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

(U) Documentary Evidence

~~(U//FOUO)~~ Request and Travel Authorization/Expense Reports (RTAs)

~~(U//FOUO)~~ The OIG obtained RTAs for [redacted] for the period of June 2011 to January 2013. [redacted] traveled on official business twice during the period; she traveled to [redacted]

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

~~(U//FOUO)~~ The OIG obtained [redacted] GTCC statements for the period of June 24, 2011-January 23, 2013 (Appendix B). Excluding the official travel periods referenced above, the statements revealed 17 cash advances, totaling \$5,612.00, between October 10, 2011 and December 22, 2011.

~~(U//FOUO)~~ [redacted] made three payments in the 11 months between June 2011 and April 2012 (excluding the two travel reimbursements paid on her behalf). The first, for \$444.72 on November 15, 2011, was returned due to insufficient funds. She subsequently paid \$500 total (in two separate transactions) on November 22, 2011. On April 3, 2012, [redacted] was enrolled in the involuntary salary offset program. Thereafter, an amount not to exceed 15% of her disposable net pay was deducted from each paycheck until the outstanding balance was paid in full. Citibank received the final payment on January 23, 2013, bringing [redacted] account to a zero balance.

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

~~(U//FOUO)~~ Past Due Notices

~~(U//FOUO)~~ The [redacted] sent [redacted] three past due notices via email between February 2012 and April 2012 (Appendix C). The first notice, dated

February 2, 2012, advised [redacted] that her GTCC account was over 60 days past due and would continue to accrue a monthly \$29 late fee until payment was received. Additionally, [redacted] was advised that if her account became 120 days delinquent, the information would be forwarded to Employee Relations for appropriate disciplinary action. The second notice, dated March 12, 2012, informed [redacted] that her GTCC account was over 90 days delinquent and would be canceled on March 17, 2012. [redacted] was also notified that any outstanding balance not formally disputed would be submitted to the Finance and Account Office for involuntary salary offset. Both the first and second past due notices included intranet links to the GTCC and Agency travel card policy (Corporate Travel Gram 01-2008). The third notice, dated April 18, 2012, apprised [redacted] that involuntary salary offset would be initiated beginning April 2012 if past due payments were not made.

(U//~~FOUO~~) Department of Defense Travel Card Services Statement of Understanding

(U//~~FOUO~~) The OIG obtained a copy of the GTCC statement of understanding that [redacted] signed when issued her travel card. [redacted] certified that she had read the NSA/CSS Corporate Travel Gram 01-2008. She further agreed that the card was only authorized for necessary and reasonable expenses incurred for official travel. She consented to abide by all rules and regulations with respect to the card and to use the card for official travel validated by the RTA. She agreed to pay all her charges upon receipt of the monthly Travel Card bill, in accordance with Agency travel card policy. Finally, she acknowledged that failure to abide by these rules could result in disciplinary action being taken against her (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

(U//~~FOUO~~) This guidance is published on the [redacted] web page and it details the basic NSA/CSS policy and procedures for use of the GTCC (Appendix E).

[redacted]
(b) (3) - P.L. 86-36
(b) (6)

(U) Testimonial Evidence

[redacted]
(b) (3) - P.L. 86-36

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

(U//~~FOUO~~) On May 30, 2013, [redacted] Deputy Chief, [redacted] was interviewed and provided the following sworn testimony.

(U//~~FOUO~~) From July 2011-January 2012, [redacted]

[redacted] Because of her position as team lead she was the default person to travel, unless she could find a suitable replacement. It was difficult to find people willing to travel and many times she did not find someone until the last moment.

Anticipating that she would have to go, she would take cash advances for travel necessities. She did not have approved RTAs for the trips she presumed she would have to go on, as the RTAs were typically generated in one day at the last moment. If and when another traveler was found, she paid back the advance to Citibank. She did this until she "got behind" in her payments.

(U//~~FOUO~~) Ultimately, [redacted] took two trips to [redacted]. She thought it was acceptable to take out cash advances for government travel and was surprised to learn that there was a cash limit on how much could be taken out. She thought a traveler could withdraw as much money as was needed for the trip. She remembered signing the travel card agreement, but admitted that she did not read it carefully and was unaware of the rules regarding cash advances. She understood that it was her responsibility to pay the balance on the travel card after reimbursement by the government. [redacted] made no personal purchases on her government credit card that were not associated with her two trips to [redacted].

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

(U//~~FOUO~~) [redacted] could not explain 1) why she had taken out numerous cash advances within days of one another if the cash was needed for a single trip, 2) why it was necessary to continue taking out cash advances when a trip failed to materialize, or 3) why thousands of dollars were needed for domestic travel. The only explanation she could offer was that she had [redacted] and failed to keep track of her withdrawals. She admitted she did not keep the "travel" advances separate from her own personal funds. She denied several times using the cash advances for personal expenses of any kind.

(U//~~FOUO~~) [redacted] also denied having financial problems that led to the cash advances or her non-payment of the bill. She attributed her non-payments to losing track of the bills when [redacted]. She did not remember seeing any of the delinquency notices [redacted] sent to her. She has too much email and does not read it all. She also thought it was standard practice to have one's salary offset when there was an outstanding balance on the government travel card.

(b) (6)

(U//~~FOUO~~) Because of [redacted] [redacted] no longer travels. She agreed, however, never to use her government travel card for unauthorized purposes in the future.

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

(U) Analysis and Conclusions

(U//~~FOUO~~) DoD and NSA policies require personnel to use government property for authorized purposes only. GTCC cardholders may only take out cash advances in connection with official travel validated by an RTA. A review of [redacted] approved RTAs and GTCC statements for the period of June 24, 2011- January 23, 2013 show that [redacted] used her GTCC on 17 separate occasions for \$5,612.00 in cash advances unrelated to official government travel. Although [redacted] argued that she was told she might have to travel and was planning to use the money for official travel, she admitted she did not have approved RTAs for the trips.

Furthermore, when the trips failed to materialize, she neither paid back the money nor stopped withdrawing cash.

(U//~~FOUO~~) GTCC cardholders are also required to pay all undisputed charges in a timely manner, upon receipt of the monthly bill. In the eleven months between June 2011 and April 2012, [redacted] only made three attempts to pay part of her outstanding balance. Despite the numerous past due notices sent to her, [redacted] made no arrangements to pay her bill. As a result of her failure to pay the credit card, she was involuntarily enrolled in a salary offset program, whereby a portion of her earnings was deducted to pay her outstanding credit card balance. The only explanation [redacted] could offer for her failure to pay was that she lost track of the bills when [redacted] and that she did not see the past due notices sent to her.

(b) (6)

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted] misused her issued GTCC. Analysis of [redacted] approved RTAs and GTCC statements revealed that she used her GTCC on 17 separate occasions for cash advances unrelated to official government business. [redacted] also repeatedly failed to pay her GTCC balance in full or on time. Her actions were in violation of 5 C.F.R. § 2635.101 (b), Basic Obligation of Public Service, General Provisions; 5 C.F.R. § 2635.704 (a), Use of Government Property; 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.

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

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0070

IV. (U) RESPONSE TO TENTATIVE CONCLUSION

(U//~~FOUO~~) [redacted] was given the opportunity to respond to the OIG's tentative conclusion on September 7, 2013; September 16, 2013; and September 20, 2013. She declined to respond and the tentative conclusion became final.

[redacted]
(b) (3) - P.L. 86-36
(b) (6)

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

V. (U) CONCLUSION

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted] misused her issued GTCC by taking cash advances unrelated to official government travel and by failing to pay her GTCC balance in full or on time, June 2011 – January 2013, in violation of 5 C.F.R. § 2635.101 (b), Basic Obligation of Public Service, General Provisions; 5 C.F.R. § 2635.704 (a), Use of Government Property; 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.

[redacted]
(b) (3) - P.L. 86-36
(b) (6)

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0070

VI. (U) DISTRIBUTION OF RESULTS

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

1. M/ER for information and any appropriate action.
2. OGC, Administrative Law & Ethics, D23, for information, and;
3. Q234, Special Actions, for information and any appropriate action.

