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**NATIONAL SECURITY AGENCY/CENTRAL SECURITY  
SERVICE**



**INSPECTOR GENERAL**

**REPORT OF INVESTIGATION**

**15 April 2013**

**IV-13-0034**

**Misuse of GTCC**

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**(U) AUDITS**

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

**(U) INVESTIGATIONS**

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

**(U) INTELLIGENCE OVERSIGHT**

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

**(U) FIELD INSPECTIONS**

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

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**I. (U) SUMMARY**

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

(U//~~FOUO~~) This investigation was conducted in response to a complaint alleging that [redacted] [redacted] misused her government travel credit card (GTCC) by using it for unofficial purposes. Analysis of GTCC statements from January 2012 to December 2012 revealed four charges that were not travel related.

(U//~~FOUO~~) [redacted] testified that she used her GTCC for personal expenses while relocating to her PCS assignment in [redacted] because she experienced problems using her personal credit card [redacted]. The charges were isolated to a one week period and the account has been paid in full. [redacted] was delinquent in paying her GTCC twice during the period reviewed. [redacted] stated that she is "not the best at reimbursement paperwork," and was delayed in receiving her GTCC statements because she is [redacted].

(U//~~FOUO~~) We concluded that based on the preponderance of the evidence, [redacted] misused her GTCC by using it for purchases that were not related to government travel. 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.

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## II. (U) BACKGROUND

### (U) Introduction

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(U//~~FOUO~~) [redacted] employed in [redacted] She currently serves as the [redacted] [redacted] She has served in this role since beginning her PCS assignment in [redacted] [redacted] She has completed four TDYs during the time period reviewed for this investigation.

(U//~~FOUO~~) In November 2012, the OIG received a complaint from the Travel Entitlements Office that [redacted] GTCC account had been 45 days past due in March 2012 and 120 days past due in October 2012. According to Travel Entitlements, as of October 9, 2012, the total charges on [redacted] GTCC account were \$17,770.50. The amount was later revised to reflect a payment made by [redacted] on September 10, 2012, making the total amount past due \$13,770.50. Upon reviewing [redacted] transaction history, the Travel Entitlements Office flagged four charges made in June 2012, which did not appear to be travel related and noted "excessive" cash withdrawals.

### (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~~) Did [redacted] misuse her government travel credit card?

(U//~~FOUO~~) **CONCLUSION: Substantiated.** The preponderance of the evidence supports the conclusion that [redacted] misused her issued GTCC, 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) Evidence

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

##### 1. (U//~~FOUO~~) Documentary Evidence

(U//~~FOUO~~) GTCC Statements for [redacted] were obtained for the period of January 2012 to December 2012. Review of the statements revealed four charges that appeared personal in nature [redacted] as well as 14 cash advances, totaling \$2,059.41, between April 28, 2012 and July 3, 2012. (Appendix B)

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

(U//~~FOUO~~) Travel Quarters Subsistence Allowance (TQSA) Extension Approval. E-mail confirmation that [redacted] was approved for TQSA reimbursement through [redacted]

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

[redacted] (b) (6)

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

(U//~~FOUO~~) [redacted] was interviewed, via Video Teleconference (VTC), on February 4, 2013, and provided the following sworn testimony:

(U//~~FOUO~~) [redacted] began her PCS assignment in [redacted]. She lived in temporary quarters until [redacted]. [redacted] did not recall using her GTCC for personal purchases until she was contacted by the OIG regarding this investigation. Prior to the VTC interview she reviewed her GTCC statements and identified the following charges that were personal in nature: [redacted]

(b) (6)

[redacted] She also used the GTCC, during the same week, to pay for [redacted]  
[redacted] She explained that all the charges occurred within a one week period during  
which she experienced problems using her personal credit card [redacted]

(U//FOUO) [redacted] expressed embarrassment and remorse for her actions. She explained  
that she took multiple cash advances [redacted]

[redacted] She denied having any financial difficulties, aside from  
[redacted]

[redacted] She denied ever attempting to receive reimbursement  
from the government for any personal charges. Although she did not want to make excuses,  
[redacted] explained that during the week that the personal charges were made, she

[redacted]

(U//FOUO) [redacted] contacted Citibank in early September 2012, because her GTCC  
statements were delayed with her forwarded mail. She made a \$4,000 payment on September  
10, 2012. She was advised by Citibank that the partial payment would prevent her account  
from being classified as past due. On September 19, 2012, BF212 notified [redacted] that her  
account was \$17,770.50 past due. On September 20, 2012, the notification was revised to  
reflect the \$4,000 payment, for a total past due amount of \$13,770.50. [redacted] explained  
that her account became past due because she had not completed her TQSA reimbursement  
paperwork. She admits that she is "not the best at reimbursement paperwork," and does not  
always complete it in a timely manner. Upon completion of her [redacted]  
[redacted] paperwork and subsequent reimbursement, the remaining balance on [redacted]  
account was paid on October 12, 2012.

