



GTCC BULLETIN

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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

Inside this issue:

5200 Account Closures	1
TM Account Maintenance	1
Service Oriented/Help	2
Stranded Traveler	2
Good To Know	2
General Reminders	2
Application Stat Graph	3
Application Statistics	3
Charter Flights and GTCC	4
When is "Past Due"?	4

Accounts Closed for Non-Activation

5200

That's right, this month we closed over 5200 GTCC accounts for not activating their travel cards. For some cardholders, this seemed to come as a surprise, but we have sent three reminder emails to each of their unique addresses in PaymentNet, DA, and the global address list over the past 9 weeks recommending cards be activated or risk having them closed. These accounts were closed on 8/13/12. You will see notes in the Account tab, notes section in PaymentNet. If the member needs their travel card, you have until 12 Sep 12 to contact the bank to request the account be reopened and activated. After that date, the member must reapply by completing a new application package. Prior to requesting the account be reopened, you must ensure the address/contact information on file is correct, the member actually has the card (and it is not expired), and that their transcript shows they have completed the DHS Travel Card Training within the past 2 years. Once these items have been verified, you should call the travel manager service number at 866-725-1184 and not the cardholder service number. Once the account is opened, the credit limit will need to be reset. All closed accounts had the credit limit reduced to \$0. Please let us know if you have any questions regarding this process. This cycle will continue as long as cardholders do not activate their card upon receipt. There is no other way we can ensure they have received their card. Closing these accounts helps prevent the risk of fraud and misuse.

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.



How do I maintain my own account as TM?

What if I need to update my address, change my name, or change my phone number? For what seems like obvious internal control reasons, TMs should never, ever change anything associated with their travel card. This includes contacting JPMC customer service and requesting they make the changes. Any account maintenance required such as changing limits, reopening an account, MCC override, or changing your name that a cardholder cannot do should not be performed by the TM on their own account. Instead, TMs should go request their Primary TM or come to us to have these adjustments made to the account.

Being Service Oriented and Helping Others



Can you help others not in your immediate AOR? Yes, you have the power. Be customer focused. Try not to turn anyone away.

We want to be able to provide you with all the help you need to support your cardholders. We would like to think that you would do the same for any cardholder in your hierarchy, regardless if they are in your AOR or not. We hope that you would help someone if they came to you for support if their local travel manager was not available. If they are in your hierarchy, then you are able to support them. If they are requesting a limit increase, just ask them to send you a copy of their travel orders so you can set the temporary limit for the right amount and for the right duration. This is the same thing we do when a cardholder is forced to call us. Please don't turn someone away because they aren't part of your unit.



Stranded Travelers

Just a reminder to be sure to take a peek at the account when you receive that stranded traveler email from the bank. Since the bank does not use PaymentNet, they are not able to set temporary limits, so the Travel Manager needs to ensure that any bank adjustments are changed to temporary limits after reviewing the account to verify the increase was supported by official travel needs and not delinquency. Reviewing the orders also helps you determine the duration of the temporary limit required on the account. By setting a temporary limit, you don't have to be reminded to lower it again when the cardholder returns from travel. You also need to note if the cardholder's limit was raised above \$9,999 and in this case ensure a request is submitted in accordance with CIM 4600.18 or that the limit gets reduced back down to within your authority. If you find the cardholder does not have orders ...well then, all the more reason to take a peek at the account.



GOOD TO KNOW

Do you know about FINCEN's websites and all the travel information you can get? You can check out travel summaries, travel claim status and payment history, travel dates, TLA user guide, and more. Check out these FINCEN links: <http://www.fincen.uscg.mil/>; <http://cgweb.fincen.uscg.mil/travel.htm>; https://www.fincen.uscg.mil/tvs_aux/; <http://cgweb.fincen.uscg.mil/TLA/>; <http://orafr.fincen.uscg.mil/travel/>; http://cgweb.fincen.uscg.mil/web_applications.htm; <http://orafr.fincen.uscg.mil/psf/>.

