



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
3000 MARINE CORPS PENTAGON
WASHINGTON, DC 20350-3000

MCO 4600.40B
RFF
04 Sep 2013

MARINE CORPS ORDER 4600.40B

From: Commandant of the Marine Corps
To: Distribution List

Subj: GOVERNMENT TRAVEL CHARGE CARD PROGRAM (GTCCP)

Ref: (a) Public Law 105-264
(b) SECNAV M-5210.1
(c) DOD 7000.14-R, "DOD Financial Management Regulation",
Volume 9, Chapter 3, August 2011
(d) Joint Federal Travel Regulations, Volume 1
(e) Joint Travel Regulations, Volume 2
(f) SECNAVINST 4650.21
(g) DOD 7000.14-R, "DOD Financial Management Regulation",
Volume 9, Chapter 8, August 2011
(h) DOD 5200.2-R, "DOD Personnel Security Program"
(i) DOD 7000.14-R, "DOD Financial Management Regulation",
Volume 5, Chapter 33, August 2010
(j) Marine Corps Total Force Automated Pay Systems Manual
(k) DODI 4515.16
(l) SECNAV M-5214.1

Encl: (1) Government Travel Charge Card Program (GTCCP)
Management Procedures

Reports Required: I. Government Travel Charge Card Program
Review (Report Control Symbol EXEMPT),
encl (1), chap. 1, par. 1b
II. Government Travel Charge Card Program
Root Cause Analysis with Performance
Improvement Plan (Report Control Symbol
EXEMPT), encl (1), chap. 1, par. 2

1. Situation

a. The GTCCP was mandated for use by reference (a) and was initiated to limit the amount of public funds held outside the U.S. Treasury previously used for cash advances. The GTCC provides a means of funding official travel so that travelers do not need to request travel advances or use personal funds to travel.

DISTRIBUTION STATEMENT A: Approved for public release;
distribution is unlimited.

04 Sep 2013

b. This Order, in conjunction with references (a) through (1), establishes command, supervisory, and personal responsibility for the use and management of the GTCCP.

2. Cancellation. MCO 4600.40A.

3. Mission. Manage the GTCCP in accordance with the references and this Order.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) Commanders and supervisors, at all levels, will adhere to this Order and the references in order to maintain positive control over the use of the GTCC and to reduce potential fraud, waste, and abuse associated with the card. Additionally, cardholders will exercise proper use of the GTCC by adhering to the provisions of this Order.

(b) Violation of this order may be punishable under the Uniform Code of Military Justice (UCMJ). Civilian employees who misuse or abuse the GTCC are also subject to administrative or disciplinary action in accordance with the laws and regulations governing civilian employment.

(2) Concept of Operations. The Marine Corps Component Program Manager (CPM) manages the overall GTCCP for the Marine Corps, implements DOD GTCC policy and oversees Agency Program Coordinators (APC)s. APCs are responsible to their Commanders for their headquarters and are responsible for supporting subordinate command APCs. Cardholder accounts are directly managed by their unit level APC.

b. Subordinate Element Missions

(1) HQMC-P&R (RFF), Component Program Manager (CPM)
will:

(a) Manage the program in accordance with this Order and the references;

(b) Respond to and perform liaison with the DOD and DON Program Management Offices and the contractor as needed;

(c) Provide oversight and guidance to commanders, supervisors, and Agency Program Coordinators (APC);

04 Sep 2013

(d) Ensure timely dissemination of policy and procedural changes;

(e) Ensure Commanders have the means to conduct comprehensive APC training and cardholder education (i.e., training package distribution via APCs);

(f) Intercede with the contractor on behalf of cardholders or unit APCs at the request of senior command level APCs;

(g) Assist commanders in the implementation of this Order as requested;

(h) Evaluate proposed changes to this Order and take appropriate action;

(i) Review commanders' requests for additional exemptions from mandatory use and forward approved requests to the Assistant Secretary of the Navy, Financial Management & Comptroller (ASN-FMC (FMO)) for consideration;

(j) Coordinate program inspection checklists with the Inspector General of the Marine Corps (IGMC) and the Marine Corps Administrative Analysis Team (MCAAT).

(2) Commanders will:

(a) Ensure command/unit/cardholder compliance with this Order and the references;

(b) Conduct a monthly review of required GTCCP reports and performance metrics to identify and reduce/eliminate delinquencies;

(c) Designate a primary and alternate APC in writing (see appendix D for a sample letter) and provide appropriate training and guidance. Considerations for appointment include: analytical, communication and computer skills, rank and grade, and access to the chain of command. Where possible, use of civilian personnel should be considered to ensure continuity. APC appointment letters must include mailing addresses, e-mail addresses, telephone numbers and GTCC hierarchy numbers;

1. Provide copies of APC appointments to higher headquarters and to the CPM as appropriate;

2. Publicize APC names, telephone numbers, and email addresses throughout the unit;

04 Sep 2013

(d) Ensure APCs are proactive in the performance of their duties;

(e) Establish strong internal controls for the GTCCP to include enforcing the check-in/out process with the unit APC;

(f) Provide the unit APC with monthly listings of incoming and outgoing personnel (outgoing rosters should include transfer/separation dates);

(g) Ensure that APC training is accomplished and annotated in the appointment letter;

(h) Ensure the unit APC utilizes Appendix B of this order to manage the program;

(i) Serve as the cardholder (CH) exemption authority (e.g., infrequent travelers);

(j) Take appropriate personnel action when notified of card misuse and/or abuse;

(k) Ensure cardholder confidentiality; (cardholder information is subject to the Privacy Act and rules that govern the protection of Personally Identifiable Information (PII). Accordingly, APCs may be subject to disciplinary action for improper use or release of a cardholder's confidential information).

(3) Agency Program Coordinators (APCs) will:

(a) Ensure compliance with this Order;

(b) Properly manage and report delinquencies for the command;

(c) Schedule initial and yearly refresher training for cardholders as required and maintain the "Travel Card 101" training certificate for all cardholders in your hierarchy;

(d) Disseminate GTCCP policy and procedure information to cardholders to ensure compliance;

(e) Update the commander on a monthly basis on the status of the program;

(f) Ensure accurate and timely updates to the contractor's Electronic Access System (EAS) to reflect current personnel assigned and their status;

04 Sep 2013

(g) Ensure GTCC cardholders are properly pulled into the appropriate hierarchy as required (joined, attached, etc.);

(h) Ensure a Statement of Understanding (SOU) is maintained in the files for each CH within the command's hierarchy;

(i) Maintain all new applications submitted in the command's files. Applications may be maintained locally by electronic or hardcopy means. Applications submitted via the contractor's EAS do not have to be maintained locally and can be accessed via the contractor's EAS when required;

(j) Disseminate GTCCP information as requested by the CPM.

5. Administration and Logistics

a. Recommendations concerning the contents of this Order are invited and should be submitted to CMC (P&R-RFF), 3000 Marine Corps Pentagon, Washington, DC 20350-3000.

b. Records created as a result of this Order shall be managed according to National Archives and Records Administration approved dispositions per reference (b) to ensure proper maintenance, use, accessibility and preservation, regardless of format or medium.

6. Command and Signal

a. Command. This Order is applicable to the Marine Corps Total Force.

b. Signal. This Order is effective the date signed.



G. M. WALTERS

Deputy Commandant for
Programs and Resources

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LOCATOR SHEET

Subj: GOVERNMENT TRAVEL CHARGE CARD PROGRAM

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Order.)

RECORD OF CHANGES PAGE

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

**GOVERNMENT TRAVEL
CHARGE CARD PROGRAM
(GTCCP)
MANAGEMENT PROCEDURES**

TABLE OF CONTENTS

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
Chapter 1	PERFORMANCE, REVIEW, AND USE	
1.	Performance Metrics.....	1-1
2.	Program Review Requirements.....	1-1
3.	Mandatory Use.....	1-2
4.	Requests for Additional Exemptions for Travelers or Expenses.....	1-4
5.	Definitions.....	1-4
Chapter 2	INDIVIDUALLY BILLED ACCOUNTS	
1.	Individually Billed Account (IBA).....	2-1
2.	IBA Activation/Deactivation.....	2-1
3.	IBA Card Charges.....	2-2
4.	Contractor's Electronic Access System...	2-2
5.	Travel Card Applications.....	2-3
6.	GTCC Misuse/Abuse.....	2-4
7.	Credit Bureau Reporting.....	2-6
8.	Disputing a Charge.....	2-6
9.	Individually Billed Account Management..	2-6
Chapter 3	CENTRALLY BILLED ACCOUNTS	
1.	Centrally Billed Accounts (CBA).....	3-1
2.	CBA Reconciliation.....	3-1
3.	CBA Record Retention.....	3-2
4.	Delay of Payment.....	3-2
Appendix A	DEFINITIONS	
1.	GTCCP Definitions.....	A-1
Appendix B	INDIVIDUALLY BILLED ACCOUNT (IBA) AGENCY PROGRAM COORDINATOR (APC) GUIDE	
1.	General Overview.....	B-1
2.	Travel Card Applications.....	B-3
3.	Contractor Liaison.....	B-4
4.	Monthly (Billing Cycle) Management Information Reports.....	B-5
5.	Delinquency Notifications.....	B-6
6.	Account Maintenance.....	B-10
7.	Merchant Category Code Acceptance.....	B-11

04 Sep 2013

8.	ATM Withdrawal Limits.....	B-12
9.	Cardholder Change in Status.....	B-12
10.	APC Files.....	B-14
11.	Charged-Off Accounts.....	B-14
12.	Lost or Stolen Cards and Invalid Billing.....	B-15
13.	Training.....	B-15
14.	Dedicated Account Representative (DAR) ..	B-15

Appendix C

**CENTRALLY BILLED ACCOUNT (CBA)
AGENCY PROGRAM COORDINATOR (APC) GUIDE**

1.	Centrally Billed Account.....	C-1
2.	Designated Billing Office (DBO).....	C-1
3.	Establishing a CBA.....	C-2
4.	Approving/Certifying Officials (AO/CO) ..	C-2
5.	HQMC CPM Responsibilities.....	C-2
6.	Account Updates.....	C-2
7.	Authority for Travel.....	C-3
8.	CBA Cycle.....	C-3
9.	CBA Invoicing.....	C-3
10.	Reconciling the CBA Invoice.....	C-4
11.	Unit Card (CBA) Billing Statements.....	C-5
12.	Proactive Reconciliation.....	C-5
13.	Approving Official Review.....	C-5
14.	Disputing a Charge.....	C-6
15.	Certifying a Monthly Bill.....	C-6
16.	Paying Contractor Invoices.....	C-6
17.	Records Retention.....	C-7
18.	Closing/Canceling Unit Card Accounts....	C-7
19.	Program Management.....	C-7
20.	Required Management Controls.....	C-8
21.	Roles and Responsibilities.....	C-8
22.	Training.....	C-10
23.	Special Issues.....	C-10
24.	Management Tips for Travel Card CBAs....	C-11

Appendix D

FORMS AND EXAMPLE LETTERS

1.	NAVMC 11767 (Statement of Understanding)	D-1
2.	Sample 60 Day Delinquency Memorandum....	D-2
3.	Sample 90 Day Delinquency Memorandum....	D-4
4.	Sample 120 Day Delinquency Memorandum....	D-6
5.	Credit Limit Thresholds.....	D-8
6.	GTCCP Performance Metrics.....	D-9
7.	Sample IBA APC Appointment Letter with First Endorsement.....	D-10

- 8. Sample CBA Unit Card APC/Card Holder
Appointment Letter with First
Endorsement.....D-12
- 9. Sample Memorandum for Requesting a
CBA Unit Card.....D-14

Chapter 1

Performance, Review, and Use

1. Performance Metrics

a. Performance metrics are critical to ensuring effective program management and assessing Navy and Marine Corps Component efforts to mitigate fraud, waste, abuse, and compliance with regulations. Continuous monitoring of the GTCCP is also integral to performance improvement and early detection of potential problems. In support of the Office of Management and Budget Circular A-123, Appendix B, the Department of Navy (DON) is required to maintain and report to Department of Defense (DOD) certain GTCCP performance metrics. The Deputy Assistant Secretary of the Navy for Financial Oversight (DASN FO) will issue travel card performance metrics, which will be used to rate program health and identify when follow-up actions are required.

b. Metrics are divided into three levels of performance: Green, Yellow and Red, as shown in appendix D.

