

Financial Administration

Government Travel Charge Card Program

By Order of The Adjutant General:

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History. This issue revises the policies and procedures previously contained in KSARNG SOP 37-112 dated 1 July 2009.

Summary. This SOP defines the minimum requirements to administer the Kansas Army National Guard Government GTCC program.

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Suggested Improvements. The proponent of this publication is the USPFO, Comptroller Division. Users are invited to send comments and suggested improvements to USPFO, ATTN: NGKS-PFR, 2737 S Kansas Ave, Topeka, KS 66611-1170.

Distribution. A

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Chapter 1 General

- 1-1. **Applicability.** The provisions of this SOP will apply to all Kansas Army National Guard (KSARNG) Soldiers and Civilian employees.
- 1-2. **References.** References used in this regulation are found listed in Appendix A.
- 1-3. **Explanation of Abbreviations and Terms.** Explanation of abbreviations and terms used in this document are found in Appendix B.

Chapter 2 Responsibilities

- 2-1. United States Property and Fiscal Officer (USPFO).** The USPFO will
- Ensure the Government Travel Charge Card (GTCC) Program follows Department of Defense (DoD), Department of Army (DA), National Guard Bureau (NGB) and other regulatory and statutory guidance, policies and procedures.
 - Ensure an annual management control evaluation is conducted for the Kansas GTCC Program and take corrective action where appropriate.
- 2-2. Comptroller Division.** The Comptroller Division will:
- Ensure the Hierarchy Level (HL) 4 Agency Program Coordinator (APC) function is afforded enough time to properly manage all aspects of the GTCC program.
 - Ensure the GTCC program for Kansas complies with all DoD, DA, and ARNG policies, regulations and this SOP.
 - Advise the USPFO and senior leadership on local policies and procedures pertaining to the GTCC program.
 - Ensure the HL4 APC receives formal APC training within 90 days of being assigned as the APC.
 - Ensure the HL4 APC reviews, at a minimum, the transactions of 10% of all active accounts on a monthly basis for fraud or abuse.
- 2-3. Kansas Army Agency Program Coordinator (APC).** The Kansas HL4 APC will:
- Receive formal APC training within 90 days of being assigned as an APC. Formal training can be attained through GTCC contractor or through ARNG Component Program Manager (CPM) sponsored APC training. The CPM is also known as the HL3 APC.
 - On request, conduct briefings for Soldiers/employees on the GTCC program.
 - Under supervision of the Comptroller, manage and administer the GTCC program for the Army National Guard components and activities within Kansas. The APC functions as the HL 4 APC for Kansas.
 - Request, receive, and analyze Electronic Administration System (EAS) reports. DA policy requires that transactions for at least 10% of active accounts be reviewed on a monthly basis. Review of all the transactions listed on abuse and delinquency reports as outlined in the ARNG CPM Travel Card SOP will satisfy this requirement for most states/territories/activities. Develop and provide management reports to senior leaders indicating delinquency and abuse trends.
 - Review open travel card accounts on a monthly basis to identify and close accounts for separated Soldiers, or Soldiers that do not qualify as frequent travelers.
 - Maintain cardholder files in a secure area to protect the right to privacy of cardholders.
 - Provide monthly performance metrics to the state's senior leadership.
 - When applicable, perform GTCC management oversight functions for subordinate hierarchy level (HL 5 and below) Local Program Coordinators (LPCs) appointed within Kansas.
 - Establish and maintain a separate hierarchy for subordinate LPCs that are assigned the appropriate role in EAS.

- j. Conduct training for commanders/supervisors on their role in managing the ARNG GTCC program for their Soldiers/employees.
- k. Conduct training for subordinate LPCs.
- l. Monitor and report the status of cardholder training throughout the chain of command.
- m. Provide assistance to cardholders and LPCs as necessary.
- n. Identify and coordinate special mission requirements with the GTCC contractor, DA, ARNG CPM, and the responsible LPC when applicable.
- o. Assist with the collection process of undisputed amounts owed to the GTCC contractor.
- p. Create and verify travel card delinquency reports and provide the information to commanders/supervisors for possible disciplinary action.
- q. Analyze GTCC reports, identifying possible GTCC abuse, and provide the resulting information to commanders/supervisors for possible disciplinary action.
- r. Manage accounts to increase or decrease available retail, ATM, and overall GTCC limits.
- s. Advise commanders/supervisors and senior leadership on GTCC issues to include limits, restricted status, reinstatement, and delinquency policies.
- t. As appropriate, deactivate, close or transfer GTCCs for personnel retiring or transferring.
- u. Assist cardholders with payment information and dispute/suspension procedures.
- v. Activate and deactivate restricted cards ensuring they are only available for use to the cardholder while on official government travel.
- w. Interpret and distribute program guidance received from the DoD, DA and ARNG CPM to the commanders/supervisors within Kansas.
- x. The HL4 APC assigns duties and responsibilities to LPCs.

2-4. Commanders/Supervisors. The commander/supervisor will:

- a. Ensure the cardholder completes the on-line training on the proper use of the GTCC and submit the completion certificate during the GTCC application process. Online training in the proper use and safeguarding of the GTCC can be found at <https://www.defensetravel.dod.mil/Passport>. Ensure each cardholder completes and understands the Cardholder Statement of Understanding and attaches a copy of the signed statement to the GTCC application.
- b. Advise the APC, if a restricted or standard GTCC should be issued to an applicant.
- c. Initiates reduction in spending limits, deactivation of card privileges, or account closure when card misuse is identified.
- d. Initiate reinstatement of spending limits and re-activation of travel card privileges, when appropriate.
- e. Take appropriate adverse/disciplinary actions in accordance with the UCMJ, KCMJ, state revised statutes or local union bargaining agreements as applicable when a cardholder is delinquent or has abused the GTCC.
- f. Refer GTCC abuse and delinquency to the Security Manager, who will in turn refer the matter to the Central Clearance Facility for a determination on whether removal of the security clearance is warranted.
- g. Identify and coordinate special mission requirements with the HL4 APC.
- h. Notify the responsible APC of GTCC account holders that have retired, separated, or transferred to other units, states or Services.
- i. Notify the responsible APC when cardholders transfer into the unit or organization. Ensure the employee or Soldier has completed the on-line training and a current Statement of Understanding is on file with copies forwarded to the HL4 APC.
- j. Schedule/conduct a GTCC briefing annually on the proper use of the government GTCC.
- k. Ensure cardholders submit travel vouchers within 5 business days of completion of travel using split-disbursement in accordance with DoD policy.
- l. Assist cardholders in resolving issues related to travel voucher processing. When a cardholder experiences delay in processing a travel voucher, it could result in a delinquent GTCC account. Ensure the APC is notified when these situations occur.

