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NGNV-ARMY-CG

24 July 2015

MEMORANDUM FOR ALL NVARNG UNITS & ACTIVITIES

SUBJECT: Nevada Army National Guard Policy Letter, Government Travel Card

1. PURPOSE: This policy defines the mandatory use of the Government Travel Card and establishes the circumstances that require a response to the Commander of the Nevada Army National Guard regarding Government Travel Card delinquencies and the required format for such a response.

2. REFERENCES:

- a. DoD Financial Management Regulation (DoDFMR), Volume 9, Chapter 3.
- b. DoD Memorandum, Under Secretary of Defense, 29 December 2003, Subject: Government Charge Card Disciplinary Guide for Civilian Employees.
- c. DoD Memorandum, Inspector General, 25 September 2002, Subject: Guidance for the Investigation of Fraud, Waste, and Abuse Involving the Use of Purchase Cards and Travel Cards.
- d. DoD Memorandum, Assistant Secretary of Defense, 4 November 2002, Suspension of Access to Classified Information Due to Abuse or Misuse of Government Charge Cards.
- e. Memorandum, Secretary of the Army, 28 January 2003, Subject: Army Charge Card programs.
- f. Memorandum, Deputy Assistant Secretary of the Army (Financial Operations), 14 May 2009, Subject: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program.
- g. Memorandum, Deputy Assistant Secretary of the Army (Financial Operations), 10 July 2009, Subject: Policies, Procedures, and Responsibilities for the Army Travel Charge Card Program: Unauthorized Use of the Government Travel Charge Card.

h. Army Regulation 11-2 (Management Controls).

3. APPLICABILITY. This policy applies to all service members and employees of the NVARNG.

4. POLICY.

a. Mandatory Use: The Travel and Transportation Reform Act of 1998 (Public Law 105-264) requires that all government employees use a contractor issued government charge card to pay for official travel expense unless otherwise exempt. Exemptions from mandatory use of the travel card are contained in DoDFMR Volume 9 Chapter 3. It is Army policy that individually billed accounts (IBA) will be used for all official travel expenses including airline tickets. Individuals who are not eligible for an IBA should continue to use the centrally billed account (CBA) for transportation costs.

b. Need for Cards: Infrequent travelers are defined by General Services Administration (GSA) and DoD regulations as individuals who travel two times or less in a 12 month period are exempt from mandatory use of the travel card. Travel orders will indicate whether the individual is a cardholder and type of account (IBA or CBA) to use in order to purchase transportation.

c. Responsibilities: Commanders, Supervisors, and Local Program Coordinators (LPC- See Hierarchy Structure enclosure) are responsible for executing periodic program reviews to ensure adequate oversight and compliance with program objectives as outlined in Army Regulation 11-2 (Management Controls). Commanders, Supervisors and LPCs have the responsibility to ensure that Government Travel Cards (GTC) are properly used and are paid in a timely manner. Management at all levels is directed to ensure the necessary oversight of government charge card programs and education to eliminate fraud, misuse, and abuse of these charge cards. The key to success is the direct involvement of the chain of command.

d. Training: Cardholders must be trained on the requirement of the travel charge card program, their responsibilities, and provided refresher training on a triennial basis thereafter. Cardholders must use the training available at the Travel Explorer (TRAX) website <https://www.defensetravel.dod.mil/passport> also located on the DTS homepage. The course offers a certificate of completion which the individual must forward to the Comptroller's Office Paybranch Inbox [ng.nv.nvarng.mbx.ngnv-paybranch@mail.mil](mailto:ng.nv.nvarng.mbx.ngnv-paybranch@mail.mil) Attn: Agency Program Coordinator (APC) as proof of training. A travel charge card will not be issued until initial training is completed and any existing accounts will be deactivated if proof of refresher training is not provided by the cardholder.

e. Cardholder Agreement: A degree of training is accomplished through the application process. The cardholder agreement is an agreement between the individual and the bank. It describes the terms and limits of the contract, what charges are authorized, and the penalties for non-payment of account balances.

f. Before a travel charge card can be issued, the applicant must complete the application (paper or online) and read the cardholder agreement. By signing the hard copy application or by forwarding the on-line application, they attest that they understand the provisions of the cardholder agreement and agree to abide by them.

g. DoD Statement of Understanding: The DoD Statement of Understanding is an agreement between the cardholder and the organization. It describes proper card use and possible penalties for misuse or delinquency. Before an application can be forwarded to the contractor for processing, the applicant must read the statement of understanding; indicate their understanding of the specific provisions, and sign the document and forward it to the APC. The signed statement of understanding will be retained by the APC with other travel charge card related documents.

h. Card Activation: Every card will initially be issued de-activated. All new card holders will have to call or e-mail the designated LPC within their hierarchy with their TDY dates to have the card activated. If units or organizations need their members' cards activated for a long period of time, a memorandum by the Commander/Supervisor to the Comptroller is needed. The memorandum needs to state the duration, list of personnel, and be signed by the Commander/Supervisor.

