



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

MCO 4600.40C  
P&R (RFF)  
12 Jan 2026

MARINE CORPS ORDER 4600.40C

From: Commandant of the Marine Corps  
To: Distribution List  
  
Subj: GOVERNMENT TRAVEL CHARGE CARD PROGRAM (GTCCP)  
  
Ref: See enclosure (1)  
  
Encl: (1) References  
      (2) Government Travel Charge Card Program (GTCCP)  
          Management Procedures

Reports Required:

- I. Government Travel Charge Card Program Review, encl (1), chap. 1, par. 1b
- II. Government Travel Charge Card Program Root Cause Analysis with Performance Improvement Plan, encl (1), chap. 1, par. 2
- III. Individually Billed Account Account Listing Report, encl (2), appx. B, par. 4b(1)
- IV. Individually Billed Account Account Activity Text Report, encl (2), appx. B, par. 4b(2)
- V. Individually Billed Account Delinquency Report-Hierarchy, encl (2), appx. B, par. 4b(3)
- VI. Individually Billed Account Declined Authorization Report, encl (2), appx. B, par. 4b(4)
- VII. Individually Billed Account DoD Travel IBA Aging Analysis or IBA Aging Analysis Summary, encl (2), appx. B, par. 4b(5)
- VIII. Centrally Billed Account Declined Authorizations Report, encl (2), appx. C, par. 23b(1)
- IX. Centrally Billed Account Delinquency Report-Hierarchy, encl (2), appx. C,

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

par. 23b(2)

X. Centrally Billed Account DoD Travel CBA  
Aging Analysis Report, encl (2), appx. C,  
par. 23b(3)

1. Situation

a. The Department of Defense (DoD) policy is that the Government Travel Charge Card (GTCC) will be used by all DoD personnel (military and civilian) to pay for all costs related to official government travel. Official government travel is defined as travel under official orders while performing duties pertaining to official government assignments such as temporary duty (TDY) and permanent change of station (PCS).

b. 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.

c. The purpose of the GTCC is to serve as the primary payment method for official travel expenses incurred by DoD personnel (military and civilian) as mandated by reference (a). Refer to reference (b) for information on authorized travel expenses. Use of the card for expenses not related to official government travel is prohibited. Benefits of the GTCC Program (GTCCP) include but are not limited to the following:

(1) Increases data capture, providing business intelligence to improve travel programs, reduce overall travel costs and expand strategic sourcing opportunities.

(2) Improves audit readiness and program management.

(3) Reduces the need (and costs to the department) for travel advances, reconciliation and collection.

(4) Eliminates the need for travelers to pay for expenses with personal funds.

(5) Improves financial readiness and security of travelers.

(6) Increases rebates from the travel card vendor (see section 040306 of reference (c)).

d. This Order is in accordance with references (a) through (u) and establishes command, supervisory, and personal responsibility for the use and management of the GTCC.

2. Cancellation. MCO 4600.40B

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) It is the responsibility of commanders and supervisors at all levels to ensure compliance with this Order and the references; to take corrective action when appropriate; to report incidents of travel card misuse, abuse, or fraud under investigation or management review to the appropriate adjudicative facility in a timely manner through the chain of command using the appropriate personnel reporting system, Department of Defense Information Systems for Security (DISS), and to update the reporting system with the final disciplinary action taken.

(b) Military personnel who violate the specific prohibitions contained in enclosure (2), Chapter 2, paragraph 6 can be prosecuted under Article 92 of the Uniform Code of Military Justice (UCMJ) for failure to obey a lawful order or regulation, as well as any other applicable article of the UCMJ based on the nature of the misconduct involved. In each case of improper, fraudulent, abusive, or negligent use of the travel card by military personnel, including any use at establishments or for purposes that are inconsistent with the official business of DoD or with applicable standards of conduct (such as adult entertainment or gambling establishments), the commander or supervisor of the responsible individual or parties will be informed in a timely manner in that appropriate corrective or disciplinary action may be taken. The intent of this policy is to emphasize the importance of supervisors carefully considering all of the facts and circumstances in reaching a disposition that is warranted, appropriate, and fair. Actions available when military personnel misuse the travel card include counseling, admonishment, reprimand, non-judicial punishment (Article 15, UCMJ), court-martial, and administrative separation. In taking corrective or disciplinary action against military personnel who misuse the travel card, commanders or

supervisors must use the procedures established for each action by the appropriate Military Department and consult with their legal advisors as necessary. In addition to corrective or disciplinary action, military personnel who misuse their travel card should have their access to classified information modified or revoked if warranted in the interests of national security. Commanders or supervisors must ensure that security clearance reviews are conducted when the cardholder comes under investigation for charge card misuse. See reference (c) for identifying and processing cases of misuse, abuse and fraud. See reference (m) for identifying and processing delinquencies.

(c) Civilian personnel who misuse or abuse the travel card may be subject to appropriate administrative or disciplinary action up to, and including, removal from Federal service in accordance with reference (n). Improper, fraudulent, abusive, or negligent use of a travel card is prohibited. This includes any use of a travel card at establishments or for purposes that are inconsistent with conducting the official business of the DoD or with applicable regulations (such as adult entertainment or gambling establishments). Marine Corps commands must take action to implement travel card disciplinary guidance for civilian employees as necessary. DoD policy requires supervisors who receive information indicating that a civilian employee has engaged in any misuse of a travel card take appropriate action as soon as possible, including an investigation if warranted. The supervisor of the responsible individual(s) must be informed as soon as possible so that appropriate corrective or disciplinary/adverse action may be taken. In addition, civilian personnel who fail to satisfy an indebtedness arising from the use of a travel card or those who fail to do so in a timely manner may be subject to corrective or disciplinary/adverse action. The intent is to ensure that management emphasis is given to personal accountability for travel card misuse. The circumstances of each individual case will determine the appropriate type of corrective or disciplinary/adverse action, if any, which may be imposed. The supporting Human Resources Office must assist the appropriate supervisor who is considering corrective or disciplinary/adverse action on the selection of the charge and appropriate penalty based on command past practice, regulatory guidance, applicable case law and good judgment. Coordination with the appropriate legal office must occur early in the process, as required by Marine Corps policy. The review of the security clearance (or the modification or revocation of such security clearances considering this review) of the individual involved in travel card misuse or abuse cases is not a disciplinary action and must

not be treated as such. However, this does not preclude a separate and independent review of such misuse or abuse by the appropriate security managers. Modification or revocation of a security clearance will result in appropriate action, which could include reassignment or removal for failure to meet or maintain a condition of employment. See reference (c) and reference (n).

(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 Hierarchy Level (HL) 3 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 card vendor as needed.

(c) Provide oversight and guidance to commanders, supervisors, and APCs.

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

(e) Ensure commanders have the means to conduct comprehensive APC training and cardholder education.

(f) Intercede with the card vendor 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 make final determination or forward requests to the Assistant Secretary of the Navy, Financial Management & Comptroller (ASN-FMC) for consideration when necessary.

(j) Coordinate GTCCP inspection checklists with the Inspector General of the Marine Corps (IGMC) and augment the IGMC inspection team to evaluate and train the GTCCP for the designated commands.

(k) Review and validate all Read Only Access (ROA) users at the HL 2 every six months. This will be coordinated with each Disbursing and Finance Office (DO/FO) to ensure only appointed and current users maintain access.

(2) Commanders will:

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

(b) Ensure command appointed APCs conduct a monthly review of the five required Individually Billed Accounts (IBA) and three required Centrally Billed Accounts (CBA) GTCCP reports including performance metrics to identify and reduce/eliminate delinquencies.

(c) Designate a primary and alternate APC in writing 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 found in reference (c) must include mailing addresses, e-mail addresses, telephone numbers and GTCC hierarchy numbers. The APC appointment letter must be renewed every three years after the initial appointment or when there is a change in the appointing official. Contractor personnel may be designated as an APC; however, their duties as an APC must not include activities that are inherently governmental.

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

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

3. Ensure all ROA account holders are designated in writing using the mandated template in reference (c).

(d) Create and maintain a turnover binder to include standard operating procedures (SOP) tailored to the specific structure and functions of the command in accordance with the IGMC Functional Area Checklist (FAC), the binder shall also include a copy of this Order, and higher headquarters' APC's points of contact.

1. GTCCP SOP shall provide the APC with a clear understanding of command check-in/out procedures.

2. Report scheduling, working responsibilities and proper retention protocol.

3. Proper notification procedures for delinquency and pre-account suspension.

4. Proper reporting procedures of possible misuse, abuse and/or fraud.

(e) Ensure APCs are proactive in the performance of their duties.

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

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

(h) Ensure that APC training is completed and annotated in the appointment letter prior to assuming APC duties. The required training is "Travel Card Program Management (APC Course)". The course can be found at the Defense Travel Management Office (DTMO) TraX website.

(i) Ensure APCs at the Hierarchy Level (HL) 3 and 4 utilize IntelliLink as required by reference (c) to identify and disposition potential cases of misuse and/or abuse.

(j) Ensure the unit APC utilizes the Individually Billed Account (IBA) APC Guide located in Appendix B to manage the program.

(k) Serve as the cardholder exemption authority and ensure that all travelers within the command utilize the IBA GTCC for all official travel related expenses, unless otherwise exempt.

(l) Take appropriate personnel action when notified of card misuse and/or abuse. Commanders and APCs are encouraged to complete the DTMO TRAX training titled "Programs and Policies: Managing Travel Card Misuse" to gain a better understanding of how to address GTCC misuse and abuse, including potential administrative and corrective actions.

(m) Ensure cardholder confidentiality; cardholder information is subject to the Privacy Act of 1974 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 personal information.

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

(o) Ensure delinquency reports for the GTCCP are pulled and worked. Accounts that are in a suspended status (61-210 days past billing) must be provided to the Command Security Manager on a monthly basis to facilitate screening for all personnel with eligibility for access to classified NSI in accordance with reference (i).

(p) Ensure all cases of misuse, abuse, or fraud, as determined by the commanding officer, are reported to the Command Security Manager. Immediately upon determination the Command Security Manager will be provided all related information for reporting to the Department of the Navy Central Adjudication Facility (DONCAF) via Department of Defense Information Systems for Security (DISS).

(3) Agency Program Coordinators (APCs) Will:

(a) Ensure compliance with this Order.

(b) Properly manage and report delinquency for the command.

(c) Ensure initial and refresher training for cardholders is completed as required and maintain the "Travel Card 101" training certificate for all cardholders in the hierarchy with an open account either electronically or

hardcopy. The course is found on the DTMO TraX website at <https://www.travel.dod.mil/Training/eLearning>.

(d) HL3 APCs are required to disseminate GTCCP policies and procedures to all lower-level APCs for further distribution to cardholders. All APCs will ensure compliance within their organizations.

(e) Update the commander on a monthly basis, the status of the program, including GTCC delinquencies.

(f) Ensure accurate and timely updates to the card vendor's EAS to reflect current personnel assigned and their status.

(g) Ensure GTCC cardholders are pulled into the appropriate hierarchy upon arrival at gaining command as required (joined, attached, etc.).

(h) Ensure a DD3120, Statement of Understanding (SOU) is maintained on file for each cardholder within the command's hierarchy with an open account. SOUs will be maintained via electronically or hard copy.

(i) Maintain all new applications submitted electronically or via hardcopy. Applications submitted via the card vendor's Electronic Access System (EAS) do not have to be maintained locally and can be accessed via the card vendor's EAS when required.

(j) APCs at HL 3 and 4 will use the Intelli-Link rules, queries, and case management disposition capabilities to review travel card activity on no less than a monthly basis to identify potential misuse, abuse, or fraud. See reference (c) and Appendix E for further instruction on IntelliLink.

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

(l) Provide oversight for all lower-level hierarchies through statistical analysis of reports and program management processes.

5. Administration and Logistics

a. Records Management. Records created as a result of this Order shall be managed according to National Archives and Records Administration (NARA)-approved dispositions in reference (d), to ensure proper maintenance, use, accessibility, and preservation, regardless of format or medium. Records disposition schedules are located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at: <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>. Refer to reference (r), for Marine Corps records management policy and procedures.

b. Privacy Act. Any misuse or unauthorized disclosure of PII may result in both civil and criminal penalties. The Department of the Navy (DON) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DON's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities shall be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII shall be in accordance with the Privacy Act of 1974, as amended in reference (p) and implemented per reference (q) and (t).

c. Forms. Forms used in this Order are:

(1) Individually Billed Accounts (IBA) Statement of Understanding (SOU) Form DD3120.

d. Records Dispositions

(1) This Order is assigned record schedule 5000-8.

(2) Records schedules used within the Order are:

(a) Maintain payment records and all substantiating documents for 10 years in accordance with references (d) and (r).

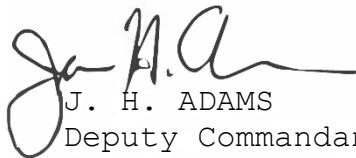
e. Updates. Updates made to this Order shall be done in accordance with the current iteration of references (d) and (r).

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

6. Command and Signal

a. Command. This Order is applicable to the Marine Corps Total Force. The prohibition and requirements of Paragraph 6 of Chapter 2 of this Order constitute lawful general orders within the meaning of Article 92 of the Uniform Code of Military Justice, are punitive, and apply without further implementation. In addition to prosecution by court-martial, violations of these provisions may also subject the individual to adverse administrative action.

