



Defense Travel Management Office



DoD Government Travel Charge Card for DTAs

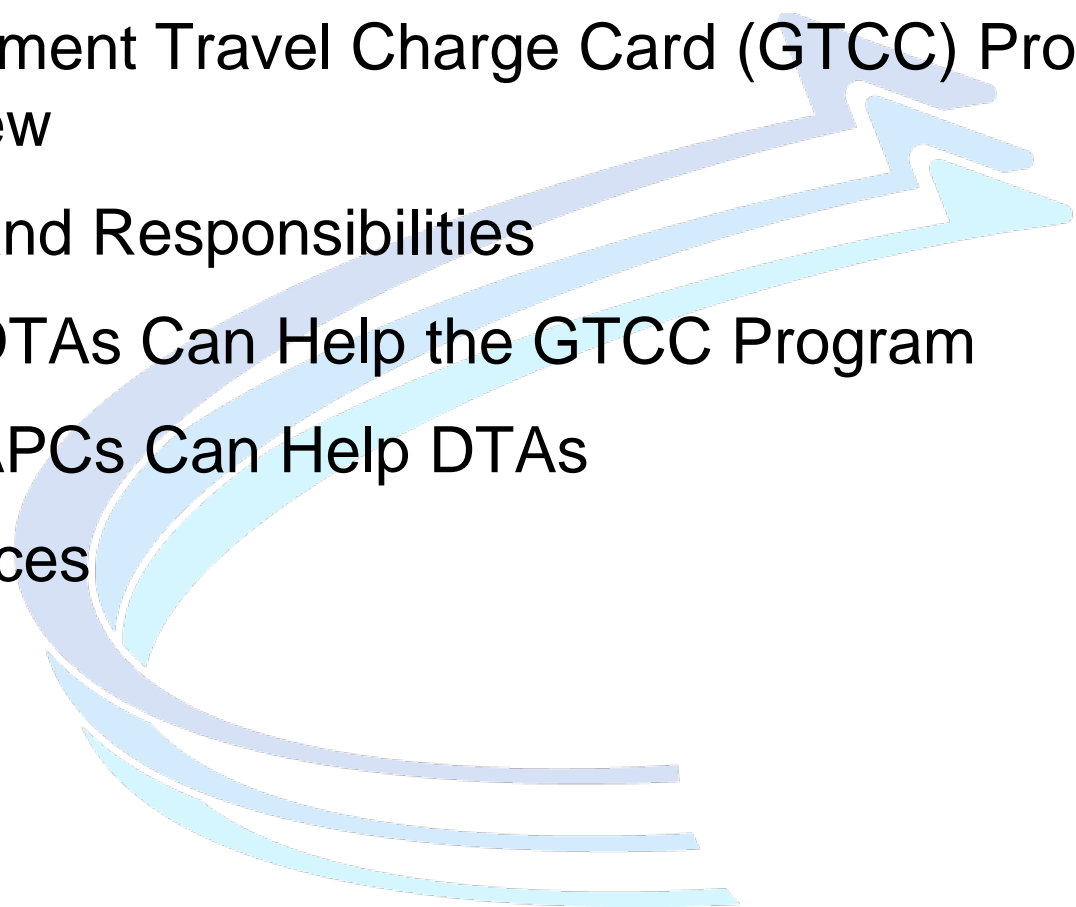
2011 Connect Seminar
April 2011

For Official Use Only



Agenda

- Government Travel Charge Card (GTCC) Program Overview
- Roles and Responsibilities
- Ways DTAs Can Help the GTCC Program
- Ways APCs Can Help DTAs
- Resources





GTCC Program Overview

- Policy
 - Travel and Transportation Reform Act of 1998 (Public Law 105-264) mandates use of the travel card for all “Official Business Travel”
 - DoD use is required IAW DoD FMR Vol. 9, Chapter 3
- DoD has 1.3 million cardholders
 - Comprises 62% of government-wide GTCC spending



