



U.S. General Services Administration

Government Travel Charge Card Program Overview – DoD Agencies

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Defense Travel Management Office**

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Agenda

- Defense Travel Management Office Overview
- Government Travel Charge Card (GTCC) Program Overview
- Program Management
- Delinquency Progression
- Payment Methods
- Best Practices
- Resources
- Open Discussion

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

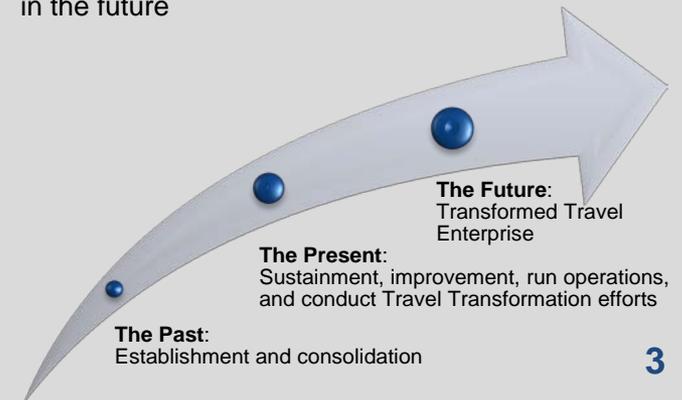
Defense Travel System

- Functional Requirements and Oversight



Key Initiative

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



DTMO Role

- Serves as the DoD's Travel Card Program Manager for ~1.6M cardholders
 - Manage DoD's SmartPay® 2 task order
 - Coordinate with GSA, DoD Components/Agencies
 - Serve as the main interface with card vendor
 - Develop DoD travel card policy and procedures
 - Identify and manage DoD GTCC pilots
 - Facilitate travel card training for DoD
 - Review or initiate component review of card processes
 - Assist with Centrally Billed Account (CBA) reconciliation





References

- OMB Circular A-123 App. B Revised
- Public Law 105-264
 - Travel and Transportation Reform Act of 1998
- Public Law 107-314
 - National Defense Authorization Act of 2003
- DoDFMR, Vol. 9, Ch. 3, April 2014
- JFTR/JTR



Policy and Purpose

DoD Financial Management Regulation

Volume 9 Chapter 3

*April 2014

*030101. Overview 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. See Section 0306 for a list of exceptions. 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) and it also allows the cardholder access to the GSA City Pair Program. The GTCC reduces the need to issue traditional travel advances (cash/electronic funds transfer), eliminates the need for the traveler to pay for their own expenses, and provides financial readiness to DoD personnel (military or civilian). 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.



Proper GTCC Usage

- Official government travel expenses include:
 - Lodging
 - Meals (when possible)
 - Rental Vehicle/Gas
 - Transportation (airfare, train, etc.)
- For cardholder, travel expenses only
- Service/Agency will determine PCS/Dependents usage
- Not for personal use



Card Types

Standard Travel Card

- Total Credit Limit: \$7,500
- Total Monthly ATM Limit: \$665
- Total Monthly Retail Limit: \$250
- Credit Score 660 or Higher

Restricted Travel Card

- Total Credit Limit: \$4,000
- Total Monthly ATM Limit: \$365
- Total Monthly Retail Limit: \$100
- APC “Activation/Deactivation” required for periods of travel/non-travel
- Restricted cards will be issued for cardholders who refuse to submit to the credit check
- Credit Score 500-659

Centrally Billed Accounts

(Transportation Accounts and Unit Cards)

- Limited use
- Credit limit consistent with mission
- Government liability
- Account Manager responsible for management, and timely reconciliation
- New accounts must be approved by the CPM

Credit Limit Increase Thresholds

Charts for Army, Marine Corps, Navy and Air Force

	Defaults	APC Approval	HL3 Approval	HL2/CPM Approval	DTMO Approval
Overall Credit	*\$7,500 **\$4,000	Up to \$10,000	Up to \$15,000	Up to \$25,000	No Maximum
Cash	*\$665 **\$365	Up to \$5,000	Up to \$10,000	Up to \$25,000	No Maximum
Retail	*\$250 **\$100	Up to \$500	Up to \$1,000	Up to \$2,000	No Maximum

*Standard Accounts credit limit increases are based on mission requirements and are limited to no more than 12 months.

