

# Agency Program Coordinator Overview

## 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

## Role of the APC

Agency Program Coordinators (APCs) are appointed in writing to manage the day-to-day operations of the DoD travel card program and be the primary liaison between the travel card holder and the GTCC vendor. APC duties are 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 take action, if needed
- Keeping your point of contact information current with Citi
- Collecting required cardholder documentation prior to card issuance (i.e., completed application, Statement of Understanding, GTCC 101 certificate)
- Processing GTCC account applications (IBA and CBA)
- Maintaining hierarchy structure and detailed listing of cardholder accounts
- Activating and deactivate restricted accounts based on travel dates
- 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

## CitiDirect® - Electronic Access System (EAS)

CitiDirect® EAS offers tools to help APCs better manage the GTCC program. It consists of two parts: Citi Custom Reporting System (CCRS), which is a secured web-based tool designed to provide APCs with the ability to access, navigate, and explore relational data and make key business decisions in real-time, and the Citi Card Management System (CCMS) that allows APCs to effectively manage accounts. To access, go to:

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

## Visa® IntelliLink

IntelliLink is a web-based application that provides sophisticated information services including analytics and investigative reporting, misuse detection, program compliance, regulatory compliance, spend management, and support for strategic sourcing. For additional information, guidance, or to access, go to: <https://intellilink.visa.com/Auth/Login?ReturnUrl=%2f> or contact your Component/Agency CPM.

## Policies

- Per the **DoDI 5154.31, Volume 4**, the Defense Travel Management Office (DTMO) is responsible for managing the GTCC program for the Department and developing, coordinating, and maintaining the Government Travel Charge Card Regulations.
- The **Government Travel Charge Card Regulations** establishes policy, assigns responsibilities, and provides procedures for managing the DoD Government Travel Charge Card Program.
- Use of the travel card is mandated by the **Travel and Transportation Reform Act of 1998**. The Military Services may further restrict/define this policy.

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## APC Tips and Best Practices

- Be familiar with the GTCC Regulations, available at: [www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf](http://www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf).
- The GTCC Regulations require APCs to review a minimum of 10% of transactions using both mandatory and additional reports to check for potential misuse.
- 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
  - Deactivate restricted GTCCs 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
- Identify and assist cardholders in reporting disputes such as, questionable charges, duplicate billings, unauthorized charges (i.e., charged an extra night for a hotel room), and incorrect charges (airline charged 2000 instead of 200 for airline ticket).

## Available Training

- **Travel Card Program Management APC Course** – This web-based course is mandatory for all newly appointed APCs. Refresher training also offered but can also be obtained from other sources. This course is available through Travel Explorer (TraX). To access TraX, users must register through Passport, DTMO's web portal, [www.defensetravel.dod.mil/passport](http://www.defensetravel.dod.mil/passport).
- **CitiDirect® EAS: CitiManager, CCMS and CCRS** – Citi offers CitiDirect EAS training as a web-based module or as a day-long, instructor-led training at its regional training facilities in Norfolk, VA, Washington, DC, O'Fallon, MO, and Jacksonville, FL. Citi also offers on-site training at no cost for organizations meeting the required 20-participant minimum. Registration for all Citi training is available through Citi's training environment – Commercial Card Learning and System Support (CLASS) located in the 'Webtools' tab of CitiManager. To access, go to: <https://home.cards.citidirect.com/CommercialCard/Cards.html?classic=2>.

## Frequently Asked Questions

GTCC FAQs are available through the Knowledge Center in Travel Explorer (TraX).

## Subscribe to our RSS Feeds

DTMO offers two RSS Feeds specifically for APCs that provide timely information in an easy to read format that can be delivered directly to your inbox or gathered through a RSS reader. To view or subscribe, go to:

[www.defensetravel.dod.mil/site/rss.cfm](http://www.defensetravel.dod.mil/site/rss.cfm)

- **APC Toolkit RSS Feed** – provides information on travel charge card initiatives, news, policy, training, best practices, frequently asked questions and links to key resources.
- **DTS CBA Specialist Toolkit** – provides information on the policy, training, best practices, and useful links relating the DTS CBA Reconciliation Module. It also offers recommendations for improving program oversight of an organization's CBA, resulting in faster reconciliation, reduced prompt pay interest and increased rebates.

*Current as of August 2016*



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