



# U.S. Department of Energy

OAK RIDGE OPERATIONS

**ORDER**

**ORO O 550  
CHAPTER III**

**Date:** 05-15-96

## **SUBJECT: TRAVEL CHARGE CARD PROGRAM**

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1. PURPOSE. This Chapter relates to DOE O 552.1 (formerly DOE 1500.4A), TRAVEL CHARGE CARD PROGRAM, dated April 22, 1991, by assigning responsibility and accountability and providing administrative and/or contractual guidance to Oak Ridge Operations (ORO) and the Office of Scientific and Technical Information (OSTI). Nothing in this issuance changes any requirements in any DOE Order.
2. CANCELLATION. This Chapter cancels and replaces OR 1500.4, TRAVEL CHARGE CARD PROGRAM, dated November 8, 1988.
3. APPLICABILITY. The provisions of this Chapter apply to ORO and OSTI employees who are designated to use charge cards for travel expenses.
4. RESPONSIBILITIES.
  - a. Director, Financial Management Division (FMD).
    - (1) Designates individuals to serve as program coordinators who:
      - (a) Perform those tasks identified in DOE O 552.1, subparagraphs 7d, 7f(1), and 7f(5)-(8).
      - (b) Review American Express applications and Employee Acknowledgments (included in Attachment 1 below) for completeness and accuracy and complete the agency information on the applications.
      - (c) Forward the completed application to American Express and retain the agency copy with the original Employee Acknowledgment statement.
    - (2) Determines the extent of charge card usage for ORO travelers.
    - (3) Ensures ORO's implementation of the charge card program is consistent with the provisions of DOE O 552.1.
  - b. Employees (see paragraph 3 above).
    - (1) Complete a "Government Card Application & Agreement For Employees of the United States Government" (included in Attachment 1 below).

- (2) Sign an Employee Acknowledgment to certify receipt and understanding of the memo, "Issuance of American Express Government Charge Cards" (Attachment 1), which prescribes the rights and obligations related to use of a Government-issued charge card.
- (3) Forward the American Express application and Employee Acknowledgment to their designated program coordinator for appropriate action.
- (4) Promptly report lost or stolen cards to American Express.
- (5) Perform those tasks identified in DOE O 552.1, subparagraphs 7e(5) and (6).

5. REQUIREMENTS AND PROCEDURES.

- a. Travel Advances. If authorized a travel charge card, employees who travel or expect to travel at least two times per year should use their charge cards in lieu of cash advances for most travel expenses (see DOE O 552.1, paragraph 11).
- b. Automated Teller Machine (ATM).
  - (1) A maximum advance amount of \$500 for each seven-day period may be received via an ATM. The advance amount may be withdrawn in increments or in total. Employees on travel longer than seven days can withdraw the maximum amount every seven days. A higher advance may be requested by the program coordinator on a case-by-case basis for unusual circumstances.
  - (2) The fee for an ATM cash advance (2.75 percent of the advance amount) will be added to monthly bill.
  - (3) The ATM cash advance should coincide with the advance authorized on the travel authorization except in certain emergency situations.
- c. Financial Obligations and Liability (see DOE O 552.1, subparagraph 8j).
  - (1) All amounts charged to the card, including cash advances, purchases, or fees, will be called "charges" for billing purposes. American Express will send monthly statements of all charges to each cardholder. Payment for these charges is due upon receipt of the monthly billing statement.

- (2) When any undisputed amount is first included as a "Previous Balance" on the monthly statement, it is considered to be delinquent. If it is included as a "Previous Balance" a second time, it is considered to be seriously delinquent and may result in suspension of credit card privileges. With the consent of ORO, the card may be cancelled if the undisputed amount is not paid in full within 120 days of the date of the first billing statement. If a traveler's card is cancelled for nonpayment, he/she will only be authorized the maximum travel advance of up to \$45 per day as if the card was still active.
  - (3) FMD will receive monthly reports from American Express showing all ATM activity similar to the reports currently being received for the normal Government credit card activity. These reports are reviewed to ensure that travelers are utilizing the cards in the manner they were intended. Use of the charge card for expenses other than for officially authorized government travel could constitute violation of the provision under 10 Code of Federal Regulations 1010.207, "Use of Government Property," and may result in disciplinary actions of the employee.
6. REFERENCES. DOE O 534.1, ACCOUNTING, dated September 29, 1995, which prescribes the policies and general procedures for the accounting and financial management of Department of Energy accounting operations.
  7. DEFINITIONS. None.
  8. CONTRACTOR REQUIREMENTS DOCUMENT. None.
  9. ATTACHMENTS.

