

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~

**NATIONAL SECURITY AGENCY/CENTRAL SECURITY
SERVICE**



**INSPECTOR GENERAL
REPORT OF INVESTIGATION**

20 September 2013

IV-13-0072

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 11-30-2018, FOIA Case # 79204 (litigation)

Release: 2018-12
NSA: 05876

~~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//~~FOUO~~

IV-13-0072

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 his government travel card (GTCC) when not in travel status and failed to pay his bill on time.

(U//~~FOUO~~) Analysis of [redacted] GTCC statements from August 2012 to February 2013 revealed that he used his GTCC for personal purchases and cash advances totaling \$3,702.47. [redacted] used his GTCC on seven separate occasions for cash advances totaling \$2,920.00. He also used the GTCC twelve times for personal purchases totaling \$782.47. His personal purchases included [redacted]

[redacted] initially denied, but later admitted, that he had used the GTCC for personal purchases [redacted]. He also testified that he had taken cash advances on the GTCC [redacted]

(U//~~FOUO~~) Although he incurred charges for personal expenses beginning in August 2012, [redacted] made no payments on his GTCC until November 2012. The payments he did make were partial payments; he carried a balance each month until February 2013, when he paid it off in full. [redacted] was also sent four past due notices between November 2012 and February 2013. [redacted] testified that he fell behind with his payments [redacted]

(b) (6)

- (U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted]
- 1) misused his issued GTCC by using it for personal purchases and cash advances totaling \$3,702.47, between August - December 2012, 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.
 - 2) misused his issued GTCC by failing to pay his GTCC balance in full or on time, between August 2012- February 2013, in violation of 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//~~FOUO~~

II. (U) BACKGROUND

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

(U) Introduction

(U//~~FOUO~~) [redacted] is the [redacted]
[redacted] completed one TDY during the time period reviewed for this investigation.

(U//~~FOUO~~) In February 2013, the Travel Entitlements Office notified Employee Relations that [redacted] appeared to have used his GTCC for cash advances and personal charges at retailers ([redacted]) while not in travel status for the Agency. Travel Entitlements also notified [redacted] three times that his account was past due. Employee Relations subsequently requested that the OIG open an investigation into the matter.

(b) (6)

(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

III. (U) FINDINGS

~~(U//FOUO)~~ **ALLEGATION 1:** Did [redacted] misuse his government travel credit card by making personal purchases and taking cash advances unrelated to official government business between August - December 2012, 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.

~~(U//FOUO)~~ **ALLEGATION 2:** Did [redacted] misuse his government travel credit card by failing to pay his GTCC balance in full or on time, between August 2012-February 2013, in violation of 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.

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

(U) Documentary Evidence

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

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

~~(S//NF)~~ The OIG obtained RTAs for [redacted] for the period of August 2012 - June 2013. [redacted] traveled on official business once during the period; he traveled [redacted] to NSA/W from November 5-10, 2012.

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

~~(U//FOUO)~~ The OIG obtained [redacted] GTCC statements for the period of August 2012 - February 2013 (Appendix B). Excluding the official travel period referenced above, the statements revealed personal purchases and cash advances totaling \$3,702.47. [redacted] used his GTCC on seven separate occasions between September 5, 2012 and December 12, 2012 for cash advances totaling \$2,920.00. He also used the GTCC twelve times between August 25, 2012 and November 19, 2012 for personal purchases totaling \$782.47. His personal

UNCLASSIFIED//~~FOUO~~

IV-13-0072

(b) (6)

purchases included [redacted]

(U//~~FOUO~~) Although he incurred charges for personal expenses beginning in August 2012, [redacted] made no payments until November 2012. [redacted] made partial payments of \$1000.00 in November 2012, \$1008.39 in December 2012, and two payments totaling \$2,449.35 in February 2013. [redacted] final payment on February 15, 2013 brought his account balance to zero. From August 2012 until his final payment on February 15, 2013, [redacted] carried a balance on the card each month.

