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U.S. ARMY INSTALLATION MANAGEMENT COMMAND  
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11 July 2016

U.S. ARMY GARRISON WEST POINT POLICY MEMORANDUM #6

SUBJECT: Government Travel Charge Card Program

1. PURPOSE. To establish guidance, assign responsibilities, and set procedures for the use of the Government Travel Charge Card at U.S. Army Garrison West Point (USAG WP).
2. APPLICABILITY. This guidance applies only to USAG WP activities.
3. REFERENCES.
  - a. Public Law 105-264, Travel and Transportation Reform Act of 1998, dated 19 October 1998.
  - b. Public Law 107-248, § 8149(c) and Public Law 107-314, § 1007(c).
  - c. Government Travel Charge Card Regulations: Authorized by DoDI 5154.31, Volume 4
  - d. Memorandum and policy action from the Secretary of the Army, dated 28 January 2003.
  - e. Memorandum from the Assistant Secretary of Defense, dated 4 November 2002, subject: Suspension of Access to Classified Information Due to Abuse or Misuse of Government Charge Cards.
  - f. GSA SmartPay2 Contract to Citibank, effective 30 November 2008.
  - g. Memorandum from the Deputy Assistant Secretary of the Army, dated 6 October 2004, subject: Mandatory Use of the Split Disbursement Method Upon Settlement of Temporary Duty (TDY).
  - h. Memorandum from the Deputy Assistant Secretary of the Army, dated 1 May 2011, subject: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program.

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i. Department of Defense Government Charge Card Guidebook for Establishing and Managing Purchase/Travel and Unit Card Programs.

j. Memorandum from the Deputy Assistant Secretary of the Army, dated 9 June 2009, subject: Army Use of the Government Travel Charge Card (GTCC) for Permanent Change of Station (PCS) Expenses.

k. Memorandum from the Deputy Assistant Secretary of the Army, dated 12 July 2005, subject: Army Travel Card-Mandatory Use of Individually Billed Accounts (IBA) to Pay for Official Temporary Duty (TDY) Travel.

4. BACKGROUND. Use of the GTCC is mandatory for both Military and U.S. Civilians unless the traveler is an infrequent traveler. The GTCC is for official Government travel only and must be substantiated by DD Form 1610. The Department of Defense (DOD) continues to voice its concern regarding the appropriate use of the DOD GTCC and the increasing rate of account delinquency. To address these concerns we are implementing guidance for the USAG WP Travel Charge Card Program.

#### 5. GUIDANCE.

a. The DOD GTCC will be issued to USAG WP Military and DOD Civilian personnel who are frequent travelers to pay for expenses incidental to official business travel.

b. For the purpose of the GTCC Program, the DOD definition (as outlined in the DoDI 5154.31, Volume 4) of an infrequent traveler (who can choose not to have/utilize the GTCC) is one that takes two or fewer official trips per year. Infrequent travelers are exempt from mandatory use of the GTCC, but may use it on a voluntary basis.

c. Permanent Change of Station. The GTCC may be used for relocation expenses associated with PCS up to the limit of their entitlements. Individuals must register for the program with their respective APC prior to departure and must report to the APC at the gaining organization upon arrival. The travel card will be deactivated upon departure for travelers who do not have a TDY commitment en-route to their new permanent duty station. Deactivation of the travel card will be part of the cardholder's out-processing procedure.

d. Mission Deployments. Use of the travel card for en-route expenses associated with mission deployments are exempted from mandatory use requirements. It is strongly discouraged.

#### 6. RESPONSIBILITIES.

a. Garrison Resource Management Office (RMO) is the USAG WP staff executive agent for the DOD GTCC Program and appoints the Agency/Organization Program Coordinator (APC).

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b. Directorate of Human Resources (DHR) will:

(1) Ensure that all USAG WP Military personnel will in-process through the appropriate APC.

(2) Ensure that all USAG WP Military personnel out-process through the appropriate APC.

(3) Advise supervisors on appropriate actions or remedies available when a military cardholder is suspected or found to have abused their travel card.

c. The Civilian Personnel Advisory Center (CPAC):

(1) Administers Civilian Employee Installation Clearance Policy Memorandum #37-01 in coordination with the activity program coordinator, travel cardholder, and the supervisor to ensure that all Civilian personnel out-process through the APC.

(2) Advises supervisors of appropriate actions or remedies when a Civilian cardholder is suspected or found to have abused their government travel card.

d. APC, USAG WP will:

(1) Provide training for all cardholders and new applicants.

(2) Maintain a database of all cardholder accounts; process new applications.

(3) Notify the appropriate activity and supervisor of a cardholder whose account is deemed delinquent.

(4) Provide monthly reports to the Deputy to the Garrison Commander (DGC) on delinquency rates for IMCOM accounts.

e. Activity Director (AD) will appoint an Activity Program Coordinator Liaison (APCL), in writing, to administer and coordinate the GTCC Program with the APC. A copy of the appointment memorandum must be sent to the APC.

f. Activity Program Coordinator Liaison (APCL) will:

(1) Act as the liaison to the APC.

(2) Assist the APC in monitoring and corresponding with cardholders and their supervisors.

