Debit Card Program

Debit Program Instruction

Account

Service

Center

Field Support Desk

888-606-5560

AGENT SERVICE CENTER WEBSITE

Debit Card Activation Line

877-789-5895

COMDINST M4600.18, Chapter 3. Travel Debit Card Program

It's only 14 pages and contains the instructions you need for managing and processing debit cards for your site. This chapter outlines responsibilities for your command and you as the designated debit card agent. The chapter explains when audits must be performed and what goes into it. Issuing a debit card is like issuing cash. It's critical that supporting documents be complete and accurate in order for FINCEN to reimburse the bank for the issued card.

A detailed process is laid out to help you get through the Agent Support Center program to issue a card. And the traveler has a responsibility in accepting the card as well.

Be sure to review policy and check the GTCC website for updates prior to issuing a card to ensure you are using the latest, most update to date tools. It will get you started in the right direction.

Debit Card Program Background

The debit card program is a tool to obtain a travel advance when someone does not possess a Government Travel Charge Card (GTCC) and receives last minute or emergency travel orders. The program is not used as a means for routine travel advances.

The players in the debit card program are: PSC debit program managers; debit card agents; JPMC; FINCEN; PPC and the traveler.

If you have any questions regarding the program or processes, don't hesitate to contact us. POC information is posted on the GTCC website and this newsletter.

GTCC Website is also for DEBIT CARDS

Check out the GTCC website for up to date Debit Program information. On this site you will find templates for agent designations, the card issue check list, forms and tools for the program, and information for commands as well as agents. We list all the units that participate in the debit card program. This site is a quick resource to put the policy for this program right at your fingertips. This program is not as fluid as the GTCC program and certainly not as large, with 26 debit agents versus 447 GTCC travel managers. As the program is updated, the website will be your first place to look for information, tools and tips

ALL ABOUT AUDITS

Updated Audit Memo

A new and improved audit memo template is now posted to the GTCC website. This updated memo now ensures debit cards are being reviewed for expiration dates. Please inform your command and auditors to use this updated memo, effective immediately. Do not rely on saved documents to type over. If the new memo is not included with your next audit, your memo will be returned and requested to be revised.

WHEN TO AUDIT?

You are probably aware that debit program audits are done quarterly. Did you know these should be random audits? But what does quarterly mean for this program? Does your unit perform the debit audit the month after the previous quarter? If that's the case, your site has missed a quarter. CIM4600.18, 3.C.2 states the command shall perform quarterly unannounced compliance audits. This means an audit must be done, randomly, within a quarter to be applied to that quarter. Just remember the date the audit was actually conducted is the quarter where it will be applied.

How Many Auditors does it take to...

...complete the required quarterly debit card audit for your site? Policy states the unit must have two auditors to perform the requirements for each audit.   But were you aware the unit can assign more than just two auditors? There is no restriction on how many auditors a unit may have or the auditor pay grades or levels. You may want to mention to your command to designate more people to hold this position. Keep in mind a collateral assignment list is not acceptable for this responsibility. Forward those auditor designation letters to ARL-PF-CGPSC-JPMC-GTCC.

Guidelines to Issue a Debit Card

As a debit card agent, you have the authority to refuse to issue a debit card. The traveler must meet the three criteria for a card issue as listed in policy and posted on the GTCC website. If these three items are not met, then a debit card shall not be issued.

Remember, their lack of planning does not constitute an emergency on our part. You have the authority to say *NO*.

In The Event of an Evacuation

If your unit has an establish Debit Card Program and your command expects you to be able to COOP or otherwise reposition your debit card issuing function to a different location, there are several pre-deployment actions that the Debit Card Agents should undertake:
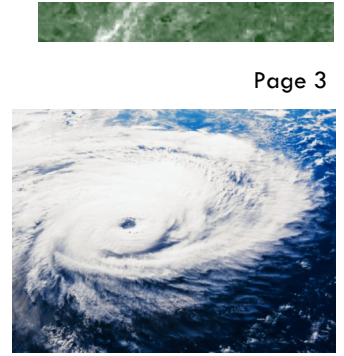
Equipment Requirements – The Debit Card Agents need to have a scanner, printer, laptop with e-mail connectivity, and portable safe available for securing the debit cards and personally identifiable information on the travel documents. Of these items, the scanner requires the most preplanning since only certain scanners are allowed and an ITCCB waiver must be completed to buy a scanner. The waiver request site is http://itccb.uscg.mil. The list of printer/scanners is available at http://itccb.uscg.mil/Reports/ProductReport.aspx by selecting non-standard under type, Printer and Scanner under category, and Multi-Function Device under sub-cat. While the website lists approved devices, it cannot determine which items are available commercially for procurement. If your unit does not already have the above items readily available, it is recommended that a waiver approval be submitted ASAP and the items be procured. Note - faxing the documents is not an option.

