



GTCC NEWSLETTER

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APRIL 2014

References

- COMDTINST M4600.18
- JFTR, U2015
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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GTCC REPORTING REQUIREMENTS

CIM 4600.18 states one of the TM's duties is to "Use all available tools provided by the Coast Guard and the GTCC bank to monitor GTCC usage and identify inappropriate charges. Generate and monitor routine reports from the GTCC bank and personnel (DA) systems for delinquencies, unusual card activity and excess cash advances and hierarchy assignments. The GTCC bank system provides numerous reports and report building capabilities to assist in monitoring GTCC usage and account status. Familiarization with and use of these tools is essential in effectively monitoring the program. The GTCC website contains important program information including messages, online training resources, forms and instructions, and contacts and additional important program information."

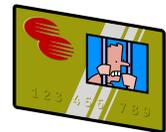
We encourage TMs to review any account when you get a stranded traveler e-mail, delinquency e-mail or anything else that makes you go hmmm...we do not advocate picking someone out for no reason...but if you see something that raises any question, dig and dig deeper if you find things wrong. We typically will look at the past year and if we start finding misuse, then we dig deeper...all the way back.

CIM 4600.18 states the TM shall - "Immediately advise commanding officers of any appearance of GTCC misuse." If one is required, who prepares the CG-4910 or is the witness is a local decision...TMs can do the CG-4910 or the command can.

However, you should track to resolution...the command needs to make the determination of misuse and then advise on actions taken. Note also that while disciplinary actions are a command function, if there are charges that are determined to be not authorized and not reimbursable on an approved travel claim (i.e. misuse determination), the closure of the account per Note 1 under Table 3-2 is a TM responsibility...command cannot direct the account not be closed if misuse of the level defined in Table 3-2 is identified. If you need top cover, please contact us and we will take the required action to close the account. Any disciplinary actions on GTCC matters shall also be reported to this office. More importantly if you get push back from a unit, let us know...we can be the bad guy and take the heat if need be.

DECLINE TRANSACTION REPORTING

Have you checked your Declines Report lately? Are you using your [Travel Manager Tool](#) to help identify your cardholders on these routine reports?



Last month, over 2100 swipes were made where the cardholder didn't have enough credit on the account. Kudos to you for lowering limits. But did you remember to communicate to the cardholders what to do before they travel?

Also, last month we found there were almost 650 account swipes that were declined due to expired cards. 468 swipes were at merchants where the MCC was not valid for our travel group.

Declined transactions can help you help your members. Did they get their new card? Is their limit sufficient for authorized travel? Did they attempt to use the GTCC by mistake or was it intentional? While a decline does not necessarily trigger any disciplinary action, it does afford you or the chain of command a great opportunity to ensure the wayward cardholder is counseled and aware that the card use is monitored...our goal in these cases is to avoid the potential career ending error in the future.

Part of your responsibility as Travel Manager is routine monthly reporting to your command. The [Travel Manager Tool](#) will help you identify your unit cardholders and provide help, guidance or counsel as needed. Let us know if you have questions on how to use this helpful tool. This is posted on the [Travel Manger webpage](#).

GTCC

Travel Charge Card

Web Page

<http://www.uscg.mil/psc/bops/govtrvl/>

JPMC Travel Manager Help Line

866-725-1184

Verification ID must be provided.

GTCC Payment Methods

We recently had questions regarding various types of GTCC statement payment methods and asked JPMC what type or forms of payment the bank would accept. The bank responded with the following information.



A cardholder has the following payment method options:

- ◆ Payment sent via USPS or overnight/express delivery
- ◆ Pay by phone through voice response unit (VRU)
- ◆ Pay through customer service representative
- ◆ Pay using PaymentNet
- ◆ Pay through personal online banking methods

Payments can be made using a checking or savings account as long as each account will allow a payment to be processed. The bank routing number and account number is necessary. However, some banks may not allow payments from a savings account. The cardholder should check with their bank to be sure payment can be made. If not, the payment will be rejected resulting in a service fee and no payment made which can cause the account to become past due or delinquent. Additionally, the GTCC bank will not accept a payment from another credit card or debit card. Debit cards are treated the same as credit cards. Let us know if you have questions. Remember, payment is due on or before the statement due date, regardless of reimbursement.

Did you REGISTER YOUR DEVICE?



You've probably gone through this registration process at least once already. If you haven't and you need to, please note that it may take up to 30 minutes for you to receive the passphrase email. We recommend you register your device while you don't need immediate access to PaymentNet. Otherwise, you may encounter delays when you need PaymentNet access immediately. As you register your device, keep in mind that the email you receive will be sent to your primary employee profile email address.

Since we know some of you get calls at night or on weekends from cardholders needing your assistance with a card limit or other issue, you will find the register your device process may hinder you from doing this from home. While we are pushing for JPMC to change the system configuration to send the registration code e-mail to both the primary and CC e-mail, they are not embracing this request. You may want to be proactive to register any devices before you need them while you are able to access your CGDN. **The bottom line is if you or the cardholder are not able to access PaymentNet, you or the cardholder need to contact the GTCC bank directly.**

GOOD TO KNOW

Civilians can now use TSA Pre-Check: <http://www.tsa.gov/tsa-precheck> More information about the program, including a list of FAQs, can be found on DTMO's website <http://www.defensetravel.dod.mil/site/news.cfm?ID=18> or TSA's website <http://www.tsa.gov/tsa-precheck/active-duty-military>. SATO GetThere is found at <https://w1.gov.getthere.net/DispatcherServlet?requestType=logining&site=govcwt> where the traveler can update their profile with the Known ID Number found on the back of their ID/CAC.

