



III ARMORED CORPS

TRAVEL

QUICK REFERENCE

JANUARY 2025

CWT Sato Travel

In the event of needing emergency assistance after hours with your travel reservations please utilize the number below.

CTO – CWT Sato Travel (24 hours) 800-627-3498

If you need a copy of your invoice for voucher processing you can request it online from Sato by scanning the QR code. Find your travel office by selecting **Military/**



Dept of Defense, Army, Command/Unit/ Agency will be ARMY CONUS, then select your Organization that corresponds with your duty location, click Find Office. Scroll to the bottom of the screen and they will be an option to select **Itinerary/Invoice Request.**

Did you know?

Any travel authorization that includes air travel must be approved and ticketed at least 72 hours in advance of the scheduled flight departure to avoid airline reservations from being cancelled.

Long Term– Travel (greater than 45 days)

Cardholders must request partial payments as a part of the authorization process, ensuring that expenses anticipated to be charged on the travel card are properly designated.

Common Issues / Problems

- Soldier’s travel authorizations are not approved prior to travel start date
- Returned voucher inactivity
- Unprocessed trip cancelation
- Duplicate travel authorizations
- Split disbursement does not equal GTCC balance due
- Claimed amounts do not match receipts
- DTS profiles are not properly released when out-processing losing unit, hinders the in-processing at gaining unit
- Government travel card not activated by the card-holder once received in the mail

Acronyms

- DTS** - Defense Travel System
- TDY** - Temporary Duty
- APC** - Agency Program Coordinator
- AO** - Approving Official
- RO** - Reviewing Official
- GTCC** - Government Travel Charge Card
- LOA** - Line of Accounting
- CBA** - Centrally Billed Account
- IBA** - Individually Billed Account
- EFT** - Electronic Funds Transfer
- SOU** - Statement of Understanding

References

- [FORSCOM 37-1-2](#), Travel Policy for Military and Civilian Personnel
- DoD 7000.14-R, the DoD Financial Management Regulation (DoD FMR)
- Joint Travel Regulations (JTR)
- DoDI 5154.31, Commercial Travel Management
- DoD Defense Travel System (DTS) Regulations
- AR 600-20, Army Command Policy, para 4-21
- AR 601-280, Army Retention Program



Key Responsibilities

Commanders

Provide written guidance for personnel to in-process or out-process through their travel program Agency Pro-gram Coordinator (APC) and Lead/Organizational De-fense Travel Agent (LDTA/ODTA).

Commanders will ensure that all Soldiers and Civilians have and maintain a government travel charge card (GTCC). Ensure cardholders are properly counseled on the appropriate use of the charge card.

Cardholders

- If your card is misused you are subject to administrative/disciplinary action.
- Examples of misuse include, but are not limited to; purchases for personal, family, or household purposes except for authorized PCS expenses, cash withdrawals from ATMs or banks when not related to official travel requirements and intentional failure to pay undisputed charges.
- Liability for paying of GTCC is your responsibility.
- Complete Statement of Understanding (SOU) and Travel Card 101 every 3 years

If your card becomes worn out, damaged or defective in any way, contact the Citi Customer Service Center to request a replacement card.

In the U.S., please call 1-800-790-7206.

Outside the U.S., call Citi at +1-904-954-7850.

Delinquency Timeline

- After 61 days of no payment, your account will be suspended with no new charges allowed.
- After 75 days, late fees will start to occur.
- After 126 days your card/account will be canceled and eligible for salary offset.
- **After 211 days you are no longer eligible for GTCC. If you are ineligible due to delinquency, you cannot obtain a new GTCC until 2031 (end of current contract with CitiBank).**

DO's and DON'Ts

DO use your government travel account to pay for official travel expenses to include, air/rail tickets, transportation, lodging, car rental, fuel, and food.

DO track your expenses and keep receipts while on travel so you have accurate information for filing your travel voucher.

DO utilize split disbursement on your travel voucher to pay off your government travel card. Go to financial summary in your voucher to transfer the additional amount needed to pay card in full.

DO immediately report your lost or stolen account to you're APC and the issuing bank.

DO in process/out process correctly with your DTS/GTCC coordinator.

DON'T use your travel account for personal use or if not on official orders.

DON'T use your GTCC on mission related expenses. Nor request for reimbursement on a travel voucher for mission related expenses.

DON'T allow your monthly bill to become overdue because this could result in suspension or cancellation of your account.

DON'T use your account to cover the expenses of other government employees.

The above impacts overall personnel financial readiness and mission readiness.

CitiManager Quick Video Guides for Cardholders



CitiManager Mobile App

You can now check your government travel card balance, view transactions summaries, make payments, and even request for a replacement card all from your smart phone.



Creating a DTS Authorization

Scan QR code for instructions on how to create a DTS authorization.



Submitting a Travel Voucher

Travelers will submit their temporary duty travel voucher with mandatory split disbursement within five working days after completing official travel.

Travelers will provide all necessary supporting documentation and attach receipts as required in DTS.

Receipts are required for all individual expenses to include lodging expenses of any amount, rental car, and transportation.

Approving officials have the right to request all receipts no matter the amount for individual claimed expenses.



Scan QR code for instructions on how to create a voucher.

Canceling an Authorization in DTS

Scan QR code for instructions on how to Cancel a Trip: Traveler and AO Instructions.



Electronic Funds Transfer (EFT) Returns

An Electronic Funds Transfer (EFT) return occurs when your bank or the Government Travel Charge Card (GTCC) vendor receives a payment that contains inaccurate information. When this happens, the institution rejects the payment.

To reduce the chance of travel reservation issues and payment problems, always make sure your bank account and card information is accurate in your DTS profile!

Scan QR code for instructions on how to update EFT and GTCC Information in your DTS Profile.

