



U.S. General Services Administration

DoD Travel Card Program Overview

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Defense Travel Management Office
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Defense Travel Management Office

Scope of the Enterprise

- DoD Travel Spend: \$8.2B (FY13)
- Housing and Cost of Living Allowances: \$24.7B (FY13)
- Commercial Travel Office Services: \$236M/5 years
- U.S. Car/Truck Rental Program: \$288M (FY13)
- Military Bus Program (Safety Inspection Contract): \$1M annually
- Government Travel Charge Card: ~\$50B/10 Years

Commercial Travel Program Management

- GSA City Pair – DoD Customer Interface
- U.S. Government Rental Car/Truck
- Military Bus
- Recruit Travel & Assistance
- Commercial Travel Office Services
- Premium Class Travel Oversight

DoD Travel Card Program Management

- (FY13) 1.6M Cards ~ 23M Transactions ~ \$4.4B GTCC Spend
- DoD Tailored Task Order
- DoD Travel Card Policy and Procedures



Travel Policy and Implementation

- Joint Federal Travel Regulations (JFTR)
- Joint Travel Regulations (JTR)
- Policy Transformation

Customer Support and Training

- TAC (Travel Assistance Center)
- Customer Satisfaction Program
- Travel Training Resources
- Service and Agency Liaison

Allowances and Entitlements

- Basic Allowance for Housing
- Cost of Living Allowance
- Overseas Housing Allowance
- Per Diem Rates

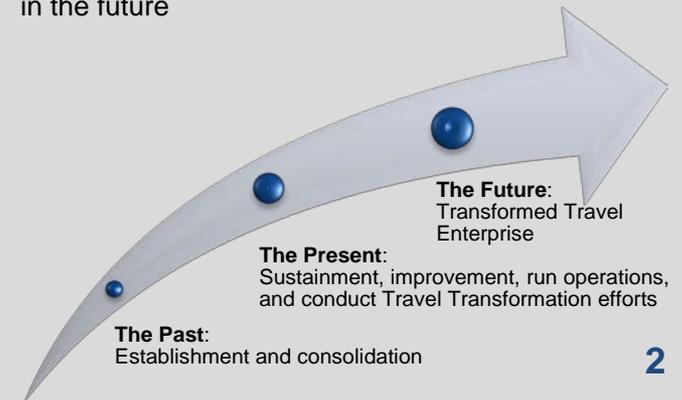
Defense Travel System

- Functional Requirements and Oversight



Key Initiative

- Travel Transformation – Simplify travel policy and explore the best strategy for providing travel services in the future





DTMO Travel Card Program Management

- Oversee and manage DoD's SmartPay[®] 2 Task Order
- DoD's primary interface for all travel card matters
- Develop DoD travel card policy and procedures
- Maintain Program Parameters
- Identify and manage GTCC pilot programs
- Advocate and facilitate travel card training
- Spearhead enterprise-wide reviews of GTCC operational processes
- Assist with DTS CBA reconciliation

DTMO GTCC Program Management Team

Debbie Lewis-Manni

- Lead – Travel Card Team
- Liaison to USN & USMC
- DTMO Lead – SmartPay3 Tiger Team, & Process Improvement Initiatives

Scott Duplechain

- DTMO Liaison to USAF GTCC Program
- Subject Matter Expert - DoDFMR, Program Parameters
- DTMO Lead - Chip & PIN Pilot

