



DEPARTMENT OF THE NAVY
OFFICE OF THE SECRETARY
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WASHINGTON DC 20350-1000

SECNAVINST 4650.21
DASN FO
30 September 2009

SECNAV INSTRUCTION 4650.21

From: Secretary of the Navy

Subj: DEPARTMENT OF THE NAVY GOVERNMENT TRAVEL CHARGE CARD PROGRAM

Ref: (a) DoD FMR Volume 9, Chapter 3, of Mar 05
(b) Section 6011 of Title 10, United States Code
(c) Public Law 105-264, The Travel and Transportation Reform Act (TTRA) of 1998
(d) OMB Circular A-123, Appendix B
(e) Joint Travel Regulations, Chapter 4, Part K, Paragraph C4500.C
(f) Joint Federal Travel Regulations, Chapter 1, Paragraph U1050
(g) SECNAV M-5210.1
(h) SECNAV M-5214.1

1. Purpose. This instruction issues Department of the Navy (DON) Government Travel Charge Card (GTCC) Program policies and reiterates, amplifies, and/or further restricts certain Department of Defense (DoD) GTCC policies. Reference (a) provides policies and guidance governing the DoD's GTCC program.

2. Cancellation. All previously released Assistant Secretary of the Navy (Financial Management and Comptroller) (ASN(FM&C)) and Deputy Assistant Secretary of the Navy for Financial Operations (DASN FO) GTCC memorandums prior to the release date of this instruction are canceled.

3. Scope and Applicability. This instruction is issued under the authority in reference (b), and is applicable to all DON uniformed members and civilian employees.

4. Exemptions. Requests for exemptions must be submitted through the chain of command to the DASN FO:

Deputy Assistant Secretary of the Navy for Financial
Operations
720 Kennon Street, SE
Bldg 36, Rm 115
Washington Navy Yard, DC 20374

5. Background. Reference (c) requires Federal employees to use GTCCs to pay for all nonexempt official government travel expenses. The DON GTCC program provides travelers with a safe, effective, convenient, and widely accepted method to pay for reimbursable expenses incident to official government travel. The GTCC eliminates the need for travelers to request, and administrative personnel to process, travel advances, thereby saving money, reducing workloads, and enhancing the overall mission readiness of the Department of the Navy. There are two types of GTCCs: Individually Billed Accounts (IBAs) and Centrally Billed Accounts (CBAs).

6. Roles and Responsibilities

a. ASN(FM&C). By reference (a), the ASN(FM&C) is responsible for ensuring program management responsibilities are accomplished within the Navy and Marine Corps components through their respective Component Program Managers (CPMs). The DASN FO has DON GTCC oversight responsibilities, which include the development and distribution of DON GTCC policies.

b. Navy and Marine Corps CPMs. CPMs are responsible for daily oversight and operational management of their GTCC program. They must ensure policies and procedures include the following as a minimum: mandatory training for travelers and Agency Program Coordinators (APCs); performance metrics to assess GTCC management and compliance with regulations; instructions for proper handling of Personally Identifiable Information (PII); best practices to minimize delinquencies; and plans for mitigating fraud, misuse, and abuse of GTCCs. CPMs are the approving authority for the establishment and maintenance of all GTCC CBAs for their Navy or Marine Corps component, to include setting credit limits. The CPM authority to establish and maintain CBAs can not be further delegated. For the purposes of activities governed by this instruction, DON organizations and individuals reporting outside the Navy or Marine Corps chain of command will fall under the Navy CPM.

c. Commanding Officers (COs). COs must establish local procedures to comply with applicable policies and procedures, provide oversight necessary to minimize delinquencies, foster an environment that precludes misuse or abuse, and take corrective or disciplinary actions when personnel abuse or misuse their GTCC. COs must also ensure APCs are properly appointed and should receive regular program performance updates from their APC. Those managing at the echelon 2 level will sign any required program reviews before they are submitted to their CPM.

d. APCs. Command APCs are responsible for the establishment and proper management of the command's GTCC program in accordance with regulations and must be appointed and replaced, in writing, by their CO.

e. Supervisors. Supervisors, the government officials who rate and execute the appraisal or fitness report of civilian or military cardholders, are responsible for ensuring cardholders receive training for proper use of their GTCC.

f. Cardholders. Unless otherwise exempt by regulations, cardholders must use their IBA to pay for reimbursable travel expenses incident to official government travel. Cardholder responsibilities include the proper use of their IBA, payment of the undisputed amount due to the contractor bank by the due date on bank statements, filing proper travel settlement vouchers in a timely manner, properly split-disbursing the amount due the contractor bank, and maintaining current point of contact information with the contractor bank. Cardholders are also required to notify their APC prior to transfer or termination of employment and ensure the proper disposition of their GTCC.

7. Performance Metrics

a. Performance metrics are critical to ensuring effective program management and assessing component efforts to mitigate fraud, waste, and abuse and compliance with regulations. Continuous monitoring of the GTCC is also integral to performance improvement and early detection of potential problems. In support of reference (d), the Department of the Navy is required to maintain and report to DoD certain GTCC performance metrics. DASN FO will issue travel card performance metrics, which will be used to rate program health and identify when follow-up actions are required.

b. Metrics will be divided into three levels of performance: "green," "yellow" and "red." When any performance metric is "red" at the component level, a root cause analysis and a performance improvement plan, identifying specific steps and completion dates, must be submitted to DASN FO by the close of the following billing cycle. If an echelon 2 command performs in the "red" frequently (where "frequently" is defined as three consecutive, or four of the last six, billing cycles), the same is required of the specific command(s) via the CPM. If any echelon 2 command demonstrates a consistent inability to operate within the "green" or "yellow" performance levels and measures in the "red" for six consecutive billing cycles, the CPM is responsible for ensuring a program review is conducted, and a copy of the results and corrective actions are reported to the DASN FO within two billing cycles.

