

GENERAL SERVICES ADMINISTRATION  
Washington, DC 20405

OAS 5740.1 CHGE 2  
January 17, 2023

GSA ORDER

SUBJECT: Government Travel Charge Card Program

1. Purpose. This Order provides guidance for the management and use of the GSA SmartPay® individually-billed account travel charge card (travel card) and centrally-billed account.
2. Background. The Travel and Transportation Reform Act (TTRA) of 1998 (Public Law 105-264), as implemented by the Federal Travel Regulation and OMB Circular A-123 Appendix B, [Improving the Management of Government Charge Card Programs](#), mandates that Federal Government cardholders use the travel card for official Government travel expenses. Public Law 112-194, the Government Charge Card Abuse Prevention Act of 2012, amends Section 2 of TTRA and outlines the minimum requirements to ensure effective management controls.
3. Scope and Applicability. This Order provides policy, standards, instructions, and procedures governing the management and use of the travel card. The provisions apply to all GSA employees. This Order applies to the Office of Inspector General (OIG) to the extent that the OIG determines it is consistent with the OIG's independent authority under the Inspector General Act and does not conflict with other OIG policies or the OIG mission. This Order applies to the Civilian Board of Contract Appeals (CBCA) to the extent that the CBCA determines it is consistent with the CBCA's independent authority under the Contract Disputes Act and applicable Federal Court decisions and does not conflict with other CBCA policies or its mission.
4. Cancellation. This Order cancels and supersedes GSA Order OAS 5740.1 CHGE 1.
5. Summary of Changes. This Order updates policy where needed to reflect the transition of the program to GSA SmartPay® 3, expands the Responsibilities section to update duties of the Chief Administrative Services Officer and Agency/Organization Program Coordinator, changes the title of the Charge Card Coordinator to Travel Card Program Analyst, adds the use of Transportation Network Companies (TNCs) and Innovative Mobility Technology Companies (IMTCs), and removes the Travel Card Program Analyst appointing duties of the Regional Commissioners (RCs) to reflect the consolidation of Travel Card Program Analysts

into the Office of Administrative Services (OAS). Minor editorial and clarifications are also made.

6. Signature.

/S/ \_\_\_\_\_

BOB STAFFORD  
Chief Administrative Services Officer  
Office of Administrative Services

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1. Overview. A travel card account is a type of payment solution, issued by a GSA SmartPay contractor bank, used to pay for all costs directly related to official travel. The GSA Travel Card Program provides issuance of travel cards as well as policy, guidance, and oversight regarding the use of travel cards.
2. Responsibilities.
  - a. Chief Administrative Services Officer (CASO)
    - (1) Develops internal Agency policy and procedures for GSA's travel card program.
    - (2) Oversees the Agency's usage of the GSA SmartPay Travel Card Program.
    - (3) Approves exemptions from mandatory use of the travel card.
  - b. Agency/Organization Program Coordinator (A/OPC)
    - (1) Implements and oversees management of the GSA Travel Card Program.
    - (2) Monitors compliance with GSA policies, procedures, and internal controls for the issuance, management, and use of the GSA travel card.
    - (3) Provides guidance and training to travel card program analysts.
    - (4) Serves as liaison for audits and reviews and develops corrective action plans.
    - (5) Assesses risk management controls to ensure the efficiency and integrity of the program.
    - (6) Establishes GSA Centrally Billed Accounts (CBAs).
  - c. Travel Card Program Analyst.
    - (1) Processes travel card applications for GSA.
    - (2) Monitors cardholders' and approving officials' (AOs) compliance with GSA travel card policy and regulations and takes corrective action when required.
    - (3) Serves as the liaison between GSA and contractor bank.
    - (4) Responds to data calls and inquiries from customers and stakeholders.
    - (5) Reports suspected fraud, waste, abuse, and/or misuse.
    - (6) Analyzes and monitors questionable charges and submits monthly

reports to supervisors for action.