Concurred by:

[Redacted Signature]

Investigator

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

[Redacted Signature]

Assistant Inspector General
for
Investigations

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0070

APPENDIX A

(U) Applicable Authorities

Personnel Privileged Information
~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

(U) 5 C.F.R. § 2635.101 (b)(9), Basic Obligation of Public Service, General Provisions

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

(U) 5 C.F.R. § 2635.704 (a), Use of Government Property

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

(U) 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.

(U) 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

(U//~~FOUO~~) Generally, every employee is expected to:

...

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

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0070

APPENDIX B

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

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

MAY-22-2013 15:06
Statement Detail

TRAVEL CARD SERVICES

[Redacted]

P.01

Page 1 of 3

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

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

Cardholder Statement

Cardholder
Product Type
Default MAC

[Redacted]
TRAVEL - Individually Billed

Account Number
Statement Period

[Redacted]
06/24/2011 - 07/22/2011

Statement Status New

Previous Balance	\$ 0.00	Total Payments	\$ 0.00	Total Amount Due	\$ 1,284.77
Purchases	\$ 747.63	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 537.14	Other Credits	\$ 0.00	Statement Total	\$ 1,284.77
				Tax Total	\$ 1.13

post date	tran date	last alloc date time	merchant	amount	status
07/08/2011	07/08/2011		[Redacted]	\$ 20.00	
	bill acct			orig amt	\$ 20.00
	ref num			settlement	\$ 20.00
	tran code			conv rate	0
				conv date	N/A
07/18/2011	07/15/2011		[Redacted]	\$ 6.04	
	bill acct			orig amt	\$ 6.04
	ref num			settlement	\$ 6.04
	tran code			conv rate	0
				conv date	N/A
07/18/2011	07/15/2011		[Redacted]	\$ 29.80	
	bill acct			orig amt	\$ 29.80
	ref num			settlement	\$ 29.80
	tran code			conv rate	0
				conv date	N/A
07/18/2011	07/15/2011		[Redacted]	\$ 302.00	
	bill acct			orig amt	\$ 302.00
	ref num			settlement	\$ 302.00
	tran code			conv rate	0
				conv date	N/A
07/18/2011	07/15/2011		[Redacted]	\$ 437.80	
	bill acct			orig amt	\$ 437.80
	ref num			settlement	\$ 437.80
	tran code			conv rate	0
				conv date	N/A
07/18/2011	07/16/2011		[Redacted]	\$ 102.50	
	bill acct			orig amt	\$ 102.50
	ref num			settlement	\$ 102.50
	tran code			conv rate	0
				conv date	N/A
07/18/2011	07/16/2011		[Redacted]	\$ 2.05	

[Redacted]

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

bill acct
ref num
tran code

(b) (6)

07/19/2011 07/17/2011

bill acct
ref num
tran code

07/19/2011 07/17/2011

bill acct
ref num
tran code

07/19/2011 07/18/2011

bill acct
ref num
tran code

07/19/2011 07/18/2011

bill acct
ref num
tran code

07/19/2011 07/18/2011

bill acct
ref num
tran code

07/21/2011 07/20/2011

bill acct
ref num
tran code

07/22/2011 07/20/2011

bill acct
ref num
tran code

07/22/2011 07/21/2011

bill acct

orig amt \$ 2.05
settlement \$ 2.05
conv rate 0
conv date N/A

\$ 25.00

orig amt \$ 25.00
settlement \$ 25.00
conv rate 0
conv date N/A

\$ 7.78

orig amt \$ 7.78
settlement \$ 7.78
conv rate 0
conv date N/A

\$ 17.35

orig amt \$ 17.35
settlement \$ 17.35
conv rate 0
conv date N/A

\$ 2.05

orig amt \$ 2.05
settlement \$ 2.05
conv rate 0
conv date N/A

\$ 102.50

orig amt \$ 102.50
settlement \$ 102.50
conv rate 0
conv date N/A

\$ 14.66

orig amt \$ 14.66
settlement \$ 14.66
conv rate 0
conv date N/A

\$ 16.43

orig amt \$ 16.43
settlement \$ 16.43
conv rate 0
conv date N/A

\$ 21.29

orig amt \$ 21.29

MAY-22-2013 13:05
Statement Detail

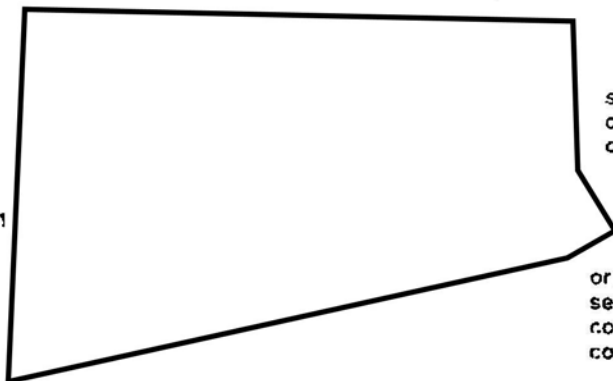
TRAVEL CARD SERVICES

[Redacted]

ref num
tran code

07/22/2011 07/21/2011

bill acct
ref num
tran code



settlement
conv rate
conv date

\$ 21.29
0
N/A

orig amt
settlement
conv rate
conv date

\$ 177.52
\$ 177.52
0
N/A

--End of Statement--

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

(b) (6)

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

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

Cardholder Statement

Cardholder	[Redacted]	Account Number	[Redacted]	Statement Status	New
Product Type	TRAVEL - Individually Billed	Statement Period	07/23/2011 - 08/23/2011		
Default MAC					

Previous Balance	\$ 1,284.77	Total Payments	\$ 1,287.04	Total Amount Due	\$ 414.92
Purchases	\$ 417.19	Previous Disputes	\$ N/A	Current Disputes	\$ N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ -869.85
				Tax Total	\$ 0.58

post date	tran date	last alloc date	time	merchant	amount	status
07/25/2011	07/21/2011			[Redacted]	\$ 25.00	
	bill acct				orig amt	\$ 25.00
	ref num				settlement	\$ 25.00
	tran code				conv rate	0
					conv date	N/A
07/25/2011	07/21/2011			[Redacted]	\$ 8.85	
	bill acct				orig amt	\$ 8.85
	ref num				settlement	\$ 8.85
	tran code				conv rate	0
					conv date	N/A
07/25/2011	07/21/2011			[Redacted]	\$ 8.70	
	bill acct				orig amt	\$ 8.70
	ref num				settlement	\$ 8.70
	tran code				conv rate	0
					conv date	N/A
07/25/2011	07/22/2011			[Redacted]	\$ 374.64	
	bill acct				orig amt	\$ 374.64
	ref num				settlement	\$ 374.64
	tran code				conv rate	0
					conv date	N/A
08/23/2011	08/22/2011			SPLIT DISBURSEMENT PAYMEN	\$ -1,287.04	
	bill acct			[Redacted]	orig amt	\$ 1,287.04
	ref num				settlement	\$ -1,287.04
	tran code				conv rate	0
					conv date	N/A

End of Statement

(b) (6)

MAY-22-2013 15:07
Statement Detail

TRAVEL CARD SERVICES

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

Page 1 of 1

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

Cardholder Statement

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

Previous Balance	\$ 414.92	Total Payments	\$ 0.00	Total Amount Due	\$ 444.72
Purchases	\$ 467.60	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 437.80	Statement Total	\$ 29.80
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
08/26/2011	08/24/2011		[Redacted]	\$ 29.80		
bill acct				orig amt	\$ 29.80	
ref num				settlement	\$ 29.80	
tran code				conv rate	0	
				conv date	N/A	
08/26/2011	08/24/2011		[Redacted]	\$ 437.80		
bill acct				orig amt	\$ 437.80	
ref num				settlement	\$ 437.80	
tran code				conv rate	0	
				conv date	N/A	
09/16/2011	09/07/2011		[Redacted]	\$ -437.80		
bill acct				orig amt	\$ 437.80	
ref num				settlement	\$ -437.80	
tran code				conv rate	0	
				conv date	N/A	

