

Department of the Army  
Headquarters, United States Army  
Training and Doctrine Command  
Fort Monroe, Virginia 23651-1047

\*TRADOC Regulation 37-3

22 February 2010

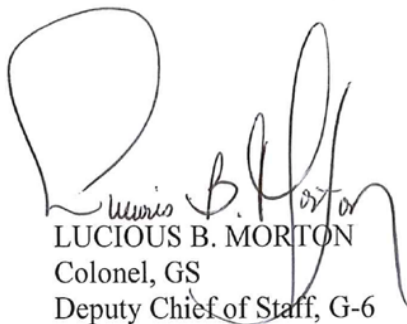
Financial Administration  
Government Travel Card Program

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FOR THE COMMANDER:

OFFICIAL:

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**History.** This is a rapid action revision to United States Army Training and Doctrine Command (TRADOC) Regulation 37-3.

**Summary.** This regulation establishes policies and procedures for the effective management and control of the Government travel charge card.

**Applicability.** This regulation applies to all elements of TRADOC, to include HQ TRADOC, senior commander installations, schools and centers, subordinate commands, activities, and units, including those elements not on an installation with a TRADOC senior commander.

**Proponent and exception to authority.** The proponent of this regulation is Deputy Chief of Staff (DCS), G-8. The proponent has the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations. Activities may request a waiver to this regulation by providing justification that includes a full analysis of the issue and a formal review by the activity's senior legal officer. All waiver requests will be endorsed by the senior leader of the requesting activity and forwarded through higher headquarters to the policy proponent.

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\*This regulation supersedes TRADOC Regulation 37-3, dated 22 December 2004.

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**Army management control process.** This regulation contains policies and procedures of the TRADOC Travel Card Program, but does not contain checklists for conducting management control reviews.

**Supplementation.** Supplementation of this regulation is prohibited unless specifically approved by DCS, G-8 (ATRM-AT), 5 North Gate Road, Fort Monroe, VA 23651-1047.

**Suggested improvements.** Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to DCS, G-8 (ATRM-FDF), 5 North Gate Road, Fort Monroe, VA 23651-1047.

**Distribution.** This regulation is available on the TRADOC homepage at <http://www.tradoc.army.mil/tpubs/regndx.htm>.

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### Summary of Change

TRADOC Regulation 37-3  
Government Travel Card Program

This revised regulation, dated 22 February 2010-

- o Updates the TRADOC Government Travel Card Program to reflect current contractor (Citibank) and their Electronic Access Systems.
  - o Updates administrative changes throughout the publication.
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**Chapter 1**

**Government Travel Card Program**

**1-1. Purpose**

This regulation provides TRADOC-implementing guidance and procedures for establishing and operating the Government Travel Card Program. It also regulates the Government travel card by limiting the use of the card to cover expenses incurred during official temporary duty travel (TDY), and for those incurred during a permanent change of station (PCS), if cardholder is enrolled in the PCS Program.

**1-2. References**

Required and related publications and prescribed and referenced forms are listed in [appendix A](#).

**1-3. Explanation of abbreviations and terms**

Abbreviations and special terms used in this regulation are explained in the [glossary](#).

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**Chapter 2**

**Responsibilities**

**2-1. Deputy Chief of Staff, G-8**

Deputy Chief of Staff, G-8 will-

- a. Manage and oversee the overall Government travel card program within TRADOC.
- b. Process requests and resolve issues from commanders, supervisors, and agency program coordinators (APCs) that cannot be resolved at their level.
- c. Serve as the liaison between Headquarters, Department of the Army and APCs.

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### **2-2. Commanders/supervisors**

Commanders/supervisors will-

- a. Ensure the APC function is adequately staffed to meet Government Travel Card Program requirements.
- b. Ensure APCs are trained annually to perform their job functions. This includes proficiency in the use of Citibank's Electronic Access Systems to manage the program and monitor how cardholders are using their cards.
- c. Ensure all assigned military and civilian employees are trained annually on Government travel card responsibilities.
- d. Ensure subordinate supervisors throughout the chain of command enforce split disbursement upon supervisory review of vouchers for approval in the Defense Travel System (DTS) or for submission to the Defense Finance and Accounting Service (DFAS) for reimbursement.
- e. Perform monthly review of the following reports: Delinquency Report, Account Activity Report, DOD Travel Individual Billed Account (IBA) Aging Analysis Report, and Pre-Suspension/Pre-Cancellation Report. Commanders/supervisors will provide feedback to APCs on any disciplinary actions taken against cardholders, for example, a written reprimand.
- f. Approve changes in automated teller machine (ATM) limits for cardholders.
- g. Approve changes in charge limits for cardholders based on individual circumstances.
  - (1) Standard Cards – Up to \$10,000 for travel, \$5,015 for cash, and \$500 for retail.
  - (2) Restricted Cards – Up to \$7,500 for travel, \$2,015 for cash, and \$200 for retail.
- h. Contact the APC to suspend the travel card for a first offense cardholder misuse or abuse. After second offense, cancel the card.
- i. Counsel all cardholders who are 60-plus days delinquent and/or have misused their cards. Take appropriate action for delinquency or misuse involving Government travel cards. Consult with supporting legal staff regarding any proposed negative/disciplinary action.

### **2-3. Agency program coordinators (APCs)**

APCs will-

- a. Complete online travel card applications via CitiDirect Card Management System (CCMS) or obtain hardcopy forms from Citibank. Explain to applicants how the program works and their responsibilities as cardholders. The APC will ensure applicants understand and sign the DOD Statement of Understanding for travel cardholders before the application is processed

by the APC and prior to submitting to the contractor. Retain applications issued by the APC for at least 3 years.

b. Maintain all pertinent records for their cardholders. These records must include a copy of the cardholder's initialed and signed DOD Statement of Understanding for travel cardholders, training completion certificate, delinquency notifications, requests for changes in spending limits, and any other information applicable to the cardholder. Due to the sensitivity of the data contained in the cardholder files, such data should be maintained in an area that assures limited access. Documents should be retained for as long as the individual is a member of the organization and may be destroyed (shredded) upon transfer, separation, termination, or the death of the cardholder.

c. Generate the following monthly reports and provide feedback to commanders/supervisors: Delinquency Report, Account Activity Report, DOD Travel IBA Aging Analysis Report, and Pre-Suspension/Pre-Cancellation Report.

d. For cardholders who are reassigned within DOD, transfer cardholder accounts without reissuing cards. Transfer the account to the gaining organization within 30 days of the cardholder's departure. If no response from gaining organization, contact the TRADOC level 3 APC for assistance.

e. Provide cardholders with initial training and annual refresher training on the requirements of the Government travel card program and their responsibilities.

f. Notify commanders/supervisors immediately, in writing of all cases of card abuse and misuse, and cardholder accounts that are 30 and 60 days past due.

g. Cancel Government travel cards when cardholders die, separate, retire, or duplicate accounts are issued. Retrieve and destroy cards when accounts are cancelled.

h. Instruct departing cardholders at the losing organization to in-process with the APC at their gaining/new organization. The APC will also notify the cardholders that their cards are deactivated upon permanent change of station (PCS), unless TDY en route.

i. Activate/deactivate Government travel cards through CCMS to reduce the possibility of card misuse. This activation/deactivation is based on travel orders, organization policy, and/or at the direction of the cardholder's commander/supervisor.

j. Conduct a monthly review of transactions for at least 10 percent of their cardholder accounts with activity. The APC will report any questionable transactions to the cardholder's commander/supervisor for appropriate action.

k. Not perform any changes on their personal accounts. Any maintenance request will be approved by the APC's supervisor/commander, and then submitted for processing to the next level APC.

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l. Notify the Government travel card contractor (Citibank) when there is loss, theft, or compromise of Government travel cards.

m. Report lost or breach of Personally Identifiable Information in accordance with TRADOC Regulation 1-8.

### **2-4. Cardholders**

Cardholders will-

a. Call the Government travel card contractor (Citibank) to activate their travel card upon receipt in the mail.

b. Meet their financial obligations in a timely manner. Cardholders will act in a responsible manner regarding prompt payment of their Government travel card bills.

c. Receive reimbursement for service charges and transaction fees charged for authorized ATM withdrawals. To minimize costs associated with ATM cash withdrawals and maximize the benefits associated with charging travel expenses, travelers will limit ATM usage to cover only travel expenses for which using the travel card is not possible.

d. Be authorized to use their travel card for PCS as long as cardholder is enrolled in the PCS Program. Use of the travel card for any purpose other than official travel expenses is not permitted. The APC will deactivate cards misused and abused upon approval of the commander and/or supervisor.

e. Not permit any other person(s) to use their travel card, for any reason, or use their travel card for any other person's travel expenses. The cardholder remains responsible for any charges made by person(s) using the card. The cardholder will not disclose their personal identification number (PIN) to any other person.

f. Notify Citibank if their PIN is compromised or inappropriately disclosed to an unauthorized person. The cardholder must immediately report missing or stolen travel cards to their APC. Cardholders are not liable for any erroneous charges if they notify Citibank when card is lost or stolen.

g. Split disburse all travel card charges to Citibank and the remainder settlement dollars to their designated financial institution.

h. Be entitled to reimbursement of all fees charged when travel orders are canceled before departing. Use the original travel order to support the claim.

i. Upon completion of TDY, immediately file DD Form 1351-2 (Travel Voucher or Subvoucher), using DTS, to obtain full reimbursement. Promptly report any disputed travel charges to Citibank by completing the Government Cardholder Dispute Form.

j. List ATM fees on the settlement voucher. There is no additional fee when the travel card is used at a Citibank ATM.

k. Be prohibited from using the travel card for payment of advance conference/registration fees in excess of 30 days. Use the Government purchase card or DD Form 1556 (Request, Authorization, Agreement, Certification of Training and Reimbursement) to pay advance conference/registration fees.

l. Be allowed to see their Government travel card statements and make online payments at <https://www.citimanager.com/dodhome>. Click on Electronic Access System Login, and click on self-registration for cardholders and follow the instructions.

**2-5. Contractor (Citibank)**

Contractor (Citibank) will-

a. Issue standard and restricted cards with the following credit line:

(1) Standard cards:

(a) Credit limit: \$7,500.

(b) ATM cash limit: \$665.

(c) Retail limit: \$250.

(2) Restricted cards:

(a) Credit limit: \$4,000.

(b) ATM cash limit: \$365.

(c) Retail limit: \$100.

b. Conduct credit checks on all new card applicants with their consent. If employees do not give consent for credit checks, issue restricted cards.

c. Manage the Government travel charge card program through Citibank Custom Reporting System (CCRS), an online system which includes a set of standard reports that provide data to help monitor the misuse and delinquency of the Government travel card.

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**Chapter 3  
Processes and Procedures**

**3-1. Program management**

a. The Travel and Transportation Reform Act of 1998 (Public Law No. 105-264) stipulates that all U.S. Government personnel (civilian and military) will use the Government-sponsored, contractor-issued travel card to pay costs incident to official business travel. Unless otherwise exempted, all DOD personnel are required to use the Government-sponsored travel charge card for authorized TDY and PCS expenses only. The cardholder must be enrolled in the PCS Program prior to using Government travel card for PCS expenses.

b. Government travel card privileges are limited to permanently assigned military and civilian personnel. Abuse/fraud may result in disciplinary action. Formal action under the Uniform Code of Military Justice may be taken against military cardholders. Civilians may receive disciplinary or adverse personnel actions in accordance with civilian personnel regulations. Commanders/supervisors will coordinate any disciplinary or adverse personnel action with their supporting legal office.

**3-2. Reinstatement criteria**

a. Citibank will reinstate a canceled account if:

- (1) The account was not charged off as a bad debt.
- (2) The balance was paid in full for a minimum of 60 days.

(3) The account did not have any payments returned to Citibank for insufficient funds in the previous 12 months, and no more than three insufficient fund payments in the life of the account.

b. Cardholders of reinstated accounts must:

- (1) Agree to a credit check (must meet minimum credit score of 500 or higher).
- (2) Pay the reinstatement fee of \$29, which is billed upon reinstatement and appears on the cardholder's next billing statement.

c. If the reinstated account cancels, the cardholder is not considered a second time.

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**Appendix A**  
**References**

**Section I**  
**Required Publications**

DOD Financial Management Regulation, Volume 9  
Travel and Policy Procedures

DFAS-Indianapolis Center Regulation 37-1  
Finance and Accounting Policy Implementation (available online for .mil addresses only:  
<http://www.asafm.army.mil/pubs/ar37-1/contents.htm>.)

**Section II**  
**Related Publications**

DOD 5500.7-R  
The Joint Ethics Regulation (JER)

Uniform Code of Military Justice

**Section III**  
**Referenced Forms**

DD Form 1351-2  
Travel Voucher or Subvoucher

DD Form 1556  
Request, Authorization, Agreement, Certification of Training and Reimbursement

**Section IV**  
**Prescribed Forms**

This section contains no entries.

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## Glossary

### Section I

#### Abbreviations

APC	agency program coordinator
ATM	automated teller machine
CCMS	CitiDirect Card Management System
CCRS	Citibank Custom Reporting System
DFAS	Defense Finance and Accounting Service
DOD	Department of Defense
DTS	Defense Travel System
FMR	Financial Management Regulation
G-8	Resource Management
IBA	individual billed account
PCS	permanent change of station
PIN	personal identification number
TDY	temporary duty travel
TRADOC	U.S. Army Training and Doctrine Command

### Section II

#### Terms

##### **agency program coordinator (APC)**

Individual that maintains the program and serves as the authorized agency representative on travel card applications. The commander or supervisor will appoint an APC to administer the card program.

##### **card abuse**

Use of ATM for other than official travel and unauthorized purchases.

##### **cardholder**

An individual who has a valid travel card. Cardholders will obtain their travel advances only through ATMs.

##### **CitiDirect Card Management System (CCMS)**

A user-friendly web-based system used by Citibank to allow APCs and supervisors to manage their accounts.

##### **Citibank Custom Reporting System (CCRS)**

An online system which includes a set of standard reports that provide data to help monitor the misuse and delinquency of the travel card.

##### **contractor**

Citibank, effective 30 November 2008.

**credit limit**

An account limit that is reduced as charges are made, and replenished as payments are made. Payments made will be applied against the "cash" portion first.

**Defense Travel System (DTS)**

A user friendly web-based system used by cardholders to input travel documents such as authorizations, settlement vouchers, and local vouchers prior to or after travel.

**disciplinary action**

Appropriate action taken by supervisors if cardholder accounts become delinquent or if there are indications that cardholders have misused the travel card by making unauthorized travels/ATM withdrawals.

**Government travel card**

A Government-sponsored travel card issued to eligible personnel for use to defray costs of conducting official travel business. The card allows Army travelers the freedom and flexibility to perform their Government travel using the card for transportation, rental car, lodging, meals, and miscellaneous travel-related expenses without needing a cash advance from DFAS.

**noncardholder**

An individual who was denied a travel card or whose travel card was suspended or canceled because of misuse or delinquency. Noncardholders may obtain advances for official travel only through electronic funds transfer when authorized by their supervisor.

**PCS Program**

A program which allows government travel cardholders to use their travel card for official expenses incurred during a PCS.

**split disbursement**

A split payment made to the cardholder's official travel card contractor, and the remainder settlement dollars to their designated financial institution.

**summary account number**

A number assigned to identify each APC's program. All cards authorized by the program will contain the summary account number.