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Description of document: American Battle Monuments Commission (ABMC) new

policies/procedures put in place 2014-2015 and

Memorandum of Understanding between ABMC and US

Army (Arlington National Cemetery)

Requested date: 14-February-2016

Released date: 09-March-2016

Posted date: 28-March-2016

Source of document: Freedom of Information Act Request

American Battle Monuments Commission

Attn: FOIA Assistant

2300 Clarendon Blvd., Suite 500

Arlington, VA 22201

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From: Sell Martha

Sent: Wednesday, March 09, 2016 12:01 PM

Subject: FW: Message from KM_C364e FOIA- FY-2016-#4 and FOIA FY16-#6

In response to your Freedom of Information Act request of February 14, 2016 (assigned FOIA-2016-#6) in which you requested "electronic/digital copy of the 26 new policies put in place in the last couple of years", please find attached the 23 policies, not 26, that ABMC has recently put into effect.

Also attached in response to your letter of February 12, (assigned FOIA-2016-#4) is a copy of the ABMC Memorandum of Understanding with Arlington National Cemetery.

Please let us know if you prefer to have paper copies of these documents be sent to you by postal mail.

Martha Sell Director, Public Programs/FOIA Assistant



American Battle Monuments Commission Policy

Organization Manual

Introduction to Policy Manual System

Effective Date: 06-16-2015 Sunset Date: 06-16-2018

1. Purpose

This document explains the American Battle Monuments Commission (ABMC) Policy Manual System.

2. Background

- A. In 2014 the Secretary launched an initiative to improve ABMC's overall control environment and financial management by solidifying and strengthening Commission policies. Developing and issuing comprehensive policies that communicate ABMC principles and protocols for performing its mission promotes consistency and accountability across the Commission. A Policy Oversight Committee was established to oversee the development, implementation, and maintenance of ABMC policies and procedures.
- **B.** The Commission contracted with a not-for-profit government consulting firm to review and strengthen its policies. The contractor developed a list of policies and procedures needed by ABMC to ensure effective controls and financial management, as well as a standard format to ensure consistency. Policies and procedures are published in a series of Policy Manuals, organized as follows:
 - 1) Organization
 - 2) Delegation of Authority
 - 3) Administrative Control of Funds
 - 4) Communications
 - 5) Internal Control
 - 6) Acquisition/Procurement and Property Management
 - 7) Cemetery Operations and Facilities Management
 - 8) Travel
 - 9) Human Capital
 - 10) Financial Management and Accounting Operations
 - 11) Information Technology

3. Policy

A. ABMC Policy Manuals contain both policies and procedures.

A **policy** is the overall ABMC approach to a function that all ABMC employees and staff must follow. A policy is specific, factual, and to the point—it does not include detailed descriptions of routine processes, timelines, forms, and templates that may be subject to frequent modification.

Policy does not change frequently; it is often considered the "100,000-foot umbrella." For example, a policy may address, at a high level, the financial treatment of a functional area, but then include a link to a separate, more-detailed accounting procedure.

A **procedure** describes how to implement a policy. It provides more detailed "how-to" instructions that include a series of steps to follow in sequence as a consistent and repetitive approach to accomplish a specific task or end result. Procedures may include checklists, diagrams, flow charts, screen shots of various electronic processes, and attachments with appropriate accounting or designation codes, etc.

Procedures may vary from ABMC location to location, depending upon the physical circumstances. A headquarters office with instant access to the Internet and the ABMC Intranet may perform an activity differently than a small cemetery with limited systems access. Procedural guidance must state clearly to which location(s) it applies.

- **B.** Policies and procedures contain links to both internal ABMC and external guidance that provide additional information or insight (e.g., hyperlinks to legislation or Office of Management and Budget Circulars that ABMC follows).
- C. Policy and procedure documents must be available to all employees in an appropriate language and format. ABMC should translate policy documents into the local language used by employees. Policies should be available in hard copy as well as on a shared site on the ABMC Intranet to which all employees have access.
- D. The Policy Oversight Committee establishes Working Groups comprised of subject matter experts to update and/or develop policies and procedures, based upon the guidance needs identified in the Policy Manual System. The Policy Oversight Committee approves the proposed guidance and disseminates it through various mechanisms to the Commission staff.

E. The Policy Manual System is an evolving structure that provides the flexibility to add new policies and procedures that address new circumstances and requirements. The Policy Oversight Committee must be vigilant and ensure that ABMC policies and procedures are current and complete.

F. All policies contain a 3-year "sunset" provision to ensure regular review by ABMC management. The Policy Oversight Committee may reissue without change, revise, or rescind policies at any time in response to changing circumstances and requirements.

4. Applicability

This policy applies to all ABMC employees and contractors.

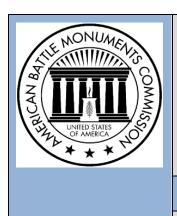
5. Policy Authorities

- **A.** <u>Chapter 21, Title 36</u> of the United States Code contains the authorizing language for the Commission. This chapter includes the statutory sections relating to ABMC.
- **B.** The <u>Federal Records Act</u> governs Federal agencies' records management responsibilities. Policies and procedures are Federal records. The Act defines records as:

All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data in them.

6. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB or Department of the Treasury guidance, or ABMC policy.



American Battle Monuments Commission Policy

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Effective Date: 06-01-2015

Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monument Commission (ABMC) policy regarding the duties and responsibilities of the Members (or Commissioners) of the Commission.

2. Background

The American Battle Monuments Commission is an Executive Branch agency established by law on March 4, 1923. The Commission consists of not more than 11 members appointed by the President. Commissioners serve at the pleasure of the President without compensation, except:

- **A.** Their actual expenses in connection with the work of the Commission.
- **B.** When in travel status outside the continental United States, a per diem at the same rate prescribed for members of the uniformed services under section 475 of Title 37, United States Code, in lieu of subsistence.
- C. When in a travel status within the continental United States, a per diem at the same rate authorized under sections <u>5702</u> and <u>5703</u> of Title 5, United States Code, in lieu of subsistence.

3. Policy

- A. As the public face of the Commission, ABMC Commissioners are subject to scrutiny by the Congress, the media, the American people, and foreign governments for their use of Commission resources. Members must conduct their activities on behalf of ABMC in a manner that is appropriate and cost effective.
- **B.** The duties and responsibilities of the Commissioners are based upon the practices of ABMC since its inception. Commissioners collectively attend to policy oversight of the affairs of the commission and general

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supervision of the operation of the organization, which has traditionally been delegated to the Secretary. Primary duties include:

- 1) Providing policy guidance necessary for the organization to fulfill the mission that Congress has assigned to it in a manner that is faithful to those honored, respectful and dignified, and that represents sound stewardship.
- 2) Determining whether circumstances warrant planning any new memorials that, in the judgment of the Commission, are required to commemorate the service of American armed forces.
- 3) Actively promoting and publicizing the Commission's activities through speeches, news media activities, and personal interaction with the public, members of Congress, other Executive Branch agencies, and state and local officials.
- 4) Making periodic evaluations of mission performance through factfinding trips to field offices, cemeteries, and memorials. The objective is to ensure adequate care and maintenance of the cemeteries, monuments, and memorials under the jurisdiction of the Commission. Commissioners develop recommendations based on the results of such trips and present them to the full Commission for action.
- C. As an Executive Branch agency, ABMC is required to follow the provisions of the <u>Federal Travel Regulation</u>. Key provisions that apply to the Commissioners as well as ABMC employees include:
 - 1) All travel on behalf of the Commission must be authorized in advance by a travel order. ABMC reimburses authorized expenses based upon entitlement to travel allowances under current law and regulations. After the travel is completed, travelers must file for reimbursement. Receipts are required for lodging, transportation (air, ship, rail, or bus), rental cars, and any expense of \$75 or more.
 - 2) ABMC will obtain and provide transportation tickets at government rates. Commissioners may arrange their own transportation, but they must use U.S. Flag carriers, and their reimbursement may not exceed the government rate.

 Commissioners using their personal vehicles will be reimbursed at the current reimbursement rate plus tolls.
 - 3) Per diem rates for travel within the United States are set annually by the General Services Administration. Per diem rates for travel overseas are set by the Department of State. Per diem includes lodging and meals and incidental expenses (e.g., tips).
 - 4) Miscellaneous business expenses are not covered by per diem, but may be reimbursed for expenses such as taxi fares, airport parking, or official photocopying expenses.

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5) If per diem rates are insufficient, ABMC may authorize actual expenses for a trip. Actual expenses must be authorized by the Deputy Secretary in advance and require itemized receipts.

- D. Special ethics requirements apply to ABMC Commissioners, who are classified as Special Government Employees (SGEs). Due to the unique nature of the Commissioners' duties and responsibilities, the Office of Government Ethics waived its standard ethics training requirement and prepared a summary of ethical requirements applicable to the Commissioners. A copy of this summary must be provided to Commissioners upon their appointment. Among the key provisions, the Commissioners are:
 - 1) Subject to conflict of interest laws that are less restrictive than those applicable to regular government employees.
 - 2) Restricted in directly or indirectly providing representational services to other individuals and entities before the Federal Government on matters in which the U.S. is a party or has an interest where such representation may lead to compensation.
 - 3) Not allowed to use their public office for private gain.
 - 4) Subject to restrictions in giving and receiving gifts and may not accept gifts from prohibited sources.
 - 5) Required to file confidential financial disclosure reports.
 - 6) Subject to restrictions of the Procurement Integrity Act.
 - 7) Prohibited from accepting compensation for speaking, teaching, or writing activities related to their ABMC duties.
- **E.** Record-keeping responsibilities.
 - 1) All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, created or received by Commissioners in the performance of official duties on behalf of ABMC are the property of the Federal Government.
 - 2) Official Commissioner records shall be transferred to the ABMC Chief Administrative Officer within 60 days of a Commissioner's resignation or replacement by the President.
 - 3) Upon receipt of a Commissioner's official records, the Chief Administrative Officer will determine disposal/retention requirements.

4. Applicability

This policy applies to all ABMC Commissioners.

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5. Policy Authorities

A. <u>Chapter 21, Title 36</u> of the United States Code contains the authorizing language for the Commission. This chapter includes the statutory sections relating to the ABMC.

- **B.** Section 202(a), Title 18, of the United States Code defines SGEs. The Office of Government Ethics considers the Commissioners as SGEs.
- C. The <u>Federal Records Act</u> governs Federal agencies' records management responsibilities. The Act defines records as:

All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data in them.

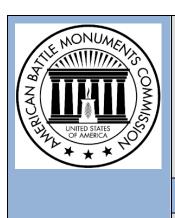
6. Definitions and Acronyms

Special Government Employee. As defined in Section 202, Title 18 of the United States Code, an SGE is an officer or employee who is retained, designated, appointed, or employed to perform temporary duties, with or without compensation, for not more than 130 days during any period of 365 consecutive days. Congress created the SGE category in 1962 when it revised the criminal conflict of interest statutes. Congress recognized the need to apply appropriate conflict of interest restrictions to experts, consultants, and other advisers who serve the Government on a temporary basis. On the other hand, Congress also determined that the Government cannot obtain the expertise it needs if it requires experts to forego their private professional lives as a condition of temporary service. Since 1962, the SGE category has been used in a number of statutes and regulations as a means of tailoring the applicability of some restrictions.

7. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB or Department of the Treasury guidance, or ABMC policy.

Issue Date: 06-01-2015 4 Commissioners



American Battle Monuments Commission Policy

Delegation of Authority Manual

Delegation of Authority

Effective Date: 06-01-2015 Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monument Commission (ABMC) overall policy on Delegation of Authority.

2. Background

ABMC derives its statutory authorities from 36 U.S.C. sections 2101-2114. The Commission's authorizing legislation vests all authority in its members, who are appointed by and serve at the pleasure of the President. The President appoints the Secretary of the Commission, who serves as its Chief Executive Officer.

Subject to appropriations made to carry out its mission, the American Battle Monuments Commission has the authority to:

- A. Acquire land or an interest in land in a foreign country to carry out the purposes of 36 U.S.C. sections 2101-2114, or an executive order conferring duties and powers on the Commission, without submission to the Attorney General under section 3111 of title 40;
- **B.** Maintain, repair, and operate motor-propelled passenger-carrying vehicles and other property that another department, agency, or instrumentality of the United States Government provides to the Commission;
- **C.** Establish offices in the District of Columbia and elsewhere in or outside the United States:
- **D.** Rent office and garage space, which may be paid for in advance, in foreign countries; and
- **E.** Procure printing, binding, engraving, lithographing, photographing, and typewriting, including the publication of information on United States activities, battlefields, memorials, and cemeteries with respect to which the Commission may exercise any duties and powers.

3. Policy

A. Under conditions the Commission may prescribe, the Commission may delegate to its Chairman, Secretary, or officials in charge of any of its offices any of its authority it considers necessary and proper.

- **B.** Authority is delegated to a position, not an individual, and may be withdrawn at any time for any reason.
- **C.** Delegation grants authority to carry out specific functions, but does not relieve the delegating official of the ultimate responsibility for the activity.
- **D.** Delegations of Authority must delineate clearly the authority (or authorities) granted to an official, the duration of the delegation, any limitations on the delegation, and whether or not the authority (or authorities) may be re-delegated to a lower level. If some but not all authorities may be re-delegated, the Delegation of Authority must state clearly which authorities may and may not be re-delegated.
- **E.** Re-delegations of Authority must contain the same information as the original Delegation of Authority.
- **F.** Delegations and Re-delegations of Authority must be in writing and signed by the delegating official.
- G. Copies of Delegations and Re-delegations of Authority must be provided to individuals affected by the delegation or re-delegation (e.g., employees of the affected office or function).
- **H.** ABMC Records Management Policy contains Commission policy for document creation, maintenance and retention, and disposition in accordance with the Federal Records Act.
- I. If a national emergency or a disaster occurs and disrupts ABMC activities, supervisors must maintain, record, and enter delegation documents into the Commission systems of record when the situation stabilizes. Under such unusual circumstances, the Chief Financial Officer is responsible for seeking necessary extensions and/or waivers to OMB or Department of the Treasury requirements.

4. Applicability

This policy applies to all ABMC employees and contractors.

5. Policy Authorities

- A. 36 U.S.C. §2103 (ABMC authorizing legislation)
- **B.** The <u>Federal Records Act</u> governs Federal agencies' records management responsibilities. The Act defines records as:

All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of

public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data in them.

6. Definitions and Acronyms

Delegation of Authority – the act of granting authority to perform certain functions. Ultimate responsibility rests with the delegating official.

Federal Records Act – governs Federal agencies' records management responsibilities.

7. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB or Department of the Treasury guidance, or ABMC policy.



American Battle Monuments Commission Policy

Communications Manual

Corporate Branding Standards

Effective Date: 06-01-2015 Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy concerning its corporate branding standards.

2. Background

Strict adherence to corporate branding standards ensures that the public as well as ABMC employees and contractors will better recognize ABMC and associate its brand with the excellent work and service that ABMC provides. It is crucial that ABMC maintain a consistent look and feel for all of its internal and external products. The Identity Standards Binder, available in the headquarters and overseas operations public affairs offices and on the ABMC Intranet, serves as a complete guide to ABMC visual branding efforts. This policy provides an overview of how to incorporate ABMC branding standards into frequently used products. These branding standards include but are not limited to use of the ABMC seal, the ABMC signature, and ABMC colors for print publications, digital communications, signage, outreach, etc.

3. Policy

- A. Employees should not recreate hardcopy items. Existing templates exist for many hardcopy items. Administration Offices have copies of these templates for printing. If an item is needed that does not exist, the employee should contact the Communications Manager (Overseas Operations) or the Public Affairs Specialist (Headquarters). (See Appendix A for contact information for these individuals.) Often used hardcopy items and their uses include:
 - 1) Letterhead with envelope for official communication from ABMC
 - 2) Memo pad for handwritten personal notes
 - 3) Note card with envelope for handwritten personal notes
 - 4) Mailing labels for large packages or envelopes
 - 5) Business cards for networking

B. Digital items are available in easy-to-use formats for specific types of communication, including:

- 1) PowerPointTM Slides: Slide templates for all ABMC briefings and presentations.
- 2) Letterhead: Intended for use on the computer (i.e., it can be used to distribute an itinerary via email). Employees should not type a letter in this format and print it on a local printer because the color and resolution of the seal will be incorrect. Instead, employees should use the hardcopy letterhead.
- 3) Fax Forms: Completed on the computer, printed on a local printer, and faxed to the appropriate recipient(s).
- 4) Digital Logo/Seal: Intended for digital use or official printing by an outside organization (e.g., if a local government office wants to promote an upcoming ceremony, it might request the seal for use on its website or printing in a newsletter).
- **C.** Inappropriate or incorrect use of the ABMC identity standards can lead to an immediate stoppage of said materials or activities.
- **D.** Outside entities can only use ABMC identity standards with express written consent from the agency.

4. Applicability

This policy applies to all ABMC employees and contractors.

5. Policy Authorities

36 U.S. Code §2103 (ABMC authorizing legislation)

6. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation or ABMC policy.

Appendix A – Corporate Branding Standards Contact Information

Sarah Herrmann (Arlington) and Anaëlle Ferrand (Garches) are available to answer questions about corporate branding standards. When in doubt, contact one of these individuals.

Sarah Herrmann

herrmanns@abmc.gov Office: (703) 696-6896

Anaëlle Ferrand ferranda@abmc.gov

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American Battle Monuments Commission Policy

Communications Manual

Social Media

Effective Date: 06-01-2015

Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy concerning social media.

2. Background

Social media is an expected channel of communication in today's environment. ABMC will continue to expand its social media presence to build its brand, engage citizens, and reach users that may not find ABMC resources via traditional communication channels. ABMC currently manages social media sites on three platforms: Facebook, Instagram and YouTube.

Facebook creates an environment of constant and instant exchange of information and ideas between users. Literally, thousands of people can hear the ABMC message in seconds at little cost to ABMC.

Instagram is a social media photo sharing site. Users can follow ABMC and receive our photo updates instantaneously.

YouTube is a video sharing website. Users can view and upload an unlimited number of videos using YouTube and can "like", "subscribe", and "share" enjoyable videos. The ABMC YouTube site provides users with the opportunity to learn about ABMC, discuss ABMC videos, and interact with the agency and other users with similar interests. Like Facebook and Instagram, YouTube allows ABMC to communicate its message all over the world.

With many other social media platforms available, the Public Affairs Office is constantly reevaluating the current strategy to determine if ABMC should be present on other platforms. If additional platforms are to be added by the agency, this determination will be made by the Headquarters Public Affairs Office.

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3. Policy

A. ABMC social media is managed by the Digital Communications Manager (Headquarters) with support from the Communications Manager (Overseas Operations). See Appendix A for contact information for these individuals. ABMC operates as one coherent voice via social media. The agency will only have one account per platform. Individual sites or cemeteries are not permitted to create, manage or maintain accounts.

- **B.** ABMC staff in the field are always representatives of the United States government via social media, even when using personal accounts. Because social media is an inherently public medium that reaches more than a billion people around the world, opinions expressed by staff during their personal time via their personal accounts can be viewed by the public as agency opinion. Be cautious and be aware when sharing personal opinions that could be related to the agency mission. This is especially true in smaller communities where staff members may be friends with local citizens and government officials.
- C. As an official government agency, ABMC must balance the need for authoritative content while continuing to deliver what followers want. ABMC followers see the agency as an official government authority; therefore, ABMC content must reflect that authenticity and accuracy. ABMC will post only historical information or photographs about an individual, unit, division, etc. obtained from a reliable source. ABMC will not post historical information from Wikipedia, unofficial websites, blogs, etc., to its social media sites. ABMC social media sites serve as a delivery vehicle for three content types, which provide the appropriate levels of authority and accuracy:
 - 1) ABMC-produced content. Examples include information about upcoming events, current photographs of next-of-kin or VIP visits, photographs of the care and maintenance of ABMC sites, etc. These items constitute approximately 90 percent of ABMC content.
 - 2) Shared content from non-ABMC sources. Examples include links to outside websites (government and non-government), videos, or photographs posted on other social media sites, etc. This type of content allows ABMC to share information without creating the content.
 - 3) User-generated content that is collated by ABMC. This type of content includes photographs collected from ABMC followers. This type of content will be labeled as user-generated.
- **D.** ABMC relies on its staff in the field to submit content for its social media channels, and to promote ABMC social media channels by including links in appropriate communication, such as email signatures, PowerPoint presentations, etc. Most ABMC social media content, in terms of events and visits on site, is unsolicited and comes from the proactive efforts from the staff.

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E. The ABMC Digital Communications Manager oversees and monitors the agency's YouTube page and works in conjunction with the AV Specialist in the Headquarters for all content produced by the agency.

F. The ABMC Digital Communications Manager oversees the agency's Instagram account.

4. Applicability

This policy applies to ABMC employees and contractors.

5. Policy Authorities

36 U.S. Code §2103 (ABMC authorizing legislation)

6. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation or ABMC policy.

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Appendix A – Social Media Contact Information

Sarah Herrmann (Arlington) and Anaëlle Ferrand (Garches) are available to answer questions about social media. When in doubt, contact one of these individuals.

Sarah Herrmann

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Issue Date: 06-01-2015 4 Social Media



American Battle Monuments Commission Policy Internal Control Manual

Internal Control

Effective Date: 06-01-2015 Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy on internal control.

2. Background

Management has a fundamental responsibility to develop and maintain effective internal control. The proper stewardship of Federal resources is an essential responsibility of agency managers and staff. Federal employees must ensure that Federal programs operate and Federal resources are used efficiently and effectively to achieve desired objectives. Programs must operate and resources must be used consistent with agency missions, in compliance with laws and regulations, and with minimal potential for waste, fraud, and mismanagement.

Management is responsible for developing and maintaining effective internal control. Effective internal control provides assurance that significant weaknesses in the design or operation of internal control, that could adversely affect the agency's ability to meet its objectives, would be prevented or detected in a timely manner.

Internal Control -- organization, policies, and procedures – are tools to help program and financial managers achieve results and safeguard the integrity of their programs. The Federal Managers' Financial Integrity Act (FMFIA) of 1982 established internal control requirements for all Federal agencies. Office of Management and Budget (OMB) Circular No. A-123, "Management's Responsibility for Internal Control," implements FMFIA for the 24 Federal departments and agencies subject to the Chief Financial Officers (CFO) Act of 1990. While ABMC is not a CFO Act agency and, therefore, not subject to the requirements of Circular No. A-123, it must adhere to the requirements of the FMFIA. FMFIA encompasses accounting and administrative controls that include program, operational, and administrative areas as well as accounting and financial management.

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3. Policy

A. ABMC policy is to comply with FMFIA. ABMC will:

- 1) Develop and maintain internal control policies, procedures, plans, and assessments to provide reasonable assurance that (i) obligations and costs are in compliance with applicable law; (ii) funds, property, and other assets are safeguarded against waste, loss, unauthorized use or misappropriation; and (iii) revenues and expenditures applicable to agency operations are properly recorded and accounted for to permit the preparation of accounts and reliable financial and statistical reports and to maintain accountability over the assets.
- 2) Hold supervisors responsible for the development, implementation and effectiveness of internal controls, and for annually assessing and reporting on the effectiveness of internal controls.
- 3) Ensure that internal control and accountability underpin decisive governance over organizational structure; policies and procedures; processes for managing programmatic, financial and institutional activities; checks and balances; and tools and techniques to uphold the Commission's integrity, efficiency, and effectiveness.
- 4) Integrate sound internal controls into new or revised activities when making changes to ongoing activities and implementing new activities in programmatic and institutional operations or financial management processes.
- B. ABMC will adhere to the "Standards for Internal Control in the Federal Government" issued by the Government Accountability Office (GAO). FMFIA required the GAO to issue standards for internal control in government. The standards provide the overall framework for establishing and maintaining internal control and for identifying and addressing major performance and management challenges and areas at greatest risk of fraud, waste, abuse, and mismanagement.
- C. Annually, the Secretary must sign a statement of assurance that represents his or her informed judgment as to the overall adequacy and effectiveness of internal control within the agency. This statement of assurance, required by FMFIA, must take one of the following forms:
 - 1) Unqualified statement of assurance (no material weaknesses reported);
 - 2) Qualified statement of assurance, considering the exceptions explicitly noted (one or more material weaknesses reported); or
 - 3) Statement of no assurance (no processes in place or pervasive material weaknesses).

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In deciding on the type of assurance to provide, the Secretary should consider information from various external reviews and audits, with input from senior program and administrative officials. The Secretary must describe the analytical basis for the type of assurance being provided, and the extent to which ABMC activities were assessed. The Secretary cannot conclude that ABMC internal control is effective (unqualified statement of assurance) if there are one or more material weaknesses. This statement of assurance is included in the ABMC Annual Report.

- **D.** ABMC will follow the principles and guidelines established by OMB Circular No. A-123 with respect to ensuring accuracy over financial reporting (Appendix A), implementing and maintaining sound controls over its government purchase cards (Appendix B), and minimizing improper payments (Appendix C).
- **E.** If a national emergency or a disaster occurs and disrupts ABMC activities, supervisors must maintain, record, and enter supporting documents into the Commission's systems of record when the situation stabilizes. Under such unusual circumstances, the Chief Financial Officer is responsible for seeking necessary extensions and/or waivers to OMB or Department of the Treasury requirements.
- **F.** ABMC Records Management Policy contains Commission policy for document creation, maintenance and retention, and disposition in accordance with the Federal Records Act.

4. Applicability

This policy applies to all ABMC employees and contractors.

5. Policy Authorities

- A. 36 U.S.C. §2103 (ABMC authorizing legislation)
- **B.** Federal Managers' Financial Integrity Act of 1982 (Pub.L. 97-255), codified at 31 U.S.C. § 3512 (b) and (c). While ABMC is not subject to the provisions of OMB Circular No. A-123, it follows the principles and guidelines set forth in the circular.
- C. <u>Standards for Internal Control in the Federal Government</u>, GAO (GAO/AIMD-00-21.3.1)
- **D.** The <u>Federal Records Act</u> governs Federal agencies' records management responsibilities. The Act defines records as:

All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of

Issue Date: 06-01-2015 3 Internal Control

public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data in them.

6. Definitions and Acronyms

Federal Records Act – governs Federal agencies' records management responsibilities.

Federal Managers' Financial Integrity Act (FMFIA) of 1982 – Established internal control requirements and reporting obligations for all Federal agencies.

7. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB or Department of the Treasury guidance, or ABMC policy.

Issue Date: 06-01-2015 4 Internal Control

Policy Number: 5.2 July 29, 2015



American Battle Monuments Commission Policy

Internal Control Manual

Audit and Complaint Committee

Effective Date: 07-29-2015 Sunset Date: 07-29-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy concerning its Audit and Complaint Committee.

2. Background

Issue Date: 07-29-2015

The Inspector General Act of 1978 establishes three different frameworks for the conduct of audit activities within federal entities, largely keyed to the size and budget of those entities. The three frameworks are:

- A. Congressionally established Offices of Inspector General for the largest entities (5 U.S.C. Appx Section 2);
- B. Agency established Inspector Generals for "Designated Federal Entities" (5 U.S.C. Appx Section 8G(a)(2)); and
- C. Agency audit responsibilities remain with agency leadership for "Federal Entities" (5 U.S.C. Appx Section 8G(a)(l)).

The American Battle Monuments Commission is classified in the third "Federal Entity" category and accordingly does not have an agency inspector general. This policy letter establishes specific agency procedures to address potential audit and complaint issues not already addressed by statutory or regulatory processes. ABMC is committed to improving its performance and to that end seeks to evaluate its strengths and weaknesses. ABMC recognizes that the quality of its performance depends significantly on public confidence and support, as well as internal support and motivation on the part of all ABMC employees. To further these goals the Commission has established an Audit and Complaint Committee whose members are named by the Chairman and whose responsibilities are described below.

Policy Number: 5.2 July 29, 2015

3. Policy

A. Scope of Responsibility

1) The responsibility of the Audit and Complaint Committee is to help ABMC improve its effectiveness, efficiency and accountability, and to increase both external and internal support through its review of audit findings and complaints.

- 2) The Committee shall provide oversight and review on employee disclosures and complaints that would otherwise be made to an inspector general. Such disclosures may include allegations of fraud, a gross waste of funds, abuse of authority, and gross mismanagement by any ABMC employee or contractor, or others involved in ABMC programs and operations.
- 3) The Committee's involvement does not supersede existing laws, rules or regulations controlling employee complaints. The Committee shall not receive complaints concerning matters subject to or covered by established formal employee appeal procedures. Examples include:
 - i. Prohibited discrimination complaints under 29 U.S. Code (discrimination on the basis of race, religion, national origin, gender or sexual harassment) from employees, former employees or applicants for employment. Such complaints are adjudicated under the Equal Employment Opportunity (EEO) complaint program.
 - ii. Any matter appealable to the Merit Systems
 Protection Board (MSPB), including but not limited
 to adverse actions and reductions-in-force.
 - iii. Matters subject to the agency's administrative grievance procedures.
 - iv. Uniformed Services Employment and Reemployment Rights Act (USERRA) appeals. Such complaints are adjudicated by the Department of Labor.
 - v. Complaints of prohibited personnel practices. Such complaints are handled by the Office of Special Counsel.
 - vi. Position classification appeals. Such appeals are adjudicated by the Office of Personnel Management.
 - vii. Complaints of waste, fraud or abuse of authority at another federal agency.

B. Procedures for Disposition of Audit Findings

1) The ABMC Chief Financial Officer shall report, through the Committee Chair, all adverse audit findings resulting from audits of ABMC operations by the Government Accountability Office or other audit authority.

2) In forwarding copies of findings, the CFO shall include a brief description of the internal or external procedures normally applicable to resolving the findings and a recommendation regarding disposition.

C. Procedures for Disposition of Employee Complaints

- 1) The Chief of Human Resources shall report, through the Committee Chair, all complaints subject to or covered by established formal employee appeal procedures filed against the Commission, including the nature, disposition and date of each complaint. The report shall be submitted to the Committee Chair at least 30 days prior to each meeting of the full Commission.
- ABMC employees who wish to file a complaint of waste, fraud, abuse of authority or gross mismanagement that is not covered by a formal appeal process may do so anonymously or by attribution using a safe and secure conduit with CompuCon Inc., the contractor that also handles Equal Employment Opportunity (EEO) complaints for ABMC. Any changes to the contractor providing these services or related contact information shall be communicated by amendment to this policy.
- 3) Employees who opt to use that safe conduit may send complaints to CompuCon by e-mail to FWA@compuconinc.com; by fax to 703.684.8585; or by phone to 703.717.5354 between 9:00 a.m. and 5:00 p.m. Monday through Friday.
- 4) To facilitate the Audit and Complaint Committee's performance of its mission, CompuCon is charged with forwarding to the Committee Chair all employee complaints that are not controlled by an existing, legally binding complaint protocol.
 - i. As Commissioners are not full time employees of the United States, a copy of the complaint shall also be provided to the ABMC Deputy Secretary for Headquarters Operations unless the conduct of either of the Deputy Secretaries is at issue. If the conduct of either of the Deputy Secretaries is at issue a copy of the complaint shall be provided to the Secretary.
 - ii. If the employee complaint is controlled by an existing, legally binding complaint protocol,
 CompuCon will forward the complaint to the ABMC EEO Director or the ABMC Chief of Human Resources, as appropriate, for processing.
 - iii. If anonymity or confidentiality is requested,
 CompuCon will not disclose the complainant's
 identity to the Audit and Complaint Committee, but
 the person making the allegation shall be advised that
 a complete and thorough inquiry of the allegations

Policy Number: 5.2 July 29, 2015

may be hindered if disclosure of identity is not possible.

- 5) The Committee Chair shall review each complaint with the ABMC Designated Agency Ethics Official and refer to the full Audit and Complaint Committee matters that the Committee Chair concludes require the Committee's attention.
- In any period of time in which no Complaint Committee has been appointed but Commissioners are serving, the Chairman shall execute Committee responsibilities. If no Commissioners are serving, the Secretary or Acting Secretary shall execute Committee responsibilities.

D. Safeguard

ABMC will not take any disciplinary or adverse action in reprisal for a person's presentation of a complaint or question. Such safeguards are provided by the No FEAR Act, whose protections are described on the ABMC website at www.abmc.gov.

4. Applicability

This policy applies to all ABMC personnel.

5. Policy Authorities

The Audit and Complaint Committee may address a broad range of issues relating to allegations of fraud, waste and abuse. If, as a result of its review, the Audit and Complaint Committee identifies areas that appear to warrant action other than the gathering of additional information, the Committee will present such matters to the full Commission for consideration and appropriate action.

6. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation or ABMC policy.

Policy Number: 6.1 October 1, 2014



American Battle Monuments Commission Policy

Acquisition/Procurement and Property Management Manual

Acquisition/Procurement, and Property Management Overall

Effective Date: 10-01-2014 Sunset Date: 10-01-2017

1. Purpose

This document sets forth the American Battle Monuments Commission (ABMC) overall policy for the acquisition/procurement and management of all property assigned to the ABMC. This chapter contains Standard Operating Procedures (SOP) that prescribe the actions necessary to meet the requirements of this policy. Chapter 10, Financial Management and Accounting Operations, contains the SOP for the accounting treatment of ABMC property.

2. Background

ABMC acquires (through donation or transfer), procures (through purchase), and manages property for use to achieve its mission at its headquarters in Washington, DC, and at locations overseas. ABMC property includes the following components:

- A. **Property, Plant & Equipment (PP&E).** PP&E assets have a useful life of 2 years or more. These items are inventoried regularly and tracked through their life cycle. Depending upon the acquisition cost, these items may be capitalized and depreciated on financial statements.
 - 1) ABMC capitalization threshold is \$50,000 for the purchase of a single item. For purchases made in a foreign currency, the threshold value is calculated using the standard conversion rate established for the year.
 - 2) ABMC depreciates PP&E based on useful life determinations.
 - a. ABMC expenses PP&E with an individual item purchase cost of \$50,000 or less in the year of acquisition. Items with an individual unit cost of less than \$250 are considered expendable.
 - b. ABMC capitalizes and depreciates personal property with an individual item purchase cost exceeding \$50,000 on a straight-line basis over 5 years. Personal property includes non-expendable items that can be moved and are not attached to buildings (e.g., furniture, computers, vehicles).