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

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

(U//~~FOUO~~) The [redacted] sent [redacted] four past due notices via email between November 2012 and February 2013 (Appendix C). The first three notices, (dated November 14, 2012; December 12, 2012; and January 14, 2013) informed [redacted] that he was 45-days past due in paying his account. He was told that failure to make a payment would result in his card being suspended. In each notice, he was reminded that in accordance with agency GTCC policy (Corporate Travel Gram 01-2008), all charges on his GTCC were due upon receipt of his statement. The final past due notice, sent February 13, 2013, advised [redacted] that he was more than 60 days past due and his account would accrue a monthly \$29 late fee while the balance remained unpaid. He was also informed that his ATM and charging privileges had been suspended. All of the aforementioned notices included intranet links to the GTCC and Agency travel card policy (Corporate Travel Gram 01-2008). On February 13, 2013, [redacted] responded to the final past due notice and stated that he would pay the remaining balance of \$1,029 on February 15, 2013. On February 19, 2013, [redacted] again wrote to [redacted] and informed them that he had paid the outstanding balance.

(U//~~FOUO~~) Memorandum for the Record, Subject: [redacted] February 14, 2013.

(U//~~FOUO~~) The MFR documents a one-on-one discussion between [redacted] and his supervisor, [redacted] concerning [redacted] use of his GTCC. The MFR, dated February 14, 2013, states that during the aforementioned discussion, [redacted] admitted to the misuse of his GTCC and claimed that it was attributed to [redacted] and ongoing financial issues. The MFR goes on to state that this counseling was non-disciplinary, but did not preclude an administrative and/or disciplinary action to be taken from the appropriate Agency organization. [redacted] acknowledged receipt of the MFR with his signature (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).

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

UNCLASSIFIED//~~FOUO~~

UNCLASSIFIED//~~FOUO~~

IV-13-0072

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

(U) Testimonial Evidence

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

(U//~~FOUO~~) On July 3, 2013, [redacted] was interviewed by telephone and provided the following sworn testimony:

(U//~~FOUO~~) *Personal Purchases.* At first, [redacted] denied using his government-issued travel charge card for personal purchases and stated that he had used it at restaurants while on TDY. When it was pointed out to him that many of the charges were made while he was not in TDY-status, he conceded that the charges were for personal purchases. He explained that initially, he used the GTCC as an alternative when an attempt to pay a restaurant bill with his own credit card failed. He had no cash and claimed his card was denied as a security precaution because he was out of his local area.

(U//~~FOUO~~) *Cash Advances.* [redacted] admitted he had taken cash advances on his government-issued travel charge card that were unrelated to official government travel. When asked why he had used it for cash, he said he had been unable to access his money due to being out of the local area. When it was pointed out to him that many of the cash advance transactions were at [redacted], he said he used the GTCC because he did not have money in his own account and needed to pay for [redacted].

(U//~~FOUO~~) Initially, [redacted] had planned to tell someone about the misuse because he knew he was not supposed to use the card for personal purchases. But then nobody "said anything" and he paid it off without incident. [redacted] assumed that because he was on a PCS assignment [redacted] that there were different rules governing the card use. When he had [redacted] he had been encouraged to use the GTCC to buy personal items. He assumed as long as he paid it off, there was no issue.

(b) (6)

(U//~~FOUO~~) *Late payments.* [redacted] fell behind with his payments while he was dealing with [redacted]. It was never for frivolous reasons and he paid it all back, it was just late.

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

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

(U//~~FOUO~~) On August 20, 2013, [redacted] was interviewed and provided the following testimony:

(U//~~FOUO~~) [redacted] became aware of a problem with [redacted] GTCC when [redacted] as [redacted] supervisor, received notices that [redacted] was late in his payments. He received notices in December 2012, January 2013, and February 2013. He didn't understand where the notices were coming from because [redacted] hadn't traveled. [redacted] subsequently called Travel Entitlements and asked for copies of [redacted].

UNCLASSIFIED//~~FOUO~~

UNCLASSIFIED//~~FOUO~~

IV-13-0072

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

statements for the last 6 months (8/12;2/13). Right away he saw some things that did not make sense, such as cash withdrawals and restaurant charges.

(U//~~FOUO~~) In February 2013, [redacted] called [redacted] into his office to ask him about the charges. [redacted] admitted using his GTCC for personal use. He said [redacted]

[redacted] did not know what that had to do with charges at [redacted] and asked why [redacted] did not just use his own card. [redacted] said [redacted]

[redacted] remembered that [redacted] had [redacted] and [redacted]. At this point, [redacted] reported what he had learned to his supervisor and Employee Relations. [redacted] subsequently presented [redacted] with an MFR documenting the conversation he had with [redacted] about the misuse.