--End of Statement

(b) (6)

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

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

Cardholder Statement

Cardholder [Redacted] **Account Number** [Redacted] **Statement Status** New
Product Type TRAVEL - Individually Billed **Statement Period** 09/24/2011 - 10/21/2011
Default MAC

Previous Balance	\$ 444.72	Total Payments	\$ 0.00	Total Amount Due	\$ 548.76
Purchases	\$ 0.00	Previous Disputes	\$ N/A	Current Disputes	\$ N/A
Other Debits	\$ 104.04	Other Credits	\$ 0.00	Statement Total	\$ 104.04
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
10/10/2011	10/10/2011		[Redacted]	\$ 102.00	
	bill acct			orig amt	\$ 102.00
	ref num			settlement	\$ 102.00
	tran code			conv rate	0
				conv date	N/A
10/10/2011	10/10/2011		[Redacted]	\$ 2.04	
	bill acct			orig amt	\$ 2.04
	ref num			settlement	\$ 2.04
	tran code			conv rate	0
				conv date	N/A

--End of Statement--

(b) (6)

01/11/2013 12:14
Statement Detail

TRAVEL CARD SERVICES

[Redacted]

P.02

Page 1 of 4

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

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

Cardholder Statement

Cardholder
Product Type
Default MAC

[Redacted]
TRAVEL - Individually Billed

Account Number
Statement Period

[Redacted]
10/22/2011 - 11/23/2011

Statement Status New

Previous Balance	\$ 548.76	Total Payments	\$ 944.72	Total Amount Due	\$ 3,089.44
Purchases	\$ 1,190.91	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 2,294.49	Other Credits	\$ 0.00	Statement Total	\$ 2,540.68
				Tax Total	\$ 0.00

post date	tran date	last alloc date	time	merchant	amount	status	t
11/11/2011	11/09/2011			[Redacted]	\$ 580.80		
	bill acct			[Redacted]	orig amt	\$ 580.80	
	ref num			[Redacted]	settlement	\$ 580.80	
	tran code			[Redacted]	conv rate	0	
				[Redacted]	conv date	N/A	
11/11/2011	11/09/2011			[Redacted]	\$ 31.00		
	bill acct			[Redacted]	orig amt	\$ 31.00	
	ref num			[Redacted]	settlement	\$ 31.00	
	tran code			[Redacted]	conv rate	0	
				[Redacted]	conv date	N/A	
11/14/2011	11/13/2011			[Redacted]	\$ 502.00		
	bill acct			[Redacted]	orig amt	\$ 502.00	
	ref num			[Redacted]	settlement	\$ 502.00	
	tran code			[Redacted]	conv rate	0	
				[Redacted]	conv date	N/A	
11/14/2011	11/13/2011			[Redacted]	\$ 10.04		
	bill acct			[Redacted]	orig amt	\$ 10.04	
	ref num			[Redacted]	settlement	\$ 10.04	
	tran code			[Redacted]	conv rate	0	
				[Redacted]	conv date	N/A	
11/15/2011	11/14/2011			[Redacted]	\$ 25.67		
	bill acct			[Redacted]	orig amt	\$ 25.67	
	ref num			[Redacted]	settlement	\$ 25.67	
	tran code			[Redacted]	conv rate	0	
				[Redacted]	conv date	N/A	
11/15/2011	11/14/2011			PAYMENT RECEIVED - THANK	\$ -444.72		
	bill acct			[Redacted]	orig amt	\$ 444.72	
	ref num			[Redacted]	settlement	\$ -444.72	
	tran code			[Redacted]	conv rate	0	
				[Redacted]	conv date	N/A	
11/16/2011	11/14/2011			[Redacted]	\$ 8.09		

bill acct
ref num
tran code

orig amt \$ 8.09
settlement \$ 8.09
conv rate 0
conv date N/A

11/18/2011 11/14/2011

\$ 444.72

bill acct
ref num
tran code

(b) (6)

orig amt \$ 444.72
settlement \$ 444.72
conv rate 0
conv date N/A

11/18/2011 11/15/2011

\$ 17.40

bill acct
ref num
tran code

orig amt \$ 17.40
settlement \$ 17.40
conv rate 0
conv date N/A

11/17/2011 11/16/2011

\$ 30.63

bill acct
ref num
tran code

orig amt \$ 30.63
settlement \$ 30.63
conv rate 0
conv date N/A

11/17/2011 11/16/2011

\$ 4.06

bill acct
ref num
tran code

orig amt \$ 4.06
settlement \$ 4.06
conv rate 0
conv date N/A

11/17/2011 11/16/2011

\$ 203.00

bill acct
ref num
tran code

orig amt \$ 203.00
settlement \$ 203.00
conv rate 0
conv date N/A

11/21/2011 11/17/2011

\$ 17.43

bill acct
ref num
tran code

orig amt \$ 17.43
settlement \$ 17.43
conv rate 0
conv date N/A

11/21/2011 11/18/2011

\$ 5.85

bill acct
ref num
tran code

orig amt \$ 5.85
settlement \$ 5.85
conv rate 0
conv date N/A

11/21/2011 11/18/2011

\$ 19.90

bill acct

orig amt \$ 19.90

MAY-22-2013 12:14
Statement Detail

TRAVEL CARD SERVICES

P.04
Page 3 of 4

ref num
tran code

11/18/2011 11/18/2011

bill acct
ref num
tran code

11/18/2011 11/18/2011

bill acct
ref num
tran code

11/21/2011 11/18/2011

bill acct
ref num
tran code

11/21/2011 11/18/2011

bill acct
ref num
tran code

11/21/2011 11/19/2011

bill acct
ref num
tran code

11/21/2011 11/19/2011

bill acct
ref num
tran code

11/21/2011 11/20/2011

bill acct
ref num
tran code

11/21/2011 11/20/2011

bill acct
ref num



settlement \$ 18.90
conv rate 0
conv date N/A

\$ 4.05

orig amt \$ 4.05
settlement \$ 4.05
conv rate 0
conv date N/A

\$ 202.50

orig amt \$ 202.50
settlement \$ 202.50
conv rate 0
conv date N/A

\$ 5.09

orig amt \$ 5.09
settlement \$ 5.09
conv rate 0
conv date N/A

\$ 448.05

orig amt \$ 448.05
settlement \$ 448.05
conv rate 0
conv date N/A

\$ 302.00

orig amt \$ 302.00
settlement \$ 302.00
conv rate 0
conv date N/A

\$ 6.04

orig amt \$ 6.04
settlement \$ 6.04
conv rate 0
conv date N/A

\$ 6.04

orig amt \$ 6.04
settlement \$ 6.04
conv rate 0
conv date N/A

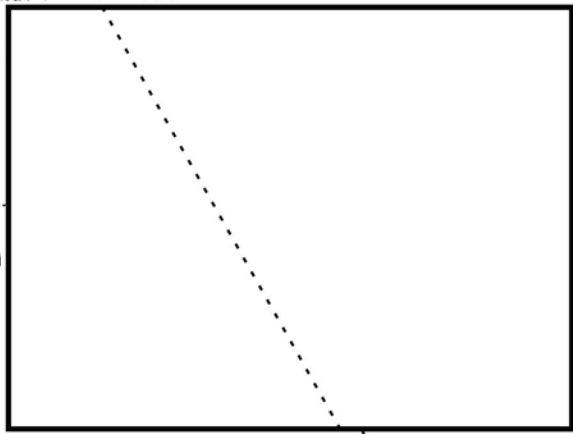
\$ 302.00

orig amt \$ 302.00
settlement \$ 302.00

[Redacted]