- (7) Analyzes and monitors travel delinquency and submits monthly reports to supervisors for action.
- (8) Ensures cancellation of cardholder accounts upon separation from GSA.
- (9) Adjusts credit limits based on travelers' needs and policy.
- (10) Ensures cardholder training is completed.
- (11) Maintains an electronic record of cardholders' supervisory travel card approval forms, travel card applications, and travel card training certificates for all cardholders in their assigned region or staff office.
- (12) Ensures accurate and timely updates to the travel card bank's system to reflect the current hierarchy of cardholders and their status.
- (13) Uses program guides available on the GSA SmartPay website and OMB Circular A-123 Appendix B and D for assistance in performing program management duties.

d. Individual Cardholders.

- (1) Use the travel card for all expenses directly related to official travel.
- (2) Pay undisputed travel card balance by the due date on the billing statement.
- (3) Complete required travel card training.
- (4) Use state tax exemption forms when applicable.
- (5) Read and understand the requirements of the [cardholder agreement](#) from U.S. Bank.
- (6) File travel vouchers within five working days after completing travel or every 30 days while on a continuous or long-term travel status to avoid delinquency.
- (7) Use the split-disbursement feature in the E-Gov Travel Service (ETS) when completing vouchers to direct all or a portion of the reimbursement to the travel card bank.
- (8) Promptly dispute any questionable charges per the [cardholder agreement](#).
- (9) Immediately notify the travel card bank in the case of a lost or stolen card.
- (10) Notify the travel card program analyst at least 10 business days prior to transferring within or separating from GSA.

3. Mandatory Use Policy. Unless otherwise exempt, GSA employees will use the travel card to pay for all costs directly related to the individual employee's official travel.
4. Types of Card Accounts.
  - a. The Individually Billed Account (IBA) referred to as "travel card" in this policy, is an account issued to a GSA employee that bears personal liability and is used to pay for an employee's official travel expenditures.
  - b. The Centrally Billed Account (CBA) is an account maintained by the Travel Management Center (TMC) that is used to purchase common carrier tickets for airfare, train, and bus.
5. Travel Card Eligibility.
  - a. GSA Employees. GSA employees who perform temporary duty (TDY) travel as part of their duties are eligible for a travel card.
  - b. GSA Employees Traveling For Other Agencies. GSA cardholders may use their travel card while traveling on official business at the request of another Government agency, except that a GSA employee who is also a member of a Department of Defense (DoD) reserve/guard unit will not use a GSA travel card for travel directed by DoD. DoD members should consult with their DoD card coordinator for further guidance.
  - c. Invitational Travelers. Non-GSA employees performing official Government travel at the request of GSA are not eligible to obtain or use a travel card from GSA. Common carrier transportation costs may be charged to a CBA with a City Pair Program designation.
  - d. Foreign Nationals. Foreign national personnel are not authorized to obtain or use a travel card from GSA. Common carrier transportation costs may be charged to a CBA without a City Pair Program designation.
  - e. GSA Contractors. GSA contractors are not authorized to obtain or use any type of Government-issued travel card (IBA or CBA) regardless of the type of contract.
6. Exemptions. GSA has exempted the following employees from mandatory use of the travel card. Requests for additional employee or expense exemptions must be submitted in writing to OAS through the HSSO.
  - a. GSA employees with a pending travel card application.
  - b. Non-GSA employees traveling on invitational travel.
  - c. Individuals denied a travel card by the travel card bank.
  - d. GSA employees with travel cards that have been canceled or suspended.