2. Program Review Requirements. GTCCP program reviews must be conducted and completed at the hierarchy level 3 (HL3) through hierarchy level 7 (HL7) within 90 days from the issuance of this order and every two years thereafter, or as outlined in subparagraphs a. and b. below. GTCCP areas of review will include, but will not be limited to, APC training, cardholder training, delinquency management requirements (e.g. working reports and notifications of delinquency), Check-In/Out Processing, and the proper handling of PII.

a. When the Marine Corps performance metric is Red, a program review to include a root cause analysis and a performance improvement plan, identifying specific steps and completion dates, must be delivered to DASN FO by the close of the following billing cycle. This reporting requirement is exempt from reports control per reference (1), Part IV, paragraph 7k.

b. If any GTCC hierarchy level 3 (HL3), usually a Marine Corps Major Subordinate Command (MSC), performs in the Red frequently (where "frequently" is defined as three consecutive, or four of the last six, billing cycles) the HL3 must complete a program review to include a performance improvement plan and a root-cause analysis. The program review must be submitted to

04 Sep 2013

the CPM for endorsement and forwarding to DASN FO by the close of the next billing cycle. If any HL3 demonstrates a consistent inability to operate within the Green or Yellow performance levels and measures in the Red for six consecutive billing cycles, the CPM shall perform the program review. This reporting requirement is exempt from reports control per reference (1), Part IV, paragraph 7k.

3. Mandatory Use. All Marine Corps Active Duty and Reserve members, and civilian personnel (including wage grade employees and Non-Appropriated Fund Instrumentality employees), regardless of grade, must use the GTCC to pay expenses arising from official travel, except as exempted in reference (c). An additional exemption may be granted, at the discretion of the commander, to infrequent travelers who travel two or fewer times a year. The GTCC will not be used for unfunded travel, such as permissive TAD where reimbursement for the travel is not authorized. The GTCC will not be used for Permanent Change of Station (PCS) travel at this time.

a. Personnel Exemptions

(1) Infrequent travelers (those expected to travel two or fewer times per year);

(2) Military personnel undergoing initial entry or initial skill training prior to reporting to their first permanent duty station (accession pipeline);

(3) Personnel denied a card by the contractor, or whose card has been canceled for financial irresponsibility or other specific reasons;

(4) Personnel who have applied for a card but have not yet received it;

(5) Prisoners;

(6) Personnel traveling to or in a foreign country where the political, financial or communication infrastructure does not support the use of the GTCC;

(7) Personnel whose use of the GTCC due to operational or security requirements or the classified nature of the mission, poses a threat to national security, endangers the life or physical safety of themselves or others;

04 Sep 2013

(8) Personnel traveling on invitational travel orders that do not otherwise have or are not authorized to use the GTCC;

(9) Personnel performing separation travel upon retirement or discharge;

(10) Direct and indirect hire foreign nationals; and

(11) Individuals employed or appointed on a temporary or intermittent basis, upon a determination by the individual's supervisor or other appropriate official, that the duration of the employment or appointment does not justify issuance of a card to such individual.

b. Authorized Use. The GTCC IBA may be used for the following expenses that are deemed to be special circumstances.

(1) Inactive Duty Training (IDT). Use of the GTCC IBA by Reserve Component (RC) Marines for transportation to IAW ref (k) is authorized. Commanders must ensure all requirements outlined in references (d) and (k) are met.

(2) Funded Environmental and Morale Leave (FEML). The GTCC IBA is authorized for transportation expenses for members and their dependents, provided reimbursement is authorized per ref (d).

(3) In Place Consecutive Overseas Tour (IPCOT). Use of the GTCC for transportation expenses for IPCOT travel is authorized when the expenses are reimbursable IAW ref (d), this includes dependent transportation. All rules outlined in ref (d) regarding mandatory use of contracted government air must be adhered to. If the unfunded option is used the GTCC may not be used for transportation expenses.

(4) Renewal Agreement Travel (RAT). The GTCC may be used for the employee and dependent transportation for RAT travel when the employee is returning to the same OCONUS PDS per ref (e). GTCC use during RAT travel for employees that are relocating to a new OCONUS PDS is not authorized until such time the GTCC is authorized for PCS use.

(5) Consecutive Overseas Tour (COT). Use of the GTCC for COT transportation is not currently authorized. At such time in the future that PCS use is authorized, GTCC use for COT travel will become authorized concurrently.

04 Sep 2013

(6) Special Circumstances Not Covered. For any special travel not covered above send determination requests to the CPM via the Hierarchy Level 3 APC.

c. Expense Exemptions. The Department of Defense (DOD) policy is that the GTCC will be used by all DOD personnel to pay for all costs related to official Government travel. Official government travel is defined as travel under competent orders while performing duties pertaining to official government assignments such as temporary duty (TDY) and permanent change of station (PCS) (where applicable). The following expenses are exempt from the mandatory use of the individually billed GTCC. However, cardholders are encouraged to use the GTCC to the greatest extent possible to pay for these expenses, where practicable.

(1) Expenses incurred at a vendor that does not accept the Government-sponsored, contractor-issued travel charge card (mess halls and baggage tips for example);

(2) Local and long distance telephone calls;

(3) Local travel. The GTCC will not be used for any expenses in or around the permanent duty station (PDS) regardless of potential reimbursement. This does not apply to expenses incurred near the PDS when enroute to a TDY location while on official orders (airport parking for example).

4. Requests for Additional Exemptions for Travelers or Expenses. Requests for additional exemptions will be submitted in writing to the CPM via the senior level commander in the APC's chain of command. Exemption requests will be carefully considered and cases recommended for approval will be forwarded to the Assistant Secretary of the Navy (Financial Management and Comptroller (ASN FM&C)) for final approval.

5. Definitions. Refer to Appendix A for a list of definitions associated with this Program.

Chapter 2

Individually Billed Account

1. Individually Billed Account (IBA). An IBA is an account where a GTCC is issued to an individual uniformed member or DOD civilian. The cardholder receives the billing statement directly from the contractor at the address provided by the cardholder. Cardholders are responsible for payment in full of the amount stated on the monthly billing statement, less any charges that have been formally disputed. Cardholders are responsible for updating any contact information changes, such as a new address. IBAs contain a unique prefix that identifies the account as an official GTCC. This identifies the account as eligible for Government travel rates, including Government contracted fares, and tax exemption when provided by state, county, or local law. Due to increased operational security awareness all reissued cards will be the quasi-generic (plain) cards. There are two types of accounts, standard and restricted.

a. Standard Card. The GTCCP contractor issues standard cards with pre-established credit limits. Information on current credit limits can be found in appendix D.

b. Restricted Card. The contractor may issue and commanders may direct the issuance of restricted cards when deemed appropriate. Restricted cards may be issued to personnel considered a credit risk, as determined by the GTCC issuer, based on credit check information. The restricted card has a lower credit/ATM limit than a standard card.

c. GTCC Limits. The APC may raise the overall credit limit and ATM cash limit to meet mission requirements if approved by the traveler's supervisor. Requests to increase monthly credit or ATM limits above the APCs authorized limits per reference (c) can only be approved by the next hierarchy level APC or CPM depending on the amount requested. All requests for increases to the CPM must be submitted through the Intermediate Agency Program Coordinator (IAPC) which is the HL3 APC.

2. IBA Activation/Deactivation. Standard and restricted accounts shall be deactivated during periods of non-travel. Accounts may be activated up to ten days prior to official travel or in sufficient time to permit ticketing of commercial reservations in DTS and must be deactivated within five days after completion of official travel. However, units that meet

04 Sep 2013

the Green performance metric contained in appendix D may leave standard cards in an active status, this exception does not apply to restricted accounts. Additionally, with the understanding that some command's staff members have frequent and short notice travel requirements HL3 APCs, under their commander's authority, may authorize those GTCCs to remain activated based on frequency of travel. In all cases where the commander authorizes accounts to remain active the approval must be in writing and maintained by the HL3 APC as well as the APC for the command with the authorization.

3. IBA Card Charges

a. Mandatory Charges. Unless otherwise exempted, all official travel related expenses will be charged to the IBA unless the card is not accepted by the merchant. Expenses that may be charged to the GTCC are expenses that can be reimbursed in accordance with references (d) and (e).

b. Permanent Change of Station (PCS). Per Reference (f) the GTCC will not be used for PCS or house hunting trips.

c. Training Expenses/Conference fees. Commands should use the appropriate training request and the Government Purchase Card rather than the GTCC to pay for training costs, tuition, or conference fees when such fees must be paid in advance.

d. Other. Other official travel-related expenses that may be charged to the GTCC are emergency type expenses such as those incurred in the event of lost luggage. Such "retail" uses cannot exceed \$250.00 per billing cycle for the standard card or \$100.00 for the restricted card. These types of expenses may not be claimed on the travel voucher as a reimbursable expense.

e. Commercial Air Transportation. Commercial transportation will be purchased through a CTO using an individually billed account (IBA) unless otherwise exempted.

4. Contractor's Electronic Access System (EAS). The contractor provides a web-based management program that gives DOD the ability to perform online account maintenance. The EAS allows CPMs and APCs to perform account inquiries, produce reports, update personnel information, activate/deactivate cards and many other functions. The EAS provides near real-time update capability. Information on electronic report generation from the EAS can be found in appendix B. Cardholders may also access the EAS to review their IBA account.

04 Sep 2013

5. Travel Card Applications. Applications must include the applicant's name, social security number (SSN), current address, work/home phone numbers, the applicant's authorization for a contractor-performed credit check, applicant's signature and supervisor/commander approval. An application must be filled out completely or the contractor will not process it. New GTCC applicants will be required to read the contractor cardholder agreement and sign a DOD Statement of Understanding (SOU) as shown in appendix D as well as complete the initial on-line training shown in appendix B. APCs will verify the SSN against the cardholder's social security card or Marine Corps Total Force System (MCTFS) and Government issued identification. APCs will also emphasize to cardholders that the terms of the application include an agreement to pay the account in full upon receipt of a billing statement.

a. Application Process. There are two methods available for submitting an application, paper or electronic using the contractor's EAS. The APC initiates either type of application and submits them to the contractor. Using the electronic application alleviates the requirement to maintain the application locally. Refer to appendix B for details.

b. Impact on Credit Reports/Scores. When a member submits to a credit record check incident to a charge card application there is no impact to the credit report/score. The contractor utilizes a "soft pull" or promotional inquiry. This type of inquiry is not seen by anyone but the individual and does not affect the credit score. The cardholder's credit will not reflect the account or payment history. The only time the GTCC impacts a cardholder's credit score is if the account goes delinquent for 210 days or more, is not in a salary offset status, and is charged off by Citi.

c. Split Disbursement. Per reference (c), split disbursement is a mandatory bill payment process that allows a traveler to designate a specific amount of their travel settlement to be paid directly to the contractor to pay their bill. Split disbursement will be used to pay all current applicable charges as well as any outstanding charges from previous travel periods. When appropriate amounts are sent to the contractor, travelers do not have to pay the contractor themselves. Split disbursement speeds payment to the contractor and reduces the potential for delinquency. The residual amount of the travel settlement after split disbursement will be paid to the traveler.

04 Sep 2013

d. Default Split Disbursement. Unless otherwise indicated on the travel voucher any charges that are undisputed will be paid directly to the contractor. If the traveler does not identify these charges for split disbursement the servicing Disbursing/Finance Office, or Approving Official (AO), will execute default split disbursement for all undisputed charges as reflected in the contractor's EAS.

e. Overpayment to the Contractor. If the amount split disbursed to the contractor exceeds the balance on the account, the cardholder may contact the contractor to request a check or electronic funds transfer (EFT) be issued for the credit balance or allow the credit to be applied to future charges. After two billing cycles with no activity a refund will automatically be processed by check and mailed to the address on file.