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

tran code	conv rate	conv date	orig amt	settlement	conv rate	conv date
[Redacted]						
11/22/2011 11/21/2011			\$ 302.00	\$ 302.00	0	N/A
bill acct						
ref num						
tran code						
11/22/2011 11/21/2011			\$ 6.04	\$ 6.04	0	N/A
bill acct						
ref num						
tran code						
11/22/2011 11/22/2011			\$ -300.00	\$ 300.00	0	N/A
				\$ -300.00		
bill acct						
ref num						
tran code						
11/22/2011 11/22/2011			\$ -200.00	\$ 200.00	0	N/A
				\$ -200.00		
bill acct						
ref num						
tran code						



[Redacted]

(b) (6)

[Redacted]

--End of Statement--

Statement Detail

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

Cardholder Statement

Cardholder [Redacted] Account Number [Redacted]
Product Type TRAVEL - Individually Billed Statement Period 11/24/2011 - 12/23/2011 Statement Status New
Default MAC

Previous Balance \$ 3,089.44 Total Payments \$ 1,080.85 Total Amount Due \$ 6,724.67
Purchases \$ 0.00 Previous Disputes N/A Current Disputes N/A
Other Debits \$ 4,696.08 Other Credits \$ 0.00 Statement Total \$ 3,635.23
Tax Total \$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
11/28/2011	11/27/2011		[Redacted]	\$ 402.50	
	bill acct			orig amt	\$ 402.50
	ref num			settlement	\$ 402.50
	tran code			conv rate	0
				conv date	N/A
11/28/2011	11/27/2011		(b) (6)	\$ 8.05	
	bill acct			orig amt	\$ 8.05
	ref num			settlement	\$ 8.05
	tran code			conv rate	0
				conv date	N/A
12/05/2011	12/03/2011		[Redacted]	\$ 4.06	
	bill acct			orig amt	\$ 4.06
	ref num			settlement	\$ 4.06
	tran code			conv rate	0
				conv date	N/A
12/05/2011	12/03/2011		[Redacted]	\$ 203.00	
	bill acct			orig amt	\$ 203.00
	ref num			settlement	\$ 203.00
	tran code			conv rate	0
				conv date	N/A
12/05/2011	12/05/2011		[Redacted]	\$ 10.04	
	bill acct			orig amt	\$ 10.04
	ref num			settlement	\$ 10.04
	tran code			conv rate	0
				conv date	N/A
12/05/2011	12/05/2011		[Redacted]	\$ 502.00	
	bill acct			orig amt	\$ 502.00
	ref num			settlement	\$ 502.00
	tran code			conv rate	0
				conv date	N/A
12/07/2011	12/07/2011		[Redacted]	\$ 101.50	

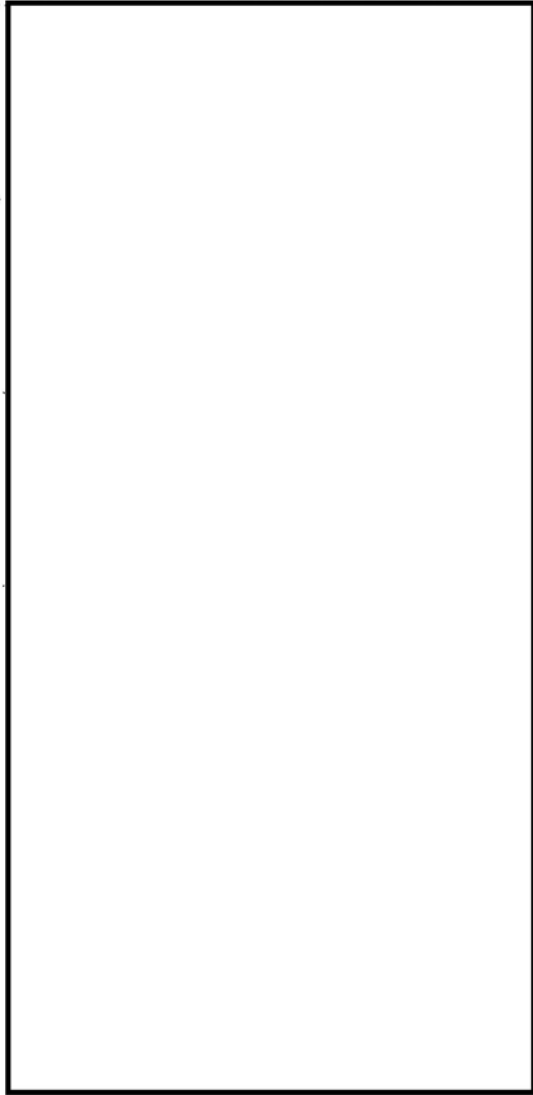
https://www.cards.citidirect.com/StmtPrint.asp?id=18345584&inq=0&option=0&_TS=78... 6/27/2012

Statement Detail

bill acct ref num tran code	orig amt settlement conv rate conv date	\$	101.50 101.50 0 N/A
12/07/2011 12/07/2011		\$	2.03
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	2.03 2.03 0 N/A
12/09/2011 12/08/2011	SPLIT DISBURSEMENT PAYMEN		\$ -1,060.85
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	1,060.85 -1,060.85 0 N/A
12/12/2011 12/09/2011		\$	300.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	300.00 300.00 0 N/A
12/12/2011 12/09/2011		\$	6.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	6.00 6.00 0 N/A
12/12/2011 12/10/2011		\$	502.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	502.00 502.00 0 N/A
12/12/2011 12/10/2011		\$	10.04
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	10.04 10.04 0 N/A
12/15/2011 12/15/2011		\$	10.04
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	10.04 10.04 0 N/A
12/15/2011 12/15/2011		\$	502.00
bill acct	orig amt	\$	502.00



(b) (6)



Statement Detail

ref num	tran code	settlement	conv rate	conv date	orig amt	settlement	conv rate	conv date
		\$	502.00	0			N/A	
12/16/2011	12/16/2011	\$	10.06					
bill acct	ref num	tran code	orig amt	\$	10.06	settlement	\$	10.06
			conv rate		0	conv rate		0
			conv date		N/A	conv date		N/A
12/18/2011	12/18/2011	\$	503.00					
bill acct	ref num	tran code	orig amt	\$	503.00	settlement	\$	503.00
			conv rate		0	conv rate		0
			conv date		N/A	conv date		N/A
12/19/2011	12/18/2011	\$	6.00					
bill acct	ref num	tran code	orig amt	\$	6.00	settlement	\$	6.00
			conv rate		0	conv rate		0
			conv date		N/A	conv date		N/A
12/19/2011	12/18/2011	\$	300.00					
bill acct	ref num	tran code	orig amt	\$	300.00	settlement	\$	300.00
			conv rate		0	conv rate		0
			conv date		N/A	conv date		N/A
12/20/2011	12/20/2011	\$	300.00					
bill acct	ref num	tran code	orig amt	\$	300.00	settlement	\$	300.00
			conv rate		0	conv rate		0
			conv date		N/A	conv date		N/A
12/20/2011	12/20/2011	\$	6.00					
bill acct	ref num	tran code	orig amt	\$	6.00	settlement	\$	6.00
			conv rate		0	conv rate		0
			conv date		N/A	conv date		N/A
12/21/2011	12/20/2011	\$	4.04					
bill acct	ref num	tran code	orig amt	\$	4.04	settlement	\$	4.04
			conv rate		0	conv rate		0
			conv date		N/A	conv date		N/A
12/21/2011	12/20/2011	\$	202.00					
bill acct	ref num		orig amt	\$	202.00	settlement	\$	202.00

(b) (6)

Statement Detail

tran code

12/22/2011 12/21/2011

bill acct
ref num
tran code

12/22/2011 12/21/2011

bill acct
ref num
tran code

12/22/2011 12/22/2011

bill acct
ref num
tran code

12/22/2011 12/22/2011

bill acct
ref num
tran code



conv rate 0
conv date N/A

\$ 10.06

orig amt \$ 10.06
settlement \$ 10.06
conv rate 0
conv date N/A

\$ 503.00

orig amt \$ 503.00
settlement \$ 503.00
conv rate 0
conv date N/A

\$ 283.00

orig amt \$ 283.00
settlement \$ 283.00
conv rate 0
conv date N/A

\$ 5.66

orig amt \$ 5.66
settlement \$ 5.66
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 [REDACTED] Account Number [REDACTED] Statement Status **New**
 Product Type **TRAVEL - Individually Billed** Statement Period **01/24/2012 - 02/23/2012**
 Default MAC