Attachment 1 - Memorandum from James R. Martin, Director, Financial Management Division, to Addressee; subject: "Issuance of American Express Government Charge Cards."

United States Government

Department of Energy

Oak Ridge Operations Office

# memorandum

DATE:

REPLY TO: FM-711:Cooper  
ATTN OF:

SUBJECT: ISSUANCE OF AMERICAN EXPRESS GOVERNMENT CHARGE CARDS

TO: Addressee

The use of an American Express Government Charge Card for official Government business travel has many advantages for you and for the Department of Energy. The card will afford you financial flexibility and convenience. It is issued without a personal credit check or credit limit. No annual fees or interest charges are applicable to the card. Full payment is due upon receipt of an American Express monthly billing statement. Filing travel vouchers promptly will result in allowable expense reimbursement before payment is due.

The American Express card is accepted in more than 3.5 million establishments worldwide. Travelers are to use the card whenever and wherever possible for cash advances, airline tickets, hotels/motels, restaurants, automobile rentals, and other expenses incurred incident to official travel. With major expenses charged to the card, the need for large cash advances or carrying large cash amounts becomes unnecessary. With the Automated Teller Machine option, cash advances will be limited initially to the travel order authorized amount not to exceed \$500 during a 7-day period.

The Oak Ridge Operations Office policy is to encourage all travelers who make two or more trips a year to apply for an American Express card. However, any employee who is authorized to travel is eligible to apply.

Passenger tickets for common-carrier transportation and rental car reservations will continue to be obtained through the Travel Management Center (TMC), Omega Travel, Inc. The American Express travel accident insurance (\$200,000) will be provided automatically free of charge through TMC.

To obtain the American Express Government Charge Card, complete the employee portion of the attached application and return it to the General Ledger and Accounting Operations Branch. Please read the summary of benefits, services, and protection provided to travelers before signing the employee acknowledgement form. The understanding of your rights and obligations is essential to the successful program implementation.

Your cooperation will be sincerely appreciated. If you have any questions, please call me or Penny Cooper on (423) 576-9612.

  
James R. Martin, Director  
Financial Management Division

Attachments:

1. Government Application
2. Employee Acknowledgement
3. Features and Benefits



**GOVERNMENT CARD APPLICATION & AGREEMENT**  
For Employees of the United States Government

To be completed by Employee

Name \_\_\_\_\_ Social Security No. \_\_\_\_\_  
 Agency/Organization \_\_\_\_\_ Title/Rank \_\_\_\_\_  
 Employee's Mother's Maiden Name (for security purposes) \_\_\_\_\_  
 Home Address \_\_\_\_\_  
 Office Address \_\_\_\_\_  
 Bill to:  Home  Office Home Phone No. ( ) \_\_\_\_\_ Office Phone No. ( ) \_\_\_\_\_  
 By signing below, I (a) request that a Government Card be issued in my name, (b) agree to use the Card for official travel and official travel related expenses and to be bound by the terms and conditions of the attached Agreement governing my use of the Government Card and (c) authorize American Express to verify information supplied on this application. PLEASE RETAIN ATTACHED AGREEMENT FOR YOUR RECORDS.  
 Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

To be completed by Agency/Organization Coordinator

Agency/Organization Name \_\_\_\_\_ Control Account No. \_\_\_\_\_  
 Agency/Organization Address \_\_\_\_\_ Cost Center \_\_\_\_\_  
 \_\_\_\_\_ FIPS # \_\_\_\_\_  
 ATM Cash Limit: Every Rolling 7 Days \_\_\_\_\_ Daily \_\_\_\_\_  
 By signing below, I hereby authorize, on behalf of the Agency/Organization indicated above, that a Government Card be issued to the employee named above.  
 Name of Agency/Organization Official \_\_\_\_\_ Signature \_\_\_\_\_  
 Title/Rank \_\_\_\_\_ Date \_\_\_\_\_

**Agreement Between Agency/Organization Employee and American Express Travel Related Services Company, Inc.\***

IMPORTANT: Before you sign the above application, read this Agreement thoroughly.

**DEFINITIONS**

As you read this Agreement, remember that the words "you," "your," or "Government Cardholder" mean the Agency employee named on the Government Card. The words "American Express," "we," "our" and "us" refer to American Express Travel Related Services Company, Inc. The word "Agency" means, the United States federal agency, bureau, division, office, or other organizational entity participating in the American Express Government Program under the General Services Administration contract no. GS-DM-34139 ("GSA Contract") that has authorized American Express to open an account (the "Card Account") for the Agency employee (the "Government Cardholder"). A Card issued to a Government Cardholder is called a Government Card.

**1. PURPOSE OF THE CARD AND THE ACCOUNT**

You agree to use the Government Card only for official travel and official travel related expenses away from your official station/duty station (lodging, meals, incidentals) and submit the charges for same for Agency reimbursement in accordance with Agency policy. You understand that the Card and the Account are not to be used for personal purposes.

**2. RENEWAL AND REPLACEMENT CARDS**

The Card will be valid through the expiration date printed on the face of the Card unless otherwise suspended or cancelled. We will continue to issue renewal or replacement Cards, until you or the Agency tell us to stop or the Account is suspended or cancelled. If for any reason you need a Card replaced, we suggest you call the toll-free number on reverse side.

**3. USE OF CARDS**

Do not use the Card before the valid date or after the expiration date printed on its face.

No other person is permitted to use the Card issued to you for Charges or for any other reason. We will seek to you for payment of all Charges made with the Card issued to you, to the extent allowed by applicable law, even if you have let someone else use the Government Card or relinquished physical possession of the Government Card. You must retrieve the Card from that person to avoid further liability.

**4. ACCEPTING THE AGREEMENT**

By using the Card Account you agree to be bound by the terms of this Agreement and should sign the Card as soon as you receive it. If you do not wish to be bound by this Agreement, cut the Card in half and return the pieces to us. Unless you do so, we will assume that you have accepted this Agreement.

**5. CANCELLATION PROCEDURES**

You may cancel the Government Card at any time by notifying American Express and cutting the Card in half and returning the parts to American Express. The Card and the Account will be automatically cancelled upon the (a) termination of your employment with Agency regardless of the reason; (b) termination or expiration of the GSA Contract; (c) request of the Agency; (d) request of American Express with the permission of the Agency; or (e) cancellation by American Express for delinquency as provided for below. Upon cancellation, you will return the Card immediately, cut in half, to American Express.

**6. LIABILITY FOR CHARGES**

You agree to use the Government Card only for official travel and official travel related expenses away from your official station/duty station in accordance with Agency policy. Official travel and travel related expenses charged to the Government Card will be reimbursed by the Agency under the Agency's expense reimbursement procedures applicable to you. You also agree to report your expenses promptly to the Agency in accordance with its expense reimbursement procedures. You, as the Government Cardholder, are responsible for making payment to American Express.

You are not permitted to use the Government Card to incur charges for any other purposes (including personal purposes). Such charges shall be considered as unauthorized charges but you will nevertheless be personally liable to us for them, and we will seek to you for payment.

**7. PAYMENT**

All amounts charged to the Card Account including, without limitation, purchases, cash advances or fees will be called "Charges" in the Agreement. Charges also include any purchases in which you have evidenced an intent to incur a Charge, regardless of whether you have signed a Charge form. We will send monthly statements of all charges to you. All Charges are due upon your receipt of the monthly billing statement. You should notify us immediately of any change in your billing address by calling the number indicated in Section 14 or by completing and returning the change-of-address form on the back of the monthly billing statement.

Payments must be made in U.S. currency, with a money order payable in United States Dollars, or with a draft or a check drawn on a bank in the United States and payable in United States Dollars. If we decide to accept a payment made in some other form, payment will not be credited to you until your payment is converted into one of the forms you mentioned. We can charge you the costs we incur in converting your payment.

We may accept late payments, partial payments, or any checks or money orders marked as



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being payment in full or being a settlement of any dispute without losing any of our rights under this Agreement or under the law. If we accept such payments, this does not mean we agree to change this Agreement in any way.

**8. DELINQUENCY/SUSPENSION/CANCELLATION**

When any undisputed amounts are first included within an unpaid "Previous Balance" on any monthly statement, they will be considered delinquent. Once they have been included within an unpaid "Previous Balance" a second time, they will be considered seriously delinquent (sixty (60) calendar days from the billing date) and may result in suspension of Card privileges. With the consent of the Agency, the Card Account may be cancelled if the undisputed amount is not paid in full within 120 days of the date of the first billing statement on which the Charge appears. Court costs and reasonable attorneys' fees, not to exceed fifteen percent (15%) of the amount owed, may be added to the Card Account if American Express must refer all or any part of the Account to an outside attorney or agency for collection.

**9. USE OF ATM**

You may be authorized to use the Card in ATMs to obtain cash. If so, we will have a separate agreement with you concerning use of the Card in connection with the ATM Program. Please refer to that agreement for the rights and duties relating to the use of the Card.