7. Travel Advances.

- a. Eligibility for Obtaining a Travel Advance. A GSA employee authorized to perform TDY travel for GSA and who is not eligible for a travel card or has a travel card application pending may refer to GSA Order OAS 5735.1 CHGE 1, Travel Advances, for information on obtaining an advance of funds. A GSA employee issued a travel card may obtain an advance of funds via an Automated Teller Machine (ATM) withdrawal.
- b. ATM Use. The primary purpose of the travel card is to charge official travel-related expenses. The travel card can be used for most, if not all expenses, eliminating most of the need for travelers to use cash. ATM withdrawals should be limited in frequency and amount necessary to cover out-of-pocket expenses that cannot be charged to a travel card. ATM withdrawals may be obtained no more than five working days before the scheduled departure date of any official travel and no later than the last day of official travel. GSA limits ATM withdrawals to 2 percent of the account credit limit in a monthly billing cycle. The cardholder is responsible for reimbursing the travel card bank for advance/withdrawal by the travel card billing statement due date. Reimbursement of ATM fees and transaction fees is limited to actual fees not to exceed \$5 per week, and are reimbursed as a miscellaneous travel expense.

8. Common Carrier Transportation. Common carrier transportation (e.g., air, rail, and bus) for official travel will be purchased by the TMC and charged to the CBA. Travelers may charge common carrier tickets for official travel to their individual travel card only in cases of emergency where it is impractical or impossible to contact the TMC.

9. Automobile Expenses. Cardholders may use their travel card to pay for fuel and other variable expenses associated with the use of a rental car during official Government travel and claim it as a separate expense on the travel voucher. The travel card may also be used to pay for fuel and other variable expenses associated with a privately owned vehicle (POV) during official Government travel but the traveler will receive an authorized standard mileage allowance and will not claim those expenses on the travel voucher.

10. Expenses Incidental to Official Travel. The cardholder, while in a travel status, may use the travel card to charge non-reimbursable expenses incident to official travel such as in-room movie rentals, seat upgrades, and exercise facility fees. Employees may only purchase alcoholic beverages incidental to a meal. The travel card may be used for retail type expenses incident to official travel, such as those incurred by lost or damaged luggage. Retail use must be limited to the essential expenses required to perform the official duties while on authorized travel, are not reimbursable, and will not be claimed on a travel voucher. Travelers are required to contact their supervisor before making retail purchases.

11. Other Allowable Uses:

- a. Relocation. The cardholder will use the travel card to pay for official travel expenses associated with an authorized house hunting trip and en route travel only. Common carrier for air, rail, or bus will be obtained using the CBA. Please refer to GSA Order [OAS 5730.1](#), GSA Relocation Allowances, for policy and procedure on relocation allowances.
  - b. Training Expenses/Conference Fees. The Government purchase card should be used to pay for approved training costs, tuition, or conference fees when such fees can be paid in advance. Employees may use the travel card to pay for such expenses only when unforeseen circumstances prevent pre-payment with the purchase card.
12. E-Gov Travel Service (ETS) Use. Travel cardholders are required to enter their travel card information in their ETS profile. Employees exempt from travel card use or who do not enter travel card information in their ETS profile will be unable to make hotel or rental car reservations using ETS and must contact their TMC to make their hotel and rental car reservations using a personal credit card.
13. Split Disbursement. Vouchers must be submitted to the approving official within five business days after travel is completed or at least once every 30 calendar days while on a continuous or long-term travel status. Employees who are issued travel cards must submit ETS vouchers using the split-disbursement feature ("IBA" payment method) to send funds to the travel card bank for expenses incurred during official travel. The remaining funds are paid to travelers via electronic funds transfer. If the amount split disbursed and/or paid to the travel card bank exceeds the balance on the account, the cardholder may contact the travel card bank to request a refund check for the credit balance. After two billing cycles with no activity, a refund will automatically be processed by check and mailed to the address on file.
14. Personal Travel Combined with Official Travel. Employees who combine personal travel with official travel will book reservations in ETS and create an ETS authorization only for their official travel from their official duty station to the TDY location. After the authorization is created, the traveler must contact the TMC to modify the official travel reservation(s) to accommodate the personal portion of the trip using a personal credit card. Use of the travel card is not permitted for personal travel expenses.
15. Applying for a Travel Card. Travel Card Application and Renewal Procedures are available on the [Insite](#) page. No card will be issued without a properly completed supervisory approval form, training completion certificate(s), and a completed travel card application. Copies of all training certificates must be maintained electronically by the travel card program analyst for three years pursuant to U.S. National Archives and Records Administration (NARA) requirements, [General Records Schedule 2.6, item 30](#).
16. Standard Card. Standard cards are issued with a \$10,000 credit limit to individuals with a qualifying credit score, commonly referred to as Fair Isaac Corporation

(FICO) score, of 660 or more.

