

A Supervisor's Checklist for the Integrated Charge Card Program

When reviewing this material, please note that information may apply to single or combined integrated card functions.



The Division of Contracting and General Services in cooperation with the Division of Finance has prepared this document for Service-wide distribution.

Background

The Government-issued integrated charge card is an important tool for the procurement of goods and services at most U.S. Fish & Wildlife Service offices. Additionally, the Travel and Transportation Reform Act makes the use of the charge card mandatory for official travel-related expenses. The Department of the Interior selected Bank of America's MasterCard® as the Department-wide integrated charge card for our purchase, travel and fleet requirements. If used properly, the charge card can expedite the procurement process and pay vendors almost instantaneously. Issuing numerous purchase orders and tracking payment documents are mostly a thing of the past.

Questions and Answers

Q: *What are the cardholder's responsibilities?*

A: As a minimum, the cardholder is responsible for using the Government-issued charge card only for the purchase or payment of official travel, fleet transactions, and Government-related products and services. Also, it is the cardholder's responsibility to understand and comply with Service policies regarding the definition of authorized purchases and official Government travel. Additional cardholder responsibilities include:

- Ensuring that the card is used only to purchase goods and services that do not exceed the authorized single-purchase limit. (Most cardholders with an authorized purchase line authority have a \$2,500 single transaction threshold.) Do not split transactions to avoid this threshold. This will result in canceling the cardholder's card privileges.
- Retaining all original charge slips, register receipts, invoices, etc., and to follow Service policies and

procedures for reconciliation, approval, and cost allocation of transactions.

- Paying individually billed travel transactions by the payment due date.

If an employee does not manage his or her card account according to our charge card policies, you should consider canceling the employee's charge card privileges.

Q: *What is the process to reconcile a billing statement?*



A: Statements are mailed directly to the cardholder's address of record and include cardholder activity for the billing period. The administrative official (or cardholder) must review and reconcile all purchase transactions on his or her monthly statement within five (5) calendar days after receipt. In some offices, this review and reconciliation is made by the administrative officer; however, the cardholder is ultimately responsible for verifying that all transactions are proper and documented. The administrative official (or cardholder) must print out a transaction listing from the Bank of America's EAGLS (Electronic Account Government Ledger System) at the end of each monthly billing cycle. Currently, billing cycles end on the 19th of each month. The administrative official (or cardholder) must:



(1) Match all charges and transaction receipts to the entries on the cardholder's transaction listing available from the Bank of America's EAGLS (Electronic Account Government Ledger System), and

(2) Match all entries on the transaction listing to the cost records appearing in FFS.

If an administrative official performs the reconciliation from transaction listings in EAGLS, he/she must provide a copy of the transaction listing to the cardholder. The cardholder will review the listing, accept or dispute each transaction, and sign the listing. The cardholder must sign a copy of the transaction listing showing agreement with the entries and provide supporting documents for each individually billed and centrally billed entry. This transaction listing is then submitted to the cardholder's supervisor for review and approval.

Q: *As the supervisor, what are my responsibilities?*

A: The administrative official or cardholder is responsible for matching the employee's monthly transaction listings with appropriate travel vouchers, invoices, and receipts, and submitting them for supervisory review. The supervisor is responsible for certifying that his or her cardholders use the charge card for official purposes. Before you certify that a cardholder's transaction statement/listing is accurate and shows card use was for official business, you must:

- Review invoices/receipts to ensure authenticity (no photocopies) should be accepted; Match original itemized receipts to open items on the statement/listing to ensure that price, quantity, and all other aspects of each transaction are accurate. If the cardholder cannot produce the original receipt, he or she should write an explanation that includes a description of the item(s), date of purchase, merchant's name and the reason the receipt cannot be provided. This should be signed by the cardholder and attached to the transaction listing.



