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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

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

Why Am I Getting Delinquency Alerts?

A delinquency alert is sent to all travel managers within a hierarchy whenever a cardholder's account becomes 30 days, 60 days, 90 days, or 120 days past due. These alerts normally are sent out by the bank system when the cycle changes (12th of the month). But why do you sometimes get them off-cycle or multiple alerts for the same cardholder at once?

Answer #1: Any time a partial payment is made, this will trigger the bank system to resend the alert message(s) for any amount that is 30, 60, 90, 120 days past due.

Answer #2: Any time a payment is returned as Non-Sufficient Funds (NSF), the bank will resend the alerts for any amount that is 30, 60, 90, 120 days past due. In this case, greater attention is needed by the Travel Manager to help prevent the member from repeating the error which will result in account closure by the bank. Please see page 4 of the November 2013 newsletter.

Any time you get these delinquency alerts and they are not for someone at your unit or subordinate command, you can disregard the message. If they are at your unit or subordinate command you should review the account to see where they are using the card and compare the information to their travel orders/claims in TPAX. If the member is using the card locally or otherwise when not in an approved travel status or for expenses that are not otherwise reimbursable travel expenses, the member's chain of command needs to be notified and an investigation needs to be initiated. Alternately, if the member is just delinquent, the member's supervisor needs to be notified. In either case, the chain of command should review tables 3-1 and 3-2 on page 1-12 of CIM 4600.18 for the required minimum command actions.

ADTRAV Fee Declines

We have been seeing a lot of cardholder declines due to insufficient credit limit when travelers are making hotel or car only reservations with ADTRAV. Please note that hotel and rental car reservations that do not include air are charged a non refundable $4 service fee immediately upon making the reservation. Reservations that include air are charged the service fee when the airline reservation is ticketed which is normally 5 business days in advance of travel unless the specific fare selected is not a CA/YCA or DG fare and requires immediate ticketing. To help prevent impacts to our travelers, we will start sending out notices to the local travel managers with a copy to the cardholder when we see these declines requesting that the Travel Manager verify that the member has orders for future travel and to review the account to correctly set the limit to allow this charge to process.

PCS and Hierarchy Moves

It happens this time every year. As members move, so does their travel card account. However, not necessarily at the same time. The travel card hierarchy is assigned based on the cardholder's ATU (administrative target unit). These are found in the first two numbers of the unit OPFAC. For instance OPFAC 17-20270 is AIRSTA Kodiak. The ATU is 17. When reviewing the travel manager roster, you can identify the travel managers by ATU 17. A cardholder will remain in a hierarchy until DA is updated after the member has checked in. Once DA is update, it may take 7-10 before you see any change in PaymentNet.

If you are not able to identify the cardholder in PaymentNet and need account support, please reach out to ANY travel manager in the cardholder's hierarchy of the former unit.

At our busiest travel time, customer service is key to help our cardholders. Customer service for travel cards means assisting cardholders who may not be local to you but are in your hierarchy. You should request travel orders prior to making any account adjustments and follow through by sending an email to the new local travel manager for the account.

Two Travel Cards-One Cardholder

A CG reservist may be employed by another government agency. That agency may also use JPMC as the travel charge card bank. Both paper and online applications have an indication that the card applicant will mark as RESERVIST. Once submitted, JPMC will mark a CG travel card as a 'reserve' account which allows the cardholder to obtain a card with their full time agency. We use this same process when an active duty member gets PCS orders to go another government agency and they need a travel card from that agency in addition to their CG GTCC. If you have identified someone like this….just give us a call and we can explain the process.

Good To Know

TSA Pre-Check Requirements: Do you have a cardholder or traveler that is having problems with the TSA Pre-Check Program? If so, please refer them to our website at http://www.uscg.mil/psc/bops/govtrvl/Traveler/default_Traveler.asp#TSA_Pre-Check_Program for specific program issues that they need to verify to ensure they are set up correctly.

Cash Advance Audits: We are required to perform internal controls on our gov't travel cards. As such, we generate a query for card use with cash advances. The baseline for this report is 10 withdrawals or $1000 in cash in a month. This criteria is not policy and does not imply misuse. This is just a guide used to perform internal controls. However, cardholders that meet this criteria should be reminded of proper card use IAW CIM4600.18. Use the card wherever possible.

Does Split Disbursement Work?

Maybe you have heard using the split disbursement feature when filing travel claims doesn't help to pay the travel card. On the contrary, this is a very effective tool to help pay the GTCC and helps reduce delinquency rates. As an example, during the week of 6/13-6/17, FINCEN processed 595 TDY claims (doc 11) and 56 blank travel (doc 13) claims for GTCC split pay. The total amount of these 651 claims paid to JPMC for travel cards was $657,969. The average of this split pay to the travel card was $1010.70.

As soon as a travel claim is disbursed to the traveler, the split pay portion of the travel claim is sent directly to the travel card. This saves days of payment turnaround time. Instead of the traveler receiving the claim then making a separate payment to the bank, TPAX will send the designated split amount directly through Treasury to the GTCC bank. Any overpayments can be requested directly to the bank to issue a credit balance refund check. When travel claims are submitted and processed timely, with the use of split disbursement, travel card delinquency can be significantly reduced. So we encourage you to promote this split disbursement feature in TPAX.

Unlocking Online Access

Were you aware you can help your cardholders as well as other travel managers in your hierarchy if they are locked out of their online account? There is no need to contact the bank to help unlock an account.

To do this, just follow these steps: Go to Employee/Manage to access the cardholder information. Select the User Access tab. Remove the login disabled check, reason and disable as of fields. Save.

If you need to help someone reset their passphrase, the screen access is the same. In the User Access tab, click the hyperlink Change PassPhrase. Next, enter your passphrase (that you sign into PaymentNet with). Now create a new passphrase for the cardholder. Save. Once this is done, the cardholder should be able to access their online account and reset their passphrase.

Helping the cardholder help themselves helps everyone.

New Travel Manager?

If you are a new travel manager, we invite you to reach out to us for questions and concerns regarding card use and PaymentNet reporting. Don't be offended if we don't answer your questions directly but send you on a hunt for the answer instead. It's that ole adage of teach a child to fish… Our objective is to show you where to find answers so you can, in turn show others how and when to properly use the travel card and provide your command with the travel card reporting requirements.

Now that you are set with travel card systems access, be sure to let your commands know you are accessible to assist cardholders with limit, account profile updates, reviews and audits.

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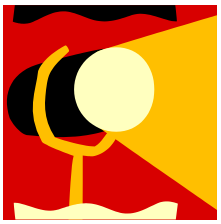

In the Spotlight

Way to go Travel Managers!

CWOIsaac Mejia and YNC Wilmarie El Amin: inquired about PaymentNet access to assist a locked out cardholder. See the related article on page 3 of this newsletter.

YNC Kathryn Layman: questioned GTCC use in local area for shuttle rental for invited guests or dignitaries. Great question!

Great questions! Thanks for asking.

Keep up the great work!

Frequently Asked Questions

Also knows as FAQs. Handy tools to help answer commonly asked questions. The GTCC website has a list of FAQs for you and the cardholder to utilize. Currently our list of FAQs consists of the following:

DHS Cardholder FAQ

Leave In Conjunction with Orders FAQ

Car Rental FAQ

Stranded Traveler Policy

Selecting Airfare FAQ

Credit Score Process FAQ

Credit Worthiness FAQ

Why Use ADTRAV FAQ

Feel free to let us know if you have ideas or input to add to this list of tools.