

June 25, 1985

<p>U.S. DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION</p> <p>Bureau of Apprenticeship and Training Washington, D.C. 20213</p> <p>Symbols: TDT/MMW</p>	<p><u>Distribution:</u></p> <p>A-539 All Tech. Hdqtrs.</p> <p>A-544 All Field Techs.</p>	<p><u>SUBJECT:</u> <u>CODE:</u> 902</p> <p>DOL's Implementation of Diners Club Charge Cards Program</p> <p><u>ACTION:</u> Due date:</p>
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PURPOSE: To inform the field staff of the "Implementation of the Diners Club Charge Card Program" to be used for expenses incurred for officially authorized Government travel.

BACKGROUND: The Department's pilot project of this program was so successful that it spurred them to join the Diners Club contract with GSA and other Federal Agencies who had enjoyed similar success.

Attached is a copy of the policy and procedures for the use of Citicorp's Diners Club Issued Charge Cards. Although the program does not require eligible travelers to apply for a card, employees may be interested in reviewing the advantages to the traveler listed on page 3 of the attached document. The use of this system will improve cash management by reducing the amount of travel advances.

ACTION: All Regional Directors should inform their technical staff of this program.

BAT field staff with heavy travel schedules are encouraged to review the advantages to be gained by their participation.

Application forms are available from the OASAM offices in the Regional cities.

Attachment

JUL 01 1985

ROUTING AND TRANSMITTAL SLIP

Date

TO: (Name, office symbol, room number, building, Agency/Post)	Initials	Date
1.		
2. FIELD STAFF, N.Y. & N.J.		
3.		
4.		JUL 05 1985
5.		

Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

The attached is to be connected with Circular 85-18.

If you have any questions, please call your State Director and or the Regional Office.

DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post) PAUL R. SMITH	Room No.—Bldg.
	Phone No.

5041-102

*USGPO 1978 261-700/3

OPTIONAL FORM 41 (Rev. 7-76)
Prescribed by GSA
FPMR (41 CFR) 101-11.206

Policy and Procedures for the Use of
Citicorp's Diners Club Issued Charge Cards

JUL 05 1985

1. **PURPOSE.** This prescribes the policies and procedures for the use of the General Services Administration (GSA) contractor-issued charge cards for the procurement of passenger transportation services and payment to commercial facilities for subsistence and miscellaneous travel and transportation expenses during official travel.
2. **SCOPE.** This guidance is designed to improve cash management by reducing the amount of travel advances in DOL. Cardholders will receive, at no cost, travel accident insurance of \$150,000 (on charged tickets), lost and delayed baggage insurance up to \$1,500, personal check cashing privileges, confirmed hotel/motel reservations, etc. When applying for a card, there will be no credit check, no pre-set expenditure limit, no interest or late payment charges and no annual membership fee.
3. **Effective Date.** This guidance is effective upon issuance.
4. **BACKGROUND.**
 - a. Under provisions of the Federal travel regulations, Federal agencies normally use GTR's (Standard Form 1169, U.S. Government Transportation Request) to purchase transportation services directly from a common carrier, a Scheduled Airlines Ticket Office (SATO) or a commercial travel agent under contract with GSA. Also, travelers are eligible for advances to pay for allowable travel expenses. Upon completion of the official travel, the employee submits a travel voucher for reimbursement of authorized and allowable travel expenses.
 - b. The GSA has entered into a contract with Citicorp Diners Club, Inc., for the issuance and maintenance of charge cards to be used by Federal employees to cover transportation, subsistence, and other allowable travel and transportation expenses incurred during official travel.
5. **DEFINITIONS.** For purposes of these procedures, certain terms used herein are defined as follows:
 - a. **Charge Card** means a GSA Contractor-issued charge card for DOL travelers to procure passenger transportation services and pay commercial facilities for subsistence expenses and other allowable travel and transportation

expenses incurred in connection with official travel. The term does not include personal credit cards issued to employees based upon their own financial merit by any credit card or other company.

- b. Contractor means Citicorp Diners Club Incorporated.
 - c. Coordinator means the Office of Financial Policy and Systems which has been designated by the Assistant Secretary for Administration and Management (OASAM) to develop policies and procedures for the Government Charge Card Program in the Department. In this role, OFPS shall serve as the contact for the agencies and Diners Club on matters of policy.
 - d. Eligible Traveler means a traveler who expects to make two or more trips per year.
 - e. Ineligible Traveler means a traveler who expects to make less than two trips per year. Diners Club Charge Cards shall not be issued to these travelers.
 - f. Agency or Regional Coordinator means an employee who authorizes and monitors the use of Diners Club Charge Cards. The coordinator responds to questions from the contractor on specific accounts.
6. CARD ISSUANCE PROCEDURES.

