



# GTCC BULLETIN

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## References

- COMDTINST 4600.14B
- JFTR, U2015
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC

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## GTCC

### Travel Charge Card Web Page

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

## HIERARCHY RESTRICTURE



The proposed hierarchy reengineering proposal decision memo has been approved by CG PSC and is pending approval by CG-1. Once approved, we will be requesting new designation letters for all coordinators that will support each ATU. If you expect to be reassigned, please ensure your GSA [SMARTPAY 2 Government Travel Charge Card Coordinator training](#) is up to date (if older than 2 years plan on taking it again).

In the meantime we have been working on cleaning up our accounts by:

- Removing ~200 records without an account or employee role assigned to them;
- Assigning cardholder role to over 1,000 employees who have an account but no Paymentnet access;
- Reassigning over 2,000 accounts where the account hierarchy was not the same as the employee hierarchy; and,
- Removing 5,385 employee accounts where the employee is no longer a member or employee and the account has been closed.

When the change is approved and implemented

the following rules will be used for assigning roles and USERIDs. This construct for assigning USERIDs and roles will provide us with a standardized way of entering and reporting information. In addition, by creating a separate USERID for the OPC function we are improving our internal controls over changes to cardholder information.

USERID = EMPLID (1048431)

Role1 = Cardholder (new Hierarchy)

Role2 = Cardholder (old hierarchy)

Role3 = Auditor (if no OPCTravel role)

USERID = First Letter of last name + EMPLID (R1048431)

Role1 = OPCTravel or Program Administrator (31100)

Role2 = OPCTravel (CBA), Auditor or Program Administrator (93100)

Role3 = Auditor

If you have any comments or suggestions, please feel free to forward them along.

## Cardholder Profile Update

With PaymentNet enhancements on the horizon, you will soon have the ability to generate delinquency emails automatically to your cardholders. Therefore, it is critical that email addresses are correctly loaded and maintained in the cardholder account screen. With your help, we can notify the cardholder well in advance of any negative delinquency

reporting. The cardholder will now receive late payment notices from the bank, from the program manager's office and from you, the coordinator. We encourage you to take a proactive step and update a cardholder email account when you see that this field is blank or incorrect. Please ensure that the primary email is the **@uscg.mil** address, even for reservists.

# GTCC-CBA and Air Travel

When PCS travel is not direct between current and new duty stations to accommodate leave en route, unique challenges for the member and their family often are created such as in the scenario below:

Scenario - Member is ordered PCS from current permanent duty station (PDS) to DC. Orders state mbr and depns authorized GTR fm current PDS to Chicago NTE the constructed cost of GTR FM current PDS to DC.

1. The orders conflict with the JFTR (U2515) and the TMC/SATO contract which prohibits SATO from issuing a CBA ticket for leisure travel in conjunction with official travel. U2515 LOST/STOLEN/UNUSED TICKET/GTR REIMBURSEMENT, Note 2 - A GTR may be



issued and used only for official travel. A GTR must not be issued or used for personal travel regardless of the reason, even on a reimbursable basis.)

2. Traveler cannot use their GTCC for the purchase of tickets if the PCS duration exceeds 15 days per COMDTINST 4600.14B.

3. The GTCC shall not be used for the family's tickets since it is not authorized for use for anyone other than the cardholder per COMDTINST 4600.14B.

4. Traveler cannot use the contract city-pare airfares which are limited to official travel only. If personal travel is taken in conjunction with official travel, the contract city-pare airfares cannot be used for that portion of the trip since that travel is personal. City-pair airfares cannot be used to and/or from an unofficial point (such as a leave point).

5. Reimbursement will only be for the contract cost of the flights between current and new PDS.

The key to the above, is ensuring that the member gets properly counseled BEFORE making their travel plans and potential violating policy and/or incurring significant personal expenses.

## When a GTCC **WILL NOT** Be Reinstated

As GTCC Coordinator, part of your responsibility is to review accounts when a card reinstatement request comes across your desk. This request must be initiated by the cardholder. In addition to the required GTCC training, the enclosed package must also be submitted.

However, requests will not be approved if you identify the following: **1)** expenses not directly related to official travel (misuse); **2) two** or more attempts to pay account balance with insufficient funds; **3)** unpaid balance reaches 181 days past due; **4)** the bank wrote off the balance as an unrecoverable debt; or **5)** the account has a current unpaid balance. The entire account history

must be reviewed prior to making your recommendation.

The cardholder and command should also be informed that the GTCC bank has the final determination on the reinstatement request. Also, reinstated accounts will normally be established by the bank with a permanent credit limit of \$2 which shall only be temporarily increased by the coordinator for specific travel durations.

