



GTCC BULLETIN

References

- COMDTINST 4600.14B
- JFTR, U2015
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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GTCC

Travel Charge Card

Web Page

<http://www.uscg.mil/psc/bops/govtrvl/>

GTCC Applications



The online application process is ready to roll out. Please check out the GTCC website for the instruction and link to begin this process. You can now refer prospective cardholders to this link. Keep in mind, we will not move forward on any application requests until all supporting documents have been submitted to the public folder, ARL-PF-CGPSC-GTCC-APPLICATIONS@uscg.mil. Once all supporting documents are turned in, we will flip the application switch in the system and the applicant can expect to receive an email regarding their new GTCC.

GTCC.

While the online application will be appropriate for most travelers, there are still instances when a paper application is necessary and there is a revised application form posted on our website for this purpose. The situations where the online application is not viable are: a CG reservist who already has a JPMC travel card as a civilian employee of another DHS component, where there is no internet connectivity, and reinstatement requests. The first two examples shall be managed by the local Travel Manager and once all other application requirements are met can be forwarded directly to JPMC. Reinstatements must still be routed through this office for consideration.

When you do process paper applications, remember that with the hierarchy restructure, the levels in the hierarchy to report to JPMC have changed also. For the majority of hierarchies, there are now only three levels. All applications shall begin with 30001(level 1); 31100(level 2), and then list your hierarchy as level 3. Only hierarchies 31330 which has 31333 and 31336 as children, and 31432 which has 31438, 31441, 31444, 31447, and 31450 as children would have a level 4 based on the applicant's ATU.

\$\$\$ Credit Limit Adjustments \$\$\$

If you are asked to complete wholesale credit limit adjustment within your command, please don't waste your time doing this manually through Paymentnet. We can provide you with a listing of cardholders by DEPTID or OPFAC along with rank, current balance, credit limit, and days since last transaction information to facilitate your review and confirmation of the desired action. Once you return the file, we can make the adjustment in a matter of minutes.

Delinquency Reporting Buckets



A question was raised by Susan Matsudo concerning the Days Past Due field in the Delinquency with Current Balance Report. Specifically, a case where someone's account shows as being 56 days past due but only has a past due balance in the 1-30 day past due column and not in the 31 to 60 day column...The below tries to explain why.

The 'days past due' field updates when the account becomes current and continues to count as long as the cardholder has a past due amount. We're used to monitoring the buckets of past due as a dollar amount falling in particular bucket impacts the cardholder (i.e. they hit that 31-60 bucket under DHS, the account suspends).

Let's say for example an account is 36 days past due in its oldest delinquency amount. If it has \$500 in the 31-60 bucket and \$1500 in the 1-30 day bucket, a \$600 payment posting on that 36th day of delinquency would cover the amount in the 31-60 bucket. This would result in the account un-suspending, but the days past due would con-

tinue to count, moving onto 37 days as the cardholder would still have a past due balance of \$1400 to pay off, until the account is current (i.e. paid in full).

The reasoning behind following the buckets past due rather than the days, is that a cardholder may be past due for a number of consecutive days, but the current past due amount itself may not be that old and impact the card with suspension/closure. On the flip side, if you see a high Days Past Due number, that means that the cardholder has been carrying an unpaid balance for an extended period of time and not paying the entire balance each month as required.

Keep in mind that because Direct Access is updated on a weekly basis, the information in DA may appear differently than in PaymentNet. If you look at the statement in PaymentNet, be aware of the statement cycle period. Additionally, the balance due you see in PaymentNet will include recent charges that may not appear on the statement because of the cycle period.

GTCC Instruction Revision Update



The updated instructions, which place only the General Order elements essential to Commandant's promulgation under **COMDTINST 4600.14(series)** and the program policy and procedures under **COMDTINST M4600.18**, continue to move through the approval process. RADM Hewitt signed **COMDTINST M4600.18** last week and **COMDTINST 4600.14C** is working its way up to the ADM Papp for his approval. Both instructions have been sent out to the unions representing civilian personnel for their review. So pending any major issues, we are hoping that within the next month to have these two documents promulgated.



