

## CARDHOLDER SETUP

### Travel-Individually Billed Account

#### Step 1: APPLICANT INFORMATION (To be completed by applicant)

Applicant Name: \_\_\_\_\_ (max. 24 char.)

Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Dept./Office/Agency Name: \_\_\_\_\_ (max. 20 char.)

Home Address: \_\_\_\_\_ (max. 65 char.)

City: \_\_\_\_\_ (max. 20 char.)

State: \_\_\_\_ Zip: \_\_\_\_\_ - \_\_\_\_\_ Country: \_\_\_\_\_ Home Phone Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Business Phone Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Business Fax Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ (optional)

Business E-mail Address: \_\_\_\_\_ (optional) (max 60 char)

#### Employee Understanding/Signature:

Applicant requests that he/she be issued a U.S. Bank Travel Card, which may be standard or restricted. The Applicant agrees to accept whichever type of account is established and be bound by the *Agreement Between Individually Billed Cardholder and U.S. Bank*. Creditor is U.S. Bank National Association ND. Applicant understands that this card is to be used for official travel and travel related expenses. Applicant understands that the U.S. Bank billing statement is due and payable in full upon receipt. Applicant understands that he/she is liable to U.S. Bank for full payment of all Charges authorized by applicant, independent of any agreement or program for reimbursement that may exist between applicant and agency/organization. Information on delinquent accounts may be furnished to consumer reporting agencies or others who may properly receive that information and you consent to the foregoing.

Applicant acknowledges that all information provided herein is true and correct. Additionally, (initial either A. or B. below):

- A. \_\_\_\_\_ I authorize U.S. Bank to obtain credit information in connection with this application.  
B. \_\_\_\_\_ I do not authorize U.S. Bank to obtain credit information and therefore, I will not be eligible for a standard account.

Applicant Signature/Date \_\_\_\_\_

#### Step 2: SEND FORM TO YOUR AGENCY/ORGANIZATION PROGRAM COORDINATOR (A/OPC) FOR COMPLETION

#### Step 3: AGENCY/ORGANIZATION INFORMATION (To be completed by A/OPC)

Bank 8201 Agent Number \_\_\_\_\_ Company Number \_\_\_\_\_ Division \_\_\_\_\_ Department \_\_\_\_\_

Reporting Levels (TBR)

Level 1 44862 Level 2 \_\_\_\_\_ Level 3 \_\_\_\_\_ Level 4 \_\_\_\_\_

Level 5 \_\_\_\_\_ Level 6 \_\_\_\_\_ Level 7 \_\_\_\_\_

Master Accounting Code: \_\_\_\_\_

(optional) (max. 75 char.)

#### Step 4: AUTHORIZED A/OPC SIGNATURE

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Date Submitted \_\_\_\_\_

#### Step 5: SUBMIT COMPLETED FORM

A U.S. Bank Travel Card will be issued within 3 days following the receipt of the completed application

Fax form to: 612-973-3791 or 800-974-0777

Or mail form to: U.S. Bank Government Services  
200 South Sixth St. EP-MN-L26C  
Minneapolis, MN 55402

Questions? ☎ Call Customer Service at 888-994-6722



Government Services

## **HHS Traveler's Agreement for Government Contractor-Issued Travel Charge Card Users**

I [print name], \_\_\_\_\_, have received, read, and understand the information regarding appropriate use of the Government contractor-issued travel credit card. In addition to this Agreement, the specific documents that I have received include: a memorandum to All Employees on "Proper Use of the Government Contractor-Issued Travel Charge Card" and the Individual Cardholder Agreement from the card issuer.

I further understand that:

1. My travel charge card may be used ONLY for my own authorized official business expenses associated with temporary duty travel, including cash travel advances at an ATM, and allowable relocation expenses (such as en-route travel and an authorized house-hunting trip) -- use of the card for any other purpose is misuse;
2. I am responsible for securing my travel charge card to prevent its unauthorized use by others, as I am the sole person authorized to use this card;
3. Using the card for personal purchases or other non-travel expenses or ATM withdrawals other than for official travel for which such use is authorized, is misuse;
4. Using the travel charge card for local travel expenses is misuse unless a specific exception (listed in section 9-00-10 of the 2005 HHS Travel Manual) applies;
5. Official reprimands, suspension from duty without pay, and removal from the Federal service are some actions that may be taken for misuse or abuse of the Government-issued travel charge card;
6. I must pay my travel charge card bill on time every month I receive a bill, although I may dispute any charge I believe is inaccurate by following the specified procedures in my Cardholder Agreement with the card issuer;
7. An applicable Federal statute grants HHS the authority to collect undisputed delinquent amounts owed to a contract travel charge card issuer through involuntary salary offset under Public Law 105-264 and 5 U.S.C. 5701(d);
8. The travel charge card contractor who issued my card may suspend or cancel the card and may ultimately report my delinquency to credit bureau(s). This may have unfavorable effects on my personal credit rating and reports; and
9. My failure to adhere to the terms of this Agreement and the Individual Cardholder Agreement between the travel charge card issuer and myself may be considered misconduct subject to disciplinary and/or adverse actions, up to and including removal from Federal service.

