



# GTCC NEWSLETTER

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## References

- COMDTINST M4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Chapter 7. Travel
- PPC Travel Resources

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## DA-Global Pay and GTCC

You may not be aware that the GTCC program gets a weekly extract of DA data that is the centerpiece of our travel card program. DA is our system of record. This information, along with input from various other programs is merged together in our ACCESS database. The result is an impressive output of information and measures. Here are just a few of the operations performed by this extensive database:

- \* Update new cardholder user IDs from a bank default number to EEMPLID
- \* Track GTCC GMT
- \* Provide new card applicant information as quality control
- \* Track travel manager GSA GMT
- \* Track travel card limits vs. card use
- \* Manage pending card application files
- \* Cash Advance reporting
- \* Excessive credit limit reporting
- \* Travel Manager personal account audit reporting
- \* Hierarchy tree updates (linking DEPTIDs to hierarchies)
- \* Cardholder hierarchy changes
- \* Travel Manager/auditor designations and reliefs
- \* Official name account management
- \* Official email account management
- \* Terminated cardholder reports
- \* Pre-delinquency cardholder reporting
- \* New Card Activation address validation

Now that you have an idea how important DA is in the management of the GTCC program, you should be aware there may be impacts to cardholder accounts while we go through this DA/Global Pay upgrade. The following is a sample of tasks that may be delayed due to this upgrade. The below processes will continue to be impacted until PPC is able to recreate the extract scripts which may be weeks away:

1. Verify employee status (mil/civ/retiree) for salary offset processing.
2. Determine where organizationally the cardholder/member is and who the travel manager is.
3. Determine if the member is a cardholder, cardholder balance, and hierarchy (field only)
4. To process on a weekly basis the USERID updates from the bank generated ID to the EEMPLID format and then provide communication (welcome e-mails to new cardholders).
5. To process on a weekly basis the employee hierarchy and OPFAC data updates within the bank system.
6. To process on a weekly basis the error report to identify EEMPLID and SSN errors between the bank system and Direct Access.
7. To update on a monthly basis the SATO profiles, create new profiles for new personnel, and delete profiles for separated personnel and provide communications to the cardholders.
8. To identify on a monthly basis employee name changes or errors between the bank system and DA, update the bank system and provide communications to the cardholders of the change.
9. To identify on a monthly basis terminated employees whose accounts were not properly closed.
10. To identify on a monthly basis IRR, ISL, and SEL-RES members whose account limits need to be reduced or their accounts closed per business rule with RPM.

The biggest impact is where people's cards are within hierarchies and who can view and raise their limits. We want you to be aware of these potential challenges if you should encounter a situation with a cardholder. Please let us know if you have any questions.

## 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.

## *Required Use of GTCC-Mandated*

Recently FORCECOM's Finance & Administration Assessment Team members have received some pushback from some senior enlisted members at commands concerning the required use of the GTCC card. Bottom line, we are bound by law to use the GTCC as required, so please ensure people understand it's not just the Coast Guard or DHS requiring its use. Public Law 105-264, § 2, Oct. 19, 1998, 112 Stat. 2350, provided that: “(a) IN GENERAL.—Under regulations issued by the Administrator of General Services after consultation with the Secretary of the Treasury, the Administrator shall require that Federal employees use the travel charge card established pursuant to the United States Travel and Transportation Payment and Expense Control System, or any Federal contractor-issued travel charge card, for all payments of expenses of official Government travel.” The DHS Travel Card Manual, CI4600.14C and CIM4600.18 reiterate this requirement and provide specific exemptions for the required card use such as PCS travel over 15 days, TDY travel over 21 days unless interim travel claims are submitted, group meals, etc. Commands need to ensure that cardholders are aware of this requirement and use their GTCC as required. This requirement was included in PPC's December Approving Official (AO) Newsletter and will also be added to the next update of the AO Checklist.