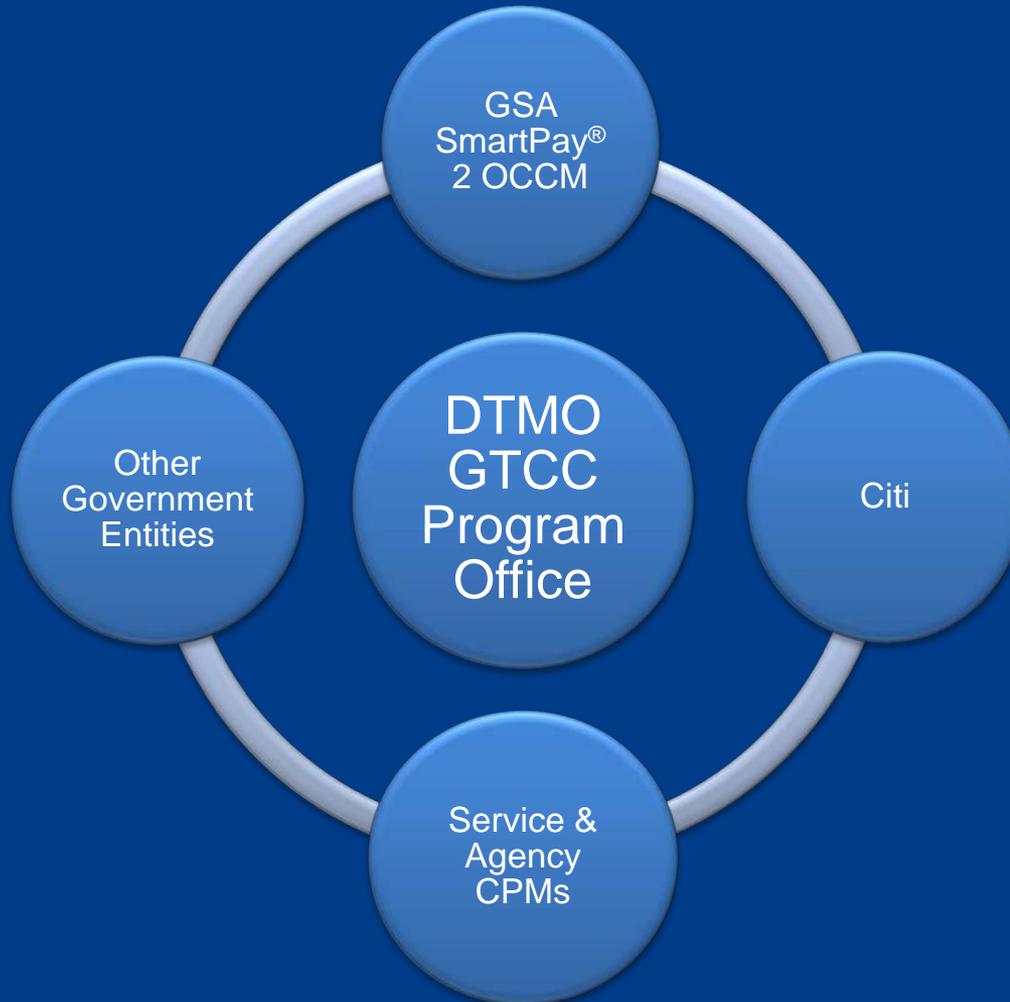
Crystal Heath

- DTMO Liaison to Independent Defense Agencies
- Analyst - GTCC Performance Metrics
- DTMO Lead - GTCC FAQs

Ann Barkley

- DTMO Liaison to US Army GTCC Program
- Subject Matter Expert- DTS CBA Reconciliation
- DTMO Lead – GTCC Training

GTCC Program Organization



DoD GTCC – Optimizing Program Benefits

Policy / Compliance	Maximize Usage / Spend & Data Capture	Automation / System Improvements
<ul style="list-style-type: none"> • Updates to DoDFMR <ul style="list-style-type: none"> – Proposed reduction of current usage exemptions – Updates related to credit worthiness requirements – Transition to DoD Instruction • Joint Communications Plan • Training Initiatives <ul style="list-style-type: none"> – GSA SmartPay Virtual Forum – Citi Regional Training • Travel Policy Compliance Program <ul style="list-style-type: none"> – Incorporate queries for GTCC data <i>target early 2015</i> – ID use of personal cards by GTCC cardholders – ID frequent travelers without GTCC 	<ul style="list-style-type: none"> • PCS Usage <ul style="list-style-type: none"> – All Services planning to mandate use NLT end of FY14 • Strengthen Enforcement <ul style="list-style-type: none"> – Rapid Improvement Event w/ DCMO – Elevate approval level when GTCC not used for air, hotel, rental car? • Explore issuance of GTCC to all DoD travelers (<i>not just frequent travelers</i>) <ul style="list-style-type: none"> – USMC issued MarAdmin 691/13 – Reduce/eliminate cash advances • Other Initiatives: <ul style="list-style-type: none"> – Rebate Working Group – SmartPay3® Working Group 	<ul style="list-style-type: none"> • DTS / NextGen <ul style="list-style-type: none"> – Increase use of CBA Reconciliation Module – Automate GTCC activation / deactivation – Automate update of DTS Profile w/ GTCC exp. date changes, new account numbers, etc. – Display account balance – Update miscellaneous expense defaults – Automatically adjust credit limits based on estimated trip costs

