

NOVEMBER 2010 UPDATE

1. KUDOS: Thank you for those coordinators who contacted us regarding the reporting challenges with the new version of Direct Access. Please let us know if you continue to identify issues. We also would like to thank those who involved us in their finding for GTCC misuse. This information is helpful for us to track discipline and report to DHS.

2. Order GTCC Sleeves: At last year's GSA SmartPay conference, many attendees requested more of the protective card sleeves that were provided, because they wanted to pass them on to their travel cardholders. The good news is the sleeves are available right now! In addition to protecting cards, the sleeves can help distinguish government travel cards from other cards carried in your wallet or organizer.

FedRooms travel card sleeves are now in stock at GSA's Centralized Mailing List Service (CMLS) website. You may order up to 1,000 sleeves, free of charge. To get started, visit CMLS by going to: <https://apps.fas.gsa.gov/cmls/index.cfm>. At this site, you can perform a search for the GSA FedRooms Tyvek Card Sleeve using the publication number: 5-10-00335. (You must log in first to be able to place an order.)

3. Editing Reports in PaymentNet: Did you know you can create unique report criteria from the default reports in Payment Net? For instance you can edit the criteria in the 45 Day Delinquency Report by selecting the plus sign under Criteria, selecting the Field pull down arrow and indicating your edit field name such as Account Status. In the Operation field, you can select 'Is Not Equal To' and change the Value to 'Lost/Stolen'. In the hierarchy field, enter your hierarchy by clicking the plus sign and process this report. You have now created a 45 Day Delinquent Report that filters out any lost or stolen accounts that may have an existing balance. To save this report, change the report name, select save and then process as usual. If you have any issues with creating a custom report, please contact JPMC tech support for assistance.

You should also note that the column headers on the 45 Day Delinquency Report are misleading. The 30 Days column is representing dollar amounts 1-30 days past due. The 60 days column is representing the dollar amounts 31-60 days past due. The days past column represents the days the oldest amount dollar amount is past due by. There may be a delay of the Days Past Due column updating when payments occur in our system.

4. Delinquencies: We are now forwarding notification of accounts 30-60 days past due via e-mail directly to the cardholder. Our objective is to provide fair warning to the cardholders and reduce the number of accounts that move into the 60 day delinquent status.

5. Coordinator Responsibilities: One of the responsibilities as GTCC coordinator is to advise cardholders and commands in your hierarchy AOR of any cardholder delinquency or misuse. It has come up in the past where a command was not aware a member's card was suspended due to delinquency and the cardholder was TDY. As a result, the member was stranded and could not check out of their hotel. Had the command been made aware of the delinquency, the member may not have been permitted TDY. Although commands should get delinquency information filtered down, you can be proactive and submit delinquencies timely to avoid any command surprises.

6. Discipline: Do you know that for members that have not paid their bill and are 60 days overdue, the command is required to take disciplinary action against the member? Do you also know that in accordance with COMDTINST 5520.5E, commands are required to notify CGIS egregious issues; such as member tells the command they refuse to pay their bill or the member is using the GTCC for flagrant personal use (i.e. buying plane tickets for family members, hotels rooms on vacation, several transactions for personal use, etc.). When in doubt, contact the local CGIS to discuss. As issues come up, please ensure your supported commands know these requirements.

Also, part of the CG GTCC program requirements is to report cardholder disciplinary action taken to DHS. As you are involved in such matters, please forward the cardholder name, account last 4, user ID, issue and action taken to us via e-mail at Arl-PF-CGPSC-JPMC-GTCC@uscg.mil.

7. PaymentNet and New Card Issue: In case you may not be aware, JPMC has removed the coordinator's ability to issue a new card from PaymentNet. The member can call JPMC directly or you can submit an email to the CCS-Fedcard-Services@jpmchase.com email address to issue a new card.

8. Advertise!: Use the local base or command newsletter or plan of the week to post information regarding the GTCC program. This is where you can communicate policy such as payment is due regardless of travel claim reimbursement and use the JPMC website to make payments online.

9. GSA SmartPay2 Conference 2011 : This year's conference will be held in Las Vegas from Aug 15-18. The CG tack on day will be Monday, Aug 15. Funding for this event by PSC BOPS-r will be very limited. On a first come, first serve basis, we will be funding TONOs for coordinators. However, we will only fund coordinators who did not attend last year's conference in Atlanta. More information for this event will follow in later newsletters. We will forward an email to all coordinators once we have more details on this event.

10. PAYMENTNET Greeting: Do you know you can update your greeting for your assigned hierarchy? The greeting is the WELCOME screen that the user sees first. This greeting can be edited at Administration\Hierarchy\Settings\Greetings. Then just enter your hierarchy number and select the override inheritance toggle. The recommended format for your greeting is provided below. Recommend you list all of your designated coordinators under your respective hierarchy.

Welcome to the U. S. Coast Guard Government Travel Charge Card (GTCC) Site for [Unit Name / Hierarchy(s)].

Travelers should contact their local GTCC Coordinators for service. Your local coordinators are:

NAME/RANK
e-mail address
Phone Number