

Frequently Asked Questions
Federal Government Shut Down
Treasury Charge Card Program
September 29, 2015

Can I still use my card?

Cardholders are reminded to check with their bureau A/OPC for travel or purchase cards regarding continued use of cards due to appropriation limitations in place during shutdown.

You will be notified if you are not authorized to use your card or if your agency has determined you are not an excepted employee during the shutdown. Your card will be temporarily suspended during the period of a lapse.

Please Note: The Anti-Deficiency Act prohibits most agencies from incurring obligations in the absence of appropriations (unless otherwise allowed by law or for emergencies involving the safety of life or limb, the protection of property, or other excepted services). Please coordinate with the appropriate officials in your bureau to ensure only appropriate purchases are made and payments are issued in the event of a shutdown, as this issue can become quite complicated given the wide variety of bureau missions, funding types, etc.

Will the banks' 1-800 customer service call centers continue to operate?

Yes, if you need to reach the bank during the shutdown, please call the 1-800 number on the back of your GSA SmartPay charge card.

Do I still have to pay my individually billed travel card bill?

Please see the answers to the question above as each bank will treat delinquency differently.

CITIBANK

Citibank understands that in the event of a government-wide shutdown, agencies' ability to make payments for card activity and reimburse individually billed cardholders for their recent travel activity may be delayed. Citibank will not deactivate any account in this situation unless otherwise notified by GSA or the agency/organization. In addition, Citibank will continue to generate statements of account during a shutdown.

Given differences in appropriation funding, reserve funding, and other fiscal factors, we also understand not all agencies are impacted by the shutdown in the same way or at the same time. Should your agency be impacted by a government-wide shutdown, please contact Citibank so that we can understand your specific agency situation in regard to your ability to process payments and/or travel vouchers. Depending on the duration of the shutdown, your agency statement cycle, and any other relevant factors, we may have the ability to make special accommodations, such as changes to account aging, waiver of late fees, and other measures to support your agency and your active cardholders during the shutdown. In addition, Citibank can help support your agency in implementing best-practice measures to help reduce risk of card misuse during a government-wide shutdown.

JP MORGAN

JP Morgan will work with individual cardholders on a case-by-case basis in the event of government-wide shutdown to address hardships caused by this event. Individual decisions regarding how to assist each cardholder will be made. Standard processes including account aging, late fees and finance charges would remain in force unless it is determined by the bank that an individual cardholder has experienced a hardship related to the shutdown.

US BANK

U.S. Bank will not deactivate any account without authorization from the GSA Contracting Officer. U.S. Bank understands that accounts could become past due until budgetary issues are resolved. Once the budget is approved, we will work with the Government to bring past due accounts up to date. U.S. Bank will also work with the Government to implement risk mitigation measures to monitor fraud and unusual delinquencies in the event of a Government-wide shutdown.

If I am late paying due to the shut-down, will my card become delinquent?

What if my card is already delinquent; will I be given more time to pay?

No. Payment is due to the contractor bank per the statement due date. If your account is delinquent prior to the shutdown, it will continue to be considered to be delinquent until full payment is made to the contractor bank. The time elapsed after payment is due does not stop accruing in the event of a government shutdown.

My card is about to expire. Will I receive my new card during a shut-down?

Yes. In accordance with the terms of the GSA SmartPay master contract, if your card is due to expire during a government shut-down, your new card will still be mailed out. If your bureau elects to have the charge cards sent directly to you (for example, an individually billed travel card) then you will receive the card at the address on file. If on the other hand, your bureau has elected to have the cards mailed to the government offices for dissemination by an Agency/Organization Program Coordinator or other government employee, then your card will be mailed by the bank but most likely be held by the distributing government office until the shut-down is over. If you are deemed an excepted employee, your bureau will most likely deliver the card to you, but confirm

card delivery procedures with the appropriate officials in your management chain prior to the start of the shutdown period.

What if I am on travel during a shutdown?

If you have been authorized to travel during the lapse your card will remain active for the duration of the trip. Please coordinate with your bureau travel office for specific information on traveling during this time.

What are each are the bureau procedures for travel cards?

Departmental Offices DO: DO has elected to keep the government issued travel cards open in the event of a lapse in appropriations.

IRS: IRS has identified current travelers who will be traveling over a lapse. Following normal procedures any travel card that was not authorized for travel will have restricted funding of \$20.

ARC: Fiscal Service has elected to keep the government issued travel cards open in the event of a lapse. ARC Franchise Fund agencies have worked to identify current travelers and are reducing cards for other travel card holders.

Travel cards, per regulation, are only authorized for use when a traveler is in an approved TDY status. The DO, IRS and ARC Travel offices will run daily activity reports to identify any potential misuse. Any cards found to be misused will immediately be deactivated and appropriate disciplinary action will be taken upon the cardholders recall to work. . All balances, in full, are the responsibility of the cardholder.

For further questions on travel cards please contact

DO: Emily Morrison, Emily.Morrison@treasury.gov 202-622-0433 (o) 202-834-7160 (c)
IRS: Geraldine Zwicker (Jerry) Geraldine.Zwicker@irs.gov 216-701-4376
ARC: Travel Card: Cynthia Pomrenke Cynthia.Pomrenke@fiscal.treasury.gov 304-480-5562

What if I have recurring or automatic payments on my purchase card?

Please coordinate with your agency/organization finance officials and Agency/Organization Program Coordinator to ensure that these payments are properly dispositioned in the event of a shutdown, and that the Government does not incur new obligations other than for excepted or exempted requirements. **Note:** The Anti-deficiency Act prohibits most agencies from incurring obligations in the absence of appropriations (unless otherwise allowed by law or for emergencies involving the safety of life or limb, the protection of property, or other excepted services). Again, please coordinate with the appropriate officials as needed to ensure only appropriate purchases are made and payments are issued in the event of a shutdown, as this issue can become quite complicated.

What do I do if I have a P-card?

Each impacted bureau has identified a select number of P-card holders who will remain active during a government shutdown. If you have not been notified by the bureau A/OPC your card will be temporarily suspended.

If you have a card that will be active, you must ensure that any purchases are for excepted or exempted requirements. In addition, all standard rules and regulations of the P-card program must be followed. Some key points for P-card holders to remember

- Receive the authorization to make the purchase in writing and keep that in your files
- Communicate with the budget office to ensure that funds are available during a lapse
- Follow standard procurement policies for micro-purchases (FAR 13)
- If the transaction is above \$3,000
 - For ARC: execute the transaction as normal
 - For DO and IRS reach out to your P-card POC for the correct contact information

The DO, IRS and ARC offices will run daily activity reports to identify any potential misuse. Any cards found to be misused will immediately be deactivated and standard disciplinary action will be taken upon the cardholders recall to work.

For further questions on purchase cards please contact:

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IRS: Geraldine Zwicker (Jerry) Geraldine.Zwicker@irs.gov 216-701-4376

ARC: Purchase Card: Karla Buttery cardprogram@fiscal.treasury.gov (304) 480-7149