



GTCC BULLETIN

Volume VI Issue III

March 2016

References

- COMDTINST 4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

Inside this issue:

ADTRAV-New TMC	1
Calling ALL Travelers	1
Travel Billed to Order	2
We Want Feedback	2
Good to Know	2
Filing Civilian Applications	3
Customized GTCC Reports	3
Update PNet Banner Page	3
In the Spotlight	4
DHS Post Payment Audits	4

ADTRAV-the New TMC

In case you haven't heard, we have a new Travel Management Contractor (TMC), ADTRAV based in Birmingham, Alabama. ADTRAV uses a proprietary program known as RezDesk as an overlay to GetThere for online travel arrangements. For all travelers, the RezDesk system should be the first stop when making travel arrangements to ensure the traveler's profile data is complete and current. This should be done before travelers who are traveling on the CBA use the full service option or on their GTCC use the Book Online/GetThere option. Whether booking online or directly through ADTRAV customer service, use of the TMC is mandatory for all official commercial travel and car rentals reservations.

This TMC change does not come without challenges. Several messages have been issued regarding the progress of this transition. [ALCGPSC 034/16](#) issued on 3/10/16 covers the following topics: hold times, logon issues, profiles and missing data, new employees, GTCC credit limits, CBA language and more.

Technical issues involving access to the RezDesk site and GetThere appear to be CG security related issues. Errors may be a single sign on message or a security error. In some case, deleting and resaving the travel links may resolve the issue. If you have a traveler who is still having difficulty accessing the travel site, they should submit a CGFIXIT ticket. This will help raise awareness of the scope and impact of the problem. While the CSD and ADTRAV are both working this issue, there are two work arounds that may work....first travelers should try logging into TPAX and then while TPAX is open connect to the RezDesk System and it should work. Alternately, travelers can log directly into GetThere without going through RezDesk as a work around using the below link. Travelers will need to use the forgot password option...username is USCG-EMPLID.

<https://wx1.getthere.net/DispatcherServlet?requestType=logining&site=govadtrav>

Per discussion with CG-1332 (Travel Policy shop of the CG), ADTRAV should only be issuing tickets for coach/economy class reservations unless the required approvals are in place. However, if a traveler wants to use frequent flier miles, etc. to upgrade the ticket, this needs to be done after the reservation is ticketed and not during the reservation process with ADTRAV. Upgraded travel is required to be reported to DHS monthly. Refer to [CIM4600.17A](#), CGS-JFTR for details on the premium class travel authorization process.

Updates on this transition are distributed as needed.

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.

Calling ALL Travelers

The [GTCC website](#) is not just for travel cards, but also for travelers whether they hold a GTCC or not. Here is a sample of some of the travel information posted on this site:

- ◆ Leave In Conjunction with Official Travel FAQ
- ◆ Car Rental FAQ
- ◆ How to Arrange Group Travel (more than 10 travelers)
- ◆ How to Arrange Travel and Selecting the Right Airfare
- ◆ Manuals and Messages
- ◆ PCS Travel Considerations and Alaska Marine Highway System (ferry reservations)

Travel Billed to the Order



It is important for the travel order to specifically indicate the use of the central billed account (CBA) is authorized when making travel arrangements with ADTRAV. When the CBA is used as the form of payment, the self service online booking engine cannot be used. Travel orders must include authorization to use the CBA within mode of travel or remarks section (i.e. Gov't Procured Transportation Tickets (GTA), Gov't Transportation Request (GTR), Government Procured Transportation, or CBA use is authorized).

In addition if the ALC's, CG YARD, or CSC's CBA is going to be used, then the travel orders must have the last four (4) digits of the respective CBA noted in the remarks sections otherwise the charge will be applied to the main USCG HQ CBA. Any handwritten amendment to the orders pertaining to the authorization of the CBA use shall include the Approving Official's printed name and signature with the amended text.

Orders must be received by ADTRAV in order to ticket the reservation.

We Want Feedback

Be sure to let your travelers know they have an opportunity to report concerns, issues and positive experiences with the new TMC, ADTRAV by completing the FEEDBACK form posted at http://www.uscg.mil/psc/bops/govtrvl/Forms/default_ADTRAV_FEEDBACK_Form.asp.

This is important to help identify areas of improvement as well as help resolve technical issues that may arise. It's helpful to indicate as much detail as possible to ensure we can respond to the concern without further delay of additional questions.

While this transition has had its bumps, this feedback will help smooth the road for a better travel arranging experience.



Good To Know

- ◆ Is the fax number for the paper GTCC application not working? Check with your local IT shop to ensure the 844 prefix is listed as authorized.
- ◆ While ATM and cash advance fees are not reimbursable to uniformed members per JTR, these fees are still reimbursable to federal civilian employees under the FTR.
- ◆ Check out airline city pair fares at <https://cpsearch.fas.gsa.gov/cpsearch/search.do?method=enter>. Or when logged into RezDesk, check out the informational slides Training and Contract Fare Links. This may be helpful when projecting travel expenses.



