

**VOLUME 9, CHAPTER 3: “DEPARTMENT OF DEFENSE GOVERNMENT
TRAVEL CHARGE CARD (GTCC)”**

SUMMARY OF MAJOR CHANGES

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

Substantive revisions are denoted by an * symbol preceding the section, paragraph, table, or figure that includes the revision.

Unless otherwise noted, chapters referenced are contained in this volume.

Hyperlinks are denoted by **bold, italic, blue, and underlined font**.

The previous version dated August 2011 is archived.

PARAGRAPH	EXPLANATION OF CHANGE/REVISION	PURPOSE
All	This is a rewrite.	Update

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CHAPTER 3

DEPARTMENT OF DEFENSE GOVERNMENT TRAVEL CHARGE CARD PROGRAM

0301 POLICY AND PURPOSE

*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.

030102. GTCC Applicable

Travel card policies are applicable to all [DoD personnel \(military or civilian\)](#).

*030103. Compliance

It is the responsibility of commanders and supervisors at all levels to ensure compliance with this Regulation.

A. Military personnel who violate the specific prohibitions contained in paragraph [031005](#) can be prosecuted under Article 92 of the Uniform Code of Military Justice ([UCMJ](#)) for failure to obey a lawful order or regulations, as well as, any other applicable article of the UCMJ based on the nature of the misconduct involved. See Office of the Under Secretary of Defense (Personnel and Readiness) ([OUSD\(P&R\)](#)) memorandum dated June 10, 2003 for information concerning [Disciplinary Guidelines for Misuse of Government Charge Card by Military Personnel](#).

B. Civilian personnel who misuse or abuse the travel card may be subject to appropriate administrative or disciplinary action up to, and including, removal from Federal service. See [OUSD\(P&R\)](#) memorandum dated December 29, 2003 for information concerning [Disciplinary Guidelines for Misuse of Government Charge Card by Civilian Employees](#).

C. Willful misuse of the travel card by [DoD personnel \(military or civilian\)](#) may constitute a crime punishable under Federal or State law.

0302 RESPONSIBILITIES

030201. General Services Administration (GSA)

The GSA is responsible for issuing government-wide travel card policies and procedures for implementation of the TTRA, and awards and administers a master contract for the travel card program, which is part of the “GSA SmartPay® Program.” Through [this contract](#), Federal agencies can obtain several types of charge card products and services to support their mission needs. The DoD tailored task order which further outlines DoD requirements for the [travel card](#) is managed at the DoD level.

030202. Under Secretary of Defense (Personnel and Readiness) (USD (P&R))

The USD (P&R) will establish DoD wide policies for the DoD travel card program through the Defense Travel Management Office (DTMO). Questions concerning travel policy, exceptions or deviations should be addressed to:

Defense Travel Management Office
ATTN: [Strategic Planning and Policy Division](#)
4800 Mark Center Drive
Suite 04J25-01
Alexandria, VA 22350-9000

NOTE: Questions related to travel and transportation allowances should be addressed to “ATTN: [Strategic Planning and Policy Division](#).” For other travel questions, please contact 1-888-Help1Go (1-888-435-7146) to connect you with the Travel Assistance Center. From overseas dial DSN 312-564-3950 or commercial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go. Travelers may submit a help desk ticket through the tickets section of Travel Explorer ([TraX](#)).

030203. The Defense Travel Management Office (DTMO)

The DTMO is the Travel Card Program Manager for [all](#) DoD Components. DTMO responsibilities are:

- A. managing the DoD tailored task order,
- B. providing guidance, policy, and overall management of the DoD [travel card](#) program,
- C. acting as a liaison to GSA, the [travel card vendor](#) and DoD Component Heads/Component Program Managers (CPMs) on [travel card](#) related issues,
- D. meeting regularly with the CPMs to discuss and make critical decisions concerning travel card administration throughout the DoD, and

E. ensuring that [travel card](#) program training materials are made available throughout the Department.

030204. Defense Finance and Accounting Service (DFAS)

DFAS will facilitate traveler determination of any late payment fees or charges that may be payable to a traveler under the TTRA as indicated in subparagraph [031201.C](#). DFAS will also facilitate the salary offset process as outlined in subparagraph [031202.D](#).

030205. Assistant Secretaries of the Military Departments (Financial Management and Comptroller) and Defense Agency Comptrollers

The Military Department Assistant Secretaries (Financial Management and Comptroller) and Defense Agency Comptrollers, or equivalents, will ensure program management responsibilities are accomplished within their respective Component, and will designate a CPM. The CPM will be designated in writing and identified both to the DTMO and the [travel card vendor](#).

030206. DoD Component Heads/Defense Agency Directors

The heads of the DoD Components are responsible for developing TTRA implementation strategy for use in that Component. The Component Heads will also ensure all personnel, to include Agency Program Coordinators (APCs), Centrally Billed Account (CBA) Managers, and cardholders, are properly trained on travel card use and policy.

A. DoD Component Program Managers (CPMs). DoD personnel (military or civilian) designated in writing by the Component Head or designee responsible for establishing and managing their travel card program in accordance with this Regulation. Each CPM is also responsible for establishing and maintaining the Component's organizational structure ("hierarchy") and notifying the DTMO and the [travel card vendor](#) of any changes in organizational structure that affect the [travel card](#) program. The CPMs will conduct periodic hierarchy level reviews, to include validating hierarchy level structure and verifying point of contact information. This process may be delegated down to lower hierarchy levels. The CPMs will also ensure that Individually Billed Accounts (IBAs) and CBAs are properly approved; reasonable credit limits are established and maintained; and annual reviews are performed to monitor credit limits and card utilization. [Annex 2 provides credit limit charts](#).

B. Agency Program Coordinators (APCs). DoD personnel (military or civilian), contractor, or foreign national employees will be designated in writing by a commander or director as 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 [travel card](#) program. Detailed APC duties can be found in [section 0311](#). Foreign National employees may be designated as an APC at the discretion of the Component.

030207. CBA Managers

DoD personnel (military or civilian), contractor or foreign national employees will be designated in writing by a commander or director as responsible for the management of CBAs. Account managers are responsible for day-to-day management and reconciliation of CBAs. Account managers must be familiar with their designated payment office and designated billing office points of contact. Contractors may be CBA managers but are not authorized to certify CBAs for payment. Foreign National employees may be designated as a CBA manager at the discretion of the Component.

*030208. Travel Cardholders

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. Cardholders shall use the travel card for all expenses/charges related to official travel unless otherwise exempted. For a list of exempted items, see Section 0306. In certain situations cardholders may be exempt from state taxes in regard to lodging in selected states. Travelers are directed to obtain tax exempt forms from the GSA SmartPay website under the SmartTax tab and present the tax exempt form to the merchant for exemption to be applied. Cardholders are required to submit travel vouchers within five business 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. The cardholder is responsible for payment of any remaining balance of undisputed charges to the travel card vendor. 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 are responsible for providing a signed Statement of Understanding (SOU) (see Annex 1) and certificate of training to their APC. An electronic version of the SOU can be found at (Electronic SOU). Cardholders whose accounts become delinquent may be subject to disciplinary or administrative action.

0303 GENERAL TRAVEL CARD INFORMATION

*030301. Individually Billed Accounts (IBAs)

An IBA is an account issued to DoD personnel (military or civilian). An IBA is not for personal use; it is not transferable and will be used by the cardholder. Using an IBA to charge expenses for any individual other than the cardholder and his/her authorized dependents are strictly prohibited. The individual cardholder is liable for payment of the full undisputed amount indicated on the billing statement no later than the due date, regardless of the status of their travel reimbursement. The DoD Components determine whether, and under what conditions, authorized dependent travel expenses may be charged to an IBA. Per OUSD(P&R) memorandum dated May 3, 2007, Reduction of Centrally Billed Accounts mandates the use of IBA for transportation costs rather than CBA.

