

NEW YORK ARMY NATIONAL GUARD

GOVERNMENT TRAVEL CHARGE CARD (GTCC) STANDARD OPERATING PROCEDURE (SOP)



<https://home.cards.citidirect.com/CommercialCard>

The practices listed in this SOP are recommended guidelines for success within the Government Travel Charge Card program.

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Document Approval Page

This document has been approved as evidence by signatures and dates contained herein. Original signatures are on file in the USP&FO/MNPF-CO.

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SUMMARY OF CHANGES

December 2020

All changes are denoted by **blue font**.

The previous version dated October 2019 is obsolete.

<u>PARAGRAPH</u>	<u>EXPLANATION OF CHANGE/REVISION</u>	<u>PURPOSE</u>
Section: 1-3, para: NOTE	Updated LPC Roles	Addition
Section: 1-4, para: q	Updated LPC Roles	Addition
Section: 3-1, para: a and b	Updated Credit Criteria	Revision
Section: 3-3, para: a	Updated Application Information	Revision
Section: 3-5, para: b	Applicant/ Supervisor Signature	Removed
Section: 5-4, para: 5	Updated Close Variations	Revision
Section: 5-5 , para: a	Updated Delinquency Report Information	Revision
Section: 8-2, para: a. 1)	Updated Information	Revision
Appendix A	Updated GTCC Application Forms	Revision
Appendix B	Updated Statement of Understanding (SOU)	Revision
Appendix C	Local Agency Program Coordinator Memorandum	Addition

GENERAL

The Department of Defense (DoD) policy is that the Government Travel Charge Card (GTCC) will be used by all DoD personnel (military or 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).

The purpose of the GTCC is to serve as the primary payment method for official travel expenses incurred by DoD personnel (military or civilian). Refer to the Joint Travel Regulations (**JTR**), for information on authorized travel expenses. Use of the card for expenses not authorized by the JTR is prohibited. Refer to the Travel and Transportation Reform Act of 1998 (**TTRA**), Public Law 105-264 for additional information regarding mandatory use of the travel card.

Purpose. The purpose of this document is to provide New York Army National Guard (NYARNG) travelers with guidance for using the Government Travel Charge Card (GTCC) program. This document establishes local policies as well as administrative, transportation, and financial standard operating procedures for all NYARNG users with a GTCC. The United States Property and Fiscal Office (USP&FO) for New York, Comptroller Division is the proponent for GTCC and will provide updates to these standard operating procedures as changes occur.

Applicability. This SOP applies to the New York Army National Guard of the United States unless otherwise stated.

Suggested Improvements. Users are invited to submit comments, and suggested improvements to this SOP through the NYARNG, USP&FO (MNPF-CO). Users can submit their comments and suggested improvements on electronic DA Form 2028 (Recommended Changes to Publications and Blank Forms).

SECTION I

Duties and Responsibilities

1-1. The United States Property and Fiscal Office (USP&FO)

Responsible for developing TTRA implementation strategy for use in that Component. The Component Heads will also ensure all personnel, to include Agency Program Coordinators (APC), Centrally Billed Account (CBA) Managers, and cardholders are trained on travel card use and policy.

1-2. The Financial Manager (FM)

Ensure program management responsibilities are accomplished within their respective Component.

a) Ensure the Agency Program Coordinator (APC) function is afforded enough time to properly manage all aspects of the GTCC program.

b) Ensure the GTCC program for the state complies with all DoD, DA, and NYARNG policies, regulations and this SOP.

c) Advise the USP&FO and senior leadership on local policies and procedures pertaining to the GTCC program.

d) Ensure the APC receives formal APC training within 90 days of appointment as the APC.

e) Ensure the APC reviews, at a minimum, the transactions of 10% of all active accounts on a monthly basis for fraud or abuse and reports all unauthorized transactions to the NYARNG CoS for command emphasis.

1-3. The Agency Program Coordinator (APC)

APCs designated in writing by a commander or director responsible for the management of the travel card program. APCs are responsible to their respective Commander/Director for program execution and management of the day-to-day operations of the DoD GTCC program.

a) Receive formal APC training within 90 days of being appointed as an APC. Formal training can be attained through hands on training with the GTCC contractor, or online via TraX. <https://www.defensetravel.dod.mil/passport>

b) Conduct initial and refresher briefings for Soldiers/employees on the GTCC program. Refresher training is required every three (3) years in accordance with the DoD FMR Vol. 9, Ch 3, 030802.

c) Under supervision, manage and administer the GTCC program for the NYARNG.

d) Request, receive, and analyze reports provided by the GTCC contractor's online program. DA policy requires that transactions for at least 10% of active accounts be reviewed on a monthly basis and report all unauthorized transactions to the Card Program Manager (CPM) APC in accordance with the Revenue Memorandum Circular-Financial (RMC-F) 09-155 (Individually Billed Account Monthly Reporting Requirements). It is NYARNG policy to review 100% of all reports. A review of all the transactions listed on abuse and delinquency reports will satisfy this requirement. Develop and provide management reports to senior leaders indicating delinquency and abuse trends.

e) Review open GTCC accounts on a monthly basis to identify and close accounts for separated personnel, or federal employees who do not qualify as frequent travelers. Deactivate, close or transfer GTCC for personnel retiring or transferring in accordance with HQDA policy.

f) Maintain cardholder files as outlined ASA (FM&C) memorandum (referenced) in a secure area to protect the right to privacy of cardholders.

g) Develop and provide to the state's senior leadership monthly reports and/or briefings on GTCC program performance metrics.

h) Provide management oversight for all subordinate hierarchy level (hierarchy level 5 and below); Local Agency Program Coordinators (LPCs).

NOTE: When LPCs are assigned, the day to day program monitoring, maintenance and reporting functions listed as APC responsibilities will be performed by assigned LPCs under the APC's guidance.

i) Establish and maintain a separate hierarchy for subordinate LPCs when they are assigned full APC authority for maintaining travel card accounts.

j) Conduct training for commanders/supervisors on their role in managing the NYARNG GTCC program for their Soldiers/employees.

k) Conduct training for subordinate LPCs.

l) Monitor and report the status of cardholder training throughout the chain of command.

- m) Provide assistance to cardholders as necessary.
- n) Identify and coordinate special mission requirements with the GTCC contractor, DA, NYARNG CPM, and the responsible LPC when applicable.
- o) Assist with the collection process of undisputed amounts owed to the GTCC contractor.
- p) Create and verify GTCC delinquency reports and provide the information to commanders/supervisors for possible disciplinary action.
- q) Analyze GTCC reports, identifying possible GTCC abuse, and provide the resulting information to commanders/supervisors for review and possible disciplinary action.
- r) Manage accounts to increase or decrease available retail, ATM, and overall GTCC limits.
- s) Advise through the NYARNG Comptroller to commanders/supervisors and senior leadership on GTCC issues to include card limits, restricted status, reinstatement, and delinquency policies.
- t) Assist cardholders with payment information and dispute/suspension procedures.
- u) Activate and deactivate restricted cards to ensure they are only available for use to the cardholder while on official government travel.
- v) Interpret and distribute program guidance.
- w) Close a travel card account upon a cardholder's retirement, separation, termination, or death. APCs must notify the cardholder's supervisor of any outstanding balance and ensure the balance is paid prior to final separation.
- x) APC will review any reports provided or made available by the travel card vendor to identify accounts for potential closure. Accounts not used in a 12-month period should be deactivated but remain open for future use as needed.
- y) Approve applications and monitor online application process.

NOTE: The APC will assign duties and responsibilities to the LPC through the use of the LPC appointment memorandum. Both the APC and respective LPC will retain a copy of LPC appointment memorandum on file until superseded or rescinded.

1-4. The Local Agency Program Coordinator (LPC)

a) Ensure federal personnel under their charge update their DTS profile with their new card information.

b) Act as the reviewing authority for the chain of command for initial applications and renewal applications.

c) Ensure that personnel under their charge are familiar with provisions of this Standard Operating Procedure (SOP) regarding the use of the GTCC.

d) Have primary responsibility to notify the chain of command regarding unauthorized use or delinquent accounts.

e) Have primary responsibility to recover GTCC from personnel that leave service/employment.

f) Notify the APC of GTCC account holders that have retired, separated, or transferred to other units, states or services.

g) Notify the APC when cardholders transfer into the unit or organization. Ensure the Soldier or employee has completed the on-line training and a current Statement of Understanding is on file with copies forwarded to the APC.

h) Ensure the cardholder completes the on-line training on the proper use of the GTCC, or a similar locally developed cardholder training program, and attach the completion certificate to the GTCC application.

i) Ensure each cardholder completes and understands the DoD Statement of Understanding and attaches a copy of the statement to the GTCC application.

j) Advise the APC if a restricted GTCC should be issued to an applicant.

k) Initiate reduction in spending limits, deactivation of card privileges, or account closure when card misuse is identified.

l) Initiate reinstatement of spending limits and re-activation of GTCC privileges, when appropriate.

m) Identify and coordinate special mission requirements with the APC.

n) Schedule/conduct GTCC briefings annually on the proper use of the GTCC.

o) Ensure cardholders submit travel vouchers within five (5) business days after completion of travel using split-disbursement in accordance with DoD policy.

p) Assist cardholders in resolving issues related to travel voucher processing. When a cardholder experiences delay in processing a travel voucher, it could result in a delinquent GTCC account. Ensure the APC is notified when these situations occur.

q) Review online applications, ensuring that contact and personal information such as the social security number is correct. Notify APC once this has been completed and sent to the next approving level.

1-5. The Commanders/Supervisors

Responsible for monitoring compliance with policy, to include responding to inquiries from APCs and determining administrative or disciplinary actions.

a) IAW Travel and Transportation Reform Act of 1998 (Public Law 105-264); ensure that all Soldiers/employees have a GTCC. Infrequent travelers who travel two or less times in a calendar year – are exempt from mandatory use of the GTCC, but are not prohibited from obtaining an IBA to meet mission requirements.

b) Take appropriate corrective adverse action (IAW DOD FMR Vol 9, Ch 3 and AR 600-2, Ch 4-22, TPR 752, Public Law 112-194 – OCT. 5, 2012) when a cardholder is delinquent or has abused the GTCC. (Refer to Section V of this SOP for potential corrective adverse action).

c) Refer GTCC abuse and delinquency to the Security Manager, who will in turn refer the matter to the Central Clearance Facility for a determination on whether removal of the security clearance is warranted.

d) Execute periodic program reviews to ensure adequate oversight and compliance with program objectives as outlined in AR 11-2 (Managers' Internal Control Program).

1-6. The Applicant

a) Complete the on-line cardholder training, the Citibank application, and the DoD Cardholder Statement of Understanding prior to submitting an application for a GTCC.

b) Once the cardholder receives a card, they will ensure they verify receipt by calling the number on the front of the card to set up a PIN.

- c) They will ensure their DTS profile is updated with their new account information.
- d) Through the chain of command, notify the LPC of a change of address, phone number, office or unit.
- e) Use the card only for authorized TDY related reimbursable expenses. This includes such expenses as transportation, food, rental car, and lodging as agreed to on the Statement of Understanding and as approved on their DTS authorization. Cardholders can additionally use the card for PCS expenses.
- f) Restricted users must contact their Chain of Command LPC to activate their GTCC once DTS orders are approved.
- g) Cardholders will pay Citibank in full using the split-disbursement option, under mandatory split disbursement. When split-disbursement doesn't cover the entire amount owed, the cardholder will use personal funds to pay Citibank the remaining amount owed by the billing due date indicated on the billing statement. Some of the options the cardholder can use to settle the debt are pay by phone (call the number on the back of the charge card) or pay by internet. Both of these options withdraw funds from the cardholder's personal checking or savings account and do not incur any transaction fee.
- h) Seek assistance from the commander/supervisor if a problem occurs such as a lost or incomplete travel voucher submission, or delayed voucher processing with the potential to cause a delinquent GTCC account.
- i) Promptly report a lost or stolen card to Citibank and LPC/APC. Report non-receipt of a card to the LPC or APC when, a card has not been received within two weeks of the application submission.
- j) File a police report for the lost or stolen card to support contested charges made after the card was lost or stolen.
- k) Travelers performing TDY in excess of 45 days will submit accrual travel settlement vouchers every 30 days.
- l) Do not report the GTCC to creditors when applying for personal loans. Citibank does not report delinquency to credit bureaus unless the account is charged off (211 days or more past due). In this manner the GTCC will never affect the personal available credit of cardholders whose accounts remain current.

1-7. Travel Cardholder

DoD personnel (military or civilian) who have been issued a travel card for use while performing official government travel. Cardholders must adhere to the procedures set forth in this Regulation and applicable DoD Component guidance, to include the travel card vendor's cardholder agreement and terms and conditions of use.

1) Cardholders must verify receipt of the card and set up their PIN with the travel card vendor when they receive it, ensure their account is active and available for use prior to travel, and use the card for all expenses related to official travel unless otherwise exempted in the TTRA.

2) Cardholders may be exempt from taxes in regard to lodging in selected states. Travelers are directed to obtain tax information from the Smart Tax link on the **GSA SmartPay website** (See Appendix B, SOU) and present the tax exempt form to the merchant for exemption to be applied.

3) Cardholders are required to submit travel vouchers within five (5) working days of completion of travel and use split disbursement to pay all expenses charged to the card directly to the travel card vendor. The travel card vendor will issue a monthly billing statement to each cardholder, the amount due is payable no later than the due date on the billing statement, regardless of the status of their travel reimbursement; cardholders whose accounts become delinquent may be subject to disciplinary or administrative action.

