



# GTCC BULLETIN

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## References

- COMDTINST 4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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## Travel Manager (TM) Tips

- ⇒ When PaymentNet is not accessible, check DA for card limits, approximate balances and cardholder hierarchy;
- ⇒ Do not make any changes **EVER**, to your own travel card account. This includes contacting JPMC customer service and requesting they make the changes. TMs should request their Primary TM or come to us to have these adjustments made to the account;
- ⇒ Report delinquencies and card misuse promptly to the cardholder's command;
- ⇒ Make yourself accessible to the cardholders;
- ⇒ Put notes on an account when changing status;
- ⇒ Increase credit limits only up to \$9999. Do not make any other account limit changes;
- ⇒ Update cardholder profiles whenever changes are identified, to keep contact information current;
- ⇒ Provide cardholder customer service across your hierarchy, not just your unit;
- ⇒ Educate cardholders;
- ⇒ Keep GSA and DHS GTCC training current;
- ⇒ When in doubt and the policy is not clear, ASK!

## After Hours Support

In case you might not know, our offices are located in East Coast time zone. If you are trying to reach us via email for an urgent situation after 1630 EST, we most likely will not see it until the next work day. If you need immediate assistance that cannot be resolved by utilizing the stranded traveler policy, or reaching another travel manager in the cardholder's hierarchy or contacting the bank directly, please call us and if we do not answer leave a voice mail (we will get back to you). Do not rely on an email to reach us after normal business hours. Our core hours, EST, are 0700-1600 Mon-Thurs and 0600-1400 on Friday. Our contact information is posted on every GTCC newsletter, the GTCC website and GTCC related messages. The travel card bank also has our contact information.



## 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.

## Account Payment Methods



Some cardholders may use PaymentNet as the source to make their travel card payments. However, the cardholder with an account balance but has not reached the cycle close date yet, is not able to make a payment using PaymentNet due to the Dec 2014 release. This is an issue for cardholders who may have these charges and are trying to pay their bills before deploying or getting underway where they do not have the connectivity to make the payment (or receive the bill for that matter).

The work-around options are to use the TPAX split pay feature when filing the travel claim, pay directly from the member's own checking account (web bill pay) or to call JPMC and make a payment over the phone (not recommended due to the potential errors that result when entering the checking account number and routing number). Please let your cardholders know of this bank system issue.

## Credit Limit Adjustment Process



It has been identified that a few Travel Managers have been making changes to the MCC Group Controls tab in PaymentNet. We went through and found all of these changes that have been made over the years (there is no simple way to find or change these). We want to ensure that you knew that none of the fields on this tab should ever be changed. To assist in explaining this and the credit limit process, we have developed a [credit limit adjustment job aid](#) and posted the GTCC website, [training page](#).

## GOOD TO KNOW

**Check IN/Check OUT:** The check in and out process should be more than just check a box when visiting a department or section, especially when it comes to the travel charge card. The local travel manager should be right up there at the top of the list for ensuring the arriving and departing individual has cleared any travel card balance. The arriving cardholder may be unaware they have a card balance. And we don't want anyone to leave the service without first clearing all travel claims and travel card debts.



**Terminology:** APC-Agency Program Coordinator (DHS); CPOPC-Component Primary Organization Program Coordinator (CG GTCC Program Manager); OPC-Organization Program Coordinator (local Travel Manager); IBA-Individually Billed Account (GTCC); MCC-Merchant Category Code; CBA-Centrally Billed Account

## Multiple Delinquency Alerts

Are you getting multiple delinquency alerts for a cardholder with the same amount due on the same day? If the member makes a partial payment, this will result in the delinquency counter within PaymentNet to reset and will result in each alert being resent up to the oldest delinquency amount. Scenario: Joe Coastie has a \$1,500 balance that is 90+ days past due. PO Coastie makes a small, partial payment to the account but it is still past due. So for this member you will see a 30, 60, and 90 day alert and the cardholder will also get a 1 and 15 day alert. This same multiple alert will also happen if the cardholder makes a payment that bounces as a Non-Sufficient Fund (NSF) payment. This latter issue is the one you should notice and review the account. Contact the cardholder about this since if they get a second NSF within a 12-month period, their account will be closed.



## *An App for SATO?*

The contractor Program Manager for the travel management contract, CWTsatoTravel does not endorse travel apps such as Trip Case as the app disclaimer states they may sell data to a third party. But of course this does not prohibit or stop users from accessing any application at their own risk. The On Demand Tool is available for past dated travel invoices. On the website site ([cwtstotravel.com](http://cwtstotravel.com)) the user can type in USCG either under the Civilian Government tab or Military tab to request a copy of the past dated invoice. Link to SATO travel information at [http://www.uscg.mil/psc/bops/govtrvl/TMC/SATO/default\\_sato.asp](http://www.uscg.mil/psc/bops/govtrvl/TMC/SATO/default_sato.asp).



## Reservists and Active Duty Orders

If your unit has reservists, you may not know that the new DA seems to consider active duty orders for the reservist as a PCS. This is mostly an issue with ADOS and reservists who are also CG federal employees. If the active duty order is different from the home hierarchy, DA will change the OPFAC and PaymentNet will be updated to reflect the change in the hierarchy. If the reservist on orders needs card support and you cannot access the account in PaymentNet, just reach out to a Travel Manager in their ordered hierarchy. Let us know if you are not able to identify any updates in DA for the cardholder.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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*REMEMBER \* ALWAYS PROTECT PII*

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## In The SPOTLIGHT

Way to Go Travel Managers!

**Mr. Paul Crum**—FTR/JTR travel question

**YNC Kristine Hewitt**—travel orders and claim process for travel over 21 days

**CWO Mike Talley**—great customer service to cardholder for contact information and support

Thanks and Keep Up the Great Work!

## JPMC Customer Service and Disputes



If a cardholder notifies you that they are not able to reach customer service (888-297-0781) because they do not have their account number handy, advise them to either stay on the line or press \* (star) each time they are prompted to enter their card number to be transferred to a representative.

The contact information for travel card disputes will change effective July 15.

Email: [ccscolumbusdisputes@chase.com](mailto:ccscolumbusdisputes@chase.com) (using complete name and only last 4 of the account)

Mail: JPMorgan Chase & Co.

Mail Code OH1-0506

PO Box 182918

Columbus, OH 43272-5543

Cardholders may continue to contact customer service at 888-297-0781 (the number on their card) for this dispute process or use PaymentNet to submit a dispute online. You may also refer them to the GTCC website for the JPMC dispute form [job aid](#).

