



## DCMA Manual 4301-08, Volume 2

### Travel: Government Travel Charge Card

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**Purpose:** In accordance with DoD Directive 5105.64, "Defense Contract Management Agency (DCMA)," this manual implements policy established in DCMA Instruction 4301, "Stewardship," for administering the travel program for the Agency. This volume implements DoD Instruction 5154.31, Volume 4, "Government Travel Charge Card (GTCC) Regulations, assigns detailed responsibilities, and prescribes procedures for managing commercial travel and implementing the DoD Government Travel Charge Card Program.

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## **SECTION 1: GENERAL ISSUANCE INFORMATION**

**1.1. APPLICABILITY.** This issuance applies to all Agency organizations unless higher-level regulations, policy, guidance, or agreements take precedence.

**1.2. POLICY.** It is DCMA policy that:

a. The Government Travel Charge Card (GTCC), also known as an Individual Billed Account (IBA) or travel card, will be used by all eligible DCMA travelers to pay for all costs related to official government travel, including travel advances, lodging, transportation, rental cars, meals and other reimbursable expenses, unless otherwise specified.

b. This manual is executed in a safe, efficient, effective and ethical manner.

## SECTION 2: RESPONSIBILITIES

**2.1. DIRECTOR, DCMA.** The Director, DCMA, will ensure a GTCC program is established and resourced to meet the requirements of DoD Instruction (DoDI) 5154.31, Volume 4, "DoD Government Travel Charge Card Regulations."

**2.2. EXECUTIVE DIRECTOR, FINANCIAL AND BUSINESS OPERATIONS AND COMPTROLLER.** The Executive Director, Financial Business Operations and Comptroller will:

- a. Exercise overall responsibility for the Agency's GTCC Program.
- b. Appoint the Component Program Manager (CPM) and Agency Program Coordinators (APCs) Hierarchy Level 3 (HL3) for DCMA Headquarters in writing. The CPM/APC designation letter template is located on the Resource Page.

**2.3. COMPONENT PROGRAM MANAGER.** The CPM will:

- a. Establish and manage the Agency's GTCC Program in accordance with the DoDI 5154.31, Volume 1, "Commercial Travel Management."
- b. Establish and maintain the component's organizational structure ("hierarchy level") and notify the Defense Travel Management Office (DTMO) and the card vendor of any changes in organizational structure that affect the travel card program. The DoD/DCMA overarching/current hierarchy structure is located on the Resource Page.
- c. Conduct annual hierarchy level (HL) reviews to include validating HL structure and verifying points of contact (POC) information. This process may be delegated down to lower HLs.
- d. Ensure that the GTCCs and Centrally Billed Accounts (CBAs) are properly approved, credit limits are established and maintained, and annual reviews are performed to monitor credit limits and card utilization.

**2.4. OPERATIONAL UNIT COMMANDER/DIRECTOR.** The Operational Unit Commander/Director will:

- a. Ensure all personnel are properly trained on travel card use and policy pursuant to DoDI 5154.31, Volume 4.
- b. Ensure that all personnel understand their roles and responsibilities related to usage of the GTCC.
- c. Appoint in writing APCs HL4 for region and executive directorate commands (i.e., East, Central, West, International, Cost & Pricing, Special Programs, Information Technology (IT) and Headquarters (HQ)) and appoint APCs HL5 for each Contract Management Office (CMO) in

writing and provide a copy of each appointment letter and training requirements to the GTCC CPM. The Defense Travel System team provides APC support for HQ cardholders.

d. The individual appointed must possess the knowledge, skills and abilities required to carry out the responsibilities effectively.

e. The APC must have access to, and the ability to relay sensitive information to the chain of command for determination of appropriate action.

f. Commanders/supervisors must give the APC the necessary amount of time required to carry out APC responsibilities.

**2.5. AGENCY PROGRAM COORDINATOR.** The APC will maintain a copy of the memorandum of appointment until superseded. Training on the roles and responsibilities of the APC is required prior to appointment, including proper management, control and oversight tools and techniques. APCs will:

a. Perform the day-to-day administrative functions of the GTCC Program.

b. Act as the focal POC for travel charge actions within their organization.

c. Keep their Commander/Director informed on the status of the program, significant problems and issues on a monthly basis.

d. Use the bank vendor's Electronic Access System (EAS) as the primary tool to manage within their immediate hierarchy and in all subordinate levels within the EAS.

e. Train all cardholders on the proper use of the GTCC. Ensure all cardholders receive a copy of the card vendor's cardholder agreement, the DoD Statement of Understanding (SOU), the GTCC cardholder responsibility brochure, and the Agency Travel Checklist upon checking in to the Agency and maintain these while the cardholder is located within their hierarchy structure. Check-in documents and templates are located on the manual's Resource Page.

f. Initiate and process electronic online applications for all new cardholders as applicable.

**2.6. COMMANDERS/DIRECTORS, CONTRACT MANAGEMENT OFFICES.** The Commander/Director will direct their region/executive directorate command/CMO APC to conduct a periodic internal control program review of their GTCC Program and provide results to the Commander/Director. Results must be routed through the Managers' Internal Control Program (MICP) Statement of Assurance process via their region/executive directorate command/CMO. The GTCC Program Review template is located on the manual's Resource Page.

a. Appoint APCs (HL4) for the region/executive directorate command and appoint APCs (HL5) for the CMOs in writing, and provide to the GTCC CPM.

b. The CMO APC position must be adequately resourced to meet program needs. Organizations that have over 200 cardholders may consider appointing additional APCs. Region/executive directorate command APCs (HL4) may act on behalf of the CMO APCs (HL5) during any absence of the CMO APCs. CMO APCs cannot, however, act on behalf of their region/executive directorate command APCs without being appointed in writing by the region/executive directorate Commander/Director.

**2.7. DCMA SUPERVISORS AND MANAGERS.** DCMA Supervisors and Managers will:

- a. Ensure GTCCs are issued to all eligible government employees.
- b. Ensure that all personnel are properly trained on travel card policy and usage.
- c. Ensure that all DoD and DCMA guidelines are followed in administering disciplinary actions when appropriate.
- d. Ensure that all cardholders (standard or restricted) contact their supervisor or manager to request a temporary increase to their spending limit prior to departing on travel orders, if required. The temporary increase template is located on the manual's Resource Page.

