CHAPTER 3

ANNEX 3

SAMPLE 90-DAY DELINQUENCY MEMORANDUM

MEMORANDUM FOR SECOND LEVEL SUPERVISOR

THROUGH: TRAVELERS IMMEDIATE SUPERVISOR

SUBJECT: Delinquent Government Travel Charge Card Payment Notification - 90 Days

The 90-day delinquent notification list from the Government Travel Card Contractor has been received and (cardholder's name) is now 90 days delinquent in the payment of his or her account. Total amount due is $_____. The attached 60-day notification memorandum informed you that payment on the cardholder's Government Travel Card account was delinquent. The travel charge card contractor will send a letter notifying the cardholder of impending salary offset and due process. The account became subject to a $29 late fee at the point the account became 75 days delinquent and additional $29 late fees for every subsequent billing cycle until the debt is resolved.

(Provide specific information regarding the delinquent charges.)

★ The Government Travel Card contract requires that all outstanding charges be paid by the date specified on the billing statement. If no action is taken to settle this debt, the Agency Program Coordinator (APC) or the card contractor may cancel the account. Meanwhile, travel card privileges have been suspended as of (date). These privileges may be restored upon complete liquidation of the debt. The cardholder must be notified and counseled. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days and maintain their travel card account in a current status. Split disbursement (where available) is highly encouraged.

Noncompliance, or failure to adhere to the guidelines for the Government Travel Card, may result in disciplinary action in accordance with applicable statutory and regulatory provisions and with the Multi-Unit Master Agreement for bargaining unit employees.

The delinquent balance may be resolved by: (1) payment in full, (2) a reasonable explanation documented and submitted to the contractor through the APC, or (3) an agreed upon repayment schedule with the Travel Card Contractor. Billing questions may be directed to the Travel Card Contractor at the number printed on the billing statement for that purpose. Program management questions may be directed to (APC's name) at extension _____.

Please have the cardholder sign to acknowledge receipt of this delinquent notification and return it with your written response, outlining the actions taken, within 5 business days.

(Signature)
Agency Program Coordinator

cc: Cardholder

Cardholder acknowledgement of memorandum receipt.

_____ _____
Name, Grade, Organization Date