If you need a simple training aid for a presentation or a handout to provide new cardholders, check out the Do's and Don'ts on the GTCC website under [Job Aids](#).

Were you aware that messages posted on CGMS have a lifespan of 12 months. If you saw something last year, this year it may not be valid. Do your research.

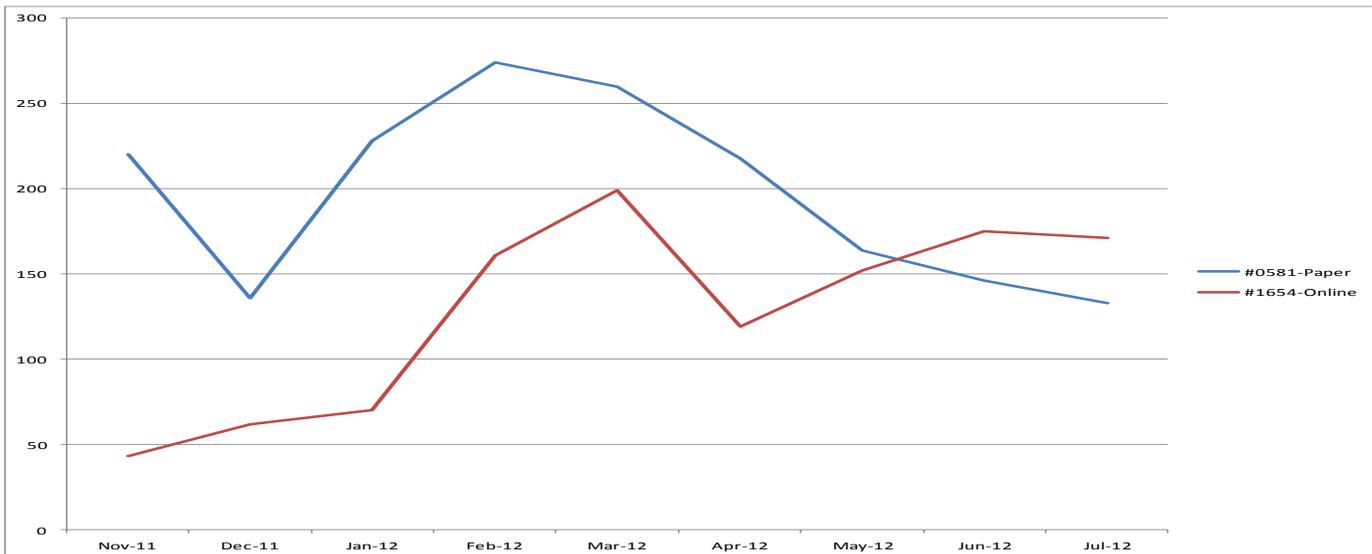
General Reminders and Updates

Terminated Employees and What To Do: During the cardholder unit check out process, when a member/employee is leaving the CG have the member destroy card. Do not have them turn the card into you. This puts you at risk should there be any transactions on the account after the member has separated. For these departing personnel, the Travel Manager should reduce the credit limit to \$0, add a note on the account explaining the closure (i.e. member retired), and close the account. While on a monthly basis, we send out via email a list of ‘suspected’ terminated cardholders to the primary Travel Manager for the hierarchies. This process is intended to be a safety net to catch departing cardholders that were missed during the normal checkout process and not intended to be the primary means of closing terminated cardholder accounts.

Account Changes: You have the ability to update a cardholder’s credit limit. Did you know your limit authority is only up to \$9999? Did you also know, though that you should not be making any other account setting changes? No changes should be made to cash advance percentages, daily or single transaction limits, etc. Any other changes to a cardholder’s account can limit the card use ability and impact the member’s travel. If you have a question on any of these items, don’t hesitate to call us.

GTCC for Training and Conference: If you have tried to find anything referencing GTCC use for conferences or training in the [COMDTSINT M4600.18](#), you may not find it. DHS policy allows the use of the GTCC for conferences. Training on the other hand, needs further explanation.