Previous Balance	\$ 6,724.67	Total Payments	\$ 0.00	Total Amount Due	\$ 6,763.67
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ 29.00
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
02/07/2012	02/07/2012		[REDACTED]	\$ 29.00		
bili acct		[REDACTED]	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] **Account Number** [Redacted]
Product Type TRAVEL - Individually Billed **Statement Period** 02/24/2012 - 03/23/2012 **Statement Status** New
Default MAC

Previous Balance	\$ 6,753.67	Total Payments	\$ 0.00	Total Amount Due	\$ 6,782.67
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ 29.00
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
03/09/2012	03/09/2012	[Redacted]	[Redacted]	\$ 29.00		
bill acct		[Redacted]	orig amt	\$ 29.00		
ref num		[Redacted]	settlement	\$ 29.00		
tran code		[Redacted]	conv rate	0		
		[Redacted]	conv date	N/A		

-End of Statement-

Statement Detail

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

Cardholder Statement

Cardholder	[Redacted]	Account Number	[Redacted]	Statement Status	New
Product Type	TRAVEL - Individually Billed	Statement Period	03/24/2012 - 04/23/2012		
Default MAC					

Previous Balance	\$ 6,782.67	Total Payments	\$ 0.00	Total Amount Due	\$ 6,886.67
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 114.00	Other Credits	\$ 0.00	Statement Total	\$ 114.00
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
04/03/2012	04/03/2012	[Redacted]	SALARY OFFSET ENROLL DECL	\$ 85.00		
bill acct		[Redacted]	orig amt	\$ 85.00		
ref num		[Redacted]	settlement	\$ 85.00		
tran code		[Redacted]	conv rate	0		
		[Redacted]	conv date	N/A		
04/09/2012	04/09/2012	[Redacted]	[Redacted]	\$ 29.00		
bill acct		[Redacted]	orig amt	\$ 29.00		
ref num		[Redacted]	settlement	\$ 29.00		
tran code		[Redacted]	conv rate	0		
		[Redacted]	conv date	N/A		

--End of Statement--

Statement Detail

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

Cardholder Statement

Cardholder [Redacted]
Product Type TRAVEL - Individually Billed
Account Number [Redacted]
Statement Period 04/24/2012 - 05/23/2012
Statement Status New
Default MAC

Previous Balance \$ 6,896.67 Total Payments \$ 0.00 Total Amount Due \$ 6,925.67
Purchases \$ 0.00 Previous Disputes N/A Current Disputes N/A
Other Debits \$ 29.00 Other Credits \$ 0.00 Statement Total \$ 29.00
Tax Total \$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
05/08/2012	05/08/2012		[Redacted]	\$ 29.00		
bill acct		[Redacted]	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)

Statement Detail

Page 1 of 1

Cardholder Statement

Cardholder [REDACTED] Account Number [REDACTED]
 Product Type TRAVEL - Individually Billed Statement Period 05/24/2012 - 05/22/2012 Statement Status New
 Default MAC

Previous Balance	\$ 6,925.67	Total Payments	\$ 831.28	Total Amount Due	\$ 6,123.39
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 109.00	Other Credits	\$ 80.00	Statement Total	\$ -802.28
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
05/30/2012	05/28/2012		PAYMENT - THANK YOU	\$ -415.64		
bill acct			orig amt	\$ 415.64		
ref num			settlement	\$ -415.64		
tran code			conv rate	0		
			conv date	N/A		
06/04/2012	06/04/2012		SALARY OFFSET ENROLL FEE	\$ 80.00		
bill acct			orig amt	\$ 80.00		
ref num			settlement	\$ 80.00		
tran code			conv rate	0		
			conv date	N/A		
06/05/2012	06/04/2012		SALARY OFFSET APPROVED FE	\$ -80.00		
bill acct			orig amt	\$ 80.00		
ref num			settlement	\$ -80.00		
tran code			conv rate	0		
			conv date	N/A		
06/07/2012	06/07/2012		[REDACTED]	\$ 29.00		
bill acct			orig amt	\$ 29.00		
ref num			settlement	\$ 29.00		
tran code			conv rate	0		
			conv date	N/A		
06/13/2012	06/11/2012		PAYMENT - THANK YOU	\$ -415.64		
bill acct			orig amt	\$ 415.64		
ref num			settlement	\$ -415.64		
tran code			conv rate	0		
			conv date	N/A		

--End of Statement--

Statement Detail

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

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

Cardholder Statement

Cardholder
Product Type
Default MAC

TRAVEL - Individually Billed

Account Number
Statement Period

06/23/2012 - 07/23/2012

Statement Status New

Previous Balance	\$ 6,123.39	Total Payments	\$ 831.28	Total Amount Due	\$ 5,321.11
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ -802.28
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
06/26/2012	06/25/2012		PAYMENT - THANK YOU	\$ -415.64	
bill acct			orig amt	\$ 415.64	
ref num			settlement	\$ -415.64	
tran code			conv rate	0	
			conv date	N/A	
07/09/2012	07/09/2012			\$ 29.00	
bill acct			orig amt	\$ 29.00	
ref num			settlement	\$ 29.00	
tran code			conv rate	0	
			conv date	N/A	
07/11/2012	07/09/2012		PAYMENT - THANK YOU	\$ -415.64	
bill acct			orig amt	\$ 415.64	
ref num			settlement	\$ -415.64	
tran code			conv rate	0	
			conv date	N/A	

--End of Statement--

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

Cardholder Statement

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

Cardholder [Redacted] Account Number [Redacted]
Product Type TRAVEL - Individually Billed Statement Period 07/24/2012 - 08/23/2012
Default MAC [Redacted] Statement Status New

Previous Balance	\$ 5,321.11	Total Payments	\$ 1,246.92	Total Amount Due	\$ 4,103.19
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ -1,217.92
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
07/25/2012	07/23/2012	[Redacted]	PAYMENT - THANK YOU	\$ -415.64		
bill acct			orig amt	\$ 415.64		
ref num			settlement	\$ -415.64		
tran code			conv rate	0		
			conv date	N/A		
08/08/2012	08/06/2012	[Redacted]	PAYMENT - THANK YOU	\$ -415.64		
bill acct			orig amt	\$ 415.64		
ref num			settlement	\$ -415.64		
tran code			conv rate	0		
			conv date	N/A		
08/07/2012	08/07/2012	[Redacted]	[Redacted]	\$ 29.00		
bill acct			orig amt	\$ 29.00		
ref num			settlement	\$ 29.00		
tran code			conv rate	0		
			conv date	N/A		
08/22/2012	08/20/2012	[Redacted]	PAYMENT - THANK YOU	\$ -415.64		
bill acct			orig amt	\$ 415.64		
ref num			settlement	\$ -415.64		
tran code			conv rate	0		
			conv date	N/A		

--End of Statement--

(b) (6)

https://www.cards.citidirect.com/stmtPrint.asp?id=22389943&inq=0&option=0&_TS=73... 5/22/2013

ref num
tran code

[Redacted]

settlement \$ -415.64
conv rate 0
conv date N/A

--End of Statement--

(b) (6)

https://www.cards.citidirect.com/stmtPrint.asp?id=23029087&inq=0&option=0&_TS=44... 5/22/2013

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

[Redacted]

Cardholder Statement

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

Cardholder Product Type: TRAVEL - Individually Billed
Account Number: [Redacted]
Statement Period: 08/24/2012 - 09/21/2012
Statement Status: New