(b) (6)

(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. Analysis of [redacted] approved RTAs and GTCC statements show that he used his GTCC on seven separate occasions between September 5, 2012 and December 12, 2012 for \$2,920.00 in cash advances unrelated to official government business. [redacted] testified that he used the GTCC for personal cash advances because he did not have money in his own account and needed to pay for [redacted]

(U//~~FOUO~~) DoD regulations also prohibit the use of the GTCC for purchases related to personal, family, or household expenses. [redacted] GTCC statements reveal that he used the GTCC twelve times between August 25, 2012 and November 19, 2012 for personal purchases totaling \$782.47. His personal purchases included [redacted] and payments at a [redacted]. [redacted] initially denied, but later admitted, that he had used the GTCC for personal purchases [redacted]

(U//~~FOUO~~) [redacted] testified that when no one "said anything" about his personal use of the GTCC he assumed that the rules were different because he was on a PCS assignment. However, the NSA/CSS Corporate Travel Gram (Appendix D) clearly indicates that the GTCC is used 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. [redacted] was neither traveling for a PCS when he used the GTCC nor using it for travel-related expenses. [redacted] received four emails from Travel Entitlements with a link to the NSA/CSS Corporate Travel Gram.

(U//~~FOUO~~) GTCC cardholders are also required to pay all undisputed charges in a timely manner, upon receipt of the monthly bill. Although he incurred charges for personal expenses beginning in August 2012, [redacted] made no payments until November 2012. The

UNCLASSIFIED//~~FOUO~~

UNCLASSIFIED//~~FOUO~~

IV-13-0072

(b) (6)

payments he did make were partial payments; he carried a balance each month until February 2013, when he paid it off in full. [redacted] was also sent four past due notices between November 2012 and February 2013. [redacted] testified that he fell behind with his payments while he was [redacted]

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted]

- 1) misused his issued GTCC by using it for personal purchases and cash advances totaling \$3,702.47, between August 2012 – December 2012, 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.
- 2) misused his issued GTCC by failing to pay his GTCC balance in full or on time, between August 2012- February 2013, in violation of 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//~~FOUO~~

UNCLASSIFIED//~~FOUO~~

IV-13-0072

IV. (U) RESPONSE TO TENTATIVE CONCLUSION

(U//~~FOUO~~) [redacted] had no comment on the tentative conclusion, therefore the tentative conclusion became final.

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

UNCLASSIFIED//~~FOUO~~

UNCLASSIFIED//~~FOUO~~

IV-13-0072

V. (U) CONCLUSION

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

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that

- 1) misused his issued GTCC by using it for personal purchases and cash advances totaling \$3,702.47, between August 2012 – December 2012, 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.
- 2) misused his issued GTCC by failing to pay his GTCC balance in full or on time, between August 2012- February 2013, in violation of 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.

UNCLASSIFIED//~~FOUO~~

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//~~FOUO~~

IV-13-0072

APPENDIX A

(U) Applicable Authorities

UNCLASSIFIED//~~FOUO~~

UNCLASSIFIED//~~FOUO~~

IV-13-0072

(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//~~FOUO~~

UNCLASSIFIED//~~FOUO~~

IV-13-0072

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

UNCLASSIFIED//~~FOUO~~

Print Statements

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

Cardholder Statement

Cardholder Product Type **TRAVEL - Individually Billed** Account Number **[REDACTED]** Statement Period **08/24/2012 - 08/21/2012** Statement Status **New**
 Default MAC

Previous Balance	\$ 0.00	Total Payments	\$ 0.00	Total Amount Due	\$ 1,959.01
Purchases	\$ 515.84	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 1,443.07	Other Credits	\$ 0.00	Statement Total	\$ 1,959.01
				Tax Total	\$ 5.40

post date	tran date	last allot date	time	merchant	amount	status	type
08/27/2012	08/26/2012			[REDACTED]	\$ 62.89		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 62.89		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 62.89		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
09/03/2012	08/30/2012			[REDACTED]	\$ 150.00		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 150.00		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 150.00		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	N/A		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
09/05/2012	09/05/2012			[REDACTED]	\$ 502.50		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 502.50		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 502.50		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
09/05/2012	09/05/2012			[REDACTED]	\$ 11.06		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 11.06		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 11.06		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
09/10/2012	09/06/2012			[REDACTED]	\$ 48.00		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 48.00		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 48.00		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
09/10/2012	09/07/2012			[REDACTED]	\$ 11.09		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 11.09		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 11.09		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						