- a. Employees who expect to make two or more trips per year may be issued charge cards. Designated employees must:
 - (1) Complete a Diners Club Government Card Program Employee Card Account Application to obtain a Diners Club card. Instructions for preparation and a sample form are shown on pages 1 and 2 of Appendix 1;
 - (2) Sign an Employee Acknowledgement Form acknowledging that he/she has received, read, and understands the Description of Employee Rights and Obligations related to Use of Contractor Issued Charge Cards. Copies are at Appendix 2.
 - (3) Forward the above two documents to their Agency Coordinator's Office.

b. Agency or Regional Coordinators shall:

- (1) Insure completeness of employee information on Employee Card Account application and Employee Acknowledgment.
- (2) Complete Section 2b, 4 and 5 of the Employee Card Account Application. Refer to Appendix 4.
- (3) Forward the original of the application to the Contractor and distribute the copies as designated.
- (4) Retain the employee acknowledgement statements.
- (5) Notify employees when monthly payments are delinquent or if an inquiry on their account is received from Diners Club. (Use of the memo attached as Appendix 3 is acceptable)
- (6) Respond to contractor inquiries on specific accounts which the coordinator authorized.
- (7) If delinquent payments are justifiable, such as: voucher not being processed timely; advance purchase of excursion airline tickets; Administrative error, etc., Diners Club billing office should be notified immediately.

c. Contractor shall:

- (1) Issue a charge card in the name of the employee upon the request of the Coordinator.
- (2) Mail the charge card directly to the authorized employee's home address within 3 working days of receipt of the notification from the Agency Coordinator.

7. GENERAL CARD INFORMATION

- a. No credit check will be performed on an individual employee.
- b. No pre-set expenditure limit has been placed on cards.
- c. Travel accident insurance of \$150,000 is automatically provided free of charge, except where prohibited by state or local law, to the employee when common carrier tickets are obtained with the charge card. In the National Office this would bring the total insurance coverage to \$300,000 for employees purchasing their common carrier tickets through Omega World Travel.

- d. Emergency card replacements within 24 hours, worldwide.
 - e. Employees may sign up for the Western Union Metrofone service which will allow them to save up to 50 percent on long distance calls for official business when traveling and when the Federal Telecommunications System (FTS) is unavailable. Employees interested in this service should call 800-248-6666, ext. 110. This is a 24-hour hot line. Employees must have their card numbers available. All Metrofone charges will be billed against the employee's charge card.
 - f. Personal check cashing privileges are provided at: participating Citibank branches worldwide, domestic Western Union offices, and participating hotels/motels as a registered guest.
 - g. Foreign currency conversion is provided without a fee at selected overseas Citicorp locations.
 - h. No interest or late payment charges will be assessed on employee's charge card account. However, should it become necessary for the contractor to sue an employee for charges to their account and the contractor prevails, the employee will be required to pay the contractor's legal expense.
 - i. No annual membership fee is charged for the issuance of the charge card.
 - j. Lost and delayed baggage insurance is provided free of charge to employee when airline tickets are obtained with the charge card. The employee will be covered against lost or damaged luggage for actual replacement cost up to \$1,500. If luggage is lost or delayed for 24-hours or more, the employee will get an additional \$100 to cover out-of-pocket expenses.
 - k. Charge cards are valid for a one-year period from date of issue.
 - l. No information related to charge card transactions will be released by the Department or Diners Club to credit reporting bureaus as a result of the use of this card.
8. USE OF CHARGE CARDS.
- a. Expenses incurred for official travel. Charge cards issued under the program will be used solely for expenses incurred for officially authorized Government travel. The employee will use the charge card to pay for official travel expenses to the maximum extent possible.

b. Obtaining passenger transportation services. The charge card will be:

- (1) Presented to the transportation carrier, Scheduled Airline Ticket Office (SATO), or Travel Management Center (TMC) operated under GSA contract as payment for passenger transportation services (including services under contract fares offered by carriers under contract to GSA).- The card shall be used to acquire transportation services at GSA contracted travel agencies. Under those circumstances where the individual would have used a GTR to acquire transportation services, he/she may now use the Diners Club Card. The charge card may not be used to procure travel and transportation services from travel agencies who are not under contract to GSA to provide such services to the Government traveler. The traveler must ensure that he/she has received the contract city-pair fare, where available, or other government discount fare. Approved justification forms are still required for use of non-contract carrier.
 - (2) If the employee does not personally pick up the tickets and present his/her charge card, the travel facility may require the traveler to complete a signature on file form to authorize them to charge the employee's charge card account.
- c. Effect on current procedures. All travel requirements shall continue to be observed fully and all official travel must still be authorized on Form DL-1-33, Official Travel Request and Authorization. Use of the charge card does not relieve the employee of prudent travel practices and observance of rules and regulations governing official travel as set forth in the Federal and DOL travel regulations.

9. SECURITY OF THE CARD.

- a. The employee will receive the card at his/her home address and will be responsible for exercising the same care and responsibility for the security of the card and number as he/she would with a personal charge card.
- b. The card SHALL NOT be stored or kept by an administrative officer, supervisor or secretary.
- c. Employees should exercise caution and care in giving the card number to another employee to make travel

arrangements on their behalf and when giving signature on file authorizations to travel agents or SATO offices.

- d. Employees are encouraged to black out the charge card number from any receipts submitted with their SF-1012, Travel Voucher.