GOOD TO KNOW

The announcement on the **PaymentNet** Welcome page alerts us of a **system outage** for the weekend of November 4 starting at 1800 CST. Please review traveler accounts for any credit limits that may need adjusting prior to this scheduled outage.

Check out the **GTCC website** for travel manager roster updates as well as new information in the form of job aids and program updates. Your input is always appreciated when it comes to designing this site as a useful tool for you in your duties as Travel Manager.

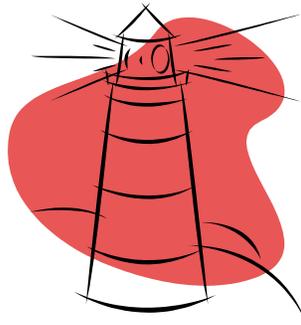
Remember to check the DA Airport Terminal for separating cardholders.

PaymentNet Alerts In Place

As we discussed at the GSA SP2 conference this year, delinquency and credit limit alerts have been created for all hierarchies here at the program level. Alerts have been created for the following delinquency timelines: 1 day, 15 days, 30, 60 and 90 days delinquent. You will only see the summary alert for the 30, 60 and 90 day delinquency alerts. The 1 and 15 day alerts are set to go to the cardholder only. As you review your hierarchy delinquencies, please ensure all cardholders have a valid email address in PaymentNet. This alert system is only good if the cardholder receives the alert. Without a valid email, this is not very effective.

We have also established an alert to the cardholder to advise them they are approaching 90% of their credit limit. If you have any questions regarding this alert process, please don't hesitate to contact us.

In order to maintain consistent alert messages to the cardholder, please ***do not create any new cardholder alerts***. If there is an alert that you believe should be added, please forward us a request for consideration. Our goal is to focus on the critical communications to the cardholders to prevent them from being inundated by the system and then ignoring the e-mails.



Sample Negative CG-3307



We have created sample negative page 7s for you as a tool for disciplinary actions required for GTCC delinquencies or misuse. While these documents are now available on our website, we are also working with PPC to have them incorporated in the Personnel Pay and Procedures Manual (PPPM).

TERMINATED CARDHOLDER REPORT

Each month, you receive a worksheet of GTCCholders who are not listed in Direct Access. We only send this to the hierarchies with employees listed on the report, so if you get the e-mail we need your help to look at this report to identify any cardholders who should retain a travel card.

Please address these terminated cardholder matters as soon as possible. We need your help to review this report and let us know which military members should retain an active account. Civilian Personnel is helping us identify the civilian employees who have retired or otherwise left the service. If we do not have your input or feedback, we will close all the accounts under your hierarchy that do not appear in DA.

Without your input, we could potentially close an account in error. Your immediate attention is needed to help us reduce fraud and misuse of the GTCC.

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*REMEMBER * ALWAYS PROTECT PII*

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Website Tools and Job Aids

Check out the [GTCC website](#) and give us your feedback. We want to make this site is user friendly and helpful so you can be more productive and efficient as a travel manager.



!! Advertise !!

With the restructure of hierarchies, cardholders may not know who their new travel managers are. Advertise! Communicate to your cardholders! Let your cardholders know who you are. You can use resources like a unit's plan of the week, newsletters, unit updates/all hands, bulletin boards, etc. Let your hierarchy know who you are. You should update your banner page and greeting in PaymentNet. This greeting can be easily edited by taking the following PaymentNet path: 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. We recommend you list all your designated travel managers under your prospective hierarchy.

Welcome to the U.S. Coast Guard Government Travel Charge Card (GTCC) Site for {ATU Name/Hierarchy}.

Travelers should contact their local GTCC Travel Manager for service. Your Travel Managers are:

NAME/RANK

Email address

