

Procedures for Statistical and Narrative Reporting to the Office of Management and Budget

December 24, 2013

Enclosure

Procedures for Statistical Reporting

Introduction:

The Office of Management and Budget (OMB) Circular No. A-123, Appendix B requires Agencies to report statistical and narrative information related to their charge card program. Below are written procedures on how to run the reports to obtain statistical information required by OMB. These reports can be found in the OMB folder in Citibank's Custom Reporting System. The Headquarter's Agency/Organization Program Coordinator (A/OPC) is responsible for maintaining and updating these procedures as needed, and for using these reports for the statistical reporting and saving them for each quarter they are run. Note, some of the fields required for statistical reporting cannot be obtained by running a report in the Citibank Custom Reporting System and are provided by the Office of the Chief Human Capital Officer (OCHCO), the Office of the Inspector General (OIG), and Citibank.

Following each of the procedures below, there are instructions on how to maintain the quarterly statistical information for subsequent review and trend analysis. The information for each quarter is entered on one spreadsheet with the most recent quarter appearing on the top. Maintaining the reporting results from prior quarters on the spreadsheet enables the A/OPC to review and perform trend analysis.

Reporting Fields for Statistical Reports:

1. Number of Cards:

Procedures: In Citibank's Custom Reporting System, click the Shared Reports menu and open the Organizational Shared Folders folder. Click the US Nuclear Regulatory Commission Shared Reports folder and double click the OMB folder. Search for the Number of Cardholders report and click Edit. Click Edit in Design Mode. Click Edit Report Filter. Click [Less than or equal to "9/30/2013"](#) (the Date Account Opened (DATE) field) and type in the end of the quarter date you are running the report for. For example, if you are running the report for the fourth quarter of 2013, you would enter the date: 9/30/2013. Once you enter the date, click on the check mark beside the date and click run report. Once the report opens, the total will need to be entered in the Number of Cards field of the spreadsheet.

Maintaining the report: When the report opens, click File, Export, and then select the radio button marked CSV file format and click Export. Once the report appears, click Save as and type in the file name (the file name should reflect the quarter and year you are running the report for with the words totalcardholders.csv after it, such as: Q42013totalcardholders.csv). The report will need to be saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

2. Number of Active Accounts:

Procedures: In Citibank's Custom Reporting System, click the Shared Reports menu and open the Organizational Shared Folders folder. Click the US Nuclear Regulatory Commission Shared Reports folder and double click the OMB folder. Search for the Active Accounts Report. Click Edit. Click Edit Report Filter. Click Transaction Post

Date (DATE) [Between "7/1/2013" and "9/30/2013"](#) and type in the dates of the quarter you are running the report for. For example, if you are running the report for the fourth quarter of 2013, you would enter 7/1/2013 and 9/30/2013. Click on the check mark beside the date and click run report. Once the report opens, the total will need to be entered in the Number of Active Accounts field of the spreadsheet.

Maintaining the report: When the report opens, click File, Export and then select the radio button marked CSV file format and click Export. Once the report appears, click Save as and type in the file name (the file name should reflect the quarter and year you are running the report for with the words activeaccounts.csv after it, such as: Q42013activeaccounts.csv). The report will need to be saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

3. Percentage of Employees that are Cardholders:

Procedures: (This information is provided by OCHCO (usually it sent from Brendan Cain via email with an Excel spreadsheet attached)). Open the spreadsheet and view the Status column of the spreadsheet. Highlight and perform a count of all Statuses that are labeled Active. Take the number of Active and divide it by the number of cards (this is the first field of the quarterly report). The total will need to be entered in the Percentage of Employees that are Cardholders field of the spreadsheet.

Maintaining the information: The headquarter's A/OPC has created an email folder called Brendan Cain info and will save the emails from Brendan Cain in this folder to reference as needed.

