Defense Travel Management Office

Travel Card Program:
Travel Card 101

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Travel Card 101

Class Overview & Objectives

3 Minutes

Class Objectives

- By the end of this class, you (the cardholder) will understand key aspects of GTCC use, including:
  - How using the travel card benefits both you and DoD
  - The laws and regulations that govern travel card use
  - The types of GTCCs and their limits
  - When you must have and use a travel card
  - How to obtain and properly use a GTCC
  - What to do if a travel card is lost or stolen
  - Safeguards to help you avoid delinquency
  - What happens if you don’t pay your bill on time
  - Increase your awareness of what is considered misuse
  - The importance of using the GTCC for all meals while traveling
  - Guidelines for using the GTCC for permanent change of station travel

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Travel Card 101

Topic 1: Background

30 Minutes

Objectives

- After completing this topic, you will be able to:
  - Name the benefits you and DoD enjoy as a result of using the GTCC
  - Understand key facts about the laws and other documentation governing travel card use
  - Discuss your responsibilities when using a travel card

Benefits of Using a Travel Card – Traveler

- No need to use personal funds or cards
- As convenient as a credit card; safer than cash
- Direct payment through the Defense travel system
- No interest charges or annual fees
- Applying doesn't affect credit rating
- Safeguards to prevent delinquency
- Provides insurance for:
  - Lost luggage
  - Travel accidents

Benefits of Using a Travel Card – DoD

- Facilitates reporting to help track travel spending
- Reduces need for advances
- Reduces collection fees
- Allows lodging tax exemption in some states
- Allows use of GSA City Pair program
- Improves unit travel readiness
- Earns rebates for usage
- Dine Smart program rebates
- Dine Smart traveler rewards

Travel Card-Related Laws & Documents

- Public Law 105-264
- Public Law 107-314
- Public Law 109-115
- GTCC Regulations
  - Authorized by DoD Instruction 5154.31, Volume 4
- DD3120 Statement of Understanding

Public Laws

- PL 105-264 (Travel & Transportation Reform Act of 1998)
  - Establishes the travel card program for DoD
  - Mandates GTCC use to pay for costs associated with official Government travel
- PL 107-314
  - Requires split disbursement of voucher payment directly to the GTCC vendor
  - Helps ensure compliance with Prompt Payment Act
- PL 109-115
  - Requires evaluation of traveler's credit worthiness before issuing GTCC

GTCC Regulations

- Authorized by DoDI 5154.31, Volume 4
- Govern GTCC use and the DoD travel card program
  - Commanders and supervisors at all levels must ensure compliance with this regulation
  - Cardholder Reference GTCC Regulations is only 5 pages long and is specific to cardholders

DD3120 Statement of Understanding

- All DoD cardholders must sign:
  - Before receiving travel card
  - At least every 3 years thereafter
  - To indicate understanding and acceptance of terms of proper use

Traveler's Responsibilities

- Immediately verify travel card receipt
- Check with APC before first use of travel card
- Use travel card only for official, travel-related expenses
- Ensure APC & GTCC vendor have your contact information
- Ensure your DoD travel system profile has accurate GTCC information
- Take advantage of lodging tax exemption
- File voucher within 5 duty days after travel
- File accurate voucher (costs & split disbursement)
- Schedule partial payments for trips 46 days and greater

Traveler's Responsibilities

- Pay balance due in full, regardless of voucher status
- Review your online account or mobile app before, during and after travel
- Review account statement in a timely manner
- Report lost or stolen travel card to APC & GTCC vendor
- Report requests for travel card account information to APC
- Never provide travel card number or SSN over the phone
  - If in doubt, call the GTCC vendor to confirm
- Notify APC when you change organizations

Recap

- Laws and documentation that govern travel cards:
  - Public Law 105-264 mandates travel card use
  - Public Law 107-314 mandates split disbursement
  - Public Law 109-115 mandates applicant credit score checks
  - GTCC Regulations govern the travel card program
  - DD3120 Statement of Understanding explains program guidelines; traveler agrees to comply

Recap

- Some benefits of using the travel card:
  - Safer than cash, as convenient as credit cards
  - Allows use of City Pairs and tax exempt lodging
  - Cash rebates for DoD

