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COMDTINST 4600.14B
20 MAR 2007

COMMANDANT INSTRUCTION 4600.14B

Subj: GOVERNMENT TRAVEL CHARGE CARD (GTCC) PROGRAM

Ref: (a) CG Supplement to the JFTR, COMDTINST M4600.17 (series)
(b) Certifying and Disbursing Manual, COMDTINST M7210.1 (series)

1. PURPOSE. This Instruction outlines the policy and procedures for the issuance and use of the GTCC individually billed account (IBA) by Coast Guard military and civilian personnel (including NAF employees) and covers the use of centrally billed accounts (CBA) for the purchase of common carrier transportation tickets and issuance of travelers' checks.
2. ACTION. Area and district commanders, commanders of maintenance and logistics commands, commanding officers of headquarters units, assistant commandants for directorates, Judge Advocate General and special staff offices at Headquarters shall ensure compliance with the contents of this Instruction. Internet release authorized.
3. DIRECTIVES AFFECTED. Reference (a) will be amended to reflect the changes contained in this Instruction and chapters 5 and 6 of reference (b) will be deleted. COMDTINST 4600.14A is cancelled.
4. BACKGROUND.
 - A. The Travel and Transportation Reform Act of 1998, P. L. 105-264, stipulates that the GTCC shall be used by all U.S. Government personnel (military and civilian) to pay for all official travel expenses. Specific provisions governing the use of the GTCC for Coast Guard travelers are set forth in Enclosure (1) of this Instruction. Office of Management and Budget Circular No. A-123, Appendix B dated August 5, 2005 established standard requirements and practices for improving the management of GTCC programs and are incorporated within this Instruction.

DISTRIBUTION – SDL No. 145

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NON-STANDARD DISTRIBUTION:

- B. The GTCC program was established to reduce the need to provide Government travelers with transportation tickets and cash travel advances and/or avoid having travelers use personal funds to pay for items such as lodging, meals, vehicle rental and transportation costs. For non-cardholders and for instances where mandatory use of the GTCC has been exempt, the program provides Centrally Billed Accounts (CBA) for common carrier transportation ticket purchase and the issuance of travelers checks for travel advances. Travelers' checks will only be issued when time does not allow for the issuance of a cash advance through the electronic funds transfer process. GTCC holders can use their cards to obtain cash or purchase travelers' checks from a financial institution to support nonexempt travel requirements. Cash may also be obtained through an Automated Teller Machine (ATM) with the use of a personal identification number (PIN). Direct use of the card for all types of expenses reduces paperwork, while providing the traveler with a convenient method of financing official travel expenses.

5. GENERAL.

- A. All Coast Guard military members, active duty and reserve, and civilian personnel who are authorized GTCC holders are hereby ordered to use their GTCC only when in an official travel status (i.e. pursuant to written Temporary Duty orders, letter orders, or other authorized travel for the conduct of official business) and only for expenses that are authorized for reimbursement in accordance with the Joint Federal Travel Regulations (military members) or Federal Travel Regulations (civilian employees) and implementing Coast Guard policy. Military members and civilian employees who are not authorized cardholders shall not make use of any IBA GTCC for any purpose.
- B. The policy contained in paragraph 5.A. constitutes, with respect to all personnel subject to the Uniform Code of Military Justice (UCMJ), a punitive general order subjecting the member to disciplinary action under the UCMJ for violation of the policy. The policy contained in paragraph 5.A. is also applicable to all civilian employees of the Coast Guard and may serve as grounds for disciplinary action for violation of the policy.
- C. Commands should ensure appropriate administrative and/or disciplinary action is taken when accounts are considered delinquent or are found to have unauthorized charges. For military members, contact your local legal office for guidance. For appropriated fund civilian personnel, contact your servicing command staff advisor or human resources specialist. For non-appropriated fund personnel contact Commandant (CG-103).
- D. Monthly travel card bills must be paid in full on or before the bill due date. Non-timely payment of the bill may also warrant disciplinary action. Account balances that age to delinquent status may result in disciplinary action by the member's command.
- E. Travelers are required to submit travel claims for local administrative review at their unit within three working days from the termination of the travel. Administrative reviewers shall take

appropriate action within two working days of receipt. This applies whether using claim conveyance by mail, fax or use of an automated travel voucher system.

- F. See enclosures (1) thru (4) for specific travel card, CBA and travelers' check policy and procedures.
- 6. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of this Instruction and have been determined to be not applicable.
- 7. FORMS/REPORTS. See enclosure 5.

THAD W. ALLEN /s/
Admiral, U.S. Coast Guard
Commandant

- Encl:
- (1) Government Travel Charge Card (GTCC) Program
 - (2) GTCC Recommendation/Acceptance Statement
 - (3) Travelers Check Program
 - (4) Centrally Billed Account Program
 - (5) Forms/Reports

GOVERNMENT TRAVEL CHARGE CARD (GTCC) PROGRAM

A. General.

1. Commandant (CG-102) has overall program management responsibility for the Coast Guard GTCC program.
2. The GTCC will be used by all non-exempt personnel for all non-exempt temporary duty (TDY) travel and may be used by military personnel for permanent change of station (PCS) travel expenses including transportation tickets, lodging, rental cars, and meals (when possible), Temporary Lodging Expense (TLE) and Temporary Lodging Allowance (TLA). Commanding Officers (CO) and supervisors are expected to fully support the GTCC program and adhere to the established policies.
3. When GTCC use for a particular trip would severely inconvenience the traveler, put the traveler in danger, compromise national security or create an unreasonable expense for the Government, the traveler's CO or supervisor may grant an exemption to GTCC usage. The command exemption must be stated on the travel orders.
4. The GTCC is issued with the express intent of providing personnel with a mechanism to pay for travel expenses associated with official government orders – TDY and/or military PCS. Use of the GTCC for an expense that is not directly associated with official Government travel in accordance with the JFTR/FTR is considered abuse/misuse. Government Travel Charge Card (GTCC) Program, COMDTINST 4600.14B specifically addresses abuse/misuse of the GTCC. All CO's and supervisors are expected to handle any abuse/misuse incidents with due diligence.
5. GTCC statements are payable in full upon receipt. A GTCC balance that reaches 61 days past due is classified as delinquent. Delinquency falls within the definition of abuse/misuse.
6. Direct Access (DA) contains GTCC information that is updated on a regular basis. The information is accessible to individual cardholders and specific command individuals. The information in DA is sufficient for commands to properly monitor individual GTCC usage and statement payments. DA functionality can be found on the Personnel Service Center (PSC) website, <http://www.uscg.mil/hq/psc/>.
7. Individuals not required to use the GTCC and individuals who have lost their GTCC privileges shall use the centrally billed government travel account (CBA) for obtaining common carrier transportation tickets (air, rail, bus, or ship). A travel advance shall be requested in order to support other anticipated travel expenses. This policy does not apply to individuals who are required to have a GTCC, but refuse to obtain a GTCC.
8. GTCCs issued in accordance with this Instruction are classified as restricted cards in that usage and credit limits are restricted to the policies and procedures of this Instruction.

9. In accordance with Section 639 of the Consolidated Appropriations Act, 2005 (P.L. 108-447) credit worthiness must be assessed for all new GTCC applicants. The GTCC issuing bank will perform the credit worthiness check and issue a GTCC in accordance with the guidelines set forth in OMB CIRCULAR NO. A-123. Applicants who do not meet the OMB established minimum credit worthiness score will be issued a GTCC with an initial authorized credit limit of \$1. The responsible GTCC coordinator is authorized to increase the credit limit for periods of time the cardholder is on authorized travel and reduce back to \$1 upon completion of travel. Section C outlines credit limit policy.
10. The GTCC bank hierarchy system is used to manage various aspects of the GTCC program. The Coast Guard has numerous hierarchies and each hierarchy normally accommodates a regional group of Coast Guard units. Every hierarchy has a designated primary coordinator and in many cases one or more alternate coordinators. These coordinators are responsible for the oversight of the GTCC program at the units within their hierarchy and assisting with individual cardholder GTCC maintenance. Additionally, two regional hierarchies have been established, one at Maintenance and Logistics Command Atlantic (MLCLANT) and one at Maintenance and Logistics Command Pacific (MLCPAC). The coordinators at these hierarchies are responsible for oversight of the GTCC program at the Area level and assisting the unit level coordinators within their respective designated area of responsibility.
11. The Personnel Service Center (PSC) website contains a wealth of GTCC cardholder and coordinator information pertaining to the GTCC program. The information contained on the website includes a complete list of Coast Guard GTCC coordinators, a relationship table of department IDs to GTCC hierarchies, links to GTCC cardholder and coordinator training websites, transaction dispute procedures and forms and various other useful GTCC program information. The PSC web address is: <http://www.uscg.mil/hq/psc>. Select the "Travel" menu option and then select the "Government Travel Charge Card Program Information Page".
12. GTCCs are mailed directly to the address indicated on the GTCC application. The mailing will include specific instructions for activating the GTCC. Cardholder shall immediately take the required action to activate their GTCC. The cardholder shall exercise the same degree of care in protecting their GTCC and GTCC account number as they would with any other personal credit card. Cardholders are personally responsible for all charges made against their card unless it has been reported lost or stolen.
13. GTCCs will not be stored or kept by an individual other than the individual whose name is embossed on the face of the GTCC.

B. Eligibility for Issuance of a GTCC.

1. Coast Guard military members (active and reserve) and all civilians (including NAF) employees are required to obtain a GTCC if they anticipate traveling more than five times a year. Personnel traveling less than five times a year shall not have a GTCC without written

authorization by their CO or Supervisor. Authorization will be by endorsement on the "Government Travel Charge Card Program Recommendation/Acceptance Statement."

