Agenda

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

Scope of the Enterprise

- DoD Travel Spend: $11.5B (FY11)
- Housing and Cost of Living Allowances: $23B (FY11)
- Commercial Travel Office Services: $246M/5 years
- U.S. Car/Truck Rental Program: $494M annually
- Military Bus Program (Safety Inspection Contract): $1M annually
- Government Travel Charge Card: ~$50B/10 Years

Commercial Travel Program Management
- GSA City Pair – DoD Customer Interface
- U.S. Government Rental Car/Truck
- Military Bus
- Recruit Travel & Assistance
- Commercial Travel Office Services
- Premium Class Travel Oversight

DoD Travel Card Program Management
- Individually Billed Accounts
- Centrally Billed Accounts

Travel Policy and Implementation
- Joint Federal Travel Regulations (JFTR)
- Joint Travel Regulations (JTR)
- Policy Transformation

Customer Support and Training
- TAC (Travel Assistance Center)
- Customer Satisfaction Program
- Travel Training Resources
- Service and Agency Liaison

Allowances and Entitlements
- Basic Allowance for Housing
- Cost of Living Allowance
- Overseas Housing Allowance
- Per Diem Rates

Defence Travel System
- Functional Requirements and Oversight

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

The Past: Establishment and consolidation

The Present: Travel transformation

The Future: Sustainment, improvement, run operations, plan for future
DTMO GTCC Team

**Jay Darnell**
- DoN Liaison (Navy & Marines)
- DTMO Lead for TAG
- New Products
- Change Management Process
- Task Order Review / Compliance

**Scott Duplechain**
- U.S. Air Force Liaison
- Secure Agencies Liaison
- Policy/Regulations (DoDFMR, Program Parameters, etc)
- Data-related Initiatives/Reporting

**Crystal Heath**
- Defense Agencies Liaison
- DTMO Lead for Intellilink®
- FAQs/Q&As
- Metrics (monthly & quarterly)

**Ann Barkley**
- U.S. Army Liaison
- CBA Exception Requests
- CBA Reconciliation (DTS)
- Training
DTMO Role

Serves as the DoD’s Travel Card Program Manager for ~1.5M cardholders

- Manage DoD’s SmartPay® 2 task order
- Coordinate with GSA, DoD Components/Agencies
- Serve as the main interface with card vendor
- Develop DoD travel card policy and procedures
- Facilitate travel card training for DoD
- Review or initiate component review of card processes
- Assist with Centrally Billed Account (CBA) reconciliation
References

- OMB Circular A-123 App. B Revised
- Public Law 105-264
  - Travel and Transportation Reform Act of 1998
- Public Law 107-314
- DoDFMR, Vol. 9, Ch. 3, August 2011
- JFTR/JTR
Proper GTCC Usage

- Official government travel expenses include:
  - Lodging
  - Meals (when possible)
  - Rental Vehicle/Gas
  - Transportation (airfare, train, etc…)

- For cardholder, travel expenses only
- Not for personal use
*030101. The Department of Defense (DoD) policy is that the Government Travel Charge Card (GTCC) will be used by all DoD personnel to pay for all costs related to official Government travel. Official government travel is defined as travel under competent orders while performing duties pertaining to official government assignments such as temporary duty (TDY) and permanent change of station (PCS) (where applicable). Refer to the Travel and Transportation Reform Act of 1998 (TTRA), Public Law 105-264 (TTRA) for additional information regarding mandatory use of the GTCC.
Card Types

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

Restricted Travel Card
- Total Credit Limit: $4,000
- Total Monthly ATM Limit: $365
- Total Monthly Retail Limit: $100
- APC "Activation/Deactivation" required for periods of travel/non-travel
- Credit Score 500-659

Centrally Billed Accounts
- Limited use
- Credit limit consistent with mission
- Government liability
- Account Manager responsible for management, and timely reconciliation
## Credit Limit Increase Thresholds

### Standard Accounts – Limits

<table>
<thead>
<tr>
<th></th>
<th>Default</th>
<th>APC Approval</th>
<th>HL3 Approval</th>
<th>CPM Approval</th>
<th>DTMO Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Credit</td>
<td>$7,500</td>
<td>Up to $10,000</td>
<td>Up to $15,000</td>
<td>Up to $25,000</td>
<td>$25,001 or higher</td>
</tr>
<tr>
<td>Cash</td>
<td>$665</td>
<td>Up to $5,000</td>
<td>Up to $10,000</td>
<td>Up to $25,000</td>
<td>$25,001 or higher</td>
</tr>
<tr>
<td>Retail</td>
<td>$250</td>
<td>Up to $500</td>
<td>Up to $1,000</td>
<td>Up to $2,000</td>
<td>$2,001 or higher</td>
</tr>
</tbody>
</table>