6. GTCC Misuse/Abuse

a. Misuse. Misuse of the GTCC, as defined in appendix B, is strictly prohibited. Military members who misuse the GTCC are subject to the full range of criminal and administrative sanctions. Civilian employees who misuse the GTCC are subject to administrative or disciplinary action in accordance with the laws and regulations governing civilian employment. Examples of misuse include, but are not limited to:

(1) Failure to pay charges in a timely manner. Bills are due upon receipt and must be paid in full prior to the due date on the billing statement;

(2) Charging expenses for personal, family or household purposes unless specifically authorized by the commander during emergency situations;

(3) Executing cash withdrawals from ATMs or banks when not related to official travel requirements;

(4) Exceeding authorized per diem limitations during a period of official travel by withdrawing excessive ATM cash advances in addition to mandated use of the GTCC for meals.

b. Abuse. The GTCC is a charge card, not a credit card. Cardholders are not authorized to carry a balance forward. Bills are due upon receipt and must be paid in full prior to the due date on the billing statement. Failure to keep a GTCC account current is abuse. Accounts that are delinquent due to a pending travel settlement on a claim which was properly

04 Sep 2013

submitted as required by the DoDFMR Vol 9, Chapter 8 and electing split disbursement for the undisputed charges, are not considered abuse. Delayed travel settlements should be reported to the APC and commander for prompt resolution.

(1) An account is considered delinquent at 61 days past due. Delinquency is strictly prohibited. Extended TDY (periods exceeding 45 days) does not excuse delinquency. Partial TDY settlement submissions, as required in reference (g), allow the traveler to keep their GTCC account current during any periods of extended TDY;

(2) GTCC abuse may be punishable as a violation of the UCMJ and may subject the military member to judicial or administrative disciplinary action. Civilian employees who abuse the GTCC are subject to administrative or disciplinary action in accordance with the laws and regulations governing civilian employees;

(3) APCs will make delinquency notifications to cardholders and commanders as shown in appendix B. Sample delinquency letters are also contained appendix D;

(4) Cardholders whose accounts reach 91 days past due will receive a due process notification letter from the contractor. If the delinquent amount is not paid, or if a payment plan is not established prior to the point an account becomes 121 days past due, the contractor will request that the Defense Finance Accounting Service (DFAS) initiate salary-offset. In the event a cardholder has gone 91 days past due because their travel claim has not been paid by the Finance/Disbursing Office/DTS due to discrepancies, the APC will advise the contractor to halt salary-offset proceedings pending the settlement of the travel claim;

(5) Cardholders whose accounts are delinquent due to unresolved billing disputes should provide any documentation regarding the disputed charge to the APC for review. Accounts delinquent due to legitimate disputes are not considered cases of abuse. Cardholders who wish to dispute a charge must contact the contractor's cardholder customer service to begin the dispute process immediately. Disputes must be filed within 60 days of the disputed charge appearing on the cardholder's account statement. Cardholders will be required to provide the contractor a written affidavit to process a dispute for any transactions on their billing statement.

04 Sep 2013

7. Credit Bureau Reporting. The contractor reserves the right to report adverse credit information to national credit bureaus on accounts that exceed 210 days past due. At no time prior to 210 days will a contractor report any information to the credit bureaus. Adverse credit reporting on severely delinquent cardholders can have a long lasting negative effect on the cardholder's ability to obtain personal credit.

8. Disputing a Charge. When cardholder is unable to resolve a disputed charge with a merchant, it is his/her responsibility to initiate a dispute with the contractor. Dispute procedures are described in the contractor's guide. The following list depicts key actions of the process for disputing a charge.

a. Initiate the dispute process by contacting the card issuer by calling the number listed on the card within 60 days of the charge appearing on the statement;

b. Respond to contractor requests for additional information to include submitting the dispute form sent by the contractor;

c. Notify your APC that you disputed a charge;

d. Maintain a record of the dispute for tracking purposes.

9. Individually Billed Account (IBA) Management

a. APCs will:

(1) Ensure compliance with this Order;

(2) Properly manage delinquencies for the command;

(3) Schedule initial and refresher training for cardholders as required;

(4) Disseminate GTCCP policy and procedure information to cardholders to ensure compliance;

(5) Provide the commander, on a monthly basis, the status of the program;

(6) Ensure accurate and timely updates to the contractor EAS to reflect current personnel assigned and their status;

04 Sep 2013

(7) Provide responses to inquiries from the CPM in a timely manner.

b. Travel Voucher Approving Officials will:

(1) Issue travel advances for personnel not authorized a GTCC, as requested by the Commander;

(2) Settle travel vouchers, both DTS and hard copy DD 1351-2, to the maximum extent possible before returning them with discrepancy notices for traveler corrective action;

(3) Provide APCs with travel-related information as requested (e.g., claim settlement status);

(4) Obtain Read-Only access to the contractor's EAS. Access requests must be submitted to the CPM at [HQMC GTCCP@USMC.MIL](mailto:HQMC_GTCCP@USMC.MIL). Offices must maintain a roster of all AOs with access to the EAS and must immediately notify the CPM upon any change in status of those personnel; and

(5) Split-disburse all applicable charges to include any prior outstanding charges. In the absence of remarks from the traveler the current balance of the GTCC will be split disbursed. If the traveler places remarks in the DTS voucher audit flag justifying an amount other than the balance or places an amount in block 1 of the DD 1351-2, other than \$0, then the AO will split disburse the amount requested by the traveler;

(6) Approve travel claims submitted by cardholders IAW reference (g).

c. Individual Cardholders will:

(1) Comply with this Order to ensure proper use of the GTCC;

(2) Complete all required training;

(3) Split-disburse all undisputed charges to include any prior outstanding charges. Any AO adjustment to the split disbursement amount in the absence of a requested amount does not alleviate the cardholder responsibility to pay the GTCC balance in full;

(4) Pay balance in full by the statement due date;

04 Sep 2013

(5) Immediately notify the card contractor in the case of a lost or stolen card or to dispute any charges;

(6) Notify the APC or the card contractor of any address changes;

(7) Check in/out with the APC upon reporting to and/or departing a duty station or extended TDY location.

d. Inspector General of the Marine Corps will: Ensure the Functional Area Checklist Management and Processing System (FACMAPS) includes a functional area checklist provided by the Marine Corps CPM as part of the inspection program to evaluate compliance with this Order.

e. Command Inspectors General will: Incorporate a functional area checklist into local command inspection programs to evaluate compliance with this Order.

f. Marine Corps Administrative Analysis Team will: In coordination with the Marine Corps CPM, maintain a functional area checklist to evaluate compliance with this Order.

Chapter 3

Centrally Billed Account

1. Centrally Billed Accounts (CBA)s. CBAs are issued to Distribution Management Offices (DMO) or units to be used for travelers that are not eligible for or do not possess a GTCC or for making group travel arrangements. Unlike IBAs, the Government guarantees payment of CBA charges. Late payment on these accounts subjects the unit or command to Prompt Payment Act Interest Penalties. All CBAs contain a unique prefix that indicates Government liability and identifies eligibility for Government travel rates, and tax exemption. Issuance of CBAs should be limited in order to maximize use of IBAs. Two types of CBAs are issued:

a. Transportation Accounts. Transportation Accounts are issued to Distribution Management Offices (DMO) to purchase airline, bus, and rail tickets. These purchases are made through a Commercial Travel Office (CTO) acting as an agent for the DMO. Requests to establish transportation accounts will be submitted to HQMC-I&L (LPD-2).

b. Unit Travel Cards. Unit Travel Cards are issued to commands for the purpose of securing all travel related expenses for the travelers in the unit who are not eligible for or do not possess a GTCC. Unit Travel Cards should only be used when it is cost effective and in the best interest of the mission. Per reference (c), the issuances of Unit Travel Cards should be minimized. Unit Travel Cards are issued to a command representative who has been appointed in writing by the unit commander. Commanders and representatives may not appoint themselves as a card holder even if they possess "By Direction" authority. The unit is liable for payment of the invoice. Commanders may assign a separate APC (also known as the Designated Billing Officer for the unit card) to administer Unit Travel Card accounts, see appendix D page D-12 for a sample appointment letter. Command sponsored requests for Unit Travel Cards will be submitted in writing, with justification, to the CPM for consideration. See appendix D, page D-14 for a sample request letter.

2. CBA Reconciliation. CBA managers are appointed in writing by the commander to manage and reconcile CBAs. However, it is the responsibility of the commander to ensure accounts are reconciled and paid in a timely manner. Accounts which become suspended due to late payment will not be reactivated without

04 Sep 2013

written justification from the commander. Requests to reactivate a suspended transportation account will be submitted to the HQMC CPM (I&L LPD-2) and must include what steps are being implemented to ensure timely reconciliation and payment in the future. See appendix C, page C-4 for detailed instructions on managing and reconciling CBAs.

3. CBA Record Retention. CBA account holders are required to retain the documentation necessary to ensure timely reconciliation and payment of monthly billing statements. The Marine Corps is legally obligated to make these payments in a timely manner as detailed in "The Prompt Payment Act (PPA) of May 21, 1982 (Public Law 97- 177), amended on October 17, 1988 (Public Law 100-496), 31 U.S.C 3900", and subsequent updates. Additionally, the GSA contract with the current card provider contractually requires timely payment of CBA invoices, less any officially disputed amounts.

4. Delay of Payment. Failure to maintain the required documentation to reconcile monthly invoices is NOT considered sufficient justification for non-payment of CBA invoices.

04 Sep 2013

Appendix A

DEFINITIONS

1. GTCCP Definitions

Agency Program Coordinator (APC). The individual appointed in writing by the unit Commander/supervisor to execute the Government Travel Charge Card Program (GTCCP) on behalf of the unit Commander. APCs are responsible to the commander/supervisor for GTCCP management and execution and are under the oversight of the Marine Corps CPM. APCs include Intermediate APCs (IAPCs). See paragraph 21 of this chapter.

Automated Teller Machine (ATM) Cash Advance Fees and Service Fees. ATM cash advance fees are limited to 2.2% of the amount withdrawn and are reimbursable to the traveler. ATM service fees vary based on location and are also reimbursable to the traveler.

ATM Withdrawal. An ATM withdrawal is a cash advance obtained through the use of the GTCC. The primary purpose of the GTCC is to "charge" official TDY travel related expenses. ATM withdrawals result in fees to the Government and will be limited to the amount necessary to cover those expenses that do not typically lend themselves to charging as a form of payment (e.g., tolls, coin laundry, etc.). ATM limits are established by the contractor and DOD, and are subject to change. ATM limits can be raised by the APC up to \$4,000 per billing cycle, if mission requirements dictate. The Marine Corps CPM must approve requests for ATM limits that exceed \$4,000. APCs may arrange for travelers with recurring high cash requirements to have higher withdrawal authority while in their respective assignments. Requests for higher ATM limits will not be approved for delinquent accounts.

Billing Statements. Billing statements for the USMC are normally produced on the 6th of each month (except CBAs) and payment in full is due upon receipt of the billing statement. Billing statements cycle dates for CBAs vary by command.

Canceled Card. A card is canceled as a result of misuse, or at the request of an APC following individual transfer, separation, or employment termination. Canceled accounts cannot be reactivated. Cardholders with canceled accounts must reapply if the need for a card exists. Cards are also canceled if suspended two or more times in a 12 month period or for two non-

04 Sep 2013

sufficient funds (NSF) payments in a 12 month period. See appendix B for re-application procedures.

Card. The Government-sponsored, contractor-issued charge card provided to authorized personnel to fund official Government travel. It is a charge card, NOT a credit card, meaning the balance must be paid in full on a monthly basis.

Cardholder. Military or DOD civilian employee who has applied for and has received a card.

Centrally Billed Accounts (CBA). CBAs are card accounts, which are billed to a unit/organization rather than an individual. "Cardless" CBAs (account number only, no card) are issued to transportation offices to procure transportation (airline, bus, rail) services. A variant called a "Unit Travel Card," can be issued to units for cases where use of the individual card is not practical. Unit Travel Cards are normally issued in selected individual's names with unique account numbers to aid in reconciliation. The Government (cardholder's command or unit) is liable for all charges on CBAs.

Charged-Off Account. GTCC accounts are charged-off when the outstanding balance exceeds 210 days past-due when not in a salary-offset status. Charged-off accounts will be written-off by the contractor in accordance with Federal banking regulations and are referred to collection agencies for recovery.

Commander. For the purpose of this Order, Commander is defined as the individual commanding a battalion/squadron or higher, an Inspector-Instructor unit, or an independent Marine detachment, or the civilian/military supervising an equivalent organization.

Component Program Manager (CPM). The Marine Corps Component Program Manager (CPM) resides at HQMC-P&R (RFF) and is responsible for management of the GTCCP throughout the Marine Corps.

