

Sample Cardholder Delinquency Notification Memorandum

Dear (*Cardholder's name*):

Please be advised that your Government (*insert contractor's name*) travel card account is _____ (# of days) past due in the amount of _____ (\$ amount past due) and your charge privileges have been suspended until payment is received by (*insert contractor's name*). The Department's Administrative Order (DAO) 202-751 Discipline lists corrective measures your supervisor can take for your failure to pay a just financial obligation in a proper and timely manner. Types of misconduct related to use or non-use of the travel card are listed below.

If the bank does not receive payment within 30 days of the date on your (*insert contractor's name*) statement, both your supervisor and (*insert name of responsible HRO/WFMO individual*) will again be notified of your delinquent account. An account delinquent more than 120 days may be reported to an outside credit reporting bureau and may affect your personal credit rating.

Travel card accounts will be cancelled if they have been suspended twice during a 12-month period for undisputed amounts and become past due again. Additionally, travel card accounts will be cancelled if payment checks are returned for non-sufficient funds (NSF) two or more times in a 12-month period. If your account is cancelled, you will be expected to travel on personal funds for any future official travel with the exception of transportation cost.

If you have sent payment, please disregard this notice. You should, however, contact (*insert contractor*) to ensure your payment is received and your account is credited properly. If there are extenuating circumstances for the delinquency of your payments, please contact me via e-mail with details so that I can attempt to assist you with your account.

In order to respond to OMB reporting requirements, you must provide, within five business days from the receipt of this notification, a) a brief explanation of the cause(s) for your travel card delinquency and b) a payment plan.

Offense; Misuse of Government Travel Charge Card (e.g., use for unauthorized personal expenses, failure to pay charge card bill or pay such bill in a timely manner):

TYPES OF TRAVEL CARD MISCONDUCT AND PENALTIES			
Offense	First Offense	Second Offense	Third Offense
Failure/refusal to use card while traveling	Reprimand to 10-day suspension	5-day suspension to removal	30-day suspension to removal
Delinquency in paying outstanding balances (60 days or more)	Reprimand to 5-day suspension	5-day suspension to removal	30- day suspension to removal
Misuse	Letter of counseling to removal	10-day suspension to removal	30- day suspension to removal