In accepting and using my Government-issued travel charge card, I agree to and accept the terms above governing my use of this card.

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**Employee's Signature/Date**

**Supervisor's Initials/Date**

This document is only intended to provide general information on HHS travel policy and GSA travel regulations. It is neither comprehensive nor intended to replace reviewing with those provisions. Recipients of this document are encouraged to become familiar with the HHS Travel Manual, GSA regulations pertaining to travel, and any applicable collective bargaining agreement.

## INDIVIDUAL CARDHOLDER AGREEMENT

### Agreement Between Individually Billed Travel Cardholder and U.S. Bank



**IMPORTANT: BEFORE YOU SIGN OR USE THE TRAVEL CARD OR SIGN THIS AGREEMENT, READ IT THOROUGHLY. PLEASE RETAIN THIS AGREEMENT FOR YOUR RECORDS.**

#### 1. DEFINITIONS

In this Agreement ("Agreement"), "Travel Card" means the enclosed U.S. Bank Visa® Travel Card (and all replacements) issued by U.S. Bank National Association (North Dakota) ("U.S. Bank"). "Account" means the Account established in connection with the Travel Card. A "Charge" is any account activity that has a debit value. "Agency/Organization" means the United States federal agency, bureau, division, office or other organizational entity participating in the program that has requested/authorized U.S. Bank to issue the Travel Card to you, an employee of the Agency/Organization. The words "you" and "your" refer to the individual named on the Travel Card, who agrees to be bound by the terms of this Agreement.

#### 2. YOUR ACCEPTANCE OF THE AGREEMENT

By activating, signing or using the Travel Card or the Account established in connection with it, you are agreeing to the terms of this Agreement. If you do not agree to the terms of this Agreement, do not use the Travel Card and return the pieces to U.S. Bank.

#### 3. USE OF THE TRAVEL CARD

Charging privileges on the Travel Card are provided by U.S. Bank pursuant to (1) the master contract, CS-22F-98002, between U.S. Bank and the General Services Administration (GSA) and (2) the task order issued by your Agency/Organization to U.S. Bank. Your Agency/Organization has authorized the issuance of the Travel Card, which you agree to use only for official travel and official travel related expenses away from your official station/duty station in accordance with your Agency/Organization policy. You agree not to use the Travel Card for personal, family or household purposes. No other person is permitted to use the Card issued to you for Charges or for any other reason. Charging privileges will be withdrawn upon:

- (a) request by the Government
- (b) termination of your employment or affiliation with your Agency/Organization
- (c) termination or expiration of the master contract between U.S. Bank and the General Services Administration
- (d) termination or expiration of the task order between U.S. Bank and your Agency/Organization
- (e) cards reported lost or stolen or for suspected fraud

#### 4. OWNERSHIP OF THE TRAVEL CARD

The Travel Card remains the property of U.S. Bank. U.S. Bank can revoke your right to use the Travel Card under the terms of the master contract and/or the terms of the task order issued by your Agency/Organization. You must surrender the Travel Card to your Agency/Organization or to U.S. Bank at their request.

#### 5. BILLING STATEMENT

U.S. Bank will provide you with a billing statement.

Because the Travel Card is a Charge Card, not a credit card, the amount on the billing statement is due upon receipt and must be paid in full each billing cycle. The billing statement lists all Charges made to the Account during the previous cycle. These Charges include Purchases, Cash Advances, Travellers Cheques and fees associated with use of the Travel Card.

Fees for Cash Advances, Travellers Cheques and Late Payments are disclosed on the card carrier. Some or all of these Charges may not be applicable to your Account. If the fees are not applicable, then they are not listed on the card carrier.

#### 6. CASH ADVANCES

If your Agency/Organization is participating in the U.S. Bank Automated Teller Machine (ATM) Program, you will separately receive a Personal Identification Number ("PIN"). You may then obtain Cash Advances at an ATM when authorized in accordance with Agency/Organization procedures. A fee will be charged when you withdraw cash from an ATM or use your Travel Card to obtain cash at a bank.