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- c. ABMC capitalizes and depreciates real property with a purchase cost exceeding \$50,000 on a straight-line basis over 30 years. Real property includes non-expendable items that cannot be moved readily (e.g., buildings and other structures).
- B. ABMC recognizes two types of PP&E: Heritage Assets and General PP&E.
 - a. **Heritage Assets** are unique for one or more of the following reasons: historical or natural significance, cultural, educational, or artistic (e.g., aesthetic) importance, or significant architectural characteristics. The land encompassed by ABMC cemeteries and monuments is owned by foreign governments, but provided in perpetuity to the United States to honor and recognize the sacrifices of Americans who gave their lives fighting for the freedom of the host government. The buildings and structures at the cemeteries and monuments are the property of the U.S. Government and the responsibility of the ABMC.
 - a. ABMC cemeteries, monuments and memorials are considered Heritage Assets.
 - b. Heritage Assets are generally expected to be preserved indefinitely; therefore, the cost of acquisition, improvement, reconstruction, or renovation of Heritage Assets is recognized as a current expense (i.e. not classified as a Capital Asset even if the cost exceeds the capitalization threshold).
 - c. PP&E that can be moved among cemeteries is NOT considered a Heritage Asset.
 - d. Heritage Assets include:
 - i. Purchase, improvement, reconstruction, or renovation of cemetery, monument or memorial buildings, or attached fences, roads, or other structures
 - ii. Horticulture projects
 - iii. Equipment permanently installed in a cemetery, monument, or memorial
 - b. **General PP&E** includes items that are not classified as Heritage Assets, have an estimated useful life of 2 or more years, and are not intended for sale. Within General PP&E, ABMC recognizes Capital Assets and Non-capital Assets.
 - a. **Capital Assets** include:
 - i. Purchase, improvement or renovation of equipment, that can be moved among cemeteries that exceeds

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- ABMC capitalization threshold of \$50,000 per item (including horticulture equipment and headstone engraving robots).
- ii. Acquisition, improvement, reconstruction, or renovation of buildings or structures not located on cemetery or memorial grounds that cost more than \$50,000 per item.
- b. **Non-Capital Assets** do not exceed a cost of more than \$50,000 per item and are expensed rather than depreciated.
- C. **Sensitive Property** includes property that may be the target of theft or misuse. It includes items such as cellular phones, laptops, gardening equipment, and fuel. While these items may be considered expendable because they cost under \$250 per unit, theft or misuse could cause serious embarrassment and harm to the reputation of the ABMC. A loss of sensitive property must be immediately reported to your supervisor.
- D. **Operating Materials and Supplies (OM&S)** are used for daily activities and considered expendable. OM&S is subject to inventory at the supervisor's discretion or at the direction of management.

3. Policy

- A. Accounting for ABMC property will be conducted and reported in accordance with Federal Accounting Standards Advisory Board and Office of Management and Budget (OMB) guidance. ABMC property will be expensed, capitalized, and/or depreciated in accordance with Section B, above. All property acquired by ABMC must be categorized, capitalized, and depreciated appropriately in accordance with this policy. Property designations are made jointly between staff designated by the Chief Financial Officer and the Director of Contracting and Procurement.
- B. All ABMC property belongs to the U. S. Government and may be used only for the performance of official duties by ABMC employees and contractors. ABMC property may not be used for personal gain.

 Employees and contractors are expected to protect and care for the property provided to them. They may be held liable for damage caused by neglect. Willful damage or destruction of ABMC property will result in disciplinary action, including dismissal.
- C. All purchases of property, equipment, and supplies must be approved by management. Purchases will be made in accordance with the Federal Acquisition Regulation. To the maximum extent possible, purchases will be made from GSA-approved sources. Procurement for items that cost more than \$100 but less than \$5,000 may be made from other sources with a written justification attached to the purchase order stating that such action is in the best interest of the government. Purchases over \$5,000 must be made from GSA-approved sources unless GSA has approved a

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- waiver. Waivers will be submitted in accordance with Title 41, para. 101-26.100.2.
- D. Supervisors will ensure that individuals responsible for requisitioning and receiving property are not the same individuals responsible for payments for such service.
- E. Supervisors will ensure that vendors are paid directly by the Department of the Treasury to every extent possible.
- F. All property and equipment (except that designated as expendable equipment) are added to the organizational inventory listing. Expendable property is the personal responsibility of the end user. All property listings will include the information specified in the Inventory Standard Operating Procedure.
- G. Supervisors shall ensure that all non-expendable property is inventoried annually, as specified in the Inventory Standard Operating Procedure.
 Other inventories may be conducted as directed by management.
 Occasional inventories of expendable property may be conducted as directed by Superintendents or other management official.
- H. ABMC organizational elements will stock the minimum quantities of expendable property necessary to accomplish the mission and will not stockpile property.
- I. When non-expendable property is no longer serviceable or of use to ABMC, it is retired from inventory and financial records and disposed of appropriately.
 - 1) Capitalized property is transferred to GSA for sale.
 - 2) ABMC may sell non-expendable property through a competitive bidding process in accordance with Title 41, para. 101-45.304I. Procedures for property sales are outlined in Title 41, para. 101-45.304.3-7.
- J. Property management records are managed in accordance with ABMC Records Management Policy, which contains the Commission's policy for document creation, maintenance and retention, and disposition in accordance with the Federal Records Act.
- K. If a national emergency or a disaster occurs and disrupts financial reporting activities, ABMC supervisors must maintain, record, and enter supporting documents into the Commission's financial management system when the situation stabilizes. Under such unusual circumstances, the CFO is responsible for seeking necessary extensions and/or waivers to OMB or Department of the Treasury requirements.

4. Applicability

This policy applies to all ABMC employees and financial reporting activities.

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Policy Number: 6.1 October 1, 2014

5. Policy Authorities

A. The <u>Federal Accounting Standards Advisory Board</u> issues the concepts, standards, interpretations, technical bulletins, and technical releases that define generally accepted accounting principles for the Federal Government. Statements of Federal Financial Accounting Standards applicable to property include:

- 1) No. 1. Accounting for Selected Assets and Liabilities
- 2) No. 6. Accounting for Property, Plant, and Equipment
- **B.** Federal Management Regulation (to the extent practicable)
- C. The <u>Federal Records Act</u> governs Federal agencies' records management responsibilities. The Act defines records as:

All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data in them.

ABMC records management policy is available at: http://ersp01/sites/policies/.aspx

D. OMB Circular No. A-136, "Financial Reporting Requirements," contains annual instructions for reporting property on the financial statements.

6. Definitions and Acronyms

Capitalized Property – Non-expendable property/items of equipment with an initial unit acquisition cost of \$50,000 or more. This property is depreciated according to ABMC useful life schedules and reported in ABMC financial statements.

Expendable Property – Items that are consumed in use, or lose identity in use. This category includes items not consumed in use with a unit value of less than \$250 that are not otherwise categorized as non-expendable.

Internal Control – Internal controls are the measures an organization adopts to achieve the objectives of effective and efficient operations, reliable financial reporting, and compliance with applicable laws and regulations.

Non-expendable Property – Property that is not consumed in use and retains its original identity. This property must be accounted for during its entire life span.

OMB – Office of Management and Budget, which promulgates federal financial management policies.

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Personal Property – Property that is movable, i.e., not fixed permanently to one location such as land or buildings (real property). Examples include vehicles, furniture, equipment, etc.

Real Property – Property attached directly to land, as well as the land itself. Real property not only includes buildings and other structures, but also rights and interests.

7. Mandatory Review

ABMC will review this policy and perform a gap analysis every three years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB or Department of the Treasury guidance, or ABMC policy.

Issue Date: 10-01-2014 6 Property

ABMC TRAVEL MANUAL

Updated: June 2015

FOREWARD

ABMC travel policies are governed by the Federal Travel Regulation (FTR), which is issued by the General Services Administration (GSA). The FTR implements statutory requirements and Executive Branch policies for travel performed or conducted by Federal civilian employees and others authorized to travel at Government expense.

The ABMC Travel Manual is intended to provide users with a single authoritative reference to Agency financial management policies and procedures regarding travel and transportation expenses. The Manual is intended for use by ABMC employees, Commissioners, invitational travelers, consultants, and others authorized to travel on behalf of the Agency. (See Federal Travel Regulation (FTR) 301-1.2 for definition of "employee".) The FTR is located in Volume 41 of the Code of Federal Regulations (CFR); it can also be accessed on the General Services Administration website at www.gsa.gov.

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RESPONSIBILITIES OF THE AUTHORIZING OFFICIAL/APPROVING OFFICIAL (AO) (Approver)

Who is an Approver?

An approver is either the traveler's supervisor or agency senior management official. Except as noted in this policy he or she has the authority to approve all aspects of the traveler's request, including relocation, business-class travel, special-reduced fares, extra-fare trains, and foreign air carriers.

As an Approver, what are my responsibilities?

Per FTR §301-71.107, the Authorizing Official/Approving Official (Approver) must consider the following factors when approving travel:

- 1. The need for travel;
- 2. The use of travel substitutes such as mail, teleconferencing, etc.;
- 3. The most cost effective routing and means of accomplishing travel; and
- 4. The employee's travel plans, including plans to take leave in conjunction with travel.

An AO's lack of knowledge of the applicable regulations will not justify reimbursement for expenses that are not authorized by statute, regulation, and the ABMC Travel Manual.

In addition, the AO must review and sign the travel authorization and voucher to confirm the authorized travel and submitted expenses. Per FTR §301-71.201, the AO must have full knowledge of the employee's activities related to the travel. When reviewing and signing the travel voucher, the AO must ensure:

- 1. The claim is properly prepared in accordance with the pertinent regulations and ABMC procedures;
- 2. A copy of the authorization for travel is provided;
- 3. The types of expenses claimed are authorized and allowable expenses per the FTR and the ABMC Travel Manual;
- 4. The amounts claimed are accurate; and
- 5. The required receipts, statements, itinerary, justifications, etc. are attached to the travel claim, or the travel claim includes scanned electronic images of such documents.

RESPONSIBILITIES OF THE TRAVELER

As a traveler, what are my responsibilities?

ABMC travelers have a number of responsibilities in connection with official government travel. These responsibilities are no less important than their responsibilities for carrying out their other job assignments. Travelers need to be aware of all the rules and regulations, including those contained in the FTR and the ABMC Travel Manual, which govern official travel and how they pertain to the individual traveler.

A traveler's lack of knowledge of the applicable regulations, therefore, will not justify reimbursement for expenses that are not authorized by statute, regulation, or the ABMC Travel Manual. The traveler also needs to do the following:

- 1. Prepare, or have the travel preparer create, a travel order prior to departing on travel.
- 2. Make sure all necessary travel expenses are properly approved on the travel authorization.
- 3. Use the designated Travel Management Center (TMC) to make travel reservations (air, rail, lodging (hotel), and rental car, etc.). Make sure to review the travel itinerary or invoice for accuracy and receive the ticketed itinerary or invoice from the TMC at least 2 days prior to departure. If the traveler does not receive a ticketed itinerary, then he/she does not have a ticket to travel.
- 4. Use Contract City Pair fares, unless one of the exceptions for using non-contract carriers is met.
- 5. Use the appropriate per diem rate based on the TDY location (e.g., where the meeting is being held).
- 6. Enter a requisition in the Financial Management System (FMS) including a scanned copy of the approved travel order as an attachment to the requisition. Ensure that the requisition has been reviewed, approved, and obligated prior to travel commencing.
- 7. Use the Government Contractor-Issued Travel Charge Card for all official expenses while on TDY, including obtaining a cash travel advance, unless an exemption from use of the travel charge card has been granted or the traveler is an infrequent traveler.
- 8. Obtain all proper receipts and submit them with the travel voucher. Receipts are required for all lodging, air, rail transportation, phone calls, laundry, rental vehicle, regardless of amount and any single item that exceeds \$75. Original receipts must be kept by the traveler for two (2) years.

- 9. Submit a voucher claim promptly within five (5) working days from completion of travel, and be sure to sign the travel voucher.
- 10. Incur all necessary official travel expenses in a prudent (fiscally responsible) manner.

AUTHORITY TO TRAVEL

What permission or authorization do I need to travel for ABMC?

Except in emergencies, a travel order must be prepared, authorized, approved and obligated through the FMS before incurring any expense related to official travel. Unauthorized TDY travel places you at risk of not being reimbursed for expenses incurred. In the following travel situations, you must always have a travel order prepared before traveling on official business:

- Use of reduced fares for groups or charter arrangements;
- Payment of a reduced per diem rate;
- Acceptance of payment from a non-Federal source (Also known as "Sponsored", "Cash or In-kind", or "348" travel; and
- Travel expenses related to attendance at a conference.

Your travel order should also provide specific information regarding the location and your role at the temporary duty (TDY) location. You should use block 12 "Specific Travel Purpose" on GSA form 87, "Official TDY Travel Authorization" to clearly identify the purpose of travel. General statements, such as, "to attend meeting" do not adequately identify the role of the traveler at the TDY location.

<u>Note:</u> You must carry a copy of your travel order with you while traveling. The airline or rental car company may ask to see your travel order to verify that you are entitled to a Government rate.

What form do I need to complete to obtain authorization to travel?

You must complete GSA Form 87, "Official TDY Travel Authorization". An automated link to the form and steps for completing the form can be found in Appendix A.

Amounts contained in the travel authorization are estimates to cover all potential travel expenses. Amounts contained in the travel authorization do not represent the amount that will be reimbursed.

Note: You must also enter a requisition and attach a copy of the completed and signed GSA Form 87 in FMS. The requisition must be approved and obligated prior to any costs being charged (by credit card or purchase order) and TDY commencing. Failure to follow this process could result in an unauthorized commitment.

For the purposes of travel reimbursement, when does temporary duty travel (TDY) begin and end?

TDY travel begins when you leave your home, office or other authorized point of departure, and ends, when you return to your home, office, or other authorized point at the conclusion of your trip.

What if my TDY crosses two fiscal years?

Travel and transportation expenses of TDY travel spanning more than one fiscal year should be charged against the appropriations for the fiscal year in which the expenses are incurred, rather than solely in the fiscal year in which the travel is ordered (see Comptroller General Decision Letter B-238110, May 7, 1991).

When travel is to be taken beyond the end of the fiscal year, cost estimates for TDY travel will be provided separately for the two fiscal years involved, as follows:

- 1. Tickets for round trip transportation will be charged against the appropriation current at the time the employee embarks on TDY travel, regardless of return date.
- 2. Per diem and miscellaneous travel costs, including Rental Cars and mileage reimbursement for Privately Owned Vehicles (POVs), will be assigned to the applicable fiscal year appropriation in which they are incurred:
 - a) Costs incurred from the date travel is to begin, through the end of the fiscal year; and
 - b) Costs incurred from the beginning of the next fiscal year, through the date travel is to end.

<u>Note:</u> When completing your travel order that will cross fiscal years, you must include the phrase "This authority to travel is contingent upon the passage and availability of FY 20XX funds. Travel cannot begin, nor can payment be made prior to October 1, 20XX." Please contact the Finance Office for further detailed instructions.

What are normal commuting costs and do I have to deduct them for TDY travel?

Commuting costs are the expenses you incur to travel between your place of work and home on a daily basis (e.g., mileage, parking, public transportation, etc.) You do not need to deduct your normal commute costs when the purpose is TDY travel. Deduction of normal commuting costs applies to travel solely within the local travel area.

PER DIEM ALLOWANCES

What is a per diem allowance?

It is a daily payment instead of reimbursement of actual expenses for lodging (excluding taxes for domestic travel), meals, and incidental expenses (M&IE) incurred while you are in travel status. The CONUS per diem rates can be found on GSA's web site at: www.gsa.gov/perdiem. The State Department sets foreign per diem rates which can be found on State's web site at: http://aoprals.state.gov/content.asp?content_id=184&menu_id=78.

Lodgings: Includes expenses for overnight sleeping accommodations; except on airplanes, trains, buses, or ships.

Meals – Includes expenses for breakfast, lunch, dinner, and related tips and taxes (specifically excluding alcoholic beverages and entertainment expenses, and any expense incurred for other personal reasons).

Incidental expenses – Includes fees and tips given to porters, baggage carriers, bellhops, hotel maids, stewards or stewardesses and others on ships, and hotel servants in foreign countries.

What is the official duty station?

The official duty station is the corporate limits of the city or town of your permanent duty station (office location).

What is considered my Local Travel area?

For all ABMC employees, the local travel area is defined as a minimum driving distance of 50 miles, by the most direct route possible, from your office and residence.

When am I entitled to a per diem allowance?

You are entitled to a per diem allowance, if you meet the following criteria:

- Your temporary duty station is MORE than 50 miles from your office AND residence;
- You incur per diem expenses while performing official travel;
- You are in travel status for more than 12 hours; and
- You have an approved travel authorization.

Are there times when per diem is not allowed?

Yes. A per diem allowance is not allowed for the following:

- Local travel within your official duty station;
- Travel of 12 hours or less during one calendar day; or
- Certain circumstances when a leave of absence is taken while you are in travel status. For example, if you take annual or compensatory leave for more than one half of your regular workday while you are in TDY status, no per diem will be paid.

The following chart summarizes your entitlement to Meals and Incidental Expenses (M&IE) when you travel outside the official duty station area (50 miles for ALL ABMC employees):

Travel less than 24 hours (no lodgings)	Your M&IE allowance is:
12 hours or less	Zero
More than 12 hours but less than 24 hours	75% of the M&IE rate

Travel 24 hours or more	Your M&IE allowance is:
The day of departure	75% of the M&IE rate
Full days of travel	100% of the M&IE rate
The last day of travel	75% of the M&IE rate

What is the fixed amount allowed for M&IE expenses?

The amount for M&IE depends on the locality of your temporary duty station. The current daily rate for domestic travel ranges from \$46 to \$71 per day. The current daily rate for overseas travel ranges from \$46 to \$164 per day. Both domestic and overseas rates are subject to change. The incidental expense amount is included in the daily M&IE rate and is used for tips to hotel personnel, maids, room service, and such. Currently, the incidental expense allowance is \$5 and is subject to change. You will be reimbursed the full fixed rate, unless meals have been provided through other means at Government expense. The breakdown of M&IE rates can be found on GSA's website at www.gsa.gov/mie and at the Department of State's website at http://aoprals.state.gov/content.asp?content_id=114&menu_id=78.

Do I have to deduct the cost of meals provided to me at no cost?

If ABMC paid a registration fee for your trip that included a meal(s) or if a meal(s) was provided through an ABMC contractual obligation to rent the meeting or conference facility, and there was no cost to you, you must deduct the applicable amount according to the "meals breakdown table" on GSA's web site. The deduction depends on what meals (breakfast, lunch or dinner)

were provided and what the M&IE rate is for the temporary duty locality. The deduction table can be found at: www.gsa.gov/mie. Foreign per diem rates are set by the Department of State. The M&IE deduction table for foreign per diem rates can be found at: http://aoprals.state.gov/content_asp?content_id=114&menu_id=78.

Note: Meals provided free by an airline or complimentary meals (continental or full breakfast) provided free by the hotel are not subject to a deduction of the M&IE rate.

Are lodging taxes covered under the per diem allowance?

Lodging taxes for domestic travel are reimbursed as a separate miscellaneous expense and are not part of the per diem allowance. The amount paid for taxes should be claimed as a miscellaneous expense on the travel voucher. Lodging taxes for foreign and non-foreign (U.S. territories and possessions) travel are included in the per diem allowance and may not be claimed as a separate miscellaneous expense.

Under what circumstances will I be authorized a rate lower than the maximum prescribed by law or regulation?

If the conditions of your travel are such that a rate lower than the maximum will cover your subsistence expenses, the authorizing official may set a lower rate. The lower rate must be authorized prior to departure on travel.

How do I calculate my total per diem reimbursement when traveling to more than one location with different rates?

If you travel to more than one TDY location and different per diem rates (lodging, meals and incidental expenses) apply in each location, your reimbursement will be based on a combination of rates. The rate of calculation for any calendar day will be determined by the TDY locality where lodgings for that day are obtained.

For example, you fly to Paris, France from Washington, DC on April 15 on official Government business. On the same day, you take a train from Paris, France to Normandy, France for a meeting. You obtain lodgings in Normandy, France. Your reimbursement for April 15 will be based on the per diem rate for Normandy, France. If, on April 16, you return to Paris, France on official Government business and spend the night, you will be reimbursed at the per diem rate for Paris, France.

Sometimes my spouse accompanies me on TDY travel. How do I calculate my cost of lodgings under these circumstances?

When you share a room with members of your family, your reimbursement will be limited to the cost of lodgings at the "single occupancy" rate for the room. If such a rate is not available for the room you occupy, use the single occupancy rate for a comparable room in the same hotel or motel.

I sometimes stay with friends or relatives and incur costs in the sense that I buy them a gift or buy some of the groceries, or the like. How do these expenses figure in my cost of lodgings?

You cannot include, in your cost of lodgings, any costs that you are not required to pay. Buying groceries or the like is covered within your daily M&IE allowance, which you will continue to receive.

Am I required to submit receipts for lodgings?

Yes. Receipts for lodgings are always required regardless of the dollar amount.

What do I do if the per diem allowed is not sufficient to cover my expected lodging costs?

You may request authorization for Actual & Necessary (A&N) Subsistence Expenses. In order to be approved for A&N, you will need to justify why you cannot find adequate lodgings within the maximum per diem allowance and why it is advantageous to the Government for you to stay in the higher priced hotel. Pursuant to FTR §301.11.305, the maximum A&N expense that may be approved and reimbursed is 300% of the maximum lodging rate for the locality. There is no authority to exceed this ceiling. **A&N must be approved in advance of travel except in an emergency.**

<u>Note:</u> Generally, approval for A&N will not be granted if a rental car is requested and approved in the same temporary duty location, unless there are specific reasons why the rental car cannot be used to commute to a more reasonably priced lodging facility.

May my agency authorize a rest period for me while I am traveling?

- (a) ABMC may authorize a rest period not in excess of 24 hours at either an intermediate point or at your destination if:
 - (1) Either your origin or destination point is OCONUS;
 - (2) Your scheduled flight time, including stopovers, exceeds 14 hours;
 - (3) Travel is by a direct or usually traveled route; and
 - (4) Travel is by coach-class service.
- (b) When a rest stop is authorized the applicable per diem rate is the rate for the rest stop location.

MISCELLANEOUS TRAVEL EXPENSES

What miscellaneous expenses are allowable in addition to those covered by the per diem allowance?

Employees traveling on official business are expected to exercise the same care in incurring expenses that prudent persons would exercise if traveling on personal business. Here are the more common ones:

- Daily round trip transportation by taxi, bus, streetcar, or subway between lodging and place of official business, and between places of official business. Receipts are required for any single item that exceeds \$75.
- Ferry fares, bridge, road, and tunnel tolls when travel by automobile is authorized. Receipts are required for any single item that exceeds \$75.
- Parking (daily or overnight) at a common carrier terminal. In accordance with the FTR §301-10.308, you may be reimbursed parking and mileage not to exceed the cost of taxi fare to/from the terminal. Therefore, you should obtain the most economical parking available. Most airports have reduced rates for long-term (overnight) parking. Some long-term parking areas offer discounts upon displaying a valid Government identification. Receipts are required for any single item that exceeds \$75.
- Taxicab and airline shuttle fares to and from terminals, including a reasonable tip not exceeding 15 percent of the fare. Receipts are required for fares in excess of \$75.

<u>Note:</u> Courtesy transportation offered by hotels and motels should be used whenever possible. More expensive means of local transportation (i.e., limousines) may be used only when strictly necessary, and require advance approval by the travel authorizing official, except in an emergency when the employee is not responsible. Only the usual fare (plus tip of up to 15% of that amount) for the most reasonable mode of transportation under the circumstances may be reimbursed, except in extenuating circumstances beyond the employee's control. If an employee chooses to use an unnecessary mode of transit, the employee is expected to pay any additional cost associated with that choice.

- Mileage expense for the use of your personal vehicle when on official business between
 home and the transportation terminal and parking at the terminal not to exceed the costs
 of taxi fare. When authorized on the travel order, mileage can be reimbursed to and from
 the temporary duty station not to exceed common carrier costs. Mileage distances
 claimed must be obtained either from odometer readings or standard highway mileage
 guides (e.g., MapQuest).
- Rental vehicles, when specifically authorized. Receipts are always required.
- Commissions for conversion of currency; fees for travelers checks, money orders and certified checks; transaction fees for use of ATMs and other vendors such as hotels when using a U.S. Government contractor-issued charge card. For locally employed staff who use their personal charge card and for other travelers who the agency has determined may not be issued a U.S. Government charge card or who have been authorized to use their personal charge cards for official travel, transaction fees for use of ATMs and other vendors such as hotels may be allowed, if and only if stated in the travel authorization.
- Fees in connection with the issuance of passports and visas and other legally required costs; photographs for passports and visas; certificates of birth, health and identity, and affidavits attesting thereto; foreign country entrance and exit fees.

What baggage expenses will be reimbursed?

You will be reimbursed for the following expenses related to baggage:

- Transportation charges for authorized excess;
- Necessary charges for transferring baggage;
- Necessary charges for storage of baggage when such charges are the result of official business;
- All fees pertaining to the first checked bag. In addition, charges relating to the second and subsequent bags may be reimbursed when ABMC determines those expenses necessary and in the interest of the Government;
- Fees or tips to porters at transportation terminals for handling Government property carried by you. Fees or tips to porters for handling your personal luggage or property should be paid from the incidental portion of your M&IE rate, unless it is a result of special need accommodations.

What expenses are not allowed?

You will not be reimbursed for the following:

- Expenses claimed for per diem in excess of daily maximum amount authorized;
- Per Diem claimed when TDY is for 12 hours or less in one calendar day;
- The cost of flight insurance;
- Penalty charges assessed by hotels or motels when you, by your own fault or negligence, fail to cancel reservations for accommodations;
- Excess costs of transportation and Federal transportation tax when you travel by indirect routes for your own convenience or where charges for transportation are more than those authorized on your travel order;
- Any additional costs resulting from not properly using the TMC (SatoTravel for Headquarters, Carson Wagonlit for Overseas Operations) for travel reservations, including air, rail, or car rental;
- Any expense that has not been properly authorized on your travel order;
- The cost of mileage due to circuitous routes in excess of that shown in current standard highway mileage guides (e.g., MapQuest);

- The cost of transportation to and from restaurants, unless suitable meals cannot be obtained at the temporary duty work site or place of lodging;
- The cost of repairing damage to your personal automobile while you are in travel status. Damage to your personal automobile is covered under your own insurance policy;
- The cost of tickets issued for traffic or parking violations;
- The cost of a locksmith if you, inadvertently, lose your car key or lock the key in the car; or
- The cost of Collision Damage Waiver Insurance and Personal Accident Insurance offered
 on car rental contracts. The cost of this insurance is included in the rates negotiated for
 the Government by GSA and the Defense Travel Management Office (DTMO).
 Employees traveling on official Government business should not be charged for this
 insurance. Car rentals that occur overseas should also waive any insurance offered. Any
 insurance purchased on overseas car rentals will not be reimbursed.

TRAVEL ADVANCES

May I obtain a travel advance?

Travel advances will be approved only to avoid unusual hardship on the employee. Advances will generally be granted to locally engaged staff that do not travel frequently. Advances for GS staff will only be approved in the rarest of occasions.

How much can I receive for a travel advance if I have a Government contractor-issued travel charge card?

You will obtain your cash travel advance using the Government contractor-issued travel charge card, when you have been issued the travel charge card. The maximum amount to be withdrawn should not exceed your estimated out of pocket expenses. Since you are required to use the travel charge card for lodgings, meals, and transportation, out of pocket expenses should be minimal.

I do not have a Government contractor-issued travel charge card, how much advance can I receive?

If you are locally engaged staff that does not travel frequently, you may request a travel advance. The amount of your advance will generally be at least 60% of the total estimated M&IE/TQSE, lodging, and other incidental expenses authorized on your travel order. The travel advance will be calculated on your authorized out-of-pocket travel expenses. If you are eligible for a travel advance, you should receive the travel advance in the bank account you have designated for travel reimbursements. Your travel order must be approved 10 days prior to departure in order to process your travel advance request and have the appropriate funds in your account timely.

When must I repay my travel advance?

The amount you received for a travel advance will be deducted from the expenses you claim on your travel voucher. Any balance remaining on your travel voucher after the advance is deducted will be deposited in the financial institution you have designated for travel reimbursements. If the travel expenses claimed on your travel voucher are less than the outstanding balance of the travel advance, you will need to submit a check to ABMC for the balance.

<u>Note:</u> It is the employee's responsibility to ensure that accurate financial institution information for reimbursement is submitted to the Finance office. Travelers are responsible for updating the information on a timely basis.

TRAVEL CLAIMS (VOUCHER)

How much time do I have to submit a travel claim (i.e., voucher)?

In accordance with the FTR §301-52.7, you must submit a travel claim (i.e., voucher) within five working days after completion of the travel to your travel approving official.

What form do I use to submit a travel claim (i.e., voucher)?

You must complete the Travel Voucher SF-1012 form. An automated link to the form and steps for completing the form can be found in Appendix B.

<u>Note:</u> You must include a copy of your travel itinerary and all supporting receipts along with the completed travel voucher.

When can I expect reimbursement?

ABMC will reimburse employees within five (5) working days for travel expenses through electronic funds transfer (EFT) when a proper **APPROVED** travel voucher is received by the Interior Business Center (IBC). ABMC has outsourced all travel payments to IBC.

<u>Note:</u> It is the employee's responsibility to ensure that accurate financial institution information for reimbursement is submitted to the Finance office. Travelers are responsible for updating the information on a timely basis.

INTERNET FEES

May I be reimbursed for internet fees at my temporary duty (TDY) location?

Expenses for internet fees must be approved on the travel order. In addition, they require justification as to why the internet fee is not included in the cost of the hotel room as a majority of FedRooms properties provide free internet access.

This same requirement for approval applies to:

- 1. Wireless access (internet fees) during a conference;
- 2. While at the airport waiting for a flight (whether origination or connection); or,
- 3. Airplane internet fees.

These fees will not be authorized after the fact except in emergency circumstances.

<u>Note</u>: If an employee incurs costs for internet fees under this policy (i.e., the hotel does not provide free internet access), the employee must provide a receipt for those costs claimed on their travel voucher. Acceptable receipts include hotel bills with internet fees clearly marked.

LAUNDRY, DRY CLEANING, AND PRESSING OF CLOTHING

May I be reimbursed for laundry, dry cleaning, and pressing of clothing at my temporary duty (TDY) location?

Yes, subject to the following restrictions, laundry, dry cleaning, and pressing of clothing at a TDY location is reimbursable as a miscellaneous travel expense:

- The employee must incur a minimum of four consecutive nights lodging on official travel;
- Reimbursement shall be limited to actual expenses, not to exceed an amount equal to \$5 times the number of consecutive nights on the trip for the first 30 days at a temporary duty travel location. The maximum daily reimbursement is reduced for long-term assignments/details;
- Receipts are required for **ALL** laundry, dry cleaning, pressing of clothing expenses claimed for reimbursement (except coin-operated machine usage where receipts are not available).

<u>Note:</u> If you are traveling internationally, expenses for laundry, dry cleaning, and pressing of clothing are included in the M&IE portion of the foreign per diem rates set by the Department of State. You will not be reimbursed separately for these expenses.

ANNUAL OR COMPENSATORY LEAVE WHILE IN TRAVEL STATUS

May I take annual or compensatory leave while on official business?

Yes, the type of leave and period of leave must be shown in the "Comments" section of the travel order. If annual or compensatory leave begins or ends during your prescribed hours of duty, the exact hour of departure from and return to duty must be shown. You also must show the date that leave was reported for time and attendance report purposes.

How does taking leave affect my per diem or actual expense allowance?

No per diem or actual expenses may be authorized or paid on days when annual or compensatory leave is taken for more than one-half of the scheduled workday.

For example, if you are on a prescribed 9-hour day schedule and you request annual leave for more than 4-1/2 hours, per diem or actual expenses will not be authorized or paid to you for that day.

Will I be paid per diem or actual expenses if I become sick or get injured?

When an employee in travel status becomes incapacitated by illness or injury, not due to the employee's own misconduct, which interrupts or discontinues his/her TDY travel assignment, the employee should notify his/her supervisor as soon as possible and will be reimbursed for expenses incurred during the period of illness or injury, or in return travel to the employee's official duty station. Likewise, if there is a personal or family emergency requiring the employee to return home, the employee should notify his/her supervisor as soon as possible and will be reimbursed for expenses incurred in return travel to the employee's official duty station.

VOLUNTARY VERSUS AIRLINE DENIAL OF SEAT

What must I do with the compensation an airline gives me, if it denies me a seat on a plane?

If you are performing official Government travel and a carrier denies you a confirmed seat reservation on a plane, you must relinquish any payment you receive for liquidated damages to the Finance Office for deposit. You must ensure the airline carrier shows the ABMC as payee on the compensation check.

May I keep any compensation an airline gives me for voluntarily vacating my seat on a scheduled airline flight when the airline asks for volunteers?

Yes, employees may retain and use promotional items, including frequent flyer miles, earned on official Government travel if all of the following conditions specified in the FTR are met;

- Voluntarily vacating your seat will not interfere with performing your official duties;
 AND
- Additional travel expenses, incurred as a result of vacating your seat, are borne by you and are not reimbursed.

<u>Note:</u> If volunteering delays your travel during duty hours, you must be charged annual leave for the additional hours.

TAXICABS AND PRIVATELY OWNED VEHICLES (POV)

When may I use a taxicab?

When departing on TDY, you may use taxicabs to travel from your home or office to the common carrier terminal and from the common carrier terminal to your temporary lodgings or place of business. On return, you may use taxicabs to travel from your temporary lodgings or place of business to the common carrier terminal and from common carrier terminal to your home or office. You may also use taxicabs from the hotel to your work location while on TDY. You are expected to combine the use of taxicabs with other means of transportation, such as, public transportation, airport limousine service, and Government shuttle service that will achieve the greatest cost savings compatible with the travel being performed.

What tips are allowed for taxicabs, airport limousines, and shuttles?

You are authorized to tip up to, but not exceeding 15 percent of the total fare. If there is no fare, such as a shuttle from the airport to the hotel, courtesy of the hotel, a maximum of \$3.00 for tip can be reimbursed.

May I be permitted to use my privately owned vehicle (POV) to travel to the TDY site?

Yes. The use of POV travel on TDY duty assignments shall only be approved when the use of POV is deemed most advantageous to the Government. For example:

- When common carrier schedules are inadequate for your travel schedule, especially if the travel is to be performed within restricted geographical boundaries;
- When you and one or more other employees will travel together in one vehicle and use of POV is more advantageous to the Government;
- When a GOV is unavailable; or
- When you have to carry bulky equipment or material essential to the performance of your official duties and air/rail service is not advantageous to the Government.

<u>Note</u>: If you have been authorized to travel by a different mode of transportation (e.g., air/rail) that is more advantageous to the Government, your reimbursement will be limited to the lesser cost as computed from a cost comparison. See next question.

How will I be reimbursed for the use of my POV when I was authorized a different mode of transportation, (e. g., air/rail)?

You are expected to travel by the method of transportation that is most advantageous to the Government, when cost, timing, and other factors are considered. If you travel by a non-authorized method of transportation, you are responsible for any additional cost. You must provide a cost comparison between the actual costs incurred by using your POV and the costs

that would have been incurred (constructive costs) had appropriate method of transportation been used, such as airplane or train. Actual costs would include, actual mileage at the rate authorized, subsistence at the applicable rate for the entire trip and allowable expenses such as parking fees, tolls, etc. Constructive costs would include, appropriate common carrier fare, subsistence for days the trip would have required at the same rate used for actual costs above, and bus, subway and taxi costs to and from appropriate common carrier terminals. The travel order must state "Use of POV is authorized not to exceed cost of common carrier". Reimbursement to the traveler for the use of a POV will be limited to the lesser cost as computed from the cost comparison.

If the agency has determined the use of my POV for TDY travel is most advantageous to the Government, how much will I be reimbursed for using it?

