

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Western-Pacific Region

WP 1500.16
NM 1500.9

9/12/94

SUBJ: **AMERICAN EXPRESS CARD PROGRAM**

SEP 15 1994
ACCT
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1. **PURPOSE.** This order prescribes policies and procedures covering the use of the Government issued American Express Card.
2. **DISTRIBUTION.** This order is distributed to branch level in both Regional Offices with limited distribution to all field offices and facilities in the Western-Pacific and Northwest Mountain Regions.
3. **CANCELLATION.** This order cancels Order WP 1500.14, Diners Club Card Program, dated August 21, 1991.
4. **BACKGROUND.** Effective November 30, 1993, American Express became the GSA contractor for the Government Charge Card Program.
5. **COORDINATION.** This order was coordinated with the Northwest Mountain Region and the Flight Standards, Airway Facilities, and Air Traffic Divisions of the Western-Pacific Region.
6. **PARTICIPATION.** Employees who expect to travel (including travel in connection with transfers to or within the department) are eligible for charge cards.
7. **ENROLLMENT.** Employees may obtain an American Express card by completing a **Government Card Application and Agreement** and a **Department of Transportation Traveler/Authorizing Official Acknowledgment and Approval Statement (DOT Acknowledgment Statement)**. Employees who are cardholders but do not have ATM access may complete an **ATM Program Application & Agreement** and a **DOT Acknowledgment Statement** in order to obtain ATM access. Applications should be mailed to the appropriate coordinator (see Paragraph 11).
8. **CENTRALLY BILLED GOVERNMENT TRAVEL ACCOUNTS.** Beginning October 1, 1994, it will be necessary for employees to charge airline tickets to their individually issued Government American Express Card, rather than a centrally billed Government Travel Account. This will benefit employees as it will eliminate the requirement to provide accounting data to the Travel Management Center when making reservations. However, employees will still be required to provide their travel order number when making reservations.

Distribution: WP: A-X-3; A-FOF-0 (LTD)
NM: A-X-3; A-FOF-0 (LTD)

Initiated By: AWP-20

9. GENERAL INFORMATION.

a. Assistance. For address changes, billing inquiries, billing disputes, reporting lost or stolen cards and problems with goods or services, employees may call American Express at 1-800-492-4922.

b. Credit Check. American Express will not perform credit checks prior to card issuance.

c. Preset Expenditure Limit. No preset expenditure limit has been placed on cards.

d. Interest/Annual Fee. No interest will be assessed on purchases and no annual fee will be charged.

e. Card Security. Employees will receive their cards at home and will be responsible for exercising the same care and responsibility for the security of the card, account number and pin number as with any other personal charge card. The card should be kept in the employee's possession and shall not be stored or kept by an administrative officer, supervisor or secretary.

f. Billing Disputes. Employees may report billing disputes by calling 1-800-492-4922 24 hours per day. American Express will confirm all disputes in writing within 3 working days. American Express will investigate the dispute and make a decision within two billing cycles.

g. Travel Accident Insurance. Cardholders receive Business Travel Accident Insurance and Baggage Insurance. The Business Travel Accident Insurance provides up to \$200,000 coverage door-to-door for official trips lasting up to 30 days. Baggage Insurance provides up to \$1,250 for carry-on and up to \$500 for checked baggage in excess of the carrier's coverage. Employees who wish to obtain more information about the Travel Accident Insurance may call American Express at 1-800-538-4567.

h. Use of the Card. The American Express card is to be used solely for reimbursable expenses incurred for official government travel. Utilization of the card for unauthorized purchases will subject the employee to disciplinary action. Reports which detail all credit card activity are received and reviewed monthly by the charge card coordinator and your division coordinator.

i. Separation of Employee from the Agency. Employees who leave the agency are required to surrender their American Express Card to their supervisor for forwarding to the coordinator.

j. Transfer of Employee to Another Region. An employee who transfers out of the region is responsible for contacting the coordinator in the new region (see Paragraph 12) and requesting that the account be transferred. If the account is not transferred within 45 days, the account may be canceled.

k. Transfer of Employee to a New Cost Center within Region. When an employee transfers to a new cost center within the region, it is the employee's responsibility to notify the coordinator so that the cost center for the account can be changed. Because American Express reports are sorted by cost center, it is important that the cost center for the account be correct.

l. Timing of Payment, Account Suspension and Account Cancellation. The entire account balance is due within 30 days of the date of the billing statement, beyond that time, the account is considered delinquent.

