



UNITED STATES MARINE CORPS

MARINE CORPS AIR BASES WESTERN AREA MCAS MIRAMAR
P O BOX 452001 SAN DIEGO CA 92145-2001

ABO 4600.1

G-1/PERS

14 APR 2003

AIR BASES ORDER 4600.1

From: Commander

To: Distribution List

Subj: MANAGEMENT PROCEDURES FOR GOVERNMENT TRAVEL CHARGE CARD
PROGRAM (GTCCP)

Ref: (a) MCO 4600.40A
(b) DOD 7000.14-R DoD FMR Volume 9 Chapter 3
(c) ASN (FM&C) Memorandum dtd 16 Apr 02 (NOTAL)

Encl: (1) Cardholder Acknowledgement Form
(2) Notice of Late Payment Past 30 Days
(3) Notice of Late Payment Past 60 Days
(4) Notice of Late Payment Past 90 Days
(5) Notice of Late Payment Past 120 Days
(6) Notification of Suspected GTCC Misuse
(7) Monthly Travel Card Report

1. Situation. This Order contains policy and procedures for Marine Corps Air Bases Western Area (MCABWA) Commanders and Agency Program Coordinators (APC) to follow in order to reduce Government Travel Charge Card (GTCC) delinquency rates.

a. Per references (a) and (b), the GTCC is a charge card, not a credit card. Cardholders are required to pay their GTCC bill in full by the date shown on the billing statement. Furthermore, the GTCC may only be used for official travel and travel related expenses, and is not authorized for personal purchases. While it is ultimately the responsibility of each cardholder to pay their GTCC bill in a timely manner, Commanders shall ensure that all cardholders are fully aware that GTCC misuse and delinquency will not be tolerated. As a means to that end, each cardholder will be required to review this Order and execute enclosure (1) at the time they initially receive their GTCC, or report for duty with a MCABWA Air Station.

b. This Order is punitive in nature and misuse of the GTCC is strictly prohibited and subjects the cardholder to punitive action under Article 92 of the Uniform Code of Military Justice (UCMJ) for violation of a lawful general order.

Additionally, the cardholder's failure to pay off the GTCC in accordance with the timelines set forth in this Order may subject the cardholder to additional punitive action under the UCMJ (e.g. violation of Article 134 for dishonorably failing to pay a debt).

c. Per reference (c), the Department of the Navy (DON) established a GTCCP delinquency standard of 4 percent. As a result, no more than 4 percent of all monies due to the GTCCP contractor should be 60 or more days overdue. Local commands that do not meet the DON GTCCP delinquency standard will be required to submit a report outlining actions taken to reduce delinquency rates in line with the DON goal.

2. Mission

a. Reduce delinquency rates at each Air Station within MCABWA in order to meet and maintain the DON delinquency standard.

b. Educate travelers on the proper use of the GTCC and perils of irresponsible use.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commanders' Intent

(a) Commanders and supervisors at all levels shall take an active leadership role in reducing their respective command's GTCCP delinquency through enforcement and adherence to policy contained in this Order, and references (a) and (b).

(b) End state. Command delinquency rates remain below the 4 Percent standard indicated in reference (c). Training and internal control procedures are established and in place to ensure Marines, Sailors and civilian employees remain current in the payment of their GTCCs.

(2) Concept of Operations

(a) GTCCs will only be issued to qualified frequent travelers. Personnel with known financial difficulties will not normally be allowed to apply for a GTCC. The definition of a qualified frequent travelers is outlined below:

1 All Officers, Staff Noncommissioned Officers, and civilian personnel in WS grades or GS-09 and above, who are required to make three or more official Temporary Additional Duty (TAD) trips per year.

2 All Noncommissioned Officers and below, and other categories of civilian employees who are required to make five or more official TAD trips per year, or travel under a single set of orders in excess of 90 consecutive days.

(b) Ensure local Agency Program Coordinators (APCs) receive the necessary training and command support to ensure Program success. Every effort should be made to enroll new APCs in the GTCC contractor sponsored training program.

