



GTCC NEWSLETTER

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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.

NEW GTCC APPLICATION FORM

The new GTCC Individually Billed Account (IBA) application form is now loaded on the [GTCC website](#). The new form is included with the paper and reinstatement process packages. This new form is required use by 3 Feb 14. This form is very different from what we are used to. Please look it over carefully. Be sure the instructions included in the package are used to complete each section of this new form. We ask you to reach out to your commands to see if any existing applications held on the unit's portal page are no longer valid. Unit portal sites should not hold GTCC forms but should make reference to the GTCC site. These documents frequently change but are kept up to date on the [GTCC website](#). The existing forms will not be accepted by the bank after 3 Feb 14. That includes any packages currently in the routing process. If you have questions on when to submit a paper application using this new form, you can refer to the GTCC website [application instruction](#) on the [Travel Manager page](#).



TRAVEL MANAGER TRAINING



Your GSA A/OPC training access has changed. Your username for the logon to the GSA Training Site has been changed from your e-mail address to your CG EMPLID. Your e-mail address will no longer work. This change will ensure we can connect you to your training certificates and not have to deal with name changes which affect e-mail addresses. GSA has modified their registration process to direct new registrants to use their EMPLID if available. If you want to test the logon, the [GSA training site](https://training.smartpay.gsa.gov/) is located at <https://training.smartpay.gsa.gov/>.

Also, please ensure you stay current on the DHS Travel Card Training course contained within the Learning Management System. Like the GSA training this is required every 2 years. If your training is expired, you may risk losing your travel manager privileges in PaymentNet and with JPMC. Once your access has been terminated you would need to go through the designation process again, getting command endorsements and all that goes with it per the GTCC website process for getting initially designated as travel manager. If you have any issues please let us know.

Monitoring Credit Limits



While the DHS mandated holiday limits period has passed, the need to comply with [CIM 4600.18](#) still remains and requires that commands shall "Ensure individuals assigned to the command have the appropriate GTCC credit limit. Individuals that anticipate traveling less than five times a year, that have been approved by the command to maintain a GTCC, shall have a credit limit of \$1 and the limit shall only be increased to accommodate authorized travel." We will continue to provide updates to the Account Cycle Activity with High Credit Balance Report for your review. Travel Managers should maximize the use of temporary credit limits, especially for personnel who are departing on PCS orders. Travel Managers are reminded that setting permanent limits for "just in case" situations does not meet the requirements of [CIM 4600.18](#). In lieu of this, please ensure your cardholders are aware of the [JPMC Stranded Travel Policy](#) available to assist with credit limit adjustments when the cardholder cannot reach their Travel Manager. This is what travelers like aircrews should be doing for the unexpected situations where they get stuck someplace while they are on approved travel orders.

Who is the POC?

While we appreciate your lowering limits, we have seen an increase in stranded traveler calls where the member was not able to make arrangements due to the limit reductions. As we reduce credit limits, we want to ensure our cardholders are aware what they need to do when they receive travel orders. Once they receive orders, they need to contact you (the local Travel Manager) to have their credit limit temporarily increased for the duration of their travel. It is important they know who their GTCC POC is. Note - Temp limits should be set to start 7 days prior to any travel requiring airline tickets since per our contract with SATO these will be ticketed 5 business days prior to the departure date. If a cardholder does reach out to the bank when the GTCC declines, the limit set by the bank will be a permanent limit. The GTCC bank system, which is different than PaymentNet does not have the ability to set temporary limits. These stranded traveler updates and emails should prompt you to make the necessary changes and update the cardholder's account with a temporary limit increase.

GOOD TO KNOW

SATO will soon be changing the online booking tool GetThere URL address. Stay tuned for more information and updates on this. Updates will be posted on the [GetThere site](#) and addressed in an upcoming ALCGPSC message.

Mark your calendar! February Webinar/PaymentNet Refresher training will be available on the following dates: 2/6, 2/13, 2/20, and 2/27. Check out this training handout for course topics.



Next PaymentNet Release scheduled for Friday, Jan 31 at 1800 EST. There will be an outage with this release and will mainly affect the west coast. The outage is scheduled through Sunday, Feb 2. See PaymentNet Release 12.0 for more details.