American Express may initiate cardholder suspension procedures on or after the 60th calendar day from the billing date. If the undisputed amount is paid prior to 120 calendar days after the billing date, the suspension may be lifted by American Express.

American Express may initiate cancellation procedures on or after the 120th calendar day from the billing date. Court costs and attorney fees may be added to the account if American Express must refer all or part of the account to an outside attorney or collection agency. American Express may disclose all necessary account information to an outside attorney, collection agency or credit bureau if all or part of the account is referred for collection.

An employee whose American Express card has been suspended or canceled is personally responsible for meeting his travel expense needs until the account is reinstated.

10. ATM INFORMATION. Below is some limited information pertaining to ATM use. Additional information may be obtained from the DOT ATM Cash Withdrawal Service Policy, Procedures and Enrollment Guide, dated May 1994.

a. General Information. Funds obtained from the ATM will be in lieu of a travel advance previously obtained in the form of a Treasury check, traveler's checks or imprest fund transaction. Cash withdrawals are limited to the amount that can be obtained as a cardholder through a cash advance. Travel orders must state that an ATM cash withdrawal is authorized and the maximum amount to be obtained. If a traveler is traveling on an limited/open travel authorization, the approving official must justify and authorize the use of the ATM withdrawal on the face of the travel voucher.

b. Limits. ATM withdrawals are limited to three per day not to exceed \$500 per day. Withdrawals are further limited to \$1,000 in any seven day period. In accordance with DOT policy, cash advances of less than \$50 are not permitted, therefore, an ATM withdrawal of under \$50 is not permitted. You may round-up your cash advance in order to fit the denomination of money available at an ATM. For example, you may round-up a \$95 cash advance to \$100 at an ATM that only dispenses twenty dollar bills.

c. When and Where. ATM withdrawals may be obtained after the travel authorization has been approved but no earlier than three working days prior to the departure date and no later than the last day of travel. Employees may call 1-800-CASH-NOW for ATM locations. Outside of the United States, employees may call (904) 565-7895.

d. Fees. American Express charges a 2.75 percent transaction fee for each ATM transaction. Additionally, there may be a fixed proprietary charge dependent on the ATM which is used. These fees are reimbursable as miscellaneous expenses on the travel voucher. The fees should be described on the voucher as "ATM Cash Advance." The ATM receipt should be attached to the voucher.

11. NORTHWEST MOUNTAIN AND WESTERN-PACIFIC REGIONAL COORDINATORS.
Employees may contact the appropriate coordinators below to obtain information or forms.

a. Northwest Mountain Regional Coordinator:

The Northwest Mountain Regional Coordinator is Cheri Masters, ANM-52B2. She may be reached at (206) 227-2053.

b. Western-Pacific Regional Coordinators:

<u>Division</u>	<u>Coordinator Name</u>	<u>Routing</u>	<u>Phone Number</u>
Flight Standards	Judy Ekmalian	AWP-210	(310) 297-1131
Airway Facilities	Jamie Lim	AWP-402	(310) 297-0380
Air Traffic	Sid Allen	AWP-520	(310) 297-1217
All Other Divisions	Cathy Bridges	AWP-21B	(310) 297-0659

12. OTHER REGIONAL COORDINATORS.

<u>Region</u>	<u>Coordinator Name</u>	<u>Routing</u>	<u>Phone Number</u>
Aeronautical Center	Ellen Baker	AMZ-130	(405) 954-3189
Alaska	Michael Schmidt	AAL-42B	(907) 271-5235
Central	Cindi Shubert	ACE-25B	(816) 426-5636
Eastern/New England	Andrea Riddick	AEA-25A	(718) 553-1071

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<u>Region</u>	<u>Coordinator Name</u>	<u>Routing</u>	<u>Phone Number</u>
Great Lakes	Sandra Haaning	AGL-60	(708) 294-7104
Headquarters	Sidney Mays	AAA-205	(202) 267-8950
Southern	Gwen Graham	ASO-22A.1	(404) 994-5414
Southwest	Carol Cohen	ASW-42E	(817) 624-5672
Technical Center	Shirley Brizell	ACM-320A	(609) 485-6162



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