2. Reservists who perform TDY travel (under TDY travel orders) while on active duty shall obtain a card. This does not include normal travel for annual two-week active duty. Inactive duty reservists may obtain a card for the sole purpose of procuring transportation tickets from home to monthly meeting sites (if more than 100 miles away and are on the CO's authorized list). This does not include any other transportation expenses that may be incurred. While this travel is not reimbursable, procuring tickets with the GTCC will allow these reservists to avail themselves of the GSA City-Pair rates, which are usually cheaper with no restrictions and are fully refundable.
3. Non Coast Guard government personnel assigned to the Coast Guard for a consecutive period greater than six months may be issued a GTCC if it is anticipated the individual will travel under Coast Guard issued travel orders more than five times during their assignment. These individuals are subject to the GTCC policies and procedures of the Coast Guard and GTCC bank.
4. Cadets and Officer Candidates may be issued a GTCC using the same criteria contained in paragraph B.1 of this enclosure.
5. Recruits in receipt of Outside Continental United States (OCONUS) permanent change of station orders may be issued a GTCC. See paragraph C.3 for credit limit authorization. Recruits in receipt of Continental United States (CONUS) permanent change of station orders are not authorized a GTCC.
6. Auxiliarists and contractor personnel are not authorized GTCCs since they are not classified as government employees.

C. GTCC Credit and Cash Withdrawal Limits.

1. The standard maximum credit limit for GTCCs is \$2,500. Exceptions to the standard limit are outlined below. Credit limits will not be increased for the sole purpose of providing additional credit required due to non-payment of a GTCC statement.
 - a. GTCC coordinators are authorized to raise credit limits to \$9,999. GTCC coordinators shall use sound fiscal judgment in determining the amount the credit limit will be increased. Credit limits can be temporarily increased in order to meet anticipated travel expenses or permanently increased in order to meet continuing anticipated travel expenses that will exceed the standard \$2,500 credit limit. Approval by the cardholder's CO is required.
 - b. Requests for credit limits greater than \$9,999 shall be submitted electronically to Commandant (CG-102). The cardholder must originate the request and submit the request through their CO and GTCC coordinator. The GTCC coordinator shall forward the request to Commandant (CG-102).

2. Individuals that possess a GTCC and anticipate traveling less than five times a year shall have their credit limit reduced to \$1. The credit limit shall be increased to the appropriate level only when the member is in receipt of official travel orders. The credit limit shall be reduced to \$1 upon completion of the travel. GTCC coordinators shall contact the GTCC bank for instructions on temporarily increasing the credit limits of all the cardholders assigned to a specific hierarchy.
3. Recruit credit limits.
 - a. The credit limit for recruits with dependents in receipt of OCONUS permanent change of station orders will be established by the CO of Training Center Cape May. The credit limit shall be based on anticipated need; however, at no time will the established credit limit exceed \$2,500.
 - b. The credit limit for recruits without dependents in receipt of OCONUS permanent change of station orders will be \$1.
4. CO's and supervisors are responsible for monitoring the credit limit of cardholders under their Command to ensure credit limits are in accordance with these policies. The Direct Access Travel Charge Card report can be used as a means of monitoring credit limits.
5. The authorized standard monthly cash withdrawal limit will not exceed 30% of the available credit limit. There are no exceptions to the 30% limit.

D. GTCC Usage Exemptions.

1. TDY travel duration that exceeds 21 days. Card use is not mandatory if the travel duration will exceed 21 days. If the cardholder chooses to use the card for trips exceeding 21 days, interim travel claims must be submitted. The cardholder should always consider when the payment will be due and the usual claim processing time to determine when a claim may need to be submitted. The first interim claim must be submitted no later than 21 days after commencement of travel and every 21 days thereafter. Arrangements must be made by the cardholder to receive the necessary billing information and to pay the monthly GTCC bill on time.
2. PCS travel duration that exceeds 15 days. If the duration of the PCS travel will exceed 15 days, including leave, compensatory absence, proceed time and TDY in conjunction with the PCS, the card shall not be used. This does not apply to Temporary Lodging Allowance (TLA). Card may be used to cover hotels and meals in conjunction with the TLA entitlement, but reimbursement claims must be submitted every 15 days to allow for timely payment of the monthly GTCC bill. In the case of Temporary Lodging Expense (TLE), card use may be used subject to the 15-day rule addressed above.
3. For both TDY and PCS, card use is optional for meals and incidental expenses (M&IE) and other miscellaneous reimbursable travel expenses. Cardholders are encouraged to

use their card directly for these expenses when possible in lieu of obtaining ATM cash. Examples of TDY reimbursable expenses include: laundry/dry cleaning, parking, local transportation system fares, taxi fares, tips, and official telephone calls.

4. GTCC use is not required for the purchase of common carrier transportation tickets (air, rail, bus, or ship) if the ticket cost exceeds \$1,000. The CBA should be used for the purchase of these tickets. This applies to both TDY and PCS travel. Since tickets are almost always the first charge on the GTCC for any trip (in some cases the charge appears prior to departure), the CO or supervisor may exempt card use for tickets costing less than \$1,000 if the timing of the ticket charge against the member's GTCC is likely to prevent the timely payment of the member's monthly card bill. In considering a request to waive card use for ticket expense, the CO or supervisor should consider the length of the travel, the usual time for travel claim reimbursement and when the ticket will be charged to the member's GTCC. This authority should not be abused. Any time the CBA is used in lieu of the GTCC for the purchase of transportation tickets, the individual's orders must include a statement that the CBA was used for the purchase of a transportation ticket. The cost of a transportation ticket and any service fee charged to the CBA may not be included as a reimbursable expense on the travel voucher, doing so would constitute the submission of a fraudulent travel voucher. The following are points to remember:
 - a. Tickets are charged to the card account when purchased. Electronic tickets (e-tickets), which the use of is strongly encouraged, should be purchased no earlier than two business days prior to travel.
 - b. If transportation tickets must be purchased far in advance of departure, as may be the case with non-City-Pair or restricted fares, cardholders should use the CBA. There must be a statement on the travel orders to reflect this.

E. Prohibited GTCC Usage.

1. Payment of lodging expenses in the vicinity of the permanent duty station (PDS), except when the lodging is in conjunction with TLA or TLE.
2. Use at eating establishments in the vicinity of the PDS, except when the meals are in conjunction with TLA or TLE.
3. Any other use in the vicinity of the PDS not directly associated with official travel or in conjunction with TLA or TLE.
4. While on official travel any expense that is not reimbursable as an official travel expense in accordance with the JFTR/FTR.
5. Withdrawal of cash from an automated teller machine (ATM) in excess of the amount authorized for an advance for the travel concerned, when not in receipt of official travel orders or for expenses not directly associated with official travel.

6. Dislocation Allowance (DLA).
 7. Transportation of household goods, including Self Procured Moves (SPM). The GTCC is not authorized for the transportation of household goods, privately owned vehicles, mobile homes and boats.
 8. Civilian relocation expenses.
 9. Expenses for individuals other than the name of the individual embossed on the face of the GTCC.
- F. Merchant Category Code (MCC). The MCC are codes established between the GTCC Company and commercial vendors. Commandant (CG-102) will determine which MCC codes will be authorized for Coast Guard use. It is recognized that there are instances where a charge to the GTCC by a merchant who uses an MCC code that is blocked by the Coast Guard is an authorized charge. When this occurs the cardholder shall contact their GTCC coordinator who will contact the bank and arrange for a forced authorization. The GTCC coordinator will contact the bank client account service manager and arrange for a one-time charge authorization. The GTCC coordinator will be required to provide the following information:
1. The cardholder's name.
 2. The cardholder's full 16-digit account number.
 3. The name of the business attempting to make the charge.
 4. The MCC code that is being used.
 5. The amount of the charge.
 6. The amount of time the authorization needs to be in effect. The authorization cannot exceed 48 hours.
- G. GTCC Statement.
1. The GTCC billing cycle for the Coast Guard is the 13th of a month until the 12th of the following month. These dates are adjusted when the 13th or the 12th fall on a weekend or holiday. The bank will mail statements to the GTCC account mailing address in order to be received approximately five business days or sooner from the cycle end date. Local Postal delivery processing can affect the actual delivery of the statement. Cardholders are personally responsible for ensuring their mailing address is current. The bank also provides an electronic statement that is available to the cardholder approximately three business days from the cycle end date.

2. Upon receipt of the monthly statement the cardholder shall review the statement for accuracy. Inaccuracies shall be immediately reported to the bank by calling the customer service phone number listed on the statement or the phone number listed on the reverse of the GTCC. Cardholders have the right to dispute charges made to their account; however, disputes must be registered with the bank immediately upon receipt of the monthly statement. The payment aging will be suspended for any transaction being disputed; however, if the transaction is found to be authorized the aging will revert to the statement date on which the transaction originally appeared. Dispute procedures and forms can be found on the PSC website. See paragraph A.11 for instructions on accessing the PSC website.

H. Payment of the GTCC Statement. The GTCC statement must be paid in full, regardless of reimbursement, by the due date printed on the monthly statement. Partial payments are not authorized.

I. GTCC Account Aging.

1. The payment due date of a statement is 25 calendar days from the statement date.
2. A GTCC account is classified as one day past due if the bank has not received payment by the 30th calendar day from the statement date.
3. A GTCC account will be suspended when the account balance is 36 calendar days past due. When an account has been suspended no additional charges can be placed against the account. The suspension will be removed only after the account past due balance has been paid in full.
4. A GTCC account is classified as delinquent when the account balance reaches 61 calendar days past due.
5. A GTCC account will be cancelled when the account balance reaches 101 calendar days past due. An account that is cancelled can only be reactivated through the reinstatement process.
6. The GTCC bank will notify commercial credit rating companies when an account reaches 120 days past due.
7. A GTCC account will be classified as charged off when the account balance reaches 180 days past due. Commercial credit rating companies are again notified when an account reaches 180 days past due. Accounts that reach 180 days past due will never be eligible for reinstatement.

