



GTCC BULLETIN

Volume II Issue VI

JUNE 2012

References

- COMDTINST 4600.18
- JFTR, U2015
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

Inside this issue:

LICWO Travel	1
TMC Contract Update	1
Thank you/Survey Results	1
Excessive Meal Charges	2
ATM Fees Excessive?	2
Good to Know-City Pair	2
Appl Rejections/Statistics	3
Civilian Application Filing	3
Hierarchy Changes	4
My Own Hierarchy	4

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.

Leisure Travel with Official Orders



Have a traveler who is planning to combine some leisure travel with their official trip??? Please have them review the Leisure In Conjunction With Official (LICWO) Travel - FAQ Sheet prior to making any reservations. The FAQ Sheet is available on the following site: (<http://www.uscg.mil/psc/bops/govtrvl/Traveler/LICWO-FAQ.pdf>)

Travel Management Center (TMC) Contract Update.

The contract for the new TMC was awarded to CWTSato on 7 June 2012 with a contract commencement date of 1 July 2012. Details are provided by [SatoTravel](#). [ALCGPSC 073/12](#).

Thanks for Participating!



Thank you to the travel managers that participated in the recent PaymentNet Survey. Your participation helped push our agenda within the DHS Travel Card community and resulted in us getting all of ours as the top five choices for future PaymentNet enhancement efforts. We hope to see JPMC incorporate these priority suggestions for change sometime in the near future. For the full presentation details from [JPMC on the survey results](#), please check out the power point.

GTCC Misuse—Meals



Want to see who is paying for group meals or just excessive meal charges? Run transaction query for internal control of excessive meal charges with the criteria as viewed below.

Criteria	Field	Operation	Value
1	MCC	Is Equal To	5812
2	And	Transaction Date	Is Relative
3	And	Transaction Amount	Is Greater Than
			Last Month
			100

Once you process the report, we recommend you save the query for future use and call it Excessive Meals. You can also create and export a TXT file that can be imported into Excel for ease of manipulation. While there may be some merchant category code errors, like hotels appearing as a meal, you will find that this report can quickly identify if someone has used their GTCC for an excessive meal charge. Unlike the canned PaymentNet Restaurant Report, this query produces the list of cardholders who made the charges. Let us know if you have questions regarding this query.



\$\$ATM Fees\$\$—How Much Is Too Much?

If a traveler pulls \$40 cash a day for a month and is within the per diem rate, is this within GTCC policy?

The question is part travel card and part AO. From the travel card program's side, use of the Travel Card to obtain cash from ATM's should be only to cover expenses that are directly related to official government travel, which cannot be paid for using the travel card directly, and are reimbursable in accordance with the JFTR/FTR. So the question that must be asked is, what was the cash being used for where the card could not

be used?

The JFTR requires the traveler to be fiscally responsible, so the question on the AO side is whether a traveler would use his own ATM card and incur the \$3 or more fee for every \$40 withdrawal or not? If found to be excessive, the AO may deny the excessive ATM fees or PPC may audit the travel claim and deny the excessive ATM fees and place the traveler in debt under U2000 for failure to exercise prudence in travel. Also a reminder to the AO, ATM fees are only reimbursable when the GTCC is used and not for cash withdrawal fees when using a personal card.



GOOD TO KNOW—City Pair Fares

Ever wondered how to find what it costs to travel somewhere using city pair fares? Go to <http://apps.fas.gsa.gov/citypairs/search/index.cfm?ft>. After you enter the departure and arrival destinations, you will see your fares in one way segments. Remember to add all segments to get the cost of the travel. **However**, the actual total cost of the travel will be slightly higher (~5%) since these fares do not include fees such as passenger facility charges, segment fees, and passenger security service fees. For the most accurate estimate of the maximum reimbursement, travelers are encouraged to use the SATO on line booking engine (i.e. GetThere) to obtain a complete estimate of the cost. Access to the site is available at the address below: http://www.uscg.mil/psc/bops/govtrvl/TMC/SATO/default_sato.asp.