2-5. Cardholders. The cardholder will:

- a. Complete the on-line cardholder training found at <https://www.defensetravel.dod.mil/Passport>, the Statement of Understanding, and the Credit Worthiness Evaluation, DD Form 2883, prior to initiating the on-line application process for a GTCC. Paragraph 4-2 details application process.
- b. Through the chain of command, notify the LPC or APC of a change of address, phone number, office or unit.
- b. Pay GTCC contractor in full utilizing split-disbursement option required under mandatory split disbursement.
- c. When split-disbursement doesn't cover the entire amount owed, use personal funds to pay GTCC contractor the remaining amount owed by the billing due date indicated on the billing statement.
- d. Seek assistance from the commander/supervisor if a problem occurs such as a lost card, incomplete travel voucher submission, or delayed voucher processing with the potential to cause a delinquent GTCC account.
- e. Promptly report a lost or stolen card to GTCC contractor and APC. Report non-receipt of a card to the APC when a card is not received within two weeks of the application submission.
- f. Highly consider filing a police report for the lost or stolen card to support contested charges made after the card was lost or stolen.
- g. Use the card only for authorized TDY related reimbursable expenses. This includes such expenses as food, rental car, and lodging as agreed to on the Statement of Understanding. NGB policy is that the travel card will be used for Permanent Change of Station (PCS) expenses for the following expenses only: Transportation, Lodging, Meals, and approved house hunting expenses only.
- h. Meet requirement to use the GTCC for all official travel transportation/airline tickets. Use the card to procure airfare from the Commercial Travel Office (CTO) directly or via the Defense Travel System (DTS). Cardholder will need to provide the CTO or DTS with card information.
- i. Submit accrual travel settlement vouchers, at a minimum, every 30 days when performing TDY in excess of 45 days will
- j. Not report the GTCC to creditors when applying for personal loans. GTCC contractor doesn't report to credit bureaus unless the account is 120 days past due or more. In this manner the GTCC will never affect the personal available credit of cardholders whose accounts remain current.

Chapter 3 Hierarchies

3-1. Purpose of Hierarchies.

Hierarchy levels are established to aid in managing and reporting GTCC account activities.

- a. Hierarchies at level 5 will be established for full time Technicians, Active/Guard Reserve (AGR), and at the MSC level to facilitate management reporting to track performance in eliminating travel card delinquencies and abuse.
- b. Individuals must be moved between hierarchies when reassigned.
- c. AGR and Technicians will be placed in the full-time hierarchy rather than their unit of assignment.
- d. Mobilized Soldiers will be placed in the mobilization hierarchy. The mobilization hierarchy was established so that accounts for mobilized Soldiers that have not been transferred to the Active Component (AC) can be segregated from the accounts of those cardholders that are still assigned to Kansas.

3-2. Local Program Coordinators.

At each Major Subordinate Command (MSC) LPCs will be assigned to HL 5 hierarchies to facilitate the flow of information, account applications and training between the HL4 APC and commanders/supervisors. They will be given the appropriate roles in EAS where they will be authorized to view cardholder accounts under the CitiBank Card Management System (CCMS) option in EAS, and to review transactions and run reports in CitiBank Card Reports System (CCRS).

Chapter 4 Account Maintenance

4-1. Accounts Types.

a. Standard accounts are established for individuals that are frequent travelers, or who have a need for higher credit limits due to extended travel or travel in high cost areas. These cards require a credit check and GTCC contractor approval prior to issuance, and typically remain active at all times. If the credit check reveals past credit problems, GTCC contractor will issue a restricted account in place of a standard account. If a standard account becomes a problem account through abuse or delinquency, the APC may wish to change the account to a restricted account, and deactivate the card between travel periods.

b. Restricted accounts are established for individuals that do not travel frequently or for extended periods of time. These accounts are also issued to individuals that do not allow a credit check be performed by GTCC contractor, or their credit check reflects a poor credit history. These accounts have a lower limit for both available credit and available ATM withdrawal amounts than the standard account. These accounts should be deactivated between official government travel periods.

4-2. New Applications.

a. The first time a Soldier or federal employee is required to travel on official business, the commander/supervisor determines if a GTCC is required based on the eligibility criteria as outlined in below. If the Soldier/federal employee is an infrequent traveler, the commander/supervisor may still determine a GTCC is appropriate based on such things as convenience to the government, convenience to the Soldier/employee, mission requirements, and the ability of the individual to manage the GTCC in accordance with GTCC agreements, policies and procedures.

b. A traveler is exempt from having an individual GTCC if one or more of the following apply and in some cases may be authorized a travel advance:

- (1) They travel fewer than 3 times a year.
- (2) They have been turned down for a travel charge card.
- (3) Their travel charge card has been cancelled.
- (4) Their application has been submitted, but they have not received the card.
- (5) They are in a DoD or DA approved category (such as under current mobilization, deployment, and contingency operations).
- (6) If use of the card will compromise their safety or mission under special operations.
- (7) If they are a temporary employee.

c. On occasion, TDY locations or special missions may require that the cardholder not be identified as a government employee. In these cases, the APC can request quasi-generic and generic GTCCs.

d. The applicant will:

(1) Review Figures C-1 to C- 4b and obtain latest application information and documents from the Public G: Drive/USPFO/Travel and Travel Card/ Travel Card Application folder.

(2) Complete the top portion of the Statement of Understanding with name and e-mail address of both the applicant and applicant's commander/supervisor, the unit/directorate of assignment and type of card requested.

(3) Read, sign and date the Statement of Understanding.

(4) Complete, sign and date the Credit Worthiness Evaluation, DD Form 2883.

(5) Register as a user and complete the on-line Travel Card 101 cardholder training found at <https://www.defensetravel.dod.mil/Passport>.

(6) Submit a copy of the completion certificate along with the Statement of Understanding and Credit Worthiness Evaluation to their commander/supervisor.

(7) Upon receipt of CitiBank email, complete the on-line application.

e. The commander/supervisor will:

(1) Ensure applications are being forwarded at least 30 days prior to the date required for travel.

(2) Ensure that the applicant properly completed and signed the Statement of Understanding and Credit Worthiness Evaluation.

(3) Verify the certificate of completion for the on-line cardholder training.

- (4) Brief the applicant on the proper use of GTCC and the possible repercussions in case of delinquency or abuse.
- (5) Sign and date as the commander/supervisor on the forms and retain a copy if desired.
- (6) Forward the Statement of Understanding, cardholder on-line training certificate, and the Credit Worthiness Evaluation to the APC for processing.
- (7) Upon receipt of CitiBank email, approve the on-line application.
 - f. Agency program coordinator (APC) will:
 - (1) Review the applicant's information for completeness.
 - (2) Verify the applicant's commander/supervisor has signed the documents.
 - (3) Initiate the on-line application process via the GTCC contractor website.
 - (4) Create a file for the applicant and retain a copy of the cardholder agreement, the Statement of Understanding, and the cardholder training certificate.
 - (5) Upon receipt of CitiBank email, put the final approval on the on-line application.

4-3. Card Replacement/Re-open/Reinstatement

- a. A replacement card can be issued for:
 - (1) Lost or stolen cards (A new account is opened under a new account number).
 - (2) Name changes (A new card with the current account number).
 - (3) Cards that are damaged or show excessive wear (A new card with current account number).
- b. Only a cardholder or APC may request a replacement card. Travel accounts in a delinquent status will not be issued a replacement card.
- c. If the card is lost or stolen, the cardholder will notify GTCC contractor and APC immediately. If the traveler needs assistance in notifying GTCC contractor, the APC will provide assistance. After notification, the account will be cancelled and a new account number and card will be issued within 24 hours. If the cardholder is outside the continental United States, the card will be issued within 48 hours.
- d. Recommend the cardholder report the lost or stolen credit card to the police and provide a copy of the police report to the APC. The police report will support the cardholder's claim that they are not responsible for any charges to the card after it was reported stolen or lost to GTCC contractor.
- e. To re-open a previous cardholder or APC closed account, the cardholder or LPC must contact the APC. The account number must be available and whether a new plastic card needs to be issued.
- f. Accounts that have been cancelled due to delinquency or abuse cannot be just re-opened. They must be reinstated. The potential cardholder or LPC must contact the APC for instructions. A credit score determined by the GTCC contractor must be met. Only a restricted card will be issued if reinstated. A \$29 reinstatement fee will be posted to the account, if processed.