A. Standard Travel Card (e.g., IBA). Standard cards are issued to individuals with a qualifying credit score (FICO score of 660+). The credit, cash, and retail limits will be as prescribed by the Department. Standard accounts are activated upon verification of receipt of the card. The APC, CPM, or DTMO have the authority to increase the limits on a temporary basis, as needed/when requested, to meet mission requirements. Commanders and supervisors must validate the requirement to increase the limit. Limits are raised on a temporary basis not to exceed 12 months and can be accomplished within the travel card vendor's electronic access system or by contacting the travel card vendor. Approval authority/limits within the Department are communicated to the travel card vendor through the DTMO. Commanders and supervisors may, through their APCs, decrease the available cash limit to reduce the potential for unnecessary cash withdrawals.

B. Restricted Travel Card (e.g., IBA). Restricted cards are issued to individuals with a non-qualifying credit score (FICO score of 500-659), individuals with no credit history, or to selected individuals as directed by their commander or supervisor. Individuals who do not consent to a credit check, but still require a travel card will be issued a restricted card. The credit, cash, and retail limits will be as prescribed by the Department. Restricted travel cards are the same in appearance as standard cards; however, they will remain in an inactive status after receipt verification of the card. The cardholder must contact their APC to request activation of the card for each period of travel. The APC will only activate restricted travel cards for official travel periods. The APC will deactivate restricted travel cards upon completion of official travel unless mission requirements dictate otherwise. The credit, cash, and retail limits will be as prescribed by the Department. In the same manner as standard cards, APCs, CPMs and the 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. Commanders and supervisors may, through their APCs, decrease the available cash limit to reduce the potential for unnecessary cash withdrawals.

030302. Centrally Billed Accounts (CBAs)

A CBA is a travel card account issued to a DoD activity. CBAs are issued to make travel arrangements and must be used in lieu of issuing a Government Transportation Request (SF 1169) for payment purposes. Payments are subject to the "Prompt Payment Act of 1982," (Prompt Payment Act), as amended. These accounts contain a unique prefix that identifies the account as a CBA for official federal government travel. This prefix also identifies the account as eligible for government travel rates including city pair rates and tax exemption. The APC must forward any request to establish a CBA or increase a credit limit to the appropriate CPM for approval. For information on disputes, see subparagraph 031202.C. The CPMs will also ensure that annual reviews are performed to monitor credit limits and card utilization. CBAs are issued for the following purposes:

A. 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. CBA Transportation accounts will only be used when a traveler has not been issued an IBA or is exempt from mandatory use of the travel card. These purchases are made

through a Commercial Travel Office (CTO) 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 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. [Per OUSD\(P&R\) memorandum May 3, 2007, Reduction of Centrally Billed Accounts mandates the use of IBA for transportation costs rather than CBA for all IBAs.](#)

B. Unit Travel Charge Cards. DoD Components may use unit travel charge cards for group travel requirements only when it is cost effective, in the best interest of the mission, and authorized by the CPM. Categories of travelers whose travel expenses may be charged to unit travel charge cards include, but are not limited to, new recruits and employees who do not yet have IBAs, prisoners, DoD group travelers, and foreign nationals participating in support of official DoD sponsored programs or activities. Components will limit the issuance of unit travel charge cards whenever possible and maximize the use of IBAs. ATM withdrawals against unit cards will also be limited. The [travel card vendor](#) must receive written approval from the [appropriate](#) CPM before issuing a unit travel charge card. Upon receipt of each invoice, the designated unit cardholder is responsible for reconciling the [travel card](#) charges and promptly providing the reconciled copy of the statement to the unit account coordinator. The unit account coordinator is responsible for reconciling the charges appearing on the summary account monthly statement which is a composite (rollup) of all charges from all cards assigned to that organization. The unit account coordinator is also responsible for filing any [disputes](#) (see [subparagraph 031202.C.](#)) with the [travel card vendor](#). Once the billing statement is reconciled, the unit account coordinator will obtain fund certification from the [resource](#) management office before forwarding certified billing statements, with any required supporting documentation, to the designated entitlement office (i.e., vendor pay) for computation and subsequent transmittal to the designated disbursement office.

030303. Electronic Access System (EAS)

The [travel card vendor](#) provides an EAS to assist with [travel card](#) program management. The EAS is accessed via the Internet and will be used by CPMs, APCs, cardholders, and other authorized users to assist in the management of their [travel card](#) accounts by displaying account and transaction data and by providing reporting capability. Individuals with access to the EAS will use the system to the maximum extent possible. The CPMs will inform the [travel card vendor](#) of any organizations (e.g., major commands, major subordinate commands, bases or installations) that are unable to access the EAS. In cases where access to the [travel card vendor's](#) EAS is not available, reports may be provided by the vendor with approval of the CPM or the DTMO.

*030304. Automated Teller Machine (ATM) Use

IBA travelers should use the [travel card](#) at ATMs to obtain cash needed to pay for “out-of-pocket” travel-related expenses. Valid “out-of-pocket” travel-related expenses are those that cannot be charged on the [travel card](#) (see [paragraph 030603](#) for examples). The cardholder will contact the [travel card vendor](#) to establish a personal identification number to gain ATM access. ATM advances will not be obtained more than three working days before the scheduled departure date of any official travel. The [travel card vendor](#) will charge the cardholder a transaction fee for ATM use. In addition, ATM owners may charge a service fee for ATM access. [These charges will appear on the cardholder’s billing statement and are considered reimbursable expenses that should be claimed on the traveler’s voucher.](#) Cash withdrawals from an ATM during non-travel periods or not related to official government travel requirements are “Not Authorized” and are considered misuse (see [paragraph 031005](#) for examples). This includes but is not limited to any withdrawal of a credit balance or any amount the travel card vendor owes the cardholder. [Any ATM fees charged by travel card vendor or ATM network operators for unauthorized withdrawals are NOT reimbursable.](#) A travel advance from DoD disbursing offices may not be authorized for personnel who have been or are eligible to be issued a travel card. [Commanders and supervisors may direct the APC to adjust ATM/cash limits to accomplish specific missions or to reduce the potential of cardholders overspending on the trip.](#) Commanders and supervisors may authorize, in writing, a travel advance from a DoD disbursing office in situations where necessary to meet mission requirements.

030305. Merchant Category Codes (MCCs)

A MCC is a four-digit number assigned to a business by MasterCard® or VISA® when the business first starts accepting one of these cards as a form of payment. The MCC is used to classify a business by the type of goods or services provided. The Department blocks some MCCs to prevent inappropriate card use. [The use of MCCs can be tailored to meet the mission needs during the initial setup of the account.](#)

030306. Rebates

A rebate is a benefit the DoD receives for the use and timely payment of the [travel card](#). Two types of rebates, sales and productivity, are available from the [travel card vendor](#). Sales rebates are based on charge volume and productivity rebates are based on payment performance. The rebates are computed and distributed on a quarterly basis. The formula used to compute these rebates varies depending on the type of rebate. Each Component will ensure the rebates are properly recorded. The heads of DoD Components will determine the distribution of rebates within their organizations.