**2.8. CARDHOLDER.** A cardholder is a government employee (civilian or military) who has been issued a GTCC for use while performing official government travel. Cardholders will:

- a. Adhere to the procedures set forth in this manual and applicable DoD regulations, to include the GTCC contractor's cardholder agreement and terms and conditions of use.
- b. Submit travel vouchers within 5 business days of completion of travel.
- c. Avoid multiple Automated Teller Machine (ATM) advances whenever possible.
- d. Use split disbursement, as required for all DCMA personnel and DoD (civilian and military), to pay the outstanding balance of all undisputed expenses charged to the travel card as a part of the travel settlement process. Payment for all travel card charges will be sent directly to the travel card vendor via split-disbursement as part of the traveler's voucher reimbursement.
- e. Be responsible for payment in full of all undisputed amounts due in the monthly billing from the GTCC contractor by the due date, regardless of the status of their travel reimbursement. Cardholders whose account becomes delinquent may be subject to disciplinary or administrative action. Disciplinary guides for civilian and military GTCC misuse may be found on the Resource Page.
- f. Complete GTCC initial training and refresher training every 3 years.
- g. Provide a signed DoD GTCC SOU and certificate of training to their APC. The SOU may be found on the manual's Resource Page.

- h. Comply with the terms and conditions of the cardholder account agreement.
- i. Keep their account information updated (i.e., home address, work email address, and home and work phone numbers).
- j. Use their GTCC only for purchases that comply with DCMA and DoD policies.
- k. Permanent Change of Station (PCS) Program. In accordance with DCMA-MAN 4201-11, “Acquisition Workforce, Return Rights, and Permanent Change of Station (PCS),” cardholders must:
  - (1) Submit a request for PCS and mission critical status to the organization APC upon approval from their supervisor or manager. The PCS program request template is located on the manual’s Resource Page.
  - (2) Create an online account to have access to their account information on a daily basis and be able to see all charges as soon as they are posted to their account. Instructions on how to register for online account access through the card vendor can be found on monthly statements.
  - (3) Use the GTCC for allowable expenses in accordance with the Joint Travel Regulations (JTR).
  - (4) File PCS travel voucher (DD Form 1351-2, “Travel Voucher or Sub-voucher”) in accordance with the JTR.
  - (5) Promptly check-in with gaining APC upon arrival at new duty station to have cardholder’s account transferred to the new agency/command hierarchy.
  - (6) Ensure GTCC balance is paid by account reconciliation date (PCS end date +30 Days).
- l. Lost or Stolen GTCCs. The cardholder must immediately notify the card vendor, their APC, and their supervisor if the GTCC is lost, stolen, or compromised. A replacement card, with a new account number, will be issued. Cardholders will not be liable for unauthorized charges resulting from the loss or theft of the card. The card vendor information and contact numbers are located on the manual’s Resource Page.



## SECTION 3: PROCEDURES

### 3.1. CARD LIMITS.

a. The travel card has default spending limits for charges and cash withdrawal set by the General Services Administration (GSA) SmartPay contract. Cardholders will contact their supervisor or manager to request a temporary increase to their spending limit. The temporary increase template is located on the manual's Resource Page. Every reasonable effort shall be made to avoid submitting emergency requests for card limit increases and/or activations.

b. Supervisors or managers will contact their local APC by email to authorize any temporary spending limit increase (credit/cash/retail) above the threshold of the employee's account at least seven business days prior to each period of travel once an authorization has been signed by the traveler.

**3.2. AGENCY PROGRAM COORDINATOR REQUIREMENTS AND FUNCTIONS.** An APC plays an important role in the proper management of the GTCC Program. HL definitions are located on the manual's Resource Page.

a. Commanders/Directors may consider the volume of workload associated with the APC responsibilities in determining how many personnel may be needed to manage their GTCC program. The factors taken into account include:

(1) Frequency of travel and delinquency rate of the organization.

(2) Individuals appointed as APCs have the skills (i.e., training) necessary to properly manage the travel card programs and access reports in EAS.

(3) APCs have access to sensitive information and relay this information to the chain of command for determination of appropriate action when necessary.

(4) Commanders/Directors may consider assignment of APC duties to civilian personnel where practical in order to avoid the loss of knowledge of program responsibilities in high turnover military positions.

b. APCs must maintain all pertinent records for cardholders within their HL. These records must include a copy of the cardholder's initialed and signed DoD SOU, training completion certificate, delinquency notifications, and other information applicable to the cardholder. Due to the sensitive nature of this data, such records must be maintained in an area that ensures limited access and must be marked, "FOR OFFICIAL USE ONLY," and contain other warnings pertaining to maintenance and disclosure. Records containing personally identifiable information are subject to provisions of the Privacy Act. Records must be maintained until superseded or obsolete, or upon separation or transfer of DoD personnel (military or civilian). Records may be destroyed upon the transfer, separation, termination, or death of the cardholder.

c. APCs must close the travel card accounts of cardholders who separate from DoD

employment or military service, terminate civilian service, retire, or in the event of death. For separation, termination, or retirement, APCs may be proactive in closing these accounts as far in advance as possible and make every effort to ensure that existing balances are paid prior to departure. Special attention may be given to individuals who are departing on terminal leave, well in advance of their separation dates. To meet this requirement, supervisors must ensure separating employees have completed a DCMA out-processing checklist, which includes the requirement to turn in a GTCC to the appropriate APC. Management or APC will witness the employee destroy their card if they are being terminated or are retiring.

d. APCs must transfer accounts of cardholders who are reassigned within DCMA or DoD. The Transfer Control Process and Agency Travel Checklist are located on the manual's Resource Page.

(1) When a member transfers to a new command, it is the responsibility of the losing command to have the member out-process and deactivate the member's GTCC account. This will prevent the accidental misuse of the card while the member transfers, unless they are authorized to utilize their GTCC account while in a PCS status.

(2) At the time of out-processing, APCs can review the status of the employee's GTCC account and verify that all travel claims have been submitted for liquidations. APCs are to advise employees of any unpaid balances posted to their account and remind them that it is the employee's responsibility to pay balances promptly.