#### 7. TRAVELLERS CHEQUES

If your Agency/Organization is participating in the U.S. Bank Travellers Cheque program for Government Cardholders, you may purchase travellers cheques when authorized in accordance with Agency/Organization procedures. A fee will be charged when you use your Travel Card to purchase travellers cheques.

#### 8. FEES

- 1) "Cash Advance Fee": The fee is 2.5% of the transaction amount, unless your Agency/Organization has negotiated a lower fee, in which case the lower amount will apply. The fee is listed on the billing statement as a "Cash Advance Fee." It is listed on the card carrier after the word "Cash." If you use an ATM not owned or operated by U.S. Bank, the operator of that ATM may charge an access fee to use its ATM. U.S. Bank can not control what operators of non-U.S. Bank ATMs charge.
- 2) "Travellers Cheque Fee": The fee is 2.5% of the transaction amount, unless your Agency/Organization has negotiated a lower fee, in which case the lower amount will apply. The fee is listed on the billing statement as a "Cash Advance Fee." It is listed on the card carrier after the word "Cash."
- 3) "Late Fee": If your Account should be cancelled under the terms of the master contract and your Agency/Organization task order, any portion of the outstanding balance 120 days or older will be subject to a Late Fee. The late fee is 2.5% of the outstanding balance, unless a lower fee has been negotiated by your Agency/Organization. This fee is listed on the card carrier after the words "Late Fee." It is listed on the billing statement as a "Late Payment Fee."
- 4) "Returned Check Fee": If your check is not honored, or if U.S. Bank must return it to you because it cannot be processed, then U.S. Bank will charge a Returned Check Fee of \$10.
- 5) "Delinquency and Collection Fees": If you fail to pay any undisputed amount that you owe, you will be liable for U.S. Bank's collection costs and, if the claim is referred to an attorney for collection, you may be held liable for any reasonable attorney fees which are incurred, plus the costs and expenses of legal action, except where prohibited by law.

#### 9. YOUR RESPONSIBILITY TO MAKE IMMEDIATE PAYMENT

Your U.S. Bank billing statement is due and payable in full upon receipt. You are liable to U.S. Bank for full payment of all Charges authorized by you, independent of any agreement or program for reimbursement that may exist between you and your Agency/Organization. Payments must be made in U.S. currency, in electronic form or with a money order payable in U.S. dollars, or with a draft or a check drawn on a bank in the U.S. and payable in U.S. dollars. If U.S. Bank decides to accept a payment made in some other form, payment will not be credited to your Account until your payment is converted into one of the forms just mentioned. The payment must be sent to U.S. Bank at the address shown on your billing statement.

In certain circumstances, unless prohibited by law, your Agency/Organization may decide to pay U.S. Bank directly for business-related Charges made to your Travel Card, but you are still liable for all Charges. Certain Charges may be billed directly to your Agency/Organization and will appear on your billing statement as a memorandum item only. In the event that your Agency/Organization refuses to pay these Charges and they are later billed to your Account, you agree to pay such Charges in full.

#### 10. CHARGES MADE IN FOREIGN CURRENCIES

If you incur a Charge in a foreign currency, Visa will convert the Charge into U.S. dollars. The conversion rate used will be at least as favorable as an interbank rate or, where required by law, an official rate. This rate shall be the one in existence at the time the transaction is processed. A 1% Visa conversion fee is incorporated into the exchange rate; it will not be billed as a separate Charge.

#### 11. ASSIGNMENT

U.S. Bank may sell or otherwise transfer any amounts owed by you to another creditor upon cancellation of the Account. If U.S. Bank does this, the Agreement remains in effect.

#### 12. SUSPENSION/CANCELLATION OF TRAVEL CARD

- 1) U.S. Bank may suspend your Account and prohibit further Charges if (a) payment for any undisputed principal amount is not received within 61 calendar days from the closing date on the statement in which the unpaid Charge first appeared, or within the timeframe specified in the Agency/Organization task order, unless otherwise directed by the Agency/Organization Program Coordinator, or (b) the Agency/Organization or GSA requests the suspension. U.S. Bank will reactivate your suspended account upon full payment of the amount due unless otherwise directed by the Agency/Organization. U.S. Bank reserves its right to suspend the Account for a particular Charge if suspension procedures are not initiated within 180 calendar days of the closing date on the billing statement in which the Charge first appeared.