Improves DoD cash management

Reduces travel processing and administrative costs

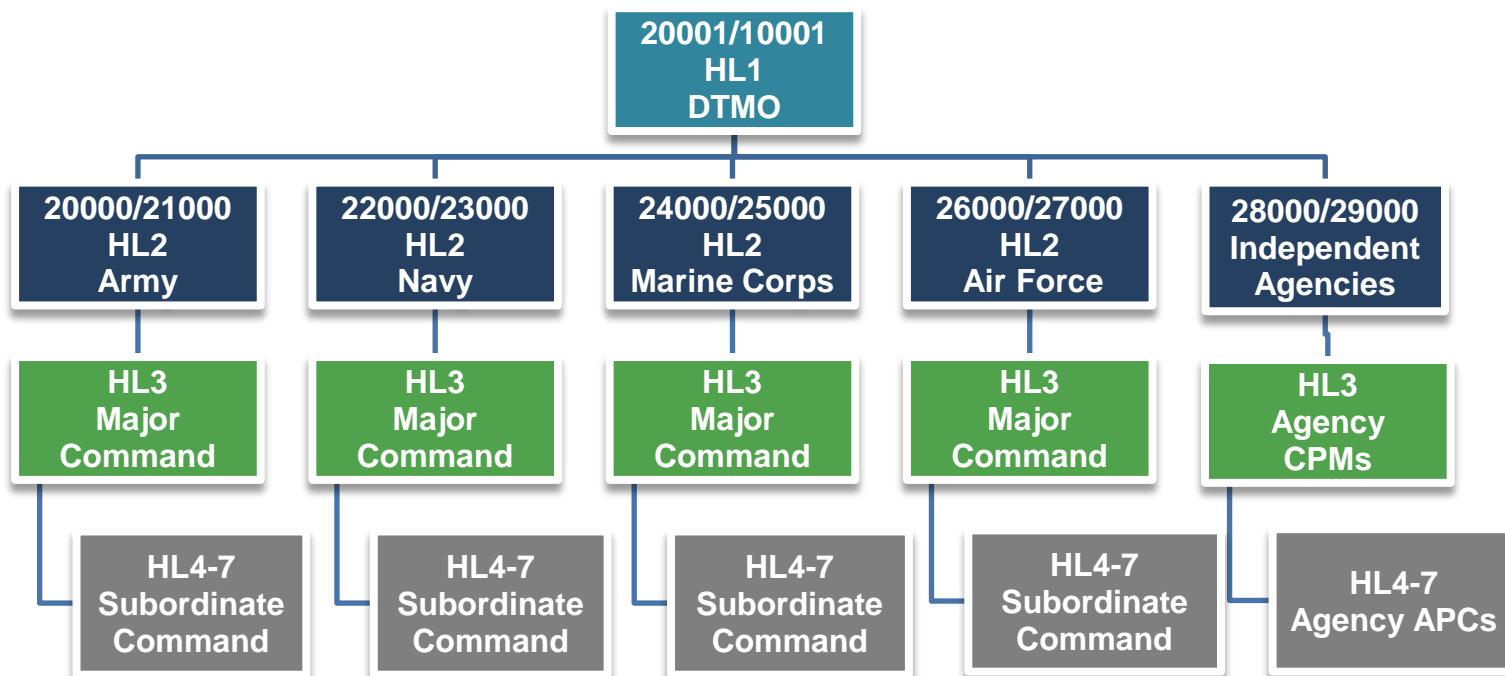
Facilitates access/use of GSA City Pair program fees





Program Organization

- Electronic Access System (EAS) User IDs control access granted to Agency Program Coordinators (APC)
- Cardholders are assigned to a particular hierarchy for reporting and program management





Roles and Responsibilities

- DTMO
 - Manage DoD Task Order under GSA's SmartPay[®] Master Contract
 - Coordinate with GSA, DoD components, and industry
 - Develop DoD travel card policy and procedures
 - Facilitate travel card training for DoD
 - Review or initiate component review of card processes
 - Represent DoD at meetings/conferences
 - Complete and submit required reports to OMB, OSD-C and others, as required
 - Respond to inquiries for Congressional and others





Roles and Responsibilities (continued)

- Component Program Managers (CPM) (*Appointed in writing*)
 - Provide program oversight; initiate/conduct component reviews
 - Serve as a liaison to DTMO
 - Provide direction to APCs located at major commands and other subordinate organizations
 - Ensure Individually Billed Accounts (IBAs), Centrally Billed Accounts (CBAs), Unit Cards:
 - Are properly approved
 - Are reviewed annually to monitor credit limits and card utilization
 - Have reasonable credit limits established and maintained
 - Establish/maintain component's organizational structure





Roles and Responsibilities (continued)