J. Salary Offset. The Coast Guard participates in the GTCC salary offset program and has directed the bank to commence the salary offset process when an account reaches 90 days past due. The Coast Guard will commence salary offset only after an individual has been afforded the required due process. Due process for GTCC salary offset is identical to other

legal requests for salary offset. The past due account balance of an account being paid through salary offset will continue to age. Individuals having their account balance paid through salary offset are highly encouraged to make additional payments to prevent their account from reaching charged off status at 180 days past due.

- K. Online Statements and Payments. The GTCC bank offers a program for online statements and payment of account balance. Enrollment in this program is voluntary, but highly encouraged. Individuals enrolled in this program will also receive a paper statement. Information on the program can be found on the PSC website.
- L. Mission Critical Status. Mission critical status prevents a GTCC from being suspended. The sole purpose of this status is to allow a cardholder to use the GTCC to pay expenses required for the return to their permanent duty station. The status can be applied only once during the life of an account. It can only be applied when a documented operational requirement has prevented the cardholder from paying the account balance in full. The status is applied for a very limited time and it does not stop the account from aging. All requests for mission critical status must be submitted to Commandant (CG-102) for submission to the GTCC bank.
- M. How to Apply for a GTCC. The process for requesting a GTCC is initiated by the member who must complete the GTCC holder training, the “Government Charge Card Program Recommendation/Acceptance Statement” and the GTCC application. Application and online training information is contained on the PSC website <http://www.uscg.mil/hq/psc/>. Select the menu tab “Travel” and then the “Government Travel charge Card Program Information Page” option. This page provides a web link to the GSA cardholder online training. Government Travel Charge Card (GTCC) Program, COMDTINST 4600.14B, enclosure (2), contains the Recommendation/Acceptance Statement. The completed documents must be submitted to the CO for endorsement and then forwarded to the responsible GTCC coordinator for submission to the GTCC bank. After submission to the GTCC bank, the GTCC coordinator will ensure the “Government GTCC Program Recommendation/Acceptance Statement” and GTCC application are inserted into the cardholder’s personal file.
- N. GTCC Reinstatement.
1. Under certain conditions the GTCC bank may consider and approve the reinstatement of a cancelled GTCC. In determining whether or not an account will be reinstated the entire history of the account will be reviewed. Commandant (CG-102) will not favorably endorse any request where the history of the account clearly shows continuous financial irresponsibility on the part of the cardholder. The decision by the GTCC bank is final. Reinstatement will not be considered if the GTCC was cancelled for one of the following reasons:
 - a. The GTCC was used to pay for expenses not directly associated with official Government travel.

- b. Attempts to pay the account balance with insufficient fund checks two or more times in a 12-month period.
 - c. The unpaid account balance reached 181 days past due.
 - d. The GTCC bank wrote off the unpaid balance as an unrecoverable debt.
 - e. The account has an unpaid balance.
2. GTCC reinstatement request must be initiated by the member requesting reinstatement. The following procedures will be followed for requesting GTCC reinstatement:
- a. Member:
 - (1) Complete the GTCC user training. A copy of the certificate of completion shall be maintained and available for presentation upon request.
 - (2) Prepare and submit an e-mail to the CO through the appropriate chain-of-command.
 - (a) E-mail subject must be "Request for GTCC Reinstatement".
 - (b) E-mail content must include the last four digits of the SSN, specifically request GTCC reinstatement, a full explanation as to why the GTCC was cancelled and any mitigating information on any other occurrences of late payment, a statement that the account balance has been paid in full, a statement acknowledging that all Coast Guard and GTCC bank instructions are understood and will be complied with and that there is a potential of disciplinary action should there be any deviation from the instructions and a statement that GTCC holder training has been completed.
 - b. Commanding Officer. The request requires a CO endorsement and this endorsement cannot be delegated. If the request is denied it shall be returned to the member. If the request is approved it must then be forwarded to the regional supporting GTCC coordinator. At minimum, requests that are approved must contain the following statements:
 - (1) The member has been counseled on their responsibilities for adhering to the cardholder responsibilities as outlined by the Coast Guard and the GTCC bank pertaining to card use and preparation and submission of travel claims.
 - (2) The member has been counseled that non-timely payments will not be tolerated.
 - (3) The member has been counseled that there is a potential of disciplinary action if Coast Guard and the GTCC bank instructions are not fully complied with.

- c. GTCC coordinator. The coordinator shall review the request for completeness, endorse the request and then forward the request to Commandant (CG-102). The coordinator must make an inquiry with the GTCC bank and include the results of the inquiry in the endorsement. The inquiries shall be:
 - (1) Inquiry to ensure the closed account balance has been paid in full. If there is an outstanding balance the request shall be denied and returned to the member through the chain-of-command.
 - (2) Inquiry to ascertain if the member is eligible to be considered for reinstatement. If the GTCC bank indicates the member is not eligible, the request shall be denied and returned to the member through the chain-of-command.
- O. Split Disbursement. Split disbursement is a process whereas a designated amount of travel reimbursement funds are paid directly to the GTCC issuing bank and automatically applied to the cardholders GTCC account. When available, the cardholder will designate an amount equal to or greater than the cumulative amount of lodging, commercial carrier transportation and rental car charges that were placed against the GTCC. The amount designated cannot be greater than the total amount of the travel voucher reimbursement.
- P. Responsibilities.
 - 1. Headquarters: Commandant (CG-102) is the program manager for the GTCC program. As program manager Commandant (CG-102):
 - a. Works directly with the GTCC issuing bank and the Department of Homeland Security in instituting and administering the Coast Guard GTCC program.
 - b. Maintains the designated field level GTCC coordinator roster.
 - c. Provides support and direction to field level GTCC coordinators.
 - d. Updates GTCC information in Direct Access.
 - e. Maintains a Department ID/hierarchy relationship table.
 - f. Periodically update, through electronic means, cardholder's hierarchy assignment.
 - g. Is the approval authority for all requests for credit limits of \$10,000 and greater.
 - h. Submits requests for reinstatement to the GTCC bank.
 - i. Permanently closes any GTCC account that is identified as being abused/misused and has the bank place a permanent note on the account that the account was closed due to abuse/misuse.

- j. Monitors summary service-wide GTCC usage and delinquencies.
- 2. MLC GTCC Coordinators: These coordinators assist with oversight of the GTCC program for all units within their geographic area. The coordinators have the same access to cardholder account information and administrative rights for managing individual cardholder accounts as Commandant (CG-102). These coordinators do not have the authority to submit requests for reinstatement to the GTCC bank.
- 3. GTCC Coordinators. These are individuals designated to oversee and manage the GTCC accounts of a specific hierarchy. These individuals are also known as regional GTCC coordinators because in many cases the hierarchy they manage may encompass numerous units within a geographic area.
 - a. Process for coordinator designation:
 - (1) A coordinator must be designated in writing by the Commanding Officer. Copies of the designation correspondence shall be maintained by the Command and be made available for review upon request by Commandant (CG-102).
 - (2) Complete the online coordinator training. Online coordinator training can be found on the PSC website; see paragraph A.11 of this enclosure.
 - (3) After coordinator training has been completed, complete the appropriate GTCC bank's coordinator designation form. Instructions for completing the form can be found on the PSC website; see paragraph A.11 of this enclosure.
 - (4) Immediately notify Commandant (CG-102) of all coordinator designations/terminations.
 - b. Coordinator responsibilities:
 - (1) Responsible for the daily operations of the GTCC program for individuals assigned to the hierarchy.
 - (2) Use all available tools provided by the Coast Guard and the GTCC bank to monitor GTCC usage, account status and identify inappropriate changes. The GTCC bank provides numerous reports and report building capabilities to assist in monitoring GTCC usage and account status. Familiarization with and use of these tools is essential in monitoring the program. The PSC website contains numerous links to the GTCC banks available tools.
 - (3) Immediately advise Commanding Officers of any appearance of GTCC misuse/abuse.
 - (4) Provide assistance to Commanding Officers on any requests concerning a cardholder's GTCC usage.

- (5) Process applications for new GTCC accounts. Ensure that the application is accurate and complete; the applicant's Coast Guard Employee ID number must be included in the field titled "Discretionary Code 3". Process only those applications that have a completed Government GTCC Program Recommendation/Acceptance Statement attached. After the application has been submitted to the GTCC bank, ensure the application and Government Travel Charge Card Program Recommendation/Acceptance Statement is filed in the member's personnel file.
 - (6) Prepare and submit GTCC maintenance forms to change a cardholder's hierarchy. The coordinator at the departing hierarchy must submit these maintenance forms. Coordinators shall contact Commandant (CG-102) regarding a process for mass transfer of accounts from one hierarchy to another.
 - (7) Lower and raise credit limits as required. Contact the GTCC bank for instructions on temporarily increasing credit limits of all the GTCCs within a specific hierarchy.
 - (8) Review and endorse requests for GTCC reinstatement. Before endorsing the request an inquiry shall be made to the GTCC bank to ascertain if the requesting individual's previous balance has been paid in full and ascertain if the individual is in fact eligible to be considered for reinstatement.
 - (9) Complete the coordinator training at least every three years and notify Commandant (CG-102) of completion. Access the PSC website, <http://www.uscg.mil/hq/psc/>, select the menu option "Travel" and then the "Government Travel charge Card Program Information Page" option. This page provides a web link to the GSA GTCC coordinator online training.
 - (10) Upon notification of a person departing the Coast Guard, immediately notify the GTCC bank to permanently close the account and reduce the credit and cash limits to zero.
 - (11) Ensure that an account is permanently closed for any cardholder that is found to have abused/misused their GTCC. Additionally, contact the GTCC bank and have a permanent note added to the account indicating the account was closed due to abuse/misuse and reinstatement is not authorized.
4. Commanding Officers and Supervisors: Have the responsibility for managing the conduct of members and employees using GTCCs in their Chain of Command. Commanding Officers and Supervisors shall:
- a. Ensure individuals are using the GTCC in accordance with the policies and procedures published by the Coast Guard and the GTCC bank.