Benefits

- | | |
|--|--|
| <ul style="list-style-type: none"> • Increases data capture and provides business intelligence to improve travel programs, reduce overall travel costs and expand strategic sourcing opportunities • Supports improved audibility and program management • Broadens opportunities for card-able spend | <ul style="list-style-type: none"> • Reduces need (and cost) for travel advances/reconciliation • Improves financial readiness/security of travelers • Increases rebates, allowing the Services to bring \$ back to their programs (e.g., USAF uses for QoL programs, tech refresh) |
|--|--|

Major GTCC Initiatives

DoD Chip and PIN / EMV Pilot (February through October 2014)



- Europay, MasterCard, Visa (EMV) chip-enabled charge cards
 - provide a globally accepted solution for securing payment transactions
 - provide added security against certain types of fraud, e.g. counterfeit and lost/stolen
 - embedded microprocessor that supports enhanced cardholder verification methods and encrypts transaction data
- Pilot limited to 300 DoD cardholders selected from the Services and Agencies
- Target cardholders who travel extensively to Chip and PIN regions
- Fee for Chip and PIN cards estimated between \$5 - \$6.50 ~ reimbursable

SmartPay3® Work Group

- Identify DoD's current and future travel card needs
- Investigate other Agencies' Programs and operations
- Conduct market research
- Incorporate travel transformation improvements
- Draft DoD requirements for SP3



Resources

- DTMO Website - <http://www.defensetravel.dod.mil>
 - Use the Training Resource Lookup Tool to find elearning, instructor resources, reference materials
 - GTCC webpage includes links to Citi EAS, Citi Manager
- Travel Explorer (TraX) - <http://www.defensetravel.dod.mil/passport>
 - Access Distance Learning, instructor-led materials
- Travel Assistance Center (TAC) – 24 hours/7 days a week
 - 1-888-Help1-Go (1-888-435-7146) (Overseas: Use DSN to dial directly) or submit a Help Ticket through the Tickets section of TraX

DTMO Website



DEFENSE TRAVEL MANAGEMENT OFFICE
THE DOD CENTER FOR TRAVEL EXCELLENCE



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DTS is available.

EWTS is available.

Login to DTS

GOVERNMENT TRAVEL CHARGE CARD

Agency Program Coordinators

Card Holders

DTS CBA Reconciled Accounts

CUSTOMER SERVICE SUPPORT

Citi Customer Service
1-800-200-7056
(collect 757-852-9076)
24 hours a day,
7 days a week

Citi's DoD Travel Card Webpage
transactionsservices.citigroup.com

Client Services for APCs
1-866-670-6462
(collect 757-853-2467)
Monday-Saturday
7:00 am-9:00 pm EST

Travel Assistance Center
1-888-Help1Go
DSN: 312-564-3639
24 hours a day,
7 days a week

All Other GTCC Questions

GTCC NOTICES

- New Surcharge on Visa Purchases
- Alert: Recent Visa Phishing Scam

[Programs & Services](#) > Government Travel Charge Card

Government Travel Charge Card

The Government Travel Charge Card Program (GTCC) provides travelers with a safe, effective, convenient, and commercially available method to pay for expenses associated with official travel. The GTCC includes Individually Billed Accounts (IBAs) and Centrally Billed Accounts (CBAs).

The DoD policy is that the Government-sponsored, contractor-issued travel card should be used to pay for ALL official travel expenses while on TDY/TAD. Personal use of the travel card or using the travel card to pay for someone else's travel expenses is prohibited. The use of the travel card for non-official expenses may result in disciplinary actions.

Travelers may be reimbursed for automated teller machine (ATM) expenses on cash withdrawals for official business (i.e., withdrawal fee, access fees).

Service and Agency personnel needing assistance should contact their local Agency Program Coordinator (APC). APCs are responsible for managing the DoD GTCC program.

Policy

Use of the travel card is mandated by the [Travel and Transportation Reform Act of 1998](#). DoD utilizes a central policy by including Travel Charge Card guidance in the [DoD Financial Management Regulation, Vol. 9, Chapter 3](#). The Military Services may further restrict/define this policy. See [Quick Links and Resources](#) for Office of the Under Secretary of Defense Memorandums.