How to process an MCC Override

Back in the [April 2011 newsletter](#) we addressed the question "Should I override an MCC" and the requirement for retaining documentation to support your decision. This article discusses the actual process of overriding the merchant category code, (MCC). The process for overriding an MCC can be managed by you the Travel Manager. The process entails calling JPMC with your Verification ID number or e-mailing them. You need to provide JPMC with the cardholder first and last name, and last four of the account. You also need to provide the Merchant Name, MCC and amount of the transaction for which the override is requested. Next you or the cardholder needs to contact the vendor to have them call 888-685-2896 BEFORE processing the transaction. Some vendors may state they will not contact the bank. However, they must if they want the transaction to go through since this cannot be done by the cardholder. Note - These overrides only last for 5 business days so if the vendor does not run the charge within that period you need to do it again.



Have You Seen the Cardholder Agreement?

Are looking for the member's signed Cardholder Agreement and it isn't in the PDR? Not to worry too much. The [GTCC Cardholder Agreement](#) posted on the [Job Aids](#) site may help. Read it carefully and you may just find what you are looking for. This agreement is sent with every new or replacement card and includes the following statement which is useful when dealing with any disciplinary investigations: **"BY ACTIVATING, SIGNING OR USING THE CARD AND/OR ACCOUNT, YOU WILL BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, CUT THE CARD IN HALF AND RETURN THE PIECES TO US."**

Device Registration and PassPhrase Changes



With the next PaymentNet release on January 31, we will soon notice a change in the way we log into the GTCC bank system. In an effort to help protect the agency's sensitive information, PaymentNet will use additional levels of security when logging in and when retrieving a forgotten passphrase. Starting towards the end of March, all users accessing PaymentNet will be prompted to authenticate their device. This process is referred to as Register Your Device and will require a valid email address tied to the PaymentNet user ID. Additionally once deployed in March, all users will be prompted to respond to security question when initially logging into PaymentNet. The answers provided will only be required when using the self-service option to recover a forgotten passphrase. Users can access the My Profile icon to change answers and select different questions. We are working on getting the complete details and new job aids/user guides/placemats from JPMC to help with the communication of this change. In the mean time working on ensuring everyone has a valid e-mail address is a critical requirement to making this be transparent to our cardholders. To update an email address in PaymentNet, access the Employees/Manage/General Information screen. Cardholders can also access the My Profile icon and update their own email address.

Keep a watchful eye on the PaymentNet Welcome Page and for more details soon to come from the GTCC program.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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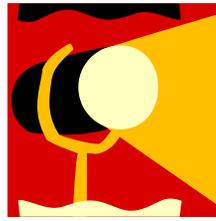
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

YN2 Chance White-informing us of potential GTCC fraud attempts

Ms. Susan Matsudo-suggesting newsletter article

YN1 William Holcomb and Ms. Janelle Holtz-identifying an account where the cardholder was not actually assigned to the location but in a totally different hierarchy. This proverbial tip of the iceberg was determined by CG-631 to be a system issue within Direct Access associated with reprogramming of billets that was affecting 128 personnel CG-wide. The timely reporting of this issue led to timely corrective action.

And keep up the great work!

FRAUD ALERTS



We recently received notice that DOD-CitiBank GTCCs were being hit by fraudsters. While we have not had any notice that this has impacted JPMC and our GTCCs, we still want you to be aware of any possibilities.

DOD-GTC Cardholders have reported receiving text messages from 19014140142@VTEXT.COM informing them of suspension of the card unless certain information is verified such as full account number, CVC, last 4 of SSN, and 4 digit PIN. This is not an official bankcard message and Cardholders are advised not respond to the request for information.

Please note that this phone number has been taken over by the Federal Trade Commission and now has a pre-recorded message indicating that callers may have been involved in a phishing attack. Additional information is then provided to advise callers of what these attacks are and how to prevent themselves from potential fraud.

Remember that valid professional organizations will never request private information or credentials via e-mail. Be wary of e-mails asking for log-in information or your Social Security number (SSN)/Tax Identification number (TIN). Never click on links in e-mails promising large sums of money as it could lead to viruses/malware being installed on your computer without your knowledge.

On occasion, VISA may identify potential fraud and notify JPMC. When this is done, JPMC will reach out to the cardholder to ensure they are not on travel before issuing a new account. Just another reason to have current contact information in PaymentNet.