



**NEW JERSEY ARMY NATIONAL GUARD**  
**JOINT FORCE HEADQUARTERS**  
**3650 SAYLORS POND ROAD**  
**JOINT BASE McGUIRE-DIX-LAKEHURST, NEW JERSEY 08640-5606**

**ARMY BULLETIN NO. 3**

**10 August 2011**

**POLICIES, PROCEDURES AND RESPONSIBILITIES FOR USE OF THE  
U.S. GOVERNMENT TRAVEL CARD (USPFO-C)**

- 1. PURPOSE:** This bulletin augments existing Army travel charge card policy contained in the Department of Defense Financial Management Regulation (DODFMR), Volume 9, Chapter 3, and all other applicable federal regulations and policy referenced in para 3 below.
- 2. APPLICABILITY:** This directive is applicable to all members of the New Jersey Army National Guard and Department of Military and Veterans Affairs staff that are issued a Government travel card.
- 3. REFERENCES:**
  - a. Travel and Transportation Reform Act of 1998 (Public Law 105-264)
  - b. Bob Stump National Defense Authorization Act (Public Law 107-314)
  - c. Army Regulation 11-2 (Management Control)
  - d. Volume 9, Chapter 3, DoD Financial Management Regulation (DoDFMR), dated 1 Mar 05
- 4. MANDATORY USE:** The Travel and Transportation Reform Act of 1998 (Public Law 105-264) require that all DOD personnel who travel more than two (2) times per year be issued and use a Government Travel Charge Card (GTCC) to pay for official travel expense. It is Army policy that individually billed accounts (IBA) will be used to pay 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) to pay for transportation costs.
- 5. CREDIT LIMITS:** The travel charge card has standard dollar limits for the amount of travel, cash and retail charges, however, the Agency Program Coordinator (APC) at USPFO can temporarily increase these limits to meet mission requirements. Any credit limit increase will require the MSC Commander's approval in writing. Email authorizations from the MSC Commanders are acceptable.
- 6. SPLIT DISBURSEMENT:** The Bob Stump National Defense Authorization Act (Public Law 107-314) requires implementation of mandatory split disbursement for all travelers. Travelers are required to annotate the amount of all charges made to the travel charge card on the travel settlement claims (DTS Voucher or DD 1351-2 Travel Voucher) for distribution to the travel card contractor, CitiBank. Approving/reviewing officials shall review claims to ensure compliance with this law and return non-compliant claims to the traveler and their AO / supervisor for correction.

**7. REVIEW OF TRANSACTIONS:**

- a. **SUSPECT TRANSACTIONS:** On a monthly basis, the USPFO Agency Program Coordinator (APC) will randomly review the transactions for ten percent (10%) of the open cardholder accounts with transactions. This will be conducted to determine compliance with existing travel charge card directives. A report will be generated reflecting total transactions reviewed, suspect transactions, and unauthorized transactions. Unauthorized transactions include but are not limited to expenses related to personal, family or household purposes, improper purchase of products or services, and cash withdrawals when not related to official travel. The USPFO APC or the Deputy Financial Manager will notify the cardholder, the cardholder's AO / supervisor and the Chief of Staff when suspect transactions are discovered. Commanders and supervisors should consult with the JAG Office and the Human Resource Office before initiating any adverse administrative or disciplinary action. *See Enforcement Sequence (Appendix A).*
- b. **DELINQUENT ACCOUNTS:** On a monthly basis, the USPFO will provide a list of cardholders with balances exceeding 30 days to the MSCs and staff for preventative action as needed. The USPFO APC will provide the cardholder, the cardholder's supervisor/AO and the Chief of Staff Delinquency Notification Letters for accounts over 45 days; the letter requires a response from the traveler and commander within ten (10) days. Commanders and supervisors should consult with the JAG Office and the Human Resource Office before initiating any adverse administrative or disciplinary action. *See Enforcement Sequence (Appendix A).*