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



J. H. ADAMS  
Deputy Commandant for  
Programs and Resources

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REFERENCES

- (a) Public Law 105-264, The Travel and Transportation Reform Act of 1998 (TTRA) October 19, 1998
- (b) The Joint Travel Regulations (JTR), Uniformed Service Members and DoD Civilian Employees June 1, 2024
- (c) DoDI 5154.31, Volume 4, Government Travel Charge Card Regulations April 9, 2025
- (d) SECNAV M-5210.8F
- (e) SECNAV M-5215.17A
- (f) MCO 4600.7A
- (g) DoD 7000.14-R, DoD Financial Management Regulation, Volume 9, Travel Policy March 2024
- (h) DoD 7000.14-R, DoD Financial Management Regulation, Volume 7A, Military Pay Policy March 2024
- (i) DoD Manual 5200.2-R, DoD Personnel Security Program October 29, 2020
- (j) Headquarters, United States Marine Corps, Financial Policy Manual Volume 1
- (k) DoDI 4515.16, Use of General Services Administration (GSA Airline City Pair Program) August 19, 2013
- (l) DoD 7000.14-R, DoD Financial Management Regulation, Volume 10, Contract Payment Policy March 2024
- (m) MCO 5510.18B
- (n) SECNAVINST 12752.1A CH-1
- (o) DoD 7000.14-R, DoD Financial Management Regulation, Volume 1, General Financial Management Information, Systems and Requirements March 2024
- (p) 5 U.S.C. 552a
- (q) SECNAV 5211.5F
- (r) MCO 5210.11F
- (s) Office of Management and Budget Circular A-123, Appendix B of August 27, 2019
- (t) MCO 5211.5
- (u) 31 U.S.C 3900

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## 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 accordance with reference (s) the DON is required to maintain and report to Department of Defense (DoD) certain GTCCP performance metrics. The CPM will extract and compile the performance metrics for the Marine Corps, which will be used to rate program health and identify when follow-up actions are required. The CPM will submit these performance metrics with required follow-up actions to the Deputy Assistant Secretary of the Navy for Financial Oversight (DASN FO).

b. Metrics will be divided into three levels of performance: Green, Yellow, and Red, as shown in Appendix G.

2. Program Review Requirements. GTCCP program reviews must be conducted and completed at the hierarchy level 3 (HL3) through hierarchy level 8 (HL8) within 91 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 are defined in reference (c). The Inspector General Marine Corps (IGMC) Functional Area Checklist (FAC) for the GTCCP meets the program review requirements and can be found at <https://www.igmc.marines.mil/Divisions/Inspections-Division/Checklists/>.

a. When the Marine Corps performance metric is Red, a program review to include a root cause analysis of delinquent accounts and a performance improvement plan, identifying specific steps to resolve and an estimated completion date, must be delivered to the CPM by the close of the following billing cycle.

b. If any GTCC hierarchy level 3 (HL3), usually a Marine Force Command or 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 the CPM for endorsement 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.

3. Mandatory Use. All Marine Corps Active Duty, Reserve and civilian personnel (including wage grade employees and Non-Appropriated Fund Instrumentality employees), must use the GTCC to pay expenses arising from official travel, except as exempted in reference (c). The GTCC will not be used for unfunded travel, such as permissive TDY where reimbursement for the travel is not authorized. The GTCC will be used for Permanent Change of Station (PCS) travel, see Appendix D for details on GTCC use during PCS travel.

a. Personnel Exemptions

(1) Military personnel undergoing initial entry, initial skill training, or prior to reporting to their first Continental United States (CONUS) permanent duty station (accession pipeline).

(2) Personnel denied a card by the card vendor, or whose card has been charged off for financial irresponsibility or other specific reasons.

(3) Personnel who have applied for a card but have not yet received it.

(4) Prisoners.

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

(6) 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.

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

(8) Personnel performing separation travel upon retirement or discharge. This includes orders to MCC W9 from OCONUS locations for separation.

(9) Direct and indirect hire foreign of nationals.

(10) 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.

(11) DoD contractors are not authorized to utilize any type of GTCC, regardless of the travel type they travel under.

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)

(a) Use of the GTCC IBA by Reserve Component (RC) Marines for transportation to their assigned Home Training Center (HTC) for periods of IDT is only authorized as prescribed in reference (k). When performing IDTs at the Marine's assigned HTC, no orders are issued. Commanders must ensure all requirements outlined in references (b) and (k) are met.

(b) Use of the GTCC IBA by RC Marines for periods of Off-Site IDTs (duty performed at a location other than their assigned HTC) is authorized. Marine Resource Order Writing Service (MROWS) Orders are issued for periods of Off-Site IDTs with per diem authorized.

(c) Use of the GTCC Unit Travel Card (UTC) CBA for Selected Reservists for periods of IDT is only authorized for the procurement of lodging and meal expenses. Lodging is only authorized for personnel who reside more than 50 miles from the HTC. Meals are authorized for enlisted personnel only. Personnel who rate lodging are entitled to breakfast and dinner meals. All Selected Reserve enlisted personnel attending the IDT are entitled to a lunch meal. Selected Reservists who are not eligible for an IBA are authorized use of the Transportation CBA issued to the Distribution Management Office (DMO) for air transportation.

(2) Funded Environmental and Morale Leave (FEMPL). The GTCC IBA is authorized for transportation expenses for members

and their dependents, provided reimbursement is authorized per reference (b).

(3) In Place Consecutive Overseas Tour (IPCOT). Use of the GTCC for transportation expenses for IPCOT travel is authorized when the expenses are reimbursable in accordance with reference (b). This includes dependent transportation. All rules outlined in reference (b) 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 reference (b).

(5) Consecutive Overseas Tour (COT). Use of the GTCC for transportation expenses for COT travel is authorized when the expenses are reimbursable in accordance with reference (b). This includes dependent transportation. All rules outlined in reference (b) regarding mandatory use of contracted government air must be adhered to. If the unfunded option is used, the GTCC may not be utilized for transportation expenses.

(6) Special Circumstances Not Covered. For any special travel not covered above send determination requests to the CPM via the HL3 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 expenses 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 IBA 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, card vendor-issued travel charge card.

(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) in

conjunction with local travel regardless of potential reimbursement. This does not apply to expenses incurred near the PDS when enroute to a TDY location.

4. Requests for Additional Exemptions for Travelers or Expenses. Requests for additional exemptions will be submitted in writing to the CPM via the HL3 APC. Exemption requests will be carefully considered, and cases recommended for approval will be granted by the CPM.

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

## Chapter 2

### Individually Billed Account (IBA)

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 card vendor 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 on file with the card vendor, such as a new mailing 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. There are two types of accounts, standard and restricted.

a. Standard Card. The GTCC card vendor issues a standard card to applicants who consent to a credit score check (soft-pull) and have a Fair Isaac Corporation (FICO) credit score above 659. The credit, cash, and retail limits for a standard card can be found in Appendix F.

b. Restricted Card. The card vendor may issue, and commanders may direct, the issuance of a restricted card when deemed appropriate. Restricted cards are issued when the applicant does not consent to a credit score check (soft pull) or when the applicant has a FICO credit score below 660. Applicants who do not consent to a credit score check must complete an alternate credit worthiness evaluation form, DD2883, signed by the supervisor. The restricted card has lower credit and retail limits than a standard card. The credit, cash, and retail limits for a restricted card can be found in Appendix F. IBA cardholders with a restricted card can apply for an account upgrade to a standard account. Applicants must agree to a new credit score check (soft pull) by the GTCC vendor and must meet the minimum credit score to be upgraded to a standard account.

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 credit or ATM limits above the APC's authorized limits per reference (c) can only be approved by the HL3 APC or CPM depending on the amount requested. All requests for increases to the CPM must be vetted and submitted through the HL3 APC.

2. Activation/Deactivation. Standard and restricted accounts shall always remain activated. Commanders may direct the deactivation of individual accounts when deemed necessary to prevent financial risk or potential misuse and or abuse. Leaving accounts in an active status prevents declines which require intervention by the Travel Management Company resulting in additional cost to the government. If the commander elects to have any individual card accounts remain in an inactive status during non-travel periods, a Memorandum for the Record (MFR) will be maintained for inspection purposes listing the account and the reason for the account to remain inactive.

3. Card Charges

a. Mandatory Use. 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 will be charged to the GTCC are expenses that can be reimbursed in accordance with reference (b). This includes: lodging, taxes, air and ground transportation, mileage, parking, and meals which are reimbursed as part of the per diem expense. Contact your command's APC with questions regarding expenses.

b. Permanent Change of Station (PCS). The GTCC will be used for civilian and Marine PCS travel expenses, to include but not limited to Personally Procured Moves (PPM) and Temporary Lodging Expenses (TLE). See Appendix D for details on GTCC use during PCS travel.

c. Training Expenses/Conference fees. The GTCC can be used for conference fees when paid within 30 days of commencement and when reimbursable as a travel expense. The GTCC may never be used for tuition or training fees since reimbursement is prohibited on a travel voucher. Commands will use the appropriate training request and the Government Commercial Purchase Card rather than the GTCC to pay for conference fees paid in advance, and for training and tuition costs.

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 per billing cycle for the standard card or \$100 for the restricted card. Although the cardholder may charge these emergency type expenses to the GTCC, these types of expenses may not be claimed on the travel voucher as they are not reimbursable expenses. See Citibank's Lost Luggage Insurance coverage for reimbursement eligibility.

e. Commercial Air Transportation. Commercial transportation will be purchased through a Travel Management Company using an IBA unless otherwise exempt or directed.

4. Card Vendor's Electronic Access System (EAS). The card vendor 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, generate reports, update personal contact information, activate/deactivate cards and 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 will access the EAS to manage and update their IBA account information. APCs will assist cardholders in establishing online access.

5. Travel Card Applications. There are two methods available for submitting IBA applications, electronically using the card vendor's EAS and paper. The APC initiates either type and submits the application to the card vendor. The electronic application is the preferred method and alleviates the requirement to maintain the paper application locally. Paper applications will be considered on a case-by-case basis. Refer to Appendix B for details. Applications must include the applicant's name, Social Security Number (SSN), current mailing address, work/home phone numbers, the applicant's authorization for a card vendor-performed credit check, applicant's signature and supervisor/commander approval. An application must be filled out completely or the card vendor will not process it. New GTCC applicants will be required to read the card vendor cardholder agreement and sign a DD3120, DoD Statement of Understanding (SOU) as shown in Appendix F as well as complete the initial on-line training shown in Appendix B. Current DoD SOU and Travel Card Program Training can be found on the DTMO Trax website at <https://www.travel.dod.mil/Programs/Government-Travel-Charge-Card/Cardholders/>. APCs will verify the SSN as split disbursement payments are matched via SSN not the card account number.

a. Impact on Credit Reports/Scores. When a member undergoes a credit check as part of a charge card application, it does not affect their credit report or score. The card vendor utilizes a "soft pull" or promotional inquiry. This type of inquiry can be seen on the credit report but does not affect the credit score. The cardholder's credit will not reflect the account or payment history.

b. Alternate Credit Worthiness. Applicants who decline to permit a credit score for an IBA must complete an alternate credit worthiness evaluation form, DD2883, signed by the supervisor. The DD2883 is not submitted with the application but maintained on file with the APC. See reference (c) for the DD2883, alternate credit worthiness evaluation form.

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

d. Default Split Disbursement. Unless otherwise indicated on the travel voucher, any charges that are undisputed will be paid directly to the card vendor. If the traveler fails to annotate the split amount (leaves the split amount blank) certifying officials will split the outstanding balance (or the total amount payable, if less than the balance) obtained from the cardholder account in the EAS.

e. Overpayment to the Card vendor. If the amount split disbursed to the card vendor exceeds the balance on the account, the cardholder may contact the card vendor 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 charges, a refund will automatically be processed by check and mailed to the address on file. Cardholders may not retrieve their credit balance via an ATM withdrawal.

6. Government Travel Charge Card (GTCC) Misuse, Abuse, and Fraud. Misuse, abuse, and fraud of the GTCC is strictly prohibited. Civilian employees who misuse the GTCC are subject to administrative or disciplinary action in accordance with the laws and regulations governing civilian employment. Use of the GTCC by a military member in the manner listed below is punishable as a violation of the UCMJ and may subject the military member to judicial or administrative disciplinary action.

- a. Expenses related to adult entertainment and gambling.
- b. Purchases for personal, family or household purposes except for authorized PCS expenses.
- c. Cash withdrawals or advances used during non-travel periods or not related to official government travel requirements (includes but is not limited to any withdrawal of a credit balance remaining on the card).
- d. Cash withdrawals or advances taken more than three working days prior to official government travel.
- e. Intentional failure to pay undisputed charges in a timely manner.
- f. Utilizing a GTCC for operational unit requirements that should be purchased with a Government Commercial Purchase Card, contract, or some other appropriate method executed by a contracting officer or other individual with authority to obligate the Government.
  - (1) Misuse. Misuse of the GTCC, is defined as unintentional in accordance with reference (c) and is prohibited.
  - (2) Abuse. Abuse of the GTCC, is defined as intentional or willful misuse in accordance with reference (c) and is strictly prohibited.
  - (3) Internal Fraud. Any felonious (criminal) act of corruption or attempt to cheat the Government or corrupt the Government's agents by cardholders or charge card program officials. Internal fraud is the use of the charge card to transact business that is not sanctioned, not authorized, not in one's official government capacity, not for the purpose for which the card was issued, or not as part of official government business.
  - (4) External Fraud. Any transaction that the cardholder claims was not authorized by them on their GTCC. Any transaction categorized as potential fraud must have been reported to Citi as fraud.