(U//FOUO) [redacted] does not specifically recall any other delinquencies on her GTCC, but  
does not believe this was the first time she was delinquent. She explained that she is often  
distracted by work upon her return from TDY, and does not complete her RTA paperwork  
immediately. She is working to improve this habit. She does not believe her GTCC was ever  
suspended.

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**(U) Analysis and Conclusions**

(U//FOUO) [redacted] GTCC statements were reviewed for a period of one year. She  
completed four TDY trips during this time and began a PCS assignment. Four charges were  
identified that were not related to official government business. All of these charges occurred  
between June 9 and June 16, 2012. [redacted] does not dispute the charges, and expressed  
embarrassment and remorse for her actions. She further explained that she is not attentive to  
her reimbursement paperwork, and does not always file for reimbursements in a timely  
manner. This resulted in delayed reimbursements and late payments on her GTCC in March  
2012 and September 2012.

(U//FOUO) [redacted] stated that she used the multiple cash advances [redacted]  
[redacted] These cash advances were taken  
during the time she was receiving TQSA. While the withdrawals were frequent in nature,

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they totaled less than \$1,000.00 per seven day period, which is the maximum per NSA/CSS Corporate Travel Gram Issue 01- 2008 (Revision to Issue 01-2008) July 2009, Department of Defense Government Travel Card Procedures. [redacted] was entitled to take the cash advances, and was entitled to reimbursement up to her TQSA allowance.

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted] misused her issued GTCC. The review of GTCC documents and [redacted] statements revealed that [redacted] was delinquent in paying her GTCC on two occasions, and used her GTCC for personal purchases on four occasions during a one week period. 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.

[redacted]  
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(b) (6)

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

(U//~~FOUO~~) On April 1, 2013, [redacted] sent the OIG her response to the tentative conclusion. The information provided by [redacted] does not impact the findings of the OIG investigation. [redacted] response is as follows:

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

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

(U//~~FOUO~~) Here are my comments related the OIC tentative conclusions/investigation. It is basically a restatement of what I said in the interview. Thanks for allowing me this opportunity and for your professionalism during this process. Please keep me posted on this process or anything I need to know.

(U//~~FOUO~~) Thanks again.

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

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

(U//~~FOUO~~) It is clear on my credit card statement that I made several charges during a short time period (a week to 10 days) that were not directly related to my PCS. I deeply regret that this happened. The PCS process was a very stressful one for me and the week that these charges took place was the most stressful of the time period. [redacted]

[redacted] (b) (6)

[redacted] This is not an excuse. However, it is relevant to me to help understand how this may have happened, what issues I was dealing with at the time.

(U//~~FOUO~~) For the first questionable charges, the only thing I can think of this that since I had been using the government Citibank card for most purchases, I was just used to using that card for my daily living expenses (mainly via cash withdrawals [redacted]). The day of these charges was the first day I did any personal shopping in [redacted] and obviously I used the wrong card. I believe this was a careless mistake.

(U//~~FOUO~~) Later in the week, I remember having problems using my personal [redacted] to purchase [redacted] either over the internet or phone (think it was the former but I am not sure). I believe my personal credit card did not work because I had not been using it, and also I had not yet changed the address with my bank or did not enter the correct address into the internet (again, not sure of exactly what happened). After several attempts at using my own card, I used the government card since [redacted] the next day. Similarly, a few days later my credit card did not work when I had to pay for a service [redacted]. Again, I used the Citibank. Since then I have not used the government credit card except for official travel purposes and do not plan to do so ever again.

(U//~~FOUO~~) Shortly after the charges made above, I was able to get more situated in an apartment with working internet and phone. Therefore, I was able to fix things with my personal credit card



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(b) (6)

company [redacted] in terms of ensuring the address on file matched my new [redacted] address and that the bank knew I lived and worked in [redacted] now. I have since had no issues with using my personal credit card where credit cards are accepted in [redacted] I personally repaid the personal charges mentioned above as well as all of my cash withdrawals (which are permitted while living in a hotel when you PCS). I paid \$4000.00 in September which was more than enough to cover the credit card purchases. I paid this before I got reimbursed by the government for any of the official PCS expenses.

