

Debit Card Program

Maintain ASC System Access

Have you logged into the Agent Service Center (ASC), the debit card banking program lately? If not, you may find your user access has been disabled. How frustrating will it be to try to provide service for a member who needs an urgent travel advance and find you have been locked out of this program? ASC requires you to log into their system every 30 days or your access will be disabled. You must call ASC to reactivate your account if your account gets disabled. If you do not log in for 6 months or more, your user access will be purged from the system. A new application process must be completed for reinstatement. Please

help us by marking your calendar to log into this ASC banking system every 30 days, before you go TDY or on leave. This will save us all time and frustration.



Inside this issue:

Maintain ASC System Access	1
Cha-Cha-Cha Changes	1
Do They REALLY Qualify for a Debit Card?	2
Tools	2
Audits	2
Common Errors in Processing a Debit Cards	3
Customer Service Excellence	3
Answers	4

Cha-Cha-Cha-Changes

ASC Field Support Desk
888-606-5560

Debit Card Activation Line
877-789-5895



Recent changes to the processing of debit cards include the following:

Faxing the required travel documents for a debit card transaction to FINCEN is no longer acceptable. Supporting documents for these transactions shall now be emailed to the following addresses:

[ARL-PF-CGPSC-JPMC-GTCC](#)

AND

[FIN-SMB-ASAP](#)

Emailing these documents ensures delivery

with date stamp and provides supporting documents for immediate audit purposes. Since this information is internal to the CG networks, PII is not an issue. The timelines to submit this information to this new FINCEN email box remains the same, within 2 hours.

Effective immediately, newly issued debit card stock will expire after 36 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.





Do They REALLY Qualify for a Travel Debit Card?

Quick, this is a test. What are the three requirements for a traveler to meet in order to be issued a debit card? Do you know where to find this information? Is your debit card program instruction handy? Is it posted somewhere for quick reference? ...Read on...



Tools

Although the COMDTINST 7210.2 is clear on what is needed and the steps to create a debit card, it may be a bit conflicting to those agents who are also approving officials for travel claims since processing a routine advance is NOT the same as processing a debit card transaction. Attached is a link to the check off list for your use while processing a debit card. Submit this check off sheet with your supporting documents to the appropriate email addresses.

AUDITS

Policy mandates debit card locations/ commands perform a random, unannounced audit of their debit card operations on a quarterly basis. This is to ensure debit cards are received, stored, issued and destroyed in accordance with COMDTINST 7210.2 and all internal control procedures are in place and operating effectively.

[Debit Card Check List](#)



Audits are also required prior to the relief of any debit card agent or when an agent is on an unauthorized absence.

Use the hyperlink to the check list to ensure your issue process is in line with policy.

Common Errors in Processing a Debit Card

Audits are not only to inventory card stock, but also to ensure debit cards have been properly issued.

Here is a list of common mistakes we come across as we audit individual debit card transactions:

- SF-1038 does not have DEBIT CARD written in Block 1.
- SF-1038 is not signed by traveler or is stamped SIGNATURE ON FILE.
- Issuing agent signed the SF-1038, orders, or amendment.
- Travel orders do not authorize a travel advance or do not indicate an advance dollar amount.
- Debit card issued for more than the authorized advance amount or even the total amount of the orders.
- Traveler has an active GTCC and travel is TDY, less than 21 days.
- Debit card is issued more than three days in advance of actual travel date.



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

CUSTOMER SERVICE EXCELLENCE

You can provide excellent customer service by ensuring the traveler has activated the new debit card prior to leaving your office. This will ensure no issues arise as a result of the card loading improperly. Any issues can be resolved before the traveler leaves for TDY.



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REMEMBER * ALWAYS PROTECT PII

Answers:

Do they really qualify for a travel debit card?

Per COMDTINST 7210.2, Debit cards will only be disbursed for advance of travel funds when ALL THREE of the following conditions are met:

- 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.
- 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

**A delay in the actual request for a travel card does not constitute a time constraint in this case. If orders are created more than 10 days in advance of travel, the traveler should have gotten a routine advance. This does not constitute an emergency. It appears as a lack of planning on the traveler's part.

The adage applies...your lack of planning is not my emergency.

Lack of Planning on Your
Part, Does Not Constitute
An Emergency On My Part!