4. Net Number of New Accounts (New Less Cancelled):

Procedures for obtaining the number of new accounts for the quarter (Two reports need to be run to obtain this information since you will be subtracting the number of cancelled accounts from the number of new accounts): In Citibank's Custom Reporting System, click the Shared Reports menu and open the Organizational Shared Folders folder. Click the US Nuclear Regulatory Commission Shared Reports folder and double click the OMB folder. Search for the NewAccountsforthequarter report (this will be the first report you run). Click Edit. Click Edit in Design Mode. Click Edit Report Filter. Click Date Account Opened (DATE) [Between "7/1/2013" and "9/30/2013"](#) and type in the dates of the quarter you are running the report for. For example, if you are running the report for the fourth quarter of 2013, you would enter 7/1/2013;9/30/2013. Click on the check mark beside the date and click run report. Once the report opens, you will need to record the total, which will be calculated to determine the net number of new accounts.

Maintaining the report: When the report opens, click File, Export, and then select the radio button marked CSV file format and click Export. Once the report appears, click Save as and type in the file name (the file name should reflect the quarter and year you are running the report for with the words totalcardholders.csv after it, such as: Q42013newaccounts.csv). The report will need to be saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

Procedures for obtaining the number of cancelled accounts for the quarter: In Citibank's Custom Reporting System, click the Shared Reports menu and open the Organizational Shared Folders folder. Click the US Nuclear Regulatory Commission

Shared Reports folder and double click the OMB folder. Search for the Cancelledaccountsforthequarter report (this will be the second report you run). Click Edit. Click Edit in Design Mode. Click Report Filter. Click Date Account Opened (DATE) Less than "9/30/2013" and type in the end date of the quarter you are running the report for. For example, if you are running the report for the fourth quarter of 2013, you would enter 9/30/2013. Then click Date Last Maintenance (DATE) Between "7/1/2013" and "9/30/2013" and type in the dates of the quarter you are running the report for. For example, if you are running the report for the fourth quarter of 2013, you would enter 7/1/2013;9/30/2013. Click on the check mark beside the date and click run report. Once the report opens, you will need to record the total and subtracting the number of new accounts from it. You will need to enter the total (after you've performed the subtraction) in the Net Number of New Accounts (New Less Cancelled) field of the spreadsheet.

Maintaining the report: When the report opens, click File, Export, and then select the radio button marked CSV file format and click Export. Once the report appears, click Save as and type in the file name (the file name should reflect the quarter and year you are running the report for with the words cancelledcards.csv after it, such as: Q42013cancelledcards.csv). The report will need to be saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

5. Dollars Spent:

Procedures: This information is found on the refund letter that is sent from Citibank. When reviewing the refund letter, enter the amount of the Net Charge Volume from the Citibank Refund Letter in the Dollars Spent field of the spreadsheet.

Maintaining the information: The headquarter's A/OPC will keep a filed copy of the refund letter.

6. Refunds Earned:

Procedures: This information is found on the refund letter that is sent from Citibank. Enter the amount of the Net Refund from the Citibank Refund Letter in the Refunds Earned field of the spreadsheet.

Maintaining the information: The headquarter's A/OPC will keep a filed copy of the refund letter.

7. Percentage of Potential Refunds Earned:

Procedures: This information will be provided via Citibank's Rebates Group. The A/OPC will enter in the percentage provided by Citibank in the spreadsheet. The total will need to be entered in the Percentage of Potential Refunds Earned field of the spreadsheet.

Maintaining the information: The headquarter's A/OPC will keep a copy of the information provided by Citibank saved in the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

8. Number of Cases Reported by Agency to the IG:

Procedures: This information is provided via email by the OIG. The headquarter's A/OPC emails OIG and requests this information via email after the end of the quarter. The total will need to be entered in the Number of Cases Reported by Agency to the IG field of the spreadsheet.

Maintaining the information: The headquarter's A/OPC has created an email folder called OIG Quarterly Info and will save the emails from OIG in this folder to reference as needed.