**8. RESPONSIBILITIES OF COMMANDERS AND SUPERVISORS:** Commanders and AOs / supervisors are responsible for the effective management of the travel charge card program within their organizations. In addition to compliance with existing policy for travel card management, commanders and supervisors are responsible for:

- a. **ACTIVATION AND DEACTIVATION OF CARDS:** Commanders and supervisors shall consider activating and deactivating travel charge card accounts between travel events to reduce the possibility of card misuse.
  - 1) TDG / M-Day Soldiers: No card issuance unless compelling mission requirements deem it necessary. The MSC Commander's written approval is required for card issuance.
  - 2) AOs / supervisors will DEACTIVATE cardholder accounts who are TDG, E5 and below between mission essential travel events.
  - 3) Infrequent travelers must check their card status at least one week prior to travel.
  - 4) This activation/deactivation should be based on travel orders and at the direction of the cardholder's AO / supervisor.
- b. **POLICY & ENFORCEMENT:** *See Enforcement Sequence (Appendix A).* Upon reaching 60 days delinquent:
  - 1) The cardholder's account will be automatically shut off.
  - 2) DTS Authorizations will not be approved for near-term travel.
- c. **REINSTATEMENT CONDITIONS:** The Chief of Staff is the final approval authority.
  - 1) The cardholder's balance must be paid in full for at least 30 days.
  - 2) Written justification will be submitted through the MSC chain of command to the USPFO.
  - 3) The USPFO will review and forward a concur/non-concur to the Chief of Staff for approval/disapproval.
  - 4) A repeat delinquency by the cardholder will result in permanent revocation and potential adverse administrative action.

- d. **DISCIPLINARY/CORRECTIVE ACTION:** *See Enforcement Sequence (Appendix A).* Commanders and AOs / supervisors shall take appropriate disciplinary and/or corrective 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://www.asafm.army.mil/fo/fod/tc/pg/pg.asp> and are contained in Volume 9, Chapter 3 of the DoDFMR.
- 1) **Consult with the Office of the Staff Judge Advocate prior to taking disciplinary or adverse administrative action**
  - 2) Typical steps include written counseling statements, warning letters, letters of reprimand, suspension, removal, etc.
  - 3) AOs / supervisors shall take remedial or disciplinary actions immediately upon written notification that a subordinate cardholder is either delinquent, misused their card, or committed any other card-related offense.
  - 4) AOs / supervisors who fail to take any remedial action and allow a non-compliant cardholder to travel or continue using their card are also subject to adverse administrative action.
- e. **SECURITY CLEARANCE:** Supervisors must take appropriate action with respect to security clearances for cardholders who misuse their cards or are delinquent in paying their card account balances. The USPFO APC will notify the Chief of Staff and supervisors of account delinquency and/or apparent card misuse by cardholders.
- 1) DOD guidance requires supervisors to refer such cases to their organization's security office, which will refer the matter to the Central Clearance Facility for a determination on whether removal of the security clearance is warranted.
- f. **PROGRAM REVIEW:** Commanders are responsible for executing periodic program reviews to ensure adequate oversight and compliance with program objectives as outlined in Army Regulation 11-2 (Management Control).

## **9. ADMINISTRATION OF THE GTC PROGRAM THROUGH THE CHAIN OF COMMAND AND THE AGENCY PROGRAM COORDINATOR (APC):**

- a. **APC TRAINING:** The APC must be fully trained and certified to perform their tasks.
- b. **RECORDS RETENTION:** The APC maintains all pertinent records for their cardholders. These records must include a copy of the cardholder's initialed and signed DOD Statement of Understanding; training completion certificate; delinquency notifications; and other information applicable to the cardholder.
- c. **CARDHOLDER TRAINING:** AOs / supervisors will ensure that cardholders are trained on the requirements of the travel charge card program and their responsibilities. Refresher training will be provided on a biennial basis thereafter. To accomplish this training, cardholders shall use the training available at the DTMO web page, <http://www.defensetravel.dod.mil/passport>. The course offers a certificate of completion which the individual will forward to the APC as proof of training. A travel charge card will not be issued until initial training is completed. Any existing accounts will be deactivated if proof of refresher training is not provided by the cardholder.
- d. **CARDHOLDER AGREEMENT:** The cardholder agreement is between the individual and the bank. It describes the terms and conditions of the contract, what charges are authorized, and the penalties for non-payment of account balances. The applicant must complete the application and read the cardholder agreement before a travel charge card can be issued. By signing the hard copy application or by forwarding the on-line application, the intended cardholder attests that

he/she understands the provisions of the cardholder agreement and agrees to comply with them. Application forms are available at the USPFO-NJ web site.

