



GTCC NEWSLETTER

Volume III Issue VI

JUNE 2013

References

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

Inside this issue:

PNet Name Updates	1
JPMC/SATO Profiles	1
RFRS & Reserves	2
Hurricane Limits	2
Good To Know	2
Application Business	3
DITY Moves & Ferries	3
In the Spotlight	4
Public Folder Memos	4
GTCC Files to SPOs	4

PaymentNet Name Updates And Mismatches

This is just an FYI. Over the past few weeks, we have corrected the name entries on over 10,000 employee and account records where the records did not match the DA/NFC data. All of the employee record changes have been completed and about 700 account record changes still are pending. As changes are made to the account records, we have been emailing the cardholders and notifying them of the specific change. The key here is just for you to know for now that there may be a mismatch between the Employee Screen and the Account Screen with regard to the name. It is always recommended that the Travel Managers use the EEMPLID whenever searching for a cardholder's information.



Also for your awareness...the Coast Guard HR systems are Direct Access for military members and the National Finance Center (NFC) for civilian employees. A retired military member may have a different name in DA than what is in the NFC system so we have built our control system around both systems depending on employee type.

The goal of this project is to have the names match between our HR systems (i.e. CAC card), the bank, and the traveler profile maintained by SATO (this part is already done). The following business rules are being used.

- 1) Removing all suffix information from the JPMC/Paymentnet Suffix Field;
- 2) Appending the suffix information from the CG HR System to the last name field in the JPMC/Paymentnet System;
- 3) Removing suffix information from the last name field of the JPMC/Paymentnet System where no suffix is reflected in the CG HR System;
- 4) Correcting first name and middle initial entries where the JPMC/Paymentnet System did not exactly match the CG HR System (Note: JPMC system only allows one middle initial).
- 5) Abbreviating the first name for any record where the total length of the name on your account exceeds the JPMC limitation of 23 characters (including spaces).

When these changes to the account records are communicated to the cardholder, we are pointing out the fact that DA (really JUMPS) does not allow spaces and some special characters, but if they believe their legal name is not correctly reflected in the CG HR System that they should: For military personnel, contact their SPO YN immediately. For civilian employees, contact their local command staff advisor/HR specialist immediately. In both cases, they will need to provide documentation to support any change to the Direct Access data such as a birth certificate, marriage license, name change court document, etc.

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.

JPMC AND GETTHERE PROFILES

With all the systems involved when making travel arrangements, it is so important to update personal information in each program. Otherwise, SATO or the GTCC bank may not be able to reach the traveler for important information. A recent example is that a member was en route to the AK Marine Hwy Ferry when the ferry was cancelled due to mechanical problems. Because the member's travel profile in the [SATO GetThere](#) system had not been updated, the member could not be contacted about the delay. In the bank system, JPMC, if not updated, the bank has no way to contact the cardholder regarding possible fraud on the account or if there is a question on a dispute that was filed. It's very important to ensure these systems are updated with the correct contact information to help avoid any potential missed communications particularly during a relocation.

RFRS and Reserves and Government Travel Charge Cards

As many of you know supporting Reserves in a training capacity involves a lot of moving parts. The member has to submit orders, the SPO has to process them, the district has to approve them, then the member makes hotel, air and car reservations (if authorized) on their personal time. Remember they have a life outside of the Coast Guard. For a Reserve who travels once a year, there always seems to be an issue or lack of understanding on when and how to use the card. So instead of learning a new process they prefer to use their personal credit card to pay for official travel instead.



Recognizing the issue, the Reserve Forces Readiness Staff (RFRS) in Jacksonville requested to be GTCC Travel Managers. We are aware when our members will be completing ADT so we set up their temporary limits and provide just in time counseling. This alleviates last minute limit increases. Additionally if they are mobilized and demobilized we are the first to know so we can actively manage their account. Reservists often feel disconnected from active duty members, by having a RFRS member be a GTCC Travel Manager they feel more inclined to seek assistance with their credit card such as online bill pay, online statements, and online applications. We have seen a continuing increase in member's usage and less delinquencies since assuming the coordinator role.

For those with a RFRS staffs I recommend you consider this as an alternative option vice putting the entire collateral duty of the GTCC Travel Manager on your Admin/SPO staff. We have seen it pay dividends down here.

*Submitted by CWO A. Cerino
Chief, Reserve Forces Readiness Systems
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Hurricane limit increases-OPFAC Please



Just another reminder that when the order comes in for hurricane evacuation, let us know and we can do a mass limit increase to the impacted area cardholders. Just send us a list of the unit OPFACs and the desired credit limit.

Within minutes we can increase the accounts not already at that limit. Once the event has passed and it's time to return to a normal operating status, let us know again and we will return limits to the original value.

Our goal of providing this service is to avoid units making mass updates for just in case situations (like raising limits at the start of hurricane season...just in case a storm comes). All we ask is that you give us as much warning as you can and send us an email when you know the increase is needed. We will take care of your accounts so you can take care of other urgent business.