1 Establish internal controls to ensure the GTCC program is in compliance with references (a) and (b) and this Order.

2 Reduce and maintain Command GTCCP 60-day plus delinquencies at 4 percent or less of all outstanding monies due the GTCCP contractor and guard against GTCC misuse.

b. Subordinate Element Missions

(1) Intermediate Agency Program Coordinator (IAPC). The IAPC oversees all MCABWA accounts and APCs. The IAPC is responsible for notifying the APCs of applicable GTCC contractor, Headquarters Marine Corps (HQMC) and Marine Forces Pacific policy changes regarding the GTCC program. The IAPC also monitors delinquencies and assists local APCs with any problems they are unable to resolve. The IAPC will receive and distribute guidance provided by HQMC or Marine Forces Pacific, and review delinquency and activity reports to verify that MCABWA policy is followed. The IAPC will produce a monthly delinquency status report for distribution to the Commander, Marine Corps Air Bases Western Area (COMCABWEST) and local command APCs. The report will indicate the number and dollar amounts of delinquencies at each MCABWA Air Station.

(2) Agency Program Coordinator. Each Air Station will assign a primary and alternate APC who are responsible for the day-to-day operations of the GTCC program. APCs will be guided in the performance of their duties by the policies in this Order, and references (a) and (b). In addition, the following additional tasks will be performed by the local APC:

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(a) Ensure each cardholder reviews this Order and executes the Card Holder Acknowledgement Form (enclosure (1)). Completed forms will be maintained on file by the local APC until the cardholders separates, retires or transfers.

(b) Close cardholder accounts for personnel that do not meet the MCABWA frequent traveler definition.

(c) Ensure that all GTCC accounts remain in a deactivated status when the cardholder is not in receipt of official travel orders.

(d) Close all GTCC accounts for personnel pending separation, dismissal or retirement from the military or civil service.

(e) Request issuance of quasi-generic GTCCs for travelers expected to travel outside the Continental United States or in other cases where cardholder security is an issue.

(3) GTCC Delinquency. APCs are responsible for reviewing a monthly delinquency report in order to resolve delinquencies. In the event a cardholder becomes delinquent, the following actions will be taken by the APC:

(a) 30 Days Late. The cardholder will be notified that their payment is past due and will be reminded of their legal and moral responsibility to pay just debts. They will also be advised that failure to pay their debt within the timelines of this Order may result in the loss of their GTCC, administrative and/or disciplinary action. The APC will notify the cardholder via e-mail or letter, utilizing the format outlined in enclosure (2). APCs will close accounts that are continually 30 or more days late, once a cardholder's name appears on the delinquency report for the fourth month in any twelve-month period.

(b) 60 Days Late. Once a GTCC becomes 60 days late, it is considered delinquent and will be automatically suspended by the GTCC contractor. Once suspended, cardholders will be unable to use their GTCC until payment is received and posted. The APC will notify the cardholder's supervisor or Commanding Officer/ Directorate Head, that the cardholder is 60 days past due on their account using the format provided in enclosure (3). The supervisor and cardholder will sign the notification letter, attach the response letter from the cardholder, and return it to the APC within five working days. If the supervisor does not return the

letter, the APC will forward a copy of the notification letter to the next level of command for action.

1 Cardholders whose accounts become 60 days delinquent will be subject to official counseling. Actions against civilian employee cardholders will be coordinated with the local Human Resource Office (HRO).

2 Delinquencies caused due to disbursing or administrative errors should not normally be subject to disciplinary action unless the cause can be attributed to the traveler's dereliction.

(c) 90 Days Late. The APC will send a 90-day letter utilizing the format in enclosure (4), to the Commanding Officer/Directorate Head. The supervisor and cardholder will sign the notification letter, attach the response letter from the cardholder, and forward it back to the APC within five working days. If the supervisor does not return the letter, the APC will forward a copy of the notification letter to the next level of command for action.

1 Military cardholders whose accounts become 90 days past due will be notified that their payment is past due and will be reminded of their legal and moral responsibility to pay just debts. They will also be advised that failure to pay their debt within the timelines of this Order may result in the loss of their GTCC, administrative and/or disciplinary action.