(3) Once the employee arrives at the new command, it is the responsibility of that command's APC to immediately in-process the employee into the GTCC Program as part of in-processing. The employee will be given an Agency Travel Checklist for travel which includes requesting the status of a GTCC. If the employee already has a GTCC, it will be transferred into the new command hierarchy regardless of whether that account is in a delinquent status. If the employee does not have a GTCC, the APC will initiate the application process once mandatory training and SOU have been completed.

(4) Commands must not refuse to transfer an account due to the delinquent status. The losing command no longer possesses the ability to perform the necessary oversight of these accounts; thus, the losing command must transfer such accounts to the gaining command. Adverse account status (past due, delinquent or salary offset) does not influence the transfer process. The only accounts exempt from transfer are charged-off accounts. They remain with the current hierarchy until purged by the bank.

(5) Cardholders who are Individual Augmentees (IA) and are transferring to the Air Force, the Army or another DoD Agency, will retain and use their GTCC for PCS expenses. IA official orders state that the card is to remain activated as they transfer through the Expeditionary Combat Readiness Command (ECRC).

(6) The account will be transferred to the gaining organization within 30 days of the cardholder's departure. If the transfer action cannot be completed due to lack of information or non-responsiveness by the gaining organization, the DCMA CPM may be contacted for

assistance.

e. The APC will monitor and report all delinquencies to the cardholder and their supervisor or manager and take appropriate actions. APCs are also responsible for monitoring all accounts for proper use of the GTCC and reporting accounts with unauthorized transactions to commanders and/or supervisors for action, as appropriate.

f. On a monthly basis, the APC will review any reports provided or made available by the GTCC contractor to identify accounts for potential closure. Accounts not used in a 12-month period may be closed with an option to reopen without a new application if the need for travel arises. The GTCC cardholder must be notified of the account closure and have an opportunity to dispute it.

g. APCs are encouraged to attend training on the use of the EAS provided by the card vendor. They are also highly encouraged to attend the annual GSA SmartPay® Training Conference if approved by the Agency.

### **3.3. AGENCY PROGRAM COORDINATOR TRAINING.**

a. A variety of Computer Based Training (CBT) courses and information such as job aids, cardholder briefings, frequently asked questions, the bank vendor EAS user's guide and other information is available online from the DTMO, GSA, and bank vendor websites. Training resource links are located on the Resource Page. APCs use EAS as their primary tool to manage GTCC accounts. APCs must be fully trained to perform tasks, to include proficiency in the use of the EAS, management of the program, and monitoring cardholder transactions. At a minimum, APCs must complete this DTMO training:

(1) Travel Card Program Management (a mandatory APC course).

(2) New APCs are encouraged to take various CBT courses offered through vendor learning software.

b. HL5 APCs must forward a copy of their certificate of completion for any completed APC courses/training to their HL4 APC.

c. HL4 APCs must forward a copy of their certificate of completion for any completed APC courses/training to the HL3 CPM.

### **3.4. AGENCY PROGRAM COORDINATOR BANK VENDOR ACCESS.**

a. APCs must obtain EAS access by contacting their HL5 or HL4 APC. HL4/5 APCs have visibility into all GTCC accounts in their immediate hierarchy and in all subordinate levels within EAS.

(1) The region/executive directorate command HL4 APC must grant access to the bank vendor reporting and managing systems for all APCs within their hierarchy upon receiving a copy of the APC training certificate and designation letter.

(2) The Agency CPM/HL3 APC must grant access to the bank vendor reporting and managing systems for all region/executive directorate command HL4 APCs upon receipt of all required documents to include the training certificate and designation letter.

b. APCs will:

(1) Train all cardholders on the proper use of the GTCC, and will ensure all cardholders receive a copy of the bank vendor cardholder agreement, the DoD SOU, the GTCC cardholder responsibility brochure, and the Agency Travel Checklist upon checking into the Agency. Check-in documents and templates are located on the manual's Resource Page.

(2) Initiate and process electronic online applications for all new cardholders as applicable.

(3) Deactivate GTCC accounts if an issue has been identified, to reduce the possibility of card misuse pursuant to the DoDI 5154.31, Volume 4, "Government Travel Charge Card" Regulations.

### **3.5. GOVERNMENT TRAVEL CHARGE CARD CATEGORIES.**

a. All DoD personnel (military and civilian) who perform travel as part of their duties will apply for and, if issued, use a GTCC, unless otherwise exempt.

b. There are two types of GTCCs available for travelers:

**(1) Standard Card.** Standard cards are issued to individuals with a qualifying credit score (credit score of 660+). The credit limit for ATM withdrawals and retail purchases are prescribed by the GSA SmartPay contract. Standard accounts are activated upon verification of receipt of the card. The APC, CPM, or DTMO have the authority to increase the limits on a temporary basis, as needed/when requested, to meet mission requirements. Commanders/Directors/Supervisors must validate the requirement to increase the limit. Limits may be raised on a temporary basis not to exceed 12 months on a case-by-case basis to support mission requirements.

**(2) Restricted Card.** Restricted cards are issued to individuals with a non-qualifying credit score (credit score of 500-659), to individuals with no credit history, or to selected individuals as directed by their commander or supervisor. The APC, CPM, or DTMO have the authority to increase the limit on a temporary basis, as needed/when requested, and not to exceed 6 months, on a case-by-case basis to meet mission requirements. Commanders/ Directors may validate the requirement to increase the limit.

### 3.6. APPLICATIONS.

**a. Initial Applications.** All initial GTCC applications will be completed online electronically by the APC, cardholder and cardholder's supervisor. The GTCC application will be submitted in the cardholder's legal name and must match the name used in the Electronic Travel System profile and/or travel orders. The APC must provide the applicant a copy of the cardholder agreement, the SOU, and the cardholder responsibility brochure prior to being issued an application. The applicant must read and understand the cardholder agreement, which defines the terms and limits of the contract, authorized charges, and the penalties for non-payment of account balances. The GTCC online application process flow and in-processing documents are located on the manual's Resource Page.