10. TRAVEL ADVANCE LIMITATION. This section is reserved for later publication. Travel advances will at this time continue to be limited to the amounts currently prescribed in DLMS-7. We ask that employees voluntarily reduce their outstanding advances in proportion to their use of the cash.

11. TRAVEL VOUCHER CLAIMS.

a. Standard Form 1012 (SF-1012, Travel Voucher) will be prepared and submitted by employees in the usual manner. Employees will be reimbursed for authorized and allowable travel and transportation expenses in accordance with the provisions of the Federal Travel Regulations and the DOL travel policies and procedures.

b. Transportation Charges. When claiming reimbursement on a travel voucher for transportation expenses purchased with a charge card, the employee shall:

(1) Claim only the cost of transportation tickets actually used. (Refer to paragraph 13 for the procedure to follow when a complete or partial airline ticket is not used.)

(2) Initial the preprinted statement on the SF-1012 concerning assignment of all rights to the United States which the traveler has in connection with recovery of overcharges from the carrier(s).

c. Voucher Submission and Processing Schedule. The following schedule must be followed to insure that employees receive reimbursement for allowable expenses before payment is due to the Contractor:

(1) Employees will submit travel vouchers (together with receipts as required by DLMS-7) to the approving official promptly upon completion of the trip or periodically during extended travel assignments. Vouchers may be handwritten legibly in ink.

(2) Travel vouchers shall be submitted to the agency finance office for payment within five working days after completion of trip, or returned to the traveler for revision.

- (3) Finance offices will process all temporary duty vouchers within five working days of receipt.

12. MONTHLY CONTRACTOR BILLINGS AND PAYMENT.

- a. The employee will receive a monthly billing statement from Diners Club at their home address around the end of each month. A statement will be issued when expenditures are incurred or when a credit is posted to the account. If a monthly statement is not received, the employee should contact Citicorp Diners Club Government Services, at 800-525-5289. A receipt copy of charges will be included with the Diners Club billing statement. When a service establishment submits a copy of charges to Diners Club on magnetic tape, the charges will be descriptively listed on the statement in lieu of a record of charges.
- b. No interest or late charges will be assessed by the Contractor.
- c. Payment in full for the amount billed is due and payable directly by the employee to the Citicorp Diners Club within 25 days of the billing date. Extended or partial payments are not permitted. If a charge is disputed, it can be deducted from the amount due, but the remaining balance must be paid in full.
- d. If a Diners Club bill contains a disputed charge, it is the employee's responsibility to contact Citicorp Diners Club in the following manner to resolve the dispute:
- (1) Call Government Services on 800-525-5289 or 303-799-6670 between 6:00 am and 6:00 pm Mountain Standard Time. Diners Club will need to know the following:
 - (a) Employee's name and account number.
 - (b) Reference number of the disputed charge (listed on the statement).
 - (c) Establishment where the charge was incurred.
 - (d) Amount of Charge.
 - (2) Confirm the billing dispute in writing and mail to:

Citicorp Diners Club
Government Services
P.O. Box 5064
Denver, CO 80217

- (3) With this information, research can be conducted to solve the problem, generally within 10 working days.

13. UNUSED AND LOST TICKETS.

a. If a complete or partial airplane ticket is not used, the coupons should be returned to the travel agent, SATO or airline representative by the employee and a refund credit should be obtained. This receipt must be retained until the appropriate credit is issued on a subsequent Diners Club statement. The employee shall not submit their unused tickets with the SF-1012, Travel Voucher.

b. If a charge appears on the Diners Club statement, but the credit does not, immediate credit can be received by subtracting the amount of credit from your payment and sending a copy of the credit receipt to:

Citicorp Diners Club
Government Services
P.O. Box 5064
Denver, CO 80217

Diners Club will monitor the account and take whatever steps are necessary to obtain the credit. The employee will be advised of the final resolution.

c. If an airline ticket is lost, the same procedures are to be followed for unused tickets as described in a and b, above, with the exception that a Lost Ticket Application (available at your travel agency, SATO or airline representative) is to be filed with the carrier with a photocopy sent to Diners Club. The Lost Ticket Application is not submitted with the SF-1012, Travel Voucher.

14. LOST OR STOLEN CARDS.

a. If a Diners Club card is lost or stolen, the employee should immediately call the following number(s) which are operational 24 hours a day:

(1) Metropolitan Denver - 799-6670;

(2) In Colorado, other than Metropolitan Denver, call toll-free 800-332-9340;

(3) In the continental United States, call toll-free

800-525-9150 or 800-525-5289;

- (4) In Alaska, Canada, Hawaii, Puerto Rico and the Caribbean, call collect to 303-799-6670; and
 - (5) If a card is lost or stolen outside of these areas, notify the nearest Citicorp Diners Club Office.
- b. The employee is not liable for any fraudulent charges if the card is lost or stolen if they notify Diners Club promptly. The employee should review any charges considered fraudulent and complete an Affidavit of Forgery (Appendix 5) stating he/she did not make the charges. All charges will be the employee's responsibility should he/she refuse to sign the affidavit.
- c. A replacement Diners Club card will be mailed to the employee within 24 hours, if the card has been lost or stolen in the United States or Canada. While-you-wait replacement of lost or stolen cards are available at the following domestic Diners Club offices:
- (1) Denver: 10 Denver Tech Center
Englewood, CO 80111

Phone: (303) 799-9000

TELEX: 45808

Cable: DINCLUB ENGL
 - (2) Santa Monica: 3101 Ocean Park Blvd.
Suite 309
Santa Monica, CA 90405

Phone: (213) 452-2568
 - (3) Miami: 2138 Biscayne Blvd.