## INDIVIDUAL CARDHOLDER AGREEMENT - continued

- 2) You may cancel your Travel Card at any time by notifying U.S. Bank in writing at the address on your billing statement and by returning the Travel Card to U.S. Bank in half.
- 3) Your Agency/Organization may suspend or cancel your Travel Card at any time for any reason.
- 4) U.S. Bank may cancel your account if (i) the Account has been suspended two times during a 12 month period for non-payment of undisputed principal amounts and is past due again for purpose of this Section 12.4; "past due" means payment is not received within 45 calendar days from the closing date on the billing statement in which the Charge first appeared; (ii) the Account is 120 calendar days past due from the closing date on the billing statement in which the unpaid Charge first appeared, or within the timeframe specified in the Agency/Organization task order, unless otherwise directed by the Agency/Organization Program Coordinator; (iii) U.S. Bank requests cancellation, with the permission of your Agency/Organization; or (iv) the Agency/Organization or GSA requests the cancellation. U.S. Bank may reinstate a canceled Account upon full payment of the amount due and any late fee assessed. U.S. Bank waives its right to cancel the Account for a particular Charge if cancellation procedures are not initiated within 180 calendar days of the closing date on the billing statement in which the Charge first appeared.  
You agree to surrender the Travel Card upon request to your Agency/Organization or to any authorized representative of U.S. Bank. Use of the Travel Card or Account after notification of its cancellation may be fraudulent and may result in U.S. Bank taking legal action against you. Even after the Account is closed, you remain responsible for payment of any outstanding undisputed balance, according to the terms of this Agreement.

### 13. RENEWAL AND REPLACEMENT CARDS

U.S. Bank will continue to issue renewal or replacement Travel Cards until (i) you or your Agency/Organization tells U.S. Bank to cancel the Account or your account is canceled in accordance with Section 12, (ii) the termination or expiration of the master contract between U.S. Bank and the General Services Administration, or (iii) the termination or expiration of the task order issued by your Agency/Organization.

### 14. DISCLOSURE OF ACCOUNT INFORMATION

In addition to routine uses under the Privacy Act, you authorize U.S. Bank to (i) provide information about your Account to U.S. Bank's service providers administering your Account under the GSA Contract, or (ii) disclose all necessary Account information to outside attorneys, collection agencies or credit bureaus if U.S. Bank refers all or part of the Account for collection in accordance with the GSA Contract and your Agency/Organization's task order. You understand that past due Accounts will be reported to your Agency/Organization. By signing this agreement, you are providing your written consent to the disclosure of Account information as provided in this Section 14.

### 15. INQUIRIES ABOUT YOUR CREDIT HISTORY

U.S. Bank has the right to request a credit report in connection with any request for reinstatement after the Account has been canceled due to delinquency.

### 16. LOST OR STOLEN CARDS

You agree to notify U.S. Bank immediately of any loss, theft or unauthorized use of the Travel Card or Account. You will notify U.S. Bank by calling 1-888-994-6722 (U.S. toll free) or 1-701-461-2322 (toll collect from outside the U.S.) or by writing to U.S. Bank, P.O. Box 1424, Minneapolis, MN 55480-1424. Also, you agree to notify your Agency/Organization in accordance with your Agency/Organization's instructions. If your Travel Card is returned to you after you have notified U.S. Bank, you agree not to use the Travel Card and return it to U.S. Bank in half. If there is any unauthorized use of your Account you agree to cooperate with U.S. Bank during its investigation, which will include your completion of a Cardholder Statement of Questioned Item form. Should you need a replacement card, please call the same telephone number listed in this Section 16 for lost or stolen Cards. You understand you may be liable if your Travel Card or Account is used by an unauthorized person and you fail to immediately notify U.S. Bank upon discovery of the unauthorized use. You will not be liable for unauthorized charges that occur after you notify U.S. Bank of the loss, theft or possible unauthorized use of your Travel Card.

### 17. MERCHANT REFUSAL TO ACCEPT TRAVEL CARD

U.S. Bank cannot be held responsible for a merchant's refusal to honor the Travel Card.

### 18. BILLING INQUIRIES/PROBLEMS WITH GOODS OR SERVICES

If you think your bill is wrong, or if you need more information about a Charge on your statement, you must notify U.S. Bank in writing or by telephone within 60 days of the billing date on the statement on which the error or problem appeared. YOU MUST SUBMIT A SIGNED CARDHOLDER STATEMENT OF QUESTIONED ITEM (CSQI) FORM OR WRITE TO U.S. BANK, P.O. BOX 6348, FARGO, ND 58125-6348. You can telephone us, but doing so will not preserve your rights.