**Restricted Accounts credit limit increases are based on mission requirements and are limited to no more than 6 months.

Credit Limit Thresholds (continued)

Charts for DoD Independent Agencies

	Default	APC Approval	HL4 Approval	HL3/CPM Approval	DTMO Approval
Overall Credit	*\$7,500 **\$4,000	Up to \$10,000	Up to \$15,000	Up to \$25,000	No Maximum
Cash	*\$665 **\$365	Up to \$5,000	Up to \$10,000	Up to \$25,000	No Maximum
Retail	*\$250 **\$100	Up to \$500	Up to \$1,000	Up to \$2,000	No Maximum

*Standard Accounts credit limit increases are based on mission requirements and are limited to no more than 12 months.

**Restricted Accounts credit limit increases are based on mission requirements and are limited to no more than 6 months.



Citi Cardholder Fees

Late Fee

- Begins at 75 days
- \$29 each 30-day cycle

NSF Fee

- \$29 fee for NSF check (non-reimbursable)

Salary Offset

- \$80 DFAS fee
- \$87 (late fee \$29 x 3)

Re-Instatement

- \$29 fee (if approved)

Expedited Card Delivery

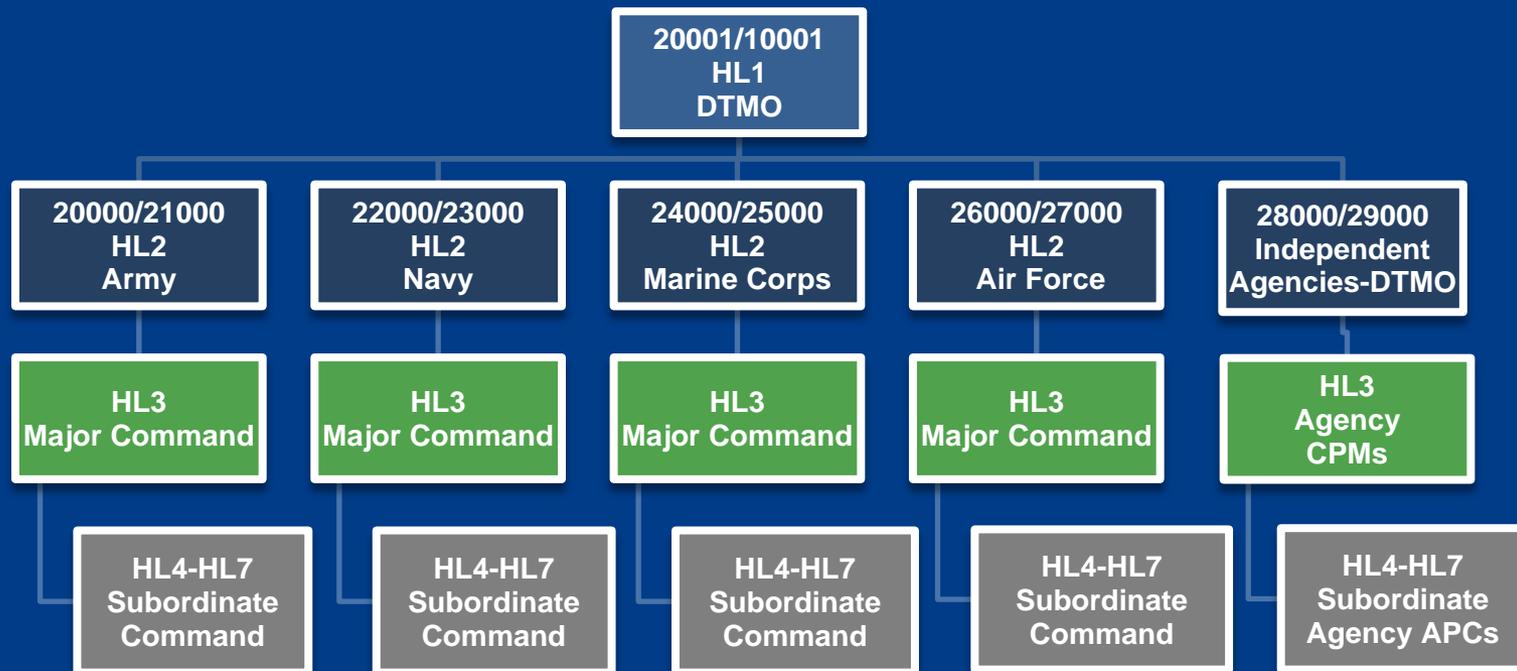
- \$20 fee

ATM Fees

- ATM service fee 2.2%
- ATM user/terminal fee

Program Organization

- Hierarchy is the mechanism by which accounts are grouped for reporting and information access purposes
- Electronic Access System (EAS) User IDs control the access that is granted to an Agency Program Coordinator (APC)





Program Management – Key Personnel

➤ Director

- Ensure compliance with regulations
- Takes appropriate action in cases of misuse/abuse
- Ensure APC is proactive in duties

➤ Agency Program Coordinator

- Execute duties IAW Director intent
- Cardholder's link to the program
- Part of the check-in/check-out process/routing chain

➤ Cardholder

- Use the GTCC within regulations
- Submit travel claims within 5days
- Utilize split disbursement during the travel settlement process



Agency Program Coordinator

- APC must be:
 - The right person for the job
 - Independent performance/self-management
 - Appropriate rank, grade and maturity
 - Trained and certified
 - Designated in writing by a Director
- Monitor unit's GTCC program
 - Provide director's guidance
 - Notify director of misuse and abuse
- Assist cardholders
 - Increase/decrease credit limit
 - Activate/deactivate cards



Proprietary Information