- Your key responsibilities when using a travel card:
  - Use on official travel for authorized travel expenses
  - File accurate vouchers within 5 duty days after travel
  - Pay balance due in full, regardless of voucher status

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Topic 2: Travel Card Basics

30 Minutes

Objectives

- After completing this topic, you will be able to:
  - Define a GTCC individually billed account (IBA)
  - Explain the two types of IBAs
  - Identify the credit limit for each IBA type
  - Discuss when and how to use travel cards

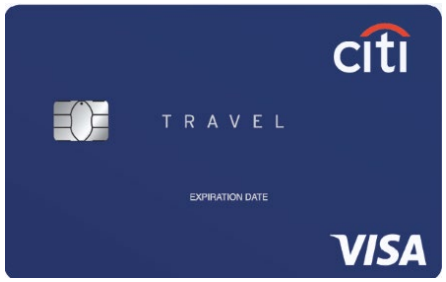
Individually Billed Accounts (IBAs)

- Your GTCC is also known as “IBA”
- You must apply to obtain one
- When received:
  - Use only for payment of your official travel expenses
    - Not for your personal or non-travel expenses
    - Not for other travelers’ expenses*
  - GTCC vendor sends you monthly billing statement
    - You must pay the full amount of uncontested charges
    - Must pay by due date, regardless of voucher status

**Exception:* Unless authorized for dependents’ expenses for Permanent Change of Station travel

Travel Card Types

- Standard
  - Issued for qualifying credit score (FICO 660+)
  - Remains active after verification of receipt
- Restricted
  - Issued if:
    - Your FICO score is below 660
    - You decline a credit score check and you completed an alternate creditworthiness assessment
  - Remains active after verification of receipt



Credit Limits

- Limits for standard and restricted cards:

	Standard Card	Restricted Card
Total Credit Limit	$7,500	$4,000
ATM Limit	$250	$250
Retail Limit	$250	$100

Authorized Use

- Must use for authorized, travel-related, reimbursable expenses including meals wherever a credit card is accepted worldwide, e.g.:
  - Transportation expenses
  - Lodging expenses
  - All meals
  - Miscellaneous expenses

DoD Dine Smart Program

- It is DoD policy that cardholders use their DoD travel card for all their meals that are in support of their official travel. It is actually a policy violation to use other personal forms of payment for meals while on TDY
- Using the travel card at participating DoD Dine Smart restaurants generates rebates for the DoD
- DoD Dine Smart Traveler Rewards allows travelers to earn points and then redeem them for gift cards for retail or restaurant purchases
- Travelers MUST enroll to earn points; it is not automatic

ATM Access

- Obtain cash for authorized, travel-related expenses when you can't use the travel card
- Requires PIN
- Must be on travel status
  - Up to 3 duty days before travel begins
  - No later than end of travel time
- May incur ATM and cash advance fees
  - Included in incidental expense allowance; not separately reimbursable
- Usually no advance available
- May not withdraw a credit balance refund from an ATM

Misuse

- APC must report misuse to your supervisor and commander/director
  - May result in administrative or disciplinary action
    - Military members: Per Article 92, UCMJ, and potentially other UCMJ articles
    - DoD civilian employees: Most severe action includes removal from Federal service
    - All: Possible criminal prosecution
- Examples of misuse include using GTCC for:
  - Adult entertainment
  - Gambling
  - Personal expenses
  - Expense for a person other than the cardholder (other than dependents, while on PCS travel)
  - Excessive ATM cash withdrawals
  - Delinquency
  - Meal purchase avoidance

Recap

- IBA use is mandatory for official travel expenses; never authorized for personal expenses
- A restricted card is issued if:
  - Your credit score is below a 660 FICO score
  - You decline a credit score check and you complete an alternate creditworthiness assessment
- Total credit limits are:
  - Standard card: $7,500
  - Restricted card: $4,000
- Travel card misuse is taken very seriously
  - Severe penalties for misuse

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Topic 3: Obtaining and Using the Card

30 Minutes

Objectives

- After completing this topic, you will be able to:
  - Explain the following processes:
    - Processing routine and expedited applications
    - Changing your address or other key information
    - Reporting lost or stolen travel card
  - Understand travel card payment & fee policies

