

# United States Department of the Interior

BUREAU OF LAND MANAGEMENT  
Montana State Office  
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Billings, Montana 59107-6800  
<http://www.mt.blm.gov/>

In Reply To:

1512 (935.MC) P

September 19, 2003

EMAIL TRANSMISSION – 9/19/03  
Instruction Memorandum No. MT-2003-078  
Expires: 9/30/04

To: State Management Team  
From: State Director  
Subject: Reduction of Charge Card Delinquency

The purpose of this Instruction Memorandum is to implement the procedures for the Montana/Dakotas to comply with Washington Office IM 2003-229, Reduction of Charge Card Delinquency (Attachment 1). As outlined in the WO IM, the BLM, nationwide, has consistently failed to meet the Department's acceptable target and, as a result, these measures are required.

When the Delinquency Report is received in the State Office, it will be sorted by Field Office and by Division. Each month, Mary Clark, Lead Agency/Organization Program Coordinator (A/OPC), will forward the delinquency report to the respective Field Office Manager with a carbon copy to the zone Administrative Officer; and in the State Office, to the Deputy State Directors and the Associate State Director. Attachment 2 is the example of the email message that will accompany the delinquency report. The managers receiving the report must coordinate with respective Branch Chiefs or Division Chiefs to ensure action is taken with all employees reported as delinquent. Remember to handle these situations with confidentiality and tact.

Within 10 business days, supervisors must counsel employees who have a charge card balance that is 30 to 60 days past due and submit documentation to Mary Clark that counseling has occurred. Mary will maintain the documentation with the monthly delinquency report.

If an account becomes over 60 days delinquent, either in whole or in part, the employee must submit a written explanation to their supervisor as to why they have not paid the account in a timely manner and what steps they are taking to pay-off the account balance. These explanations must be forwarded to the State Lead A/OPC and will be maintained with the monthly delinquency report.

Any travel voucher, submitted for reimbursement more than 30 days after travel was completed, must be forwarded through the State Travel Coordinator, Betty Thompson (MT-935), to the State Director for approval. The voucher must include a statement from the employee explaining why the voucher was not submitted within 5 days of completion of the travel, as required by the Federal Travel Regulations.

Supervisors must work with Human Resources (HR) 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. Human Resources will be notified, by the State Lead A/OPC, of employees in this situation. Supervisors will also be held responsible for addressing charge card delinquencies with their employees through the individual Employee Performance Plan and Results Reports (EPPRR).

The BLM Manual Section 1512, Charge Cards and Convenience Checks for Travel, Purchase, Fleet, and Uniforms; and Montana State Office Instruction Memorandum No. MT-2003-047, Charge Card Standard Operating Procedures, contain guidance and information for employees and supervisors about responsibilities in dealing with charge card accounts.

If you have any questions, please contact Mary Clark, State Lead A/OPC, at 406-896-5203 or Chuck Sandau, Acting HRO, at 406-896-5265.

Signed by: Martin C. Ott

Authenticated by: Aleta Zahorodny (MT-930)

2 Attachments

1-WO IM 2003-229 (2 pp its entirety)

2-Email Message (1 p)

Distribution w/attm.

Assistant Field Manager, Glasgow Field Station

Assistant Field Manager, Havre Field Station

UNITED STATES DEPARTMENT OF THE INTERIOR  
BUREAU OF LAND MANAGEMENT  
WASHINGTON, D.C. 20240  
<http://www.blm.gov>

July 28, 2003

In Reply Refer To:  
1512 (800) P

EMS TRANSMISSION 07/30/2003  
Instruction Memorandum No. 2003-229  
Expires: 09/30/2004

To: ADs, SDs, and CDs  
From: 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 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:  
Jim M. Hughes  
Acting Director

Authenticated by:  
Barbara J. Brown  
Policy & Records Group, WO-560

To: Field Managers  
From: Lead A/OPC  
Subject: Delinquency Report as of (Fill in Date)

Attached is the Delinquency Report as of (Date of Report) for all cardholders in your office who are delinquent 30 or more days.

**(Only the following paragraphs that pertain will be included in the email message)**

For those cardholders who are delinquent 30 to 60 days, please require the appropriate supervisor to counsel the employee about the necessity of paying this bill and avoiding future delinquencies and submit the documentation of the counseling session to me within 10 days after receiving this email.

For those cardholders who are delinquent for more than 60 days, please require the appropriate supervisor to counsel the employee and require the employee to submit 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. Please submit the explanation through the supervisor to me.

For those cardholders who are delinquent for than 90 days, supervisors must work with Chuck Sandau, Human Resources Specialist/Employee Relations.

If you have any questions, please give me a call. Thanks.