

# Government Travel Charge Card use during the Permanent Change Of Station Pilot





# Process overview



- **The traveler can elect to use the GTCC or receive a travel advance. They cannot do both**
- Most accounts will automatically be placed in a PCS/MC status via the Navy Personnel Command (NPC) automated file feed.
- In the event an account is not automatically placed in a PCS/MC status via the file feed, the traveler will contact their APC who will place the account in a PCS/MC status.
- PCS/MC status will ensure that the account does not age during the PCS period and therefore will not suspend or incur late fees, or report against command delinquency percentages. The PCS-MC dates will start 10 days prior to departure and end 15 days after the report date.
- The use of the GTCC for PCS travel is not limited by the period of travel.

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# Detaching APC Responsibilities



- Ensure the cardholder (CH) gets a copy of the PCS GTCC Brochure.
- Ensure cardholder's address of record and email are up to date.
- Assist the cardholder with registering for Citimanager. (This will help the traveler manage the account while in transit).
- Provide a copy of the digital reference guide and self-register as a cardholder job aid.
- Ensure the CH understand the GTCC SOU.
- Ensure the account is not delinquent (has an outstanding balance 61 days past due)

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# Detaching APC Responsibilities



- Ensure CHs are placed in PCS/MC status with proper start and end dates.
- Ensure credit/cash limits are properly set.
- Ensure PCS MCC codes are set. The MCC group for PCS is “NVPCSRETAI”.
- Obtain the gaining commands information, UIC, and the cardholder’s phone number, for possible future reference.
- Make sure the traveler has your contact information and the GTCC for PCS Support Cell (MNCC Contact Center). Keep in mind, these accounts are your responsibility until they are transferred to the new command.

*Note: MNCC Contact Center provides assistance to cardholder during PCS travel.*

*Phone: 833-330-6622 Email: [askmncc@navy.mil](mailto:askmncc@navy.mil)*

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# Detaching APC Responsibilities



- If an account is not placed in a PCS/MC status via the automated file feed, the detaching APC will have to complete the process manually in Citimanager for those travelers choosing to use the GTCC.
- The traveler will contact their APC who will place the account in a PCS/MC status. **The traveler will provide the APC with a copy of the NPPSC FM 1300/1, the “PCS Travel Entitlements Calculator” worksheet which includes the estimated entitlement amount, and any other required documents.**
- APCs will no longer deactivate or close GTCC accounts upon check-out for their cardholders using the GTCC for PCS.
- APCs can take the account out of PCS/MC if the traveler chooses not to use the GTCC for PCS.
- Re-enroll the cardholder in PCS/MC status if the PCS travel period exceeds 120 days.

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# Gaining APC Responsibilities



- Upon check-in, APCs will advise cardholders to update their contact information and address in Citimanager. If the cardholder does not have a Citimanager account, the APC should make the necessary changes or assist the cardholder to create a Citimanager account.
- Advise cardholders concerning **proper split-disbursement** and remind them that they must review their GTCC statements to ensure there is a **zero balance** upon final settlement
- Gaining APCs should not manually deactivate accounts unless special circumstances arise creating the requirement.
- The PCS flag is not automatically changed back so the APC needs to change it to “N” when the PCS is completed.

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# Automated Process



- Navy Personnel Command (NPC) will transmit a data file to Citi with the required information which will place the accounts in a PCS/Mission Critical (MC) status. *(There are various reasons why the automated file feed may not work and place an account in PCS/MC. If not, and the traveler chooses to use the GTCC, the APC will place the account in a PCS/MC status)*
- The file feed will place the account in a PCS/MC status with start and end dates, set credit/cash limits, and add the PCS MCC group “NVPCSRETAI” with a \$2,000 limit.
- The MCC group “NVPCSRETAI” will open additional Merchant Category Codes (MCCs) for use during PCS that are not available for normal TDY travel.
- PCS/MC status will start 10 days prior to detachment and terminate 15 days after report date annotated on the PCS order *(cannot exceed 120 days due to system limitations)*.
- Accounts that are placed in PCS/MC via the file feed will automatically come out of PCS/MC status on the established end date.