9. Number of Administrative and/or Disciplinary Actions Taken for Card Misuse (Including Delinquency):

Procedures: This information is provided via email by OCHCO. The headquarter's A/OPC emails OCHCO and requests this information via email after the end of the quarter – normally Rohn Brown from OCHCO provides this information. The total will need to be entered in the Number of Administrative and/or Disciplinary Actions Taken for Card Misuse (Including Delinquency) field of the spreadsheet.

Maintaining the information: The headquarter's A/OPC has created an email folder called OCHCO Quarterly Info and will save the emails from OCHCO in this folder to reference as needed.

10. Number of Travel Cards with Monthly Transaction Limits:

Procedures: Since we do not restrict cardholders to a set amount of transactions, enter zeros in these fields.

Maintaining the information: Not applicable.

11. Percentage of Travel Cards with Monthly and/or Transaction Limits:

Procedures: Since we do not restrict cardholders to a set amount of transactions, enter zeros in these fields.

Maintaining the information: Not applicable.

12. Number of Travel Cards with ATM Withdrawal Limits:

Procedures: In Citibank's Custom Reporting System, click the Shared Reports menu and open the Organizational Shared Folders folder. Click the U.S. Nuclear Regulatory Commission Shared Reports folder and double click the OMB folder. Search for the ATMWithdrawallimits report and click on it. The report will automatically run. When the report opens, the number of data rows will appear. Use the number of data rows and subtract it from the number of cards (this is the first field of the quarterly report). The total will need to be entered in the Number of Travel Cards with ATM Withdrawal Limits field of the spreadsheet.

Maintaining the information: When the report opens, click File, Export, and then select the radio button marked CSV file format and click Export. Once the report

appears, click Save as and type in the file name (the file name should reflect the quarter and year you are running the report for with the words ATMWithdrawalLimits.csv after it, such as: Q42013ATMWithdrawalLimits.csv). The report will need to be saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

13. Percentage of Travel Cards with ATM Withdrawal Limits:

Procedures: This information is currently obtained by dividing the number entered in the Number of Travel Cards with ATM Withdrawal Limits \$3,001 - \$5,000 field by the number of cards (this is the first field of the quarterly report). This will give you the percentage to enter in the Percentage of Travel Cards with ATM Withdrawal Limits \$3,001 - \$5,000 field. Enter the remaining percentage (so the total equals 100) in the Percentage of Travel Cards With ATM Withdrawal Limits 0-\$3,000 field. The total will need to be entered in the Percentage of Travel Cards with ATM Withdrawal Limits field of the spreadsheet.

Maintaining the information: This information is maintained on the report for the quarter closing with ATMWithdrawalLimits.csv after it, such as Quarter 4, 2013, information would be found in the Q42013ATMWithdrawalLimits.csv, which is saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

14. Percentage of Travel Cardholders that Travel Less than Five Times Annually:

Procedures: This information is obtained by running a report in Business Objects. Once you are logged in to Business Objects, click on Document List/InboxPublic Folders/Travel Reports. Double click Frequent Travelers Statistics Report. Under Prompts, click Enter Travel Start Date (Begin). You will need to go back a year plus one day from the quarter you are running the report for. For example, if you are running the report for Quarter 4 of 2013, you will type in October 1, 2012, as the travel start date. After you enter the travel start date, go back under Prompts and click Enter Travel Start Date (End). You will enter the end of the fiscal year you are running the report for. For example, if you are running the report for Quarter 4 of 2013, you will type in September 30, 2013, as the travel end date. After you enter the travel start and end date, click Run Query. You will need to perform a count of all the travelers who have more than five trips and subtract that from the total number of cards (this is the first field of the quarterly report). Take that total and divide it by the number of active accounts (this is the second field of the quarterly report). This will give you the percentage of traveler card holders that travel less than five times annually. The total will need to be entered in the Percentage of Travel Cardholders that Travel Less than Five Times Annually field of the spreadsheet.