- Agency Program Coordinators (APCs) (*designated in writing*)
 - Manage IBAs and overall day-to-day operations of program
 - Educate cardholders on proper use of GTCC
 - Ensure mandatory training is completed
 - Ensure program compliance; initiate/conduct agency reviews
 - Monitor cardholder activity through EAS-generated reports
 - Monitor delinquencies/misuse and take appropriate action
 - Terminate GTCC upon cardholder's dismissal, retirement, or separation
 - Maintain hierarchy structure





Roles and Responsibilities (continued)

- CBA Account Managers (*Designated in writing*)
 - Manage and oversee overall day-to-day operations
 - Ensure appropriate use of CBA (If traveler has IBA = no CBA use)
 - Ensure timely reconciliation and payment of invoices
 - Are familiar with Designated Payment Office (DPO) and Designated Billing Office (DBO) points of contact





Roles and Responsibilities (continued)

- Cardholders ***must***:
 - Complete mandatory initial and required refresher training; become familiar with program policies
 - Use card for OFFICIAL travel expenses ONLY
 - Track expenses while on travel in order to have accurate information for filing travel claims
 - Keep receipts for ALL transactions made on travel card
 - File travel claim within 5 business days of return from TDY
 - Submit payment in full for each monthly bill
 - Contact their APC for questions about card use
 - Immediately report a lost or stolen card to their APC





Roles and Responsibilities (continued)

- Cardholders **must**:
 - Notify their APC of impending travel dates to ensure travel card is activated and ready for use
 - Critical for infrequent traveler whose card may be inactivated when not on travel status
 - Ensure 'profile' (card number, expiration date, mailing address, etc.) is updated with both Citi[®] and in DTS
 - Promptly notify the Commercial Travel Office (CTO) of tickets or partial tickets that were not used so a refund can be requested
 - If applicable, dispute erroneous charges to Citi[®] no later than 60 days from statement date on which they first appeared





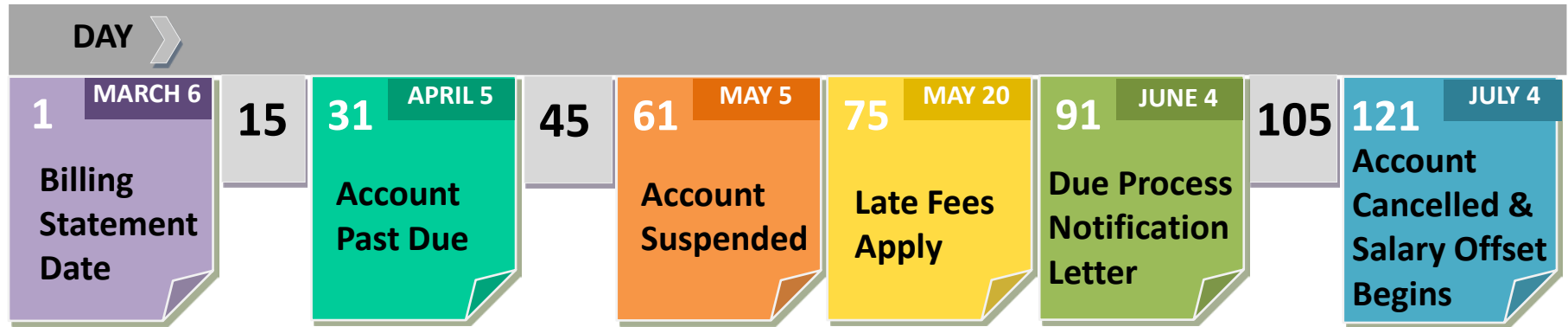
Roles and Responsibilities (continued)

- Cardholders ***must not***:
 - Use the Travel Charge Card for personal use
 - Obtain ATM travel advances unless in a travel status or will be in a travel status shortly
 - Obtain ATM travel advances which exceed the expected out of pocket expenditures for a trip
 - Allow monthly bill to become overdue; this could result in suspension or cancellation of card
 - Wait for receipt of the monthly bill to file travel claims
 - Pay for another individual's travel expenses
 - Write personal identification number (PIN) on the card or carry in a wallet





Delinquency Timelines



- Account must be paid within 60 days of billing statement date in order to avoid suspension and other penalties





Ways DTAs Can Help GTCC Program

- Familiarize yourself with the GTCC Program and its policies
 - DoD Financial Management Regulation, Volume 9, Chapter 3 outlines the policies and procedures relating to the travel card program
 - Service/Command specific policy on GTCC usage
- Ensure you know and work with your organization's APC





