



GTCC BULLETIN

Volume I, Issue VII

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References

- COMDTINST 4600.14B
- 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/>

Cardholder Training Requirements



ALCGPSC 163/11 outlines the requirements for completion of the required GTCC training. For cardholders who have never completed this training they have until 31Jan2012 to complete it *or their account will be closed.*

Learning Management System Issues:

As people have tried to complete the DHS Travel Card Training, two common issues concerning the Portal/LMS System are:

- (1) Training never launches after waiting for more than 5 to 10 minutes; and,
- (2) The training is listed but when the course is launched the system comes back with no course available.

In either of these two cases, we recommend first rebooting the computer and attempting the course with no other applications running. If it still does not work, then the applicant should submit a CG Fix It request since something is either wrong with their computer configuration or within the Learning Management System. The key is for the ticket to clearly describe what is happening or not happening.



CGBI DHS GTCC Training Report



Over the last few weeks, we have been working with both CG-631, the Training Management Tool (TMT) and CGBI support staffs to resolve data errors in this report. We can now safely say that this report is accurate and reflects the training status of all cardholders.

This report can be downloaded from <http://cgbi.osc.uscg.mil/2.0/cubereport.cfm> and then searching on Travel to find the report.

Primary Travel Managers Update Hierarchy Home Page

If you are a PRIMARY Travel Manager (*you should know who you are*), you are responsible for updating your PaymentNet Home Page and contact information. This can be done by selecting Administration, Hierarchy, Settings and then either Contact, Greeting, or Page Banner.

- ⇒ **Contacts** - The Contacts page has been preloaded with the primary Travel Manager's information but can include up to 10 contacts for your hierarchy. This page should be periodically checked and updated as Travel Managers change within your hierarchy.
- ⇒ **Greeting** – The greeting page is displayed as anyone within your hierarchy logs into PaymentNet. This is a great place to provide updated information and a link to the Travel Manager Roster for your hierarchy or you simply point to the one on our page which has the full Travel Manager Roster <http://www.uscg.mil/psc/bops/govtrvl/contacts/travel-manager-roster-internet-posting.xlsx>.
- ⇒ **Page Banner** – Lastly, you can spice up your welcome page by adding a graphic such as your unit's coin. Most of the unit coin images can be found at the link below. http://cgvi.uscg.mil/media/main.php?g2_itemId=6215

By keeping this information updated, you let your cardholders know who is available to assist them with travel card matters and aware of any recent program changes.

Reinstatement Process Reminders

Reinstatements require a package to be submitted for review. This is different from the online application package. The reinstatement package is located on the GTCC website on the traveler page, How Do I Get My Card Back ...?. This package must contain the following documents: command endorsed memo; training certificate; most recent application form; bank acknowledgment form and credit bureau release form. You can direct the GTCC applicant to the website to obtain the forms and information on the GTCC reinstatement request. Refer to COMDTINST 4600.14B, Encl(1) paragraph N to see when an account *will not* be reinstated.



GOOD TO KNOW

Travel managers should be contacting JPMC on a separate number when inquiring on cardholder information – The travel manager JPMC number is **866-725-1184**. You will be required to provide your verification ID number. Let us know if you have not received your VIN from the bank. This allows you to discuss your hierarchy cardholder matters.

When emailing or phoning us for help, please provide the EMPLID or last 4 of the card account with the name. This helps us locate the cardholder easier since some similar names are not easily identified

Setting ALERTS in PaymentNet & What is Already Established.

We are setting delinquency alerts here at the program level. The current alerts in place are:

- (1) Cardholder only-delinquent 1 day past due and delinquent 15 days past due. You will not receive a copy of these notifications.
- (2) To the cardholder and copy to you, the travel manager: delinquent 30/60/90 days past due. You will receive a summary email of these messages.

Because these alerts are sent to the email address in the PaymentNet Account tab, it is important all cardholder emails be current. If you should identify an error in this field, please make the necessary correction to ensure accuracy.

Please let us know if you feel that additional alerts will be useful to help you manage your hierarchy. But keep in mind that we are balancing the value of additional alerts with the impact of flooding the cardholders with too many notifications.

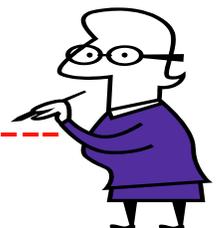


ONLINE APPLICATION

With the implementation of the online application, questions have come up as to who is considered the 'manager' or supervisor for the GTCC application. The instructions for this application explain that the 'manager' is in the supervisory chain and has By Direction authority to sign for the command. Unless you are at this level for the GTCC applicant, you should reject an application and advise the member to resubmit to their chain of command as the instructions indicate.

New and Improved Online GTCC Application/Latest Version

The newest version of the GTCC application is dated 12/2/11. It was found that the online application version dated 10/10/11 was illegible when submitted electronically to the bank. Be sure you always direct GTCC applicants to our website to ensure they are using the most recent version of any forms.



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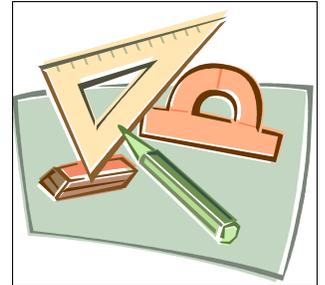


*REMEMBER * ALWAYS PROTECT PII*

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Website Tools and Job Aids

Check out the [GTCC website](#) and give us your feedback. We want to make this site is user friendly and helpful so you can be more productive and efficient as a travel manager.



Travel Management Center (TMC) Updates

Did you know that the current TMC contract with SATO for TDY travel support expired on 31 Dec 11? Although we have been working on a solicitation to recompet both the TDY and PCS Travel Support contracts, the Contracting Officer determined that additional time was needed. As a result, two contracting actions were completed to provide contracts for TDY and PCS support from SATO for an additional 6-months as addressed in ALCGPSC 176/11. Between now and the end of June, we will be working the solicitation for a new contract that will provide both TDY and PCS support.

GTCC

Policy Revision
Update



The updates to the COMDTINST for the GTCC policy revisions are still pending the completion of the Labor Relations process and COMDTINST 4600.14C at last check was in the Vice Commandant's Office on its way to the Commandant for final approval. We are hoping to have the final policies fully promulgated before the end of January 2012.