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# Citimanager PCS Processes



There are two options for placing an account in PCS status in CitiManger

- The “Update Account PCS” in Manage Users, Account Maintenance  
(Reference: *CitiManger Site Non-Cardholder Quick Start Guide, DOD, Feb 2020*)

OR

- The “PCS Bulk Maintenance” in Manage Card Program, Document Management  
(Reference: *CitiManger – Bulk Online Maintenance/PCS Bulk Maintenance User Guide, DOD, Feb 2020*)

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# CitiManger Account Maintenance



- Complete per Non-Cardholder Quick Start Guide
- PCS Indicator - Y
- Set the MC start and end date (**Cannot start/end on weekends or holidays**).
- Start Pad Days - 10 days prior to detach date
- End Pad Days - 15 days after report to new station
- Set required credit limit
- Add/Remove MCC Groups, add/modify – Add group name **NVPCSRETAI** with end date and set cycle limit to **\$2,000**.

*NOTE: Manually adding MCCG is currently not working in the individual Update Account PCS. Please use PCS Bulk Online Maintenance (BOLM) process to add MCCG.*

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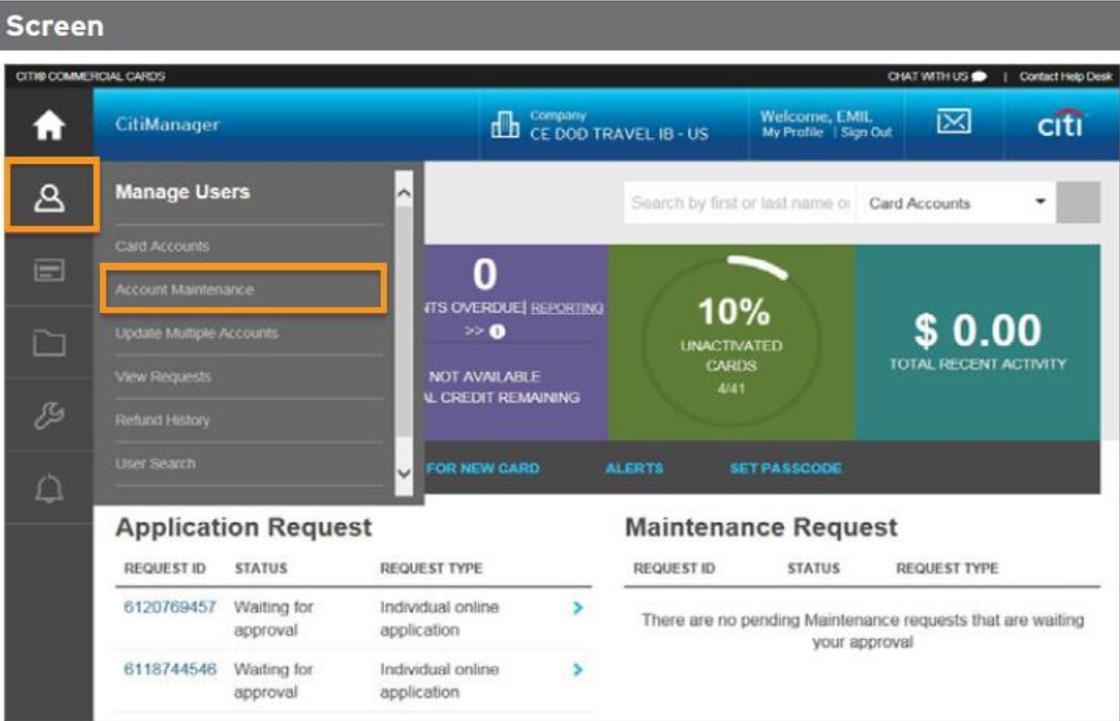
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# Citimanager Account Maintenance Process



## Step 1 - Log into CitiManager, Manage Users, Account Maintenance

Screen	Step/Action
 <p>CitiManager Site Home Screen</p>	<ol style="list-style-type: none"><li>From the CitiManager Site side navigation bar, position your mouse over the Manage Users icon and click the Account Maintenance link.  <i>The Account Maintenance – Search screen displays.</i></li></ol>