8. Program Review Requirements. Navy and Marine CPMs will include in their component-level guidance the requirement for administrative program reviews of their GTCC. GTCC program reviews must be conducted and completed at the echelon 2 command level 90 days from the issuance of the Navy and Marine Corps GTCC instructions and every 2 years thereafter, or as necessary for unsuccessful GTCCs programs. GTCC areas of review will include, but will not be limited to, APC training, cardholder training, delinquency management requirements (e.g., working reports and notifications of delinquency), check-in/out processing, and the proper handling of PII. A root cause analysis and program improvement plan must be included in program reviews initiated due to poor performance. All program reviews must be signed by the Navy or Marine Corps CPM prior to submission to DASN FO.

9. Management Reports

a. Reference (a) highlights reports that APCs should use to effectively manage their GTCC program. These reports are available through the GTCC contractor's Electronic Access System (EAS). Additionally, the following management reports shall be reviewed at least monthly to identify and limit GTCC misuse and abuse:

- (1) Return check report.

(2) Non travel activity.

(3) Weekend holiday activity.

b. APCs shall contact the associated cardholders and their supervisors to confirm that all transactions on these reports were for official government travel, document the results, and take appropriate action.

10. Policy

a. Card Definitions

(1) An IBA is an account where a GTCC is issued to a DON uniformed member or civilian employee. IBA cardholders are personally responsible for payment in full of the amount stated on the monthly billing statement.

(2) CBAs are accounts issued to a DON command or a transportation officer to make travel arrangements. CBAs are either cardless accounts or unit travel cards issued for procurement of transportation or travel expenses. CBAs are the responsibility of the government.

b. Mandatory Use of IBA. Unless otherwise exempt by reference (a) or prohibited by regulations, all DON personnel must use the IBA for all travel expenses incident to official Temporary Duty Travel (TDY), including hotel and transportation costs (e.g., airfare and rental cars). Personnel and expense exemptions are listed in reference (a). Per reference (a), classes of personnel exempt from the use of the IBA are still authorized to use the IBA. Commanders are encouraged to maximize use of the IBA for all official government travel while ensuring appropriate management and internal controls of the GTCC.

c. Allowable Use of IBA GTCC. Unless otherwise permitted by references (a) through (f), use of the IBA GTCC is permitted only for reimbursable travel expenses incident to official government travel.

d. Command Check-In/Out Processing. Navy and Marine Corps CPMs must ensure command check-in/out procedures include the APC. At a minimum, upon the check-in/out of personnel, APCs

must determine the need for an IBA GTCC and, as necessary, apply for, or cancel, an IBA GTCC and update any cardholder point of contact information within the bank's EAS.

e. Frequent Traveler. By reference (a), a frequent traveler is a traveler who conducts official government travel three or more times per year. Frequent travelers are required to use the IBA for payments of official government travel.

f. Infrequent Traveler. Per reference (a), an infrequent traveler is a traveler who conducts official government travel two or fewer times per year. Infrequent travelers are exempt, but not prohibited, from applying for and using an IBA. The Department of the Navy further recommends that a frequent traveler IBA cardholder who becomes an infrequent traveler is required to use the IBA as if they were a frequent traveler.

g. Permanent Duty Travel (PDT). By reference (a), use of the IBA is exempt when conducting PDT. Due to the length of PDT, the GTCC will not be used for PDT.

h. PDT (TDY en route). Navy and Marine Corps CPMs may allow use of the IBA GTCC for TDY en route if the traveler is able to submit a travel voucher settlement at the TDY location. Per reference (a), use of the IBA GTCC is exempt when conducting TDY en route to a point of departure for a deployment when a voucher cannot be filed prior to departure.

i. Registration Fees (Training and Conference). Commands must use the purchase card and an appropriate training request, SF 182 Authorization, Agreement and Certification of Training, as the primary mechanism for advance payment of training and conference fees. For additional information, see references (e) and (f).

j. Split-Disbursement. The split-disbursement functionality available in travel payment systems, such as Defense Travel System, allows the traveler to divide travel voucher reimbursements between the contractor bank and the traveler. By reference (a), split-disbursement is mandatory for all DON personnel. All DON travelers and approving officials are responsible for ensuring the split-disbursement of all outstanding IBA GTCC travel charges.

k. Unused Airline Tickets. Airline tickets purchased for DON travelers are considered unused or partially used when travel is not conducted according to the itinerary for which the tickets were purchased. This may occur if travel is cancelled (unused) or modified (partially used). Refunds are due for unused tickets; refunds may be due for partially used tickets depending on the fare value of the portion used compared to the overall purchase price. Refunds for IBA purchased tickets are the responsibility of the cardholder. Refunds for CBA purchased tickets are the government's responsibility; however, as directed on their orders, travelers must notify the issuing Commercial Travel Office (CTO) of itinerary changes. This will allow the CTOs to more effectively request refunds due to the government.

11. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed in accordance with reference (g).

12. Forms and Reports Control

a. SF 182 Authorization, Agreement and Certification of Training is available for download from the Office of Personnel Management Forms Web site at <http://www.opm.gov/forms/html/sf.asp>.

b. The reports contained within this instruction are exempt from reports control per reference (h).



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(Financial Management and Comptroller)
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