4) The cardholder is responsible for payment of any remaining balance of undisputed charges to the travel card vendor. Accounts are considered past due at 31 days past billing and delinquent if unpaid 61 days after the billing date.

5) It is the cardholder's responsibility to notify the APC and the travel card vendor of changes in contact information such as a new address, new phone number, email address, name change, or new employer. Cardholders whose mail has been returned to the travel card vendor for non-delivery will have a return mail indicator placed on their account. A return mail indicator deactivates the travel card until the mailing address has been updated and/or verified by the cardholder or APC.

6) Credit balance refunds will not be issued to cardholders who have a return mail indicator.

7) Cardholders are responsible for providing a signed Statement of Understanding, or SOU (see Appendix B), and certificate of training to their APC upon initial card issuance, arrival and in-processing into a new organization and every three years thereafter.

1-8. USE OF THE TRAVEL CARD

a. Requirement for Use: Unless otherwise exempt, all DoD personnel (military or civilian) are required to use the travel card for all authorized expenses relating to official government travel. Official government travel is defined as travel under official orders to meet mission requirements.

b. Failure to Use GTCC: Failure to use the travel card will not be used as a basis for refusal to reimburse the traveler for authorized expenses. However, failure to use the travel card may subject the traveler to appropriate administrative or disciplinary action.

1-9. EXEMPTIONS

GSA Exemptions from the Mandatory Use of the travel card (IBA).

The GSA has exempted the following classes of personnel from the mandatory use of the travel card:

- 1) DoD personnel (military or civilian) who have an application pending for the travel card.
- 2) Individuals traveling on an invitational travel order/authorization.
- 3) New appointees/recruits.

1-10. TRAVEL AND TRANSPORTATION REFORM ACT (TTRA) STATEMENT

All travel authorizations/orders will include the following statement notifying travelers of the requirements of the TTRA: “The TTRA stipulates that the GTCC will be used by all U.S. Government personnel, military and civilian, to pay for costs incident to official government travel unless specifically exempt.” Travel Authorizations/Orders will also include:

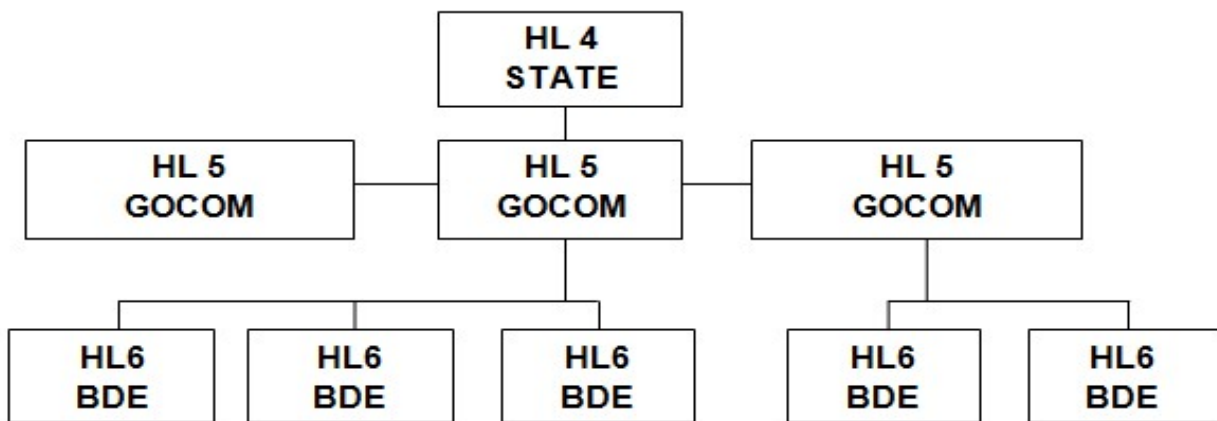
- 1) Whether the traveler does, or does not, have a travel card.
- 2) If the traveler has a travel card, indicate whether the traveler is exempt from mandatory use under TTRA. This statement also authorizes alternative payment methods.
- 3) That individuals with a travel card will obtain cash for those official expenses that cannot be placed on the travel card, as authorized, through ATMs, rather than obtaining cash advances from a DoD disbursing/finance office.

4) Whether a CBA or an IBA will be used to purchase airline tickets in accordance with the Joint Travel Regulations.

SECTION II HIERARCHY LEVELS

Hierarchies are established to aid in managing and reporting travel charge card account activities. DoD is HL1, DA is HL2, the ARNG CPM is the HL3, and states and territories are designated as HL4. Each state, territory or activity needs to evaluate its command structure to determine the best method for establishing hierarchies at level 5 and below. The following demonstrates the numbering convention for travel charge card hierarchy levels 5 and 6 (see figure 1):

When determining if LPCs are to be assigned, examine the command structure and support requirements of the GTCC program. LPCs will require a large investment in additional levels of management and will only work in a strong, supportive command environment that ensures that the GTCC accounts are maintained diligently and in accordance will all applicable DoD, DA, and ARNG policies, regulation and this SOP.



Sample APC/LPC Hierarchy (figure 1)

SECTION III

ACCOUNT ACTIVATION & MAINTENANCE

3-1. Issuance of GTCC

a. Standard accounts are established for individuals that are frequent travelers, or who have a need for higher credit limits due to extended travel or travel in high cost areas. These cards require a credit check Fair Isaac & Co. (FICO) credit score must be 600 or higher) and Citibank approval prior to issuance. Standard accounts that reach 60 days delinquent will automatically revert to a restricted account.

b. Restricted Travel Card. Restricted cards are issued to individuals with a non-qualifying credit score (FICO score of 599 or less), individuals with no credit history, or to selected individuals as directed by their commander or supervisor. Individuals who do not consent to a credit score check, but still require a travel card will be issued a restricted card. In the same manner as standard cards, restricted card accounts are activated upon verification of receipt of the card and are the same in appearance as standard cards. The credit, cash, and retail limits will be as prescribed by the Department and APCs, CPMs, and DTMO are authorized to raise these limits temporarily in order to meet mission requirements. Limits are raised on a temporary basis not to exceed six months and can be accomplished within the travel card vendor's electronic access system or by contacting the travel card vendor. Commanders or supervisors may, through their APCs, decrease the available cash and credit limits based on mission needs. Limits are raised on a temporary basis not to exceed six months and can be accomplished within the travel card vendor's electronic access system or by contacting the travel card vendor. Commanders or supervisors may, through their APCs, decrease the available cash and credit limits based on mission needs.

3-2. New Applicant

a. The first time a Soldier or federal employee is required to travel for official business, the commander/supervisor determines if a GTCC is required based on the exemption eligibility criteria as outlined in DoD FMR Volume 9 Chapter 3, paragraphs 030601 through 030604. If the Soldier/employee is an infrequent traveler, the commander/supervisor may still determine a GTCC is appropriate based on the following: convenience to the government, convenience to the Soldier/employee, mission requirements, and the ability of the individual to manage the GTCC in accordance with GTCC policies and procedures.

b. When an exemption is granted from the mandatory use of the GTCC, the traveler may request a travel advance.

c. On occasion, TDY locations or special missions may require that the cardholder not be identified as a government employee. In these cases, the APC can request quasi-generic and generic GTCC cards.

3-3. Applying for a GTCC

When applying for a GTCC the applicant must:

a. Read the terms, complete Section I of the IBA Travel Card Set-Up Form (see Appendix B). In Section II the applicant must sign and select either: authorizing Citibank to obtain credit reports or **DOES NOT** authorize Citibank to obtain credit reports. The box for authorizing a credit check must be checked if the applicant is applying for a standard card. If the applicant is applying for a restricted card, the box that does not authorize a credit check must be checked. If the applicant selects that they do not want a credit check, then applicant must complete the DD form 2883, Credit Worthiness Evaluation (see Appendix A).

b. Expedited Applications: Expedited applications will be used for personnel who are scheduled to travel within five working days. Individuals must be reminded to plan ahead and apply for a travel card far enough in advance to avoid the need for an expedited application. Cards will be shipped within 72 hours. Both standard and restricted cards will be delivered in an activated status.

c. Read, sign and date the Department of Defense (DoD) Statement of Understanding GTCC program (see Appendix A).

d. Complete the DoD cardholder computer based training and submit a copy of the completion certificate along with the Individually Billed Account Travel Card Set up Form, the DoD Statement of Understanding and the DD Form 2883 credit worthiness evaluation; if Block 10, Option A is checked on application form to their commander/supervisors' approval.

e. All application with supporting documents will be submitted through Fin Serv or uploaded into the application before approval.

3-4. LPC Steps

In addition to responsibilities outlined in Section I, para 1-4.

a. Ensure that the applicant properly completed and signed (manually or CAC only) the application and the Statement of Understanding.

b. Ensure that the application is not forwarded more than 60 days prior to the date required for travel.

c. Verify the certificate of completion for the on-line cardholder training is attached to the application.

d. Brief the applicant on the proper use of GTCC and the repercussions for delinquency or abuse.

e. Ensure a supervisor prints and signs their name on the bottom of Section II, block 10 of the application and Statement of Understanding.

f. Retain a copy of the Statement of Understanding.

g. Forward the signed application, the cardholder on-line training certificate, Credit Worthiness Evaluation: DD Form 2883, and the Cardholder Statement of Understanding to the APC for processing.

3-5. The APC Steps

In addition to responsibilities outlined in Section I, para 1-3.

a. Review the applicant's information for completeness.

b. [Complete the agency account section of the application before forwarding to the GTCC contractor.](#)

c. Create a file for the applicant and retain a copy of the cardholder agreement, the DoD Statement of Understanding, Credit Worthiness Evaluation DD Form 2883 and the online GSA cardholder training certificate for as long as the account is open and in the APC's hierarchy.

3-6. GTCC Account Status

a. Closed Accounts - *Charged-off accounts will not be considered for reinstatement.* Accounts that have been closed may be reinstated if they meet the following criteria:

1) Account balance is paid in full for no less than 60 days prior to reinstatement request.

2) No "Non-Sufficient Funds" (NSF) within the last 12 months.

3) No more than 3 NSFs or returned payments in the lifetime of the account.

4) Credit check will be performed and must have a FICO score of at least 680 or greater.

b. If reinstatement is approved, the account will be issued as a restricted account, credit limit will be \$4,000, and a non-reimbursable reinstatement fee of \$29 will be charged. If the reinstated account is ever cancelled (revoked) again, it will not be considered for future reinstatement.

c. Account Cancellation: At 121 days past billing, the travel card vendor will make available cancellation reports. The APC will notify the cardholder (or the CBA Manager for CBAs), the cardholder's supervisor, and the cardholder's chain of command (by e-mail where possible) that the cardholder's account has been cancelled. The APC will keep a record of the supervisor's notification and related correspondence in accordance with requirements. For IBAs, if no action is taken toward payment of the debt, collection action via a reduced payment plan or salary offset will be initiated by the travel card vendor beginning on the 126th day past billing. Once canceled, an account may be reinstated in accordance with regulation. The travel card vendor reserves the right to deny the reinstatement request. Additionally, the CPM and/or the APC reserve the right to cancel an account for any abuse/misuse leading up to this.

3-7. Billing Discrepancies

Disputed Charges. In the event that the billing statement includes charges that the account holder considers questionable, the cardholder will first contact the merchant to try to resolve the questionable charge.

1) If unsuccessful, the cardholder will obtain a dispute form from the APC for IBA, account manager for CBA, or from the travel card vendor's website.

2) The cardholder or CBA Manager will complete and send the form to the travel card vendor. The cardholder can find a Transaction Dispute Guide on the travel card vendor's website (Citi Bank), under APC Guides.

3) All disputes must be filed within 60 days of the date on the billing statement on which the erroneous charge first appeared. It is the responsibility of the cardholder to ensure the dispute form has been received by the travel card vendor.

4) Once the dispute notification has been received by the travel card vendor, the travel card vendor will issue a provisional credit for the amount of the dispute pending resolution. Formally disputed charges will not age and the account will not suspend for lack of payment. Any disputed charge identified in the reconciliation process will be resolved in the manner prescribed in the GSA SmartPay Master Contract.

5) Should the travel card vendor request additional information to research and resolve the dispute, the cardholder must provide the requested information within the timeframe given.

6) 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 for IBA or Prompt Payment Interest charges for CBA.

3-8. Lost or Stolen Cards

a. At any time, day or night, when a card is lost or stolen, the loss must immediately be reported to Citibank at the toll-free telephone number 1(800) 200-7056. A replacement card will be issued. The Soldier/employee must also notify the APC and LPC.

b. File a police report when a GTCC has been stolen.

3-9. Soldier Separation

Upon separation from service, the LPC must collect the cardholder's GTCC, and forward to the APC. The APC will notify Citibank of the separation, as well as the direct cancellation of the account.

3-10. Account Transfers

Commanders/Supervisors will notify the LPC when a cardholder is transferred. Transfers in support of mobilization:

a. The APC will deactivate the accounts of mobilized Soldiers effective the date of mobilization.

b. If the gaining APC is unknown, the losing APC will provide the gaining LPC with a list of names, social security numbers and account numbers for personnel mobilized so the gaining APC can receive the accounts into their hierarchy. Typically, mobilized accounts are not transferred to the mobilization station.

c. If the gaining APC cannot be readily determined, the LPC will provide the NYARNG APC with the following information found on the TCS or PCS order issued at the mobilization station:

1) Mobilized unit's higher headquarters.

