



GTCC NEWSLETTER

Volume III Issue XII

DECEMBER 2013

References

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

REVIEW & REDUCE CREDIT LIMITS

It happens every year around this time. DHS pushes components to closely monitor travel card activity and reduce credit limits.

One of DHS's concerns is controlling misuse during the holidays. In prior years they were trying to force all credit limits to be reduced to \$1. However, they have recently moved away from this position and instead are looking for reports to be provided on a weekly basis on Fridays from now through 15 January for any suspicious transactions identified.

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With PaymentNet enhancements and reporting, we can gain traction on credit limits that are not in line with policy, meaning if the member travels 5 or more times a year, the limit shall be set according to the needs of the traveler otherwise the limit shall be set to \$1 unless the cardholder is in receipt of approved travel orders. Limits shall not be set for 'what if' or 'just in case' travel. This limit review and decrease applies to all levels of unit personnel, even COs and XOs. In order to review your GTCC accounts and apply the proper credit limit for the cardholder, follow this action:

1. Review your respective travelers credit limits and reduce the limits for those cardholders who are not in possession of orders and do not travel 5 or more times per year to \$1 IAW CIM 4600.18, chapter 1, section O.3. Doing this will vastly reduce the effort required for the next step.

2. On a weekly basis, run a Transaction Query with the following criteria should be run and exported and then imported into an Excel File for analysis/review:

Line 1. Field [Transaction date], Operation [is relative] and Value [Last Days], [7]; select plus sign then on the next line select **and**,
 Line 2. Field [Accounting Code Values], Operation [contains], and Value [Unit 5 digit OPFAC]; select Process.

The resulting excel file should be compared against the list of cardholders who are on travel, and any transactions by cardholders not on travel should be reported to the supervisor for investigation and a consolidated report submitted to us, at the program level. What we are looking for are any rows from your excel file where the transactions appear to be not supported by orders to be forwarded to us (as an excel file) by 1200 each Friday with the assumption if you are giving us the data, the supervisor has been contacted already. Negative reports are not required.

To save yourself some time, you can save this query by selecting **SAVE QUERY** after you have produced your results. Once you click **SAVE QUERY** you will be prompted to provide a query name. When it's time to run the query the next week, all you need to do is go to the pull down menu from your Transaction/Query page and select the query name. Now your criteria is already populated you and just select Process.

When reviewing credit limits, if you find you have a large number of accounts that require limit reductions, please provide the EMPLIDs or the OPFAC in excel format. We can quickly process those for you. Be sure to exclude any cardholder's who are currently on travel or have orders in hand. Account balances are not impacted when reducing credit limits. Be sure you have also communicated this to your cardholders.

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.

ATM Use for International Travelers



While traveling abroad, cardholders may encounter difficulties using their GTCC for authorized ATM cash withdrawals due to machines that do not accept the GTCC card. If a cardholder is declined 3 times in one day, a decline code will appear on the account and effectively locking the account out. Cardholders should contact JP Morgan who will reset the number of declines to 0 and allow transaction to go through.

Although JP Morgan does not have a list of safe banks to be used internationally, VISA has provided the following link and phone number for cardholders to call to locate an ATM that will accept their GTCC for a cash advance.

VISA Contact Information

Link: http://usa.visa.com/personal/using_visatmlocator.html

Phone: 800-847-2911

Please share this information with your international travelers to help them avoid any inconveniences.

Email Addresses Required

Starting in early 2014, **all users** will be required to go through a device registration process which will include PaymentNet emailing you a registration code. Travel Managers can update an email address by navigating to Employees > Manage > General Information page. TMs should not be making changes to their own account information.

**All users can update their own email address by navigating to My Profile > General Information page. For those [http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/default_Travel_Card.asp#How do I access my GTCC account online](http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/default_Travel_Card.asp#How%20do%20I%20access%20my%20GTCC%20account%20online)

Application Announcement

JPMC will be rolling out a new GTCC application form within the next few weeks. All previous versions of the GTCC application will no longer be valid after 2/3/14. Stay tuned for more information on this new form with instructions. We will post this new form to the [GTCC website](#) so be sure to use the site for all the most current information. We ask that you communicate with your area units to ensure any CG Portal links that deal with the travel card are all directed to the [GTCC website](#) instead of relying on stagnant information and forms. The [GTCC website](#) continuously evolves with information on our programs: GTCC, Debit Card, and SATO; so all arrows should point here for up-to-date materials.



GOOD TO KNOW

[Car Rental FAQ](#)—now posted to the GTCC website. The when, where and how of car rental practices. Particularly what to do in case of an accident. Check it out!

