

MEMORANDUM FOR: All NOAA Travelers

FROM: Jon P. Alexander
Director, Finance Office/Comptroller

SUBJECT: Travel Advisory 10-3
Keeping your JPMorgan Chase (JPMC) Account Current

We understand the current economic times are difficult for many, but we need to stress the importance of keeping the balance of your JPMC travel card account current. The purpose of this advisory is to share with you some tips on how to maintain a current account balance and the potential actions required in the event an account becomes delinquent.

1) Voucher Submission

Cardholders are reminded to prepare their vouchers within five (5) working days of completing their trip (See Federal Travel Regulation, Chapter 301-52.7). Approving officials are required to promptly review/approve these travel vouchers and forward a signed copy to the appropriate finance office for payment. Prompt preparation, approval, and submission of travel vouchers is key to ensuring that reimbursement will be made in time to allow travelers to pay their JPMC travel card account so it does not become delinquent. Payment, **in full**, is due and payable to JPMC regardless if you have not yet been reimbursed. Payment is due upon receipt of the JPMC statement, and must be received by JPMC no later than 25 calendar days from the statement date.

2) Travel Card Payment Methods

Employees can pay their travel card account on-line via PaymentNet <https://gov1.paymentnet.com/Login.aspx> or by phone (1-866-725-1183). Both services are free of charge. Paying by check is also an acceptable payment method.

3) Delinquencies

If a cardholder's travel card account becomes 61 days or more delinquent, the servicing Agency Program Coordinators will send cardholders, supervisors, Chief Financial Officer, Management and Budget Chiefs, and Human Resource representatives, e-mail notifications. The e-mail notifications cite Department Administrative Order 202-751 which lists corrective measures a

supervisor can take for "failure to pay a just financial obligation in a proper and timely manner." The following is a list of disciplinary measures for misuse of the travel card and/or failure to pay an outstanding JPMC balance:

- *Failure/refusal to use card while traveling:*
 - First - Reprimand to 10 day suspension
 - Second - 5 day suspension to removal
 - Third - 30 day suspension to removal
- *Delinquency in paying outstanding balances (60 days or more):*
 - First - Reprimand to removal
 - Second - 5 day suspension to removal
 - Third - 30 day suspension to removal
- *Misuse:*
 - First - 5 day suspension to removal
 - Second - 30 day suspension to removal
 - Third – Removal

JPMC also notifies cardholders when their account becomes delinquent. See the NOAA Travel Office web page at <http://www.corporateservices.noaa.gov/~finance/JPMC.timeline.pdf> for a complete time line of JPMC notifications. It's important to note that JPMC can request that the Department collect from a cardholder's disposable pay any undisputed delinquent amounts owed.

4) Cancellation/Reinstatement

As a general rule, canceled accounts will not be reinstated. Employees may request reinstatement using the following guidelines at <http://www.corporateservices.noaa.gov/~finance/JPMC.Reinstatement.doc>. JPMC reviews requests for reinstatement and makes the decision based on their financial risk. Once an account is canceled, employees are expected to use personal funds for travel. Travel card accounts will be canceled when:

- The account is 131 days delinquent;
- The account has two or more non-sufficient/bad checks within a 12 month period; and
- The account has three or more suspensions within a 12 month period.

If you have any questions regarding this advisory, please call Chasity Donaldson in the NOAA Travel Office on (301) 444-2126, or by email at chasity.n.donaldson@noaa.gov.