2) Mobilized unit's duty location.

3) Mobilizing Soldiers should be briefed that any GTCC requirements they may have will be handled by their Agency Coordinator (AC) higher headquarters' APC.

4) Problems in transferring accounts should be elevated to the NYARNG CPM for resolution.

5) Accounts with zero balances for military and civilian federal employees who have separated and or retired from employment with the NYARNG, will not be transferred out of the state's hierarchy. The accounts will be purged after several cycles as long as the account has been closed.

6) If the cardholder was separated, incarcerated, terminated, or deceased and there is a balance on the card, the account should be transferred to the NGB Hierarchy Level 20000, 20001, 30802. Requests for transfers to the NYARNG CPM APC will be sent on an EXCEL spreadsheet listing the current hierarchy, cardholder name, SSN, account number and account status.

d. Mobilization for CONUS only: If NYARNG personnel are mobilized for deployment to CONUS organizations; their GTCC will be transferred into the active duty unit's hierarchy and deactivated until required for use.

e. Mobilization for Deployment OCONUS Only: NYARNG personnel who are mobilized for deployment to OCONUS destinations will have their GTCC retained by their home organization and deactivated. If the individual is required to travel during the period of deployment, their GTCC will be transferred into the active duty hierarchy by the respective active duty APC and activated for use.

f. Temporary Change of Station (TCS): Soldiers/employees in a long term TDY status, who are required to pay for meals and lodging, are authorized use of their GTCC for all official travel expenses. Individuals should ensure that a monthly scheduled partial payment is established in DTS and that the payment is split disbursed to the GTCC vendor to pay any recurring charges. Individuals that are only paid the incidental expenses portion of the per diem rate because meals and lodging are provided are prohibited from using their GTCC.

g. Mission Critical (PCS): Mission Critical (MC) Permanent Change of Station (PCS) Status is applied to an individually billed account while an individual is traveling to a new permanent duty station, to keep the account open for use (not suspended, cancelled, or charged off) regardless of the payment status while under the protection of MC/PCS status. Mission Critical PCS status allows the traveler more time to pay amounts charged during a PCS move. Accounts may be placed in MC/PCS status for up to 120 days, and cardholders have no more than 60 days from the time of disenrollment in which to pay their outstanding balance. The individual component policies determine whether an IBA can be used during a PCS status.

h. Mission Critical Travel for IBAs: Mission critical travel is defined as travel performed by DoD personnel (military or civilian) under official orders that prevent the traveler from filing interim travel vouchers or from scheduling partial payments to pay for charges to the travel card. Mission critical status must be reflected on the travel authorization/order and the CPM (or the APC dependent upon Component procedures) must place the cardholder in a mission critical status before the account is suspended (61 days past billing). Should there be an outstanding balance at the time the cardholder is removed from mission critical status, the balance must be paid within 45 days of removal from this status. Pending travel vouchers must be settled prior to an individual's departure for a deployment or PCS. Mission critical status will not be authorized in cases where the individual is in a location where the cardholder may file timely vouchers or utilize the Scheduled Partial Payments feature of DTS. The APC/CPM may use the bulk maintenance features to put large groups into Mission Critical (i.e., natural disasters, evacuations, etc.).

SECTION IV TRAVEL SETTLEMENT & SPLIT-DISBURSEMENT

4-1. Travel Settlements

- a. Reimbursement for travel expenses is based on published per diem rates: www.gsa.gov/perdiem.
- b. The government will only reimburse the traveler for authorized amounts based on the TDY location, and mode of travel.
- c. A person will only receive reimbursement for actual expense incurred within the authorization.

4-2. Split-Disbursement

- a. All DoD personnel (military and civilian) are required to split disburse all undisputed expenses charged to the travel card as a part of the travel settlement process.
- b. Payment for all travel card charges will be sent directly to the travel card vendor via split disbursement as part of the traveler's voucher reimbursement.
- c. It is the cardholder's responsibility to promptly pay the travel card vendor directly for any outstanding charges not split disbursed at the time of the travel voucher settlement.

d. To support the split disbursement requirement, DTS automatically defaults air/rail (when charged to the IBA only), hotel, rental vehicle, and other miscellaneous, non-mileage expenses identified by the traveler in the split disbursement amount paid directly to the travel card vendor.

e. DTS users must also include the amount of any ATM withdrawals and any miscellaneous travel card charges, to include but not limited to meals charged to the travel card, in their split disbursement amount paid directly to the travel card vendor.

f. Traveler's submitting manual vouchers for non-DTS travel are required to annotate the split disbursement amount in the upper right hand section of the DD 1351-2.

g. Reviewing officials are responsible for ensuring that split disbursement amounts are annotated, and must return any travel vouchers that do not comply for correction and resubmission.

h. Failure to use the GTCC for official travel expenses will subject the traveler to administrative or disciplinary action.

4-3. GTCC Fees

a. Conference

1) Advance Conference/Registration Fee: Conference and registration fees can be paid in advance using the Government Purchase Card (GPC), contract or the Authorization Agreement & Certification of Training (SF 182) and are the preferred method of payment. This does not include training or course fees and should not exceed the GPC purchasing limits.

2) All conference/registration fee substantiating documents must be uploaded into the DTS authorization prior to approval, regardless of amount.

3) If charged to the IBA, reimbursement of the fee can be claimed once the written authorization/order is approved by using a SF 1164, Claims for Reimbursement for Expenditures on Official Business.

4) Attendance at the conference should be authorized and approved before the conference/registration fee can be charged, regardless of which method of payment is used.

5) If the Soldier/employee is unable to attend the conference as a result of an organization decision (or an excused emergency, illness, etc.), and a refund cannot be made, the organization absorbs the cost (no repayment of the registration

fee by the Soldier/employee is required). If the reason for non-attendance is not approved by the organization, the Soldier/employee is liable to re-pay the registration fee. This applies regardless of the method of payment.

b. Non-Sufficient Funds (NSF) Fee. A NSF fee will be applied to a cardholder's account when a payment is returned by the cardholder's financial institution for insufficient funds. NSF fees are not reimbursable. An account that has two (2) or more NSF payments within a 12 month period or the 3rd NSF payment in the life of the account is subject to immediate cancellation by the travel card vendor.

c. Reinstatement Fee. The reinstatement fee is non-reimbursable.

d. Late Fees. Late fees are applied at 75 days past billing and at every 30 day increment/billing cycle thereafter until the past due/delinquency amount is paid in full. Late fees may be reimbursable if the late fee was charged as the result of a late reimbursement to the traveler.

e. Salary Offset Fees. Salary offset fees are non-reimbursable.

f. Reduced Payment Plan Fee. The travel card vendor may offer a reduced payment plan for which additional fees will be assessed, which is not reimbursable.

g. ATM Withdrawal/Cash Advance 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 **JTR** for exceptions related to OCONUS travel).

h. Merchant Surcharge Fees. Beginning on January 27, 2013, merchants in the United States (US) and U.S. Territories are permitted to impose a surcharge (up to 4%) on consumers when they use a Visa or Master Card credit/charge card. For more information on merchant surcharge fees, see **Visa's** website. For traveler reimbursement information, see **JTR**.

SECTION V TRAVEL CARD DELINQUENCY & ABUSE

5-1. Cardholder Contractual Agreement

As outlined in DoD FMR Volume 9, Chapter 3, the GTCC is issued to DoD military and civilian employees using a GSA contract. During the application process, the cardholder agrees to use the GTCC as directed through all applicable DoD, DA and NYARNG policies and regulations, their contract with Citibank, and the DoD GTCC Statement of Understanding signed by both the cardholder and their commander/supervisor.

As such, GTCC abuse and delinquency are violations of the privilege and trust bestowed on the traveler. Proven, GTCC abuse and delinquency are grounds for taking administrative adverse action against the cardholder.

5-2. Potential Administrative Adverse Action Guidelines for DoD Personnel

a. Initial incident of delinquency, misuse or abuse may be appropriately addressed utilizing verbal counseling issued by the commander/supervisor. The commander/supervisor will take immediate action and instruct the Soldier/employee to pay the debt in full, not to exceed 30 days from the date of the counseling sessions.

This notification will be documented in the individual's personnel folder and will cover the following:

- 1) Prompt arrangements that will pay off the delinquent amount.
- 2) Discussion of the consequences of subsequent delinquencies.
- 3) Discussion on the reason(s) for the delinquency.

b. Individuals with delinquent balances over 61 days shall be counseled by their commander/supervisor. Continued delinquencies will result in flagging action, unfavorable comments on their annual evaluation report, denial of reenlistment, and or separation. Individuals will also be ineligible for promotions, deployments and other favorable actions. Individuals with delinquent balances over 121 days shall be counseled by their commander/supervisor and all GTCC privileges will be lost.

1) A reminder to the individual that the GTCC is to be used only for reimbursable travel expenses.

2) A reminder to the individual that the creditor can institute salary offset to collect the outstanding debt.

c. Second incident of delinquency may result in a letter of reprimand from the unit commander. The commander/supervisor will instruct the Soldier to satisfy the delinquent account balance by a specified date, not to exceed 15 days from receipt of the notification letter.

The commander/supervisor will document this notification in the individual's personnel file and will ensure the letter covers the following:

- 1) Reason for the reprimand.
- 2) A statement that continued behavior of a similar nature may result in the initiation of separation actions.
- 3) A review of the types of discharge/separation that may be issued and the potential adverse effects of each.
- 4) Confirmation of the suspension of the credit card, if not already accomplished by the card company.
- 5) A discussion and reminder with the member that this same offense was previously addressed through oral counseling.

d. Subsequent incidents of delinquency may require additional actions as noted below. Commanders and or supervisors must ensure that all administrative actions are well documented.

- 1) Denial of reenlistment/tour extension.
- 2) Denial of TDY's, to include school training and deployments.
- 3) Reduction in rank.
- 4) Denial of promotion.
- 5) Discharge.

5-3. Potential Administrative Adverse Actions for Delinquent Soldiers

a. For delinquent accounts 1-30 days past billing due date, the LPC will send a reminder via email to the cardholder, copying the commander/supervisor.

b. For delinquent accounts 31-45 days past billing due date, the LPC will send out an email to the commander/supervisor informing them that the cardholder has failed to

pay their debt timely, and that the bill must be paid immediately, copying the cardholder. Inform the commander/supervisor that if the cardholder has any issues with the amount due or questionable charges that they needed to contact their LPC.

c. At 45 days past billing, the travel card vendor will make pre-suspension reports available. APCs will notify the GOCOM and/or cardholder (or the CBA Manager for CBAs) 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. For IBAs, the APC will request that the supervisor notify the APC, within 15 days, of any reason why the account cannot be suspended. The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements in the DoDI 5154.31, Vol 4, paragraph 041103. Commanders/supervisors must ensure the individual has properly filed/submitted a claim for reimbursement of travel expenses and that DoD policy on split disbursement was adhered to. The debt must be paid prior to reaching 60 days delinquent to ensure the card is not suspended, and to ensure the unit remains below the 2% delinquency rate set by DoD.

d. For delinquent accounts over 61 days past the billing due date, the following will occur:

1) LPC will send a delinquency notice through the chain of command to the commander/supervisor notifying them of the cardholder's failure to repay their debt and subsequent fees that will be applied to the cardholders account balance.

2) The commander/supervisor will have the cardholder take immediate action and to pay the balance in full. Acknowledgement upon receiving the notification is due by signing, dating and returning the notification, with a written response outlining the action taken within 61 days of receipt.

3) The travel card vendor will block charging privileges, to include ATM access, until payment for the current amount due is received.

e. For delinquent accounts over 91 days past the billing due date, the following will occur:

1) LPC will send a 2nd delinquency notice to the commander/supervisor notifying them of the cardholder's failure to repay their debt and the pending surcharges and fees that will be applied to the cardholders account balance.

2) The commander/supervisor will have the cardholder acknowledge receipt of notification by signing, dating and returning notification, with a written response outlining the action taken; within 61 days of receipt.

f. Cancellation of Accounts 121 Days Past Billing for delinquent accounts in excess of 121 days past the billing due date, the following will occur:

1) The comptroller office will prepare the 3rd delinquency notice to be signed by the NYARNG Chief of Staff and sent through the command channel.

2) The commander/supervisor will administer administrative adverse action IAW DoD regulation and local policy; sign/date and return notification with written response outlining the action taken within 61 days of receipt.

3) Commanders/supervisors must take corrective action to ensure the account holder fixes the account and does not issue a bad check.

NOTE: Appendix D provides examples of past due notifications that will be used for delinquent accounts in excess of 61, 91 and 121 days past due.

4) Full-Time Unit Support (FTUS) members with delinquent accounts that exceed 121 days will be notified, in writing, of the intent to separate them from the AGR or ADOS program.

5) The AGR Branch Manager will monitor delinquencies of NYARNG AGR Soldiers.

6) GOCOM G-3's and Program Directors will monitor delinquency of NYARNG ADOS Soldiers assigned under them.

7) Once canceled, an account may be reinstated in accordance with subparagraph 041306. The travel card vendor reserves the right to deny the reinstatement request.

5-4. Potential Administrative Adverse Actions for Dual/Non-Dual Status Technicians

GTCC misuse or abuse could result in disciplinary action.

a. Unauthorized Use, Misuse, Abuse, & Fraudulent Activity: Willful misuse of the travel card by NYARNG personnel (military or civilian) may constitute a crime punishable under federal or state law. Any use of the government travel card for purposes other than reasonable expenses related to official travel may constitute misuse or abuse. Specific examples of abuse include, but are not limited to:

1) Use of government travel card while not on official travel orders, to include use of ATM to withdraw a credit balance owed to the traveler by Citi.

