



GTCC NEWSLETTER

Volume IV Issue III

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References

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

GTCC and PCS Travels



Each year about this time we put out a few reminders regarding GTCC and CBA use with PCS travels.

You will see a new PSC message posted on this very soon. You can also check out last year's message, [ALCGPSC 046/13](#).

GTCC shall not be used except for TLA when the PCS travel duration exceeds 15 days, including leave, compensatory absence, proceed time and TDY in conjunction with the PCS.

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- ◆ GTCC shall not be used to purchase transportation tickets, lodging or meals for anyone other than the cardholder. This means you cannot use the card for dependent expenses.
- ◆ GTCC (or CBA) shall not be used at any time when leisure travel is included with other official travel. Check out the [FAQ on LICWO travel](#) on the GTCC website, Traveler Information page.
- ◆ GTCC shall not be used to purchase moving supplies, vans/trucks or for shipment of vehicles.
- ◆ GTCC may be used to cover hotel and meal expenses in conjunction with TLA entitlements, even when PCS travel exceeds the 15 day limit.

And while we are on the topic of PCS, let's discuss vehicle movement on a ferry. An unescorted vehicle on a ferry is not a proper means of transport and is not a reimbursable travel expense. Movement of a trailer (boat, camper, U-Haul) is not a reimbursable GTCC travel expense and therefore is not authorized to be charged to the CBA or the IBA. This would be considered part of a Do It Yourself (DITY) move and reimbursable under a separate process.

In addition, CG-1222 has made the determination that an RV/motor home would not be an authorized vehicle for ferry travel. An RV is a motorized wheeled vehicle used for camping or other recreational activities, and is not used primarily for personal transportation. Therefore use of the IBA or CBA to pay for an RV would not be allowed either.

As for rental cars during PCS, normally this is not authorized. Sometimes a traveler may want or need to rent a vehicle if their own car has not arrived to their overseas destination. A rental during PCS time may only be authorized if previously approved on the travel order. If the PCS duration is 15 days or less AND the member's orders authorize a rental vehicle, then they can use the GTCC. If these conditions are not met, then use of the GTCC for a rental car during a PCS would be misuse. TLA does not include rental vehicles.

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.

QUASI CARDS-Who Needs To Know?

If you have a traveler whose assignment requires a non-descript travel card, such as a Coast Guard Investigative Service (CGIS) member or other position where flashing a Government Travel Card may present an operational security risk, a quasi card plastic can be requested. These generic cards are used by agencies/organizations for security reasons (e.g., traveling or purchasing abroad, undercover operations).



So unless a position requires the traveler to have this generic/plain plastic card, per the GSA Smartpay2 contract a Standard Plastic Card will be issued. Further, the member should not be requesting the Quasi-Generic card unless specifically required by the CO of the unit for the member. You can identify a quasi card as it will have no other markings on it other than the CHASE and VISA logos. The customer service number on the card is also different than the typical GSA SP2 GTCC plastic.

PaymentNet-Register Your Device

Registering your device is now a requirement. Valid email addresses in PaymentNet are important when using Forgot Passphrase link when signing in. If you log in from an unregistered device you will be directed through a quick process to verify your identity and be asked to register your device to your user ID.

More information for this new PaymentNet log in process is found in the [Register Your Device](#) link on the Job Aid page of the GTCC website.

Why have I reached this page? We take your security seriously. You are attempting to log on to PaymentNet via a new or unrecognized computer. Please follow the process below to help us verify your identity and keep your information safe.

What Do I Need To Do?

A registration code has been emailed to the email address on your PaymentNet profile. Once you receive the registration code, enter the information in the box below to register this computer.

For cardholder assistance, if you did not receive the registration code or you need to update your email address, please call the number on the back of your card. All other users, please contact your local A/OPC. [Request a new registration code.](#)

* Do you wish to register this computer for future use? Yes No

* Enter registration code (case sensitive): ?

Submit

GOOD TO KNOW

- ⇒ [SATO/GetThere URL](#) address change is now effective. Be sure admin and SPO shops are aware of this change when processing orders so the correct URL will be indicated for the traveler.
- ⇒ Are you looking for a GTCC training tool? Check out the [Job Aids](#) page on the GTCC website. The [Do's and Don'ts list](#) is a great place to start.
- ⇒ In case you were wondering, transactions can still go through on a closed account as long as there are pending authorizations. A pending authorization is basically an approved transaction that hasn't been posted to the account. That's why this sometimes ties up a cardholder's credit limit. But if a card has been swiped and a transaction is pended but the card is subsequently closed, the transaction will still post to the account. Just something to be aware of.



Updating Name Changes for PaymentNet Accounts

During the middle of each month, we run a script that compares the cardholder's name against Direct Access for military personnel and the National Finance Center for civilian employees to identify situations where the names do not match. Based on this information, each cardholder is notified via e-mail providing the current name and the corrected name that will appear on the new card. In addition, we have JPMC issue a new card with the corrected name. Of the 75 to 100 name changes made each month, the vast majority of these are the result of missing middle initials or suffixes, or simple typos from the original application.



As a Travel Manager, you can help by ensuring applicants completely and accurately enter their full name onto the paper application form or online application system.