The CSQI form or letter must include the following information:

- (1) Name and account number
- (2) The dollar amount of the Charge in question
- (3) An explanation, if possible, why you believe that there is an error

After U.S. Bank receives the CSQI form or your letter, U.S. Bank will not collect the amount you questioned or report that amount as past due. The amount in question will be placed in a pending status until U.S. Bank completes its investigation. While U.S. Bank is conducting an investigation, you do not need to pay the amount of the Charge which is in dispute; however, you are obligated to pay for any Charges that are not in question. U.S. Bank must acknowledge your CSQI form or letter within 30 days unless the error has been corrected by then. Within 90 days, U.S. Bank must either correct the error or explain why the statement was correct. If there is a correction, it will be shown on your next statement.

### 19. THIRD PARTY BENEFITS

Some of the cardholder benefits offered by U.S. Bank are provided by third parties. The third parties providing these benefits may be changed by U.S. Bank at any time for any reason, without notice to you.

### 20. AMENDMENT OF AGREEMENT

U.S. Bank has the right to change this Agreement at any time, with the written consent of General Services Administration and your Agency/Organization. U.S. Bank will notify you in writing 30 days prior to the effective date of the change. If you do not accept the changes, you must return the Travel Card to U.S. Bank in half and notify U.S. Bank in writing within 25 days after the effective date of the changes. You also must pay U.S. Bank in full, according to the terms of the existing Agreement. You agree that the new terms provided in any such notice may apply both to your new transactions and to your Account balances on the date the change becomes effective. Use of the Travel Card after the effective date of the change constitutes acceptance of the change, even if the 25 days have not passed.

### 21. COLLECTION/TELEPHONE MONITORING

You agree that if you do not pay your Account, U.S. Bank or its collection agent may call you regarding the collection of your Account. You understand that the calls could be automatically dialed and a recorded message may be played. You agree such calls will not be "unolicited" calls for purposes of local, state or federal law. You agree that U.S. Bank may monitor telephone calls between you and U.S. Bank to ensure the quality of the customer service provided by U.S. Bank.

### 22. ACCORD AND SATISFACTION/DELAY IN ENFORCEMENT

U.S. Bank may accept late payments, partial payments or checks and money orders marked "payment in full" or with other restrictive endorsements without losing any of its rights under this Agreement or under the law. A payment less than the amount due but intended to settle an account in full (accord and satisfaction) should be mailed to U.S. Bank, P.O. Box 1424, Minneapolis, MN 55480-1424.

### 23. GOVERNING AUTHORITY

This Agreement and your Account are subject to the GSA Contract, GS-23P-68002, and shall be governed by North Dakota law and Federal laws.

### PRIVACY ACT NOTICE:

In accordance with the Privacy Act (5 U.S.C. 552a), the following notice is provided: The information requested on the card application form is collected pursuant to Executive Order 9397 and chapter 57, title 5, United States Code, for the purposes of recording travel expenses incurred by the employee/member and to claim entitlements and allowances prescribed in applicable federal travel regulations. The purpose of the collection of this information is to provide Government agencies necessary information on the GSA travel card contract which provides travelers with charge cards for official travel and related expenses, attendant operational and control support, and management information reports for expense control. Routine uses which may be made of the collected information and other account information in the system of records entitled "Travel Charge Card Program GSA/GOVT-3" are as follows: (1) transfers to appropriate Federal, State, local, or foreign agencies when relevant to civil, criminal, administrative, or regulatory investigations; (2) pursuant to a request of another Federal agency in connection with hiring, retention, issuing a security clearance, reporting an employee investigation, clarifying a job, letter or contract of issuing a leave grant, or other benefit; (3) to a Member of Congress or to a Congressional Staff Member in response to an inquiry of the Congressional Office made at the request of the individual about whom the record is maintained; (4) to officials of labor organizations when necessary to their duties of exclusive representation; (5) to a Federal agency for accumulating reporting data and monitoring the system; (6) GSA contract travel agents assigned to agencies for billing of travel expenses; (7) listing, reports, and records to GSA by the contractor to conduct audits of carrier charges to the Government; and (8) any other use specified by GSA in the system of records entitled "Travel Charge Card Program GSA/GOVT-3," as published in the Federal Register periodically by GSA. The information requested is not mandatory. Failure to provide the information will nullify the application, and a charge card will not be issued to the employee/member.