- Ensure cardholders confidentiality
 - Personally Identifiable Information (PII)
- Information of a sensitive nature should always be handled carefully
 - DoDFMR Vol 9 Ch 3 ~ 031101/031103/031401
 - Keep in a secured location
 - Use password protection
 - Always treat information as if it were your own



Metric Reporting

**IBA-
Delinquent
Accounts**

- **0.00% – 1.00% (Green)**
- **1.01% – 2.00% (Yellow)**
- **>2.00% (Red)**

**CBA-
Delinquent
Dollars**

- **0.00% – 1.00% (Green)**
- **1.01% – 2.00% (Yellow)**
- **>2.00% (Red)**

**Split
Disbursement**

- **80% – 100% (Green)**
- **60% – 79% (Yellow)**
- **59% – Under (Red)**



Delinquency Timeline for IBA

Current

- File travel voucher within 5 days after completion of travel
- Receive statement
- Day 1 = The day after charges post to the cardholder's statement
- Past Due status at day 31
- Disputed/Fraudulent transactions must be reported within 60 days of when the charge first appears on a statement

0 - 60 Days*

Suspended

- No new charges allowed on card
- Late fee applied at day 75
- Additional late fees applied at day 91 and each 30 day increment thereafter
- Receiving APC must transfer member into their HL regardless of delinquency
- Affects Command's delinquency rate

61 - 125 Days*

Cancelled/Closed

- Submitted for enrollment in Salary Offset
- Member may request a travel advance if required to travel
- Receiving APC must transfer member into their HL regardless of delinquency
- Affects Command's delinquency rate

126 - 210 Days*

Charge Off

- May charge off
- Could affect cardholder's credit rating
- Delinquency removed from HL

211 Days*

* Days = days past billing statement date

Delinquency Timeline for CBA

Current

- Receive statement
- Day 1 = The day after charges post to the cardholder's statement
- Past Due status at day 31
- Prompt Pay Act (PPA) Interest is incurred at day 31
- Disputed/Fraudulent transactions must be reported within 60 days of when the charge first appears on a statement

Suspended

- No new charges without CBA exception granted by travel card vendor
- PPA interest is being accrued until payment receipt
- Affects Command's delinquency rate
- At 61- 90 days exceptions must be approved by CPM/HL 2-3
- At 91-125 days exceptions must be approved by DTMO/HL 1