Individually Billed Accounts

Payment of IBAs is the responsibility of individual travel charge card holders. There are two types of IBAs, **Standard** and **Restricted**:

Standard

- Minimum credit score (660) required

Restricted

- Credit score from 500-659 required or credit check declined



QUICK LINKS AND RESOURCES

Office of the Under Secretary of Defense Memorandums

- OUSD Memo: 06-10-03 Disciplinary Guide - Military
- OUSD Memo: 12-29-03 Disciplinary Guide - Civilians
- OUSD Memo: 05-03-07 Reduction of Centrally Billed Accounts

GTCC Program Service Links

- Army
- Navy
- Marine Corps
- Air Force

CitiDirect EAS

Citi Government Services News

Citi User Guides

- CCMS
- CCRS
- CitiManager Cardholder Guide

Training Resource Lookup Tool

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THE DoD CENTER FOR TRAVEL EXCELLENCE

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IN THE SPOTLIGHT
TSA Pre-Check™ Expanding
The Transportation Security Administration (TSA) has announced it will expand its expedited screening program to 60 new airports. Find out more.

IN OTHER NEWS

- New! - Travel Policy Compliance Program
- 72-Hour Air Reservation Auto Cancellation
- Introducing TraX Touch
- Pay DTS Debts through Pay.Gov

Travel Assistance
Click button to contact your local help desk

Army Air Force
Navy DoD Agency

Travel Tools

- Find Your DTA
- State Tax Exemption Forms
- Baggage Allowance
- Rental Vehicle Assistance Tool
- Travel Explorer (TraX)
- Allowance Tables
- Allowance Calculators
- Other than Economy-/Coach-Class Transportation
- Restricted Fares

Travel Regulations and Allowances

- Basic Allowance For Housing
- CONUS COLA
- Overseas COLA
- Overseas Housing Allowance
- Per Diem
- JFTR/JTR
- Other Rates and Allowances

Travel Programs

- Government Travel Char...
- Rental Car and Truck Pro...
- Training for Rental Car E...
- Military Bus Program
- Recruit Travel and Assist...
- DoD Lodging
- Air

Defense Travel System

- DTS/EWTS Maintenance
- DTS Status Update
- EWTS Status Update
- Recent Software Updates

CONNECT RSS Feeds Podcasts

Training Resources Lookup Tool

To view all training resources, leave the criteria blank and click **Submit**.

To view training resources by Type, Role, Topic or Series, choose from ONE MORE corresponding drop downs below.

Type:

Role: ?

Topic:

Series:

Programs & Services > Training Resources > Resource Lookup - Results

Resource Lookup - Results

The Training resources that match your criteria are listed below.
Role: APC
Topic: Government Travel Charge Card

Name	Type	Sub-Type	Series
CitiDirect Participants will learn the basics of operating and navigating the CitiDirect® Card Management System (CCMS) and the Citibank Custom Reporting System (CCRS) for reporting. All participants are encouraged to interact with our Training Specialists, and fully participate in classroom discussions. This course will cover basic Citibank Reporting - including scheduling reports and minor report editing. We will also cover card management functions, including card activation/deactivation, opening and closing accounts, account transfers, credit and cash limit maintenance and a host of other functions. Classes are offered at the following locations: Camp LeJeune, NC; Norfolk, VA; Pearl Harbor, Washington, DC.	Reference Materials	Instructor-led	Programs and Policies
CitiDirect - CCMS This class is designed to help APC's use CCMS to execute key account maintenance to manage card accounts. This course focuses on maintenance, such as: credit and cash limit changes, activating and deactivating card accounts, closing and reopening card accounts, setting mission critical date ranges, the account search and transfer features and viewing the maintenance log. Participants will also learn how to search for cardholder statements and transactions, view and print statements, read account notes and search and view disputes.	eLearning	Web-based	Programs and Policies
CitiDirect - CCRS This class is designed to introduce APC's to the Citibank Custom Reporting System (CCRS) to schedule and view DOD Shared Reports. This course will focus on basic navigation of CCRS, using the report viewer, subscribing to reports, adding reports to a history list and how to create customized reports.	eLearning	Web-based	Programs and Policies
CitiDirect - CitiManager This class is designed to introduce APC's to the CitiDirect Card Management System (CCMS) and will focus on the basic navigation of CCMS. Participants will learn key functionality such as: the new online application process, how to perform basic card management, view and modify hierarchy, the CCMS search functionality and the bulk account maintenance features.	eLearning	Web-based	Programs and Policies
CitiDirect - DOD Travel Shared Reports Overview Overview of all standard DoD report templates in CCRS. You will learn how to run reports, obtain tips for using the reports and see a demo from the live system.	eLearning	Distance Learning	Programs and Policies