



# 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

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## GTCC-Hurricanes-After Storm Support



At the onset of Hurricane SANDY, we received credit limit increase requests for almost 2,000 cardholders. With members evacuating with families, there is potential for travel card misuse.

Please continue to remind your cardholders that the GTCC is only authorized for the member and not for family members. In addition, please ensure you review your cardholder accounts more closely during this period to ensure any potential misuse is identified and reported to the member’s command for investigation and action.

Also, we expect more members will come forward not realizing their accounts had been closed for no training or not activating. This may result in an increase in RUSH application requests. With the announcement of the fax system issues at JPMC, the other option is to email the application. If the application requires RUSH and is sent via email, it is VERY important to password protect it as it contains PII, like the SSN and member’s address. Don’t hesitate to ask us if you need assistance with this process. If we find that applications are sent to the bank without proper protection, we will advise you as well as notify the command and CG-611 of a PII compromise.

## Mandatory Use of the GTCC



If you are ever asked ‘Why do I have to use my GTCC?’, you can reply with the following references that mandate the use of the travel card for all reimbursable travel expenses unless specifically exempted (i.e. cases such as group meals):

- ◆ Travel and Transportation Reform Act of 1998, P.L.105-264
- ◆ DHS Travel Manual
- ◆ JFTR U2500
- ◆ FTR 301.51.1
- ◆ COMDTINST M4600.14C

**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.

## *Using Direct Access as a GTCC Reporting Tool*



Were you aware that DA could be used as a GTCC reporting tool? All you need to do is ensure you have Command User Access. If you have the right access, you should be able to see the following menu trees:

1. Self-Service\Self-Service for Commands\Use\Command Information
2. Human Resources\Human Resources Reports\Travel Charge Card Reports
3. Workforce Administration\Job Information\Business Expense Report

If you do not have access to these menu trees, you need to submit a CG-7421B to PPC requesting Command User Access to Direct Access.

Most of you are probably already familiar with the Members by DEPTID and Members by Hierarchy reports. But do you know you can use the **Business Expense Report** to look at a member's card status and which hierarchy they are currently assigned to. The account information is updated weekly. For more information please review the DA Command User Guide is located on the GTCC website on the [Job Aid](#) page.

The **Business Expense Report** is an easy way to view a member's account you cannot access in PaymentNet because they are not in your hierarchy. You can use the **Business Expense** link in DA to find out who they belong to and then redirect the member by using the [Travel Manager roster](#).



## *PaymentNet Welcome Page—Read It!*

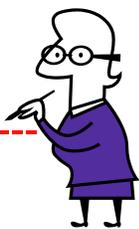
We hope you will take a minute to review the Welcome page when you log into the PaymentNet. There is a lot of information being shared here. This page will update you on system outages as well as training. As of today, the Welcome page advises us of an existing FAX outage for applications and an expected system outage. This system outage may have more of an impact on travel managers and cardholders on the west coast due to the time zones.



## **GOOD TO KNOW**

Travelers who make their arrangements by billing transportation to the CBA and then have orders cancelled need to be sure to contact the TMC/SATO to cancel the trip/transportation. Otherwise the fare is ticketed and the account is charged. We want to ensure we get credit for those trips ticketed but not taken/cancelled.

Did you know that the TMC/SATO is not only required for commercial travel, but also for car rentals? That's right, IAW the JFTR, the travel management center must be used for car rentals.



## Applying for a Gov't Travel Charge Card

For those Travel Managers who are new to processing GTCC applications, we have two options: the online 'e-app' process and paper. This application information is outlined on the GTCC website on the [Traveler Page](#).

Both processes require the same package, a request memo endorsed by the command, the cardholder agreement and the training transcript. This is IAW CIM4600.18. 1.E.4.

For the online application, please forward the completed package to [ARL-PF-CGPSC-GTCC-Applications](#). Then, from the instructions previously received by the member, they will complete the online application. Both the application and the command request memo must be approved/endorsed by an authorized signer with by direction authority. If there are no discrepancies, the member should receive their new card within 7-10 days.

Paper applications shall only be processed in the following instances after verifying the member did not have a previous account that was closed for delinquency or misuse (in these cases a reinstatement request is required):

- ◆ RUSH request-card is needed within 3-4 days,
- ◆ No computer access, or
- ◆ DHS Alternate Credit Worthiness Evaluation is requested (this requires an additional [DHS form](#) and results in the cardholder being issued a restricted card with the credit limit set to \$2).

Paper applications are often rejected by the bank for the following reasons:

- ◆ Wrong hierarchy
- ◆ Unauthorized signing authority
- ◆ Missing applicant required information.

Any JPMC application forms with a date other than 12/2/11 will be rejected by the bank. Paper applications should be faxed to the number at the bottom of the form. If emailing the form is necessary, be sure to password protect the email since the application contains PII.

While the application process for civilian employees is the same, the filing requirement for GTCC application package is handled centrally and requires that you forward the completed forms and memos to us for our records and DHS audits. These documents shall be scanned, saved as a single file using the naming convention of LASTNAME-EMPLID.PDF and then e-mailed to [ARL-PF-CGPSC-GTCC-APPLICATIONS](#) with a note stating it was submitted via the paper process. Send one application package at a time (I.E. Do Not Combine Packages).



Contact us if you have any questions at all regarding this process.



## Credit Checks and Freezes

Do you have an applicant with a lock on the three credit bureaus? Applicants who have a credit protection in place that locks their credit information, should submit their travel card applications in the normal manner (preferably the online process). Depending on the specific lock on the credit information, when JPMC conducts the soft credit check, they will either be provided the credit score information needed to complete the application process or an error code will be returned to the bank that advises them of the lock on the account. In this latter case, JPMC will reach out to the applicant to request the freeze for the specific credit bureau be temporarily removed to allow the application to process normally.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

Mr. Matt Ruckert  
Matthew.T.Ruckert@uscg.mil  
202-493-1965

Ms. Carlene Curry  
Evelyn.C.Curry@uscg.mil  
202-493-1222

CG PSC Business Operations  
4200 Wilson Blvd, Stop 7200  
Suite 1100  
Arlington, VA 20598-7200

## 2013 GSA SmartPay2 Conference



<http://www.gsasmartpayconference.org/>

GSA has announced the next site for the GSA SP2 Training Conference as Chicago, IL. Dates for this event are August 6-8, 2013.

While we cannot anticipate what DHS will advise on attending this event, we want you to have the opportunity to 'plan ahead'.

You can check out the GSA SmartPay link above for more information on this event.

Stay tuned for more newsletter updates on this event.



REMEMBER \* ALWAYS PROTECT PII

[ARL-PF-CGPSC-JPMC-GTCC@uscg.mil](mailto:ARL-PF-CGPSC-JPMC-GTCC@uscg.mil)

## [Traveler Information](#)



You might not be aware of all the travel information provided on the same website as the GTCC program. We are here to help you out. Here is just some of the travel information found on this travel site:

- ◆ SATO contact information
- ◆ How to make a reservation / full service—self service—group travel
- ◆ SATO contract terms and rates
- ◆ Types of fares to book
- ◆ PCS Travel Considerations
- ◆ Leisure Travel in Conjunction with Official Orders
- ◆ SATO feedback form
- ◆ How to get a GetThere user profile
- ◆ Using the online booking tool, GetThere

So check out our [traveler information](#) page.