(U//~~FOUO~~) Since June 2012, I have only used my Citibank card for official travel purposes.

(U//~~FOUO~~) I never had any intent to misuse the government credit card or to defraud the government in anyway. I regret this happened and I will be much more careful in the future to only use my government card for TDY travel-related purchases.

(U//~~FOUO~~) Thank you,

[redacted]

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

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(b) (6)

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### V. (U) CONCLUSION

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted] misused her issued GTCC, 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.

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(b) (6)

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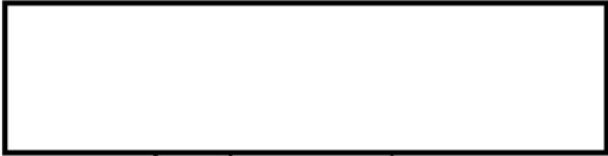
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## VI. (U) DISTRIBUTION OF RESULTS


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

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

Concurred by:

  
Investigator

  
Assistant Inspector General  
for  
Investigations

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

Dotted lines connect the redacted signature boxes to the (b) (3) - P.L. 86-36 box.

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## **APPENDIX A**

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

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

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

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

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

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

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

...

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

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

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

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

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

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## **APPENDIX B**

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

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Statement Detail

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

### Cardholder Statement

Cardholder  
Product Type  
Default MAC

TRAVEL - Individually Billed

Account Number  
Statement Period

12/24/2011 - 01/23/2012

Statement Status New

Previous Balance	\$ 0.00	Total Payments	\$ 0.00	Total Amount Due	\$ 4,857.90
Purchases	\$ 4,435.49	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 422.41	Other Credits	\$ 0.00	Statement Total	\$ 4,857.90
				Tax Total	\$ 0.00

post date	tran date	last alloc date	time	merchant	amount	status	ty
- 01/06/2012	01/04/2012				\$ 1,880.40		
	bill acct			orig amt	\$ 1,880.40		
	ref num			settlement	\$ 1,880.40		
	tran code			conv rate	0		
				conv date	N/A		
- 01/06/2012	01/04/2012				\$ 31.00		
	bill acct			orig amt	\$ 31.00		
	ref num			settlement	\$ 31.00		
	tran code			conv rate	0		
				conv date	N/A		
- 01/06/2012	01/06/2012				\$ 2.56		
	bill acct			orig amt	\$ 2.56		
	ref num			settlement	\$ 2.56		
	tran code			conv rate	0		
				conv date	N/A		
- 01/06/2012	01/06/2012				\$ 127.86		
	bill acct			orig amt	\$ 127.86		
	ref num			settlement	\$ 127.86		
	tran code			conv rate	0		
				conv date	N/A		
- 01/09/2012	01/08/2012				\$ 262.30		
	bill acct			orig amt	\$ 262.30		
	ref num			settlement	\$ 262.30		
	tran code			conv rate	0		
				conv date	N/A		
- 01/09/2012	01/08/2012				\$ 5.25		
	bill acct			orig amt	\$ 5.25		
	ref num			settlement	\$ 5.25		
	tran code			conv rate	0		
				conv date	N/A		
- 01/17/2012	01/13/2012				\$ 0.89		

(b) (6)

Statement Detail

bill acct ref num tran code	orig amt settlement conv rate conv date	orig amt settlement conv rate conv date	orig amt settlement conv rate conv date
- 01/17/2012 01/13/2012	\$ 89.01	\$ 89.01	0.89 0.89 0 N/A
(b) (6) - 01/16/2012 01/14/2012	\$ 28.42	\$ 28.42	20.16 28.01 N/A
- 01/16/2012 01/14/2012	\$ 28.10	\$ 28.10	22.25 26.42 N/A
- 01/16/2012 01/14/2012	\$ 684.46	\$ 684.46	22.00 28.10 N/A
- 01/16/2012 01/14/2012	\$ 0.28	\$ 0.28	535.90 684.46 N/A
- 01/16/2012 01/14/2012	\$ 14.71	\$ 14.71	0.28 0.28 0 N/A
- 01/16/2012 01/14/2012	\$ 1,471.35	\$ 1,471.35	14.71 14.71 0 N/A
- 01/16/2012 01/14/2012	\$ 79.00	\$ 79.00	1,152.00 1,471.35 N/A
- 01/16/2012 01/14/2012	\$ 79.00	\$ 79.00	79.00