- a. Restricted Card. Restricted cards are issued with a \$1 credit limit to individuals with a non-qualifying credit score (FICO score of 500-659) and/or individuals with no credit history. The Travel Card Program Analyst may increase the limit temporarily up to \$2,500 or more if needed for the duration of the cardholder's travel at the request of the cardholder's supervisor.
  - b. Impact on Credit Reports/Scores. Public Law 112-74, title VII, § 736 (2011); 5 USC 5701 note requires the evaluation of creditworthiness before a travel card may be issued. This credit check has no impact on the applicant's credit report/score. The travel card bank uses a "soft pull" or promotional inquiry. The cardholder's credit report will not reflect the account or payment history. However, the travel card bank may report adverse credit information to national credit bureaus on accounts that exceed 180 days past due.
  - c. Routine Applications. Upon receipt of a properly completed and approved application, the bank will deliver the card to the employee's mailing address provided on the application within 10 calendar days for domestic delivery and 14 calendar days for international delivery after the application is processed.
  - d. Emergency/Expedited Applications. Expedited applications will be used for employees who are scheduled to travel within 14 days. GSA employees and their supervisors should plan ahead to avoid the need for an expedited application. Upon receipt of a properly completed and approved application, the bank will deliver the card to the employee's mailing address provided on the application within 24 hours of the request of GSA including international requests.
  - e. Re-Applying Cardholders. Former cardholders who transfer from another agency will be subject to a new credit worthiness evaluation. With the exception of DoD reservists or guard members, previous travel card accounts with the issuing bank at the former agency must be closed before applying for a travel card account. In addition, in those instances where the issuing bank informs GSA that a former cardholder is delinquent on a previously issued travel card, the applicant must first make full payment to the bank on the delinquent balance before a new travel card will be issued.
17. Misuse. Misuse of the travel card, defined in Appendix A, will not be tolerated. HSSOs, RCs, and managers/supervisors will ensure travel cards are used for official travel-related expenses only. Cardholders who misuse the travel card may be subject to administrative or disciplinary action in accordance with [HRM 9751.1A, Maintaining Discipline](#). Examples of misuse include, but are not limited to:
- a. Using the card without an approved travel authorization in the ETS travel system;

- b. Charging expenses for personal, family, or household purposes not related to official travel;
  - c. Obtaining cash withdrawals from an ATM or bank not related to official travel, which also includes any withdrawal of a credit balance;
  - d. Using the travel card for local travel expenses in violation of agency policy;
  - e. Refueling a Government-furnished-automobile (the assigned fleet card must be used instead);
  - f. Usage of the travel card for TNCs (e.g., Uber/Uber Eats, Lyft) and IMTCs when not on official travel;
  - g. Charging expenses of other Government employees (except when sharing transportation, such as a taxi).
18. Merchant Category Code(s) (MCC(s)). An MCC is a four-digit code used by the card networks to classify a business by the type of goods or services provided. GSA blocks some MCCs as a means to prevent inappropriate use. MCCs that are blocked by GSA are merchants that would not normally be associated with official travel expenses. When a cardholder attempts to use the travel card at a merchant with a blocked MCC the transaction will be denied. When necessary, cardholders must contact the Office of Travel & Charge Card Services in OAS, to request a forced authorization.
19. Delinquency. **The travel card is a charge card, not a credit card; cardholders are not authorized to carry a balance forward.** A cardholder's billing statement is due and payable, in full, upon receipt of the statement but must be received by the travel card bank no later than 30 calendar days from the closing date on the statement in which a charge appeared. Delinquent cardholders may be subject to administrative or disciplinary action in accordance with [HRM 9751.1A, Maintaining Discipline](#).
- a. Due Process for Salary Offset due to Travel Card Delinquency. Due process notifications provide the cardholder with detailed information regarding the outstanding balance, charges on their account, demand payment, and lists the cardholder's rights under law. Due process letters will be issued when accounts reach 90 days past due. Cardholders will have 30 days to pay their debt, establish a repayment plan, or contest the debt. If the debt is not resolved by 120 days past due, the travel card bank will request that the Financial Information & Operations Division initiate salary offset. Salary offset requests due to travel card delinquency will be processed in accordance with [GSA Order CFO 4253.1C CHGE 1, Accounts Receivable and Debt Collection Policy Manual](#).
  - b. Disputing a Charge. The cardholder is responsible for initiating a dispute with the travel card bank when unable to resolve a disputed charge with a merchant. Dispute procedures and timeframes are described in the