4-4. Account Transfers

- a. Commanders/supervisors will ensure the following procedures are in place:
 - (1) Cardholders are identified when they transfer into or out of a unit/agency.
 - (2) Cardholders transferring into the unit/organization complete the Travel Card Transfer Form (See Figure C-5) and a new Statement of Understanding and the on-line cardholder training. The Statement of Understanding is then printed with the commanders/supervisors name, and then signed and dated by the commander/supervisor.
 - (3) Cardholders transferring out of the unit/agency complete the Travel Card Transfer Form. If the cardholder is not available to complete the document, the commander/supervisor will ensure the document is completed for the Soldier.
 - (4) The unit/agency forwards the originals of the Travel Card Transfer form, and when applicable, the Statement of Understanding on the online training certificate to the HL4 APC, retaining a copy of the Statement of Understanding and the training certificate in a unit file if desired.
 - (5) Commanders will ensure mobilizing cardholders are identified and reported to the APC for transfer into the appropriate Active Component (AC) hierarchy.
 - (6) Commanders will ensure mobilizing cardholders are briefed to use their AC chain of command to contact the appropriate AC APC to have their card received into the AC hierarchy. Mobilized Soldier's accounts will not be activated under an ARNG hierarchy.

- b. APCs will do the following to support account transfers:
- (1) If the cardholder is going to be TDY enroute, and the losing organization is funding the TDY:
 - (a) The losing APC will set the deactivation date for the card to coincide with the 2nd day after the end of the TDY orders.
 - (b) The gaining APC will receive the account immediately into their hierarchy once the cardholder has in-processed into a unit or organization within their hierarchy. The APC will update address and phone number information along with other information provided on the Travel Card Transfer Form.
 - (2) If the cardholder is going to be TDY enroute, and the gaining organization is funding the TDY:
 - (a) The losing APC will place a deactivation date for the card on the account based on the date of transfer.
 - (b) The gaining APC will receive the account into their hierarchy no later than 3 days prior to the beginning of the TDY period and remove or adjust the deactivation date for the account to allow for charges while TDY.
 - (3) If the cardholder is not going to be TDY enroute:
 - (a) The losing APC will place a deactivation date for the card on the account based on the date of transfer, or in the case of restricted accounts, the account will remain deactive.
 - (b) If the gaining APC can be determined, the losing APC will provide the gaining APC via email the cardholder's name, social security number and account number so the gaining APC can pull the account into their hierarchy.
 - (c) The losing APC should FAX a copy of the transfer orders to the gaining APC if the facsimile number is known.
 - (d) The gaining APC will pull the account into their hierarchy immediately upon notification of the Soldier/federal employee transferring into a unit or organization within their hierarchy.
 - (e) In all cases, if the account has not been transferred into the gaining hierarchy within 90 days of assignment, the losing APC will close the account.
 - (4) Soldiers on Additional Duty Special Work (ADSW) orders with duty at another unit or agency under another APC's hierarchy, will be transferred into that unit's or agency's hierarchy when the following three conditions are met:
 - (a) The Soldier is on orders for more than 139 consecutive days.
 - (b) The gaining unit or agency issues travel orders for the Soldier.
 - (c) The gaining units or agency's supporting travel office processes the travel orders for the Soldier.
 - (5) Transfers in support of mobilization.
 - (a) The Kansas APC will deactivate the accounts of mobilized Soldiers effective the date of mobilization.
 - (b) If the gaining APC is known, the losing APC will provide the gaining APC with a list of names, social security numbers and account numbers for personnel mobilized so the gaining APC can receive the accounts into their hierarchy. Typically, mobilized accounts are not transferred to the mobilization station.
 - (c) If the gaining APC cannot be readily determined, the HL4 APC will provide the HL3 APC with the mobilized unit's higher headquarters and duty location information found on the order issued at the mobilization station.
 - (6) Mobilizing Soldiers' should be briefed that any GTCC requirements they may have will be handled by their AC higher headquarters' APC.
 - (7) Problems in transferring accounts should be elevated to the ARNG CPM for resolution.
 - (8) Accounts for military and civilian federal employees that have separated from employment with the ARNG, or have retired, and are not closed due to a lost or stolen card, or due to security reasons, should be transferred to HL 3. Send requests for transfer to the ARNG HL3 APC on an EXCEL spreadsheet listing the current hierarchy, cardholder name, SSN, account number and account status.

Chapter 5 Travel Settlement and Split-Disbursement

5-1. Travel Settlement.

a. Reimbursement for travel expenses is based on published per diem rates. The government will only reimburse the traveler for amounts authorized based on the mode of transportation used, the lodging and meal rates based on the TDY location, and any other authorized miscellaneous expenses.

b. Cardholders performing extended TDY (over 45 days) must submit monthly accrual travel vouchers selecting the split disbursement option. The voucher must be submitted to the responsible travel-processing center. The appropriate center is dependent on the order issuing authority and the current military status of the cardholder.

c. Failure to use the travel card shall not be a basis for refusing to reimburse the traveler for otherwise appropriate charges; however, such failure may subject the eligible traveler to administrative or disciplinary action.

5-2. Split-Disbursement.

a. All cardholders will use split-disbursement to pay GTCC contractor amounts owed.

b. If the amount owed GTCC contractor is more than the reimbursable expenses for the TDY period, the cardholder must pay the difference directly to the contractor with his/her personal funds by the payment due date on the monthly account statement.

c. Supervisor approving travel claims will ensure split-disbursement to pay GTCC contractor amounts owed

Chapter 6 Travel Card Delinquency and Abuse

6-1. General. The GTCC is issued to DoD military and civilian employees under a GSA contract. The cardholder has the primary responsibility for the proper use of the card. During the application process, the cardholder agrees to use the GTCC as directed through all applicable DoD, DA and ARNG policies and regulations, their contract with GTCC contractor, and the Statement of Understanding signed by both the cardholder and their commander/supervisor. As such, GTCC abuse and delinquency are violations of the privilege and trust bestowed on a military or DoD employee similar to that when issued federal property. Commanders/Supervisors are responsible to ensure that proven GTCC abuse and delinquency are properly dealt with. **Specific details for disciplinary action against the cardholder are described in C-6 Disciplinary Actions.**

6-2. Delinquency and Abuse.

a. To attain the DoD goal of no more than 2.0% delinquent dollars as compared to the total dollars owed the GTCC contractor, and no more than 1.5% delinquent active accounts, the travel card APC and the KSARNG leadership must aggressively pursue payment of the travel card bill once it goes beyond the billing due date. They must also identify and eliminate travel card abuse.

b. The reports in paragraph 7-3 simply indicate that the cardholder may be abusing the travel card or failing to pay their travel card bill. The commander/supervisor must compare information provided in the reports to travel orders and travel voucher settlements to determine if the cardholder is at fault.

c. If it is determined to be a failure in the travel voucher settlement system, the commander/supervisor should make the APC aware of the situation and seek immediate corrective action for the system failure. In these cases, the APC should work closely with the cardholder and GTCC contractor to ensure that the cardholder is not penalized for a failure that was out of their control. This may include setting up a reduced payment plan with GTCC contractor for those accounts that are in excess of 90 days delinquent, but have not yet been cancelled.

d. If it is determined that the cardholder has abused the card, or is delinquent on valid charges based on a travel settlement that has already been processed and disbursed, the commander/supervisor should take disciplinary action and outline a plan with the cardholder and the APC to correct the situation.