**10. LOST OR STOLEN CARDS**

You agree to notify us at once if the Card is lost, or stolen, or you suspect it is being used without your permission, at the toll-free number indicated below.

**11. CHARGES MADE IN FOREIGN COUNTRIES**

Charges made in a foreign currency will be converted into U.S. Dollars. The conversion rate used will be at least as favorable as an interbank rate, a tourist rate or, where required by law, an official rate, which rate is in existence within twenty-four hours of the time that the Charge is processed by us or by our authorized agent. Amounts converted by common carriers such as airlines will be billed at rates the carriers use.

**12. BILLING INQUIRIES AND DISPUTES**

If you have any questions, problems or disputes concerning the monthly statements we send you, you should contact us and we will take reasonable and appropriate steps to provide the information you request or to resolve your dispute. In the case of a dispute, that charge will be suspended and not due until it has been resolved. However, if after our investigation we are unable to resolve the dispute in your favor, you must pay us and settle the dispute directly with the establishment.

**13. TELEPHONE MONITORING**

You and the Agency agree that we may monitor telephone calls between you and us to ensure the quality of the customer service we provide.

**14. TOLL-FREE NUMBER**

For address changes, billing disputes, reporting lost or stolen Cards, and problems with goods and services call 1-800-492-4922 or 602-492-4922.

15. You agree to our disclosure of all necessary account information to an outside attorney, collection agency or a credit bureau if we refer all or any part of the account for collection in accordance with the contract with GSA. By signing this agreement you are providing your prior written consent to the disclosure of such information.

**PRIVACY ACT NOTICE**

In accordance with the Privacy Act (5 U.S.C. 552a), the following notice is provided: The information requested on the charge card application form is collected pursuant to Executive Order 9397 and chapter 57, title 5, United States Code, for the purpose of recording travel expenses incurred by the employee/member and to claim entitlements and allowances prescribed in applicable federal travel regulations. The purpose of the collection of this information is to provide Government agencies necessary information on the commercial travel and transportation payment and expense control system which provides travelers with charge cards for official travel and related expenses, attendant operational and control support, and management information reports for expense control. Routine uses which may be made of the collected information are as follows: (1) transfers to appropriate Federal, State, local, or foreign agencies when relevant to civil, criminal, administrative, or regulatory investigations, (2) pursuant to a request of another Federal agency in connection with hiring, retention, issuing a security clearance, reporting an employee investigation, clarifying a job, letter or contract or issuing a license, grant, or other benefit, (3) to a Member of Congress or to a Congressional Staff Member in response to an inquiry of the Congressional Office made at the request of the individual about whom the record is maintained, (4) to officials of labor organizations when necessary to their duties of exclusive representation, (5) to a Federal agency for accumulating reporting data and maintaining the system, (6) GSA contract travel agents assigned to agencies for billing of travel expenses, (7) listings, reports, and records to GSA by the contractor to conduct audits of carrier charges to the Government, and (8) any other use specified by GSA in the system of records entitled "Travel Charge Card Program (GSA/GOVVT-)", as published in the Federal Register periodically by GSA. The information requested is not mandatory. Failure to provide the information will nullify the application, and a charge card will not be issued to the employee/member.

Government Cardholder Signature

Name - Please Print

Date

**DEPARTMENT OF ENERGY  
OAK RIDGE OPERATIONS OFFICE**

**EMPLOYEE ACKNOWLEDGMENT**

I certify that I have received, read, and understand the memorandum (with attachments) issued by James R. Martin, Director, Financial Management Division, entitled "Issuance of American Express Government Charge Cards." I also certify that I will abide by such policies, procedures, and other instructions as may be issued by the Department of Energy and/or American Express, pertaining to the use of any card issued to me for purposes of conducting official Government travel.

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Employee Signature and Date

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Name (Type or Print)

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Title

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Organization and Location

Return this acknowledgment along with your signed application to the coordination located in FM-711.