- e. **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 for processing, the applicant must read the statement of understanding; indicate their understanding of the specific provisions; and sign the document. The signed statement of understanding will be retained by the APC with other travel charge card related documents.
- f. **TRANSFER OF ACCOUNTS / MOBILIZATION:** If NJARNG personnel are mobilized and they have a travel charge card, the APC will transfer those cardholder accounts to the gaining organization after receiving notification by the cardholder's chain of command. The account should be transferred within 30 days of the cardholder's departure. The gaining unit (active or other DoD component) APC will transfer the account into their hierarchy.
- g. **CLOSING ACCOUNTS:** AOs / Supervisors must notify the APC to close the travel card accounts of cardholders who separate from military service, terminate civilian service, or are incarcerated, retire or die. For separation, termination or retirement, AOs / supervisors should be proactive in closing these accounts as far in advance as possible as making every effort to ensure that existing balances are paid prior to departure. Special attention should be given to individuals who are departing on terminal leave well in advance of their separation dates. To meet this requirement, units should coordinate with their military and civilian personnel offices to ensure that they receive separation notices as soon as possible.

**10. POC:** POC for this policy is the Deputy Financial Manager, USPFO-B, [paula.cantara@us.army.mil](mailto:paula.cantara@us.army.mil) at (609) 562-0231 or the Travel Card Agency Program Coordinator (APC), [reg.james.hipps@us.army.mil](mailto:reg.james.hipps@us.army.mil) at (609) 562-0242.

OFFICIAL:

GLENN K. RIETH  
Major General, NJARNG  
The Adjutant General

ALVARADO WALTER LUIS 1028825281

WALTER L. ALVARADO  
COL, GS, NJARNG  
Chief of Staff

DISTRIBUTION:

Encl:

APPENDIX A Enforcement Sequence  
APPENDIX B 45-Day Warning Letter  
APPENDIX C 60-Day Letter of Concern  
APPENDIX D 90-Day Final Letter  
APPENDIX E Notice of Potential Misuse

## **ENFORCEMENT SEQUENCE**

### **30 DAYS**

1. **Hard-copy 30-day list is distributed monthly to Staff and MSC AOs** for action to preclude cardholder delinquency. Full copy to CoS and full enlisted copy to State CSM.
2. **Reminder Email** sent to cardholder with courtesy copy to commander, AO, Deputy USPFO and Chief of Staff.

### **45 DAYS**

1. **Warning Letter from** the USPFO Travel Card APC to be signed by **Chief of Staff** and sent to the delinquent cardholders and their superiors for signatures and return acknowledgement within 10 business days.
2. Letter will include language stating that **failure to resolve within 15 days** of the date of the Warning Letter or by the date the account becomes delinquent may result in adverse administrative actions to include but not limited to:
  - a. Cardholder and AO report to the Chief of Staff's Office
  - b. Letter of Concern from Chief of Staff
  - c. GTC account suspended (deactivated)
  - d. Report of delinquency to the Security Office per DoD guidance

### **60 DAYS**

1. AO and cardholder report to the Chief of Staff's Office
2. **Letter of Concern from Chief of Staff**: Signatures and return acknowledgement within 10 business days.
3. Letter will include language stating that **failure to resolve within 30 days** - may result in adverse administrative actions to include but not limited to:
  - a. Suspension of favorable actions
  - b. General Officer Letter of Reprimand
  - c. GTC suspension (deactivation) - indefinitely
  - d. Determination of whether removal of security clearance is warranted.
  - e. Near-term travel (TDY) suspended indefinitely
  - f. Initiate separation action from the NJARNG

