



FACT SHEET

Government Travel Charge Card MANDATORY USE FOR PCS MOVES

NAVADMIN 286/21 announces the phased rollout for mandatory use of the Government Travel Charge Card (GTCC) for all Permanent Change of Station (PCS) travel and use of the MyPCS Travel Voucher for submission of travel claims by PCS travelers when the ultimate duty station is supported by Transaction Service Centers (TSC) or Personnel Support Detachments (PSD). **NAVADMIN 285/21** reinforces policy and is intended to provide information and guidance to reinforce procedures for using the GTCC during permanent change of station (PCS) travel.

Use of the GTCC for PCS travel has proven to be a reliable means of financial support to Sailors and their families during a PCS move. Mandatory use is being introduced in phases with E-9s and O-6s and above being required to use the GTCC for all PCS travel and MyPCS Travel Voucher effective Jan. 1, 2022. All other paygrades will be required to use the GTCC and MyPCS Travel Voucher beginning July 1, 2022.

PHASED IMPLEMENTATION

- Phase One (Jan. 1, 2022). All active duty and Full-Time Support (FTS) E-9 and O-6 and above.
- Phase Two (July 1, 2022). All active duty, FTS and Selected Reserve Sailors executing Active Duty for Operational Support and Officer Recall PCS orders will be required to use the GTCC for PCS and the MyPCS Travel Voucher.

GTCC Program Education and Policy

- The release of NAVADMIN 286/21 mandates use of the GTCC for PCS and ceases issuance of travel advances for all active duty and Full-Time Support (FTS) E-9 and O-6 and above.
- Travel advance exceptions will be restricted to non-concurrent travel of dependents/for Sailors not eligible to receive a GTCC.
- GTCC is authorized for certain Dislocation Allowance (DLA) expenses.

GTCC Use for PPM

- Sailors conducting PCS moves within the 48-contiguous states, to include Washington, D.C., are now eligible to use their GTCC when performing Personally Procured Moves (PPM).
- Prior to conducting a PPM, Sailors electing to use the GTCC for PPMs must receive counseling from their local Household Goods (HHG) office.
- The GTCC shall not be used to obtain, arrange for or pay for short term (Storage In transit-SIT) or long-term (Non-temporary Storage-NTS) storage of PPMs or for any government reimbursable storage of household goods.

MyPCS Travel Voucher

- The MyPCS Travel Voucher is a fully automated and electronic travel voucher capability for Sailors available on personal and government mobile devices and personal computers. MyPCS greatly improves the accuracy and timeliness of travel voucher liquidation.
- PCS travelers can navigate to the PCS move experience via their mobile browser using commercial-grade multi-factor authentication credentialing which enables CAC-free access. If you need help logging in CAC-free, visit <https://www.mnp.navy.mil/group/my-account/cac-free-setup>
- MyPCS Travel Voucher is available by accessing MyPCS Mobile on the Navy App Locker (<https://www.applocker.navy.mil>) or via at <https://www.np2.navy.mil> on a desktop computer
- CPPAs are able to forward the service member's PCS travel voucher to the TPC within NP2.

Training and GTCC Use

- Training is available via User Productivity Kits (UPKs) available for PCS travelers with valid Common Access Card on MNP (<https://www.np2.navy.mil>).
 - Select "Training" in the main menu. Select "Assignment Leave and Travel"
 - A pop-up window will open with interactive training guides.
- Commanders and supervisors must ensure Sailors submit travel claims within five days of reporting, and that split disbursement is adhered to.



FACT SHEET

Government Travel Charge Card MANDATORY USE FOR PCS MOVES

Training and GTCC Use cont.

- Sailors are placed into Mission Critical (MC)/PCS status 5 days prior to detach date and will remain in this status for a total of 120 days or 20 days after check in to new PDS, whichever occurs first. If you are on a long training track you must call MNCC no later than 90 days from the date of detach to have MC/PCS status extended. This is necessary to prevent the Citibank bill from being due prior to reporting to new PDS.
- Failure to reimburse GTCC within 60 days of coming out of the MC-PCS status may result in account delinquency and may adversely impact Sailor assignability, security clearance, credit history, and loss of GTCC privileges.
- 24-hour customer support is available from the MyNavy Career center at 833-330-MNCC (6622) or via email at: askmncc@navy.mil.
- To continue to evaluate program effectiveness, GTCC users are strongly encouraged to complete a brief survey available at: <https://surveys.max.gov/index.php/737856?lang=en>

~ Questions & Answers ~

Q: I thought GTCC was already available for use by all active duty and Full Time Support (FTS) Sailors. What is this change?