7. Disputing a Charge. Cardholders must review their statements in a timely manner to action questionable transactions. All disputes must be filed within 60 days of the

billing statement date where the charge first appeared. The cardholder will first contact the merchant to try to resolve the questionable charge. When unsuccessful, it is the cardholder's responsibility to initiate a dispute with the card vendor and respond to any requests for additional information from the card vendor within the specified timeline. APCs will be notified when a charge has been disputed. Additional information on dispute procedures can be found in reference (c). The following list depicts key actions of the process for disputing a charge.

- a. The recommended way to submit a dispute is online through the cardholder's CitiManager EAS profile. To begin, access the cardholder statement, select the transaction(s) in question, select dispute, and follow the provided steps to complete the dispute process.
- b. If the dispute is unable to be actioned online, a dispute form may be obtained from the APC or GTCC vendor. This form must be completed and submitted to the GTCC vendor via the cardholder or APC.
- c. Should the GTCC vendor request additional information to research and resolve the dispute, the cardholder must provide the requested information within the timeframe given.
- d. Disputes found in favor of the merchant vendor or failure to comply will result in the disputed charge being placed back onto the cardholders account, and the cardholder would be responsible for repayment as well as any applicable late fees or prompt payment interest.
- e. Maintain a record of the dispute for tracking purposes.

8. Individually Billed Account (IBA) Management

a. APCs Will:

- (1) Ensure compliance with this Order.
- (2) Properly manage delinquency for the command; to include reporting fraud, misuse and abuse to the Command Security Manager. See reference (m).
- (3) Ensure initial and refresher training for cardholders and APCs is completed as required; "Travel Card 101" and/or "APC Course".

(4) Pull, work, and maintain the five (5) mandatory monthly reports; (1) Account Activity Text Report, (2) Account Listing Report, (3) Declined Authorizations Report, (4) Delinquency Report-Hierarchy, and (5) DoD Travel IBA Aging Analysis (Summary) Report.

(5) Provide the commander, on a monthly basis, the status of the program utilizing reports identifying GTCC delinquencies as well as any potential misuse, abuse, or fraud.

(6) Ensure the organizational hierarchy is accurately maintained to reflect accountability of current personnel's cardholder accounts assigned to the command.

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

(8) Hierarchy Level 3 and 4 (HL 3 and 4) APCs will use the IntelliLink rules, queries, and case management/disposition capabilities to review travel card activity on no less than a monthly basis to identify potential misuse, abuse, or fraud. See reference (c) and Appendix E for further information on IntelliLink use.

(9) Establish and maintain check in/out procedures for cardholders within their command.

(10) Conduct a program review of the command's GTCCP every two years or when otherwise required.

(11) Disseminate GTCCP policy and procedure information to cardholders to ensure compliance.

b. Travel Voucher Approving Officials (AO) Will:

(1) When a Marine is not able to obtain a GTCC, the commander will clearly document the circumstance(s), which must be included as a manually created endorsement to the travel advance request when submitted to the DO/FO for payment. This endorsement is not required for advance payment of dependents PCS travel allowances when they are travelling non-concurrently (that information will be captured during the MOL/Web UD/MIPS interview process).

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

(3) DO/FO COs will obtain Read-Only access (ROA) to the card vendor's EAS for purposes of validating travel expenses and split disbursement amounts. ROA account holders will be designated in writing using the template found in reference (c). Completed ROA appointment memorandums must be submitted to the CPM for records keeping. ROA access must be validated by the account holder, supervisor, and APC every six months. Failure to do so, will result in permissions being revoked. DO/FOs must revoke ROA access immediately when no longer required to perform assigned duties.

(4) 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, the CO will split disburse the amount requested by the traveler.

(5) Approve travel claims submitted by cardholders in accordance with reference (g).

c. Individual Cardholders Will:

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

(2) Complete required Travel Card 101 training and DD3120, Statement of Understanding (SOU).

(3) Utilize the GTCC for all official travel related expenses unless exempt or the card is not accepted.

(4) 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.

(5) Pay balance in full by the statement due date.

(6) Immediately notify the card vendor in the case of a lost or stolen card or to dispute any charges.

(7) Ensure personal contact information, to include mailing address, is up to date in the Citibank EAS cardholder

profile. If unable to update information online, notify the APC or the card vendor of any address changes.

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

## Chapter 3

### Centrally Billed Account (CBA)

1. Centrally Billed Accounts (CBA)s. CBAs are issued to Distribution Management Offices (DMO) or commands and are utilized to pay for official travel requirements for travelers who do not have an IBA. CBA Agency Program Coordinators are appointed in writing by the commander or director to manage and reconcile accounts. CBAs are used to pay commercial vendors for Selected Reservists IDT lodging and meal requirements. Commanders, or those granted delegation of authority or given "By direction", may not be cardholders. Unlike IBAs, the government guarantees payment of CBA charges. Late payments subject the command or unit to Prompt Payment Act (PPA) interest penalties. CBAs contain a unique prefix indicating government liability and identifies eligibility for government travel rates and tax exemption. Issuance of CBAs will be limited in order to maximize use of IBAs. Two types of CBAs are issued:

#### a. Transportation Accounts

(1) Transportation accounts are issued to Distribution Management Offices (DMO) to purchase airline, bus, and rail tickets. These purchases are made through a Travel Management Company (previously referred to as the Commercial Travel Office (CTO)) acting as an agent for the DMO. Requests to establish transportation accounts will be submitted to Installations & Logistics Department (I&L) Logistics Distribution Policy Branch (LPS-D) (HL2) APC's. Copies of applications will be submitted to HQMC RFF CPM (HL2).

(2) Transportation accounts are issued to a command representative who has been appointed in writing by the unit commander. The unit is liable for payment of the invoice. Commanders will appoint an APC and alternate APC to manage transportation accounts. See reference (c) for a sample appointment letter.

#### b. Unit Travel Cards (UTC)

(1) DoD Components may use Unit Travel Cards (UTC) for group travel requirements (including meals, lodging and other travel related expenses) only when it is cost effective, in the best interest of the mission, and authorized by the CPM. UTCs may not be used to circumvent required procurement/contracting activities (e.g. airline tickets through the DMO) and cannot be

used for mission related expenses. See reference (1). Components will limit the issuance of UTCs when possible and maximize the use of IBAs. UTC CBA accounts consist of a corporate account (billing account) and transactional accounts for each appointed unit travel cardholder who is authorized to make transactions.

(2) Requests to open a new corporate account must be justified and endorsed by the commander who has authority over the requesting unit's funding. The commander's endorsement, via CBA request letter, confirms proper oversite will be in place to ensure the account receives proper reconciliation and timely payments (see Appendix C for oversight responsibilities). This endorsement must come from the commanding officer or his/her designee who has "By direction" authority and not from a supply officer. Command requests to open a new corporate account will include justification, commander endorsement, APC appointment letter, APC Travel Card Management TRAX training certificate, UTC appointment letter, UTC cardholder training certificate, and the CBA UTC application. These documents will be submitted to the CPM for consideration. Approved requests will be routed to the travel card vendor by the CPM for final approval and processing. See Appendix F for a sample CBA request letter and UTC cardholder appointment letter. See reference (c) for APC appointment letter.

2. Reconciliation

a. Transportation Account. Refer to reference (f) for transportation account reconciliation. An exception to reactivate the account may be granted by the I&L LPS-D (HL2) APC's, prior to payment being received, when sufficient written justification is provided by the command. Accounts can have no more than three exceptions in any rolling twelve-month period.

b. Unit Travel Card Account. It is the commander's responsibility to ensure accounts are reconciled and paid in a timely manner. Accounts reaching a closed-cancelled status due to delinquency will not be reinstated without written justification from the commander. See Appendix C for detailed instructions on managing and reconciling CBAs.

3. Record Retention. CBA cardholders are required to retain and submit the documentation necessary to ensure timely reconciliation and payment of monthly billing statements. The Marine Corps is legally obligated to make payments in a timely

manner as detailed in reference (u). Additionally, the GSA contract with the current card provider contractually requires timely payment of CBA invoices, less any officially disputed amounts. All payment records and substantiating documents are maintained for 10 years as required by references (d) and (r).

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. Requests to reinstate an account that is suspended because of delinquency will be made directly to the CPM for determination.

## APPENDIX A

### GLOSSARY OF ACRONYMS AND DEFINITIONS

Abuse. Intentional or willful misuse of the government-issued charge card in violation of applicable regulations. Willful misuse of the GTCC by DoD personnel (military or civilian) may constitute a crime punishable under Federal (Title 18, U.S. Code) or State law. This includes purchases for personal, family, or household purposes except for authorized PCS expenses.

Agency Program Coordinator (APC). The individual appointed in writing by the unit Commander/Director to execute the GTCCP on behalf of the unit Commander. APCs are responsible to the Commander/Director for GTCCP management and execution and are under the oversight of the Marine Corps CPM.

Agency/Organizational Program Coordinator (APC). The individual appointed as an HL3 APC in writing by the Commander/Director to execute the GTCCP on behalf of the Commander. APCs are responsible to their Commander/Director for their headquarters and are responsible for supporting subordinate command APCs.

Automated Teller Machine (ATM) Cash Advance Fees and Service Fees. ATM and cash advance fees may be charged by the travel card vendor and/or the ATM owner for each withdrawal. ATM fees and cash advance fees for non-ATM cash withdrawals associated with official government travel are included in the incidental expense portion of the applicable locality per diem rate and are not reimbursable as a separate miscellaneous expense see reference (b).

ATM Withdrawal. An ATM withdrawal is a cash advance obtained by the GTCC. The primary purpose of the GTCC is to "charge" official travel related expenses. ATM withdrawals 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 card vendor and DoD and are subject to change. ATM limits can be raised by the APC up to the limits shown in Appendix F.

Billing Statements. Billing statements for the USMC are normally produced following the cycle on the 6th of each month (except CBAs) and payment in full is due upon the due date on

the billing statement. Billing statement cycle dates for CBAs vary by account.

Canceled Card. A CBA is canceled as a result of delinquency at 126 days past billing. Commands may apply for a reinstatement of a cancelled CBA in accordance with reference (c).

Card. A Government-sponsored charge card, issued by an approved vendor, provided to authorized personnel for official government travel expenses. This is a charge card, not a credit card, so the balance must be paid in full each month.

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

Card Vendor. The provider contracted by the General Services Administration (GSA), on behalf of the Department of Defense (DoD), to deliver card services supporting the Government Travel Charge Card (GTCC) program.

Centrally Billed Accounts (CBA). CBAs are charge card accounts, which are billed to an unit/organization rather than an individual. CBAs are issued to transportation offices to procure transportation (airline, bus, and rail) services. A Unit Travel Card (UTC) can be issued to units for cases where use of the IBA is not in the best interest of the mission and is authorized by the CPM. The government (cardholder's command or unit) is liable for all charges on CBAs.

Charged Off Account. Accounts are charged off when the outstanding balance remains unpaid more than 210 days past the billing date. Once charged off, the card vendor will write off the account in accordance with federal banking regulations and may refer it to collection agencies for recovery, if necessary.

Citi Customer Service and Support. Citi provides customer service for cardholders and APCs 24 hours a day, 7 days a week at 1-800-200-7056. For OCONUS callers, dial collect at 1-757-852-9076. This number is printed on the back of the card.

Commander/Director. For the purposes of this Order, a Commander/Director is defined as the individual in command of a battalion, squadron, or higher-level unit; an Inspector-Instructor unit; or an independent Marine detachment. It also includes the civilian equivalent responsible for supervising an organization.

Component Program Manager (CPM). The Marine Corps Component Program Manager (CPM), located at HQMC-P&R (RFF), is responsible for overseeing and managing the Government Travel Charge Card Program (GTCCP) across the Marine Corps.

Commercial Travel Office (CTO). This terminology is no longer used by DoD. Refer to Travel Management Company.

Credit Checks. Credit checks are performed for new card applicants with the applicant's consent. They are a standard industry practice used by the card vendor to determine the type of card to issue. Applicants may decline a credit check and still receive a travel card; however, they must complete a credit-worthiness form. Applicants who decline a credit check will be issued a restricted card. The accuracy of the Social Security Number is critical to ensure split disbursement payments are posted correctly and on time to the card account. Credit checks are considered a "soft hit" or promotional inquiry for credit bureau reporting purposes and do not affect credit scores.

Dedicated Account Representative (DAR). The card vendor maintains a Dedicated Account Representative (DAR) for use by CPMs and HL3 APCs only to assist with account maintenance and inquiry.

Delinquency. An account is considered delinquent when the GTCC balance is not paid in full by the due date on the billing statement.

Deployment, Group, or Unit Travel. Refers to groups of personnel traveling together under official travel orders that authorize limited or no reimbursement. This includes units supporting exercises, peacekeeping operations, disaster relief, and combat missions. It also covers field duty, maneuver training, and sea duty when the personnel involved are not permanently assigned to a ship.

Electronic Funds Transfer (EFT). A payment method in which funds are electronically transferred to a financial institution account chosen by the individual.