Card Stock – The Debit Card Agents need to ensure they have adequate number of debit cards and that the cards are not nearing their expiration date. If additional card stock is required, the Debit Card Agent should submit a bulk order to JPMC using the Debit Card Bulk Order Form.

Agent Service Center (ASC) Access – Debit Card Agents are required to log into the ASC system every 30 days to ensure their account is not disabled. Agents should ensure their log on is active and not locked out prior to deploying.

Issuing Cards – Debit Card Agents shall use the Debit Card Issue-Checklist and Debit Card Issue-Information and Acknowledgement form when issuing debit cards to ensure traveler responsibilities are understood and requests are properly processed. These are available at www.uscg.mil/psc/bops/govtrvl/Debit_Card/Agent/default_debit_Agent.asp. Note – Agents are reminded to ensure that any PII transmitted outside the CGDN is password protected.

Approving Official Unit List

How do you meet the requirement to maintain a list of unit AOs, IAW COMDTINST M4600.18, Chapter 3, C.2.e?

There does not appear to be an easy way of obtaining a current list of unit personnel authorized to approve travel advances, especially given the regional support some of the agents provide. Well thanks to **PPC Travel**, we have a way to provide this information on a continuously updated basis.

Please submit a CG-7421A and in block 7 select UNIT COMMAND REPRESENTATIVE. This will allow you to log into TPAX, change your view to UNIT REP, and then run a Unit Command Report, AO Listing by OPFAC...then enter the ATUOPFAC into the field unit Cmd Parameter block (i.e. 7947909 for PSC). This is how you can verify that the person who authorized the advance on the SF-1038 actually was an AO and allowed to do so.

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Log In or Lose It—Agent Service Center

Mark your calendar as a reminder to log in at least every 30 days to avoid getting locked out of the ASC program and avoid critical delays when issuing a card.

We Thought You Might Like to Know...

What happens after you have issued a card, sent document to PSC and FINCEN? When the card is loaded, it is funded by JPMC. FINCEN processes the transaction through the Department of Treasury system to the bank. We audit every debit card transaction submitted. We review supporting documents for completeness and accuracy. We then later, validate that the travel advance issued to the card has been liquidated on the travel claim. And that's the cycle of a debit card transaction.
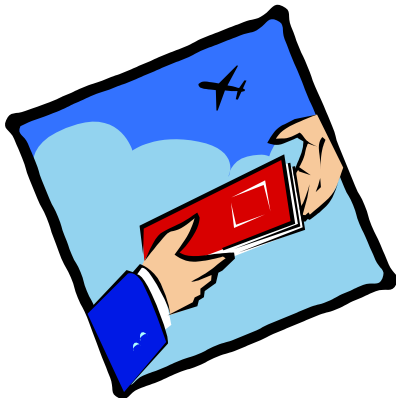
REMEMBER * ALWAYS PROTECT PII

Closing the Debit Program for Your Site?

Has your command discussed shutting down the debit card program for your site? If they have, certain things must happen in a particular order. Please contact us for guidance on this process.

Agent Designation /Relief Process

The process to assign or remove someone as a debit card agent is not complicated, it just has a few moving parts. Each site must have at least two debit card agents with one being the primary agent. The agent must be an E-5 or GS-7 or above and must hold an active GTCC. No individual with documented financial irresponsibility shall be designated as a debit card agent. There are no other qualifications, but a financial or administrative background is preferred. The debit card agent template memo and form are found on the GTCC website for Debit Cards and the Command Role Page. A unit collateral duty roster is not acceptable for this process.

Relief of a debit card agent must also be done in writing. The template memo and form are found on the GTCC website.

Forms and memos need to be forwarded to the public folder for processing: ARL-PF-CGPSC-JPMC-GTCC.