Applying for a Travel Card

- To apply for a Travel Card:
  - Contact your APC
    - Routine: Complete the online application process (paper or fillable PDF forms are available if necessary)
    - Expedited: When you need to travel within ten days. The APC selects the expedited plastic delivery option as part of the online application process or checks the block for expedited on the paper form
  - Authorize a credit score check or complete a DD 2883 (Alternate Creditworthiness Evaluation)
  - Sign the DD3120 Statement of Understanding (SOU)
  - Complete the DTMO web-based training class
    - Program & Policies – Travel Card Program (Travel Card 101) [Mandatory]
    - Or with special approval and by exception complete the DTMO stand-alone training (this training)
  - The SOU and Training Certificate are uploaded in the online application or provided to the APC if done manually

Processing Routine Applications

- APC:
  - Completes online application (preferred and fastest)
  - Completes paper or fillable PDF application (only when necessary)
  - Submits application within 3 business days of receipt
- GTCC vendor:
  - Processes application
  - Mails travel card within 3 business days of receipt
    - Delivered within 10 business days of submission

Processing Expedited Applications

- Reasons for expediting:
  - You will be traveling within ten working days
  - You need a new card while on travel
- APC:
  - Completes online application with “expedite” plastic delivery option
- GTCC vendor:
  - Processes application immediately
  - Sends travel card within 24 hours to address provided by APC
    - Delivered in 2-3 business days

Receiving & Setting up the Travel Card

- When you receive the travel card:
  - Read and retain cardholder agreement
  - Acknowledge receipt & create PIN
    - You can’t use it until you do so
    - Instructions are on the sticker on the travel card
  - Sign the back of the card
  - Update your DoD travel system profile
  - Consider logging in and checking your online or mobile account with the GTCC vendor before, during and after travel
    - Access statements, make payments, check account status, set alerts and more

Payment Policies

- You only receive a billing statement if you used the travel card during the preceding billing cycle
- When you get a statement:
  - Check it carefully
  - Dispute incorrect transactions*
  - Pay undisputed charges in full by due date
    - Payment due regardless of voucher status (exception for mission critical* or PCS status)
    - Failure to pay in full and on time incurs delinquency*

**You'll learn about these items later in class*

Fee Policies

- Travelers may incur certain fees, which may or may not be reimbursable:

Fee …	May be Charged when You…	Reimbursable?
Late Payment	Have a payment 75 days overdue; charged every 30 days.	No
Returned Check or EFT Payment	Have a payment returned for insufficient funds.	No
ATM	Withdraw cash from an ATM.	No
Foreign Currency Transaction	Make a purchase in a foreign currency.	Yes
Reduced Payment Plan	Enroll in a payment plan to pay off an overdue account.	No
Salary Offset	Use payroll deduction to pay off an overdue account.	No

Disputed Transactions

- If unknown transactions appear on your statement, do the following (in order, until resolution):
  - Confirm charge with merchant
  - Submit dispute form to GTCC vendor within 60 days
    - Failure to do this results in finding in merchant's favor
  - Respond to GTCC vendor follow-up queries
- If dispute is resolved:
  - In merchant's favor, you have to pay it
  - In your favor, you don't have to pay it

Cardholder Contact Information Change

- If your contact information changes (address, phone number, email address, etc.), you must notify:
  - GTCC vendor via online account or mobile app, phone, or mail (using the form included with account statement)
  - Your APC
- Failure to update your contact information with the GTCC vendor could result in:
  - Delay in receiving account statements
  - Account closure until correct address is provided

Lost or Stolen Travel Card

- If your travel card is lost or stolen:
  - Immediately call the GTCC vendor, then your APC
  - GTCC vendor
    - Cancels travel card
    - Issues new travel card with new account number
      - May use routine or expedited processing with no fee
  - Upon receipt:
    - Verify receipt
    - Establish new PIN
    - Sign the back of the travel card

Recap

- Apply for a card through your APC
  - Applying online is easiest and fastest
  - Delivery can be expedited if needed
- Upon travel card receipt, you must verify receipt, establish a PIN, and sign the back
- You must pay on time, in full, regardless of your voucher status
- You can be charged fees on your monthly statement
  - Late payments, ATM withdrawals, Foreign transactions, etc.
  - Not all are reimbursable