0304 TRAVEL CARD ELIGIBILITY

030401. DoD Personnel

All DoD personnel (military or civilian), unless otherwise exempt, who perform travel as part of their duties will obtain and use an IBA travel card. DoD personnel will be issued only one travel card. If a DoD civilian employee is also a member of a Reserve/Guard unit, the travel card will be issued through the individual's civilian agency, not his/her Reserve/Guard unit. When a Reserve/Guard member is required to perform training or active duty, a copy of his/her military orders must be provided to his/her DoD agency.

*030402. Infrequent Travelers

Infrequent travelers are those who travel two times or less in a 12-month period. Infrequent travelers are not required to be issued a travel card; however, Commanders/supervisors may require infrequent travelers to obtain a travel card to meet mission requirements. If issued a travel card, infrequent travelers are required to use the card as per paragraph 030401.

*030403. Foreign Nationals

Foreign national personnel, with the exception of those serving in the U.S. Uniformed Services, are not authorized to possess or use an IBA. Travel expenses for foreign national personnel traveling in support of official DoD sponsored programs or activities may be placed on a CBA or an alternative card product.

030404. Non-appropriated Fund Instrumentality (NAFI) Employees

NAFI employees of the DoD are authorized to use travel cards in conjunction with official travel.

030405. Recruiting Personnel

Military personnel assigned to recruiting duty are authorized to use travel cards for official reimbursable expenses in their local recruiting areas in addition to any official travel away from their duty stations.

030406. DoD Contractors

DoD contractors are not authorized to possess or use any type of travel card, regardless of the type of contract they are operating under.

*030407. DoD Volunteer Positions

Individuals serving in voluntary positions are not eligible to obtain or use an IBA. The transportation costs of DoD volunteers may be charged to a CBA.

0305 USE OF THE TRAVEL CARD

030501. Requirement

Unless otherwise exempt (see [Section 0306](#)), 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](#).

030502. Failure to Use GTCC

Failure to use the [travel card](#) will not be used as a basis for refusal to reimburse the traveler for appropriate charges. However, failure to use the [travel card](#) may subject the traveler to appropriate administrative or disciplinary action.

*030503. Statement Notifying Traveler of the Requirements of TTRA

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:

- A. Whether the traveler does, or does not, have a travel card.
- B. 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.
- C. That individuals with a travel card will obtain cash for those official expenses that cannot be placed on the [travel card](#), as authorized, through automated teller machines (ATMs), rather than obtaining cash advances from a DoD disbursing/[finance](#) office.
- *D. Whether a CBA or an IBA will be used to purchase airline tickets in accordance with the [Joint Federal Travel Regulations \(JFTR\) Volume 1 Chapter 2 Part G, U2505, Joint Travel Regulations \(JTR\) Volume 2 Chapter 2 Part G, C2505](#) and [JFTR/JTR Appendix I Part 3](#).

*030504. Leave in Conjunction with Official Travel (LICWO)

Expenses associated with LICWO will not be placed on a GTCC, IBA or CBA, see [JFTR Volume 1 Chapter 2 Part B, U2120](#) and [JTR Volume 2 Chapter 2 Part B, C2120](#). LICWO is used at a traveler/cardholder's own risk. If the official travel is cancelled (i.e., there is no reimbursement for the official cost of the government/official ticket charged against the IBA/CBA) or rescheduled for a later date, there is no entitlement/reimbursement for the LICWO ticket to be changed or rescheduled. LICWO cases will be applied in the following manner:

A. When air is the approved mode of transportation for travel, the CTO shall issue the official ticket from/to authorized locations prior to entertaining any LICWO travel request. Once the official ticket has been issued, the traveler has the option of using the CTO for their leisure travel needs.

B. When the CTO is used for leisure travel: The CTO, upon the traveler's request, shall exchange the traveler's official ticket, paid for by either an IBA or CBA, for a leisure ticket incorporating the official value therein. The member shall pay any additional costs (to include transaction fees) due at the time of the ticket exchange. The traveler will be required to pay any additional cost with cash, check or personal credit card. If the form of payment used for the official ticket was a CBA, the service member may be required to sign a document acknowledging their responsibility to turn back into the government any official value which was applied to their leisure ticket if the official trip is cancelled for any reason. The document signed by the member may be used as a tracking tool to notify their local disbursing office after 30 days should a pay adjustment authorization (i.e., DD Form 139) become necessary. Electronic sweeps by the CTO will capture unused leisure tickets where official value is incorporated therein, and if a traveler does not turn the official value back into the government after 30 days a pay adjustment authorization may be initiated.

1. In cases where the cost of the official ticket is less than the LICWO ticket, the CTO will issue the official travel ticket. The traveler may apply/exchange the official ticket with the same carrier or a carrier that has an agreement with the issuing carrier for the LICWO ticket. The official ticket amount may be applied to the LICWO ticket. The traveler will be required to pay any additional cost with cash, check or personal credit card.

2. In cases where the cost of the official ticket is more than the LICWO ticket, the CTO will issue the official travel ticket. The traveler may apply/exchange the official ticket with the same carrier or a carrier that has an agreement with the issuing carrier for the LICWO ticket. The official ticket amount may be applied to the LICWO ticket. If the traveler used an IBA to purchase the official ticket, the traveler will receive a credit on their GTCC from the issuing carrier for the difference in fares. The traveler should request a new receipt for the lower cost fare and must adjust the fare cost when making the claim for reimbursement within the travel system used. If the traveler is using a CBA, the CBA will receive a credit for the exchanged fare from the issuing carrier for the difference in fares.

C. When the CTO is not used for LICWO travel: If the official ticket issued by the CTO was purchased with a CBA, and the ticket exchange is made directly with the airline,

the traveler is liable for any official value which was applied to their leisure ticket should the official trip be cancelled for any reason. Electronic sweeps by the CTO will capture unused leisure tickets where official value is incorporated therein, and if a traveler does not turn the official value back into the government after 30 days a pay adjustment authorization may be initiated.

*030505. Permanent Change of Station (PCS)

Use of an IBA for PCS travel is at the discretion of the Component. If use of the IBA is authorized by the Component, the Component will establish guidance on which expenses will be placed on the IBA with the exception of the purchase of City Pair airfares when a leave location is involved. For specific instructions concerning City Pair airfares with a leave location involved refer to paragraph 030504.

0306 EXEMPTIONS

030601. GSA Exemptions from the Mandatory Use of GTCC

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

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

030602. DoD Exemptions from Mandatory Use of the GTCC

In addition to the government-wide GSA exemptions, the DoD has further exempted the following classes of personnel from mandatory use of the card:

A. Members of the Reserve Officers Training Corps and military personnel undergoing initial entry or initial skill training prior to reporting to their first permanent duty station.

B. Individuals who are denied travel cards or whose travel cards have been canceled or suspended by the travel card vendor or the cardholder's agency/organization. This exemption does not apply to DoD personnel (military or civilian) who are denied travel cards because they do not accept the terms and conditions of the cardholder agreement, such as refusing to: (1) complete (to include SSN and residential mailing address) and sign the account application form, or (2) permit a credit check. The exemption also does not apply when DoD personnel (military or civilian) cancel their cards, for whatever reason, to include disagreement with existing or revised terms and conditions of the cardholder agreement.

- C. Hospital patients and/or medical evacuees.

D. Prisoners.

E. Military members or DoD civilian personnel as approved by the Head of a DoD Component during: (1) a period of war, (2) a national emergency declared by the President or the Congress, or (3) mobilization, deployment, or contingency operations.

F. DoD personnel (military or civilian) who use the card only for travel en route to a point of departure for deployment and cannot file a voucher prior to their deployment.