Previous Balance	\$ 4,103.19	Total Payments	\$ 779.44	Total Amount Due	\$ 3,323.75
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ -779.44
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
09/04/2012	09/03/2012	[Redacted]	PAYMENT - THANK YOU	\$ -388.06	
bill acct			orig amt	\$ 388.06	
ref num			settlement	\$ -388.06	
tran code			conv rate	0	
			conv date	N/A	
09/19/2012	09/17/2012	[Redacted]	PAYMENT - THANK YOU	\$ -391.38	
bill acct			orig amt	\$ 391.38	
ref num			settlement	\$ -391.38	
tran code			conv rate	0	
			conv date	N/A	

--End of Statement--

(b) (6)

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

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

Cardholder Statement

Cardholder
Product Type
Default MAC

TRAVEL - Individually Billed

Account Number
Statement Period

09/22/2012 - 10/23/2012

Statement Status New

Previous Balance	\$ 3,323.75	Total Payments	\$ 831.28	Total Amount Due	\$ 2,492.47
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ -831.28
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	type	
10/03/2012	10/01/2012		PAYMENT - THANK YOU	\$ -415.64			
bill acct			orig amt	\$ 415.64			
ref num			settlement	\$ -415.64			
tran code			conv rate	0			
			conv date	N/A			
10/17/2012	10/15/2012			PAYMENT - THANK YOU	\$ -415.64		
bill acct			orig amt	\$ 415.64			
ref num			settlement	\$ -415.64			
tran code			conv rate	0			
			conv date	N/A			

--End of Statement--

(b) (6)

12-16
Statement Detail

TRAVEL CARD SERVICES

[Redacted]

P.13

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

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

Cardholder Statement

Cardholder [Redacted] Account Number [Redacted]
Product Type TRAVEL - Individually Billed Statement Period 10/24/2012 - 11/23/2012 Statement Status New
Default MAC

Previous Balance	\$ 2,492.47	Total Payments	\$ 831.28	Total Amount Due	\$ 1,661.19
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ -831.28
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
10/31/2012	10/29/2012	[Redacted]	PAYMENT - THANK YOU	\$ -415.64		
bill acct			orig amt	\$ 415.64		
ref num			settlement	\$ -415.64		
tran code			conv rate	0		
			conv date	N/A		
11/14/2012	11/13/2012	[Redacted]	PAYMENT - THANK YOU	\$ -415.64		
bill acct			orig amt	\$ 415.64		
ref num			settlement	\$ -415.64		
tran code			conv rate	0		
			conv date	N/A		

(b) (6)

--End of Statement--

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

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

Cardholder Statement

Cardholder	[Redacted]	Account Number	[Redacted]	Statement Status	New
Product Type	TRAVEL - Individually Billed	Statement Period	11/24/2012 - 12/21/2012		
Default MAC					

Previous Balance	\$ 1,661.19	Total Payments	\$ 487.21	Total Amount Due	\$ 1,173.98
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ -487.21
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	
11/28/2012	11/26/2012	[Redacted]	PAYMENT - THANK YOU	\$ -415.64		
bill acct		[Redacted]		orig amt	\$ 415.64	
ref num		[Redacted]	(b) (6)	settlement	\$ -415.64	
tran code		[Redacted]		conv rate	0	
		[Redacted]		conv date	N/A	
12/11/2012	12/10/2012	[Redacted]	PAYMENT - THANK YOU	\$ -71.57		
bill acct		[Redacted]		orig amt	\$ 71.57	
ref num		[Redacted]		settlement	\$ -71.57	
tran code		[Redacted]		conv rate	0	
		[Redacted]		conv date	N/A	

-End of Statement-

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

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

Cardholder Statement

Cardholder Product Type: TRAVEL - Individually Billed
 Account Number: [Redacted]
 Statement Period: 12/22/2012 - 01/23/2013
 Statement Status: New

Previous Balance	\$ 1,173.98	Total Payments	\$ 1,173.98	Total Amount Due	\$ 0.00
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 0.00	Statement Total	\$ -1,173.98
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	orig amt	settlement	conv rate	conv date
12/27/2012	12/24/2012	[Redacted]	PAYMENT - THANK YOU	\$ -415.84		\$ 415.84	\$ -415.84	0	N/A
			bill acct ref num tran code						
01/09/2013	01/07/2013	[Redacted]	PAYMENT - THANK YOU	\$ -403.99		\$ 403.99	\$ -403.99	0	N/A
			bill acct ref num tran code						
01/23/2013	01/23/2013	[Redacted]	PAYMENT - THANK YOU	\$ -342.70		\$ 342.70	\$ -342.70	0	N/A
			bill acct ref num tran code						
01/23/2013	01/23/2013	[Redacted]	PAYMENT - THANK YOU	\$ -11.65		\$ 11.65	\$ -11.65	0	N/A
			bill acct ref num tran code						

-End of Statement-

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0070

APPENDIX C

(U//~~FOUO~~) Past Due Notices

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

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

[Redacted]

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

02/13/2012 04:37:02 PM
URGENT GTCC 75 Days Delinquent **URGENT**
Hello [Redacted]

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

It has been brought to our attention that your government issued travel charge card has a balance of \$6,753.67 of which \$2,028.59 is over 60 days past due and \$4,696.08 is over 30 days past due. After reviewing your TDY history, we found that:
You do not have any recent trips in the travel database. If you traveled for another organization, please track your reimbursement and promptly advise this office regarding the status. Failure to submit an expense report does not excuse you from paying your bill in accordance with Agency travel card policy (Corporate Travel Gram 01-2003, dated January 2003).
Your ATM and charging privileges have been suspended. Please be advised that your account will continue to accrue a \$29 late fee each month your outstanding balance remains unpaid. The late fee is not reimbursable by the Agency. At 120 days delinquent, your case will also be forwarded to Employee Relations for appropriate disciplinary action, unless you can establish that you have timely filed your claim and have not yet been reimbursed.
Furthermore, if your account remains delinquent, involuntary salary offset will be implemented.
You must pay Citi Bank in full immediately. Please contact me by e-mail NLT 22 January 2012 to inform me of the method that was used to pay your bill. Please refer to Corporate Travel Gram 01-2003 dated January 2003 for additional Agency policy on the travel card at:

[Redacted]

Thanks and Have a Good Day!

[Redacted]

[Redacted]

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

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

From: [Redacted]
Sent: Monday, March 12, 2012 8:40 AM
To: [Redacted]
Cc: [Redacted]
Subject: ****Action Required** Account 90 Days Past Due**

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

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

As of 03/12/2012, a review of the Citi government travel charge card (GTCC) database indicates that you are now over 90-days delinquent in the payment of your GTCC.

Total amount due is \$6,782.67.

Please be advised that your GTCC account will be cancelled on 03/17/2012(120-days delinquent) and any outstanding balance which is not formally disputed will be submitted to the Finance and Account Office for involuntary salary offset. The GTCC and Agency travel card policy (Corporate TravelGram 01-2008, dated May 2008, [Redacted])

[Redacted] requires all undisputed outstanding charges to be paid by the specified due date as stated on the Citi monthly statement.

Citi will automatically cancel any GTCC account that reaches the 120-day delinquency mark, with no reinstatement privileges. You are reminded that if you are required to travel in the future you will not receive a cash advance for the benefit of government transportation rates. All costs will be borne by you, the traveler, until you are reimbursed by the agency for which you traveled. Reimbursement by the Agency will not occur until you have submitted an expense report/voucher and the applicable receipts.

Non-compliance, or failure to adhere to the guidelines for the GTCC, can result in disciplinary action in accordance with PMM 30-2, Chapter 366, Section 3.1D Government Credit/Charge Cards [Redacted]. To resolve this delinquency, you may conduct a phone payment by calling the 800 number on the back of your Citi GTCC. NOTE: You MUST contact Citi from a home phone, DO NOT use a government phone exchange to contact Citi.

