DoD Government Travel Charge Card Overview

Defense Travel Management Office
Agenda

- Government Travel Charge Card (GTCC) Program Overview
- Card Types, Applications and Credit Scoring
- Use and Misuse of the GTCC
- Delinquencies
- Program Parameters
- Training
- Program Updates
Eligibility, Design, and Associated Fees

Eligibility
- DoD personnel, unless otherwise exempt, will use the IBA
- Foreign Nationals (FNs) – not authorized to use GTCC
  - For FNs employed by DoD, travel expenses may be placed on a CBA
    - NAF Employees – authorized to use GTCC
    - Exemptions are listed in DoD FMR, Vol. 9, Chapter 3

Card design – may be issued in three different designs…Standard, Quasi-Generic, Generic

Fees – ATM, expedited card delivery, returned check, late fee, etc., may be charged by Citi®
- All fees are listed in the DoD FMR, Vol. 9, Chapter 3
Card Types

**Standard Travel Card**
- Total credit limit: $7,500 (Cash advance limit - $665)
- Split disbursement mandatory
- Billing statement mailed to cardholder’s address

**Restricted Travel Card**
- Total credit limit: $4,000 (Cash advance limit - $365)
- Split disbursement mandatory
- APC “Activation/Deactivation” may be required
- Billing statement mailed to cardholder’s address

**Centrally Billed Accounts**
- Limited use
- Credit limit consistent with mission
- Government liability
- Account Manager responsible for management, and timely reconciliation
## Credit Limit Increase Thresholds

### Standard Accounts – Limits

<table>
<thead>
<tr>
<th></th>
<th>Default</th>
<th>APC Approval</th>
<th>HL3 Approval</th>
<th>CPM Approval</th>
<th>DTMO Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Credit</td>
<td>$7,500</td>
<td>Up to $10,000</td>
<td>Up to $15,000</td>
<td>Up to $25,000</td>
<td>$25,001 or higher</td>
</tr>
<tr>
<td>Cash</td>
<td>$665</td>
<td>Up to $5,000</td>
<td>Up to $10,000</td>
<td>Up to $25,000</td>
<td>$25,001 or higher</td>
</tr>
<tr>
<td>Retail</td>
<td>$250</td>
<td>Up to $500</td>
<td>Up to $1,000</td>
<td>Up to $2,000</td>
<td>$2,001 or higher</td>
</tr>
</tbody>
</table>

### Notes:
- An APC may **temporarily** raise credit limits of a Restricted Account up to six months and a Standard Account up to twelve months.
- Defense Agency CPMs are listed under HL3, but still have CPM approval authority.
# Credit Limit Increase Thresholds (continued)

## Restricted Accounts – Limits

<table>
<thead>
<tr>
<th></th>
<th>Default</th>
<th>APC Approval</th>
<th>HL3 Approval</th>
<th>CPM Approval</th>
<th>DTMO Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall Credit</strong></td>
<td>$4,000</td>
<td>Up to $7,500</td>
<td>Up to $10,000</td>
<td>Up to $20,000</td>
<td>$20,001 or higher</td>
</tr>
<tr>
<td><strong>Cash</strong></td>
<td>$365</td>
<td>Up to $2,000</td>
<td>Up to $4,000</td>
<td>Up to $20,000</td>
<td>$20,001 or higher</td>
</tr>
<tr>
<td><strong>Retail</strong></td>
<td>$100</td>
<td>Up to $200</td>
<td>Up to $500</td>
<td>Up to $1,000</td>
<td>$1,001 or higher</td>
</tr>
</tbody>
</table>

### Notes:
- An APC may **temporarily** raise credit limits of a Restricted Account up to six months and a Standard Account up to twelve months.
- Defense Agency CPMs are listed under HL3, but still have CPM approval authority.
Applications and Credit Scoring

• Credit check
  – With consent, the FICO™ score is used as follows:
    • No credit score – Restricted card issued
    • 001-499 – No card issued
    • 500-659 – Restricted card issued (lower limits)
    • 660+ – Standard card issued (regular limits)
  – Without consent, a restricted card is issued

• If applicant is declined:
  – Applicant receives a letter advising him/her to contact credit bureaus for clarification
Misuse of the GTCC

• Use of a travel charge card for other than official federal government travel and travel-related expenses
  – Examples of misuse include:
    • Personal Use
    • Use while not on official government travel
    • Excessive ATM withdrawals
    • Local use, not on official government travel status under a travel order/authorization

• In most instances, an APC is first point of contact when misuse is suspected
• Cardholder activity should be monitored regularly to identify possible misuse
Delinquency

• Occurs when a cardholder fails to pay the full, outstanding balance within 60 days of billing date

• Contributing factors:
  – Excessive/unauthorized cash withdrawals or card usage for unofficial travel expenses
  – Failure to:
    • File for reimbursement
    • File for reimbursement in a timely manner
    • Use reimbursement to pay Citi®
    • Claim all authorized expenses
    • Pay Citi® by billing statement due date
    • Use/enforce mandatory split disbursement
Delinquency Timeline

