



GTCC NEWSLETTER

Volume V Issue IV

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References

- COMDTINST M4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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GTCC and the Civilian Employee

We recently reviewed the new version of COMDTINST M12750.4A and found that CG-121 specifically addressed the GTCC misuse and delinquency. Below is an excerpt from the manual. This aligns with the disciplinary action tables 3-1 and 3-2 in GTCC instruction, [CIM4600.18](#), chapter 1.

Encl (1):

6. Improper, fraudulent, abusive, or negligent use of a government charge card or travel card - For example, using a government-sponsored travel card other than for official travel, misuse of purchase card for private gain.

1st Offense - Written reprimand to removal

Subsequent Offenses - 14-day suspension to removal

11. Failure to pay just debts in a timely manner - 5 CFR 2635; includes un-timely payment of government-sponsored travel card bills unless employee is awaiting pending reimbursement for timely-filed request.

1st Offense - Written reprimand to 14-day suspension

Subsequent Offenses - 14-day suspension to removal

ACCOUNT SECURITY IDENTIFIERS

On 4/21, we issued an announcement to over 18K cardholders that JPMC was updating their systems to ensure at least two of three security measures were in place on our travel card accounts. When a cardholder inquires on their account, the bank will verify two of three possible security questions. One of these questions is the mother's maiden name (MMN). Since this is a field we cannot auto populate like the SSN or DOB, we improvised by substituting the last 4 of the cardholder EMPLID. If the cardholder chooses not to accept this as a security identifier, they can request a change through the travel manager.

This MMN update can be made in PaymentNet. On the cardholder account screen, find the Mother's Maiden Name near the bottom, above the Notes box. You can change this information by entering no more than 4 letters in that field. Remember to save the entry when completed. Let us know if you have any issues making these updates.

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.

****Mothers Maiden Name**

Notes

PCS and Cardholder Hierarchy Updates

**MOVE
NOW**

As a cardholder moves, so might the GTCC account. Direct Access is updated weekly with GTCC balance information from PaymentNet. This process is typically done on a Monday. We also update PaymentNet weekly with information from DA (but not usually on Monday). The information from DA will update the cardholder user ID as well as a hierarchy move. A card hierarchy is based on the member's permanent duty station and the unit ATU (administrative target unit). When a member checks in to their new unit, this update will result in an account change for the cardholder, provided there is an ATU change. For example, the cardholder who PCS's from ATU-98-Headquarters to D17-Sector Juneau, will have a hierarchy move. The cardholder who PCS's from D8-Sector Houston to D8-Sector Corpus Christi will not see a hierarchy move since the ATU remains 08.

Locating Your Cardholder

Are you not able to locate or identify a cardholder in PaymentNet? Try using Direct Access. If you have access to the Enterprise menu in Direct Access, check the member's Job Data which is available under Administer Workforce\Administer Workforce (GBL)\Use\Job Data. Once on this search page enter the member's EMPLID and you can view their Work Location. This screen will show you what position number and DEPTID the member is in along with both the "Effective Date" for entry into this position and the "Date Created." The "Date Created" is when the SPO actually entered the transaction. Why is this important?



Because we only update the records after we get the DA extract file from PPC each Tuesday, so if the Date Created is on or before the preceding Tuesday that will be why the member has not been moved.

GOOD TO KNOW

GSA SP2 Charge Card Conference: It's been a few years since travel managers have had the opportunity to attend a SmartPay2 Charge Card Conference. While there is discussion that GSA may offer a conference in the DC area, DHS will limit attendance. It is not likely DHS will approve attendance, or if they do attendance will be very limited. So manage your expectations if you are thinking you might be able to attend a GTCC conference this year. Stay tuned for more information on this topic.

Rejected Travel Card Applications: Did you receive an email from JPMC advising that a recent application request had been rejected? During this past month, we received over 50 application rejections. Surprisingly, they were not for the new form requirement. Most paper applications submitted were rejected due to missing signatures or hierarchy. Rejected paper applications result in a delay of a travel card to the applicant. Check out the [application process tool](#) for additional directions. If you have any questions about the application process, don't hesitate to ask us.



GTCC Reinstatements and Charge Offs

Before submitting a complete GTCC reinstatement package, please first check the account in PaymentNet. Determine the actual reason for the account closure. Is it documented in the notes as being closed for misuse? When was it closed? Was it closed for delinquency as indicated in the account status? If closed for delinquency, check the transaction history. You may find closure was due to two payment attempts with insufficient funds. If it was closed due to charge off, it cannot be reinstated. These details make a difference if we are to consider the reinstatement request. Check out GTCC policy, chapter 1.G. for more details regarding account reinstatements.



NOTE: If an account has been closed for no training or not activating, the reinstatement process does not apply. Please proceed with the routine application process.

Reinstatements: Denial Causes



Most denied travel card reinstatement requests are due to the following three reasons: account status is charged off (account went unpaid for 181+ days); low credit score (660 or lower); or account has a remaining balance. Once the GTCC bank denies a reinstatement request, the member is no longer eligible for a travel card. The bank has the final decision in this process. While the bank does not disclose the reason for rejection to us, the member does receive a letter explaining why a new account cannot be created.

At that point the member should secure commercial travel by using the central billed account (CBA), as authorized on orders.

Escheated Funds—Don't Let It Happen

If a GTCC credit balance refund has been returned to the bank as undeliverable, the bank may escheat the funds.

"Escheated" means that the funds have been unclaimed and the GTCC bank accounting will send the check information to the state. There is usually a waiting period of 1 year before the funds are transferred. The cardholder has that time frame to request a stop and reissue request. After the funds have been moved, they need to contact the state to claim their funds. Just another reason for the cardholder to ensure the account address is up to date.



NOTE: If you identify an account credit, you might remind the cardholder to NOT use the ATM to obtain this, but contact the bank directly.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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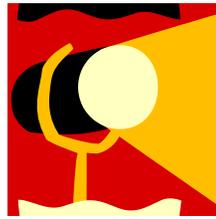
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go Travel Managers!

Ms. Cynthia Tully and CWO Harry Howell- provided support with accessing DA as a travel manager

Ms. Denise Borman- helped work with stranded traveler who was not in her hierarchy

YNC Eric Shipley- inquired on application processing and account status where the expiration date is an issue

Great questions! Thanks for asking.

And keep up the great work!

GTCC and Updated GSA Smart Bulletin 017 - Surcharges

We posted a recent GSA bulletin to the GTCC Website on the [Job Aids page](#), regarding merchant fees that may be charged to a GTCC.

Please communicate with your cardholders to ensure they are aware of the possibility of surcharges when making purchases using credit/charge cards. If a merchant is imposing a surcharge, the cardholder may choose to consider another merchant that offers the same or similar item(s) to avoid paying the surcharge.

Questions regarding reimbursements should be directed to PPC Travel.

Let us know if you have any questions regarding this information.