Travel Managers should not change a name on an existing account in Paymentnet. If you have a cardholder who completed a name change and needs a new card immediately, we ask that you verify the new name is reflected in Direct Access and the account address is current in Paymentnet before contacting us to make the change.



PCS SEASON MEANS HIERARCHY MOVES

People transfer and hierarchies are updates. It's that simple. The process is the same for MIL and CIV members. As a person is checked into DA, their new duty assignment will change. That means they may have a change in ATU. Since hierarchies are directly linked to the ATU, this will also be updated. We process DA updates to PaymentNet weekly so if someone checks in Tuesday and you don't see a PaymentNet or hierarchy update by Friday, check back the next week. If you find it's been weeks since someone checked in and you still are not seeing a hierarchy change, look in DA. Are they checked in completely? What does the Business Expense and Credit Card Data screen show? If a member simply changed units and stayed in the same area, they may update and have a hierarchy change because now they are at a new unit. For example, a member who transfers from SFO Galveston to CGC Dauntless will have a hierarchy change since their unit ATU is now changed. You will no longer have visibility of that account. If you still can't make sense of it, please let us know and we will help you research the issue. During the hierarchy transition, you should reach out to the member's former travel managers to help with any limit increases or account updates.

New arrivals can mean new PDR audits. If your unit PDRs are missing the GTCC documents as required by CIM1080.10, you should contact the SPO for the completed GTCC file for PDR. This is a FORCECOM inspection item. Our office returns the completed GTCC online application packages back to the SPO. Completed paper application packages should be filed directly to the member PDR. But be sure to forward all paper applications for civilian, non-CG members and chaplains to our office at ARL-PF-CGPSC-JPMC-GTCC for retention. This is a DHS requirement. Thanks!

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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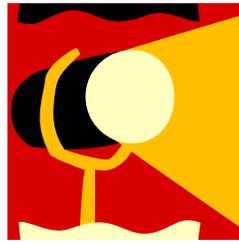
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go Travel Managers!

YN1 Ivan Gonzalez—checked in regarding an issue with PaymentNet

YN1 Jeff Bossingham—questions about quasi GTCC

YNC Lester Jukes—civilian hierarchy changes

Keep up the great work!

WHEN EXCESS BAGGAGE IS NOT REIMBURSABLE WITH GTCC



While the GTCC may be used to cover traveler expenses such as excess baggage, the card shall not be used to cover excess baggage for team/group items, such as a pelican case with mission essential equipment (like weapons). Since this baggage is for the team and not the cardholder as personal luggage, this cannot be charged to the GTCC. This is not reimbursable to the member on a travel claim and is considered misuse of the travel card. You can also refer to the CG Supplement to the JFTR: 3105 for more information. Other procurement methods must be used for this type of movement of equipment. Please pass this information on to your SPO and Admin shop. This should be clearly communicated to the cardholder prior to travel.

ALCOAST 093/14

Implementation of Additional Reenlistment Criteria

Retention requirements and GTCC and how to identify this criteria.

Paragraph 2.g. Have not had their personal-use government travel charge card permanently revoked for misuse or delinquency.

The GTCC program's interpretation for this policy is rather simple. If an account is open (i.e. ACTIVE, NEW or SUSPENDED) then the cardholder meets the requirement of the message. If an account is closed, then a determination should be made as to the reason for closure. Accounts closed for delinquency are documented by the status reason within the bank system. All other closed accounts must have the account notes and the account history reviewed to see if there is any documentation regarding account misuse as the basis of closure. Enlisted personnel who have had an account closed for delinquency or misuse who meet the criteria for reinstatement contained in CIM 4600.18, chapter 1, paragraph G.1 can be encouraged to submit a reinstatement request in advance of reenlistment. The reinstatement process is also detailed on this website at <http://www.uscg.mil/psc/bops/govtrvl/Travel Card/default Travel Card.asp>. Any other questions regarding this message should be directed to the message POC.

Creating a PaymentNet Reporting Method for ALCOAST 093/14

You can create a report in PaymentNet to verify member account status and view account notes. When producing this report however, be very careful with the S-PII. In PaymentNet, from the main page select Reports/Create. Find and select the Cardholder Profile report. Change the report format to MS Excel and enter the password you will use to open the generated report. Under the first section for Criteria, select Account Status - Is Not Equal To - Lost/Stolen. Select Process. This report will show up in your Available Downloads. Click Refresh until the report is successful. Click the report to open it and enter your password. Now that you have a report open in Excel you can search using the word misuse or delete some rows, apply filters and sort by account status. This report will give you the member name, emplid, account status, status change date and notes. Any account closed for misuse should be documented in the account notes. An account closed for delinquency or charge off is documented by the bank in the status reason. There are many ways to produce this type of report in PaymentNet. These are just suggestions. Whatever you do, ALWAYS protect the S-PII contained in these reports.

While not all closed accounts are 'permanently revoked', you can refer to the GTCC instruction CIM4600.18, chapter 1.G. for information and timelines regarding GTCC reinstatements. The GTCC website will have template tools for this process as well. All reinstatement requests shall be forwarded to ARL-PF-CGPSC-JPMC-GTCC@uscg.mil. More reinstatement information can be found in past newsletters. Check the [GTCC Newsletter Index](#) for these issues.