



Debit Card Program

Debit Transaction Audits

If you are new as a debit card agent, you may not be aware that we audit every debit card transaction for accuracy and validity. Here is a sample of some *common errors* when issuing a debit card:

- ⇒ The words DEBIT CARD is not written in block 1 of the SF1038;
- ⇒ Traveler did not sign in blocks 9 and 13 of the SF1038;
- ⇒ Debit card not issued in whole dollars;
- ⇒ Travel order or amendment do not authorize travel advance or indicate advance amount;
- ⇒ Traveler has a gov't travel credit card;
- ⇒ Debit card is issued when traveler had sufficient time to obtain a routine advance-this is not considered an emergency.
- ⇒ Debit card was issued more than three business days prior to travel.
- ⇒ Agent did not forward documents to both public folders.

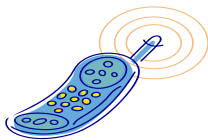
Using the [debit card check list](#) can help prevent all of these errors.



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Account Service Center



GTCC Website is also for DEBIT CARDS

Field Support Desk
888-606-5560

[AGENT SERVICE CENTER WEBSITE](#)

Debit Card Activation Line
877-789-5895

We continue to update the [GTCC website](#) to add new information as it comes along. Check out our website updates for debit card program information.

- ⇒ Links to the public folders to forward supporting documents
- ⇒ Sample Audit memo is available for commands
- ⇒ Quick links to forms and instructions and manuals



Yes, You Can Say **NO.**



As a debit card agent you are empowered to turn a traveler away if they do not meet policy criteria to be issued a debit card. If you have any questions regarding issuing a card, don't hesitate to contact us for support.



What **NOT** to issue a Debit Card for...

DLA, shipping vehicles, moving HHG, a means of providing routine advance travel funds. Refer to the current policy COMDTINST 7210.2 for details.

Did You Know...



Fees will automatically be deducted from the debit card's available balance? A list of these fees is posted on the [GTCC website](#). You can refer the traveler to this list.

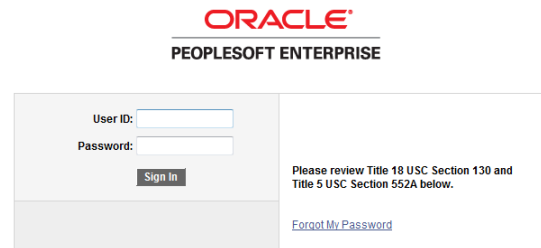
USE IT OR LOSE IT!!!

Log in at least every 30 days to avoid getting locked out of the ASC program and avoid delays when issuing a card.

Check DA for GTCC holder (when agent doesn't use PNet)

If you have command privileges to Direct Access, you can check if a member has a Gov't Travel Credit Card (GTCC) by looking at the page for Credit Card Data and Business Expense. If the member has a credit card, you SHALL NOT issue a debit unless the member meets the exception criteria established in COMDTINST 4600.14(series). Keep in mind the traveler must meet all three criteria to qualify for a debit card advance...

- The traveler does not possess a government travel card (GTCC) or is exempt from mandatory use of the GTCC as outline in COMDTINST 4600.14(series).
- Time constraints do not allow for receipt of a travel advance through the routine travel advance process.
- Non-receipt of an immediate advance would cause financial hardship on the traveler



**Have your audits
been submitted for
this quarter?**

Card Stock Expiration Date

You may not issue debit cards often so be sure your card stock is current. Newly issued cards will now have an expiration date of 36 months vs. 18 months. The 36 month period commences on the first day of the full month following the month of the inventory request and expires on the last day of the 36th month from the commencement month. So check the expiration date of your inventory.





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REMEMBER * ALWAYS PROTECT PII



Stay tuned for Debit Card Policy updates!

The existing policy will be obsolete with the new series of the GTCC Manual COMDTINST 4600.14 (series). Debit card instructions will be incorporated within this new policy.