6-3. Actions. Types of actions in response to confirmed travel card abuse or delinquency include: (For more detail see Figure C-6)

a. Deactivate or close the account. It is particularly effective to deactivate an account that has abused the GTCC, even when they are on travel. This will prompt the traveler to call the APC, who will then inform them that they have been abusing the travel card, and that abuse will not be tolerated. Accounts with frequent, flagrant abuse should be closed.

b. Administrative disciplinary action that typically begins with verbal counseling, progresses to written counseling, and may ultimately result in separation from service or termination of employment. Disciplinary actions should always be taken with the advice of legal counsel and, when applicable, the human resources office as it pertains to agency union bargaining agreement for federal employees.

Chapter 7 Travel Card Reports

7-1. **General.** EAS provides reports that support identifying GTCC delinquency and abuse. These reports will be produced, analyzed and reported to management for appropriate action in order to eliminate delinquency and abuse. Paragraph 7-3, lists the minimum reports that must be run to effectively manage GTCC accounts. Reports can be run at all hierarchy levels.

7-2. **Review Reports.** While it is DA policy that the transactions of at least 10% of active accounts be reviewed on a monthly basis for possible fraud and abuse, it is ARNG policy that 100% of accounts that appear on the below listed reports be reviewed monthly. This will satisfy the DA requirement for most states. It also ensures that travel card abuse is identified and eliminated within the KSARNG. Elimination of abuse aids in reducing delinquencies.

7-3. **Report Schedule.** The following provides the report schedule, and actions to be taken based on the information contained in the reports. These reports can be set up in EAS to run automatically each month on a specific date.

a. The following reports should be run on a monthly basis. The reports should include all activity for the past month.

- (1) Non-Travel Activity Report. Run this report using the Non Travel Type Cash/Fuel/Food.
- (2) ATM Report. Run this report for each hierarchy.
- (3) Authorizations/Declines Report. Run this report for each hierarchy setting the report to include MCC codes 0001 through 9999. The report must include all categories (declines, referrals and pickups).
- (4) Transportation Activity. Run this report for each hierarchy based on the passenger name.
- (5) The APC will review the reports to determine if any transactions exist that appear to be abusive. This is accomplished by comparing transactions against travel orders, and by comparing delinquencies against travel settlement vouchers. The reports indicating potential abuse must then be forwarded to the commander/supervisor for further investigation, and possible disciplinary action.

b. Delinquency Report

(1) Run monthly immediately following the close of the billing cycle. This is usually between the 10th and 13th of the month.

(2) Format the report as the Travel Card Data report and send via email to the Administrative Officers (AOs) and directorates.

(3) AOs and directorates will review the report for cardholders within their responsibility, contact the cardholder regarding the amounts in the 30 days past billing due date category and reply to the APC within two weeks. The AO or directorate should reply that cardholder was contacted, counseled as appropriate, and whether there is travel settlement issues or is suspected abuse.

(4) For amounts delinquent in excess of 60 days past the billing due date, letters to be sent out at 60 and 90 days. Correspondence based on this report be signed by the Chief of Staff.

c. Returned Check Charges

(1) Run the report on a monthly basis. The reports should include all activity for the past month.

(2) Provide commanders/supervisors a list of their cardholders whose payments to GTCC contractor were credited back due to insufficient funds in their checking account resulting in a returned check. Commanders/supervisors must take corrective action to ensure the account holder brings the

account current and does not issue another bad check. A \$29 fee for non-sufficient fund checks will be posted to the account which is the responsibility of the card holder to pay as fines and penalties cannot be claimed as a valid expense.

d. Account Listing Report.

(1) Run the Account Listing report monthly for all open accounts within the APCs hierarchy.

(2) Review the report for duplicate accounts, and for notes that indicate problems not previously known to the APC.

e. Pre-Suspension Report.

f. Run the Pre-Suspension report about the 15th day after the end of the billing cycle. An email will be sent to the commander/supervisor (AO or directorate). The delinquent amount must be posted prior to reaching the 55 days delinquent to ensure the card is not suspended and to ensure the unit remains below the 2.0% delinquency rate as set by DoD.

g. The reports listed above are the minimum requirements to run as successful GTCC program. Figure C-7 contains a list of these and other EAS reports designed specifically to support the GTCC program. The APCs and LPCs are encouraged to review the additional reports and add any that they find useful.

h. Per the NGB SOP, all states/territories and activities must implement the AFCOS/EAS Interface. The interface aids in managing GTCC delinquency. It should be run periodically to keep AFCOS update as account status' change. It provides an exception report that informs the APC of account holders that are no longer affiliated with units or activities in their state/territory or activity. It also provides controls that place required remarks on travel orders such as whether or not the traveler has, or is eligible for a GTCC. It can be set to not allow orders to be issued for cardholders that are delinquent.

Chapter 8 Training

8-1 Cardholder Training.

a. When first applying for a GTCC, the applicant must complete the DTMO online travel card training and provide the APC with the completion certificate. This is in addition to the applicant reading and signing the GTCC contractor contract and the Statement of Understanding.

b. All cardholders will receive an annual briefing on the proper use of the GTCC and their payment obligations as well as completing a refresher of the DTMO online training biennially.

8-2 Commander/Supervisor Training.

a. GTCC program management should be taught at any Kansas company level pre-command courses.

b. GTCC program management should be taught at all Kansas supervisor courses.

c. The APC should offer training to commanders/supervisors upon request.

8-3 APC and LPC Training.

a. All HL4 APCs will receive formal APC training from either GTCC contractor, or NGB sponsored training within 90 days of assignment as an APC.

b. HL4 APCs are responsible for training subordinate LPCs. LPCs may also attend GTCC contractor and NGB sponsored training.

Appendix A
References

Army National Guard SOP, NGB-ARC-F, dated 17 August 2004

DoD Financial Management Regulation (DoDFMR), Volume 9, Chapters 3 and 4.

Joint Travel Regulation (JTR), Volume 1.

Joint Federal Travel Regulation (JFTR), Volume 2.

ASA-FM&C Memorandum with attachments, Subject: Policies, Procedures and Responsibilities for the
Army Charge Card Program, dated 14 May 2009.

AFCOS Travel Card Interface with EAS, NGB-ARC-F, 15 January 2009.

**Appendix B
Explanation of Abbreviations and Terms**

AFCOS – Automated Fund Control and Orders System – An application with modules for funds control, order publishing, budgeting.

APC – Agency Program Coordinator – Designated individual responsible for implementing and monitoring the Government Travel Charge Card program for a specified agency.

Citi – CitiBank – Travel Card contractor effective 30 Nov 2008.

CPM – Component Program Manager – Designated office responsible for implementing and monitoring the Government Travel Charge Card program above the Agency Program Coordinator.

CTO – Commercial Travel Office – A transportation/travel agency where airline, and other transportation needs, are arranged for government travel. Our servicing CTO is Carlson-Wagonlit office at Fort Leavenworth.

DoD – Department of Defense.

EAS – Electronic Application System – Online system for management of travel card accounts with CitiBank.

GTCC – Government Travel Charge Card – Government sponsored charge card, currently contracted through CitiBank, used by travelers to pay for reimbursable expenses (that can be claimed on a Travel Voucher) incurred while performing official travel. This is the same thing referred to as the Individually Billed Account (IBA).

IBA – Individually Billed Account – Account of travel charge card cardholder, which has their personal name on the card and billed to them individually. This is the same thing as the Government Travel Charge Card (GTCC).

JFTR – Joint Federal Travel Regulation – Regulation that provides information pertaining to military travelers and their travel vouchers.