Registration fees to attend a conference which is determined to be a training activity under 5 CFR 410.404 are reimbursable travel expenses. Tuition/Course fees to attend regularly scheduled courses of instruction conducted at a Government or commercial training facility are not reimbursable travel expenses, these expenses are paid for by other methods (e.g., Purchase Request, SF-182, etc.), not through the travel voucher process at PPC. Refer to Jan 20, 2012 [PPC AO E-Newsletter](#). A good rule of thumb is if the travel expense is reimbursable to the cardholder, then it should be a valid GTCC transaction.



GTCC Application Statistics

Great job! We are experiencing an upward trend with the online application process. We still have more progress to make however.

During the past three months, there were **75** rejected NON-rush paper applications (June-Aug). Of these **75** NON-rush applications, **13%** were rejected due to using the wrong form; **15%** were rejected as missing the hierarchy (tier 3), **21%** were rejected due to unauthorized signer. While some of these were actually submitted by Travel Managers (contrary to the program direction), many of these are being submitted directly by applicants and their commands. This is clearly an education issue...*please* help us get the word out by pushing the link for the [application process from our website](#) out to the units under your hierarchy. Get this information into their plan of the week or other unit comms to prevent these rejects and potential PII problems. Note that of these **75** NON-rush applications, **31%** were emailed and we wonder if the emails password protected to prevent the release of PII. With so many paper applications rejected and members who never actually received a card, we really want to push the on-line application process to eliminate these errors. If you don’t understand the online application process, please call us so we can help explain why it can be the quickest way to get the member a new travel card. This will help you market it more effectively within your hierarchy.



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REMEMBER * ALWAYS PROTECT PII

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Charter Flights and GTCC Use

Can a traveler use their GTCC to charter a flight? The answer is only if the reservation and ticketing is completed by SATO directly. As long as the

ticket is procured through SATO and the traveler is provided a ticket with a record locator, all requirements are met. In their role as the TMC, SATO in the case where there is no City Pair fare available, they are ensuring the lowest economy coach class fare available is being procured and this establishes the authorized reimbursement. In addition, this transaction is done and ticketed by traveler versus for the entire charter. In the case where the TMC/SATO cannot make the travel arrangements as ordered, then chartered flights should not be charged directly to an individual traveler GTCC, but should be contracted through the unit funding via the procurement process. In this latter case, the chartering of the flight would not be a reimbursable travel expense and constitute misuse of the card.

When is an account PAST DUE?



Is an account past due at the end of the billing cycle or the statement due date? [COMDTINST 4600.18](#) explains the statement closing date is the last day of the billing cycle which is typically the 12th or 13th of the month. The statement due date normally falls about 25 days after the statement closing date. That's why sometimes the due date is the 9th or the 11th of the next month. So to answer your question, when is an account past due? While technically an account is past due just one day past the statement due date the bank systems are all configured around the cycle close date to allow time for transactions (payments) to post and clear.

Since we are on the subject of past due, let's discuss and clarify some delinquency timelines. The two subparagraphs of Ch. 1.5, show the corrected information which will be incorporated into the next update of the instruction.

- e. Account Suspension: Accounts will suspend when undisputed GTCC account balances remain unpaid following the first cycle date following the account reaching **31** days past the due date. If the normal cycle dates of the 12th falls on a Sunday or Holiday, the account will not be suspended until the following business day. Account balances that are in dispute or being reviewed will not be suspended. Use of the GTCC will not be permitted by the GTCC bank when an account is suspended.
- f. Closed Account: Accounts will be closed when an undisputed GTCC account balance remain unpaid following the first cycle date following the account reaching **96** days past the due date. If the normal cycle dates of the 12th falls on a Sunday or Holiday, the account will not be suspended until the following business day.
- h. Account Charged Off: Accounts will be charged off as a loss to the GTCC bank when an undisputed GTCC account balance remain unpaid following the last business day of the month following the account reaching **181** days past the due date. The bank will notify collection agencies and national credit bureaus.