

September 11, 2003

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NO. 03-04

TO: ALL JOB CORPS NATIONAL OFFICE SENIOR STAFF
 ALL JOB CORPS REGIONAL DIRECTORS
 ALL JOB CORPS CENTERS DIRECTORS
 ALL JOB CORPS CENTER OPERATORS
 ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
 ALL OUTREACH, ADMISSIONS AND CTS CONTRACTORS

FROM: RICHARD C. TRIGG
 National Director
 Office of Job Corps

SUBJECT: National Procedures for Student Transportation/Use of Credit Cards to Support Student Transportation

1. Purpose. This Instruction provides guidance on how transportation will be provided to Job Corps students including the use of credit cards by regional offices and centers for student transportation purposes. The objective of this Instruction is to ensure effective management oversight of the student transportation process, implementation consistency across regions, and overall accountability. This Instruction addresses the use of credit cards for student transportation only.

2. Background. Program Instruction 01-13 Amended, dated February 11, 2002, provided "Interim Procedures for Tracking, Recovering, and Refunding Unused Transportation Tickets." This Instruction supplements PI 01-13.

3. General Roles and Responsibilities.

- a. The Office of the Chief Financial Officer (OCFO) has overall responsibility for Departmental travel policy and issuing credit cards to all agencies within the Department of Labor (DOL).
- b. In conjunction with the DOL OFCO, the National Office of Job Corps is responsible for Job Corps student transportation policy and requesting government credit cards for Job Corps regional offices for the purpose of student transportation. Credit cards are issued by Citibank (the current credit card vendor) for each Job Corps region,

with cardholder accounts established for each center within the region to facilitate tracking and reporting.

- c. The regional director is responsible for the security, oversight and management of student transportation in the region, and serves as the Approving Official for the credit card accounts.
- d. Regional offices are responsible for issuing the credit card account numbers, with the expiration date, to each of the centers within the region for the sole purpose of arranging student transportation. Note: Only the credit card number and expiration date are provided to the centers; **the centers do not receive an actual credit card.**
- e. In conjunction with the Outreach and Admissions (OA) and Career Transition Services (CTS) providers, the Job Corps centers are responsible for implementation of the student transportation program.

4. Procedures.

The regional office will oversee the process of providing transportation to Job Corps students, to include tracking, recovering, and obtaining refunds for unused transportation tickets.

The regional office will ensure that centers and OA/CTS contractors develop a system to provide economical transportation to students while enrolled in the Job Corps program, which includes the following features:

- a. Use of federal credit cards (Citibank), or other means as prescribed by the regional office to ensure that students arrive at their scheduled destinations using the safest, most economical mode of travel.
- b. Provide students with meal money in the amount of \$5.00 for each 6 hours of expected travel status. Reimbursement will be requested in accordance with procedures issued by the regional office.

The regional office will ensure that centers and OA/CTS contractors are in compliance with the following:

- a. Air travel for students should be booked using “E-Tickets.” This means of ticketing is nearly foolproof in terms of avoiding monetary loss for unused tickets. Exceptions to the use of E-Tickets will be allowed when good reason exists. When a center or OA/CTS contractor deems it necessary to use other than an E-Ticket, a brief explanatory memorandum or note will be kept in local files and made available for examination upon request.
- b. For new enrollee input travel by bus, the advance ordering of bulk tickets should generally not occur. (Centers may keep a small supply of “bulk” bus tickets on hand for emergency travel.) If an OACTS contractor believes that the ordering of bulk

tickets continues to be necessary, justification should be submitted to the appropriate Job Corps regional director for review and approval. Otherwise, bus tickets for new enrollee input travel should be ordered individually on an as needed basis.

