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

The Past: Establishment and consolidation
The Present: Transformed Travel Enterprise
The Future: Achieve Operational Excellence
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

- GSA SmartPay® 2 OCCM
- DTMO GTCC Program Office
- Other Government Entities
- Service & Agency CPMs
- Citi
## DoD GTCC – Optimizing Program Benefits

<table>
<thead>
<tr>
<th>Policy / Compliance</th>
<th>Maximize Usage / Spend &amp; Data Capture</th>
<th>Automation / System Improvements</th>
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</thead>
<tbody>
<tr>
<td>Updates to DoDFMR</td>
<td>PCS Usage</td>
<td>DTS / NextGen</td>
</tr>
<tr>
<td>– Proposed reduction of current usage exemptions</td>
<td>– All Services planning to mandate use NLT end of FY14</td>
<td>– Increase use of CBA Reconciliation Module</td>
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<tr>
<td>– Updates related to credit worthiness requirements</td>
<td>– Strengthen Enforcement</td>
<td>– Automate GTCC activation / deactivation</td>
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<tr>
<td>– Transition to DoD Instruction</td>
<td>– Rapid Improvement Event w/ DCMO</td>
<td>– Automate update of DTS Profile w/ GTCC exp. date changes, new account numbers, etc.</td>
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<tr>
<td>Joint Communications Plan</td>
<td>– Explore issuance of GTCC to all DoD travelers (<em>not just frequent travelers</em>)</td>
<td>– Display account balance</td>
</tr>
<tr>
<td>Training Initiatives</td>
<td>– USMC issued MarAdmin 691/13</td>
<td>– Update miscellaneous expense defaults</td>
</tr>
<tr>
<td>– GSA SmartPay Virtual Forum</td>
<td>– Reduce/eliminate cash advances</td>
<td>– Automatically adjust credit limits based on estimated trip costs</td>
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<td>– Citi Regional Training</td>
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<tr>
<td>Travel Policy Compliance Program</td>
<td>Other Initiatives:</td>
<td></td>
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<tr>
<td>– Incorporate queries for GTCC data target early 2015</td>
<td>– Rebate Working Group</td>
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<tr>
<td>– ID use of personal cards by GTCC cardholders</td>
<td>– SmartPay3® Working Group</td>
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<tr>
<td>– ID frequent travelers without GTCC</td>
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### Benefits

- 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
- 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
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 or 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 (650) required

- **Restricted**
  - Minimum credit score (500-659) required or credit check declined
Training Resource Lookup Tool

Resource Lookup - Results

The training resources that match your criteria are listed below.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Sub-Type</th>
<th>Version</th>
<th>Series</th>
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To view all training resources, leave the criteria blank and click Submit.

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

- **Type:** Select...
- **Role:** Select...
- **Topic:** Select...
- **Series:** Select...

Submit