G. DoD personnel (military or civilian) traveling to or in a foreign country where the political, financial, or communications infrastructure does not support the use of the travel card.

H. DoD personnel (military or civilian) whose use of the travel card, due to operational, security, or other requirements of a mission, would pose a threat to national security, endanger the life or physical safety of themselves or others, or would compromise a law enforcement activity.

I. Individuals employed or appointed on a temporary or intermittent basis upon a determination by the individual's supervisor or other appropriate official that the duration of the employment or appointment or other circumstances pertaining to such employment or appointment does not justify issuance of a travel card to such individual.

*030603. Exemptions of Mandatory Use of Expenses

The following expenses are exempt from the mandatory use of the individually billed travel card. However, cardholders are encouraged to use the travel card to the greatest extent possible, to include withdrawing cash from an ATM to pay for these expenses, where practicable.

A. Expenses incurred at a vendor that does not accept the travel card.

B. Meal charges when the use of the card is impractical, in government dining facilities as an example.

C. All expenses covered by the "incidentals" portion of the per diem allowance.

D. Miscellaneous expenses typically paid using cash such as coin-operated parking meters, toll booths, laundry facilities, etc.

E. Relocation allowances for DoD civilians, except en route travel and house hunting trip expenses as prescribed in the [JTR Volume 2 Chapter 5](#).

F. Official local and long distance telephone calls.

*G. In cases where the cardholder is paying for registration fees in advance of travel, the cardholder should contact their APC and use the Government Purchase Charge Card

(GPCC) for payment of these fees. Use of the IBA is acceptable when use of the GPCC is not feasible in accordance with individual Component policy. Use of the IBA for local registration fees is at the discretion of the Component.

030604. Additional Exemptions

DoD Component Heads, or their designees, may exempt additional expenses from the mandatory use requirement of the travel card. Those exemptions covering classes of expenses or personnel (vice exemptions for individuals) will be approved by the Director, DTMO prior to implementation.

030605. Payment Methods Authorized When Exempt

When an exemption is granted from the mandatory use of the individually billed account, one, or a combination of, the following may be authorized for payment of travel expenses:

- A. Personal funds, including cash or a personal credit card.
- B. Travel advances and CBAs.
- C. Alternative card products offered under the [GSA SmartPay®](#) contract.

D. Government transportation requests (GTRs) (SF 1169). GTRs are used on an “exception only” basis when no other payment method [within paragraph 030605](#) is available.

City pair contractors (airlines that provide services under the GSA City-Pair Program), however, are not required to accept the types of payments listed above with the exception of the CBA. Charge cards issued under the GSA SmartPay® program contract contain a unique numeric prefix that identifies the account as an official travel card. This prefix identifies the account as being eligible for government travel rates, including city pair rates, and tax exemptions when permitted under state law.

0307 NON-MANDATORY USE OF THE TRAVEL CARD

*030701. Card Use

If an individual is exempt from mandatory use of the travel card, he/she may elect to apply for and use the travel card on a voluntary basis. The Department’s policy on split disbursement of travel reimbursement applies to any voluntary use of the travel card. [Commanders/supervisors may require individual travelers to obtain a travel card to meet mission requirements.](#) If issued a travel card, these individual travelers are required to use the card as per [paragraph 030401](#).

030702. Local Travel

An IBA may be used for local travel expenses, but such use is not required under the TTRA. Use of an IBA for local travel is at the discretion of the Component. Local travel is considered official travel when the individual is performing official duties in and around the area of the permanent duty station; however, use of the travel card to purchase meals while in this status is not permitted unless otherwise specified in the JTR/JFTR.

0308 TRAVEL CARD TRAINING

030801. APC Training

When an individual is appointed as a new APC, it is mandatory that the appointee completes the APC training course that is available on the DTMO Travel Explorer ([TraX](#)) website. APCs will ensure a copy of the certification of completion is retained or can be found in (TraX). 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 encouraged to attend training on the use of the EAS provided by the travel card vendor pursuant to its contract with the Government, to include the annual [GSA SmartPay® Forum and web-based training](#).

030802. IBA Cardholder Training

When an individual receives a travel card for the first time, it is mandatory that they complete the “Cardholder 101” training course that is available on the ([TraX](#)) website. Cardholders will ensure a copy of the certificate of completion is retained by the APC or can be found in (TraX). Refresher training is required every three years and may be completed using other sources as approved by the applicable CPM. Refresher training will be documented and retained either electronically or in hard copy by the APC.

030803. Records Retention

Copies of all training certificates must be maintained until “superseded or obsolete, or upon separation or transfer of [DoD personnel \(military or civilian\)](#)” pursuant to U.S. National Archives and Records Administration ([NARA](#)) requirements, General Records Schedule 9, [paragraph 4 General Travel and Transportation Files](#).

0309 APPLYING FOR A TRAVEL CARD

*030901. IBA Applications

Application forms (either electronic or hard copy) for an IBA are available via the [travel card vendor’s website](#) or from an APC. [The electronic application is the preferred method since it provides tracking capability](#). An APC will provide an applicant with a travel card application along with appropriate program information and the “DoD Statement of Understanding for

Travel Cardholders,” [SOU](#) which an applicant must complete. No card will be issued without a properly completed application, the signed [SOU](#) and the [Cardholder 101](#) completion certificate.

A. Routine Applications. Within three days of receipt, the APC will process the completed application and forward it to the [travel card vendor](#). The APC will request that the [travel card vendor](#) establish a new IBA upon receipt of a properly completed application. The applicant, the applicant’s supervisor, and the APC will sign the application. The APC will complete the billing hierarchy information on the application before submitting to the [travel card vendor](#). If the APC submitted the application via the online application feature, the APC will be able to monitor the [travel card vendor](#)’s EAS regarding application status.

B. Emergency/Expedited Applications

1. Use of the emergency application process will be determined by the APC and will normally be processed and the card shipped within 24 hours.

2. Expedited applications will be used for personnel who are scheduled to travel within five working days. Individuals should be reminded to plan ahead and apply for a travel card far enough in advance to avoid the need for an expedited application.

*3. The [travel card vendor](#) will charge a fee, which will be on the cardholder’s initial billing statement, for emergency/expedited delivery. [APCs should make a special effort to ensure the cardholder is made aware of the expedited fee being charged to their account, that this fee is reimbursable and should be claimed on a travel voucher in order to be reimbursed.](#) If, for any reason, the scheduled travel does not occur, cardholders may claim reimbursement for the expedited delivery fee on a Standard Form (SF) [1164](#), Claim for Reimbursement for Expenditures on Official Business, or a Defense Travel System ([DTS](#)) local voucher. The fee will not apply to expedited delivery for emergency replacement of cards lost, stolen, or otherwise unusable by travelers who are in a travel status.

4. Cards that are shipped within 24 hours will be delivered in an active state and do not require the APC to phone the [travel card vendor](#) to activate the card. The cardholder is responsible for verifying receipt of the card.

*C. Reapplying for IBA. If an applicant has been denied a GTCC for failing to meet the DoD minimum credit score, they may contact their APC for assistance in obtaining a GTCC. The commander/APC will determine if the applicant is still a candidate for a GTCC. If the commander/APC deems it necessary for this applicant to have a GTCC, the APC must fax a paper IBA application to the travel card vendor. The travel card vendor will issue a restricted card. If the commander/APC decides not to issue this applicant a GTCC, then the applicant will require other travel assistance to complete travel requirements.