# Features and Benefits

## AMERICAN EXPRESS

<u>Program Feature</u>	<u>Description</u>
The Government Card	<ul style="list-style-type: none"> <li>• Coverage by the leading Corporate Card program used by nearly 89% of Fortune 100 companies and 37 of the 42 state governments that use a travel card program.</li> <li>• Maximum available itinerary legs (minimum of 4) for both domestic and international travel.</li> <li>• Emergency Card replacement within 24-hours.</li> <li>• Card customized with unique account number identifier.</li> </ul>
Worldwide Acceptance	<ul style="list-style-type: none"> <li>• Over 3.5 million establishments worldwide.</li> <li>• 100% Acceptance on common airline carriers.</li> <li>• 100% Acceptance for car rental companies and Amtrak.</li> <li>• 100% Acceptance at hotels listed in the Federal Travel Directory.</li> <li>• Restaurant coverage in a range of classes and price ranges.</li> <li>• Expanding coverage at all military establishments worldwide.</li> </ul>
ATM & Cash Access	<ul style="list-style-type: none"> <li>• Acceptance at over 69,000 ATM locations worldwide including AFFN Network.</li> <li>• Automatic enrollment and PIN issuance via 800-Cash Now, with Agency Program Coordinator authorization or approval.</li> <li>• Additional Personal and Travelers Cheque cashing privileges at over 1700 American Express Travel Service Offices worldwide.</li> </ul>
Insurance Coverage & Traveler Protection. (both Cards & central billing accounts)	<ul style="list-style-type: none"> <li>• \$200,000 Automatic Business Travel Accident Insurance providing coverage 24-hours a day, door to door.</li> <li>• Automatic Baggage Insurance of up to \$1250 for carry-on and \$500 for checked baggage in excess of carrier's coverage.</li> </ul>

To report a lost or stolen card within the US call 800-492-4922 or overseas 602-492-4922.



## Features and Benefits

# AMERICAN EXPRESS

<u>Program Feature</u>	<u>Description</u>
Government Travel Account	<ul style="list-style-type: none"> <li>• Comprehensive statement provides 4 levels of information.</li> <li>• Maximum available itinerary legs (minimum of 4) for both domestic and international travel.</li> <li>• Choice of media formats including hard copy, data tape, cartridge and diskette.</li> </ul>
Reconciliation Support	<ul style="list-style-type: none"> <li>• Invoice Status Reports provides itemized listing of all disputes, temporary credits and research cases.</li> <li>• <i>Records of Charge (ROCs)</i> assist cardholders by providing copies of charge receipts for all transactions.</li> </ul>
Advanced Credits	<ul style="list-style-type: none"> <li>• Temporary credits issued upon request for both Cards and centrally billed accounts.</li> <li>• Itemized listing of all advanced and partial credits included on the Account Reconciliation Report.</li> </ul>
Travelers Cheques	<ul style="list-style-type: none"> <li>• Both individual and central billing options available.</li> <li>• Available in 7 currencies including British Pound Sterling, Japanese Yen, German Deutsche Marks, Canadian Dollar, French Francs, Swiss Francs, and US Dollar.</li> <li>• State-of-the-Art support available at no cost to streamline inventory management and purchase process.</li> <li>• Lost or stolen cheques refunded at no cost to the traveler.</li> <li>• Dedicated, toll-free number supports lost or stolen travelers cheques 24-hours per day.</li> <li>• <i>"The ATM in Your Pocket"</i> - Government Travelers Cheques issued directly to the individual cardholder in booklets and charged to the Card only upon encashment.</li> </ul>



## Features and Benefits

# AMERICAN EXPRESS

<u>Program Feature</u>	<u>Description</u>
Customer Service	<ul style="list-style-type: none"> <li>• Local Account Managers committed to supporting your program requirements.</li> <li>• Highly trained Government Account Representatives assist in day-to-day program maintenance including Card Issuance, New Account Set-up, Card Transfer, Account Cancellation, and Account Suspension.</li> <li>• 24-Hour customer service support via toll-free numbers.</li> <li>• Experienced reconciliation staff to support billing inquiries and dispute resolution.</li> </ul>
On-Line Access	<ul style="list-style-type: none"> <li>• 3 Levels of data security ensure information confidentiality.</li> <li>• On-Line Access to all Management Reports.</li> <li>• Ability to perform account maintenance, update cardholder listings, add additional cardholders and cancel accounts.</li> <li>• Ability to download information into ASCII and Lotus.</li> </ul>
Management Reporting	<ul style="list-style-type: none"> <li>• Comprehensive management reports provide details on <i>Program Management, Vendor Analysis and Financial Control</i>.</li> <li>• Sophisticated MIS supports management reporting, additional sort options, and specific data requests.</li> <li>• Variety of media formats: <ul style="list-style-type: none"> <li>- Hard copy</li> <li>- Microfiche</li> <li>- Electronic through On-Line Access</li> <li>- Magnetic Tape, Diskette or Cartridge</li> </ul> </li> </ul>
Reports On Request (ROR)	<ul style="list-style-type: none"> <li>• Dedicated unit supports customized reporting.</li> <li>• Experienced MIS professionals dedicated to meeting the needs of the government.</li> <li>• Account Reviews and MIS Forums to ensure that MIS is aligned to Agencies' needs.</li> </ul>