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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

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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.

Potential Gov't Shutdown and GTCC

If there happens to be a shutdown, please be aware you may be asked to assist cardholders outside your AOR but within your hierarchy.

We have posted a FAQ sheet on our main website page for issues on SATO and the GTCC during a shutdown. Please review this and share it with your travelers.

Also as an awareness issue, if there is a lapse in appropriations and civilian members are furloughed, PPC will continue to process travel claims with our remaining military staff. However, based on conversations between PPC and FINCEN, they will not have staff available to process the claims for payment (most claims in October will be for travel performed in FY13). This could have an impact on members who used their GTCC.

So if there is a long shutdown and folks come to you asking for relief, you should review their TPAX data to see if they have processed their claim and also determine if a payment has been made by going to the FINCEN site below. If the member has submitted a timely request for reimbursement, it has been processed but in fact not paid, then you should engage JPMC to seek temporary relief per GSA SmartPay2 FAQ.

http://cgweb.fincen.uscg.mil/travel.htm

TRAVEL MANAGER TRAINING

First off, thank you to the 86 travel managers who quickly jumped on the task of getting their GSA OPC Training completed. We still have 87 who are overdue and 20 that are coming due over the next 2 months. The training can be accessed at https://training.smartpay.gsa.gov/.

Are Applications Being Rejected?

You may not have noticed we are copied on all the rejected application emails sent from the bank. We have insight with what's going on with rejected applications. We also get a monthly report from the bank. We are aware who is submitting applications that are rejected, whether it is rush or not, and whether it was sent via email or fax.

Do you know what to do if you should receive one of these rejected application emails? First, read the email carefully. The bank will identify what the problem is with the form. Next, contact the member to complete a new application. Be sure they meet one of the three reasons for submitting a paper application: Do they not have a CG computer account or do not have internet connectivity? Are they requesting the alternate credit worthiness process? If so, an additional form (DHS1570) is required. Is it a RUSH, meaning the member is traveling within 10 days and must have a card in hand in order to travel? If the answer is no to each question, then use the online application process. The requirements are still the same for paper or online applications: command endorsement memo, training and cardholder agreement. Please refer to the application tool on the travel manager webpage of the GTCC website for more detailed instructions.

Changing Credit and Cash Advance Limits

If you are new to the duties of a Travel Manager, you might not be aware of the limit restrictions for credit and cash advances in Paymentnet. The cash advance limit should not be changed and shall remain at 30%. The change to the account controls you should make are for the credit limit. Limits should be set for each traveler based on their travel needs. While you have the authority to set limits up to $9,999, limits should not be set excessively as this can create undue risk to the cardholder. For infrequent travelers (and reservists) we recommend the temp limit feature be used. Once you set the necessary limit for a date range, you will not need to go back to reduce it. The system will automatically reduce the limit at the end of the travel duration set. And if a traveler needs a limit that exceeds $9,999, please let us know. Don't hesitate to let us know if you have any questions regarding these practices.

If you have a request from your command to lower credit limits for the entire unit, don't fret. We are here to help. Just send an email with the unit OPFAC and the limit amount as we can take care of the rest. You may want to identify those accounts that should not be changed in case someone is on or is expected to be on travel. Please include those EMPLIDs so we can exclude them from the changes. Lower limits mean lower risk of fraud and potential misuse.

Good To Know

JPMC pushed out a PaymentNet Update Release on Sept 6. This update included the addition of user IDs (EMPLIDS) to the Delinquency History and Delinquency with Current Balance reports. This addition of user IDs will make it easier for you to reference travel claims in TPAX for internal controls.

Is it considered MISUSE if they don't use the card IAW policy but pay the bill in full?

Yes. The GTCC must be used for authorized reimbursable official travel related expenses. If we find there are transactions, even if they are authorized expenses, on a card but no travel claim on file for those charges, we will certainly question the account and inform the command.

Travel News and TMC—SATO

Check out the Traveler Information webpage on the GTCC website. Here you will find valuable and up to date travel information. While you might be aware that SATO is required for all commercial travel, were you also aware it is required for car rentals? And what about using non-restricted fares that might be more cost effective? Yes, we still must use SATO to secure these flights. What if someone requests leave in conjunction with official travel? Can they use the GTCC or CBA? Are overseas commands required to use SATO for overseas travel? You can find all this information on this Traveler Information page of the GTCC website.

Frontier Airlines removed from CPP

Frontier Airlines has been removed from the FY14 City Pair Program Contract effective immediately. Contracted City Pair Markets served by Frontier Airlines have been rewarded by GSA to alternate carriers.

All unticketed reservations on Frontier will need to be rebooked. CWTSatoTravel will send email notifications advising travelers to contact them to rebook or go online and change their Frontier reservations.

What do if a cardholder reports an accident in a car rental?

Assuming two things...the car was rented via SATO and the member is a cardholder and used the GTCC to rent the car. Cars rented by SATO are covered two ways, one via the GARS contract and one by Visa. Travel Managers should send travelers to the GARS site for information since there are no current ALCOASTS on the subject. http://www.defensetravel.dod.mil/site/rentalCar.cfm. The rental car toolkit contains the additional useful information. But in simplest terms...for the GARS contract, just call the rental car company, explain that the car was rented via SATO on the Government Contract and they should initiate the claim process. Any problems with the rental car company, then have the traveler call SATO for assistance. In addition, on the our site, you can refer the traveler to the VISA benefits guide {http://www.uscg.mil/psc/bops/govtrvl/job aides/Visa Comm Guide to Benefits client copy.pdf}

GTCC and Extended TDY

If you have a cardholder who is TDY for more than 21 days, use of the GTCC is optional. However, if the card is used during the TDY period, the traveler must file claims every 21 days. If the travel order is a single TDY (doc type 11) and not blanket travel orders, the member will need to submit supplemental claims for continued reimbursement. We strongly encourage the use of the split disbursement feature in the claim process. Keep in mind, payment is due regardless of reimbursement.

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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go Travel Managers!

To TMs who contact us with great policy questions, system issues, newsletter questions, procedures and processes. Kudos go out to the following TMs for supporting the GTCC program!

Ms. Donna Fuchs: who provided input to make edits to a delinquency alert.

BM1 Brett Heary: who created and shared a GTCC training presentation. (submitted by YN1 H. Maldonado)

YNC Sean Morton: for raising an issue concerning SATO and travel segments (potential overcharging for flights being researched).

Thanks and keep up the great work!

Cardholder Profile Report Review

Are you routinely reviewing your cardholder accounts for appropriate credit limits? It's easy when you use the Cardholder Profile Report from Payment-Net. At a glance, you will be able to see accounts with high credit limits, high balances, status, etc. If you have difficulties producing this report, please let us know. And if you are using the Travel Manager Tool, ensure you use the August version and the All Accounts database. Let us know if you have questions or could use some help.

Do you have cardholder accounts in a NEW status?

Remind these cardholders to activate their cards as soon as they are received. **Cards that have not been activated within 90 days of issue will be closed.** Cardholders are sent three monthly e-mail notifications to activate their card. If a card has not been received, please reach out to the bank to advise the card has been lost. Reporting the card lost not only results in a new account being created and a new card issued, it also resets the clock on the account status. Simply having the bank reissue the card does not provide this protection to the cardholder.