Statement Detail

ref num	trans date	bill acct ref num	tran code	orig amt	settlement	conv rate	conv date
				\$ 79.00	0	N/A	
01/16/2012	01/14/2012			\$ 6.84			
				\$ 6.84			
01/16/2012	01/14/2012			\$ 0.28			
				\$ 0.28			
01/18/2012	01/15/2012			\$ 143.75			
				\$ 112.50			
				\$ 143.75			
01/18/2012	01/15/2012			\$ 1.44			
				\$ 1.44			

--End of Statement--

(b) (6)

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

Statement Detail

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

Cardholder Statement

Cardholder  
Product Type  
Default MAC

[Redacted]

TRAVEL - Individually Billed

Account Number  
Statement Period

[Redacted]

02/24/2012 - 03/23/2012

Statement Status New

<b>Previous Balance</b>	\$ 4,857.90	<b>Total Payments</b>	\$ 4,210.96	<b>Total Amount Due</b>	\$ 646.94
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 0.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -4,210.96
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
02/28/2012	02/27/2012		SPLIT DISBURSEMENT PAYMEN	\$ -4,210.96		
bill acct		[Redacted]	orig amt	\$ 4,210.96		
ref num		[Redacted]	settlement	\$ -4,210.96		
tran code		[Redacted]	conv rate	0		
		[Redacted]	cc av date	N/A		

--End of Statement--

(b) (6)

Statement Detail

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

Cardholder Statement

Cardholder  
Product Type  
Default MAC

TRAVEL - Individually Billed

Account Number  
Statement Period

03/24/2012 - 04/23/2012

Statement Status New

Previous Balance	\$ 646.94	Total Payments	\$ 646.94	Total Amount Due	\$ 942.70
Purchases	\$ 2,135.42	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 0.00	Other Credits	\$ 1,192.72	Statement Total	\$ 295.76
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
- 03/26/2012	03/22/2012		PAYMENT - THANK YOU	\$ -646.94	
bill acct			orig amt	\$ 646.94	
ref num			settlement	\$ -646.94	
tran code			conv rate	0	
			conv date	N/A	
03/29/2012	03/28/2012			\$ 1,192.72	
bill acct			orig amt	\$ 1,192.72	
ref num			settlement	\$ 1,192.72	
tran code			conv rate	0	
			conv date	N/A	
03/29/2012	03/28/2012			\$ -1,192.72	
bill acct			orig amt	\$ 1,192.72	
ref num			settlement	\$ -1,192.72	
tran code			conv rate	0	
			conv date	N/A	
04/20/2012	04/18/2012			\$ 911.70	
bill acct			orig amt	\$ 911.70	
ref num			settlement	\$ 911.70	
tran code			conv rate	0	
			conv date	N/A	
04/20/2012	04/18/2012			\$ 31.00	
bill acct			orig amt	\$ 31.00	
ref num			settlement	\$ 31.00	
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 Product Type** [REDACTED] **Account Number** [REDACTED]  
 TRAVEL - Individually Billed **Statement Period** 04/24/2012 - 05/23/2012 **Statement Status** New

<b>Previous Balance</b>	\$ 942.70	<b>Total Payments</b>	\$ 0.00	<b>Total Amount Due</b>	\$ 2,733.53
<b>Purchases</b>	\$ 1,256.50	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 534.33	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ 1,790.83
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
04/30/2012	04/25/2012			\$ 70.00	
	bill acct			orig amt	\$ 70.00
	ref num			settlement	\$ 70.00
	tran code			conv rate	0
					N/A
04/30/2012	04/28/2012			\$ 5.31	
	bill acct			orig amt	\$ 5.31
	ref num			settlement	\$ 5.31
	tran code			conv rate	0
					N/A
04/30/2012	04/28/2012			\$ 265.40	
	bill acct			orig amt	\$ 265.40
	ref num			settlement	\$ 265.40
	tran code			conv rate	0
					N/A
04/30/2012	04/28/2012			\$ 237.30	
	bill acct			orig amt	\$ 237.30
	ref num			settlement	\$ 237.30
	tran code			conv rate	0
					N/A
04/30/2012	04/28/2012			\$ 949.20	
	bill acct			orig amt	\$ 949.20
	ref num			settlement	\$ 949.20
	tran code			conv rate	0
					N/A
05/10/2012	05/10/2012			\$ 5.17	
	bill acct			orig amt	\$ 5.17
	ref num			settlement	\$ 5.17
	tran code			conv rate	0
					N/A
05/10/2012	05/10/2012			\$ 258.45	
	bill acct			orig amt	\$ 258.45
	ref num			settlement	\$ 258.45
	tran code			conv rate	0
					N/A