2 Civilian employee cardholders whose accounts become 90 days past due will be subject to disciplinary action under applicable regulations. Actions against civilian employee cardholders must be coordinated with the local HRO.

(d) 120 Days Late and beyond. Once an account reaches 120 days past due, the account will be closed and the contractor may initiate Salary Offset. The contractor will notify the traveler in writing regarding the provisions of the Salary Offset program and will initiate Salary Offset through the Defense Finance Accounting Service. Local APCs will prepare and deliver a notice of 120 days past due as indicated in enclosure (5). No additional action is required as account closure and Salary Offset proceedings are irrevocable actions initiated by the GTCC contractor. Once the GTCC contractor closes a cardholder's account, the individual's command will be notified so that appropriate administrative and/or disciplinary action may be initiated, as the individual's Commanding Officer deems appropriate.

(4) GTCC Misuse. APCs shall review activity reports at least once a month to ensure that GTCCs are not being misused. Incurring excessive charges with the GTCC during a period of TAD, or any use of the GTCC that is not in conjunction with TAD is considered misuse of the GTCC. If misuse of the GTCC is suspected, the local Commander will investigate the issue to determine if misuse of the GTCC actually occurred. Notification of misuse will be made using enclosure (6). If misuse occurs while the cardholder is in an official travel status, the APC will immediately deactivate the traveler's GTCC and contact the traveler for an explanation of the misuse. Military members and civilian employees suspected of misuse of the GTCC may be subject to formal counseling and/or disciplinary action under applicable regulations.

(5) Command Delinquency Rates. Local commands that are unable to achieve the 4 percent delinquency goal each month will be required to submit a Monthly Travel Card Report as indicated in enclosure (7). Reports will be completed in time to arrive at the MCABWA APC no later than the 5th of each month.

4. Administration and Logistics

a. Fund Administrators or orders issuance officials will notify the local APC when official travel orders are written in order to request activation of GTCC prior to the travel begin date. Local APCs will activate cards no more than 3 days prior to the commencement of official travel status and will deactivate cards upon completion of the travel period. Personnel on Repeat Travel Orders (RTO) will have their GTCC activated for the entire duration of the RTOs.

b. Cardholders scheduled to be TAD in excess of 45 days in duration shall be instructed on the procedures for submitting partial settlement travel claims.

c. Cardholders shall complete and submit travel claims within three working days of return from travel. Personnel Admin Centers or civilian supervisors will further notify travelers of any claims returned for corrective action in the event that corrections cannot be made on a traveler's behalf.

d. Cardholders are encouraged to elect split-disbursement to the maximum extent possible to reduce the potential for delinquency. Noncommissioned officers and below are directed to utilize split-disbursement for settlement of travel claims. Split-disbursement enables the traveler to elect a portion of the settlement to be sent directly to the traveler's GTCC account.

If the cardholder makes no election for split-disbursement, the Finance Officer/Disbursing Officer will verify the cardholder's GTCC status, and split-disburse an amount equal to the total of lodging and rental car expenses indicated on the travel claim.

e. Resource managers and fund administrators will review Outstanding Travel Order reports at least monthly and ensure that all outstanding travel is settled as soon as possible.

f. Cardholders shall review their "My Pay" account to determine the date of settlement, amount paid to traveler, and amount split-disbursed to the GTCC contractor. Access to "My Pay" can be established by following the instructions indicated at: <https://emss.dfas.mil/mypay.asp>.

g. Travelers shall notify their local APC if a travel settlement has not been received within three weeks from the date of submission. Local APCs will investigate the circumstances surrounding the delay in the settlement and intervene accordingly.

5. Command and Signal

a. Signal. This Order is effective the date of signature.

b. Command. This Order is applicable to MCABWA and Tenant Commands and Marine Corps Reserve personnel assigned to Individual Mobilization Augmentee (IMA) billets within MCABWA.