i. Advance Conference/Registration Fees: While the Purchase Card or training request (DD Form 1556) are the preferred methods to pay advance conference and registration fees, the travel charge card may be used for this purpose. If the travel charge card is used for advance fees in excess of 30 days of departure, cardholders should be advised that they may be required to file a supplemental travel claim for the fee which must be split disbursed to the bank to prevent delinquency.

j. Mobilization: If Nevada Army National Guard personnel are mobilized and they have a travel charge card, the card will be transferred into the active duty unit's hierarchy and deactivated until required for use. For Soldiers that do not have cards, but who incur a travel requirement at the active duty unit, the active duty unit may issue the travel charge card and will cancel the card when the Soldier returns to the Nevada National Guard.

k. Credits: It is each person's responsibility to call Citibank to release credit balances to the cardholder. Cardholders will NOT make non-travel purchases or ATM withdrawals to liquidate credit balances.

l. Reporting:

(1) The billing cycle for the GTC ends on the 11th of each month. Any payments or credits made to the GTC after that date will not be posted until the next billing cycle. The Agency Program Coordinator (APC) in the Comptroller downloads delinquency reports weekly and provides the report to each command.

(2) Accounts that are 60 days or more past due are considered delinquent and will be de-activated by Citibank Card Company. Army performance metrics and goals

include the percent of dollars delinquent and the Army has established a goal of no more than 2% delinquency rate. Accounts that are 30-59 days delinquent will be identified on the weekly report as a precautionary measure to assist Commanders and Supervisors in preventing delinquent accounts.

I. Prevention and Correction of Delinquencies:

(1) Battalion/Brigade Commanders will submit a Memorandum of Action to me, through the Army Chief of Staff outlining actions taken for each individual in their command that has reached a 60-day or greater delinquency. At a minimum, the memorandum will outline the reason for the delinquency, actions taken to date, and the Commander's planned way ahead for paying off the delinquency with associated date for completion.

(2) Public Law 107-314 (The Bob Stump National Defense Authorization Act) requires mandatory split disbursement for all travel cardholders. Travelers are required to annotate the amount of all charges made to the travel charge card on their travel settlement claims for distribution to the travel card contractor. Approving/reviewing officials will review vouchers to ensure compliance with this law

(3) The use of the Defense Travel System (DTS) is mandatory and provides for prompt reimbursement to the GTC as well as the traveler. The Organizational Defense Travel Administrator (ODTA) in each unit should be the primary point of contact for all travelers within a unit. The ODTA is responsible for assisting travelers in preparing their authorizations and vouchers, and assisting the traveler in obtaining a speedy reimbursement and a prompt payment to the GTC. The unit Readiness NCO is responsible for assisting military cardholders in resolving their GTC delinquencies and coordinating with the LPC for additional information on payments, charges and balances. Comptroller should be a last resort for Soldiers to obtain assistance in filing their DTS claims; however, this is available to them.

(4) Prior to a cardholder becoming delinquent (60 days or more), the Comptroller will notify Battalion/Brigade Commanders and Administrative Officers of accounts that have reached a 30-day delinquency. This notification will allow the Commander or Supervisor to resolve any issues and prevent the account from being seriously delinquent. Command emphasis and oversight prior to the account reaching the 60-day point will have a significant impact on the overall delinquency rate.

(5) On a monthly basis, the APC will review the transactions for at least 10 percent of their cardholders with activity (charges, payments and declined transactions). The APC will forward the findings to the Comptroller, Commanders, Administrative Officers and Directors no later than the 21st of each month. The Commanders, Administration Officers and Directors must send to the Comptroller a determination of the validity of the transaction and if not valid, report actions taken by the Commander/ Director by the 1st of the next month.

(6) Commanders and Supervisors are required to take appropriate disciplinary

NGNV-ARMY-CG

SUBJECT: Nevada Army National Guard Policy Letter, Government Travel Card

action consistent with DOD regulations, for cardholder delinquency, card misuse and abuse, or fraudulent activity. Guidelines for both military and civilians are available at <http://comptroller.defense.gov/FMR/fmrvolumes.aspx> and are contained in Volume 9, Chapter 3 of the DoD FMR. Commanders and Supervisors may consider deactivating cards when travelers are in a non-TDY status to prevent delinquency, misuse and fraudulent activity.

(7) Security Clearance: Commanders and Supervisors will take appropriate action with respect to security clearances for cardholders who misuse their cards or are delinquent in paying their card account balances. The APC is required to notify Supervisors of delinquency and apparent card misuse by cardholders, DoD guidance requires Commanders and Supervisors to refer such cases to the PMO security manager's office, which will refer the matter to the Central Clearance Facility for determination in whether removal of the security clearance is warranted.

5. This policy letter supersedes all previous NVARNG GTC policy letters subject as above.

6. The point of contact for this policy is the USPFO Comptroller at (775) 887-7821.

Enclosure  
GTC Hierarchy

  
MICHAEL K. HANIFAN  
Brigadier General, NVARNG  
Commanding