(b) (6)

Statement Detail

ref num  
tran code



amount  
date

\$ 258.45  
\$ 258.45  
0  
N/A

--End of Statement--

(b) (6)

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

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

### Cardholder Statement

#### Statement Detail

Statement Approver  
Cardholder  
Product Type  
Default MAC

[Redacted]

Account Number  
Statement Period

[Redacted]  
05/24/2012 - 06/22/2012

Statement Status . New

Previous Balance	\$ 2,733.53	Total Payments	\$ 0.00	Total Amount Due	\$ 15,170.76
Purchases	\$ 11,230.99	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 1,206.24	Other Credits	\$ 0.00	Statement Total	\$ 12,437.23
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
05/28/2012	05/28/2012		[Redacted]	\$ 34.47		
bill acct				orig amt	\$ 34.47	
ref num			(b) (6)	settlement	\$ 34.47	
tran code				conv rate	0	
				conv date	N/A	
05/30/2012	05/28/2012		[Redacted]	\$ 47.57		
bill acct				orig amt	\$ 47.57	
ref num				settlement	\$ 47.57	
tran code				conv rate	0	
				conv date	N/A	
05/31/2012	05/31/2012		[Redacted]	\$ 2.81		
bill acct				orig amt	\$ 2.81	
ref num				settlement	\$ 2.81	
tran code				conv rate	0	
				conv date	N/A	
05/31/2012	06/31/2012		[Redacted]	\$ 127.83		
bill acct				orig amt	\$ 127.83	
ref num				settlement	\$ 127.83	
tran code				conv rate	0	
				conv date	N/A	
06/01/2012	06/01/2012		[Redacted]	\$ 126.74		
bill acct				orig amt	\$ 126.74	
ref num				settlement	\$ 126.74	
tran code				conv rate	0	
				conv date	N/A	
06/01/2012	06/01/2012		[Redacted]	\$ 2.79		
bill acct				orig amt	\$ 2.79	
ref num				settlement	\$ 2.79	
tran code				conv rate	0	
				conv date	N/A	
06/04/2012	06/04/2012		[Redacted]	\$ 2.20		

Statement Detail

bill acct ref num tran code	orig amt settlement conv rate conv date		orig amt settlement conv rate conv date
06/04/2012 06/04/2012	\$ 100.00		\$ 100.00 \$ 100.00 0 N/A
06/08/2012 06/08/2012	\$ 2.82		\$ 2.82 \$ 2.82 0 N/A
06/08/2012 06/08/2012	\$ 128.09		\$ 128.09 \$ 128.09 0 N/A
06/11/2012 06/09/2012	\$ 62.11		\$ 49.58 \$ 62.11 N/A
06/11/2012 06/09/2012	\$ 49.99		\$ 39.90 \$ 49.99 N/A
06/11/2012 06/09/2012	\$ 0.62	(b) (6)	\$ 0.62 \$ 0.62 0 N/A
06/11/2012 06/09/2012	\$ 0.50		\$ 0.50 \$ 0.50 0 N/A
06/12/2012 06/11/2012	\$ 244.00		

(b) (6)

Statement Detail

bill acct ref num tran code	orig amt settlement conv rate conv date	\$	244.00 244.00 0 N/A
06/14/2012 08/12/2012		\$	50.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	50.00 50.00 0 N/A
06/14/2012 06/12/2012		\$	90.00
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	90.00 90.00 0 N/A
06/12/2012 08/12/2012		\$	77.27
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	77.27 77.27 0 N/A
06/12/2012 06/12/2012		\$	1.70
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	1.70 1.70 0 N/A
06/14/2012 06/14/2012		\$	5.66
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	5.66 5.66 0 N/A
06/14/2012 06/14/2012		\$	257.30
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	257.30 257.30 0 N/A
06/18/2012 06/14/2012		\$	54.08
bill acct ref num tran code	orig amt settlement conv rate conv date	\$	54.08 54.08 0 N/A
06/18/2012 06/16/2012		\$	1.08
bill acct	orig amt	\$	1.08



