

## Frequently Asked Questions

- **Can members use a personal credit card instead of GTCC for PCS?**
  - Eligible members of the Military Services and DoD civilian employees must be issued a GTCC individually billed account (IBA) pursuant to Public Law 105-264 and section 5701 Note of Title 5, United States Code.
  - An IBA must be used for all official travel expenses, pursuant to the DoD GTCC Regulations, current edition and DoD 5154.31.
  - Use of personal credit cards or other forms of payment is not authorized unless the traveler is exempt from mandatory use of the IBA in accordance with DoD GTCC Regulations, current edition.
  - Sailors who fail to comply with DoD policy may be subject to Title 10 United States Code Uniform Code of Military Justice (UCMJ) Article 92- Failure to Obey an Order or Regulation, at Commander's discretion.
- **How do I know how much I can charge to my GTCC?**
  - An estimate of your travel entitlements can be requested from your Command Pay and Personnel Administrator (CPPA). Your CPPA will complete an estimate using the Permanent Change of Station (PCS) entitlements calculator. Sailors can also complete an entitlements estimate by accessing the PCS Entitlements Calculator via MyPCS.
- **What if I need to increase my limit while in a PCS status?**
  - If you are in "transit status" (detached from one command and not yet gained to another), you can call the MyNavy Career Center (MNCC), push option 2 and be connected to our CPPA Pro-Cell (GTCC for PCS Support) who has access to your account and can increase your limit. If you are in any other status, Temporary Active Duty (TAD), etc., and are still attached to your present command, you must consult with your assigned command Agency Program Coordinator (APC).
  - APCs should reference the current GTCC Regulations for information on authorized Credit Limit increases.
- **What if my total travel enroute to my new PDS will exceed 120 days?**
  - Contact the MyNavy Career Center (MNCC) to be re-enrolled in Permanent Change of Station (PCS) Mission Critical Status if Temporary Duty (TEM DU) period/s during PCS will exceed 120 days.  
  
Note: PCS Mission-critical status is calculated from the first day of the month the Sailor detaches from their present command. For example, if a Sailor detaches on the 15th of the month, the Sailor only has 105 days of PCS mission-critical status left out of the 120 days.
- **I am dual-military and we are doing our PCS concurrently. Should we only use one GTCC or should we be splitting things like meals?**
  - Dual-military Service Members conducting concurrent PCS moves have separate Lines of Accounting and funding allocated. Therefore, Service Members shall each use their GTCC for respective PCS expenses (meals, fuel, etc.) in accordance with this NAVADMIN and file separate MyPCS Travel Vouchers for individual travel.
- **Who do I contact if my GTCC is lost or not working?**
  - Contact Citibank with the number provided on the back of the Credit Card.

- If the credit card is lost contact Citibank at 1-800-200-7056/Int'l: (757) 852-9076/TTY: 1-877-505-7276.
- Or visit [citimanager.com/login](https://citimanager.com/login) for account information.
- **What steps should I take prior to detaching and executing orders?**
  - Sailors should accomplish the following with their detaching command:
  - Verify receipt of your GTCC.
  - Meet with the CPPA to review travel entitlements.
  - Verify the APC has activated your GTCC and placed the card in a PCS Mission Critical status.
  - Verify your GTCC PIN.
- **What are GTCC Account Program Coordinators (APC) responsible for?**
  - The APC shall:
  - Confirm Citibank placed the account into a PCS Mission Critical status for up to 120 calendar days.
  - Confirm that approved Merchant Category Code (MCC) Groups have been activated to allow use of the GTCC for DLA related charges (i.e., expenses normally related to establishing a new household).
  - Confirm credit limit has been adjusted to cover costs during PCS travel costs.
- **Can the GTCC be used to purchase commercial airfare?**
  - No. Use of the GTCC is NOT authorized for procurement of commercial airfare for PCS travel. All commercial airfare for PCS travel will continue to be booked through the Navy Passenger Transportation Office.
- **When will a member using the GTCC receive their travel entitlements?**
  - Per the Joint Travel Regulations (JTR), The member will receive their full entitlement at the time of travel claim liquidation.
  - Follow the Travel Advance Guidance in NAVADMIN 129/22.
- **Will a member be paid their full entitlement, or will the member only receive payment to cover the GTCC expenses?**
  - The member will receive their full entitlement per the JTR at the time of travel claim liquidation.
  - The travel entitlements calculator in MyPCS can be used to obtain estimated entitlements. The amount reimbursed is determined upon settlement of the voucher.
- **Can a member use their GTCC to put a deposit on rent for a home or a trailer lot?**
  - **JTR 050104** - A DLA partially reimburses a Service member for expenses incurred in moving a household. The household move must be required by a PCS, ordered for the Government's convenience, required due to an evacuation, or otherwise authorized in section 0505.
  - The JTR does not cite specific examples of DLA expenses.
  - Regarding use of the GTCC for DLA expenses, cash may be withdrawn from a bank teller or ATM within 3 working days of departure date of official travel.