**b. Online Applications.** The APC will initiate the online application (or re-open a closed account) upon receipt of the applicant's completed DoD SOU and Travel Card Program, and Policies – Travel Card Program (Travel Card 101) training certificate. For a cardholder whose account has been closed due to non-payment, a manual GTCC reinstatement application must be submitted by the APC after the cardholder's account reflects a \$0.00 balance for 60 days. The reinstatement application must be signed by the cardholder's supervisor. If approved by the card vendor, the employee will be issued a restricted card.

**c. DoD SOU.** The DoD SOU describes proper card use and possible penalties for misuse or delinquency. Before an application is forwarded to the card vendor for processing, the applicant must read the SOU and indicate their understanding of the specific provisions. The SOU must be digitally signed by the cardholder and supervisor. The applicant must understand DoD policies and procedures regarding the definition of official DoD travel and the definition of authorized purchases as they relate to official DoD travel. The signed SOU must be retained by the APC along with other travel charge card documents. Upon PCS/transfer to a DCMA organization, a new SOU must be obtained by the APC when the cardholder in-processes. A new SOU must be submitted every three years. The SOU template may be found on the manual's Resource Page.

**d. Training Certificate.** Cardholders must complete mandatory initial cardholder training as well as refresher training every three years. The preferred initial training is the Travel Card 101 (part of the DoD Traveler 101 series) available through Travel Explorer (TraX). TraX training is provided by DTMO and is aimed at enhancing the travel experience by providing useful training tools and helpful information. First-time users must complete a short registration. The training consists of an overview and objectives, travel card basics, obtaining and using the charge card, travel card policies, and summary and assessment. Upon successful completion of the assessment, the applicant must print a completion certificate. Travelers must maintain a copy of their completion certificate for their records and forward a copy to their servicing APC. Travel charge card applications must not be issued until initial cardholder training has been completed.

**e. Credit Check.** Credit worthiness assessments are an important internal control to ensure that charge cardholders are financially responsible. Depending on credit score, applicants are eligible for a standard card or a restricted card, or may not be eligible for a card. At no time, and

in no case, will the card vendor provide credit check results to the APC. The credit bureau will only provide this information to the applicant. If the applicant agrees to a credit check, credit scores apply as follows: 1-499 no card issued; 500 – 659, a restricted card is issued; and 660 and above, a standard card is issued.

(1) The card vendor is not required to provide a card to any individual who has a credit score below the DoD minimum score for issuance of a card within the preceding 24 months, unless the applicant has agreed to a new credit check resulting in a favorable score. For applicants who have previously scored below the DoD minimum score within the preceding 24 months and are reapplying for a card after denial, the bank will not issue a restricted card if the applicant declines a credit check. This requirement is to avoid automatic issuance of a restricted card resulting from non-consent to a credit check to those applicants aware of their previous denial.

(2) The electronic signature on the electronic application attests that the applicant understands the provisions of the cardholder agreement and agrees to abide by them. The applicant's supervisor must approve the application before it is sent to the APC. The APC reviews the application for completeness and then approves and forwards the application to the card vendor for processing.

**f. Decision.** Applicants will receive either a declination notice or the GTCC from the card vendor via regular mail in approximately 7-10 business days after the application is received by the bank. Cardholders must verify receipt by contacting the bank using the phone number provided on their card. Standard and restricted cards will then be automatically activated. Expedited applications will be used for personnel who are scheduled to travel within 5 working days. Expedited card delivery is available on a case-by-case basis. Applicants and supervisors must plan travel and request cards to avoid the expedited card delivery request. If the GTCC is expedited by an express mail carrier, an adult must be at the delivery address to sign for the card or it will be returned to the express mail carrier hub.

**3.7. ADVANCE CONFERENCE/REGISTRATION FEES.** Commands must use the appropriate training request and the Government Purchase Card to pay for training registrations or conference fees, especially when such fees must be paid in advance.

**3.8. FOREIGN CURRENCY CONVERSION.** Charges made to a GTCC in a foreign currency will be posted and shown on the account statement in U.S. dollars. In order to receive proper reimbursement, the traveler must report this information on their travel voucher: the amount of the expense in foreign currency; the exchange rate on the day the item was purchased; and the bank commission(s) charged for conversion of U.S. dollars to foreign currency.

**3.9. PERMANENT CHANGE OF STATION PROGRAM.**

a. Use of the GTCC for PCS related travel expenses is authorized. Caution must be exercised as the length of time necessary to obtain reimbursement for expenses may result in a delinquent status. Cardholders continue to be bound by the terms and conditions of the original and any subsequent changes to the cardholder agreement, except for the terms overridden or

replaced by the PCS Program Guideline in effect only while the cardholder is enrolled in the PCS Program pursuant to the DoDI. The PCS program request template is located on the manual's Resource Page. While the cardholder's account is in a PCS and mission critical status (total timeframe cannot exceed 120 days), the account will not suspend, incur late fees, nor report as delinquent.

b. Benefits include a reduced dependency on the traveler's use of personal funds, and the program is expected to increase rebates to the government. In order to take full advantage of the extended payment terms of this program, the account balance must be zero when requesting placement in the PCS Program. Cardholders may be placed in PCS Program status before any PCS-related charges are placed on the card (i.e., airline tickets, temporary lodging, etc.).

c. These types of PCSs are excluded from the program:

(1) Accession.

(2) Separation.

(3) PCS moves greater than 120 days, including PCS with Temporary Duty (TDY) assignment.

d. These expenses are authorized for use with this program: Transportation, lodging, meals, Temporary Quarters Subsistence Expense or Temporary Quarters Subsistence Allowance (TQSE/TQSA) and approved house hunting expenses. When a traveler performs a civilian PCS move with the government, the Internal Revenue Service (IRS) considers the majority of allowances to be taxable income. If an employee is eligible for relocation income tax allowance (RITA), RITA and withholding tax allowances are available to offset the impact of taxes resulting from relocation expenses.

e. Cardholders may obtain PCS travel advances utilizing their GTCC (i.e., ATM cash). Travel advances may not be obtained by any other means (i.e., Finance Office, Electronic Funds Transfer (EFT), etc.). ATM advance withdrawals are limited to daily maximums established by the card vendor, unless increased by an APC upon approval of the member's supervisor. Effective October 1, 2014, ATM fees are no longer reimbursable. Every effort must be made to use the GTCC for all official purchases rather than obtain cash advances.

f. This eligibility criteria must be met prior to being placed in PCS status:

(1) Cardholders must register for online account access. Specific instructions are found on the monthly statement generated by the card vendor.