2) Use of travel card for expenses incurred by any individual other than the cardholder or their authorized dependent (PCS moves only).

3) Use of travel card for expenses not included in the travel authorization document.

b. The APC will review 10% GTCC purchases every month and refer all suspected abuse to the chain of command. The LPC will direct the immediate suspension or cancellation of an individual's account when the card is used for other than official travel expenses.

c. Misuse Notification: If it is determined that the cardholder has abused his/her GTCC, the following actions will occur:

1) The Financial Manager will send misuse notification(s), via report from Citi Bank, through the chain of command to the cardholder's commander/supervisor detailing the misuse and date of occurrence.

2) The commander/supervisor will administer administrative adverse action IAW DoD regulation and local policy; sign/date and return notification with written response outlining the action taken within 90 business days of receipt.

3) Account Credit Ratings (Account Statuses): An account's credit rating indicates the status of the account. The status may indicate whether an account is suspended due to delinquency or temporarily closed due to suspicious activity/fraud.

4) Suspended – An account that has reached 60 days past due and can be reopened by paying off the past due delinquent amount.

5) Closed Variations:

i. CLOSED Deceased: When the account is closed due to the passing of a Service Member.

ii. CLOSED – Not Used/ Inactivity: When an account is closed due to the card not being activated or account has not been used in 1 year.

iii. CLOSED – Misuse: When the account is closed due to the card being used for personal expenses.

iv. CLOSED – Temporary Block: When the account is closed due to investigation for misuse/abuse or in between travel orders.

v. CLOSED – No Longer Employed: When a Soldier is separated from the New York Army National Guard.

vi. CLOSED- Too Many Cards/ Duplicate: If the Soldier has multiple cards/ accounts, only one account will remain open.

6) Temporary Closures:

i. J1 – RETURNED MAIL: Charge card returned with a yellow address update sticker from USPS.

ii. J2 – RETURNED MAIL: Charge card returned with no address update provided.

NOTE: Appendix E provides an example of the misuse notification that can be used for cardholders that have misused their travel cards.

5-5. Local Notification of Delinquency

a. The APC will run a Delinquency Report by GOCOM weekly. This report will be broken out for each GOCOM and sent to the prospective POC for action.

b. The GOCOMs LPC will send Delinquency Report to each Unit for action.

c. LPCs may utilize the prospective Delinquency Notification Memorandums in Appendix D as a cover response back to the APC.

d. Units can have the cardholders sign by their names on a roll up roster, which LPC will attach with the memorandum.

e. The APC will cancel the cardholder's GTCC, and send the Cancellation of Travel Card-121 day Delinquent Payment Notification to the cardholder if they appears on the delinquency report for 121 days.

SECTION VI CENTRALLY BILLED ACCOUNTS (CBA)

6-1. Centrally Billed Account (CBA)

A CBA is a travel card account issued to a DoD activity (NYARNG). CBAs are issued to make travel arrangements and must be used in lieu of issuing an Optional Form (OF) 1169, Government Transportation Request, for payment purposes. CBAs are a government liability; therefore, payments are subject to 31 USC 1801 (Public Law 97-177), the "Prompt Payment Act of 1982," as amended.

6-2. Transportation Accounts.

Transportation CBA travel card accounts are issued to DoD activities for use in purchasing transportation, including airline tickets, bus tickets, and rail tickets. Due to the additional costs to the Department of maintaining and reconciling CBAs, DoD restricts CBA transportation accounts use to the purchases of air, rail, and bus tickets ONLY for travelers who have not been issued an IBA.

These purchases are made through a Travel Management Company (TMC) directly with the travel service provider or their agent (e.g., charter bus or air companies). The transportation office, or other designated DoD activity, receives and is responsible for reconciling the transportation charges appearing on the invoice and for verifying/certifying the invoices for payment.

The transportation office, or other designated DoD activity, will forward verified/certified invoices to the designated entitlement office (i.e., vendor pay) for computation and subsequent transmittal to the designated disbursement office. This will be completed in a manner that allows payment to be made within the 30-day limitation prescribed in the "Prompt Payment Act" thus avoiding any interest penalties.

SECTION VII TRAINING

7-1. APC/LPC Training

All APCs will receive formal APC training from either Citibank or NGB sponsored training within 90 days of appointment as an APC.

Refresher training is required every three years and may be obtained from other sources, as approved by the CPM.

A certificate of refresher training will be retained by the APC, either electronically or in hard copy.

APCs are responsible for training subordinate LPCs annually. LPCs may also attend Citibank and NGB sponsored training.

7-2. Commander/Supervisor Training

GTCC program management is taught at company level by the USP&FO staff. GTCC program management is often taught at supervisor courses. The APC will provide training to commanders/supervisors upon request.

7-3. Cardholder Training

When an individual receives a travel card for the first time, it is mandatory that they complete the "Program & Policies – Travel Card 101" training course that is available in **TraX**.

Cardholders will ensure a copy of the certificate of completion is retained by the APC or can be obtained from TraX.

Refresher training (along with resigning the SOU) is required every three years and may be completed using the "Program & Policies – Travel Card 101" course or other sources as approved by the applicable CPM. Refresher training and the updated SOU will be documented and retained either electronically or in hard copy by the APC.

SECTION VIII APC/LPC TRAVEL CARD REPORTS

8-1. Citibank Reports

Citibank Card Management System (CCMS) and Citibank Custom Report System (CCRS) are tools that support identifying GTCC delinquency and abuse. These applications and reports should be produced, analyzed and reported to management for appropriate action.

While it is DA policy that the transactions of at least 10% of active accounts be reviewed on a monthly basis for possible fraud and abuse, it is NYARNG policy that 100% of accounts that appear on the below listed reports be reviewed monthly by the APC and LPC(s). This will ensure that GTCC abuse is identified and eliminated within the NYARNG. The APC should document that a review was conducted on all the transactions on active accounts for that month.

Reports can be set up in Citibank CCRS to run automatically each month on a specific date or range of dates.

8-2. Misuse/Abuse Reports

The below Misuse/Abuse Reports should be run following the last day of Citibank's monthly billing cycle, on or about the 11th of the month.

a. The reports should include all activity for the previous billing cycle:

1) **Non-Travel Activity Report:** Run this report using the Non-Travel Type Cash/Fuel/Food. The LPC may choose to produce the Transaction Activity Report, reviewing all transactions within the hierarchy, in lieu of the Non-Travel Activity Report. Used to identify cardholders with transaction activity (Cash/Fuel/Food), without other associated travel activity (such as Airline/Rental car/Lodging).

2) **Declined Authorizations Report:** Run the Declined Authorizations report for each hierarchy setting, include the Merchant Category Code (MCC) ranging from 0001 through 9999. Look for declines at suspicious merchants (outlet mall stores, online transactions, etc.)

3) **Blocked MCC Report:** Provides detailed information on transactions made at merchants that fall outside of an agency-approved merchants list. This report contains only posted transactions from blocked MCCs and will not list declined authorizations that do not post.

NOTE: APCs/LPCs will review the reports to determine if any transactions exist that appear to be abusive. This is accomplished by comparing transactions against travel orders, and by comparing delinquencies against travel settlement vouchers. The reports indicating potential abuse must then be forwarded to the commander/supervisor for further investigation, and possible disciplinary action.

4) Delinquency Reports: Delinquency Reports should be run at least once a month no later than the 3rd business day after the 11th of the month.

5) Returned Check Report: Run at least once a month no later than the 3rd business day after the 11th of the month. The APC will provide commanders/supervisors a list of their cardholders who incurred returned check transaction fees due to insufficient funds in their checking/savings account resulting in a returned check.

6) Account Listing Report: Run the Account Listing report at least once a month, this report is updated daily by Citibank. Review the report for duplicate accounts and note problems not previously known to the APC.

7) Pre-Suspension Detail Report: Run the Pre-Suspension report on the 26th or the first business day after the 26th of the month. Send Pre-Suspension memorandums to the commander/supervisor of that Soldier's unit.

b. The reports listed above are the minimum requirements to run a successful GTCC Program. Appendix I contains a list of reports and other Citibank CCRS reports designed specifically to support the GTCC Program.

c. The APC will make the following reports available to the GOCOM Chiefs of Staff and USP&FO:

1) Top 10 delinquency published every Thursday. Provides a snapshot of the 10 most delinquent accounts within each GOCOM.

2) 30 Day delinquency published NLT the 15th of every month. Soldiers/employees have 15 days to pay-off the account before listed on the 45-day pre-suspension report.

3) 45 Day Pre-Suspension delinquency published 15 days prior to the 12th of the following month (around the 27th of every month). This report is intended to provide a 15 day prior notice to the cardholder that their account will be suspended once 60 days past due.


4) 60+ Day delinquency published NLT the 15th of every month. Accounts will remain suspended until all past due payments are received. At this time, delinquency memorandums are sent to the COS.

APPENDICES

APPENDIX A

GTCC APPLICATION FORMS

Print	Save	Clear	
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Individually Billed Account Travel Card Set Up Form

Citibank® Government Travel Card Program

Instructions:
 This form must be completed by the Department of Defense employee, approving supervisor and the Agency Program Coordinator (APC). Use this form to apply for a new Individually Billed Card Account to be used by a Department of Defense employee. Information collected on this application is subject to the Privacy Act of 1974 (5 U.S.C. 552a) and applicable agency regulations. Questions? Contact Commercial Card Services toll-free 1-800-200-7056 from the U.S. and Canada or if dialing from international locations, call 757-852-9076. See pages 4-6 for detailed instructions on completing this form. Contains personally identifiable information (PII) and should be handled in accordance with Federal and DoD Privacy Act Policy guidance.

Fax: 866-671-5910
 605-338-5745

Section I: Reporting Parameters (To be completed by APC. * = Required fields)

1. Citi Account Hierarchy*	Specify the complete 7-digit account Hierarchy Level (HL) numbers that pertain to your organization. Each Hierarchy Level consists of 7 digits.											
	HL1			HL2			HL3			HL4		
	HL5			HL6			HL7			HL8		

Section IIa: Cardholder Information (To be completed by employee. * = Required fields)

2. Applicant Name*	Provide full name: First, Middle Initial and Last name of the applicant as it should appear on the card (maximum of 25 characters – including spaces)													
3. Applicant SSN*	-	-										4. Date of Birth* (mm/dd/yyyy)	/	/

5. Applicant Address Details*
 Address must be U.S., U.S. territory, APO/FPO/DPO. Application will not be processed if a foreign address is provided.
 If your Primary Address is a P.O. Box, please complete the Home/Physical Address section below. If your card should be mailed to an alternate address, please complete the Alternate Address section below and check the Ship Card to Alternate Address box. Applications providing only a P.O. Box will not be processed; a physical address is required. For APO/FPO/DPO addresses only, a physical address is not required. For Expedited Card Delivery a physical address is required in Primary or Alternate Address section. Please note for expedited cards, a signature is required at time of delivery.

Expedited Card Delivery
 Ship Card to Alternate Address (One Time Mailing)


Primary Address* (this is where your statement will be mailed)

Mail to Attention												
Address Line 1*												
Address Line 2												
Address Line 3												
City or APO/ FPO/DPO*												
State*	Zip/Postal Code* (Last 4 digits optional)			-			Country					

Citi Transaction Services
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1 of 6

APPENDIX A (Continued)

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<h3>Individually Billed Account Travel Card Set Up Form</h3> <p>Citibank® Government Travel Card Program</p> <p>Section IIa: Cardholder Information (Continued)</p>																																																											
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6. Applicant Contact Details*	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="4">E-mail Address*</td> </tr> <tr> <td colspan="4"></td> </tr> <tr> <td>Business Office Phone*</td> <td></td> <td>Business Extension</td> <td></td> </tr> <tr> <td>Primary Phone*</td> <td> <input type="checkbox"/> Mobile <input type="checkbox"/> Home </td> <td>Secondary Phone</td> <td> <input type="checkbox"/> Mobile <input type="checkbox"/> Home </td> </tr> </table>			E-mail Address*								Business Office Phone*		Business Extension		Primary Phone*	<input type="checkbox"/> Mobile <input type="checkbox"/> Home	Secondary Phone	<input type="checkbox"/> Mobile <input type="checkbox"/> Home																																								
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7. Employee ID*	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="4">10 digit number found on the back of the DoD issued CAC card.</td> </tr> <tr> <td colspan="4"></td> </tr> </table>			10 digit number found on the back of the DoD issued CAC card.																																																							
10 digit number found on the back of the DoD issued CAC card.																																																											
<p>Section IIb: Cardholder Information (To be completed by employee.)</p>																																																											
8. Mobile Phone Consent	<p>If you provide or have provided us with a mobile number or number later converted to a mobile number, you agree that Citibank or our service providers may contact you at that number about your Commercial Card account. This consent allows us to use text messages, automated voice messages and automated dialing technology for informational and account service calls but not telemarketing calls. Message and data rates may apply. Opt out at any time by sending an email to optout@citi.com.</p>																																																										
9. Paper-free Option	<p>You have the option to receive your card account billing statement ("statement") electronically and certain notices, including legal notices, for your card account ("notices") electronically. If you select this option, your statement as well as any notices that we make available electronically now or in the future will be available to you for viewing and printing on the CitiManager web site and will not be mailed to you. We will send you an e-mail alert to the e-mail address provided above when your statement or a notice is available. If you wish to select this option, please check the box below.</p> <p><input type="checkbox"/> By checking this box, I agree to receive statements and notices electronically as described above and to receive e-mail alerts of statements and notices. I understand that I must register for CitiManager at www.citimanager.com/login in order to view statements and notices electronically.</p>																																																										
<p><small>Citi Transaction Services © 2020 Citibank, N.A. All rights reserved. Citi and Arc Design are registered service marks of Citigroup Inc. 912_A 03/20 1969506</small></p>																																																											
			<small>2 of 6</small>																																																								

