



Rural Development

RD AN No. 4860 (2036-A)  
July 24, 2018

Chief Operations  
Office

Chief Enterprise  
Office

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FROM: Moraima Rivera /s/ **Moraima Rivera**  
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SUBJECT: Travel Charge Card Audit Procedures, Roles and Responsibilities

**PURPOSE/INTENDED OUTCOME:**

This Administrative Notice (AN) outlines the audit procedures, roles and responsibilities of Administrators, State Directors, Chief Enterprise Officer, National Office Travel Unit (TU), State Office Agency /Organization Program Coordinators (A/OPC) and the National Finance Center (NFC). The TU conducted an assessment of delinquencies and the possible causes of misuse of the U.S. Bank Government issued travel charge card. The assessment confirmed the requirement that regular audits must be conducted on the Government issued travel charge card accounts.

**COMPARISON WITH PREVIOUS AN:**

This is a new issuance.

**IMPLEMENTATION RESPONSIBILITIES:**

Travel Unit Responsibilities

The TU is responsible for management, auditing, and reporting of all travel card accounts. The TU serves as the A/OPC for the National Office program areas and St. Louis. The TU maintains the cardholder accounts for these employees by processing applications for new accounts, terminating accounts of employees leaving the Agency, and ensuring employee's account profile data is up-to-date. The TU audits the activities of all RD Government issued travel charge card accounts.

EXPIRATION DATE:  
July 31, 2019

FILING INSTRUCTIONS:  
RD Instruction 2036-A

Each month, the TU reports all accounts that are 60 days or more delinquent or identified for misuse to the appropriate cardholders' Administrator, State Director, or Chief Enterprise Officer and to Human Resources. The TU also reports all charges billed to the Centrally Billed Account (CBA) that have not been reconciled.

#### State Office A/OPC Responsibilities

Each State Office A/OPC is responsible for monitoring and maintaining the cardholder accounts of employees assigned to their U.S. Bank hierarchy. The maintenance of these accounts includes processing applications for new accounts, terminating accounts of employees leaving the Agency, ensuring each employee's profile data is up-to-date, and performing monthly reviews of accounts which are 30 days past due. On the 15<sup>th</sup> day of each month, each State Office A/OPC is required to certify that they have conducted the audits by sending an email statement of their audit findings to the TU mailbox at: [ssd.travel@wdc.usda.gov](mailto:ssd.travel@wdc.usda.gov). Negative reports are required. The Subject Line of the email should state, "Monthly Travel Card Audit."

#### Administrator, State Director, and Chief Enterprise Officer Responsibilities

Each month the TU sends email notifications of ≥60 days delinquency and misuse of the travel charge card accounts to the appropriate Administrator, State Director, or Chief Enterprise Officer. A copy of the notification is also sent to the National Office Human Resources Office. Upon receipt of an email notification from the TU, the Administrator, State Director, or Chief Enterprise Officer is required to counsel the employee, request their explanation and subsequently, contact their servicing Human Resource Office for assistance with determining an appropriate action/resolution.

The employee must complete the "USDA Travel Charge Card Training," in AgLearn. The employee must re-take the training even if they just completed it. The Administrator, State Director, or Chief Enterprise Officer must send an email to the TU mailbox at [ssd.travel@wdc.usda.gov](mailto:ssd.travel@wdc.usda.gov) on behalf of the employee within five business days of receiving the notification stating that the employee was counseled. Detailed information regarding the counseling and actions taken to correct the behavior should not be provided to the TU. The TU should only be informed via email that the issue was addressed with the employee. The email must also contain a copy of the employee's completion certificate of the travel card training.

Each month the TU also sends email notifications for unreconciled travel charges that have accrued in the Centrally Billed Account (CBA) to the appropriate Administrator, State Director, or Chief Enterprise Officer. The charges may become unreconciled when the voucher was completed and payment to the CBA was incorrectly reimbursed to the employee. The Administrator, State Director, or Chief Enterprise Officer is responsible for directing the employee to repay the Government for the overpayment, ensuring the overpayment is repaid in full and informing the TU via email that the overpayment will be repaid. The email must be sent to the TU mailbox at [ssd.travel@wdc.usda.gov](mailto:ssd.travel@wdc.usda.gov) within five business days of receiving the notification. The employee must follow the steps in the email to repay the Government within 10 business days.

#### National Finance Center Audits

The NFC is responsible for auditing travel vouchers of employees through the ConcurGov travel system. NFC audits are not governed by the TU. If audited, NFC sends the audit notice directly to the employee. If an employee receives a notification from NFC, the employee is required to

provide all necessary information to NFC as stated in the notice. The employee is responsible for responding to NFC or risk being placed into salary offset by NFC. Generally, NFC audits require employees to provide copies of airfare, lodging or vehicle rental receipts. It is the responsibility of the cardholder to respond to the audit call and to provide all documents required for the audit.

In summary, the travel charge card program is closely monitored and managed. Compliance to regulations and policy is a challenge and we appreciate your continued support of the procedures necessary to ensure program integrity. If you have any questions, please contact Julie Henderson, Support Services Division Director, by telephone at (202) 690-9153 or by e-mail at [Julie.Henderson@wdc.usda.gov](mailto:Julie.Henderson@wdc.usda.gov).