

Government Charge Card Program Worksheet
Best Practices: Bank of America EAGLS Reports

The following EAGLS reports are designed to support AOPC management of the Government Charge Card (GOVCC) Program. The reports are available in EAGLS under the Reporting Tools (Log into EAGLS – Click on Reporting Tools from the EAGLS main menu to schedule these reports).

Report Name	Description	Use	Frequency
Account Listing	<p>Lists and provides an overview of the cardholder accounts assigned to a specific hierarchy level (HL).</p> <p>Reference: DoDEA Agency Organization Program Coordinator Listing</p>	<p>Review this report to verify that cardholders are current employees, and that cardholder accounts are located in the proper HL.</p> <p>Review and validate that cardholder accounts have been transferred when a cardholder is no longer employed by your organization.</p> <p>Verify that cardholder addresses are current and accurate.</p>	<p>Frequency: MONTHLY</p> <p>Example: When scheduling the report, select the option for open accounts.</p> <p>If review of the report identifies accounts that should be moved to another HL, notify new HL A/OPC by phone or email to have the account transferred.</p> <p>Close accounts and/or deactivate in EAGLS.</p>
Authorization/Decline	<p>Lists cardholder attempted unauthorized use of the GOVCC that was declined by the bank. The report identifies the type of purchase attempted and the reasons for the decline. The report also provides a “response code” for each attempted/decline use of the GOVCC.</p>	<p>Review this report to identify accounts with declined charges.</p> <p>If misuse of GOVCC privileges is identified and substantiated, the cardholder’s supervisor must be notified in writing of the attempted charge, and the cardholder must acknowledge receipt of the notification letter.</p> <p>Reference: (1) Merchant Category Codes (2) Bank of America Response Codes</p>	<p>Frequency: MONTHLY</p> <p>Validation should be based upon the actual reports provided in the Bank of America electronic system, EAGLS.</p> <p>Validation indicating deficiencies should be explained and corrective action indicated with supporting documentation.</p>
Delinquency	<p>Lists cardholders with account balances that are in a delinquent status. The report also identifies the “age” of delinquent payments that are past due to facilitate follow-up action by the responsible officials.</p>	<p>Review this report to identify cardholder accounts with balances that are past due.</p> <p>Cardholders must be notified when their account is 30+ days delinquent.</p> <p>60+ days past due - Supervisors must be informed of all delinquencies and are required to take corrective action.</p> <p>Review accounts monthly, within 2-3 days of the cycle date (Note: Delinquency reports should be scheduled when the “As Of” date in the Reporting Tool equals or is greater than the cycle date).</p> <p>Note: Payment of the GOVCC bill is not contingent upon the receipt of a travel reimbursement.</p>	<p>Frequency: MONTHLY</p> <p>Accounts close on the 23RD of each month and billing statements are prepared and mailed.</p> <p>Validation indicating deficiencies should be explained and corrective action indicated with supporting documentation for file.</p>
Transaction Activity	<p>Lists detailed transaction information posted to a specific cardholder account by the bank, to include charges corrected “after-the-fact” by the cardholder.</p> <p>Reference: Merchant Category Codes</p>	<p>Review and validate transactions each month along with the travel orders to identify potential inappropriate use and/or abuse of travel card privileges.</p> <p>Contact Supervisor to determine validity of charges.</p>	<p>Frequency: MONTHLY</p> <p>Accounts close on the 23RD of each month.</p> <p>Validation indicating deficiencies should be explained and corrective action indicated with supporting documentation for file.</p>