External Fraud. Any transaction that the cardholder claims was not authorized by them on their GTCC. Any transaction categorized as potential fraud must have been reported to Citi as fraud, however the VICM approver does not need to wait for Citi's determination to select this disposition type.

Hierarchy Level (HL). Each major command and its subsequent subordinate commands are assigned unique hierarchy level numbers to establish account maintenance and reporting access for IBAs and CBAs. The Marine Corps hierarchy can include up to eight levels.

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

IntelliLink. A Visa sponsored data analytic tool, known as IntelliLink Data Analytics and Misuse Case Management System, used to analyze GTCC transactions for potential misuse, abuse, and fraud.

Internal Fraud. Any felonious (criminal) act of corruption or attempt to cheat the Government or corrupt the Government's agents by cardholders or charge card program officials. Internal fraud is the use of the charge card to transact business that is not sanctioned, not authorized, not in one's official Government capacity, not for the purpose for which the card was issued, or not as part of official Government business.

Merchant Category Codes (MCC). An MCC is a four-digit number assigned to a business by charge card networks when the business begins accepting these cards as payment. The MCC classifies the business based on it's primary type of goods or services. To prevent inappropriate card use, certain MCCs are blocked by the DoD. The application of MCCs may be tailored by APCs or CPMs, to meet mission requirements.

Mission Critical Status (MC). Mission critical travel refers to travel performed by DoD personnel under competent orders while carrying out duties that, through no fault of their own, may prevent the prompt payment of outstanding GTCC bills. With their commander's approval, the APC may designate a card account as mission critical, and travel orders must clearly state this status. While designated as mission critical, GTCC accounts will not be suspended or charged off, but any remaining balance must be settled within 45 days after the status is removed. APCs are expected to carefully evaluate the necessity of assigning mission critical status in order to minimize late fees, prevent delinquency, and avoid salary offset.

Misuse. Unintentional use of a government-issued charge card in violation of applicable regulations. These actions are the result of ignorance, carelessness, or both while lacking intent. This includes purchases for personal, family or household purposes except for authorized PCS expenses.

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

Salary-Offset. Salary-offset is the collection of amounts owed to the GTCC vendor through deductions from the cardholder's pay for undisputed delinquencies. Before initiating salary-offset, the card vendor must issue due process notification letters that outline the outstanding balance, account charges, payment demand, and the cardholder's legal rights. These letters are sent when an account reaches 91 days past billing. Cardholders then have 30 days to pay the debt, arrange a repayment plan, or contest the debt. If the balance remains unresolved at 126 days past billing, the vendor will request DFAS to begin salary-offset. Accounts placed in salary-offset status will incur additional fees, which are not reimbursable.

Split Disbursement. Per reference (c), split disbursement is the required payment method which directly sends payment for all undisputed charges in full to the GTCC vendor as part of the travel settlement. Travelers must specify the amount to be sent to the card vendor when submitting their travel voucher. The accuracy of the Social Security Number is critical for split disbursement payments to be posted accurately and timely to the card account.

Suspended Card. A GTCC account shall be suspended when it becomes 31 days past due or 61 days past billing. A suspended card will be declined upon attempted use. Suspension will be lifted once the account is paid in full, provided payment is made prior to 181 days past due or 211 days past billing.

Temporary Duty (TDY). Official government-ordered travel conducted away from the permanent duty station (includes temporary additional duty and temporary duty for instruction (TEMINS) under permanent change of station orders).

Travel Management Company (TMC). Previously known as the Commercial Travel Office (CTO). A Government contracted travel agency that arranges commercial travel and ticketing reservations for official travel.

Travel Order. Authorized orders directing the performance of funded travel. An order identifies the purpose of travel, authorizes requested and allowable official business expenses, provides the Travel Management Company with documentation for arranging transportation and lodging, and supplies financial information necessary for budgetary planning. Includes verbal orders when confirmed by authorized, written orders after the fact.

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

Unit Travel Card (UTC). See definition for Centrally Billed Account.

Visa IntelliLink Compliance Management (VICM). A Visa sponsored analytic tool used to review card transactions for cases of potential misuse, abuse, and fraud.

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 card vendor's Technical Help Desk Web site at: <https://www.citibank.com/tts/sa/federal-government-program-administrators-guides-and-forms/gsa.html>. 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: <https://www.travel.dod.mil/Portals/119/Documents/GTCC/GTCC-Regs.pdf>, this Order, and the procedures in the APC guide. Other helpful information can be found at the Defense Travel Management Office website, located at: <https://www.travel.dod.mil/Programs/Government-Travel-Charge-Card/>. The APC is the principal executor of the GTCCP for the unit, the primary liaison between the card vendor, the commander, and unit cardholders.

b. Cardholder Confidentiality. Privacy Act protections apply to cardholder account information. Due to the sensitivity of the data contained in these files, the data must be maintained in a secure container or area that precludes unauthorized access. APCs maintaining these records must ensure they are marked and protected in accordance with the provisions of the Privacy Act. Records may be retained in hardcopy, in a secure electronic format, or an authorized document management system. Cardholder delinquency information is also considered confidential and should be treated as sensitive information.

c. Command Hierarchy. The hierarchy of the GTCCP is as follows:

Hierarchy Level 1 - DTMO CPM  
Hierarchy Level 2 - HQMC CPM  
Hierarchy level 3 - MARFOR's and major command's APC  
Hierarchy Level 4 and below - All command level units APC

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

(2) Agency Program Coordinator (APC) Appointment. The commander or director will designate in writing a primary and an alternate APC. The APC appointment letter must be renewed every three years after the initial appointment or when there is a change in the appointing official. The appointment letter, in accordance with reference (c), must include unit hierarchy numbers and be submitted to the next higher-level APC who will assign the APC's access to the card vendor's EAS and the reporting module. The APC cannot sign his or her own appointment letter (even with "By direction" authority.) The APC must also acknowledge their appointment as an APC and sign the official acknowledgement.

(3) Government Travel Charge Card (GTCC) Transfer Policy

(a) APCs of the receiving units are required to receive the inbound cardholder 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, charged off, etc. This includes civilians, members of other services or agencies, and those assigned TDY/TDY in excess of 45 days to the temporary unit. Travelers attending formal Temporary Instruction (TEMINS) enroute will remain in the hierarchy of the losing command until completion of training. An exception to the above TEMINS policy applies to Marines who have not yet been issued a GTCC and are undergoing initial Military Occupational Specialty training. If these Marines are issued a GTCC while at the formal school the account will be maintained in a separate student hierarchy established under the school house until the cardholder arrives at their first permanent duty station. 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. Upon release from active duty, Marines being transferred to the IRR will have their GTCC accounts deactivated and remain with the last command until the GTCC is paid in full. Once the GTCC is paid in full the HL3 of the last command will contact Marine Forces Reserve to have the GTCC transferred to the IRR's HL 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. However, UDP or MEU units may have a Memorandum of Agreement (MOA) between the parent commander and the gaining UDP or MEU commander to retain card accountability requirements during the deployed period. The MOA must include the clear guidance to report any possible fraud, misuse, or abuse to the deployed commander for determination and also ensuring all report management requirements are met.

(d) Transfers can be made using the card vendor's EAS, located at: <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. Include in the email to the CPM all attempts to contact the gaining command to which the cardholder belongs to. 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.

(e) If the above attempts to contact the gaining command APC have failed, the CPM will contact the HL3 APC requesting the account be transferred. If the HL3 does not take action, the card account will be force transferred into the appropriate hierarchy by the CPM.

## 2. Travel Card Applications

a. Application Form. Applications must include the applicant's name, SSN, current mailing address, work/home phone numbers, the applicant's authorization for a card vendor-performed credit check, applicant's signature and supervisor/commander approval. The accuracy of the SSN is critical for split disbursement payments to be posted accurately and timely to the card account. An application must be filled out completely or the card vendor will not process it. New GTCC applicants will be required to read the card vendor cardholder agreement and sign a DD3120, DOD Statement of Understanding (SOU) as well as complete the initial online Travel Card 101 training in accordance with reference (c). Applications must be signed by the applicant, the applicant's immediate supervisor, and the APC.

b. Application Processing

(1) Submission. There are two methods available for submitting an application, paper or electronically, using the card vendor's EAS. The APC initiates either type of application and once the applicant has completed their portion, and the supervisor has signed, the APC submits the application to the card vendor. An APC will not sign and submit an application without validating the applicant's Social Security Number using the Social Security Card or MCTFS and the applicant's identification card. 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 card vendor's EAS only the SOU and training certificate must be maintained.

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

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

(4) Expedited Processing. Expedited processing may be completed by submitting either an electronic online application or a manual paper application. Expedited applications are considered exceptions and APCs will only classify an application as "EXPEDITED" if the supervisor deems the travel mission essential and the individual is scheduled to depart within five working days. Cards approved for expedited delivery will be shipped within 72 hours. If requested, arrangements can be made to deliver the card to a TDY address, including TDY hotels, government quarters, and similar locations. Expedited cards cannot be delivered to P.O. Box or APO/AE mailing addresses, and a signature is required at the time of delivery.

(5) Emergency Processing. In situations such as natural disasters, national security threats, or military mobilizations, emergency card application procedures will be followed. The Contractor shall complete processing of applications for travel card accounts in emergency situations and initiate overnight delivery within 24 hours of receiving a proper, completed application or request (oral, paper, or digital) from the CPM or HL3 APC, including international requests, and send the card via overnight courier. The HL3 APC or CPM must acknowledge the

request as an emergency and coordinate the GTCC vendor's Dedicated Account Representative (DAR) for processing. If necessary, verbal requests may be made, followed by written confirmation and a completed application within five calendar days. The card will be delivered in an open status and will be made available by the GTCC vendor once the card is received and verified. Cardholders must confirm receipt and activate the card by setting a PIN.

(6) Forms. Card vendor forms are available at the Department of Defense Travel Card Homepage: <https://www.citibank.com/tts/sa/federal-government-program-administrators-guides-and-forms/gsa.html>. Forms include IBA applications, account change forms, point of contact forms, etc.

### 3. Card Vendor Liaison

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

b. Client Account Specialist (CAS) Support. Citi's Client Services line is dedicated to providing support for all APCs. Services are available Monday through Saturday, from 7:00 a.m. to 9:00 p.m. EST. The line can be reached within CONUS at 866-670-6462 and outside CONUS at 757-853-2467. The CAS assists with day-to-day account maintenance, including card replacement, credit or cash limit increases, and cardholder account updates. APCs should first attempt to resolve issues through their higher-level APC before contacting Client Services.

c. Card Vendor's Dedicated Account Representative (DAR). The role of the Dedicated Account Representative (DAR) is to work directly with Headquarters, U.S. Marine Corps (P&R-RFF) CPMs and HL3 APCs to develop a long-term GTCCP strategy and to resolve issues that cannot be addressed by the CAS. HL3 APCs should always attempt to resolve issues with the CPM before contacting the DAR. HL3 APCs will obtain the DAR's contact information from the CPM.

### 4. Mandatory Reports for IBA Travel Card Program Management

a. APCs are required to pull, reconcile, and retain five mandatory reports after each monthly billing cycle to

ensure program compliance. These reports are located in the CitiManager Reporting section under Web Tools on the CitiManager home page: navigate to Shared Reports > Organizational Shared Folders > Department of Defense Travel Shared Reports > Marine Travel > IGMC. The reports offer critical insights into program effectiveness, financial readiness, and regulatory compliance. They must be reviewed and annotated with comments indicating actions taken or marked "No Action Required" (NAR). APCs must retain copies of reports for the current year plus two additional years, in either hardcopy or secure electronic format within a shared, restricted-access location. Report subscriptions can be established in CitiManager. Given the sensitivity of the data, records must be stored in secure containers or areas that prevent unauthorized access and must be marked and safeguarded according to the Privacy Act.

(1) Account Listing Report. This report provides the APC with cardholder account details, including account numbers, statuses, mailing addresses, telephone numbers, EDIPI, mission critical status, PCS mission critical status, active start and end dates, expiration date, credit and cash limits, and the last four digits of the SSN for all cardholders assigned to the hierarchy. It must be pulled for both open and closed accounts. The APC will review the report to ensure the hierarchy reflects current personnel, reconciling it against personnel rosters and taking appropriate action to add or remove cardholder accounts as needed. The report will also be used to validate the necessity of mission critical status and any credit or cash withdrawal limit increases. Cardholders must be notified to update their mailing address with the card vendor when necessary—such as when receipt of the card has not been verified, the account has been closed due to returned mail, or a credit balance exists. In cases involving credit balances, cardholders will be notified and informed of the process for requesting a refund. All actions taken must be clearly annotated on the report.

(2) Account Activity Text Report. This report outlines all cardholder transaction activity for the month, including account credits, ATM withdrawals, and cash advances. APCs are required to review at least 10% of all transactions to identify potential issues, such as incorrect credits, duplicate charges, and indications of misuse, abuse, or fraud. Each reviewed transaction must be annotated with its corresponding official travel requirement.

(3) Delinquency Report-Hierarchy. This report identifies delinquent accounts and categorizes them by aging periods (e.g., 31, 61, 91, or 121+ days past billing). Delinquency notifications are sent to cardholders listed on this report. APCs must annotate actions taken to address each delinquency, including cardholder/supervisor notifications and responses, the identified root cause, pending travel claim status, and the estimated date of resolution.