- b. Ensure individuals are maintaining their account balance in accordance with the policies and procedures published by the Coast Guard and the travel card issuing bank.
- c. Use the Direct Access Travel Charge Card Report to monitor GTCC usage and account status.
- d. Immediately notify the GTCC coordinator of any identified suspicious GTCC usage and request a detailed report of the individual's GTCC usage.
- e. Upon notification of an individual being released from the Coast Guard, military or civilian, who possess a GTCC, immediately notify the GTCC coordinator to permanently close the GTCC account.
- f. Ensure individuals requesting a GTCC have completed the required GTCC user training and have been counseled regarding the authorized use and payment of the GTCC.
- g. Ensure the "Government Travel Charge Card Program Recommendation/Acceptance Statement" is completed, endorsed and attached to GTCC applications.
- h. Ensure individuals requesting reinstatement of a GTCC have completed the required GTCC user training and have been counseled regarding the authorized use and payment of the GTCC.
- i. Ensure individuals assigned to the command have the appropriate GTCC credit limit. Individuals that anticipate traveling less than five times a year shall have a credit limit of \$1 and the limit shall only be increased to accommodate authorized travel. Credit limits can be monitored by use of the Direct Access Travel Charge Card Report.
- j. Immediately notify the GTCC coordinator of any GTCC holder that is departing under permanent change of station orders.
- k. Designate a command point of contact to work directly with command's regional GTCC coordinator.
- l. Where a hierarchy is assigned to a Command, ensure the primary and alternate coordinator(s) are designated in writing and appropriate GTCC bank's coordinator designation form is completed and submitted to the GTCC bank. Copies of the designation correspondence shall be maintained by the Command and be made available for review upon request by Commandant (CG-102). This correspondence must be completed prior to submission of the required GTCC bank's coordinator designation form.

- m. Ensure the appropriate level of disciplinary action is initiated for any GTCC holder identified as not fully complying with the Coast Guard's GTCC policies and procedures.
 - n. Ensure GTCC training is included in the Command's semi annual training plan.
5. Member: GTCC holders are personally responsible for the proper use and payment of the GTCC issued to them. Failure to fully comply with Coast Guard and the GTCC bank's instructions may result in disciplinary actions. GTCC cardholders shall:
- a. Complete cardholder training prior to submission of a GTCC application.
 - b. Complete the "Government GTCC Program Recommendation/Acceptance Statement" and attach it to the GTCC application.
 - c. Complete cardholder training every three years after the initial issue date of the GTCC.
 - d. Use the GTCC only when in receipt of TDY and/or military PCS orders.
 - e. Use the GTCC only for expenses that are directly related to official government travel and reimbursable in accordance with the JFTR/FTR.
 - f. Obtain cash from ATM's only to cover expenses that are directly related to official government travel and reimbursable in accordance with the JFTR/FTR.
 - g. Immediately notify the GTCC bank and your GTCC coordinator of any unauthorized use or questionable charges appearing on the monthly statement. See PCS website for dispute procedures.
 - h. Immediately notify the GTCC bank and your GTCC coordinator if the GTCC is lost or stolen.
 - i. Ensure the mailing address and other contact information contained on GTCC account is current at all times and immediately notify the GTCC bank and local GTCC coordinator of any discrepancies.
 - j. Pay the monthly GTCC statement in full upon receipt. Partial payments are not authorized.
 - k. Submit travel vouchers within three business days upon completion of travel and when available ensure the split pay option is used.
 - l. Notify the local GTCC coordinator of a PCS transfer.

- m. Immediately cease use of and destroy the GTCC upon notification of service and/or employment termination and notify Command and/or local GTCC coordinator.

GOVERNMENT TRAVEL CHARGE CARD (GTCC) PROGRAM
RECOMMENDATION/ACCEPTANCE STATEMENT

1. The government travel card program provides travelers with a means of financing official travel expense. Only official government TDY and certain PCS travel expenses may be charged to this card.
2. I fully understand use of the travel card for anything other than official government travel expenses is not authorized and is considered card misuse/abuse. I also fully understand that the monthly travel card statement is payable in full before the due date indicated on the statement. Non-timely payment of the monthly travel card statement is also considered card abuse/misuse. I fully understand that card abuse/misuse may be subject to disciplinary actions under the Uniform Code of Military Justice or the appropriate civilian regulations.
3. I fully understand that travel voucher reimbursements are to be used to pay for the official government travel expenses charged to the travel card and failure to do so may be subject to disciplinary action.
4. I agree to fully comply with all the travel card policies and procedures published by the Coast Guard and the travel card issuing bank.
5. I agree to ensure the personal information contained on my travel card account is current at all times.
6. I have completed the required travel card user training on (date: _____) and I have a copy of the certificate of completion.

Date: _____

Cardholder printed name: _____

Cardholder signature: _____

COMMAND ENDORSEMENT:

From:

Date: _____

To: Supporting travel card coordinator

I approve and authorize the issuance of a government travel card to
_____, who has completed the
(name of applicant)
required training and has been counseled regarding the authorized use and payment of the travel card.

(signature)

TRAVELERS CHECK PROGRAM

A. General.

1. The Coast Guard's travelers check program was originally implemented as a means of reducing the amount of cash held in Coast Guard imprest funds and a means to supplement other Coast Guard travel advance programs. The program has been fully implemented within the Coast Guard and no new unit level travelers check programs will be established. Units that currently have a travelers check program will continue to operate until their Command has determined there is no continued need for the program or the Coast Guard discontinues the overall program. Commandant (CG-102) has overall program management responsibility for the Coast Guard travelers check program.
2. Travelers checks can only be held and disbursed by an officially designated individual. Travelers checks are provided to travelers check agents under a trust agreement between the travelers check agent and American Express. Travelers check agents have the authority to disburse any or all of the checks for their face value, subject to the right of American Express to immediately recall, at any time, all or any of the checks prior to their disbursement. Travelers checks will only be issued in accordance with the policies and procedures contained within this Instruction.
3. The travelers check program operates in direct relationship with the travel card bank's centrally billed account (CBA) program. Any disbursement of travelers checks outside of this relationship is strictly prohibited and will be classified as failure to comply with the policy and procedures contained within this Instruction.
4. Travelers check agents are held to a high standard of care with respect to the travelers checks with which they are entrusted and are personally liable at the moment a physical loss occurs while checks are under their care. A physical loss includes instances where an issued travelers check is negotiated and the issuance has not been accurately and completely accounted for by the travelers check agent. When a physical loss is realized, the travelers check agent is personally liable until found faultless. Negligence is presumed, with the burden of proving otherwise falling on the agent. The Comptroller General has consistently held that where regulations govern the activities of an accountable officer, the exercise of reasonable care entails following these regulations, and that failure to follow the regulations constitutes negligence. If negligence is found in a physical loss, relief from liability will not be granted.
5. The purpose of the travelers check program is to pay temporary duty (TDY) and permanent change of station (PCS), as qualified below, travel advances to individuals who do not possess a government travel charge card (GTCC) or are exempt from using the GTCC. Travelers checks will only be issued to these individuals when the time between the receipt of authorization to travel and the commencement of travel does not allow for the timely receipt of an advance from the U.S. Treasury. At no time will travelers checks be issued to an individual more than three business days prior to the actual commencement of travel. Travelers checks will not be used as a routine means of

paying travel advances. Under no circumstance will Travelers checks be issued for Self Procured Move (SPM) advances or settlements, or for PCS travel advances when the PCS travel authorization provided sufficient time for receipt of a travel advance payment through one of the other Coast Guard travel advance programs.

B. Authorized Disbursement of Travelers Checks.

1. TDY travel advance to individuals who do not possess a GTCC and time does not permit the timely receipt of an advance through one of the other Coast Guard advance programs.
2. Military PCS only when the member does not possess a GTCC, time does not permit the timely receipt of an advance through one of the other Coast Guard advance programs and the total delay in route is five days or less.
3. Reimbursement to members for Temporary Lodging Allowance (TLA) only when other means of payment would be untimely and nonpayment would create a financial hardship on the member.
4. Under normal circumstances travelers checks can only be issued to a traveler when the traveler can physically sign for receipt of the travelers checks in the presence of the travelers check agent.
5. Under extreme emergency conditions a travelers check agent can forward travelers checks to a traveler as long as the traveler has agreed to immediately sign the receipt documents and immediately return them to the travelers check agent. A travelers check agent is personally liable for the value of the travelers checks forwarded to a traveler until the traveler's signed receipt is received. The travelers check agent has the right to refuse disbursement of travelers checks that have to be forwarded to a traveler. The following procedures must be adhered to, without exception, when disbursing travelers checks under these conditions:
 - a. Follow the guidance in paragraphs D.11-13 of this Enclosure as applicable with the following exceptions:
 - b. Do not complete the purchase record included in travelers check package.
 - c. Complete the sale entry in ExpressPass prior to forwarding the travelers checks. The travelers check agent must indicate the travelers check agent is the person purchasing the checks. To complete this uncheck the box marked "Same as Purchaser" and enter the travelers check agent name.
 - d. Forward a copy of the ExpressPass purchase record receipt along with the travelers checks to the traveler. The traveler must be instructed to immediately sign the purchase record receipt on the signature line. A signed copy must be immediately faxed back to the travelers check agent and the copy with the original signature shall be immediately mailed back to the travelers check agent. The faxed copy provides

immediate receipt acknowledgement and the copy with the original traveler's signature is required for travelers check disbursement records. If at any time a traveler is unwilling to comply with these requirements, the travelers checks will not be forwarded to the traveler.

- e. Travelers checks issued under this section must be entered into the Point of Sale terminal prior to the travelers checks being forwarded.