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(3) APCLs will monitor delinquency rates for their respective activities by reviewing reports issued by the APC and assist supervisors in resolving delinquent accounts and suspected abuse.

g. Supervisors will:

(1) Work with the APC to reduce and eliminate delinquent accounts.

(2) Ensure cardholders understand the requirements of the GTCC Program policies and take appropriate disciplinary action when those policies are violated.

(3) Ensure travel orders reflect the statements as specified in the DoDI 5154.31, Volume 4.

(4) Ensure that travelers are properly designating their total outstanding charges for split disbursement.

h. Travel Cardholders will:

(1) Use their GTCC to pay authorized expenses while on official business and comply with GTCC Program policies. Use of the split disbursement is mandatory for all Military personnel and Civilian personnel not covered by a bargaining unit.

(2) Ensure the total outstanding charges on the travel card are designated for split disbursement. Travel vouchers submitted by cardholders that do not properly reflect split disbursement will be returned to the individual for correction. If a cardholder has a balance due after the split payment of the settlement is applied, they are strongly encouraged to use the website:

<https://home.cards.citidirect.com/CommercialCard/Cards.html>, to pay the remaining balance due in a timely manner to avoid late fees/delinquency.

## 7. PROCEDURES.

a. IBA Application Process.

(1) Applications will be processed electronically. The electronic application is the preferred method since it provides tracking capability. An APC will provide an applicant with a travel card website link with a one-time use passcode along with appropriate program information and the "DoD Statement of Understanding for Travel Cardholders," SOU which an applicant must complete. No card will be issued without a properly completed application, the signed SOU and the "Program & Policies - Travel Card 101" completion certificate.

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(2) Applicant must complete the web training, Programs & Policies-Travel Card Program (Travel Card 101) Mandatory in the DTMO TraX at <http://www.defensetravel.dod.mil/site/trax.cfm>. The certificate of completion must be printed and submitted with their completed application to the USAG WP APC.

(3) Statement of Understanding must be signed by the cardholder and their first line supervisor. The cardholder must initial off on each tick mark, indicating that they understand and agree to each statement and submit with the completed application.

b. Individual Billed Account Payment Process.

(1) Cardholders must utilize the split disbursement option of the TDY settlement process of expenses charged to the travel card. To support the split disbursement requirement, the DTS automatically defaults air/rail (when charged to the IBA only), hotel, rental vehicle, and other miscellaneous, non-mileage expenses identified by the traveler in the split disbursement amount paid directly to the travel card vendor. DTS users must also include the amount of any ATM withdrawals and any miscellaneous travel card charges, to include but not limited to meals charged to the travel card, in their split disbursement amount paid directly to the travel card vendor. Traveler's submitting manual voucher's for non-DTS travel are required to annotate the split disbursement amount in the upper right hand section of the DD 1351-2. Approving officials are responsible for ensuring that split disbursement amounts are properly annotated and must return any travel vouchers that do not comply for correction and resubmission. For additional information regarding split disbursement, refer to Title 10 U.S.C. 2784a.

(2) If a cardholder has a balance due after split payment of the settlement is applied. It is the cardholder's responsibility to promptly pay the travel card vendor directly for any outstanding charges not split disbursed at the time of the travel voucher settlement. The Cardholder is strongly encouraged to use the website: <https://home.cards.citidirect.com/CommercialCard/Cards.html>, to pay the remaining balance due to avoid late fees/delinquency.

c. Training.

(1) All new arrivals to USAG WP requesting a government travel card must complete the web training, Programs & Policies-Travel Card Program (Travel Card 101) Mandatory in the DTMO TraX at <http://wwwdefensetravel.dod.mil/site/trax.cfm>. The certificate of completion must be printed and submitted with an updated Statement of Understanding to the USAG WP APC before their travel card is issued.

(2) Refresher training (along with resigning the SOU) is required every three years and may be completed using the "Program & Policies - Travel Card 101" course.

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Cardholders must satisfy this requirement via above website. Refresher training and the updated SOU will be documented and retained either electronically or in hard copy by the USAG WP A/POC. The card will be deactivated until proof of training is received.

d. Database Management. The APC manages the day-to-day operations of the USAG WP activities travel card program. In conjunction with the card vendor,

APCLs, supervisors and cardholders, the APC maintains up-to-date files of current cardholders. This file should include the supervisor's name, account names, account numbers, addresses, telephone number of cardholder and supervisors, copy of the travel card application, copy of the signed Statement of Understanding and other relevant information and correspondence.

e. Closing accounts. The APC will close accounts as deemed necessary or upon the request of the APCL, supervisor or cardholder.

f. Delinquent Account Procedures:

(1) 30 Days. The APC will contact cardholder, via e-mail with a 30 day delinquency memorandum (reminder to submit voucher/payment).

(2) 60 Days. The APC will contact the cardholder, supervisor and Activity Director via e-mail with a 60 day delinquency memorandum. The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements. The account will be suspended by the vendor until the overdue balance is paid. **APC cannot over ride this suspension.**

(3) 75 Days. \$29 late fee is added each billing cycle by the vendor until the overdue balance is paid.

