

AAFES 0702.34

System name:
Accounts Receivable Files

System location:
Headquarters, Army and Air Force Exchange Service, 3911 S. Walton Walker Boulevard,
Dallas, TX 75236-1598;

Exchange Regions and Area Exchanges at posts, bases, and satellites worldwide. Official mailing addresses are published as an appendix to the Army's compilation of systems of records notices.

Categories of individuals covered by the system:
Potential or past patrons, and authorized patrons of the Army and Air Force Exchange Service (Exchange). Exchange patrons are determined by regulation. Patrons include individuals who are members of the uniformed services, retired members, and dependents of such members, and other individuals who meet the requirements of being patrons as mandated by new regulations”

Categories of records in the system:
Individual's name, address, Social Security Number(SSN), DoD ID Number, telephone number, cell number, work number, date of birth, gender, number of dependents, military branch of service, pay grade, and ETS/EOS date, bank and saving account numbers, bank names, Magnetic Ink Character Recognition Number (MICR), e-mail address, Exchange credit account number, monthly salary, other monthly income; name of spouse, spouse's monthly income and spouse's SSN; representative name, address and telephone number; authorized user's names, address, SSN, date of birth, gender, and relationship to account holder; returned checks, transaction data including items purchased, ATM/Debit/Credit card numbers and receipts; salary/travel advances; military commander's name and business address; pecuniary liability claims; pay adjustment authorizations; and account statements.”

Authority for maintenance of the system:
Title 10 U.S.C. §3013, Secretary of the Army; Federal Claims Collection Act of 1966 (Pub.L. 89-508, as amended); Debt Collection Act of 1982 (Pub.L. 97-365, as amended), as amended by the Debt Collection Improvement Act of 1996 (Pub.L. 104-134, section 31001); 31 CFR 285.11, Administrative Wage Garnishment; DoD 7000.14-R, Volume 13 Department of Defense Financial Management Regulation, “Nonappropriated Funds Policy”; DoD 7000.14-R, Volume 16 Department of the Defense Financial Management Regulation, “Department of Defense Debt Management”; Army Regulation 215-8/Air Force Instruction 34-211(I), Army and Air Force Exchange Service Operations;, and E.O. 9397 (SSN), as amended.

Purpose(s):

To process, monitor, and post audit accounts receivable, to administer the Federal Claims Collection Act, and to answer inquiries pertaining thereto. To collect indebtedness and determine patron's eligibility to cash checks at Exchange facilities.

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Routine uses of records maintained in the system, including categories of users and the purposes of such uses:

In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act of 1974, as amended, these records contained therein may specifically be disclosed outside the DoD as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:

To the Department of the Treasury, and a debt collection agency with which the United States has contracted for collection services to recover debts owed to the United States.

To any employer (person or entity) that employs the services of others and that pays their wages or salaries, where the employee owes a delinquent nontax debt to the United States. The term employer includes, but is not limited to, State and local governments, but does not include any agency of the Federal Government.

To consumer reporting agencies pursuant to 5 U.S.C. 552a(b)(12) as defined in the Fair Credit Reporting Act (14 U.S.C. 1681a(f)) or the Federal Claims Collection Act of 1966 (31 U.S.C. 3701(a)(3)). The purpose of this disclosure is to aid in the collection of outstanding debts owed to the Federal government; typically to provide an incentive for debtors to repay delinquent Federal government debts by making these debts part of their credit report.

The disclosure is limited to information necessary to establish the identity of the individual, including name, address, and taxpayer identification number (Social Security Number); the amount, status, and history of the claim; and the agency or program under which the claim arose for the sole purpose of allowing the consumer reporting agency to prepare a commercial credit report. This disclosure will be made only after the procedural requirement of 31 U.S.C. 3711(f) has been followed.

The DoD Blanket Routine Uses set forth at the beginning of the Army's compilation of systems of records notices may apply to this system. The complete list of DoD Blanket Routine Uses can be found online at:

<http://dpcl.d.defense.gov/Privacy/SORNsIndex/BlanketRoutineUses.aspx>."

Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:

Storage:

Paper records and electronic storage media.

Retrievability:

Delete entry and replace with “By individual’s name, SSN, DoD ID Number or Magnetic Ink Character Recognition Number (MICR); or credit card number.”

Safeguards:

Records are maintained in a controlled facility. Physical entry is restricted by the use of locks, guards, and is accessible only to authorized personnel. Access to records is limited to person(s) with an official “need to know” who are responsible for servicing the record in performance of their official duties. Persons are properly screened and cleared for access. Access to computerized data is role-based and further restricted by passwords, which are changed periodically. Credit card information is also subject to the Data Security Standards (DSS) promulgated by the Payment Card Industry (PCI) Security Council.

Retention and disposal:

Records are cut off at the close of the fiscal year in which the case is paid in full ONLY; the records are destroyed 10 years after the cutoff. Paper records are shredded, and electronic records are destroyed by erasing.

System manager(s) and address:

Director/Chief Executive Officer, Army and Air Force Exchange Service, 3911 S. Walton Walker Boulevard, Dallas, TX 75236-1598.

Notification procedure:

Individuals seeking to determine whether this system of records contains information about themselves should address written inquiries to the Director/Chief Executive Officer, Army and Air Force Exchange Service, 3911 S. Walton Walker Boulevard, Dallas, TX 75236-1598.

Individuals should provide full name, current address, telephone number, and/or SSN.

In addition, the requester must provide a notarized statement or an unsworn declaration made in accordance with 28 U.S.C. 1746, in the following format:

If executed outside the United States:

‘I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the foregoing is true and correct. Executed on (date). (Signature)’.

If executed within the United States, its territories, possessions, or commonwealths: ‘I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct.

Executed on (date).

(Signature)’.”

Record access procedures:

Individuals seeking access to information about themselves contained in this system should address written inquiries to the Director/ Chief Executive Officer, Army and Air Force Exchange Service, Attention: FOIA/Privacy Manager, 3911 S. Walton Walker Boulevard, Dallas, TX 75236-1598.

Individuals should provide their full name, current address and telephone number, case number that appeared on correspondence received from the Exchange if applicable, and signature.

In addition, the requester must provide a notarized statement or an unsworn declaration made in accordance with 28 U.S.C. 1746, in the following format:

If executed outside the United States:

'I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on (date).

(Signature)'

If executed within the United States, its territories, possessions, or commonwealths: 'I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct.

Executed on (date).

(Signature)'."

Contesting record procedures:

The Army's rules for accessing records and for contesting contents and appealing initial agency determinations are published in Army Regulation 340-21; 32 CFR part 505; or may be obtained from the system manager.

Record source categories:

From the individual, his/her employer, law enforcement investigative agencies, banking facilities, consumer reporting agencies, and sources that furnish information regarding individuals credit. From correspondence between the Exchange and Vendors.

Exemptions claimed for the system:

None.