Phone: (305) 576-5337
 - (4) New York: 19th Floor
575 Lexington Ave.
New York, NY 10043

Phone: (212) 906-2202

TELEX: 420446 CBINY

Cable: DINCLUB NEW YORK

15. CHARGE CARD RENEWALS. Charge cards are valid for a period of one year. A Projected Renewal Report (Appendix 6) will be forwarded to the designated DOL Agency Coordinator listing all employee accounts which will expire within the current three month period. Cumulative nine month monetary activity is also included to assist in determining if the card should be renewed. The following procedures will insure uninterrupted charge card service to employees:
- a. Review the Projected Renewal Report to determine if there are any employees who have separated from the office or whose accounts were cancelled but remain on the list;
 - b. Delete names of employees who should not receive a new card;
 - c. Indicate any employee change of address; and
 - d. Return the completed list to the contractor within 45 days advising the contractor that the renewal cards should be sent directly to the employees.
16. CHARGE CARD CANCELLATION AND CHANGES. Charge cards may be cancelled by the employee, the authorizing office or the contractor. The contractor may not unilaterally cancel any charge card without prior consultation and concurrence of the DOL authorizing office. In all cases, cancellation requests may be accomplished by telephone notification with subsequent written confirmation to the contractor. Cancellation requests by employees must be confirmed by their office.
- a. Employee Separations. When an employee resigns, retires, transfers to another Government agency or transfers to another agency within the Department, the agency coordinator shall:
 - (1) Obtain the charge card from the employee;
 - (2) Immediately notify the Contractor by telephone to cancel the account; and
 - (3) Cut the card in half and return it to the Contractor together with an Account Cancellation Form. (Refer to Appendix 7 for a sample transmittal form).
 - b. Employee Transfers or Relocates Within the Same Cost Center. To insure uninterrupted service when an employee transfers from one office to another within the same area, the Coordinator shall:

- (1) Obtain a new billing address (when necessary) from the employee prior to the actual transfer;
- (2) Notify the Contractor by telephone of the change in the billing address, if applicable; and
- (3) Forward a completed Account Transfer Notice to the Contractor. (Refer to Appendix 8 for a sample form.)

17. FINANCIAL OBLIGATIONS/LIABILITY.

- a. Employee. Except for promptly reported lost or stolen charge cards, employees are liable for all billed charges. (See Paragraphs 9 and 14, above.) Government employees are required to pay their financial obligations in the proper and timely manner pursuant to Section 206 of Executive Order 11222 (May 8, 1965) and Office of Personnel Management Regulations, 5 CFR 735.207.
- b. Department. The Department will assume no liability for charges incurred on employees charge cards, nor will the Department be liable for lost or stolen charge cards issued to employees.
- c. Diners Club. Diners Club does not intend to seek payment of attorneys fees resulting from a collection referral to an outside attorney except in cases in which it is alleged by Diners Club and subsequently admitted by the employee or otherwise finally determined that a charge to such employee's account is delinquent and, therefore, due and owing to Diners Club.
- d. Delinquent Accounts. Diners Club collection procedures and process applicable to delinquent accounts can be obtained directly from Diners Club.

18. ACCEPTABILITY OF DINERS CLUB CARD.

- a. The Diners Club card is accepted in more than 650,000 establishments in over 150 countries throughout the world. It is expected that employees will use the card whenever and wherever possible, for all airline, hotel, restaurant and other expenses.
- b. If a traveler encounters an establishment that does not honor the card, he/she may do the following:

- (1) Obtain a Diners Club Establishment Coverage Request Form from his/her administrative office. See Appendix 9.
- (2) Complete the form and mail it to Diners Club at the address shown on the form.
- (3) Diners Club will notify the requestor of the coverage status within 30 days of receipt of the form.

19. PRIVACY ACT NOTICE. The following information is provided to comply with the Privacy Act of 1974 (5 U.S.C. 522a). The information requested on the application form is required under the provisions of 5 U.S.C. Chapter 57 for the purpose of recording travel expenses incurred by the employee and to claim other entitlements and allowances as prescribed in the DOL travel regulations. The information requested on the application form is required to provide Government agencies with: necessary information on the commercial travel and transportation payment and expense control system which will provide travelers charge cards for official travel and related expenses; attendant operational control support; and management information reports for expense control purposes. The information contained under this system will be used by Federal agency officers and employees who will have a need for such information in the performance of their duties. Information will be transferred to appropriate or regulatory investigations or prosecutions or pursuant to a requirement by the General Services Administration or such other agency in connection with the hiring or firing, or security clearance, or such other investigations of the performance of official duty in Government service. The information requested is not mandatory. However, failure to provide the information will invalidate the application and prevent the issuance of the charge card.