Statement Detail

(b) (6)

ref num tran code	bill acct ref num tran code	orig amt settlement conv rate conv date	settlement conv rate conv date	
06/18/2012 06/16/2012		\$ 107.64	\$ 107.64	1.08 0 N/A
06/20/2012 06/17/2012		\$ 103.18	\$ 103.18	103.18 0 N/A
06/20/2012 06/17/2012		\$ 10,317.92	\$ 10,317.92	8,127.23 10,317.92 N/A
06/19/2012 06/18/2012		\$ 120.00	\$ 120.00	120.00 0 N/A
06/21/2012 06/19/2012		\$ 12.64	\$ 12.64	12.64 0 N/A
06/21/2012 06/19/2012		\$ 40.57	\$ 40.57	40.57 0 N/A
06/19/2012 06/19/2012		\$ 129.94	\$ 129.94	129.94 0 N/A
06/19/2012 06/19/2012		\$ 2.86	\$ 2.86	2.86 2.86

Statement Detail

tran code	conv rate	conv date	orig amt	settlement	conv rate	conv date
06/22/2012 06/22/2012			\$ 2.86	\$ 2.86	0	N/A
bill acct ref num tran code						
06/22/2012 06/22/2012			\$ 129.99	\$ 129.99	0	N/A
bill acct ref num tran code						

--End of Statement--

(b) (6)

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

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

### Cardholder Statement

Statement Approver  
Cardholder  
Product Type  
Default MAC

[Redacted]

Account Number  
Statement Period

[Redacted]

06/23/2012 - 07/23/2012

Statement Status New

Previous Balance	\$ 15,170.76	Total Payments	\$ 0.00	Total Amount Due	\$ 17,843.53
Purchases	\$ 2,073.25	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 599.52	Other Credits	\$ 0.00	Statement Total	\$ 2,672.77
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status
06/25/2012	06/24/2012		[Redacted]	\$ 100.00	
	bill acct			orig amt	\$ 100.00
	ref num			settlement	\$ 100.00
	tran code			conv rate	0
				conv date	N/A
06/25/2012	06/24/2012		[Redacted]	\$ 128.78	
	bill acct			orig amt	\$ 128.78
	ref num			settlement	\$ 128.78
	tran code			conv rate	0
				conv date	N/A
06/25/2012	06/24/2012		[Redacted]	\$ 2.83	
	bill acct			orig amt	\$ 2.83
	ref num			settlement	\$ 2.83
	tran code			conv rate	0
				conv date	N/A
06/25/2012	06/24/2012		[Redacted]	\$ 2.20	
	bill acct			orig amt	\$ 2.20
	ref num			settlement	\$ 2.20
	tran code			conv rate	0
				conv date	N/A
07/03/2012	07/03/2012		[Redacted]	\$ 100.00	
	bill acct			orig amt	\$ 100.00
	ref num			settlement	\$ 100.00
	tran code			conv rate	0
				conv date	N/A
07/03/2012	07/03/2012		[Redacted]	\$ 129.62	
	bill acct			orig amt	\$ 129.62
	ref num			settlement	\$ 129.62
	tran code			conv rate	0
				conv date	N/A
07/03/2012	07/03/2012		[Redacted]	\$ 2.20	

(b) (6)

Statement Detail

(b) (6)

bill acct ref num tran code	orig amt	settlement	conv rate	conv date
[Redacted]	\$ 2.20	\$ 2.20	0	N/A
07/03/2012 07/03/2012	\$ 2.85			
bill acct ref num tran code	orig amt	settlement	conv rate	conv date
[Redacted]	\$ 2.85	\$ 2.85	0	N/A
07/04/2012 07/03/2012	\$ 1,821.09			
bill acct ref num tran code	orig amt	settlement	conv rate	conv date
[Redacted]	\$ 1,821.09	\$ 1,821.09	0	N/A
07/05/2012 07/03/2012	\$ 48.86			
bill acct ref num tran code	orig amt	settlement	conv rate	conv date
[Redacted]	\$ 48.86	\$ 48.86	0	N/A
07/11/2012 07/11/2012	\$ 2.78			
bill acct ref num tran code	orig amt	settlement	conv rate	conv date
[Redacted]	\$ 2.78	\$ 2.78	0	N/A
07/11/2012 07/11/2012	\$ 126.23			
bill acct ref num tran code	orig amt	settlement	conv rate	conv date
[Redacted]	\$ 126.23	\$ 126.23	0	N/A
07/13/2012 07/12/2012	\$ 2.03			
bill acct ref num tran code	orig amt	settlement	conv rate	conv date
[Redacted]	\$ 2.03	\$ 2.03	0	N/A
07/13/2012 07/12/2012	\$ 203.30			
bill acct ref num tran code	orig amt	settlement	conv rate	conv date
[Redacted]	\$ 203.30	\$ 166.00	203.30	N/A