JTR – Joint Travel Regulation – Regulation that provides information pertaining to civilian travelers and their travel vouchers.

LPC – Local Program Coordinator – Assists Agency Program Coordinator with administration and monitoring of travel card accounts at unit levels.

**Appendix C
Documentation and Form Samples**

- Appendix C – Documentation and Form Samples, *page 13*
- Figure C-1: Application Process Sheet, *page 14*
- Figure C-2a: Statement of Understanding (front), *page 15*
- Figure C-2b: Statement of Understanding (Cardholder Responsibilities) (back), *page 16*
- Figure C-3: Certificate of Training Sample, *page 17*
- Figure C-4a: Credit Worthiness Evaluation (front), *page 18*
- Figure C-4a: Credit Worthiness Evaluation (back), *page 19*
- Figure C-5: Travel Card Transfer Form, *page 20*
- Figure C-6: Disciplinary Actions, *page 21*

Figure C-1: Application Process Sheet

APPLICATION PROCESS SHEET

1. THREE FORMS ARE REQUIRED TO INITIATE AN APPLICATION FOR A CITIBANK VISA TRAVEL CARD. THEY CAN BE SCANNED AND EMAILED, AS WELL AS FAXED OR SENT HARDCOPY.

a. STATEMENT OF UNDERSTANDING.

b. CERTIFICATE OF ONLINE TRAINING: From <https://www.defensetravel.dod.mil/Passport> . You will need to register as a new user, then take the "Travel Card – 101" course. It will let you print a certificate at the end of the test.

c. CREDIT WORTHINESS EVALUATION, DD Form 2883: To be used only if applicant does not want Citibank to do a credit check. Form must have applicants' information and supervisor/commanders info.

2. INITIATE ONLINE PROCESS: When you have completed the training, filled in all forms and turned them in to the APC, the APC will initiate an account in the Citibank travel card website. Once initiated, you will receive an e-mail asking you to apply on-line. Your application must then be approved by you supervisor. Once approval is received, the APC will final approve the account on the website.

3. YOUR APPLICATION WILL BE PROCESSED BY THE BANK.

TRAVEL CARD A/OPC FOR KSARNG

CW2 Susan Brown

2737 S Kansas Ave

Topeka KS 66611

Susan.J.Brown@us.army.mil

COM: 785-274-1200

FAX: 785-274-1242

Figure C-2a: Statement of Understanding (front)

**GOVERNMENT TRAVEL CARD PROGRAM
STATEMENT OF UNDERSTANDING**

Name: _____
Last First E-mail (print clearly)

Supervisor: _____
Last First E-mail (print clearly)

Applicant Unit/Directorate of Assignment

Type of card: Standard/Restricted (circle one)

Card expedite: yes/no (circle one)

Authorize credit check: yes/no (circle one)

I certify that I have read the attached Army Travel Card policy and procedures. I understand that the Government Travel Card Program is designed to improve the management and control of government travel and thereby promote the efficiency of the Federal Service. I also understand that I am authorized to use the card **only** for those necessary and reasonable expenses incurred by me for official travel. I will abide by these instructions issued by the Department of the Army.

The above limitation on card usage also applies to automatic teller machine (ATM) withdrawals. I understand that if a larger amount of cash is required to meet mission requirements, I may request an increase through my local unit travel card program coordinator. I will, except when not accepted, use the travel card for all expenses rather than rely on cash withdrawals.

I understand that the issuance of this charge card to me is an extension of the employee - employer relationship and that I am being specifically directed to:

- Abide by all rules and regulations with respect to the charge card. _____
- Use the charge card for official travel expenses only. _____
- Pay all undisputed charges listed on the monthly billing statement. _____
- Notify my unit travel card program coordinator of any problems associated with my use of the charge card. _____
- Notify the card contractor and my unit travel card coordinator if my charge card is lost or stolen. _____

(Card applicants must initial all of the above provisions)

I also understand that failure on my part to abide by these rules or otherwise misuse the card may result in disciplinary action taken against me. I also acknowledge the right of the travel card coordinator on direction from my commander/supervisor to revoke or suspend my travel card privileges if I fail to abide by the terms of this agreement or the cardholder agreement I have signed with the travel charge card contractor.

Applicant's Signature, Grade, Title

Commander's/Supervisor's Signature, Grade, Title

Note: The Government Travel Charge Card application cannot be initiated without this form on file.

Figure C-2b: Statement of Understanding (Cardholder Responsibilities) (back)

TRAVEL CARD POLICIES AND PROCEDURES CARDHOLDER RESPONSIBILITIES

USING THE TRAVEL CARD:

- Cardholders must use the travel card only for official travel expenses (i.e., expenses that will be reimbursed) and only for their own expenses (i.e., not the expenses of others).
- Cardholders are responsible for paying their account balance (less any disputed charges). The Cardholder Agreement outlines contractor remedies for late payment, such as late fees.
- Cardholders must retain all travel card receipts.
- Cardholders must use the travel card to charge travel expenses wherever possible and must limit the amount of ATM cash withdrawals for travel expenditures where the travel card is not accepted by the vendor.

DISPUTING CHARGES:

- Cardholders must dispute any charges they believe to be incorrect by:
 - Contacting the travel card contractor within 60 days of the statement on which the charge appears (see the unit travel card coordinator for assistance).
 - Contacting the merchant immediately
- Cardholders must pay undisputed charges. Charges not paid or disputed become delinquent.

FILING TRAVEL VOUCHERS:

- Cardholders must submit their travel settlement voucher within 5 days after returning from travel (or every 30 days, if the TDY is over 45 days duration).
- Split disbursement (i.e., the direct payment of charges to the contractor at travel settlement):
 - For military personnel, the use split disbursement is mandatory.
 - For civilian personnel (pending completion of local bargaining), the use of split disbursement is optional (i.e., the cardholder may request the entire reimbursement be sent to them by check or EFT). If no choice is made and the travel orders indicate the traveler is a cardholder, the travel paying office will split disburse to the contractor the amount of lodging, rental car and transportation costs listed on the settlement voucher.

DELINQUENCY CYCLE

- At 30 days – the account becomes past due.
- At 60 days – the account becomes delinquent and the travel card is suspended.
- At 75 days – the account is charged a \$29 late fee. A late fee will be charged each subsequent billing cycle until the delinquent charges are paid in full.
- At 90 days – the cardholder is sent a “due process” letter advising that they have 30 days to settle the account or it will be submitted for collection by salary offset.
- At 120 days – the card is cancelled, charged a \$80 admin fee and the account is submitted for collection by salary offset. The national credit bureaus may be notified.
- At 210 days – the account balance is charged off (i.e., written off) and the national credit bureaus are notified.