- c. Centers will promptly notify the sending OA/CTS contractor and the CAMMAY ticket verification unit of “no shows.” Such notifications to the OA/CTS contractor and CAMMAY should be made within 2 working days of no show occurrence.
- d. OA/CTS contractors are responsible for taking timely and reasonable steps to secure the return of unused hard-copy tickets that were issued to their assignees that are reported as “no shows.” This applies both to tickets ordered by the OA/CTS contractor and to tickets that were ordered by the center. OA/CTS contractors must document (in brief note form) the steps that were taken to retrieve each unused ticket. OA/CTS contractors and centers must take prompt action to identify and process for refund/credit any on-hand, unused hard copy tickets that cannot be re-used.
- e. On a monthly basis, OA/CTS contractors will report the ticket status of any “no shows” to CAMMAY until the status of the assignee’s ticket has been resolved and reported as such.
- f. For tickets ordered for center-originating travel, centers should maintain effective procedures to identify unused tickets that should be retrieved and processed for refund. Centers should report the status of any unused enrollee tickets for center-originated travel (air, rail, bus, or other) to CAMMAY until the status of the ticket has been resolved and reported as such.
- g. Resolution of an unused ticket is normally deemed to occur upon report of any of the following:
 - That the unused ticket has been processed for a refund
 - That the unused ticket is a hard-copy ticket that has been recovered and is being retained for re-use by the same individual or a different individual (generally limited to bus tickets)
 - That the ticket was used for unauthorized purposes

The regional office will ensure that centers:

- a. Provide transportation in accordance with PRH Chapter 6, Exhibit 6-3 “Student Transportation.”
- b. Do not, under any circumstances, use student Social Security Numbers (SSNs) to identify and track students for transportation purposes. The use of student SSNs is a violation of the Privacy Act. The student Traveler Identification number assigned by

the Job Corps Data Center (JCDC) through OASIS should be used in lieu of SSNs. Attached is Program Instruction No. 00-23, dated April 17, 2001, "Traveler Identification Change" which provides further information on Traveler Identification.

- c. Effectively plan ahead for student transportation requirements for the purpose of reducing transportation costs by obtaining more cost effective means of travel.
- d. Are encouraged to use alternative travel agencies for student transportation.

The regional offices receive invoices from Citibank on a monthly basis. Statements should be reviewed immediately by designated regional office staff for accuracy and proper use of the card. The regional office will forward a copy of each center's account statement to the center for review. Any discrepancies with their travel records must be reconciled by the center and reported for the regional office within 25 calendar days of receipt of the statement by the regional office. The regional office will authorize payment and file dispute forms, when necessary, within 30 days of receipt.

5. References.

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| a. Job Corps Program Instruction No. 01-13 | Interim Procedures for Tracking, Recovering, and Refunding Unused Transportation Tickets |
| b. Job Corps Program Instruction No. 00-23 | Traveler Identification Change |
| c. PRH 1.6 | Enrollment Readiness |
| d. PRH 6.6 | Student Transportation |
| e. PRH Appendix 502 | Center Financial Management |
| f. PRH Appendix 503 | OA/CTS Financial Management |

6. Signature Authority.

The regional director has the authority to approve payments for student transportation through the regional office purchase order process.

7. Monitoring and Reporting.

- a. To help facilitate the tracking of credits for unused tickets that have been processed for refund, the regional office will also share their monthly Citibank statements with CAMMAY. The tracking activities of CAMMAY include a number of useful management information products for the regional office, including monthly lists of tickets returned for refund that have not been credited to the Citibank account after two billing cycles.

- b. OA/CTS contractors will submit to the regional director a monthly center No Show Notification Report. This report will reflect the number of “no shows” as of the last day of each month and will be submitted no later than the 7th day of the following month.
 - c. OA/CTS contractors will submit to the regional director a monthly Unused Ticket Status Report for No Shows. This report will reflect ticket status as of the last day of each month and will be submitted no later than the 7th day of the following month.
 - d. Centers will submit to the regional director a monthly Unused Ticket Status Report for center originating trips. This report will reflect ticket status as of the last day of each month and will be submitted no later than the 7th day of the following month.
 - e. CAMMAY will submit summary level unused ticket reports to the national and regional offices on a monthly basis.
- 8.** Policy. The national policy for student transportation and use of credit cards to support student transportation will be written as policy and included in Chapter 6 of the PRH.
9. Action. Addressees are to ensure that a copy of this Instruction is distributed to the appropriate staff.
10. Expiration Date. Until superseded.
11. Inquiries. Direct any inquiries to Maggie Carson, at 202-693-2741 or e-mail: MCarson@dol.gov

Attachment