Filing Civilian GTCC Applications

CIM1080.10(series), PDR Manual requires GTCC application documents to be filed in the uniformed member's PDR. What happens with the civilian or other agency employee application documents?

DHS requires the GTCC program to retain all application files. Civilian and other agency GTCC documents are retained at our HQ site for audit purposes and retention requirements. All GTCC application supporting documentation shall be forwarded to ARL-PF-CGPSC-GTCC-Applications. The file name should be in the following format: LASTNAME-EMPLID. The file will contain the GTCC paper application form, endorsed request memo, GTCC GMT and signed cardholder agreement. The email should indicate the documentation is for file retention only and not for online application processing. It is also helpful to further explain the card applicant's agency, such as USN chaplain or NSA agent.

All online application process documents are already retained. There is no need to resubmit application documents that have been submitted for the online process.



Customized GTCC Reporting

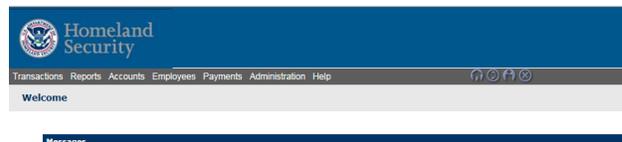
Were you aware you can customize your travel card reports in PaymentNet? This can be done by selecting an existing report, making changes, changing the report name (recommend appending your initials) and then saving the report. For example, if you want your cardholder profile report to show only open accounts, you can change the criteria. Give the report a new and unique name and save. You may want to create your own declines report which might help with travelers who failed to request a limit increase. Choose the existing declines report, change the criteria field to Date, change the operation to Is Relative To and change the Value range and Last Days, entering a number. You can schedule the new report to run automatically so you don't have to routinely request it. Once you give the report a new name and process it, you can save it.

Now you have saved yourself a lot of time editing routine reports to help meet your reporting requirements.



Update the PaymentNet Banner Page

The banner page in PaymentNet is the welcome page that cardholders within your hierarchy see when logging into JPMC for online account access. You can check out what's on your banner page by logging in as a cardholder. Now you can check if your contacts are up to date. If not, it's an easy fix by your hierarchy Primary Travel Manager. The Primary Travel Manager can edit the contacts, banner, and greeting pages by going to Administration/Hierarchy/Settings/. The Greeting page can list all the travel managers for your hierarchy. The Contact page can be for the primary and secondary travel managers.



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REMEMBER * ALWAYS PROTECT PII

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In The SPOTLIGHT

Way to Go Travel Managers!

Ms. Donna Fuchs and YN1 Tammy Walch-assisting with troubleshooting RezDesk/GetThere security issues

CWO Michael Talley-identified contact discrepancies on the PaymentNet banner page

YNC Jillian Pope-identified an issue with local phone lines where programming was needed for the GTCC fax number 844 prefix

YNC Kristina Hewitt-inquired on rental car accident support and available resources for assistance

Thank you for your support in this program.

Keep up the great work!

DHS Travel Card Program Introduces Post-Payment Audit

The following is an article from a recent DHS newsletter.

As part of the DHS Bankcard Oversight Plan, the Financial Management Bankcard and Review Branch (FMBRB) has initiated monthly and quarterly post-payment audits for the Travel Card Program. The Fleet Card and Purchase Card Programs already perform monthly post-payment audits and the results of those audits are shared in the *FM Newsletters*.

FMBRB demonstrated to Component travel card program coordinators the post-payment audit procedure January 6. The following week, the first monthly cases were initiated using data mining and reporting tools available from our servicing bank's electronic access system. FMBRB took judgmental samples using the *Cash Withdrawal With No Associated Travel* rule. The bank's system provides industry-standard, predefined rules for effective card program management along with the capability to create and customize filters and rules specific to DHS's needs.

FMBRB also drew predictor samples. The bank's system uses advanced analytic techniques to provide managers with predictive capabilities of card misuse and abuse and to identify the newest areas of risk and vulnerability. The system leverages Visa's expertise in fraud-scoring to provide users with a view of atypical transactions that may warrant closer review.

FMBRB will draw judgmental and predictor samples each month except for months when quarterly samples are drawn. Each quarter, statistical samples will be drawn to provide a random set of transactions for review.

The bank's system provides an automated workflow to validate the transactions that have been selected for review. The system is designed to help users implement appropriate controls to ensure proper use of credit cards.

The travel card post-payment audit pilot period will last through April with up to 15 transactions chosen for each month. After the pilot period, up to 45 transactions for operational Components and up to 20 transactions for support Components will be drawn.

So stay tuned for more audit requests to come your way.