

ANNEX 3

SAMPLE 91 DAY DELINQUENCY MEMORANDUM (IBA)

**MEMORANDUM FOR SECOND LEVEL SUPERVISOR
THROUGH: TRAVELER’S IMMEDIATE SUPERVISOR**

SUBJECT: Delinquent Government Travel Charge Card Payment Notification - 91 Days

The 91-day delinquent notification list from the Government Travel Charge Card (GTCC) contractor has been received and _____ (cardholder’s name) is now 91 days delinquent in the payment of his or her account. The total amount due is \$ _____. The attached 61-day notification memorandum informed you that payment on the cardholder's GTCC account was delinquent. The GTCC contractor has sent a letter notifying the cardholder of their due process and impending salary offset procedures. The account became subject to a \$29 late fee on the date the account became 75 days delinquent as well as additional \$29 non- reimbursable late fees for each subsequent billing cycle until the debt is resolved.

(Provide specific information regarding the delinquent charges.)

The GTCC contract requires that all outstanding, undisputed charges be paid by the due date specified on the billing statement. If no action is taken to settle this debt, the Agency Program Coordinator (APC) or the GTCC contractor will cancel the account. Meanwhile, GTCC privileges have been suspended as of _____ (date). These privileges may be restored upon complete payment of the amount owed. 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 charge card account in a current status. The Department’s policy requires mandatory use of split disbursement for all outstanding charges on the travel charge card for military personnel and civilian personnel where applicable.

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

The delinquent balance may be resolved by one of the following actions: (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 GTCC contractor. Billing questions may be directed to the GTCC contractor at the number printed on the billing statement for that purpose. Questions concerning the GTCC program may be directed to _____ (APC’s name) at _____ (telephone number).

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

Signature
Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum.

(Name, Grade, Organization)

(Date)