



GTCC NEWSLETTER

Volume VI Issue VI

JULY 2016

References

- COMDTINST M4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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Which fare should you choose?

Using the travel management contractor (ADTRAV) is mandatory for all civilian and uniformed Coast Guard personnel for official travel. ADTRAV is obligated by GSA to provide a service offering contracted fares to government travelers.

Under the GSA City Pair Program many city pairs have two contract fares, also known as Dual Fares: a highly discounted unrestricted fare (YCA), and a capacity controlled fare (_CA) with an even deeper discount. _CA fares have a limited number of seats, but no other restrictions. The _CA airfares allows the Coast Guard to save the most money possible, while still enjoying the same service available with YCA fares. If available, our travelers should always be using the _CA fares. If the _CA fare is not available, then the _YCA fare should be selected. If there is no GSA City Pair Program Fares (_YCA or _CA fares) available in time to accomplish the purpose of the travel, or use of contract service would require the traveler to incur unnecessary overnight lodging costs which would increase the total cost of the trip, only then should a Government Contract Fare (_DG fare) be selected. A _DG fare should not be selected if a GSA City Pair Fair is available that meets mission requirements, even if the _DG fare is a lower cost fare.

The online booking engine, GetThere through ADTRAV has been programmed to flag travel that is arranged outside the contracted city pair fares. Fares arranged outside this requirement must be justified.



The Prudent Traveler and Command Action

FTR- 41 CFR 300 which applies to Civilian Travelers requires under §301-2.3 that the traveler must exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business and under note 3 to §301-10.107 that if the Government contract city-pair carrier offers a lower cost capacity-controlled coach class contract fare (MCA, QCA, VCA, etc.) in addition to the unrestricted coach class contract fares (YCA), the traveler should use the lower cost capacity-controlled fare when it is available and meet mission needs. Similar language exists within the Joint Travel Regulations which applies to Military Travelers but amplifies this by also stating that a command/unit is expected to take appropriate action for reimbursement to the Gov't when a traveler and/or AO acquires/allows a YCA airfare to be acquired when there is a _CA airfare available that meets mission needs.

GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

Travel Orders and ADTRAV

Travel orders, including blanket travel orders, must include the origin/destination city and state for ADTRAV to secure travel. This is a contract requirement.

Please share the following with your AOs and Admin shops regarding the travel order requirement for ADTRAV and procuring travel.

a. Orders and any pen-n-ink amendments must include the Approving Official's printed name and signature in ink. Per DoDFMR 02-09, COMDTINST M7210.1(series), and General Accounting Office regulations for fiduciary policies along with final determination from CG-1332 - rubber stamped, facsimile and digital signatures are not authorized given the lack of a viable control process that meets the GAO requirements.

b. Orders must include the specific city/state of the origin and destination. Entry of only the unit name is not acceptable.

Let us know if you have any questions regarding these requirements for orders and ADTRAV.

Closing a Travel Card Account

At some point you may be required to close a travel card account. This could be part of a check out process when a member separates or for identified card misuse. The process to close an account in PaymentNet first starts with documenting the reason for account closure. This is all done on the Account/Manage screen.

After the account note has been documented and saved with the reason for closure (acct closed-retired/terminated/misuse identified, etc.), then just change the limit to zero and change the account status to CLOSED. Now the account is closed with a documented note.

It's important to enter the note first since it is not possible once the account has been closed.

Please let us know if an account has been closed in error as soon as possible.



Good To Know

JPMC Resource Library: JPMC has posted help and support guides on PaymentNet for your access. These tools are available for you to reference anytime. Just log into PaymentNet and select HELP and then Resource Library. Check it out!

JPMC GSA Release 18.0: The August Release 18.0 will take PaymentNet offline at 1800 EST, Friday, 19 AUG. New updates to PaymentNet will include password criteria changes and issuing replacement cards. This is an important update so be sure to read it.



CO's Authorizing List: For reservists who travel more than 100 miles to the drill site, they must be on the command list to be authorized to use the GTCC for IDT travel. The GTCC may be used to secure GSA city pair fares even though the travel is not reimbursable. No other travel card use is authorized for IDT travel. See [Job Aids](#) for a template memo for your command.

All About GTCC Applications

The process to obtain a travel charge card is outlined in the [GTCC policy](#) and more information and tools are posted to the [GTCC website](#). Individuals who travel two or more times a year and all CG SELRES reservists are required to retain a travel card. Additionally, a command may direct its members to obtain a travel card for readiness and deployability.