C. Command Responsibilities.

1. The commanding officer is responsible for designating and revoking, in writing, primary and alternate travelers check agents. Travelers check agent designations are mandatory and are separate from imprest fund cashier designations. Each travelers check operation must have a minimum of a primary agent and at least one alternate agent; there are no exceptions to this policy.
 - a. A designation must be in the form of a memorandum to the individual being designated with a copy to Commandant (CG-102). The designation memorandum as a minimum must address the designees personal liability with respect to the travelers checks entrusted to them and a statement to the effect that the policies and procedures of the Government Travel Charge Card (GTCC) Program , Commandant Instruction 4600.14B, enclosure (3), must be complied with at all times. Any officer (commissioned or warrant), E-5's and above (financial or administrative background is preferred) and civilian GS-6 or above may be designated as a travelers check agent. However, commands should make every effort to designate agents at the highest-grade level possible.
 - b. A revocation must be in the form of a memorandum to the individual whose designation is being revoked with a copy to Commandant (CG-102). The revocation memorandum must include a statement that a formal audit has been completed and the authorized travelers checks holdings have been fully accounted for. Upon receipt of the memorandum, Commandant (CG-102) will prepare and submit the required documentation to the travel card bank.
2. The commanding officer is responsible for ensuring the travelers check agent is provided the proper safekeeping facility/container for the amount of travelers' checks being held. Primary and alternate travelers check agents are prohibited from having simultaneous access to the same safekeeping container. Travelers checks have the same safekeeping requirements as cash. Refer to the Physical Security and Force Protection Program, COMDTINST M5530.1 (series).
3. The commanding officer is responsible for ensuring there is an internal control structure that will provide reasonable assurance that Coast Guard and unit policies/procedures and related objectives will be achieved. The internal control structure shall include the overall control environment and control procedures and should address, but not be limited to, receipt of travelers check inventories, storage of travelers checks, access to

safekeeping facility, distribution of travelers checks, mandatory daily reporting and close out procedures and quarterly audits.

4. Mandatory Audits of Travelers Check Operations. Audit reports must be in written format and signed by all members of the audit team. Written audit reports will be maintained by the command and be made available for review by Commandant (CG-102) and/or Coast Guard Compliance Inspection Teams. If the travelers check agent is also an imprest fund cashier, the audit must be conducted concurrently with the audit of the imprest fund and be recorded as part of the imprest fund audit report.
 - a. Quarterly audits must be unannounced and performed on an irregular schedule from one quarter to the next.
 - b. Relief audits must be performed prior to the relief of any primary or alternate travelers check agent. A traveler's check agent may not be relieved of their travelers check designation if the audit reveals any discrepancies in the authorized amount of travelers check holdings.
 - c. An audit must be immediately conducted whenever a loss of travelers check holdings is identified. The purpose of the audit is to identify how and when the loss occurred and to record the extent of the loss.
5. Audit Process. As a minimum, the following audit processes must be completed:
 - a. The Command must appoint in writing three individuals, independent of the travelers check program, to conduct audits. The appointment document must be presented to the primary and/or alternate travelers check agent immediately following the announcement of the audit.
 - b. Conduct the audit in the presence of the primary or alternate travelers check agent.
 - c. Auditors must have the travelers check agent produce a copy of the travelers check inventory. The inventory must be produced from the American Express, ExpressPass program. If the travelers check agent is unable to produce a copy of the inventory, the auditors shall contact Commandant (CG-102) to obtain a copy.
 - d. Verify all, primary and alternate, travelers check agent designations. The designations will either be contained in written form from Commandant if it is the initial program designation or a memo to file from the command for all subsequent designations.
 - e. Verify the authorized holdings which will either be contained in written form from Commandant or the Commanding Officer.
 - f. Verify that the average holdings are not excessive for the actual monthly usage.

- g. Verify that the travelers check agent, primary and alternate, do not function as travel advance approving officials.
 - h. Verify that the Travelers check agent has a list of unit personnel authorized to approve travel advances.
 - i. Review the safekeeping container to ensure compliance with required safekeeping requirements. See the Physical Security and Force Protection Program, COMDTINST M5530.1 (series).
 - j. Reconcile travelers checks on hand with the check register and inventory document. Do not open individual packets to count unless they appear to have been tampered with. Compare the check count to the American Express inventory report. Discrepancies must be noted and resolved.
 - k. Ensure that all check sales and issuances were authorized by a proper set of orders and advance document.
 - l. Verify that the agent balances out checks on hand to the ledger at the close of every day sales were made.
 - m. Ensure that, if an alternate Travelers check agent(s) also has a group of checks, that each Travelers check agent has access ONLY to his/her checks. Checks distributed to alternates for issuance should be signed for by that alternate Travelers check agent. The primary Travelers check agent retains full responsibility for all required reporting activities.
 - n. Verify that the primary and alternate travelers check agents do not have simultaneous access to the safekeeping container.
 - o. Review the travelers check agent's records and reports to ensure compliance with the procedures outlined in this Instruction and unit internal control procedures. This includes complying with all daily and weekly reporting requirements.
 - p. Prepare and provide, in writing, the results to the Commanding Officer with a copy to the Travelers check agent.
6. The commanding officer has the authority to authorize permanent and/or temporary increases to the unit's travelers check holding. Increases must be documented in the form of a memorandum from the Command to the travelers check agent with a copy to Commandant (CG-102). The memorandum must specifically indicate the amount of the increase, the new authorized ceiling amount and whether the increase is permanent or temporary. If the increase is temporary, the memorandum must also include the inclusive dates of the authorized increase. Prior to authorizing any increase in holdings the commanding officer must ensure:

- a. There is a bona-fide need for the increased amount.
 - b. The safekeeping facility/container requirements are met. This applies to permanent and temporary increases.
 - c. That the command's internal control structure provides a reasonable assurance that Coast Guard and unit policies/procedures and related objectives will be achieved.
7. Unauthorized Absence of a Primary Travelers Check Agent or an Alternate Who Separately Holds Travelers Checks. If there is an unauthorized absence of the travelers check agent, the Command must take the following actions:
- a. Immediately notify Commandant (CG-102) of the absence.
 - b. Appoint a board of four individuals, which must consist of three individuals independent of the travelers check program and one individual currently designated as a primary travelers check agent or alternate travelers check agent. If there is no primary or alternate agent present, the Commanding Officer shall immediately designate a primary agent who will then serve as the fourth member of the audit team. The team will be responsible for providing a full accounting of the absent agent's travelers check records and holdings and transfer of the same to the primary agent if present, or alternate agent if the primary is absent or newly designated primary in cases where both the primary and alternate are absent.
 - c. The designated travelers check agent member of the board must obtain an inventory produced from the American Express, ExpressPass program. If the travelers check agent is unable to produce a copy of the inventory, the board shall contact Commandant (CG-102) to obtain a copy.
 - d. Cause the agent's safe to be opened in the presence of the board.
 - e. The three board members that are independent of the travelers check program shall conduct a complete audit following the procedures contained in Section 5 of this enclosure. This shall be performed in the presence of the fourth board member who is a designated travelers check agent. An explanation of the circumstances of the audit must be included in the audit report. All three members of the board must sign the audit report.
 - f. If the travelers checks entrusted to the absent agent are found to be intact, the command may transfer the checks to the member of the board who is a designated primary or alternate travelers check agent. The senior member of the board will act as the transferring agent.
 - g. The Command must provide a written report to Commandant (CG-102) of the findings of the board and actions taken with respect to travelers check agent designations.

- h. When travelers checks entrusted to the agent are found to be missing, the commanding officer shall immediately notify Commandant (CG-102) and then follow the physical loss or deficiency procedures contained in the Certifying and Disbursing Manual, COMDTINST M7210.1 (series).
8. Temporary Scheduled Absence of a Travelers Check Agent. During a temporary absence of the primary travelers check agent (e.g., authorized leave, TAD), all or part of the primary agent's travelers checks may be turned over to a designated alternate agent. This transfer should be made only if the command feels it is necessary to carry out the unit missions. The alternate should sign for receipt of the checks and will operate the program in the same fashion as the primary agent with responsibility for completing all daily and weekly reporting requirements.
9. Issuing Travelers Checks to Travelers Check Agent. When the travelers check agent is authorized travelers checks for his/her official use, the agent shall issue the travelers checks to himself/herself and have the agent's supervisor counter sign all supporting disbursement documents.
10. Loss of Travelers Check Inventory. The command must immediately notify Commandant (CG-102) and then follow the physical loss or deficiency procedures contained in the Certifying and Disbursing Manual, COMDTINST M7210.1 (series).
11. Loss of Disbursed Travelers Checks. Under no circumstance will a travelers check agent replace lost travelers checks that have been disbursed to a traveler.
12. Unused Disbursed Travelers Checks. Under no circumstance will a travelers check agent place back into their travelers check inventory, travelers checks that were previously disbursed.

D. Travelers Check Agent Responsibilities.

1. Travelers check agents are held to a high standard of care with respect to the total value of travelers checks entrusted to them. A traveler's check agent is personally liable for the total value of travelers checks entrusted to them. If a physical loss occurs, the travelers check agent is held personally liable for the amount of the loss until found faultless. A physical loss includes instances where issued travelers checks have been negotiated and the issuance has not been accurately and completely reported. Negligence is presumed, with the burden of proving otherwise falling on the travelers check agent. The Comptroller General has consistently held that where regulations govern the activities of an accountable officer, the exercise of reasonable care entails following these regulations, and that failure to follow the regulations constitutes negligence. If negligence is found in a physical loss, relief from liability will not be granted. The travelers check agent is responsible for ordering, receipting for, disbursing, timely reporting of sales activities, and safeguarding travelers checks as prescribed by this Instruction.