Ways DTAs Can Help GTCC Program (continued)

- Advise travelers in your organization...
 - Ensure GTCC account information in DTS is current
 - Traveler's can now update their profile information from the Traveler Setup option on main menu
 - Travelers' GTCC transactions are viewable from within DTS (on Non-Mileage Expense screen) to assist with voucher preparation and to ensure proper split-disbursement
 - Also available from Citi[®] online or via toll-free number
 - Travelers must ensure the proper split disbursement amount, using the Payment Totals screen, to ensure Citi[®] receives the correct amount owed (and to reduce need for separate, off-line payments)





GTCC Transactions in DTS

Logged In As: _____ Document Name: DOBILOXIMS051610_V01 Screen ID: 1036.1 [Close Window](#)
 Traveler Name: _____ Document Type: Voucher [Help for this screen](#)



Defense Travel System
A New Era of Government Travel

[Itinerary](#) [Travel](#) [Expenses](#) [Accounting](#) [Additional Options](#) [Review/Sign](#)

[RETURN TO LIST](#)

[Non-Mileage](#) [Mileage](#) [Per Diem Entitlements](#) [Substantiating Records](#)

Non-Mileage Expenses

Use this screen to view non-mileage expenses for your travel document.

[view government charge card transactions](#)

Leave: 16-May-10 Return: 19-May-10

* Expense Type:

- OR -

* Cost: \$

* Date:
(mm/dd/yyyy)

* Method of Reimbursement:

[view expense details / currency calculator](#)

Expenses Summary

Expense Type	Date	Cost	E/R
Gasoline-Rental/Govt. Car	05/19/10	\$25.52	View
Parking - Terminal	05/19/10	\$68.00	View
Hotel Room Tax	05/19/10	\$45.24	View
Total Expenses:		\$138.76	

Proceed to the following page:

[Continue](#)



Updating Payment Totals Screen for Total Reimbursement

https://dtmapproval.defense-travel.mil/ - Defense Travel System - Welcome to DTS - Internet Explorer provided by USAM

Logged In As: William Crutcher Document Name: 00040590_LD1 Screen ID: 1093.2 Close Window Help for this screen

Traveler Name: CLAYTON CLAYTON Document Type: Local Voucher

Defense Travel System
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Accounting Additional Options Review / Sign

Comments **Payment Totals** Profile

Payment Totals

Following is the calculated totals for the voucher - Local Voucher

Expense Summary

Total Expenses:	\$193.00
Non-Reimbursable Expenses:	\$0.00
Reimbursable Expenses:	\$193.00

Credit Summary

Collections:	\$0.00
Waives / Adjusts:	\$0.00
Net To Traveler:	\$193.00
Balance Due US:	\$0.00

Entitlement Summary

	Personal(\$)	Individual GOVCC(\$)	Total(\$)
Total Expenses:	\$193.00	\$175.00	\$368.00
Less Prior Pmts:	\$0.00	\$0.00	\$0.00
Plus Collections:	\$0.00	\$0.00	\$0.00
Net to Traveler:	\$193.00	\$175.00	\$368.00
Add GOVCC Amt:	\$0.00	<input type="text" value="0.00"/>	
Add GOVCC Amt:	\$0.00	<input type="text" value="0.00"/>	
Less Prev Pmts to GOVCC by Traveler:	<input type="text" value="0.00"/>	\$0.00	# Calculate
Prev Pmt Adjustments:	\$0.00	\$0.00	
Final Distribution(Net to traveler)			
Net Distribution:	\$193.00	\$175.00	\$368.00

Overall Ending Point

Leave From: 05-Apr-10

Leave From: LOCAL DESTINATION

Return Loc: LOCAL LOCATION

Arrive: 05-Apr-10



Updating Payment Totals Screen for Total Reimbursement (continued)

Entitlement Summary			
	Personal(\$)	Individual GOVCC(\$)	Total(\$)
Total Expenses:	\$18.00	\$175.00	\$193.00
Less Prior Pmts:	\$0.00	\$0.00	\$0.00
Plus Collections:	\$0.00	\$0.00	\$0.00

Net to Traveler:	\$18.00	\$175.00	
Add GOVCC ATM:	\$0.00	<input type="text" value="0.00"/>	
Add'l GOVCC Amt:	\$0.00	<input type="text" value="0.00"/>	
Less Prev Pmts to GOVCC(By Traveler):	<input type="text" value="0.00"/>	\$0.00	Calculate
Prev Pmt Adjustments:	\$0.00	\$0.00	
Final Distribution(Net to traveler)			
Net Distribution:	\$18.00	\$175.00	\$193.00