- Withdrawal before 3 working days is considered misuse of the GTCC.
  - A 2.4% non-reimbursable fee applies to any amount withdrawn. This fee, and any ATM charges are not a reimbursable expense and will require you to settle the charges with Citibank.
- **Can I liquidate my PCS travel claim with incremental settlements every month while enroute?**
    - Incremental travel claim settlements while enroute is not currently possible for PCS travel funded by the GTCC.
    - If your travel time exceeds 120 days, you must contact MNCC no later than 90 days from the detachment date to extend the MC/PCS status. This will prevent the GTCC bill from being due prior to reporting to new PDS.
    - The GTCC will be deactivated automatically from MC/PCS status at 120 days or upon reporting to ultimate duty station, whichever comes first.
  - **WINIATS Ops Alert 02/26/2021 detailed an issue with Split Disbursement in the system. Has that been resolved?**
    - Yes, this issue has been resolved and Sailors should be indicating Split Disbursement and the total amount of expenses placed on the GTCC on the 1351-2.
  - **How can GTCC use for PCS be pushed with the current state of travel claim processing times?**
    - Submission of electronic travel claims using MyPCS has proven to reduce errors and expedites Sailor reimbursement. When the CPPA approves a voucher, it automatically becomes available for a clerk at the Transaction Processing Department (TPD) to select for processing. This eliminates the need for CPPAs to manually download the voucher with Key Supporting Documents and transmit these documents to TPD.
  - **When should new accession Sailors apply for and receive their GTCC?**
    - Sailors should receive their GTCC once reporting in an ACC: 1XX code except ACC:150 TEMDU guaranteed PSI Programs.
  - **Whose responsibility is it to activate my GTCC and place my account in a MC/PCS status?**
    - The card will automatically be placed into MC/PCS status 5 working days prior to the member's detachment date. APCs and card holders should verify MC/PCS activation occurred correctly when the member checks out of their command.
    - If the GTCC is not in MC/PCS status, the APC should place the card holder in MC/PCS status.
    - APCs should understand the difference between MC and MC/PCS.
    - MC is limited to 1% of all DOD accounts and is monitored to ensure no abuse is taking place (for example hiding of delinquencies). MC is limited; only HL3 and HL2s may place an account in MC. MC/PCS doesn't have the same limitations and APCs can place card holders in this status when required.
  - **How does this mandate affect restricted and unrestricted card holders?**
    - Credit limit increases for restricted card holders will only be placed for 6 months due to policy limitations. However, the increase can be put back on the account by calling MNCC.

- **How can I give feedback for the effectiveness of using the GTCC for PCS moves?**
  - To evaluate program effectiveness, Sailor satisfaction, and collect feedback for continues improvements, participants in the GTCC pilot program are strongly encouraged to complete a brief survey.
  - <https://surveys.max.gov/index.php/737856?lang=en>