2. The current Coast Guard travelers check program is through American Express in conjunction with the GTCC provider Citibank.
3. All travelers check operations will use the American Express ExpressPass system to record all replenishments and issuances of travelers checks, there is no exception to this policy. The ExpressPass register can be used as the official unit travelers check register.
4. Ordering Travelers Checks. Ordering and replenishing the supply of travelers checks is the responsibility of the travelers check agent. Replenishment should occur when the check stock supply is reduced to 50 percent of the authorized ceiling amount. Generally, ceiling amounts should not exceed one month's anticipated activity.
 - a. Automatic replenishment can be set up by the travelers check agent. The travelers check agent should coordinate with American Express at 1-800-447-7677, option 0 and speak with a representative to set up automatic check replenishment which will replenish checks to a unit when 50% of the inventory has been reported issued. Adjustment to the automatic replenishment can be made by contacting American Express.
 - b. Manual replenishments can be made by fax using the American Express Travelers Checks Resupply Fax order form which can be obtained from American Express at 1-800-447-7677, option 0 and speak to a representative. The completed form must be faxed to American Express at 1-800-594-2509.
 - c. If an emergency exists and an order cannot be faxed, contact American Express at 1-800-447-7677, option 0 and speak to a representative regarding a one-time process to facilitate the emergency order.
 - d. The following are the most common prepackaged options available when requesting replenishment (\$500 and \$1000 checks are also available upon request):

<u>DENOMINATION</u>	<u>NUMBER OF CHECKS</u>	<u>PACKAGE VALUE</u>
\$20.00	10	\$200.00
\$50.00	3	\$150.00
\$50.00	5	\$250.00
\$50.00	10	\$500.00
\$100.00	3	\$300.00
\$100.00	5	\$500.00
\$100.00	10	\$1000.00

5. Receipt of Travelers Checks. Receipting of travelers checks is a two step process and both must be completed immediately upon receipt of the checks.
 - a. Count the check packages and dollar amounts and verify serial numbers of the travelers checks received. Under no circumstance shall individual packages be

opened during the count process. Complete and return the original Trust Receipt to American Express. A copy of the Trust Receipt shall be retained.

- b. Log into ExpressPass and electronically accept the Trust Receipt. This will automatically add the received travelers checks into unit inventory.
6. Replacement of Issued Lost/Stolen/Destroyed Travelers Checks. Travelers check agents are not authorized to issue replacement travelers checks for previously issued travelers checks that are lost/stolen/destroyed. In the event a member's/employee's travelers checks are lost/stolen/destroyed, they should immediately contact American Express at 1-800-221-7282 for instructions on obtaining replacement travelers checks. If a traveler anticipates leaving the United States they should call the above 800 number before departing to obtain the American Express telephone number to contact in case their travelers checks are lost/stolen/destroyed while outside the United States.
 7. Transfer of Travelers Checks to New Agent.
 - a. Travelers checks and all records associated with the unit's travelers check program may be transferred to a new travelers check agent only after the command has designated in writing the new agent, revoked the departing agent's designation and a relief audit has been completed. Both the departing and incoming travelers check agents must have a copy of the designation and revocation correspondence prior to the transfer of checks and records. Travelers check agents are also classified as Citibank Organization Program Coordinators (OPC) and therefore the appropriate GTCC bank's coordinator designation form must also be completed for both the departing and incoming travelers check agent. This applies for both primary and alternate travelers check agents. Instructions for completing the Citibank's coordinator designation form can be found on the Personnel Service Center (PSC) website, <http://www.uscg.mil/hq/psc/>.
 - b. A memorandum from the departing agent to the new agent will be used to affect the actual transfer of travelers check assets. The memorandum must include the following, but not limited to:
 - (1) Accountability of the travelers check account of \$X.XX is transferred to (name of incoming agent) on (date of transfer) by (name of agent being relieved). This must be signed by the outgoing agent. The amount of the account represents the overall authorized ceiling amount. In most cases this amount is supported by the actual amount of travelers checks on hand; however, in cases where replenishment is pending the amount will be supported by travelers checks on hand and documentation supporting the disbursement of travelers checks. On hand inventory plus disbursement documentation must always equal authorized ceiling amount.
 - (2) The transfer of travelers checks as stated above have been received by (incoming agent). This must be signed by the incoming agent.

- (3) A list of documents being transferred and a complete list, by denomination, of the actual on hand travelers check inventory. Attachment of a copy of an inventory list is not acceptable.

8. Authorized Issuance of Travelers Checks.

- a. Travelers checks will not be issued in exchange for cash or returned to the agent for cancellation and cash refund. Once the traveler signs for the checks, the issuance is final.
- b. Travelers checks will not be sold and charged against an individually billed GTCC.
- c. Issuance of travelers checks will only be charged against the unit's travelers check CBA and a travel advance will be established at Coast Guard Finance Center (FINCEN) in the traveler's name in the Coast Guard accounting records.
- d. Travelers checks will only be issued to individuals traveling on Coast Guard orders.

9. Returning Issued Travelers Checks: Once travelers checks have been issued and signed for by the traveler, they cannot be returned to the travelers check agent. If the travel orders are cancelled or the traveler did not travel, the traveler is required to submit a travel claim to liquidate the travel advance.

10. Destroying Travelers Checks When Error Occurs During Issuance.

- a. If during the course of issuing travelers checks to a traveler, a mistake is noted (i.e. Serial number on the signed travelers checks is different than what is on the receipt), the travelers check agent is required to destroy the checks. Destroying travelers checks is a two step process:

- (1) Complete an American Express Destruction Certificate. Two individuals are required to witness the destruction and sign the certificate. The travelers check agent nor the traveler returning the checks can sign as a witness. The completed certificate must be faxed to American Express at 1-800-594-2509. A copy of the destruction certificate and questions regarding the preparation of the form and/or destruction of the travelers checks should be addressed to American Express at 1-800-447-7677 option 0.

- (2) Destroy the checks in such a way that they can not be reproduced or negotiated (i.e. shred them).

- b. Obtain a credit for Destroyed Checks from Citibank by contacting the Citibank Client Account Manager at 1-800-790-7206, option 4, and then ask to speak to a Department of Homeland Security (DHS) client account manager. Citibank will require a

completed copy of the American Express Destruction Certificate. Citibank cannot issue a credit if this process is not followed.

- c. Once Citibank confirms with American Express that the checks were destroyed, Citibank will issue a credit to the unit CBA.

11. Recording the Disbursement/Issuance of Travelers Checks.

- a. Recording and reporting the issuance of travelers checks is a two part process. One part is conveying the issuance to American Express and the second part is conveying the issuance to Citibank. The following describes these two processes, which can be completed in any order; however, it is essential that they are both completed on the same day the checks are issued. Detailed step-by-step instructions are provided later in this Enclosure:
- b. Point of Sale (POS) terminal (bill generation): Travelers check transactions must be processed through the POS terminal (card swipe machine). All check issuances must be entered immediately and the terminal closed out daily. The POS terminal, which was issued to all units with a travelers check program, is used to record the transaction to Citibank. The terminal also provides the travelers check agent with the transaction authorization number for all issuances. This data is the source of charges that appear on monthly billing statements to FINCEN for the unit's travelers check CBA. The terminal printer provides a receipt for each transaction and a transaction report at the close of the day when the daily close out process has been completed. Citibank's contractor, First Data Merchant Services, issues all the terminals, printers and instructions. The company also provides training and a help hotline for operating the terminals. A Quick-Reference Guide is also provided which describes the use of the keypad for various transactions. If the terminal and/or printer do not function the unit should contact the terminal hotline at 1-888-305-1162. The same number should be used for questions regarding terminal training. Step-by-step instructions for entering an issuance and completing the end of day process are contained later in this Enclosure.
- c. The second part of the process advises American Express Travelers Check Inventory Department of the total dollar value of issuance for each day broken down by check denominations and serial numbers, and possibly name of the traveler. This is completed by using the American Express web based ExpressPass system. ExpressPass is a web based system that allows each travelers check agent to record an issuance using their own unique logon id. It also electronically maintains the inventory of the issuing location and automatically transmits any issuance directly to American Express at 1700 local time everyday. Additionally, ExpressPass has the ability to store a travelers profile and recall it using a reference number (i.e. EMPLID).

12. Step-By-Step Instructions for Issuing Travelers Checks. Prior to making any entries into either the POS terminal or ExpressPass, the travelers check agent must ensure the following:
 - a. Ensure that the traveler does not possess a GTCC or has been authorized an advance in lieu of mandatory GTCC use. The travel orders should state whether or not the traveler possesses a GTCC. If the traveler possesses a GTCC, ensure that the orders are endorsed to indicate member/employee is exempt from mandatory use for this particular trip. If there is no statement exempting the traveler from GTCC use for the trip, but it is clear from the inclusive dates of travel that the trip will exceed 21 days, the location or nature of duty that the use of the GTCC is not encouraged, travelers checks can be issued.
 - b. Ensure that the orders properly indicate the total amount of advance authorized and are annotated to indicate travelers checks in lieu of EFT. The original orders must be endorsed on the backside by the travelers check agent showing that a travel advance has been given. Show the amount and the date.
 - c. Ensure that an SF-1038, Advance of Funds Application and Account, has been completed and signed by the proper authorizing official.
 - d. All checks within each check package must be issued to one traveler. Checks may be issued up to the authorized amount on the orders. Rounding up to accommodate the denominations of the check packages is permissible provided the rounded amount does not exceed 100% of the computed entitlement not including miscellaneous expenses such as taxi, fuel, tips, etc.
 - e. Contained in each check package is the Purchase Agreement Form (PAF). This must be filled out before the issuance of each package of checks. Before conveying the checks, the traveler must sign all the travelers checks in the travelers check agent's presence and should be advised to keep the PAF separate from the travelers' checks for record keeping purposes or in case of loss or theft. The signature must be in the upper signature line of the check. When the check is used, it will be countersigned below. American Express will only provide a refund for lost/stolen/destroyed checks to the traveler if these procedures have been complied with. The signature should not include titles.

NOTE: ExpressPass will generate a receipt with all of the information that is contained on the purchase agreement forms that the traveler can sign and be used in lieu of having the traveler fill out all of the PAFs.

13. The following are the step-by-step instructions for recording the issuance of travelers checks through ExpressPass. These are basic instructions and do not replace the instructions contained in the ExpressPass user guide:
 - a. First screen - logon on ExpressPass.