(2) Cardholders account must be open and paid in full prior to being placed in a PCS mode and mission critical status.

(3) Cardholders must contact their APC to have their account enrolled in the PCS program and placed into mission critical status if applicable.

(4) Card limits may be temporarily increased to allow for authorized PCS entitlements. Cardholders may request a card limit increase by submitting a copy of their PCS orders with all amendments, including a card limit increase request form to their supervisor or manager for approval prior to submission to their servicing APC and/or being placed in mission critical status. The temporary increase template is located on the manual's Resource Page.

g. Cardholder Responsibilities.

(1) Submit a request for PCS and mission critical status to the organization APC upon approval from their supervisor or manager. The PCS program request template is located on the manual's Resource Page.

(2) Use the GTCC for allowable expenses pursuant to DoDI and the JTR.

(3) File travel vouchers (DD Form 1351-2) pursuant to the JTR.

(4) Promptly check-in with gaining APC to have GTCC transferred to the gaining agency/activity hierarchy.

(5) Ensure GTCC balance is paid in full by the account reconciliation date (PCS end date +30 days) regardless of the status of your PCS claim.

### **3.10. CENTRALLY BILLED ACCOUNTS.**

a. A CBA is a travel charge card account established for an agency and paid by the agency. DCMA personnel, military and civilian, will include airline tickets purchased through CBAs as non-reimbursable expenses and must include a copy of the e-invoice as part of the substantiating records in the voucher, even though they will not be reimbursed for the airline tickets. All DCMA personnel, military and civilian, will return full or partially unused tickets, to include unused electronic tickets (e-tickets), to the local travel office for refund. Personal accountability is essential to maintain the strength of the GTCC Program. Therefore, all approving officials will closely review travel claims for unauthorized reimbursable expenses and perform necessary follow-up actions to ensure fully unused and partially unused airline tickets, including e-tickets, are returned to the local travel office for refund.

b. A CBA (maintained by the CPM) must be used to purchase airline tickets issued by the Travel Management Company for travelers who have been denied a GTCC.

c. Individuals whose GTCC has been canceled or suspended by the card vendor or the cardholder's agency/organization for financial irresponsibility must seek approval from the CMO Commander or Director to utilize the DCMA HQ CBA. The approval/disapproval from the CMO Commander/Director must be scanned/faxed into the Electronic Travel System authorization. Documented efforts to resolve the employee's card closure or delinquency by the traveler's command must be forwarded to the Agency Deputy Director via the organization's chain of command as part of the authorization request to utilize the CBA.



d. For individuals traveling on Basic Contingency Operations Training (BCOT) orders, approval/disapproval needs to be determined by the Agency Deputy Director for authorization to utilize the DCMA HQ CBA. Documented efforts to resolve the employee's card closure or delinquency by the traveler's command must be forwarded to the Agency Deputy Director via the organization's chain of command as part of the authorization request to utilize the CBA.

### **3.11. MISSION CRITICAL STATUS.**

a. When an individual is in a travel situation that precludes the filing of travel vouchers (including interim vouchers) and prompt payment of GTCC bills, the APC is authorized (with the approval of the cardholder's supervisor) to place the account in a mission critical status. Mission critical travel is defined as travel performed by DoD personnel under competent orders and performing duties that, through no fault of traveling personnel, prevent the traveler from filing travel vouchers and paying the GTCC bill. Mission critical status must be reflected on the travel orders/authorizations in order for the traveler to be reimbursed for any late charges incurred while in this status. An individual charge card account must be placed in mission critical status before the account is suspended (less than 60 days). Expenses incurred prior to a deployment must be processed for payment through split disbursement before the individual departs for assignment. Mission critical status will not be authorized in cases where the individual is in a location where they are able to file timely vouchers.

b. Organization APCs may place cardholders in mission critical status for up to 120 days. CPM/DTMO approval is required for mission critical travel status designations over 120 days.

c. Should there be an outstanding balance at the time the cardholder is removed from mission critical status, the balance must be paid within 45 days of removal from this status.

### **3.12. GOVERNMENT TRAVEL CHARGE CARD PAYMENT.**

a. Cardholders must file travel vouchers within five working days of return from travel. Cardholders are personally liable for payment in full of the undisputed amount stated on the monthly billing statement by the due date indicated on the statement. Cardholders are responsible for payment regardless of the status of travel reimbursements. Failure to pay the monthly bill in a timely manner will result in the loss of charging privileges. If a card is suspended, it cannot be used again until the card vendor receives payment in full of the past due balance. If a card is canceled due to non-payment, the delinquency may be reported to credit bureaus, referred to collection agencies, or lead to other collection actions.

b. Cardholders will receive an account statement after the close of each billing cycle; it must be paid in full by the due date. If the account balance is zero and there is no activity on the card, a paper statement will not be sent. Cardholders are encouraged to accept paper-free billing from the card vendor.

c. The traveler will ensure that the total outstanding charges on the travel card are designated for split disbursement on the travel voucher. Split disbursement permits a direct payment via EFT to the card vendor for charges incurred on the travel card and to the cardholder for any residual amount. At a minimum, the amount forwarded to the card vendor will include the cost of lodging and transportation (Air & Rental Car if authorized). Amounts charged on meals and other miscellaneous expenses already included in the per diem, as well as any ATM withdrawals, must be split disbursed to the card using the Payment Total screen in the Electronic Travel System. Use of Payment Totals in the Electronic Travel System to perform manual split disbursement will designate an additional payment to the card vendor.

d. The GTCC vendor offers several convenient payment options including online and pay by phone. These options are free to the traveler.

e. Cardholders are encouraged to obtain online account access. This will allow the cardholder to monitor account activity. Information to register for an online account access can be obtained at the bottom of the monthly billing statement.

f. If a questionable charge appears on the account, the cardholder must contact the merchant to discuss the transaction. If the merchant does not resolve the disputed charge, the cardholder must file a dispute in writing with the card vendor within 60 days of the billing date on the statement the charge appeared.