Net distribution can be adjusted





Updating Payment Totals Screen for Total Reimbursement

Defense Travel System
A New Era of Government Travel

Expenses | Accounting | Additional Options | Review / Sign
Comments | **Payment Totals** | Profile

[RETURN TO LIST](#)

Payment Totals

Following is the calculated totals for the voucher - Local Voucher Payment Totals

Expense Summary

Total Expenses:	\$193.00
Non-Reimbursable Expenses:	\$0.00
Reimbursable Expenses:	\$193.00

Credit Summary

Collections:	\$0.00
Waiver / Adjust:	\$0.00
Net To Traveler:	\$193.00
Balance Due US:	\$0.00

Entitlement Summary

	Personal(\$)	Individual GOVOC(\$)	Total(\$)
Total Expenses:	\$18.00	\$175.00	\$193.00
Less Prior Pmts:	\$0.00	\$0.00	\$0.00
Plus Collections:	\$0.00	\$0.00	\$0.00

Net to Traveler:	\$18.00	\$175.00	\$193.00
Add GOVOC Amt:	\$0.00	<input type="text" value="0.00"/>	
Adj GOVOC Amt:	\$-18.00	<input type="text" value="18.00"/>	
Less Prev Pmts to GOVOC by Traveler:	<input type="text" value="0.00"/>	\$0.00	= Calculate
Prev Pmt Adjustments:	\$0.00	\$0.00	
Final Distribution(Net to traveler)			
Net Distribution:	\$0.00	\$193.00	\$193.00

Trip Summary

Overall Starting Point

Leave From:	LOCAL LOCATION
Leave:	05-Apr-10

Overall Ending Point

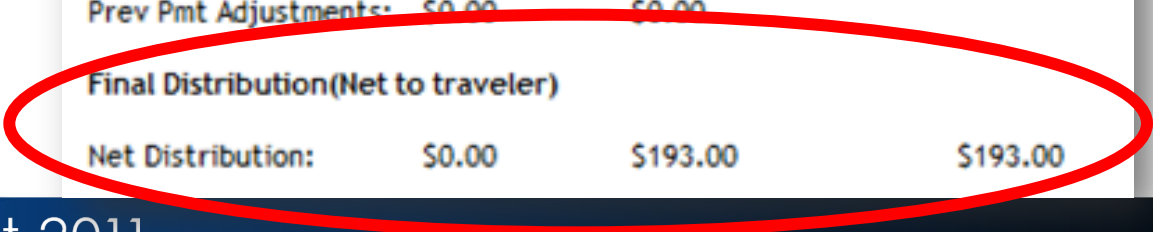
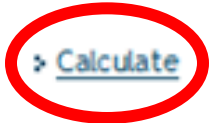
Return Loc:	LOCAL DESTINATION
Arrive:	05-Apr-10



Updating Payment Totals Screen for Total Reimbursement

Entitlement Summary			
	Personal(\$)	Individual GOVCC(\$)	Total(\$)
Total Expenses:	\$18.00	\$175.00	\$193.00
Less Prior Pmts:	\$0.00	\$0.00	\$0.00
Plus Collections:	\$0.00	\$0.00	\$0.00

Net to Traveler:	\$18.00	\$175.00	\$193.00
Add GOVCC ATM:	\$0.00	<input type="text" value="0.00"/>	
Add'l GOVCC Amt:	\$-18.00	<input type="text" value="18.00"/>	
Less Prev Pmts to GOVCC(By Traveler):	<input type="text" value="0.00"/>	\$0.00	> Calculate
Prev Pmt Adjustments:	\$0.00	\$0.00	
Final Distribution(Net to traveler)			
Net Distribution:	\$0.00	\$193.00	\$193.00





Ways DTAs Can Help the GTCC Program

(continued)

- Ensure travelers' profiles are correct:
 - Run DTS reports to ensure profiles are correct
 - Current account number and expiration date
 - Mandatory user = Yes
- View People List reports:
 - Accounts Info List report shows expiration dates for GTCC's in the travelers' profiles
 - Location of report: Administrative->DTA Maintenance Tool->People->View People List->Accounts Info List