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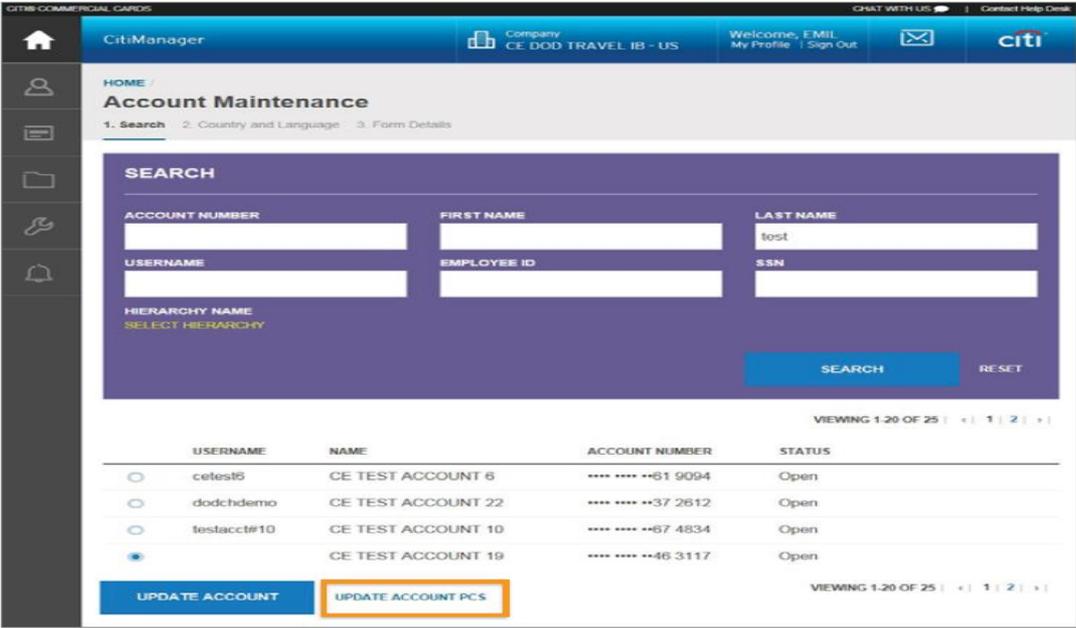


# Citimanager Account Maintenance Process



Step 2 - Search for cardholder, select radio button, select Update Account PCS

Step 3 - Refer to CitiManger “Non-Cardholder Quick Start Guide”

Screen	Step/Action
 <p>The screenshot shows the CitiManager Account Maintenance Search screen. It features a search form with fields for Account Number, First Name, Last Name, Username, Employee ID, and SSN. Below the form is a table of search results with columns for Username, Name, Account Number, and Status. The 'UPDATE ACCOUNT PCS' button is highlighted with an orange box.</p> <p><b>Account Maintenance – Search Screen</b></p>	<p>2. To perform a search, type the desired search criteria in Account Number, First Name, Last Name, Username, Employee ID, or SSN fields and click the Search button.</p> <p><b>Note:</b> To search for an account at a specific hierarchy level, click the Select Hierarchy link. If necessary, click the (+) plus sign icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the Select button.</p> <p><i>The search results display at the bottom of the screen.</i></p> <p>3. Select the radio button for the account you wish to place in PCS status and click the Update Account PCS link that displays at the bottom of the screen.</p> <p><i>The Account Maintenance – Form Details screen displays.</i></p>

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# Citimanager Account Maintenance Process



CITI COMMERCIAL CARDS

CitiManager Company CE DOD TRAVEL IB - US Welcome, DONNA My Profile Sign Out

HOME Account Maintenance

1. Search 2. Country and Language 3. Form Details

Please complete the form below and submit.