--End of Statement--

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

(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** 07/24/2012 - 08/23/2012  
**Default MAC**

<b>Previous Balance</b>	\$ 17,843.53	<b>Total Payments</b>	\$ 181.78	<b>Total Amount Due</b>	\$ 18,039.90
<b>Purchases</b>	\$ 374.41	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 3.74	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ 196.37
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date	time	merchant	amount	status	t
- 07/27/2012	07/26/2012			SPLIT DISBURSEMENT PAYMEN	\$ -181.78		
bill acct	[Redacted]			orig amt	\$ 181.78		
ref num	[Redacted]			settlement	\$ -181.78		
tran code	[Redacted]			conv rate	0		
				conv date	N/A		
- 08/13/2012	08/10/2012			[Redacted]	\$ 374.41		
bill acct	[Redacted]			orig amt	\$ 304.00		
ref num	[Redacted]			settlement	\$ 374.41		
tran code	[Redacted]			conv rate	N/A		
				conv date			
08/13/2012	08/10/2012			[Redacted]	\$ 3.74		
bill acct	[Redacted]			orig amt	\$ 3.74		
ref num	[Redacted]			settlement	\$ 3.74		
tran code	[Redacted]			conv rate	0		
				conv date	N/A		

-End of Statement-

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

Statement Detail

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

Cardholder Statement

Cardholder  
Product Type  
Default MAC

[Redacted] TRAVEL - Individually Billed

Account Number  
Statement Period

[Redacted] 08/24/2012 - 09/21/2012

Statement Status New

Previous Balance	\$ 18,039.90	Total Payments	\$ 4,298.40	Total Amount Due	\$ 13,770.50
Purchases	\$ 0.00	Previous Disputes	N/A	Current Disputes	N/A
Other Debits	\$ 29.00	Other Credits	\$ 0.00	Statement Total	\$ -4,269.40
				Tax Total	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
08/30/2012	08/29/2012	[Redacted]	SPLIT DISBURSEMENT PAYMEN	\$ -298.40		
bill acct		[Redacted]	(b) (6)	\$ 298.40		
ref num		[Redacted]	orig amt	\$ -298.40		
tran code		[Redacted]	settlement	0		
		[Redacted]	conv rate	N/A		
		[Redacted]	conv date			
09/07/2012	09/07/2012	[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		
09/10/2012	09/10/2012	[Redacted]	PAYMENT RECEIVED -- THANK	\$ -4,000.00		
bill acct		[Redacted]	orig amt	\$ 4,000.00		
ref num		[Redacted]	settlement	\$ -4,000.00		
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  
Product Type  
Default MAC

[Redacted]

TRAVEL - Individually Billed

Account Number  
Statement Period

[Redacted]

09/22/2012 - 10/23/2012

Statement Status New

Previous Balance	\$	13,770.50	Total Payments	\$	13,741.50	Total Amount Due	\$	2,585.07
Purchases	\$	492.72	Previous Disputes		N/A	Current Disputes		N/A
Other Debits	\$	2,063.35	Other Credits	\$	0.00	Statement Total	\$	-11,185.43
						Tax Total	\$	0.00