APPENDIX A (Continued)

CREDIT WORTHINESS EVALUATION

CREDIT WORTHINESS EVALUATION <i>(Read Privacy Act Statement and Instructions on back before completing form.)</i>			
SECTION I - PERSONAL IDENTIFYING INFORMATION			
1. NAME <i>(Last, First, Middle Initial, Suffix (Jr., Sr., etc.))</i>	2. SSN	3. EMPLOYMENT STATUS <i>(X one)</i> <input type="checkbox"/> ACTIVE <input type="checkbox"/> GUARD <input type="checkbox"/> RESERVE <input type="checkbox"/> CIVILIAN	4. MILITARY RANK/ CIVILIAN GRADE
5. WORK TELEPHONE NO. <i>(Include area code)</i>	6. ADDRESS <i>(Street, Apartment/Suite Number, City, State, ZIP Code)</i>	7. BILLING ADDRESS <i>(If different from Item 6)</i>	
8. E-MAIL ADDRESS			9. U.S. CITIZEN <i>(X one)</i> <input type="checkbox"/> YES <input type="checkbox"/> NO
SECTION II - PERSONAL FINANCIAL INFORMATION			
<p>This form is being used in lieu of a credit check submitted through a credit reporting agency. By signing in Block 17 you are certifying that ALL of the following statements are true as they apply to your current financial situation. If any of the statements are not true as they apply to your circumstances, you should NOT submit this form and you are not eligible to receive a government charge card. False statements may result in penalties for both military and civilian personnel (Article 107, UCMJ, and 18 U.S.C. 1001).</p> <p>For the purpose of the government travel card, individuals who decline a credit check and complete this form will only be issued a restricted card having half the credit limits of a standard card. If you previously agreed to a credit check and were denied a card as a result, you may not obtain a card through this self certification. Individuals who decline both a credit check and completion of this form will not be issued a travel card.</p>			
10. In the past 7 years, I have not, nor has a company over which I exercise control, filed for bankruptcy, been declared bankrupt, been subject to a tax lien, or had legal judgment rendered for a debt.			
11. I am not currently over 180 days delinquent on any loan or financial obligation. This includes loans or obligations funded or guaranteed by the Federal Government.			
12. I have not had a government charge card cancelled as a result of delinquency or misuse.			
13. In the past 7 years, I have not been subject to any disciplinary action, adverse action, or UCMJ action (military personnel) stemming from the improper use of a government charge card. (Actions which were reversed through appeal do not have to be included.)			
14. I have not been informed of any current investigations on my use of a government charge card or government purchasing instrument.			
15. I do not have debts to financial institutions or other third parties that are more than 120 days delinquent in accordance with the written agreements with those parties.			
16. For applicants for purchase cards or centrally billed travel cards: In the past 7 years, I have not been subject to disciplinary action, adverse action, or UCMJ action (military personnel) for failure to perform my fiduciary responsibilities. (Actions which were reversed through appeal do not have to be included.)			
SECTION III - CERTIFICATION			
I certify that the statements above, and any attachments added, are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I understand that a knowing and willful false statement on this form can be punished by fine or imprisonment or both. (See Section 1001 of Title 18, United States Code and Article 107, UCMJ, False Official Statements.)			
17. SIGNATURE			18. DATE
SECTION IV - TO BE COMPLETED BY THE AGENCY PROGRAM COORDINATOR (APC)			
19. CARD TYPE <i>(X one)</i> <input type="checkbox"/> PURCHASE <input type="checkbox"/> CBA TRAVEL <input type="checkbox"/> IBA TRAVEL <input type="checkbox"/> FLEET <input type="checkbox"/> AIR		20. CENTRAL ACCOUNT NUMBER	21. ACCOUNT HIERARCHY NUMBER
22. ORGANIZATION/UNIT NAME			23. FIPS CODE
24. COMMANDER/SUPERVISOR			
a. NAME <i>(Last, First, Middle Initial)</i>		b. TELEPHONE <i>(Include area code)</i>	c. ADDRESS <i>(If different from applicant)</i>
25. APC			
a. NAME <i>(Last, First, Middle Initial)</i>		b. SIGNATURE	c. DATE

DD FORM 2883, JUL 2004

APPENDIX B

STATEMENT OF UNDERSTANDING (SOU)



STATEMENT OF UNDERSTANDING (SOU)

The Government Travel Charge Card (GTCC) is mandated to be used by DoD personnel to pay for authorized expenses when on official travel unless an exemption is granted. This includes temporary duty travel (TDY), and, per Component guidance, permanent change of station (PCS) travel.

Cardholder must check off each item below.

I understand that I am being directed to:

- Use my card only for expenses incurred by me for official travel and if applicable for my dependents.
- Confirm receipt of my GTCC upon delivery.
- Ensure that my card is activated by my APC prior to ticketing and travel.
- Pay all my undisputed charges by the due date on my billing statement, regardless if my travel voucher has been processed.
- Use split disbursement to pay for all outstanding charges.
- 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 after completing my travel.
- Obtain tax exemption information prior to my trip from <https://smartpay.gsa.gov/content/state-tax-information>.
- Keep my account number, expiration date and contact information updated in DTS.
- Update my contact information with the travel card vendor, when necessary.
- Notify the travel card vendor, and my APC, if my GTCC is lost or stolen.
- 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 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 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://www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf>).

APC's Name:

APC's Phone Number:

Applicant Name/Signature

Date

Supervisor Name/Signature

APPENDIX C

APPOINTMENT MEMORANDUM



DEPARTMENT OF THE ARMY
HEADQUARTERS NEW YORK ARMY NATIONAL GUARD
330 OLD NISKAYUNA ROAD
LAHAM, NY 12110-3514

MNPF-CO

DATE

MEMORANDUM FOR RECORD

SUBJECT: Appointment as a Local Agency Program Coordinator (LPC), Level 4 for the New York Army National Guard.

1. Effective the date of this memorandum, **FIRST NAME, MIDDLE INITIAL, LAST NAME**, is appointed as the LPC for NYARNG.
2. As the Local Agency Program Coordinator, you are responsible for reviewing initial applications and renewal applications for the Chain of Command. Ensure that personnel under their charge are familiar with provisions of the NYARG Government Travel Charge Card Standard Operating Procedure (SOP). Authorized by DoDFMR, Volume 5, Chapter 33 and Volume 9, Chapter 2, paragraph 020404.
3. The primary role as a Local Agency Program Coordinator, is to notify Chain of Command regarding unauthorized use or delinquent accounts; Recover charge cards of personnel that leave employment/ service; Ensure the card holder completes the on-line training on the proper use of the Travel Charge Card; Ensure that applications are completed correctly with all mandatory documents; Assist cardholders in resolving issues related to travel voucher processing avoiding delinquency.
4. All Travel Card Program participants should be aware of the resources available to manage and understand the program. In conjunction with this appointment you must complete the designated training, along with reviewing and understanding roles and responsibilities.
5. POC for this action is Brittany Gasse at 518-786-0391 or brittany.a.gasse.civ@mail.mil.

RADHIKA L. TESKA
MAJ, AG, NYARNG
Financial Manager

LPC ACKNOWLEDGMENT (DATE AND SIGN)

APPENDIX D

SAMPLE of 61 DAY DELINQUENCY MEMORANDUM FOR IBA

**Suspense Date
Date**

MEMORANDUM FOR (NAME OF CARDHOLDER'S IMMEDIATE COMMANDER/SUPERVISOR)

SUBJECT: DELINQUENT GOVERNMENT TRAVEL CHARGE CARD PAYMENT NOTIFICATION – 61 DAYS

1. We have been informed by the travel card vendor that (cardholder's name) is 61 days delinquent in payment of his/her account. The total amount due is \$_____. The account is subject to a \$29 late fee at the point the account becomes 75 days delinquent and an additional \$29 late fee for each subsequent billing cycle until the delinquency is resolved.

(Provide the specific information regarding the delinquent charges.)

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

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

4. The delinquent balance may be resolved by one of the following actions: (1) payment in full or (2) an agreed upon repayment schedule with the travel card vendor. Billing questions may be directed to the travel card vendor at the number printed on the billing statement for that purpose. Questions concerning the travel card program may be directed to (APC's name) at (telephone number).

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

Signature
Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum.

(Name, Grade, Organization)

(Date)

APPENDIX D (Continued)

SAMPLE OF 91 DAY DELINQUENCY MEMORANDUM FOR IBA

**Suspense Date
Date**

MEMORANDUM FOR IMMEDIATE/SECOND LEVEL BN COMMANDER/DIRECTOR/COMMANDER/
SUPERVISOR

SUBJECT: DELINQUENT GOVERNMENT TRAVEL CHARGE CARD PAYMENT NOTIFICATION – 91 DAYS

1. The 91-day delinquent notification list from the travel card vendor has been received and (cardholder's name) is now 91 days delinquent on his/her account. The total amount due is \$____. The attached 61-day notification memorandum previously informed the immediate supervisor that the payment on the cardholder's travel card account was delinquent. The LPC/APC sent a letter notifying the cardholder of their due process and impending salary offset procedures. The account became subject to a non-reimbursable \$29 late fee on the date the account became 75 days delinquent; an additional \$29 non-reimbursable late fee will apply for each subsequent billing cycle until the debt is resolved or salary offset is established.

(Provide specific information regarding the delinquent charges.)

2. The travel card contract requires all outstanding, undisputed charges be paid by the due date specified on the billing statement. If no action is taken to settle this debt, the travel card vendor will cancel the account at 126 days past billing. Travel card charging privileges have been suspended as of (date). These privileges may be restored upon full payment of the amount owed prior to cancellation. The cardholder must be notified and counseled. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days and maintain their travel card account in a current status. The Department's policy requires mandatory use of split disbursement for all outstanding charges on the travel charge card.

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

4. The delinquent balance may be resolved by payment in full or an agreed upon repayment schedule with the travel card vendor. Billing questions may be directed to the travel card vendor at the number printed on the billing statement for that purpose. Questions concerning the travel card program may be directed to (APC name).

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

Signature
Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum.

(Name, Grade, Organization)

(Date)

APPENDIX D (Continued)

SAMPLE 121 DAY DELINQUENCY MEMORANDUM FOR IBA

**Suspense Date
Date**

MEMORANDUM FOR COMMANDER/DIRECTOR

SUBJECT: CANCELLATION OF TRAVEL CARD - 121 DAY DELINQUENT PAYMENT NOTIFICATION

1. The 61 and 91 day delinquent notification memoranda, dated __ and __ respectively, notified the immediate supervisor and second level supervisor of the past due account for cardholder (name). It has been brought to our attention that this cardholder has a delinquent travel card balance of \$__ that is now over 121 days delinquent. To date, no arrangement has been made with the travel card vendor to resolve this debt. Therefore, the account has been canceled. The cardholder has received notice of impending salary offset from the travel card vendor. If the cardholder is not eligible for salary offset, the travel card vendor may begin official collection action. Collection action may include credit bureau notification of the employee's failure to pay. Additionally, delinquent cardholders are subject to a \$29 non-reimbursable late fee per billing cycle for each billing cycle following the point at which the account became 75 days delinquent.

(Provide specific information regarding the delinquent account.)

2. The cardholder may request reinstatement with the approval of the commander or director. Reinstatement, at the travel card vendor's discretion, is conditioned on a new favorable credit score, no outstanding balance, and payment of all late fees.

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

4. Please contact (Agency Program Coordinator) at (telephone number), should further questions arise. Please have the cardholder sign to acknowledge receipt of this notification and return it with your written response, outlining the actions taken, within 5 working days.

Signature
Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum.

(Name, Grade, Organization)

(Date)

APPENDIX E

REINSTATEMENT MEMORANDUM FROM COMMANDER

(Unit Identifier)

22 April 2014

MEMORANDUM FOR CARDHOLDER

SUBJECT: Government Travel Charge Card Reinstatement Eligibility

1. This memorandum is to request reinstatement of (Cardholder's Name) GTCC.
2. CARDHOLDER NAME has consent to a credit score check, and a non-reimbursable reinstatement fee is required.
3. CARDHOLDER's balance has been paid in full for a minimum of 60 day; there have been no more than three (3) NSF payments in the life of the account. However, the third NSF payment in the life of the account is subject to immediate cancellation by the travel card vendor (Citi Bank).
4. The account will not be considered for reinstatement if the previous account had been charged off as a bad debt.
5. The CARDHOLDER's NAME is aware if the reinstated account is subsequently canceled he/she will not be considered for reinstatement a second time.
6. The point of contact for this memorandum is (Name) at commercial (XXX) XXX-XXX EXT XXX, email address.