The Diners Club, Inc.
a subsidiary of Citicorp

CITICORP DINERS

DINERS CLUB GOVERNMENT CARD PROGRAM EMPLOYEE CARD ACCOUNT APPLICATION

PLEASE TYPE OR PRINT ALL INFORMATION

(1) EMPLOYEE NAME & ADDRESS

(A) OPTIONAL: MR. MRS. ME. MISS (B) NAME (FIRST - MIDDLE - LAST) _____ (C) SOCIAL SECURITY NUMBER _____

(D) HOME MAILING ADDRESS - STREET _____ (E) CITY - STATE - ZIP CODE _____

(G) WORK ADDRESS - STREET _____ (H) CITY - STATE - ZIP CODE _____

(F) HOME TELEPHONE NUMBER (INCLUDE AREA CODE) _____ (I) WORK TELEPHONE NUMBER (INCLUDE AREA CODE) _____

(2) EMPLOYEE INFORMATION

(A) POSITION/TITLE _____ (B) OPTIONAL EMPLOYEE DATA

FIELD 1 (3 POS)	FIELD 2 (5 POSITIONS)	FIELD 3 (6 POSITIONS)	FIELD 4 (10 POSITIONS)

(C) TRAVEL INFORMATION - ESTIMATED MONTHLY TRAVEL

(CHECK APPL. CABLE BOX) UNDER 10% 10-25% 25-50% OVER 50%

(CHECK APPL. CABLE BOXES) INTERNATIONAL TRAVEL DOMESTIC TRAVEL

(3) EMPLOYEE AGREEMENT

A. By signing in box 3(B), I (i) ask Diners Club to open a Card Account in my name and issue a Diners Club Card (including renewal and replacement Cards) to me, (ii) agree to be bound by the terms and conditions of the Diners Club Government Employee Card Account Agreement accompanying the Card, (iii) agree to be liable for all charges to the Card Account in accordance with such Agreement, and (iv) acknowledge that the Card is to be used for official Government business.

(B) SIGNATURE OF EMPLOYEE DATE _____
X

(4) AGENCY INFORMATION

A. AGENCY NAME & ADDRESS FOR MANAGEMENT INFORMATION REPORTS: _____

B. FULL NAME OF AUTHORIZED AGENCY REPRESENTATIVE _____

C. POSITION TITLE OF AUTHORIZED AGENCY REPRESENTATIVE _____

(5) AGENCY AUTHORIZATION

A. By signing in box 5(B) as the duly authorized representative of the Agency named in box 4(A), I ask Diners Club to open a Card Account in the name of, and to issue a Diners Club Card (including renewal and replacement Cards) to, the employee named in box 1(B) in accordance with General Services Administration Contract Number GS-00T-42299.

(B) SIGNATURE OF AUTHORIZED REPRESENTATIVE DATE _____
X

DISTRIBUTION: WHITE - DINERS CLUB GOVERNMENT CARD DIVISION COPY CANARY - AGENCY COPY 1 PINK - AGENCY COPY 2 GOLDENROD - EMP

DC-1200 (6-83)

**EMPLOYEE INSTRUCTIONS FOR COMPLETION
OF THE GOVERNMENT CHARGE CARD APPLICATION**

The Diners Club Government Card Application must be completed by each designated employee who elects to participate in the program.

The following information is required by the employee:

- Item 1.A-I Enter information as requested.
- Item 2.A Enter position title.
- Item 2.B(1-3) Leave blank.
- Item 2.B(4) Enter Social Security Number (same as in 1c)
- Item 3.B Employee's full signature.
- Item 4. Leave all areas blank.
- Item 5. Leave all areas blank.

DEPARTMENT OF LABOR

(OFFICE)

EMPLOYEE ACKNOWLEDGMENT

I certify that I have received, read, and understand the memorandum (with attachments), Subject: Employee Rights and Obligations Related to Use of the Diners Club Charge Card, and that I will abide by such rules, regulations, and other instructions as may be issued by the General Services Administration, Department of Labor, and Diners Club, Inc., pertaining to the use of any card issued to me for purposes of conducting official Government Travel.

Employee Signature and Date

Name and Title (Type or Print)

NOTE: This acknowledgment must accompany the completed charge card application.

APPENDIX 2. DESCRIPTION OF EMPLOYEE RIGHTS AND OBLIGATIONS RELATED TO USE OF CONTRACTOR ISSUED CHARGE CARDS.

DESCRIPTION OF EMPLOYEE RIGHTS AND OBLIGATIONS FOR CONTRACTOR-ISSUED CHARGE CARDS

Introduction

Beginning October 1, 1983, Citicorp Diners Club began issuing charge cards to designated employees of certain Federal departments and agencies to be used in connection with official government travel. This program is expected to be implemented Government-wide by October 1, 1986. Before you use such a card, you should read and familiarize yourself with this description of the rights and obligations of Diners Club Government Card holders.