(4) Declined Authorization Report. This report lists all account transactions submitted for approval that were declined, along with the reason for the decline and the type of attempted purchase (ATM, retail, or cash). It assists APCs and CPMs in taking corrective actions to ensure authorized transactions are accepted and processed, and in identifying potential attempted misuse, abuse, or fraud. APCs must annotate the report with corrective actions taken to reconcile declined transactions. Any suspected misuse or abuse identified through declined activity will be routed to the commander for determination.

(5) IBA Aging Analysis Summary Report. This report provides commanders with key performance indicators and a real-time overview of program health. It includes detailed delinquency data at the individual account level and summary metrics grouped by command hierarchy. APCs use the report to identify current outstanding delinquencies. Metrics from subordinate commands contribute directly to the overarching command's performance assessment. Higher-level APCs are responsible for analyzing delinquency trends within their subordinate hierarchies and addressing any deficiencies or gaps in understanding to ensure sustained financial readiness. The report must be generated promptly following the close of each billing cycle, which occurs following the 6th of the month. It is recommended to add the "Totals Row" to the report prior to extracting to ensure the correct metrics are being reported.

(6) Additional Reports. The card vendor's EAS provides several additional, optional reports that serve as valuable tools for managing cardholder accounts, e.g., Account Renewal Report, Credit Balance Refund Report, Mission Critical, PCS Status, Returned Check, 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 IGMC checklist are available at the Marine Corps GTCC Web site,

located at: <https://www.igmc.marines.mil/Divisions/Inspections-Division/Checklists/>

5. Delinquency Notifications

a. 45-Day Pre-Suspension

(1) APCs will notify the cardholder and the cardholder's supervisor that the account will be suspended in 15 days if the travel card vendor does not receive full payment of all undisputed amounts. The APC will keep a record of the supervisor's notification and related correspondence. See reference (c) for an example notification letter; email notifications are acceptable. Cardholders are required to sign/acknowledge receipt of delinquency notifications and return to APC for records keeping. Commanders/supervisors will ensure the individual has properly filed/submitted a claim for reimbursement of travel expenses and that DoD policy on split disbursement was adhered to.

(2) If the cardholder's account qualifies for Mission Critical status, the supervisor must contact the APC within 15 days of notification and provide justification for why the account should not be suspended. Upon submission and approval of the request, the APC will designate the account as Mission Critical to prevent any impact on the mission.

b. 61-Day Delinquencies

(1) At 61 days past billing, the APC will notify the cardholder and the cardholder's supervisor using sample letter in reference (c) that the cardholder account has been suspended for use due to nonpayment; email notifications are acceptable. The APC will keep a record of the supervisor's notification, acknowledgement, and related correspondence in accordance with records retention requirements for inspection review. The GTCC vendor will block charging privileges, to include ATM access, until payment for the current amount due is received.

(2) Acknowledgement responses will include the root cause of the delinquency, actions taken to resolve it, and the anticipated date of resolution.

(3) In the event the cardholder account was not placed in a Mission Critical status prior to the account suspending, the HL3 APC can route a request to the CPM for the account to be placed in a Mission Critical status prior to 121 days past

billing. This request must include the root cause of the delinquency, steps being taken to resolve the delinquency, and estimated date of resolution. Requests for accounts to be placed in a Mission Critical status post suspension are authorized only for extenuating circumstances out of the cardholder's control, particularly if the cardholder is required to travel, and must be approved by the supervisor.

(4) Notify the local security manager of any account that becomes delinquent. The security manager will review any security clearance the cardholder has been granted in accordance with reference (i).

c. 91-Day Delinquencies

(1) At 91 days past billing, the APC will notify the cardholder, the cardholder's supervisor, and the second level supervisor using sample letter in reference (c) that the cardholder account remains delinquent; email notifications are acceptable. The APC will keep a record of the supervisors' notification, acknowledgements, and related correspondence in accordance with records retention requirements for inspection review.

(2) Acknowledgement responses will include the root cause of the delinquency, follow-on actions taken to resolve it, and the anticipated date of resolution.

(3) The cardholder will receive a separate notice from the GTCC vendor stating that the account is still delinquent and will be referred for Salary Offset if the outstanding balance is not paid in full within 30 days. Salary Offset fees will be applied to the cardholder account and are non-reimbursable.

(4) Suspended cardholder accounts that have not yet been enrolled in Salary Offset may self-enroll in a Reduced Payment Plan (RPP) directly with the card vendor. This plan allows payment of the outstanding balance over a defined period established directly with the card vendor. Failure to comply with the agreed-upon repayment schedule will result in referral to Salary Offset. Accounts actively enrolled in an RPP and maintaining good repayment standing will not be charged off.

(5) Notify the local security manager of any account that becomes delinquent. The security manager will review any security clearance the cardholder has been granted in accordance with reference (i).

d. 121-Day Delinquencies

(1) At 121 days past billing, the APC will notify the cardholder, the cardholder's supervisor, the second level supervisor, and commander using sample letter in reference (c) that the cardholder account remains delinquent; email notifications are acceptable. The APC will keep a record of the notification, acknowledgements, and related correspondence in accordance with records retention requirements for inspection review.

(2) Commanders will review for potential disciplinary/adverse personnel action.

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

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

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

(6) Notify the local security manager of any account that becomes delinquent. The security manager will review any security clearance the cardholder has been granted in accordance with reference (i).

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 card vendor. Cardholders should follow all instructions provided by the card vendor 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 vendor will contact the vendor concerned and attempt to resolve the dispute.

b. Deactivating or Temporarily Closing Cards for Other than Delinquency

(1) At-Risk Personnel. At the discretion of the commander, cardholder accounts may be deactivated for use between official travel periods for cardholders assessed as posing a potential risk. Deactivation may be executed via the card vendor's EAS or through direct coordination with the CAS.

A corresponding Memorandum for the Record (MFR) must be retained to ensure proper documentation and availability for inspection.

(2) Card not Transferred into Gaining Command's Hierarchy. If a cardholder's account remains in the losing command's hierarchy 30 days after their estimated arrival at the gaining command, the cardholder and gaining command APC will be contacted to initiate the transfer. If transfer is not completed, the account may be temporarily closed. Contact your higher-level APC for assistance identifying the gaining command's APC

#### 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 card vendor to close several 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 blocked MCC the charge will be denied. APCs can contact the CAS for a forced authorization to allow the legitimate travel charges for a blocked MCC.

#### 8. Automatic Teller Machine (ATM) Withdrawal Limits

##### a. Limit Exceptions

(1) Decreased Limits. ATM withdrawal limits may be lowered for individual cardholders via the card vendor's EAS. For unit-wide adjustments, the APC may submit a bulk maintenance request in CitiManager to the card vendor.

(2) Increase Limits. APCs may request increases beyond the standard limits listed in Appendix F through CitiManager. Requests exceeding APC authority must be elevated to the HL3 APC for approval and, if needed, forwarded to the Marine Corps CPM with supporting justification. Increased ATM limits should be approached with caution, as they may contribute to account delinquency.

#### 9. Cardholder Change in Status

a. PCS Transfer and TDY in excess of 45 days. Uniform and civilian cardholders shall be required to check-in and check-out with the unit APC.

(1) Check-Out

(a) Instruct personnel that they must check-out with their current APC prior to a PCS or any period of TDY in excess of 45 days to ensure cards are placed in a PCS/Mission Critical status and credit limits are adjusted to meet travel requirements. Cardholders must also be instructed to check-in with their new APC at the 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. The DO/FO will process travel advances to fund PCS travel upon request when family members travel separately from the cardholder.

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

(2) Check-In

(a) General

1. During the check-in process APCs are required to transfer the new individual's account into the gaining command's hierarchy. If the account is not transferred, the account will be subject to deactivation by the individual's previous APC.

2. The command is tasked with ensuring new join reports are reviewed at minimum monthly to ensure cardholder accounts are pulled in as required.

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 update their new mailing address as soon as possible. This can be completed through the card vendor customer service and support at 1-800-200-7056 (found on the reverse of the card). Address changes can also be done via the card vendor's EAS at <https://home.Cards.citidirect.com/CommercialCard/Cards.html> by the APC or the cardholder.

(b) Statement of Understanding (SOU). APCs will maintain an up to date SOU for all cardholders initially upon joining the command and must be renewed every three years. See Appendix F. 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 directed. Signatures on the SOU can be

either a wet or digital signature. These documents may be maintained electronically or physically.

(c) Programs & Policies - Travel Card Program (Travel Card 101). APCs will maintain a Travel Card 101 Training Certificate for all cardholders with an open account in their hierarchy. Having this training certificate on file ensures the cardholder is aware of the requirements of the GTCC. All newly joined personnel who have completed this training in the preceding three years must provide the APC with a copy from their TRAX training records. These documents may be maintained electronically or physically.

b. Separation/Retirement/Termination of Employment

(1) Close account (Closed Temporary Block) for all such individuals. If the cardholder is transferring to another DoD entity, the account will remain active and transferred to that organization.

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

(3) Implement procedures to receive reports of separating personnel at least monthly to ensure accounts have been closed as required.

(4) Inform the cardholder that the card is not authorized for use in conjunction with separation travel or separation PPM.

c. Deceased Cardholders

(1) Upon official notification of death, APCs will immediately notify the HL3 APC of the cardholder first and last name, last six of the card account number, and date of death.

(2) Once HL3 APC receives notification of a deceased cardholder, they will immediately place the account in a closed-deceased status and forward the notification including any pending outstanding travel claims and their status to the HL2 CPM.

(3) Pending travel claims will be processed in accordance with reference (g) and (h).

(4) Upon receipt of notification, the HL2 CPM will validate the date of death, transfer the card account into the closed deceased hierarchy, and further coordinate with HQMC Casualty Branch and the GTCC vendor.

10. Agency Program Coordinator (APC) Record Retention Files

a. Cardholder Correspondence. Maintain files on all cardholder account correspondence regarding delinquencies, DD 3120, Statements of Understanding, and cardholder Travel Card 101 training certificates. Maintain files on potential misuse, abuse or fraud and notification of delinquent accounts to the security manager and commander. The files are subject to review during any official command inspection.

b. APC Appointment and Training. Maintain current APC appointment letters along with the APC Travel Card Program Management training certificates. The files are subject to review during any official command inspection.

c. Reports. Maintain all five monthly required reports in accordance with reference (d), retain for current year plus two years. These reports may be maintained electronically. The files are subject to review during any official command inspection.

11. Charged-Off Accounts. Accounts that reach 211 days past billing are charged-off by the card vendor as required by federal banking regulations. Cardholders with charged-off accounts are not eligible to apply for a new GTCC account for the remainder of the existing GSA SmartPay Program contract ending on November 29, 2031. Charged-off cardholder accounts significantly impacts mission readiness.

a. If an account is enrolled in Salary Offset, it will still charge off if the delinquent balance is not paid in full by 210 days past billing.

b. Accounts actively enrolled in a Reduced Repayment Plan (RPP) and in good standing, will not be subject to charge-off.

c. APCs must ensure that cardholders understand the serious implications of a charged-off account. Proactive management of delinquent accounts—including timely use of the Aging Analysis report, strong internal controls during employee check-in and check-out, and swift intervention at early stages of delinquency

is essential to prevent accounts from reaching charged-off status.

12. Lost or Stolen Cards and Disputed Billing

a. In the event a card is lost or stolen, the cardholder must promptly notify both the APC and the card vendor customer service at 1-800-200-7056.

b. If a billing statement contains invalid or unauthorized charges, the cardholder must immediately report the issue to the card vendor. The cardholder is responsible for engaging with the vendor to resolve the discrepancy. During the dispute process, the card vendor will act on the cardholder's behalf, and the disputed amount will not be subject to payment or considered delinquent.

13. Training. The card vendor's training materials for APCs are available via the DTMO web site:

<https://secure.defensetravel.dod.mil/neoaccess/passport.php>

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 open cardholder account 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 include additional training on the use of the GTCC to annual training programs.

14. Client Account Specialist (CAS) Support. The card vendor maintains a Client Account Specialist (CAS) for use by APCs only. Contact information for the CAS is as follows:

a. By phone CONUS 1-866-670-6462 or OCONUS call collect 757-853-2467 (7am-9pm EST Monday-Saturday);

b. By email at [dodtravelCard@citi.com](mailto:dodtravelCard@citi.com);

c. Or via the website at: <https://www.citibank.com/tts/solutions/commercial-cards/contact/>.

APPENDIX C

Centrally Billed Account (CBA)  
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 card vendor's Technical Help Desk Web site at: <https://www.citibank.com/tts/sa/federal-government-program-administrators-guides-and-forms/gsa.html>. APCs must utilize the website to maintain current program information.

a. Overall Responsibilities. APCs will operate within the policies, procedures, and instructions established by reference (c), located at: <https://www.travel.dod.mil/Programs/Government-Travel-Charge-Card/Program-Management/>, GTCC Regulations, and the procedures in the APC guide. Other helpful information can be found at the Defense Travel Management Office website, located at: <https://www.travel.dod.mil/Programs/Government-Travel-Charge-Card/Program-Management/>, APC Guide. The APC is the principal manager of the GTCC for the unit, the primary liaison between the card vendor, the commander, AO/CO and unit travel cardholders.

b. Cardholder Confidentiality. Privacy Act protections apply to cardholder account information. Cardholder files must be kept in a secure container or area that precludes unauthorized access. Documents and reports containing names and account numbers should be disposed of in accordance with procedures established by reference (d) for destruction of sensitive information. Cardholder delinquency information is also considered confidential and should be treated as sensitive information.

