SUBJ/GOVERNMENT TRAVEL CHARGE CARD USE DURING PERMANENT CHANGE OF STATION TRAVEL FULL ROLLOUT/

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NARR/REF A IS NAVADMIN 297/19 GOVERNMENT TRAVEL CHARGE CARD USE DURING PERMANENT CHANGE OF STATION TRAVEL - PHASE TWO.
REF B IS NAVADMIN 184/19 GOVERNMENT TRAVEL CHARGE CARD USE DURING PERMANENT CHANGE OF STATION TRAVEL.
REF C IS NAVADMIN 161/19 PERMANENT CHANGE OF STATION MOVE IMPROVEMENTS.
REF D IS THE DOD FINANCIAL MANAGEMENT REGULATION (FMR) VOLUME 9.
REF E IS DEFENSE TRANSPORTATION MANAGEMENT OFFICE (DTMO) GOVERNMENT TRAVEL CHARGE CARD REGULATIONS.
REF F IS THE JOINT TRAVEL REGULATIONS (JTR)./

RMKS/1. This NAVADMIN supersedes reference (a) and announces the full rollout of the Government Travel Charge Card (GTCC) for use during Permanent Change of Station (PCS) travel. The GTCC for PCS travel is a proven capability providing Sailors and their families a reliable mean of financial support during a PCS move. This represents another MyNavy HR milestone toward delivering better quality of service to Sailors and their families through a modernized pay and personnel process.

2. Effective immediately, all Active-Duty and Full-time Support (FTS) Sailors conducting Continental U.S. (CONUS) or Outside CONUS (OCONUS) PCS moves, single or traveling concurrently or non- concurrently with dependents, are authorized to use the GTCC in accordance with the policies outlined in this NAVADMIN. Commanders will ensure widest dissemination of this new policy. Note: For Sailors choosing to use the GTCC for PCS travel and not traveling concurrently with dependents, a travel advance for dependent travel, if desired, must be requested via the existing process. The GTCC may be used only by the Sailor and not by the dependents.

3. Background
   a. Reference (b) announced the GTCC for PCS pilot program and provided applicable policy and guidance. The intent of the GTCC for PCS use was to provide Sailors with another means of funding PCS travel without the need for
a travel advance or use of their own funds.

b. Since August 2019, metric analysis and feedback from across the Fleet have proven the use of the GTCC during PCS beneficial for Sailors and their families. Although travel advances remain an option for Sailors, the GTCC provides immediate access to travel entitlements without having to request an advance or risk possible delays in the disbursement of funds. The timing for the full capability fielding was planned to coincide with the summer PCS move season surge, which now includes addressing the backlog of thousands of sets of delayed orders due to the COVID-19 pandemic. This option has already afforded PCS travelers flexibility, reassurance and financial stability for unforeseen costs resulting from the stop movement order.

4. Policy

a. Active-Duty and FTS Navy only. This NAVADMIN does not apply to:
   (1) Sailors under accession, separation or retirement orders
   (2) Civilian personnel
   (3) Selected Navy Reserve personnel
   (4) Individual Mobilization Augmentees
   (5) Individual Ready Reserve Navy personnel

b. Use of the GTCC is authorized for the following travel expenses:
   (1) Temporary Lodging Expense or Temporary Lodging Allowance (TLA) at the old or new permanent duty station (PDS)
   (2) Fuel for a Privately Owned Vehicle (POV), when POV is the authorized mode of transportation
   (3) Rental car and fuel, when a rental car is authorized on orders
   (4) Lodging and meals enroute
   (5) Dislocation Allowance (DLA) related expenses normally used to establish a household
   (6) Automatic Teller Machine (ATM) withdrawals

Note: ATM fees are not a separately reimbursable expense

c. GTCC use is not authorized in the following cases:
   (1) GTCC use cannot be combined with an electronic funds transfer/direct deposit travel advance (e.g. advanced DLA and per diem)
   (2) Personally procured moves, formerly known as do-it-yourself (DITY) moves
   (3) Commercial airfare for PCS travel. Commercial airfare will continue to be booked by the Navy Passenger Transportation Office. No commercial airfare charges will be made to a Sailors GTCC account.
   (4) Personal travel arrangements incurred during leave in conjunction with orders. See reference (d) for further details.
   (5) Medical expenses