Commercial Card Services Unit (CCSU). The current contractor's office that provides customer service support for the GTCCP. Available for cardholders and APCs 24hrs a day at 800-200-7056 or OCONUS call collect 757-852-9076. This number is located on the reverse of the card.

Commercial Travel Office (CTO). A commercial activity, providing a full range of commercial travel reservations and

04 Sep 2013

ticketing services under contract and/or memorandum of understanding with the Government.

Contractor. The card provider for DOD, contracted by the General Services Administration on behalf of the DOD to provide the card in support of the GTCCP.

Credit Checks. Credit checks are accomplished for new card applicants with the card applicant's written consent. Credit checks are a standard industry practice used by the contractor to determine the type of card to be issued. Applicants may decline a credit check and still be issued a travel card; however that card will be a restricted card. If the applicant declines the credit check the SSN is still required because payments from split-disbursements are made by SSN.

Delinquency. An individual is considered delinquent whenever their GTCC bill is not paid in full prior to 61 days from the billing statement date.

Deployment, Group, or Unit Travel. Groups of people traveling on official travel orders together, including units traveling in support of exercises, peacekeeping, disaster relief, and combat missions. Also includes field duty or maneuver training, and sea duty when troops involved are not permanently assigned to a ship.

Electronic Funds Transfer (EFT). Payment method wherein funds are electronically transferred to an individually elected financial institution account.

Hierarchy Level (HL). Each Major Command is assigned its own unique HL number and each subordinate unit will have unique subordinate HL numbers assigned to them.

Individually Billed Account (IBA). An IBA is a GTCC that is issued to an individual traveler. The traveler is responsible for payment in full upon receipt of the monthly billing statement.

Intermediate Agency Program Coordinator (IAPC). Intermediate Agency Program Coordinators are Agency Program Coordinators who are appointed at the major command level in an organization. This term is used interchangeably with Hierarchy Level 3 Agency Program Coordinator.

04 Sep 2013

Merchant Category Codes (MCC). Four-digit codes used by the card network to describe the merchant type. DOD blocks some MCCs as a means to control misuse. The MCCs that are blocked by DOD are merchants that would not normally be associated with official travel expenses. If a cardholder uses the card at a merchant with a blocked MCC the transaction will be denied. When necessary, the cardholder must contact the APC for a forced authorization. If the use of a blocked MCC is necessary to accomplish a mission, the APC should contact the Marine Corps Component Program Manager.

Mission Critical Status. Mission critical travel is defined as travel performed by DOD personnel under competent orders and performing duties that, through no fault of their own, may prohibit the prompt payment of their outstanding GTCC bills. The APC, with their commander's approval, is authorized to notify the card contractor to advise the contractor of mission critical status. Travel Orders must clearly state the traveler is in a mission critical status. While in mission critical status, individual GTCCs shall not be suspended or canceled. Any outstanding bills must be settled within 45 days of removal from this status. APCs must closely manage mission critical accounts to minimize late fees and preclude delinquency, cancellation, and salary-offset.

Misuse. Card use (charges and ATM withdrawals) outside authorized parameters (e.g., charging a gift for one's spouse while TDY or drawing an ATM advance while not in connection with official travel or using the card for purchases of any kind while not on official travel even if the account is kept current).

Official Government Travel. Travel conducted under authorized verbal or written travel Orders for official government business.

Program. The Government Travel Charge Card Program (GTCCP).

Quasi-Generic Card. A travel card without the imprint, "U.S. Government, For Official Travel Use Only". However, the card still contains the "461422" prefix that identifies the account as being a Government card. Quasi-generic cards are provided at the APC's request for security reasons.

Salary-Offset. An involuntary pay checkage to collect a delinquent card balance. The contractor is required to send due process notification letters to Cardholders prior to initiating

04 Sep 2013

salary-offset. Due process notifications provide the cardholder with detailed information regarding the outstanding balance, charges on their account, demand payment, and list the cardholder's rights under law. Due process letters will be issued when accounts reach 90 days past due. Cardholders will have 30 days to pay their debt, establish a repayment plan, or contest the debt. If the debt is not resolved by 120 days past due, the contractor will request that DFAS initiate salary offset. The authority for salary-offset is reference (a). Accounts subject to salary-offset will be subject to additional fees from DFAS and the contractor. These fees are not reimbursable expenses.

Split Disbursement. Per reference (c), Split Disbursement is the required payment method when a traveler must have a portion of their travel settlement sent directly to the contractor to pay their GTCC bill.

Suspended Card. A card will be suspended when the account is 61 days past due and becomes delinquent. A suspended card is rejected when use is attempted, but it is not considered canceled. The respective APC, CPM, or contractor may suspend cards at any time when an account is delinquent or misuse is present or suspected.

Temporary Duty (TDY/TAD). Official Government-Ordered travel conducted away from the permanent duty station (includes temporary additional duty and temporary duty enroute under permanent change of station Orders).

Travel Order. Authorized Orders directing the performance of funded travel. Includes verbal Orders when confirmed by authorized, written Orders.

Unit. Organization whose structure is prescribed by competent authority, such as a Table of Organization and Equipment.

Unit Travel Card. See definition for Centrally Billed Accounts.

Appendix B

Individually Billed Account (IBA) Agency Program Coordinator (APC) Guide

1. General Overview. These instructions serve as a desk top SOP that must be used with the current program material available at the contractor's Technical Help Desk Web site at: [Department of Defense Travel Card Homepage](#). APCs must utilize the web site to maintain current program information.

a. Overall Responsibilities. APCs will operate within the policies, procedures, and instructions established by reference (c), (located at: www.dtic.mil/comptroller/fmr/), this Order, and the procedures of the card contractor APC guide. The APC is the principal executor of the GTCCP for the unit, the primary liaison between the contractor bank, the commander, and unit cardholders.

b. Cardholder Confidentiality. Privacy Act protections apply to cardholder account information. Cardholder files must be kept in a locked storage container/area. Documents and reports containing names and account numbers should be disposed of in accordance with procedures established by HQMC for destruction of sensitive information. Cardholder delinquency information is also considered confidential and should be treated as sensitive information.

c. APC Assignment to Unit Hierarchy Account. The following 20 commands are the Marine Corps HL3 APCs: (These names are used in the contractor's EAS and may not follow official USMC command naming conventions)

HQMC
MAGTF TRNG COMM 29 PALMS CA
MARCENT
MARCORSYSCOM
MARINE FORCES COMMAND
MARINE FORCES EUROPE
MARFORLOGCOM
MARINE FORCES PACIFIC
MARINE FORCES RESERVE
US MARINE FORCES SOUTH
MARFORSTRAT
MARSOC
MARINE CORPS COMBAT DEVMT CMD
MARINE CORPS RECRUITING COMMAN

04 Sep 2013

MCRD PARRIS ISLAND
MCRD SAN DIEGO
TRAINING AND EDUCATION
MARINE FORCES AFRICA
MARINE BARRACKS 8TH & I STREET
MARINE CORPS INSTALLATIONS COMMAND

(1) APC. APCs act as a conduit for program information flow from the Marine Corps CPM to subordinate APCs and cardholders.

(2) APC Appointment. The Commander will designate in writing the primary and alternate APC. This can be done by memo. The appointment letter must include unit hierarchy numbers and be submitted to the next higher level APC who will assign the APC's access to the Contractors EAS. The APC cannot sign his or her own appointment letter (even with "By Direction" authority).

(3) GTCC Transfer Policy

(a) APCs of the receiving units are required to receive the inbound cardholder account into the hierarchy of the receiving unit regardless of delinquency status unless the transfer cannot be processed, e.g., the account is in salary offset, charge off, etc. This includes civilians, members of other services or agencies, and those assigned TDY/TAD in excess of 45 days to the temporary unit. Individual Reserve Component members and unit/detachment personnel of an activated Selected Marine Corps Unit (SMCR) must also be received by the unit directly responsible for the travel and administrative support of the individual or unit/detachment.

(b) Individual Ready Reserve (IRR) Marines not members of an Individual Mobilization Augmentee (IMA) detachment upon release from active duty and return to the IRR will have their GTCC accounts remain with the TAD command until the GTCC is paid in full. Once the GTCC is paid in full the HL3 of the TAD command will contact MarForRes to have the GTCC transferred for use during future periods of activation.

(c) Units transferring under the Unit Deployment Program (UDP) and Marine Expeditionary Unit (MEU) deployments will adhere to the above transfer policy.

(d) Transfers can be made using the card contractor's EAS, located at:

04 Sep 2013

<https://home.Cards.citidirect.com/CommercialCard/Cards.html> or by contacting the Agency/APC Services at 1-866-670-6462 (OCONUS call collect at 1-757-853-2467). APCs must contact their higher level APC for assistance in removing unidentified cardholders from their hierarchy. Higher level APCs will contact the Marine Corps CPM for assistance if needed when removing cardholders for whom a proper hierarchy cannot be identified. Unidentified cardholders and those no longer assigned to the unit have historically represented the most serious delinquency potential. APCs must make resolving their status a top priority.

2. Travel Card Applications

a. Application Form. Forms must be signed by the applicant, the applicant's immediate supervisor, and the APC. The applicant must also sign a Statement of Understanding (SOU) and complete the mandatory cardholder training in the DTMO TRAX application.

b. Application Processing

(1) Submission. There are two methods available for submitting an application, paper or electronically, using the contractor's EAS. The APC initiates either type of application and submits it to the contractor. An APC will not sign or submit an application without validating the applicant's Social Security Number using the Social Security Card or MCTFS and the applicant's identification card. After the APC has signed the application, place the original SOU in your files. If a paper application is used; the APC is required to keep a copy of the application, along with the SOU and cardholder training certificate, on file until the cardholder transfers. For applications completed through the contractor's EAS only the SOU and training certificate must be maintained.

(2) Card Issuance. Follow up with the contractor if the applicant reports the card has not been received within two weeks.

(3) Personal Identification Number (PIN). Advise cardholders to create a PIN while confirming receipt of the card via the Voice Recognition Unit (VRU) with the number provided on the card.

(4) Emergency Processing. Expedited processing can be accomplished using FAX or the electronic online application. These applications should be the exception and APCs should only

04 Sep 2013

classify an application "EXPEDITED" if it is mission essential. Arrangements can be made to have the card sent to a TDY address (including to a TDY hotel, Government quarters, etc.) if requested. If faxed, do not mail the original. In these cases, maintain the original in your files. The number of emergency requests must be kept to the absolute minimum since the contractor will charge a fee (currently \$20) for each expedited request. This fee is considered a reimbursable expense to the cardholder only when it is determined to be mission essential by the approval or approving official.

(5) Forms. Contractor forms are available at the Department of Defense Travel Card Homepage: [Department of Defense Travel Card Homepage](#). Forms include: Individually Billed Account applications, account change forms, point of contact forms, etc. Blank forms may be reproduced.

3. Contractor Liaison

a. General. APCs are the liaison between the contractor, the commander, and the cardholders. Normally, cardholders can take care of their own matters directly with the contractor; however, they may need APC assistance in some cases. APCs will intervene promptly to avoid any cardholder hardship.

b. CITI Agency/Organization Program Coordinator (AOPC) Service. HL4 through HL7 APC liaison efforts will be conducted through the contractor's Commercial Card Services Unit (CCSU), currently located in Norfolk, VA at 866-670-6462, and for OCONUS call collect to 757-853-2467. The CCSU will assist in day-to-day individual account maintenance such as suspending and canceling cards, card replacement, account delinquency issues, etc. For HL3 APC services contact the CPM for the dedicated representative contact information.

c. Contractor's Marine Corps Account Specialist. The role of the contractor's Account Specialist is to work directly with Headquarters, U.S. Marine Corps (P&R-RFF) CPM's and APC's in developing a long-term GTCCP strategy and resolving any issues that cannot be resolved by the CCSU. APCs should always attempt to resolve issues through their higher level APC, the CCSU, or the CPM before contacting the contractor's Marine Corps Account Manager.

d. Excessive or Erroneous Split Disbursements. When made aware of a credit balance to the GTCC due to an erroneous payment, the HL3 must contact the CPM requesting the funds be

04 Sep 2013

returned to DFAS or the servicing disbursing office that made the split disbursement. All pertinent payment information must be submitted to ensure proper refund and crediting of the money.