PCS PVT \*\*\*\* \*67 4834

PCS

PCS INDICATOR  
Y

MISSION CRITICAL START DATE  
MM/DD/YYYY

MISSION CRITICAL END DATE  
MM/DD/YYYY

END PAD DAYS

SPENDING CONTROLS

OVERALL CREDIT LIMIT  
25

MERCHANT CATEGORY CODE

MCC GROUP	MCC GROUP ACTION	MCCG END DATE
06859RETAI		
06859TRAV		

>> Add/RemoveMCCgroups

TEMPORARY CREDIT LIMIT

TEMPORARY CREDIT LIMIT START DATE  
MM/DD/YYYY

TEMPORARY CREDIT LIMIT END DATE  
MM/DD/YYYY

VIEW HISTORY

4. Verify the PCS Indicator is set to Y and update if necessary.
5. From the PCS section, complete the Mission Critical Start Date and Mission Critical End Date fields of the form.

Note: The mission critical start date has to be greater than today's date and only occur on business days.

The elapsed time between start and end date cannot exceed more than 120 calendar days.

6. When you are finished, click the Submit button.
7. Click the OK button.

A confirmation screen displays indicating the form has successfully processed.

The CitiManager Home screen displays.

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# Citimanager BOLM Process



- Complete per *CitiManger* – *Bulk Online Maintenance/PCS Bulk Maintenance User Guide, DOD, Feb 2020*
- PCS Indicator - Y
- Set the MC start and end date (**Cannot start/end on weekends or holidays**).
- Start Pad Days - 10 days prior to detach date
- End Pad Days - 15 days after report to new station
- Set required credit limit
- Add/Remove MCC Groups, add/modify – Add group name **NVPCSRETAI** with end date.

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# Citimanager BOLM Process



**Manage Card Program**

- Bulk Hierarchy Transfer
- Transfer Hierarchy History
- Document Management**
- View Hierarchy
- View TBR Hierarchy
- Set Alerts

**0** ACCOUNTS OVERDUE

**10%** UNACTIVATED CARDS 4/42

**\$ 0.00** TOTAL RECENT ACTIVITY

[APPLY FOR NEW CARD](#) [ALERTS](#) [SET PASSCODE](#)

### Maintenance Request

REQUEST ID	STATUS	REQUEST TYPE
6122689077	Waiting for approval	Individual online application
6118821492	Waiting for approval	Individual online application
6118744546	Waiting for approval	Individual online application
6118034583	Waiting for approval	Individual online application

There are no pending Maintenance requests that are waiting your approval

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# Citimanager BOLM Process



The screenshot shows the Citimanager web application interface. At the top, there is a navigation bar with the CitiManager logo, company information (CE DOD TRAVEL IB - US), a welcome message for KARLA, and a sign-out link. The main content area is titled "Document Management" and contains a sidebar with navigation options: BULK HIERARCHY TRANSFER, TRANSFER HIERARCHY HISTORY, DOCUMENT MANAGEMENT, VIEW HIERARCHY, VIEW TBR HIERARCHY, SET ALERTS, and LINKS. The main content area displays a notification: "Download PCS Bulk Maintenance Form Template." Below this, there are two sections: "SELECT FUNCTION" with a dropdown menu set to "PCS Bulk Maintenance", and "SELECT ACTIVITY" with radio button options. The "Download PCS Bulk Maintenance Form Template" option is selected. A "DOWNLOAD" button is located at the bottom of the activity list. Red arrows point to the dropdown menu and the selected activity option.