## Monitoring Delinquencies



In the holiday spirit the December monthly delinquency report shows a mix of naughty and nice. Looking ahead to next month, the projection is not looking good without command intervention. While there are a few cardholders with very large past due balances which the GTCC program is working to resolve, almost one third of the cardholders in the over 60 day range have a balance of \$200 or less. Addressing these small balance accounts will help improve the CG's metrics. Commands are reminded to review table 3-1 within Chapter 1 of CIM 4600.18 for required command actions for cardholders who are past due on their payments.

## GOOD TO KNOW

- ⇒ If you haven't taken the offered JPMC/PaymentNet training, don't worry. We recently learned the WebEx system used by JPMC is not available across CG networks. This has been communicated through DHS in hopes JPMC will be able to offer this in a different, CG accessible learning platform.
- ⇒ Use your POW or POM to incorporate GTCC tidbits, like ATM fees are no longer reimbursable; GTCC use is for the cardholder only; encourage split disbursement to help pay GTCC after travel.



- ⇒ Travel Managers should be using the designated number when calling JPMC for cardholder support and account information: 866-725-1184. Your verification ID will be required.

## \$\$\$ Credit Limits for *Anticipated* Travel \$\$\$

In case you might wonder, CIM 4600.18, DHS, and OMB policy do not have an anticipated travel or just in case credit limit provision.

CIM 4600.18 and DHS Policy requires travel card account limits to be reduced to \$1 unless they are actually on orders or meet the frequent traveler definition (5 or more trips). We understand the concern with highly deployable teams, hurricane season and the concern with the air crews and breaking down/getting stranded and want to highlight the process/policy in place under the contract with JPMC.

Under the contract with JPMC we have the stranded traveler policy in place to cover just this type of situation. If the cardholder cannot reach their Travel Manager to have the credit limit increased, then they need to call the number on the back of the card, press 0, get a representative on the phone and say "I am on orders, cannot reach my local Travel Manager because it is after hours, and need my limit raised to \$XXXX to cover my expenses for this trip." JPMC will raise the limit and then send the primary TM for the hierarchy and us an e-mail indicating the action taken (this allows us to verify that the member was on orders, change the limit from a permanent to a temporary limit, etc.).

While you may believe that the cardholder having to make a phone call to get the credit limit raised to accommodate an emergency situation is an administrative burden, so are travel orders, travel claims, procurement requests, and a wide range of other administrative actions that are in place across the CG. Our internal control requirements are driven by OMB A-123, appendix B and we get audited on this by DHS. To balance this burden we have worked to make this as easy as possible on cardholders through educational e-mails to new cardholders and by developing/deploying procedures like the stranded traveler policy with JPMC. We also help the travel managers by doing mass updates when large numbers of account changes are needed. As a Travel Manager, you can set temp limits on nine accounts in less than 10 minutes and JPMC covers the off hours with the stranded traveler process. Sharing this with your crew will help go a long way to reducing the administrative burden...since once the cardholder knows who to contact for credit limit increases and how to deal with it, the rest is pretty quick to resolve.

The stranded cardholder policy can be found at: [http://www.uscg.mil/psc/bops/govtrvl/job\\_aides/Stranded-Cardholder-Policy.pdf](http://www.uscg.mil/psc/bops/govtrvl/job_aides/Stranded-Cardholder-Policy.pdf)

So if the command were to ask again, is there policy or provision in place for 'just in case' or anticipated travel, now you know. Don't hesitate to ask if you have questions regarding this process.



## Travel Card Training Update

The GTCC program has been working with DHS to obtain an updated version of the Travel Card Training courseware. Thanks to the great support from FORCECOM, this new courseware has been loaded onto the Learning Management System and successfully tested. This new courseware is now compatible with the current version of JAVA installed on most CG workstations and allows the GTCC program to resume enforcement of the biennial training requirement. The GTCC training access guide can be found on the GTCC website, posted on the TRAINING page, [http://www.uscg.mil/psc/bops/govtrvl/Travel\\_Card/Training/default\\_training.asp](http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/Training/default_training.asp)

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*REMEMBER \* ALWAYS PROTECT PII*

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Stay in touch with the

[GTCC website](#)

for the most update to date GTCC  
and travel program information  
with more program enhancements  
coming in the new year.