



Agency Program Coordinator Overview

Role of the APC in Government Travel Charge Card Program Management

Agency Program Coordinators (APCs) manage the day-to-day operations of the DoD travel card program and serve as the primary liaison between the cardholder and the travel card vendor. APCs are appointed in writing to perform duties outlined in the [Government Travel Charge Card Regulations](#), section 0411. As an APC, your primary responsibilities include:

- Conducting periodic reviews for potential misuse/abuse, spend maximization, delinquency, card status, credit limits, and more
- Running mandatory (and optional) reports and taking action, if needed
- Keeping your point of contact information current with Citi
- Collecting required cardholder documentation prior to card issuance (i.e., completed application, DD Form 2883 [when applicable], Statement of Understanding, GTCC 101 certificate)
- Processing GTCC account applications (IBA and CBA)
- Maintaining hierarchy structure and detailed listing of cardholder accounts
- Blocking card use temporarily for cardholders with a history of misuse when not in an official travel status
- Adjusting IBA credit limits to meet mission needs
- Placing IBAs in PCS/Mission Critical Status, when applicable
- Working with your local Defense Travel Administrator to ensure GTCC information is accurate in cardholder profiles

Available Training

- **Travel Card Program Management APC Course (mandatory)** – This web-based course available through TraX, is mandatory for all newly appointed APCs. Refresher training (required every 3 years) is also offered but can be obtained from other sources. To access, register for an account or login through Passport, DTMO's web portal, www.defensetravel.dod.mil/passport.
- **CitiManager® EAS: CitiManager, CitiManager – Transaction Management, and CitiManager – Reporting** – Citi offers CitiManager training as instructor led webinars and online resources. Online training includes web based training (WBT) modules and instructional guides. Schedules, course descriptions, and information on how to register are available at: <https://citi.com/tts/sa/training-series/dod/index.html>.
- **Visa IntelliLink Compliance Management** – Available through CitiManager for APCs delegated by their CPMs or higher level APCs to have IntelliLink access. This course provides instructions about using this automated tool to find travel card misuse transactions, manage cases of misuse, and track follow-up activities in response to misuse. Schedule and information on how to register is available at: <https://citi.com/tts/sa/training-series/dod/index.html>.

Program Benefits

The Government Travel Charge Card Program (GTCC) provides travelers with a safe, effective, convenient, and commercially available method to pay for expenses associated with official travel. The program also benefits DoD by:

- Returning dollars to your organization through rebates
- Increasing data capture which provides improved auditability, strategic sourcing opportunities, and improves program management
- Reducing the need and associated cost of providing for travel advances
- Providing savings through tax exemption in certain states

Program Management Tools

- **CitiManager® EAS** offers online tools to help APCs better manage their GTCC program including online maintenance and online application processing.
 - **CitiManager – Reporting:** a secured web-based reporting tool designed to provide APCs with the ability to access, navigate, and explore relational data and make key business decisions.
 - **CitiManager – Transaction Management:** allows APCs to create and manage Non-cardholders (APCs), view, search, or dispute transactions.

To access CitiManager, go to: <https://home.cards.citidirect.com/CommercialCard/Cards.html?classic=2>

- **Visa® IntelliLink Compliance Management** is a web based tool that uses self-learning algorithms to provide users with automated compliance analysis of all travel card spend to identify potential misuse and policy violations. For additional information, contact your Component/Agency CPM.

APC Tips and Best Practices

- Be familiar with the GTCC Regulations, available at: www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf.
- GTCC Regulations require APCs 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.
- To lessen the risks of misuse and/or delinquency, APCs must:
 - Implement strict internal controls that mitigate GTCC risks to the greatest extent possible
 - Conduct internal GTCC program reviews on a regular basis to ensure internal control mechanisms are adequate
 - Perform periodic reviews of spending and transaction limits to ensure appropriateness
 - Temporarily block GTCCs with a history of misuse during periods of non-travel status
- APCs must provide information regarding any card misuse and/or account delinquency to a cardholder's supervisor in order to support leadership's decision for administrative or disciplinary action, such as:
 - Verbal counseling and warning
 - Written warning
 - Suspended or revoked charge card privileges
 - Temporarily block (restricted or standard GTCCs) with a history of misuse during non-travel status
- Identify and assist cardholders in reporting disputes (within 60 calendar days from the statement date) such as, questionable charges, duplicate billings, unauthorized charges (i.e., charged an extra night for a hotel room), and incorrect charges (airline charged \$2,000 instead of \$200 for airline ticket).

Resources

- **APC Guide** – provides a general overview and guidance on processes and procedures necessary for the successful execution and daily operations of your organization's travel card program. It includes information on the administration of both Individually Billed Accounts (IBAs) and Centrally Billed Accounts (CBAs).
https://www.defensetravel.dod.mil/Docs/APC_Guide.pdf
- **DoD travel card program Forms and Guides** – Easy access to travel card program guides, forms, and more. See the Department of Defense Travel Program section of the Citi travel card page, <https://www.citibank.com/tts/sa/federal-government-program-administrators-guides-and-forms/gsa.html>
- **Frequently Asked Questions** – Get answers to the top APC and cardholder questions. Available through the Knowledge Center in TraX.
- **RSS Feeds** – DTMO offers two RSS Feeds specifically for APCs that provide timely information in an easy to read format gathered through a RSS reader. To view, go to: www.defensetravel.dod.mil/site/rss.cfm
 - APC Toolkit RSS Feed – important newsworthy information, resources and links.
 - DTS CBA Specialist Toolkit – important information related to CBA reconciliation, best practices, as well as recommendations for improving oversight of an organization's CBAs.