Document Management Screen

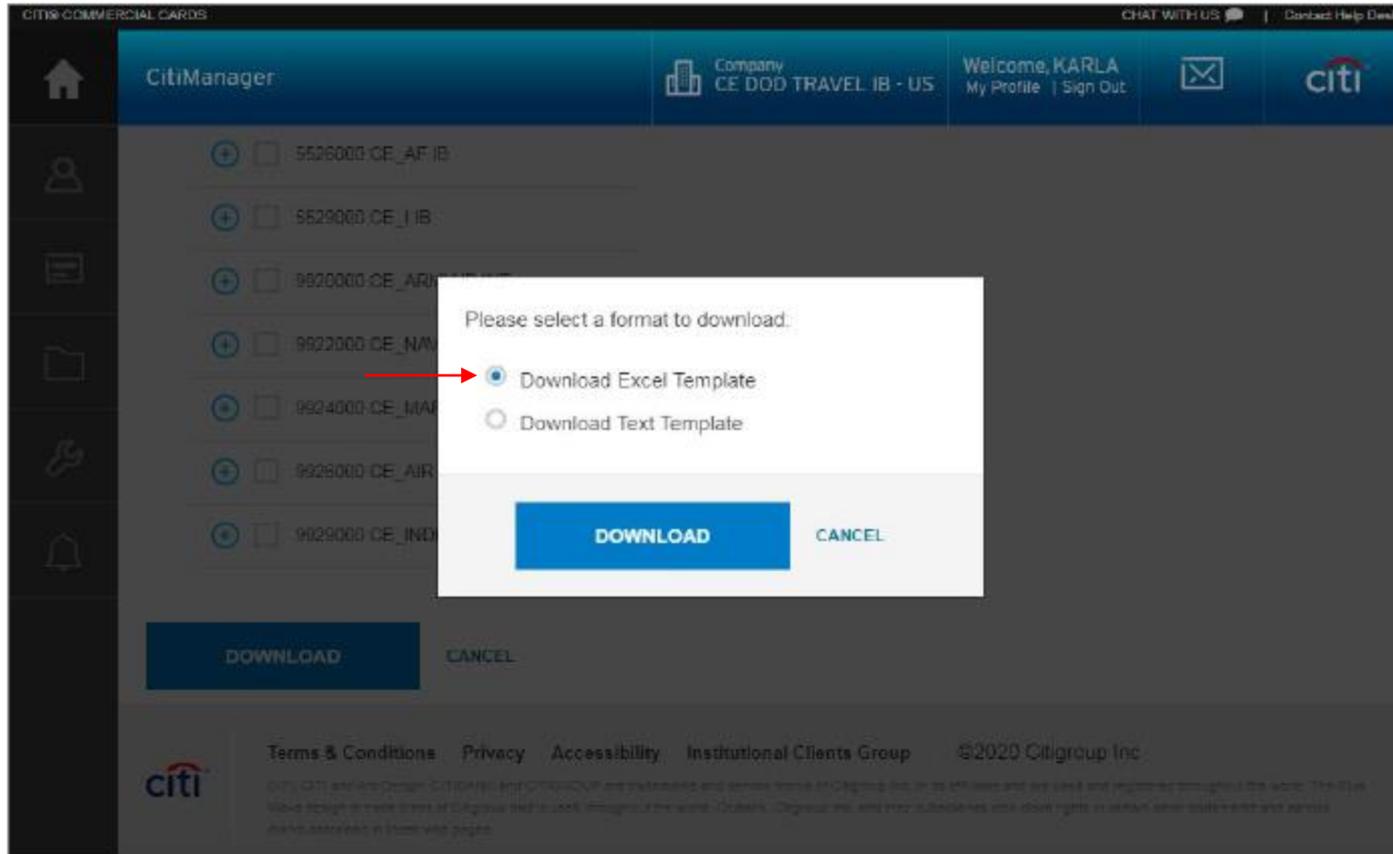
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# Citimanager BOLM Process



Select Format Window

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# Citimanager BOLM Process



## Screen

	A	B	C	D	E
1	Form ID	497.Account number	415.Social Security Number	408.Employee ID	7070.PCS Indicator
2	System pre-filled data in the cell number A3. Just copy and paste the information to the remaining records.		REQUIRED if Account # or Employee ID is not used.	REQUIRED if Account # or SSN is not used. Enter DOD ID Number (EDIPI) that will be associated with the account. Maximum 10 characters from back of CAC.	
3	35071		3823		Y
4	35071		3985		Y
5	35071		93541		Y
6					
7					
8					
9					