4. Monthly (Billing Cycle) Management Information Reports

a. Managers' Internal Control Program (MICP). MICPs should incorporate reviews of reports to ensure these are maintained on file and are being worked by the APC as required by this Order. The Inspector General of the Marine Corps and the Marine Corps Administrative Analysis Teams (MCAAT) will also review the Control Programs. Ensure access to the EAS and sensitive account information is safeguarded, with access restricted to only those that have a need to know.

b. Mandatory Reports. The following five reports are the minimum that unit level APCs must request and reconcile following the completion of each billing cycle to ensure that their command's program is current. These reports are available in the Citibank Custom Reporting System (CCRS), Organizational Shared Folders, Department of Defense Travel Shared Reports. APCs must pull these reports from CCRS and reconcile them within two working days of the close of the USMC billing cycle (6th of the month). APCs must maintain copies of reports for the current year plus the last two years. Copies can be maintained in hardcopy format or in electronic files. Subscriptions to these reports can be established in CCRS.

(1) Account Listing. This report provides the APC with account numbers, addresses, telephone numbers, and last four digits of the Social Security Numbers (SSN) of the cardholders assigned to the hierarchy. The report can be pulled requesting open accounts, closed accounts, or both. Review the report to ensure the hierarchy is current and take appropriate action to transfer accounts as necessary. If a cardholder appears on the account that does not belong to unit, attempt to locate the cardholder's correct unit and have the card moved to the appropriate hierarchy. The APC must attempt to locate the cardholder via e-mail and notify the cardholder that if they do not check in with their current APC within 30 days their account will be deactivated if assigned to the unit on Temporary Additional Duty (TAD) in excess of 45 days. If the cardholder is assigned to the unit on Permanent Change of Station (PCS) orders, the account will be closed if the cardholders fail to check in with the APC within 30 days. Set up a tickler file to deactivate or close the account when 30 days have elapsed. The APC must notify and work with the IAPC prior to closing the

04 Sep 2013

account and only close the account if the IAPC (HL3) cannot affect the transfer through the gaining HL3. In cases where the APC cannot locate the cardholder's current unit, the APC will deactivate the card to prevent any misuse/abuse and notify the IAPC for assistance.

(2) Account Activity Text File CD100T. This report reflects cardholder activity and ATM usage during the month. Review the report to determine possible card misuse and refer suspected misuse to your Commander in writing. The APC is required to review a minimum of 25% of accounts that had activity during the month. If any case of misuse is suspected the minimum sample must be elevated to 50% of accounts. Review the report to determine possible card misuse and refer suspected misuse to your Commander in writing.

(3) Delinquency-Hierarchy. This report provides a breakdown of delinquent accounts in 30 day increments, from 30 days past due through 180 days delinquent.

(4) DoD Travel IBA Aging Analysis Summary. This report provides a summary level of the required metrics of dollars and accounts delinquent.

(5) DoD Travel IBA Aging Analysis. This report provides a detail level of the required metrics of dollars and accounts delinquent.

(6) Additional Optional Reports. The contractor's EAS has a number of other reports available that are useful card management tools, but do not have to be worked monthly; e.g., Pre-Suspension Detail, Suspension Detail, Non-Travel Activity, ATM Cash, Salary Offset Detail. Requests for additional reports/modifications of existing reports should be submitted to the CPM for consideration. Additionally, current copies of the HQMC IG and MCAAT checklists are available at the Marine Corps GTCCP Web site, located at:
[http://www.hqmc.marines.mil/pandr/Organization/Resources\(RF\)/FiscalDivision\(RFD\)/FinanceBranch\(RFF\)/GTCCP.aspx](http://www.hqmc.marines.mil/pandr/Organization/Resources(RF)/FiscalDivision(RFD)/FinanceBranch(RFF)/GTCCP.aspx)

5. Delinquency Notifications

a. 60-Day Delinquencies

(1) Access the contractor's EAS to determine if payment has been made since the report was produced. If required, contact the CCSU for assistance.

04 Sep 2013

(2) Contact the individual. Unless the delinquency is through no fault of the cardholder, notify his/her immediate supervisor in writing within five working days of report receipt. See appendix D for an example notification letter; E-MAIL notifications are acceptable. Cardholders are required to sign/acknowledge receipt of delinquency notifications.

(3) Ask the cardholder's supervisor to investigate the matter and inform you of the date the bill is paid. The contractor will normally suspend any account that is 60 days past due and then reinstate the account when the delinquent balance has been paid in full.

(4) For cardholders that are 61 days past due because of extenuating circumstances, e.g., travel settlement problem, the APC can intercede with the CCSU and have the account annotated to that effect, especially if the cardholder is required to travel. The APC must also contact the individual's personnel/administrative officer to request assistance in getting the travel claim liquidated as soon as possible. Persistent problems should be referred to the unit commander for resolution. Contact the CPM for issues which the unit commander cannot resolve.

(5) Document actions taken and maintain file copies for IG and MCAAT review.

b. 90-Day Delinquencies

(1) If the above steps for 60-day delinquencies are followed, accounts should never reach 90 days delinquent. Contact the CCSU (or utilize the contractor's EAS) to determine if payment has been made since the report was produced.

(2) Contact the individual. Unless the delinquency is through no fault of the cardholder, contact the cardholder through the commander, in writing, within five working days of report receipt. See appendix D for an example notification letter; E-MAIL notifications are acceptable. Cardholders are required to sign/acknowledge receipt of delinquency notifications.

(3) Advise the commander of the delinquency status. The contractor will normally suspend any account that is 60 days past due and then reinstate the account when the delinquent balance has been paid in full. Once the account reaches 75 days

04 Sep 2013

past due, the contractor will charge a \$29 dollar late fee each month. The \$29 is not reimbursable to the cardholder.

(4) For cardholders who are over 90 days past due on their account due to extenuating circumstances (travel settlement problem, etc.) the APC can intercede with the CCSU and have the account annotated to that effect, especially if the cardholder is required to travel. Contact the individual's personnel/administrative office to receive assistance in getting the claim liquidated as soon as possible. Impress upon the administrative/personnel office the urgency of the situation. Contact the CPM if not resolved promptly. Notify the individual's immediate supervisor of any actions taken, e.g., cancellation. The contractor will issue a due process notification letter to the cardholder. The cardholder will have 30 days to resolve the delinquent account, or it will be turned over to DFAS at 120 days past due for salary-offset.

(5) If the cardholder has not received reimbursement for properly claimed travel expenses, the APC must contact the card contractor to prevent the account from being subject to salary-offset.

(6) Document actions taken and maintain file copies for IG and MCAAT review.

(7) Notify the local security manager of any account that becomes delinquent for 91 days or more if reason for the delinquency is a result of the cardholder. The security manager will review any security clearance the cardholder has been granted IAW Reference (h).

c. 120+ Day Delinquencies

(1) If the above steps for 60-day and 90-day delinquencies are followed, accounts should never reach 120 days delinquent. Once accounts are more than 120 days past due, a cardholder has until the 126th day to pay the account or the account will be canceled by the contractor and considered "credit revoked" unless there is APC intervention and the delinquency is beyond a cardholder's control. Cases that could be considered beyond a cardholder's control include, but are not limited to, situations where claim settlement is delayed due to administrative error. Accounts 120 days past due will be subject to salary-offset. Cardholders will be subject to fees as established in the Statement of Understanding.

04 Sep 2013

(2) If an account is canceled due to cardholder negligence, the cardholder must re-apply for a new card. However, the contractor reserves the right to decline issuance of a new card.

(3) If payment has not been made, unless the delinquency is through no fault of the cardholder, cancel the card. Refer the case in writing to the commander for potential disciplinary/adverse personnel action; also contact the CPM. An example notification letter is provided in appendix D. Cardholders are required to sign/acknowledge receipt of delinquency notifications. If not resolved, continue notifications at the 150-day and 180-day marks.

(4) Document actions taken and maintain file copies for IG and MCAAT review.

(5) Accounts on cardholders no longer employed by the Government, where salary offset cannot be applied, will be reported to credit bureaus at 210 days. The contractor may also turn the account over to a collection agency, take legal action against the cardholder and garnish pay/salary.

(6) A cardholder's agreement with the card contractor, or the collection agency, to pay the bill in installments does not relieve him/her of potential disciplinary/adverse personnel action. As a general rule, APCs should not get involved in arranging for installment payments unless directed by the commander, as this is a matter for the cardholder to address with the contractor.

(7) Contact the CPM with any situation that cannot be resolved at the major command level.

(8) Under the contractor's current policy, accounts will not be reinstated for any cardholder 126+ days delinquent whose account was canceled due to delinquency (credit revoked). Travelers whose accounts have been canceled due to delinquency are considered exempt from card use per reference (c) and may request a travel advance.

(9) Payments are applied to the most delinquent balances first.

(10) Document actions taken and maintain file copies for IG and MCAAT review.

6. Account Maintenance

a. Disputed Charges. When a cardholder is unable to resolve a disputed charge with a merchant, it is his/her responsibility to initiate a dispute with the contractor. Cardholders should follow all instructions provided by the contractor and notify the APC that a charge has been disputed. Cardholders should retain any records and/or contact information related to the dispute. The card contractor will contact the vendor concerned and attempt to resolve the dispute.

b. Deactivating IBAs

(1) IBA Activation/Deactivation. Standard and restricted accounts shall be deactivated during periods of non-travel. Accounts may be activated up to ten days prior to official travel or in sufficient time to permit ticketing of commercial reservations in DTS and must be deactivated within five days after completion of official travel. However, units that meet the Green performance metric contained in appendix D may leave standard cards in an active status, this exception does not apply to restricted accounts. Additionally, with the understanding that some command's staff members have frequent and short notice travel requirements HL3 APCs, under their commander's authority, may authorize those GTCCs to remain activated based on frequency of travel. In all cases where the commander authorizes accounts to remain active the approval must be in writing and maintained by the HL3 APC as well as the APC for the command with the authorization.

(2) Safekeeping of Cards. Since cards are issued to individuals, it is not recommended that APCs, or any person other than the cardholder, hold any individual's card because of issues of availability, access, potential misuse/fraud. For cardholders at risk of abuse/misuse, the APC should deactivate the card. Once the card is deactivated no charges can be made on it. For cardholders who are separating, the APC must ensure the cardholder is made aware of any balance and permanently close the account prior to separation.

(3) Orders Issuance. APCs must be included in the TDY order issuance process to ensure travelers apply for the card prior to travel, to activate cards when orders are issued, and to deactivate restricted cards following completion of TDY.

c. Unit Cards (Centrally Billed Cards). You must maintain these cards in a limited access safe as a controlled item or

04 Sep 2013

deactivate these cards between TDY trips; whichever best assures the integrity of the account. Note: your unit/command is liable for all charges on these cards. See appendix C for detailed guidance.

7. Merchant Category Code (MCC) Acceptance

a. MCCs are codes used by the bank card network to describe the merchant type. As a measure to control inappropriate card use, DOD has directed the contractor to close a number of merchant codes that are not normally associated with official Government travel.

b. If a cardholder attempts to use the card at a merchant with a closed MCC the charge will be denied. APCs can contact the CCSU for a forced authorization to allow the charges to be approved for legitimate travel charges at a closed MCC.

8. ATM Withdrawal Limits

a. Limit Exceptions

(1) Decreased Limits. ATM limits may be decreased for individuals via the contractor's EAS or for all unit personnel by the APC making a request in writing to the contractor.

(2) Increase Limits. Requests for ATM cash limit increases in excess of standard limits must be submitted to the Marine Corps CPM with justification. Exercise caution when increasing ATM limits as this is a contributing factor of delinquency.

9. Cardholder Change in Status

a. Transfer and TAD in excess of 45 days. Unit personnel are required to check in and check out with the unit APC.

(1) Check-Out (PCS)

(a) DON policy is that cards will be deactivated upon PCS transfer. Instruct personnel that they must check-in with their new APC at their gaining command and that if they do not do so, they will not be able to use the card until it is moved to their new unit's hierarchy and activated. The Finance/Disbursing Office will process travel advances to fund PCS travel upon request.

04 Sep 2013

(b) Ensure listings of outgoing personnel and transfer dates are reviewed.

