



GTCC NEWSLETTER

Volume VI Issue VII

AUGUST 2016

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

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

More Travel Policy

JTR Excerpt, Appendix P part 2, B.2: Do I have to use the contract carrier? Won't any airline do? A Federal or uniformed traveler on official business is required to use the contract carrier (as a 'mandatory user') unless a specific contract exception applies. This required use is one of the incentives necessary to obtain airline participation in the city pair program and allows the airlines to anticipate the business volume necessary to offer discounted rates. Choosing not to use the contract carrier because of personal preference, frequent flyer clubs, etc., is a violation of the contract and of Service/ Agency policy and regulations.

Commercial airfares can be highly volatile, so an exception to the mandatory use requirement allows a Gov't traveler to take advantage of any low commercial airfares offered by contract – or U.S. certified non-contract carriers, if the airfares are also offered to the general public. Non-contract airfares that are offered only to a Gov't traveler (sometimes called "DG" airfares) are not included in this exception. When Gov't/ Gov't contracted transportation/CTO (App A1) or in-house services are available, it is still mandatory for the traveler to use those services when arranging official travel

As per Appendix P part 2, D.3.: How can I know that my travel was ticketed using the GSA Airline City pair airfare rate? The ticket shows a three-letter airfare basis code with –CA (Contract Award) as part of it. Airline City Pair tickets are issued using one of the following airfare basis codes: a. YCA = Guaranteed GSA economy/coach city pair airfare which is a highly discounted unrestricted airfare. If the Gov't contract city pair carrier offers a lower cost capacity controlled coach class contract airfare (MCA, QCA, VCA, etc.) in addition to the unrestricted coach class contract fares (YCA), the traveler should use the lower cost capacity controlled airfare when it is available and meets mission needs.

NOTE 1: Personal frequent flyer or mileage reward points use in conjunction with official travel is not a valid reason to request a YCA airfare when a –CA airfare is available. If the traveler elects to use the unrestricted coach class contract fares (YCA) when a lower cost capacity controlled coach class contract airfare is available and the cost exceeds the cost of the lower cost capacity controlled airfare, the traveler is financially responsible to the Gov't for the cost difference between the YCA airfare and the lower capacity controlled airfare. CBCA 1511-TRAV, 7 May 2009.

Contracted Fares

City Pair Program (CPP) fares on the GSA website:

<https://cpsearch.fas.gsa.gov/cpsearch/search.do?method=enter> .

The FY17 contracted fares are loaded and available within the ADTRAV systems.



Prohibited Actions When Booking Travel

Churning: Act of canceling and rebooking the same itinerary, in the same or different class of service, across one or more passenger name records (PNRs) may result in an airline imposed fine. The act of canceling and rebooking is considered churning and is subject to airline fines.

Example: Traveler calls to book air reservation with agent or online. Reservation fare rules indicate a ticket time limit. The ticket is not issued to meet the requirements of the fare.

Impact: Traveler or Travel Arranger requests to book the same flight(s), which may result in an airline-imposed fine.

Churning violations do not apply to CPP (City Pair Program) fares.

Duplicate Booking: Reserving one or more seats on the same flight or different flights for the same time frame, regardless of class of service, may result in an airline imposed fine.

Example: Traveler or Travel Arranger calls and books air reservation with agent, and traveler or Travel Arranger books air reservation online for the same trip.

Impact: Two or more reservation locators are created in the airline system for the same traveler, on or about the same calendar dates, creating a duplicate booking which may result in an airline imposed fine.



Balance Due Reminders

On or about the 5th of each month, we receive a report from JPMC for all accounts with a statement balance coming due. This report is processed and an email notification is sent to every cardholder with an unpaid balance. We have been using this report and email process with GREAT success over the past few years with a ton of cardholder's being extremely thankful for getting the notice. A lot of the comments back from the cardholders reflect that they missed paying something (like the Travel Agent Fee or simply did not calculate the payment amount correctly) or did not know they had a bill due/never got a statement, etc. This report has helped to significantly reduce the CG's delinquency rate. This is used in partnership with the automatic notifications that are sent out to all delinquent cardholders via the JPMC system following the cycle date.

Example – This past month, manual GTCC balance due e-mail notifications were sent to 1,995 cardholders on 5 Aug 16 who still showed within the bank system as having a balance due. The total of the balances due when the e-mails were sent was \$1.62M and at the cycle close the total of the past due balances was \$592K. This data is reported each month to the Flag Officer Corps....and as you can see by these numbers it really works.

Good To Know

Cash Audits: When reviewing accounts for cash audit request, review the account activity before and after the highlighted transactions. The object is to review the account and card use, not just the cash but the whole account around travel periods.

Temp Limit Timing: Our contract with ADTRAV requires ticketing of reservations 5 business days in advance of Travel. So setting the limit a week in advance of travel will normally work...unless there is a holiday weekend involved. Remember also to set the limit back down on the next business day after the TDY period ends.



It's a matter of timing. Travel gets posted to GTCC, the bill comes due and travel either has not commenced or has not ended. Statement is not paid. Account gets past due. Note to traveler: Submit claims timely and use TPAX split disbursement feature.