Maintaining the information:

When the report opens, click File, Save as (the file name should reflect the quarter and year you are running the report for with the words Frequent_Travelers_Statistic_Report_V0(1).xls after it, such as: Q42013Frequent_Travelers_Statistic_Report_V0(1).xls). The report will need to be saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

Posting the information:

The A/OPC is responsible for submitting the spreadsheet each quarter to OMB by posting it on their MAX website.

Procedures: Log into MAX. Click Financial Management and then click Charge Card Report Submissions. Under the Quarterly Statistical and Annual Narrative Reports section select Nuclear Regulatory Commission. Click Add, then click Attachment and click Browse. Select the spreadsheet by double clicking it and then click Upload to have it posted. The report will need to be saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

Procedures for Narrative Reporting

Introduction:

The Office of Management and Budget (OMB) Circular No. A-123, Appendix B requires the reporting of narrative information on an annual basis. The following are procedures for each item of the required data and how the narrative report will be saved so it can be examined for subsequent review and trend analysis. These procedures will be updated as necessary by the Headquarter's Agency/Organization Program Coordinator (A/OPC), who is responsible for submitting the narrative information annually to OMB.

It is the responsibility of the A/OPC to review each of the following items and report on them annually.

1. **The date(s) of most recent and next scheduled independent review (e.g., Office of the Inspector General) for all agency charge card programs;**

Procedures: For this item of the report, the A/OPC is responsible for entering the date of the last Office of the Inspector General (OIG) travel charge card audit and contacting the OIG to see if the next scheduled independent review for the travel charge card has been scheduled. If an independent review for the travel charge card has been scheduled, the A/OPC will be responsible for including this information on the report.

2. **A description of the current process for monitoring delinquency, including what reports the agency reviews and what actions are taken when a problem is discovered;**

Procedures: For this item of the report, the AOPC is responsible for describing the process for monitoring travel charge card delinquency, as well as listing the reports reviewed by the agency and the actions taken when a problem is discovered with delinquency.

3. **A description of the steps the agency takes to address turnaround time (> than 15 working days) following voucher submission for travel voucher reimbursement, if applicable;**

Procedures: For this item of the report (if applicable), the AOPC is responsible for describing the steps the agency takes to address turnaround time greater than 15 working days and entering this information on the report.

4. **A description of the method the agency utilizes to identify and detect possible card misuse, including the use of any specialized information technology solutions as well as any requests to charge card vendors for data reports;**

Procedures: For this item of the report, the AOPC is responsible for describing the method used to identify and detect possible travel charge card misuse.

5. **Agency future plans (within the next 12 months) to enhance charge card systems by automating reviews to detect instances of abuse, misuse, and fraud;**

Procedures: For this item of the report (if applicable), the AOPC is responsible for listing any future plans to enhance charge card systems by automating reviews to detect instances of abuse, misuse, and fraud.

6. A description of any best practices the agency employs in charge card management; and

Procedures: For this item of the report, the AOPC is responsible for listing the best practices for the agency's travel charge card program.

7. Any additional useful information regarding charge card programs.

Procedures: For this item of the report (if applicable), the AOPC is responsible for listing any additional useful information pertaining to the travel charge card program.

Maintaining the information: The information for each of the fields of the narrative report will be entered in a word document and saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.

Posting the information:

The A/OPC is responsible for submitting the narrative report annually by January 31 to OMB by posting it on their MAX website.

Procedures: Log into MAX. Click Financial Management and then click Charge Card Report Submissions. Under the Quarterly Statistical & Annual Narrative Reports section select Nuclear Regulatory Commission. Click Add, then click Attachment and click Browse. Select the narrative report by double clicking it and then click Upload to have it posted. The report will need to be saved to the travel charge card folder (a secure folder located on the G:/drive) so it can be referenced as needed.