It must be authorized on your travel order prior to departure that use of POV is deemed most advantageous. Any documentation used by the agency to make the determination should be scanned directly into the FMS system so it can be attached to the travel order requisition for reference. Once approved, you will be paid a mileage allowance based on the number of miles driven multiplied by the current authorized rate per mile plus other allowable costs, such as parking fees; and ferry, bridge, road, and tunnel fees. Mileage claimed must be obtained either from odometer readings or standard highway mileage guides (MapQuest). The travel order must state "Use of POV is authorized as advantageous to the Government". Receipts are required for any expense item over \$75.

May I use my POV to travel to and from a carrier terminal?

Yes. Mileage reimbursement will be made at the current POV standard mileage rate. However, the total mileage and parking costs may not exceed the cost of a taxi fare plus allowable tip to/from the terminal. Therefore, you should obtain the most economical parking available. Most airports have reduced rates for long-term (overnight) parking. Some long-term parking areas offer discounts when presented a valid Government identification.

<u>Note</u>: You may be reimbursed mileage for use of POV if you are being dropped off/picked up at the common carrier terminal by family/friends. Reimbursement will be made at the current POV standard mileage rate. Reimbursement will be for the round trip (residence to terminal and return trip from terminal to residence) of being dropped off and/or picked up at the terminal.

Will I be reimbursed for parking my POV at a carrier terminal while I am away from my official station?

Yes. When using a POV, employees may request and be reimbursed for parking fees at a common carrier terminal and mileage not to exceed the cost of taxi fare plus allowable tip to/from the terminal.

May I use my POV to travel from my home to my office on the day I am scheduled to depart on a trip?

Yes. You may use your POV to travel from home to office on the day you depart on TDY and from office to home on the day you return, provided that the trip requires at least one night's lodging away from home. If you drive to the office for the purpose of working part of the day before departing on travel, you will need to deduct your normal commute costs (see the Local Travel section of this manual for instructions on how to deduct normal commute costs). The Government does not reimburse employees to commute to work.

If I travel on temporary duty (TDY) with another employee who drives his or her POV, what expenses may I claim?

Since a mileage allowance can be paid to only one employee, in this case, the driver of the car, you cannot be reimbursed for the mileage. However, you will be authorized a per diem allowance and reimbursement of other allowable expenses.

RENTAL VEHICLES

May I rent a vehicle for official travel?

If the use of a vehicle is justified and considered most advantageous to the Government you may be authorized to rent a vehicle. Authorization must be approved prior to travel commencing. If a rental vehicle is approved, you must rent the vehicle through SatoTravel or Carson Wagonlit. For Manila, Panama, and Mexico, rental car reservations should be made through the local embassy if you subscribe to ICASS travel service. If you do not subscribe to ICASS travel service, then reservations should be made through the designated local travel service. Only the person who is approved to rent the vehicle is authorized reimbursement of expenses.

<u>Note:</u> If you are attending a conference and you are staying at the conference/meeting hotel, rental cars will not normally be authorized. Shuttle and limousine service is generally available from the airport to the conference/meeting hotel, as well as taxicab. However, it may be necessary to rent a vehicle, especially if you have other official Government business away from the conference/meeting location. Your travel authorizing official must decide if your official Government duties require a rental vehicle. A justification will be required to be submitted along with your travel authorization form.

Why do I have to rent the vehicle through SatoTravel or Carson Wagonlit?

The GSA and the Defense Travel Management Office (DTMO) have negotiated special inclusive rates with major car rental companies for Federal Government employees on official travel. The special rates are advantageous to the government and include Collision Damage Waiver Insurance and Personal Accident Insurance. The terms and conditions of the agreement apply only when the traveler is charged the special Government rate for vehicle rental. SatoTravel and Carson Wagonlit have the authority to reserve rental vehicles under these special inclusive rates. It is the responsibility of the traveler on official travel to ensure the Government rate is indicated

on the rental contract before signing it. Failing to rent under these special rates waives your right to the negotiated Government coverage and you will be personally liable for any damages to the rental car.

What size vehicle may I be authorized to rent?

Travelers must use the least expensive compact car available, unless an exception for another class of vehicle is approved. Approved exceptions must be included in the Travel Authorization prior to travel. Approval of exceptions will be on a limited basis and only under one of the following circumstances:

- 1. When use of other than a compact car is necessary to accommodate a medical disability or other special need. A disability must be certified annually in a written statement by a competent medical authority. However, if the disability is a lifelong condition, a one-time certification statement is required. Certification statements must include at a minimum:
 - a. A written statement by a competent medical authority stating that special accommodation is necessary.
 - b. An approximate duration of the special accommodation.

<u>Note:</u> If the traveler is authorized to have an attendant accompany them, ABMC may authorize the use of other than a compact car, if deemed necessary.

- 2. When the cost of other than a compact car is less than or equal to the cost of the least expensive compact car.
- 3. When additional room is required to accommodate multiple employees authorized to travel together in the same rental vehicle.
- 4. When travelers must carry a large amount of Government material or equipment incident to their official business, and a compact rental vehicle will not contain sufficient space.
- 5. When necessary for safety reasons, such as during severe weather or having to travel on rough or difficult terrain.

Can I return the rental vehicle with an empty tank of gas?

Travelers will not be reimbursed for purchasing pre-paid refueling options for rental cars. You are expected to fill the gas tank prior to returning the rental vehicle to the drop-off location. Only when it is deemed advantageous to the government and justified appropriately on the travel voucher may additional fuel service fees for returning the rental vehicle with an empty tank be reimbursed.

<u>Note</u>: If it is not possible to refuel completely prior to returning the vehicle because of safety issues or the location of the closest fueling station, travelers may be reimbursed for vendor refueling charges with proper documentation of the issue that precluded filling the gas tank.

When renting a vehicle, am I protected from personal injury loss in case of an accident?

Yes. The Federal Employees Compensation Act protects employees against losses due to personal injuries received while operating rental vehicles on official business. Employees are protected, unless the accident was caused by willful misconduct.

Can I accept Collision Damage Waiver Insurance or Personal Accident Insurance offered in a car rental agreement?

No. If you have rented the vehicle, as required, under the Government rates you should decline Collision Damage Waiver Insurance and Personal Accident Insurance offered in a car rental agreement. The cost of this insurance is included in the Government rates negotiated with the DTMO. If you are being charged for insurance, contact the rental car company immediately. The cost of this insurance is not reimbursable.

OTHER THAN COACH CLASS TRAVEL

Under what circumstances will Other than Coach Class (First Class) air, rail, and ship travel accommodations be approved?

First Class travel is not permitted, except for the following reasons:

- 1. To accommodate a medical disability or other special need, as documented by a letter from the traveler's personal physician or specialist, see Section "Travel of an Employee with Special Needs".
- 2. When other exceptional travel situations exist, such as security or mission critical travel, a written request from the traveler must justify and clearly define the need for Other than Coach Class accommodations in these circumstances. Approval will be granted on a case-by-case basis, as deemed necessary.
- 3. When Other than Coach Class (Business Class) accommodations are not reasonably available and the requirements and approval for Other than Coach Class (Business Class) travel have previously been met and approved.

All First Class travel must be fully justified, documented, and approved by the Deputy Secretary. When requested, the underlying documentation, which contains the justification, must be submitted to the Administration and Finance Offices.

Under what circumstances will Other than Coach Class (Business Class) air, rail, and ship travel accommodations be approved?

ABMC travelers may request Other than Coach Class (Business Class) accommodations only under the following circumstances:

- 1. To accommodate a medical disability or other special need, as documented by a letter from the traveler's personal physician or specialist, see Section "Travel of an Employee with Special Needs".
- 2. When other exceptional travel situations exist, such as security or mission critical travel, a written request from the traveler must justify and clearly define the need for Other than Coach Class accommodations in these circumstances. Approval will be granted on a case-by-case basis, as deemed necessary.
- 3. Coach class accommodations on an authorized/approved foreign air carrier do not provide adequate sanitation or health standards.
- 4. Where the scheduled flight time, including stopovers and change of planes, is in excess of 14 hours, in accordance with FTR §301-10.125.

You may upgrade to other than coach class accommodations at your personal expense, including through redemption of frequent flyer benefits.

<u>Note:</u> Blanket authorization of other than coach class transportation accommodations is prohibited and shall be authorized on an individual trip-by-trip basis, unless the traveler has an up-to-date documented disability or special need.

When may I use the 14-hour rule to travel other than coach-class?

For travel over 14 hours travelers should normally be authorized economy class accommodations with a rest stop en route or a rest period up to 24 hours upon arrival at your duty site. However, you may use the 14-hour rule to travel via other than coach-class when:

- (1) The origin and/or destination are OCONUS; and
- (2) The scheduled flight time, including non-overnight stopovers and change of planes, is in excess of 14 hours; and
- (3) You are required to report to duty the following day or sooner; and
- (4) The primary purpose of travel is not one of the following: training/instruction, tour renewal travel, R&R travel, or medical evacuation (unless required by a Department of State Regional Medical Officer).

Scheduled flight time is the flight time between the originating departure point and the ultimate arrival point including scheduled non-overnight time spent at airports during plane changes. Scheduled non-overnight time does not include time spent at the originating or ultimate arrival airports.

If other than coach-class accommodation is authorized based on the 14-hour rule then you will not be eligible for a rest stop en route or a rest period upon arrival at your duty site.

FREQUENT FLYER BENEFITS

May I use the frequent flyer or other benefits I receive on Government travel for my personal use?

Yes. On December 28, 2001, the President signed into law a provision that Federal employees may retain promotional benefits, including frequent flyer miles, for personal use.

May I use my frequent flyer benefits to upgrade to a premium-class seat?

Yes, with some conditions. When redeeming frequent flyer miles you must comply with governing Federal Travel Regulations, such as mandatory use of SatoTravel or Carson Wagonlit for all reservations and use of contract carriers. You are still required to fly contract carrier and may not select or choose an airline based on whether it provides frequent flyer benefits or to obtain additional frequent flyer benefits. The agency may not authorize purchase of a higher cost ticket through SatoTravel for the purpose of enabling an employee to apply their frequent flyer miles. SatoTravel is not able to redeem your frequent flyer miles, so you will need to contact the appropriate airline after SatoTravel has ticketed the reservation for official business. Advanced ticketing may be required to redeem the frequent flyer benefit. The ticket charge will post to the agency centrally billed account (CBA) at the time of advance ticketing.

Will the Internal Revenue Service (IRS) tax the frequent flyer benefits or other promotional benefits I receive from Government travel?

No. The IRS has decided not to pursue a tax enforcement program with respect to promotional benefits such as frequent flyer miles.

TRAVEL OF AN EMPLOYEE WITH SPECIAL NEEDS

What is ABMC's policy for paying additional travel expenses incurred by an employee with a special need?

ABMC follows the FTR Part 301-13, to provide reasonable accommodations to an employee with a special need by paying for additional travel expenses incurred.

Under what conditions will ABMC pay for my additional travel expense(s)?

When an additional travel expense is necessary to accommodate a special physical need which is either:

- 1. Clearly visible and discernible; or
- 2. Substantiated in writing by a competent medical authority.

What additional travel expenses may ABMC pay?

Your agency approving official may pay for any expenses deemed necessary to accommodate an employee with a special need including, but not limited to, the following expenses:

- Transportation and per diem expenses incurred by a family member or other attendant who must travel with you to make the trip possible;
- Specialized transportation to, from, and/or at the TDY duty location;
- Specialized services provided by a common carrier to accommodate your special need;
- Costs for handling your baggage that are a direct result of your special need;
- Renting and/or transporting a wheelchair;
- Other than coach-class accommodations to accommodate your special need (under Subpart B of Part 301-10 of the FTR); and
- Services of an attendant, when necessary, to accommodate your special need.

TRAVEL MANAGEMENT CENTER (RESERVATIONS)

Who is the Travel Management Center for ABMC, and how do I contact them?

SatoTravel is the ABMC Travel Management Center contractor for Headquarters. Employees must use SatoTravel for travel reservations, including common carrier transportation (airline and train), hotel/motel reservations, and rental vehicles. ABMC employees have several ways to communicate with SatoTravel:

- Phone reservations 703-931-4290 or toll free 1-800-872-7286;
- Fax 703-931-0079

Carson Wagonlit is the ABMC Travel Management Center contractor for Overseas Operations. Employees must use Carson Wagonlit for travel reservations, including common carrier transportation (airline and train), hotel/motel reservations, and rental vehicles. ABMC

employees in the Office of Overseas Operations should contact the Travel Assistant in the Garches, France office with their travel reservation requirements. The Travel Assistant will contact Carson Wagonlit to make the reservations. Travel originating in Manila, Mexico or Panama should make their reservations either through the travel assistant in Garches or through the local embassy.

What must I do if my travel plans change and I need to go to another destination?

If you are an employee in Headquarters, for phone reservations, call SatoTravel at 703-931-4290. If you are an employee in Overseas Operations, contact the Travel Assistant in the Garches, France office. They will make all the arrangements for your next destination and issue a new ticketed itinerary/invoice. Additional transaction fees may be incurred. Remember to amend your original travel order to reflect the new official business locations and expenses before you attempt to create the voucher. If the changes you make are for personal convenience, you will be responsible for any additional charges.

What if I am in flight status and the airline cancels the next leg of my flight?

Once you are in flight status and the airline makes changes to or cancels your flight, you must work directly with the airline ticket agents to get you on the next available flight. The airline blocks all access to booking reservations on their flights once your flight begins. The only one who can change your flights will be the airline. Unfortunately, SatoTravel or Carson Wagonlit will be unable to redirect your flight in this type of situation.

Must I use the GSA negotiated airline contract carriers?

Yes. In compliance with FTR § 301-10.107, you must use the negotiated contract city-pair carriers for airline reservations. The agency recommends the use of the GSA City Pair with capacity controlled fares (-CA), whenever they are available. Otherwise the GSA City Pair Fare (YCA) shall be used, unless you meet one of the FTR exceptions to use a non contract carrier.

Are there any exceptions to using the contract carrier?

Yes. In compliance with FTR § 301-10.107, the following are exceptions to using an airline contract carrier:

- Seating space on the scheduled contract flight is not available in time to accomplish the purpose of travel, or use of contract service would require you to incur unnecessary overnight lodging costs which would increase the total cost of the trip; or
- The contract's flight schedule is inconsistent with explicit policies of individual Federal departments and agencies or other mandatory users of scheduling employee travel during normal working hours; or
- A non-contract carrier offers a lower fare available to the general public, the use of which will result in a lower total trip cost to the Government of at least 40%. This type of fare

should be evaluated carefully before accepting since these fares usually have restrictions, such as monetary penalties if the flight is cancelled; or

- Rail service is available and such service is cost effective and consistent with mission requirements; or
- Smoking is permitted on the contract flight and the non-smoking section of the aircraft for the contract flight is not acceptable to the traveler.

Sometimes my spouse accompanies me on TDY travel. Can I use a non-contract carrier so we can fly together on the same flight?

You must use the negotiated contract city-pair carriers for airline reservations, unless you meet one of the exceptions identified in the FTR §301-10.107.

If I arrive late to the hotel or motel where I have a confirmed reservation, will my room reservation be guaranteed?

Yes, providing that the hotel has been given advance notice. In guaranteeing a room, however, you are authorizing the hotel or motel to bill for the first night (usually by asking for your Government travel charge card number). In the event you do not use the room and failed to give timely notice, you will be responsible for the hotel cost and will not be entitled to reimbursement, unless there were circumstances beyond your control and acceptable to ABMC.

May I request SatoTravel or Carson Wagonlit to add personal travel reservations in conjunction with my business trip?

Yes. SatoTravel and Carson Wagonlit are full service travel agents and can accommodate reservations for personal travel.

You should create your travel order to reflect ONLY official travel. Once your travel order is approved, Headquarters employees will then need to call SatoTravel to inform them you are traveling on official business, but would like to include personal travel. Explain in detail the official and personal segments of the trip and SatoTravel should be able to make the necessary arrangements for your personal travel. The SatoTravel agent will inform you of any additional fees or expenses.

You will be responsible for payment of all additional expenses attributable to personal travel on your personal credit card (DO NOT use your Government travel charge card). The personal portions of your travel will be booked using standard commercial rates available at the time of booking, since the FTR prohibits the use of contract carrier rates for personal travel. Always remember the official travel takes precedence over personal preference.

Overseas Operations employees will need to coordinate any personal travel reservations in conjunction with business travel with the Travel Assistant in the Garches, France office.

Personal travel reservations originating in Manila, Mexico and Panama should be coordinated through the local embassy.

MANDATORY USE OF THE GOVERNMENT CONTRACTOR-ISSUED TRAVEL CHARGE CARD (Travel Charge Card)

Who may apply for the travel charge card?

All ABMC employees who travel for ABMC may apply for the travel charge card with their supervisor's approval.

Do I have to apply for the travel charge card?

Employees who travel more than 5 times a year are considered frequent travelers and are required to apply for and use the travel charge card for all authorized official travel expenses, including cash travel advances, unless they are granted an exemption. Frequent travelers who refuse to apply for the travel charge card or card holders who have had their travel charge card canceled for misuse, shall not be authorized to receive a travel advance, unless they are covered by an exemption or have applied for and been approved for a waiver.

How do I apply for a travel charge card?

Employees who travel for ABMC may apply for the travel charge card with their supervisor's approval. If you are interested in submitting an application, please contact the Administration Office in Headquarters or the Logistics Office in the Office of Overseas Operations and you will receive detailed instructions.

Do I have to use the travel charge card?

Yes. When you have been issued the travel charge card you are required to use it for the payment of your authorized official travel expenses connected with TDY travel, including airfare; lodging; meals; cash advances; car rental charges and gasoline for the rental car; transportation charges; phone charges; and authorized business expenses, unless you have an exemption.

Are there exemptions for not using the travel charge card?

Yes. GSA provides for some exemptions from mandatory use of the travel charge card such as, parking, local transportation system, taxi, laundry, phone calls, meals (when use of the card is impractical), and tips. If you have a travel charge card, mandatory or not, you have to use it in all but the identified situations, no matter how many times a year you travel.

May I use the travel charge card for personal expenses?

No. The travel charge card may only be used for payment of your official travel related expenses, including charges incidental to travel that may not be reimbursable under applicable law, Government-wide rule or regulation. Employees may not use the travel charge card to

make personal purchases, obtain cash withdrawals unrelated to official travel or for any other purpose unrelated to official travel. The Agency may direct the contractor to revoke an employee's travel charge card for inappropriate use.

May I use the travel charge card for local travel expenses?

ONLY when you have been authorized a rental vehicle for local travel site visits. Employees are allowed to use the travel charge card for renting the vehicle and buying any additional gasoline for its official use.

Note: Local travel is defined as travel within a 50 mile radius of your official duty station.

My travel charge card payment is due, but I have not been reimbursed for my travel expenses, do I have to pay the amount due now?

Yes. According to the terms of the agreement signed by you when you applied for the travel charge card, you must make payment on the account when it is due, regardless of whether you have received reimbursement for your travel. The FTR requires travelers to submit their claims for expenses within 5 working days of completion of travel, so the traveler can be reimbursed timely.

Under what conditions can my travel charge card be suspended, closed, or canceled?

If employees are identified who do not adhere to the travel charge card usage requirements, including (1) charging items that do not adhere to ABMC policy, and or (2) failing to pay their travel card bill in full in a timely manner. Both instances indicated above are considered misuse of the travel card and may be subject to disciplinary action. When a situation of misuse is identified, employees and their supervisors are notified. A copy of the notice is also forwarded to the Human Resources Office to determine if disciplinary action is necessary. Employees who misuse their travel charge card three times will have the card canceled. Employees may request reinstatement of their charging priviledges after 1 year. They will be required to reapply for the travel charge card and the travel card contractor, Citibank, will conduct a credit worthiness test before considering the issuance of a new card.

Some examples of misuse or abuse include, but are not limited to:

- Allowing the travel card to become delinquent or failing to pay the account with sufficient funds;
- Using the travel charge card for unauthorized purchases not associated with official travel, (e.g., personal and family member use of the card or for excessive cash advances, or cash advances not commensurate with official travel);
- Using the travel charge card in the local area (within the 50 mile radius) for expenses other than related to use of approved rental car or gas for the rental car;

- Shared use of the travel charge card with another employee for official travel purposes;
- Failure to use the travel charge card while on official travel, unless exempted; and/or
- Using the travel charge card for conference registration fees.

In addition, the travel card contractor, Citibank, will automatically suspend an account that is over 61 days past due. If Citibank closes an account they will not reopen the account until it has a zero balance and a formal request is made by the Level 3 Agency/Organization Program Coordinator (A/OPC) to the bank to reopen the account. Citibank will perform a credit worthiness check and based on the results, the bank will decide if they wish to issue a new travel card.

PERMANENT CHANGE OF STATION

Who is eligible for a relocation allowance?

You are generally eligible for relocation expense allowances if you are:

- a) A new appointee appointed to your first official station;
- b) An employee transferring in the interest of the Government from one agency or duty station to another for permanent duty, and your new duty station is at least 50 miles distant from your old duty station (see FTR §302-2.6);
- c) An employee performing travel in accordance with your overseas tour renewal agreement (see FTR §302-3.209 through 302-3.224);
- d) An employee returning to his/her place of residence after completion of a prescribed tour of duty for the purposes of separation from Government service or separation from the overseas assignment for reassignment to the same or different Government agency;
- e) An employee eligible for a "last move home" benefit upon separation from the Government (and your immediate family in the event of your death prior to separation or after separation but prior to relocating);
- f) A career appointee to the Senior Executive Service (SES) as defined in 5 U.S.C. 3132(a)(4), and a prior SES appointee who is returning to your official residence for separation and who will be retaining SES retirement benefits; or
- g) An employee that is being assigned to a temporary duty station in connection with long-term assignment.

When will relocation allowances be authorized?

It is ABMC policy that due to the restricted number of positions and unique locations of our overseas sites that all permanent assignments of GS employees to overseas duty stations are in the best interest of the government and therefore relocation allowances will be authorized. This includes first post-of-duty, promotions, demotions, and reassignments. Locally engaged staff are not eligible for relocation allowances except by the approval of the Deputy Secretary.

How are relocation allowances authorized?

The approving official authorizes relocation allowances by completing an "ABMC Authorization to Perform Travel in Connection with Permanent Change of Station" form. Amounts contained in the authorization are estimates to cover all potential relocation expenses. Amounts contained in the authorization do not represent the amount that will be reimbursed. The form is transmitted to the National Business Center (NBC) who will obligate the appropriate funds and arrange for the transportation of household goods.

You must enter a requisition covering expense related to travel and temporary lodging and attach a copy of the completed and signed relocation form in FMS. The requisition must be approved and obligated prior to the commencement of travel. Failure to follow this process could result in an unauthorized commitment.

What relocation expenses are paid or reimbursed for overseas relocation?

Relocation to overseas duty stations will include:

Type of Relocation	Allowances paid by ABMC
Assigned to First Official Station that is OCONUS	 Temporary quarters subsistence expense (TQSE) for you and your immediate family in CONUS until the date of departure overseas (if applicable) Transportation of you and your immediate family Per diem for employee only while in transit to the overseas duty station Transportation & temporary storage of household goods up to 18,000 lbs. Extended storage of household goods Unaccompanied Air Baggage (UAB) Shipment of one privately owned vehicle (POV) The Foreign Transfer Allowance (FTA) Temporary quarters subsistence allowance (TQSA) for you and your immediate family OCONUS until you are placed in your permanent quarters or in temporary quarters that contains a kitchen.

Transfer from CONUS to OCONUS	 Temporary quarters subsistence allowance (TQSA) for you and your immediate family in CONUS until the date of departure overseas Transportation of you and your immediate family Per diem for you and your family while in transit Transportation & temporary storage of household goods up to 18,000 lbs. Extended storage of household goods Unaccompanied Air Baggage (UAB) Shipment of one privately owned vehicle (POV) The Foreign Transfer Allowance (FTA)
Transfer from OCONUS to CONUS	 Temporary quarters subsistence allowance (TQSA) for you and your immediate family OCONUS until the date of departure. Transportation of you and your immediate family Per diem for you and your family while in transit Transportation & temporary storage of household goods up to 18,000 lbs. Unaccompanied Air Baggage (UAB) Shipment of one privately owned vehicle (POV) Miscellaneous Expense Allowance Temporary quarters subsistence expense (TQSE) for you and your immediate family in CONUS Relocation income tax allowance (RITA)
Transfer between OCONUS duty stations	 Temporary quarters subsistence allowance (TQSA) for you and your immediate family OCONUS until the date of departure. Transportation of you and your immediate family Per diem for you and your family while in transit Transportation & temporary storage of household goods up to 18,000 lbs. Shipment of one privately owned vehicle (POV) when the old or new duty station is in Tunisia, Mexico, Panama, or the Philippines. Unaccompanied Air Baggage (UAB) when the old or new duty station is in Tunisia, Mexico, Panama, or the Philippines. The Foreign Transfer Allowance (FTA) Temporary quarters subsistence allowance (TQSA) for you and your immediate family OCONUS until you are placed in your permanent quarters or in temporary quarters that contains a kitchen.
Tour Renewal Agreement Travel	 Transportation of you and your immediate family Per diem for employee only while in transit to/from home of record

Return from OCONUS to Place of Actual Residence for Separation	 Temporary quarters subsistence allowance (TQSA) for you and your immediate family OCONUS until the date of departure, NLT than the last day of employment. Transportation of you and your immediate family Per diem for employee only while in transit Transportation & temporary storage of household goods up to 18,000 lbs.
Last Move Home for SES Career Appointees Upon	 Shipment of one privately owned vehicle (POV) Temporary quarters subsistence allowance (TQSA) for you and your immediate family OCONUS until the data of
Separation	 and your immediate family OCONUS until the date of departure, NLT than the last day of employment. Transportation of you and your immediate family
	 Per diem for employee only while in transit Transportation & temporary storage of household goods up to 18,000 lbs.
	Shipment of one privately owned vehicle (POV)

Under what conditions will a mileage allowance be paid for more than one POV?

When you are entitled to use one POV to transport you and your dependents you may claim mileage for that vehicle at the GSA mileage reimbursement rate. You may be authorized mileage at the same rate for a *second* car in lieu of travel expenses by common carrier for one adult dependent at post. Your reimbursement may not exceed the cost of constructed travel by common carrier for your dependent. Under no circumstances will ABMC reimburse mileage expenses for more than two cars.

UNACCOMPANIED AIR BAGGAGE

What is Unaccompanied Air Baggage (UAB)?

Unaccompanied air baggage is personal belongings needed immediately by you upon arrival at your destination when changing posts. It will be authorized for all PCS moves when transportation is via common carrier, and should be initiated within 30 days of your arrival at your destination. UAB may not exceed the amount authorized based on your family size.

How much Unaccompanied Air Baggage (UAB) is authorized?

An unaccompanied air baggage weight allowance for you and your eligible family members authorized to travel is granted according to the following schedule:

Gross Weight	Kilograms	Pounds
First person traveling	113	250
Second person traveling	91	200
Third person traveling	68	150
Fourth or more persons traveling	45	100

The unaccompanied air baggage weight allowance is *in addition to* the 18,000 lbs of HHG entitlement.

NEW DEPENDENTS

Are new dependents eligible for payment or reimbursement of travel to post overseas?

Yes. If you are married or take legal custody of a child or other family member after being assigned to an overseas duty station your dependent(s) will be eligible for travel and transportation costs to your place of duty. You must provide documentation to the Approving Official (marriage certificate, court order establishing custody, etc.) to establish this allowance.

What travel and transportation costs will be paid for my new dependent(s)?

New dependents are eligible for the following allowances:

- Transportation of your dependent(s) to your overseas place of duty
- Transportation of household goods such that the total moved to post at government expense does not exceed 18,000 lbs.
- Unaccompanied Air Baggage (UAB)

SERVICE AGREEMENTS

What is a service agreement?

A service agreement is a written agreement between you and ABMC, signed by you and an agency representative, stating that you will remain in the service of the Government for a specific period of time after your travel is complete.

When is a service agreement required?

A signed service agreement for the period indicated is required prior to payment for travel expenses in the following situations:

- Initial relocation to a post inside the continental United States: 12 months
- Initial relocation to a post outside the continental United States: 24 months
- Relocation within the United States: 12 months
- Relocation from one overseas duty station to another: 12 months
- Renewal Agreement Travel: 24 months

TRANSPORTATION OF PETS

The contract carrier for my PCS does not accept pets for transportation. May I use a non-contract carrier?

Yes. When pets cannot be transported as accompanied baggage you may use the government rates of a non-contract airline that will accept the pet as checked baggage. This exemption to mandatory use of a contract carrier is in addition to exceptions allowing travelers to use excursion or other low fares offered by various carriers. If the airline does allow the pet to be checked as baggage, this exemption does not apply and the traveler must use the contract carrier.

This exemption applies to all airlines participating in the City Pair Program (CPP). All exemptions to the CPP must be documented in writing. If confirmed space for pets as checked baggage is required and unavailable, the details of the contract carriers inability to meet mission requirements should be noted. Travelers must pay any difference in cost between the CPP fare and that of the non-contract carrier to include the cost of moving the pet because there can be no increased travel cost to the ABMC.

UNITED STATES FLAG AIR CARRIERS

What is a "US Flag Air Carrier"?

An air carrier which holds a certificate under 49 U.S.C. 41102, that is, generally, air carriers owned by United States citizens. It does not include air carriers owned by foreign governments (Air France, Alitalia, etc.) or those owned or incorporated by non-U.S. citizens (Virgin Atlantic, EasyJet, RyanAir, etc.)

When must I travel using U.S. flag air carrier service?

You must travel by U.S. flag air carrier for all travel funded by the U.S. government *except* when:

- The origin or destination is a member state of the European Union, Switzerland, Australia or Japan *and* a contract air fare has *not* been negotiated by GSA (see §301-10.135(b)(1)); or
- One of the exceptions described in FTR §301-10.136, §301-10.137, or §301-10.138 applies.

Code share flights with foreign carriers are considered as "U.S. flag carrier" as long as the travel document lists the U.S. flag carrier code.

What is my liability if I improperly use a foreign air carrier?

You will not be reimbursed for any transportation cost for which you improperly use foreign air carrier service. If you are authorized by your agency to use U.S. flag air carrier service for your

entire trip, and you improperly use a foreign air carrier for any part of or the entire trip (i.e., when not permitted under this regulation), your transportation cost on the foreign air carrier will not be payable by your agency. If your agency authorizes you to use U.S. flag air carrier service for part of your trip and foreign air carrier service for another part of your trip, and you improperly use a foreign air carrier (i.e., when neither authorized to do so nor otherwise permitted under this regulation), your agency will pay the transportation cost on the foreign air carrier for only the portion(s) of the trip for which you were authorized to use foreign air carrier service.

TOUR RENEWAL TRAVEL

What is ABMC's policy on Tour Renewal Travel?

See ABMC Policy Letter 2009-01 for details on Tour Renewal Travel and Home Leave.

REST AND RECUPERATION TRAVEL

What is Rest & Recuperation (R&R) Travel?

R&R Travel is official travel for you and your dependents at government expense to the United States or its territories or other locations abroad which have different social, climatic, or other environmental conditions than your assigned post.

Who is eligible for R&R Travel?

You and your dependents are eligible for R&R Travel with ABMC once every 24 months if your permanent duty station is in Mexico, Panama, Tunisia or the Philippines, as follows:

Duty	Designated Relief	Alternate Relief Location
Station	Location	
Mexico	Houston, TX	Any one city within the United States
Panama	Miami, FL	or a U.S. Territory (American Samoa,
Philippines	Sydney, Australia	Commonwealth of Puerto Rico, Guam,
Tunisia	London, England	the Commonwealth of Northern
	_	Mariana Islands, or the U.S. Virgin
		Islands)

Eligible family members may travel separately from you and are not required to travel to the same destination. Eligibility for R&R Travel is *in addition to* Tour Renewal Travel. R&R and Tour Renewal Travel should be scheduled on alternating years.

What is the procedure for arranging R&R Travel?

If you are eligible you may travel either to your designated or alternate relief location. Funding for travel to an alternate point or points overseas is limited to the round-trip travel costs to your designated relief location. R&R Travel should be scheduled by submitting a standard GSA 87 Travel Authorization with a corresponding OPM-71 Request for Leave.

What type of leave is used in R&R Travel?

Your absence from post for R&R and necessary travel time is charged to annual leave, sick leave if applicable, earned compensatory time, or leave without pay.

SEATING UPDGRADE PROGRAMS

What are coach-class seating upgrade programs?

Sometimes these programs are called "Coach Elite," "Coach Plus," "Preferred Coach" or some other identifier. Under these airline programs, you may obtain for a fee a more desirable seat choice within the coach-class cabin. These airline upgrade or preferred seat choices are generally available for an annual fee, at an airport kiosk or gate or as a frequent flier perk. These coach upgrade options are not considered a new or higher class of accommodation since the seating is still in the coach cabin. ABMC will consider reimbursement for coach-class seating upgrades on a case by case basis for travel duration between 10 – 14 hours. For travel duration less than 10 hours, the use of these upgraded/preferred coach seating options is your personal choice and therefore at your personal expense. ABMC will not reimburse for upgraded/preferred coach seating for travel lasting less than 10 hours. Approval for coach-class seating upgrades must be obtained prior to travel commencing.

EXTRA-FARE SERVICE

What is an extra-fare train?

A train that operates at an increased fare due to the extra performance of the train (i.e., faster speed or fewer stops).

When will an extra-fare train be authorized?

Approving officials at overseas posts may authorize coach or economy class travel via extra-fare train service when such use meets the needs of the mission. Business-class accommodations may be authorized when this service is less expensive than travel via coach or economy-class airplane.

LOCAL TRAVEL

What is local official travel?

Travel is considered local when it is within the 50 mile radius of your official duty station for all ABMC employees. Local official travel pertains to travel in which:

- No airline transportation is authorized; and/or
- No lodging is required.

Local travel expenses, such as mileage, tolls, and parking will be reimbursed to you via form SF 1164 "Claim for Reimbursement for Expenditures on Official Business" after the trip is completed. An electronic version of the form can be found at http://www.gsa.gov/portal/forms/download/115654.

<u>Note:</u> Expenses for local travel may be entered into the FMS <u>after</u> travel has been completed. The agency has determined that local travel will not be classified as an unauthorized commitment as long as the local travel was approved in advance via email by the employee's supervisor or a high level agency official. A copy of the email approval should be scanned and attached to the requisition entered in FMS along with the supervisor approved SF 1164. A requisition for local travel should be entered into FMS within 3 business days of the completion of local travel.

If I am traveling between cemeteries using a GOV and will not incur any reimbursable expenses, do I need to complete form SF 1164?

No. If you are traveling between cemeteries using a GOV and will not personally incur any expenses reimbursable by ABMC (such as fuel, tolls, etc.), then you do not need to complete form SF 1164. Entering a requisition in FMS for these instances is not required.

Can I stay overnight at or near my official duty station (to include surrounding areas)?