GOOD TO KNOW

Stay tuned later this month for another PaymentNet Update. You can view what's new in this update by following the links on the PaymentNet Welcome page or [CLICK HERE](#). This update will cause a system outage beginning Friday, 7/26 at 1800 EST. This could have an impact on GTCC business for the west coast TMs and cardholders. This update will include some great reporting changes to PaymentNet. It will also require a minor code update to the Travel Manager Tool. Once the PaymentNet updates are released and tested, we will rework the Travel Manager Tool and communicate the update to you as soon as we can.

Do you have a civilian employee who is also a CG reservist? In case you were not aware, their GTCC hierarchy will be retained at their civilian position.

The Business of GTCC Applications



Are you aware that Travel Managers do not need to be involved in the online application process? We designed this process so you didn't need to be by providing very specific directions on how to complete the training, template memos, and clear routing instructions for the applicant to follow. The process should go something like this:

The member completes the DHS Travel Card Training and prints their LMS transcript. Then they prepare and route through their chain of command the memo, training transcript and signed cardholder agreement. The member then submits all the supporting documents to [ARL-PF-CGPSC-GTCC-APPLICATIONS](#) as a single PDF file attached to the e-mail. Lastly, the member completes the online application and enters the e-mail address for the supervisor up their chain of command who has by-direction authority from the command. The online app is electronically submitted to our office once the command approves it. We process the app and later forward the completed package back to the SPO for PDR filing. This is all outlined in the instructions received from the GTCC website. We designed this process so you didn't need to be involved. But as with any process if you see an area where we can improve it, please give us your suggestions.

However if you are included in this application process, there are a few things to pay attention to.

- ◆ Be sure the correct memo is used for the application package. The correct memo will have the current GTCC reference, [CIM4600.18](#) and can be found through the links on the GTCC website. Any other memo will not be accepted.
- ◆ The Learning Management System training transcript is the accepted training document for this application process. This transcript will show a list of training, with dates and scores. The member's name will show on the upper left of the page. A test score report or a print screen of the course completion will not be accepted as valid.
- ◆ The completed cardholder agreement is not submitted correctly. This document is sometimes submitted without the first page or missing a printed name or date. It is important we have the completed document to put to file.

Another item we find that is not acceptable is the TM shall not process applications or endorse request memos for members who are not part of their own hierarchy. While you may have co-located units, such as stations positioned near bases, the Base TM cannot submit a card request for a Station member. The chain of authority is not consistent. To ensure a travel card applicant is part of your hierarchy, verify the Administrative Target Unit (ATU) for the member is the same as yours. This will be the first two numbers of their complete unit OPFAC. For instance, Base Cleveland is 31-31050. The ATU is 31 (DOL) and the unit is 31050. In this example, the TM must be part of ATU 31 in order to assist any other member in that chain of command. The station in this case would belong to D09. The TM at Base is not able to process the travel card request for the station member. This also applies if you have a TDY member in your area requesting a travel card. If you are not part of their hierarchy according to their home unit ATU, then you cannot endorse or approve their GTCC application. Please keep this in mind when you are asked to submit a travel card application request. Don't forget to check the [tool for application processing](#) on the TM page of the GTCC website.

DITY Moves and Ferry Transportation

This can be tricky. The member who is PCSing to Alaska, who travels with family and is making a partial DITY move by pulling a trailer or camper, cannot use the CBA for the trailer. The GTCC is not permitted for this either since it is not considered travel but part of the HHG move. The member will need to make separate reservations for the ferry for this additional vehicle length. The expense for the extra length over the vehicle is not directly reimbursable. The reimbursement for the trailer will be based on the personally procured move rules (weight and distance factors). This information has been validated through the policy office at CG-1222.



GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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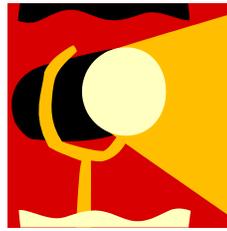
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go Travel Managers!

To TMs who contact us with great policy questions, system issues, newsletter questions, procedures and processes. Kudos go out to the following TMs for supporting the GTCC program!

YN1 Raven Shepardson-who inquired about restricted cards and how to have the restriction removed. We are still working on this matter with DHS.

Ms. Deanna Morris- who checks in to ensure correct GTCC policies and procedures are adhered to.

YN1 Otmane Karim-who raised a concern about GTCC Direct Access reporting when he could not account for all his cardholders. We are working with CG-631 to help resolve the data reporting error.

Thanks and keep up the great work!

Memos on your local public folder

Please search and remove any memos, forms, and reference documents for the GTCC program stored in public folders/shared drives at your unit as these will inevitably be out of date from what is currently posted on the GTCC website. We encourage you to simply provide links from your local documents to the GTCC website. We continually receive outdated GTCC application memos, Travel Manager designation memos, and reinstatement requests as a result of locally stored documents. So help avoid processing delays by ensuring the most current information is available for your travelers.



Sending GTCC Files to the SPO

We are making progress with the completed GTCC application file and have started sending out files for filing to the SPO PDR. This is in accordance with CIM1080.10I, Military Personnel Data Records (PDR) System. As we send these completed files to the member's SPO according to the department ID assigned to the member, we will also be forwarding these documents to PSC-Military Records for filing to the EI-PDR. Civilian GTCC application packages will be retained with the GTCC program in the event of a DHS audit. Please remember to forward the completed paper civilian travel card application packages to ARL-PF-CGPSC-GTCC-Applications.