



GTCC NEWSLETTER

Volume III Issue X

OCTOBER 2013

References

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

Disciplinary Actions for GTCC Misuse

If you or your command have any questions on what is the appropriate level of disciplinary actions in regards to travel card misuse, refer to the disciplinary action table in the GTCC instruction, [CIM4600.18](#), 1.E.3.1. You should also refer to Note (1) of this disciplinary action table for misuse: In addition to the administrative and/or disciplinary action required...the GTCC account will be closed (*this is not optional or at the command's discretion*). If the command advises otherwise, please reach out to us so we can work with the command. It's likely the transactions may be audited by DHS at which time a course of actions is required to be submitted.



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Number/Total Value of Charges	Military Personnel	Civilian Employees	NAF Employees
Not more than 3 charges or \$100	Documented Counseling	Written Admonishment	Documented Discussion
Not more than 5 charges or \$200 – See note (1)	Page 7 Entry	Letter of Reprimand	Letter of Reprimand
More than 5 charges or \$300 – See note (2)	See note (3)	Suspension	Suspension

Note (1): In addition to the administrative and/or disciplinary action required in Table 3-2, the GTCC account will be closed by the Travel Manager if there are more than three unauthorized charges or if the total unauthorized charges exceed \$100.

Government Shutdown and GTCC

The shutdown is over, people are back to work and PPC and FINCEN travel claim processing is in full swing. FY14 accounting strings have been loaded by PPC. Travel claims are now being processed. ALCGPSC 128/13 is no longer in effect as this message was only intended for the period of lapse in appropriations.

If you have a member who says their GTCC has been suspended or closed due to the shutdown, we ask that you take a few steps before giving us a call. Look at the cardholder's past statements. Did they carry a past due balance on their account? Check TPAX to see if a travel claim has been entered and paid for the period of any past due charges. It might just be that the cardholder failed to meet their responsibility to process a travel claim timely which resulted in a delinquent account.

If cardholders are catching up on travel claims, we hope that you encourage them to use the split disbursement feature in TPAX. This will save some time getting the GTCC account paid.

Be sure to ask if you have any questions on this 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.

Credit Limits and Holidays



As the travel season winds down and the holiday season ramps up, be sure to utilize the tools in PaymentNet to manage your hierarchy credit limits. DHS puts a lot of focus on credit limits especially during the holiday season.

You can use PaymentNet and DA reporting tools to help review accounts that may have an excessive credit limit set based on the cardholder's travel. By using the [Travel Manager Tool](#) along with the Account Cycle Activity with High Balance report, you will be able to quickly determine who needs to have limits reduced.

If you have more than 20 accounts that require limit reductions, or even an entire unit, please send us the OPFAC or EMPLIDs and we can do a mass credit limit change within a few minutes.

Don't forget to advise your cardholders you are taking this action. They may have travel orders in hand and you don't want them caught stranded. We are here to help you help us to manage the travel card program.

TRAVEL NEWSUsing GetThere for Domestic Travel**

Everyone has a SATO GetThere Profile. Even CG employees who have never traveled have a GetThere profile. If you should be asked about this, you can tell the traveler their EMPLID is their profile user ID. Refer them to the [GTCC website](#) for more traveler information.

Were you aware the [SATO online booking tool](#) is only available for domestic travel and contracted fares? Travelers who are flying outside the U.S. or desire to use non-contract fares (non-refundable with authorization on their orders) should contact SATO using the full service option.

If you have international travelers, you can suggest they contact SATO and request to discuss their itinerary with an international travel specialist. Sometime CG travelers go to out of the way places and need special guidance to ensure they comply with the JFTR/FTR and Fly America Act.



GOOD TO KNOW

Salary Offset - As you regularly review your delinquency reports (IAW GTCC policy), you may find that you have cardholders who are delinquent in the 91-120 day bucket.