(b) (6)

09/10/2012	09/07/2012				504.00	
bill acct ref num		merch addr			orig amt \$ 504.00	
tran code		MCC			settlement \$ 504.00	
tax amt		MCC description			conv rate 0	
note		supplied by			conv date N/A	
09/12/2012	09/10/2012				44.00	
bill acct ref num		merch addr			orig amt \$ 44.00	
tran code		MCC			settlement \$ 44.00	
tax amt		MCC description			conv rate 0	
note		supplied by			conv date N/A	
09/19/2012	09/18/2012				41.50	
bill acct ref num		merch addr			orig amt \$ 41.50	
tran code		MCC			settlement \$ 41.50	
tax amt		MCC description			conv rate 0	
note		supplied by			conv date N/A	
09/19/2012	09/18/2012				202.00	
bill acct ref num		merch addr			orig amt \$ 202.00	
tran code		MCC			settlement \$ 202.00	
tax amt		MCC description			conv rate 0	
note		supplied by			conv date N/A	
09/19/2012	09/18/2012				\$ 4.44	
bill acct ref num		merch addr			orig amt \$ 4.44	
tran code		MCC			settlement \$ 4.44	
tax amt		MCC description			conv rate 0	
note		supplied by			conv date N/A	
09/21/2012	09/20/2012				\$ 189.55	
bill acct ref num		merch addr			orig amt \$ 189.55	
tran code		MCC			settlement \$ 189.55	
tax amt		MCC description			conv rate 0	
note		supplied by			conv date N/A	
09/21/2012	09/21/2012				\$ 4.48	
bill acct ref num		merch addr			orig amt \$ 4.48	
tran code		MCC			settlement \$ 4.48	
tax amt		MCC description			conv rate 0	
note		supplied by			conv date N/A	
09/21/2012	09/21/2012				\$ 203.50	

(b) (6)

bill acct	[Redacted]	merch addr	[Redacted]	orig amt	\$ 203.50
ref num		MCC		settlement	\$ 203.50
tran code		MCC descript		conv rate	0
tax amt		supplied by		conv date	N/A
note					

--End of Statement--

[Redacted]
(b) (6)

Print Statements

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

Cardholder Statement

Cardholder [REDACTED] Account Number [REDACTED]
 Product Type TRAVEL - Individually Billed Statement Period 09/22/2012 - 10/23/2012 Statement Status New
 Default MAC

Previous Balance	\$ 1,959.01	Total Payments	\$ 0.00	Total Amount Due	\$ 3,214.87
Purchases	\$ 231.03	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 1,027.63	Other Credits	\$ 2.00	Statement Total	\$ 1,256.66
				Tax Total	\$ 12.16

post date	tran date	last alloc date	time	merchant	amount	status	type
09/25/2012	09/24/2012			[REDACTED]	\$ 46.50		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 46.50		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 46.50		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
09/25/2012	09/26/2012			[REDACTED]	\$ 49.02		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 49.02		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 49.02		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
10/01/2012	09/28/2012			[REDACTED]	-\$ 0.00		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 3.00		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ -3.00		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
10/01/2012	09/29/2012			[REDACTED]	\$ 45.51		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 45.51		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 45.51		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
10/03/2012	10/02/2012			[REDACTED]	\$ 11.07		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 11.07		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 11.07		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						
10/03/2012	10/02/2012			[REDACTED]	503.00		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 503.00		
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 503.00		
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0		
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A		
note	[REDACTED]						

(b) (6)

10/08/2012	10/06/2012		\$	47.00	
bill acct		merch addr		orig amt	\$ 47.00
ref num		MCC		settlement	\$ 47.00
tran code		MCC description		conv rate	0
tax amt		supplied by		conv date	N/A
note					
10/15/2012	10/13/2012		\$	43.00	
bill acct		merch addr		orig amt	\$ 43.00
ref num		MCC		settlement	\$ 43.00
tran code		MCC description		conv rate	0
tax amt		supplied by		conv date	N/A
note					
10/18/2012	10/18/2012		\$	502.50	
bill acct		merch addr		orig amt	\$ 502.50
ref num		MCC		settlement	\$ 502.50
tran code		MCC description		conv rate	0
tax amt		supplied by		conv date	N/A
note					
10/18/2012	10/18/2012		\$	11.06	
bill acct		merch addr		orig amt	\$ 11.06
ref num		MCC		settlement	\$ 11.06
tran code		MCC description		conv rate	0
tax amt		supplied by		conv date	N/A
note					