(2) Check-In

(a) General

1. During the check-in process APCs are required to transfer the new individual's account into your hierarchy. If you do not do so immediately, you risk the card's cancellation by the individual's previous APC. Once canceled, the individual must go through the application process again. Make every effort to ensure no cards are unnecessarily canceled as it creates cardholder hardship, increased contractor costs, and additional work for you.

2. Ensure periodic new join listings are reviewed.

3. Use check-in as an opportunity to counsel cardholders on authorized card use, the role of the APC, and any Command-unique procedures. Ensure personnel notify the contractor of their new address as soon as possible. This can be done through the contractor CCSU at 1-800-200-7056 (found on the back of the card). Address changes can also be done via the contractor's EAS at <https://home.Cards.citidirect.com/CommercialCard/Cards.html> by the APC or the cardholder.

(b) Statement of Understanding. APCs will maintain a Statement of Understanding (SOU), see appendix D, on file for all cardholders. Having an SOU on file ensures the cardholder is aware of his or her responsibilities and was advised of the potential for disciplinary/or adverse personnel action if the card is not used as intended. All newly joined personnel who already have cards must sign new SOUs. These documents may be scanned and maintained electronically.

(c) Canceled Cards. New joins who's cards were canceled at their prior command for reasons other than delinquency, must reapply unless exempted from card use.

b. Separation/Retirement/Termination of Employment

(1) Cancel cards for all such individuals.

04 Sep 2013

(2) Verify account balance via the contractor's EAS. If the cardholder has an outstanding balance the commander will take action to have the member or employee pay the balance due prior to detaching.

(3) Implement procedures to receive periodic lists of on hand unit personnel to keep your account listing current and to avoid card misuse by former employees/service members who may leave the Service. The Marine Corps often has no authority over personnel after separation.

(4) Provide the contractor with forwarding addresses if requested.

c. Deceased Cardholders

(1) Upon official notification APCs will update the address IAW the record of emergency data (RED) to reflect the address of the person identified to receive pay arrears. This will ensure that any credit balances are issued to the correct address. Address changes can be processed through the EAS.

(2) Once the address has been updated correctly close the account using the B9 rating. This rating ensures the contractor follows proper procedures concerning collection efforts on any remaining balance due.

(3) If there are pending travel claims do not process them or process a split disbursement regardless of the current GTCC balance. All pending travel claims must be processed IAW reference (g).

10. APC Files

a. Contents. Maintain files on all cardholder activity for which you are involved, including records of telephone calls, check-in/out, document copies, Statements of Understanding, training certificates etc. Maintain copies of commanders' delegations of authority relative to this Order. Set up and maintain your files in accordance with reference (b). The files are subject to audit by the MCAAT and Marine Corps IG teams.

b. Reports. Maintain all Management Information Reports in accordance with reference (b), which is the current year plus the previous two years. These reports may be maintained electronically.

11. Charged-Off Accounts. Accounts that reach 210 days delinquent are written off as bad debt by the contractor as

04 Sep 2013

required by federal banking regulations. Charged-off accounts may be reported to credit bureaus. Only accounts which the contractor is unable to collect through salary-offset will be charged-off unless paid in full prior to 210 days delinquent.

a. If the contractor reports adverse credit information to the national credit bureaus it can have a long lasting negative effect on a cardholders ability to obtain personal credit, e.g., car loan, home mortgage. Individuals may also be subject to higher interest rates or denied credit because they are viewed as a credit risk. Even if a cardholder pays off the charged-off balance, the matter will still be reflected on their credit record and could impact their ability to obtain personal credit for many years.

b. APCs should ensure that cardholders are aware of the consequences of a charged-off account. Aggressively working delinquency reports, aging analysis reports, good internal control procedures during check-in and check-out, and prompt attention in the early stages of delinquency will prevent cardholders from reaching a charged-off status.

12. Lost or Stolen Cards and Invalid Billing

a. Cardholders must immediately contact the APC and the cardholder Customer Service Center at 1-800-200-7056 upon discovery of a lost or stolen card.

b. Cardholders must immediately notify the contractor when bills include invalid charges. The cardholder will also contact the vendor and attempt to resolve this issue. The contractor will intercede on their behalf and not require payment for the disputed charge during the dispute period. During this period, the amount in dispute will not be considered delinquent.

13. Training. The contractor's training materials for APCs are available via the Defense Travel Management Office web site: <http://www.defensetravel.dod.mil/Passport>. It is mandatory that all new cardholders complete "Programs & Policies - Travel Card Program (Travel Card 101)" and all APCs complete "Travel Card Program Management (APC Course)" via this website. APCs must maintain copies of the training certificates for each cardholder within their hierarchy. Additionally, APCs must advise new cardholders of the proper use of the card, and ensure that current Cardholders, supervisors and commanders are informed of policy and procedure changes to the travel card program. It is highly encouraged that commanders add training on the use of the GTCC to any annual training programs.

04 Sep 2013

14. Dedicated Account Representative (DAR). The card contractor maintains a Dedicated Account Representative (DAR) for use by APCs only. The DAR can be reached at 1-866-670-6462 or OCONUS call collect 757-853-2467 (7am-9pm EST Monday-Saturday) EMAIL: dodtravelCard@citi.com or via the website at: <https://home.Cards.citidirect.com/CommercialCard/Cards.html>.

Appendix C

Centrally Billed Accounts (CBA) Agency Program Coordinator (APC) Guide

1. Centrally Billed Account. This section contains business rules unique to the type of travel card known as a Centrally Billed Account (CBA). For additional information, see reference (e) or contact the CPM. The key aspects of CBAs are as follows:

a. A CBA is a Government liability account.

b. The Marine Corps uses two types of CBAs:

(1) Transportation accounts. Cardless accounts for use by Distribution Management Offices (DMO) when purchasing air, bus, and rail tickets.

(2) Unit Cards. Plastic charge cards for facilitating group travel arrangements.

2. Designated Billing Office (DBO). CBAs are issued to commands or units. The command or unit which is issued the account is also known as the Designated Billing Office (DBO).

a. DBO Responsibilities. The DBO is responsible for receiving, reconciling, and certifying the monthly billing statements. The DBO is also responsible for forwarding the certified statement to the payment office for payment and for following up with the payment office to ensure payments are made in a timely manner.

b. Commercial Travel Office (CTO). The DBO may utilize the services of a contracted processing partner, a Commercial Travel Office (CTO), to aid in reconciling the CBA invoice.

c. CTO Functions. The CTO makes travel arrangements for individuals based on approved travel Orders. The CTO issues tickets to travelers who present approved travel orders and forwards the charges to the card contractor's bank.

d. Unit Cards. Unit cards may be used to purchase travel and transportation services directly from suppliers and should be coordinated with the command's contracting office. The supplier processes the charges to the contractor.

04 Sep 2013

e. DMO CBA Accounts. When volume warrants, separate DMO CBA accounts should be established to provide for purchases by military component. This will minimize Prompt Payment Act interest in the event there are delays in receiving funding documents from the other component.

3. Establishing a CBA. CBAs require the approval of the HQMC CPM. Units requesting a CBA can contact the CPM at (717) 605-3533 or (703) 614-3517. The activity/unit identifies a requirement and submits a request that includes the following (see Appendix D Page D-14 for a sample request):

- a. The purpose of the CBA;
- b. The types of charges to be made;
- c. Identification of Accountable Officials:
 - (1) The APC or Account Manager and/or unit CHs, and;
 - (2) The approving/certifying official.

d. The payment and reconciliation process which will be used for the account.

4. Approving/Certifying (AO/CO) Officials. An AO/CO and alternate will be appointed in writing. The DD Form 577 will be used for this appointment. The appointment must specify which CBA accounts the AO/CO is responsible for certifying. Under no circumstances will the card manager, i.e., the individual who uses the card to make purchases, be appointed as the AO/CO. The AO/CO must be someone senior in the card manager's chain of command.

5. HQMC CPM Will:

- a. Evaluate each request and render a determination;
- b. If approved, establish the required hierarchy;
- c. Notify the issuing bank to open the CBA;
- d. Monitor the CBA use and payment history.

6. Account Updates. If an APC/Account Manager is replaced, a new account does not have to be opened. The outgoing APC/Account Manager will notify the HQMC CPM and forward the

04 Sep 2013

appropriate appointment papers for the incoming APC. The CPM will ensure the account is updated with the new APC/Account Manager information.

7. Authority for Travel

a. Purchases made on CBAs must be supported by a request from the appropriate authority. Appropriate authority is deemed to be a travel Order issued in accordance with references (d) and (e) and applicable service regulations/directives.

b. When other authority is used to support unit card purchases, such authority must contain the same elements as a competent travel Order.

c. CBA Authorized Expenses

(1) Authorized travel expenses are identified in the JFTR and JTR. Expenses that are not covered in the JFTR/JTR but are deemed necessary shall be submitted to the cognizant CPM for review and approval. The CPM will coordinate the request with the applicable contracting officer, Defense Travel Management Office, 4800 Mark Center Drive, Suite 04J25-01, Alexandria, VA 22350-9000, and general counsel as appropriate.

(2) Charges on the CBA transportation accounts shall be limited to air, bus, and rail charges, as well as CTO fees, unless otherwise authorized by the CPM. Unit card charges shall support group travel. Charges may be made on the CBA unit cards, consistent with charges made on the IBA and must likewise be supported by competent travel authorization documents secured in advance of the charges. When the CBA unit card is used for other than group travel, special written authorization must be granted in the authorization letter by the CPM.

8. CBA Cycle. The card contractor then produces an invoice containing all of the charges billed to the unit card during a cycle. CBAs are billed on a 30-day cycle.

9. CBA Invoicing

a. The contractor forwards an invoice to the APC/Account Manager, showing all of the charges billed to the CBA for that month. A record of all purchasing must be maintained to ensure prompt reconciliation, certification, and payment to the contractor in compliance with the Prompt Payment Act (PPA)

04 Sep 2013

guidelines. Key aspects of the invoicing process to be tracked are listed below.

b. The DBO maintains a log to show the:

- (1) CBA invoice date;
- (2) Date invoice received (paper) from the bank;
- (3) Date electronic invoice received from the CTO;
- (4) Mailing date of the invoice payment package to the Designated Payment Office (DPO);
- (5) Disbursement date;
- (6) Other events that could affect timely payment.

c. In addition to the CBA invoice, the contractor may issue CBA billing statements to unit CHs who have been issued a transacting account under an APC's/Account Manager's central account. Charges reported on a billing statement roll up to a CBA invoice under the central account number.

10. Reconciling the CBA Invoice. The list below depicts the key steps in reconciling a CBA invoice.

a. The APC/Account Manager receives the CBA invoice.

b. Matches each charge on the invoice to the applicable travel Orders (or other authorizing documentation) and to the receipt showing the item/service purchased.

c. Verifies the accuracy of the authorization documentation:

- (1) A signed copy of the travel Order;
- (2) A legible ticket itinerary/receipt;
- (3) The authority for premium travel (if applicable)

d. Determines the disposition of unmatched charges.

e. Identifies and applies credits for unused airline tickets or over-billings back to the originally charged line of accounting.

04 Sep 2013

f. Prepares the required disbursement voucher (i.e., Standard Form [SF] 1034, "Public Voucher for Purchases and Services Other Than Personal").

g. Obtains the appropriate certifications, per reference (e).

11. Unit card (Centrally Billed Account) Billing Statements

a. Billing statements/invoices are mailed to the command for reconciliation. Reconcile the charges against the charge card receipts provided by cardholders within five working days of receipt of invoice.

b. Notify cardholders to reimburse the command for any unauthorized expenditures or expenditures for which no receipt has been provided. A signed, written statement (with itemized expenditures) may be accepted in place of a receipt.

c. Arrange for cardholder reimbursement of those items for which they received travel claim reimbursement.

d. Sign and submit the Statement of Account to the approving official/commander for review prior to submission for payment. The approving official/commander will review the statement and approve for payment once charges are verified.

e. Submit the approved Statement of Account, claim voucher, and any monies received to the appropriate paying office for processing. See appendix C for detailed guidance.

f. Maintain payment records and all substantiating documents for six years, 3 months as required by ref (b).

12. Proactive Reconciliation. The APC/Account Manager should not wait until the end of the cycle to accomplish the reconciliation. The APC/Account Manager may use his/her statements via the contractor's EAS to facilitate reconciliation. Frequent review of the transactions by the APC/Account Manager will help to eliminate disputes at the end of the cycle, as it will allow merchants time to apply credits for improper charges.