GTCC Article Correction: Last issue, 11/2013, article ATM Fees. Clarification from PPC Travel Claim department verifies that ATM fees, whether from the ATM bank or from the GTCC bank,

JPMC are both reimbursable. Refer to JFTR, Appendix G for reimbursable expenses. http://www.defensetravel.dod.mil/Docs/per_diem/Appendices.pdf



Did you notice our phone numbers have changes? Mr. Matt Ruckert at 703-201-3080 and Ms. Carlene Curry at 703-258-5996. Just in case you didn't notice.

All About Reinstatements

Where to find it: [CIM4600.18](#) Ch. 1.G

Who initiates the process: the member

Who endorses the reinstatement request memo: CO, XO, Deputy, Chief of Staff or Sector Logistics Department Head.



Are there forms or templates for this process: on the GTCC website at http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/Reinstatement-Pkg.zip

Where to send the package: ARL-PF-CGPSC-JPMC-GTCC@uscg.mil

GTCC policy states a card shall not be reinstated if it was misused to pay for expenses not directly associated with the cardholder's official travel within the past three years; or attempts to pay the account with insufficient fund checks two or more times within a 12 month period within the past three years. But when does the clock start ticking? The general rule in terms of how this policy is applied is we default to the date the account was actually closed. We will allow the actual date that punishment was awarded if the account closure was delayed due to no fault of the cardholder and the command. The reason the policy is enforced this way is that we do not want to reward cardholders who just don't get caught or whose commands do not take the required action in a timely manner. This protects us from the scenario of a cardholder misusing the card over 3 years ago and just getting caught now. It also protects against the scenario where the command fails to close the account (because he is a great guy, he really needs the card to do the job, it is such an admin burden on the command if he doesn't have a card, etc.), and we discover the misuse and close the account at a later date.

What happens if the bank does not approve the request? Our office notifies the member of the denial and explains what resources are available for future travel, such as use of CBA and travel advances. The member will also receive a letter directly from the bank. Note – that if the bank denies the request for reinstatement, the member cannot request this again under the current contract with JPMC. This is why cardholders should ensure their credit score is above 660 before considering any request for reinstatement.

GTCC Account Closures/Activation and Training

 **ACTIVATION:** On 12/4/13 we sent a third and final notice to 780 cardholders who have a travel card in the NEW status as of 30 Aug 13. Cards in the NEW status will not work and cardholders are required to activate their cards upon receipt per CIM4600.18 to ensure they were actually received by the member. Any account that is not activated within 30 days (from 12/4) will be closed in order to ensure the card does not get compromised. Please communicate this required action to your cardholders. This will impact any upcoming travel. **Once accounts are closed, a new application will be required in order to obtain a new card.**

TRAINING: We closed 266 accounts on 12/16/13 for cardholders who did not complete training. We will request these accounts be reopened for any of those cardholders who forward us their LMS transcript showing completion of the DHS Travel Card Training. After 30 days in order to obtain a new travel card, they must reapply using the online GTCC application process. Any rush requests should not be approved since cardholders had ample time to complete the required biennial training. Refer these applicants to the online GTCC process at http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/default_Travel_Card.asp

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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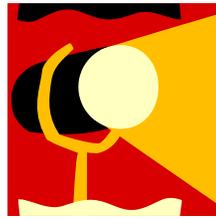
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

YNC Sarah Madden-asked how to provide GTCC training for those with no access to CG workstation (check the step by step guide/http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/GTCC_Cardholder_Training.pdf)

YN2 Marcus Boyd-questioned which ATM fees are reimbursable

Thanks to each of the Travel Managers for the following hierarchies who reduced over 85% of the limits for their cardholders with no use in the past 12 months: **APO, ATC MOBILE, CG HSWL, CG INSTITUTE, FINCEN, LANT AREA, NMC/MSC, and TRACEN PETALUMA.**

Keep up the great work!

Help Prevent GTCC Misuse

Using the GTCC to secure hotel rooms for anyone other than the cardholder or for a group is actually considered misuse. That is considered use of the card for traveler(s) other than the cardholder. Although it's just a reservation, something typically goes awry when either a traveler doesn't show up, the room is not cancelled timely, the front desk doesn't properly process the transaction, or the other traveler fails to advise the clerk to change the payment method for the stay. A number of things go wrong and the transaction winds up on the wrong card. Please educate your travelers and especially those who might make group travel arrangements. Each person should make their own travel reservations or use a purchase card to secure the rooms.

Don't hesitate to share this with your cardholders.

