

INFORMATION PAPER

SUBJECT: Agency Program Coordinators (APC) Responsibilities for the Government Travel Charge Card Program (GTCCP)

1. PURPOSE. To summarize the requirements of APCs for the GTCCP
2. BOTTOM LINE. APCs must actively manage their program and use the tools available to ensure travel cards remain in good standing (i.e., no fraud or abuse, no delinquencies, etc.).
3. DISCUSSION.
 - a. Organizations appoint primary and alternate APCs, normally from within resource management and usually as an additional duty. Once appointed, they will be provided training and access to the Electronic Accounts Government Ledger System (EAGLS) by the MACOM APC. APCs should familiarize themselves with and retain reference materials to include the DoD Financial Management Regulation, Volume 9, Chapter 3 and the EAGLS user manual. Other items to retain are original applications and Statements of Understanding.
 - b. APCs must maintain a current list of all cardholders within the organization, complete with current mailing address and telephone numbers. When additional cards are need, APCs will issue applications, ensuring they are completed correctly, signed by applicant and his/her supervisor, and faxed to the Bank of America.
 - c. APCs must monitor cardholder activity to ensure cards are used strictly for official, government travel and to ensure cardholders do not become delinquent. APCs must notify the chain of command when unauthorized activity or delinquency is detected. Should the problem persist, each 30-day period should involve the next higher level in the chain of command.
 - d. APCs must use EAGLS to manage their program, activating and deactivating restricted cards as needed. APCs can issue EAGLS passwords to frequent travelers, allowing cardholders to access and view their accounts for the balance information in order to pay bills without waiting for a statement.
 - e. APCs must periodically (weekly) check their transfer queue to identify cardholders that have arrived into their command. When APCs are aware that cardholders require a transfer into their hierarchy (via transfer queue, e-mail message, telephonic notification, etc.), APCs **must** transfer the cardholder into the proper hierarchy. Once cardholders are transferred into the appropriate hierarchy, APCs must train cardholders on proper use of the travel card, which should be done initially upon arrival or issuance of a card, as well as on a periodic basis. Training opportunities are ODP, NCODP, and Sergeants Time Training.