G. L. GOODMAN
Chief of Staff

DISTRIBUTION: A

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NOTICE OF LATE PAYMENT PAST 30 DAYS

From: Agency Program Coordinator (APC), Government Travel Charge
Card (GTCC) Program
To: (Cardholder's Name)
Subj: NOTICE OF LATE PAYMENT PAST 30 DAYS
Ref: (a) Delinquent Report of DD MMM YY
(b) ABO 4600.1

1. Per reference (a), this is an official notification of late payment past 30 days on your GTCC Account. If you have already sent in the full amount due to the GTCC contractor, you may disregard this notification.
2. To reiterate the basic guidelines, bills are due upon receipt and must be paid in full prior to the end of the next billing cycle. The government travel card is a charge card to be used for official TAD purposes only. It is not a credit card. Consequently, if the account is not paid in full as indicated above, an account is considered delinquent. As explained in reference (b), delinquency is considered card abuse and is strictly prohibited. You are advised that if your account is not paid in full within 60 days of the original statement, the question of card abuse must be addressed.
3. For military personnel, abuse may be punishable as a violation of Article 92 and Article 134 of the UCMJ. Civilian employees are equally responsible for paying their just financial obligations per reference (b), and may be subject to disciplinary or adverse personnel action for failure to pay their just debts.
4. If you find this notification in error, it is imperative you contact your designated APC, (APC Name) at (XXX) XXX-XXXX.

A. P. COORDINATOR

ENCLOSURE (2)

NOTICE OF LATE PAYMENT PAST 60 DAYS

From: Agency Program Coordinator (APC), Government Travel Charge
Card (GTCC) Program

To: (Cardholder's Name)

Via: (Cardholder's Supervisor)

Subj: NOTICE OF LATE PAYMENT PAST 60 DAYS

Ref: (a) Delinquent Report of DD MMM YY
(b) MCO 4600.40A
(c) ABO 4600.1

1. This is an official notification of late payment past 60 days on your GTCC Account. Per reference (a), the total amount due is \$_____. Government accounts that reflect a past due balance 60 days or more are delinquent and exceed parameters defined in references (b) and (c). If you have already sent in a payment for the full amount, you may disregard this notification.
2. The GTCC contract requires that all outstanding charges be paid by the date specified on the billing statement. The GTCC contractor has suspended card privileges for this cardholder. The cardholder should be notified of this action by the command and counseled concerning the use of the GTCC. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days if necessary to maintain their travel card account in a current status. Split disbursement is strongly encouraged.
3. Non-compliance, or failure to adhere to the guidelines for the GTCC, may result in disciplinary and/or administrative action in accordance with applicable statutory and regulatory provisions and, if applicable, with the Multi-Unit Master Agreement for bargaining unit employees. For military personnel, abuse may be punishable as a violation of Article 92 and Article 134 of the UCMJ. Civilian employees are equally responsible for paying their just financial obligations per reference (b) and may be subject to disciplinary or adverse personnel action for failure to pay their just debts.
4. The delinquent balance may be resolved by one of the following actions: (1) payment in full, (2) a reasonable explanation for the delinquency documented and submitted to the contractor through the Agency Program Coordinator, or (3) an agreed-upon repayment schedule with the GTCC contractor. Billing questions may be directed to the

ENCLOSURE (3)

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GTCC contractor at the number printed on the billing statement for that purpose. Additionally, at 75 days delinquent, cardholders are subject to a \$29.00 late fee per billing cycle for each and every billing cycle until the debt is resolved.

5. In accordance with reference (b), have the cardholder sign to acknowledge receipt of this delinquent notification and return it to me with your written response, outlining the actions taken, within 5 business days. If you find this notification in error, and to prevent further misunderstanding, it is imperative you contact your designated APC, (APC Name) at (XXX) XXX-XXXX.

A. P. COORDINATOR

Cardholder acknowledgement of Memorandum of Receipt.

1. I hereby acknowledge receipt of the notice of late payment past 60 days. I further acknowledge that I have five days to submit a written response indicating the reason for the delinquency and the intended course of action to bring the account current.