### Notes:
- An APC may **temporarily** raise credit limits of a Standard Account up to twelve months.
- Defense Agency CPMs are listed under HL3, but still have CPM approval authority.
Credit Limit Increase Thresholds (continued)

Restricted Accounts – Limits

<table>
<thead>
<tr>
<th></th>
<th>Default</th>
<th>APC Approval</th>
<th>HL3 Approval</th>
<th>CPM Approval</th>
<th>DTMO Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Credit</td>
<td>$4,000</td>
<td>Up to $7,500</td>
<td>Up to $10,000</td>
<td>Up to $20,000</td>
<td>$20,001 or higher</td>
</tr>
<tr>
<td>Cash</td>
<td>$365</td>
<td>Up to $2,000</td>
<td>Up to $4,000</td>
<td>Up to $20,000</td>
<td>$20,001 or higher</td>
</tr>
<tr>
<td>Retail</td>
<td>$100</td>
<td>Up to $200</td>
<td>Up to $500</td>
<td>Up to $1,000</td>
<td>$1,001 or higher</td>
</tr>
</tbody>
</table>

Notes:

- An APC may **temporarily** raise credit limits of a Restricted Account up to six months
- Defense Agency CPMs are listed under HL3, but still have CPM approval authority
# Citi Cardholder Fees

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late Fee</td>
<td>• Begins at 75 days&lt;br&gt;• $29 each 30-day cycle</td>
</tr>
<tr>
<td>Returned Check Fee</td>
<td>• $29 fee for NSF check (non-reimbursable)</td>
</tr>
<tr>
<td>Salary Offset</td>
<td>• $80 DFAS fee&lt;br&gt;• $87 (late fee $29 x 3)</td>
</tr>
<tr>
<td>Re-Instatement</td>
<td>• $29 fee (if approved)</td>
</tr>
<tr>
<td>Expedited Card Delivery</td>
<td>• $20 fee</td>
</tr>
<tr>
<td>ATM Fees</td>
<td>• ATM service fee 2.2%&lt;br&gt;• ATM user/terminal fee</td>
</tr>
</tbody>
</table>
Program Organization

- Hierarchy is the mechanism by which accounts are grouped for reporting and information access purposes

- Electronic Access System (EAS) User IDs control the access that is granted to an Agency Program Coordinator (APC)
Program Management – Key Personnel

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

- **Agency Program Coordinator**
  - Execute duties IAW Commander’s intent
  - Cardholder’s link to the program
  - Part of the check-in/check-out process/routing chain

- **Cardholder**
  - Use the GTCC within regulations
  - Submit travel claims within 5 days
  - Utilize split disbursement during the travel settlement process
Agency Program Coordinator

- APC must be:
  - The right person for the job
    - Independent performance/self-management
  - Appropriate rank, grade and maturity
  - Trained and certified
  - Designated in writing by a Commander
- Monitor unit’s GTCC program
  - Provide commanders guidance
  - Notify commander of misuse and abuse
- Assist cardholders
  - Increase/decrease credit limit
  - Activate/deactivate cards
- Ensure cardholders confidentiality
  - Personally Identifiable Information (PII)
Proprietary Information

- Information of a sensitive nature should always be handled carefully
  - DoDFMR Vol 9 Ch 3 ~ 031101/031401
  - Keep in a secured location
  - Use password protection
  - Always treat information as if it were your own
Metric Reporting

**Delinquent Accounts**
- 0.0% – 1.0% (Green)
- 1.1% – 2.3% (Yellow)
- 2.4% – Over (Red)

**Delinquent Dollars**
- 0.0% – 2.0% (Green)
- 2.1% – 4.0% (Yellow)
- 4.1% – Over (Red)

**Split Disbursement**
- 80% – 100% (Green)
- 60% – 79% (Yellow)
- 59% – Under (Red)
Delinquency Progression

**Current**
- Receive bill
- File claim
- Past due status
- Mission critical

0 - 60 days

**Suspended**
- No new charges
- Delinquency rate
- First late fee @ $75
- 91 due process
- 121 pre-cancelation

61 - 125 days

**Cancelled**
- Salary offset
- Cannot transfer
- Member has to use travel advance

126 - 209 days

**Charge Off**
- Charged off!
- Delinquency removed
- Affects credit rating

210 days
Causes of Delinquency

- Overspending
  - Withdraw more cash than allowed
- Not properly utilizing Split Disbursement
  - Need to adjust DTS Payment Totals
- Misuse/Abuse
  - Utilizing card for personal use
- Late submission of travel claim
  - Travel claims should be submit within a minimum of 5 working days
    - Coordinate with your LDTA if you do not have access to this report in DTS
Account Closure and Cancellation