*030902. Issuance of IBA Cards by the Travel Card Vendor

Upon receipt of a properly completed and approved application, the [travel card vendor](#) will issue the travel card and cardholder agreement within three business days. The [travel card vendor](#) will mail the card to the individual cardholder’s residential mailing address on file with

the [travel card vendor](#), the cardholder's temporary duty location if applicable, or otherwise as directed by the APC. The [travel card vendor](#) will allow the cardholder the option to establish his or her personal identification number. IBAs may be issued in one of two designs as determined by the APC:

A. Standard Card Design. Standard cards are [embossed](#) with the great seal of the United States, the words "United States of America" and "For Official Government Use Only."

*B. Quasi-Generic Card Design. Quasi-Generic cards are issued with the [travel card vendor's](#) commercial design, but do not contain any association with the DoD other than the account number. [Quasi-Generic cards provide a level of protection for cardholders whose association with the U.S. Government should be protected.](#) Quasi-Generic cards will be issued for all new, re-issue and renewal cards being requested by agencies/organizations. The issue and use of Quasi-Generic cards are subject to the same terms and conditions as all travel cards.

030903. CBA Applications

All requests for CBAs must be forwarded to the applicable CPM for approval. Once approval has been granted by the CPM for establishment of a CBA account, the hard copy application form will be used. The requesting command must complete the application form and submit it to the CPM for signature. The CPM will submit the application to the [travel card vendor](#) for processing and monitor the [travel card vendor's](#) EAS regarding application status. The CPM is responsible for providing the billing hierarchy information, the appropriate Bank Identification Number (BIN) assignment and establishing and maintaining reasonable credit limits.

0310 PROGRAM MANAGEMENT CONTROL

031001. Requirement for Credit Checks

Title 10, United States Code (U.S.C.), Section 2784a ([US Code](#)) requires the evaluation of creditworthiness before issuing a travel card (IBA only). To meet this requirement, the [travel card vendor](#) performs a credit check on each new card applicant who agrees to the credit check. Depending on the credit score, applicants are eligible for a standard card, a restricted card, or may not be eligible for a card. At no time and in no case will the [travel card vendor](#) provide credit check results to the APC. If the applicant agrees to a credit check, the fact that a credit check has been performed will appear on the credit bureau's record for the applicant and will be evident to subsequent credit grantors who request a credit check. The issuance of a travel card and the credit limit on the card will not be reported to the credit bureaus. This process is considered a "soft pull" or a screening; the [travel card vendor](#) checks the [applicant's](#) credit score to see if the minimum requirements are met. This has little to no effect on an individual's credit score.

031002. Non-Qualifying Applicants

Personnel who are denied an IBA travel card due to a non-qualifying credit score are exempt from mandatory use of the card. For additional information see subparagraph 030901.C. However, personnel who cancel their card, for whatever reason, to include disagreement with existing or revised terms and conditions of the cardholder agreement, may not be eligible for a travel advance and may be subject to administrative/disciplinary action.

*031003. Metric Reporting

The Office of Management and Budget ([OMB Circular A-123, Appendix B](#)), requires Federal Agencies to establish performance metrics as a measure of effectiveness and as a management control mechanism. Although reporting to OMB is no longer required, performance metrics remain a valuable tool as an indicator of the “health” of the Department’s Government Travel Charge Card Program. Delinquencies negatively impact program performance and long term delinquencies may have adverse impacts on an organization’s mission readiness. To facilitate meeting this requirement, the following performance measures are established effective immediately:

- A. [IBAs based on the percentage of open accounts delinquent.](#)
Green: 0.00% - 1.00%
Yellow: 1.01% - 2.00%
Red: > 2.00%

- B. [CBAs based on the amount of delinquent dollars.](#)
Green: 0.00% - 1.00%
Yellow: 1.01% - 2.00%
Red: > 2.00%

*031004. Program Review

Commanders and Agency Heads will ensure that periodic internal control reviews are conducted for their travel card programs. Reviews should include: (a) ensuring travelers submit travel vouchers within five days of completion of official travel and comply with split disbursement requirements, (b) ensuring credit limits are adjusted/appropriate to meet mission requirements, (c) ensuring unused accounts are closed, (d) ensuring the APC is a part of the check-in/checkout process, APCs should verify account status before joining or detaching cardholders, (e) [ensuring APCs are running and analyzing the reports identified in Section 0314](#) to assist with program management, and (f) [ensuring APCs are following the procedures required to notify delinquent cardholders \(see Section 0311\)](#). For DTS travel, APCs should coordinate with their Defense Travel Administrator (DTA)/Finance Defense Travel Administrator (FDTA) to obtain the Un-submitted Voucher Report to identify travelers who have not submitted a voucher within five days of returning from official travel. APCs can request access to DTS to obtain this report for their organization by contacting their DTA. Findings of significant weaknesses should be reported to the CPM in addition to the command or agency head.

031005. Misuse

Misuse of the travel card will not be tolerated. Commanders/Supervisors will ensure travel cards are used only for official travel related expenses. Examples of misuse include, but are not limited to: (a) expenses related to personal, family or household purposes [except for authorized PCS expenses](#), (b) cash withdrawals from an ATM [used](#) during non-travel periods or not related to official government travel requirements are “Not Authorized.” [This includes but is not limited to any withdrawal of a credit balance remaining on the card](#), (c) intentional failure to pay undisputed charges in a timely manner, and (d) ATM cash withdrawals taken more than three days prior to official government travel. With the exception of expenses incident to official travel described in paragraph 031006, use of the travel card for personal expenses incurred during leave in conjunction with official travel is not authorized. Cardholders who misuse their travel card may be subject to administrative or disciplinary action, as appropriate. [Annex 8 provides a sample of memorandum to cardholder regarding suspected misuse/abuse of travel card.](#)

*031006. Expenses Incident to Official Travel

The cardholder, while in a travel status, may use the travel card to charge non-reimbursable expenses incident to official travel such as in-room movie rentals, personal telephone calls, exercise fees, and beverages, when these charges are part of a room billing and are reasonable. [Additional expenses incurred for spousal occupancy \(hotel room\) and meals may be included if inherent to the traveler’s lodging billing statement even if the additional expense is not reimbursable.](#) The traveler is required to pay all charges (whether reimbursable or non-reimbursable) as part of the normal travel settlement process. Separate charges for airfare, hotel rooms, rental cars or meals for spouses or family members are not authorized to be charged on the IBA, except as determined by the Components for authorized dependent travel. (i.e., PCS travel)

*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](#).

031008. Data Mining

APCs should use the [travel card vendor](#) provided data mining tools to gather and analyze travel card data and to identify incidents of suspected misuse. [For additional information on data mining, see paragraph 031405.](#)

0311 AGENCY PROGRAM COORDINATOR (APC) DUTIES

031101. General

An APC plays an important role in the proper management of the travel card program. Commanders/supervisors should consider the volume of workload associated with the APC responsibilities in determining how many personnel may be needed to manage their travel card programs. The frequency of travel and the delinquency rate of the organization should also be taken into account. Individuals appointed as APCs must have the skills necessary to properly manage the travel card program and access to the [travel card vendor's EAS](#) to run and work monthly reports to assist in the management of the travel card program. APCs have access to sensitive information and relay this information to the chain of command for determination of appropriate action when necessary. [Commanders/supervisors should consider assignment of APC duties to civilian personnel where practical in order to avoid the loss of knowledge of program responsibilities in high turnover military positions.](#)

031102. APC Travel Card Guides

APCs [should](#) refer to the APC Travel Card Guides available on the [DTMO](#) website to assist them with performing their duties.