When you see this, you can safely assume those members will be issued a salary offset letter by PPC or our office, depending if military or civilian employee. An account goes into a charge off status at 181 days. Per the cardholder agreement, JPMC only reports delinquency when it goes to collections and that does not happen until after the account has gone into charge off status. The command also receives a notification of the GTCC debt and the salary offset letter.

Tell Us What You Think ** Feedback-Opinions

Have you taken any webinars that were offered by JPMC for PaymentNet features? If you did, we would like to hear your feedback. You can send your comments to ARL-PF-CGPSC-JPMC-GTCC and enter PAYMENTNET WEBINARS in the subject line. We will be glad to relay your input to the bank.

PaymentNet Reporting Requirements



Thanks to all the travel managers who responded to the call to action for the data call/bankcard data mining/analytics on 10/28/13.

However, as a result of the replies we received, this raised our concern that many travel managers do not appear to be taking an active part in reviewing PaymentNet or DA as required on a regular basis. This is outlined in [CIM4600.18](#), chapter 1.E.2.c.(3): Generate and monitor routine reports from the GTCC bank and personnel (DA) systems for delinquencies, unusual card activity and excess cash advances...

Additionally, the Travel Manager Welcome Aboard e-mail emphasizes that you are responsible for updating the command regarding cardholder delinquencies and cardholder misuse and that any disciplinary actions on GTCC matters shall also be reported to this office.

Travel Managers should routinely run the following JPMC/PaymentNet reports to monitor their accounts:

- 45 DAY REPORT
- Cardholder Profile Report
- Decline report
- Delinquency With Current Balance
- Transaction Detail report
- Cash Advance Detail report
- Unusual Activity Analysis

To help you remember to generate these reports, you can schedule them in PaymentNet and receive an email when the report has been created. If you need assistance scheduling or producing these reports, please don't hesitate to ask us. We will be glad to help.

PaymentNet Welcome Screen

All sorts of newsy information shows up on your PaymentNet home screen. Training announcements and system updates can be found there. But did you know you can customize your PaymentNet welcome screen? You can add a unique banner like your unit logo and certainly update your screen with a list of travel managers. Even though members can use the travel manager roster from the GTCC website, they may not know their ATU or hierarchy number but they can go online to find the POC for GTCC help. The welcome screen you create is the screen that will first be seen by cardholders when they sign in to PaymentNet. It might be best if this is modified by the primary travel manager for your hierarchy so be sure to coordinate any changes.



In order to enhance your welcome screen, take the following steps. Start on the Administration tab. Select Hierarchy/Settings/Banner. From here you should be able to upload a file that will display on your home page. Just ask CWO Ron Brumble, a primary travel manager who has added the SFLC logo to his PaymentNet home screen.

To update Travel Manager contact information, start with the same path: Administration/Hierarchy/Settings and select Greeting. Remember, your entire hierarchy will see these changes. This can help your cardholders get the assistance they need.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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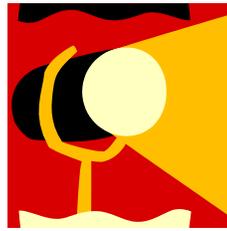
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

To all those Travel Managers who stepped up to help out our travelers during the Government shut-down.



And keep up the great work!

Travel Manager Training Requirement Deadline

If you received an email from us, you are past due for the required GSA and/or DHS training. We REALLY do not want to revoke your access for not completing this training...as this creates a lot of work for both you and us if you have to go through the entire designation process again. Please go to the original e-mail, take the GSA OPC or DHS Training per the instructions and send in your completion certificate, let us know why you cannot complete it, or let us know if you are okay with having your access revoked. Your response is due COB 13 Nov 13.

Cardholder GTCC Training

It's time to check CGBI for GTCC training requirements. Cardholders who have not completed this GMT will receive a third and final notice around mid-November. If the cardholder fails to complete this training within 30 days of that last notice, their account will be closed around mid-December without any further notification. You might want to include this in your unit's plan of the week or next monthly all hands training.