5. Cardholder Instructions

a. Several advantages and protections exist for Sailors using the GTCC in lieu of personal credit cards, including but not limited to:
   (1) No interest charges on the account
   (2) GTCC credit limits can be temporarily increased if needed to meet mission requirements
   (3) 24/7 customer service support from Citibank and PCS Traveler GTCC Support through MyNavy Career Center (MNCC) (dial 833-330-MNCC for PCS travel assistance)
   (4) GTCC accounts used for PCS are placed in PCS/Mission Critical status to ensure payment is not due until 60 days after check-in at the new PDS
   (5) Automatic travel accident insurance
(6) Automatic common carrier baggage insurance

b. Enhanced Customer Support. Navy Personnel Command, in coordination with Naval Supply Systems Command and Citibank, has established a *GTCC for PCS* Support Cell within MNCC Contact Center. This *GTCC for PCS* Support Cell is easily reached through the MNCC Contact Center and is staffed with Command Pay and Personnel Administrator (CPPA) and GTCC subject matter experts who will provide real time support to Sailors using their GTCC for PCS purposes after detaching from their previous command.

(1) Any cardholder who requires assistance during the PCS travel period should take action in the following order:
   (a) Contact Citibank from anywhere in the world 24/7 using the phone numbers on the back of the card. In emergency situations, Citibank will assist the cardholder under their *no strand* policy.
   (b) For non-emergent matters, contact the MNCC GTCC for PCS Support Cell. The GTCC for PCS Support Cell will assume responsibility as Agency Program Coordinator (APC) for the GTCC account and can assist with card activation, credit limit modifications and PCS/Mission Critical status enrollment or re-enrollment. Note: It may take up to 24 hours for changes to be made to an individual account.
   (c) Contact MNCC at 833-330-MNCC (6622) or via e-mail at askmncc(at)navy.mil.

c. Use of the GTCC in excess of the estimated PCS travel entitlement could result in a personal indebtedness to Citibank. Sailors are encouraged to use the PCS Entitlements Calculator located in MyPCS Mobile to get an accurate estimate of PCS travel entitlements.

d. Misuse. Commanders/supervisors will ensure Sailors using travel cards are advised of GTCC use for PCS limitations. Examples of misuse include, but are not limited to:
   (1) Expenses unrelated to PCS travel
   (2) ATM cash withdrawals made more than 3 working days prior to official government travel
   (3) Intentional failure to pay undisputed charges in a timely manner
   (4) Personal use or entertainment of any kind

The travel claim is complete, ensure the split-disbursement option is selected if GTCC was used during the PCS move. This action will ensure the charge card bill is paid on time.

Note: OCONUS TLA reimbursement claims (using NPPSC form 7220/5) are processed as an addition to a Sailors pay through NSIPS. There is no split disbursement option for this payment, so Sailors need to file their TLA claim promptly and ensure timely payment to Citibank for any charges related to TLA.

Cardholders must self-register for access to Citimanager in order to receive online GTCC statements at www.citimanager.com/login. Upon arrival at new PDS, Sailors must check in with their command APC and update their address in Citimanager.

6. Sailors without a GTCC do not have to be in receipt of PCS orders to apply for their GTCC. Sailors are strongly encouraged to apply for a card as soon as possible. Contact your command APC for assistance. If necessary, an expedited application may be submitted if within 1 month of a projected
rotation date. See Article 409 of reference (e) for expedited application procedures or contact your command APC. If already detached from the previous command, an expedited application may be submitted through the GTCC for PCS Support Cell.

7. Amplifying CPPA/APC/Travel Office instructions will be issued separately via routine program office communication methods.

8. To evaluate GTCC program effectiveness, collect feedback for continued process improvement and measure Sailor satisfaction, we request that Sailors who use the GTCC during PCS complete a brief survey available at https://surveys.max.gov/index.php/737856?lang=en.

9. To better assist you during the PCS process, download MyPCS Mobile to view your orders, complete the self-guided PCS checklist, use the entitlements calculator and to submit an electronic travel claim. MyPCS Mobile can be found in the Navy application locker at https://www.applocker.navy.mil or via MyNavy Portal at https://my.navy.mil.

10. For questions contact MNCC at 833-330-MNCC (6622) or via e-mail at askmncc(at)navy.mil.

11. Released by Vice Admiral John B. Nowell, Jr, N1.//

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