How is the Card to be Used?

Employees designated to receive Diners Club cards are to use them to pay for major expenses connected with official government travel, such as common passenger carrier tickets (air, rail, bus), lodging, meals, and automobile rentals. Please note that the biggest change from the way in which you have made travel arrangements in the past is that cardholders will be responsible for purchasing their own transportation tickets instead of using a Government Transportation Request (GTR), regardless of whether you purchase such tickets through a Travel Management Center (TMC), Scheduled Airline Traffic Office (SATO), or directly from the carrier.

Does Issuance of Charge Cards Mean a Change in Current Travel Authorization Procedures?

No, you must continue to obtain prior approval and authorization of official travel in the same manner as you have in the past. Other travel requirements, such as the use of contract city-pair airlines, GSA automobile rental contracts, etc., also must continue to be observed fully. If you currently make your travel arrangements through a TMC or SATO you are to continue to do so.

APPENDIX 2. DESCRIPTION OF EMPLOYEE RIGHTS AND OBLIGATIONS
RELATED TO USE OF CONTRACTOR ISSUED CHARGE
CARDS.

How Will Cardholders Be Billed?

A separate account will be established in the name of each individual Government cardholder. Each month, you will receive a statement directly from the Diners Club, Inc., and will be expected to send your payment to them in full within 25 days. You are liable for all charges which you have incurred, regardless of whether or not they exceed the amount which you are entitled to be reimbursed by the Government.

Please note that you will receive a detailed statement of billing and paying procedures, as well as instructions on how to request billing adjustments and corrections, with your card. Disputed charges or other billing problems may be reported to the Diners Club Government Services by calling 800-525-5289, or 303-799-6670 and writing to:

Citicorp Diners Club
Government Services
P.O. Box 5064
Denver, CO 80217

Will Employees Be Reimbursed on Time to Pay the Diners Club Bill?

If you are conscientious about filing your travel voucher promptly, you should receive reimbursement for allowable expenses before your payment is due to the Diners Club. Coincident with the implementation of this program, employee are required to submit travel vouchers, along with receipts for all expenses over \$25, within 5 workdays of completing their travel. (Legible handwritten vouchers are acceptable). In turn, approving officials are required to submit the travel voucher to their finance office. The agency's finance office shall process all travel vouchers within 5 workdays of receipt.

As a general rule, charges made during one month will not show up on your statement until the following month. Since you will have 25 days to pay from the date of your statement, this means the average lapsed time between the date when you incur charges and the date on which your payment is due will be 50 to 60 days. Assuming you file your vouchers promptly, you should not have to pay for any reimbursable charges out of your own personal funds.

What Specific Features and Protection Are Available to Diners Club Government Cardholders?

- (1) Under the terms of its contract with the General Services Administration, the Diners Club, Inc. may not:
- establish preset expenditure limits.
 - conduct credit checks on employee to receive Government cards.
 - release billing information to other than authorized employing agency coordinators or the individual cardholder.
 - sell or otherwise provide employee names or addresses to other commercial interests.
 - charge membership, interest, or late payment fees.
 - include commercial advertisements or other forms of solicitation with monthly billing statements.
 - issue or cancel employee cards without the concurrence of authorized employing agency officials.
 - hold employees or their agencies liable for any charges made with lost or stolen cards, provided the employee notifies Diners Club promptly upon discovering that his or her card has been lost or stolen.
- (2) As a Diners Club Government Cardholder, you will receive, either with your card or your first billing statement, a brochure which describes various card features and uses. Major features are summarized briefly as follows:
- \$150,000 worth of travel accident insurance payable to your estate which is automatically in force each time you purchase a common carrier ticket with your card, except where prohibited by state or local law, and which is provided free of charge to you.
 - \$1,500 worth of lost and delayed baggage insurance, to include \$100 to cover out of pocket expenses when your luggage is lost or delayed for 24 hours or more, and which is automatically in force each time you purchase airline tickets with your card and is free of charge.
 - Confirmed hotel reservations on your card number regardless of time of arrival (please note that you must notify

hotels before 6 p.m. on the day of arrival if your plans change, and ask for/retain your cancellation number).

- Cash personal checks for up to \$250 at participating U.S. and Canadian hotels, and for up to \$1,000 at participating Western Union offices in the U.S. and at Citibank branches overseas.
- Buy or sell foreign currency at Citibank branches overseas without the normal fee.
- Emergency card replacements within 24 hours, worldwide.
- Discounted (up to 50%) long-distance telephone calls through the "Metrofone" service offered by participating Western Union offices nationwide. You are reminded, however, that official calls should be placed through the FTS system whenever possible.

Where are Diners Club Cards Accepted?

The Diners Club card is accepted in more than 650,000 establishments worldwide, including:

- all major domestic and international airlines, automobile rental agencies, AMTRAK, and other common carriers.
- every major domestic hotel and motel chain, as well as other major hotels in the U.S. and overseas (to include approximately 95% of the more than 2,600 hotels and motels listed in the July 1983 Federal Hotel/Motel Discount Directory published by GSA).
- over 34,000 restaurants throughout the United States, to include moderately priced as well as finer establishments.