post date	tran date	last alloc date time	merchant	amount	status	t
10/08/2012	10/08/2012		[Redacted]	\$ 29.00		
	bill acct	[Redacted]	(b) (6)	orig amt	\$ 29.00	
	ref num			settlement	\$ 29.00	
	tran code			conv rate	0	
				conv date	N/A	
10/12/2012	10/12/2012		PAYMENT RECEIVED -- THANK	\$ -13,741.50		
	bill acct	[Redacted]		orig amt	\$ 13,741.50	
	ref num			settlement	\$ -13,741.50	
	tran code			conv rate	0	
				conv date	N/A	
10/22/2012	10/12/2012		[Redacted]	\$ 2,008.35		
	bill acct			orig amt	\$ 2,008.35	
	ref num			settlement	\$ 2,008.35	
	tran code			conv rate	0	
				conv date	N/A	
10/22/2012	10/12/2012		[Redacted]	\$ 26.00		
	bill acct			orig amt	\$ 26.00	
	ref num			settlement	\$ 26.00	
	tran code			conv rate	0	
				conv date	N/A	
10/18/2012	10/16/2012		[Redacted]	\$ 25.00		
	bill acct			orig amt	\$ 25.00	
	ref num			settlement	\$ 25.00	
	tran code			conv rate	0	
				conv date	N/A	
10/18/2012	10/16/2012		[Redacted]	\$ 4.00		
	bill acct			orig amt	\$ 4.00	
	ref num			settlement	\$ 4.00	
	tran code			conv rate	0	
				conv date	N/A	
10/18/2012	10/17/2012		[Redacted]	\$ 247.52		

Statement Detail

bill acct  
ref num  
tran code



orig amt  
settlement  
conv rate  
conv date

\$ 247.52  
\$ 247.52  
0  
N/A

10/22/2012 10/18/2012

\$ 216.20

bill acct  
ref num  
tran code

orig amt  
settlement  
conv rate  
conv date

\$ 216.20  
\$ 216.20  
0  
N/A

--End of Statement--

(b) (6)



Statement Detail

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

Cardholder Statement

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

Previous Balance \$ 2,585.07 Total Payments \$ 0.00 Total Amount Due \$ 2,651.93  
Purchases \$ 66.20 Previous Disputes N/A Current Disputes N/A  
Other Debits \$ 0.66 Other Credits \$ 0.00 Statement Total \$ 66.86  
Tax Total \$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
11/14/2012	10/23/2012		[Redacted]	\$ 0.66		
bill acct	[Redacted]		[Redacted]	\$ 0.66		
ref num	[Redacted]		(b) (6)	\$ 0.66		
tran code	[Redacted]			0		
						N/A
11/14/2012	10/23/2012		[Redacted]	\$ 66.20		
bill acct	[Redacted]		[Redacted]	\$ 66.20		
ref num	[Redacted]		[Redacted]	52.00		
tran code	[Redacted]		[Redacted]	66.20		
						N/A

--End of Statement--

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

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** 11/24/2012 - 12/21/2012  
**Default MAC**

<b>Previous Balance</b>	\$ 2,651.93	<b>Total Payments</b>	\$ 2,703.67	<b>Total Amount Due</b>	\$ -51.74
<b>Purchases</b>	\$ 0.00	<b>Previous Disputes</b>	N/A	<b>Current Disputes</b>	N/A
<b>Other Debits</b>	\$ 0.00	<b>Other Credits</b>	\$ 0.00	<b>Statement Total</b>	\$ -2,703.67
				<b>Tax Total</b>	\$ 0.00

post date	tran date	last alloc date time	merchant	amount	status	t
- 11/27/2012	11/26/2012		SPLIT DISBURSEMENT PAYMEN	\$ -2,703.67		
bill acct		[Redacted]	org amt	\$ 2,703.67		
ref num			settlement	\$ -2,703.67		
tran code			conv rate	0		
			conv date	N/A		

--End of Statement--

(b) (6)

Statement Detail

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

### Cardholder Statement

Cardholder  
Product Type  
Default MAC

TRAVEL - Individually Billed

Account Number  
Statement Period

12/22/2012 - 01/23/2013

Statement Status Interim

Tax Total \$ 0.00

Statement Total \$ -19.08

post date	tran date	last alloc date time	merchant	amount	status	t
- 01/08/2013	01/07/2013		SPLIT DISBURSEMENT PAYMEN	\$ -1,330.78		
bill acct				\$ 1,330.78		
ref num				\$ -1,330.78		
tran code				0		
				N/A		
- 01/10/2013	01/08/2013			\$ 26.00		
bill acct				\$ 26.00		
ref num				\$ 26.00		
tran code				0		
				N/A		
- 01/10/2013	01/08/2013			\$ 1,285.70		
bill acct				\$ 1,285.70		
ref num				\$ 1,285.70		
tran code				0		
				N/A		

--End of Statement--

(b) (6)

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IV-13-0034

## **APPENDIX C**

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

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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~~) [Redacted]

[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).

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(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

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

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

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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

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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] travel reimbursements. . . . .

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(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.

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(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.

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(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.

(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)

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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.

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