Figure C-3: Certificate of Training Sample

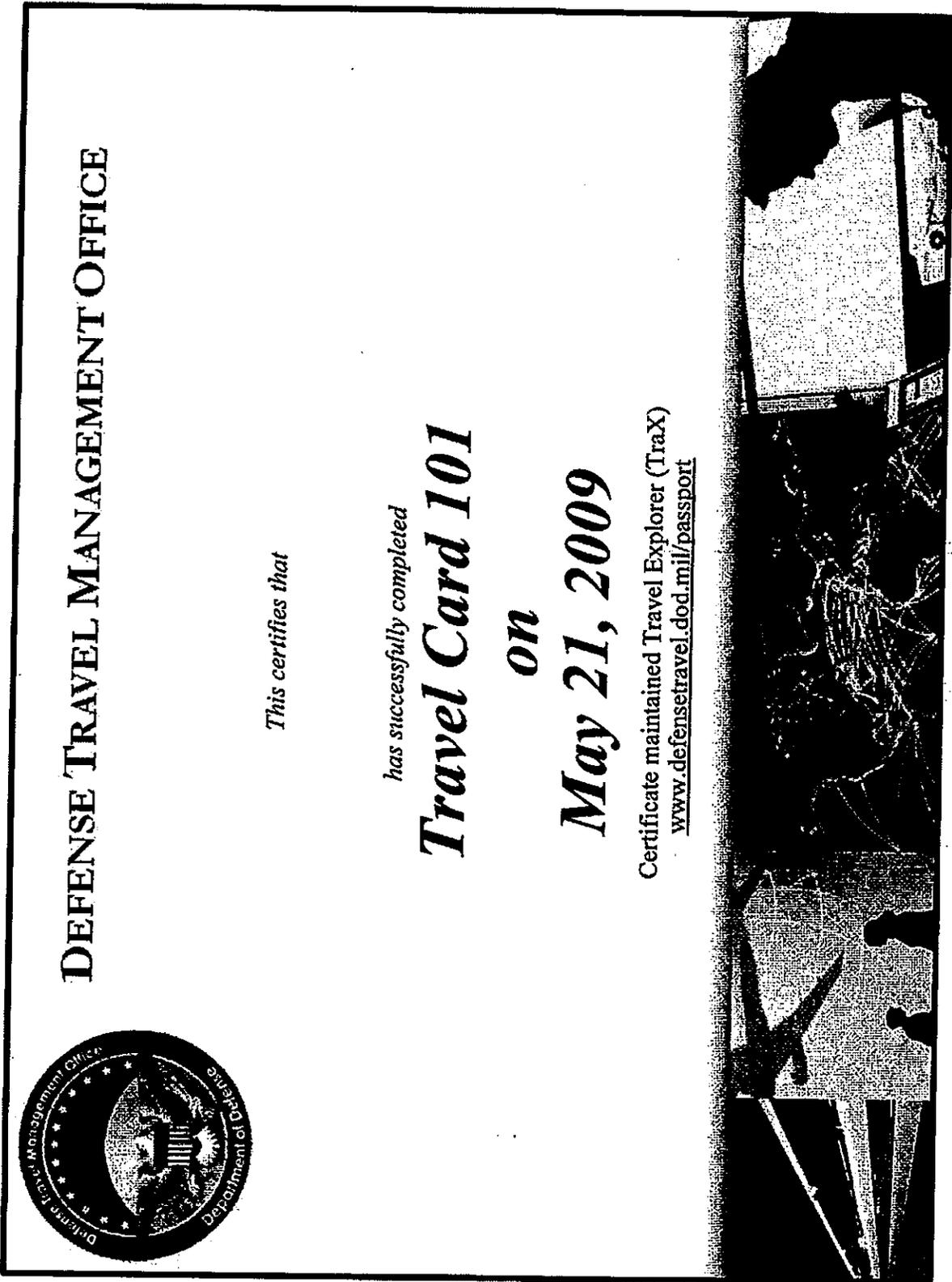


Figure C-4a: Credit Worthiness Evaluation (front)

CREDIT WORTHINESS EVALUATION			
<i>(Read Privacy Act Statement and Instructions on back before completing form.)</i>			
SECTION I - PERSONAL IDENTIFYING INFORMATION			
1. NAME (Last, First, Middle Initial, Suffix (Jr., Sr., etc.))		2. SSN	3. EMPLOYMENT STATUS (X one) <input type="checkbox"/> ACTIVE <input type="checkbox"/> GUARD <input type="checkbox"/> RESERVE <input type="checkbox"/> CIVILIAN
4. MILITARY RANK/ CIVILIAN GRADE		5. WORK TELEPHONE NO. (Include area code)	
6. ADDRESS (Street, Apartment/Suite Number, City, State, ZIP Code)		7. BILLING ADDRESS (If different from Item 6)	
8. E-MAIL ADDRESS			9. U.S. CITIZEN (X one) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
SECTION II - PERSONAL FINANCIAL INFORMATION			
<p>This form is being used in lieu of a credit check submitted through a credit reporting agency. By signing in Block 17 you are certifying that ALL of the following statements are true as they apply to your current financial situation. If any of the statements are not true as they apply to your circumstances, you should NOT submit this form and you are not eligible to receive a government charge card. False statements may result in penalties for both military and civilian personnel (Article 107, UCMJ, and 18 U.S.C. 1001).</p> <p>For the purpose of the government travel card, individuals who decline a credit check and complete this form will only be issued a restricted card having half the credit limits of a standard card. If you previously agreed to a credit check and were denied a card as a result, you may not obtain a card through this self certification. Individuals who decline both a credit check and completion of this form will not be issued a travel card.</p>			
10. In the past 7 years, I have not, nor has a company over which I exercise control, filed for bankruptcy, been declared bankrupt, been subject to a tax lien, or had legal judgment rendered for a debt.			
11. I am not currently over 180 days delinquent on any loan or financial obligation. This includes loans or obligations funded or guaranteed by the Federal Government.			
12. I have not had a government charge card cancelled as a result of delinquency or misuse.			
13. In the past 7 years, I have not been subject to any disciplinary action, adverse action, or UCMJ action (military personnel) stemming from the improper use of a government charge card. (Actions which were reversed through appeal do not have to be included.)			
14. I have not been informed of any current investigations on my use of a government charge card or government purchasing instrument.			
15. I do not have debts to financial institutions or other third parties that are more than 120 days delinquent in accordance with the written agreements with those parties.			
16. For applicants for purchase cards or centrally billed travel cards: In the past 7 years, I have not been subject to disciplinary action, adverse action, or UCMJ action (military personnel) for failure to perform my fiduciary responsibilities. (Actions which were reversed through appeal do not have to be included.)			
SECTION III - CERTIFICATION			
I certify that the statements above, and any attachments added, are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I understand that a knowing and willful false statement on this form can be punished by fine or imprisonment or both. (See Section 1001 of Title 18, United States Code and Article 107, UCMJ, False Official Statements.)			
17. SIGNATURE			18. DATE
SECTION IV - TO BE COMPLETED BY THE AGENCY PROGRAM COORDINATOR (APC)			
19. CARD TYPE (X one) <input type="checkbox"/> PURCHASE <input type="checkbox"/> CBA TRAVEL <input checked="" type="checkbox"/> IBA TRAVEL <input type="checkbox"/> FLEET <input type="checkbox"/> AIR		20. CENTRAL ACCOUNT NUMBER 20000	21. ACCOUNT HIERARCHY NUMBER 40373
22. ORGANIZATION/UNIT NAME Kansas National Guard			23. FIPS CODE
24. COMMANDER/SUPERVISOR			
a. NAME (Last, First, Middle Initial)		b. TELEPHONE (include area code)	c. ADDRESS (if different from applicant)
25. APC			
a. NAME (Last, First, Middle Initial)		b. SIGNATURE	c. DATE
Timothy O'Neil, Krisana Bullock, Gloria Sherman			

DD FORM 2883, JUL 2004

Figure C-4b: Credit Worthiness Evaluation (back)