### **3.13. REVIEW OF GOVERNMENT TRAVEL CHARGE CARD ACCOUNTS.**

a. APCs must monitor accounts for delinquency or apparent card misuse and provide written notice to the cardholder and the cardholder's supervisor.

b. APCs must review transactions for at least 10 percent of their cardholder accounts with activity. This will be accomplished on a monthly basis. APCs can accomplish this review using standard reports available in the EAS and/or Visa Intellilink Program. The potential misuse process flow is located on the manual's Resource Page. On a monthly basis, the CPM will forward a file of suspect transactions generated from data mining reports to the APC where the GTCC account is held. The APC will research the validity of the charge. APCs will report seven charges determined to be questionable to the cardholder's supervisor. APCs will follow-up in writing with the findings and actions taken to the DCMA CPM via Visa Intellilink software or via an encrypted email.

c. APCs must run, save and process all mandatory reports on a monthly basis pursuant to the DoDI for IBA and CBA accounts. These reports must be run at the completion of each billing cycle.

d. Data Mining Software Monitoring. The SmartPay Contract requires monthly monitoring of cardholder activity to identify potential misuse/abuse.

(1) APCs are responsible to Directors or Commanders for overall program execution, management of daily operations of the Travel Card Program, and data mining, which is a critical responsibility. DCMA is requiring the use of data mining software provided by the card vendor as a compliance management supplement to the current responsibilities of APCs.

(2) Data mining software provided by the card vendor is a compliance management web-based modular application designed to provide sophisticated information services including analytics and investigative reporting, misuse detection, program compliance, regulatory compliance, spend management, and support for strategic sourcing.

(3) HL3 CPM and below must use data mining software provided by the card vendor at least monthly in conjunction with the card vendor EAS to review accounts within their purview to detect potential misuse/abuse cases. Misuse and abuse is defined as use of a travel charge card for activities other than official federal government travel and travel-related expenses.

**3.14. SECURITY CLEARANCE.** Commanders and supervisors must take appropriate action with respect to security clearances for cardholders who misuse cards or are delinquent in paying card account balances. APCs are required to notify supervisors of delinquency and apparent card misuse. DoD guidance requires management to refer such cases to the security office, who will refer the matter to the Central Clearance Facility, for a determination on whether removal of the security clearance is warranted per DoD 5200.2-R, "Personal Security Program."

### **3.15. DISCIPLINE FOR MISUSE OR DELINQUENCY.**

a. Use of the GTCC for activities other than official government travel and travel-related expenses is considered misuse/abuse. Consequences for misuse/abuse may include: reprimand, travel charge card cancellation, counseling, suspension and/or termination.

(1) Each case of improper, fraudulent, abusive, or negligent use of a GTCC by civilian or military personnel, including any use at establishments or for purposes that are inconsistent with the official business of DoD or with applicable regulations, must be reported to the supervisor or manager of the individual or parties responsible in a timely manner so that the appropriate corrective or disciplinary/adverse action may be taken.

(2) Civilian or military personnel who fail to satisfy an indebtedness arising from the use of the GTCC, or those who fail to do so in a timely manner, may be subject to disciplinary/adverse action.

(3) Supervisors and managers who receive information indicating that civilian or military personnel have engaged in any misuse or abuse of the GTCC must take appropriate action, including further investigation, if needed.

b. Commanders and supervisors are required to take appropriate disciplinary action, consistent with DoD regulations, for cardholder delinquency, card misuse and abuse, or fraudulent activity. When misuse occurs, commanders and supervisors must carefully consider all of the facts and circumstances in reaching a disposition that is warranted, appropriate, and

fair. Guidelines for both civilians and military are available in the Office of the Under Secretary of Defense (OUSD) Memorandum on “Government Charge Card Disciplinary Guide for Civilian Personnel” and the Office of the Under Secretary of Defense (OUSD) Memorandum on “Disciplinary Guide for Misuse of Government Charge Cards by Military Personnel.” Disciplinary guides for civilian and military misuse are located on the manual’s Resource Page. Examples of misuse include, but are not limited to:

- (1) Personal use.
- (2) Use while not on official government travel.
- (3) Use locally, if not on official government travel status.
- (4) Purchases related to adult entertainment and gambling.
- (5) Excessive ATM withdrawals.
- (6) Intentional failure to pay undisputed charges in a timely manner.
- (7) Use of the GTCC for someone other than the specific cardholder.

c. An account is considered past due if it has not been paid by the due date. APCs will notify the cardholder and the cardholder’s commander/supervisor when an account is 45 days or more past due. The card vendor will suspend an account if payment of the full amount of the undisputed charges is not received and posted by the card vendor 61 calendar days from the closing date on the statement. APC delinquency letter action time frame templates are located on the manual’s Resource Page.

## **SECTION 4: MANAGERS' INTERNAL CONTROL PROGRAM**

### **4.1. GOVERNMENT TRAVEL CHARGE CARD MISUSE OR ABUSE.**

a. APCs must report each case of improper, fraudulent, abusive, or negligent use of a GTCC by government personnel, including any use at establishments or for purposes that are inconsistent with official business or DoD, or inconsistent with applicable regulations. The report is made in a timely manner to the supervisor of the individual or parties responsible so that appropriate corrective or disciplinary/adverse action may be taken. Disciplinary guides for civilian and military misuse are located on the manual's Resource Page.

b. APCs must utilize card vendor EAS reports and data mining software provided by the bank vendor to help detect potential misuse/abuse cases.

### **4.2. AGENCY PROGRAM COORDINATOR DESIGNATION LETTERS.**

a. APC HL4 through HL5 must be designated in writing by their local Commander/Director. The APC designation letter template is located on the manual's Resource Page.

b. APC HL5s must forward a copy of their APC designation letter/training certificate to their HL4 APC for EAS access rights/permissions.

c. APC HL4s must forward a copy of their APC designation letter/training certificate to their HL3 CPM for EAS access rights/permissions.

