

Admin Officer Guide: Government Travel Charge Card (GTCC)

INTRODUCTION

As an Admin Officer, you may be assigned the role of Agency Program Coordinator (APC) to properly manage the command's GTCC Program. You must complete the required training, run monthly reports, and relay sensitive information to the Chain of Command for determination of appropriate action when necessary. The Defense Travel Management Office (DTMO) website will be your main reference in performing this duty.

OVERVIEW

You must complete the Travel Card Program Management APC Course that is available on DTMO's Travel Explorer (TraX). Refresher training is required every three years. Charge card information is sensitive, and in some instances, considered Personally Identifiable Information (PII).

Examples of misuse include, but are not limited to:

- expenses related to adult entertainment and gambling (as discovered by Inspector General audits)
- purchases for personal, family or household purposes except for authorized PCS expenses
- cash withdrawals or advances used during non-travel periods or not related to official government travel requirements are not authorized (includes but is not limited to any withdrawal of a credit balance remaining on the card)
- intentional failure to pay undisputed charges in a timely manner, and
- cash withdrawals or advances taken more than three working days prior to official government travel.

Cardholders who misuse their travel card may be subject to administrative or disciplinary action, as appropriate. You must also ensure the accurate employment status of cardholders who have been identified or referred to DoD management for travel card personal use, misuse, abuse, or fraud.

ADMIN OFFICER ACTION

Personally review and take appropriate action on Travel Card Management Reports. Reports are considered personnel records and as such, must be retained for no less than two years from the "as of" date. Reports that are required in support of an ongoing investigation or audit may be required to be retained for an additional time period to support completion of the investigation or audit. Retention may be in the form of paper files and or electronic files.

- Mandatory Reports for Individually Billed Accounts (IBA). You are expected to obtain mandatory reports at a minimum of once per cycle and take corrective action as necessary to maintain proper program management. The following reports are mandatory (these reports are titled IAW the travel card vendor EAS): Account Activity Text Report. This report displays all transaction activity for a specified billing cycle. You will use the report to review a minimum of 10% of transactions to identify a variety of administrative concerns including improper credits, declines, reversed charges as well as potential misuse transactions.
- Account Listing Report. This report identifies cardholder names, addresses, telephone numbers, and account numbers assigned under your hierarchy. You will use this report to ensure correct information is on file with the travel card vendor; and notify the travel card vendor of any needed

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corrections. You will ensure that cardholders no longer assigned to their organization/hierarchy are either transferred appropriately or that their account has been closed.

- Declined Authorizations Report. This report lists all account transactions presented for approval that were declined and includes the decline reason, and type of attempted purchase (ATM, purchase, or cash). The report assists you and CPMs with taking corrective action to allow authorized transactions to be accepted and processed, or in identifying attempted potential misuse, abuse, and or fraud. This report should be used often to identify and resolve declines in a timely manner in order to ensure cardholders in a travel status are better able to use their card for authorized use.
- Delinquency Report-Hierarchy. This report identifies delinquent accounts and ages the delinquencies by timeframe (i.e., 31, 61, 91, 121, or more days past billing). You will use this report to aggressively work all delinquencies.
- DoD Travel IBA Aging Analysis or IBA Aging Analysis Summary Report. These reports identify detailed account delinquencies and summary level information by Component hierarchy. APCs will use one or both reports to get a point in time listing of their delinquencies. These reports must be run at the completion of each cycle.

Personally review and take appropriate action on Mandatory Reports for Centrally Billed Accounts (CBA). You or Program Managers are expected to run these reports after the completion of all accounts cycles and take corrective action as necessary to maintain proper program management. The following reports are mandatory:

- Declined Authorizations Report. This report lists all account transactions presented for approval that were declined and includes the decline reason, and type of attempted purchase (ATM, purchase, or cash). The report assists you and CPMs with taking corrective action to allow authorized transactions to be accepted and processed, or in identifying attempted potential misuse, abuse, and or fraud.
- Delinquency Report. This report identifies delinquent accounts and ages the delinquencies by timeframe (e.g., 31, 61, 91, 121, or more days past billing). You and account managers will use this report to aggressively work all delinquencies.
- DoD Travel CBA Aging Analysis. This report identifies summary level delinquency information by Component hierarchy. For the purposes of determining delinquency metrics, DoD uses an ‘as of’ date of the 29th of the month, since CBA billing cycles vary across the Department.

Note: Components may also require additional mandatory reports. There are additional and optional reports for IBA/CBA, i.e., Mission Critical Report, Account Renewal Report, Pre-Suspension Report, etc.

REFERENCES

Department of Defense Government Travel Charge Card Regulations:

<https://www.travel.dod.mil/Portals/119/Documents/GTCC/GTCC-Regs.pdf?ver=gbMwVEbHaPbIwlaXw4V1jg%3d%3d>

DoD Travel: Citi's Learning Center Manual

https://media.defense.gov/2021/Nov/15/2002893104/-1/-1/0/LEARNING_CENTER_ORG_DOD.PDF

DoD Travel: CitiManager Quick Start User Guide – APCs

<https://home.cards.citidirect.com/CommercialCard/Cards.html?classic=2>

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DoD Travel: CitiManager Reporting – Standard Reporting Package User Guide:
<https://home.cards.citidirect.com/CommercialCard/Cards.html?classic=2>