(b) (6)

-End of Statement-

Print Statements

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

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	\$ 3,214.87	Total Payments	\$ 1,208.28	Total Amount Due	\$ 3,915.18
Purchases	\$ 1,392.78	Previous Disputes	\$ N/A	Current Disputes	\$ N/A
Other Debits	\$ 514.01	Other Credits	\$ 0.00	Statement Total	\$ 700.51
				Tax Total	\$ 4.50

post date	tran date	last alloc date	time	merchant	amount	status	type
(b) (6)	10/26/2012	10/24/2012		[Redacted]	\$ 445.60		[Redacted]
bill acct ref num	[Redacted]	merch addr	[Redacted]	orig amt	\$ 445.60	settlement	\$ 445.60
tran code	[Redacted]	MCC	[Redacted]	conv rate	0	conv date	N/A
tax amt	[Redacted]	MCC description	[Redacted]				
note	[Redacted]	supplied by	[Redacted]				
10/26/2012	10/24/2012			[Redacted]	\$ 26.00		
bill acct ref num	[Redacted]	merch addr	[Redacted]	orig amt	\$ 26.00	settlement	\$ 26.00
tran code	[Redacted]	MCC	[Redacted]	conv rate	0	conv date	N/A
tax amt	[Redacted]	MCC description	[Redacted]				
note	[Redacted]	supplied by	[Redacted]				
11/02/2012	10/31/2012			[Redacted]	\$ 26.00		
bill acct ref num	[Redacted]	merch addr	[Redacted]	orig amt	\$ 26.00	settlement	\$ 26.00
tran code	[Redacted]	MCC	[Redacted]	conv rate	0	conv date	N/A
tax amt	[Redacted]	MCC description	[Redacted]				
note	[Redacted]	supplied by	[Redacted]				
11/07/2012	11/06/2012			[Redacted]	\$ 148.00		[Redacted]
bill acct ref num	[Redacted]	merch addr	[Redacted]	orig amt	\$ 148.00	settlement	\$ 148.00
tran code	[Redacted]	MCC	[Redacted]	conv rate	0	conv date	N/A
tax amt	[Redacted]	MCC description	[Redacted]				
note	[Redacted]	supplied by	[Redacted]				
11/07/2012	11/07/2012			[Redacted]	\$ 502.95		[Redacted]
bill acct ref num	[Redacted]	merch addr	[Redacted]	orig amt	\$ 502.95	settlement	\$ 502.95
tran code	[Redacted]	MCC	[Redacted]	conv rate	0	conv date	N/A
tax amt	[Redacted]	MCC description	[Redacted]				
note	[Redacted]	supplied by	[Redacted]				
11/07/2012	11/07/2012			[Redacted]	\$ 11.08		
bill acct ref num	[Redacted]	merch addr	[Redacted]	orig amt	\$ 11.08	settlement	\$ 11.08
tran code	[Redacted]	MCC	[Redacted]	conv rate	0	conv date	N/A
tax amt	[Redacted]	MCC description	[Redacted]				
note	[Redacted]	supplied by	[Redacted]				

<https://www.cards.citidirect.com/PrintStatements.asp>

2/13/2013

11/12/2012	11/09/2012		\$	456.52	
bill acct		merch addr		orig amt	\$ 456.52
ref num		MCC		settlement	\$ 456.52
tran code		MCC description		conv rate	0
tax amt		supplied by		conv date	N/A
note					
11/12/2012	11/09/2012		\$	252.16	
bill acct		merch addr		orig amt	\$ 252.16
ref num		MCC		settlement	\$ 252.16
tran code		MCC description		conv rate	0
tax amt		supplied by		conv date	N/A
note					
11/19/2012	11/16/2012	SPLIT DISBURSEMENT PAYMEN		\$	1,206.28
bill acct		merch addr		orig amt	\$ 1,206.28
ref num		MCC		settlement	\$ 1,206.28
tran code		MCC description		conv rate	0
tax amt		supplied by		conv date	N/A
note					
11/21/2012	11/19/2012		\$	38.50	
bill acct		merch addr		orig amt	\$ 38.50
ref num		MCC		settlement	\$ 38.50
tran code		MCC description		conv rate	0
tax amt		supplied by		conv date	N/A
note					