*031103. Records

APCs will maintain, [or have access to](#) all pertinent records for cardholders assigned to their hierarchy, such as the [SOU](#), certificates of training, delinquency notices, and required reports specified in [Section 0314](#). Each APC, in conjunction with the [travel card vendor](#), will maintain an up-to-date list of current cardholders and accounts, to include information such as account names, account numbers, addresses, and telephone numbers. Due to the sensitivity of the data contained in these files, the data must be maintained in a secure container or area that precludes unauthorized access. APCs maintaining these records must ensure they are marked and protected [in accordance with](#) the provisions of the Privacy Act. Records may be retained in hardcopy, [in a secure electronic format](#) or an authorized document management system. Records will be retained [for two years in accordance with the](#) U.S. National Archives and Records Administration requirements, General Records Schedule 9 ([NARA](#)). [However, records may be retained longer at the discretion of the Component.](#) Online applications are no longer required to be maintained by the APC, the [travel card vendor](#) maintains the [online](#) application.

031104. Hierarchy Structure

The APC is responsible for maintaining his/her organizational hierarchy structure. This hierarchy is the link that identifies cardholder accounts to correct organizations within a

Component. The APC is responsible for tracking arriving and departing cardholders through the check-in/out process to maintain the validity of the organizational hierarchy and the [travel card vendor](#) reporting information. The establishment of a new hierarchy requires the approval of the [next higher level](#) APC who has administrative rights over that hierarchy.

031105 Procedures in the Travel Card Vendor's Training Guides

The APC will follow the procedures published in the [travel card vendor's](#) training guides for using the [EAS](#) to transfer cardholders with open, [closed and suspended](#) accounts. Travelers attending formal training en route to their next assignment will remain in the hierarchy of the losing organization until completion of training. The receiving component must accept the account regardless of account status and ensure any outstanding balance is paid during the travel settlement process via split disbursement.

031106. Closure of GTCC Cardholders

The APC will close a travel card [account](#) upon a cardholder's retirement, separation, termination, or death. The APC will ensure any outstanding travel vouchers are submitted and any outstanding balance is paid during the travel settlement process via split disbursement prior to final separation.

031107. Monitor and Reporting Delinquencies

The APC will monitor and report all delinquencies to appropriate personnel and take appropriate actions as described in the delinquency management section. APCs are also responsible for monitoring all accounts for proper use of the travel card and to report accounts with unauthorized transactions to commanders and/or supervisors for action, as appropriate.

031108. Review Reports to Identify Accounts for Closure

On a periodic basis, the 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 may be closed with an option to reopen without a new application if the need for travel arises.

0312 TRAVELER REIMBURSEMENT AND PAYMENT RESPONSIBILITIES

*031201. Timely Reimbursement of Travel Expenses

*A. [Reimbursement Within 30 Days.](#) Agencies will reimburse DoD personnel (military or civilian) for authorized travel expenses no later than 30 days after submission of an accurate and complete travel claim to the office where the claim is to be approved. Therefore, a satisfactory recordkeeping system will be maintained by the approving official to track submission and receipt of travel claims. For example, the approving office must annotate on travel claims received by mail the date when the office received the claim. Travel claims submitted electronically to the approving official are considered to have been received on the

submission date indicated on the email, or on the next business day if submitted after normal working hours. For DTS, the travel claim is considered to be received when the traveler signs the claim and it is routed to the approving official.

B. Travel Claim Errors. A travel claim with an omission or an error will be returned to the traveler within a seven day period. The notification will include the reason(s) why the travel claim is not correct. Receipt of a corrected travel claim by the paying office begins/restarts the 30-day payment period in which the government must make payment or pay a late fee.

C. Late Payment Fees and Charges. Should payment of the travel settlement take longer than 30 days following receipt by the office where the claim is approved, that office may be required to pay a late payment fee to the traveler. This fee is payable, using the Prompt Payment Act interest rate, beginning on the 31st day after the submission of a proper travel claim and ending on the date that the payment is disbursed by the government. The only exception to the requirement for this payment is that no payments are required for amounts less than \$1.00. Interest payment funding instructions can be found in Volume 10, Chapter 7. The Internal Revenue Service has determined that the late payment fee is reportable as interest and that the payment equal to the late payment charge is to be reported as additional wages. In addition, travelers may be reimbursed for late fees imposed by the travel card vendor if the non-payment that incurred the late fee was a result of the government's untimely processing of the travel voucher.

D. Systems Modifications. As necessary, DoD Component travel systems will be modified to capture the date of submission of a proper travel claim and compute entitlement for late payment fees due as a result of untimely settlement.

E. Claims for Late Payment Fees. Payment of late fees should be calculated and paid at the time the voucher is processed. Travelers who believe that late payment fees were not included in the calculation of their travel vouchers may submit supplemental travel claims for late payment fees. Each supplemental travel claim will be submitted through the office where the claim is to be approved. That office will annotate the claim with the date that the original travel claim was received.

*031202. Responsibilities of Travelers

A. Monthly Statements. Cardholders are responsible for payment in full of the undisputed amount stated on the monthly billing statement by the due date indicated on the statement. Accounts are considered past due at 30 days past billing and delinquent if unpaid 61 days after the billing date. Cardholders are responsible for payment regardless of the status of their travel reimbursements.

*B. Long-term Travel. Long term travel is defined as travel greater than 45 days. While in a long-term travel status, the traveler will file interim vouchers every 30 days in order to receive partial payments and will use split disbursement as the means of settlement to ensure payment to the travel card vendor to avoid delinquency. For DTS travel, cardholders

should request scheduled partial payments as part of the authorization process, ensuring that expenses anticipated to be charged on the travel card are properly designated.

*C. 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. 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](#). The cardholder 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, under APC Guides](#). 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](#). 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. [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. 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.](#)

D. Salary Offset. Upon written request of the [travel card vendor](#), the Department will, on behalf of the [travel card vendor](#), begin the process of salary offset. Accounts become eligible for Salary Offset [when an unpaid balance reaches 126 days past billing](#). Salary offset is the collection (by deduction from the amount of pay owed to the cardholder) of any amount the cardholder owes to the [travel card vendor](#) as a result of undisputed delinquencies. Specifics on the procedures of salary offset are contained in Volume 7A, Chapter 43, Section 4305 for military members and Volume 8, Chapter 8, paragraph 080902 for DoD civilian employees.

E. Reduced Payment Plan. A plan offered by the [travel card vendor](#) to delinquent cardholders that allows for payment of outstanding balance over a defined time period as an alternative to Salary Offset. The Reduced Payment Plan cannot be initiated once Salary Offset has begun. [Failure to comply with the agreed-to payment schedule will result in automatic referral for Salary Offset.](#)

F. Reinstatement of Cancelled Accounts. Accounts that have been cancelled due to delinquency may be eligible for reinstatement. In order to be approved for reinstatement, cardholders must meet set criteria: A reinstatement application is required, the individual must consent to a credit check, and a non-reimbursable reinstatement fee is required. In addition, the balance must have been paid in full for a minimum of 60 days; there have been no payments returned for nonsufficient funds (NSF) in the previous 12 months, and there were no more than three NSF payments in the life of the account. The account will not be considered for reinstatement if the previous account had been charged off as a bad debt. If the reinstated

account is subsequently canceled, the cardholder will not be considered for reinstatement a second time.

G. Account Upgrade. An account upgrade is a process by which a cardholder may request to “upgrade” a restricted IBA account to a standard IBA account. Applicants must agree to a new credit check and must meet the minimum credit score to be upgraded to a standard account.