If you are financially unable to make a full payment, and wish to enter into a written agreement with Citi to make voluntary monthly payments and avoid involuntary salary offset, immediately contact the 800 number on the back of your GTCC to make the necessary arrangements. (DO NOT CONTACT CITI FROM AN AGENCY PHONE EXCHANGE.)

In accordance with the Travel and Transportation Reform Act of 1998, Public Law 105-264, 19 October 1998, and 41 C.F.R. Parts 301-54, and 301-76, and the Department of Defense Financial Management Regulation, Volume 8, paragraph 080602 (civilian employees), your outstanding balance will be sent to the Finance and Accounting Office for involuntary salary offset if your GTCC account is not paid in full within 30 days from the date of this notification. Deductions not to exceed 15% of your disposable net pay (gross pay less deductions for federal, state and local taxes, Medicare and/or OASDI, retirement, TSP, health insurance and basic life insurance) will be initiated until your balance has been paid in full. If you have paid this debt in full, or believe the debt is invalid, please send an e-mail to our e-

mail alias of: DL [redacted] You have the right to inspect and request copies of records related to your debt. You also have the right to request, in writing, a hearing concerning the amount and validity of the debt or the amount of involuntary deductions. To request a hearing, you must complete the Petition for Hearing Request form, which can be found at:

Thank You

[redacted]
(b) (3) - P.L. 86-36

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

From:
Sent:
To:
Cc:
Subject:

[Redacted]
Wednesday, April 18, 2012 8:23 AM

[Redacted]
[Redacted]

(U) Citibank Salary offset

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

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

As of 13 April 2012 ,Involuntary salary offset will be initiated if past due payments are not made. According to Citibank records you have not made a payment on your delinquent account since 12/08/11 in the amount of \$275.00. Please provide proof that payments have been made or your account will be forwarded to the Finance Office for involuntary salary offset for pay period 9-21, pay period beginning date of 04/08/12 and ending date of 04/21/12 (pay date of 04/27/12). Deductions will be initiated at 15% of your disposable pay \$415.64 and will continue until the outstanding balance has been paid in full.

[Redacted]

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

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0070

APPENDIX D

(U//FOUO) DoD Travel Card Services Statement of Understanding

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

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

DEPARTMENT OF DEFENSE
TRAVEL CARD SERVICES (TCS)
STATEMENT OF UNDERSTANDING
GOVERNMENT TRAVEL CARD PROGRAM

I certify that I have read Corporate Travel Gram 01-2008, Department of Defense Government Travel Card Policy, dated May 2008

I understand that the Government Travel Card Program is designed to improve the management and control of government travel and thereby promote the efficiency of the Federal Service. I also understand that I am authorized to use the Card only for that necessary and reasonable expenses incurred by me for official travel as explained in Corporate Travel Gram 01-2008.

The above limitation on card usage also applies to Automated Teller Machine (ATM) withdrawals. Current ATM withdrawal limit is \$1,000 weekly. My Component Program Manager (CPM), Field Site Point of Contact (FOC), or Agency Program Coordinator (APC) may increase the cash withdrawal limit when required. However, I will endeavor to charge expenses to the account wherever feasible versus cash withdrawals.

I understand that the issuance of this card to me is an extension of the employer-employee relationship and that I am being directed specifically to:

- Abide by all rules and regulations with respect to the card
- Use the card only for official travel validated by the RTA
- Pay all my charges upon receipt of the monthly Travel Card bill, in accordance with Agency travel card policy.
- Contact my CPM, Field Site FOC, or APC at any problem with respect to my usage of the card.
- Notify the card contractor, CPM, Field Site FOC, or APC if my card is lost or stolen

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

(Cardholder applicants must initial all the above provisions)

I also understand that failure on my part to abide by these rules or otherwise misuse of the card may result in disciplinary action being taken against me, in accordance with MPM 20-2, Chapter 366, Section 3.1.D Government Credit/Charge Cards (civilian employees) or in accordance with the applicable section of the Uniform Code Military Justice (UCMJ) (military members). I also acknowledge the right of the card contractor and/or Agency Program Manager/Coordinator to revoke or suspend my card privileges if I fail to abide by the terms of this agreement or the agreement I have signed with the travel card contractor.

Applicant's Signature _____

Applicant's Name _____

Applicant's Date of Birth, SSN _____

Applicant's Assigned Org. Date _____

Branch of Service (Military Personnel Only) CIV

Supervisor Signature (REQUIRED) _____

(b) (6)

NOTE: The Government Travel application cannot be processed without this form on file.

Privacy Act Statement: Auth: 50 USC 3025 and Pub. Law 86-36; NSA's Standard Routine Uses found at 50 Fed Reg 10251 (1985) apply to this information. Auth for requesting SSN: EO 13526. Info will be used to manage the Agency's Government Travel Card Program. SSN used to verify identity. Disclosure of the information, including SSN, is voluntary. Failure to furnish any of the information may delay activation of the government travel card.

FORM 231000 08 OCT 2009 1 of 1

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

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

IV-13-0070

APPENDIX E

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

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

Issue 01- 2008
(Revision to Issue 01-2008)
July 2009

(U) DEPARTMENT OF DEFENSE GOVERNMENT TRAVEL CARD PROCEDURES

(U) This Corporate TravelGram details the procedures for mandatory use of the Government travel charge card (travel card) under the "Travel and Transportation Reform Act of 1998" (TTRA), Public Law 105-264.

I. (U) PURPOSE:

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

(U//~~FOUO~~) The purpose of this Travel Gram is to inform National Security Agency employees (civilian and military on 4000 billets) of the basic NSA/CSS policy and procedures for using a government travel card, while traveling internationally (OCONUS) and in the continental United States (CONUS). Effective 1 October 1995, the individual Government travel card program was instituted agency wide for the payment of official travel related expenses. NSA's employees should use the travel card for all official travel expenses unless those expenses are otherwise exempted. (See section VIII of this Travel Gram)

(U//~~FOUO~~) Employees, [redacted] will be exempt from using the travel card. Employees must consult with the [redacted] prior to making travel arrangements.

II. (U) PROCEDURES FOR OBTAINING A TRAVEL CARD:

(U//~~FOUO~~) The Citibank charge card application form may be printed from, [go travelcard](#). The following sections must be completed: (Email address is not needed)

1. Name
2. Address
3. Social Security Number
4. Date of Birth
5. Cardholder's signature
6. Date
7. Credit Report Authorization
8. Supervisor's signature
9. Date

The remaining sections will be completed for you by the Agency Program Coordinator (APC).

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

(U//~~FOUO~~) Military personnel must complete and submit a direct deposit form and a military point-of-contact sheet (POC) with their Citibank charge card application. All of the forms can be accessed on the [redacted] websites.

(U//~~FOUO~~) Applicants must read, initial, and sign the Statement of Understanding Government Travel Card Program form (SOU). A supervisor's approval signature is required on the SOU form for both civilian and military personnel.

(U//~~FOUO~~) A listing of all APCs and additional points-of-contact for the Citibank travel card program can be found by typing "Go Travel" or "Go Travelcard" in the intranet browser.

(U//~~FOUO~~) Applicants will receive their travel cards usually within 7-10 business days. The travel cards will be mailed to the applicant's home addresses. If a travel card is not received within the 7-10 period the APC should be contacted.

(U//~~FOUO~~) **EXPEDITED CARD PROCESSING:** If an employee is required to perform a mission critical TDY and does not have a valid travel card, they must have their Request for Travel Authorization (RTA) processed through [redacted] prior to submitting the completed travel charge card application to the APC. Upon receipt of the application, the APC will initiate action with Citibank to expedite delivery of a travel card. There is an additional processing fee for the expedited card service which is reimbursable by the funding organization. Please note that someone must be available to sign for the card at the mailing or home address, or the card may be sent to either of the travel offices for pick-up.