JPMC Clarified Faxed Application Rejections

JPMC provided clarification on the application rejection process and would like to address why they would verify versus reject the full application back to the Travel Manager (TM).

Certain fields are illegible such as phone numbers, street address, and specific numbers within the SSN or DOB. Normally this is a common occurrence with faxed submissions especially when trying to decipher a number such as 5, 6, 8, or 9 as the font used can be difficult to read. In this situation even when JPMC asked to have the application resubmitted as illegible, the same illegibility issue may occur.

Another issue is occurring when an application is marked Unrestricted Spend Limit and the credit bureau report for TransUnion must be pulled. Issues seen include the credit bureau indicates 'no subject found'. In this case the SSN was not recognized. Due to this, a verification email will be sent to the TM confirming the correct SSN was provided. If the TM responds back indicating YES then the application is processed with a restricted limit. If NO, then our application process is closed and a reject email is sent asking to correct and resubmit the application. JPMC states they have seen applications for different cardholders that reference the same SSN. While this does not occur frequently, it does happen and the process would be to validate the information provided is accurate.

If the credit bureau returns a DOB or surname mismatch and in some circumstances the address may come up invalid, this would also result in a verification email as they must confirm this is the correct person.

Per JPMC, what would be helpful is when the application is faxed, use a larger font size which would alleviate the illegible fields. Secondly in cases where an application was completed incorrectly and requires correction, a reject email would be sent asking to resubmit for processing.

So, if an application form must be resubmitted to JPMC for correction or clarification, be sure to protect the card applicant information being sent. Do not release the PII contained in the form. Be aware what you are emailing and protect the information accordingly. Use the fax for sending applications before hitting reply and potentially releasing PII.

Avoid all this anyway and use the online application processing which results in a new account created within 3-4 days and a new card in hand within 7-10 days. Using the online application process is the primary method to obtain a travel card and there are far fewer errors in this process.

Application Memo Endorsement Authority

The GTCC instruction states under commanding officer responsibilities that "Ensure applications are prepared by cardholders using the template memorandum and include all required forms as detailed on the GTCC website at www.uscg.mil/psc/bops/govtrvl/ before endorsing requests for GTCC accounts." The application instructions on the web state - "2. Obtain written command endorsement" and the template memo indicates - COMMAND {supervisor w/ by direction authority signs here} with a huge note: The application process requires both the memo and the application to be signed by someone in the applicant's chain of command who has been delegated "by direction" authority to sign. Per CIM 5400.7F Commanders, Commanding Officers, Officers in Charge, and management officials at Headquarters and in the field should periodically review (every two years) the specific extent of delegated authority within their commands or assigned areas. Where additional delegation of authority to subordinates is warranted, it is incumbent on the Commanders, Commanding Officers, and managers to initiate those delegations. Delegate authority in writing, to an organizational title or position (as opposed to an individual except when it is specified in law or regulation), specifically stating any restrictions or conditions, such as the type of action which requires higher level approval. Copies of letters or documents delegating authority should be kept on file with the organization which approves that delegation and be readily available for reference if so requested.

CG Portal and GTCC

Check your CGPortal site to verify it refers travel and travel card information to the GTCC site (<http://www.uscg.mil/psc/bops/govtrvl/>) instead of locally stored information. The GTCC site is kept up to date with the latest travel and GTCC news along with travel information and resources.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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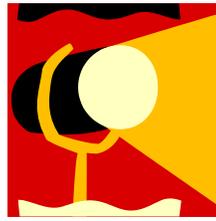
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

CWO Jannessa Botts & YNCS Brian SPINA: helped to work through issues with the Travel Manager Tool. Check out this tool on the Travel Manager page of the GTCC website.

YN1 Terrence Cruz: how soon should a card limit be increased prior to travel? See Good To Know section.

YNC Lindsay Taylor: when identifying a cardholder out of her hierarchy, she used CGBI to find the ATU then used the travel manager roster to get support for the cardholder. Great use of resources.

Great questions! Thanks for asking.

Keep up the great work!

Travel Card Reinstatements

A travel card account reinstatement is appropriate when an account has been closed for delinquency or card misuse. When an account is closed for non-activation or incomplete GTCC training requirement, the routine application process applies.

The reinstatement process is outlined in the GTCC instruction, Chapter 1.G. with templates posted to the [GTCC website](#). Account delinquencies may be immediately eligible for reinstatements, unless the closure was due to insufficient funds (NSF). Account closure for NSF or misuse shall not be considered for reinstatement until after 3 yrs.

Documents required for reinstatement include the following: command endorsed recommendation memo with detailed reasons for account closure and disciplinary actions taken, cardholder agreement, credit release authorization, paper card application form, and GTCC training transcript. This process requires a complete account history audit. This process cannot be requested RUSH. Once the reinstatement package goes through processing and reviewed, the final determination of account reinstatement is made by the travel card bank. If an account is rejected by the bank for reinstatement, the reason is typically due to a credit score below 660. The bank does not disclose to us the reason for a rejected reinstatement.