Cancelled/Closed

- PPA interest is being accrued until payment receipt
- At 126 days and beyond no further exceptions can/will be approved
- Reinstatement of account upon payment in full and CPM approval
- Cannot transfer to another HL

Charge Off

- May charge off
- Could affect the organization's ability to open new CBA accounts
- Delinquency removed from HL

0 - 60 Days*

61 - 125 Days*

126 - 210 Days*

211 Days*

* Days = days past billing statement date



Causes of Delinquency

- Overspending
 - Withdraws cash and continues to use the GTCC for charges
- Not properly utilizing Split Disbursement
 - Need to adjust Split Disbursement amounts at the DTS Payment Totals page
 - Split Disburse what is charged and never worry about becoming delinquent



Causes of Delinquency (continued)

- Misuse/Abuse
 - Utilizing card for personal use
 - Using ATM to withdraw credit balance refund
- Late submission of travel claim
 - Travel claims should be submit within a minimum of 5 working days
 - Coordinate with your LDTA if you do not have access to obtain the Unsubmitted Voucher report in DTS Report Scheduler



Account Closure and Cancellation

- An account may be cancelled for the following reasons:
 - An account that has two (2) or more NSF's within a 12 month period is subject to immediate cancellation by the travel card vendor.
 - Salary offset and charge off
- Citi may also close an account upon the request of an APC or CPM





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Disciplinary Action

- Publish and issue regulations for appropriate disciplinary action when warranted for fraud, abuse and misuse
- Directed per OUSD Memo (DTMO GTCC Website)
 - MilPers – Jun 10, 2003
 - CivPers – Apr 21, 2003



Internal Controls

- DoDFMR Vol 9 Ch 3, *031004 – Program Review
- Ensure your program is in compliance with regulations
 - Recommend having a checklist with all requirements
- Inspect key positions
 - Director
 - APC

Payment Methods

- Mandatory Split Disbursement!
 - MOST EFFECTIVE
- CitiDirect Online
- Pay By Phone 1-800-200-7056
 - Free! No pay by phone fee
- Personal Check
- Citi Banking Center
- Western Union





Split Disbursement

- Public Law 107-314
 - National Defense Authorization Act of 2003
- Mandatory for all military and civilian personnel
 - MilPers – Apr 2003
 - CivPers – Aug 2004
- Purpose:
 - Prevent card suspension
 - Keep members mission ready
 - Prevents NSF's
 - Helps meet the mandated delinquency goals
 - Split disbursement goal is 90%



Split Disbursement (continued)

DoD Financial Management Regulation

Volume 9 Chapter 3

*July 2013

*031007. Split Disbursement. 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. 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. **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. To support the split disbursement requirement, the DTS automatically includes airline/rail (IBA only), hotel, rental vehicle, and other miscellaneous expenses identified by the traveler in the split disbursement amount paid directly to the travel card vendor. DTS users should also include the amount of any ATM withdrawals and any miscellaneous travel card charges (for meals as an example) in their split-disbursement amount paid directly to the travel card vendor. Traveler's submitting manual voucher's for non-DTS travel are required to annotate the split-disbursement amount in the upper right-hand section of the DD 1351-2. **Approving officials are responsible for ensuring that split disbursement amounts are properly annotated and should return any travel vouchers that do not comply for correction and resubmission.**** For additional information regarding split disbursement, refer to *Title 10 U.S.C. 2784a.*



Reduced Payment Plan (RPP)

- Allows outstanding balance payments over a defined time period
- Only offered prior to cardholder being submitted for salary offset
 - Once salary offset begins, RPP is no longer an option
- Cardholder signs a written agreement to make scheduled payments against delinquent balance
- Citi will proactively offer cardholder a fee-free opportunity to split balance into two payments
- Payment terms will be outlined in Due Process letter
- If cardholder defaults on the agreement for any reason, account immediately submitted for salary offset



Salary Offset

- Collection of an undisputed, delinquent charge card amount from an employee's payroll or retirement annuity
- Due Process letter sent to cardholder when account is 91 days delinquent
 - Letter will advise on intent to submit account for salary offset unless:
 - Balance is paid in full within 30 days OR
 - An acceptable repayment plan has been reached between the cardholder and Citi OR
 - Cardholders can prove the balance is not valid
 - Letter will include procedures advising cardholder of the right to file for a hearing to protest the balance due