cardholder agreement. Cardholders are responsible for notifying their Travel Card Program Analyst that a charge has been disputed and for maintaining a record of the dispute for tracking purposes. Disputed charges pending resolution will not count towards delinquency balances.

20. Refunds. GSA receives refunds for travel card usage and timely payments. The agency's goal is to maximize the refunds by ensuring maximum card usage. Unless otherwise exempt, GSA employees will use the travel card to pay for all costs directly related to the individual employee's official travel. Cash advances and ATM withdrawals do not provide refunds to the agency.
21. Tax Exempt Status. GSA employees are responsible for determining the tax-exempt status of the TDY location and completing any forms required prior to departing for TDY. In circumstances when a hotel refuses to honor the tax exemption, travelers will be reimbursed for hotel taxes. Only some states and localities grant exemptions from lodging taxes. Even in those states, travelers are often not exempt from other taxes or fees (such as convention center fees). Tax information on each state is provided on the [GSA SmartPay office website](#).
22. Travel Card Training.
  - a. GSA Employees. The [Government Charge Card Abuse Prevention Act of 2012](#), requires appropriate training to each travel charge cardholder and each official with responsibility for overseeing the use of travel charge cards (i.e., officials who review or approve travel vouchers). To accomplish this requirement, all GSA travel cardholders are required to complete travel training available via [GSA's Online University](#). Refresher training is required annually. Individuals applying for a travel card must complete the training before their travel card application will be processed. Travel Card Program Analysts will suspend cardholders' accounts who fail to complete the required refresher training until training completion has been verified.
  - b. Travel Card Program Analysts. Travel Card Program Analyst must complete the following training:
    - (1) [GSA SmartPay Travel Training for Program Coordinators](#) upon appointment.
    - (2) Travel training in GSA's Online University and refresher training annually.
    - (3) Training on the use of the travel card bank's system.
    - (4) Strongly encouraged to attend Annual GSA SmartPay Forum and web-based training.

## Appendix A. Definition of Terms

**ATM Cash Advance and Service Fees** – ATM cash advance fees are limited to a percentage of the amount withdrawn and a service fee from the bank that dispenses the funds. ATM service fees vary based on location.

**ATM Withdrawal** – An ATM withdrawal is a cash advance obtained through the use of the travel card.

**Bank System** – A web-based system provided by the travel card bank to assist with travel card program management. The system is accessed via the Internet and is used by the Office of Travel & Charge Card Services in OAS, Travel Card Program Analysts, cardholders, and other authorized users to assist in the management of travel card accounts. The system displays account and transaction data, maintains monthly billing statements, and provides reporting capability.

**Billing Statement** – An itemized listing of all charges incurred during the billing period and includes any balance or credit carried forward from the previous billing cycle. Billing statements for GSA are normally produced on the 25<sup>th</sup> day of each month and payment in-full is due upon receipt.