H. Fees Chargeable by the Travel Card Vendor. The following fees may be charged by the travel card vendor:

*1. Non-Sufficient Funds (NSFs) 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 NSFs within a 12 month period is subject to immediate cancellation by the travel card vendor.

2. Reinstatement Fee. The reinstatement fee is non-reimbursable. Refer to subparagraph 031202.F.

3. 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. Refer to subparagraph 031201.C.

4. Salary Offset Fees. Salary offset fees are non-reimbursable. Refer to subparagraph 031202.D.

5. 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.

6. ATM Withdrawal Fees. ATM administrative and service fees may be charged by the travel card vendor and/or the ATM owner for each withdrawal. These fees are reimbursable when the withdrawal is authorized and associated with official travel. The cardholder is advised to claim these fees on their travel settlement.

7. Expedited Delivery Fee. This fee is applied when a card is delivered via overnight or express delivery. The expedited/express delivery fee may be reimbursable if expediting the card is incident to official travel. The cardholder is advised to claim these on their travel settlement.

*8. Chip and PIN Card Issue Fee. This fee is applied when the travel card vendor issues a chip and PIN card. The chip and PIN card issue fee is a reimbursable expense, see JFTR/JTR Appendix G.

*9. Merchant Surcharge Fees. Beginning on January 27, 2013, merchants in the United States (US) and U.S. Territories will be 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 [JFTR/JTR Appendix G](#).

0313 DELINQUENCY MANAGEMENT

*031301. Pre-suspension Notification for Accounts 45 Days Past Billing

At 45 days past billing, the [travel card vendor](#) will make pre-suspension reports available. APCs will notify the 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 should not be suspended. The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements in paragraph 031103. Commanders/supervisors should ensure the individual has properly filed/submitted a claim for reimbursement of travel expenses and that DoD policy on split disbursement was adhered to. Annex 3 and 4 provides delinquency timelines for IBA and CBA.

031302. Suspension of Accounts 61 Days Past Billing

At 61 days past billing, the APC will notify the cardholder (or the CBA Manager for CBAs) and the cardholder's supervisor (by email where possible) that the account has been suspended due to nonpayment (see [Annex 5](#) for a sample letter). The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements in paragraph 031103. The [travel card vendor](#) will block charging privileges, to include ATM access, until payment for the current amount due is received.

031303. 91-Day Delinquency Notification to Supervisors

At 91 days past billing, the APC will notify the cardholder (or the CBA Manager for CBAs), the cardholder's supervisor, and the second level supervisor (by email where possible) that the account is still delinquent and subject to cancellation (see [Annex 6](#) for a sample letter). The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements in paragraph 031103. The individual cardholder will receive notice from the [travel card vendor](#) that his/her account will be cancelled and referred for salary offset within 30 days if the balance is not paid in full.

031304. Cancellation of Accounts 121 Days Past Billing

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 (see [Annex 7](#) for a sample letter). The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements in paragraph 031103. 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 subparagraph 031202.F](#). The [travel card vendor](#) reserves the right to deny the reinstatement request.

031305. Cancellation of an IBA Suspended Two Times

Cancellation of an [IBA](#) may also occur if the account has been suspended two times during a 12-month period for nonpayment of undisputed amounts and again becomes past due. Accounts that have been suspended twice during a 12-month period will be considered (for cancellation purposes) past due for the third time at 45 days past billing.

031306. Mission Critical Travel for IBA

Mission critical travel is defined as travel performed by [DoD personnel \(military or civilian\)](#) under competent 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, an APC/CPM 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 should 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 he/she is able to file timely vouchers.

*031307. Exception Status for CBA

When a CBA is nearing suspension (61 days past billing), [CPMs](#) may request the account be placed in an exception status to allow for a temporary reprieve on the suspension of [the account pending a scheduled payment](#). A payment against the account must have been initiated and expected to be made shortly. [For accounts](#) that are 91 days past billing, the CPM must communicate the request to the DTMO for processing. [No more than three requests within a rolling 12 month period are permitted without DTMO review and concurrence; approval of these requests is at the travel card vendor's discretion](#). If approved, accounts are normally placed in exception status for a period of not to exceed 30 days. Canceled accounts do not qualify for CBA exception. [The request must be submitted by the CPM with the following information: Last \(6\) digits of CBA central account number, date of last payment, number of days past due, reason for delinquency, expected full reconciliation date, expected payment day and payment amount, and exception justification](#).

*0314 TRAVEL CARD MANAGEMENT REPORTS

*031401. General

Reports are considered primary program management tools and are made available via the [travel card vendor's](#) electronic access system ([EAS](#)). The [travel card vendor](#) will make

reports available to the APC to help in identifying upcoming suspensions or cancellations of delinquent accounts within specified timeframes. Due to the sensitive nature of all travel card reports, the reports and all information contained therein must be properly safeguarded at all times. Reports are considered personnel records and as such should be retained by the APC for no less than two years from the as-of date. Reports that are required in support of an ongoing investigation or audit may be required to be retained for an additional time period to support completion of the investigation or audit. This retention may be in the form of paper files and/or electronic files.

***031402. Mandatory Reports for IBA**

The following reports are mandatory. APCs are expected to obtain the reports at a minimum of once per cycle and take corrective action as necessary to maintain proper program management. Components may require additional mandatory reports.

A. Account Activity Text Report. This report displays all transaction activity for a specified billing cycle. APCs will use the report to do spot checks of transactions to ensure there is no misuse.

B. Account Listing Report. This report identifies cardholder names, addresses, telephone numbers, and account numbers assigned under the APC's hierarchy. APCs will use this report to ensure correct information is on file with the travel card vendor; and notify the travel card vendor of any needed corrections. APCs will ensure that cardholders no longer assigned to their organization/hierarchy are either transferred appropriately or that their account has been closed.

C. Delinquency Report-Hierarchy. This report identifies delinquent accounts and ages the delinquencies by time frame (i.e., 31, 61, 91, 121, or more days past billing). APCs will use this report to aggressively work all delinquencies.

D. DoD Travel IBA Aging Analysis or IBA Aging Analysis Summary Report. These reports identify detailed account delinquencies and summary level information by Component hierarchy. APCs will use one or both of these reports to get a point in time listing of their delinquencies. These reports should be run at the completion of each cycle.

***031403. Mandatory Reports for CBA**

The following reports are mandatory. APCs are expected to run these reports after the completion of all accounts cycles and take corrective action as necessary to maintain proper program management.

A. Delinquency Report. This report identifies delinquent accounts and ages the delinquencies by time frame (i.e., 31, 61, 91, 121, or more days past billing). APCs and account managers will use this report to aggressively work all delinquencies.

B. DoD Travel CBA Aging Analysis. This report identifies summary-level delinquency information by Component hierarchy.

031404. Additional/Optional Reports for IBA/CBA

Listed within paragraph 031404 are additional/optional reports that the travel card vendor offers for additional program management.

A. Account Listing Report. This report identifies cardholder names, addresses, telephone numbers, and account numbers assigned under the APC's hierarchy. APCs and account managers will use this report to ensure correct information is on file with the travel card vendor; and notify the travel card vendor of any needed corrections.

B. Account Renewal Report. This report identifies those cardholders whose cards are coming due for renewal. APCs will review the information on this report monthly and take appropriate action.

C. Blocked MCC Report. This report provides a list of all transactions made against MCCs that are blocked from charges against the travel card. APCs will use this report to see where charges were made against blocked MCCs and take appropriate action.