**4.3. DELINQUENCY/MISUSE NOTIFICATION.** APCs must notify the cardholder and the cardholder's supervisor when their account is subject to suspension, is suspended, is delinquent or will be canceled, or has been suspected of misuse. Delinquency/misuse letter templates are located on the manual's Resource Page.

### **4.4. METRIC REPORTING.**

a. The Office of Management and Budget (OMB) Circular A-123, Appendix B, requires Federal agencies to establish performance metrics as a measure of effectiveness and as a management control mechanism. Performance metrics are a valuable tool as an indicator of the "health" of the agency's GTCC Program.

b. Delinquency rates negatively impact program performance and long term delinquencies may have adverse impacts on an organization's mission readiness. Delinquencies are tracked by established performance indicators, outstanding accounts and outstanding dollars that are over 60 days past due.

**4.5. PROGRAM UPDATE.** APCs must update the Commander/Director on a monthly basis concerning important updates to the GTCC Program.

#### **4.6. AUTOMATED TELLER MACHINE CASH ADVANCE USE.**

- a. ATM cash advances can only be taken and used for expenses related to official government travel. The bank will assign a personal identification number (PIN) to each cardholder which permits ATM access.
- b. Cardholders may obtain an ATM cash advance only in the amount to cover valid out-of-pocket travel-related incidental expenses that cannot be charged to the GTCC. ATM advances must not be obtained earlier than three working days before the scheduled departure date of any official travel.
- c. ATM advance withdrawals are limited to daily maximums established by the bank, unless increased by an APC after being authorized by the employee's supervisor.
- d. The card vendor will charge an ATM cash advance transaction fee as stated in the current card holder agreement. Effective October 1, 2014, ATM fees are no longer reimbursable pursuant to the DoDI 5154.31.
- e. To avoid ATM service charges, cash withdrawals may be made from the card vendor's ATMs.

#### **4.7. WILLFUL MISUSE OR ABUSE.**

- a. Military personnel who misuse the GTCC may be subject to adverse administrative, non-judicial, or judicial action.
- b. Civilian personnel who misuse or abuse the GTCC may be subject to appropriate administrative or disciplinary action up to, and including, removal from Federal service.
- c. Willful misuse of the GTCC by either military personnel or civilian employees may constitute a crime punishable under Federal or State law.

#### **4.8. ELIGIBILITY.**

- a. **DoD Personnel.** Pursuant to Public Law 105-264, all government employees (civilian or military) will use a contractor-issued GTCC to pay for all official travel expenses unless otherwise exempt.
- b. **Reservists.** DoD personnel will be issued only one travel card. If a DoD civilian employee is also a member of a Reserve/Guard unit, the travel card will be issued through the individual's civilian agency, not the member's Reserve/Guard unit. When a Reserve/Guard member is required to perform training or active duty, a copy of the member's military orders must be provided to their DoD agency.

**c. Foreign Nationals.** Also known as locally engaged staff (LES) or local nationals (LN), Foreign Nationals are not authorized to be issued a GTCC. Travel expenses for DCMA LES or LN may be placed on a CBA in support of official DoD sponsored programs or activities.

**d. Contractors.** DoD contractors may not be issued GTCCs and are not authorized to use GTCCs for travel purposes.

**4.9. CARDHOLDER DOCUMENTATION.** All DoD personnel must complete GTCC initial training (and refresher training every three years) and complete an SOU pursuant to the DoDI. This documentation must be maintained by the APC to ensure the organization is compliant with Financial Improvement Audit Readiness (FIAR). Existing accounts must be deactivated if proof of training and an SOU are not provided by the cardholder and maintained by the APC.

**4.10. LOCAL TRAVEL.** Local travel is considered official travel when the individual is performing official duties in and around the area of the permanent duty station; however, use of the travel card to purchase meals while in this status is not permitted. The GTCC can be utilized for parking and tolls.

**4.11. PERIODIC GOVERNMENT TRAVEL CHARGE CARD REVIEW.** The local Commander/Director must direct periodic MICP reviews of their GTCC Program pursuant to the DoDI. Results must be forwarded through the chain of command with a copy to the GTCC CPM. The GTCC Program Review template is located on the manual's Resource Page.

## GLOSSARY

### G.1. DEFINITIONS.

**Abuse.** Intentional use of the travel card to purchase items that are not incidental to official government travel.

**APC.** DoD personnel (military or civilian), contractor, or LES who is designated in writing by a Commander/Director as responsible for the management of the travel card program. DCMA personnel must ensure that any contractor or LES, designated as an APC, does not perform inherently governmental functions or responsibilities pertaining to the GTCC and related travel matters. APCs are responsible to their respective Commander and/or Director for program execution and management of the day-to-day operations of the DoD travel card program.

**ATM Cash Withdrawal.** Valid out-of-pocket travel-related expenses are those that cannot be charged on the travel card. Examples include: expenses incurred at a vendor that does not accept the travel card; meal charges where it is impractical, such as military dining facilities; expenses included in the “incidentals” portion of per diem allowances; and miscellaneous expenses where cash is typically used such as toll booths.

**Canceled Travel Card.** A travel card is canceled as a result of abuse or misuse. In addition, a travel card will be canceled when the account is 126 days delinquent. Once an account is canceled, reinstatement may be made only when the account is paid in full, the cardholder maintains a zero balance and the cardholder agrees to a credit check upon submission of the application request for reinstatement.

**CBA.** A travel card account issued to a DoD activity. CBAs are issued to make travel arrangements and must be used in lieu of issuing a Government Transportation Request (GTR) (SF 1169) for payment purposes. These accounts contain a unique prefix that identifies the account as a CBA for official federal government travel.

**Charged-Off Account.** Travel card accounts may be charged-off when the outstanding balance exceeds the card vendor delinquency parameters. Charged-off accounts are written-off by the travel card contractor bank in accordance with banking regulations and may be referred to collection agencies for recovery. Charged-off accounts may impact the cardholder’s credit rating and may potentially adversely impact the cardholder’s clearance and employment.

**Closed Account.** An account that can no longer accept new charges.

**CPM.** DoD personnel (military or civilian) designated in writing by the Component Head or designee responsible for establishing and managing their travel card program in accordance with the DoDI.