## APPENDIX A

**90 DAYS**

1. **FINAL LETTER OF DELINQUENCY:** May result in adverse administrative actions to include but not limited to:
  - a. Suspension of favorable actions
  - b. General Officer Letter of Reprimand
  - c. GTC suspension (deactivation) – indefinitely
  - d. Revocation of security clearance
  - e. Initiate separation action from the NJARNG

**UNAUTHORIZED USE, MISUSE, ABUSE, FRAUDULENT ACTIVITY**

1. **LETTER OF POTENTIAL MISUSE:** If misuse is determined, may result in adverse administrative actions to include but not limited to:
  - a. Letter of Reprimand
  - b. Permanent cancellation of GTC account
  - c. Suspension of favorable actions
  - d. Revocation of security clearance
  - e. Initiate separation action from the NJARNG

APPENDIX B



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3650 SAYLORS POND ROAD  
JOINT BASE MCGUIRE-DIX-LAKEHURST, NEW JERSEY 08640-5606

C/S

<DATE>

MEMORANDUM THRU Commander, Joint Force Headquarters

FOR: <CARDHOLDER> and MSC AO

SUBJECT: Warning Letter and Delinquent Travel Card Suspension Notification (45 DAYS PAST DUE).

1. The government travel card management department has received notification from CITI Bank that you are over 45 days past due. **The past due amount is <AMOUNT>.**
2. The government travel card contract requires outstanding charges to be paid by the date specified on the billing statement.
3. You and your MSC AO are hereby notified of this delinquency and your Government Travel Card is now temporarily suspended.
4. Failure to resolve the delinquent balance within 15 days of the date of this letter may result in disciplinary action in accordance with applicable statutory and regulatory provisions stipulated in Volume 9, chapter 3 of the DODFMR. In addition to this provision, you are also subject to the following:
  - a. You and AO will report to the Chief of Staff's office.
  - b. Formal Counseling from the Chief of Staff.
  - c. Letter of Concern from the Chief of Staff.
  - d. Report of delinquency to the Security Office per DoD guidance.
  - e. Suspension of the Government Travel Card for an indefinite period.
5. Cardholders on long-term temporary duty are required to submit interim vouchers every 30 days and maintain their travel card account in a current status. Card holders must use the "split-disbursement" option.
6. The delinquent balance is to be paid in full and confirmation of payment sent hard copy, email, or fax to the Agency Program Coordinator (APC) at USPFO-NJ, 3601 Technology Drive, Fort Dix, NJ 08640, email-[greg.james.hipps@us.army.mil](mailto:greg.james.hipps@us.army.mil), FAX (609) 562-0382/0457. Other questions may be directed to the Deputy Financial Manager, POC/USPFO, [paula.cantara@us.army.mil](mailto:paula.cantara@us.army.mil) at (609) 562-0231 or the Travel Card APC at (609) 562-0242.
7. You and the MSC AO are required to sign, acknowledging receipt of this Warning Letter. Return the signed copy to the Chief of Staff along with a written response outlining the actions taken and provide a copy to the APC within 10 business days following the receipt of this Warning Letter.

WALTER L. ALVARADO  
COL, GS, NJARNG  
Chief of Staff

\_\_\_\_\_  
Cardholder's Name/Grade/ Signature

\_\_\_\_\_  
(Unit/Organization)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Supervisor's Name/Grade/Signature

\_\_\_\_\_  
(Unit/Organization)

\_\_\_\_\_  
(Date)

APPENDIX C



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 JOINT BASE MCGUIRE-DIX-LAKEHURST, NEW JERSEY 08640-5606

C/S

<DATE>

MEMORANDUM THRU Commander, Joint Force Headquarters

FOR: <CARDHOLDER> and MSC AO

SUBJECT: Letter of Concern and Delinquent Travel Card Suspension Notification (60 DAYS PAST DUE).