Name, Grade, Organization

Date

Supervisors Printed Name & Signature

Date

ENCLOSURE (3)

NOTICE OF LATE PAYMENT PAST 90 DAYS

From: Agency Program Coordinator (APC), Government Travel Charge Card (GTCC) Program

To: (Cardholder's Name)

Via: (Cardholder's Department Head/Commanding Officer)

Subj: NOTICE OF LATE PAYMENT PAST 90 DAYS

Ref: (a) Delinquent Report of DD MMM YY
(b) MCO 4600.40A
(c) ABO 4600.1

Encl: (1) Notice of Late Payment Past 60 Days

1. Per reference (a), the 90-day delinquent notification list from the GTCC Contractor has been received and (Cardholder' Name) is 90 days delinquent in the payment of his/her account. The total amount due is \$_____. The enclosed 60-day notification memorandum informed the cardholder that payment on the cardholder's GTCC account was delinquent.

2. The GTCC contract requires that all outstanding charges be paid by the date specified on the billing statement. If no action is taken on this debt, the APC or the contractor may cancel the account. Meanwhile, travel card privileges have been suspended as of DD MMM YYYY. These privileges may be restored upon complete liquidation of the debt. If this debt is not resolved prior to the 120 days past due, the contractor will initiate salary offset proceedings to recover the delinquent balance. The command must notify and counsel the cardholder concerning the delinquent account. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days if necessary to maintain their travel card account in a current status. Split disbursement is strongly encouraged.

3. Failure to adhere to the guidelines for the GTCC, may result in disciplinary and/or administrative action in accordance with applicable statutory and regulatory provisions and, if applicable, with the Multi-Unit Master Agreement for bargaining unit employees. For military personnel, abuse may be punishable as a violation of Article 92 and Article 134 of the UCMJ. Civilian employees are equally responsible for paying their just financial obligations per reference (b) and may be subject to disciplinary or adverse personnel action for failure to pay their just debts.

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4. The delinquent balance may be resolved by one of the following actions: (1) payment in full, (2) a reasonable explanation for the delinquency documented and submitted to the contractor through the APC, or (3) an agreed-upon repayment schedule with the GTCC contractor. Billing questions may be directed to the GTCC contractor at the number printed on the billing statement for that purpose.

5. In accordance with reference (b), have the cardholder sign to acknowledge receipt of this delinquent notification and return it to me with your written response, outlining the actions taken, within 5 business days. If you find this notification in error, and to prevent further misunderstanding, it is imperative you contact your designated APC, (APC Name) at (XXX) XXX-XXXX.

A. P. COORDINATOR

Cardholder Acknowledgement Memorandum of Receipt.

1. I hereby acknowledge receipt of the notice of late payment past 90 days. I further acknowledge that I have five days to submit a written response indicating the reason for the delinquency and the intended course of action to bring the account current.

Name, Grade, Organization

Date

Department Head Printed Name & Signature

Date

ENCLOSURE (4)

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NOTICE OF LATE PAYMENT PAST 120 DAYS

From: Agency Program Coordinator (APC), Government Travel Charge Card (GTCC) Program
To: Commanding Officer/Directorate Head
Subj: NOTICE OF LATE PAYMENT PAST 120 DAYS
Ref: (a) Delinquent Report of DD MMM YY
(b) MCO 4600.40A
(c) ABO 4600.1

1. Per reference (a), the delinquent notification list from the GTCC Contractor has been received and (Cardholder's Name) is now 120 days delinquent in the payment of his/her account.
2. The 60 and 90 day delinquent notification memoranda, dated DD MMM YYYY and DD MMM YYYY respectively, notified the immediate supervisor of the past due account for (Cardholder's Name). It has been brought to our attention that this cardholder still has a delinquent GTCC balance of \$_____ which is now over 120 days past due. The cardholder has not resolved this debt. Therefore, the account has been cancelled. The GTCC Contractor will now begin official collection action. Collection action may include credit bureau notification of the employee's failure to pay.
3. Reinstatement of the cardholder's account requires payment of the debt in full and approval by the Commander or Director. However, the GTCC Contractor reserves the right to deny reinstatement. Cardholders who do not properly liquidate their GTCC debts, or who use the GTCC for personal purposes, also may be subject to disciplinary and/or administrative action in accordance with applicable statutory and regulatory provisions and if applicable with the Multi-Unit Master Agreement for bargaining unit employees. For military personnel, abuse may be punishable as a violation of Article 92 and Article 134 of the UCMJ. Civilian employees are equally responsible for paying their just financial obligations per reference (b) and may be subject to disciplinary or adverse personnel action for failure to pay their just debts.
4. In accordance with reference (b), have the cardholder sign to acknowledge receipt of this delinquent notification and return it to me with your written response, outlining the actions taken, within 5 business days. If you find this notification in error,

ENCLOSURE (5)

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and to prevent further misunderstanding, it is imperative you contact your designated APC, (APC Name) at (XXX) XXX-XXXX.

