

FREQUENTLY ASKED QUESTIONS (FAQs)

- A/OPC – Agency/Organization Program Coordinator
- GOVCC – Government Travel Charge Card

The following FAQs are provided as a reference for Cardholders, A/OPC, Supervisors and Managers. The FAQs provided below are not expected to address every situation. Individuals are encouraged to review DoDEA Resource Management Web Site: Government Travel Charge Card (GOVCC) section at www.dodea.edu/fiscal/travelcard.htm.

Q: Why does the government have a charge card program?

A: The program provides the government with an effective and efficient tool for employees to pay official business travel expenses.

Q: How do I apply for a Travel Card?

A: Complete a "Travel Card Application Form" located on the DoDEA Web Site at www.dodea.edu/fiscal/travelcard.htm. Before forwarding the completed application, complete the required Cardholder Training Course which includes a quiz and sign the Statement of Understanding. Forward the documents to your local A/OPC for processing. You should receive your travel card from the bank in 7-10 business days.

Q: What am I required to do once I receive my travel card?

A: You will receive your travel card from the bank in a nondescript envelope, so be careful not to throw it out as junk mail. Once you receive your card, you should activate it by contacting the bank at CONUS (1-800-472-1424) or OCONUS (1-757-441-4124). Maintain the travel card in a safe location to be used for your official Government business travel needs.

Q: Is it mandatory to use a travel charge card when traveling?

A: Employees who travel more than five times a year are required to use a travel charge card. The travel card enables travelers to carry less cash, obtain government discounts, and obtain cash advances from automated teller machines (ATMs).

Q: Can I get a cash advance?

A: If an advance is required and you have a travel charge card, use your ATM access to obtain an advance. If you do not have a travel charge card, you may obtain an advance if requested on the travel authorization. This type of advance is by direct deposit only and must be requested at least 7 days prior to travel.

Q: What type of official business travel expenses may I use my travel card?

A: When on official Government business travel, the travel card should be used for all official business travel expenses from vendors that accept the travel card. Examples are lodging, meals, and transportation such as rental cars. The travel charge card is electronically coded to be rejected at merchant locations that have been determined as not necessary for conducting official business travel.

Q: May I use my travel card for personal expenditures?

A: No. Under no circumstances should your travel card be used for personal expenditures. Misuse of the travel card will result in disciplinary actions.

www.dodea.edu/fiscal/TravelChargeCardprogram/DisciplinaryActionMemo.pdf

Q: What are the consequences of misuse of the travel card?

A: Cardholders who misuse their travel card are subject to disciplinary action. Disciplinary actions may include: cancellation of travel card privileges; counseling; written warning; reprimand; suspension and/or termination of employment. Additionally, the bank is authorized to take certain actions against cardholders whose accounts are cancelled for delinquency, such as: assessing late fees; utilizing collection agencies to recover the delinquent amount; reporting the delinquency to national credit bureaus and salary offset.

Q: May I use the travel card to pay registration fees for official business?

A: No. The purchase card or DD Form 1556, Request, Authorization, Agreement, Certification of Training and Reimbursement form should be used to pay for these types of fees.

Q: When should I turn in my travel reimbursement voucher?

A: Cardholders should complete a travel reimbursement voucher within 5 days after the end of the trip.

Q: How long do I have before I have to pay my travel card bill?

A: You will be billed by the bank every 30 days if you have charges. The cardholder must pay all undisputed charges directly to the bank in full by the billing due date as printed on the billing statement. If you have no outstanding transactions at the billing cycle date, you will not receive a billing statement.

Q: What is a delinquent account?

A: An account whose balance is not paid in full by the due date printed on the billing statement.

Q: When is my travel card account considered delinquent?

A: Your account is considered past due or delinquent if payment of the undisputed amount has not been received 45 calendar days from the closing date on the billing statement of account in which the charge first appeared.

Q: How does an account get suspended?

A: If payment for the undisputed principal amount has not been received 61 calendar days after the closing date on the statement of account in which the charge first appeared, the account is suspended.

Q: What happens to an account that is suspended?

A: The card will not be available for use.

Q. What happens if my card is cancelled by the bank?

A: Once an account has been cancelled, the bank is not required to reinstate the account even when full payment is made. If your card is cancelled and not reinstated by the bank, you will be required to pay for travel expenses using personal funds and be reimbursed upon completion of travel through the travel vouchering process.

Q: What happens to an account that is cancelled?

A: The account is closed and the cardholder may be reported to the credit bureau.

Q: My card has expired and I haven't received a new one, what should I do?

A: You should receive a replacement card ninety days prior to the expiration date reflected on your current card. If you do not receive your replacement card, contact the bank's customer service center immediately at CONUS (1-800-472-1424) or OCONUS (1-757-441-4124).

Q: I forgot my Personal Identification Number (PIN). What should I do?

A: Contact the bank's customer service at CONUS (1-800-472-1424) or OCONUS (1-757-441-4124). These phone numbers are located on the back of your travel card. For security reasons, customer service does not have your PIN on file.

Q: What do I do if my card is lost or stolen?

A: Contact the bank's customer service center immediately at CONUS (1-800-472-1424) or OCONUS (1-757-441-4124). Also notify your local A/OPC and your supervisor.

Q: What do I do with my card if I terminate my employment with DoDEA?

A: If you resign, retire, transfer to another agency or if your appointment ends by other means, you must contact your local A/OPC to notify them that your travel card account needs to be cancelled.

Other Links:

GSA

- www.gsa.gov/Portal/gsa/ep/contentView.do?faq=yes&pageTypeId=8199&contentId=10141&contentType=GSA_OVERVIEW

DoD Per Diem, Travel and Transportation Allowance Committee

- <https://secureapp2.hqda.pentagon.mil/perdiem/faq.html>