• An account may be cancelled for the following reasons:
  – Three checks returned due to non-sufficient funds during a 12-month period
  – Three suspensions during a 12-month period (the card will be cancelled by Citi on the third suspension and permanently closed)
  – Salary offset and charge off
• Citi may also close an account upon the request of an APC or CPM
Disciplinary Action

- Publish and issue regulations for appropriate disciplinary action when warranted for fraud, abuse and misuse
- Directed per OUSD Memo
  - CivPers – Apr 21, 2003
Internal Controls

- Ensure your program is in compliance with regulations
  - Recommend having a checklist with all requirements
- Inspect key positions
  - Commander
  - APC
Payment Methods

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

- Public Law 107-314
- Mandatory for all military and civilian personnel
  - MilPers – Apr 2003
  - CivPers – Aug 2004

- Purpose:
  - Prevent card suspension
  - Keep members mission ready
  - Prevents NSFs
  - Helps meet the mandated delinquency goals
  - Split disbursement goal is 90%
031004. **Split Disbursement.** All DoD personnel are required to split disburse all undisputed charges against the GTCC. Payment for all GTCC (IBA) charges will be sent directly to the GTCC contractor. It is the traveler’s responsibility to pay their GTCC contractor directly for any outstanding charges not split disbursed. To support the split disbursement requirement, the DTS will automatically split disburse airline, hotel, rental vehicle, and other miscellaneous expenses identified by the traveler as charged to the GTCC (IBA) directly to the GTCC contractor. **Approving officials are responsible for ensuring that split disbursement amounts are properly annotated and should return any travel vouchers that do not comply for correction and resubmission.** For additional information regarding split disbursement, refer to Title 10 U.S.C. 2784a.
Reduced Payment Plan (RPP)

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

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

- Status applied to an IBA when travel is being performed under competent orders and traveler is performing duties that, through no fault of his/her own, prevent the traveler from filing a voucher for outstanding travel card charges
  - Mission critical must be stated in the orders
  - Status will be determined on a case-by-case basis

- APC/CPM
  - Must enroll account in mission critical status
  - Must ensure mission critical is not being abused
  - May not place a cardholder in a mission critical to avoid delinquency
  - May not enroll his/her own account
Mission Critical Status (continued)

- While in mission critical status:
  - Account will not be reported as delinquent/suspended or cancelled
  - No late fees will be charged
  - Monthly statements will continue to be sent to cardholder
  - Account must be paid within 45 days of the termination of mission critical
CBA Exception

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

- Mission Critical Report
- Suspension Report
- Account Activity Report
- Account Listing Report
- Pre-Suspension Report
- Account Renewal Report
- Delinquency Report
- Weekend /Holiday Activity Report
- DoD Travel CBA Aging Analysis Report
- DoD Travel IBA Aging Analysis Report
- Non-travel Activity Exceptions Report
Best Practices

- Command involvement is the key to a successful program!
- Keep command leadership informed with information they can use
  - Misuse/abuse
  - Delinquent metrics
  - Delinquent cardholders
  - Travel claim submission rate
- APC starts working reports at the beginning of each cycle
  - Updated DoDFMR will include 5 mandatory reports
Best Practices (continued)

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

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

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

• Initial Training (mandatory):
  – For cardholders and APCs
  – Must use DoD standard training material
  – Cardholder training found on the TraX website
    www.defensetravel.dod.mil/passport
  – APC Citi User Guides posted to the DTMO website
    www.defensetravel.dod.mil/passport

• Refresher Training:
  – Required every three years
  – May come from another source (e.g., GSA, VISA, or Citi®)
Resources

- DTMO website (www.defensetravel.dod.mil)
- Travel Explorer (TraX) (www.defensetravel.dod.mil/passport)
- Citi DoD Travel Card Resources (http://www.transactionservices.citigroup.com/transactionservices/home/card_solutions/commercial_cards/fed_govt_svcs/forms.jsp)
- GSA SmartPay Conference website (www.gsasmartpayconference.org)
Open Discussion