DEPARTMENT OF THE ARMY
OFFICE OF THE ASSISTANT SECRETARY OF THE ARMY
FINANCIAL MANAGEMENT AND COMPTROLLER

WASHINGTON DC 20310-0109

REPLY TO ATTENTION OF

OCT 3 1 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Use of the Government Travel Charge Card (GTCC) for Permanent Change of Station (PCS) Expenses

1. The Office of the Secretary of Defense, Personnel and Readiness, (OSD P&R) has approved a GTCC PCS pilot program for the Services and select Defense Agencies. The Army pilot program is effective December 1, 2006, and terminates August 31, 2007.

2. The program was established with safeguards to give cardholders the opportunity to use the GTCC for relocation expenses without fear of delinquency and subsequent account suspension due to late payment.

- The following types of PCS moves are excluded from the test:
  - Accession
  - Separation
  - PCS moves greater than 120 days from departure to arrival at the new duty station.

- The following charges are authorized for this program:
  - Transportation
  - Lodging
  - Meals
  - Temporary Quarters Subsistence Expense

3. Individuals are required to process through their organization Agency Program Coordinator (APC) for registration in the program. Individuals not properly registered in the program will be considered non-participants and subject to current GTCC program policies including suspension of accounts for delinquency. Cardholder participation in the program is voluntary. OSD P&R developed policy and detailed implementing instructions are attached for Army Command APC use and distribution to their subordinate organizations.

4. Army Travel Charge Card Program Manager, is my point of contact. He can be reached at 703-693-3386

John J. Argodale
Deputy Assistant Secretary of the Army
(Financial Operations)

Enclosure

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Government Travel Card Permanent Change of Station Pilot Program

A. PURPOSE AND APPLICABILITY

The Government Travel Card Permanent Change of Station (PCS) program was established to give cardholders the opportunity to use their cards while in a PCS status and enjoy a longer bill-pay period. The program allows for cardholders to use their Government Travel Card (GTC) for expenses incurred for PCS travel. The process will increase outstanding spend amounts and may have a positive initial impact on delinquent dollars, and the program is expected to increase the rebates to the Government and reduce travelers' dependency on their personal funds.

This guidance applies to the Army, Navy, Air Force, and limited Defense Agencies (DISA, DFAS, DECA, DCMA, USUHS, and the DoDIG).

B. LIMITATION ON APPLICABILITY

During the period August 31, 2006, through September 1, 2007, this pilot program will remain in effect.

C. TERMINATION OF AUTHORITY

The authority to operate this pilot program under this authority shall terminate on September 1, 2007.

D. POLICY

1. All current Merchant Category Codes (MCC) and Split-disbursement remain in effect.

2. Credit limits may be increased to allow for PCS entitlements according to current Department of Defense guidelines. While in PCS status, accounts will not suspend, incur late fees, or report against command delinquency percentages.

3. PCS status cannot be extended past 120 days – unless balance is cleared.

E. PROCEDURES

1. Authorized Charges for PCS. The following expenses are authorized for use with this program:

   a. Transportation
   b. Lodging
   c. Meals
   d. Temporary Quarters Subsistence Expense (TQSE)
   e. House Hunting approved expenses

2. Travel Advances. Participants will obtain travel advances using their GTC (ATM cash, manual cash disbursement). Travel advances may not be obtained by any other means (i.e., Finance Office, EFT, etc.) while participating in this pilot.

3. Exclusions. The following types of PCS are excluded from the pilot:

   a. Accession
   b. Separation
   c. PCS moves >120 days

4. PCS Eligibility Requirements. The following eligibility criteria must be met prior to being placed in a PCS status:

   a. Current and new cardholders
   b. Members cannot request PCS status for their own accounts
   c. Member's account must be open and current at time of registration

5. Increasing Credit Limit. Should a credit limit increase be required, include the amount requested in the New Temporary Credit Limit box on the registration form. The new temporary credit limit will activate on the PCS status start date and return to the assigned credit limit on the PCS end date. If the amount required to complete the PCS exceeds the registering APC's approval level, the additional increase will have to be handled outside of the PCS registration process, in accordance with current guidelines. Please refer to the table below:

Standard Accounts	**Default**	**APC**	**HL 3**	**CPM HL 2**	**PMO HL 1**
Credit	**$5,000**	**$5,001 - $10,000**	**$10,001 - $15,000**	**$15,001 - $25,000**	**$25,001 +**
Cash	**$515**	**$516- $5,015**	**$5,016 - $10,015**	**$10,016 – $25,015**	**$25,016 +**

Retail	$250	$251 - $500	$501 - $1,000	$1,001 - $2,000	$2,001 +

Restricted Accounts	Default	APC	HL 3	CPM HL 2	*PMO HL 1*
Credit	$2,000	$2,001 - $4,000	$4,001 – $7,500	$7,501 - $10,000	*$10,001 +*
Cash	$265	$266 - $2,015	$2,016 - $4,015	$4,016 - $10,015	*$10,016 +*
Retail	*$100*	*$101 - $200*	*$201 - $500*	*$501 - $1,000*	*$1,001 +*

F. RESPONSIBILITIES

1. The cardholder shall:

   a. Advise Agency Program Coordinator (APC) of PCS orders and detachment date
   b. Register for Electronic Account Government Ledger System (EAGLS) access (encouraged, but not mandatory)
   c. Use GTC for allowable expenses (see regulations)
   d. File travel voucher in accordance with Departmental policies
   e. Check in with gaining APC
   f. Ensure GTC balance is paid by account reconciliation date (PCS end date + 30 days).

