



GTCC NEWSLETTER

Volume III Issue VIII

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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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Communications on Restricted Accounts

In case you missed the emails regarding the restricted accounts:

We are temporarily suspending the enforcement of the restricted cardholder controls. We ask that you hold off on any reductions of credit limits and enforcement of the restricted cardholder policy required by OMB and DHS. Until further notice, you should manage your cardholder accounts by ensuring credit limits are set at \$1 for infrequent travelers unless they have orders.



We are working with DHS to obtain an alternate method of lifting a restricted classification from an account that has had 3 or more years of use with no delinquency or misuse. We are also working with DHS and JPMC to obtain more details on why the accounts were classified as restricted (i.e. selection of the DHS Alternate Credit Worthiness option or a credit freeze). Once these issues are resolved, we will work with the chain of command to socialize the requirements of the OMB, DHS, and CG policies on restricted cards and credit limits. Our goal is to provide you with additional communications prior to resuming the enforcement of the existing policies on or before 1 Oct 2013.

Please keep in mind that we are still monitoring credit limits. By using the [Travel Manager Tool](#) and the new PaymentNet report called Account Cycle Activity with High Balance report, you can quickly see who may have an excessive credit limit based on their travel needs. The 12 month spending history and the high month of spend will give you a good idea of where the cardholder's limit should be set. Too much credit puts the cardholder at risk for fraud, and sometimes unfortunately, misuse.

TRAVEL MANAGER TOOL



Wouldn't it be nice if there was a tool that could merge personnel information from Direct Access to PaymentNet reports? If you had such a tool, you might find who belongs to which unit more easily and notify a command when you identify something. *Well there is!* It's the [Travel Manager Tool](#). The instruction for this process is found on the Travel Manager page of the [GTCC website](#). Once you have loaded this process you will see how much easier it is to match PaymentNet reporting to the location for the cardholder. In essence, it's helping you determine who's who in the zoo, especially if you have a large hierarchy. If it looks overwhelming, don't hesitate to call Matt Ruckert for some just in time training.

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.

Discipline—What is ‘Documented Counseling’?



In the GTCC policy, [CIM4600.18](#), chapter 1.E.3.1., commanding officers shall ensure appropriate administrative and/or disciplinary actions are taken for both categories of misuse per tables 3-1 and 3-2; when accounts are past due and/or when accounts are found to have unauthorized charges. These tables provide the minimum actions to be taken by the chain of command to ensure fair and consistent treatment of GTCC holders.

Part of this disciplinary practice is to document the GTCC counseling. The goal of this documentation is to have a record for the evaluation or future disciplinary issues. This documentation ensures that if a mark is reduced on an evaluation, there is a record to support it and will help ensure the mark will not be a surprise to the member. The documentation can be as simple as an e-mail from the supervisor to the member. The language in the e-mail (as suggested by Susan Matsuda) should be similar to the following: "You were informally counseled and told that you were past due with your payment on _____ and that your bill shall be paid by _____. You are now 31 (or more) days past due with your Government Travel Card Payment (GTCC). Let me remind you that you are required to pay your GTCC bill on time and in full. If you become 61 days past due, you will receive a negative page 7."

GTCC Website

Wow! Since April this year, we have had more than 51,000 hits on our GTCC website. We certainly appreciate your help in getting the word out about the useful tools we have listed here. Just some of the resources on this site are:

Quick links to get to GTCC Policy and recent travel related messages
 Cardholder and Travel Manager User Guide
 GTCC Do's and Don'ts
 Leave In Conjunction with Official Travel FAQ
 GTCC Application Processing
 SATO Travel Information
 SATO Fare Selections
 Travel Reservation Processes
 And much more.



And how about that [Job Aid page](#)? Would you like to know what's really in the cardholder agreement? Or what sort of benefits come with using the GTCC, like the insurance for a rental car or currency conversion information? Need a sample of a CG-3307 (page 7) for disciplinary actions? That and more are listed here on the [Job Aid page](#). Your input for additions or changes to the website is appreciated. So stay connected and get the most up to date information on GTCC and travel related items.



GOOD TO KNOW

Just a reminder—What's In A Name? - From the program level, we will run a monthly report to identify all cardholders whose name does not match the CG HR system of record for their name; we will make the change in PaymentNet, have the new card issued to the member, send an e-mail to the member providing them notification of the change. Please remind your cardholders to keep their mailing address up to date in PaymentNet.

Do you have a civilian employee who is also a CG reservist? In case you were not aware, their GTCC hierarchy will be retained at their civilian position.