Unit Commanders

Signature Block

APPENDIX F

SECDEF POLICY MEMORANDUM



DEPARTMENT OF THE ARMY
OFFICE OF THE ASSISTANT SECRETARY OF THE ARMY
FINANCIAL MANAGEMENT AND COMPTROLLER
109 ARMY PENTAGON
WASHINGTON DC 20310-0109

SAFM-FO

OCT 9 2014

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

1. The enclosed guidance updates existing Army policy and supersedes the 29 April 2011, Assistant Secretary of the Army (Financial Management and Comptroller) memorandum. It is to be used in conjunction with Department of Defense (DoD) Instruction 5154.31 and DoD Financial Management Regulation, Volume 9, Chapter 3.

2. My point of contact is Mr. Frank Rago, the Army Charge Card Program Manager. He can be reached by at (703) 601-4191, DSN 329-4191, or by e-mail at francis.a.rago.civ@mail.mil.

Encl
as


Laura N. Jankovich
Deputy Assistant Secretary of the Army
(Financial Operations)

DISTRIBUTION:

Principal Officials of Headquarters, Department of the Army
Chief, Army Reserve
Chief, National Guard Bureau
Commander
U.S. Army Europe and Seventh Army
U.S. Army Forces Command
Eighth U.S. Army
U.S. Army, North Atlantic Treaty Organization
U.S. Army, Advance Concept Task and Evaluation Agency
U.S. Army Materiel Command
U.S. Army Training and Doctrine Command
U.S. Army Pacific
U.S. Army Network Enterprise Technology Command
U.S. Army Medical Command
U.S. Army Intelligence and Security Command

(CONT)

SAFM-FO

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

DISTRUBTION: (CONT)

Commander

- U.S. Military Entrance Processing Command
- Military Surface Deployment and Distribution Command
- U.S. Army Criminal Investigation Command
- U.S. Army Special Operations Command
- U.S. Army Space and Missile Defense Command
- U.S. Army, Military District of Washington
- U.S. Army Finance Command
- U.S. Army Corps of Engineers
- U.S. Army Test and Evaluation Command
- U.S. Army Community and Family Support Center
- U.S. Army Audit Agency

Director, U.S. Army Contracting Agency
Director, Installation Management Agency
Superintendent, U.S. Military Academy

APPENDIX F (Continued)

SAFM-FO

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

ARMY TRAVEL CHARGE CARD PROGRAM RESPONSIBILITIES, POLICIES, AND PROCEDURES INDIVIDUALLY BILLED ACCOUNTS (IBA)

October 1, 2014

ARMY TRAVEL CHARGE CARD POLICIES: The following Army travel charge card policy augments existing policy contained in Department of Defense Instruction (DoDI) 5154.31 and Department of Defense Financial Management Regulation (DoDFMR), Volume 9, Chapter 3.

- **MANDATORY USE:** The Travel and Transportation Reform Act of 1998 (Public Law 105-264) requires that all government employees use a contractor issued government charge card to pay for official travel expenses unless otherwise exempt. Exemptions from mandatory use of the travel card are contained in DoDFMR Volume 9 Chapter 3. An exemption from mandatory use of the travel charge card does not prohibit a commander/supervisor from directing that the individual obtain a card to meet mission requirements. It is Army policy that individuals who are eligible for an individually billed account obtain and use the account for all official travel expenses including airline tickets. In addition, individuals who possess an IBA are required to use the account for all relocation expenses. Individuals who are not eligible for an IBA should continue to use the centrally billed account (CBA) for transportation costs and are authorized an advance of travel entitlements.
- **CARD LIMITS:** The travel charge card has standard dollar limits for the amount of travel, cash and retail charges, however, Agency Program Coordinators (APC) can temporarily increase these limits to meet mission requirements. APCs should follow command guidelines when submitting requests for increases to the Army Command (ACOM), Army Service Component Command (ASCC), and Direct Reporting Units (DRU) hierarchy level 3 (HL 3). For increases requiring Army program manager or DoD program management office approval, a statement confirming commander/supervisor awareness of the increase and their approval must accompany the request. Restricted accounts can be increased in six-month increments and standard accounts in one-year increments.
- **SPLIT DISBURSEMENT:** Title 10, United States Code, Section 2784a mandates split disbursement for all travelers. Travelers are required to ensure that the amount of all charges made to the travel charge card is included on their travel settlement claims for distribution to the travel card contractor. Approving/reviewing officials should review claims to ensure compliance with this law and return non-compliant claims to the traveler for correction.

APPENDIX F (Continued)

SAFM-FO

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

- **REVIEW OF TRANSACTIONS:** On a monthly basis at cycle, APCs will review the transactions for at least 10 percent of their cardholder accounts with activity (i.e., charges, payments, denials). APCs can accomplish this review using standard reports available in CiTi's electronic account system (EAS). Unit reports should be sent to the command APC for consolidation and submission to the Army Component Program Manager no later than the end of the cycle month. On a periodic basis, the Army Component Program Manager (CPM) will forward a file of suspect transactions, gleaned from VISA datamining reports, to the ACOM, ASCC, and DRU APCs. The file should be sent to the appropriate APC to determine the validity of the charge, and if not valid, should report actions taken by the commander/supervisor. The reply of the findings/actions should be returned, through the ACOM, ASCC, and DRU APC, to the Army CPM no later than 14 days after receipt.
- **ADVANCE CONFERENCE/REGISTRATION FEES:** While the Purchase Card or training request (SF Form 182) are the preferred methods to pay advance conference and registration fees, the travel charge card may be used for this purpose.

Registration/conference fees are considered a travel-related expense, when payment of the fee is a condition of conference attendance in a TDY status. See JTR Appendix G.

Attendance at the conference should be authorized (either verbally or via a written authorization/order) before the conference/registration fee can be charged, regardless of which method of payment is used.

If charged to the IBA, reimbursement of the fee can be claimed once the written authorization/order is approved by using a SF 1164, Claims for Reimbursement for Expenditures on Official Business.

If the traveler is unable to attend the conference as a result of an organization decision (or an excused emergency, illness, etc), and a refund cannot be made, the organization absorbs the cost (no repayment of the registration fee by the traveler is required). If the reason for non-attendance is not approved by the organization, the traveler is liable to re-pay the registration fee. This applies regardless of the method of payment.

DEPLOYMENTS: Travel expenses associated with mission deployments (e.g., travel from the residence or home station to the port of debarkation) are exempt from mandatory travel card use requirements. Moreover, if cardholders are

APPENDIX F (Continued)

SAFM-FO

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

being deployed to an area where timely payment of their account balance will be difficult; use of the card is strongly discouraged.

- **PERMANENT CHANGE OF STATION (PCS):** It is Army policy that if an individual has an IBA, it will be used for all relocation expenses associated with PCS up to the limit of their entitlements. Individuals must register for the program with their respective APC prior to departure and must report to the APC at the gaining organization upon arrival. APCs will brief the cardholders on the policy and procedures for use of the travel card while in this status.
- **MOBILIZATION FOR DEPLOYMENT CONUS ONLY:** If Army National Guard and Army Reserve personnel are mobilized for deployment to CONUS organizations their travel card will be transferred into the active duty unit's hierarchy and deactivated until required for use. For Soldiers that do not have cards, but who incur a travel requirement at the active duty unit, the active duty unit may issue the travel charge card and will cancel the card when the Soldier returns to their Guard or Reserve unit.
- **MOBILIZATION FOR DEPLOYMENT OCONUS ONLY:** Army National Guard and Army Reserve personnel who are mobilized for deployment to OCONUS destinations will have the travel card retained by their home organization and deactivated. If the individual is required to travel during the period of deployment, the travel card will be transferred into the active duty hierarchy by the respective active duty APC and activated for use.
- **MISSION CRITICAL STATUS:** Mission critical status is defined as travel performed by DoD personnel under competent orders and performing duties that through no fault of their own would preclude prompt payment of their travel charge card bill. APCs, at any level, can place cardholders in this category only when they determine that the individuals will be unable to file travel claims through any means and therefore unable to maintain timely travel charge card payments. Cardholders with a zero account balances can be placed in this status only by the Army CPM. Travel orders or amendments will specify the period in which mission critical travel will apply. Accounts will be placed in a status whereby they will not become suspended and no late payment fees will accrue. However, if late fees associated with delayed payments due to mission critical status are assessed, they are reimbursable to the traveler as long as the orders indicate the status or a statement attesting to the status and the cardholder's inability to file timely travel vouchers due to mission requirements is provided at travel settlement.
- **TEMPORARY CHANGE OF STATION (TCS):** For entitlement purposes, TCS is synonymous with long term TDY. Travelers in a long term TDY status, who are

APPENDIX F (Continued)

SAFM-FO

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

required to pay for meals and lodging, are authorized use of the travel charge card for all official travel expenses. Individuals should ensure that a monthly scheduled partial payment is established in DTS and that the payment is split disbursed to the charge card vendor to pay any recurring charges. Individuals that are only paid the incidental expense portion of the per diem rate because meals and lodging are provided are prohibited from using their travel charge card.

RESPONSIBILITIES OF COMMANDERS AND SUPERVISORS: Commanders and supervisors are responsible for the effective management of the travel charge card program in their organizations. In addition to meeting existing ACOM, ASCC, and DRU standards for travel card management, commanders and supervisors are responsible for:

- **RESOURCES:** Adequately resource the APC position to meet program needs. The individual appointed should possess the knowledge, skills and abilities required to effectively carry out the responsibilities of the position. To avoid high APC turnover, commanders should evaluate the feasibility of using civilian personnel in the position.
- **TRAINING OF APCs:** Ensure that APCs are fully trained to perform their tasks, to include proficiency in the use of the CiTi EAS to manage the program and monitor cardholder transactions.
- **ACTIVATION AND DEACTIVATION OF CARDS:** Commanders and supervisors should consider activating and deactivating travel charge card accounts to reduce the possibility of card misuse. This activation/deactivation should be based on travel orders, organization policy and/or at the direction of the cardholder's supervisor.
- **DISCIPLINARY ACTION:** Commanders/supervisors are required to take appropriate disciplinary action, consistent with DoD regulations, for cardholder delinquency, card misuse and abuse, or fraudulent activity. Guidelines for both military and civilians are available at <http://www.asafm.army.mil/fo/fod/tc/pg/pg.asp> and are contained in Volume 9, Chapter 3 of the DoDFMR and DoDI 5154.31
- **SECURITY CLEARANCE:** Ensure that supervisors take appropriate action with respect to security clearances for cardholders who misuse their cards or are delinquent in paying their card account balances. APCs are required to notify supervisors of delinquency and apparent card misuse by cardholders.

APPENDIX F (Continued)

SAFM-FO

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

- **NEED FOR CARDS:** Infrequent travelers -- defined by General Services Administration (GSA) and DoD regulations as individuals who travel two or less times in a calendar year -- are exempt from mandatory use of the travel card but are not prohibited from obtaining an IBA to meet mission requirements. Infrequent travelers are authorized to obtain a government travel advance and should use a CBA to meet transportation requirements. Travel orders will indicate whether the individual is a cardholder and the type of account (IBA or CBA) used to purchase the transportation.
- **PROGRAM REVIEW:** Commanders are responsible for executing periodic program reviews to ensure adequate oversight and compliance with program objectives as outlined in Army Regulation 11-2 (Managers' Internal Control Program).

RESPONSIBILITIES OF AGENCY PROGRAM COORDINATORS: At all levels, APCs are appointed by their organizations to perform the day-to-day administrative functions of the travel charge card program. APCs use the CiTi EAS as their primary tool to manage travel charge card accounts. With EAS, APCs have visibility of all travel accounts in their immediate hierarchy and in all subordinate hierarchy levels. APCs (HL3) have visibility of all the travel charge card accounts within their organization. At all levels, the APC are the focal point for travel charge card actions in their organizations and must keep their commander informed on the state of the program, significant problems, and issues. APC duties and responsibilities include, but are not limited to, the following:

- **APPOINTMENT:** APCs must be appointed, in writing, by their commander/head of the organization. APCs must obtain EAS access using the CiTi travel card home page. Once access is gained, APCs at the next higher hierarchy level can provide access to the CiTidirect Card Management System (CCMS) and CiTibank Custom Reporting System (CCRS) for use in managing travel accounts for the specific hierarchy to which the APC is assigned.
- **APC TRAINING:** APCs must be fully trained to perform their tasks, to include proficiency in the use of EAS and its various reports in order to manage the program and monitor how cards are being used. Training is available at the Defense Travel Management Office (DTMO) webpage www.defensetravel.dod.mil/passport. In addition, CiTi offers on-site training for APC groups of 25 or more and individual training at their Norfolk, Virginia office. Training initiatives should be coordinated through HL3 APCs.
- **RECORDS RETENTION:** APCs must maintain all pertinent records for their cardholders. These records must include a copy of the cardholder's initialed and signed DoD Statement of Understanding; training completion certificate;

APPENDIX F (CONTINUED)

SAFM-FO

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

delinquency notifications; and other information applicable to the cardholder. Due to the sensitivity of the data contained in the files, such data should be maintained in an area that assures limited access. Documents should be retained for as long as the individual is a member of the organization and may be destroyed upon transfer, separation, termination or the death of the cardholder.