2. The Agency Program Coordinator (APC) shall:

   a. Pre-qualify account
      1. Ensure account is open, active, and balance is current
   b. Register account
      1. Determine appropriate credit limit
      2. Submit registration form via email, fax, or phone
   c. Brief cardholder on PCS entitlements
   d. Review reporting
   e. Encourage and advise members to register for EAGLS online access
   f. Pull account into hierarchy (gaining command APC)

3. The Component Program Manager (CPM) shall:

   a. Monitor and evaluate the pilot performance

4. The Travel Card Program Management Branch (TCPMB) shall:

   a. Develop policy and procedures
   b. Monitor and evaluate adherence to program policy and established metrics (Success Metrics) at pilot sites.

5. The Bank of America (BoA) shall:

   a. Provide dedicated APC and cardholder support
   b. Prepare and deliver mutually agreed upon reports and data
   c. Track and report on success metrics (see success metrics below)

G. SUBMITTING A PCS REQUEST

1. PCS requests may be submitted to the Bank of America, PCS Agency Support Team, via secure e-mail, fax, telephone or United Stated Postal Service (USPS) mail. The preferred method of submission is by secure e-mail.

   a. Secure e-mail requests should include the completed PCS Request Sheet and may be directed to: PCSService@bankofamerica.com

   b. Telephone requests may be directed to:
   c. 1-800-558-0548, Select: PCS option.
   d. Limit of 5 PCS requests per phone call
   e. Fax requests should attach the completed FAX PCS Request Form and may be directed to:
   f. 1-888-784-1039
   g. USPS Mail requests may be directed to:
   h. P.O. Box 1637
   i. Norfolk, VA 23510

2. The following data is required to process the PCS request:

   a. Service Member's Last Name and First Name
   b. Last 8 digits of member's GTC account number
   c. Member's current hierarchy number and name
   d. New duty station temporary address
   e. Detach/Departure Date
   f. Report Date
   g. Detach/Departure location
   h. Report location

i. Registering APC First Name and Last Name
j. Registering APC Phone Number
k. New Temporary Credit Limit required (if needed)

H. PCS REQUEST PROCESSING

a. Normal Business Hours: Monday – Friday 0800 – 1700 EST
b. PCS service requests received outside normal business hours will begin processing the following business day.
c. PCS requests received after 1500 EST will begin processing the following business day
d. PCS Status will reflect on the member's account in EAGLS once the registration has been completed. The Account Listing Report will also reflect PCS status.
e. Once the PCS status is applied, the service member's GTC account will remain in a current status. The card will not be suspended, cancelled or be subject to delinquency. The service member should be encouraged to pay their GTC bill in a timely manner once the PCS status ends.

I. EXPIRATION OF PCS STATUS

a. The average PCS move normally takes between 30 – 45 days, only under extraordinary situations will it take any longer, please ensure that accounts are removed from PCS status when the cardholder arrives at their new permanent duty station.
b. The PCS status assignment is automatically removed from the member's GTC account on the PCS
c. Report Date.
d. APC can manually request to remove the member's GTC account from a PCS status.

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

J. EVALUATION METRICS - The metrics will be captured utilizing various reports from DFAS and the bank's Electronic Access System (EAS) as outlined in the table below.

Metric	Expectation	Measurement
DFAS processing	DFAS processing costs will decrease due to elimination of travel advance	DFAS Financial Reports

costs	issuance.	
Delinquency Impacts	Delinquency will remain flat or improve While in PCS status, no account will report delinquent, suspend, cancel or charge off.	Aging Analysis report Delinquency report
Operational Excellence	PCS status requests processed within 3 business days. Accounts will begin and end as requested. Dedicated staff will be well informed and able to handle issues at first point of contact.	PCS Status Report Voice Response Unit Survey Quality Listening Audits
APC Impact	Program management will not negatively impact collateral duties. Gaining APC's will manage hierarchies timely (the APC must ensure that a cardholder is transferred into their hierarchy immediately upon reporting to their command).	Review of declined authorizations to determine appropriate credit limits, MCC's Hierarchy transfer reporting to show accounts with no transfer 30 days after PCS end date
Service Member Impact	Card will work for allowable PCS expenses. SM will not be severely impacted by balance due after final voucher settlement. SM will enjoy a longer bill pay period.	Call Center to maintain "No Strand" policy. PCS Training
Program Impact	Increased Rebates. Increased workload on the APCs.	Quarterly Rebate Reports PCS Status Report