Leading Practice Idea: run report monthly; send an email to travelers whose charge cards are expiring the next month, asking them to update their charge card in their profile





Ways DTAs Can Help the GTCC Program

(continued)

- Work closely with your APC
 - APCs are assigned as the GTCC manager for the organization's travel card program
 - Manage local GTCC program
 - Some locations have a dual DTA/APC
 - Usually within the finance, personnel, or transportation section of your organization
- Encourage travelers to cancel DTS documents in a timely manner (if applicable)
 - Before ticket issue, if possible to avoid CTO fee and reduce the numbers of unused tickets





Ways APCs Can Help DTAs

- APCs have a direct link to Citi[©] and can help by:
 - Determining if an individual has an account and if it is open and activated for use
 - Identifying past due accounts or verifying if a payment has been received by the bank
 - Determining if an account has been reported lost/stolen and verifying if a replacement card has been issued (to keep profile updated)
 - Ensuring in- and out-processing of travelers
 - Performing compliance checks on GTCC usage to ensure travelers are on official travel
 - Determining why charges are declined
 - Determining if account numbers and/or expiration dates have changed and need to be updated in DTS





Electronic Access System (EAS) Reports





Resources – Component Websites

- Army www.asafm.army.mil
- Navy <https://www.navsup.navy.mil/ccpmd>
- Air Force <https://www.my.af.mil/afknprod/afgtc>
- USMC <http://www.marines.mil/units/hqmc/pandr/gtcc>





Resources



DTMO Website

- Access GTCC information including:
- APC, cardholder, and EAS information

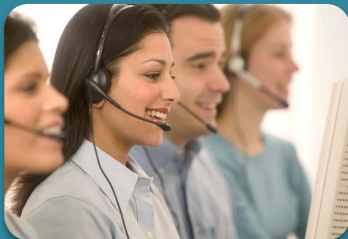
www.defensetravel.dod.mil



Travel Explorer (TraX)

- Access Knowledge Center for Travel Card Training for cardholders and APCs

www.defensetravel.dod.mil/Passport



Travel Assistance Center (TAC)

- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX





DTMO Website – Travel Card Information

DEFENSE TRAVEL MANAGEMENT OFFICE
THE DoD CENTER FOR TRAVEL EXCELLENCE

View Website Demos

Home About Programs & Services News & Events References Search: Go

DTS is available. EWTS is available. Login to DTS

Government Travel Charge Card (highlighted in red)

Travel Tools

- DTS
- Travel Explorer (TraX)
- Allowance Calculators/Tools
- Per Diem Rates Tool
- Premium Class Travel Tool
- Training Resources Lookup
- DoD Travel Regulations
- Rental Vehicle Customer Assistance
- Find Your Local DTA

Travel Assistance Center

24 hours a day, 7 days a week
1-888-Help1Go (888-435-7146)
Overseas: 1-888-Help1Go from any DSN line
Submit a help desk ticket through the Tickets section of TraX
www.defensetravel.dod.mil/Passport
Contact your local help desk for local business rules.

DTS Information

- DTS Status Update
- EWTS Status Update
- Recent Software Updates
- FY Crossover and Affected Partner Systems

Travel Regulations and Allowances

- Basic Allowance For Housing (BAH)
- CONUS Cost of Living Allowance (COLA)
- Overseas COLA
- Overseas Housing Allowance (OHA)
- Per Diem
- Travel Regulations (JFTR/JTR)
- Other Rates and Allowances

Training Resources

- View available training by Type, Role, Topic or Series
- Learn about Travel Explorer (TraX) to access training resources





DTMO Website – APC Information

Agency Program Coordinators

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

Agency Program Coordinators

Agency Program Coordinators (APCs) are responsible to their respective DoD Component Program Manager for program execution and management. The APCs are responsible for the day-to-day operations of the DoD travel card program. Each APC, in conjunction with the card contractor, shall maintain an up-to-date list of all current cardholders and accounts to include information such as account names, account numbers, addresses, and telephone numbers.

CitiDirect - Electronic Access System (EAS)

CitiDirect EAS consists of two parts, Citi Custom Reporting System (CCRS) and Citi Card Management System (CCMS). CCRS is a secured web-based tool designed to provide APCs with the ability to access, navigate, and explore relational data and make key business decisions in real-time. CCMS allows APCs and cardholders to effectively manage accounts. [Click here](#) to access CitiDirect EAS.