-End of Statement-

(b) (6)

Print Statements

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

Page 2 of 9

Cardholder Statement

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

Previous Balance	\$ 3,915.18	Total Payments	\$ 2,008.39	Total Amount Due	\$ 2,420.35
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 513.56	Other Credits	\$ 0.00	Statement Total	\$ -1,494.83
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	type
-----------	-----------	----------------------	----------	--------	--------	------

11/28/2012	11/23/2012		PAYMENT - THANK YOU	\$ -1,000.00		
bill acct	[REDACTED]	merch addr	.000000000	orig amt	\$ 1,000.00	
ref num	[REDACTED]	MCC	0	settlement	\$ -1,000.00	
tran code	[REDACTED]	MCC description	UNDEFINED	conv rate	0	
tax amt	[REDACTED]	supplied by	N/A	conv date	N/A	
note	[REDACTED]					

(b) (6)

12/12/2012	12/12/2012		[REDACTED]	\$ 11.08		
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 11.08	
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 11.08	
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0	
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A	
note	[REDACTED]					

12/12/2012	12/12/2012		[REDACTED]	\$ 502.50		[REDACTED]
bill acct	[REDACTED]	merch addr	[REDACTED]	orig amt	\$ 502.50	
ref num	[REDACTED]	MCC	[REDACTED]	settlement	\$ 502.50	
tran code	[REDACTED]	MCC description	[REDACTED]	conv rate	0	
tax amt	[REDACTED]	supplied by	[REDACTED]	conv date	N/A	
note	[REDACTED]					

12/21/2012	12/21/2012		PAYMENT RECEIVED -- THANK	\$ -1,008.39		
bill acct	[REDACTED]	merch addr	YOU.000000000	orig amt	\$ 1,008.39	
ref num	[REDACTED]	MCC	0	settlement	\$ -1,008.39	
tran code	[REDACTED]	MCC description	UNDEFINED	conv rate	0	
tax amt	[REDACTED]	supplied by	N/A	conv date	N/A	
note	[REDACTED]					

-End of Statement-

[Redacted]

(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: 01/24/2013 - 02/22/2013
Statement Status: New

Previous Balance	\$ 2,420.35	Total Payments	\$ 2,449.35	Total Amount Due	\$ 0.00
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ -2,420.35
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	
02/07/2013	02/07/2013		[Redacted]	\$ 29.00		
bill acct		[Redacted]	orig amt	\$ 29.00		
ref num		[Redacted]	settlement	\$ 29.00		
tran code		[Redacted]	conv rate	0		
			conv date	N/A		
02/11/2013	02/07/2013		PAYMENT - THANK YOU	\$ -1,420.35		
bill acct		[Redacted]	orig amt	\$ 1,420.35		
ref num		[Redacted]	settlement	\$ -1,420.35		
tran code		[Redacted]	conv rate	0		
			conv date	N/A		
02/15/2013	02/15/2013		PAYMENT RECEIVED - THANK	\$ -1,029.00		
bill acct		[Redacted]	orig amt	\$ 1,029.00		
ref num		[Redacted]	settlement	\$ -1,029.00		
tran code		[Redacted]	conv rate	0		
			conv date	N/A		

--End of Statement--

~~UNCLASSIFIED//FOUO~~

IV-13-0072

APPENDIX C

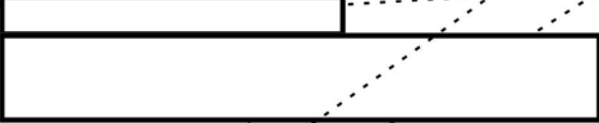
(U//~~FOUO~~) Past Due Notices

~~UNCLASSIFIED//FOUO~~



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

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



11/14/2012 02:25:22 PM

****URGENT** GTCC 45 Days Delinquent **URGENT****

Hello [Redacted]

Upon reviewing the Citi government travel charge card (GTCC) accounts this month, we found that you are currently over 45 days past due in paying your government issued travel charge card account.