Recap (continued)

- Dispute questionable transactions within 60 days
  - You only need to pay if resolved in merchant's favor
- If your address or contact information change, notify the GTCC bank vendor and your APC
  - Can use your online account or mobile app, phone or paper form
  - Failure to report can result in late monthly statements and account closure
- If your card gets lost or stolen, report it to the GTCC vendor and your APC
  - Card will be replaced at no cost

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Topic 4: Travel Card Policies

45 Minutes

Objectives

- After completing this topic, you will:
  - Identify significant facts about account delinquency
    - Suspension & cancellation timeline
    - Salary offset
  - Understand programs to prevent or reduce delinquency
    - Reduced Payment Plan (RPP)
    - Split disbursement
    - Mission Critical Status

Delinquency Timeline

Day 1	Billing statement date
Day 31	Account past due
Day 45	Pre-suspension
Day 61	Account suspended
Day 75	Late fee charged
Day 91	Due Process notification letter
Day 121	Impending account cancellation letter
Day 126	Account cancelled; Salary Offset requested

Contributing Factors to Delinquency

- Failure to pay the GTCC vendor by due date
- Failure to file voucher on time (within 5 working days)
- Failure to split disburse reimbursement
- Failure to claim all authorized expenses
- Excessive/unauthorized ATM withdrawals
- Use of travel card for personal expenses
- Failure to update mailing address

Consequences of Delinquency

- Counseling or reprimand
  - Oral or written
- Suspension of charging privileges (61 days unpaid)
- Cancellation of account (121 days)
- Salary Offset (126 days)
- Reporting to credit bureaus (210 days)

Account Cancellation

- Travel card will be cancelled for following reasons:
  - Misuse
  - 2 returned checks (insufficient funds) in 12 months
  - 3 suspensions (61 days unpaid) in 12 months
  - Account referred for Salary Offset (126 days unpaid)
  - Travel card is lost or stolen
  - At APC request

Account Reinstatement

- Rare, but possible if you:
  - Submit a reinstatement application
  - Consent to a credit score check
  - Pay a fee (not reimbursable)
  - Have minimum returned payments (insufficient funds)
    - None in last 12 months
    - Max 3 in the life of the account
- Subsequent cancellation disqualifies you from future reinstatements

Reduced Payment Plan

- May be offered by GTCC vendor to avoid Salary Offset
- Written agreement between you & GTCC vendor
- You agree to make monthly payments
  - Number & amount per agreement
- Available before Salary Offset begins
- Failure to comply starts Salary Offset

Salary Offset

- Incurs non-reimbursable fees:
  - Enrollment fee
  - Late payment fees
- Up to 15% of your disposable income may be sent to GTCC vendor to pay delinquent amount

Salary Offset Dispute Process

- Timeline review:
  - Day 91: Due Process Notification letter sent
  - Day 121: Impending Account Cancellation letter sent
  - Day 126: Account cancelled and Salary Offset requested

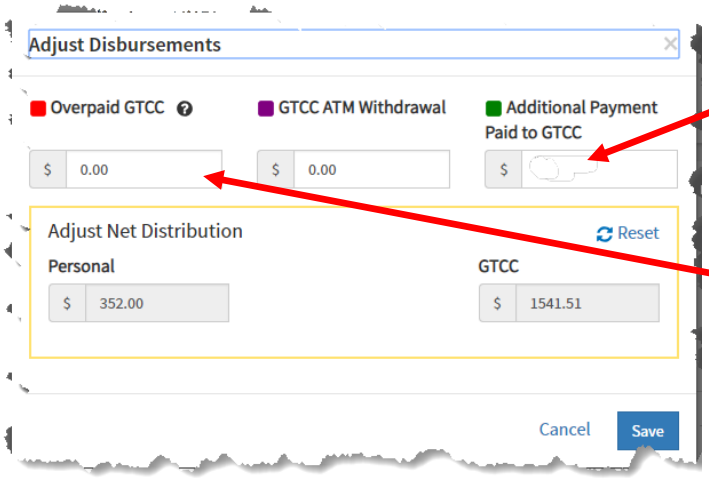
- After receiving Due Process Notification letter
  - You may ask for a hearing to dispute:
    - Validity or amount of debt
    - Schedule or amount of proposed offset
  - You must file by deadline stated in letter