**Canceled Card** – A card is canceled as a result of misuse/abuse or following separation from GSA. Canceled accounts cannot be reactivated. If a cardholder with a canceled account needs a travel card, he or she must reapply. Cards are also canceled if suspended two or more times in a 12-month period or for two non-sufficient funds payments in a 12-month period.

**Cardholder** – A GSA employee who has applied for and received a travel card.

**Centrally Billed Account (CBA)** – A CBA is a travel card account issued to an organization to purchase common carrier (e.g., airline, train, and bus) tickets and is used in lieu of issuing an Optional Form (OF) 1169, Government Transportation Request, for payment purposes. Payments are subject to the Prompt Payment Act, as amended (31 USC §§ 3901-3907). These accounts contain a unique prefix that identifies the account as a CBA for official Federal Government travel. This prefix also identifies the account as eligible for Government travel rates including city pair rates and tax exemption in some states.

**Credit Worthiness Checks** – Credit worthiness checks are performed for all travel card applicants. Credit worthiness checks are a standard industry practice used by the contractor bank to determine the type of card to be issued.

**Delinquency** – A GSA employee is considered delinquent when their travel card billing statement is not paid in full within 30 calendar days (i.e., two billing cycles) from the billing statement date.

**Electronic Funds Transfer (EFT)** – Payment method wherein funds are electronically transferred to an individual's financial institution's account.

**Hierarchy**: The organizational structure of the agency which may be composed of multiple levels from the account holder to the top level of the agency.

**Hierarchy Level** – Each region and staff office is assigned its own unique hierarchy level number. These hierarchy levels are subordinate to the Office of Travel & Charge Card Services in OAS hierarchy. Travel Card Program Analysts may monitor all activity within and subordinate to their hierarchy level.

**Innovative Mobility Technology Company (IMTC)** - An organization, including a corporation, limited liability company, partnership, sole proprietorship, or any other entity, that applies technology to expand and enhance available transportation choices, better manages demand for transportation services, or provides alternatives to driving alone. Note: Certain jurisdictions may have limits or prohibit the operation or use of IMTCs. Federal employees are expected to follow all laws, including those related to IMTCs, as well as choose the most cost effective level of service. For example, instead of using a POV or traditional daily/weekly rental car, or taking a taxi/TNC, an IMTC might be shared bikes or cars for short term use, e.g., partial hour rentals.

**Individually Billed Account (IBA)** – An IBA is a travel card account issued to a GSA employee. The IBA contains a unique prefix that identifies the account as an official Government travel card.

**Long-term Travel** – A travel status of 30 or more continuous days.

**Merchant Category Code(s) (MCC(s))** – Four-digit codes used by the card networks to classify a business by the type of goods or services provided.

**Misuse** – Use of a GSA travel card for anything other than the official purposes for which it is intended. Examples include using the travel card to obtain a gift for a spouse while on TDY, to withdraw cash from ATM use when not in connection with official travel, and to use the card for purchases of any kind while not on official travel even if the account is kept current.

**Official Travel** – Travel under an official travel authorization from an employee's official station or other authorized point of departure to a temporary duty location and return from a temporary duty location, between two temporary duty locations, or relocation at the direction of a Federal agency.

**Out-of-pocket Expense** – Out-of-pocket expenses are officially necessary expenses incurred by a traveler while performing official temporary duty or relocation travel.

Typically they include lodging; meals and incidental expenses covered by the per diem or actual subsistence expense allowance; transportation expenses (e.g., local transit system, taxi fares, parking fees) excluding common carrier air or rail, which are obtained using a CBA; gasoline and other variable expenses associated with the use of a rental car; and other authorized miscellaneous expenses.

**Refunds** - A refund is a benefit GSA receives for the use and timely payment of the travel card. Two types of refunds, sales and productivity, are available from the travel card bank. Sales refunds are based on the dollar or spend volume, and productivity refunds are based on timeliness or frequency of payments. The refunds are computed and distributed by the travel card bank on a quarterly basis.

**Salary Offset** – An involuntary pay garnishment to collect a delinquent card balance. The contractor bank is required to send due process notification letters to cardholders before initiating salary offset. This applies to IBA accounts only.