1. The government travel card management department has received notification from CITI Bank that you are over 60 days delinquent. **The past due amount is <AMOUNT>.**
2. Effective immediately, your Government Travel Card is suspended indefinitely.
3. The government travel card contract requires outstanding charges to be paid by the date specified on the billing statement.
4. You and your MSC AO have been formally summoned to the Chief of Staff to address this delinquency and are being formally counseled concerning the use of the government travel card.
5. Failure to resolve this delinquency within 15 days following the receipt of this Letter of Concern may result in disciplinary action in accordance with applicable statutory and regulatory provisions stipulated in Volume 9, chapter 3 of the DODFMR. In addition to this provision, you are also subject to the following:
  - a. General Officer letter of reprimand.
  - b. Government Travel Card permanent deactivation.
  - c. Suspension of all favorable personnel actions.
  - d. Suspension of near-term travel TDY
  - e. Determination of whether removal of Security Clearance is warranted
  - f. Initiation of separation action from the NJARNG
6. Cardholders on long-term temporary duty are required to submit interim vouchers every 30 days and maintain their travel card account in a current status. Card holders must use the "split-disbursement" option.
7. The delinquent balance is to be paid in full and confirmation of payment sent hard copy, email, or fax to the Agency Program Coordinator (APC) at USPFO-NJ, 3601 Technology Drive, Fort Dix, NJ 08640, email-[greg.james.hipps@us.army.mil](mailto:greg.james.hipps@us.army.mil), FAX (609) 562-0382/0457. Other questions may be directed to the Deputy Financial Manager, POC/USPFO, [paula.cantara@us.army.mil](mailto:paula.cantara@us.army.mil) at (609) 562-0231 or the Travel Card APC at (609) 562-0242.
8. You and your MSC AO are required to sign this notice, acknowledging receipt of this Letter of Concern. Return the original to the Chief of Staff along with a written response, outlining the actions taken/to be taken, and provide a copy to the APC within 10 business days following the receipt of this Letter of Concern.

WALTER L. ALVARADO  
 COL, GS, NJARNG  
 Chief of Staff

\_\_\_\_\_  
 Cardholder's Name/Grade/ Signature

\_\_\_\_\_  
 (Unit/Organization)

\_\_\_\_\_  
 (Date)

\_\_\_\_\_  
 Supervisor's Name/Grade/Signature

\_\_\_\_\_  
 (Unit/Organization)

\_\_\_\_\_  
 (Date)



APPENDIX D



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JOINT BASE MCGUIRE-DIX-LAKEHURST, NEW JERSEY 08640-5606

C/S

<DATE>

MEMORANDUM THRU Commander, Joint Force Headquarters

FOR: <CARDHOLDER> and MSC AO

SUBJECT: Final Letter of Delinquency and Travel Card and Deactivation Notification (90 DAYS PAST DUE).

1. The government travel card management department has received notification from CITI Bank that you are over 90 days delinquent. **The past due amount is <AMOUNT>.**
2. The Chief of Staff requires a signed receipt of this letter from you and your MSC AO.
3. Effective immediately, your Government Travel Card is permanently deactivated.
4. You and your MSC AO have been notified of this delinquency three times, received a Letter of Concern from the Chief of Staff, and formally counseled concerning the use of the government travel card.
5. Your failure to adhere to the government travel card guidelines and resolve this delinquency within 15 business days of the date of receipt of the Letter of Concern dated <DATE> may result in disciplinary action in accordance with applicable statutory and regulatory provisions stipulated in Volume 9, chapter 3 of the DODFMR. In addition to this provision, you are also subject to the following:
  - a. General Officer letter of reprimand.
  - b. Government Travel Card permanently deactivated.
  - c. Suspension of all favorable actions.
  - d. Removal of Security Clearance
  - e. Initiate separation action from the NJARNG
6. The delinquent balance is to be paid in full and confirmation of payment sent hard copy, email, or fax to the Agency Program Coordinator (APC) at USPFO-NJ, 3601 Technology Drive, Fort Dix, NJ 08640, email-[greg.james.hipps@us.army.mil](mailto:greg.james.hipps@us.army.mil), FAX (609) 562-0382/0457. Other questions may be directed to the Deputy Financial Manager, POC/USPFO, [paula.cantara@us.army.mil](mailto:paula.cantara@us.army.mil) at (609) 562-0231 or the Travel Card APC at (609) 562-0242.
7. You and your MSC AO are required to sign this letter, acknowledging receipt of this delinquency notification within 5 business days. Return the original to the Chief of Staff along with a written response addressing this delinquency and any relevant circumstances related to this delinquency and provide a copy to the APC within 5 business days following the receipt of this Final Letter of Delinquency.
8. You will be notified by the Chief of Staff and your commander on what actions will be taken upon receipt of your acknowledgement.