13. Approving Official Review. The appointed Approving/Certifying Official (AO/CO) is responsible for a second-level review and ensures all supporting documentation is maintained, reconciliation is done in a timely manner, and the

04 Sep 2013

invoice is certified for payment. The AO/CO also ensures the certified invoice, with supporting documentation, is forwarded to the designated payment office in a timely manner.

14. Disputing a Charge. When an APC/Account Manager is unable to resolve a disputed charge with a merchant, it is his/her responsibility to initiate a dispute with the contactor. Dispute procedures are described in the contractor's guide. The following list depicts key actions of the process for disputing a charge.

a. Initiate the dispute by submitting a dispute form to the contractor.

b. Maintain a record of the dispute for tracking purposes.

c. Respond to contractor requests for additional information.

15. Certifying a Monthly Bill. The AO/CO will comply with the requirement outlined in reference (e). The AO, in conjunction with the APC/Account Manager and the CO (if different from the AO), are responsible for ensuring that all transactions are legal, proper, and correct for payment. When the AO is also the CO, he/she must certify invoices for payment. The key actions for reconciling and certifying an invoice by the AO/CO are:

a. Review transactions to ensure they are legal, proper, and correct.

b. If transactions are determined to be proper for payment, sign the "Certified for Payment" block on the SF 1034. Or return the invoice to the APC/Account Manager for corrective action.

c. When the AO is also the CO, he/she has pecuniary liability for an illegal, improper, or incorrect transaction.

16. Paying Contractor Invoices. The Designated Paying Office (DPO) relies on the AO/CO to ensure the validity, legality, and accuracy of invoices forwarded for payment. The DPO will ensure certified CBA invoice payment packages undergo pre-validation in accordance with DFAS operating procedures to ensure the availability of funds. However, it is the responsibility of the submitting command to ensure funding obligations are recorded in the accounting system before payment packages are forwarded to the DPO for payment. The DPO also will ensure that a DD Form

04 Sep 2013

577 "Appointment/Termination Record--Authorized Signature" is on file and verified for all certifiers.

17. Records Retention. The APC/Account Manager and AO/CO in the DBO shall ensure that proper audit trails are built, documentation is available to support all charges and payment on a CBA, and that documentation is retained for the statutory period prescribed in Volume 5, Chapter 21 of the DODFMR. The following minimum documentation shall be retained for the statutory period of six years and three months:

a. Travel Orders or other authorization documents establishing the requirement for travel.

b. Ticket/itinerary or paper receipts describing the merchandise/service purchased.

c. Contractor invoices showing itemized charges and annotated to show the charges that were matched and paid and the charges that were disputed (includes spreadsheet documents, which show such matching).

d. Dispute form(s) and other documentation that identifies actions taken to clear and/or follow up on a disputed charge.

e. Certified statements.

f. Any documentation that adds audit value to the transactions, such as spreadsheets used in the reconciliation process to identify charges that are verified proper for payment from those being disputed, justification for premium travel, one-time authorization for cash, etc.

18. Closing/Canceling Unit Card Accounts. When an APC/Account Manager and/or CH separates from his/her organization, retires, or becomes deceased, his/her account must be closed. The CBA APC must notify the HQMC CPM who will update CBA records and notify the contractor to close the account. Online closure of CBA central accounts is not available to DOD.

19. Program Management. The authority and responsibility for the establishment of CBAs rests with the HQMC CPM. The HQMC CPM is responsible for reducing/increasing CBA credit limits and managing the opening and closing of CBAs.

20. Required Management Controls

04 Sep 2013

a. Management of CBAs must include appropriate separation of duties between CBA charge card officials. For example, AOs/COs will not be CHs within the same billing account, supply officers or equivalents will not be CHs with authority to purchase accountable items, and resource or budget managers will not be CHs or AOs with responsibility for executing their own funds.

b. Unit card account cards (plastics) will be maintained in a limited access safe as a controlled item or deactivate these cards between TDY trips; whichever best assures the integrity of the account. Note: your unit/command is liable for all charges on these cards.

21. Roles and Responsibilities. Management of unit CBAs requires a separation of duties. Individuals who execute account transactions will not approve/certify invoices for payment. See reference (c) to identify specific roles and responsibilities for CBA Accountable Officials. The following roles and responsibilities are unique to travel card CBAs:

a. Component Program Manager

(1) Serve as the Marine Corps' functional representative with the Defense Travel Management Office (DTMO);

(2) Liaison with the card contractor on behalf of the commander/APC;

(3) Monitor contractor performance and report deficiencies to higher headquarters;

(4) Provide training for APCs/AOPCs.

b. Agency/Organization Program Coordinator (A/OPC)

(1) Manage the CH and AO profiles and close accounts using the contractor's Electronic Access System (EAS);

(2) Maintain a current list of all CHs and AOs under the A/OPC's jurisdiction.

c. Approving/Certifying Official

(1) Certify the contractor or CTO invoices and submit them through DFAS to ensure timely payment;

04 Sep 2013

- (2) Certify payments to be legal, proper, and correct;
- (3) Complete initial and refresher training in accordance with DOD Component requirements;
- (4) Ensure each CH fulfills his/her responsibilities;
- (5) Review and approve CH statements;
- (6) Ensure all transactions made by CHs are legal, proper, correct, and mission essential in accordance with Government rules and regulations;
- (7) Determine necessary dollar limits for CHs;
- (8) Ensure monthly billing account accuracy;
- (9) Retain copies of monthly invoices;
- (10) Maintain all original documentation during responsible personnel turnover;
- (11) Notify the A/OPC of the requirement to close accounts as necessary due to personnel turnover;
- (12) Ensure continuity of records when transitioning out of AO responsibilities;
- (13) Ensure CHs notify the issuing bank of lost or stolen cards;
- (14) Resolve questionable purchases with CHs;
- (15) Take corrective action upon discovery of improprieties, to include, notifying the commander, Inspector General, and any others in the chain of command who have a need to know, as well as the A/OPC and CPM as appropriate;
- (16) Maintain official invoice documentation;
- (17) Notify the A/OPC of any suspicious transaction activity. The A/OPC will report suspicious activity to the commander who will determine if an investigation is necessary;
- (18) Ensure duplicate payments are not made.

04 Sep 2013

d. Reviewing Official (RO). Not all commands use ROs. However, if used, the RO will perform a review of the documentation prior to passing to the AO/CO for certification. The key roles and responsibilities of the RO may include the following:

(1) Complete initial and refresher training in accordance with DOD Component instruction.

(2) Ensure no prior payments have been made for the same invoice.

(3) Ensure accurate payments, including the use of proper funds, accounting citation, and application of credits for unused airline tickets or overbillings, are made.

(4) Report suspected improper payments, including improper travel claims for airline tickets purchased by individual travelers.

(5) Take appropriate corrective, administrative, and disciplinary actions to address improper, fraudulent, or abusive use of cards.

(6) Address questionable purchases with program officials.

22. Training. Training is available upon request to the HQMC CPM. Additional sources of training are available at the Marine Corps GTCCP Web site, located at:
[http://www.hqmc.marines.mil/pandr/Organization/Resources\(RF\)/FiscalDivision\(RFD\)/FinanceBranch\(RFF\)/GTCCP.aspx](http://www.hqmc.marines.mil/pandr/Organization/Resources(RF)/FiscalDivision(RFD)/FinanceBranch(RFF)/GTCCP.aspx)

23. Special Issues

a. Automated Teller Machine (ATM) Cash Withdrawals. ATM cash withdrawals are not authorized for CBAs except under extenuating circumstances. Individuals who require the use of ATM withdrawals to perform their missions shall provide written requests, explaining the need for such usage, through their chain of command to the HQMC CPM. The CPM shall consider alternate means of reimbursement, such as IBAs or travel advances in making their determination. When in doubt, regarding ATM cash utilization, CPMs shall seek advice from the DTMO. All requests for ATM cash or traveler's checks shall include the following minimum information and must be submitted in writing:

- (1) Why the ATM cash is needed;
- (2) The name of the individual who will withdraw the ATM cash;
- (3) How the cash will be used;
- (4) Instructions for reconciling the invoice and disposing of any residual monies.

b. Electronic Payments. Units are encouraged to utilize the Wide Area Workflow (WAWF) application to submit reconciled electronic CBA invoices for payment to DFAS. Contact your servicing comptroller for more information on using WAWF.

24. Management Tips for Travel Card CBAs

- a. Ensure the CBA is approved by the CPM when established.
- b. Ensure AOs and COs are appointed in writing.
- c. Follow up with the contractor if invoices (both paper and electronic invoice files) are not received in a timely manner, and report non-receipt to the CPM.
- d. Reconcile charges on the statement to approved travel orders or other authorization documents and receipts showing the item/service purchased.
- e. Dispute unmatched charges and track the resolution of disputes.
- f. Limit unit cards to only group travel requirements.
- g. Do not use cash on unit cards unless it has been approved by the CPM.
- h. Ensure agency guidelines are developed for controlling cash when authorized on a unit card.
- i. Review transactions for potential misuse.
- j. Take appropriate administrative or disciplinary action when misuse is identified.

Appendix D
Forms and Sample Letters

Print Form

NAVMC 11767 (06-11) (EF)
FOUO - Privacy sensitive when filled in.

DEPARTMENT OF DEFENSE STATEMENT OF UNDERSTANDING
GOVERNMENT TRAVEL CARD PROGRAM
<p>I certify that I have read the attached DoD Government Travel Card policy and procedures. I understand that the Government Travel Card Program is designed to improve the management and control of Government travel and thereby promote the efficiency of the Federal Service. I also understand that I am authorized to use the Card only for those necessary and reasonable expenses incurred by me for official travel. I will abide by these instructions issued by the Department of Defense (DoD).</p> <p>The above limitation on Card usage also applies to automated teller machine (ATM) withdrawals. The amount of cash withdrawals may not exceed \$500 (standard) or \$200 (restricted) per billing cycle. If my account is not delinquent and my travel Orders authorize a larger advance, I can request an increase in the ATM limit through the Agency Program Coordinator (APC). I will, however, endeavor to charge expenses to the account wherever feasible rather than use cash withdrawals.</p> <p>I understand that the issuance of this charge Card to me is an extension of the employee-employer relationship and that I am being specifically directed to:</p> <p style="margin-left: 40px;">.... Abide by all rules and regulations with respect to the charge Card. _____</p> <p style="margin-left: 40px;">.... Use the charge Card only for official travel. _____</p> <p style="margin-left: 40px;">.... Pay all charges upon receipt of the monthly billing statement from the Travel Card Contractor. _____</p> <p style="margin-left: 40px;">.... Notify the APC of any problems with respect to my usage of the charge Card. _____</p> <p style="margin-left: 40px;">.... Notify the Card Contractor and the APC if my charge Card is lost or stolen. _____</p> <p style="margin-left: 80px;">(Card applicants must initial all the above provisions.)</p> <p>I also understand that failure on my part to abide by these rules or otherwise misuse the Card may result in disciplinary action being taken against me. I also acknowledge the right of the Travel Card Contractor and/or APC to revoke or suspend my travel Card privileges if I fail to abide by the terms of this agreement I have signed with the Travel Card Contractor.</p>

(Applicant's Printed Name)

Supervisor's Printed Name)

(Applicant's Series/Grade or Rank/Title)

(Supervisor's Series/Grade or Rank/Title)

(Applicant's Signature)

Supervisor's Signature)

NOTE: The Government Travel Card application cannot be processed without this form on file.

Reset Form

FOR OFFICIAL USE ONLY

Adobe LiveCycle ES

04 Sep 2013

SAMPLE 60 DAY DELINQUENCY MEMORANDUM

MEMORANDUM FOR (NAME OF CARDHOLDER'S IMMEDIATE SUPERVISOR)

SUBJECT: Delinquent Government Travel Charge Card Payment
Notification - 60 Days

We have been informed by the Government Travel Charge Card (GTCC) contractor that _____ (cardholder's name) is over 60 days delinquent in payment of his/her account. The total amount due is \$_____. The account is subject to a \$29 late fee at the point the account becomes 75 days delinquent and an additional \$29 late fee for each subsequent billing cycle until the debt is resolved.

(Provide the specific information regarding the delinquent charges.)