PCS Bulk Maintenance Form Template

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# Citimanager BOLM Process



## Required Fields

- Either Account Number, SSN, or Employee Id
- PCS Indicator – Y
- Mission Critical Start Date and Mission Critical End Date (**Cannot start/end on weekends or holidays**)
- Start PAD days and End PAD days
- Temporary Credit Limit
- Temporary Credit Limit Start Date and Temporary Credit Limit End Date
- MCC Group 1 – Enter NVPCSRETAI
- MCC Group Action 1 – Enter I
- When you are finished, save the file as an Excel spreadsheet

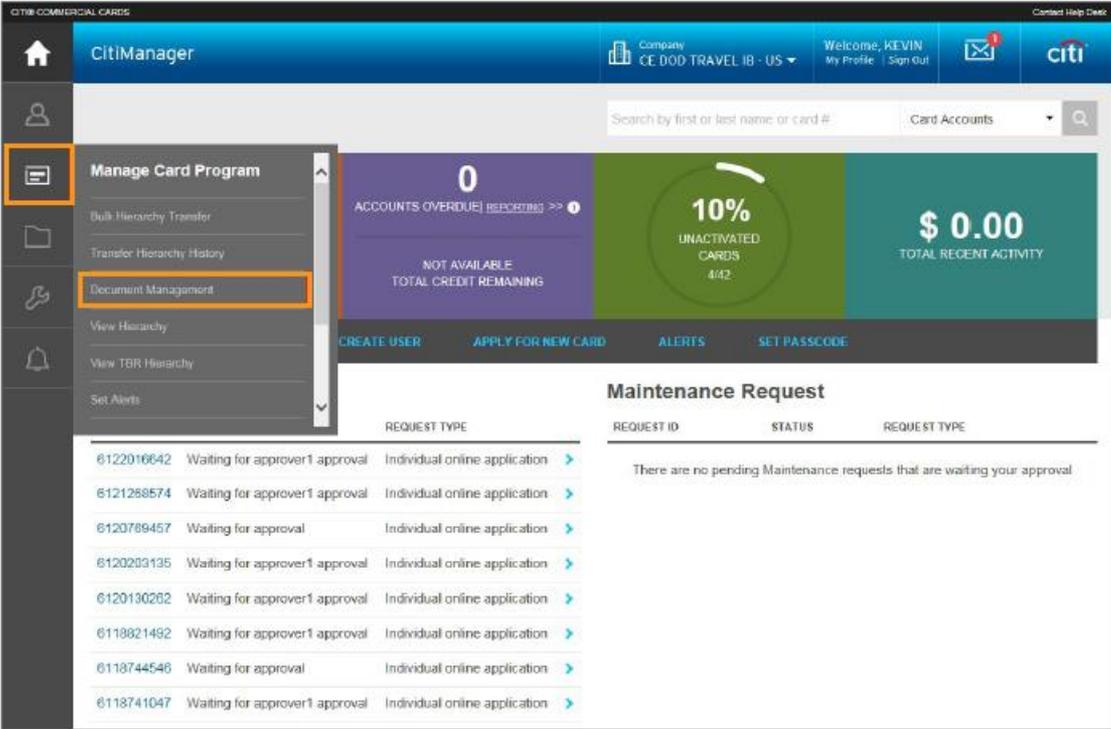
*Note: Mission Critical and PAD days combine dates cannot exceed 120 days.*

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# Citimanager BOLM Process



Screen	Step/Action
 <p>CitiManager Site Home Screen</p>	<ol style="list-style-type: none"> <li>From the CitiManager Site side navigation bar, position your mouse over the Manage Card Program icon and click the Document Management link. <i>The Document Management screen displays.</i></li> </ol>

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# Citimanager BOLM Process



210 COMMERCIAL CARDS

CitiManager

Company CE DDD TRAVEL IB - US

Welcome, KEVIN My Profile | Sign Out

Contact Help Desk

HOME / Document Management

BULK HIERARCHY TRANSFER

TRANSFER HIERARCHY HISTORY

DOCUMENT MANAGEMENT

VIEW HIERARCHY

VIEW TBR HIERARCHY

SET ALERTS

LINKS

Upload PCS Maintenance File. The fields marked with asterisk (\*) are mandatory.