D. CBA NCV Report. Net Charge Volume Summary Report available by Hierarchy and Cycle Date.

E. Credit Balance Refund Report. This report provides a list of accounts that have received a credit balance refund. Use this report to determine which accounts have been issued credit balance refunds.

F. Declined Authorizations Report. This report lists all transactions attempted but declined against an account and details reasons for decline and type of purchase (ATM, purchase, or cash). APCs will use this report to determine where transactions failed and the reason for the decline.

G. Mission Critical Report. This report provides a listing of accounts that have been placed in mission critical status. A will use this report to identify accounts that have been deemed mission critical and to check against orders to ensure that accounts continue to qualify for mission critical status.

H. Non-Travel Activity Report. This report identifies cardholders with transaction activity (such as cash, fuel, or food) occurring without other associated travel activity (such as airline, car rental, or lodging). APCs will use this report to research potential misuse of the travel card.

I. PCS Status Report. This report identifies accounts in Mission Critical status that are related to a PCS move. Use this report to identify cardholders who have been placed in Mission Critical as a result of a PCS move and ensure removal from the status as appropriate.

J. Pre-suspension Report. This report lists accounts that are nearing suspension and identifies account names, account numbers, status, balances past due, and the number of days that each account is past due. APCs will use the information from this report to notify commanders and supervisors to ensure their travelers make prompt payment of their account balance.

K. Returned Check. Report. This report provides a list of all cardholders that incur payment reversal transactions within a specified hierarchy level and time frame. APCs will use this report to determine where account holders have made payments with insufficient funds.

L. Suspension Report. This report lists accounts that have been suspended and are nearing cancellation and identifies account names, account numbers, status (suspended or canceled), date of status, balances past due, and the number of days that each account is past due. APCs will use this report to notify cardholders and leadership of the potential cancellation of an account.

M. Weekend/Holiday Activity Report. This report identifies cardholders with transaction activity, such as lodging and car rental, when checkout is on a Sunday, Monday, or a Federal holiday. APCs will use this report to research potential misuse of the travel card.

*031405. Data Mining/Optional Reports for IBA/CBA

[Visa IntelliLink Compliance Management](#) is a web-based modular application designed to provide sophisticated information services including analytics and investigative reporting, misuse detection, program compliance, regulatory compliance, spend management, and support for strategic sourcing. For additional information, guidance, and/or access to IntelliLink, contact the Component/Agency CPM.

ANNEX 1 STATEMENT OF UNDERSTANDING

I certify that I have read the attached DoD government travel card policy and procedures in DoDFMR 7000.14-R, VOL 9, CH 3. I understand that the government travel charge card program is designed to improve the management, efficiency, and control of government travel. I also understand that I am authorized to use the card only for those necessary and reasonable expenses incurred by me for official travel. I will abide by these instructions issued by the Department.

The above limitation on card usage also applies to automated teller machine (ATM) withdrawals. The amount of cash withdrawals may not exceed the cash limits established on the card. If my account is not delinquent and my travel orders authorize a larger advance, I can request an increase in the ATM limit through the Agency Program Coordinator (APC). I will, however, endeavor to charge expenses to the account wherever feasible rather than use cash-withdrawals.

I understand the Department's policy requires mandatory use of split disbursement for all outstanding charges on the travel card for military personnel and civilian personnel where labor bargaining obligations have been met.

I understand that the issuance of this GTCC to me is an extension of the employee/employer relationship and that I am being specifically directed to:

- Abide by all rules and regulations with respect to the GTCC.
- Pay all undisputed charges by the due date on the monthly billing statement.
- File travel vouchers promptly within appropriate guidelines.
- Notify the APC of any problems with respect to my usage of the GTCC.
- Notify the travel card vendor and the APC if my GTCC is lost or stolen.

(Card applicants must check off all the above provisions.)

I also understand that failure on my part to abide by these rules or otherwise misuse the GTCC may result in disciplinary action being taken against me. I also acknowledge the right of the travel card contractor bank and/or the APC to revoke or suspend my GTCC privileges if I fail to abide by the terms of this agreement or the cardholder agreement with the travel card contractor bank.

Applicant's Signature

Supervisor's Signature

*ANNEX 2 CREDIT LIMIT CHARTS

Charts for Army, Marine Corps, Navy, and Air Force

*Standard and **Restricted Accounts		Default	APC Approval Maximum	HL3 Approval Maximum	CPM Approval Maximum	DTMO Approval Maximum
	Credit	*\$7,500 **\$4,000	\$10,000	\$15,000	\$25,000	No Maximum
	Travel	*\$7,500 **\$4,000	\$10,000	\$15,000	\$25,000	No Maximum
	Cash	*\$665 **\$365	\$5,000	\$10,000	\$25,000	No Maximum
	Retail	*\$250 **\$100	\$500	\$1,000	\$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.

Charts for DoD Independent Agencies

*Standard and **Restricted Accounts		Default	APC Approval Maximum	HL4 Approval Maximum	CPM (HL3) Approval Maximum	DTMO Approval Maximum
	Credit	*\$7,500 **\$4,000	\$10,000	\$15,000	\$25,000	No Maximum
	Travel	*\$7,500 **\$4,000	\$10,000	\$15,000	\$25,000	No Maximum
	Cash	*\$665 **\$365	\$5,000	\$10,000	\$25,000	No Maximum
	Retail	*\$250 **\$100	\$500	\$1,000	\$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.

*ANNEX 3 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

*ANNEX 4 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

ANNEX 5 SAMPLE 61 DAY DELINQUENCY MEMORANDUM FOR IBA

MEMORANDUM FOR (NAME OF CARDHOLDER’S IMMEDIATE SUPERVISOR)

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

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.)

The travel card contract requires that all outstanding, undisputed charges be paid by the due date specified on the billing statement. The [travel card vendor](#) 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.

Non-compliance, 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.

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).

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 business days.

Signature
Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum. _____
(Name, Grade, Organization) (Date)

ANNEX 6 SAMPLE 91 DAY DELINQUENCY MEMORANDUM FOR IBA

MEMORANDUM FOR IMMEDIATE/SECOND LEVEL SUPERVISOR

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

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 [travel card vendor](#) 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.)

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.

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.

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).

[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 business days.](#)

Signature

Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum.

(Name, Grade, Organization)

(Date)

ANNEX 7 SAMPLE 121 DAY DELINQUENCY MEMORANDUM FOR IBA

MEMORANDUM FOR COMMANDER/DIRECTOR

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

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.)

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.

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.

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 business days.

Signature
Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum. _____
(Name, Grade, Organization)

(Date)

*ANNEX 8 SAMPLE SUSPECTED MISUSE/ABUSE MEMORANDUM FOR IBA

MEMORANDUM FOR CARDHOLDER

SUBJECT: SUSPECTED MISUSE/ABUSE NOTIFICATION

I am the Government Travel Charge Card (GTCC) Agency Program Coordinator for {Activity}. I received a non-travel activity report dated {date} from the travel card vendor indicating that your GTCC was used when not on official travel. In accordance with the DoD Financial Management Regulation (DoD FMR) Volume 9, Chapter 3, misuse/abuse of the card will not be tolerated. This report indicates that your card was used for *{list suspected non-official travel purchases and dates}*. Supporting travel documentation for this timeframe is not available.

Please provide information to justify use of the card during the timeframe listed above. If there is no justification provided by *{provide a suspense date}*, your supervisor will be apprised of this issue and your card will be deactivated while in a non-travel status.

If you have any questions, please contact me.

{APC name}
{APC email}
{APC phone}