III. (U) PROPER USE OF THE CITIBANK TRAVEL CARD:

(U//~~FOUO~~) Authorized use of the travel card is reserved for purchases related to and made during official Government travel only and which will be reimbursed using travel funds. Expenses to support travel mission should be not charged using this card. The travel card must be used for purchases such as the following:

- air travel
- rail travel
- lodging
- transportation services
- conference fees
- auto rental
- fuel
- ATM access
- service fee/agent fee/transaction fees

The travel card may be used at food service establishments. Use of the card for meals & incidentals expenses is not mandatory.

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

UNCLASSIFIED ~~FOR OFFICIAL USE ONLY~~**(U) Permanent Change of Station (PCS)**

(U//~~FOUO~~) Use of the travel card is required for purchases related to and made during official Government travel for a Permanent Change of Station. Examples of these expenses would include lodging rental cars, airfare and taxis. The card may also be used for meals.

(U//~~FOUO~~) The travel card should be used for purchases relating to the following entitlements:

- Temporary Quarters Subsistence Expense (TQSE)
- House Hunting Trip (HHT), including Airfare.
- Milceage and Per Diem (MIPD), including Airfare
- Temporary Quarters Subsistence Allowance (TQSA)
- Foreign Transfer Allowance (FTA)

(U//~~FOUO~~) The Travel Voucher Summary, Form DD 1351-2, should be submitted within five days of the completion of each entitlement. All necessary receipts should be attached to the signed travel voucher summary. Both the employee's signature and the Approving Official's (AO) signature are necessary on this form.

IV. (U) When the Employee Requires Cash:

(U//~~FOUO~~) Employees in preparation for official travel may need to withdraw cash from an ATM for incidental expenses, or in instances when a vendor will not accept the government travel card. Cardholders will be provided personal identification numbers (PIN), which will allow access to ATMs. The employee can always "customize" their pin number. The use of a travel card for cash withdrawals is limited to \$1,000 during a seven-day period. In circumstances where the cash limit is insufficient, the employee should contact the Agency Card Program Manager (CPM). Employees will be reimbursed for any fees associated with ATM withdrawals made using this card. Reimbursement of the ATM charge is only authorized for withdrawals made in conjunction with official travel. ATM withdrawals should not be made more than 3 working days prior to the start of the travel.

V. (U) EMPLOYEE REIMBURSEMENT:

(U//~~FOUO~~) DoD has mandated that all civilian employees and Military members must designate the portion of their reimbursement for charges made to the official travel card, be sent to Citibank to liquidate their bill. This amount should be recorded on the top of the RTA under the Split Disbursing area. If the outstanding balance is unknown, the employee may contact their APC for the correct amount. If an amount is not indicated on the RTA (except for sensitive TDYs), the following expenses will automatically be split disbursed to Citibank: air/train fare and service fee; lodging and lodging tax, rental car

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

and conference fee. If the total balance of the bill is not paid through split disbursement, the traveler is responsible for any remaining balance owed to the Bank.

(U//~~FOUO~~) [redacted] has been exempted from the mandate to split disburse funds. This option is not available for [redacted] reimbursements.

(U//~~FOUO~~) All TDY travel claims must be submitted to [redacted] within five (5) working days after the completion of each trip. Failure to submit a claim does not excuse the employee from paying the Citibank by the due date posted on the billing statement.

(U//~~FOUO~~) All PCS travel claims must be submitted to [redacted] within five (5) working days after the completion of the entitlement. Failure to submit a claim does not excuse the employee from paying the Citibank by the due date posted on the billing statement.

(U//~~FOUO~~) During long-term TDYs, those in excess of 45 days, the employee is required to submit a claim for each 30-day period. The claim must be submitted within 5 days after the end of each 30-day period. While in an extended TDY status, it is important that employees ensure their travel card bill is paid by the due date specified on the Citibank billing statement. To help facilitate this, employees are required to contact their APC or Field Site POC prior to departing on the extended TDY.

(U//~~FOUO~~) Employees shall be reimbursed no later than 30 days after submitting to the Travel Entitlements Branch, a properly completed claim for reimbursement.

(U//~~FOUO~~) Each claim must include: RTA with AO's signature and employee's signature, as well as paid receipts for lodging, transportation tickets, rental car, conference fees and any item \$75.00 or more. Claims must be submitted to [redacted]

(U//~~FOUO~~) If reimbursement takes longer than 30 days, the Government may be required to pay the employee interest. Interest is payable, using the "Prompt Payment Act" interest rate, beginning on the 31st day after the submission of a properly filed travel claim and ending on the date that the payment is disbursed by the Government. The only exception to the requirement for this payment is when the payment would be less than \$1.00. In addition, the employee shall be paid an amount equal to any late payment charge that the travel card contractor would have been able to charge had the employee not paid the bill.

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.

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

(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. (U) MISUSE OF THE TRAVEL CARD:

(U//~~FOUO~~) Travel cards should be used only for reimbursable expenses associated with official travel which will be reimbursed on the RTA or DD1351-2.

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

UNCLASSIFIED ~~FOR OFFICIAL USE ONLY~~

(U//~~FOUO~~) Military Misuse: In accordance with the Memorandum of Agreement (MOA) between the Military Commands and the National Security Agency/Central Security Service, when misuse of the travel card is suspected Military accounts will be deactivated and a notice of deactivation will be sent to the respective parent command,

(U//~~FOUO~~) Civilian Misuse: If misuse of the travel card is suspected, the IBA will send an 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.

(U//~~FOUO~~) 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.

VIII. (U) EXCEPTIONS/EXEMPTIONS TO TRAVEL CARD USE:

(U//~~FOUO~~) Military or DoD civilian personnel whose use of the travel card, due to operational, security or other requirements of a mission, would pose a threat to national security, endanger the life or physical safety of travelers or others, or would compromise a law enforcement activity. Refer to Section 1 (PURPOSE, paragraph 2).

(U//~~FOUO~~) Military or DoD civilian personnel traveling to or in a foreign country where the political, financial, or communications infrastructure does not support the use of a travel card. Consult the for guidance.

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

(U//~~FOUO~~) Military or DoD civilian personnel that are determined to be infrequent travelers. An infrequent traveler is one who travels two or less times per year. While DoD has exempted infrequent travelers from the mandate to use the official charge card, NSA offers the card to all employees and will offer no special accommodations to those infrequent travelers who elect to not apply for the card.

(U//~~FOUO~~) Individuals employed or appointed on a temporary or intermittent basis upon a determination by the individual's supervisor or other appropriate official that the duration of the employment or appointment or other circumstances pertaining to such employment or appointment does not justify issuance of a travel card to such individual.

(U//~~FOUO~~) There are two exceptions when personal charges may appear on the official travel charge card. These are:

- a. personal lodging or rental car charges incurred in conjunction with official travel charges when travelers are extending their official time at the hotel or use of a rental vehicle to include personal (leave) time
- b. when travelers are charging expenses incidental to the hotel bill (exercise room fees, movie rentals, personal phone calls or beverages)

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

UNCLASSIFIED ~~FOR OFFICIAL USE ONLY~~

While these personal charges are not reimbursable, travelers will not be expected to use a personal charge card since these charges are incidental to use of the hotel /rental car. If the traveler elects to change hotels or rental vehicles during the personal time, the official charge card should not be used for these expenses.

(U//~~FOUO~~) FRIENDLY REMINDER: If an employee has any questions/concerns about their account, they should contact the APC. It is very important that the APC be notified of any address changes, name changes or to report a lost or stolen card. If an employee receives any inquiry for data, appearing to be from the Bank, either on the phone or through e-mail, the employee should not respond to it. The Citibank will not attempt to communicate via these modes. When this type of correspondence is received it should be reported to the APC.

(U//~~FOUO~~) EFFECTIVE DATE: This Corporate TravelGram is effective immediately and rescinds Corporate Travel Gram 01-2003. If you need additional information, please contact the Travel Card Program Office, 769-7100 (s) or [redacted]

NOTE: (U) The contents of this Corporate Travel Gram have been coordinated with the Office of General Counsel.

[redacted]
(b) (3) - P.L. 86-36

UNCLASSIFIED ~~FOR OFFICIAL USE ONLY~~