There are two methods to apply for a travel card: online and paper. The online process is the primary card application method. Paper applications shall only be submitted under the following circumstances: rush delivery where the card is needed within the next 5-7 days; no computer access; OCONUS home address; or requesting alternate credit assessment.

In all cases, the travel card applicant must complete the CG GTCC GMT. Along with this training, a command endorsed memo and a signed cardholder agreement must be submitted. All online applications must include these three completed documents prior to the online application approval. These documents shall be sent to ARL-PF-CGPSC-GTCC-Applications@uscg.mil for review and processing. Once these documents have been submitted, the card applicant can proceed with the online application form. No notification to proceed will be sent. After the online form is approved by the applicant-designated manager, it is forward to our office for review and submission to the bank. Any discrepancies on this form will result in a rejected application and an email will be sent to the card applicant. Once the online application is submitted to the GTCC bank, the new card can be expected within 7-10 days. After the online application has been finalized in our office, the completed package will be returned to the SPO for PDR filing or retained at the travel card program level. The completed file for uniformed members will also be forwarded to Military Records for EI-PDR retention in accordance with PDR instruction.

Some card applicants may be concerned about the credit worthiness process. The GTCC website has a [FAQ](#) regarding the credit assessment process. Basically, the bank will pull just the credit score for this process. A full credit check or report is not completed. This check will not appear on a credit report.

New travel card accounts are created with a bank default user ID. If you are expecting to identify a new account, you should search using the cardholder last name, not the EMPLID. User IDs are updated with the EMPLID at the program level using a database import process.

New cardholders should be reminded that their new travel card must be activated immediately upon receipt, regardless if travel is anticipated or not. You can view the card status as NEW in PaymentNet to determine if the account has not been activated. Cards that remain in a NEW status and are not activated timely will have the account closed. Cards in a NEW status cannot be verified as received and therefore the account is closed for security and risk reasons. Paper application forms require the same three documents: GTCC training transcript, cardholder agreement and command endorsed memo. Since the application form is completed locally and faxed directly to the bank, the filing process is different. For civilian employees and chaplains, applications and supporting documents shall be sent to ARL-PF-CGPSC-JPMC-GTCC@uscg.mil and a note in the email body indicating the attached is for file purposes only. While the civilian employee personnel record does not require application retention, DHS travel card policy does. These documents are retained at the travel card program level. Military personnel shall have the complete application package filed in the member's PDR in accordance with CIM1080.10I.

Paper application forms submitted directly to the bank by the travel manager shall be faxed. Emailing the form is not recommended. Many travel managers have been reported for violating S-PII policy by not securely emailing this form to the bank. Applications marked RUSH will be delivered to the application address or other designated address via FEDEX. Be sure the card applicant is aware someone must be available to sign for this package delivery.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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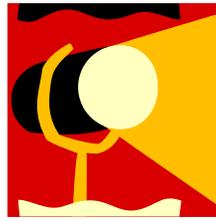
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go Travel Managers!

YNC Kathryn Layman-inquired how to change a cardholder account name. Once DA is updated, the GTCC program will update the account and push notification to the cardholder.

YNC Daniel Chenlo-inquired how to generate a GTCC unit report from PaymentNet. Use the Travel Manager Tool.

Ms. Donna Fuchs-inquired about auditor access for travel claim review at PPC

Great questions! Thanks for asking.

Keep up the great work!

GTCC Application Status and Rejections

We receive many inquiries on the status of a travel card application as well as card delivery from travel managers, command and card applicants. If the online application process was used, in most cases we can track the process and determine the status. If the paper application process was used, we have no visibility on the status of the account other than checking PaymentNet or contacting the bank directly.

The online application will be submitted by the applicant to an approving 'manager. If the email account entered on the application is not valid, the form will not be forwarded. Many times the 'manager' is not aware the email from chase.com is for a travel card application request and may be deleted. We are not able to retrieve or edit these applications so a new form must be submitted. Our office receives the approved application and finishes the process by validating information and inserting the appropriate hierarchy for the applicant and approving the form.

While no process is perfect, because of our internal controls with the online process, far fewer errors are made than with the paper application forms. The primary reason the bank will reject an online form is due to data entry errors made by the applicant, such as incomplete phone numbers or a country code other than USA. Paper applications have a higher error rate where the top reasons for rejections include: hierarchy level 3 not completed, missing or invalid social security information, missing or unauthorized signatures, or an account already exists. A returned paper application means a delay in the process. When this happens, the travel manager submitting the form will be contacted directly by the bank. If that person is out of the office, this further delays the traveler receiving a new card.

More application information can be found in past newsletters and the job aid listed on the [travel manger page](#) of the GTCC website.