The GTCC contract requires that all outstanding, undisputed charges be paid by the due date specified on the billing statement. The GTCC contractor has suspended card privileges for this cardholder due to non-payment. The cardholder is required to be notified of this action and counseled concerning the non-payment and use of the GTCC. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days and maintain their GTCC account in a current status. The Department's policy requires mandatory use of split disbursement for all outstanding charges on the travel charge card for military personnel and civilian personnel where applicable.

Non-compliance, or failure to adhere to the guidelines for the GTCC, may result in disciplinary action in accordance with applicable statutory, regulatory, or contractual provisions and applicable Multi-Unit Master Agreement for bargaining unit employees.

The delinquent balance may be resolved by one of the following actions: (1) payment in full; (2) a reasonable explanation documented and submitted to the contractor through the Agency Program Coordinator (APC); or (3) an agreed upon repayment schedule with the GTCC contractor.

Billing questions may be directed to the GTCC contractor at the number printed on the billing statement for that purpose. Questions concerning the GTCC program may be directed to

04 Sep 2013

SAMPLE 90 DAY DELINQUENCY MEMORANDUM

**MEMORANDUM FOR SECOND LEVEL SUPERVISOR
THROUGH: TRAVELER'S IMMEDIATE SUPERVISOR**

SUBJECT: Delinquent Government Travel Charge Card Payment
Notification - 90 Days

The 90-day delinquent notification list from the Government Travel Charge Card (GTCC) contractor has been received and _____ (cardholder's name) is now 90 days delinquent in the payment of his or her account. The total amount due is \$_____. The attached 60-day notification memorandum informed you that payment on the cardholder's GTCC account was delinquent. The GTCC contractor has sent a letter notifying the cardholder of their due process and impending salary offset procedures. The account became subject to a \$29 late fee on the date the account became 75 days delinquent as well as additional \$29 late fees for each subsequent billing cycle until the debt is resolved.

The GTCC contract requires that all outstanding, undisputed charges be paid by the due date specified on the billing statement. If no action is taken to settle this debt, the Agency Program Coordinator (APC) or the GTCC contractor will cancel the account. Meanwhile, GTCC privileges have been suspended as of _____ (date). These privileges may be restored upon complete payment of the amount owed. The cardholder must be notified and counseled. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days and maintain their travel charge card account in a current status. The Department's policy requires mandatory use of split disbursement for all outstanding charges on the travel charge card for military personnel and civilian personnel where applicable.

Noncompliance, or failure to adhere to the guidelines for the GTCC, may result in disciplinary action in accordance with applicable statutory, regulatory, or contractual provisions and applicable Multi-Unit Master Agreement for bargaining unit employees.

The delinquent balance may be resolved by one of the following actions: (1) payment in full; (2) a reasonable explanation documented and submitted to the contractor through the APC; or (3) an agreed upon repayment schedule with the GTCC contractor. Billing questions may be directed to the GTCC

04 Sep 2013

contractor at the number printed on the billing statement for that purpose. Questions concerning the GTCC program may be directed to _____ (APC's name) at _____ (telephone number).

Please have the cardholder sign below to acknowledge receipt of this delinquent notification and return it to me with your written response, outlining the actions taken, within 5 business days.

(Signature)
Agency Program Coordinator

cc: cardholder

Cardholder acknowledgement of memorandum receipt.

Name, Grade, Organization Date

04 Sep 2013

SAMPLE 120 DAY DELINQUENCY MEMORANDUM

MEMORANDUM FOR COMMANDER/DIRECTOR

SUBJECT: Cancellation of Government Travel Charge Card - 120 Days Delinquent Payment Notification

The 60 and 90 day delinquent notification memoranda, dated _____ and _____ respectively, notified the immediate supervisor and the department director (or equivalent manager) of the past due account for cardholder _____ (name). It has now been brought to our attention that this cardholder has a delinquent GTCC balance of \$_____ that is over 120 days past due. To date, no arrangement has been made with the contractor to resolve this debt. Therefore, the account has been canceled. The cardholder has received notice of impending salary offset from the GTCC contractor. If the cardholder is not eligible for salary offset, the GTCC contractor may begin official collection action. Collection action may include credit bureau notification of the employee's failure to pay and garnishment of the employee's pay. Additionally, delinquent cardholders are subject to a \$29 late fee per billing cycle for each and every billing cycle following the point at which the account became 75 days delinquent and additional \$29 late fees for every subsequent billing cycle until the debt is resolved.

(Provide specific information regarding the delinquent account and any other information known about the individual's response to the previous notices of delinquency.)

The cardholder may request reinstatement with the approval of the commander or director. Reinstatement is conditioned on a new favorable credit score, no outstanding balance, and payment of a \$29.00 non-reimbursable reinstatement fee. Cardholders who do not properly liquidate their GTCC debts, or use the card for personal purposes, may be subject to disciplinary action in accordance with applicable statutory, regulatory, or contractual provisions and applicable Multi-Unit Master Agreement for bargaining unit employees.

Please contact _____ (Agency Program Coordinator) at telephone number _____, should further questions arise.

Government Travel Charge Card Program
IBA Credit Limit Thresholds

*Standard and **Restricted Accounts		Default	APC Approval Maximum	HL3 Approval Maximum	CPM Approval Maximum	DTMO Approval Maximum
	Credit	\$7,500	\$10,000	\$15,000	\$25,000	No Maximum
	Travel	\$7,500	\$10,000	\$15,000	\$25,000	No Maximum
	Cash	\$665	\$4,000	\$10,000	\$25,000	No Maximum
	Retail	\$250	\$500	\$1,000	\$2,000	No Maximum

Notes:

An APC may temporarily raise the monetary amount of credit limits of a restricted account for up to six months and a Standard account up to twelve months.

ATM/Admin fees will be included as part of the cash limits. Ex: If a fee of \$3 was applied to a cash advance of \$100, the total would be \$103.

04 Sep 2013

Government Travel Charge Card (GTCC) Performance Metrics

1. The required reporting metric for the IBA is Accounts Delinquent. This is a departure from the previous requirement of dollars delinquent because the IBA is a personal liability not a government liability. This metric is established by DOD and tracks the percent of IBAs that are delinquent compared to the open accounts in any given billing cycle. Goal for Accounts Delinquent:

- a. Green - fully successful $\leq 1\%$
- b. Yellow - minimally successful $> 1\% - 2\%$
- c. Red - unsuccessful $> 2\%$

2. The Marine Corps tracks one performance measurement for Centrally Billed Accounts (CBA). This metric is established by DOD and is the percent of dollars delinquent compared to the Factored Net Charge Volume (FNCV). The FNCV is an average of the net charge volume from the previous five cycles with the most recent cycle removed. Goal for CBAs:

- a. Green - fully successful = 1%
- b. Yellow - minimally successful $> 1\% - 2\%$
- c. Red - unsuccessful $> 2\%$

UNIT LETTERHEAD

MCO 4600.40B

04 Sep 2013

IN REPLY REFER TO:

4600

XXX

XX Dec 12

From: Commanding Officer, *Unit Name*

To: Mr. John Q. Employee

Subj: ASSIGNMENT TO DUTY AS THE AGENCY PROGRAM COORDINATOR
(APC) FOR THE GOVERNMENT TRAVEL CHARGE CARD PROGRAM
(GTCCP)

Ref: (a) MCO 4600.40B
(b) DoD FMR, Vol. 9, Ch. 3

1. Per reference (a), you are hereby appointed as the *Unit Name* APC for the GTCCP.

2. You will familiarize yourself with the duties assigned and policy and procedures contained in references (a) and (b).

3. APC information:

John Q. Employee

Unit Name

Unit Address

Camp Pendleton, CA 9XXXX

Direct Line (XXX) XXX-XXXX

Fax (XXX) XXX-XXXX

Email: john.employee@usmc.mil

Agency Program Coordinator

Central Account #: 4614-7100-0000-0608

Level X Hierarchy : 20001-24000-3XXXX-4XXXX-5XXXX-6XXXX-7XXXX

4. By return endorsement you will indicate that you have assumed the duties as the *Unit Name* APC for the GTCCP.

I. M. COMMANDER

(FOUO) Privacy Sensitive

MCO 4600.40B

04 Sep 2013

4600

XXX

XX Dec 12

FIRST ENDORSEMENT

From: Mr. John Q. Employee
To: Commanding Officer, *Unit Name*

Subj: ASSIGNMENT TO DUTY AS THE AGENCY PROGRAM COORDINATOR
(APC) FOR THE GOVERNMENT TRAVEL CHARGE CARD PROGRAM
(GTCCP)

I understand my appointment and have assumed the responsibilities as the *Unit Name* APC for the GTCCP.

J. Q. EMPLOYEE

(FOUO) Privacy Sensitive

04 Sep 2013

4600

XXX

XX Dec 12

From: Commanding Officer, *Unit Name*

To: Mr. John Q. Employee

Subj: ASSIGNMENT TO DUTY AS THE CENTRALLY BILLED ACCOUNT UNIT
CARD (*AGENCY PROGRAM COORDINATOR*) or (*UNITCARDHOLDER*) FOR
THE GOVERNMENT TRAVEL CHARGE CARD PROGRAM (GTCCP)

Ref: (a) MCO 4600.40B
(b) DoDFMR, Vol. 9, Ch. 3

1. Per reference (a), you are hereby appointed as the (*Agency Program Coordinator*) or (*Unit Cardholder*) for the Government Travel Charge Card Program for the *Unit Name*.

2. You will familiarize yourself with the duties assigned in reference (a) and with any additional policies or directives related to the GTCCP.

3. *APC/Unit Cardholder* information:

John Q. Employee

Unit Name

Unit Address

Camp Pendleton, CA 9XXXX

Direct Line (XXX) XXX-XXXX

Fax (XXX) XXX-XXXX

Email: john.employee@usmc.mil

BILLET

Central Account #: 4614-7100-0000-0608

Level X Hierarchy : 20001-24000-3XXXX-4XXXX-5XXXX-6XXXX-7XXXX

4. By return endorsement you will indicate that you have assumed the duties as the *Agency Program Coordinator/Unit Cardholder* for the Government Travel Charge Card (GTCCP) for *Unit Name*.

I.M. COMMANDER

(FOUO) Privacy Sensitive

MCO 4600.40B

04 Sep 2013

4600

XXX

XX Dec 12

FIRST ENDORSEMENT

From: Mr. John Q. Employee
To: Commanding Officer, *Unit Name*

Subj: ASSIGNMENT TO DUTY AS THE CENTRALLY BILLED ACCOUNT UNIT
CARD (*AGENCY PROGRAM COORDINATOR*) or (*UNITCARDHOLDER*) FOR
THE GOVERNMENT TRAVEL CHARGE CARD PROGRAM (GTCCP)

I understand my appointment and have assumed the
responsibilities as the *Unit Name APC/Cardholder* for the Unit
Card Centrally Billed Account (CBA) GTCCP.

J. Q. EMPLOYEE

(FOUO) Privacy Sensitive

MEMORANDUM

From: Commanding Officer, *Unit Name*
To: Marine Corps Component Program Manager, Fiscal Division,
Programs and Resources, Headquarters U.S. Marine Corps

Subj: REQUEST FOR A GOVERNMENT TRAVEL CHARGE CARD CENTRALLY
BILLED ACCOUNT (CBA) UNIT CARD

Ref: (a) MCO 4600.40B
(b) DODFMR, Vol. 9, Chap. 3

1. Establishment for a CBA is requested for *UNIT NAME*.
2. *Please explain (1) what the card will be used for, (2) how it will help the unit meet its travel goals, and (3) why utilizing Individually Billed Accounts (IBA) would not be advantageous.*

3. The following personnel will be appointed in writing and will be responsible for the management of the account (full name, grade, and phone number):

Cardholder/s (CH):
List CH(s) information

Agency Program Coordinator (APC) or Designated Billing Officer (DBO):
List APC / Alternate APC information

Approving Official (AO):
List AO information

Certifying Official (CO):
List CO information

4. The requested overall credit limit for the central account to which all cards are billed to is \$***.**.

5. The reconciliation process: *(include an explanation of the reconciliation process, to include who will receive the bill, and to which servicing Comptroller Office/Supply Office the bill will be sent to for payment.)*

04 Sep 2013

6. Required CBA training has been completed per ref (b) training for the APC, AO, CO. and CH's.

I. N. Command

(FOUO) Privacy Sensitive