CREDIT WORTHINESS EVALUATION	
PRIVACY ACT STATEMENT	
<p>AUTHORITY: E.O. 9397 (SSN); P.L. 108-87, Sec. 8144 and P.L. 108-136, Sec. 1009.</p> <p>PRINCIPAL PURPOSE(S): The purpose of this form is to establish whether applicants or incumbents that are to be issued a government charge card are suitable for the public trust of the government instrument. The information from this form will be used primarily as the basis for evaluating the credit worthiness of an individual in the absence of an authorized credit check.</p> <p>ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may also be disclosed outside of the Department of Defense to the other Federal, State, or local government agencies, which have identified a need to know, and the purpose(s) for this need to know have been identified in the DoD Blanket Routine Uses as published in the Federal Register.</p> <p>DISCLOSURE: Disclosure is voluntary; however, if you do not provide the requested information, you may not be able to obtain a government credit card to perform government duties (includes purchase, travel, fleet, or any charge card issued by a commercial entity on behalf of the government).</p>	
INSTRUCTIONS	
<p>Follow instructions fully and answer all questions or we cannot process your form. Be sure to sign and date the certification statement in Section III. If you have any questions, contact the Agency Program Coordinator who gave you the form or your Component Program Manager.</p> <p>Purpose of this Form:</p> <p>Complete this form only if you are required to use a charge card that is a government liability such as a purchase, fleet or centrally billed travel card, or if you have declined to permit a credit check for an individually billed travel card.</p> <p>Your Social Security Number is needed to keep records accurate, because other people may have the same name and birth date.</p> <p>The Review Process:</p> <p>The information that you provide is considered to be truthful and accurate. You should provide your completed form to your supervisor for review. Individuals unable or unwilling to sign this form will not be issued a government charge card. If your answers reflect that no financial risk exists, your form will be maintained along with your application for the government charge card for which you are applying as a result of your official duties. Should information arise at a later date that would cause your current answers to be incorrect, you may revise and resubmit the form. Any information that indicates that your responses are not accurate or truthful may result in administrative action.</p> <p>Completing this Form:</p> <p>1. Follow the instructions given to you by the person who gave you the form and any other clarifying instructions furnished by that person to assist you in completion of the form. You will be told how many copies of the form you are required to turn in. You must sign and date, in black ink, the original and each copy you submit.</p>	<p>Completing this Form (Continued):</p> <p>2. Type or legibly print your answers in black ink. If your form is not legible, it will not be accepted. You may also be asked to submit your form in an approved electronic format.</p> <p>3. Any changes that you make to this form after you sign it must be initialed and dated by you. Under certain limited circumstances, agencies may modify the form consistent with their intent.</p> <p>4. All telephone numbers must include area codes.</p> <p>5. All dates provided on this form must be in Month/Day/Year or Month/Year format.</p> <p>6. If the address is outside of the United States, please indicate the country.</p> <p>Final Determination on Your Eligibility:</p> <p>Final determination on your eligibility for credit worthiness is the responsibility of your commander/supervisor. However, it is DoD policy that failure to agree to a credit check or self-certify to your creditworthiness is sufficient reason to deny issuance of any such card.</p> <p>Penalties for Inaccurate or False Statements:</p> <p>The U.S. Criminal Code (Title 18, Section 1001) provides that knowingly falsifying or concealing a material fact is a felony that may result in fines of up to \$10,000 and/or 5 years imprisonment, or both. In addition, Federal agencies usually remove from their employment, do not grant a security clearance, or disqualify individuals who have materially and deliberately falsified these forms, and this remains a part of the permanent record for future placements. Because the position you are in is considered necessary to require use of a government charge card, your trustworthiness and creditworthiness are important considerations in determining your eligibility for retention of a government charge card.</p>

DD FORM 2883 (BACK), JUL 2004

Figure C-5: Travel Card Transfer Form

TRAVEL CARD TRANSFER FORM

UNIT: _____

Transfer IN Effective Date: _____ Orders Attached: YES NO
(CIRCLE ONE)

Transfer Out Effective Date: _____ Orders Attached: YES NO
(CIRCLE ONE)

ACCOUNT HOLDER NAME AS IT APPEARS ON THE TRAVEL CHARGE CARD:

FIRST MI (WHEN APPLICABLE) LAST

ACCOUNT NUMBER: _____ EXP DATE: _____

ACCOUNT HOLDER CURRENT ADDRESS:

STREET ADDRESS LINE 1 _____

STREET ADDRESS LINE 2 _____

CITY, STATE, ZIP CODE _____

HOME PHONE (xxx) xxx-xxxx _____

WORK PHONE (XXX) XXX-XXXX _____

EMAIL ADDRESS _____

ALL THE ABOVE INFORMATION IS TRUE AND CORRECT AS OF THIS DATE: _____

CARDHOLDER OR UNIT REP SIGNATURE (PRINT NAME BELOW IF SIGNED BY UNIT REP) _____

Figure C-6: Disciplinary Actions

**Disciplinary Action for Failure of
Full-time Employee or a KSARNG Member to
Meet Their Financial Responsibilities**

1. Commanders and supervisors will not tolerate delinquency, abuse or fraud of the government travel charge card. Though Citibank automatically suspends charging privileges for cardholders who are 60 days past due, commanders are responsible for monitoring, tracking, and controlling delinquency, abuse and fraud using the Government GTCC.
2. Cardholders who abuse the card, fail to properly split-disburse, do not pay their full balance or do not pay their bills in a timely manner are subject to administrative or disciplinary action.
3. It is the responsibility of the Full-Time Supervisory chain to provide oversight and discipline of Full-Time Active Guard Reserve (AGR), Technicians and long term Active Duty Special Work (ADSW) on orders greater than six months. It is the responsibility of the military chain command to provide oversight and discipline of traditional members.
 - a. If a card user, by their own negligence, is found to be delinquent, misusing or abusing the GTC, the unit Local Program Coordinator (LPC) will recommend/advise the BN/MSU Unit Commander / or FTM Supervisor to take appropriate disciplinary or administrative action which could include all or some of the following: Additional training on the GTC program and member responsibilities, verbal counseling, Memorandum of Counseling (MOC), see **Appendix D-1**, Memorandum of Reprimand (MOR) see **Appendix D-2**, Non-judicial Punishment or processing for discharge. Members will also be ineligible for promotions, deployments and other favorable actions. In addition, the Unit Commander may deactivate or close the member's account if CitiBank has not already canceled it.
 - b. If the card user is an Excepted/Competitive Technician, then, in lieu of Memorandum of Counseling (MOC), a Memorandum of Reprimand (MOR) action will be initiated by their Full-Time Supervisory Chain with a Standard Form (SF) 52 (Request for Personnel Action). Supervisors should annotate all actions on the Technician's National Guard Bureau Form 904-1 or PCN SE300-R01. As described in TPR 752 and Military Department (OMD) TPR 335:
 - (1) The first incident of abuse, if confirmed, will result in a written counseling issued by the supervisor. The supervisor should instruct the Technician to correct the abuse immediately not to exceed 30 days from the date of the counseling session.
 - (2) The second incident of abuse, if confirmed, will result in a letter of reprimand. The supervisor will again instruct the Technician to correct the abuse immediately not to exceed 15 days from the date he/she receives the letter.
 - (3) Subsequent incidents of abuse, if confirmed, will result in the supervisor using one or a combination of the following to identify the nature of the offense and implementing the suggested action on a third offense as outlined in TPR 752 (Discipline and Adverse Action). Proposed natures of offenses are:
 - (a) Failure to observe written regulation.
 - (b) Insubordination.
 - (c) Misuse or abuse of government property or personnel.
 - (d) Loafing/delay in carrying out instructions/ dereliction of duty/indebtedness.
4. The LPC will contact members, their supervisor and Battalion Commander with delinquent government travel card balances over 30 days. The supervisor is responsible for ensuring the member resolves the delinquency and for contacting the LPC when balance is paid.