Training

The following training is available for APCs:

- Travel Card Program Management (mandatory)
- Travel Card Program (Travel Card 101)
- CitiDirect EAS 1.2 and 3 (web-based)
- CitiDirect EAS (instructor led (various locations))

All training is available through [Travel Explorer \(TraX\)](#).

In addition, Citibank offers onsite training at no cost for agencies meeting the required minimum participation level of 20 or more. Training consists of an 8-hour hands-on classroom session. [Click here](#) if you are interested in hosting CitiDirect® EAS training at your base or installation.

QUICK LINKS AND RESOURCES

- CitiDirect EAS
- CitiDirect Resources
 - [CCRS Report Functionality Matrix](#)
 - [Accessing CCMS \(Adding Users, Managing Users, Registering for an Account\)](#)
 - [APC Setup Guide](#)
 - [Bulk Maintenance](#)
 - [How to: Subscribe to Reports](#)
 - [How to: Reset Registration ID from Landing Page](#)
- On-Site CitiDirect® Training Requirements Form
- 2010 GSA SmartPay® Conference Briefings
 - [GTCC Overview](#)
 - [CBA Reconciliation Processes](#)
 - [DTS CBA Reconciliation Module Overview](#)
 - [Agency Briefing](#)
 - [Briefings Presented by Citi](#)

CUSTOMER SERVICE SUPPORT

Citi Customer Service	1-800-200-7056 (collect 757-852-9076) 24 hours a day, 7 days a week
Citi's DoD Travel Card Webpage	transactionsservices.citigroup.com
Client Services for APCs	1-866-670-6462 (collect 757-853-2467) Monday-Saturday 7:00 am-9:00 pm EST
All Other GTCC Questions	Travel Assistance Center 1-888-Help1Go DSN: 312-564-3639 24 hours a day, 7 days a week

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DTMO Website – Cardholder Information

GOVERNMENT TRAVEL CHARGE CARD

Agency Program Coordinators

Card Holders

Air Force Controlled Spend Account

CUSTOMER SERVICE SUPPORT

<i>Citi Customer Service</i>	1-800-200-7056 (collect 757-852-9076) 24 hours a day, 7 days a week
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<i>All Other GTCC Questions</i>	Travel Assistance Center 1-888-Help1Go DSN: 312-564-3639 24 hours a day, 7 days a week

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

Card Holders

Cardholders for Individually Billed Accounts (IBAs) are personnel to whom travel cards have been issued for use while performing official government travel. Cardholders shall adhere to the procedures set forth in the DoD Financial Management Regulation and applicable DoD Component guidance. Individual cardholders are responsible for payment in full of the undisputed amounts due in the monthly billing statement from the card contractor.

Managing your Account Online

Review statements, update account information, or make payments online via CitiDirect.

- [How To: Access CitiDirect](#)
- [How To: Access Online Statements and Make Payments via CitiDirect](#)

Mailing Payments

All mailed payments must include the remittance slip from the paper statement and account number written on the personal check. If payments are submitted without this critical account information, cardholders run the risk of payments being delayed, posting to the wrong account, returned to sender, or unable to be processed.

Send remittance slip or account number with payment for Citi accounts to:

Citibank Government Card Services
PO Box 6575
The Lakes, NV 88901-6575

Split Disbursements

Split Disbursement is a method used to assist cardholders with timely payment of their travel card account. It is mandatory for all DoD travelers. When preparing your voucher, you need to review the split disbursement amounts and ensure enough money is being disbursed to completely pay off all GTCC charges. If not, and if you use DTS, you need to manually change the amount going to the vendor.

Travel Card Training

The DTMO requires all cardholders to take Travel Card Program (Travel Card 101) training at no cost to users, and is available through [TraX](#). For instructions on accessing Travel Card Program training, [click here](#).

QUICK LINKS AND RESOURCES

- CitiDirect EAS
- Citi Government Services News
- Service GTCC Program Offices
 - [Army](#)
 - [Navy](#)
 - [Marine Corps](#)
 - [Air Force](#)
- Protect Yourself Against Phishing Schemes
- How To: Access CitiDirect
- How To: Access Online Statements and Make Payments via CitiDirect
- 2010 GSA SmartPay® Conference Briefings
 - [GTCC Overview](#)
 - [CBA Reconciliation Processes](#)
 - [DTS CBA Reconciliation Module Overview](#)
 - [Agency Briefing](#)
 - [Briefings Presented by Citi](#)