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

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### CREDIT LIMITS

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There are a few things to consider before making changes to a cardholder's credit limit.

- Has the account been activated? NEW card status will identify an unactivated card. Cards that have not been activated do not work and cardholders must activate the NEW card prior to a

credit limit increase.

- Is a permanent increase appropriate? Is the cardholder a frequent traveler?
- Has this account been reinstated? Look at the Account Notes.

- Look at how long is the TDY duration is to determine the length of the temporary increase.



- Is the limit request over \$9999? If yes, obtain the CO's approval for the increase and then contact us for processing the limit increase.

# Is it a Conference or is it Training?

The DHS and GTCC travel card instruction are clear on the matter of using the GTCC for paying for conference fees. Although these fees may be authorized official Government business expenses, they are not reimbursable travel expenses and use of the GTCC to cover registration fees is prohibited, if the conference is for training.

This information has been published in the Federal Register as an amendment to the Federal Travel Regulation (FTR). It clarifies when travel should be attributed to attendance at a conference or whether it should be considered part of training.

The definition of Training:

- The process of providing for and making available to an employee, and placing or enrolling the employee in a planned, prepared, and coordinated



program, course, curriculum, subject, system, or routine of instruction or education, in scientific, professional, technical, mechanical, trade, clerical, fiscal, administrative, or other fields which will improve individual and organizational performance and assists in achieving the agency's mission and performance goals.

As a coordinator, in order to determine if the charge is valid, investigate the cardholder's request. Call the conference directly. Review conference details from a website. If training is involved, the registration fee shall not be charged to the GTCC. The cardholder must go through unit procurement processes to secure the registration.

If the conference or registration fee is not for training, the GTCC may be used to secure registration fees. An example would be a conference fee to pay for a programmed meal during the conference.

## Should I Override a MCC?

Please be cautious when a member or vendor requests a bank override (request) for MCC code that is rejected. There are reasons behind the blocks. Walk through and document your decision process so when asked, you can explain the reasoning you used based on your understanding of policy you used to confirm appropriate use of the card for a specific purchase.

Examples:

- A vendor requested a Merchant Code override in order to assess a training course fee.
- Members were told they could pay for Exhibit Booths at a conference with their IBA

- The vendor lists the incorrect MCC for the purpose of the charge. (restaurant or hotel has an education MCC)

Keep in mind, a note on the Travel Orders do not serve as a waiver to GTCC policy. If you are unsure of a charge, research JFTR, FTR, DHS Travel and COMDTINST 4600.14B.

The question to ask is if the charge can be claimed and reimbursed

on a travel claim settlement. Expenses such as exhibit booth fees, training course fees or similar items that may be valid official Government expenses may not be authorized travel expenses. These non-travel expenses need to go through the acquisition process.

If at all unsure about a MCC override, don't hesitate to contact our office.

*There may be instances when a necessary transaction does not go through and the cardholder needs an override.*

## Reporting From PaymentNet

PaymentNet reports run end of cycle or on a regular basis will help you with your responsibility to help your cardholders and command manage card use and delinquencies.

If you are new to the GTCC coordinator world or just don't request reports too often from PaymentNet, here are a few tips.

The following reports should be run on a regular basis:

- **45 Day Report**
- **Decline Report**
- **Delinquency with Current Balance**
- **Transaction Detail Report**
- **Cash Advance Report**
- **Unusual Activity Report**

You can edit the report criteria in PaymentNet by selecting the criteria "is" or "is not equal to" function. You can exclude lost/stolen cards from your report this way.

You can also set your reports to run automatically.

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*REMEMBER \* ALWAYS PROTECT PII*

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**GTCC TRAINING PORTAL ACCESS**

In the event that you have cardholders who need to complete the required GTCC training and do not have access to a CG Standard Workstation (Reservists, CG Liaison Officers, Grad School Students, etc.), an email was forwarded on 3/29 from the CG-6 community that provides the required action by the member. They now can get the access per the below. They can call and have a card-reader and software sent to them. The

OSC Help Desk is available to assist with the install of the software or turning your CG account back on if they had it disabled (common event with grad students). Also, it has been confirmed that there will be no charge for the CAC-RAS (normally it is \$500 per year). So, now they can complete all of their required military training that they have been missing out on.

## **GSA SmartPay2 Training Conference**

It's that time again to consider attending the annual GSA SmartPay2 Training Conference. This year's training will be held in Las Vegas, NV from August 15-18.

Details can be found in ALCGPSC message 054/11.

Also, please note that we intend to distribute the TONOs across the hierarchies to ensure each organization is afforded the opportunity to have a coordinator in attendance. After that, the criteria will be based on the date the completed request is received.