Overnight per diem allowances shall not be authorized for travel unless the travel is more than 50 miles from the official duty station AND the employee's residence. The following narrow exemption applies, in which **ALL** criteria must be met before approval can be granted:

- The local travel is not being performed to attend or participate in a conference, meeting, or training for which the agency had any influence over or input into the site selection; and
- The local travel assignment will last at least three consecutive nights and four days and entail at least nine and one-half consecutive hours of work per day on each of those days;
 and
- Is clearly within the Government's interest, for accomplishment of its mission, to permit a particular employee to stay overnight at the site of the local travel assignment on one or more of those night(s), not necessarily consecutive; and
- That employee would be required to perform an extensive amount of driving (defined as at least 80 miles) each way between his/her residence and the site of the local travel assignment, on a daily basis (in a carpool situation, each employee must live at least 80 miles from the TDY site to qualify for this exception); and
- Significant safety issues are raised by the combination of the extended hours of work and the extensive amount of driving for the employee performing this local travel assignment.

<u>Note:</u> In making their discretionary decision on whether these conditions apply, the approving officials should take into account factors such as the region of the United States or foreign country in which the temporary duty is being performed, normal traffic patterns and corresponding speed limits, length of each extended workday and cumulative effect on the particular employee involved, etc. If a per diem allowance is authorized for any day of local travel under this exception, a travel order must be issued to the employee for such day(s).

Am I entitled to any M&IE if I am on local travel for more than 12 hours, but I do not stay overnight?

No, you are not entitled to M&IE on local travel.

May I use my privately owned vehicle (POV) to travel on official business in and around my official duty station?

Yes. However, maximum use of the shuttle services, mass transit, GSA vehicles, etc. should be used, when possible. Reimbursement for local travel, when you use your POV, will be made at the current mileage rates, less your normal commuting costs.

What are "normal commuting costs?"

Employees may be reimbursed transportation expenses incurred in the local travel area to perform official business. Generally, reimbursement may be allowed from whatever point the employee begins the journey to perform official business. However, when the journey begins and/or ends at the employee's home, the approving official must ensure that appropriate reduction is made for normal commuting costs. The Government cannot reimburse an employee for their "normal commuting costs" of going to work each day.

For example: Your normal commute to work each day consists of driving to the bus station from your house (10 miles one way) and paying \$2.00 one way bus fare. Your normal commute cost each day to get to work and back home is \$15.50 roundtrip: 20 miles at \$0.575 (the current mileage rate) equals \$11.50 and bus fare of \$4.00 for a total of \$15.50 each day. You must deduct \$15.50 as your "normal commute deduction" when you submit your form SF 1164 "Claim for Reimbursement for Expenditures on Official Business".

Are there any unusual circumstances where a "normal commute" deduction is not required?

Yes, employees who prepay normal commuting expenses on a weekly, monthly, or other basis to a common carrier, vanpool, parking lot, etc. do not require a "normal commute" deduction.

Are receipts required for local travel expenditures?

Receipts for local travel are required for any expense of more than \$75. A receipt is always required, regardless of amount, when renting a vehicle for official Government business.

Appendix A: Instructions for Completing GSA Form 87, "Official TDY Travel Authorization"

The traveler completes GSA Form 87 at least 5-10 days prior to travel commencing. Click the link below to access a PDF fillable version of the form.

http://ersp01/sites/policies/Documents/ABMC%20Travel Authorization.pdf

Most of the entries on the form are self explanatory. Use the TAB key to advance through the form entry fields. "X" may be entered into boxes. Instructions for completing specific blocks follow below:

- **Box 1:** Enter requisition number generated by FMS. This field will need to be completed after the form is reviewed and approved.
- **Box 2:** Enter the traveler's name.
- **Box 3:** Enter the traveler's title.
- Box 4: Enter "On File".
- **Box 5:** Enter traveler's address. (In most cases, travel will begin from home address)
- **Box 6:** Enter "ABMC HQ" or "ABMC Overseas Operations".
- **Box 7:** Enter traveler's duty station, either "Arlington, VA", "Garches, France" or the name of the traveler's cemetery.
- **Box 8:** Enter traveler's phone number.
- **Box 9:** Select "Original" if this is the original authorization. Select "Amendment" if this document <u>amends</u> a previously approved travel authorization.
- Box 10: Select "Single Trip".
- **Box 11:** Select the Travel Purpose that best describes the reason for traveling.
- **Box 12:** Enter a detailed explanation of the travel purpose. General statements, such as "to attend meeting," do not adequately identify the role of the traveler at the TDY location.
- **Box 13:** Enter your official itinerary in boxes (a) through (i), one line for each stop. Do <u>not</u> include locations for personal travel. If there are more itinerary points than can be included on this form please attach an extra page that includes the information in this box for all additional locations.
- **Box 13a:** Enter the date of departure for each location in the itinerary.
- **Box 13b:** Enter the weekday of departure for each itinerary point.
- **Box 13c:** Enter the city and state (or country) for each itinerary point.
- **Box 13d:** Enter the M&IE rate for each itinerary point, in US dollars.
- **Box 13e:** Enter the maximum lodging rate for each itinerary point, in US dollars.
- **Box 13f:** Enter the total maximum per diem for each itinerary point. This is the sum of boxes 13d and 13e.
- Box 13g: If "actual expenses" are necessary, enter the amount of actual expenses requested.
- **Box 13h:** Enter one of the following values as necessary: "Common Carrier", "Train", "Bus", "Ship", "GOV", or "POV".
- **Box 13i:** Enter one of the following values as necessary: "Taxi", "Train", "Bus", "GOV", or "POV".
- **Box 14:** Select "Yes" if the traveler will be deviating from the officially approved itinerary for personal reasons.

Box 15: Select "Yes" if a contract carrier is being used for all air travel. Select "No" if a contract carrier is not being used because a contract city-pair does not exist, as occurs between most overseas-to-overseas locations. Enter "No contract pair" in Box 22.

Box 16: Select "Yes" if either of the following are true, and include an explanation in Box 22:

- Other than coach class travel accommodations are requested.
- A high speed rail ticket is requested, such as from TGV, Thalys, Treno Alta Velocita, etc.

Box 17A: Select "Yes" if POV use is requested, and select whether POV use is advantageous to the government or not.

Box 17B: Enter the appropriate mileage rate authorized.

Box 18: Select "Yes" if actual expenses are being requested.

Box 19: Select "a" if the traveler has been issued a government contractor-issued travel charge card. Select "c" if the traveler has not been issued a government contractor-issued travel charge card. Do not select "b".

Box 20: Select the appropriate method of purchasing common carrier or train tickets. In most cases, ABMC will purchase the ticket using the Centrally Billed Account.

Box 21: Leave blank.

Box 21A: Will be completed by funds approver.

Box 21B: Will be completed by funds approver.

Box 22: Enter any remarks required.

Box 23A: Enter the total common carrier cost (i.e., the sum of all air, train, bus, or ship tickets).

Box 23B: Enter the total per diem costs for this trip.

Box 23C: Enter the sum of boxes 23A and 23B.

Box 24: If a travel advance is requested check "SF 1038". Otherwise, leave blank.

Box 25: If a travel advance is requested, enter the amount, not to exceed 60% of the amount in box 23B.

Box 26: Enter the appropriate line of accounting information. The Finance Office can assist you in completing these codes for your initial travel authorization.

Box 27A: Enter the name and title of the person authorized to approve the travel authorization.

Box 27B: Signature of the approving official.

Box 27C: Enter the date the authorization was approved.

After the form has been completed and signed, the traveler will need to enter a requisition in the Financial Management System (FMS). The completed and approved GSA Form 87 will need to be scanned and attached to the requisition. Please see the FMS Quick Reference Guide for detailed instructions on entering a travel requisition. The FMS Quick Reference Guide can be found on the FMS website http://ersp01/fms/wiki/SitePages/Home.aspx.

1. AUTHORIZATION NO. OFFICIAL TDY TRAVEL AUTHORIZATION (Note: See Privacy Act Statement on reverse) 2. TRAVELER (first name, middle initial, last name) 3. TITLE 4. SOCIAL SECURITY NO Dorothy Gale Accountant On File 6B. CORR. SYMBOL 5. ADDRESS TO WHICH REIMBURSEMENT CHECK 6A. OFFICE/SERVICE AND DIVISION WILL BE MAILED: **ABMC** 1500 Yellow Brick Road 7. OFFICIAL DUTY STATION OFFICE PHONE NO. Burke, VA 22015 703-696-6900 Arlington VA 9. TYPE 10. CATEGORY X SINGLE TRIP LOA (COST NO COST) X ORIGINAL AMENDMENT 11. TRAVEL PURPOSE (Check one) SPEECH OR CONFERENCE SPECIAL SITE VISIT INFORMATION TRAINING OTHER ENTITLEMENT ATTENDANCE PRESENTATION 12. SPECIFIC TRAVEL PURPOSE Travel to Office of Overseas Operations to assist in completing accounting reconciliation. 13. AUTHORIZED OFFICIAL ITINERARY DO NOT include any personal sidetrips or modes of transportation that are for personal convenience and/or preference. ITINERARY POINT PER DIEM RATE WEEK-DAY ACTUAL DATE MODE OF TRANS MAXIMUM TOTAL MODE OF LOCAL M&IE BETWEEN ITINERARY POINTS (c) (a) RATE LODGING MAXIMUM RATE TRANSPORTATION (b) CITY STATE (d) (q) (i) (e) (e) (h) FROM: VA Fairfax TO: 05/19/2012 Sat Paris France 164.00 384.00 548.00 Air Taxi TO: VA 05/26/2012 |Sat Fairfax TO: YES NO 14. IS THE EMPLOYEE MAKING ANY DEVIATIONS FROM THE AUTHORIZED ITINERARY FOR PERSONAL CONVENIENCE, TAKING ANY ANNUAL LEAVE OR USING A DIFFERENT MODE OF TRANSPORTATION FOR PERSONAL CONVENIENCE? (If "Yes", explain in Item 22, X "REMARKS") (Note: any deviations from the authorized itinerary requires a comparative cost statement on the FSF 1012, Travel Voucher.) 15. IF AIR TRANSPORTATION IS THE AUTHORIZED MODE OF TRAVEL BETWEEN ITINERARY POINTS, IS THE LOWEST PRICED CONTRACT X CARRIER BEING USED BETWEEN ALL ITINERARY POINTS? (If "NO", justify in Item 22) X 16. IS EXTRA FARE AIR (first class, business class, etc.) OR RAIL (Metroclub, pullman, etc.) AUTHORIZED? (If"Yes", justify in Item 22.) 17A, WILL POV BE USED FOR ANY TRAVEL BETWEEN ITINERARY POINTS? (If "Yes", check one box below 17B. MILEAGE RATE AUTHORIZED and complete Item 17B) X PER MILE USE OF POV IS NOT ADVANTAGEOUS TO THE GOVERNMENT. USE OF POV HAS BEEN DETERMINED TO BE FOR PERSONAL CONVENIENCE AND REIMBURSEMENT LIMITED TO CONSTRUCTIVE COST OF COMMON CARRIER. USE OF POV IS ADVAN TAGEOUS TO THE GOVERN-0.51 MENT IS ACTUAL EXPENSE UNUSUAL CIRCUMSTANCES AUTHORIZED? (If "Yes", justify in Item 22) IF ACTUAL EXPENSE IS AUTHORIZED, THE FOLLOWING APPLY: X EXPENSES MUST BE ITEMIZED EACH DAY RECEIPTS ARE REQUIRED FOR LODGING AND EACH MEAL OVER \$ 25.00 (3) REIMBURSEMENT FOR MEAL AND MISCELLANEOUS SUBSISTENCE EXPENSE MAY NOT EXCEED 150% OF THE AMOUNT IN ITEM 20. METHOD OF OBTAINING COMMON CARRIER TICKETS (Check one) (NOTE: If 19a was checked and you check 20b or c, explain in Item 22) 21. FUNDS A. INITIALS 19. TRAVELER IS (Check one) a. GOV'T CHARGE b. GÓV'T CHARGE **OBLIGATED** c. GOVERNMENT TRANSPORTA-TION REQUEST d OTHER c. INFREQUENT a INDIVIDUAL b BLANKET CARD HOLDER GOVERNMENT CHARGE CARD GOVERNMENT CHARGE CARD CARD X TRAVELER 23. EST. COST TO GOVERNMENT Authorized to travel from Fairfax, VA to Paris, France and return. Block 23A includes a \$32.00 TOTAL COMMON 1,180,10 CARRIER COST Sato Admin fee. Block 23B includes an additional \$400 for potential authorized miscellaneous B. TOTAL PER 6,800.00 expenses. DIEM AND OTHER C. TOTAL **ESTIMATED** 7.980.10 COST 24. TRAVEL ADVANCE WILL BE OBTAINED BY (check one) 25. ADVANCE SF 1038, ADVANCE OF FUNDS APPLICATION AND ACCOUNT GOVERNMENT ISSUED CHARGE CARD AUTHORIZED IMPORTANT: SAFETY BELT USE IS MANDATORY. DRIVE SAFELY A SF 1012, TRAVEL VOUCHER MUST BE SUBMITTED TO THE VOUCHER APPROVING OFFICIAL WITHIN 5 WORKING DAYS OF COMPLETION OF TRIP OBJEC1 COST CENTER BUDGET COST PROJECT/ COST CENTER FUND **FUNCTION ORGANIZATION** CLASS **PROSPECTUS** ACTIVITY ELEMENT B 26. NEAR ACCOUNT CLASS 100001 2012 212000 10800 100.00 27A. NAME AND TITLE OF AUTHORIZING OFFICIAL 27B. SIGNATURE (PRESS FIRMLY, USE BALL POINT PEN) 27C, DATE

John Tinman, Director of Finance

OFFICIAL TDY TRAVEL AUTHORIZATION (Note: See Privacy Act Statement on reverse) 2. TRAVELER (first name, middle initial, last name) 4. SOCIAL SECURITY NO. Jean Valjean Interpretation Specialist On File 5. ADDRESS TO WHICH REIMBURSEMENT CHECK 6B. CORR. SYMBOL 6A. OFFICE/SERVICE AND DIVISION WILL BE MAILED: ABMC/ Overseas Operations 55 Avenue Victor Hugo 7. OFFICIAL DUTY STATION 8. OFFICE PHONE NO. Paris, France 75017 Garches, France 33(0)55555555 9 TYPE 10. CATEGORY X SINGLE TRIP COST NO COST) X ORIGINAL AMENDMENT 11. TRAVEL PURPOSE (Check one) TRAINING SPEECH OR CONFERENCE SPECIAL SITE VISIT INFORMATION MEETING OTHER ENTITLEMENT ATTENDANCE PRESENTATION ATTENDANCE 12. SPECIFIC TRAVEL PURPOSE Provide interpretive training to Manila cemetery staff. 13. AUTHORIZED OFFICIAL ITINERARY NOTE: DO NOT include any personal sidetrips or modes of transportation that are for personal convenience and/or preference. PER DIEM RATE ITINERARY POINT WEEK-DAY DATE ACTUAL MODE OF TRANS M&IE MAXIMUM EXPENSE MODE OF LOCAL TOTAL BETWEEN ITINERARY POINTS (c) (a) RATE LODGING MAXIMUM RATE TRANSPORTATION (b) CITY STATE (d) (e) (e) (a) (h) (i) FROM: Paris France TO: 05/20/2012 Sun Manila 85.00 152.00 237.00 Air/Train Philippine Taxi/Bus TO: 05/25/2012 Paris France Friday TO: YES NO 14. IS THE EMPLOYEE MAKING ANY DEVIATIONS FROM THE AUTHORIZED ITINERARY FOR PERSONAL CONVENIENCE, TAKING ANY ANNUAL LEAVE OR USING A DIFFERENT MODE OF TRANSPORTATION FOR PERSONAL CONVENIENCE? (If "Yes", explain in Item 22, X "REMARKS") (Note: any deviations from the authorized itinerary requires a comparative cost statement on the FSF 1012, Travel Voucher.) 15. IF AIR TRANSPORTATION IS THE AUTHORIZED MODE OF TRAVEL BETWEEN ITINERARY POINTS, IS THE LOWEST PRICED CONTRACT X CARRIER BEING USED BETWEEN ALL ITINERARY POINTS? (If "NO", justify in Item 22) X 16. IS EXTRA FARE AIR (first class, business class, etc.) OR RAIL (Metroclub, pullman, etc.) AUTHORIZED? (If"Yes", justify in Item 22.) 17A. WILL POV BE USED FOR ANY TRAVEL BETWEEN ITINERARY POINTS? (If "Yes", check one box below 17B. MILEAGE RATE AUTHORIZED PER MILE and complete Item 17B) X USE OF POV IS NOT ADVANTAGEOUS TO THE GOVERNMENT. USE OF POV HAS BEEN DETERMINED TO BE FOR PERSONAL CONVENIENCE AND REIMBURSEMENT LIMITED TO CONSTRUCTIVE COST OF COMMON CARRIER. USE OF POV IS ADVAN TAGEOUS TO THE GOVERN-MENT 18. IS ACTUAL EXPENSE UNUSUAL CIRCUMSTANCES AUTHORIZED? (If "Yes", justify in Item 22) IF ACTUAL EXPENSE IS AUTHORIZED, THE FOLLOWING APPLY: (1) EXPENSES MUST BE ITEMIZED EACH DAY (2) RECEIPTS ARE REQUIRED FOR LODGING AND EACH MEAL OVER \$ 25.00 X (3) REIMBURSEMENT FOR MEAL AND MISCELLANEOUS SUBSISTENCE EXPENSE MAY NOT EXCEED 150% OF THE AMOUNT IN ITEM 20. METHOD OF OBTAINING COMMON CARRIER TICKETS (Check one) (NOTE: If 19a was checked and you check 20b or c, explain in Item 22) 19. TRAVELER IS (Check one) 21. FUNDS A. INITIĄ a. GOV'T CHARGE b. GÓV'T CHARGE **OBLIGATED** b. BLANKET GOVERNMENT CHARGE CARD C. GOVERNMENT TRANSPORTA-TION REQUEST C. INFREQUENT d. OTHER a INDIVIDUAL B. DATE CARD HOLDER CARD DECLINED GOVERNMENT CHARGE CARD 22. REMARKS 23. EST. COST TO GOVERNMENT Authorized to travel from Paris, France to Manila, Philippines and return. Business class airfare TOTAL COMMON 5,500.00 CARRIER COST is authorized based on FTR Section 301-10.125 (flight time in excess of 14 hours). Block 23A B. TOTAL PER includes a \$32.00 Sato Admin fee. Block 23B includes an additional \$400 for potential 4,000.00 DIEM AND OTHER authorized miscellaneous expenses. Advance of funds requested by traveler. C. TOTAL **ESTIMATED** 9.500.00 COST 24. TRAVEL ADVANCE WILL BE OBTAINED BY (check one) 25. ADVANCE SF 1038, ADVANCE OF FUNDS APPLICATION AND ACCOUNT GOVERNMENT ISSUED CHARGE CARD 2,000.00 **AUTHORIZED** IMPORTANT: SAFETY BELT USE IS MANDATORY. DRIVE SAFELY A SF 1012, TRAVEL VOUCHER MUST BE SUBMITTED TO THE VOUCHER APPROVING OFFICIAL WITHIN 5 WORKING DAYS OF COMPLETION OF TRIP COST CENTER BUDGET **OBJECT** COST PROJECT/ WORK COST CENTER **FUND FUNCTION** ORGANIZATION **PROSPECTUS** ACTIVITY CLASS ELEMENT 26. NEAR ACCOUNT CLASS. 200001 2012 212000 20600 100.00 27A. NAME AND TITLE OF AUTHORIZING OFFICIAL 27B. SIGNATURE (PRESS FIRMLY, USE BALL POINT PEN) 27C. DATE Javert Dujardin, Director of Interpretation

GENERAL SERVICES ADMINISTRATION

1. AUTHORIZATION NO.

GSA FORM 87 (REV. 8-86)

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REMARKS

Appendix B: Instructions for Completing Form SF 1012, "Travel Voucher"

The traveler completes Form SF 1012 within 5 days from the completion of a trip. Click the link below to access a PDF fillable version of the form.

http://ersp01/sites/policies/Documents/ABMC%20Travel_Voucher.pdf

Most of the entries on the form are self explanatory. Use the TAB key to advance through the form entry fields. Instructions for completing specific blocks follow below:

- **Box 1:** Enter "ABMC" and your email address.
- **Box 2:** Select "Temporary Duty".
- **Box 3:** Leave blank.
- **Box 4:** Leave blank.
- **Box 5a:** Enter traveler's name and indicate if you are a GS or FSN employee.
- Box 5b: Enter "On File".
- Box 5c: Enter traveler's home address.
- Box 5d: Enter traveler's office telephone number.
- Box 5e: Enter traveler's duty station, either "Arlington, VA", "Garches, France" or the name of the traveler's cemetery.
- Box 5f: Enter traveler's residence city and state (or country).
- **Box 6:** Enter the period of travel.
- Box 6a: Enter the date travel commenced.
- Box 6b: Enter the date travel ended.
- **Box 7:** Enter the travel authorization information.
- Box 7a: Enter the FMS <u>purchase order</u> number associated with your travel order. This can be found by reviewing your requisition in iProcurement.
- Box 7b: Enter the date of the FMS requisition.
- **Box 8:** If you received a travel advance, complete boxes (a) through (d), otherwise leave blank.
- Box 8a: Leave blank.
- Box 8b: Leave blank.
- Box 8c: Leave blank.
- Box 8d: Leave blank.
- **Box 9:** If you received a travel advance, complete boxes (a) through (c) otherwise leave blank.
- Box 9a: Enter the date the traveler received the travel advance.
- Box 9b: Enter the amount of the travel advance received.
- Box 9c: Traveler's signature, if travel advance was received.
- **Box 10:** Leave blank.
- **Box 11:** Leave blank.
- **Box 12:** Enter any travel expenses billed on the Centrally Billed Account (i.e. purchased by HQ or Garches office).
- Box 12a: Enter the amount of the common carrier or train ticket.
- Box 12b: Enter the issuing carrier initials (i.e. UA for United Airlines).
- Box 12c: Enter "Airfare" or "Train".
- Box 12d: Enter the date the ticket was issued.
- Box 12e: Enter the city and state (or country) where flight or train commenced.

Box 12f: Enter the city and state (or country) where flight or train ended.

Box 13: Traveler signature and date. Enter amount claimed from "Total Amount Claimed" line on "Schedule of Expenses and Amounts Claimed".

Box 14: Signature and date of the approving official.

Box 15: Leave boxes (a) through (c) blank.

Box 16: Signature and date of authorizing official

Box 17a: Leave blank.

Box 17b: Enter amount claimed from box 13.

Box 17c: Enter amount of travel advance received, otherwise leave blank.

Box 17d: Enter net amount due to traveler (this is box 17b minus box 17c).

Box 18: Leave blank.

Instructions for completing page 2 of SF 1012, "Travel Voucher" – "Schedule of Expenses and Amounts Claimed".

Instructions are listed on the "Schedule of Expenses and Amounts Claimed". However, please be sure to include the following information:

- Indicate the number of pages of amounts being claimed (i.e. page 1 of 1 or page 1 of 2, etc.).
- Enter the FMS requisition number in the Travel Authorization No. box.
- Enter the traveler's last name.
- Enter all other detailed expenses as instructed on the "Schedule of Expenses and Amounts Claimed".

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05/26		Taxi from Paris hotel to CDG												70.84
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In compliance with the Privacy Act of 1974, the following information is provided: Solicitation of the information on this form is authorized by 5 U.S.C. Chap. 57 as implemented by the Federal Travel Regulations (FPMR 101-7), E.O. 11609 of July 22, 1971, E.O. 110012 of March 27, 1962, E.O. 9397 of November 22, 1943, and 26 U.S.C. 6011(b) and 6109, The primary purpose of the requested information is to determine payment or reimbursement to eligible Revenue Code (26 U.S.C. 6011 (b) and 6109) and E.O. 9397, November 22, 1943, for use as a taxpayer analor								Enter grand total of columns (I), (m) and (n), below and in item 13 on the front of this form.						
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American Battle Monuments Commission Policy

Human Capital Manual

Foreign Language Requirements

Effective Date: 07-01-2015 Sunset Date: 07-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy for foreign language requirements.

2. Background

Foreign language skill is necessary to supervise the local workforce, interact with the local community, host national government officials, and integrate successfully into living and working in a foreign country.

3. Definitions

- A. <u>Interagency Language Roundtable</u> (ILR): An unfunded Federal interagency organization established to coordinate and share information about language-related activities at the Federal level. See Appendix A for a list of ILR skill level definitions.
- B. USDH: United States Direct Hire. Refers to employees who are U.S. citizens hired in the General Schedule (GS).
- C. Overseas: Refers to all locations outside of the 50 U.S. States.

4. Applicability

This policy applies to all USDH permanent overseas positions.

5. Policy

A. The minimum language requirements for each country are as follows:

Employee	Country	Minimum Requirement
Cemetery Administrators (GS-1630)	Belgium (Ardennes, Henri-Chapelle)	Speaking ILR 3 (French) Reading ILR 2+ (French)
	Belgium (Flanders Field)	Speaking ILR 3 (Dutch) Reading ILR 2+ (Dutch)
	England	Speaking ILR 3 (French) Reading ILR 2+ (French)
	France	Speaking ILR 3 (French) Reading ILR 2+ (French)
	Italy	Speaking ILR 3 (Italian) Reading ILR 2+ (Italian)
	Luxembourg	Speaking ILR 3 (French) Reading ILR 2+ (French)
	Mexico City	Speaking ILR 3 (Spanish) Reading ILR 2+ (Spanish)
	Netherlands	Speaking ILR 3 (Dutch) Reading ILR 2+ (Dutch)
	Panama	Speaking ILR 3 (Spanish) Reading ILR 2+ (Spanish)
	Philippines	Speaking ILR 3 (French) Reading ILR 2+ (French)
	Tunisia	Speaking ILR 3 (French) Reading ILR 2+ (French)
All other Series	All	Speaking ILR 1+ (French) Reading ILR 3 (French)

Note: In order to maximize employee mobility and provide a meaningful career ladder, ABMC requires French language proficiency in England and the Philippines.

B. It is a pre-requisite of employment for all employees to meet the minimum requirements specified in paragraph 5.A prior to appointment.

- C. The Secretary or designee may waive the minimum requirements specified in paragraph 5.A on a case-by-case basis. The waiver must be in writing with an explanation for the action and must be signed prior to advertising a position or making a non-competitive appointment. Employees appointed under this section will have "Foreign Language Ability" added as a Critical Factor on their Performance Standard until they meet the minimum standard.
- D. Current employees who do not meet the minimum requirements specified in paragraph 5.A will receive training at Agency expense until the minimum requirements are met. Training will also be available to prepare employees for assignment at other locations.
- E. Language ability will be a consideration for all positions with a minimum language requirement but it is not the sole criterion and is not a guarantee of appointment.
- F. All language tests will be conducted by an external organization approved by the Agency Human Resources Office.
- G. Dependent family members at overseas posts may participate in foreign language training offered by the Department of State and may enroll in online language training (e.g. Rosetta Stone) at Agency expense.

6. Policy Authorities

36 U.S.C. §2103 (ABMC authorizing legislation)

7. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation or ABMC policy.

Appendix A – Interagency Language Roundtable Skill Definitions

Note: The designation 0+, 1+, 2+, 3+, or 4+ is assigned when proficiency substantially exceeds one skill level and does not fully meet the criteria for the next level.

ILR Level 0 - No proficiency

The baseline level of the scale is no proficiency, rated 0. The following describes the traits of an ILR Level 0 individual:

- oral production limited to occasional, isolated words
- may be able to ask questions or make statements with reasonable accuracy only with memorized utterances or formulae
- unable to read connected prose but may be able to read numbers, isolated words and phrases, personal and place names, street signs, office and shop designations
- understanding limited to occasional isolated words or memorized utterances in areas of immediate needs.
- may be able to produce symbols in an alphabetic or syllabic writing system or 50 of the most common characters

ILR Level 1 – Elementary proficiency

Elementary proficiency is rated 1 on the scale. The following describes the traits of an ILR Level 1 individual:

- can fulfill traveling needs and conduct themselves in a polite manner
- able to use questions and answers for simple topics within a limited level of experience
- able to understand basic questions and speech, which allows for guides, such as slower speech or repetition, to aid understanding
- has only a vocabulary large enough to communicate the most basic of needs; also makes frequent punctuation and grammatical mistakes in writing of the language
- the majority of individuals classified as Level 1 are able to perform most basic functions using the language; this includes buying goods, reading the time, ordering simple meals and asking for minimal directions

ILR Level 2 – Limited working proficiency

Limited working proficiency is rated 2 on the scale. A person at this level is described as follows:

- able to satisfy routine social demands and limited work requirements
- can handle with confidence most basic social situations including introductions and casual conversations about current events, work, family, and autobiographical information

• can handle limited work requirements, needing help in handling any complications or difficulties; can get the gist of most conversations on non-technical subjects (i.e. topics that require no specialized knowledge), and has a speaking vocabulary sufficient to respond simply with some circumlocutions

- has an accent which, though often quite faulty, is intelligible
- can usually handle elementary constructions quite accurately but does not have thorough or confident control of the grammar

ILR Level 3 – Professional working proficiency

Professional working proficiency is rated 3 on the scale. Level 3 is what is usually used to measure how many people in the world know a given language. A person at this level is described as follows:

- able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most conversations on practical, social, and professional topics
- can discuss particular interests and special fields of competence with reasonable ease
- has comprehension which is quite complete for a normal rate of speech
- has a general vocabulary which is broad enough that he or she rarely has to grope for a word
- has an accent which may be obviously foreign; has a good control of grammar; errors virtually never interfere with understanding and rarely disturb the native speaker

ILR Level 4 – Full professional proficiency

Full professional proficiency is rated 4 on the scale. A person at this level is described as follows:

- able to use the language fluently and accurately on all levels and as normally pertinent to professional needs
- can understand and participate in any conversations within the range of own
 personal and professional experience, with a high degree of fluency and precision
 of vocabulary
- would rarely be taken for a native speaker, but can respond appropriately even in unfamiliar grounds or situations
- makes only quite rare and minute errors of pronunciation and grammar
- can handle informal interpreting of the language

ILR Level 5 – Native or bilingual proficiency

Native or bilingual proficiency is rated 5 on the scale. A person at this level is as fluent as an educated native speaker.



American Battle Monuments Commission Policy Human Capital Manual

Telework						
Effective Date: 06-01-2015	Sunset Date: 06-01-2018					

1. Purpose

This document sets forth the American Battle Monuments Commission (ABMC) policy concerning telework.

2. Background

Teleworking, through the use of technology, allows employees to work away from the traditional office. The ABMC telework policy allows for participation based on the specific nature and content of the work to be performed rather than on position, grade, or work schedule. It supports the mission of the ABMC and facilitates the accomplishment of work while promoting emergency preparedness, workforce efficiency, quality of work-life balance, and cost savings. The Telework Enhancement Act of 2010 identifies agencies responsible for providing guidance and establishes baseline expectations for telework in the Federal government. In response to the act, OPM developed the "Guide to Telework in the Federal Government." This policy is based on OPM guidance.

3. Policy

- A. It is the policy of the ABMC to support the use of telework for those projects/duties that are suitable for completion at an alternative work site. The ABMC Telework Program is offered as workplace flexibility that assists ABMC in maintaining continuity of operations, while also supporting the agency's goal of improving an employees' ability to balance their work and life commitments, provided that the efficiency of the ABMC and its mission are not adversely impacted.
 - 1) Telework is not a right. While telework is a voluntary program, all ABMC employees who are eligible to telework must have a signed telework agreement even if the employee does not intend to participate as a teleworker. Agreements will be reviewed annually. Modifications to the telework agreement may be proposed by employees and managers alike. Permission to telework is subject to termination for failure to adhere to the telework agreement and/or

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- this policy. Employees and managers must successfully complete telework training (found on www.telework.gov) before signing a telework agreement.
- 2) An employee must have the ability to work effectively with colleagues while teleworking. Telework must not diminish employee or agency performance.
- 3) Proper resources, technology, and equipment must be available; however, ABMC will not be responsible for any costs associated with the operation or maintenance of the employee's home or alternate work site or other incidental costs (e.g., utilities) associated with the use of the work site. ABMC will provide employees with one computer – no additional computers will be provided for telework, and teleworkers must comply with ABMC IT Security policy. Teleworkers may use general office supplies of a nominal value (e.g. paper, diskettes, etc.) needed to perform official duties. Employees must use ABMC-purchased supplies and services to perform their work to the maximum extent possible and reasonable (e.g., paper, tablets, envelopes, ABMC Federal Express account, ABMC calling card, ABMC cell phone, courier services, etc.). For situations in which an employee must incur an expense while conducting authorized work, the employee is entitled to reimbursement if permitted by law and approved by their supervisor in advance of incurring the expense. Telecommuting should not, however, result in unreasonable cost to the government.
- 4) The employee's official duty station will generally not change as a result of participation in the ABMC Telework Program. An employee's official duty station is always determined in accordance with applicable law and regulation.
- **B.** Employees (including those who are ineligible or who decide to not participate in the telework program) may be required to telework in emergency situations (e.g., civil disruptions, inclement weather and associated travel conditions, national security situations, natural disaster, public health emergencies, power outages, unusual traffic situations, water main breaks, etc.). The requirement to telework in response to emergency must be reflected in the employee's Telework Agreement. Emergency situations are not subject to the ABMC Telework policy.
- C. Safety while teleworking is of the utmost importance. Teleworkers injured while performing official duties at an appropriate alternative worksite, may be eligible for benefits under the Federal Employees' Compensation Act (FECA).
- **D.** Teleworkers are responsible for:
 - 1) Observing all applicable ABMC policies and procedures.

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2) Selecting an appropriate alternative worksite location that supports productive work and provides an environment, internet and telephone service, and security conducive to working effectively. Supervisors are authorized to reject an employee's selection of a particular alternative worksite location if it does not meet the standards defined in this policy. Supervisor's may inspect an employee's alternative worksite (with at least 24 hours' notice) to ensure standards are met.

- 3) Meeting job-related requirements, including but not limited to all requirements regarding communication, accessibility, and collaboration. Teleworkers should use email, telephone, chat, and other means to communicate with vendors, customers, colleagues, and supervisors.
- 4) Reporting to their official worksite (or other required location) to meet agency needs, regardless of their agreed upon telework schedule.
- 5) Recording hours of telework appropriately in the time and attendance system. Travel time between teleworkers' alternative work sites and official duty stations is not to be recorded as time worked.
- Incurring all operating costs associated with the use of a home or other location as an alternative work site. The employee is responsible for maintenance and repair of any personally-owned equipment. Employees may be held liable for any loss, theft, or damage to ABMC property while in their possession. Teleworkers must immediately notify the ABMC Helpdesk and their supervisor regarding any lost or stolen ABMC property and/or sensitive information.
- 7) Utilizing required security protections pertaining to the protection of information and information system resources, including Personally Identifiable Information (PII) and other sensitive information.
- **E.** In addition to traditional supervisory responsibilities, supervisors of teleworkers are responsible for:
 - 1) Ensuring telework does not place undue hardship or extra workload on other employees.
 - 2) Treating teleworkers and non-teleworkers equally in relation to work assignments, awards and recognition, performance evaluations, development opportunities, and promotions.
 - 3) Using appropriate work tracking and communication tools.
 - 4) Maintaining appropriate office coverage if needed, telework agreements may be altered to ensure office coverage.
 - 5) Determining employee eligibility for telework.