- **CARDHOLDER TRAINING:** Cardholders must be trained on the requirements of the travel charge card program, their responsibilities, and provided refresher training every three years thereafter. To accomplish the initial training, cardholders must use the training available at the DTMO web page. The course offers a certificate of completion which the individual should forward to their unit APC as proof of completion. A travel charge card will not be issued until initial training is completed and existing accounts should be deactivated if proof of refresher training is not provided by the cardholder.
- **CARDHOLDER AGREEMENT:** A degree of training is accomplished through the application process. The cardholder agreement is an agreement between the individual and the bank. It describes the terms and limits of the contract, what charges are authorized, and the penalties for non-payment of account balances. Before a travel charge card can be issued, the applicant must complete the application (paper or on-line) and read the cardholder agreement. By signing the hard copy application or by forwarding the on-line application, they attest that they understand the provisions of the cardholder agreement and agree to abide by them.
- **DoD STATEMENT OF UNDERSTANDING:** The DoD Statement of Understanding is an agreement between the cardholder and organization. It describes proper card use and possible penalties for misuse or delinquency. Before an application can be forwarded to the contractor for processing, the applicant must read the statement of understanding; indicate their understanding of the specific provisions; and sign the document. The signed statement of understanding will be retained by the APC with other travel charge card related documents. Upon PCS, a new initialed and signed Statement of Understanding should be obtained by the APC when a cardholder reports to a new unit of assignment.

APPENDIX F (Continued)

SAFM-FO

SUBJECT: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program, Individually Billed Accounts

- **TRANSFER OF ACCOUNTS:** APCs must transfer the accounts of cardholders who are reassigned within DoD. The account should be transferred to the gaining organization within 30 days of the cardholder's departure. Gaining unit APCs will transfer in the account to their hierarchy using the transfer process available in the EAS. If the transfer action cannot be completed due to lack of information or non-responsiveness by the gaining organization, the HL 3 APC should be contacted for assistance. The HL 3 APCs can forward the request for transfer to the Army Component Program Manager, if necessary. Account status (past due, delinquent, salary offset) does not influence the transfer process. The only accounts exempt from transfer are charged off accounts. They remain with the current hierarchy until purged by the bank.
- **CLOSING ACCOUNTS:** APCs must close the travel card accounts of cardholders who separate from military service, terminate civilian service, or are incarcerated, retire, or die. For separation, termination, or retirement, APCs should be proactive in closing these accounts as far in advance as possible and making every effort to ensure that existing balances are paid prior to departure. Special attention should be given to individuals who are departing on terminal leave well in advance of their separation dates. To meet this requirement, units should coordinate with their local military and civilian personnel offices to ensure that they receive separation notices as soon as possible.
- **TRANSFER OF CLOSED ACCOUNTS:** APCs should transfer closed accounts with balances remaining -- for cardholders who are separated, incarcerated, terminated, or deceased -- to the Army Component Program Manager for assignment to a hierarchy for cardholders no longer under the unit's control. To accomplish these transfers, APCs should submit a spreadsheet, through their HL3 APC, with the following information for each account: the cardholder's name; last eight of the account number; reason for transfer (separation, termination, etc.), date of that event; account balance.

APPENDIX G

GOVERNMENT TRAVEL CHARGE CARD PROGRAM - CITIBANK CARD REPORTING SYSTEM REPORTS (CCRS)

Reports Functionality Matrix: DoD Travel Shared Reports

Report Name	Description and Use
Account Activity Text File CD 100T	<p>Description Provides detailed information regarding transactions at the individual account level.</p> <p>Use Use this report to view detailed transaction information on a specific account.</p> <p>Update Frequency Daily</p>
Account Listing	<p>Description Lists all accounts within an agency and includes information necessary to identify and contact the account holder. Provides summary account information for account holders, such as credit limits, cash limits, past due amounts and payment information</p> <p>Update Frequency Daily</p>
Account Renewal	<p>Description Provides detailed information for accounts that are 45 - 90 days from their expiration date.</p> <p>Use Use this report to review accounts in your agency that are about to be renewed and determine if any accounts should be eliminated from the automatic renewal process.</p> <p>Update Frequency Daily</p>
Agency Program	<p>Description Provides summary information across hierarchies for transactions, charge volumes, cash advance fees, miscellaneous fees, and value added services fees.</p> <p>Use Use this report to view aggregate agency information for accounts.</p> <p>Update Frequency Daily</p>
Agency Program Information	<p>Description Provides a list of all participating agencies/organizations, bureaus, divisions, offices or other organizational elements for each agency.</p> <p>Use Use this report to view point of contact information (name, address, phone number) associated with individuals within each agency. Also used as a tool to update Manage Contacts in CCMS.</p> <p>Update Frequency Daily</p>
Aging Analysis – Cycle Summary	<p>Description Provides a summary of delinquencies for each calendar month for all billing cycles within an agency.</p> <p>Use Use this report to obtain delinquency information and percentages for CBA and IBAs that cycle on different days throughout the month.</p> <p>Update Frequency Daily</p>

APPENDIX G (Continued)

Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Airline Credit – CD1125	<p>Description Lists all airline credits and refunds that have occurred during the month for both centrally and individually billed accounts.</p> <p>Use Use this report to determine whether airlines have processed refund requests or refunds associated with cancelled tickets.</p> <p>Update Frequency Daily</p>
All Transactions	<p>Description Lists a summary of transactions by account and by merchant per day.</p> <p>Use Use this report to obtain information regarding transactions and amount per day at a specific merchant.</p> <p>Update Frequency Daily</p>
Approving Official Listing	<p>Description Provides a list of approving officials and the accounts they are responsible for managing.</p> <p>Use Use this report to view approving officials and the accounts they are responsible for managing.</p> <p>Update Frequency Daily</p>
ATM Cash	<p>Description Provides a list of all ATM and cash withdrawals within a specified hierarchy level and time frame.</p> <p>Use Use this report to perform more detailed reviews of accounts with cash activity. This report is designed to point out potential opportunities of cash misuse.</p> <p>Update Frequency Daily</p>
Blocked MCC	<p>Description Provides detail information on transactions made at merchants that fall outside of an agency-approved merchants list. This report only contains posted transactions from blocked MCCs and will not list declined authorizations that do not post.</p> <p>Use Use this report to identify possible misuse and abuse at unauthorized merchants.</p> <p>Update Frequency Daily</p>
Credit Balance Refunds	<p>Description Provides a list of accounts that have received a credit balance refund.</p> <p>Use Use this report to determine which accounts have been issued credit balance refunds.</p> <p>Update Frequency Daily</p>
Current Account Text File – CD300T	<p>Description Provides account-level demographic information.</p> <p>Use Use this report to access address and telephone information for cardholders.</p> <p>Update Frequency Daily</p>

APPENDIX G (Continued)

Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Declined Authorizations	<p>Description Lists all transactions attempted against an account and details reasons for decline and type of purchase (mail order, ATM, purchase, cash). Transactions are selected by declines or approvals only to help track trends.</p> <p>Use Use this report to review accounts with declined charges, identify trends and determine potential cause for action.</p> <p>Update Frequency Daily</p>
Delinquency – Account Number	<p>Description Provides delinquency status information on a specific account requested. Note: You must enter a valid account number and the account must be in a past due status for it to appear on the report.</p> <p>Use Use this report to review a single account holder who is in a delinquency status. Delinquency reports should be scheduled when the "As Of" date in the Reporting Tool equals or is greater than your cycle date.</p> <p>Update Frequency Daily</p>
Delinquency – Hierarchy Level	<p>Description Provides account delinquency status information at a specified hierarchy level and for a requested billing type.</p> <p>Use Use this report to provide a status on individually or centrally billed accounts by hierarchy level. Delinquency reports should be scheduled when today's date equals or is greater than your cycle date.</p> <p>Update Frequency Daily</p>
Infrequent Travel Expiration	<p>Description Lists accounts set to expire due to lack of activity within the past year.</p> <p>Use Use this report to identify cardholders who may be considered "reissue declined" but who will need a plastic reissued.</p> <p>Update Frequency Daily</p>
Invoice – CD400	<p>Description Provides a detailed account invoice for accounts with cycle information for the billing account and all individual accounts.</p> <p>Use Use this report to review invoice elements as well as detailed transaction information associated with an account.</p> <p>Update Frequency Daily</p>
Invoice Status Report – CD1600	<p>Description Provides a summary by unit of all invoices and payment status.</p> <p>Use Use this report to view invoice-related metrics, status and past due information.</p> <p>Update Frequency Daily</p>

APPENDIX G (Continued)

Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Lost Stolen Report	<p>Description Provides account and cardholder information for cards that have been reported as lost, stolen or fraudulent. This report will also provide information on the replacement account for the lost/stolen/fraud account.</p> <p>Use Use this report to monitor the number of cards reported as lost/stolen/fraud within your hierarchy.</p> <p>Update Frequency Daily</p>
Master Text File – CD500T	<p>Description Provides account-level demographic information as well as aggregate usage measures at the account level.</p> <p>Use Use this report to obtain detailed account address and summary measures by hierarchy.</p> <p>Update Frequency Daily</p>
Mission Critical	<p>Description Lists accounts that have been placed in Mission Critical status.</p> <p>Use Use this report to identify accounts that have been deemed Mission Critical. Check against orders to ensure that accounts qualify for Mission Critical.</p> <p>Update Frequency Daily</p>
New Accounts	<p>Description Provides a listing of new accounts that were set up within user-defined time frame.</p> <p>Use Use this report to review all new accounts that have been set up within the last 30 days.</p> <p>Update Frequency Daily</p>
Non-Travel Activity	<p>Description Provides information to identify accountholders with transaction activity (such as cash, fuel or food) occurring without other associated travel activity (such as airline, car rental or lodging).</p> <p>Use This report is designed to point out potential opportunities of account misuse on travel accountholders who may be using their government card during nonofficial travel periods.</p> <p>Update Frequency Daily</p>
OMB Report	<p>Description Provides data on DoD Metrics across the card program, such as Total Open Accounts, Total Closed Accounts, Total Net New Accounts. Rebate earned and percent of total rebates realized.</p> <p>Use Use this report to obtain a listing of open dates for all accounts by hierarchy.</p> <p>Update Frequency Daily</p>

APPENDIX G (Continued)

Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Pre-Suspension Detail	<p>Description Lists accounts eligible for suspension during the next cycle and which are between 45 - 60 days past due from the billing cycle date. Identifies account name, account number, status, balance past due and number of days past due. Includes subtotals and grand totals for hierarchy levels and agencies listed.</p> <p>Use Use this report to see a list of accounts that are eligible for suspension, in order to identify accounts that require special attention and supervisory notification.</p> <p>Update Frequency Daily</p>
Pre-Suspension Summary	<p>Description Provides high-level information for all accounts that are eligible for suspension during the next cycle. Accounts will appear as early as 45 days after the billing cycle/billing date. This report provides:</p> <ul style="list-style-type: none"> • The number of the accounts in the pre-suspension status • Subtotals of the dollar amount past due for a specific hierarchy • The total dollar amount past due for the entire agency <p>Use Use this report to see the number of accounts that are eligible for suspension, in order to identify accounts that require special attention and supervisory notification.</p> <p>Update Frequency Fifteen (15) days from cycle close date. Then Daily.</p>
Returned Check Report	<p>Description Provides a list of all cardholders who incur returned check transactions within a specified hierarchy level and time frame.</p> <p>Use Use this report to identify accounts that have payment reversals.</p> <p>Update Frequency Daily</p>
Salary Offset Detail	<p>Description Lists all accounts in Salary Offset.</p> <p>Use Use this report to identify accounts that have closed and are in the Salary Offset program.</p> <p>Update Frequency Daily</p>
Salary Offset Summary	<p>Description Provides a summary of accounts in Salary Offset.</p> <p>Use Use this report to identify totals for accounts that have closed and are in the Salary Offset program.</p> <p>Update Frequency Weekly</p>
Statistical Summary Report – CD900	<p>Description Provides a summary of account activity for the travel card program and includes traveler's check transactions and miscellaneous fees.</p> <p>Use Use this report to monitor Travel program activity.</p> <p>Update Frequency Daily</p>

APPENDIX G (Continued)

Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Statistical Summary Text File – CD900T	<p>Description Provides a summary of account activity for the travel card program and includes traveler's check transactions and miscellaneous fees.</p> <p>Use Use this report to monitor Travel program activity.</p> <p>Update Frequency Daily</p>
Summary ATM Detail	<p>Description Provides month-to-date and year-to-date ATM amounts and transactions.</p> <p>Use Use this report to view month-to-date and year-to-date ATM amounts and transactions across hierarchies.</p> <p>Update Frequency Daily</p>
Summary Quarterly Merchant Report – CD1000	<p>Description Lists, by fiscal year quarter, summary spending information by merchant category code (MCC) and includes MCC description, number of transactions per MCC, total dollar amount per MCC and average amount per MCC.</p> <p>Use Use this report to analyze summary information on spending and types of spending within your Travel Card program.</p> <p>Update Frequency Fiscal Quarters</p>
Summary Quarterly Vendor Analysis Report – CD1100	<p>Description Lists, by fiscal year, a detailed quarterly and cumulative summary of the top 100 merchants/vendors, by individual merchant/vendor, city, state and service type, in total dollars and total number of transactions.</p> <p>Use Use this report to review the list of top-rated vendors based on level of spending within a requested hierarchy level.</p> <p>Update Frequency Fiscal Quarters with Fiscal Year to Date</p>
Summary Quarterly Vendor Ranking Report – CD1200	<p>Description Lists, by fiscal year, a detailed quarterly and cumulative summary of all the merchants/vendors, by individual merchant/vendor, city, state and service type, in total dollars and total number of transactions.</p> <p>Use Use this report to review all vendors based on level of spending within a requested hierarchy level.</p> <p>Update Frequency Fiscal Quarters with Fiscal Year to Date</p>
Suspension Detail	<p>Description Lists accounts that have been suspended and are eligible for cancellation. Accounts appear on this report at 61 - 125 days past the billing cycle date. This report identifies account name, account number, status, date of status, balance past due and number of days past due. Includes subtotals and grand totals for hierarchy levels and agencies.</p> <p>Use Use this report to identify accounts that have been suspended and require immediate attention and resolution before the next billing cycle.</p> <p>Update Frequency Daily</p>