*Negative reporting to credit bureaus (after 210 days)
Consequences of Delinquency

- Suspension of charging privileges
- Counseling
- Oral and/or written reprimand
- Cancellation of the account
- Salary offset (after 90 days)
- Negative reporting to credit bureaus (after 210 days)
Credit Implications

• Impact negligible **UNLESS** bill is never paid
  – Only reported to credit bureaus if salary offset is unsuccessful (after 210 days)

• No reporting on payment history

• Citi® only receives a credit score, which is not retained

• Commanders/supervisors/APCs do not see credit score
Account Closure and Cancellation

• An account may be cancelled for the following reasons:
  – Three checks returned due to non-sufficient funds during a 12-month period
  – Three suspensions during a 12-month period (the card will be cancelled by Citi® on the third suspension)
  – Salary offset and charge off

• Citi® may also close an account upon the request of an APC or CPM
Salary Offset

- Collection of an undisputed, delinquent charge card amount from an employee’s payroll or retirement annuity
- Due Process letter sent to cardholder when account is 90 days delinquent
  - Letter will advise on intent to submit account for salary offset unless:
    - Balance is paid in full within 30 days OR
    - An acceptable repayment plan has been reached between the cardholder and Citi® OR
    - Cardholders can prove the balance is not valid
  - Letter will include procedures advising the cardholder of the right to file for a hearing to protest the balance due
Reduced Payment Plan (RPP)

• Allows outstanding balance payments over a defined time period
• Only offered prior to cardholder being submitted for salary offset
  – Once salary offset begins, RPP is no longer an option
• Cardholder signs a written agreement to make scheduled payments against delinquent balance
• Citi® will proactively offer cardholder a fee-free opportunity to split balance into two payments
• Payment terms will be outlined in Due Process letter
• If cardholder defaults on the agreement for any reason, account immediately submitted for salary offset
Mission Critical Status

- Status applied to an IBA when travel is being performed under competent orders and traveler is performing duties that, through no fault of his/her own, prevent the traveler from filing a voucher for outstanding travel card charges
  - Status will be determined on a case-by-case basis

- APC/CPM must enroll account in mission critical status
  - Cardholder may not enroll his/her own account

- While in mission critical status:
  - Account will not be reported as delinquent
  - Account will not be suspended or cancelled
  - No late fees will be charged
  - Account will not begin aging until status termination date
  - Monthly statements will continue to be sent to cardholder
CBA Exception

- Process by which an APC or CPM may request a temporary delay of a CBA suspension
- Exception must be requested by HL 3 or higher APC/CPM
- Exception request must include justification and anticipated payment date
- Exception period should not exceed 30 days total
- Exceptions should be granted in two week periods
- Repeated requests for exceptions will be reported to the CPM/DTMO for intervention and resolution
- No more than three requests for exception will be granted within a rolling 12 month period
Account Upgrades (IBA)

- Process by which cardholder may request an additional credit check to “upgrade” restricted account to standard
- Applicant must agree to new credit check
- Applicant's FICO score must meet minimum threshold for a standard account
- Upon receipt of favorable result, Citi® will increase credit limit and change account type from Restricted to Standard
- Written notification of denial sent to cardholder
- No fee will be charged for upgrading account
Reinstatement

• Process by which a cardholder whose account has been closed due to non-payment may apply to have his/her account reinstated

• Requirements:
  – Account balance must be paid in full at least 60 days prior to reinstatement date
  – Previous account cannot have:
    • Charged off OR
    • Three or more payments returned for non-sufficient funds (NSF) over the life of the account OR
    • A NSF payment within the previous 12 months
Reinstatement (continued)

• Applicant must:
  – Submit a new application that contains:
    • Agreement to credit check
    • APC/CPM name, address, phone number, signature
  – Meet minimum FICO score required for a restricted account
  – Agree to pay the Reinstatement Fee of $29 which will be billed upon reinstatement
    • Application discloses fee and states that it may not be reimbursed by the government
Do Not Strand Policy

• Policy which allows Citi® to temporarily open a deactivated or suspended account at the cardholder’s request in the event the cardholder is traveling on official DoD travel away from their official duty station
  – Cardholder must call customer service
  – Attempted charges must reflect a travel status – (i.e., declines at hotels, restaurants, etc.)

• Card activated for no more than 5 days if the card was in a deactivated status prior to call to customer service

• For accounts that are in a suspended status (60-90 days delinquent), cardholders will be required to call customer service each time a charge needs to be forced through

• Merchants may refuse to force charges through
GTCC Training

• Initial Training (mandatory):
  – For cardholders and APCs
  – Must use DoD standard training material
  – Cardholder training found on the TraX website
    www.defensetravel.dod.mil/passport

• Refresher Training:
  – Required every three years
  – May come from another source (e.g., GSA, VISA, or Citi®)
Resources

DTMO Website
- Access GTCC information including:
- APC, cardholder, and EAS information

www.defensetravel.dod.mil

Travel Explorer (TraX)
- Access Knowledge Center for Travel Card Training for cardholders and APCs

www.defensetravel.dod.mil/Passport

Travel Assistance Center (TAC)
- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX