



UNITED STATES MARINE CORPS
2D MARINE AIRCRAFT WING
II MARINE EXPEDITIONARY FORCE
POSTAL SERVICE CENTER BOX 8050
CHERRY POINT, NC 28533-0050

WgO 4600.5 Ch 1
G-1/AAU

NOV 29 2012

WING ORDER 4600.5 Ch 1

From: Commanding General, 2d Marine Aircraft Wing
To: Distribution List

Subj: GOVERNMENT TRAVEL CHARGE CARD PROGRAM (GTCCP) DELINQUENCY
MANAGEMENT PROCEDURES

1. Situation. To direct pen changes to the basic Order.
2. Summary of Revision. This Order contains a substantial number of changes and must be completely reviewed. Major changes included in the revision are as follows:
 - (a) References will include MARADMIN 264/02 and 426/02.
 - (b) Paragraph 3.e.2. Deactivate all charge cards when travelers are not in an official travel status, or have an approved authorization for travel in the Defense Travel System (DTS). No card will be left activated if not in a travel status, or without an authorization letter signed by the Marine Corps Component Program Manager, Headquarters Marine Corps (RFL). Those cards approved by RFL to remain active must be closely monitored for misuse.
3. Filing Instructions. File this Change transmittal immediately in front of the signature page of the basic Order.
4. Certification. Reviewed and approved this date.


R. W. REGAN
Chief of Staff

DISTRIBUTION: A

DISTRIBUTION STATEMENT A: Approved for public release;
distribution is unlimited.



UNITED STATES MARINE CORPS
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U. S. MARINE CORPS FORCES, ATLANTIC
POSTAL SERVICE CENTER BOX 8050
MARINE CORPS AIR STATION CHERRY POINT, NC 28533-0050

WgO 4600.5
G-1/AAU
SEP 14 2004

WING ORDER 4600.5

From: Commanding General, 2d Marine Aircraft Wing
To: Distribution List

Subj: GOVERNMENT TRAVEL CHARGE CARD PROGRAM (GTCCP) DELINQUENCY
MANAGEMENT PROCEDURES

Ref: (a) MCO 4600.40A
(b) FMFLANTO 4600.1
(c) II MEFO 4600.1

Encl: (1) Sample Agency Program Coordinator Appointment Letter
(2) Sample Notification of Delinquent Government Travel
Charge Card Account
(3) Sample Notification of Unauthorized Use of Government
Travel Charge Card

1. Situation. To promulgate policies and procedures, and provide additional instructions for administration of the 2d Marine Aircraft Wing (2dMAW) Government Travel Charge Card Program.

2. Mission

a. The Marine Corps Government Travel Charge Card Program was implemented to pay for expenses incurred during official government travel.

b. The Marine Corps has established a zero tolerance policy for account delinquencies. The GTCC is a charge card, not a credit card. Cardholders must pay their bill in full by the date shown on their monthly billing statement. It is ultimately the responsibility of each cardholder to pay his/her bill in a timely manner. Commanders must ensure all cardholders are aware that card misuse and delinquency are not tolerated, and that cardholders will be held accountable.

3. Execution

a. Intermediate Agency Program Coordinator (IAPC):

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(1) Appointed in writing by the Commanding General utilizing enclosure (1).

(2) Oversee all accounts and Agency Program Coordinators (APC's) within 2d MAW. The IAPC will ensure that all requirements are met in accordance with the references.

(3) Responsible for notifying the APC's of any policy/procedure changes from Bank of America (BOA) or Headquarters Marine Corps.

(4) The IAPC must call individual delinquent cardholders if debt resolution through the Group/Squadron APC is unsuccessful.

(5) Assist APC's with any problems they are unable to resolve at their level.

(6) Pull a delinquency report after the BOA cycle rollover on the 26th of each month. This report will be sorted by Group indicating individuals that are 60+ days delinquent. IAPC will forward a questionnaire inquiring about individual delinquency status along with the report to the Group APC's for action with a due date NLT the 5th of the month.

(7) Provide a monthly delinquency report to II MEF NLT the 7th of each month per reference (c). Mid-month reports are due on the 14th and 24th of each month to II MEF via message.

(8) Work the six required reports on a monthly basis in accordance with reference (a). A 25% spot check is the minimum requirement when working these reports. When a pattern of misuse is found the spot checks must be increased to 50%.

(9) Review the delinquency report on a weekly basis.

(10) Update the Wing Government Travel Charge Card database no less than twice a week.

(11) Provide annual training to APC's and cardholders.

(12) Inspect all Group/Squadron APC's on a quarterly basis.

(13) Provide delinquency rates sorted by Group to the Chief of Staff, Assistant Wing Commander and Commanding General at the end of each monthly billing cycle.

b. Group/Squadron Commanders

(1) Implement Group/Squadron Government Travel Charge Card policies and procedures in accordance with the references and this order.

(2) Appoint two responsible Sergeants or above who are knowledgeable and experienced with TAD administrative/fiscal procedures as the primary and alternate APC utilizing enclosure (1).

(3) Establish and implement policies and procedures that require TAD travelers to submit travel claims within 3 working days of return from TAD.

(4) Require TAD travelers to submit partial claims for settlement if TAD for more than 45 days.

(5) Require TAD travelers to utilize split disbursement for the entire amount of travel card balance.

(6) Establish and implement procedures for TAD travel claims to ensure prompt submission and tracking throughout the disbursing settlement process until payment.

(7) Require cardholders to pay their travel card balance upon receipt of bill.

c. Group APC:

(1) Distribute all policy/procedure changes concerning the Government Travel Charge Card when passed from the IAPC.

(2) Be earnestly involved in the TAD process by identifying and tracking travelers, travel claim submission, and account payments.

(3) Monitor all accounts at Group level and those that are assigned to your subordinate hierarchy levels.

(4) Call individual cardholders if attempts through the Squadron APC do not resolve problems.

(5) Assist Squadron APC's with any problems they are unable to resolve. Group APC's should contact the Wing IAPC in any case they cannot resolve expeditiously.

(6) Sort the delinquency report received from the Wing IAPC by squadron and provide the information to the squadron APC's for accurate reporting on individuals listed. Set a NLT date accordingly in order to submit the report to the Wing IAPC in a timely manner.

(7) Return the monthly delinquency report to the Wing IAPC NLT the 5th of each month with the questionnaire completed. For each individual listed, ensure a detailed description is provided concerning the status of the account (i.e., has claim been submitted to the finance office, what is the status on claim being settled, what steps are being taken to expedite the travel claim etc.).

(8) Work the six required reports on a monthly basis in accordance with reference (a). A 25% spot check is the minimum requirement when working these reports. When a pattern of misuse is found the spot checks must be increased to 50%.

(9) Review the delinquency report on a weekly basis.

(10) Provide annual training to APC's and cardholders.

(11) Inspect Squadron APC's twice a year. This is a minimum requirement set to ensure APC's are knowledgeable in the inspectable area.

(12) Ensure Marines separating from the Marine Corps have no outstanding debt to BOA. This is accomplished by verifying account status against an EAS/ECC report NLT 90 days prior to EAS/ECC.

(13) Be listed on the check-in/check-out sheet.

d. Squadron APC's:

(1) Distribute policy/procedure changes concerning the Government Travel Charge Card when passed from the Group APC.

(2) Be earnestly involved in the TAD process by identifying and tracking travelers, travel claim submission, and account payments.

(3) Monitor all accounts within hierarchy level and those that are assigned to hierarchy levels below them.

(4) Contact the Group APC with any problems. If the Group APC is unable to assist, contact the Wing IAPC for assistance.

(5) Return the squadron monthly delinquency report, with the questionnaire completed, to the Group APC in a timely manner for submission to the Wing IAPC. For each individual listed, ensure a detailed description is provided concerning the status of the account, (i.e. has travel claim been submitted to the finance office for settlement, status on claim being settled, etc).

(6) Work the six required reports on a monthly basis in accordance with reference (a). A 25% spot check is the minimum requirement when working these reports. When a pattern of misuse is found the spot checks must be increased to 50%.

(7) Review the delinquency report on a weekly basis.

(8) Provide annual training to cardholders.

(9) Ensure Marines separating from the Marine Corps have no outstanding debt to BOA. This is accomplished by verifying account status against an EAS/ECC report NLT 90 days prior to EAS/ECC.

(10) Be listed on the check-in/check-out sheet.

e. Group and Squadron APC's will:

(1) Pull the following six reports on a monthly basis:

- (a) Account Listing Report
- (b) Account Activity Report
- (c) Delinquency Report
- (d) Pre-suspension Report
- (e) Suspension/Pre-Cancellation Report
- (f) Renewal Report

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(2) Deactivate all charge cards after return from TAD. With few exceptions, select cards may remain active at all times. If the command wishes to leave certain cards active at all times, an authorization letter must be signed by the CO indicating which cards will be left active. These cards must be closely monitored for misuse.

(3) Review a weekly delinquency report.

(4) Maintain Charge Card Applications and Statements of Understanding on file for all cardholders assigned to that unit.

(5) Maintain all documentation concerning the GTCC on file for current year plus two (reports, delinquent letters, etc.).

(6) Become familiar with all references pertaining to the Government Travel Charge Card:

- (a) MCO 4600.40A
- (b) LantO 4600.1
- (c) II MEFO 4600.1
- (d) Public Law 105-264
- (e) DODFMR Vol. 9 Ch 3

(7) Verify account listing with a current alpha roster to identify Marines erroneously assigned to your Hierarchy Level (HL).

(8) Verify account listing with Statements of Understanding to ensure all are accounted for.

(9) All information pertaining to the Government Travel Charge Card will be restricted. Only personnel authorized by the commanding officer will have access to an individual's Government Travel Charge Card information.

f. Check In/Out Procedures

(1) Check-in (with a card)

(a) Have the cardholder sign a new Statement of Understanding and maintain it on file.

(b) Explain all regulations concerning the use of the GTCC.

(c) Pull cardholder's account into unit's Hierarchy Level (HL) via the Electronic Account Government Ledger System (EAGLS).

(2) Check-in (without a card/frequent traveler)

(a) Have the Marine fill out a new application and maintain it on file.

(b) Have the Marine sign a Statement of Understanding and maintain it on file.

(c) Explain all regulations concerning the use of the GTCC.

(3) Checking out (PCS)

(a) Check the account via EAGLS to ensure account is paid in full.

(b) If the cardholder has a balance, resolve any travel claim issues.

(c) If the cardholder still owes money, have them pay utilizing the on-line web pay:
<https://www.myeasypayment.com/Enter.asp>

(d) After the account is paid in full, use the transfer queue to transfer the account off of the unit's HL. Deactivate the card during this process.

(4) Checking out (EAS/ECC)

(a) Check the account to ensure balance is paid in full. EAS/ECC accounts should already be zeroed out if APC is working EAS/ECC roster.

(b) If the cardholder has a balance, resolve any travel claim issues.

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(c) If the cardholder still owes money, have them pay using the on-line web pay:
<https://www.myeasypayment.com/Enter.asp>

(d) Close the account using the closed separated from the government function while in EAGLS.

(e) After closing the account, cut the card in half, give half back to former cardholder, and attach the other half to the check out sheet.

g. Travel Claim Process

(1) Members are required to submit a complete and accurate travel claim (DD form 1351-2) within 3 working days after completion of TAD.

(2) Marines who are TAD in excess of 45 days are required to complete a travel claim every 30 days. Unit administrators and APC's must have procedures in place for submission of travel claims for partial settlement.

(3) Unit administrators will verify the accuracy of travel claims prior to submission to disbursing. Ensure the mandatory split disbursement block is marked on all travel claims. The amount indicated on the travel voucher will reflect the amount due to BOA. BOA must be paid first.

(4) Travel claims will be delivered to disbursing within 24 hours of receipt by unit administrators.

(5) A comprehensive tracking system must be utilized by unit administrators and APC's.

(6) Throughout the travel claim process and in accordance with reference (b), disbursing offices are to settle travel claims to the maximum extent possible.

(7) Travel claims returned with a Discrepancy Notice (DN) must be corrected and forwarded to disbursing within 3 working days.

(8) If a TAD travel claim has not been settled by disbursing within 5 working days after submission, the APC will

contact the Finance Officer to investigate. A dilatory settlement of travel claims is unacceptable and requires command involvement.

(9) Upon settlement of travel claims, APC's will verify that the member's GTCC account has been paid in full. If the account has not been paid in full, the APC will contact the cardholder and ensure prompt payment is made to BOA. Failure to pay the account in full is considered cardholder abuse and disciplinary/administrative action should be taken at this point.

h. GTCC Delinquency. In the event a cardholder becomes delinquent, the following actions will be taken by the APC:

(1) 30 Days Past Due. The cardholder will be notified of payment due to BOA. The Marine's Commanding Officer, Sergeant Major, OIC and SNCOIC will also be advised of the current status of their Marine's account. The APC will notify the cardholder and the chain of command via e-mail. The APC must determine the status of delinquent travel claims and contact the Finance Office for expedient liquidation.

(2) 60 Days Delinquent

(a) If all the above processes for the 30-day mark are followed, a cardholder should never hit the 60+ day mark. If the account becomes 60 days delinquent, this is an indicator to the Commanding Officer and APC that there is a serious procedural deficiency. Unsettled travel claims or unpaid BOA debt at this point require immediate command attention.

(b) The APC will verify in EAGLS if payment has since posted.

(c) The APC will notify the Marine in writing via the chain of command with the appropriate delinquency letter contained in enclosure (2).

(d) The Marine's command must take immediate action and investigate delinquency.

(e) If the cardholder is TAD during the rollover into the 60 day delinquent status, the card will be left activated until completion of the TAD evolution. If the

cardholder is not TAD and the account hits the 60 day mark due to a previous TAD evolution, the cardholder will be unable to go TAD until that portion of the bill is paid in full.

(f) The APC must determine the status of delinquent travel claims and contact the Finance Office for expedient liquidation.

(g) Records of all action taken must be maintained on file.

(3) 90 Days Delinquent

(a) If all the above processes for the 30 and 60 day mark are followed, the Marine should never reach the 90 day mark. There are normally few if any acceptable explanations for a cardholder reaching the 90 day mark. Such a degree of delinquency is usually due to misuse/abuse of the GTCC or APC dereliction of duty. Commanding Officers should consider disciplinary/administrative action at this point.

(b) If the account becomes 90 days delinquent, the APC must verify in EAGLS if a payment has since posted.

(c) The APC will notify the Marine and the chain of command again using the appropriate delinquency letter utilizing enclosure (2). This letter advises the Marine the account will be suspended and a \$29 late fee will be assessed to the account.

(d) If the APC cannot expedite the settlement of travel claims within this time frame, Wing level attention is necessary.

(e) The Wing IAPC will investigate any travel claim that reaches this stage.

(f) Records of all action taken must be maintained on file.

(4) 120 Days Delinquent

(a) If the above 60 & 90 day steps are followed the Marine should never reach this mark. If the account does become 120 days delinquent the APC must verify in EAGLS if a payment has posted.

(b) Historically, accounts that reach this mark are dead weight accounts that cannot be liquidated (i.e. EAS/ECC, brig).

(c) On the 126th day the account will be canceled by BOA and considered "credit revoked".

(d) The account will be subject to salary offset and all associated fees.

(e) The APC will notify the Marine and chain of command using the appropriate delinquency letter utilizing enclosure (2). This letter advises the Marine the account will be placed on salary offset, and will be subject to all fees incurred with salary offset.

(f) At the 126th day mark the contractor may report negative credit information to credit bureaus.

(g) Records of all actions taken must be maintained on file.

(h) All subsequent billing cycles require delinquent letters. The Marine's pay account will be automatically checked with salary offset.

i. GTCC Misuse. Misuse of the government travel charge card will not be tolerated under any circumstance. Misuse is clearly outlined as, incurring excessive charges with the GTCC during a period of TAD, or any use of the GTCC that is not in conjunction with TAD. Any and all misuse of the charge card will be subject to disciplinary action under the UCMJ or appropriate action for civilian government employees as determined by the command. Once a case of misuse is found it must be reported up the chain of command to the Wing IAPC for further action using enclosure (3). The APC will deactivate a misused account immediately.

j. Separating Cardholders. When a Marine is within 60 days of separating the APC will have the cardholder surrender the charge card until the separation date. This will alleviate any further charges on the card. Upon the Marine checking out with the APC, the APC will cut the card in half and give half back to the former cardholder and attach the other half to the check out sheet.

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4. Administration and Logistics. Each command is required to review and enforce the standards set forth within this order.

5. Command and Signal.

a. Command. This order is applicable to all units within 2d MAW.

b. Signal. This order is effective the date of signature.



D. J. MOLLAHAN
Chief of Staff

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transferred, retired, discharged, or otherwise directed by the
Commanding General.

By Direction

Copy to:
SNM
2D MAW (IAPC)
FILES

FIRST ENDORSEMENT

From: Rank, FNAME, MI, LNAME, SSN, MOS, USMC
To: Commanding Officer, _____ Unit

1. I have familiarized myself with the above references and
have assumed all duties at this time as the Agency Program
Coordinator (APC) for _____ Unit Name _____ Government Travel
Charge Card Program (GTCCP).

ENCLOSURE (1)

Sample Notification of Delinquent Government Travel Charge Card Account

From: Agency Program Coordinator (APC)
To: (Name/Unit/Section)

Subj: NOTIFICATION OF DELINQUENT GOVERNMENT TRAVEL CHARGE CARD ACCOUNT

Ref: (a) Government Travel Charge Card Delinquency Report

1. A review of the reference reflects that the Government Travel Charge Card account for the following cardholder is delinquent by at least 60 days. A consultation between the supervisor and below listed cardholder will be conducted within 5 business days of receipt of this notification. Upon completion of the consultation, this must be signed by both the cardholder and his/her supervisor and then returned. In addition, the cardholder must also write a statement as to why payment has not been made. In the event these documents are not returned from the supervisor, the next level of Command will be forwarded a copy of the original notification, indicating that appropriate action was not taken.

a. Name & rank of cardholder:

Table with 2 columns: Days Past Due, Amount Past Due. Rows for 30, 60, 90, 120, 150, 180 days.

Agency Program Coordinator

ENCLOSURE (2)

Sample Notification of Unauthorized Use of Government Travel Charge Card

From: Agency Program Coordinator (APC)
To: (Name/Unit/Section)

Subj: NOTIFICATION OF UNAUTHORIZED USE OF THE GOVERNMENT TRAVEL CHARGE CARD BY _____

Ref: (a) Government Travel Charge Card Delinquent Analysis Report _____

1. A review of the reference reflects unauthorized use of the Government Travel Charge Card by the cardholder listed above. A consultation between the cardholder and his/her supervisor must be conducted within 10 business days of receipt of this memorandum. Upon completion of the consultation, this must be signed by both the cardholder and his/her supervisor and then returned.

<u>DATE</u>	<u>TRANSACTION TYPE</u>	<u>LOCATION</u>	<u>AMOUNT</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Agency Program Coordinator

ENCLOSURE (3)

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From: (Name/Unit/Section)

To: Agency Program Coordinator (APC)

Subj: UNAUTHORIZED USE OF THE GOVERNMENT TRAVEL CHARGE CARD
CASE OF (RANK, FNAME, MI, LNAME, SSN, MOS)

1. I hereby certify that the above listed cardholder has been counseled relative to his/her unauthorized use of the Government Travel Charge Card.

Supervisor's Printed Name & Signature

Date

Cardholder's Signature

Date

ENCLOSURE (3)