At midnight on 23rd of November 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 me @ DL

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

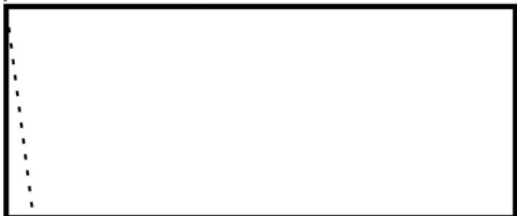
[Redacted] ASAP if you will be in a travel status on or around this date. We will then, on your behalf, be able to communicate with Citi to request that your charging privileges remain active until your TDY has been completed. If you have not filed your TDY expense report/voucher, please do so now. To expedite the processing of your expense report/voucher, you may scan/e-mail it directly to Travel Entitlements at their e-mail alias of NSA TDY.

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 DL [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 the payment amount and date of payment.

Thanks,



[Redacted]

[Redacted]

[Redacted]

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

To:

Cc:

Supervisor:

Time Sent:

12/12/2012 10:31:22 AM

Subject:

****URGENT** GTCC 45 Days Delinquent **URGENT****

Body:

Hello [Redacted]

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

Upon reviewing the Citi government travel charge card (GTCC) accounts this month, we found that you are currently over 45 days past due in paying your government issued travel charge card account. At midnight on 23rd of December 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 me @ DL [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 may scan/e-mail it directly to Travel Entitlements at their e-mail alias of NSA TDY.

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 DL [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 the payment amount and date of payment.

Thanks,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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

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

[Redacted]
[Redacted]

01/14/2013 06:59:16 AM

****URGENT** GTCC 45 Days Delinquent **URGENT****

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

Hello [Redacted]

Upon reviewing the Citi government travel charge card (GTCC) accounts this month, we found that you are currently over 45 days past due in paying your government issued travel charge card account. At midnight on 23rd of January 2013 Citi will have no choice other than to automatically suspend ATM and charging privileges until your delinquent balance is paid in full. Please contact me @ DL

[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 may scan/e-mail it directly to Travel Entitlements at their e-mail alias of NSA TDY.

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 DL [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 the payment amount and date of payment.

Thanks,

[Redacted]

[Redacted]

MAY-31-2013 12:04

TR L CARD SERVICES

[Redacted]

P.01

[Redacted]

[Redacted]

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

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

[Redacted]

02/13/2013 08:11:59 AM

****URGENT** GTCC 75 Days Delinquent **URGENT****

Hello [Redacted]

It has been brought to our attention that your government issued travel charge card has a balance of \$1,029.00 of which \$486.44 is over 60 days past due and \$5513.56 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 TravelGram 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 February 2013 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]



[Redacted]

From: [Redacted]
 Sent: Wednesday, February 13, 2013 5:19 PM
 To: [Redacted]
 Cc: [Redacted]
 Subject: (U) RE: ****URGENT**** GTCC 75 Days Delinquent ****URGENT****
 Signed By: [Redacted]

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

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

[Redacted]

I will pay the remaining balance (\$1029.00) per telecom with Citibank this Friday, 15 Feb 2013.
 I will email you on Tuesday, 19 Feb 2013 with the specifics of the payment.
 I apologize for the delay in this.

[Redacted]

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

-----Original Message-----

From: [Redacted]
 Sent: Wednesday, February 13, 2013 7:12 AM
 To: [Redacted]
 Cc: [Redacted]
 Subject: ****URGENT**** GTCC 75 Days Delinquent ****URGENT****

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

Hello [Redacted]

It has been brought to our attention that your government issued travel charge card has a balance of \$1,029.00 of which \$486.44 is over 60 days past due and \$5513.56 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 TravelGram 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 February 2013 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:



Thanks and Have a Good Day!



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

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

[Redacted]

[Redacted]

From:
Sent:
To:
Cc:
Subject:
Signed By:

[Redacted]
Tuesday, February 19, 2013 12:53 PM
[Redacted]
RE: (U) RE: ****URGENT**** GTCC 75 Days Delinquent ****URGENT****
[Redacted]

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

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

On Friday morning, I paid the remaining balance (\$1029.00) on my Govt credit card via telecom to Citi.

-----Original Message-----

From:
Sent:
To:
Cc:

[Redacted]
Thursday, February 14, 2013 5:01 AM
[Redacted]
[Redacted]

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

Subject: RE: (U) RE: ****URGENT**** GTCC 75 Days Delinquent ****URGENT****

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

Thank you for the update.