Split Disbursement

- Required by DoD policy
- Your reimbursement is split:
  - Some goes to GTCC vendor to expedite payment
  - Remainder goes to your bank account
- Travel System automatically routes reimbursements for expenses paid by GTCC to GTCC vendor
  - You can add allowable expenses not reflected in the DoD travel system, such as payments for meals

Split Disbursement in DoD Travel Systems

- **Adjust Disbursement** Pop-Up Box:
  - Shows current split disbursement totals
  - Allows you to make adjustments
  - Similar functionality is built into DTM



Enter a dollar amount that will deduct money originally going to your personal account, and instead send it directly to the GTCC vendor.

Enter a dollar amount that will deduct money originally going to the GTCC vendor, and instead send it to your personal account

Mission Critical Status

- Temporarily suspends need to pay account balance
  - Used for long-term TDY when interim vouchers are impossible or impractical
    - Doesn't apply to trips created in DoD travel system
  - APC or Component Program Manager (CPM) requests
  - Commander or supervisor approves
  - Must be included in travel order
- You must fully pay off travel card:
  - Before Mission Critical travel begins
  - Within 45 days after it ends

Recap

- Key dates for delinquent travel cards:
  - Account suspended if unpaid for 61 days
  - Account cancelled if unpaid for 126 days

- Account can be cancelled for other reasons:
  - APC request
  - Misuse
  - 2 returned checks (insufficient funds) in 12 months
  - 3 suspensions in 12 months
  - Travel card lost or stolen

Recap (continued)

- Reduced Payment Plan
  - Used to avoid Salary Offset
  - You must make scheduled payments against unpaid balance
  - Must be arranged with bank vendor before salary offset begins

- Salary Offset
  - Up to 15% of your disposable income sent to GTCC vendor to pay delinquent account
  - Occurs if account unpaid after 126 days (unless Reduced Payment Plan in effect)

Recap (continued)

- Split disbursement
  - Required by DoD to expedite travel card payments
  - Sends reimbursement for travel card expenses to GTCC vendor; rest goes to your bank account

- Mission Critical Status
  - Temporary pause in requirement to pay off account
  - Used on long-term travel when filing interim vouchers is impossible or impractical (unless using DoD travel system)
  - Must fully pay off account before the travel starts and after it ends

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Summary

15 Minutes

Summary

- You should be familiar with laws and other guidance for travel card use
  - Recommendation: Read the Cardholder Reference Edition of the GTCC Regulations (It is only 5 pages and is bulletized)
  - The DD3120 Statement of Understanding summarizes all the most important requirements

- You enjoy benefits when using the travel card, but have certain responsibilities as well – for example:
  - You don't have to use your own money to pay for travel
  - Using the GTCC is safe and convenient, and allows use of City Pair flights and tax-exempt lodging
  - You must only use the GTCC on official travel for authorized travel expenses, and must pay it off in full by the due date, regardless of voucher status

Summary (continued)

- You must have a travel card if you travel
  - Use is mandatory for all cardholders
  - For official use only; never for personal use
  - Using the card for all meals while on official government travel is required

- Restricted cards are issued to travelers with low credit score
  - Lower credit limit of $4,000
  - Can be upgraded when score improves

Summary (continued)

- Apply for travel card through APC
  - No card can be issued without a properly completed SOU or Training Certificate
  - When received, verify receipt, establish a PIN and sign the back of the card
  - Keep your contact information up to date
  - Report lost or stolen travel cards immediately
  - Dispute questionable charges within 60 days

- Some actions incur bank fees; not all are reimbursable

Summary (continued)

- Delinquent travel cards can be suspended after 61 days and cancelled after 126 days
- Other reasons to cancel an account include APC request, misuse, lost or stolen travel card, and multiple returned checks or suspensions
- Reduced Payment Plan, split disbursement, and Mission Critical Status help prevent delinquencies

Questions

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Travel Card 101

Assessment

20 Minutes

Assessment

- The Assessment will test your understanding of the Travel Card course
- You must answer at least 8 of 12 questions correctly to obtain a passing score
- When you successfully complete the assessment, you will get a Travel Card completion certificate

Assessment

Good luck!