A. P. COORDINATOR

Cardholder Acknowledgement of Memorandum Receipt.

1. I hereby acknowledge receipt of the notice of late payment past 120 days. I further acknowledge that I have five days to submit a written response indicating the reason for the delinquency and the intended course of action to bring the account current.

Name, Grade, Organization

Date

Supervisors Printed Name & Signature

Date

ENCLOSURE (5)

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NOTIFICATION OF SUSPECTED GTCC MISUSE

From: Agency Program Coordinator (APC), Government Travel Charge
Card (GTCC) Program

To: (Unit/Section)

Subj: NOTIFICATION OF SUSPECTED GOVERNMENT TRAVEL CHARGE CARD
MISUSE BY (CARDHOLDER'S NAME)

Encl: (1) Excerpt from GTCC Activity Travel Report of DD MMM YY

1. A review of the enclosure reflects suspected misuse of the GTCC by the cardholder listed above. A consultation between the cardholder and his/her supervisor must be conducted within 10 business days of receipt of this letter to determine if misuse occurred.

2. Misuse is defined as: "Card use (charges and ATM withdrawals) outside authorized parameters (e.g., charging a gift for one's spouse while TDY or drawing an ATM advance while not on or preparing for official travel) or using the Card for purchases of any kind while not on official travel even if the account is kept current."

3. Upon completion of the consultation, this letter must be signed by both the cardholder and his/her supervisor and returned.

A. P. COORDINATOR

From: (Unit/Section)

To: Agency Program Coordinator (APC), Government Travel Charge
Card (GTCC) Program

Subj: NOTIFICATION OF SUSPECTED GOVERNMENT TRAVEL CHARGE CARD
MISUSE BY (CARDHOLDER'S NAME)

1. I hereby certify that the above listed cardholder has been counseled relative to his/her suspected misuse of the GTCC as indicated in the enclosure.

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2. Based upon this consultation, and after reviewing the purchases indicated in the enclosure, it has been determined that misuse did/did not occur.

Supervisors Printed Name & Signature

Date

Cardholder's Signature

Date

ENCLOSURE (6)

MONTHLY TRAVEL CARD REPORT

Date:

Command:

POC:

Phone:

1. Card Deactivation

a. For Activities not meeting the 4 percent metric, have travel cards been deactivated for all personnel who are not within 10 days of scheduled travel?

_____ Yes

_____ No

b. Are all travel cards being deactivated upon completion of travel?

_____ Yes

_____ No

2. Spot Checks

a. Are these activities performing spot checks of travel card accounts to determine whether there are occurrences of misuse?

_____ Yes

_____ No

b. What Percentage of the command's travel card accounts were reviewed?

_____ Percent

c. Were any cases of Misuse Found?

_____ Yes, proceed to question d.

_____ No, proceed to question e.

ENCLOSURE (7)

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d. Were there any incidents of misuse that warranted disciplinary actions?

_____ Yes

_____ No, proceed to question e.

Provide details of disciplinary actions taken.

e. Were any cases of delinquencies found?

_____ Yes, proceed to question f.

_____ No, proceed to question 3.

f. What actions were taken for those who were delinquent in their accounts?

3. Mission Critical Accounts

a. How many accounts are currently in "mission critical" status?

b. What is the total amount outstanding and the total amount delinquent for these accounts?

4. Other Account Statistics. Provide statistics for the following travel card accounts:

a. Number of open accounts

b. Number of deactivated accounts

c. Number of accounts that have not been used in the past 12 months

5. Other Actions. List any new command actions taken to reduce travel card delinquencies.

ENCLOSURE (7)