More Reasons to use the TMC—SATO



A recent article from WWW.GOVEXEC.COM discusses some reasons it is more cost effective to use our Travel Management Contractor/SATO. (as require by FTR/JFTR).

Many [agencies] have reduced travel costs by choosing lower airfares, limiting hotel bookings, reducing or sharing car rentals and, in some cases, canceling trips altogether. What's surprising, though, is that some federal entities aren't fully optimizing their travel programs. A bigger concern is that agencies are advising employees to avoid using approved travel management companies and arrange trips directly with airline, car rental and hotel vendors.

On the surface, bypassing these contractors may seem like a simple way to save money. What agencies might not know is that in the long run this approach will likely result in higher costs and more risk.

Teaming with travel management contractors -- whose fees generally represent less than 2 percent of an agency's overall travel costs -- can help agencies optimize spending, provide better services to their employees and travel managers, boost security on the road and save time.

One big question has been: Can travelers find better rates on their own?

A recent study by Carlson Wagonlit Travel shows that buying services directly from a vendor or booking trips outside an agency's managed travel program can increase costs by 9 percent to 24 percent. When making arrangements through the approved program, the value of that consolidated buying power is significant, including trip data and information that can save agencies thousands of dollars.

If federal employees fail to use the approved travel programs, the General Services Administration can't negotiate the best terms and prices, vendors are far less likely to participate and offer discounts, and costs increase. In addition, working directly with airlines, car rental companies and hotels can result in unforeseen booking and change fees.

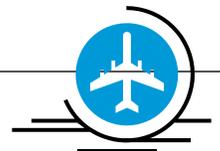
Many employees may not be aware of the services provided through their travel program. Contracted management companies can help them navigate regulations and policies, such as the Fly America Act, Open Skies agreements, and hotel per diem ceilings. Travel management agreements include customer service and after-hours assistance. In an emergency, for example, representatives can quickly provide information in affected locations and support travelers in distress. A travel website is unlikely to provide the same sort of help.

Making arrangements directly with vendors can take valuable time away from an agency's core mission. Google research shows the average traveler scans about 22 websites during 9.5 research sessions before booking a trip.

Booking outside the travel program also offers less flexibility for trip cancellations and changes. Employees wouldn't have access to customer support en route, when last-minute trip changes and transportation problems can generate the most stress. That stress can come at a considerable cost in wasted time and lost productivity.

CITY PAIR Fare Loading for FY14

We recently forwarded a document that provides some nice facts for marketing the [GSA CPP rates](#) within your specific AORs. Also for your awareness with travelers, the airlines have 20 calendar days to load the fares in the Global Distribution System (GDS) from which SATO is able to pull the information to make reservations. While SATO is seeing more and more fares loaded every day, unfortunately not all fares are in the system yet. SATO expects all FY14 fares to be in the system by the 1st week of September. So if you have any travelers trying to make reservations for travel after 1 Oct 13, they may have to wait a few more days.



GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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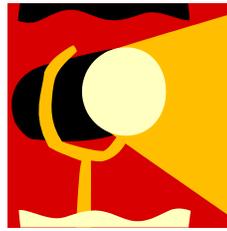
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

To TMs who contact us with great policy questions, system issues, newsletter questions, procedures and processes. Kudos go out to the following TMs for supporting the GTCC program!

Ms. Loretta Rhodes-who inquired about conference fees and using PAYPAL on the GTCC.

CWO Joshua Cain- who was very helpful in the Beta Test for the update to the Travel Manager Tool.

YN1 Rikki Roboson--who had questions about using restricted fares and international travel.

Thanks and keep up the great work!

Sharing NEWS about TSA-Pre Check



TSA Pre[✓]™ is an expedited screening initiative that is expanding to airports across the country. Implementing a key component of the agency's intelligence-driven, risk-based approach to security, TSA Pre[✓]™ enhances aviation security by placing more focus on pre-screening individuals who volunteer to participate to expedite the travel experience. Members of the U.S. Armed Forces are entrusted to protect the security and values of citizens with their lives and as such TSA recognizes that these members pose very little risk to aviation security. As part of our intelligence-driven, risk-based approach to security TSA offers [TSA Pre[✓]™ expedited screening benefits to active duty service members](#) at participating airports.

Eligible service members include U.S. Armed Forces service members including reservist and National Guard members, who possess a valid Common Access Card. You can get more information on this program and participating airports at the [TSA website](#). ***This is not an endorsement by the CG GTCC program but rather the sharing travel information***