Thank you,

[Redacted]

[Redacted]

You can now request your own credit balance refunds!!! Simply log on to <https://home.cards.citidirect.com> and go to the Statements section. Click on



Request Refunds tab and follow the easy steps to receive your refund via direct deposit. The credit must be on the account for at least 10 days before it can be claimed. As always - please do not log on to the website from an Agency computer

-----Original Message-----

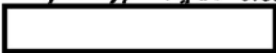
(b) (3)-P.L. 86-36
(b) (6)

*From: [Redacted]
Sent: Wednesday, February 13, 2013 5:19 PM
To: [Redacted]
Cc: [Redacted]
Subject: (U) RE: ****URGENT**** GTCC 75 Days Delinquent ****URGENT*****

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



*I will pay the remaining balance (\$1029.00) per telecom with Citibank this Friday, 15 Feb 2013.
I will email you on Tuesday, 19 Feb 2013 with the specifics of the payment.
I apologize for the delay in this.*



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

-----Original Message-----

*From: [Redacted]
Sent: Wednesday, February 13, 2013 7:12 AM
To: [Redacted]
Cc: [Redacted]
Subject: ****URGENT**** GTCC 75 Days Delinquent ****URGENT*****

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

Hello [Redacted]

It has been brought to our attention that your government issued travel charge card has a balance of \$1,029.00 of which \$486.44 is over 60 days past due and \$5513.56 is over 30 days past due. After reviewing your TDY history, we found that:

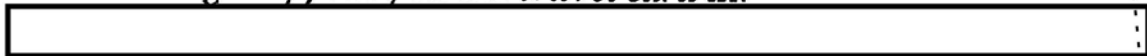
You do not have any recent trips in the travel database. If you traveled for another organization, please track your reimbursement and promptly advise this office regarding the status. Failure to submit an expense report does not excuse you from paying your bill in accordance with Agency travel card policy (Corporate TravelGram 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 February 2013 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:



Thanks and Have a Good Day!



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

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

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

~~UNCLASSIFIED//FOUO~~

IV-13-0072

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

APPENDIX D

(U//~~FOUO~~) Memorandum for the Record, Subject:
February 14, 2013

[Redacted]

~~UNCLASSIFIED//FOUO~~

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

MEMORANDUM FOR THE RECORD

14 FEBRUARY 2013

SUBJECT: [redacted] EMPLID

(U//~~FOUO~~) This Memorandum for the Record (MFR) documents our one-on-one discussion which occurred on 13 February 2013 regarding the misuse of your Citi Government Travel Card. I was notified by the [redacted] that you had been delinquent in making payments to your Government Travel Card as well as using it for personal purchases. As your manager, I found your actions and judgment to be quite concerning and it was my duty to address the situation.

(U//~~FOUO~~) During our discussion, you admitted to the misuse of your Citi Government Travel Card and claimed it was attributed to [redacted]. You agreed this was no excuse for your behavior.

(b) (6)

(U//~~FOUO~~) As an Agency employee you are expected to follow all Agency regulations and you are responsible to meet your financial obligations. Your inappropriate use of the Citi Government Travel Card violates the following policies:

Standards of Ethical Conduct, 5 C.F.R. Section 2635.704, Use of Government Property (a) states "An employee has a duty to protect and conserve Government property and shall not use such property, or allow its use, other than authorized purposes."

NSA/CSS PMM 30-2 Chapter 366 Section 3-1. D. which states the following: "Agency employees issued a Government credit card will use the card only to charge reimbursable expenses in conjunction with official temporary duty (TDY) travel...or to obtain authorized ATM cash withdrawals." It also states, "Employees are liable for payment of all charges incurred, including ATM withdrawals, although they will be reimbursed for all authorized and allowable expenses" and "Personal use of this card is not authorized."

(U//~~FOUO~~) This counseling is non-disciplinary; however, this does not preclude an administrative and/or a disciplinary action to be taken from the appropriate Agency organization based on your misconduct. A copy of this memorandum will be retained in my files.

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

I acknowledge receipt of this memorandum

Employee Signature and

22 Feb 2013

UNCLASSIFIED//~~FOUO~~

IV-13-0072

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//~~FOUO~~

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:

(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] as determined by the [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

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

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

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

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

(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.
- Mileage 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] the [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:

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

(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 [redacted] for guidance.

(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

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

⋮

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

~~UNCLASSIFIED//FOR OFFICIAL USE ONLY~~