- b. Second screen - ensure region shows “US Coast Guard”.
 - c. Second screen - ensure outlet shows the correct selling location, which should be the unit selling location. If the outlet is incorrect contact Commandant (CG-102).
 - d. Third screen – at the bottom of the screen select “manual capture” mode and then select “begin transaction”. Point of sale or bulk manual capture can also be used.
 - (1) The manual capture mode requires all information with respect to the issuance to be entered. Manual capture mode should be used when recording an issuance when the traveler is not present.
 - (2) The point of sale mode requires traveler information to be entered and then provides the option of choosing from the inventory the serial number of the checks issued or manually entering the check serial numbers.
 - (3) The bulk capture mode only requires the entering of the check serial numbers.
 - e. Fourth screen – enter the dollar value of checks issued and the traveler’s information. Under additional details enter the traveler’s employee ID. After all information has been entered select the “specify breakdown” button.
 - f. Fifth screen – complete the required fields, information must be taken directly from the PAF. End serial number will automatically populate. After the information has been entered, select the “continue” button.
 - g. Sixth screen – this is the same as the fourth screen. Validate the information and then select the “continue” button.
 - h. Seventh screen – validate the information and then select the “confirm order” button.
 - i. Eighth screen – this is a transaction receipt. The receipt can be printed and signed by the traveler. The signed receipt can be substituted for the PAF that is forwarded to FINCEN. From this point follow the on screen prompts to record additional issuances or to logoff the system.
14. All transactions must be processed through the POS terminal. Each issuance must have a Citibank transaction authorization number, which is obtained through the POS terminal. The following are the POS step-by-step procedures for issuing checks:
- a. Press “2”.
 - b. Type in your Travelers Checks credit card number.
 - c. Press the “Function/Enter” button.

- d. Type in the amount of travel advance. It is extremely important that the amount entered is correct; this is the amount that will be billed to the Coast Guard.
 - e. Press "Function/Enter" button.
 - f. Type in traveler's EMPLID.
 - g. Press the "Alpha" button.
 - h. Using the keypad type in the traveler's last name, the entire name must be entered.
 - i. Press the "Function/Enter" button.
 - j. Type "0" (zero).
 - k. Press the "Function/Enter" button.
 - l. Press "0" (zero).
 - m. Press "3".
 - n. Once the receipt is printed, have the member sign the receipt.
15. If the POS terminal is inoperable an issuance can still be made; however, the POS process must be completed within three business days of the issuance. If the POS terminal is inoperable for more than three business days, contact Commandant (CG-102) for additional instructions. This is the only exception for not completing the POS process immediately following the issuance of travelers checks.
16. The following is the required document distribution:
- a. To the traveler:
 - (1) Original travel orders:
 - (2) Purchaser's copy of the PAF (white)(bottom copy) or a copy of the ExpressPass generated receipt.
 - b. Retained by the travelers check agent:
 - (1) Copy of travel orders, with copy of backside endorsement that a travel advance was issued.
 - (2) Seller's copy of the PAF (blue) or a copy of the ExpressPass generated receipt.

- (3) Copy of the completed SF-1038, Travel Advance Application.
- c. To the Coast Guard Finance Center (FINCEN)
 - (1) Copy of the travel orders with copy of backside endorsement that a travel advance was issued.
 - (2) Yellow copy of the PAF or original ExpressPass generated receipt.
 - (3) Copy of the POS receipt (yellow).
 - (4) Original SF-1038, Travel Advance Application.
- 17. Daily Closeout Procedures.
 - a. Daily closeout procedures must be performed, without exception, every day travelers checks are issued.
 - b. After the last transaction of the day, the POS terminal must be closed out. The daily closeout process is a three-step process; first validate daily net sales, second step is the actual POS terminal closeout and the last step is the End of Day transmission to American Express:
 - (1) Validation using the POS terminal (also see the POS terminal Quick Reference Guide):
 - (a) Press the "Function" key.
 - (b) Enter "3".
 - (c) Enter terminal code "1".
 - (d) Net sales for the day will now print out.
 - (e) Verify the net sales with the ExpressPass Receipts or PAFs for the current day's issuance.
 - (2) Daily closeout of the POS terminal (also see the POS terminal Quick Reference Guide):
 - (a) Press the "8" key.
 - (b) Confirm; press the zero key "0" for yes or the one key "1" for no.
 - (c) Net sales; enter the daily net sales total. The daily net sales must be obtained from the daily validation of net sales.

(d) OK to send; press “Enter” if net sales entered are correct. If not repeat the above step before pressing “Enter”. If you inadvertently enter an incorrect amount and pressed the “Enter” key, the POS terminal will display the out of balance amount and prevent any further activity until the correct amount is entered.

(e) Close OK, press “Enter”. This will convey all the entered data to the Citibank billing activity. When this is completed, a small report that recaps the day’s transactions and informs of a successful transmission will automatically be generated and automatically print from the POS printer. These reports must be retained for use if any reconciling problems arise.

(3) The end of day transmission to American Express occurs automatically at 1700 local time through the ExpressPass system. There is no ExpressPass end of day process for the travelers check agent to complete.

18. Citibank Validation. Three days after a traveler checks issuance has been processed through the POS terminal, the travelers check agent should verify that Citibank has posted the transaction against the unit’s travelers check CBA. In some cases it could take longer than three days for the transaction to be viewable in CitiDirect. To verify the transaction log on to the Citibank CitiDirect website at <http://www.cards.citidirect.com> using the assigned travelers check CBA logon ID, and follow the below instructions:
- a. CitiDirect system client code, enter “DHS” and then select the “start log-in process” button.
 - b. Enter your CitiDirect username and password and then select the “login” button.
 - c. On the next screen select “Inquiry” and then from the drop down menu select “Statement”.
 - d. On the next screen enter the unit’s 16-digit Citibank travelers check CBA number.
 - e. On the next screen there is a list of statements, one titled interim and the others titled new. The interim statement is for the current billing cycle and ones titled new are completed cycle statements. The billing cycle is the 13th of one month to the 12th of the next month. Select the account number on the right side of the screen and a statement will appear. The statements will indicate “post date”, “tran date”, “merchant”, and “amount”. This information should coincide with the transactions processed through the POS terminal.
 - f. Selecting the “+” sign that is to the left of the “post date” provides additional transaction information.

19. End of Week Processing. On the last working day of each week, without exception, the required documents identified in paragraph 16.c. of this Enclosure must be forwarded to FINCEN. Send to the address identified below. It is critical that FINCEN receive these documents in a timely manner to ensure that the monthly Citibank billings can be reconciled and paid promptly and travel advance records established. A CG Memorandum must be used as a transmittal letter. The transmittal letter must be formatted as follows:
 - a. To: USCG Finance Center, Travelers Check Subsidiary, PO Box 4113, Chesapeake, VA 23327-4113
 - b. From: Complete unit name and address.
 - c. Subject: American Express Travelers Checks.
 - d. Note in text: In accordance with current Coast Guard policy, enclosed are documents for travelers check CBA account number (include only the last 6-digits of the Citibank account number).
 - e. Note in text: The following information is provided for verification:
 - f. Total number of advances forwarded per SF-1038 count.
 - g. Total amount of advances forwarded per SF-1038. This total must agree with the total indicated in the below paragraph h total.
 - h. Total amount of travelers checks issued per total receipts. This total must agree with the total indicated in the above paragraph g total.
 - i. Transactions period beginning and ending dates. The date period cannot expand more than 5 consecutive workdays.
 - j. Submit original memorandum with documents to FINCEN, do not send an advance copy. Retain a copy in your travelers check agent files with copies of all documents.

CENTRALLY BILLED ACCOUNT (CBA) PROGRAM

A. General.

1. The Coast Guard's CBA programs are operated in conjunction with the Government Travel Charge Card (GTCC) program bank. One CBA program is used in conjunction with the Coast Guard travelers check program which is addressed in Enclosure (3) to Government Travel Charge Card (GTCC) Program, COMDTINST 4600.14B. The second CBA program, previously known as the GTA program, is addressed in this Enclosure. Each program has a specific purpose and the program policies and procedures cannot be commingled. Commandant (CG-102) has overall program management responsibility for both CBA programs.
2. The CBA program was established as a means of paying common carrier transportation tickets for Coast Guard travelers who do not possess a GTCC and paying for high dollar value common carrier transportation tickets for individuals possessing a GTCC. Use of the CBA for high dollar value common carrier transportation tickets helps reduce the need for high dollar value credit limits on GTCC accounts.
3. CBA accounts are assigned to specific Coast Guard units with the intent that these units will provide CBA support to all Coast Guard units within their geographical region. There is no intent within the Coast Guard to expand the current number of CBA accounts.
4. The GTCC bank hierarchy system is used to manage various aspects of the CBA program and each hierarchy has a designated primary coordinator and in many cases one or more alternate coordinators. The coordinators are responsible for the oversight of the CBA program at their unit and security of the CBA account number.
5. Each CBA will be issued a bank card which requires the same security as any other Government credit card. At no time will the CBA account number be provided to an individual traveler. The CBA number will only be provided to a Coast Guard contracted Travel Management Center (TMC) provider.

B. Authorized Use of the CBA.

1. Purchase of common carrier transportation tickets for official travel when the traveler is in possession of authorized travel orders and the ticket is purchased through the Coast Guard TMC. This applies to all Coast Guard members to include Coast Guard Auxiliarists. This does not include transportation tickets for Coast Guard Reservists attending Inactive Duty Training (IDT). Additionally, the CBA will not be used for contractor personnel under any circumstance.
2. Purchase of ferry tickets for military permanent change of station transfers to and from Alaska. The tickets must be purchased through the TMC and only for the Alaska Marine Highway Ferry System.