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

(2) Agency Program Coordinator (APC) Appointment. The commander will designate in writing a primary and an alternate APC. The appointment letter must be in accordance with the appointment letter template in reference (c) and be submitted to the Marine Corps CPM. The CPM will assign the APC's access to the EAS. The APC cannot sign his or her own appointment letter (even with "By direction" authority). The APC must also acknowledge their appointment as an APC and sign the official acknowledgement.

2. Centrally Billed Accounts (CBA)s. This section contains business rules unique to the type of travel card known as a Centrally Billed Account (CBA). For additional information, see reference (c) 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. Accounts for use by Distribution Management Offices (DMO) when purchasing air, bus, and rail tickets. For these types of CBAs, refer to reference (f).

(2) Unit Travel Cards (UTC)s. Plastic charge cards for facilitating group travel arrangements at the unit level.

3. Establishing a Centrally Billed Account (CBA).

a. Installation & Logistics Department (I&L LPS-D) is the HL2 APC. Requests to establish transportation accounts will be submitted to I&L LPS-D (HL2) APC's. Copies of applications will be submitted to HQMC RFF CPM (HL2).

b. HQMC, Programs & Resources Department, Finance Branch (P&R-RFF) is the CPM For UTC accounts. Units requesting UTC CBAs should contact the CPM at P&R-RFF.

c. CBA Request Letter

(1) For command's requesting a new CBA the first step is for the activity/unit to identify a requirement for a Unit Travel Card. The command point of contact will submit a CBA request letter with the following: (See Appendix F for a sample CBA request letter.)

(a) The purpose of the CBA;

(b) The types of charges to be made;

(c) Explain why utilizing the IBA would not be advantageous;

(d) Identification of Key Stakeholders:

1. Cardholders;

2. Agency Program Coordinators;
3. Approving Official;
4. Certifying Official;

(e) The requested credit limit; and

(f) A detailed 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.

(2) If the command receives CBA request approval; the HQMC CPM will request additional information to include: APC appointment letter, APC official acknowledgement, APC Trax training, cardholder(s) appointment letter, cardholder(s) official acknowledgement, Statement of Understanding, CBA Unit Travel Card Certification Training, and Central/CBA Travel Account Setup Form. Once the CPM receives the listed documents the application can be processed with Citi.

d. Application Processing

(1) Submission. The application process will be submitted through the CPM via paper application, until the card contractor implements an automated process within the EAS. The APC or command point of contact initiates either type of application (Billing Account or Cardholder) and submits it to the CPM.

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

(3) Personal Identification Number (PIN). Cardholders are required and will be prompted to create a PIN while confirming receipt of the card via the Voice Recognition Unit (VRU) with the number provided on the card.

(4) Expedited Processing. This process can be accomplished by checking the expedited box on the application form. These applications should be the exception, and APCs should only classify an application "EXPEDITED" if it is mission essential. Expedited cards may not be delivered to a P.O. Box mailing address to include APO/FPO boxes.

(5) Forms. Card vendor forms are available at the Department of Defense Travel Card Homepage:

<https://www.citibank.com/tts/sa/federal-government-program-administrators-guides-and-forms/gsa.html>.

e. Merchant Category Code (MCC) Acceptance

(1) Merchant Category Codes (MCC) 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 card vendor to close a number of merchant codes that are not normally associated with official government travel.

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

(3) If an account requires MCCs to be added a request to the CPM is requested with proper justification. The CPM will make the legal and proper determination. The CPM is the only authorized role that will add MCCs to the cardholder's account.

4. Approving/Certifying Officials (AO/CO)s. An AO/CO 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 individual who uses the card to make purchases, be appointed as the AO/CO. A good business practice is to have an alternate AO/CO appointed.

5. Headquarters Marine Corps (HQMC) Component Program Manager (CPM) Will:

a. Evaluate each request and render a determination.

b. If approved, establish the required hierarchy.

c. Route the CBA application to the card vendor for processing.

d. Monitor CBA use and delinquency metrics.

6. Account Updates. If an APC is replaced, a new corporate account does not have to be opened. The outgoing APC will notify the HQMC CPM and forward the appropriate appointment documents for the incoming APC.

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 (b) and (g) 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. Authorized Expenses

(1) Authorized travel expenses are identified in reference (b). Expenses that are not covered reference (b) but are deemed necessary shall be submitted to the 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 Travel Management Company 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.

(3) The unit card will not be utilized for expenses for EZ Pass transponders and/or the loading of funds on an EZ Pass transponder. For Government and Fleet vehicles, the method of purchase should be aligned with the appropriate Fleet and/or Purchase Card. Unit cards are not authorized to cover EZ pass expenses for personally owned vehicles.

8. Billing Cycle. CBAs (Transportation and UTC accounts) cycle on a 30-day basis. The cycle date varies by account and is established at the time the account is opened by the card vendor based on input from the applicant. For the purposes of determining delinquency metrics, DoD uses an 'as of' date of the 29th of the month, since CBA billing cycles vary across the DoD

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

- a. The APC/Account Manager receives the CBA statement/invoice electronically through the EAS based off cycle date.
- 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 substantiating documentation:
  - (1) A signed copy of the travel order;
  - (2) A legible ticket itinerary/receipt; and
  - (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.
- f. Prepares the required disbursement voucher (i.e., Standard Form [SF] 1034, "Public Voucher for Purchases and Services Other Than Personal") if one is needed.
- g. Obtains the appropriate certifications, per reference (f).

#### 10. Centrally Billed Account (CBA) Billing Statements

- a. Billing statements/invoices are uploaded into the EAS by the card vendor for reconciliation based on cycle dates. The command shall not wait to receive billing statements/invoices by mail for reconciliation. The command shall reconcile the charges against the charge card receipts and command purchase authorization provided by cardholders within five working days of receipt of invoice via the EAS.
- b. If unauthorized charges are discovered during the reconciliation process the Unit Card APC will notify the cardholder(s) and request reimbursement to the government be made. This notification should be in writing, with a copy to the commanding officer. A signed, written statement with payment details (with itemized expenditures) may be accepted in place of a receipt.

c. Sign and submit the reconciled billing statement/invoice to the AO/commander, with all supporting documentation, for review prior to submission for payment. The AO/commander will review the statement and approve for payment once charges are verified.

d. Submit the approved and signed billing statement/invoice, claim voucher, and any residual funds received to the appropriate paying office for processing.

e. Maintain payment records and all substantiating documents for 10 years as required by reference (d) and (r).

11. Proactive Reconciliation. The APC/Account Manager should not wait until the end of the cycle to accomplish the reconciliation. The APC/Account Manager shall use his/her statements via the card vendor'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.

12. Approving/Certifying Official (AO/CO) Review. The appointed 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 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.

13. 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 card vendor. Dispute procedures are described in the card vendor'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 card vendor;

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

c. Respond to card vendor requests for additional information.

14. Certifying a Monthly Billing Statement. The AO/CO will comply with the requirement outlined in reference (b). The AO, in conjunction with the APC/Account Manager, the CO (if different from the AO), and the cardholder 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, certify the payment in the electronic miscellaneous payment system or sign the "Certified for Payment" block on the SF 1034 if used. Return the invoice to the APC/Account Manager if corrective action is needed.

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

15. Paying Card Vendor Invoices. The below process is for manual payment packages and should only be used when electronic miscellaneous payment systems are not available. 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 577 "Appointment/Termination Record-Authorized Signature" is on file and verified for all certifiers.

16. Payment Records. The APC/Account Manager and AO/CO in the Designated Billing Office 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 reference (o). The following minimum documentation shall be retained for the statutory period of ten years after final invoice payment:

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

- b. Ticket/itinerary or paper receipts describing the merchandise/service purchased showing itemized charges.
- c. Card vendor statement 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. Any additional documentation to validate a proper, legal and accurate payment.

17. Closing/Canceling Unit Travel Card (UTC) Accounts. When an APC/Account Manager and/or cardholder separates from their organization, retires, or becomes deceased, their account must be closed. The CBA APC must notify the HQMC CPM who will update CBA records and notify the card vendor to close the account.

18. Program Management. The authority and responsibility for the establishment of CBAs rests with the HQMC CPM. The HQMC CPM will conduct required account maintenance requests for all CBAs.

19. Required Management Controls

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

b. Unit card plastics will be treated as a controlled item and retained by the cardholder or maintained in a limited access locked filing cabinet, safe or desk which can be accessed only by authorized card users. Cards can be deactivated between TDY trips; whichever best assures the integrity of the account. Note: your unit/command is liable for all charges on these cards.

20. 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 (CPM)

(1) Serve as the Marine Corps' functional representative with the DTMO.

(2) Liaison with the card vendor on behalf of the commander/APC.

(3) Monitor card vendor performance and report deficiencies to higher headquarters.

(4) Provide training for APCs.

b. Agency Program Coordinator (APC)

(1) Manage the cardholders and ROA profiles and close accounts using the card vendor's EAS.

(2) Maintain a current list of all cardholders and AOs under the APC's jurisdiction.

c. Approving/Certifying Official (AO/CO)

(1) Certify the card vendor or Travel Management Company invoices and submit them through DFAS to ensure timely payment.

(2) Certify payments to be legal, proper, and correct by establishing clear audit trails for CBA transactions by maintaining documentation to support each purchase such as travel orders/authorizations; requisitions, including cross references to any related Blanket Purchase Agreements; telephone and mail order logs; receipt records; and credit slips.

(3) Complete initial and annual refresher training in accordance with reference (g).

(4) Ensure each cardholder fulfills his/her responsibilities.

(5) Review and approve cardholder statements.

(6) Ensure all transactions made by cardholders are legal, proper, correct, and mission essential in accordance with Government rules and regulations.

(7) Determine necessary dollar limits for cardholders.

- (8) Ensure monthly billing account accuracy.
- (9) Retain copies of monthly invoices.
- (10) Maintain all original documentation during responsible personnel turnover.
- (11) Notify the APC 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 cardholders notify the issuing vendor of lost or stolen cards.
- (14) Resolve questionable purchases with cardholders.
- (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 APC and CPM as appropriate.
- (16) Maintain official invoice documentation.
- (17) Notify the APC of any suspicious transaction activity. The APC will report suspicious activity to the commander who will determine if an investigation is necessary.
- (18) Ensure duplicate payments are not made.

d. Reviewing Official (RO). Not all commands use Reviewing Officials (RO). 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 include the following:

- (1) Complete initial and refresher training in accordance with reference (g).
- (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.

21. Mandatory Reports for CBA Travel Card Program Management. Commands 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 IGMC will also inspect this functional area. Ensure access to the EAS and sensitive account information is safeguarded, with access restricted to only those that have a need to know. The following three 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 card vendor's EAS under CitiManager Reporting. APCs must maintain copies of reports in accordance with references (d) and (r). Copies can be maintained in hardcopy format or in electronic files. Subscriptions to these reports can be established in CitiManager-Reports.

a. Declined Authorizations Report. This report lists all account transactions presented for approval that were declined and includes the decline reason, and type of attempted purchase (ATM, purchase, or cash). The report assists APCs and CPMs with taking corrective action to allow authorized transactions to be accepted and processed, or in identifying attempted potential misuse, abuse, and or fraud. APC must annotate on the report corrective action taken to reconcile declines. Potential misuse and abuse identified through declines will be routed to the commander for determination as if the charge posted to the account.

b. Delinquency Report. This report identifies delinquent accounts and ages the delinquencies by timeframe (e.g., 31, 61, 91, 121, or more days past billing). APCs and account managers will use this report to aggressively work all delinquencies and annotate corrective action.

c. DoD Travel Centrally Billed Account (CBA) Aging Analysis Report. This report identifies summary level delinquency

information by component hierarchy. For the purposes of determining delinquency metrics, DoD uses an 'as of' date of the 29th of the month, since CBA billing cycles vary across the Department.

d. Visa IntelliLink. Hierarchy Level 3 and 4 (HL 3 and HL 4) APCs will use the IntelliLink rules, queries, and case management/disposition capabilities to review travel card activity on no less than a monthly basis to identify potential misuse. See Appendix E for detailed instruction on IntelliLink.