- Confirm that centrally billed travel charges are for official travel. This includes: transportation tickets, rental cars and gas, airport parking, and transaction fees. Individually billed charges should occur only for periods covered by supporting travel vouchers and will include hotel and meal expenses and other small miscellaneous charges connected to official travel.
- Verify that you have a charge card transaction listing for each employee with a charge card submitted to you for approval on a monthly basis. If there are no transactions for a cardholder in a given month, you should receive a listing noting “no transactions” for the subject period. The listing should have attached, at minimum, the invoices or sales slips supporting purchase/payment transactions and a copy of the cardholder’s travel voucher to support any travel expenses noted on the listing.
- Examine goods and service charges to determine if they are necessary to achieve program purposes.
- Review charges to determine if they are reasonable.
- Confirm individually billed charges are authorized for official travel only, especially ATM charges. Authorized travel expenses are limited to airfare, hotel lodgings, ground transportation, ATM advances, and gasoline for rental cars.
- Confirm that travel vouchers are submitted within five (5) workdays after completion of travel, 30-day segment of extended duty travel. A proper travel voucher indicates that the trip was authorized and performed; per diem rates are

accurately applied; the appropriate receipts/ticket stubs and other documentation appear to be in order and all are attached to the voucher, and the traveler and supervisor have signed the voucher certifying the process.



- Verify each traveler's account remains current on a monthly basis. Delinquent accounts are suspended at 61 days and cancelled at 96 days.
- Ensure that your administrative official understands that supervisory approval of statements/listings are required before entering the charges in FFS. Approval of the statement indicates that the charges are proper expenses of the Government and that the appropriate funding sources were applied to each transaction.
- Do not approve any listings when a question exists regarding the propriety of a purchase or expense item listed.
- Contact your Regional Charge Card Coordinator, CGS Office, or Finance Office if you have a question on the validity of a procurement or proper procurement method. Ask your Regional Charge Card Coordinator if you have questions relating to the travel expenses appearing on your cardholders' accounts.

Waste, Fraud and Abuse

Q: *What happens if I find evidence of charge card fraud or abuse?*

A: The best defense is offense. Ensure your employees are familiar with the Service's policies on the proper use of the charge card. Several employee bulletins and memoranda have been issued to remind employees of the restricted and sensitive procurement lists. Encourage your cardholders to

periodically review their purchase card training materials, and to contact their Regional Charge Card Coordinator before making questionable transactions.

If you find evidence that the charge card was used for other than official purposes, contact your Regional Charge Card Coordinator immediately. The Charge Card Coordinator will contact the Office of the Inspector General and the bank, as appropriate. Depending on the IG's findings, you may be required to follow Departmental guidelines for administering disciplinary action. (Before a supervisor initiates any formal action or issues any notice to the employee, he or she should check first with the servicing personnel office to ensure that all necessary regulations are followed and appropriate documentation is properly prepared.)

**EAGLS:
Electronic
Account
Government
Ledger System**

Q: *What is EAGLS?*

A: The EAGLS desktop management tool is designed to offer our administrative officials an easy way to review our employees integrated charge card accounts. EAGLS allows accounting and administrative tasks online from your PC.

Q: *Is it difficult to review and reconcile charge card transactions using EAGLS?*

A: EAGLS is a point and click system which is navigation easy for new users. The system features user-friendly graphics and built-in links. Whether you are moving within a screen or from one screen to another, you can complete your task in just a few short steps.

Contact your Regional Charge Card Coordinator for additional information to access EAGLS.



**U.S. Department of the Interior
U.S. Fish & Wildlife Service**



Service Credit Card Coordinators

all cards under HL 2-0000015

Randy Van Pelt 303/984 6806

Sheila Dade (Travel Program) 703/358 1742

Ramona Polk (Purchase Program) 703/358 1783

Service Credit Card Fleet Coordinator

all cards under HL 3-3201704

J. Vernon Cannon 703/358 1739

Regional Credit Card Coordinators

all cards under the HL 3 level indicated

Region 1 — 503/231 112

Sam Buzbee, Beth Zetter, Jim Ericson

Region 2 — 505/248 6934 or 505/248 6932

Terri Braden, Karen Rager, Cindy Weakland

Region 3 — 612/713 5237

June Johnson, Pamela Worrells

Region 4 — 404/679 4075

Belinda Greathouse, Wanda Purdy,

Wilhelmina Booker, Nancy Jaye

Region 5 — 413/253 8225 or 413/253 8226

JoEllen Harris, Gina Martinez

Region 6 — 303/236 7917

Carolee Zidan, Katherine Buckhouse

Region 7 — 907/786 3455

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Region 9

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