A: This update mandates the use of GTCC for all eligible Sailors via a phased rollout. Additionally, this mandates the use of the MyPCS Travel Voucher under the same phased timeline. Service members conducting a move within the contiguous U.S. will also now be able to use the GTCC for Personally Procured Moves (PPM) (formerly known as DITY moves).

Q: I decided to conduct a PPM, what are some things I should know?

A: The GTCC affords eligible Sailors the flexibility to minimize upfront out-of-pocket expenses by using the card for bona-fide PPM expenses. To help understand those expenses and the processes of a PPM, Sailors electing to use the GTCC for PPMs must receive counseling from their local Household Goods (HHG) office.

The GTCC can only be used for PPMs within the contiguous U.S. The Personal Property Office (PPO) will prepare moves that require OCONUS shipments.

Sailors who use the GTCC for PPMs are personally responsible for closing out their PPM within five days of completion of their move or check in the new duty station (the sooner of the two). Sailors must also review and verify their most recent GTCC statement and PPM receipts to ensure the split disbursement amount applied to the GTCC is accurate and sufficient to pay the balance in full.

- Failure to reimburse the GTCC may result in account delinquency and adversely impact the Sailor's account assignability, financial health, security clearance, credit history, and loss of GTCC privileges.

Q: Where can I go to get training on the GTCC or MyPCS Voucher?

A: Training is available via User Productivity Kits (UPKs) available for PCS travelers with valid Common Access Card on MyNavy Portal (<https://my.navy.mil>). Scroll to the bottom of the page and, under training, select the UPK for Assignments, Leave, and Travel (ALT) and select either ALT (Mobile Friendly) or ALT (Desktop).

Q: I don't have a GTCC and I am PCSing soon, what do I do?

A: Sailors without the GTCC can submit an expedited application through their detaching APC if within one month of a project rotation date. Additional information about expedited application procedures can be found in Article 0409 at <https://www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf>.



FACT SHEET

Government Travel Charge Card MANDATORY USE FOR PCS MOVES

~ Questions & Answers ~

Q: What if I am stranded and unable to use the card?

A: Call CITI by using the number on the back of the card (1-800-200-7056). Tell them that this is a **Do not strand case** and you need help. They are authorized to temporarily extend the credit limit for up to five days. Then call the GTCC for PCS Support Cell in MNCC so that that the issue can be resolved.

Q: Who do I contact if there are issues with my GTCC during my PCS move?

A: Sailors who experience problems with their GTCC during PCS should call Citibank 24/7 using the phone number on the back of the card (1-800-200-7056). For non-emergencies, contact the MNCC GTCC for PCS Support Cell at 1-833-330-MNCC (6622) or at askmncc@navy.mil. They can assist with card activation, credit limit modifications, and MC/PCS status enrollment or re-enrollment.

Q: I just checked into my new command and I used the GTCC, now what do I do?

A: The payment of the outstanding GTCC balance is due within 60 days from the date of check-in at the permanent duty station. All Sailors must submit a travel claim within five working days of reporting to their permanent duty station. Travel Claims can be submitted through the MyPCS Mobile application. You must ensure that "Split Disbursement" is selected and the balance of all current and pending charges is reflected on your account is paid in full. Follow up with your CPPA to ensure the claim is settled and verify on www.citimanager.com/login. Any remaining balance on Citibank must be paid to ensure account is not in a delinquent status.

Q: What do I do if I lose my card? Is there an interest rate? Can I monitor my card status?

A: Call CitiBank immediately at 1-800-200-7056. They will reissue you a new card within 24-hours. Ensure your address on file is correct. This is a charge card, not a credit card, so there is NO interest. You can manage your card online via the Citibank app or online at citimanager.com.