22. Delinquency Notifications and Reconciliation. The APC and responsible comptroller will be contacted by the CPM. The APC will review the information provided and respond to the CPM as requested. This will include the corrective action plan to reconcile the CBA account. Below are the mandatory notifications corresponding to each delinquency:

a. 45-Day Pre-Suspension. HQMC RFF CPM will notify the APCs and the comptrollers that the account will be suspended if the travel card vendor does not receive full payment of all undisputed amounts within 15 days. The HQMC RFF CPM will keep a record of the Pre-Suspension Notification and related correspondence. See reference (c) for an example notification letter. APCs and comptrollers are required to sign/acknowledge receipt of the delinquency notification and return it to the HQMC RFF CPM within five business days. Commanders/directors should ensure full payment has been properly filed, reconciled, and submitted to prevent further Prompt Payment Interest from incurring.

b. 61-Day Delinquencies. HQMC RFF CPM will notify the commander/director that the account is in a suspended status until the travel card vendor receives full payment of all undisputed amounts. The HQMC RFF CPM will keep a record of the Delinquency Notification and related correspondence. See reference (c) for an example notification letter. Commander/director is required to sign/acknowledge receipt of the delinquency notification and return it to the HQMC RFF CPM within five business days. Commander/director should ensure the AO/CO has properly filed/submitted a payment in full to prevent further Prompt Payment Interest from incurring.

c. 91-Day Delinquencies. HQMC RFF CPM will notify the Commander/Director that the account is in a suspended status until the travel card vendor receives full payment of all undisputed amounts. The HQMC RFF CPM will keep a record of the

Delinquency Notification and related correspondence. See reference (c) for an example notification letter. Commander/Director is required to sign/acknowledge receipt of the delinquency notification and return it to the HQMC RFF CPM within five business days. Commander/Director should ensure the AO/CO has properly filed/submitted a payment in full to prevent further Prompt Payment Interest from incurring.

d. 121-Day Delinquencies. HQMC RFF CPM will notify the Commander/Director that the account is in a cancelled status until the travel card vendor receives full payment of all undisputed amounts. The HQMC RFF CPM will keep a record of the Delinquency Notification and related correspondence. See reference (c) for an example notification letter. Commander/director is required to sign/acknowledge receipt of the delinquency notification and return it to the HQMC RFF CPM within five business days. Commander/Director should ensure the AO/CO has properly filed/submitted a payment in full to prevent further Prompt Payment Interest from incurring. Accounts that have been put into a cancelled status will require a reinstatement request letter from the commander/director to HQMC RFF CPM. Reinstatement letters can only be submitted once the account has been paid in full. The reinstatement must contain:

- (1) Account Name;
- (2) Last 6 digits of the central account number;
- (3) Date and Amount of last payment;
- (4) Current past due balance and number of days past due;
- (5) Reason for Delinquency;
- (6) Corrective Action; and
- (7) Justification for the need of a CBA

23. Training. Training is available upon request to the HQMC CPM. Additional sources of training are available at the Defense Travel Management Office Web site located at:  
<https://www.travel.dod.mil/Programs/Government-Travel-Charge-Card/Program-Management/>

24. Special Issues

a. Automated Teller Machine (ATM) Cash Withdrawals.

Automated Teller Machine (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. 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 funds received; and
- (5) An endorsement from the commander responsible for the unit's funding.

b. Exemption Requests. For any special travel related expense not otherwise authorized, commands shall provide written requests explaining the need for exception to HQMC RFF CPM. The CPM shall consider alternate means of reimbursement, such as IBAs, in making their determination. All requests for exemptions shall include the following information and must be submitted in writing:

- (1) Why the exemption is needed;
- (2) The name of the cardholder who will be utilizing the card for the requested exemption;
- (3) How the requested exemption is in the best interest of the mission;
- (4) Instructions for reconciling the invoice in a timely manner; and

(5) An endorsement from the commander responsible for the unit's funding.

25. Electronic Payments

a. Unit Travel Card (UTC). Units will utilize the Wide Area Workflow (WAWF) application to submit reconciled electronic CBA invoices for payment.

b. Transportation Accounts. Contact I&L LPS-D HL2 APC for reconciliation of electronic payments.

APPENDIX D

Permanent Change of Station (PCS) Travel

1. Overview. The following information details GTCC use during PCS travel and the actions required of the Component Program Manager (CPM), commanders, Agency Program Coordinators (APC), and cardholders. GTCC use for PCS travel was effective 1 January 2016 for all Marines who complete an Outbound Interview (OBI) through the Marine On-Line (MOL)/Web Unit Diary-Marine Integrated Personnel System (UD/MIPS). PCS use has since expanded to include all PCS order types, to include civilian Marines, and for use when authorized Temporary Lodging Expense (TLE) and Temporary Lodging Allowance (TLA) when reporting or departing an OCONUS location. All other Reserve components not utilizing the OBI process will require the APC to manually adjust cardholder accounts for PCS travel, to include applying applicable PCS Mission Critical start and stop dates and credit limits.

2. Background. The Marine Corps implemented procedures to systematically update cardholder accounts when Marines execute a PCS move. As part of this initiative, Active Duty (AD) and Active Reserve (AR) Marines in receipt of PCS orders will be required to conduct their OBI, when directed by their servicing Installation Personnel Administration Center (IPAC). This process replaces the traditional hard copy transfer data sheets. GTCC use is required for all PCS travel. Exceptions to this policy are identified below.

3. Policy. AD and AR Marines in receipt of operational or rotational PCS orders, to include concurrently travelling dependents, will use the GTCC in lieu of a traditional travel advance. This policy also applies to General Officers in receipt of PCS orders even though an OBI is not required. This policy does not apply to Marines in receipt of the following types of orders:

- a. Accession pipeline;
- b. Separation orders.

4. Process

a. The PCS process begins when an AD or AR Marine is notified via MOL of being in receipt of PCS Orders. MOL will prompt the Marine to complete the OBI. Before the IPAC or local

administrative center certifies the interview, the commanding officer will ensure Marines apply for and receive a GTCC and will select "YES" to the question asking if they have a GTCC. The Marine will only select "NO" if the criteria outlined in paragraph 4b below is met. If the Marine must select "NO," the command or IPAC (as appropriate) will ensure the proper endorsement is included with any advance travel requests forwarded to the Disbursing/Finance Office/ (DO/FO). Selected Marine Corps Reserve (SMCR), Individual Mobilization Augmentee (IMA) and members of the IRR are notified via email or direct contact regarding issuance of MROWS PCS Orders. Prior to the detach date, official orders shall be accessed and printed from the MOL MROWS module in MOL.

b. When a Marine is not able to obtain a GTCC, due to charge off or non-sufficient funds payments, the commander will clearly document the circumstance(s), which must be included as a manually created endorsement to the travel advance request when submitted to the DO/FO for payment. This endorsement is not required for advance payment of dependents PCS travel allowances when they are travelling non-concurrently (that information will be captured during the MOL/Web UD/MIPS interview process).

c. Data gathered for AD and AR travelers during the MOL/Web UD/MIPS interview process will be transmitted to the card issuer which will automatically trigger the following actions:

(Note: APC's for SMCR/IMA/IRR travelers executing a PCS will be responsible for ensuring the below actions are taken manually)

(1) All accounts should be maintained in an active status. For any account that is not currently activated, the account will be activated 10 days prior to the approved detach date, allowing GTCC use for temporary lodging.

(2) Standard credit limits have been implemented for all cardholders undergoing a PCS (CONUS & OCONUS). As GTCC PCS authorized use has expanded to include expenses such as TLE, TLA, PPMs, and transportation of pets, our goal is to ensure there is sufficient credit limit to cover authorized PCS travel expenses. Cardholders must understand that the credit limit is not the authorized reimbursement amount. It is a preset allowance to cover potential reimbursable expenses. Travelers should refer to the PCS cost estimate on the OBI and consider any authorized TLE, TLA, and/or PPM reimbursements. Credit limits will be adjusted to reflect a standard rate of \$25,000 with dependents and \$7,500 without dependents.

(3) The approved Merchant Category Code (MCC) group will be expanded to allow use of the GTCC for dislocation allowance related charges (e.g., carpet cleaning, utility deposits, household items, etc.) when authorized.

(4) The account will be placed into a PCS-Mission Critical status which will ensure the account does not age during the PCS period. This status can be extended to 120 days to allow GTCC use during temporary duty enroute periods.

(5) The account will automatically be removed from PCS-Mission Critical status 15 calendar days after the approved report date, thus allowing GTCC use for temporary lodging at the new duty station when authorized.

e. The GTCC will be used for all PCS official travel related expenses for the member and concurrently traveling dependents. Use of the GTCC for personally procured moves (PPM), formerly known as do-it-yourself (DITY) moves, is authorized in connection with this policy. However, use for separation travel, to include PPMs and MCC W9 travel orders, is not authorized. The card account will be closed by the APC prior to departing command.

f. The Travel Management Company will charge the IBA for commercial airfare in connection with a PCS move.

## 5. Cardholder Instructions

a. It is important that the traveler understands what entitlements are rated and their estimated dollar amount(s). Upon completion and certification of the OBI, the traveler will be provided an endorsement to the PCS orders which contains the estimated dollar amount of the travel entitlements. The traveler will use this information to ensure charges placed on the GTCC do not exceed the amount(s) that will be reimbursed upon PCS travel voucher settlement. Note that the estimated dollar amount of the travel entitlements does not include reimbursement amounts for PPM, TLE, or TLA.

b. Proper use of the GTCC for PCS consists of the following:

(1) Temporary Lodging Expense (TLE) and Temporary Lodging Allowance (TLA) when OCONUS at the old or new permanent duty station (PDS); charges related to this expense include lodging and meals while in temporary lodging if authorized.

TLA is paid through the Marine Corps Total Force System (MCTFS) as a pay entitlement, see reference (j) for details regarding TLA reimbursement. MCTFS has the capability to split disburse a portion of the payment to the card vendor. Therefore, Marines must submit TLA reimbursement claims promptly and annotate the amount to be split disbursed.

(2) Fuel for Privately Owned Vehicles (POV), but only if POV is the authorized mode of transportation for the PCS travel. This is not a directly reimbursed item; it is paid in the form of a Monetary Allowance in Lieu of Transportation (MALT). MALT is a flat rate per mile and per vehicle entitlement based on the distance between the old and new PDS, as determined by the Defense Table of Official Distances (DTOD).

(3) Lodging and meals enroute; these items are not reimbursed directly, the member and dependents are entitled to a flat rate per diem for the number of allowable travel days based on the mode of transportation, not to exceed the actual travel days used as outlined in reference (b). The GTCC shall not be used for lodging while in a delay (leave) status.

(4) Airfare for the Marine and concurrently traveling dependents and only if it is the authorized mode of transportation for the PCS travel. Personal travel arrangements made for leave in conjunction with orders (LICWO) cannot be purchased with the GTCC. See reference (f) for further details regarding LICWO travel.

(5) Dislocation Allowance (DLA). This is a flat-rate allowance to help defray the costs of disestablishing or establishing a household as outlined in reference (b). If entitled, the GTCC may be used for expenses related to DLA such as carpet cleaning, purchase of blinds and other household items, utility deposits, etc. The Marine must be able to readily justify that the charge is related to household dislocation if the command inquiries about it. Routine purchases not normally related to the establishment of a household, such as the purchase of a television, computer, or clothing, are not considered official travel expenses.

(6) Automated Teller Machine (ATM) fees are covered under the incidental expense portion of the per diem and are not reimbursable as a separate expense unless authorized per reference (b).

(7) Other PCS travel expenses authorized per reference (b) .

c. Misuse. Misuse of the travel card will not be tolerated. Commanders/supervisors will ensure travel cards are used only for official travel related expenses. Examples of misuse include but are not limited to: (a) expenses related to personal, family or household purposes except for authorized PCS expenses, (b) cash withdrawals from an ATM used during non-travel periods or not related to official government travel requirements are "not authorized". This includes but is not limited to any withdrawal of a credit balance remaining on the card, (c) intentional failure to pay undisputed charges in a timely manner, and (d) ATM cash withdrawals taken more than three days prior to official government travel. Cardholders who misuse their travel card may be subject to administrative or disciplinary action, as appropriate.

d. Cardholders must settle their travel vouchers within five business days upon check-in at the new PDS, as outlined in reference (g). Supplemental claims will be submitted to claim additional PCS related expenses that occur after this timeframe. When the travel voucher is completed, ensure the split-disbursement amount in block 1 of the DD Form 1351-2 reflects the total balance of all undisputed charges placed on or pending on the GTCC. Other than payment for temporary lodging, no further charges will be placed on the GTCC after completion of the travel voucher. Cardholders must ensure they update their GTCC contact information immediately following the establishment of their address at the new PDS. Cardholders must proactively review GTCC statements to ensure payment was made in full after the split-disbursement. Any remaining balance due after the posting of the split disbursement must be paid immediately by the cardholder. Payment can be made via CitiManager at <https://home.cards.citidirect.com/Commercial Card/login> or via the voice response unit by calling the number on the reverse of the card.

e. Any cardholder who requires assistance during the PCS travel period should contact the APC for their former command; if already reported to the new PDS, contact the APC of the new PDS. If the cardholder is unable to reach the APC, Citi Customer Service should be contacted by calling the number on the back of the GTCC.

f. There are several protections provided by the GTCC compared to private credit cards. Some of those protections are: no interest charges on the account; available temporary increases to meet mission requirements; APC and Citi Customer Service Support; use of "PCS-Mission Critical" status to ensure payment is not due until after check-in; immediate availability, there are no delays due to processing of a traditional travel advance; automatic travel accident insurance; automatic common carrier baggage insurance; and PCS entitlements remain the same per reference (b), regardless of amount placed on the GTCC.