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- **F.** The ABMC Chief of Human Resources is the designated Telework Managing Officer (TMO). The TMO is responsible for:
 - 1) Developing, implementing, and evaluating the ABMC telework program. An evaluation of the program occurs annually.
 - 2) Providing expertise and guidance related to teleworking to ABMC leadership.
 - 3) Serving as the telework primary point of contact and resource for OPM, managers, and employees.
- **G.** ABMC will establish reporting as required by OPM, and ABMC employees and supervisors will monitor, track, and report telework activities accordingly.
- H. While supporting an employee's need for flexibility, the ABMC Telework Program is not a substitute for personal leave or dependent care. Family and personal responsibilities must not interfere with work time at home. Personal disruptions such as non-business telephone calls and visitors are to be kept to a minimum while telecommuting. Employees may not have a dependent who is not fully self-sufficient at home during the telecommuting hours unless there is a fully qualified caregiver present there at the same time.
- I. The ABMC Chief of Personnel Services is the designated Telework Coordinator (TC). The TC carries out the day-to-day responsibilities of the ABMC Telework Program and is subject to the oversight of the TMO.

4. Applicability

- A. This policy applies to all ABMC employees (as defined in <u>Section 2105 of Title 5 of the United States Code</u>), including Locally Engaged Staff, other than those:
 - 1) On leave restriction;
 - 2) On a Performance Improvement Plan;
 - 3) Currently under a proposed disciplinary/adverse action;
 - 4) Receiving disciplinary/adverse action at any time within 12 months before the desired program participation date;
 - 5) For whom an overall performance summary job standards rating falls below Acceptable;
 - 6) In a probationary/trial period status;
 - 7) In a student intern or volunteer position;
 - 8) For whom their official duties require daily, direct handling of secure materials deemed inappropriate for telework; or
 - 9) For whom on-site activities cannot be handled remotely or at an alternate worksite.

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B. Probationary/trial employees may request telework during the first 12 months of their initial appointment under limited circumstances (e.g., inclement weather, emergency situations, holiday season).

5. Policy Authorities

- A. Public Law No. 111-292 (Telework Enhancement Act of 2010)
- **B.** OPM Guide to Telework in the Federal Government

6. Definitions and Acronyms

Alternative Work Site: The work site other than the agency designated work site, such as the employee's home or other approved location.

Unscheduled Telework: Telework occurring when severe weather conditions or other circumstances disrupt or prevent employees from commuting or reporting to work.

Home Safety Self-Certification: A checklist to be completed and submitted to managers along with the Telework Agreement. The Home Safety Self-Certification assesses the overall safety of the employee's alternative work site.

Emergency Response Employee: An employee necessary to continue the agency onsite operations (e.g., security, facilities, or data center support) in a variety of emergency situations. These employees may be directed by their manager/supervisor or ABMC senior management to report to the work site in support of critical business functions when the work site is closed.

Emergency Telework: Telework occurring during an emergency or contingency situation when an ABMC work site is closed or access to the work site is compromised.

Episodic or Situational Telework: A telework arrangement that occurs on an occasional, non-routine, irregular, or ad-hoc basis.

ABMC Performance Management Program: The process of managing performance within the context of the organization's goals and objectives, which involves planning, review and feedback, and evaluation.

Mission Essential Employee: An employee necessary to carry out the agency mission in a variety of emergency situations, critical to implementation of business continuity. These employees may be directed by their manager/supervisor or ABMC senior management to telework if they have a telework agreement in place; relocate to alternate work sites; or report to the work site in support of critical business functions when the work site is closed.

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Official Duty Station: The location where the work activities of the employee's position of record are based (i.e., the place where the employee would normally work absent a telework agreement).

Personally Identifiable Information (PII): Any information about an individual which can be used to distinguish or trace that individual's identity, or any other personal information which is linked or linkable to that individual. PII includes the personal data of war dead as well as employees, contractors, and visitors to ABMC offices, cemeteries and memorials.

Regular or Recurring Telework: A telework arrangement that takes place on a recurring and ongoing basis on an established schedule.

Telework: A work arrangement in which an employee performs officially assigned duties at home or other alternate work site. The terms telework and telecommuting are synonymous and include working at home or in other approved work sites.

Telework Agreement: The Telework Enhancement Act of 2010 requires all telework participants to have a written agreement, for every type of telework entered into between an agency manager and an employee authorized to telework. The agreement outlines the types of telework for which an employee is eligible and is mandatory in order for any employee to participate in telework. Telework Agreements are to be renewed annually no later than January 31st of each calendar year; or for new teleworkers, before participation for that year. An employee can update his/her agreement after that date to make changes and submit it to their manager/supervisor for approval.

Telework Coordinator (TC): The TC carries out the day-to-day responsibilities of the ABMC Telework Program and is subject to the oversight of the Telework Managing Officer.

Telework Managing Officer (TMO): The TMO must be a senior official of the ABMC with direct access to the Secretary. The TMO is accountable for the ABMC Telework Program and serves as a high-level advisor for agency leadership, a resource on telework issues for managers and employees, and is responsible for policy development and implementation related to the ABMC Telework Program.

7. Mandatory Review

ABMC will review this policy every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OPM guidance, or ABMC policy.

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American Battle Monuments Commission Policy

Human Capital Manual

Learning & Professional Development

Effective Date: 11-17-2015 Sunset Date: 11-17-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy for employee learning and professional development.

This policy letter supersedes all previous ABMC policies on training.

2. Background

The Government Employees Training Act (GETA), which became law in 1958, gives Federal agencies general authority for employee training. Among its many provisions, this law authorized the use of non-Government training resources to meet identified training needs which otherwise could not be met with existing Governmental programs and facilities.

GETA establishes a flexible framework for the training and development of the Federal workforce. Specifically, it allows agencies to fund employee training to assist in achieving their mission and performance goals by improving employee and organizational performance. Amended in 1994, the Act permits agencies to take advantage of the existing training marketplace, Government or non-Government.

Employee development helps organizations achieve greater success. This policy is designed to help employees strengthen their skills, knowledge, and experience, as well as to promote broader employee engagement in the ABMC mission. Employee development planning and strategies will be directly linked to core functions to ensure the highest return on investment for the organization.

3. Policy

A. Responsibilities.

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- 1) Human Resources shall:
 - (a) Coordinate program requirements.
 - (b) Research and publish training opportunities on the agency intranet, OneABMC.
 - (c) Schedule education/professional development opportunities.
 - (d) Coordinate and evaluate courses. Course evaluations will be published on OneABMC.

1

- (e) Review and update this policy at a minimum every 3 years.
- (f) Prepare and make available, via OneABMC, an annual training report, including an analysis of learning and professional development program effectiveness, program recommendations, and statistical information on the number of employees attending educational/developmental courses (including virtual attendance), number of different courses completed, and the total cost (course fees, travel and per diem).
- (g) Provide input for the development of a standardized Individual Development Plan (IDP). *See Appendix A*
- 2) The Deputy Secretaries shall:
 - (a) Approve and implement a standardized IDP for subordinate staff in accordance with policy guidelines.
 - (b) Approve the selection of attendees for training based on the procedures and criteria set forth in paragraph 3.E. below.
- 3) Supervisors shall:
 - (a) Annually approve and implement a standardized IDP for all subordinate staff in accordance with policy guidelines.
 - (b) Conduct an annual mentoring meeting with each subordinate staff member to discuss the IDP.
 - (c) Return completed IDPs to the appointed Training Coordinator or Human Resources representative.
- 4) Employees shall:

- (a) Discuss with their supervisor the criteria used in development of their IDP.
- (b) Participate in the selection of professional development coursework in support of the local mission and personal goals for the IDP, in accordance with policy guidelines.
- (c) Assist the supervisor in establishing a plan for coverage of duties during times when they are away from the duty station to receive training.
- B. General Requirements. The following requirements apply to all IDPs developed under this policy:
 - 1) Formal courses will be selected in consideration of the specific and individual needs of the employee:
 - (a) The courses required to enable employees to effectively perform the duties and responsibilities in their current Position Description (PD).
 - (b) The employee's preferred coursework that directly correlates with ABMC mission and goals.
 - 2) IDPs will be developed in accordance with merit system principles set forth in Title 5 U.S.C. Sec. 2301(b)(2). These principles require that IDPs be developed without regard to employees' political preference, race, color, religion, national origin, sex, marital status, age, or handicapping condition, and with proper regard for their privacy and constitutional rights.

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- 3) IDPs will be developed to ensure that employees with a physical or mental disability receive equal consideration per Title 29 CFR, Pt. 1614.
- 4) IDPs will align with ABMC goals and objectives.
- 5) The 28 OPM Leadership Competencies are critical to the successful development of employees, leaders and managers. Learning and Professional Development opportunities should be selected to support the OPM Leadership Competency model. *See Appendix B*
- 6) IDPs will be designed to enhance employees' skills, knowledge and abilities as outlined in their PD.
- C. Tuition Assistance. The following requirements apply to the reimbursement of employees seeking advanced schooling.
 - 1) Approval must be obtained at the Deputy Secretary level prior to registering for classes paid with tuition assistance.
 - 2) The classwork or degree must be directly relative to the mission and in the best interest of ABMC. This will be determined by the employee's supervisor and approved by the respective Deputy Secretary.
 - 3) Employees can only receive tuition assistance for any preapproved course work that receives a passing grade. Should the employee fail to achieve a passing grade, the employee will reimburse ABMC for the tuition received.
- D. Long-term training commitments. Approval of long-term training commitments shall be subject to a length of service agreement.
- E. Competitive Selection Process. From time to time, limited opportunities arise for attendance at programs such as interagency training assignments or private sector or government conferences and symposia.
 - 1) When these opportunities present themselves, they will be announced to the ABMC workforce. Interested candidates can self-nominate through their supervisor for selection to attend the programs, indicating their reasons and goals for attending.
 - 2) All candidates will be considered on a fair and equitable basis, with the objective of making these opportunities broadly available to as many employees as possible. Consideration will be given to relevance to the candidate's current position description and IDP, the frequency and/or recency of the candidate's attendance at similar programs, and the candidate's seniority and job performance rating.

3) The selecting official will normally be the Director of Cemetery Operations for the cemeteries and the Executive Officers for their respective staffs. Decisions will be elevated to the Deputy Secretaries should competition cross those organizational boundaries.

4. Applicability

This policy applies to all ABMC employees.

5. Policy Authorities

- A. OPM Training Policy Handbook, May 11, 2007
- B. 5 U.S.C. Sec. 41 (This policy is established as required by 5 U.S.C Sec. 4103(a))
- C. 5 CFR, Pt. 410
- D. 5 CFR, Pt. 412
- E. Executive Order 11348
- F. Government Employees Training Act (GETA)
- G. Job Family Position Classification Standard for Administrative Work in the Equipment, Facilities, and Services Group, GS-1600, May 2003
- H. Veterans Recruitment Appointment. For employees hired under the Veterans Recruitment Appointment (VRA) authority this plan meets the requirements of 38 U.S.C. Sec. 4214(b)(1)(D).

6. Definitions and Acronyms

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Assistant Superintendent - An operational title given to a Cemetery Administrator who assists a Superintendent at a specific cemetery and/or monument(s).

Cemetery Administrator - An ABMC GS employee, grade of GS-1630-7/9/11/12/13/14 that works on site at an overseas cemetery.

CHI – Certified Heritage Interpreter - A National Association for Interpretation professional certification that concentrates on "front line" interpreters who present programs and develop non-personal media.

CIG – Certified Interpretive Guide - A National Association for Interpretation certification category for people who have not had previous opportunities to complete the experience or education required for certification in the four professional categories. Offers an opportunity for guides to receive training in interpretive techniques and then be acknowledged with an internationally recognized certification.

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CIP – Certified Interpretive Planner - A National Association for Interpretation professional certification category for people who prepare master plans, exhibit plans, or other comprehensive planning efforts.

CIM – Certified Interpretive Manager - A National Association for Interpretation professional certification category for people who manage an interpretive facility, supervise staff, prepare budgets, or are otherwise responsible for daily operations of an interpretive site.

COR – Contracting Officer's Representative - This training course is designed to provide non-contracting personnel with knowledge of the federal acquisition process, as well as the knowledge and skills to execute responsibilities as a representative of the contracting officer.

Deputy Superintendent – An operational title given to a Cemetery Administrator who assists a Superintendent at a large cemetery and/or monument(s), with complete authority over the site in the Superintendent's absence.

IDP – Individual Development Plan – An organized approach to professional development activities and programs that is designed to improve the employee's professional skills and the agency's productivity. The IDP is developed jointly by the supervisor and employee. It outlines the employee's developmental objectives and the developmental activity for achieving these objectives. The purpose of the IDP is to target competencies and skills to be developed for two purposes: 1) growth in the employee's current position and 2) the employee's pursuit of future career goals.

ILR – Interagency Language Roundtable – An unfunded interagency organization established to coordinate and share information about language-related activities at the Federal level.

NAI – National Association for Interpretation – A professional organization with the mission of inspiring leadership and excellence to advance natural and cultural interpretation as a profession.

OneABMC - The ABMC intranet site.

PD – Position Description – A description of the duties and responsibilities of an employee classification, as well as a list of the knowledge, skills and abilities a person would need to be completely successful in that position.

Superintendent – An operational title given to a Cemetery Administrator responsible for a specific cemetery and/or monument(s).

U.S.C. – United States Code – A consolidation and codification by subject matter of the general and permanent laws of the United States. It is prepared by the Office of the Law Revision Counsel of the United States House of Representatives.

7. Mandatory Review

Issue Date: 11-17-2015

ABMC will review this policy every three years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation or ABMC policy.

Appendix A – Individual Development Plan (IDP)										
Employee Name	Grade GS/LES-xx	Position Title	Supervisor's Name							
Section I - ORGANIZATIONAL ENHANCEMENT AND CAREER GOALS										
	(C	ompleted by the Supervisor and Em	- ,							
Short-Term Goals (1-2 Years) Long-Term Goals (2-5 years)										
	Secti	on II - INDIVIDUAL DEVELOPMENT (Completed by Supervisor & Emplo								
Development Objectives		evelopmental Assignments, etc., cluding target completion dates.	Other Activities							

Individual Development Plan (IDP) Section III - Required Training Accomplishment Schedule (Completed by Supervisor & Employee) Formal Training Vendor/Location (e.g. Learning and Development Opportunity **FY Quarter Projected** interagency, out-of-agency, private sector, of Planned Cost correspondence, etc.) Training, i.e. 1st, 2nd, 3rd, 4th **Bi-Annually No FEAR Act** Annually **Ethics Awareness Diversity Training** Annually http://iatraining.disa.mil/eta/cyberchallenge/ Initially and **IT Security Awareness** launchpage.htm (Currently used by ABMC) **Annually Equal Employment Opportunity** Annually Supervisory Required Training **Veteran Employment Training for Federal Hiring** Annually **Managers & HR Professionals Initial and Ongoing Supervisory Training** (5 U.S.C. 4121, Initial supervisory training within one Within the year of a new supervisor's appointment; ongoing first year and supervisory training at least once every three years): every 3 years Agencies are required to provide training to develop there after supervisors and managers as part of a comprehensive management succession program.

Individual Development Plan (IDP)										
Section IV - Formal Training and Accomplishment Schedule (Completed by Supervisor & Employee)										
Learning and Development Opportunity	Formal Training Vendor/Location (e.g. interagency, out-of-agency, private sector, correspondence, etc.)	Projected Cost	FY Quarter of Planned Training, i.e. 1 st , 2 nd , 3 rd , 4 th	Priority Code (see key below)						

		Note: Implementation of this IDP is subject to management's decisions about how training resources should best be applied to support the
Employee's signature	Date	ABMC mission and the professional development of the staff of ABMC.
Supervisor' signature	Date	
 1 = Training that must be accomplished adverse impact on the organization's mission. Training that is required to memployee's duties. 2 = Training required to maintain the systematic replacement of skilled emprealignments, etc. Deferment of this adverse mission effect. Learning and of the critical elements areas of the Engreaus rated below fully successful in the areas rated below fully	column with either 1, 2, or 3 based on the following during the immediate performance cycle or it was mission. The training is critical for accomplishing maintain required certifications for the performance organization's capability to carry out its mission, so loyees resulting from promotions, reassignments, raining during the current performance cycle would be development opportunities that will support impromployee Performance and Appraisal Plan. Priority	till have a direct the day-to-day of the such as for the retirements, ld have an ovement in one will be given to e the se mission ng and staff such as the

Appendix B – OPM Leadership Competency Model

1. Background

Policy Number: 9.26

In 1991, the U.S. Office of Personnel Management (OPM) identified and validated individual and organizational competencies that are important for the effective performance of supervisors, managers, and executives. A comprehensive literature review of leadership and managerial behaviors was conducted documenting critical individual and organizational competencies related to high performance of leaders.

Following this review a survey instrument was developed and administered to a representative sample of supervisors, managers, and executives across the federal government. In addition, focus groups were held with executives. The information collected was used to define a model of 28 leadership competencies, called the Leadership Effectiveness Framework.

2. Framework

Issue Date: 11-17-2015

The framework below details all 28 competencies into five categories that map out the progression of leadership development. All competencies are critical for a successful leader.

Managing Self	Managing Projects	Managing People	Managing Programs	Leading Organizations
Interpersonal Skills	Team Building	Human Capital Management	Technology Management	External Awareness
Oral Communication	Customer Service	Leveraging Diversity	Financial Management	Vision
Integrity Honesty	Technical Credibility	Conflict Management	Creativity and Innovation	Strategic Thinking
Written Communication	Accountability	Public Service Motivation	Partnering	Entrepreneurship
Continual Learning	Decisiveness	Developing Others	Political Savvy	
Resilience	Influencing Negotiating			
Flexibility				
Problem Solving				



Appendix C – Learning & Professional Development for Cemetery Administrators

1. Purpose

This appendix sets forth American Battle Monuments Commission (ABMC) training policy and procedures for the GS-1630 Cemetery Administrator series.

2. Policy

- A. Responsibilities. In addition to the responsibilities defined on pages 1 and 2 of this policy document:
 - 1) The Director of Cemetery Operations shall select attendees for training based on the procedures and criteria set forth in Paragraph 3.E on page 3 of this policy document.
 - 2) Cemetery Administrators shall participate in the selection of professional development coursework in support of the local mission and personal goals for the IDP, in accordance with the guidelines of this policy document.
- B. General Requirements. In addition to the general requirements defined on pages 2 and 3 of this policy document:
 - 1) Formal courses will be selected in consideration of the specific and individual needs of the employee:
 - (a) The required courses to enable the employee to effectively perform the duties and responsibilities in the employee's current Position Description (PD).
 - (b) The required courses identified for the employee's advancement to the next performance level.
 - (c) The employee's preferred coursework that directly correlates with the ABMC mission and goals.
 - 2) IDPs will be designed to prepare employees for progressively more complex assignments as described in *Attachment 3 GS-1630 Career Ladder*.

3. Applicability

Issue Date: 11-17-2015

The policy and procedures contained in this Appendix apply to all ABMC employees in the GS-1630 series at all grade levels, including:

- A. Cemetery Administrators (GS-7/9/11/12/13/14)
- B. Director of Cemetery Operations (GS-13/14)

Attachments to Appendix C

1 – Cemetery Administrator (Initial Qualification Year) Learning & Professional Development Learning Objectives

- 2 Cemetery Administrator Learning & Professional Development Plan
- 3 GS-1630 Career Ladder
- 4 Catalog of Courses
- 5 Training Providers

Attachment 1 to Appendix C – Cemetery Administrator (Initial Qualification Year) Learning & Professional Development Learning Objectives

1. Purpose

The purpose of the Assistant Superintendent (Cemetery Administrator) position is to prepare an employee for a successful career as a Superintendent.

2. Grade Range

Policy Number: 9.26

This development plan applies to all GS-1630 employees who are in their first year of employment at ABMC as a Cemetery Administrator.

3. Veterans Recruitment Appointment

For employees hired under the Veterans Recruitment Appointment (VRA) authority this plan meets the requirements of 38 U.S.C. Sec. 4214(b)(1)(D).

4. Duration

This development plan is designed to be completed within 1 year (12 months) from the date of entry into the training program.

5. Target Skills

Issue Date: 11-17-2015

A successful Cemetery Administrator must possess the leadership, supervision, program planning and communication skills (including foreign language) to successfully fulfill the mission of representing the United States at an overseas military cemetery and memorial.

6. Evaluation of Learning & Professional Development

The Superintendent and the Director of Cemetery Operations will work together to prepare a quarterly evaluation of training progress for the Assistant Superintendent assigned to his or her cemetery. ABMC Form 46 (Rev 2001) will be used to record an evaluation of learning and development progress as follows:

- A. Column 1: Narrative Description. The Superintendent will prepare a narrative description for each major area of learning, describing the specific activities or coursework conducted during the period, a succinct description of how well the Assistant Superintendent performed, and the strengths and weaknesses observed.
- B. Column 2: Level of proficiency. New employees will be objectively rated on a scale from 1 to 3 as follows:
 - 1) Rating of 1. The employee's progress is unacceptable. The employee will be given one quarter (3 months) to bring the level of performance up to a "2".

2) Rating of 2. The employee has made progress, but insufficient to satisfy the training requirement within the normal one year period. This rating indicates more time will be needed than the average in the specified area. Superintendents must work with the Director of Cemetery Operations and the Human Resources Directorate to develop supplemental training to bring the rating up to "3" by the next rating period. A rating of "2" during the fourth quarter of training is an indication that the employee is expected to complete the program but will need more time than one year.

- 3) Rating of 3. The employee's progress is acceptable.
- C. The quarterly report shall be discussed with the Assistant Superintendent, may include the employee's optional comments, and shall be signed by the Superintendent and the Director of Cemetery Operations. The original and one copy of this report will be forwarded to the Human Resources Directorate no later than 5 calendar days following the end of the period covered by the appraisal. The Assistant Superintendent will be furnished the original and the Director of Cemetery Operations and the Superintendent will each be furnished a copy.

7. Final Narrative Evaluation

The Superintendent will prepare a final narrative evaluation of the Assistant Superintendent, providing a copy to the Director of Cemetery Operations and to the Human Resources Directorate no later than two weeks after the completion of the Cemetery Administrator's initial period. The evaluation shall state:

- A. Whether or not the employee has successfully attained the required skills and has, or will, satisfactorily complete the initial learning and development program;
- B. If an extension of the training period, or re-taking the course, is needed; and
- C. If the employee is not expected to satisfactorily complete the training program.

8. Training Methods

Issue Date: 11-17-2015

The program consists of a combination of:

- A. On-the-Job Training (OJT) as an understudy to an experienced Cemetery Administrator and alongside a mentor at an ABMC cemetery;
- B. Classroom experiences provided by Overseas Operations Office staff;
- C. Short-term assignments with a mentor (if assigned), and,
- D. Required formal education, including online and correspondence courses.

9. OJT

Policy Number: 9.26

The Assistant Superintendent will spend one year as an understudy to an existing Superintendent. This permits the Assistant Superintendent to experience a full annual cycle of operations and provides for an in-depth exposure to cemetery level tasks, challenges and issues. During this period the employee may be sent for short (1-3 weeks) periods to work alongside a mentor at a different cemetery to experience alternative methods of cemetery management.

10. Overseas Operations (OO) Office Learning and Professional Development

During his or her first six months, the Cemetery Administrator will attend a three-day orientation course at the Overseas Operations Office in Garches. This course will cover Human Resources Management, Engineering Operations, Contracting-Procurement, External Affairs, Interpretation, and Finance.

11. Formal Coursework

Issue Date: 11-17-2015

During his or her first year (or as otherwise indicated) the Cemetery Administrator will successfully complete the following mandatory courses, or provide documentation demonstrating that he or she has completed an equivalent course from a government or military agency:

- A. Professional Landscaper Certification Course (Penn Foster Career School).
- B. Human Resources Management for Supervisors and Managers (USDA Graduate School Course PMGT 7102D).
- C. Interpretation online courses (Eppley Institute/proValens):
 - a. Foundations of Interpretation
 - b. Interpretive Talk
 - c. Informal Visitor Contacts
- D. Read <u>Interpreting Our Heritage</u>, by Freeman Tilden.
- E. Contracting Officer's Representative (COR) course.
- F. Certified Interpretive Guide training workshop, to be completed by the end of the second year.
- G. Cemetery Responsible Officer (CRO) training in Arlington, VA.
- H. Other courses to develop a solid foundation for cemetery administration are optional at the supervisor's discretion, including OPM seminars, cemetery foreman leadership training, or any functional training offered by horticulture, engineering, procurement, finance and/or interpretation.
- I. Attend the biennial ABMC Cemetery Superintendents' Conference.

12. Skills

Policy Number: 9.26

The following describes in detail the skills identified for development during the Cemetery Administrator's first year, and a list of tasks designed to develop each skillset.

- A. Ability to independently analyze, plan, review and coordinate all cemetery operations.
 - 1) Describe the GS-1630-11/12 Cemetery Administrator's position description and explain the full performance level of the position.
 - 2) Demonstrate a comprehension of the ABMC general pamphlet, the cemetery pamphlet, and the history of the U.S. military operations in Europe for World Wars I or II, with particular emphasis on the military operations in the local area of the assigned cemetery.
 - 3) Describe the ABMC organization, operational structure, and responsibilities to include the Commission, the Headquarters Office, the Overseas Operations Office and other ABMC organizations and installations.
 - 4) Demonstrate an understanding of basic interpretive concepts through the use of Interpretive Themes, Goals and Objectives, tangibles, intangibles and universal concepts to reveal inherent meanings of the cemetery, which will make deeper connections between the visitor and the resource.
 - 5) Demonstrate knowledge of the register of graves and system for individual grave locations.
 - 6) Discuss ABMC policies and procedures and cemetery correspondence files in order to demonstrate their proper application. Specific emphasis will be given to ABMC standards.
 - 7) Prepare the Secretary's bi-weekly report, productivity reports and annual work plans.
 - 8) Demonstrate competent knowledge of the current automated management systems.
 - 9) Demonstrate competency in planning and managing ceremonies and events and in coordinating and planning with veterans and military organizations, the media, External Affairs, and U.S. embassy staff.
 - 10) Demonstrate knowledge of fiscal responsibilities in managing cemetery operations.
 - (a) Use of iPro and the methods of verifying and certifying for payment of goods and services, such as bills for supplies, utilities and services including contract engineering and maintenance work.
 - (b) Preparation of cemetery budget estimates.

- Policy Number: 9.26
 - 11) Complete government credit card online training and have the ability to articulate the process and system of recording for accountability of government credit cards.
 - 12) Describe the procurement operations pertaining to the cemetery. Demonstrate the responsibilities for proper management and accountability of cemetery assets:
 - (a) Table of equipment recommendations to procure, requisition, and account for supplies, repair parts and equipment.
 - (b) Inventory of equipment and methods for disposal of unserviceable equipment and the use of the "SharePoint" database.
 - (c) Proper storage of supplies.
 - 13) Complete the core online and classroom courses outlined on the standardized IDP.
 - 14) Demonstrate proper technique in flag-folding and presentation protocol.
 - B. Ability to train, direct and supervise cemetery personnel.
 - 1) Articulate cemetery duty hours, conditions of work, overtime, holiday, Sunday duty and compensatory time.
 - 2) Demonstrate knowledge of competency of the ActivPayroll (E-Time) program for the preparation of employee time and attendance reports.
 - 3) Prepare work schedules for use of the cemetery work force.
 - 4) Explain the cemetery's method/system for visitor counting and the various data uses and implications of that data.
 - 5) Demonstrate the ability to successfully audit an Interpretive program conducted by a Cemetery Associate and act as an Interpretive Coach. Demonstrates the ability to correctly identify issues with the presentation, and propose appropriate and positive solutions, if need be, in cooperation with the Division of Interpretation.
 - C. Ability to communicate: The skill of communication is necessary to interact with visitors/next of kin, arrange and participate in ceremonies, and to maintain effective relationships with veterans' service organizations, media representatives and local communities.
 - 1) Demonstrate the procedure for providing assistance to next-of-kin and other visitors, to include recording their visit.
 - 2) Participate in activities with U.S. Government and host country agencies, successfully demonstrate proper relations with overseas U.S. government and host country agencies and have a solid understanding of protocol.
 - 3) Participate in and conduct ceremonies in the cemetery with particular emphasis on Memorial Day activities.

4) Demonstrate the operation of the memorialization program; placing and photographing requested floral decorations.

- 5) Prepare professional level correspondence for information requests.
- 6) Demonstrate personal computer skills including use of, but not limited to: Microsoft Office Suite, E-mail, Outlook calendar, Internet, and word processing. Demonstrate knowledge of the function and use of the ABMC internet site and the OneABMC intranet site.
- 7) Upon completion of Certified Interpretive Guide training, prepare and present a thematic interpretive program at the cemetery using an approved Cemetery-specific Interpretive Theme.
- D. Knowledge of grounds management and horticulture in order to maintain the cemetery at an optimal level. Apply the horticulture Standard Operations Procedures. Discuss the horticultural plans and species of plantings at the assigned cemetery.
- E. Ability to conduct preventive maintenance inspections: survey of cemetery facilities and grounds for proper operation, condition, required repairs and completion of corrective actions.
 - 1) Describe the safe operation and routine maintenance of each major item of equipment.
 - 2) Review cemetery drawings for the electrical, water, sanitary, heating fuel storage and other utility systems including the residences. Be able to explain their location and function.
 - 3) Demonstrate scheduling of the required inspection and maintenance of utility systems.
 - 4) Demonstrate the methods for cleaning and polishing of headstones and of the headstone inspection program.
 - 5) Demonstrate knowledge of the preparation of material and labor estimates for maintenance projects to be performed by cemetery labor or by contract.
 - 6) Demonstrate the skills in administering contract services, including inspection and preparation of reports and certification of goods/services received.
 - 7) Demonstrate how to add a new project into the Master Project List.
 - 8) Demonstrate how to update an existing project on the Master Project List for your site.
- F. Knowledge of Host Nation Language. Be evaluated in accordance with the ILR to meet the minimum language requirements, as outlined in Policy 9.3 Foreign Language Requirements.

Attachment 2 to Appendix C – Cemetery Administrator Learning and Professional Development Plan

1. Purpose

The purpose of the Cemetery Administrator learning and professional development program is to ensure the employee has the skills needed to be a fully successful Cemetery Superintendent and to ensure that the employee is keeping up with high standards set forth by ABMC and any change in standard practice.

2. Grade Range

This development plan applies to all GS-1630 employees, grades 9 through 14, that have successfully completed the Cemetery Administrator Learning and Development Plan.

3. Methods

The program consists of a combination of:

- A. Classroom training provided by Overseas Operations Office staff, and
- B. Formal courses, including online and correspondence courses.

4. Overseas Operations Office Education

The Cemetery Administrator will attend seminars and equipment demonstrations sponsored by Overseas Operations Office directorates, other government agencies, private seminars and/or trade fairs that will help the employee understand and apply the latest technological developments. In addition, the Cemetery Administrator will be required to attend the biennial ABMC Cemetery Superintendents' Conference.

5. Formal Management and Advanced Courses

During each performance cycle, a GS-1630 employee Cemetery Administrator is required to attend one of the courses listed in *Attachment 4*, or an approved relevant course from another source, which he or she has not previously attended.

- A. The selected course may be in a classroom setting, online or via correspondence.
- B. As a general rule, courses should not be repeated unless absolutely necessary.
- C. Per 5 CFR, Pt. 412.202(b), courses should be selected for their ability to provide education on the use of appropriate actions, options, and strategies to:
 - 1) Mentor employees;

- 2) Improve employee performance and productivity;
- 3) Conduct employee performance appraisals in accordance with agency appraisal systems; and
- 4) Identify and assist employees with unacceptable performance.

Policy Number: 9.26

D. Advanced Learning and Development. In addition to the courses recommended at the core level, the following learning and development opportunities are also recommended to further increase managerial/supervisory skills:

- 1) Developing High Performance Teams
- 2) Increasing Leadership Competence
- 3) Leadership Essentials
- 4) Introduction to Management
- 5) Management Development Seminar
- 6) Mentoring Skills

Issue Date: 11-17-2015

7) Certified Heritage Interpreter – National Association for Interpretation superior interpreter level certification by correspondence. Prerequisite to requesting the packet is to be a current Certified Interpretive Guide. The candidate will have one year to complete the packet, which includes demonstrating two examples of non-personal interpretive products that the candidate helped create (brochures, wayside panels, etc.), a 20-30 minute filmed thematic interpretive program, and answering four of six essay questions that demonstrate a higher level of interpretive skills and understanding.

Attachment 3 to Appendix C – GS-1630 Career Ladder

1. Background

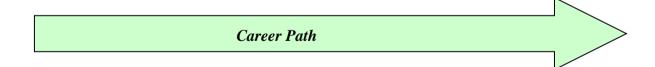
5 CFR Pt. 412.201 requires agencies to develop "...a comprehensive management succession program, based on the agency's workforce succession plans, to fill agency supervisory and managerial positions."

2. Succession Framework

Issue Date: 11-17-2015

The chart below lists the grade level pattern for all ABMC positions in the GS-1630 series. This framework should act as a guide for developing employees to prepare them for progressively more complex positions in the agency.

GS-9	GS-11	GS-12	GS-13	GS-14
Superintend	lent, Brookwood American Cemetery			
Superintend	lent, Flanders Field American Cemetery			
Superintend	lent, Mexico City National Cemetery			
Superintend	lent, Rhone American Cemetery			
Superintend	lent, Somme American Cemetery			
Superintend	lent, Suresnes American Cemetery			
	Superintendent, Aisne-Marne American Ceme	etery		
	Superintendent, Ardennes American Cemeter	y		
	Superintendent, Brittany American Cemetery			
	Superintendent, Cambridge American Cemete			
	Superintendent, Corozal American Cemetery			
	Superintendent, Epinal American Cemetery			
	Superintendent, Florence American Cemetery			
	Superintendent, Henri-Chapelle American Ce			
	Superintendent, Lorraine American Cemetery			
	Superintendent, Luxembourg American Ceme			
	Superintendent, Netherlands American Cemer			
	Superintendent, North Africa American Ceme			
	Superintendent, Oise-Aisne American Cemete			
	Superintendent, Saint-Mihiel American Ceme			
	Superintendent, Sicily-Rome American Ceme			
		Deputy Superintendent,	Manila American Cemetery	
		Deputy Superintendent,	Normandy American Cemetery	
		Argonne American Cemetery		
			Director, Cemetery Operations	
			Superintendent, Manila American Co	emetery
			Superintendent, Normandy America	n Cemetery



Attachment 4 to Appendix C – Catalogue of Courses

Contact Information for each training provider is available in *Attachment 5*.