5. LPC's will follow up on all delinquencies over 45 days (approximately the 25th of each month) by notifying the member, supervisor and Battalion commander, again. MSC Commander's will also be informed of delinquencies at this time.
6. Members with government travel card balances over 60 days past due will be required to report to their Battalion Commander for counseling and/or disciplinary action.
7. Members with government travel card balances over 90 days past due will be required to report to the MSC Commander for counseling and/or disciplinary action.
8. Members with delinquent government travel card balances over 120 days past due will be required to report to the Battalion and MSC Commanders for counseling and/or disciplinary action. Members will also be ineligible for promotions, deployments and other favorable actions. Also, individual is likely to lose their GTC privileges.
9. Members are authorized to use the government travel card only when they are in a per diem status with the exceptions listed in **DOD FMR 7000.14-R Chapter 9, Paragraph 030607B**. In addition, ATM withdrawals should not be obtained earlier than 3 working days before scheduled travel. If the combination of charges and ATM advances exceeds the traveler's entitlement, this is also considered abuse. To avoid this, travelers should ensure that the sum of their ATM advances and meal/restaurant charges do not exceed the meals and incidental expenses (M&IE) rate for the duty location for the entire duration of the TDY.
10. Government travel cards that are cancelled due to non-payment may be reported to credit bureaus, referred to collection agencies or lead to other collection actions. *Members must be aware that government travel cards affect their own personal credit.*
11. Financial responsibility and trustworthiness are key components for determining whether a military member or civilian employee is eligible for the issuance of, or continuation of, a security clearance. These same factors should be carefully considered should instances of abuse or misuse of a government purchase or travel card be alleged. Supervisors and security managers must consider whether suspension of the individual's access to classified information is appropriate based on the applicable security standards and the specific conduct of the individual.
12. The State AOPC for the Government Travel Card will notify the unit LPC's and BN/MSC Commanders of any misuse by GPC cardholders.
13. Disciplinary Actions for Army Excepted/Competitive Technicians and Active Guard Reserve members will be conducted by the Full-Time Manning (FTM) chain of supervision. The FTM chain of supervision is responsible to ensure their subordinates adhere to guidance.



DEPARTMENTS OF THE ARMY AND THE AIR FORCE
LAND COMPONENT, JOINT FORCES HEADQUARTERS KANSAS
2800 SOUTHWEST TOPEKA BOULEVARD
TOPEKA, KS 66611-1287

NGKS-xxx-xx

Date

MEMORANDUM FOR _____

SUBJECT: Letter of Counseling

1. This letter serves as a formal counseling for misuse of the Government Travel Card (GTC) issued by Citibank. The GTC is to be used only to cover the necessary costs of transportation, lodging and meals while performing military duty.

2. During the month of _____ you used the GTC to make unauthorized purchases. Misuse of the GTC is a very serious matter. Financial responsibility is a requirement to hold and maintain the required security clearance for military members. Any future misuse of the GTC can adversely impact your clearance.

3. I will maintain a copy of this letter for a period of one year. If during that period you have no further problems, this letter will be removed and destroyed. If however additional problems are encountered at any point during those twelve months, this letter can be used to support any disciplinary actions taken.

Commander or Designee

1st Ind,

MEMORANDUM FOR _____

1. Receipt acknowledged.

2. I do/do not desire to make a statement on my own behalf. It is/is not attached hereto.

Member's Name and Rank



DEPARTMENTS OF THE ARMY AND THE AIR FORCE
LAND COMPONENT, JOINT FORCES HEADQUARTERS KANSAS
2800 SOUTHWEST TOPEKA BOULEVARD
TOPEKA, KS 66611-1287

NGKS-xxx-xx

Date

MEMORANDUM FOR _____

SUBJECT: Letter of Reprimand/Written Order

1. This letter serves as a formal reprimand for misuse of the Government Travel Card (GTC) issued by Citibank. The GTC is to be used only to cover the necessary costs of transportation, lodging, and meals while in a per diem status.
2. You presently have a balance of _____ that is currently ____ days past due. You are hereby formally ordered to take necessary and immediate action to resolve this debt. As a minimum you must do one of the following: Pay the debt in full by _____; or work out a payment plan with Citibank to resolve the debt. Proof of payment, if paid in full or written correspondence from Citibank indicating the terms of the payment plan is required for compliance with this order. Non-compliance on your behalf will be considered a failure to obey a direct order and can result in further adverse action to include demotion.
3. Misuse of the GTC is a very serious matter. Financial responsibility is a requirement to hold and maintain the required security clearance for military members. Any future misuse of the GTC can adversely impact your clearance.
4. I will maintain a copy of this letter for a period of two years. If during that period you have no further problems, this letter will be removed and destroyed. If however, additional problems are encountered at any point during those twenty-four months, this letter can be used to support any disciplinary actions taken.

Commander or Designee

1st Ind,

MEMORANDUM FOR _____

1. Receipt acknowledged.
2. I do/do not desire to make a statement on my own behalf. It is/is not attached hereto.

Member's Name and Rank

**Appendix E
Management Control Checklist**

1. Does the command meet the DoD delinquency goal?
2. Has the APC attended the NGB training course within 90 days of assignment?
3. Do applicants who refuse to permit a credit check complete DD Form 2883 (Creditworthiness Evaluation) to document self certification of creditworthiness?
4. Does the APC maintain an up-to date listing of cardholders?
5. Does a file exist for each cardholder contain a copy of the training certificate, the application, the cardholder statement of understanding and any documentation/correspondence regarding counseling for abuse or misuse if required as a minimum?
6. Has each cardholder completed the mandatory DTMO Travel Card 101 on-line training or locally developed training program prior to application processing?
7. Have cardholder's completed biennial refresher training?
8. Has the command developed procedures for identifying in-processing cardholders transferring from other agencies or components?
9. Are out processing personnel identified to the APC to ensure that individual access to the card provider's electronic access system are terminated or modified as appropriate upon transfer of the individual?
10. Has the command incorporated procedures to notify the APC of all separated, retired or deceased personnel to ensure that those accounts are closed?
11. Are all cards for mobilized soldiers deactivated upon mobilization?
12. Are mobilizing soldiers briefed on the procedures to obtain access to their government travel card when deployed?
13. Does the APC create the AFCOS//EAS Interface Account Listing for import to AFCOS?
14. Has the AFCOS Administrator given user permissions to the APC to access the AFCOS APC Monitoring feature?
15. Does the APC use the Travel Card APC Monitoring feature to view AFCOS messages indicating potential travel card related problems encountered?
16. Does the APC review a minimum of 10% of active accounts each month?
17. Does the APC review the EAS Authorization/Declines Report to identify unauthorized charges, abuse and misuse?
18. Does the APC review the EAS Airline Exceptions Report to identify unauthorized charges?
19. Do leaders and managers take corrective action to ensure cardholders executing unauthorized transactions are counseled or disciplined to prevent future cardholder abuse?
20. Does the APC review the EAS Non-Travel Activity Exceptions Report or the Transaction Activity Report to identify unauthorized charge, abuse and misuse?
21. Do all cardholders utilize mandatory split disbursement or default disbursement as appropriate?
22. Has the APC send delinquency email notifications to the cardholder and the cardholders' supervisor/commander for all accounts with balances greater than 30 days past due?
23. Has the Chain of Command counseled all cardholders with delinquent balances or instances of misuse/abuse?
24. Are periodic internal control reviews conducted on processing of travel claims as it directly relates to delinquency issues associated with the travel card?
25. Have all cardholders been instructed to access the CitiBank website to view statements and correct/updated addresses and phone numbers?