Can Cardholders Request the Diners Club to sign Up Additional Establishments?

You will receive a postage-paid establishment request card with your Diners Club Statement once each quarter. Simply fill in the names of establishments you would like to have Diners Club contact to accept the card, and mail it in. You will be notified by Diners Club within 30 days of the action taken on your request. Additional request cards may be obtained at any time from your agency coordinator, or by calling the Diners Club (toll-free) Corporate Services staff at 800-525-5289.

How Do Cardholders Report Lost or Stolen Cards?

Lost or stolen cards should be reported as soon as you discover they are lost or stolen to the Diners Club at one of the following numbers:

- From Metropolitan Denver, call 799-6670.
- From elsewhere in Colorado, call 800-332-9340 (toll-free).
- From any of the other 48 Continental United States, call 800-525-9150 or 525-5289 (toll-free).
- From Alaska, Canada, Hawaii, Puerto Rico and the Caribbean, call 303-799-6670 (collect).
- From any area not listed above, notify the nearest Citicorp Diners Club Office.

Emergency card replacement will be arranged upon notification.

Where can Cardholders get Answers to Additional Questions as they Arise?

Any questions related to your account may be referred to Diners Club Corporate Services, who can be reached toll-free at 800-525-5289. Questions concerning travel policies USDOL and procedures should be referred to your respective Administrative Officer. General questions concerning the Government-wide charge card program may be referred to the Financial Operations services Services at FTS 633-4376.

MEMORANDUM FOR: (NAME OF EMPLOYEE)
FROM: AGENCY REGIONAL COORDINATOR
SUBJECT: Diners Club Inquiry

On _____ we received an inquiry from Diners Club on your government authorized charge card. If you require the specifics of the inquiry, you may contact me at _____ or Diners Club at _____.

AGENCY COORDINATOR INSTRUCTIONS FOR
COMPLETION OF THE GOVERNMENT CHARGE CARD APPLICATION

An Employee Card Account Application must be completed by the employee in accordance with the instructions provided in Appendix 1. Each application must be supported by a signed Employee Acknowledgement Statement. Incomplete applications or those without an acknowledgement statement must be returned to the employee.

The following items must be completed by the Agency coordinator. Note, if a field is larger than the data being requested, please enter the requested information from left to right.

Item 2(B) Field 1 1 . Enter the appropriate office code.

<u>National Office</u> or <u>Regional Office</u>	<u>Code 1</u>
OASAM	M99*
SOL	N99
ILAB	R99
BLS	J99
ETA	A99
ESA	E99
LMSA	P99
OSHA	F99
MSHA	R99
PEGC	Y99

*The second and third digits represents the Region, 99 is for the National Office, 01 would be for Boston, 02 for New York and so on.

Item 2(B) Field 2 2 . Enter the appropriate FIPS code.

<u>Office</u>	<u>Code 2</u>
OASAM	1605
SOL	1603
ILAB	1609
BLS	1625
ETA	1630
ESA	1635
LMSA	1640
MSHA	1645
OSHA	1650
PEGC	1665

Item 2(b) Field 3 3 . Enter employee's three digit cost center code.

Item 4(a) 4 . Enter the four digit summary account number provided by memo.

Item 4(B) 5 . Enter the full name of the agency coordinator authorized to process Diners Club Charge card applications.

Item 4(C) 6 . Enter the position title of the agency coordinator authorized to process Diners Club applications as indicated in Item 4(B).

Item 5(B) 7 . Signature of agency coordinator from Item 4(C). Note, sample signatures must be furnished to Diners Club for each authorized agency coordinator. These Sample Signatures must be advanced to the Agency coordinator prior to submitting charge card applications.

Distribution of Diners Club Charge Card Application

NOTE. THE DINERS CLUB APPLICATION IS A FOUR PART COLOR CODED FORM. THE DISTRIBUTION OF THE FORMS BY THE COORDINATOR AFTER COMPLETION IS AS FOLLOWS:

White Copy: Mail to the following address:

Citicorp Diners Club
Government Services
P.O. Box 5064
Denver, CO 80217

Canary Copy: Coordinator's copy.

Pink Copy: For employee's immediate office.

Goldenrod Copy: Employees' Copy.

APPENDIX 5. AFFIDAVIT OF FORGERY.

AFFIDAVIT OF FORGERY

STATE OF _____)
COUNTY OF _____) SS

I, _____ residing at _____
City of _____, County of _____, State of _____
being duly sworn, deposes and says:

1. A certain Chase Club Credit Card bearing the number _____
and expiring on _____, which was processed with my
name and which was issued to me and received by me for my use was either Lost, Stolen, or Misplaced on or about the _____ day
of _____, 19____, at the following location, under the following circumstances: ("unknown", as near
as I can ascertain)

2. (A) A report with regard to the aforementioned (was) (was not) made to Chase Club, at _____
on the _____ day of _____, 19____ by _____
(Specify nature of report, i.e., electronically, oral, registered, certified, ordinary mail or personal visit.)