APPENDIX G (Continued)

Reports Functionality Matrix: DoD Travel Shared Reports (Cont'd)

Report Name	Description and Use
Suspension Summary	<p>Description Provides a summary of accounts that have been suspended and are eligible for cancellation. Accounts appear on this report at 61 - 125 days past the billing cycle date. This report identifies account name, account number, status, date of status, balance past due and number of days past due. Includes subtotals and grand totals for hierarchy levels and agencies.</p> <p>Use Use this report to identify accounts that have been suspended and require immediate attention and resolution before the next billing cycle.</p> <p>Update Frequency Daily</p>
Transaction Dispute	<p>Description Provides detailed information regarding transaction disputes at the individual account level. The report lists all outstanding and resolved transactions, and includes information from the original charge through resolution.</p> <p>Use Use this report to identify, track, balance and review the status of disputed transactions.</p> <p>Update Frequency Daily</p>
Transportation Activity Report	<p>Description Provides detailed information regarding air, bus and rail transactions at the individual transaction level.</p> <p>Use Use this report to audit travel transportation activity.</p> <p>Update Frequency Daily</p>
Weekend/Holiday Activity	<p>Description Provides information on accounts with car rentals and/or lodging activity when checkout is on a Sunday, Monday or a federal holiday.</p> <p>Use Use this report to pull weekend activities associated with car rentals and lodging.</p> <p>Update Frequency Daily</p>
Write-off Report – CD720	<p>Description Provides summary and detailed listing of accounts with write-off occurrences.</p> <p>Use Use this report to view account level and summary information concerning accounts with occurrences of write-offs.</p> <p>Update Frequency Daily</p>

APPENDIX H

CITI BANK SAMPLE REPORTS

Declined Authorization Report

The Declined Authorizations Report lists all attempted transactions and detailed reasons for decline and type of purchase within a specified hierarchy.

Account Name 1	Account Number	Decline Date	Decline Time	Primary Dec. Reason	Decline Reason 1	Decline Reason 2	Decline Reason 2	Merchant City
Account Name (Short)	Account Number	Decline Date	Decline Time	Primary Decline Reason	Decline Reason 1	Decline Reason 2	Decline Reason 2	Merchant City
Account Name (Short)	<masked>	7/10/2009	21:24:18	Invalid PIN	0111	Invalid PIN	0048	Not Enough Avail\$ DESTIN
Account Name (Short)	<masked>	7/6/2009	09:25:24	> Acct MCOG V Amt	0818	> Acct MCOG V Amt	0000	No Description 888-278-3397
Account Name (Short)	<masked>	7/2/2009	03:15:55	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description SEOUL KR
Account Name (Short)	<masked>	7/2/2009	03:16:18	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description SEOUL KR
Account Name (Short)	<masked>	7/2/2009	03:16:52	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description SEOUL KR
Account Name (Short)	<masked>	7/2/2009	21:48:21	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description SEOUL KR
Account Name (Short)	<masked>	7/7/2009	13:00:21	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description HAMPTON
Account Name (Short)	<masked>	7/14/2009	20:36:49	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description FALLS CHURCH
Account Name (Short)	<masked>	7/12/2009	14:42:25	Exp Date Mismatch	0207	Exp Date Mismatch	0000	No Description NEW YORK
Account Name (Short)	<masked>	7/15/2009	13:54:18	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description PHILADELPHIA
Account Name (Short)	<masked>	7/15/2009	13:56:03	Not Enough Avail\$	0048	Not Enough Avail\$	0000	No Description PHILADELPHIA
Account Name (Short)	<masked>	7/8/2009	02:24:43	> Daily Atm Lmt	0112	> Daily Atm Lmt	0000	No Description TAEJU CITY
Account Name (Short)	<masked>	7/5/2009			0031	Account Coded XX	0000	No Description ATLANTA
Account Name (Short)	<masked>					Not Enough Avail\$	0000	No Description SEOUL
Account Name (Short)	<masked>					Invalid PIN	0000	No Description KAISER
Account Name (Short)	<masked>					Not Enough Avail\$	0000	No Description
Account Name (Short)	<masked>					Not Enough Avail\$	0000	No Description
Account Name (Short)	<masked>					Not Enough Avail\$	0000	No Description

APPENDIX H (Continued)

Delinquency Report

The Delinquency Report provides account information at a specified hierarchy for any accountholder considered past due on their card.

Account Name	Account Status	Last Pmt Date	Current Bal.	Pmt. Amt. CTD	60 Day Past Due					
Account Name	SSN	Account Status	Qualifier	Last Payment Date	Payment Due Date	Current Balance	Past Due Amount	Payment Amount CTD	30 Day Past Due	60 Day Past Due
8890	Open	N/A	6/10/2009	8/5/2009	1717.33	298.13	-5,184.29	298.13	0	
0609	Open	N/A	7/9/2009	8/5/2009	1176.8	1,133.57	-583.42	1,133.57	0	
1439	Open	N/A	6/3/2009	8/5/2009	1552.23	1,489.17	-6,776.85	1,489.17	0	
2579	Open	N/A	6/1/2009	8/5/2009	9.22	9.22	-3,167.15	9.22	0	
0669	Open	N/A	6/1/2009	8/5/2009	2082.88	1,224.49	-490	1,224.49	0	
5827	Open	N/A	6/11/2009	8/5/2009	316.91	316.91	-2,079.00	316.91	0	
5079	Open	N/A	6/24/2009	8/5/2009	64.53	64.53	-12,723.68	64.53	0	
8738	Open	N/A	6/11/2009	8/5/2009	1796.43	245.44	-6,846.80	245.44	0	
3631	Closed	Suspended	5/20/2009	5/20/2009	5.02	5.02	-5,046.34	0	5.02	
0769	Open	N/A			2186.75	2,039.49	-2,234.00	2,039.49		
4697	Open					1,857.99	-3,034.58	1,857.99		
3649						9.93	-58	0		
						1,115.78	-66.67	3,115.78		
							-1,048.61			
							-1,468.13			

APPENDIX H (Continued)

Blocked MCC Report

The Blocked MCC Report shows all attempted transactions against excluded or restricted Merchant Category Codes (MCC).

Transaction Date	Transaction Post Date	Transaction DB-CR Indicator	Merchant Name	MCC	MCC Description
6/6/2009	6/8/2009	Debit	EVERYWHERE INTERNET	4816	COMPUTER NETWORK/INI
5/29/2009	6/1/2009	Debit	RED HAT INC	6734	COMPUTER SOFTWARE &
5/28/2009	6/1/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
5/31/2009	6/1/2009	Debit	DENVER AIRPORT ENTERPRISE	5947	CARD, GIFT AND NOVELTY
6/4/2009	6/8/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
5/28/2009	6/1/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
6/5/2009	6/8/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
6/9/2009	6/11/2009	Debit	HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
5/28/2009	6/1/2009		HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
5/29/2009	6/1/2009		HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
6/2/2009			HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF
6/10/2009			HUACH JENNIES DINER	5999	MISCELLANEOUS AND SF

APPENDIX H (Continued)

Pre-Suspension Report

The Pre-Suspension Report lists accounts that are between 45 – 60 days past billing from the billing cycle date within a specified hierarchy.

Hierarchy Level 5 & 7		Account Name	Account Status	Pmt. Due Date	Metrics				
Hierarchy Level 5	Hierarchy Level 7	Account Name	SSN	Account Status	Days Past Due	Date Payment Due	Last Statement Balance	Metrics	Past Due Amount
		6813	Open	23	7/18/2009	231.46			50.5
		3622	Open	24	7/17/2009	1775.47			1,183.47
		6183	Open	24	7/17/2009	16.39			16.39
		1049	Closed	21	5/5/2009	2270.19			888.41
		8228	Closed	20	5/5/2009	740.24			740.24
		0326	Open	24	7/17/2009	342.25			242.25
		4410	Closed	17	5/6/2009	1937.6			1,937.50
		7662	Closed	24	6/5/2009	124.98			124.98
				21	5/5/2009	4950.24			215.94
60605	71006				6/5/2009	1245			
60608	74008				6/5/2009	1763.54			
60081						20			
60502						1475.74			

SSN

Days Past Due

Last Statement Balance

Past Due Amt

APPENDIX H (Continued)

Suspension Detail Report

The Suspension Detail Report lists accounts that have been suspended and are eligible for cancellation. Accounts appear on this report at 61 – 125 days past the billing cycle date.

Account Number	Account Name	Account Status	Pmt. Past Due	Last Statement Bal.	Past Due Amt.			
<masked>	3649	Closed	7/13/2009	35	1	9.93		9.93
<masked>	3631	Closed	7/13/2009	35	1	6.02		6.02
<masked>	6647	Closed	7/13/2009	35	1	3159.98		3,159.98
<masked>	4766	Closed		35	1	2303.06		713.49
<masked>	6238	Closed		35	1	638.69		638.69
<masked>				35		2935.86		
<masked>				35		363		
<masked>				35		8198.06		
<masked>				35		5.47		
<masked>				35		111.49		

APPENDIX I

DELINQUENCY TIMELINE FOR IBA

DELINQUENCY TIMELINE for IBA

CURRENT 1 to 60 Days*	SUSPENDED 61 to 125 Days*	CANCELLED/CLOSED 126 to 210 Days*	CHARGE OFF 211 Days*
File travel voucher within 5 days after completion of travel	No new charges allowed on card	Submitted for enrollment in Salary Offset	May charge off
Receive statement	Late fee applied at day 75	Member may request a travel advance if required to travel	Could affect cardholder's credit rating
Day 1 = The day after charges post to the cardholder's statement	Additional late fees applied at day 91 and each 30 day increment thereafter	Receiving APC must transfer member into their HL regardless of delinquency	Delinquency removed from HL
Past Due status at day 31	Receiving APC must transfer member into their HL regardless of delinquency	Effects Command's delinquency rate	
Disputed/Fraudulent transactions must be reported within 60 days of when the charge first appears on a statement	Effects Command's delinquency rate		

*Days = days past billing statement date

DELINQUENCY TIMELINE FOR CBA

DELINQUENCY TIMELINE for CBA

CURRENT 1 to 60 Days*	SUSPENDED 61 to 125 Days*	CANCELLED/CLOSED 126 to 210 Days*	CHARGE OFF 211 Days*
Receive statement	No new charges without CBA exception granted by travel card vendor	PPA interest is being accrued until payment receipt	May charge off
Day 1 = The day after charges post to the organization's statement	PPA interest is being accrued until payment receipt	At 126 days and beyond no further exceptions can/will be approved	Could affect the organization's ability to open new CBA accounts
Past Due status at day 31	Effects Command's delinquency rate	Reinstatement of account upon payment in full and CPM approval	Delinquency removed from HL
Prompt Pay Act (PPA)-Interest is incurred at day 31	At 61- 90 days exceptions must be approved by CPM/HL 2-3	Cannot transfer to another HL	
Disputed/Fraudulent transactions must be reported within 60 days of when the charge first appears on a statement	At 91-125 days exceptions must be approved by DTMO/HL 1		

*Days = days past billing statement date

GLOSSARY

APC	Agency Program Coordinator
AC	Agency Coordinator
ACOM	Army Command
ADOS	Active Duty Operational Support
AGR	Active Guard Reserve
AR	Army Regulation
ASA	Assistant Secretary of the Army
ASCC	Army Service Component Command
ATM	Automated Teller Machine
CBA	Centrally Billed Account
CCMS	Citibank Card Management System
CCRS	Citibank Card Report System
CONUS	Continental United States
CoS	Chief of Staff
CPM	Card Program Manager
CTO	Commercial Travel Office
DA	Department of the Army
DFAS	Defense Finance and Accounting Service
DoD	Department of Defense
DoDI	Depart of Defense Instruction
DRU	Direct Reporting Units
DTMO	Defense Travel Management Office
DTS	Defense Travel System
FICO	Fair Isaac & Co
FM	Financial Manager
FM&C	Financial Management & Comptroller
FMR	Financial Management Regulation
FTUS	Full-Time Unit Support
GOCOM	General Office Command
GSA	General Service Administration
GTCC	Government Travel Charge Card
HL	Hierarchy Level
HQDA	Headquarters Department of the Army
IAW	In Accordance With
IBA	Individually Billed Account
JTR	Joint Travel Regulation
LPC	Local Agency Program Coordinator
MCC	Merchant Category Code
MIC-P	Managers Internal Control Program
NLT	No later than
NSF	Non-Sufficient Funds

GLOSSARY (Continued)

NYARNG	New York Army National Guard
OCONUS	Outside Continental United States
PCS	Permanent Change of Station
RMC-F	Revenue Memorandum Circular-Financial
SOP	Standard Operating Procedure
SSN	Social Security Number
TCS	Temporary Change of Station
TDY	Temporary Duty
TPR	Technician Personnel Regulation
TTRA	Travel and Transportation Reform Act Statement
USP&FO	United States Property & Fiscal Office

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Department of the Army Memorandum, Subject: Army Travel Card Program – Mandatory Use of Individually Billed Accounts (IBA) to pay for Official Temporary Duty (TDY) Travel, dated 12 July 2005

DoD Financial Management Regulation (DoDFMR), Volume 9, Chapters 3 and 5.

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