WALTER L. ALVARADO  
COL, GS, NJARNG  
Chief of Staff

\_\_\_\_\_  
Cardholder's Name/Grade/ Signature

\_\_\_\_\_  
(Unit/Organization)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Supervisor's Name/Grade/Signature

\_\_\_\_\_  
(Unit/Organization)

\_\_\_\_\_  
(Date)

APPENDIX E



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 3650 SAYLORS POND ROAD  
 JOINT BASE MCGUIRE-DIX-LAKEHURST, NEW JERSEY 08640-5606

C/S

<DATE>

MEMORANDUM THRU Commander, Joint Force Headquarters

FOR: <RECIPIENT>

SUBJECT: Notification of Potential Misuse of the Government Travel Card

1. USPFO-NJ's government travel card surveillance program indicates that you have directly or indirectly mishandled your government travel card.
2. Regulation NGR 37-112 states the travel charge card is issued under a GSA contract. During application, you agreed to use the travel charge card IAW applicable DoD, DA, and NGB regulations, comply with your contract with CITI Bank, and comply with the ARNG Travel Charge Card Statement of Understanding signed by both you and your supervisor/MSC AO.
3. If suspected transactions are in question, report this to your supervisor/ MSC AO. The supervisor/MSC AO must compare data in the surveillance reports against travel orders and voucher settlements to determine if you are at fault. The APC will work closely with you to ensure you are not penalized for transactions that were out of your control.
4. If it is determined that you have abused the card or are delinquent on valid charges based on a travel settlement that has already been processed and disbursed, disciplinary action in accordance with applicable statutory and regulatory provisions stipulated in Volume 9, chapter 3 of the DODFMR will apply. In addition to this provision, you are also subject to the following:
  - a. Chief of Staff Letter of Reprimand.
  - b. Government Travel Card permanently deactivated.
  - c. Suspension of all favorable actions.
  - d. Removal of Security Clearance
  - e. Initiation of separation action from the NJARNG
5. If a balance exists as a result of misuse, or is delinquent on valid charges based on a travel settlement that has already been processed and disbursed, the balance is to be paid in full and confirmation of payment sent hard copy, email, or fax to the Agency Program Coordinator (APC) at USPFO-NJ, 3601 Technology Drive, Fort Dix, NJ 08640, email-[greg.james.hipps@us.army.mil](mailto:greg.james.hipps@us.army.mil), FAX (609) 562-0382/0457. Other questions may be directed to the Deputy Financial Manager, POC/USPFO, [paula.cantara@us.army.mil](mailto:paula.cantara@us.army.mil) at (609) 562-0231 or the Travel Card APC at (609) 562-0242.
6. You and your supervisor / MSC AO are required to sign this letter, acknowledging receipt of this Letter of Notification of Potential Misuse. Return the original to the Chief of Staff along with a written response addressing this matter and any relevant circumstances and provide a copy to the APC within 5 business days following the receipt of this letter.

WALTER L. ALVARADO  
 COL, GS, NJARNG  
 Chief of Staff

\_\_\_\_\_  
 Cardholder's Name/Grade/ Signature

\_\_\_\_\_  
 (Unit/Organization)

\_\_\_\_\_  
 (Date)

\_\_\_\_\_  
 Supervisor's Name/Grade/Signature

\_\_\_\_\_  
 (Unit/Organization)

\_\_\_\_\_  
 (Date)