(B) I (did) (did not) file a report with regard to the loss, theft, or misplacement of said credit card with the following law enforcement agency:
_____ on the _____ day of _____, 19____

3. I further state that said credit card was not given to any other person for the purpose of being used in any manner by that person, and that any use
of said credit card after the above mentioned date was without my authorization, either express or implied, and that no money, merchandise, or other
goods or services or any cash thereof obtained through the use of said credit card was received by me, directly or indirectly, or was applied to any
use or purpose in my behalf.

4. The name, address and/or pertinent information with reference to the person whom I believe to have used said credit card is: ("unknown", as near
as I can ascertain)

5. I further affirm that my signature as signed below appeared on the signature panel of the aforementioned credit card, and that the signature on the
credit card charge vouchers after the above mentioned date was not written by me nor by anyone on my behalf nor with my authorization.

6. I make this affidavit knowing that Chase Club will rely thereon and should I be called upon, I will give testimony before a court or any competent judicial
officer or person, in any case now pending or that may be hereafter instituted in connection with the matter contained in this affidavit,
I hereby make, under the penalties of perjury, this the foregoing to be true.

Signature of Affiant _____

STATE OF _____)
COUNTY OF _____) SS

On the _____ day of _____, 19____, before me personally appeared _____

_____ who he known and known to me to
be the individual described in and who executed the foregoing affidavit. Thereupon duly acknowledged that he executed same.

NOTARIAL STAMP OR SEAL:

_____ Notary Public, Commission Expires _____

SS-100-1000

APPENDIX 6. PROJECTED RENEWAL REPORT.

GENERAL SERVICES ADMINISTRATION 941 REFFERSON DAVIS HIGHWAY WASHINGTON, DC 20408		ACCOUNT 10034567 PROJECTED RENEWAL REPORT CROSS EXPIRING 01/ 12/02	PER BILLING PERIOD FROM 08/31/02 TO 09/30/02	08199 081-0 DUE DATE 10/02/02 PAGE 1					
IND. ID	NAME	EXP. DATE	DATE OPEN	YTD CHANGES	ADDRESS	CITY	STATE	ZIP	CHECK
00040-1	SPRINGFIELD, J	12/02	11/01	6300.21					
00090-0	MATELLO, G	11/02	10/01	4000.16					
00120-1	SEAR, S	11/02	10/01	30.00					
00130-0	DOUGLAS, J	12/02	11/01	1374.65					

APPENDIX 7. CITICORP DINERS CLUB ACCOUNT CANCELLATION NOTIFICATION.

CITICORP DINERS CLUB ACCOUNT CANCELLATION NOTIFICATION

NAME OF INDIVIDUAL: _____

AGENCY CARD NUMBER: _____

Please cancel the above Citicorp Diners Club Account for the following reasons:

- Employee left agency
- Employee no longer authorized to charge

Disposition of the card (if applicable) is as follows:

- Destroyed by _____
- Enclosed
- Unavailable

Dated this _____ day of _____, 198__.

Sincerely,

Authorized Signature

(Note: Forward to Citicorp Diners Club)

APPENDIX 8, CITICORP DINERS CLUB ACCOUNT TRANSFER NOTICE
(Within Same Major Cost Center)

CITICORP DINERS CLUB ACCOUNT TRANSFER NOTICE
(Within Same Major Cost Center)

NAME OF INDIVIDUAL: _____

AGENCY CARD NUMBER: _____

The above employee will be transferring from this location to the following effective _____, 198__.

NAME OF NEW OFFICE: _____

Please change the following codes (if applicable):

	(PRESENT)	(NEW)
COST CENTER:	_____	_____
EMPLOYEE NUMBER:	_____	_____
OTHER:	_____	_____

Employee's new billing address (if applicable):

(Street)

(City) (State) (Zip)

Sincerely,

Date: _____

Authorized Signature

(Note: Forward to Citicorp Diners Club)

Appendix 9. Establishment Coverage Request Form

CITICORP
DINERS CLUB

ESTABLISHMENT COVERAGE REQUEST

Citicorp Diners Club has implemented an aggressive campaign to expand Establishment coverage. You may nominate a restaurant, motel, car rental agency, or other Establishment for coverage in any location by filling out the information below and dropping this card in the nearest mail box. Your inquiry will be acted on immediately.

(PLEASE PRINT OR TYPE)

ESTABLISHMENT NAME	REQUESTOR'S NAME
ADDRESS	ADDRESS
TELEPHONE NUMBER ()	TELEPHONE NUMBER ()
TYPE OF ESTABLISHMENT	COMPANY REPRESENTING
COMMENTS	DATE OF REQUEST

CAC-34 (1/84)



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 272 NEW YORK NY

POSTAGE WILL BE PAID BY ADDRESSEE

CITICORP DINERS CLUB
ESTABLISHMENT SALES - 18th FLOOR
575 LEXINGTON AVENUE
NEW YORK, NY 10043