Mission Critical Status

- Status applied to an IBA when travel is being performed under competent orders and traveler is performing duties that, through no fault of his/her own, prevent the traveler from filing a voucher for outstanding travel card charges
 - Mission critical must be stated in the orders
 - Status will be determined on a case-by-case basis
- APC/CPM
 - Must enroll account in mission critical status
 - Must ensure mission critical is not being abused
 - May not place a cardholder in a mission critical to avoid delinquency
 - May not enroll his/her own account



Mission Critical Status (continued)

- While in mission critical status:
 - Account will not be reported as delinquent/suspended or cancelled
 - No late fees will be charged
 - Monthly statements will continue to be sent to cardholder
 - Account must be paid within 45 days of the termination of mission critical
 - Pending travel vouchers should be settled prior to departure for a deployment or PCS



CBA Exception

- Process by which an APC or CPM may request a temporary delay of a CBA suspension
- Exception must be requested by HL 3 or higher APC/CPM
- Exception request must include justification and anticipated payment date
- Exception period should not exceed 30 days total
- Exceptions should be granted in two week periods
- Repeated requests for exceptions will be reported to the CPM/DTMO for intervention and resolution
- No more than three (3) requests for exception will be granted within a rolling 12-month period

Electronic Access System (EAS) Reports





Best Practices

- Director involvement is the key to a successful program!
- Keep command leadership informed with information they can use
 - Misuse/abuse
 - Delinquent metrics
 - Delinquent cardholders
 - Travel claim submission rate
- APC starts working reports at the beginning of each cycle
 - Updated DoDFMR has 4 mandatory reports for IBA and 2 for CBA



Best Practices (continued)

- Ensure travel vouchers are being submitted within 5 days
 - Run un-submitted voucher reports weekly to identify travelers who have not submitted their travel voucher
- Have director review delinquency metrics with the APC at least monthly
- Try not to let travelers delinquency exceed 30 days
 - Will keep delinquency percentages down
 - Delinquencies only affect your organization when they become 61 days delinquent



Best Practices (continued)

- Only activate cards for “official travel” and ensure cards remain in a deactivated state when not in use
 - Mitigates misuse and abuse
- Reduce cash limits to coincide with mission requirements
 - Lessens the chance of overspending
- Ensure split disbursement is being adhered to and/or used to the maximum
 - Ensure cardholder split disburses the total amount due
 - Split what is owed and you will not become delinquent!



Best Practices (continued)

- Remind AOs of their responsibility to ensure cardholders properly used split disbursement
 - AOs are the last chance prior to settlement to ensure the GTCC will be paid what is due
- Ensure the APC is part of the check-in/check-out process
 - When joining or detaching a cardholder, APC should loop up the cardholder's account within CitiDirect and verify account balance
 - If cardholder has a balance, APC should encourage cardholder to pay off any prior balance prior to traveling or being allowed to checkout of your command
- Participate in annual training at the SmartPay Conference

GTCC Training

- Initial Training (mandatory):
 - For cardholders and APCs
 - Must use DoD standard training material
 - Cardholder training found on the TraX website
 - APC Citi User Guides posted to the DTMO website
- Refresher Training:
 - Required every three years
 - May come from another source (e.g., GSA, VISA®, or Citi®)





Resources

- DTMO Website - <http://www.defensetravel.dod.mil>
 - Use the Training Resource Lookup Tool to find elearning, instructor resources, reference materials
- 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 (Overseas: Use DSN to dial directly) or submit a Help Ticket through the Tickets section of TraX
- Citi DoD Travel Card Resources:
http://www.transactionservices.citigroup.com/transactionservices/home/card_solutions/commercial_cards/fed_govt_svcs/forms.jsp
- Citi EAS Log In:
<https://home.cards.citidirect.com/CommercialCard/Cards.html>



DTMO POC

- HL2 POC for Defense Agencies:
 - Crystal Heath – crystal.heath@dtmo.pentagon.mil



Open Discussion