6. Agency Program Coordinator (APC) Instructions

a. Questions regarding this process should be addressed to the next higher-level APC. APCs must ensure they assist cardholders in the application process and must determine if expediting a card is necessary to ensure compliance with this Order.

b. For Marines executing a PCS move, APCs will not deactivate GTCC accounts upon check-out; deactivating accounts is detrimental to the automated nature of this process. APCs must provide their contact information to cardholders upon check-out and will remain the primary point of contact for the cardholder until check-in at the new PDS.

c. When a cardholder executing PCS travel is assigned TDY enroute for more than 30 days at any one location, the prior command APC will retain the GTCC account in the previous command's hierarchy to ensure appropriate action is taken for any issue(s) that may arise or if a temporary credit limit increase is needed. The account will continue to be managed by the losing command APC until arrival at the new permanent duty station. Marines assigned TDY enroute must file partial settlement travel claims every 30 days as required by reference (e). The exception to this is entry level Marines undergoing initial Military Occupational Specialty training who will be issued a card. These cards will be maintained in the hierarchy level established under the existing Training Command schoolhouse.

d. APCs will act on any account where the systematic OBI GTCC credit limit adjustment failed to process or when there is a requirement to override the OBI credit limit adjustment. The cardholder will contact the APC and request card limit to be increased based on the estimated entitlement for the PCS period. In cases of TDY enroute, the APC may need to increase the GTCC

limit to ensure the cardholder has enough credit available for the TDY period and to complete the PCS travel. Also, to ensure the account remains in a PCS/Mission Critical status.

e. If an OBI was completed the GTCC account will automatically be removed from a Mission Critical status 15 days after the approved report date through the automated process.

f. Upon check-out, APCs must counsel cardholders concerning proper use of the GTCC and who they should contact if issues arise. Upon check-in and after the traveler has established a new address, APCs will advise cardholders to update their contact information and address in CitiManager. If the cardholder does not have a CitiManager account, the APC should make the necessary changes or assist the cardholder to create a new account. Advise cardholders concerning proper split-disbursement and remind them that they must review their GTCC statements to ensure there is a zero balance upon final settlement.

## APPENDIX E

### Additional Instructions

#### Visa IntelliLink Data Analytics and Misuse Case Management System

1. Overview. Reference (c) requires all Department of Defense (DoD) components to implement use of the Visa sponsored data analytic tool known as Visa IntelliLink Compliance Management (VICM). HQMC CPM, HL3, and HL4 APCs are required to utilize VICM to identify, track, and report cases of potential travel card misuse, abuse, and fraud. All VICM users must complete the Programs and Policies- Visa IntelliLink Compliance Management (VICM) training which is available in Trax. VICM also serves as the DoD repository for the transaction questionnaire and disposition of cased transactions. Uploading Personally Identifiable Information (PII), adjudication documents, and legal outcomes is strictly prohibited.
2. Policy. The Headquarters Marine Corps (HQMC) CPM and APCs at Hierarchy Levels 3 and 4 (HL) are required to utilize VICM to review, case, and disposition GTCC transactions on at least a monthly basis as indicated by reference (c).
3. Headquarters Marine Corps (HQMC) Component Program Manager (CPM) Will:
  - a. Ensure the required system access is established in VICM for each HL3 APC.
  - b. Assist HL3 and HL4 APCs with system problems.
  - c. Ensure training is available to assist APCs in VICM use.
  - d. Conduct monthly reviews of each hierarchy to ensure that VICM hierarchies are creating and completing compliance cases, as required by reference (c).
  - e. Run the "High Risk Merchant Rule" and create a compliance case or case group for all transactions identified by that rule.
  - f. Report the total number of misuse or abuse cases that could not be entered into VICM due to law enforcement sensitivity or classification level each fiscal year quarter to DTMO.

g. Report all VICM users without access or who are not using VICM, as required by the GTCC Regulations, to their respective chain of command.

4. Hierarchy Level (HL) 3 Agency Program Coordinator (APC)  
Will:

a. Contact the CPM to create, close, or reset passwords for HL3 appointments and revocations.

b. Ensure the required system access is established in VICM for HL4 APCs.

c. Identify, flag, and create VICM cases on any transaction suspected of fraud, misuse, or abuse and review Analytics Module results no less than once per month.

d. Forward the associated questionnaire to the cardholder or when the cardholder is in a lower HL, forward the questionnaire to the lowest level APC in the cardholder's hierarchy for response by cardholder.

e. Ensure cardholders complete the VICM questionnaire and upload to the associated case. Questionnaire responses shall be factual and accurate. Include a response in comments of whether or not the transaction was referred to the commander, action taken, and resolution. Detailed explanations are required when a commander is not notified or no action is taken.

f. Follow up on and close any pending actions on flagged transactions and open cases from the previous month.

g. Enter case notes and disposition decisions on misuse and potential misuse transaction activity into VICM that was reported from lower level hierarchies or discovered outside of VICM.

h. Report the number of misuse or abuse cases that could not be entered into VICM due to law enforcement sensitivity or classification level as they occur to the CPM.

i. Report all VICM users without access or who are not using VICM, as required by reference (c), to their respective chain of command.

5. Hierarchy Level (HL) 4 Agency Program Coordinator (APC)  
Will:

- a. Contact the HL3 to create, close, or reset passwords for HL4 and lower level (when applicable) VICM users.
- b. Identify, flag, and create cases on any transactions suspected of fraud, misuse, or abuse no less than once per month and review Analytics Module results.
- c. Forward the associated questionnaire to the lowest level APC in the cardholder's hierarchy for cardholder response.
- d. Ensure cardholders complete the VICM questionnaire and upload to the associated case. Questionnaire responses shall be factual and accurate. Include a response in comments of whether or not the transaction was referred to the commander, action taken, and resolution. Detailed explanations are required when a commander is not notified or no action is taken.
- e. Review and administratively respond to all cases pending action to ensure timely submission to the HL3 for approval.
- f. Enter case notes and disposition decisions on misuse and potential misuse transaction activity into VICM that was reported from lower levels or discovered outside of VICM.
- g. Report the number of misuse or abuse cases that could not be entered into VICM due to law enforcement sensitivity or classification level as they occur to the HL3 APC.

APPENDIX F

Forms and Sample Letters

Prescribed by: [DoD GTCC Regulations](#)

**DOD GOVERNMENT TRAVEL CHARGE CARD (GTCC) STATEMENT OF UNDERSTANDING (SOU)**

The Government Travel Charge Card (GTCC) must be used by DoD personnel to pay for all authorized expenses, to include meals, when on official travel unless an exemption is granted. This includes temporary duty travel (TDY), and per Component guidance, local and permanent change of station (PCS) travel. Refer to the Joint Travel Regulations for authorized and reimbursable travel allowances.

Cardholder must read and check off each item below.

I understand that I am being directed to:

- Confirm receipt of my GTCC and set up my PIN upon delivery.
- Ensure that my card account is open for use prior to ticketing and travel.
- Obtain tax exemption information prior to my trip from <https://smartpay.gsa.gov/content/state-tax-information?search=gsa.gov>.
- Use my card for only expenses incurred by me while in an official travel status or when authorized for PCS travel, my authorized dependents.
- Charge my official expenses to the GTCC wherever possible rather than use cash withdrawals or another form of payment.
- File my travel voucher within five working days from returning to my PDS after completing my travel.
- Pay all my undisputed charges by the due date on my billing statement regardless of my travel reimbursement status.
- Use split disbursement to pay for all outstanding charges.
- Keep my account number, expiration date and contact information updated in DoD travel systems.
- Update my contact information with the travel card vendor when necessary.
- Notify the travel card vendor and my APC immediately if my GTCC is lost, stolen or compromised.
- Complete "Travel Card 101" training initially and refresher training every three years thereafter.
- Complete a "NEW" SOU upon arrival at each new duty assignment or every three years.

I understand that:

- Disputes must be properly submitted to GTCC issuer within 60 calendar days from the statement date or I must pay the charge.
- I am not allowed to withdraw a credit balance refund from an ATM.
- If I misuse the card, I will be subject to administrative or disciplinary action.
- Cash withdrawal fees are part of incidental expenses and not separately reimbursable.
- Online and mobile access to my account is available at [CitiManager.com](#).

For additional information on the Travel Card, refer to your APC and the DoD GTCC Regulations (<https://travel.dod.mil/GTCC-Regs>).

APC's Name:

APC's Phone Number:



Applicant or Cardholder Name/Signature

Date (YYYYMMDD)

Supervisor Name/Signature

SAMPLE CBA Cardholder Statement of Understanding

**UNIT TRAVEL CARD (UTC)**  
**STATEMENT OF UNDERSTANDING (SOU)**

The Unit Travel Card (UTC) may be used by DoD Components for group travel requirements (including meals, lodging and other travel related expenses) only when it is cost effective, in the best interest of the mission, and authorized by the CPM. Unit cards may not be used to circumvent required procurement/contracting activities and cannot be used for mission related expenses. Cardholder must check off each item below.

I understand that I am being directed to:

- Use my card only for authorized expenses incurred by my unit for official travel.
- Confirm receipt of my UTC and set up my PIN upon delivery.
- Keep my account number, expiration date and contact information updated in EAS.
- Update my contact information with the travel card vendor, when necessary.
- Notify the travel card vendor, and my APC, if my UTC is lost or stolen.
- Complete "CBA Unit Travel Card Certification" training initially, and refresher training every three years thereafter.
- Complete a "NEW" UTC SOU upon appointment at each new duty assignment, or every three years.

I understand that:

- Disputes must be submitted within 60 calendar days from the statement date.
- If I misuse the card, I will be subject to administrative or disciplinary action.
- Cash withdrawal fees are not authorized unless prior approval is received from a CPM.
- Online, and mobile, access to my account is available at **citimanager.com**.

For additional information on the Travel Card, refer to your APC and the DoD GTCC Regulations (<https://www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf>).

APC's Name: \_\_\_\_\_ APC's Phone Number: \_\_\_\_\_

---

Applicant Name/Signature

---

Date

---

Supervisor Name/Signature

SAMPLE CBA Cardholder Appointment Letter

**UNIT LETTERHEAD**

4600  
XXX  
XX Dec 23

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

Subj: ASSIGNMENT TO DUTY AS THE CENTRALLY BILLED ACCOUNT (UNIT CARDHOLDER) FOR THE GOVERNMENT TRAVEL CHARGE CARD PROGRAM (GTCCP)

Ref: (a) MCO 4600.40C  
(b) DoD GTCC Regulations

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

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

3. Unit Cardholder information:

- a. John Q. Employee
- b. Unit Name
- c. Unit Address
- d. Camp Pendleton, CA 9XXXX
- e. Direct Line (XXX) XXX-XXXX
- f. Fax (XXX) XXX-XXXX
- g. Email: john.employee@usmc.mil
- h. BILLET
- i. Central Account #: 4614-2900-XXXX-XXXX
- j. Level X Hierarchy: 7110001-0025000-003XXXX-004XXXX-005XXXX

k. Training Completion DD MMM YYYY

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

I.M. COMMANDER

---

4600  
XXX  
XX Dec 23

FIRST ENDORSEMENT

From: Mr. John Q. Employee  
To: Commanding Officer, *Unit Name*  
Subj: ASSIGNMENT TO DUTY AS THE CENTRALLY BILLED ACCOUNT  
(*UNIT CARDHOLDER*) FOR THE GOVERNMENT TRAVEL CHARGE CARD  
PROGRAM (GTCCP)

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

J. Q. EMPLOYEE

(CUI) Privacy Sensitive

SAMPLE CBA Request Letter

**UNIT LETTERHEAD**

4600  
XXX  
XX Dec 23

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 4600.40C  
(b) DoDI 5154.31, Vol. 4

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:  
*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.)*

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

I. N. Command

(CUI) Privacy Sensitive

APPENDIX G

Credit Thresholds and Performance Metrics

Notes:

Standard Accounts - Total Limits					
	Default (total)	APC (HL4-7) Approval (total)	HL3 Approval (total)	CPM (HL2) Approval (total)	DTMO Approval (total)
Credit	\$7,500	\$15,000	\$25,000	\$50,000	No Maximum
Travel	\$7,500	\$15,000	\$25,000	\$50,000	No Maximum
Cash	\$250	\$5,000	\$10,000	\$25,000	No Maximum
Retail	\$250	\$500	\$1,000	\$2,000	No Maximum

Restricted Accounts - Total Limits					
	Default (total)	APC (HL4-7) Approval (total)	HL3 Approval (total)	CPM (HL2) Approval (total)	DTMO Approval (total)
Credit	\$4,000	\$5,000	\$25,000	\$50,000	No Maximum
Travel	\$4,000	\$15,000	\$25,000	\$50,000	No Maximum
Cash	\$250	\$5,000	\$10,000	\$25,000	No Maximum
Retail	\$100	\$500	\$1,000	\$2,000	No Maximum

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. Example: If a fee of \$10 was applied to a cash advance of \$100, the total would be \$110.

### Performance Metrics

1. Individually Billed Account Performance Metrics. The Marine Corps tracks one performance measurement for IBAs, the Dollars Delinquent metric.

a. Dollars Delinquent. This metric is established by DoD and is calculated by dividing the "Total DoD Outstanding Delinquent Dollars" by 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. Performance indicators are as follows:

- (1) Green - fully successful 0.00%-5.00%
- (2) Yellow - minimally successful 5.01% - 9.00%
- (3) Red - unsuccessful > 9.00%

2. Centrally Billed Account Performance Metrics. The Marine Corps tracks one performance measurement for Centrally Billed Accounts (CBA). This metric is established by DoD and is calculated by dividing the "Total DoD Outstanding Delinquent Dollars" by 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. Performance indicators are as follows:

- a. Green - fully successful 0.00%- 1.00%
- b. Yellow - minimally successful 1.01%- 2.00%
- c. Red - unsuccessful > 2.00%