In Reply Refer to:
1382 (OR-915) P

August 14, 2003

EMS TRANSMISSION 08/15/2003
Instruction Memorandum No. OR-2003-101
Expires: 9/30/2004

To: All Oregon/Washington Employees

From: State Director

Subject: Reduction of Charge Card Delinquency DD: 09/30/2003

Program Area: Government Issued Charge Cards

Purpose: The purpose of this Instruction Memorandum (IM) is to direct your attention to Washington Office (WO) IM 2003-229 dated July 30, 2003 (Attachment 1) and the requirement that we immediately reduce the charge card delinquency rate for Oregon/Washington (OR/WA). The goal for the Bureau of Land Management (BLM) is a near-zero charge card delinquency rate.

Policy/Action: To ensure that OR/WA meets the goal set by the Director, all employees and supervisors must meet their responsibilities for managing charge card use. The following policies are to be implemented immediately:


2. Supervisors must counsel all employees who have a charge card balance that is 30 to 60 days past due about the necessity of paying this bill and avoiding future delinquencies. The State Agency/Organization Program Coordinator (A/OPC) will notify District A/OPCs (with a copy going to the District Managers) and the Assistant State A/OPC by e-mail of delinquencies on a monthly basis. District A/OPCs will notify the supervisor of the individual employees by e-mail. The Assistant State A/OPC will notify the supervisors of State Office employees by e-mail.

3. Any employee whose past due balance, in whole or in part, exceeds 60 days must provide a written explanation (by e-mail) of why the account has not been paid in a timely manner and what actions are being taken to pay off the past-due account balance. The explanation from the employee will be sent to the Supervisor with a copy to Cyndi McClelland, Assistant State A/OPC, who will maintain the explanation with the monthly delinquency report.

4. Supervisors must work with their human resources representative to pursue disciplinary action for employees who
Reduction of Charge Card Delinquency

have a charge card balance, in whole or in part, that is 90 days or more past due.
5. Supervisors will be held responsible for ensuring that charge card delinquencies are addressed with individual employees and will be held accountable through their individual Employee Performance Plan and Results Report.
6. Any actions taken, including counseling, must be documented so that supervisors can demonstrate that appropriate action was taken.

In addition to these actions, travel vouchers submitted for payment more than 30 days after the travel period ended must be approved by the State Director. The voucher must include a statement from the employee explaining why the voucher was not submitted in a timely manner (within five days of the completion of the travel assignment). Travel vouchers being submitted for payment more than 30 days after the travel period ended must be forwarded to the State Director via the State Travel Coordinator, Cyndi McClelland, OR-915.

**Timeframe:** By September 30, 2003, the delinquency rate for Oregon/Washington must be below 2% and must continue to decline. If the lower delinquency rate is not achieved by September 30, 2003, supervisors and managers will be required to justify reasons for not addressing individual delinquencies and more stringent measures will be pursued.

**Background:** Charge card delinquency rates are monitored on a monthly basis. Five out of the past nine months, Oregon/Washington has failed to meet the acceptable target. All employees and supervisors are expected to understand and meet their responsibilities for managing charge cards. The BLM Manual Section 1512, Charge Cards and Convenience Checks for Travel, Purchase, Fleet, and Uniforms, contains extensive guidance regarding employees’ responsibilities for timely payment of charge card bills. This Manual Section also clearly outlines supervisory responsibilities for monitoring charge card activity for each employee supervised, including dealing with charge card delinquency issues.

**Manual/Handbook Sections Affected:** None.

**Contact:** If you have questions concerning this IM, please contact Cyndi McClelland, Assistant State A/OPC at 503-808-6199 or Dawn Higgins, State A/OPC at 503-808-6228, or Darwin Priebe, Chief, Management and Budget Staff at 503 808-6193.

**Districts with Unions** are reminded to notify their unions of this Instruction Memorandum and satisfy any bargaining obligations before implementation. Your servicing Human Resources Office or Labor Relations Specialist can provide you assistance in this matter.

Signed by
Charles E. Wassinger
Associate State Director

Authenticated by
John Hamil
Staff Assistant
Reduction of Charge Card Delinquency
To: ADs, SDs, and CDs  
From: Director  
Subject: Reduction of Charge Card Delinquency  

Program Area: Government Issued Charge Cards  

Purpose: The purpose of this Instruction Memorandum (IM) is to direct your immediate attention in reducing your State, Center, or Directorate charge card delinquency rate. My goal is for the Bureau of Land Management (BLM) to reach a near-zero charge card delinquency rate.  

Policy/Action: To ensure that the Bureau of Land Management (BLM) becomes one of the high performing bureaus in this management area, all employees and supervisors must meet their responsibilities for managing charge card use. To reach this goal, I am directing that the following policies be implemented:  

1. Supervisors must complete a monthly review of charge card activity for all employees they supervise.  
   - All employees who have a charge card balance that is 30 to 60 days past due must be counseled by their immediate supervisor about the necessity of paying this bill and avoiding future delinquencies.  
   - Any employee whose past due balance, in whole or in part, exceeds 60 days must provide a written explanation of why he/she has not paid the account in a timely manner and what actions are being taken to pay off the past-due account balance. The explanation from the employee must be forwarded to the State, Center, or Washington Office lead
Agency/Organization Program Coordinator (A/OPC), who will maintain the explanation with the monthly delinquency report.

- Supervisors must work with their human resources representative to pursue disciplinary action for employees who have a charge card balance, in whole or in part, that is 90 days or more past due.

- Supervisors must be held responsible for ensuring that charge card delinquencies are addressed with individual employees and will be held accountable through their individual Employee Performance Plan and Results Report.

2. The State, Center, or Assistant Director for whom an employee works must approve any travel voucher submitted if the travel period ended more than 30 days before submitting the voucher. The voucher must include a statement from the employee explaining why the voucher was not submitted on time.

3. Any actions taken, including counseling, must be documented so that supervisors can demonstrate that appropriate action was taken.

Timeframe: By September 30, 2003, all State Offices, Centers, and Washington Office Directorates that are not regularly significantly exceeding the DOI acceptable target delinquency rate must lower their charge card delinquency rates. If lower delinquency rates are not achieved by September 30, 2003, management will be required to justify reasons for not addressing individual delinquencies and more stringent measures will be pursued.

Budget Impact: Minimal.

Background: Charge card delinquency rates are monitored on a monthly basis. Eleven out of the past twelve months, the BLM has failed to meet the DOI acceptable target. All employees and supervisors are expected to understand and meet their responsibilities for managing charge cards. The BLM Manual Section 1512, Charge Cards and Convenience Checks for Travel, Purchase, Fleet, and Uniforms, contains extensive guidance regarding employees’ responsibilities for timely payment of charge card bills. This Manual Section also clearly outlines supervisory responsibilities for monitoring charge card activity for each employee supervised, including dealing with charge card delinquency issues.

Manual/Handbook Sections Affected: None.

Coordination: This IM was coordinated with the BLM National Business Center Director and the Business and Fiscal Resources Directorate.
Contact: If you have technical questions concerning this IM, please contact Larry Keller, National Charge Card Program Manager (303-236-9455), or Julie O’Neill, Division Chief, Accounting Operations Division (303-236-6346). Policy issues should be discussed with Larry Benna, Acting Assistant Director for Business and Fiscal Resources (202-208-4864).

Signed by:               Authenticated by:
Jim M. Hughes           Barbara J. Brown
Acting Director         Policy & Records Group, WO-560