

TIPSHEET 2.0 SERIES – SUBJECT MATTER

2.1 GTCC OR ADVANCE REQUEST

FACT #3. DID YOU KNOW ...

...if things go wrong with a soldier's GTCC we can't help them?

FACTS

According to the latest GTCC PCS Program implementation instructions available on the Army Financial Management website (and attached), the losing unit's Agency Program Coordinator (APC) plays the most important role in the GTCC PCS Program. They must:

- Ensure the account is open, active, and the balance is current.
- Register the account as Mission Critical – PCS so Citibank can't suspend the card.
- Determine the appropriate credit limit.
- Brief the soldier on PCS entitlements.

According to the Defense Travel Management Office's GTCC Frequently Asked Questions (separately attached), if a soldier has problems, questions, or issues with their GTCC they should contact their unit APC for assistance (FAQ #2 and #4). For PCS travel that would be the APC at their *old* duty station. If the APC is not available, they should contact Citi Customer Support.

If a soldier calls the Travel Pay Customer Care Center with a GTCC issue, we're going to refer them to

their APC and to Citibank. If neither one can help the soldier, we'll recommend that he or she call the Commander or First Sergeant at their old unit.

TIPS

DFAS-Rome PCS Travel has absolutely no contact with unit APCs or Citibank. What we've passed on to you so far in these tip sheets is probably more than we really need to know to act as the paying office for properly submitted PCS advance requests and settlement vouchers.

PCS Travel is also not set up to pay emergency cash advances. So if a soldier is stuck in the middle of nowhere with a piece of plastic that won't work, the only offices that can get their card working again are their old unit APC or Citibank.

As a last resort, our CSRs will recommend that a soldier call their Commander or First Sergeant (not you). We'll do this because Commanders and First Sergeants are in the best position to detect whether this soldier's problem is an isolated instance (the APC didn't follow proper procedures) or the problem is part of a bigger problem related to policy. So, they're the ones with the power to identify problems and effect change.

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Government Travel Charge Card Permanent Change of Station Program

A. PURPOSE AND APPLICABILITY.

The Government Travel Card Permanent Change of Station (PCS) program was established on June 10, 2009 (ASA (FM&C) Memorandum June 9, 2009, Subject: Use of Government Travel Charge Card (GTCC) for Permanent Change of Station (PCS) Expenses) to give cardholders the opportunity to use their cards while in a PCS status and enjoy a longer bill-pay period. The program allows for cardholders to use their Government Travel Charge Card (GTCC) for expenses incurred for PCS travel. The process will increase outstanding spend amounts and may have a positive initial impact on delinquent dollars, and the program is expected to increase the rebates to the Government and reduce travelers' dependency on their personal funds.

B. POLICY.

1. Merchant Category Codes (MCC) and Split-disbursement requirements remain in effect.
2. Credit limits may be increased to allow for PCS entitlements according to current Department of Defense guidelines. While in PCS status, accounts will not suspend, incur late fees, or report against command delinquency percentages.
3. PCS Eligibility Requirements. The following eligibility criteria must be met prior to being placed in a PCS status:
 - a. Must be a cardholder.
 - b. Member's account must be open and current at time of registration.
4. Authorized Charges for PCS. All official relocation expenses to include:
 - a. Transportation
 - b. Lodging
 - c. Meals
 - d. Temporary Quarters Subsistence Expense (TQSE)
 - e. House Hunting approved expenses
5. Exclusions. The following types of PCS are excluded from the program:
 - a. Accession
 - b. Separation

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6. **Travel Advances.** Participants will obtain travel advances using their GTCC (Automated Teller Machine (ATM), cash, manual cash disbursement). Travel advances may not be obtained by any other means (i.e., Finance Office, Electronic Funds Transfer (EFT), etc.) while participating in this program.
7. **Increasing Credit Limit.** Should a credit limit increase be required, include the amount requested in the New Temporary Credit Limit box on the registration form. The new temporary credit limit will activate on the PCS status start date and return to the assigned credit limit on the PCS end date. If the amount required to complete the PCS exceeds the registering Agency Program Coordinator's (APC) approval level, the additional increase will have to be handled outside of the PCS registration process, in accordance with current guidelines. Please refer to the tables below:

Please note, standard account limits can be raised for up to 12 months and restricted account limits can be raised for up to 6 months.

Temp Entitlements	Agency Program Coordinator Approval	Hierarchy Level 3 Approval	Component Program Manager Approval	Defense Travel Management Office (DTMO) Approval
Overall Limit	Up to \$10,000	Up to \$15,000	Up to \$25,000	\$25,001 or higher
Cash	Up to \$5,000	Up to \$10,000	Up to \$25,000	\$25,001 or higher
Retail	Up to \$500	Up to \$1,000	Up to \$2,000	\$2,001 or higher

Default Limits	Standard	Restricted
Overall Limit	\$7,500	\$4,000
Cash	\$665	\$365
Retail	\$250	\$100

C. RESPONSIBILITIES.

1. The cardholder shall:
 - a. Advise APC of PCS orders and detachment date.
 - b. Use GTCC for allowable expenses (see regulations).
 - c. File travel voucher in accordance with Departmental policies.
 - d. In-process with gaining APC.
 - e. Ensure GTCC balance is paid by account reconciliation date (PCS end date + 30 days).

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2. The APC shall:

- a. Pre-qualify account (ensure account is open, active, and balance is current).
- b. Register account (determine appropriate credit limit).
- c. Brief cardholder on PCS entitlements.
- d. Review reporting.
- e. Encourage and advise members to register for CiTi Electronic Access System (EAS) online access.

D. REGISTRATION PROCESS.

1. Enroll account in Mission Critical – input start and end dates.
2. Go to the “Demographics” screen for the account – the new field is titled “Is Acct on PCS?” and type “Yes”.

*****Member’s GTCC account will resume normal processing and account aging once the PCS status is removed.***

E. REPORTS. Generate a monthly Mission Critical report in the Citibank Custom Reporting System (CCRS). This report is being updated to now reflect this new field. By utilizing the new Mission Critical report, each APC will be able to accurately track those cardholders who are in true Mission Critical versus PCS status.