Issue Date: 11-17-2015

Course Information					Appropriate For	
Name	Code	Vendor	Length	Cost	Cemetery Administrator (Initial Qualification Year)	Cemetery Administrator
Federal Human Resources Management for Supervisors and Managers	PMGT 7102D	USDA Graduate School	5 days	\$1,145	М	М
Professional Landscaper		Penn Foster Career School	Distance	\$800	М	М
Introduction to Supervision	SUPV 7001D	USDA Graduate School	5 days	\$1,385	М	М
Foundations of Interpretation		ProValens/Eppley Institute	Distance	\$59	М	М
Interpretive Talk		ProValens/Eppley Institute	Distance	\$59	М	М
Informal Visitor Contacts		ProValens/Eppley Institute	Distance	\$59	М	М
Certified Interpretive Guide		NAI/In-House Instructor	5 days		М	М
Contracting Officer's Representative		Management Concepts	5 days	\$1,069	PS	PS
Coaching and Mentoring for Excellence		OPM Federal Executive Institute	3 days	\$2,400		R
Supervisory Development 1: Fundamentals		OPM Federal Executive Institute	5 days	\$6,500		R

 $\begin{aligned} M = & Mandatory & R = Recommended \\ & PS = Position \ Specific \end{aligned}$

Course Information					Appropriate For	
Name	Code	Vendor	Length	Cost	Cemetery Administrator (Initial Qualification Year)	Cemetery Administrator
Supervisory Development II: Learning to Lead		OPM Federal Executive Institute	Distance	\$2,000		R
Team Development: Team Building and Team Leadership		OPM Federal Executive Institute	5 days + Distance	\$4,950		R
Conflict Resolution Skills		OPM Federal Executive Institute	4 days	\$2,600		R
Communicating Face-to-Face		OPM Federal Executive Institute	4 days	\$3,600		R
Engaging and Encouraging Employees		OPM Federal Executive Institute	2 days	\$1,700		R

 $\begin{aligned} M = & Mandatory & R = Recommended \\ & PS = Position \ Specific \end{aligned}$

Attachment 5 to Appendix C – Training Providers

USDA Graduate School

http://graduateschool.edu

(888) 744-GRAD

Email: customersupport@graduateschool.edu

OPM Federal Executive Institute

http://www.leadership.opm.gov/Index.aspx

Email: http://www.leadership.opm.gov/Contact/Form.aspx

Penn Foster Career School¹

http://www.pennfoster.edu/landscaper

(800) 275-4410

Email: infoims@pennfoster.com

Eppley Institute for Parks and Public Lands/proValens Learning¹

http://provalenslearning.com

National Association for Interpretation

http://www.interpnet.com

Management Concepts Inc.

http://www.managementconcepts.com

American Management Association Training Courses & Programs

http://www.amanet.org

Rosetta Stone¹

Issue Date: 11-17-2015

Note¹: Request prepaid code from the Training Officer for these courses.



American Battle Monuments Commission Policy

Financial Management and Accounting Operations Manual

Financial Management and Accounting Operations

Effective Date: 06-01-2015

Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy on financial management and accounting operations.

2. Background

To administer, operate, and maintain 25 permanent American burial grounds on foreign soil, 26 separate memorials, monuments, and markers (including three memorials in the United States), and to maintain its Headquarters and Overseas Operations functions, the ABMC must record and report its financial transactions completely, accurately, and consistently. The Standard Operating Procedures that accompany this policy provide ABMC's official presentation and interpretation of the financial management laws, regulations, and policies issued by authoritative bodies that apply to ABMC.

3. Policy

Issue Date:

06-01-2015

- A. As required by Office of Management and Budget (OMB) Circular A-134, <u>Federal Accounting Principles and Standards</u>, ABMC will follow the accounting standards promulgated by the <u>Federal Accounting Standards</u> <u>Advisory Board</u> (FASAB). FASAB promulgates <u>generally accepted</u> <u>accounting principles</u> (GAAP) for federal entities.
- **B.** Accounting and financial activities and transactions will be processed, reconciled and resolved in accordance with the guidance set forth in the applicable FASAB Statement of Federal Financial Accounting Standards (SFFAS) and internal ABMC guidance.
- C. In the absence of specific guidance, ABMC will follow the GAAP policy established by FASAB and the American Institute of Certified Public Accountants (AICPA). The AICPA designated FASAB as the body that establishes accounting principles for Federal entities. The hierarchy of generally accepted accounting principles in the AICPA's Statement of Auditing Standards No. 91, *The Federal GAAP Hierarchy*, governs what constitutes GAAP for U.S. government reporting entities. The hierarchy, summarized on the FASAB website at

http://www.fasab.gov/accepted.html, lists the priority sequence of sources that an entity should refer to for accounting and reporting guidance.

- **D.** All financial and accounting transactions and events, both budgetary and proprietary, must be entered into ABMC's financial management system.
- **E.** ABMC's Office of the CFO staff records accounting transactions or transfers data to the Commission's service provider, to record approved accounting transactions (accounting transactions recorded by the service provider in accordance with the memorandum of understanding).
- **F.** ABMC maintains financial and accounting records at the transaction level that:
 - 1) Provide clear audit trails of financial transactions that include all materials created in support of a financial transaction or event.
 - 2) Include disclosure of events or circumstances that affect a user's interpretation.
 - 3) Provide input for monthly, quarterly, and annual financial management reporting.
- G. If a national emergency or a disaster occurs and disrupts financial management and accounting activities, ABMC supervisors must maintain, record, and enter supporting documents into the Commission's Financial Management System when the situation stabilizes. Under such unusual circumstances, the Chief Financial Officer is responsible for seeking necessary extensions and/or waivers from OMB or the US Department of the Treasury.
- **H.** ABMC Records Management Policy (1.6) contains the policy for the Commission's document creation, maintenance and retention, and disposition in accordance with the <u>Federal Records Act</u>.

4. Applicability

This policy applies to all ABMC employees and contractors.

5. Policy Authorities

- A. 36 U.S.C. §2103 (ABMC authorizing legislation)
- **B.** The <u>Federal Records Act</u> governs Federal agencies' records management responsibilities. The Act defines records as:

All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or

characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data in them.

- C. The FASAB standards are available at http://www.fasab.gov. The following are the key FASAB standards that apply to ABMC activities:
 - 1) SFFAS No. 1: Accounting for Selected Assets and Liabilities.

 This statement defines the types of assets and liabilities reported by the Federal Government and provides recognition, measurement, and disclosure requirements.
 - 2) SFFAS No. 4: *Managerial Cost Accounting Standards & Concepts*. This statement requires that agencies report the full costs of their outputs on their financial statements.
 - 3) SFFAS No. 5: Accounting for Liabilities of the Federal Government. This statement establishes accounting standards for liabilities not covered in SFFAS No. 1. It defines "liability" as a probable future outflow or other sacrifice of resources as a result of past transactions or events. This statement defines the recognition points for liabilities associated with different types of events and transactions.
 - 4) SFFAS No. 6: Accounting for Property, Plant & Equipment [PP&E]. This statement provides accounting standards for federally owned PP&E, deferred maintenance, and cleanup costs. It describes the scope and applicability of the standards, capitalization thresholds, and materiality.
 - 5) SFFAS No. 30: *Inter-Entity Cost Implementation: Amending SFFAS 4*. This statement requires agencies to report on their financial statements the full costs of goods and services received from other Federal entities beginning October 1, 2008.
 - 6) SFFAS 42: Deferred Maintenance and Repairs: Amending Statements of Federal Financial Accounting Standards 6, 14, 29, and 32. This statement amends the required supplementary information presentation requirements for Property, Plant, and Equipment (PP&E).

7) SFFAS 43: Dedicated Collections: Amending SFFAS 27, Identifying and Reporting Earmarked Funds. This statement clarifies SFFAS 27.

- 8) SFFAS 44: Accounting for Impairment of General Property, Plant, and Equipment Remaining in Use. This statement establishes accounting and financial reporting standards for impairment of general PP&E remaining in use, except for internal use software. General PP&E is considered impaired when there is a significant and permanent decline in service utility or expected service utility for construction work in progress. A decline is permanent when management has no reasonable expectation that the lost service utility will be replaced or restored.
- **D.** OMB Circulars are available at http://www.whitehouse.gov/omb/circulars.
- **E.** Information about the AICPA is available at http://www.aicpa.org.
- **F.** ABMC Financial Management and Accounting Operations Manual (10)

6. Definitions and Acronyms

AICPA – American Institute of Certified Public Accountants, which designated FASAB as the body that establishes accounting principles for Federal entities.

FASAB – Federal Accounting Standards Advisory Board, recognized by the American Institute of Certified Public Accountants as the board that promulgates generally accepted accounting principles (GAAP) for federal entities.

Federal Records Act – governs Federal agencies' records management responsibilities.

GAAP – Generally accepted accounting principles are the standard framework of guidelines for financial accounting. GAAP includes the standards, conventions, and rules accountants follow in recording and summarizing transactions, and in the preparation of financial statements.

PP&E – Property, Plant, and Equipment

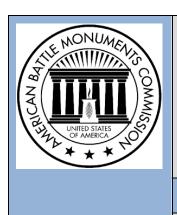
OMB – Office of Management and Budget, which promulgates federal financial management policies.

SFFAS – Statement of Federal Financial Accounting Standards

Transaction Level – The transaction level is where a "financial event" occurs. A financial event is any occurrence having financial consequences to the Federal Government related to the receipt of appropriations or other financial resources; acquisition of goods or services; payments or collections; recognition of guarantees, benefits to be provided, or other potential liabilities; or other reportable financial activities.

7. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB or Department of the Treasury guidance, or ABMC policy.



American Battle Monuments Commission Policy

Financial Management and Accounting Operations Manual

Financial Reporting

Effective Date: 06-01-15 Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy for financial reporting to the Office of Management and Budget (OMB) and the Department of the Treasury. Reliable financial reporting ensures that timely, accurate, and useful financial information is available to ABMC decision makers to inform and support management decisions.

2. Policy

- **A.** The Chief Financial Officer (CFO) prepares ABMC annual financial statements and the annual Agency Financial Report (AFR). The CFO is responsible for the accuracy, completeness, and timeliness of ABMC financial reporting and issues internal guidance with due dates and specific requirements. This guidance is maintained at the Finance intranet webpage http://ersp01/fin/home/default.aspx and available in hard copy from the Office of the CFO.
 - **B.** The Office of the CFO selects an independent public accounting firm to audit the financial statements and provides the Secretary with an audit report, which is included in the AFR along with the financial statements and other required information.
 - C. ABMC follows the guidance promulgated in OMB Circular No. A-136, "Financial Reporting Requirements," which sets forth Federal agencies' reporting requirements to OMB and to the Department of the Treasury to support the government-wide financial statements. OMB updates this Circular annually; the CFO is responsible for obtaining and disseminating a copy of the current document as appropriate throughout the Commission. OMB Circular No. A-136 incorporates the financial reporting standards set forth by the Federal Accounting Standards Advisory Board (FASAB), which promulgates generally accepted accounting principles (GAAP) for Federal entities.

D. ABMC follows Treasury Financial Manual, Volume I, Part 2 Chapter 4700, "Agency Reporting Requirements for the Financial Report of the United States Government," which provides specific policies, procedures, and instructions for Federal departments and agencies to support the preparation of the government-wide financial statements. The Department of the Treasury updates this chapter periodically; the CFO is responsible for obtaining and disseminating a copy of the current document as appropriate throughout the Commission. ABMC, as a "non-verifying agency," must submit Federal Agencies' Centralized Trial-Balance System I (FACTS I) Adjusted Trial Balance information to the Department of the Treasury, which consolidates all agencies' accounting results under a unified system of central accounting and financial reporting for the U.S. Government. The Department of the Treasury prepares the government-wide financial statements, which the Government Accountability Office audits.

- E. If a national emergency or a disaster occurs and disrupts financial reporting activities, ABMC supervisors must maintain, record, and enter supporting documents into the Commission's financial management system when the situation stabilizes. Under such unusual circumstances, the CFO is responsible for seeking necessary extensions and/or waivers to OMB or Department of the Treasury requirements.
- **F.** ABMC Records Management Policy (1.6) contains Commission policy for document creation, maintenance and retention, and disposition in accordance with the Federal Records Act.

3. Applicability

This policy applies to all ABMC employees, contractors, and financial reporting activities.

4. Policy Authorities

- **A.** OMB Circular No. A-136, <u>"Financial Reporting Requirements"</u> (Scroll to the version for the current fiscal year)
- B. The Department of the Treasury's Treasury Financial Manual, Chapter 4700, "Agency Reporting Requirements for the Financial Report of the United States Government" (Scroll to Chapter 4700 and select either the web file or PDF version)
- **C.** <u>FASAB</u> issues the concepts, standards, interpretations, technical bulletins, and technical releases that define Federal GAAP. (The "News Releases" section in the center of the webpage contains recent issuances that have

not been incorporated into the "Accounting Standards" volume, which may be accessed through the link on the right side of the webpage)

D. The <u>Federal Records Act</u> governs Federal agencies' records management responsibilities. The Act defines records as:

All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data in them.

5. Definitions and Acronyms

FASAB – Federal Accounting Standards Advisory Board, recognized by the American Institute of Certified Public Accountants as the board that promulgates GAAP for Federal entities.

Federal Records Act – governs Federal agencies' records management responsibilities.

GAAP – Generally accepted accounting principles are the standard framework of guidelines for financial accounting. GAAP includes the standards, conventions, and rules accountants follow in recording and summarizing transaction, and in the preparation of financial statements.

OMB - Office of Management and Budget, which promulgates Federal financial management policies.

TFM – Treasury Financial Manual, which establishes financial reporting requirements for Federal agencies to support the Department of the Treasury.

6. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB or Department of the Treasury guidance, or ABMC policy.

7. Related ABMC Policies and Procedures

A. Financial Reporting SOP for Internal/External



American Battle Monuments Commission Policy

Financial Management and Accounting Operations Manual

Foreign Currency Transactions

Effective Date: 06-01-2015 Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy on using the appropriate foreign currency exchange rate to recognize the value of transactions denominated in foreign currencies.

2. Background

Due to the nature of its worldwide operations, ABMC pays nearly 60 percent of its salaries and other expenses in foreign currencies. Most of these transactions are denominated in Euros. The ABMC presents its financial statements in U.S. dollars, so it needs to convert its foreign currency transactions into U.S. dollars, using the Department of the Treasury's exchange rate as of the date of the balance sheet. Exchange rates vary daily, so the cost in U.S. dollars of a transaction authorized yesterday could be valued at more or less today, depending upon the fluctuation of the exchange rate. ABMC prepares its budget requests 18 months prior to the beginning of a fiscal year, basing its projections on the exchange rates at that time. Typically, ABMC has the opportunity to refine its estimates using the exchange rate prior to submission of the President's budget to Congress; the U.S. dollar value of its expenses could vary significantly from budget submission to the end of the fiscal year. If conditions existed, such as a significant decline in the U.S. dollar against the Euro or other foreign currency, the remote possibility could exist that an anti-deficiency violation could occur. However, ABMC has the authority to request such sums as necessary, which would prevent an antideficiency violation.

To protect ABMC from currency fluctuations, in 1988 Congress created the ABMC Foreign Currency Fluctuations Account (FCFA). (Congress has established similar accounts for other Federal entities that conduct a large number of transactions in foreign currencies.) ABMC may use this account only to pay the cost of salaries and expenses that exceeds the appropriated amount because of fluctuations in currency exchange rates of foreign countries occurring after ABMC submits its budget request to Congress. The funds in this account are considered "no-year" funds and may be used until expended.

3. Policy

A. All amounts on ABMC financial statements that are originally denominated in foreign currencies must be translated into U.S. dollars at the Department of the Treasury (Treasury) exchange rate at the balance sheet date for financial reporting purposes. Federal agencies prepare their annual financial statements as of September 30; they prepare quarterly financial statements as of December 31, March 31, and June 30. The Chief Financial Officer (CFO) is responsible for ensuring that ABMC uses the correct exchange rate on its financial statements.

- B. The CFO or Budget Officer may transfer FCFA funds to the ABMC appropriation for salaries and expenses of the Commission to pay for amounts that exceed the appropriated amount due to currency fluctuations. The CFO may transfer these funds back to the FCFA if they are no longer necessary to pay obligations incurred. This could be due to fluctuations in currency exchange rates of foreign countries in the appropriation to which the amounts were originally transferred; or amounts become available to pay the obligations because of subsequent favorable fluctuations in the rates or because other funds become available to pay the obligations. However, amounts transferred to an appropriation under this subsection may not be transferred back to the Account after the end of the second fiscal year after the fiscal year in which the appropriation was available for obligation.
- C. ABMC records obligations of the Commission payable in the currency of a foreign country based on exchange rates used in preparing a budget submission.
- D. ABMC will value its foreign currency transactions in accordance with applicable accounting standards and Treasury guidance.
- E. ABMC records disbursements of the Commission at Treasury's official exchange rate at the time the funds are released.
- F. If a national emergency or a disaster occurs and disrupts financial reporting activities, ABMC supervisors must maintain, record, and enter supporting documents into the Commission's financial management system when the situation stabilizes. Under such unusual circumstances, the CFO is responsible for seeking necessary extensions and/or waivers to OMB or Department of the Treasury requirements.
- G. ABMC Records Management Policy (1.6) contains the Commission's policy for document creation, maintenance and retention, and disposition in accordance with the Federal Records Act.

4. Applicability

This policy applies to all ABMC employees, contractors, and financial reporting activities.

5. Policy Authorities

- **A.** The Department of the Treasury's Treasury Financial Manual (TFM), Chapter 3200, "Foreign Currency Accounting and Reporting"
- **B.** TFM Chapter 6000, "<u>Disposition of Foreign Currency and Checks Drawn on Foreign Banks</u>" (includes instructions for obtaining official Department of the Treasury exchange rates)
- C. The Federal Accounting Standards Advisory Board issues the concepts, standards, interpretations, technical bulletins, and technical releases that define generally accepted accounting principles for the Federal Government. The "Handbook of Accounting Standards" volume, updated annually, is available through the link at the top of the webpage. Statement of Federal Financial Accounting Standards 1: "Accounting for Selected Assets and Liabilities," instructs Federal agencies to use the Treasury exchange rate for financial reporting purposes.
- **D.** The <u>Federal Records Act</u> governs Federal agencies' records management responsibilities. The Act defines records as:

All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data in them.

E. 36 U.S.C. 2101-2114 (ABMC authorizing legislation)

6. Definitions and Acronyms

FASAB – Federal Accounting Standards Advisory Board, recognized by the American Institute of Certified Public Accountants as the board that promulgates GAAP for Federal entities.

Federal Records Act – governs Federal agencies' records management responsibilities.

GAAP – Generally accepted accounting principles are the standard framework of guidelines for financial accounting. GAAP includes the standards, conventions, and rules

accountants follow in recording and summarizing transaction, and in the preparation of financial statements.

TFM – Treasury Financial Manual, which establishes financial reporting requirements for Federal agencies to support the Department of the Treasury.

7. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB or Department of the Treasury guidance, or ABMC policy.



American Battle Monuments Commission Policy

Financial Management and Accounting Manual

Agency Operations in the Absence of Appropriation

Effective Date: 10-20-2015 Sunset Date: 10-20-2017

1. Purpose

This document sets forth American Battle Monuments Commission policy regarding actions to be taken by the Commission when Congress fails to enact regular appropriations, a continuing resolution, or needed supplementals, resulting in an interruption of funds availability.

2. Background

Issue Date: 10-20-2015

- A. Based on decisions and guidance from the Office of Management and Budget (OMB) and the Attorney General, in the absence of appropriations:
 - 1) Federal officers may incur obligations that can be lawfully funded from prior appropriations.
 - 2) Federal officers may incur obligations as necessary for orderly termination of an agency's functions, but funds may not be disbursed.
- B. Office of Management and Budget Circular A-11, Section 124 requires that Agency heads, in consultation with their general counsels, must develop and maintain plans for an orderly shutdown in the event of a lapse in appropriations.
 - 1) Up-to-date plans must be on file with OMB. Whenever there is a change in the source of funding for an agency program or any significant modification, expansion, or reduction in agency program activities, the agency must submit an updated plan to OMB for review that reflects this change. In updating their plans, agencies also should note any changes made to their plans in light of their experiences during any recent lapse in appropriations.
 - 2) At a minimum, agencies should submit updated plans to OMB for review every two years, starting August 1, 2015. A copy of the current ABMC Operations Plan in the Absence of Appropriations is at Appendix 1.

3. Policy

A. Status of Commission Operations

Commission operations in the absence of appropriations will be confined to an orderly shut-down of operations, limited expenditures to protect our overseas cemeteries/property, and processing of actions required for the necessary release of employees, including final payroll.

- 1) Orderly shut-down: Within one-half day of OMB notification that shut-down plans are to be implemented, the following actions will be completed:
 - a. All public sites, cemeteries, and memorials under the authority of the Commission will be closed to the public.
 - b. All non-excepted employees will be released from duty.
 - c. Chiefs of Mission have unique responsibilities in regards to the employment of locally engaged staff. If a Chief of Mission determines that locally engaged staff cannot be furloughed under local labor laws, the Commission will follow the instructions of the Chief of Mission.
- 2) The Chief Financial Officer and the Chief of Human Resources in Headquarters, and the Director of Finance and the Director of Human Resources in the Office of Overseas Operations will be retained temporarily in a pay status to assure that all required personnel, payroll, or other shut-down actions are completed. Each of these principals is authorized up to two staff persons to assist in this task. Processing of these essential final actions will be completed as soon as possible but in no event later than one week after the shut-down process begins.
- 3) In most cases, Superintendents and Assistant Superintendents are resident on cemetery grounds. They provide for passive protection of property in much the same way as they do after hours or during normal closures. The Commission judges that this will serve to secure most sites during any shutdown. Accordingly, the following actions may be taken to protect the site:
 - a. One or two employees per site as determined by the Deputy Secretary for Overseas Operations may be designated excepted to provide a presence onsite during normal business hours. The Deputy Secretary for Overseas Operations may authorize higher staffing at any specific site that in his judgment requires a more robust presence to assure

property protection. Authorization for the higher staffing must be documented in writing.

b. ABMC sites are horticulture intensive and long term lack of care to our horticulture features could result in significant degradation of these heritage assets. With the approval of the Deputy Secretary for Overseas Operations, minimal care and maintenance may be authorized to protect these assets. This provision may not be interpreted as authorizing normal operations. Operations must be carefully limited to those required to protect against significant degradations. Authorization for the work must be documented in writing.

c. While this approach will serve at nearly all of our sites, the Commission recognizes that at some of its sites additional contracted security is present and will need to be continued due to the presence of significant risk of compromise of those facilities. In addition, should exigent circumstances present such risks to other facilities, the Deputy Secretary for Overseas Operations may incur obligations to obtain contract guard services or assign Commission employees as required to protect such at risk overseas facilities.

B. Retention of Personnel

Within one-half day of Commission determination that insufficient prior year funding remains for continuation of Commission operations, all employees will be released from duty except:

- 1) Those specified above to shut down activities or protect property.
- 2) The following senior management employees are judged by the Commission to be necessary to monitor orderly shut-down and to provide decision making authority in order to protect Commission property:
 - a. The Secretary (including the Secretary's personal disability assistant)
 - b. The Deputy Secretary for Headquarters Operations
 - c. The Deputy Secretary for Overseas Operations
 - d. One additional designated Headquarters employee
 - e. One additional designated Overseas Operations Office employee
- 3) Employees designated excepted for any period of time during the shut-down will earn pay but will not receive pay earned during the shut-down until ABMC receives an appropriation and normal operations have resumed.

C. Resumption of Normal Operations

Normal operations will resume when the Commission receives notification from OMB that the hiatus of appropriations has ended. This information will be communicated from the Secretary to staff through established channels.

4. Applicability

This policy applies to all ABMC commissioners and employees.

5. Policy Authorities

OMB Circular A-11, section 124.

6. Mandatory Review

This Policy Letter supersedes PL 10.17 dated September 16, 2015.

ABMC will review this policy and perform a gap analysis every 2 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB guidance, or ABMC policy.

Appendix 1 – Operations Plan in the Absence of Appropriations

Introduction

American Battle Monuments Commission funds are "no-year" funds that remain available until expended. If the Commission determines that sufficient prior year funding remains available to sustain core mission operations during a lapse in appropriations, Commission facilities and operations will remain open as long as available funds allow.

Operations in the Absence of Appropriations or Prior Year Funding

If the Commission determines that insufficient prior year funding remains for continuation of Commission operations during a lapse in appropriations, ABMC is limited to expending funds for only two reasons:

- 1. Work related to an orderly shut-down of ABMC operations.
- 2. Work required to protect ABMC property.

As long as ABMC does not have an appropriation or sufficient prior year funds, only employees engaged in one or both of these two activities will be declared excepted and allowed to work and be paid. There is a clear understanding that following this requirement will result in costs and inefficiencies that all of us recognize would be better avoided. However, we have no choice under the law.

All non-excepted employees are specifically reminded that they are prohibited from working during a shut-down. This means no working at home, no checking email, and no contact with our contractors. It is ABMC policy that employees will not be allowed to volunteer their services while in a non-pay status.

Public Access to ABMC Sites

In the absence of an appropriation or prior year funds and on the orders or notification of the President, OMB, or other competent authority, all of our sites worldwide must be closed to the public. This means that the gates to our cemeteries will be closed. Our operating position will be as when we are closed for Christmas and New Year's. We understand that many visitors will be disappointed. However, superintendents are cautioned that despite their personal desire to help, they are not authorized to allow visitors on-site. The closure will continue until ABMC receives an appropriation.

Clearly visible signs should be placed at all public entry points in English and the host country language that read:

"Due to the U.S. Government shut-down this site is closed to the public. We regret this inconvenience and hope you will visit us when we are able to reopen."

Shut-down Procedures

Superintendents should continually be thinking through property protection issues to assure that our sites are secured if a shut-down occurs. If visitors obtain unauthorized access to our cemeteries they will be asked to leave, but confrontation will be avoided and local authorities will be alerted, if required.

In the Cemeteries

All cemeteries will be closed to the public for the duration.

The following actions may be taken to protect the site:

- One or two employees as determined by the Deputy Secretary for Overseas
 Operations may be designated excepted and will remain in pay status to provide a
 presence onsite during normal business hours. The Deputy Secretary for Overseas
 Operations may authorize higher staffing at any specific site that in his judgment
 requires a more robust presence to assure property protection.
- 2. Our sites are horticulture intensive and long term lack of care to our horticulture features could result in significant degradation of these heritage asset sites. Therefore, with the approval of the Deputy Secretary for Overseas Operations, minimal care and maintenance may be authorized to protect these assets. This provision may not be interpreted as authorizing normal operations. Operations must be carefully limited to recall to pay status only those required to protect against significant degradations. Authorization for the work must be documented in writing.
- 3. While this approach will serve at nearly all of our sites, the Commission recognizes that at some of its sites additional contracted security is present and will need to be continued due to the presence of significant risk of compromise of those facilities. In addition, should exigent circumstances present such risks to other facilities, the Deputy Secretary for Overseas Operations may incur obligations to obtain contract guard services or assign Commission employees as required to protect such at risk overseas facilities.

ABMC will follow the guidance of the Chief of Mission (COM) on whether we may or may not furlough our locally engaged staff. This may result in treating locally engaged staff differently from country to country.

Locally engaged staff not covered by paragraphs 1, 2 or 3 above will be treated as follows:

1. If the COM determines that locally engaged staff may be furloughed, ABMC will follow the instructions of the COM as closely as practical. Generally, this will mean that employees will be placed in some form of leave without pay.

- 2. If the COM determines that locally engaged staff may not be furloughed, these employees will be placed on paid administrative leave and will not be allowed to work.
- 3. If the COM determines that locally engaged staff must remain on duty and must be paid, these employees will report for duty and will work and earn pay as they would under normal operating conditions.

In the Overseas Operations Office

The Deputy Secretary for Overseas Operations is deemed excepted and will remain in pay status for the duration of the shut-down. The Deputy Secretary may designate one additional GS employee as excepted to remain in pay status for the duration of the shut-down.

The Directors of Finance and Human Resources as well as up to a total of four additional support positions as determined by the Deputy Secretary for Overseas Operations may remain in pay status to assure that all personnel, payroll, or other shut-down actions are completed. Processing the shut-down actions will be completed as soon as possible but no later than one week after the shut-down process begins.

Services of other employees on an as needed basis may be required to assure the orderly shut-down of operations. For example, IT support may be required to assure connectivity to service providers for processing payroll and personnel actions, and contracting support may be required to issue stop work orders. Other requirements may present themselves. Therefore, specialist employees may remain in pay status at the discretion of the Deputy Secretary of Overseas Operations to complete the orderly shut-down. These specialist employees will be placed in furlough status as soon as possible.

All other Overseas Operations Office employees are deemed non-excepted and will be furloughed. As in the cemeteries:

- 1. If the COM determines that locally engaged staff may be furloughed, ABMC will follow the instructions of the COM as closely as practical. Generally, this will mean that these employees in the Overseas Operations Office will be placed in some form of leave without pay.
- 2. If the COM determines that locally engaged staff may not be furloughed, these employees in the Overseas Operations Office will be placed on paid administrative leave and will not be allowed to work.

3. If the COM determines that locally engaged staff must remain on duty and must be paid, these employees in the Overseas Operations Office will report for duty and will work and earn pay as they would under normal operating conditions.

In the Headquarters

The Secretary (including the Secretary's personal assistant if the Secretary is at the Headquarters) and the Deputy Secretary for Headquarters Operations are deemed excepted and will remain in a pay status for the duration of the shut-down. The Deputy Secretary may designate one additional GS employee as excepted to remain in pay status for the duration of the shut-down.

The Chief Financial Officer and the Chief of Human Resources as well as up to a total of four additional support positions as determined by the Deputy Secretary for Headquarters Operations will remain in a pay status to assure that all personnel, payroll, or other shutdown actions are completed. Processing the shut-down actions will be completed as soon as possible but no later than one week after the shut-down process begins.

The services of other employees on an as needed basis may be required to assure the orderly shut-down of operations. For example, IT support may be required to assure connectivity to service providers for processing payroll and personnel actions, and contracting support may be required to issue stop work orders. Other requirements may present themselves. Therefore, specialist employees may remain in pay status at the discretion of the Deputy Secretary for Headquarters Operations to complete the orderly shut-down.

All other Headquarters employees are deemed non-excepted and will be furloughed.

Contracts and Contractors

No contracts will be awarded after appropriations have expired except as needed to assure orderly shut-down or to protect ABMC property or safety at our sites.

No money will be obligated after appropriations have expired except as needed to assure orderly shut-down or to protect ABMC property or safety at our sites.

Purchase cards may not be used during the shut-down unless the purchase is related to orderly shutdown or to protect property or safety at our sites.

Contracts for professional services will be suspended with no new obligations incurred unless they are needed as part of an orderly shut-down process.

Contract work that is funded with funds that have been properly obligated may continue if the work may be properly supervised or the Contracting Officer's Representatives believe the work may continue unsupervised for a short period of time. However, no

employees may be deemed excepted solely or primarily to supervise contract work. As a practical matter this means that while contracts may continue for some short period of time, if the shut-down extends beyond a few days these contracts will need to be suspended simply because there will be no staff to supervise or give guidance to the contractors.

Travel

All travel must stop, other than returning employees on travel status at the time of the expiration of our appropriation to their duty stations. Travel may not continue after the expiration of our appropriation. Return to duty station must be as soon as possible.

Payments During Shut-down Period

- 1. All excepted employees U.S. federal employees and locally engaged staff remaining in or recalled to pay status during the shut-down period will earn pay for performance of excepted work, but will not receive their earned pay until an appropriation is enacted.
- 2. Obligations incurred by ABMC for authorized contract work during the shutdown period will not be paid to the contractor until an appropriation is enacted. ABMC recognizes that this may result in Prompt Pay interest charges.

Excepted Staffing Projection

Commission staff are located at a Headquarters office in Arlington, Virginia; an Overseas Operations Office in Garches, France; and at 25 overseas cemeteries.

- 1. The Commission expects that up to 52 staff worldwide may be placed in excepted status during the first week of a government shut-down, to ensure that all shut-down actions are completed, to protect ABMC property, and to respond to shut-down related communications and contingencies.
- 2. The Commission expects that up to 30 staff may remain in excepted status throughout a government shut-down, to protect ABMC property and to respond to shut-down related communications and contingencies.



American Battle Monuments Commission Policy

Information Technology Manual

Computer and Telephone Usage

Effective Date: 06-01-2015 Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy concerning computer and telephone usage.

2. Background

This policy implements Office of Personnel Management, Federal Chief Information Officer (CIO) Council, Office of the Federal Register, and ABMC guidelines to ensure the effective and efficient use of information technology (IT) resources and telephones (landlines, cell phones, and smartphones). All individuals authorized to use ABMC IT resources and telephones have a duty to use them responsibly, professionally, ethically, and legally. Violations of this policy will be taken seriously and may result in disciplinary action, including possible civil and criminal liability.

3. Policy

Issue Date: 06-01-2015

- **A.** ABMC IT resources are the property of the U.S. Government and may be used only by ABMC-authorized individuals for approved purposes. Users are authorized access to computer systems and telephones to assist them in the performance of their duties.
- **B.** Individuals authorized to use ABMC IT resources are permitted limited use of government office equipment for personal needs if the use does not interfere with official business and involves minimal additional expense to the government. This limited personal use of government office equipment should take place during the employee's non-work time. This privilege to use government office equipment for nongovernment purposes may be revoked or limited at any time by supervisors or other appropriate ABMC officials. Such occasional limited personal use may not be permitted if the use:
 - 1) Interferes with the user's work performance.
 - 2) Interferes with any other user's work performance.

1

- 3) Has undue impact on ABMC IT services, networking systems, information assurance, and communications (voice, video, data).
- 4) Is otherwise prohibited by law or regulation, such as the Hatch Act, 5 U.S.C. § 7321 7326.
- 5) Violates any other provision of this policy.
- C. All communications are subject to monitoring. Security measures (e.g. authentication and access controls) are used to protect U.S. Government interests – not for users' benefit or privacy. Users should have NO expectation of privacy, except as described below, in anything they create, store, send, or receive on the computer system or telephone. The U.S. Government has the right, but not the duty, to monitor any and all aspect of its IT resources, including but not limited to monitoring sites visited by employees on the Internet; monitoring chat groups and news groups; reviewing material downloaded or uploaded by users; reviewing email sent and received by users; and monitoring telecommunications. Notwithstanding the above, using an information system does not constitute consent to personnel misconduct or law enforcement investigative searching or monitoring of the content of privileged communications or data (including work product) that are related to personal representation or services by attorneys, psychotherapists, clergy, or their assistants. Under these circumstances, such communications and work products are private and confidential.
- **D.** ABMC computer resources will not be used for illegal, fraudulent, malicious, or inappropriate activities. IT users will not use ABMC IT resources to perform the following activities:
 - 1) Engage in partisan political activity, political or religious lobbying, or advocacy of activities on behalf of organizations having no affiliation with ABMC.
 - 2) Use ABMC computer resources for personal or commercial financial gain or solicitation of business services.
 - 3) View, download, store, transmit, or copy materials that are sexually explicit or sexually oriented.
 - 4) Create, copy, access, store, process, display, or distribute fraudulent, harassing, embarrassing, intimidating, defamatory or any other material that is intended to be offensive (e.g., hate speech, or material that ridicules others based on race, creed, religion, color, sex, disability, national origin, or sexual orientation).
 - 5) Obtain, install, reproduce, or distribute software and data in violation of intellectual property rights or license.
 - 6) Install personally-owned hardware (e.g., Personal Data Assistants/PDAs, external storage devices, phones, etc.) without the written approval of the Director of Information Technology, or

- other ABMC official who has been delegated written authority by the Director of Information Technology.
- 7) Copy software for use on home computers. If there is a valid requirement to install approved software, the IT staff will provide copies for authorized users.
- 8) Alter ABMC information system hardware, including but not limited to the addition or removal of: memory, secondary storage devices (e.g. hard-drives, flash drives, thumb drives, network cards, internal computer components), or any other peripheral devices.
- 9) Alter ABMC information system software by adding or modifying any system option, setting, or default parameters.
- 10) Create, copy, or electronically transmit chain letters or other non-mission-related mass mailings. A chain letter is a message sent to a number of people asking each recipient to send copies with the same request additional addressees. A mass mailing is a message sent to a large number of recipients, such as the "Everyone" address group, without any legitimate business purpose. Electronically transmitted messages created or authorized by ABMC officials that deal with ABMC personnel and activities are permitted.
- Acts that waste computer/network resources or unfairly monopolize these resources to the exclusion of others. These acts include sending or receiving e-greeting cards, music and video files, interactive games or other large file attachments; subscribing to Internet services that automatically download information (sports scores, stock prices, or other continuous data streams such as music or videos); spending excessive amounts of time on the Internet for non-mission-related purposes; engaging in email practices that involve ongoing message receipt and transmission (instant messaging); and engaging in unauthorized on-line chat groups.
- 12) Use ABMC IT resources as a staging ground or platform to gain unauthorized access to other systems.
- 13) Incur any network or phone charges for which the U.S. Government is liable, except for official purposes.
- 14) Provide copies of software to a third party.
- 15) Use shared drives to store, maintain, or relay Privacy Act data unless the data is password-protected and the folder within the shared drive has restricted access to those with a need-to-know authorization. Release of staff names or official phone numbers and email addresses to second or third parties may be only for official business, and should be appropriately coordinated within the agency beforehand.
- Install software onto any ABMC IT resource without specific approval and authority to do so. Approving authority is the

- Director of Information Technology, or other individual delegated in writing the authority to approve.
- 17) Install any hardware (e.g. laptop, personal computer, network switch, router, etc.) without specific approval and authority from the Director of Information Technology, or other individual delegated written authority to approve.
- 18) Any other action that threatens the integrity of ABMC's IT resources.
- E. All accounts must be password protected. Passwords will automatically expire, must be changed regularly, and must conform to ABMC password policy. ABMC password policy requires 2 upper case characters, 2 special characters, 2 numbers, and at least 8 characters in total. Some systems may not support this configuration. In these cases, the configuration of the policy will be as similar as possible. Passwords must not be shared with anyone or stored in a non-secure location.

F. Users must:

- 1) Protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities.
- 2) Protect hard copies of information derived from an ABMC IT resource at the same sensitivity level as the information is stored electronically in the IT resource.
- 3) Destroy sensitive information or media, when required.
- 4) Obtain approval from the Director of Information Technology or other individual delegated written authority to approve when removing a computer or its hard drive from ABMC facilities. A signed ABMC Equipment Sign Out Form is required for the removal of laptop computers or take-home work stations.
- 5) Comply with terms of software licenses and only using ABMC-licensed and authorized software.
- 6) Use ABMC systems for lawful, official, and authorized purposes.
- 7) Use the e-mail system in accordance with ABMC guidelines, and limit distribution of email to only those who need to receive it.
- 8) Log off at the end of each day, but leave the machine on at all times.
- 9) Sign logs, forms, and receipts as required/applicable to accomplish duties relating to the collection, use, transfer, or disposal of ABMC information or information systems.
- 10) Report known or suspected incidents immediately to the Director of Information Technology or designated authority and report immediately any evidence of tampering.

- 11) Use social media websites on ABMC computers with the following conditions:
 - Use available website encryption (Secure Sockets Layer -SSL) options and proper privacy controls to access social media sites.
 - b. Make clear distinctions between professional and private use of social media websites.
 - c. Do not speak or write on behalf of ABMC without express permission from the Chief of Public Affairs, or individual delegated the authority to approve.
 - d. Do not post on social media websites privileged or sensitive information, or any information or media that might have a negative impact on ABMC.
- **G.** U.S. Government-furnished information system (e.g. laptops, notebooks, etc.) will be inspected, scanned, and reviewed for security purposes.
- **H.** When necessary for the maintenance of the information system, system administrators will request and are entitled to physical and remote access to the user's assigned information system resources
- I. Individuals authorized to use ABMC government telephones (landlines, cell phones, and smartphones) are permitted limited use of government telephones for personal needs if the use does not interfere with official business and involves minimal additional expense to the government. This privilege to use government telephones for nongovernment purposes may be revoked or limited at any time by supervisors or other appropriate ABMC officials. Such occasional limited personal use may not be permitted if the use:
 - 1) Interferes with the user's work performance.
 - 2) Interferes with any other user's work performance.
 - 3) Has undue impact on ABMC IT services, networking systems, information assurance, and communications (voice, video, data).
 - 4) Is otherwise prohibited by law or regulation, such as the Hatch Act, 5 U.S.C. § 7321 7326.
 - 5) Violates any other provision of this policy.
- **J.** Long distance personal calls that must be made during working hours may properly be authorized when they:
 - 1) Do not adversely affect the performance of official duties by the employee or the employee's organization.
 - 2) Are of reasonable duration and frequency.
 - 3) Could not reasonably have been made at another time.

These calls must be charged to:

- 1) The employee's home phone number or another, non-government number (third number call or personal cell phone).
- 2) The called party if a non-government number (collect call).
- 3) A personal telephone credit card.

4. Applicability

This policy applies to all users of ABMC IT resources and telephones.

5. Policy Authorities

- A. 41 CFR 101-35 (Management and Use of Telecommunications Resources)
- B. <u>5 CFR 2635.704</u> (Use of Government Property)
- C. 36 U.S.C. §2103 (ABMC authorizing legislation)

6. Definitions and Acronyms

IT Resources: All ABMC-owned or operated network and communications systems and devices, including but are not limited to computers, laptops, file servers, applications servers, mail servers, web servers, communications servers, mobile devices (e.g., iPads), PDAs, cell phones, smartphones, software, video and data files, telecommunications (telephones, video teleconferencing, etc.) and all internal and external communications networks that may be accessed directly or indirectly from the ABMC computer network.

Users: All individuals authorized to use ABMC IT resources including employees, contractors, and interns.

7. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation or ABMC policy.

Policy Number: 11.2 June 1, 2015



American Battle Monuments Commission Policy

Information Technology Manual

IT Security

Effective Date: 06-01-2015 Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy on information technology (IT) security.

2. Background

ABMC maintains its IT security in accordance with OMB Memorandum M-06-16, Protection of Sensitive Agency Information. In addition to adhering to ABMC IT security policies and procedures, ABMC employees and contractors who interact with ABMC shared services provider must follow the provider's security requirements.

3. Policy

- A. Physical and logical access to ABMC applications is restricted to authorized individuals. Any changes to authorizations to add, change, and delete user access to applications require prompt written notification to the Director of Information Technology or other designated application authorizer (e.g., Chief Financial Officer, who will notify the Director of Information Technology).
- B. The Director of Information Technology will obtain and distribute ABMC shared services provider's security policies to employees who interact with the shared service provider. The Director of Information Technology will establish appropriate review mechanisms to ensure that employees adhere to the provider's policies.
- C. Laptop Computers- The portability of laptops creates serious security issues: these devices can be stolen with sensitive information stored on the hard drives. The following rules will be followed for personnel using laptop computers:
 - 1) ABMC laptop computers will not be removed from the ABMC premises without approval from the Director of Information

Issue Date: 06-01-2015 1 IT Security

- Technology or delegated official and a signed ABMC Equipment Sign Out Form.
- 2) Every effort will be made to store sensitive information on ABMC networks and not on laptops, even with the encryption protection. If sensitive data must be stored temporarily (reports, etc.), delete it after use by using a secure delete supplied with the encryption program (digital shredder). Store the information on the network (My Documents) if needed for later use.
- 3) Users are required to keep laptops on their person at ALL times whenever traveling outside of the office or their home.
- D. Use of USB Flash or Other Removable Drives/Devices -These are small devices that attach to the USB port of a computer and act as small hard drives to store information. Such devices have become very popular due to their portability, ease of use, and low cost. Such devices can be a major security risk since they can be used to copy sensitive information or be introduced to malicious code outside of the network environment. ABMC allows use of such devices within the network environment with the following restrictions:
 - 1) All such devices must be approved by the Director of Information Technology or delegated authority.
 - 2) No personal information or data that may not be disclosed to the general public, such as social security numbers, may be stored on these devices. These devices, due to their size, can be lost too easily with the resulting potential compromise of the data.

E. Wireless Access

- 1) Wireless technology creates significant risk for network and data security. Examples of such devices are:
 - (a) 802.11 devices such as wireless hubs, routers, and access points. These also include 802.11 clients installed on laptops and wireless enabled PDAs.
 - (b) Bluetooth devices.
- 2) Any wireless device that can connect directly with the network can bypass the firewall and other security measures in place to protect the network.
 - (a) Wireless devices within the network are not permitted as part of normal operations within the ABMC network. Any wireless device connected to ABMC information systems must first be approved by the Director of Information Technology or designated official.
 - (b) Wireless devices may be used on a temporary basis as part of a business continuity plan when other methods of connecting to the internet are not available. Such devices will be removed as soon as the normal network is operational.

Issue Date: 06-01-2015 2 IT Security

Policy Number: 11.2 June 1, 2015

- (c) WEP, as a minimum, will be used when such devices are authorized and installed. Minimum of 128-bit WEP key will be used.
- (d) Bluetooth devices are not permitted without the written approval of the Director of Information Technology or designated official.
- F. New Software New software could interfere with the active directory or the current security software and compromise the network.
 - 1) No new software will be installed on workstations or servers without permission from the IT Team.
 - 2) This requirement applies especially to remote communications software such as PC Anywhere that opens ports on the network to the outside world.
- G. In case of an IT security incident, call the IT Team to ensure a prompt response.

4. Applicability

This policy applies to all ABMC employees, contractors and interns.

5. Policy Authorities

- A. <u>36 U.S. Code §2103</u> (ABMC authorizing legislation)
- B. OMB Memorandum M-06-16 (Protection of Sensitive Agency Information)
- C. Interagency Agreements/Memoranda of Understanding

6. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB, or ABMC policy.

Issue Date: 06-01-2015 3 IT Security

Policy Number: 11.3 June 1, 2015



American Battle Monuments Commission Policy

Information Technology Manual

Mobile Devices

Effective Date: 06-01-2015

Sunset Date: 06-01-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy concerning mobile communication devices.

2. Background

ABMC provides its employees with smartphones and other mobile devices selectively and where appropriate. The term "devices" refers to all ABMC-owned smartphones and other electronic mobile instruments.

Employees who have been issued a device to perform official job functions may make *de minimis* personal use of the device, which is defined as usage that would be disregarded in determining the amount of official use with consideration given to the cost inefficiency of a monthly administrative review that includes maintaining a log and disaggregating all personal usage minutes. In other words, employees should use their personal devices for personal use under most circumstances and minimize personal use of their ABMC-issued device.

3. Policy

- A. The acquisition and use of devices by ABMC personnel must be related to the job duties of the user. The Deputy Secretaries and/or the employee's supervisor determine which employees will be issued a device.
- B. The Director of Information Technology will maintain a list of all employees who receive a device, including the name of the device, the device's serial number, the date of issuance, and any service limitations (e.g., international calling, text message restrictions, etc.)
- C. ABMC will pay for the purchase of and monthly charges (including relevant taxes) associated with the device. The employee will not receive any compensation to cover costs associated with the device.

Issue Date: 06-01-2015 1 Mobile Devices

Policy Number: 11.3 June 1, 2015

D. The authorizing official (Deputy Secretaries and/or employee's supervisor) has the authority to require a device holder to calculate the personal usage charges and reimburse ABMC for charges deemed beyond *de minimis*.

- E. Guidelines for usage are:
 - 1) Devices are for official government use.
 - 2) Personal *de minimis* usage is allowed and defined below:
 - a. Employees may make and/or receive calls, texts, or email messages on devices when there is no additional cost to the government;
 - b. When on travel status, employees are authorized to use the device so long as the associated cost is reasonable.
 - 3) Employees are required to report lost, stolen, or damaged devices to their supervisor and the IT Team immediately.
 - 4) The Deputy Secretaries will determine responsibility for replacing lost, damaged, or stolen devices by reviewing the specifics of the case and deciding employee liability.
 - 5) Employees must return the device prior to separation from ABMC or at the request of the Deputy Secretaries and/or supervisor. Employees are responsible for providing a new replacement of devices not returned in a timely manner.
- F. The password policy settings for smartphones are:
 - 1) A password is required.
 - 2) The passwords must meet device requirements.
 - 3) The maximum age of a password is 90 days users will be prompted to reset their password at that time.
 - 4) Set device lockout-time. After 15 minutes of inactivity the security timeout occurs and the user must type the password to unlock the smartphone.
- G. Employees requiring a password reset for a smartphone must generate the request using an IT Helpdesk ticket. A member of the IT Office will contact the employee within 24 hours to reset the password.

Issue Date: 06-01-2015 2 Mobile Devices

Policy Number: 11.3 June 1, 2015

4. Applicability

This policy applies to all employees issued a mobile device.

5. Policy Authorities

36 U.S.C. §2103 (ABMC authorizing legislation)

6. Mandatory Review

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation or ABMC policy.

Issue Date: 06-01-2015 3 Mobile Devices



Policy Number: 11.4

American Battle Monuments Commission Policy

Information Technology Manual

Effective Date: 09-16-2015 Sunset Date: 09-16-2018

1. Purpose

This document sets forth American Battle Monuments Commission (ABMC) policy for the creation, assignment, and use of agency digital certificates and digital signatures.

2. Background

The U.S. Federal Government has for many years recognized electronic signatures as a trustworthy means of signing documents and an alternative to pen and ink signatures. OMB guidance recognizes that digital signatures are particularly robust because they generally provide the strongest integrity and non-repudiation protections among the many types of electronic signatures. Digital signatures offer the benefit of confidentiality (encryption), integrity (assures that the contents of the signed document have not changed since being signed), and non-repudiation (the signer cannot easily refute that they signed the document).

Digital signatures will increase the speed and efficiency of ABMC business processes. The potential of harm to ABMC caused by inappropriate use of digital signatures is minimal, as is the motivation to do so. Moreover, it is reasonable to assert that digital signatures reduce the risk of forgery because forging a digital signature is much more difficult than forging a pen and ink signature. ABMC has determined that it can implement and use intra-agency digital signatures in a way that meets all required U.S. regulations and audit standards (OMB, FISMA, GAO, etc.).

3. Policy

- **A.** A digital signature is an acceptable substitute for a pen and ink signature on any intra-organization document or correspondence.
- **B.** Digital signatures will be issued to individuals only. Digital signatures for roles, positions, or titles (e.g. the Chief Financial Officer) will not be used.

Issue Date: 09-16-2015 1 Digital Signature

- C. ABMC digital signatures based upon the agency's Public Key Infrastructure (PKI) and those listed in Appendix A are the only form of digital signature recognized for official use.
- **D.** Violations of this policy may result in disciplinary action.
- E. The Chief of Human Resources in the Headquarters office and the Director of Human Resources in the Overseas Operations office will serve as the agency's Registration Authorities (RA), verifying, certifying, and recertifying employee identity.
- **F.** The Director of Information Technology will serve as the Agency's Certificate Authority (CA).
- **G.** The same individual cannot serve as RA and CA.
- **H.** The CA is responsible for implementing and managing the Agency's PKI technical components and procedures, and ensuring the integrity and proper functioning of these systems.
- I. The CA will log all digital certificate creation, change, and deletion activities. These logs will be retained in accordance with the ABMC Information System Security Plan.
- **J.** A digital certificate may only be issued after the employee's identity has been verified by the RA and the request approved by the CA.
- **K.** ABMC-issued digital signatures of individuals holding the following positions will include a digitized pen and ink signature: Secretary; Deputy Secretary, Headquarters; Deputy Secretary, Overseas Operations; Executive Officer; General Counsel; Chief Financial Officer; Chief of Human Resources.

4. Applicability

Policy Number: 11.4

This policy applies to all ABMC employees using an ABMC-issued digital signature to sign official documents.

5. Policy Authorities

- **A.** ABMC Information System Security Plan
- B. Government Paperwork Elimination Act (GPEA):

 https://ocio.nih.gov/ITGovPolicy/Documents/Paperwork_Elimination_Act_Public_Law_105-277.pdf

Issue Date: 09-16-2015 2 Digital Signature

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Policy Number: 11.4

- C. OMB (Office of Management & Budget) Circular A-130: http://www.whitehouse.gov/omb/circulars/a130/a130trans4.pdf
- **D.** OMB Memorandum M-00-10: *Procedures and Guidance on Implementing the Government*: http://www.whitehouse.gov/omb/fedreg_gpea2#m00-10attach
- E. OMB Memorandum M-00-15: OMB Guidance on Implementing the Electronic Signatures: http://www.whitehouse.gov/omb/memoranda_m00-15
- F. OMB Memorandum M-04-04: E-Authentication Guidance for Federal Agencies:

 http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy04/m04-04.pdf
- G. OMB Memorandum M-05-05: Electronic Signatures: How to Mitigate the Risk of Commercial Managed Services:

 http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2005/m05-05.pdf
- **H.** NIST (National Institute of Standards & Technology) SP 800-25: *Federal Agency Use of PKI Technology for Digital Signatures and Authentication*: http://csrc.nist.gov/publications/nistpubs/800-25/sp800-25.pdf
- I. Federal PKI Steering Committee: The Evolving Federal Public Key Infrastructure:
 http://www.idmanagement.gov/sites/default/files/documents/pki-brochure.pdf
- J. GAO: Public Key Infrastructure: Examples of Risks and Internal Control Objectives Associated with Certification Authorities: http://www.gao.gov/new.items/d041023r.pdf

6. Definitions and Acronyms

Digital certificate: an electronic document used to prove ownership of a public key. The certificate includes information about the key, information about its owner's identity, and the identity of the entity that verified that the contents are correct.

Public Key Infrastructure (PKI): a system for the creation, storage, and distribution of digital certificates which are used to verify that a particular public key belongs to a certain entity.

Certificate Authority (CA): entity that generates, issues, deletes, and manages digital certificates.

Issue Date: 09-16-2015 3 Digital Signature

Registration Authority (RA): an authority in a network that verifies user requests for a digital certificate and tells the certificate authority (CA) to issue it.

Federal Bridge CA: the inter-agency PKI CA allowing interoperability of digital signatures used by participating organizations.

Electronic signature: a method of signing an electronic message that: (A) identifies and authenticates a particular person as the source of the electronic message; and (B) indicates such person's approval of the information contained in the electronic message.

Digital signature: a type of electronic signature created when the owner of a private signing key uses that key to create a unique mark (the signature) on an electronic document or file.

Certificate Policy (CP) and Certificate Policy Statement (CPS): policy framework documents for the entire PKI; they map the agency's business model for electronic transactions to the PKI, setting forth what types of certificates the agency will issue, purchase, or accept for its business needs.

7. Mandatory Review

Policy Number: 11.4

ABMC will review this policy and perform a gap analysis every 3 years to ensure that the policy is current and complete. This review may occur earlier if warranted by changes in Federal legislation, OMB or Department of the Treasury guidance, or ABMC policy.



American Battle Monuments Commission Procedure Human Capital Manual

Telework Enrollment & Operating Status Scenarios

Effective Date: 06-01-2015

Sunset Date: 06-01-2018

9.7.1. Standard Operating Procedure (SOP) for Telework Enrollment & Operating Status Scenarios

Participation by eligible employees is voluntary, except those with a telework agreement that are designated as emergency employees. Employee participation requires supervisory approval except as noted in ABMC Telework policy.

Once management has approved a telework request, it is not necessary to submit additional requests for regularly scheduled or recurring telework. However, if the approved telework is not on a regular schedule, the employee must provide the Supervisor reasonable advance notice, at least one workday prior to the desired start date. Under extenuating circumstances, approval may be granted on shorter notice. All requests should include a description of the work to be accomplished and an estimate of time needed. Requests can be submitted in hard copy, via email, or in other electronic formats when available. Automated telework forms must be submitted in order to appropriately record telework time.

Appendix C includes operating status scenarios and actions regarding telework for each.

PROCESS OVERVIEW

The Employee completes telework forms and submits them to his or her Supervisor for review and approval.

ROLES

Organization	Role
ABMC	Employee
ABMC	Supervisor

POLICY AUTHORITIES

ABMC manages this process in accordance with the following regulations:

- 1. Public Law No. 111-292 (Telework Enhancement Act of 2010)
- 2. OPM Guide to Telework in the Federal Government

Roles and Responsibilities

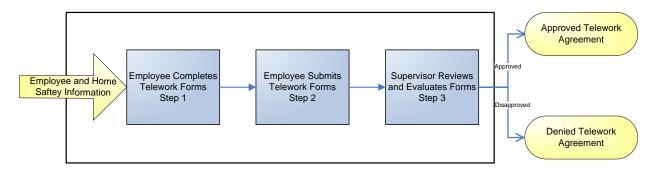
Role	Responsibility
Who does the work?	Employee and Supervisor
Who oversees the work?	Supervisor
Who must approve the work?	Supervisor
Who maintains the documentation?	Supervisor and Telework Coordinator

Inputs

Information needed	Source
Information required to complete telework forms	Employee and Supervisor

Procedure

Figure 1 shows the steps in the telework enrollment process. The steps are detailed below.



STEP 1: EMPLOYEE COMPLETES TELEWORK FORMS

To begin the enrollment process, the Employee completes two forms, the Employee/Supervisor Telework Program Agreement and the Home Safety Self-Certification (Appendix A and Appendix B). The Employee/Supervisor Telework Program Agreement provides needed contact information and outlines rights, responsibilities, and general program provisions.

Requests for recurring and regularly scheduled telework should be documented in the Employee/Supervisor Telework Program Agreement and include a description of work to be

performed, alternative work site, days of the week or periods within a work cycle that teleworking could occur, and estimates of the time needed. Requests for regularly scheduled and recurring telework should be submitted at least 10 workdays prior to the desired start date.

An employee's telework request, either for work that is situational or episodic in nature, or for work that is recurring and regularly scheduled, can be approved provided that the work to be accomplished can be adequately performed off-site and does not impede accomplishment of mission objectives.

STEP 2: EMPLOYEE SUBMITS TELEWORK FORMS

Both the Employee/Supervisor Telework Program Agreement and Home Safety Self-Certification forms may be submitted in electronic format, when available, via e-mail to the Employee's Supervisor. The forms may be submitted at any time, but must be current and updated by January 31st of each calendar year.

STEP 3: SUPERVISOR REVIEWS AND APPROVES TELEWORK FORMS

The Supervisor reviews the Employee/Supervisor Telework Program Agreement and Home Safety Self-Certification and keeps a copy of each as records. Supervisors should proactively ensure ongoing delivery/completion of all agreed upon work products whenever recurring and regularly scheduled telework arrangements are established. Upon request, Supervisors will provide employees with a written explanation of the reason(s) for denying a telework request.

Outputs

Information Produced	Source
Approved or Denied telework agreement	Supervisor

Definitions and Acronyms

Below is a list of definitions and acronyms applicable to the Telework Enrollment SOP.

Alternative Work Site – The work site other than the agency designated work site, such as the employee's home or other approved location.

Unscheduled Telework – Telework occurring when severe weather conditions or other circumstances disrupt or prevent employees from commuting or reporting to work.

Home Safety Self-Certification – A checklist to be completed and submitted to managers along with the Telework Agreement. The Home Safety Self-Certification assesses the overall safety of the employee's alternative work site.

Emergency Response Employee – An employee necessary to continue the agency onsite operations (e.g., security, facilities, or data center support) in a variety of emergency situations. These employees may be directed by their manager/supervisor or ABMC senior management to report to the work site in support of critical business functions when the work site is closed.

Emergency Telework – Telework occurring during an emergency or contingency situation when an ABMC work site is closed or access to the work site is compromised.

Episodic or Situational Telework – A telework arrangement that occurs on an occasional, non-routine, irregular, or ad-hoc basis.

Mission Essential Employee – An employee necessary to carry out the agency mission in a variety of emergency situations, critical to implementation of business continuity. These employees may be directed by their manager/supervisor or ABMC senior management to telework if they have a telework agreement in place; relocate to alternate work sites; or report to the work site in support of critical business functions when the work site is closed.

Official Duty Station – The location where the work activities of the employee's position of record are based (i.e., the place where the employee would normally work absent a telework agreement).

Regular or Recurring Telework – A telework arrangement that takes place on a recurring and ongoing basis on an established schedule.

Telework – A work arrangement in which an employee performs officially assigned duties at home or other alternate work site. The terms telework and telecommuting are synonymous and include working at home or in other approved work sites.

Telework Agreement – The Telework Enhancement Act of 2010 requires all telework participants to have a written agreement, for every type of telework entered into between an agency manager and an employee authorized to telework. The agreement outlines the types of telework for which an employee is eligible and is mandatory in order for any employee to participate in telework. Telework Agreements are to be renewed annually no later than January 31st of each calendar year; or for new teleworkers, before participation for that year. An employee can update his/her agreement after that date to make changes and submit it to their manager/supervisor for approval.

Telework Coordinator (TC) – The TC carries out the day-to-day responsibilities of the ABMC Telework Program and is subject to the oversight of the Telework Managing Officer.

Telework Managing Officer (TMO) – The TMO must be a senior official of the ABMC with direct access to the Secretary. The TMO is accountable for the ABMC Telework Program and serves as a high-level advisor for agency leadership, a resource on telework issues for managers and employees, and is responsible for policy development and implementation related to the ABMC Telework Program.

Appendix A - Employee/Supervisor Telework Program Agreement

American Battle Monuments Commission

EMPLOYEE/SUPERVISOR TELEWORK PROGRAM AGREEMENT

INSTRUCTIONS: Complete the information below.			
NAME:	POSITION		
	TITLE/SERIES/GRADE:		
DIVISION/OFFICE:	I		
VOLUNTARY PARTICIPATION			
The employee voluntarily agrees to work at the approved alternative work site indicated below on			
	ervisor and to follow all applicable policies and		
	this arrangement is not an entitlement but an		
	accomplish work. This agreement will remain in		
force until terminated by either party.			
OFFICIAL DUTY STATION AND APPROVED ALTERNATIVE WORK SITE			
OFFICIAL DUTY STATION:			
ALTERNATIVE WORKSITE:			

Privacy Act Statement

The ABMC is authorized to request this information from you by 12 U.S.C. § 1819. The main purpose for collecting this information is to administer your request for participation in the ABMC Telework Program. Furnishing the requested information is voluntary, but failure to provide the requested information in whole or in part may result in denial of your request to participate in the ABMC Telework Program. The information provided by individuals is protected by the Privacy Act, 5 USC 552(a). The information may be furnished to third parties as authorized by law or used according to any of the other routine uses described in the ABMC "Personnel Records" System of Records. If you have questions or concerns about the collection or use of the information, you may contact the ABMC Chief of Human Resources.

Appendix B - Home Safety Self-Certification

American Battle Monuments Commission			
HOME SAFETY S	SELF-CERTIFICATIO	N	
INSTRUCTIONS: Complete the information below.			
SECTION I – EMPLOYEE INFORMATION			
NAME OF EMPLOYEE (Last, First, MI)	POSITION TITLE/SERIES/GRA	ADE	
		T	
DIVISION/OFFICE	WORK PHONE NUMBER	HOME PHONE NUMBER	
CECTION II ALTERNATIVE WORK CITE			
SECTION II – ALTERNATIVE WORK SITE		=:D 0 /)	
Location of the primary alternative work site (Give complete ad	ldress, including City, State, and I	ZIP Code.)	
Click here to type text. If additional space is needed, use the TAB key to insert another row. Otherwise, move the mouse to the next field.			

Give a brief description of the designated work area.

NOTE: ABMC reserves the right to inspect the participant's alternative work site to ensure adherence to ABMC Policy 9.7, ABMC Telework Program.

SECTION III – SELF-CERTIFICATION SAFETY CHECKLIST - The following checklist is designed to assess the overall safety of the alternative work site.

	(Check	One)
SAFETY CHECKLIST	YES	NO
1. Is the space free of asbestos-containing materials? (If yes, proceed to question 3)		
2. If asbestos-containing materials are present, are the materials undamaged and in good condition?	. 🔲	
3. Is the space free of indoor air quality problems?		
4. Is there adequate ventilation for the desired occupancy?		
5. Is the space free of noise hazards (noises in excess of 85 decibels)?	. 🗌	
6. Is there a potable (drinkable) water supply?		
7. Are lavatories available with hot and cold running water?		
8. Are all stairs with four or more steps equipped with handrails?		
9. Are all circuit breakers and/or fuses in the electrical panel labeled as to intended service?	. 🗌	
10. Do circuit breakers clearly indicate if they are in the open or closed position?	. 🗌	
11. Is electrical equipment free of recognized hazards that could cause physical harm (e.g., frayed wires; bare conductors; loose wires; flexible wires running through walls; exposed wires fixed to the ceiling?)	. 🔲	
12. Will the building's electrical system permit the grounding of electrical equipment?	. 🗌	
13. Are aisles, doorways, and corners free of obstructions to permit visibility and movement?	. 🗌	

	(Check	k One)
SAFETY CHECKLIST	YES	NO
14. Are file cabinets and storage closets arranged so drawers and doors do not open into walkways?		
15. Do chairs have any loose casters (wheels)? Are the rungs and legs of chairs sturdy?	=	
16. Are the phone lines, electrical cords, and extension wires secured under a desk or along a baseboard?		
17. Is the office space neat, clean, and free of excessive amounts of combustibles?		
18. Are floor surfaces clean, dry, level, and free of worn or frayed seams?		
19. Are carpets well-secured to the floor and free of frayed or worn seams?		
20. Does your alternative work site have working smoke detectors?		
21. Are working fire extinguishers available within the alternative work site?		
SECTION IV – EMPLOYEE CERTIFICATION		
I certify that the above information is correct to the best of my knowledge and belief.		
EMPLOYEE'S SIGNATURE	DATE	
SECTION V – APPROVING AUTHORITY	ı	
SUPERVISOR'S SIGNATURE	DATE	

Privacy Act Statement

The ABMC is authorized to request this information from you by 12 U.S.C. § 1819. The main purpose for collecting this information is to administer your request for participation in the ABMC Telework Program. Furnishing the requested information is voluntary, but failure to provide the requested information in whole or in part may result in denial of your request to participate in the ABMC Telework Program. The information provided by individuals is protected by the Privacy Act, 5 USC 552(a). The information may be furnished to third parties as authorized by law or used according to any of the other routine uses described in the ABMC "Personnel Records" System of Records. If you have questions or concerns about the collection or use of the information, you may contact the ABMC Chief of Human Resources.

Appendix C – Telework Operating Status Scenarios

Telework Program Operating Status Scenarios

The following are examples of scenarios during weather related and/or emergency situation dismissals or closures. Operating status announcements may come from the Office of Personnel Management (OPM), one of the Federal Executive Boards, and/or ABMC management. All participating employees are expected to adhere to the Telework Program guidelines with respect to unscheduled telework, weather related, and/or emergency situation dismissals or closures.¹

Operating status	Scenario	Action
ABMC office remains open with the option of unscheduled telework or unscheduled leave.	Inclement weather conditions exist or are expected, and the office has provided employees the option to take unscheduled telework or unscheduled leave.	All employees are allowed, with supervisory approval, to telework, provided they have an approved telework agreement, remain eligible to telework, and have suitable assignments for unscheduled telework. All employees also have the option of requesting unscheduled leave.
ABMC office is closed (announced by OPM, FEB and/or ABMC management).	Employee has a telework agreement, but not a regular/recurring telework day and has not previously requested to telework and been approved to telework on that day. or Employee is on pre-approved leave on the day the office is closed.	Employee is not required to telework unless the supervisor directs the employee to telework to support the ABMC mission and/or maintain agency functions, provided the assignment cannot be reasonably delayed until after the closure, or the employee has an emergency personnel designation. Employees who are on pre-approved leave will be charged leave for that day. Employees on continuing leave without pay or other non-pay status are not entitled to administrative leave.

ABMC office is closed (announced by OPM, FEB and/or ABMC management).	Employee is on the Home-Based option, but scheduled to work at an alternate work site within the local commuting area on the day the office is closed.	Employee is not required to go into the alternate work site and is not required to telework unless the supervisor directs the employee to telework to support the ABMC mission and/or maintain agency functions, provided the assignment cannot be reasonably delayed until after the closure, or the employee has an emergency personnel designation.
ABMC office is closed (announced by OPM, FEB and/or ABMC management).	Employee is on the Home-Based option, but in a travel status and scheduled to work at an alternate work site on the day the office is closed.	Employee is required to go into the alternate work site as scheduled, provided the employee is already at the temporary duty location or their temporary duty location is not impacted by weather conditions that would affect their ability to travel safely to the alternate work site. If a closure announcement is made by OPM, FEB, and/or ABMC management for the temporary duty location area, the employee would be granted administrative leave in accordance with ABMC leave policy.
ABMC office is closed (announced by OPM, FEB and/or ABMC management).	Employee has a regular/recurring telework day and/or employee has previously requested to telework on that day and has received approval to do so. or Employee is on the Home-Based option and is expected to telework that day (i.e., employee was not previously scheduled to work in an institution or report to the office that day). The closure falls on the employee's regular telework day.	Employee is required to telework for the entire work day. Employees who are scheduled to telework may request leave in lieu of telework, but are not entitled to administrative leave.

ABMC office is closed (announced by OPM, FEB and/or ABMC management).	Employee has regular/recurring telework, has requested telework prior to the closure announcement, and/or is a Home-Based option employee expected to telework that day. The employee's power goes out at his/her telework site.	The supervisor/manager may grant the employee administrative leave in accordance with ABMC Leave Policy. The power outage is beyond the employee's control.
ABMC office is closed (announced by OPM, FEB and/or ABMC management).	Employee has a regular/recurring telework day. The closure falls on a day other than the employee's regularly scheduled telework day.	Employee is not required to telework, unless the supervisor directs the employee to telework to support the mission and/or maintain agency functions. Employees who are on preapproved leave will be charged leave for that day. Employees on continuing leave without pay or other non-pay status are not entitled to administrative leave.
Early Departure announcement (OPM, FEB and/or ABMC management).	Employee is a teleworker on the Home-Based option. The employee was working at an alternate work site or working in the office on the day when an early dismissal was announced.	The employee is granted administrative leave for the early departure in accordance with ABMC Leave Policy. Employee is not required to go home and telework for the remainder of the day.
Early Departure announcement (OPM, FEB and/or ABMC management).	Employee is teleworking on their regular, recurring scheduled day or on an unscheduled/ad hoc telework day when an early departure announcement is made. Employee is on the Home-Based option and teleworking on a day when an early departure announcement is made.	Absent a leave request, employee is required to continue teleworking for the remainder of the work day.

Delayed Arrival announcement (OPM, FEB and/or ABMC management). ²	Employee is scheduled to telework their regular, recurring scheduled day or was previously approved to telework on a day when a delayed arrival announcement is made. Employee is on the Home-Based option and teleworking on a day when a delayed arrival announcement is made.	Absent a leave request, employee is expected to begin teleworking according to their approved work schedule and continue to work the entire work day.
Delayed Arrival announcement with the option of unscheduled telework or unscheduled leave (OPM, FEB and/or ABMC management). ³	Employee initially intends to delay their arrival to the office/work site in accordance to the announcement, but then decides to elect unscheduled telework instead.	Employee should request leave for any time they did not work prior to notifying the supervisor of their intent to telework/the time telework began.
ABMC remains open with the option of unscheduled telework (announced by OPM, FEB and/or ABMC management).	Employee notifies the supervisor of his/her intent to take unscheduled telework. However, the supervisor knows the employee does not have sufficient work assignments for a full day of telework.	The supervisor and/or employee can agree on additional assignments for a full day of telework, the supervisor can approve telework for a specific number of hours based on the work assignments completed, or the employee may request leave for any time that he/she is unable to work due to a lack of suitable assignments.

¹ The above scenarios may not apply to designated emergency personnel.

In some ABMC locations outside of the Washington, DC, metropolitan area, offices may not announce a closure or delayed arrival; instead, they may instruct employees to wait for an announcement before arriving to the office. In those situations, employees should assume that they are not expected to arrive to the office until an official announcement has been made. If an employee chooses to come into the office absent an official notice, they would receive regular time for any part of the day they worked. If the office announces that it will open at a specific time, employees are expected arrive by that time unless it is prior to the start of their normal schedule.

² Delayed Arrival – Employees should plan to arrive for work no more than two (2) hours later than they would normally arrive (in accordance with the announcement), and employees who cannot report for work may take unscheduled leave or work unscheduled telework. Employees should plan their commutes so that they arrive for work no more than two (2) hours later than they would normally arrive. Employees who arrive for work more than two (2) hours later than their normal arrival time must request leave for the additional period of absence from work.

³ Delayed arrival with the option of unscheduled telework or unscheduled leave – See "Delayed Arrival" above. Also, employees who cannot report for work may take unscheduled leave or work unscheduled telework for their entire scheduled work day. Employees must notify their supervisors of their intent to take unscheduled leave or unscheduled telework.

Note

The above scenarios are examples only. Other situations may require further guidance. For additional guidance regarding weather-related dismissal policy for the Washington DC metropolitan area, contact the ABMC Chief of Human Resources. Although this guidance is specific to the Washington DC metropolitan area, it can be used as a reference to understand the various operating announcements that may be issued by OPM, one of the Federal Executive Boards, and/or ABMC management.



American Battle Monuments Commission Procedure

Financial Management and Accounting Operations Manual

Revaluation of Foreign Currency Financial Statement Balances

Effective Date: 06-01-2015

Sunset Date: 06-01-2018

10.3.1. Revaluation of Foreign Currency Financial Statement Balances Standard Operating Procedure (SOP)

This procedure sets forth the American Battle Monuments Commission (ABMC) process for revaluating foreign currency financial statement balances.

Due to the agency utilizing a 1:1 budget rate with the Euro, certain U.S. Standard General Ledger (USSGL) accounts have become materially misstated due to the large variance between the budget rate and the Treasury Reporting Rate of Exchange. Therefore, it is necessary to revalue affected general ledger (GL) accounts so that quarterly financial statements are presented fairly, in all material respects, in conformity with U.S. generally accepted accounting principles.

PROCESS OVERVIEW

This procedure focuses on the restatement of GL accounts and must be performed for every currency used by ABMC to make transactions. While the Euro is the foreign currency used most often by ABMC, this procedure applies to all foreign currencies. An overview of this procedure is as follows:

- 1. Chief Financial Officer (CFO) determines GL accounts that need revaluing
- 2. CFO revalues fixed asset accounts
- 3. CFO revalues GL 211001 accounts
- 4. CFO revalues remaining payable accounts
- 5. CFO revalues GL 48xx01 accounts

DETERMINE APPLICABLE GL ACCOUNTS

ROLES

Organization	Role
ABMC	Chief Financial Officer
ABMC	Senior Accountant
ABMC	Systems Accountant
IBC	Oracle Federal Financial System

POLICY AUTHORITIES

ABMC manages its financial reporting in accordance with the following Federal regulations:

- A. Office of Management and Budget (OMB) Circular No. A-136, Financial Reporting Requirements (updated annually)
- B. Chief Financial Officers Act of 1990 (Public Law No: 101-576)
- C. Federal Accounting Standards Advisory Board (FASAB),
- D. Statements of Federal Financial Accounting Standards (SFFAS)
- E. Treasury Financial Manual, Volume I, Part 2 Chapter 4700, "Agency Reporting Requirements for the Financial Report of the United States Government"
- F. ABMC Financial Management and Accounting Operations Manual (10)

DETERMINE APPLICABLE GL ACCOUNTS

The ABMC CFO receives the trial balance report from the ABMC Systems Accountant and starts the review process. The trial balance includes account balances from transactions recorded in the service provider's Oracle Financial System.

Roles and Responsibilities

Role	Responsibility
Who does the work?	ABMC CFO
Who oversees the work?	N/A
Who must approve the work?	N/A
Who maintains the documentation?	ABMC Local Area Network (LAN)

Inputs

Information needed	Source
	ABMC trial balance generated by the ABMC Systems Accountant from the Oracle Financial System

Procedure

Figure 1 shows the steps in determining applicable GL accounts. The steps are detailed below.

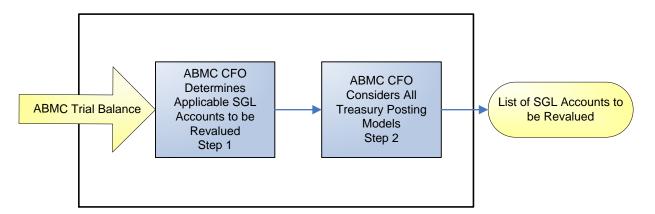


Figure 1. Determining Applicable GL Accounts

STEP 1: ABMC CFO DETERMINES APPLICABLE GL ACCOUNTS TO BE REVALUED.

During period end (quarter, year-end), ABMC CFO receives trial balance reports from the ABMC Systems Accountant (via email) and reviews them to determine appropriate GL accounts for revaluation. GL accounts containing foreign currency transactions that utilized the 1:1 budget rate are selected for revaluation.

STEP 2: ABMC CFO CONSIDERS ALL TREASURY POSTING MODELS.

To prevent overstatements of financial statement line items, all Treasury posting models need to be considered when determining which GL accounts to revalue. For example, when a payable is established, the standard GL accounts in the Treasury posting model include 211001, 610001, 310701, 570001, 480101, and 490101. If GL 211001 is revalued, then the corresponding GL accounts in the posting model will be affected by the adjustment entry. Therefore, there is no need to analyze the corresponding GL accounts individually.

The GL accounts that require posting model analysis include:

Outputs

Information Produced	Source
	Trial balance report received from ABMC Systems Accountant

REVALUATION OF FIXED ASSETS

During period end (quarter, year-end), the ABMC CFO receives the inventory listing from the Overseas Support Office (OSO) Contracting and Procurement Directorate (via email) and fixed asset reports from ABMC Systems Accountant (via Finance shared drive). The fixed asset reports are generated from transactions recorded in the Oracle Financial System. With these reports, the ABMC CFO starts the revaluation process.

Roles and Responsibilities

Role	Responsibility
Who does the work?	ABMC CFO
Who oversees the work?	N/A
Who must approve the work?	ABMC Senior Accountant
Who maintains the documentation?	ABMC LAN

Inputs

Information needed	Source
Fixed asset reports	ABMC fixed asset reports generated by the ABMC Systems Accountant from the Oracle Financial System.
Inventory listing	OSO Contracting and Procurement Directorate

Procedure

Figure 2 shows the fixed asset revaluation process. The steps are detailed below.

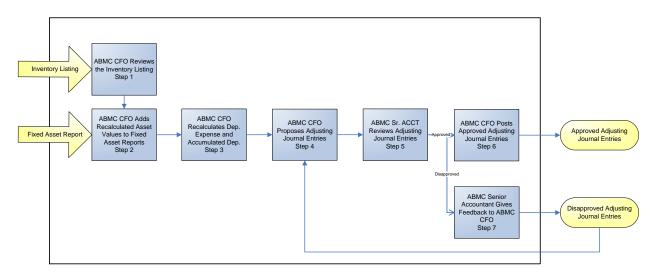


Figure 2. Revaluation of Fixed Assets

STEP 1: ABMC CFO REVIEWS THE INVENTORY LISTING FROM OSO CONTRACTING AND PROCUREMENT DIRECTORATE.

The ABMC CFO reviews the inventory listing provided by the OSO Contracting and Procurement Directorate to determine which assets would have been capitalized if the Treasury Reporting Rate had been used when the asset was purchased. The Treasury Reporting Rate can be found at http://www.fms.treas.gov/intn.html.

STEP 2: ABMC CFO ADDS RECALCULATED ASSET VALUES TO FIXED ASSET REPORTS.

When the ABMC CFO receives the fixed asset reports from the ABMC Systems Accountant, the ABMC CFO adds any recalculated asset values over the capitalization threshold to the fixed asset reports. The capitalization threshold for fiscal year 2014 and prior is \$25,000. For fiscal year 2015 and forward, it is \$50.000.

STEP 3: ABMC CFO RECALCULATES DEPRECIATION EXPENSE AND ACCUMULATED DEPRECIATION.

ABMC CFO recalculates depreciation expense and accumulated depreciation from fiscal year 2010 and forward. Fiscal year 2010 was the first year that the 1:1 budget rate was implemented.

All assets acquired for the Manila or Tunisian cemeteries by OSO and paid in Euros are immaterial and will not be included in these procedures.

STEP 4: ABMC CFO PROPOSES ADJUSTING JOURNAL ENTRIES TO THE ABMC SENIOR ACCOUNTANT.

Adjusting journal entries should be summarized by fiscal year.

STEP 5: ABMC SENIOR ACCOUNTANT REVIEWS AND APPROVES ADJUSTING JOURNAL ENTRIES.

ABMC Senior Accountant reviews and approves the proposed adjusting entries.

STEP 6: ABMC CFO POSTS APPROVED ADJUSTING JOURNAL ENTRIES.

ABMC CFO posts approved adjusting journal entries in the Oracle Financial System.

STEP 7: ABMC SENIOR ACCOUNTANT GIVES FEEDBACK TO ABMC CFO ON DISAPPROVED ADJUSTING JOURNAL ENTRIES.

If proposed adjusting journal entries contain errors, ABMC Senior Accountant notes corrections and forwards proposed entries back to the ABMC CFO for update and posting.

Outputs

Information Produced	Source
Entries	ABMC Senior Accountant Emails notification of approval/disapproval of adjusting journal entries.

REVALUATION OF GL 211001

During period end (quarter, year-end), the ABMC CFO receives the 211001 Account Analysis report from ABMC Systems Accountant (via Finance shared drive) and starts the revaluation process. The 211001 Account Analysis report is generated from transactions recorded in the Oracle Financial System and contains both accruals and aged vendor liabilities.

Roles and Responsibilities

Role	Responsibility
Who does the work?	ABMC CFO
Who oversees the work?	N/A
Who must approve the work?	ABMC Senior Accountant
Who maintains the documentation?	ABMC LAN

Inputs

Information needed	Source
, ,	ABMC 211001 Account Analysis report generated by the ABMC Systems Accountant from the Oracle Financial System.

Procedure

Figure 3 shows the steps in the GL 211001 Revaluation process. The steps are detailed below.

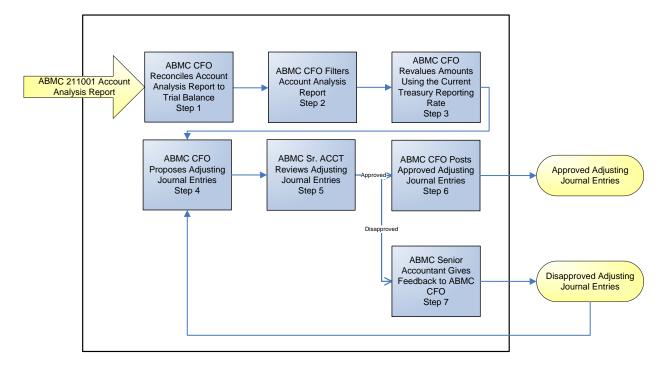


Figure 3. Revaluation of GL 211001

STEP 1: ABMC CFO ENSURES THAT THE BALANCES TIE TO THE TRIAL BALANCE.

The ABMC CFO matches balances from the 211001 Account Analysis report to the trial balance.

STEP 2: ABMC CFO FILTERS DATA CONTAINED IN THE 211001 ACCOUNT ANALYSIS REPORT.

ABMC CFO filters the data in the currency column of the Excel spreadsheet to determine potential adjustments. All currencies other than those in US dollars are included. Accruals have been individually revalued and are excluded.

STEP 3: ABMC CFO REVALUES AMOUNTS USING THE CURRENT TREASURY REPORTING RATE.

ABMC's CFO converts balances from U.S. dollars to local currency and then converts local currency to the current Treasury Reporting Rate.

STEP 4: ABMC CFO PROPOSES ADJUSTING JOURNAL ENTRIES TO THE ABMC SENIOR ACCOUNTANT.

Adjusting journal entries should be summarized by fiscal year.

STEP 5: ABMC SENIOR ACCOUNTANT REVIEWS AND APPROVES ADJUSTING JOURNAL ENTRIES.

ABMC Senior Accountant reviews and approves the proposed adjusting entries.

STEP 6: ABMC CFO POSTS APPROVED ADJUSTING JOURNAL ENTRIES.

ABMC CFO posts approved adjusting journal entries in the Oracle Financial System.

STEP 7: ABMC SENIOR ACCOUNTANT GIVES FEEDBACK TO ABMC CFO ON DISAPPROVED ADJUSTING JOURNAL ENTRIES.

If proposed adjusting journal entries contain errors, ABMC Senior Accountant notes corrections and forwards proposed entries back to the ABMC CFO for update and posting.

Outputs

Information Produced	Source
Entries	ABMC Senior Accountant Emails notification of approval/disapproval of adjusting journal entries.

REVALUATION OF REMAINING PAYABLE ACCOUNTS

During period end (quarter, year-end), the ABMC CFO runs account analysis reports for each payable GL (other than 211001) from the Oracle Financial System and starts the revaluation process. The account analysis reports are generated from transactions recorded in the Oracle Financial System.

Roles and Responsibilities

Role	Responsibility
Who does the work?	ABMC CFO
Who oversees the work?	N/A
Who must approve the work?	ABMC Senior Accountant
Who maintains the documentation?	ABMC LAN

Inputs

Information needed	Source
	ABMC Account Analysis reports generated from the Oracle Financial System.

Procedure

Figure 4 shows the steps in the Revaluation of Remaining Payable Accounts process. The steps are detailed below.

Procedure Number: 10.3.1 June 1, 2015

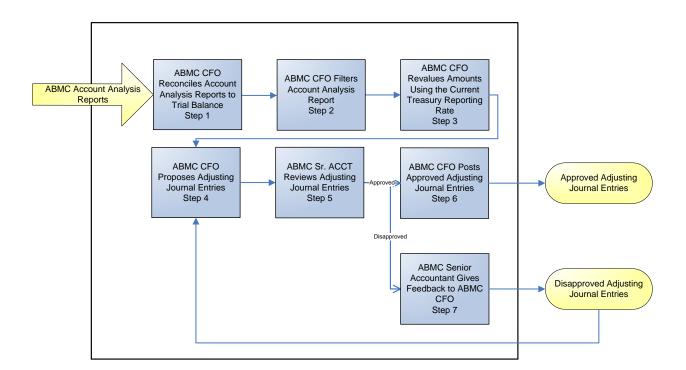


Figure 4. Revaluation of Remaining GL Payable Accounts

STEP 1: ABMC CFO ENSURES THAT THE BALANCES TIE TO THE TRIAL BALANCE.

The ABMC CFO matches balances from the account analysis reports to the trial balance.

STEP 2: ABMC CFO FILTERS DATA CONTAINED IN THE ACCOUNT ANALYSIS REPORT.

ABMC CFO filters the data by fiscal year and subsequently by Org_Cost Center, Location, Journal entry category, and by Budget Object Code to determine potential adjustment amounts for transactions denoted in foreign currencies. The journal entry category is filtered to exclude accrual journal entries, which have already been revalued, and to include only foreign currency gains/losses.

STEP 3: ABMC CFO REVALUES AMOUNTS USING THE CURRENT TREASURY REPORTING RATE.

ABMC CFO converts balances from U.S. dollars to local currency and then converts local currency to the current Treasury Reporting Rate.

STEP 4: ABMC CFO PROPOSES ADJUSTING JOURNAL ENTRIES TO THE ABMC SENIOR ACCOUNTANT.

Adjusting journal entries should be summarized by fiscal year.

STEP 5: ABMC SENIOR ACCOUNTANT REVIEWS AND APPROVES ADJUSTING JOURNAL ENTRIES.

ABMC Senior Accountant reviews and approves the proposed adjusting entries.

STEP 6: ABMC CFO POSTS APPROVED ADJUSTING JOURNAL ENTRIES.

ABMC CFO posts approved adjusting journal entries in the Oracle Financial System.

STEP 7: ABMC SENIOR ACCOUNTANT GIVES FEEDBACK TO ABMC CFO ON DISAPPROVED ADJUSTING JOURNAL ENTRIES.

If proposed adjusting journal entries contain errors, ABMC Senior Accountant notes corrections and forwards proposed entries back to the ABMC CFO for update and posting.

Outputs

Information Produced	Source
Entries	ABMC Senior Accountant Emails notification of approval/disapproval of adjusting journal entries.

REVALUATION OF GL 48XX01 ACCOUNTS

During period end (quarter, year-end), the ABMC CFO receives the 48XX01 report (via Finance shared drive) from the ABMC Systems Accountant and starts the revaluation process. The 48XX01 report is generated from transactions recorded in the Oracle Financial System and contains both accruals and aged vendor liabilities.

Roles and Responsibilities

Role	Responsibility
Who does the work?	ABMC CFO
Who oversees the work?	N/A
Who must approve the work?	ABMC Senior Accountant
Who maintains the documentation?	ABMC LAN

Inputs

Information needed	Source
·	ABMC 4801 report generated by the ABMC Systems Accountant from the Oracle Financial System.

Procedure

Figure 5 shows the steps in the GL 48XX01 Revaluation process. The steps are detailed below.

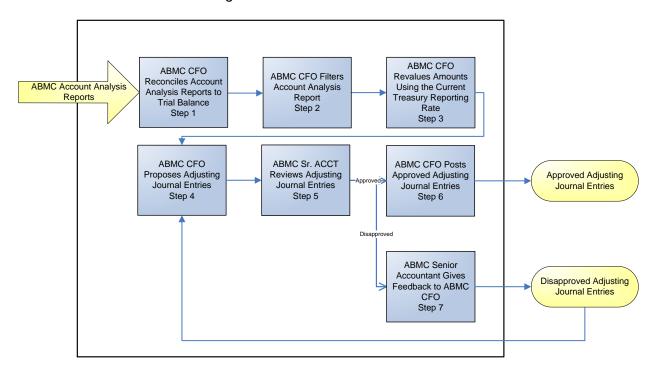


Figure 5. Revaluation of GL 48XX01

Procedure Number: 10.3.1 June 1, 2015

STEP 1: ABMC CFO ENSURES THAT THE BALANCES TIE TO THE TRIAL BALANCE.

The ABMC CFO matches balances from the 4801 report to the trial balance.

STEP 2: ABMC CFO FILTERS DATA CONTAINED IN THE 4801 REPORT.

ABMC CFO filters the report by the currency column to determine potential adjustments. All currencies other than those in US dollars are included. Accruals have been individually revalued and are excluded.

STEP 3: ABMC CFO REVALUES AMOUNTS USING THE CURRENT TREASURY REPORTING RATE.

ABMC CFO converts balances from U.S. dollars to local currency and then converts local currency to the current Treasury Reporting Rate.

STEP 4: ABMC CFO PROPOSES ADJUSTING JOURNAL ENTRIES TO THE ABMC SENIOR ACCOUNTANT.

Adjusting journal entries should be summarized by fiscal year.

STEP 5: ABMC SENIOR ACCOUNTANT REVIEWS AND APPROVES ADJUSTING JOURNAL ENTRIES.

ABMC Senior Accountant reviews and approves the proposed adjusting entries.

STEP 6: ABMC CFO POSTS APPROVED ADJUSTING JOURNAL ENTRIES.

ABMC CFO posts approved adjusting journal entries in the Oracle Financial System.

STEP 7: ABMC SENIOR ACCOUNTANT GIVES FEEDBACK TO ABMC CFO ON DISAPPROVED ADJUSTING JOURNAL ENTRIES.

If proposed adjusting journal entries contain errors, ABMC Senior Accountant notes corrections and forwards proposed entries back to the ABMC CFO for update and posting.

Outputs

Information Produced	Source
Entries	ABMC Senior Accountant Emails notification of approval/disapproval of adjusting journal entries.

Appendix B – Definitions and Acronyms

Below is a list of definitions and acronyms applicable to the Revaluation of Foreign Currency Financial Statement Balances SOP.

Financial Statements – A collection of financial information about a given Federal government agency that includes, (1) Overview of the reporting entity (Management's Discussion and Analysis), (2) Principal statements and related notes, and (3) Required supplementary information.

The principal statements shall include: (1) Balance Sheet, (2) Statement of Net Cost, (3) Statement of Changes in Net Position, and (4) Statement of Budgetary Resources.

Interior Business Center (IBC) - Located within the Department of the Interior (DOI), the Interior Business Center (formerly the National Business Center) is a federal shared services provider that offers business solutions (Acquisition, Financial Management, and Human Resources) to create efficiencies and economies of scale for the Department of the Interior as well as other federal agencies.

U.S. Standard General Ledger - The Chart of Accounts provides the basic structure for the USSGL. It incorporates both proprietary and budgetary accounts. The proprietary and budgetary sets of general ledger accounts are self-balancing (the total debits equal total credits).

The basic 4-digit USSGL accounts are classified as follows:

- 1000 Assets
- 2000 Liabilities
- 3000 Net Position
- 4000 Budgetary
- 5000 Revenue and Other Financing Sources
- 6000 Expenses
- 7000 Gains/Losses/Miscellaneous Items
- 8000 Memorandum
- 9000 Agency-specific statistical and/or memorandum data



American Battle Monuments Commission Procedure Information Technology Manual

User Account Request/Creation

Effective Date: 06-01-2015

Sunset Date: 06-01-2018

11.1.1. Standard Operating Procedure (SOP) for User Account Request/Creation

This procedure describes the steps required to request the creation of an ABMC computer user account. This procedure also applies to the re-activation of disabled accounts. Because these steps require access to ABMC resources, they must be performed by a new user's manager or HR personnel.

PROCESS OVERVIEW

The new user's manager or a member of the HR department downloads and completes the required forms with the help of the new user. After scanning the completed and signed forms, the new user's manager or the assisting HR employee opens an IT Helpdesk ticket requesting the creation of a new user account. The IT Team will create the new user account and the new user must complete the ABMC Information Assurance Training.

ROLES

Organization	Role
ABMC	New User
ABMC	Manager
ABMC	HR Personnel
ABMC	IT Helpdesk
ABMC	IT Team

Roles and Responsibilities

Procedure Number: 11.1.1

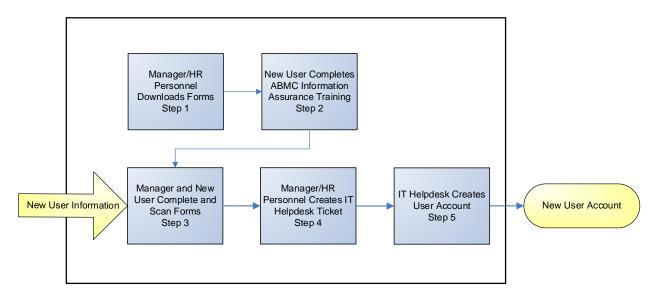
Role	Responsibility
Who does the work?	New user, Manager, HR Personnel, IT Helpdesk
Who oversees the work?	Respective managers of those doing the work
Who must approve the work?	IT Team and IT Director
Who maintains the documentation?	IT Helpdesk on ABMC LAN

Inputs

Information needed	Source
New user information	New user and manager

Procedure

Figure 1 shows the steps in the User Account Request/Creation process. The steps are detailed below.



STEP 1: MANAGER/HR PERSONNEL DOWNLOADS THE ABMC-IT ACCOUNT REQUEST AND RULES OF USE FORM AND IT RESOURCE USE POLICY AND USER RESPONSIBILITY AGREEMENT

The new user's manager or an HR employee downloads the <u>ABMC-IT Account Request and Rules of Use</u> form and the IT Resource Use Policy and User Responsibility Agreement. This form is available in multiple languages link under "<u>IT Forms</u>".

STEP 2: USER COMPLETES ABMC INFORMATION ASSURANCE TRAINING

Once the user has access to the ABMC network, the individual's manager is responsible for ensuring the employee completes the <u>ABMC Information Assurance Training Primer</u>. After completing the primer, the user must click the "Respond to this Survey" button.

STEP 3: MANAGER AND NEW USER COMPLETE AND SCAN FORMS

The new user's manager and the new user complete the forms. The "ABMC-IT Account Request and Rules of Use" form must be signed by the user's manager. The IT Resource Use Policy and User Responsibility Agreement must be read by the new user and the last page signed. The new user scans the completed forms and sends them via email to itresourseagreement@abmc.gov and it

STEP 4: MANAGER/HR PERSONNEL CREATES AN IT HELPDESK TICKET

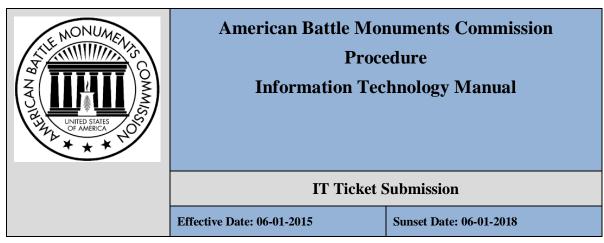
Manager/HR personnel creates an <u>IT Helpdesk ticket</u> to request account creation and attaches the completed forms to the ticket. The IT Team will only create the requested account once a ticket is submitted with both completed forms attached and the Information Assurance Training Certificate has been sent to the correct email address.

STEP 5: IT HELPDESK CREATES THE USER ACCOUNT

After receiving the signed forms and verifying completion of the IA Training, the IT Helpdesk creates user account with the access/privileges requested by the manager and with a password that must be changed upon the first login. The creator of the account will note on the form the date the account was created, initial the form, then scan and re-attach the form to the ticket.

Outputs

Information Produced	Source
New user account	ABMC IT Helpdesk



11.1.2. Standard Operating Procedure (SOP) for IT Ticket Submission

All ABMC IT users submit service requests (i.e., "tickets") on the <u>ABMC intranet site</u> when they have an IT problem or need to make a request of the IT team. Use of this tool will enable the IT team to better organize and respond to the many service requests. Moreover, it will ensure the IT team properly prioritizes its work according to the severity of the problem and submission time.

Please refrain from calling IT directly. This tool should be used in place of direct calls to the IT staff. However, if users do not have access to the internet or webpage, a direct call to the IT staff is acceptable, but if a user is simply locked out or cannot login, please ask a colleague to create a service request.

PROCESS OVERVIEW

ABMC IT users access the online ticket form, complete the form, attach files to the ticket, submit the ticket to the IT team, and view the status of their tickets.

ROLES

Organization	Role
ABMC	User
ABMC	IT Technician
ABMC	User's Supervisor

Roles and Responsibilities

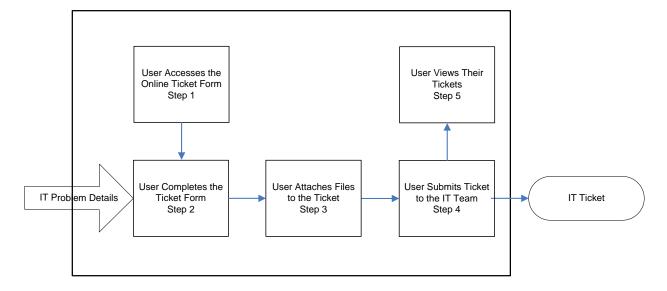
Role	Responsibility
Who does the work?	User
Who oversees the work?	User's Supervisor
Who must approve the work?	IT Technician
Who maintains the documentation?	IT Technician/ABMC Intranet

Inputs

Information needed	Source
Details of IT problem or request	User

Procedure

Figure 1 shows the steps in the IT ticket submission process. The steps are detailed below.



STEP 1: USER ACCESSES THE ONLINE TICKET FORM.

The User navigates to the <u>IT home page</u> and clicks on the "Create Ticket" link. The Create Ticket window will open.



STEP 2: USER COMPLETES THE TICKET FORM.

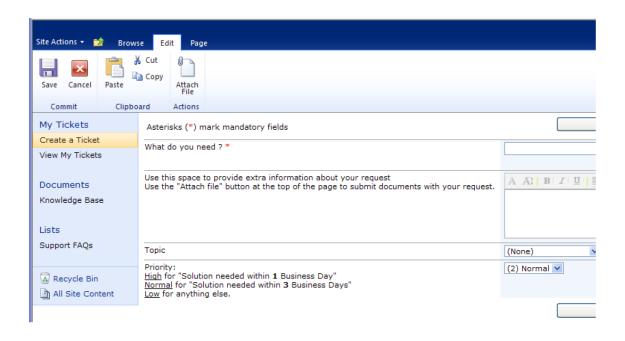
The User fills out the form using these descriptions as a guide for each field:

What do you need?: Provide a one sentence (or less) description of the problem.

Large text window: Describe the problem in full detail and provide additional applicable comments.

Topic: Categorize the problem using the dropdown menu. If the defined topics do not apply, select "(None)".

Priority: Select the problem's level of urgency according to the descriptions on the ticket.



STEP 3: USER ATTACHES FILES TO THE TICKET.

The User selects the "Attach Files" button (top right) to provide screen shots or log files associated with the problem.

STEP 4: USER SUBMITS THE TICKET TO THE IT TEAM.

Users click the "Save" button to submit the ticket to the IT team.

STEP 5: USER VIEWS THEIR TICKETS.

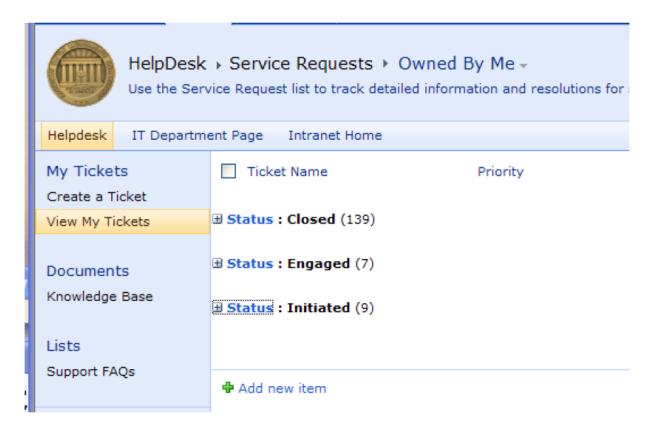
The "View My Tickets" page will open after submitting the ticket to the IT team, but the User may check the status of its tickets by navigating to the <u>IT home page</u> and clicking on the "View my tickets" link.



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The status of all of the user's tickets are viewed at this screen; click on the + in front of each status to view a list of the user's tickets:



Closed: The problem resolved, and the ticket is closed.

Engaged: The problem is being worked by an IT technician.

Initiated: The ticket has been created by a user but is yet to be worked by an IT technician.

Outputs

Information Produced	Source
IT Ticket	ABMC Intranet/User

MEMORANDUM OF UNDERSTANDING (MOU) Between the U.S. Department of the Army And the American Battle Monuments Commission

This Memorandum of Understanding (MOU) is established between the U.S. Department of the Army (Army) and American Battle Monuments Commission (ABMC).

- 1. **PURPOSE:** To establish mutually beneficial support between ABMC and the Army National Military Cemeteries (ANMC).
- 2. AUTHORITY: This MOU is made pursuant to the authority of The Economy Act, 31 U.S.C. 1535 and 1536 and 5 U.S.C. 4104 addressing interagency training. Nothing herein is intended to conflict with existing policies of the ABMC, Army, Office of Management and Budget or Office of Personnel Management. However, should any of the terms of the MOU be inconsistent with existing policies or directives, then those terms shall be invalid and the remaining terms and conditions of the MOU shall remain in full force and effect. Both parties agree to resolve any inconsistencies by an amendment to this MOU or by entering into a new agreement, whichever is deemed to be more expedient by both parties.
- 3. BACKGROUND: The Army operates two National Cemeteries and 26 Post Cemeteries. ABMC operates 25 Overseas Cemeteries. In order to enhance existing skills and knowledge and to improve the quality of administering its programs, ANMC provides Cemetery Responsible Official Training in Arlington Virginia. This training addresses the administration and operation of Veterans' cemeteries.
- 4. OBJECTIVE AND SCOPE: Procedures outlined in this MOU address securing slots for ABMC staff to attend ANMC sponsored training related to ABMC Cemeteries' operational and administrative functions.
- 5. SPECIFIC RESPONSIBILITIES/AUTHORITY AND PROCEDURES FOR ABMC STAFF OBTAINING ANMC TRAINING: At the beginning of each fiscal year, ANMC shall provide the ABMC point of contact (POC) with a calendar of relevant operational and administrative training programs. Under this MOU, ANMC shall allow ABMC personnel to attend ANMC training on an excess space available basis, this training will include:
 - Cemetery Operations Training content areas include gravesite layout, interment processes, turf and landscape maintenance, gravesite maintenance, headstone/markers, facilities/equipment maintenance, safety and ANMC Operational Standards and Measures.

ABMC shall select participants from its staff for the ANMC training.

The ABMC POC will provide ANMC with selected participants' names and relevant contact information in writing at least four weeks before the start of a scheduled training program.

A representative of the ABMC will notify ANMC at the earliest possible date in the event of a participant substitution or cancellation.

6. COORDINATION CONTACTS:

Department of the Army

American Battle Monuments Commission

Arthur Smith

Wally Frankland

Chief, ANMC

ABMC Liaison Officer to ANMC

Office: 703-614-4160

Office: 703-614-0050

7. ADDITIONAL INFORMATION:

8. DISPUTES: Each party commits to resolving any disputes that may arise concerning this MOU at the lowest administrative level possible. If the matter is not resolvable at a lower level, the dispute shall be referred to the approving officials executing the MOU for decision. If the parties are still unable to resolve the dispute, they shall seek the services of an independent neutral party to assist in dispute resolution with each party to bear an equal share of any costs for the neutral party.

9. EFFECTIVE DATE AND TERMINATION: This MOU is effective when all signatures have been obtained, and a copy of the final document has been received by both parties. The MOU will remain in effect until September 30, 2017, or as amended by mutual agreement of both parties, or until terminated. Either party, with 30 calendar days written notice to the other party, may terminate this MOU. Such termination must be in writing and the notice to terminate must be signed and dated by ABMC or the Army approving officials.

APPROVALS:

Robert J./Dalessandro

Deputy Secretary, Headquarters Operations

American Battle Monuments Commission

Patrick K. Hallinan Executive Director

Army National Military Cemeteries