Did you know that one way to reduce fraud is to use only bank owned ATMs for cash withdrawals?



Have you heard? Non-GTCC holders can use SATO for authorized car rental? Using SATO for this is mandatory anyway, but using SATO also ensures the necessary insurance when renting a car on official business. See our [Car Rental FAQ](#) on the GTCC website.

Is It Misuse?



While the ALCGPSC 0528/14 provides a few examples of misuse, we want to share some other ones to ensure commands help educate their travelers.

- ◆ **Cached Credit Cards** - Some members have run into problems when they book personal travel (hotels/rental cars) where the member has their GTCC stored with the merchant. Scenario - I traveled last week on orders and got a Hertz rental car. This week while on vacation when I rented a car, Hertz applied the charge to my GTCC which was stored in their system with my other customer information. Travelers need to ensure that personal expenses are not charged to their GTCC and if it happens take immediate action with the merchant to change the payment method.
- ◆ **Non-Reimbursable Expenses** - The card can only be used for authorized, reimbursable expenses. Recently a command authorized a traveler to use the GTCC to pay for a non-contract flight that included a \$400 fare increase to accommodate leave plans. Since the increased fare cost is not required for the official travel then it is not reimbursable and constitutes misuse of the card...even though authorized by the command.
- ◆ **Paying for Other Traveler's Expenses** - The GTCC can only be used for expenses that are for the cardholder and cannot be used for other travelers, even dependents. Recently a cardholder booked through hotels.com, rooms for himself and 3 other deployed crew members to expedite securing the rooms in St. Thomas and then collected cash from the others. This not only is misuse, it also creates challenges for the travel claim processing/reimbursement of the other crew members since they do not have a paid receipt from their lodging.
- ◆ **Group Meals** - This is a special subset of the above. Unless the check can be split by the server to separate the charges for each member, the travel card should not be used. Instead cash or a personal credit card should be used.
- ◆ **"In Anticipation" of Orders** - The GTCC shall only be used when the cardholder is in receipt of orders, which can be written or verbal for short notice/urgent travel requirements. Cardholders have been found to have misused their travel card by withdrawing cash using the travel card claiming they had planned travel coming up and needed to make sure they had cash available. While these cases included a pattern of multiple withdraws without travel claims, cardholders should ensure they have approved orders before using the travel card.

The best advice....use the card only for yourself when you are in receipt of travel orders for approved, reimbursable travel unless specifically exempt by CIM 4600.18. Be sure to ask if you have any questions.

Looking for EER/OER input?

From our May 2013 GTCC Newsletter: Try using the Account or Employee Audit Report in PaymentNet. In PaymentNet, select the Reports tab and locate the reports called Account Audit and Employee Audit. In the criteria field, select from the pull down menus: 'Modified By' and 'Begins With'. Enter your travel manager user ID as the value and then process the report. You can select a date range as well. You may want to produce this report in Excel as this will allow you to 'count' rows so you can tally the changes you have made over your designated time frame. Be sure to take credit for all your work as a travel manager.

Travelers in Russia?

You may not have heard that MasterCard and VISA have blocked all transactions processed by two Russian banks, Bank Rosyia and Sobinbank. Cardholders traveling to Russia may not be able to use their GTCC for purchases or cash in some locations even if they have submitted a travel notification to the bank. Please notify any travelers you may have going to this country to be aware there may be issues using the GTCC. Travelers may want to make other payment arrangements with merchants they intend to visit to be sure their payment method will be accepted. We have requested DCO-I (International Affairs) to push this information out as part of their travel approval process.



GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

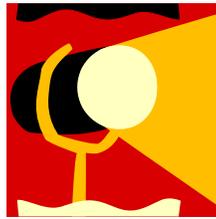
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REMEMBER * ALWAYS PROTECT PII



In the Spotlight

Way to go Travel Managers!

YN1 Richard DePascale-GTCC payment methods

YNC Sarah Gallaher-reporting in PaymentNet and internal controls

CWO James Lunsford-GSA vehicles and payment for muffler oil via the Fleet Card vs. GTCC

Great questions! Thanks for asking.

And keep up the great work!

SATO/Cancelled Orders & Reserve IDT Travel

Oh no! My orders are cancelled and I booked my travel with SATO already!
What to do when SATO still charges a fee after a trip is cancelled. Once the ticket is issued, the SATO fee is not refundable. The member should cancel the ticket via SATO which will also incur another fee. Both fees can be claimed against the travel order that the member had when they made the reservation. Now aren't you glad you asked.

Ever wonder about Chapter 1.B.4 of [CIM 4600.18](#) and the provision providing CG reserve members the option to use their GTCC for the purpose of procuring transportation tickets through the TMC (SATO) known as the City Pair Fare Program from home to monthly meeting sites? A memo we received from PSU 311 does a great job in laying this out for the affected members and should certainly help keep them on the straight and narrow. Units may want to use the memo template now posted on our [job aid page](#), [Reservist-City Pair Use Memo](#). This could be incorporated as part of your unit reserve SOP. Thank you to LT Omar Barajas for providing this template.

In July 2013 we published an article in the monthly GTCC newsletter regarding IDT, use of the GTCC and city pair fares. While we have a specific DOD authorization to use the GTCC for securing airline tickets from SATO for reserve members performing IDT who live more than 100 miles from their drilling location which was incorporated into [CIM 4600.18](#), we have no such authorization for rental cars. Rental cars are not authorized or reimbursable for reserve members traveling to/from their IDT drill site. While reserve members may elect to rent a car, this is a personal choice and cannot be charged to the GTCC.