SELECT FUNCTION

PCS Bulk Maintenance

SELECT ACTIVITY

Download PCS Bulk Maintenance History

Upload PCS Bulk Maintenance Data File

Update PA Email Address For Status Emails

Download PCS Bulk Maintenance Form Template

UPLOAD PCS BULK MAINTENANCE DATA FILE

\* SELECT FILE TO UPLOAD

PCS Download 2020.xls

BROWSE

UPLOAD

Jpload PCS Bulk Maintenance Data File Screen

- From the Select Function drop-down list, verify PCS Bulk Maintenance is selected. If not, select it from the drop-down list.
- From the Select Activity section, select the Upload PCS Bulk Maintenance Data File radio button.

*The Upload PCS Bulk Maintenance Data File section displays.*

- From the Upload PCS Bulk Maintenance Data File section, click the Browse button and select the completed Excel file (.xls not .xlsx format) saved locally to your computer's hard drive. Select the file and click the Open button.

*The file name displays in the field to the left of the Browse button.*

- Click the Upload button.

*The Citimanager Site processes the file and confirmation message displays at the top of the screen.*



# Citimanager BOLM Process



## Screen

**Document Management - Download PCS Bulk Maintenance History Screen**

## Step/Action

- To review the status of the records submitted in the PCS Bulk Maintenance Data File Upload, refer to Steps 6 and 7 in the Bulk Online Maintenance – Upload Completed Bulk Online Maintenance Form Template topic in this User Guide.
- Note:** Ensure you select the option PCS Bulk Maintenance in the Select Function drop-down list as indicated.

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# Other Services PCS



Note: In addition to above, the IBA travel card is being used by the Army, Air Force, Marine Corps, and some Independent Agencies for PCS travel. If a traveler is transitioning to one of these components and the gaining component is paying for the PCS travel the cardholder needs to have their travel card open, activated and placed in PCS/(MC) by the Navy APC. The MC dates will be 10 days prior to departure until 15 days after the date of arrival. The APC will also need to check the PCS block in CCMS and ensure all applicable MCC codes are open. Make sure all vouchers for Navy sponsored TAD are complete and that all payments to Citi have been made before the member checks out of the command. You will not have access to the members account once it has been received by the gaining component.

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22



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# Exemptions



The following types of PCS are **exempted** from the use of GTCC:

- Non concurrent dependent travel
- Ineligible for the GTCC
- Civilians
- Separations
- Retirements
- Accessions

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23



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# Authorized Expenses for PCS



The following entitlements **can** be place on a GTCC, if applicable:

- Transportation (Excluding commercial flights).
- Lodging
- Meals
- Temporary Lodging
- Other approved reimbursable expenses
- Dislocation Allowance

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24



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# Prohibited Expenses



The following entitlements/expenses **cannot** be place on a GTCC, if applicable:

- Household goods
- Commercial Airfare
- Temporary Lodging Allowance (TLA)
- Personally Procured (PPM) moves. Also know as DITY move
- Use of the card for expenses not authorized by the JTR.

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# Instructions for the Traveler



- Set up your Citimanager account
- Use GTCC for all authorized PCS expenses.
- Keep all receipts for your records.
- APCs are not responsible for calculating or giving advice on PCS entitlements.
- Traveler **must** check-in with new APC and file PCS voucher within 5 working days upon arrival at new duty station and **split-disburse** 100% of the GTCC account balance from PCS travel reimbursement.
- To prevent delinquency, ensure GTCC balance is paid in full within 30 days of PCS end date.

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26



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# Instructions for the Traveler



- File vouchers immediately upon reporting to new permanent duty station. All charges owed to the bank must be **split disbursed** using the DD Form 1351-2 Travel Voucher. **Balance owed to Citi can be obtained by checking your account in Citimanager or contacting your APC.**
- \$29.00 late fee will accrue if the account becomes delinquent; additional fees may apply if the account remains delinquent for an extended period of time. These fees are not reimbursable.

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# Additional Training



Additional training for APC's is provided on our website

*[https://my.navsup.navy.mil/webcenter/portal/ccpmd\\_tc](https://my.navsup.navy.mil/webcenter/portal/ccpmd_tc)*

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28



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