**Deactivation.** The APC may place a travel card in an inactive status when the traveler is not in an authorized travel status. The travel card is not canceled and can be reactivated by the APC



either electronically using EAS or through the card vendor's customer service department.

**Delinquency.** Occurs whenever the travel card is not paid in full 61 days from the statement billing date.

**EAS.** Assists with travel card program management. The EAS is accessed via the Internet and will be used by CPMs, APCs, cardholders, and other authorized users to assist in the management of their travel card accounts by displaying account and transaction data and by providing reporting capability. Individuals with access to the EAS will use the system to the maximum extent possible.

**EFT.** Electronic payment of funds sent from a paying office directly to a designated financial institution or individual.

**GTCC.** The government-sponsored, contractor-issued charge card provided to authorized personnel in order to fund official government travel. The travel card is not a credit card and therefore the balance must be paid in full by the due date on the billing statement. A GTCC is not for personal use, is not transferable, and will be used only by the cardholder for official/authorized purchases.

**HL.** A tiered structure for program management purposes. The hierarchy structure may have up to seven levels. A five-digit number identifies each HL. Each major claimant is assigned its own unique HL3 number and each subordinate command will have unique HL numbers assigned to them.

**IA.** A United States military member attached to a unit (battalion or company) as a TDY.

**IBA.** The type of travel card account issued to an individual traveler.

**Meals & Incidental Expenses (M&IE).** Covers expenses for breakfast, lunch, dinner, and related taxes and tips, but does not cover expenses incurred for alcoholic beverages, entertainment, or other persons.

**Merchant Category Codes (MCC).** A four digit code used by the card network to describe the merchant type.

**Mission Critical Travel.** Travel performed by DoD personnel (military or civilian) under competent orders that prevent the traveler from filing interim travel vouchers or from scheduling partial payments to pay for charges to the travel card. Mission critical status must be reflected on the travel authorization/order, and an APC/CPM must place the cardholder in a mission critical status before the account is suspended (61 days past billing).

**Misuse.** Inappropriate and unintentional use of the travel card for items not authorized by the employee's travel orders, the DoDI or the JTR. Misuse of the travel card will not be tolerated. Cardholders who misuse their travel cards will be subject to appropriate administrative or disciplinary actions.

**Official Government Travel.** Travel under competent orders while performing duties pertaining to official government assignments, such as TDY and PCS.

**Out-of-Pocket Travel-Related Expenses.** Valid out-of-pocket travel-related expenses are those that cannot be charged on the travel card. Examples include expenses incurred at a vendor that does not accept the travel card; meal charges where it is impractical, such as charges when dining in a military dining facility; expenses included in the “incidentals” portion of per diem allowances; and miscellaneous expenses where cash is typically used, such as for highway tolls.

**Past Due.** An account becomes past due when the outstanding balance is not paid in full 31 days from the statement billing date.

**Rebate.** The monies returned back to the Agency by the card vendor based on usage (charges only) and performance (timeliness of payment).

**Reduced Payment Plan (RPP).** Payment agreements between the card vendor and the cardholder for past due accounts that have not been identified for collection through salary offset.

**Restricted Accounts.** IBA accounts issued to individuals with a non-qualifying credit score (credit score of 500-659), individuals with no credit history, individuals who do not consent to a credit check or selected individuals as directed by their commander or supervisor.

**Salary Offset.** Automatic deduction or involuntary allotment established to deduct payment for past due balances from a cardholder’s salary.

**Split Disbursement.** Functionality available in the Electronic Travel System, which allows the traveler to divide travel voucher reimbursements between the travel card vendor and the traveler. Split disbursement is mandatory for all DoD personnel.

**Standard Accounts.** IBA accounts issued to individuals with a qualifying credit score (credit score of 660 or higher). Standard accounts are activated upon verification of receipt of the card.

## GLOSSARY

### G.2. ACRONYMS.

APC	Agency Program Coordinator
ATM	Automated Teller Machine
CBA	Centrally Billed Account
CBT	Computer Based Training
CMO	Contract Management Office
CPM	Component Program Manager
DD Form 1351-2	Travel Voucher or Sub-voucher
DoDD	Department of Defense Directive
DoDI	Department of Defense Instruction
DTMO	Defense Travel Management Office
EAS	Electronic Access System
ECRC	Expeditionary Combat Readiness Command
EFT	Electronic Funds Transfer
GSA	General Services Administration
GTCC	Government Travel Charge Card
HL	Hierarchy Level
HQ	Headquarters
IA	Individual Augmentee
IBA	Individual Billed Account
JTR	Joint Travel Regulations
LES	Locally Engaged Staff
LN	Local Nationals
MICP	Managers' Internal Control Program
PCS	Permanent Change of Station
POC	Point of Contact
RITA	Relocation Income Tax Allowance
SOU	Statement of Understanding
TDY	Temporary Duty
TraX	Travel Explorer

## **REFERENCES**

- DCMA-MAN 4201-11, “Acquisition Workforce, Return Rights, and Permanent Change of Station,” current edition
- DoD Directive 5105.64, “Defense Contract Management Agency (DCMA),” January 10, 2013
- DoD Financial Management Regulation 7000.14-R, Volume 10, Chapter 12, “Miscellaneous Payments,” current edition
- DoD Instruction 5154.31, Volume 1 “Commercial Travel Management,” October 16, 2015
- DoD Instruction 5154.31, Volume 4 “Government Travel Charge Card Regulations,” June 2019
- DoD Manual 5200.02, “Procedures for the DoD Personnel Security Program (PSP),” April 3, 2017
- Office of Management and Budget (OMB), Circular A-123, Appendix B, “Improving the Management of Government Charge Card Programs,” January 15, 2009
- Office of the Under Secretary of Defense (OUSD) Memorandum, “Disciplinary Guidelines for Misuse of Government Charge Cards by Military Personnel,” June 10, 2003
- Office of the Under Secretary of Defense (OUSD) Memorandum, “Government Charge Card Disciplinary Guide for Civilian Personnel,” December 29, 2003
- Public Law 105-264, “The Travel and Transportation Reform Act of 1998,” October 19, 1998
- The Joint Travel Regulations (JTR), as amended