**Split Disbursement** – A payment method that allows a cardholder to have a portion of their travel entitlement sent directly to the contractor bank to pay their travel card bill.

**Transportation Network Company (TNC)** - A corporation, partnership, sole proprietorship, or other entity, that uses a digital network to connect riders to drivers affiliated with the entity in order for the driver to transport the rider using a vehicle owned, leased, or otherwise authorized for use by the driver to a point chosen by the rider; and does not include a shared-expense carpool or vanpool arrangement that is not intended to generate profit for the driver. Note: Certain jurisdictions may have limits or prohibit the operation or use of TNCs. Federal employees are expected to follow all laws, including those related to TNCs, as well as choose the most cost effective level of service. Examples of TNCs include Uber, Lyft, and other shared ride services.

**Travel Card** – A Government contractor-issued charge card used by authorized individuals to pay for official travel and transportation related expenses for which the contractor bills the employee.

**Travel Card Program Analyst** – Travel Card Program Analysts are responsible for travel card management and are under the oversight of the Office of Travel & Charge Card Services in OAS.

**Travel Management Center (TMC)** – A commercial travel company providing a full range of commercial travel reservations and ticketing services under contract with the Government.

## Appendix B. Travel Card Program Analyst Travel Card Guide

### General

The Travel Card Program Analyst plays an important role in the proper management of the travel card program. Individuals appointed as a Travel Card Program Analyst must have the skills necessary to properly manage the travel card program and access the travel card bank system to assist in the management of the travel card program. Travel Card Program Analysts have access to sensitive information and are held accountable for adhering to [GSA's privacy policy](#).

### Program Travel Card Guides

Travel Card Program Analysts should refer to the [travel card program guide](#) available on the GSA SmartPay website to assist them with performing their duties.

### Records

Travel Card Program Analysts will maintain, or have access to all pertinent records for cardholders assigned to their hierarchy, such as certificates of training, delinquency notices, and reports. Each Travel Card Program Analyst, in conjunction with the travel card bank, will maintain an up-to-date list of current cardholders and accounts, to include information such as account names, account numbers, addresses, and telephone numbers. Due to the sensitivity of the data contained in these files, the data must be maintained in a secure container or area that precludes unauthorized access. Travel Card Program Analysts maintaining these records must ensure they are marked and protected in accordance with the provisions of the Privacy Act and GSA Order [CIO 2100.1N, GSA Information Technology \(IT\) Security Policy](#).

Records should be retained in a secure electronic format or an authorized document management system. Records will be retained for three years in accordance with the U.S. National Archives and Records Administration (NARA) requirements, General Records Schedule 2.6, item 30. Online applications are not required to be maintained by the Travel Card Program Analyst, the travel card bank maintains the online application.

**Hierarchy Structure**

The Travel Card Program Analyst is responsible for maintaining the accounts in his/her organizational hierarchy structure. This hierarchy is the link that identifies each cardholder account to the correct organization within GSA. The Travel Card Program Analyst should track arriving and departing cardholders to maintain the validity of the organizational hierarchy and the travel card contractor reporting information. The establishment of a new hierarchy requires the approval of the Office of Travel & Charge Card Services in OAS.

**Procedures in the Travel Card Bank's Training Guides**

The Travel Card Program Analyst will follow the procedures published in the travel card bank's training guides for using the bank's system to transfer cardholders with open, closed, and suspended accounts. The receiving organization must accept the account regardless of account status.

**Closure of Travel Card Accounts**

The Travel Card Program Analyst will close a travel card account upon a cardholder's separation. The Travel Card Program Analyst should ensure any outstanding balance is paid during the travel settlement process via split disbursement prior to final separation.

**Monitor and Reporting Delinquencies**

The Travel Card Program Analyst will monitor and report all delinquencies to appropriate personnel. Travel Card Program Analysts are also responsible for monitoring all accounts for proper use of the travel card and to report accounts with unauthorized transactions to supervisors for action, as appropriate.