(4) 90 Days. The APC will notify the cardholder, the cardholder's supervisor, and the second level supervisor (by email where possible) that the account is still delinquent and subject to cancellation. The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements. The individual cardholder will receive notice from the travel card vendor that his/her account will be cancelled and referred for salary offset within 30 days if the balance is not paid in full. The travel card will be automatically cancelled by the vendor.

(5) 121 Days. The APC will notify the cardholder, the cardholder's supervisor, and the cardholder's chain of command (by e-mail where possible) that the cardholder's account has been cancelled. The APC will keep a record of the supervisor's notification and related correspondence in accordance with requirements. For IBAs, if no action is taken toward payment of the debt, collection action via a reduced payment plan or salary offset will be initiated by the travel card vendor beginning on the 126th day past billing. The salary offset procedures begin, 15 percent of disposable pay goes to the

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vendor. A salary offset non-refundable admin fee of \$80 will automatically be applied to the account by the vendor once the account goes 126 days delinquent. The vendor will report all 126 days delinquent to the National Credit Bureaus.

(6) An account that is cancelled due to late payment will not be reinstated.

(7) Accounts will be deactivated if excessive delinquency occurs.

g. Unauthorized/Misuse of the Travel Card. The A/POC will perform, on a monthly basis, a minimum of 10 percent review of accounts with transactions during the month to ensure authorized use. When unauthorized or improper use is suspected, the APC will notify the travel cardholder's supervisor for verification. In turn, the cardholder's supervisor will be notified to investigate and take appropriate action consistent with DOD/DA guidelines. All accounts are subject to audit and all charges can be viewed by the APC. Commanders and supervisors are responsible for ensuring travel cardholders use the GTCC for official Government business only. When misuse of the GTCC is identified, commanders and supervisors will consider appropriate disciplinary action consistent with DOD/DA guidelines. For specific disciplinary action, the cardholder's supervisor will contact the CPAC (Civilian cardholders) or the DHR, Military Personnel Division (Military cardholders) for further guidance. Accounts will be deactivated if charges are made when the cardholder is not on official travel.

h. Misuse of the travel card will not be tolerated. Examples of misuse include, but are not limited to: (a) expenses related to personal, family or household purposes except for authorized PCS expenses, (b) cash withdrawals or advances used during non-travel periods or not related to official government travel requirements are not authorized. This includes but is not limited to any withdrawal of a credit balance remaining on the card, (c) intentional failure to pay undisputed charges in a timely manner, and (d) cash withdrawals or advances taken more than three working days prior to official government travel. Use of the travel card for personal expenses incurred during leave in conjunction with official travel is not authorized. Cardholders who misuse their travel card may be subject to administrative or disciplinary action, as appropriate.

i. APCL. When misuse of the GTCC has been identified, the APCL will notify the APC and ask them to deactivate the card in accordance with the table below. Supervisors have the option to take more stringent measures based on the seriousness or magnitude of the abuse. In cases of egregious abuse, supervisors retain the authority to take immediate disciplinary action.

First Offense	Second Offense	Third Offense
6 Month Deactivation/ Counseling Letter	12 Month Deactivation/ Letter of Reprimand	Close Account/ Consider Suspension Option

Deactivation does not mean the account is closed. When the traveler is required to travel on official business, the traveler must present a copy of his/her travel orders to the APC within 3-4 business days to have the account activated prior to the start of travel. The APC will activate traveler's account for the duration of the TDY period. Upon completion of travel, the APC will then again deactivate the account until the offense period had ended. The APC must reactivate deactivated accounts before any charges will be permitted. At the end of the penalty stage, APC must request via e-mail the cancellation of the activation/deactivation process.

i. Travel Orders. All travel orders must include in Block 16, Remarks Section the following statements as outlined in reference b, paragraph 030301B:

(1) The Travel and Transportation Reform Act of 1998 (TTRA) stipulates that the Government sponsored, vendor issued travel card shall be used by all U.S. Government personnel (Civilian and Military) to pay for costs incident to official business travel unless specifically exempted by authority of the Administrator of General Services or the head of the agency.

(2) Indicate whether the traveler is (or is not) a GTCC cardholder.

(3) If the traveler is a Government travel cardholder, indicate whether the traveler is exempt from the mandatory use provision of the TTRA.

(4) Travelers may use their travel card at ATMs to obtain cash needed to pay for "out-of-pocket" travel related expenses. Valid "out-of-pocket" travel related expenses are those that cannot be charged on the travel card. ATM advances will not be obtained more than three working days before the scheduled departure date of any official travel. ATM fees and cash advance fees for non-ATM cash withdrawals associated with official government travel are not separately reimbursable, and instead are included in the incidental expense portion of the applicable locality per diem rate. ATM withdrawals during non-travel periods or not related to official Government travel requirements are "not authorized" and are considered misuse. This includes but is not limited to any withdrawal of a credit balance or any amount the travel card vendor owes the cardholder.

(5) Indicate whether the transportation/airline ticket was purchased using a Centrally-Billed Account or an IBA.



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8. EXPIRATION. This guidance remains in effect until rescinded or superseded.



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