C. CBA Statement.

1. The CBA cycle for the Coast Guard is the 13th of a month until the 12th of the following month. The bank will mail statements to the CBA account mailing address in order to be received approximately five business days or sooner from the cycle end date. Local Postal delivery processing can affect the actual delivery of the statement. The bank will also mail a copy of the statement to the Coast Guard Finance Center (FINCEN).
2. Upon receipt of the monthly statement the CBA coordinator shall immediately review the statement for accuracy. Inaccuracies shall be immediately reported to the bank by calling the customer service phone number listed on the statement or the phone number listed on the reverse of the CBA card. A CBA coordinator has the right to dispute charges made to their account; however, disputes must be registered with the bank immediately upon receipt of the monthly statement. The payment aging will be suspended for any transaction being disputed; however, if the transaction is found to be authorized the aging will revert to the statement date on which the transaction originally appeared. Dispute procedures and forms can be found on the PSC website. The PSC web address is: <http://www.uscg.mil/hq/psc>. Select the "Travel" menu option and then select the "Government Travel Charge Card Program Information Page".
3. The GTCC bank offers online statements for CBA accounts. The online statement program is the same as that available for IBA accounts. A printed copy of the online statement can be used to support the monthly reconciliation process. Enrollment in this program is voluntary. Enrollment in the program does not suspend paper statements; paper statements will still be mailed. Information on the program can be found on the PSC website in the Government Travel Charge Card Program section.

D. Payment of the CBA Statement. The CBA statement will be paid by the FINCEN with actual charges spread in accordance with the reconciled statement provided by the CBA coordinator.

E. CBA Account Aging.

1. The payment due date of a statement is 25 calendar days from the statement date.
2. A CBA account is classified as one day past due if the bank has not received payment by the 30th calendar day from the statement date.
3. A CBA account will be suspended when the account balance is 36 calendar days past due. When an account has been suspended no additional charges can be placed against the account. The suspension will be removed only after the account past due balance has been paid in full.
4. A CBA account is classified as delinquent when the account balance reaches 61 calendar days past due.

5. A CBA account will be cancelled when the account balance reaches 101 calendar days past due.

F. Responsibilities.

1. Headquarters: Commandant (CG-102) is the program manager for the CBA program. As program manager Commandant (CG-102):
 - a. Works directly with the CBA issuing bank and the Department of Homeland Security in instituting and administering the Coast Guard CBA program.
 - b. Maintains the designated field level CBA coordinator roster.
 - c. Provides support and direction to field level CBA coordinators.
 - d. Monitors summary service-wide CBA usage.
2. Command.
 - a. The commanding officer is responsible for designating and revoking, in writing, primary and alternate CBA coordinators. Each unit with a CBA account must have a minimum of a primary coordinator and at least one alternate coordinator; there are no exceptions to this policy. Copies of the designation and revocation correspondence shall be maintained by the Command and be made available for review upon request by Commandant (CG-102). This correspondence must be completed prior to submission of the required CBA bank's coordinator designation form.
 - b. The commanding officer shall ensure all coordinators complete the online coordinator training prior to designation. Online coordinator training can be found on the PSC website; see section C 2 for information on accessing the PSC website. The online training is geared towards the GTCC coordinator; however, the concepts of managing a Government credit card are the same. The training must be retaken every three years.
 - c. The commanding officer shall ensure there is an internal control structure that will provide reasonable assurance that Coast Guard and unit policies/procedures and related objectives will be achieved. The internal control structure shall include the overall control environment and control procedures and should address, but not be limited to, security of the CBA account number, use of the CBA and the monthly reconciliation process.
 - d. The commanding officer shall perform a periodic review of the CBA operation to ensure the CBA coordinator is adhering to the policies and procedures of this Instruction.
3. CBA Coordinator.

- a. Complete the online coordinator training prior to designation and at least every three years thereafter and notify Commandant (CG-102) of completion. Online coordinator training can be found on the PSC website; see section C 2 for information on accessing the PSC website. The online training is geared towards the GTCC coordinator; however, the concepts of managing a Government credit are the same. The training must be retaken every three years.
- b. After coordinator training has been completed, complete the appropriate bank's coordinator designation form. Instructions for completing the form can be found on the PSC website; see section C 2 for information on accessing the PSC website.
- c. Ensure Commandant (CG-102) is immediately informed of any coordinator changes.
- d. Responsible for the daily operations of the CBA program.
- e. Use all available tools provided by the Coast Guard and the CBA bank for monitoring CBA usage. The CBA bank provides numerous reports and report building capabilities to assist in monitoring CBA usage. Familiarization with and use of these tools is essential in monitoring the program. The PSC website contains numerous links to the CBA banks available tools.
- f. Immediately contact the TMC if there is any appearance of CBA misuse/abuse. If a transaction is found to be illegal, immediately notify the CBA bank and advise them of the illegal transaction and that the transaction is being disputed. After notification to the CBA bank, a written report must be provided to the commanding officer. As a minimum, the report must include, but not limited to:
 - (1) The type of unauthorized transaction.
 - (2) Findings that support the unauthorized transaction.
 - (3) A statement that the CBA bank has been notified.
 - (4) If known, the name of the individual making the unauthorized transaction.
- g. Coordinate CBA usage with the designated TMC provider.
- h. Monitor CBA usage by accessing the CBA bank's website at <http://www.cards.citidirect.com>. The following are step-by-step instructions for accessing a specific CBA account:
 - (1) CitiDirect system client code, enter "DHS" and then select the "start log-in process" button.
 - (2) Enter your CitiDirect username and password and then select the "login" button.

- (3) On the next screen select “Inquiry” and then from the drop down menu select “Statement”.
- (4) On the next screen enter the unit’s 16-digit Citibank travelers check CBA account number.
- (5) On the next screen there is a list of statements, one titled interim and the others titled new. The interim statement is for the current billing cycle and ones titled new are completed cycle statements. The billing cycle is the 13th of one month to the 12th of the next month. Select the number on the right side and a statement will appear. The statements will indicate “post date”, “tran date”, “merchant”, and “amount”.
- (6) Selecting the “+” sign that is to the left of the “post date” provides additional transaction information.
 - i. Monitor charges against the CBA that are subsequently cancelled. When a charge against the CBA is subsequently cancelled it is the responsibility of the CBA coordinator to ensure the Coast Guard is reimbursed for those charges. A log must be maintained by the CBA coordinator that tracks all cancelled charges. As a minimum the log must include the following:
 - (1) Name of the traveler.
 - (2) The date of the statement on which the initial charge appeared and the amount of the charge.
 - (3) The date of the statement on which the credit appeared and the amount of the credit.
 - j. When the coordinator is notified by the Command of orders that have been cancelled where the transportation was charged to the CBA account, the coordinator shall immediately notify the TMC. The TMC has the responsibility to take the required action to ensure the CBA account is properly credited. Since the credit must come from the specific common carrier vendor, the credit may not appear on a statement for several months. If the cancellation takes place within the same CBA account billing cycle, a credit and debit transaction may appear on the same statement. When this occurs the coordinator must ensure the credit and debit are applied to the correct set of travel orders. Even though this occurred within the same billing cycle, there must be an entry included in the cancelled charges log.
 - k. Monthly reconciliation of the CBA account statement.
 - (1) The coordinator has the responsibility to accurately and in a timely manner reconcile the monthly CBA billing statement. It is extremely important and

without exception that all CBA billing statements are properly reconciled and that the reconciled statement along with all supporting documents are in the mail to the Coast Guard Finance Center within 5 working days after receipt of the statement. Following are the reconciliation steps that must be followed:

- (a) Match every line item charge on the statement to a set of official travel orders.
 - (b) Any charges that are being disputed shall have the word "Disputed" legibly written on the statement to the immediate left of the amount charged. The coordinator has the responsibility to properly and accurately maintain a log of any disputed charges and follow-up until final resolution of the disputed amount.
 - (c) Any charges that are not being disputed shall have a number, starting with the number 1, legibly written on the statement to the immediate left of the amount charged. The same number shall be used when identifying the common carrier charge and the TMC service fee for the same set of orders. The number shall also be written on the copy of the orders for which the statement charge is to be charged against. The number on the orders shall be legibly written in the lower right hand corner of the orders with a circle drawn around the number.
- (2) After every line item on the statement has been reconciled, the coordinator shall prepare a transmittal memorandum. This is a basic memorandum and should be formatted as follows:

From: CBA coordinator name and unit
To: Coast Guard FINCEN

Subj: Transmittal of (unit name) (month) Reconciled Citibank CBA Statement

1. Please find enclosed (unit name) (month) reconciled CBA statement. Please contact (your name and contact information) should you have any questions.

Encl:

1. (unit name) (month) Citibank CBA Statement
2. (number) supporting documents

- (3) The package being mailed must be assembled with the transmittal memo on top followed by the Citibank statement and then the supporting documents in numerical order.

Mail the entire package to: Commanding Officer (OPA2B), 1430A Kristina Way, Chesapeake, VA 23326

FORMS/REPORTS

- A. Government Travel Charge Card (GTCC) bank forms.
1. Government Cardholder Dispute Form – CB003
 2. Government Travel Card (Individually Billed Account) Setup Form – CB004
 3. Government Agency/Organization Program Coordinator Setup/Maintenance – CB006
 4. Government Purchase or Travel Card Maintenance Form – CB002
- B. GTCC forms can be obtained from.
1. Personnel Service Center (PSC) website, <http://www.uscg.mil/hq/psc/>.
 - a. Select “Travel” from the menu options listed across the top of the page.
 - b. Select “Government Travel Charge Card Program” from the menu options listed in the left hand column.
 - c. Select “Citibank Forms” from the middle column.
 2. Citibank website, <http://www.citigroup.com/transactionsservices/homepage/cash/cc/>
 - a. Mouse over “U. S. Federal Government Services” and select “Reference” from the drop down menu.
 - b. Select “Program Forms” from the “Appendices to A/OPC Guides” section select the required form.
- C. American Express forms.
1. American Express Travelers Cheque Resupply fax order form can be obtained by contacting American Express at 1-800-447-7677 option 0.
 2. American Express Destruction Certificate can be generated through ExpressPass, seller maintenance section, or by contacting American Express at 1-800-447-7677 option 0.
- D. There are no reports required by this Instruction.