**Review Reports to Identify Accounts for Closure or Spending Limits**

On an annual basis, the Travel Card Program Analyst will identify accounts for potential closure or reduced limits. The managers of cardholder accounts not used in the preceding 24-month period should be notified to request to close an account if not needed or lower account limits to \$1 with an option to increase limits when the need for travel arises. Cardholders should be notified when an account is closed or account limits are reduced to \$1. Cardholders are then responsible for notifying the Travel Card Program Analyst of their need to use the card for upcoming travel so that the \$1 limit can be raised to accommodate travel activities.

## Forms

Travel card forms and a list of Travel Card Program Analysts are available on the travel card applications and renewal procedures page on GSA [InSite](#).

## Appendix C. Account Status

The following chart illustrates the status of a cardholder account and the corresponding action taken.

<b>SUMMARY CHART OF CONTRACTOR ACTIONS REGARDING ACCOUNT SUSPENSION</b>
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Number of Calendar Days from Billing Date	Suspension Procedure
Up to 45 days	Account is Current
46 days	Request payment on past due account
55 days	Begin suspension process: Notify by email and by written notification seven (7) calendar days prior to account suspension, if payment of the undisputed charge amount is not received in full by the close of the fifth (5th) calendar day after notification
61 days	Account may be suspended, unless otherwise directed by the A/OPC
Within 180 days	Suspension shall be initiated. Salary offset requests due to travel card delinquency will be processed in accordance with GSA Order CFO 4253.1C CFO CHGE 1, Accounts Receivable and Debt Collection Policy Manual.
Over 180 days	Bank waives its right to suspend the account for a particular charge if it does not initiate suspension procedures within 180 calendar days of the closing date on the billing statement in which the charge first appeared.



## Appendix D. Helpful Hints for Travel Card Use

GSA employees who perform official travel are required to use the travel card for all official travel expenses. When GSA issues an employee a travel card to pay for official travel expenses, it is important to understand the cardholder's responsibilities. The following do's and don'ts highlight some of the guidelines and policies for travel card use.

### Cardholder DOs:

- **DO** use your travel card to pay for official travel-related expenses, rather than using ATMs for cash withdrawals, unless using the travel card is exempt by the Federal Travel Regulation.
- **DO** use your travel card to pay for lodging, meals, rental car, and all other official travel expenses unless use of the card is exempt by the Federal Travel Regulation.
- **DO** track your expenses and keep receipts while on travel so you have accurate information for filing your travel claim.
- **DO** file your travel claim within five working days after you complete your trip, or every 30 days if you are on long term travel.
- **DO** use the split-disbursement feature in ETS when filing travel vouchers, which speeds up payment to the travel card bank and maximizes GSA's refund rate.
- **DO** be aware that misuse of the travel card could result in disciplinary action.
- **DO** review your monthly statement and dispute any charges that are not correct.
- **DO** be aware that failure to pay your bill **in-full** by the statement billing due date can result in suspension or cancellation of your card and may result in disciplinary action.
- **DO** complete your refresher training annually.
- **DO** immediately report your lost or stolen card to the travel card bank and your Travel Card Program Analyst.
- **DO** notify your Travel Card Program Analyst at least ten business days prior to transferring within or separating from GSA.
- **DO** activate your free online account for Travel Cardholders.
- **DO** be aware of multiple payment options. Payments can be made by mail, online, or by phone.

### Cardholder DON'Ts:

- **DON'T** use your travel card to pay for expenses NOT related to official travel.
- **DON'T** allow your monthly bill to become overdue because this could result in suspension or cancellation of your card and disciplinary action.
- **DON'T** make ATM withdrawals to pay for your meals or other official travel expenses which can be charged to your travel card.
- **DON'T** forget the card is issued in your name and liability for payment is your responsibility.
- **DON'T** use your travel card to cover the expenses of other Government employees (except when sharing transportation, such as a taxi).