GTCC Application Rejections and Statistics

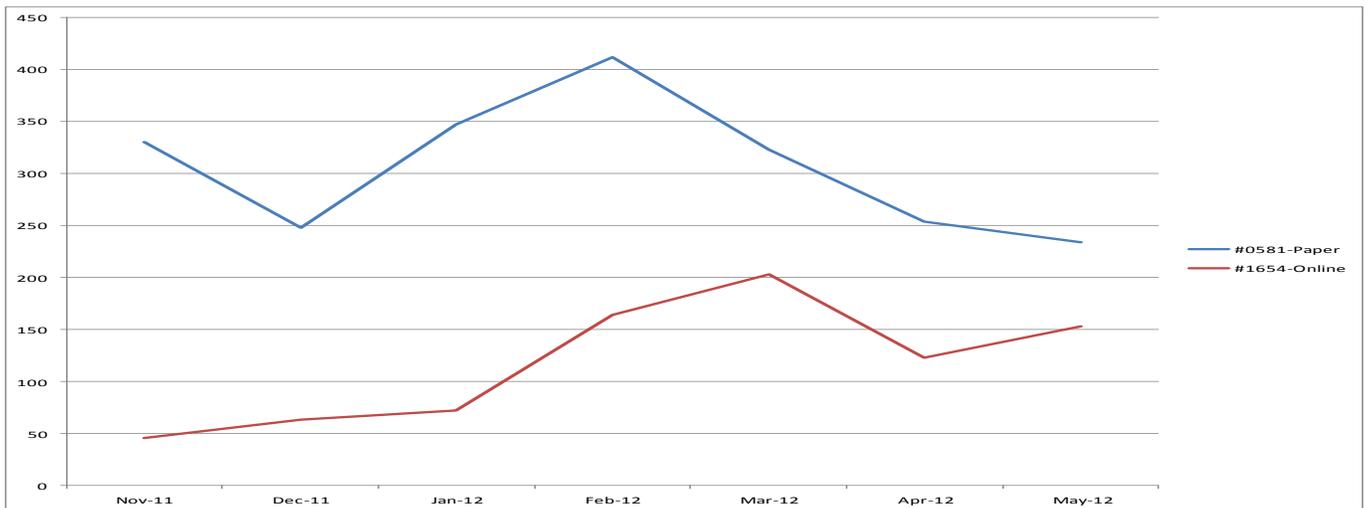


We are now at a point in our GTCC program where we can track application processing. We are tracking paper versus online applications submitted and the number of errors for each process. As we track the application rejections, we see that the rejection rate on the paper process far exceeds the online application process. For instance, of the 387 applications processed in May, 234 applications were processed directly through the bank using the paper process. Of these 234 paper applications, 30% were rejected for errors. Compare this to the 153 applications that were processed through the online process where only 1 was rejected by the bank and you can see why we are pushing the online process.

As you can see in the graph below, we are still processing too many paper applications (blue line) and member card deliveries are being delayed due to unnecessary errors. Oh, and in case you are wondering, yes, we know which Travel Managers are submitting the applications that are being rejected.

Paper applications should only be used for three reasons. RUSH, as in the member needs a card for immediate travel; the member is requesting the alternate credit worthiness evaluation; or the member has not computer access. In any case, these applications are sent directly to the bank by either fax or by email. If you are submitting these applications to the bank via email, you MUST ensure that you protect the PII by encrypting the application email and sending a password in a separate message. To be safe and avoid any confusion, it may be that faxing the application is the best practice. Applications should be faxed to 888-297-0785, using only the application form dated 12/2/11. Any other application form will be rejected.

Refer members to apply online at http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/default_Travel_Card.asp.



Submitting *Civilian* Application Supporting Documents

Past, Present and Future civilian GTCC application packages must be forwarded to our office at ARL-PF-CGPSC-GTCC-Applications@uscg.mil for audit and filing purposes. Scan the document, naming each separate cardholder file with the following format: NAME-EMPLID. Be sure to include all supporting documents for the GTCC. The package needs to include the application, command endorsed request memo, training document and the cardholder agreement. If these documents are not included, we will return an email to you and copy the cardholder. If these documents are not submitted in a timely manner (as stated in the email), the cardholder account will be closed. So please submit the complete package the first time.



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



REMEMBER * ALWAYS PROTECT PII

ARL-PF-CGPGC-JPMC-GTCC@uscg.mil

How are Hierarchy Changes Started and Then Processed?



As the newly reporting member checks in to the new unit, the SPO updates DA. Check in updates made in DA trigger the change and magic is done by way of database queries and imports to produce and updated hierarchy for the cardholder. This is all done weekly at the program level behind the scenes, and depending on when the SPO updates the new check-in, the cardholder hierarchy change is made. This also applies to travel managers. So if you are relocating to a new unit with a new ATU and OP-FAC, we will know you have moved and will be requesting that relief/designation letter.

Why Can't I Have My OWN Hierarchy?

Are you frustrated that your unit is buried within your District's hierarchy? Wonder why this is the case? Based on some of the feedback on the JPMC PaymentNet survey recently completed, there appears to be some questions out there. Here are a few reasons why the structure is the way it is:

1. Node Limitations. The CG is limited to 200 nodes on the bank hierarchy tree. There are 7,417 DEPTIDs, 1,377 OPFACs (units), and 56 ATUs in the current CG organization. So only the ATU breakdown fits.
2. Stable Platform. While the goal is to steady the service, we have continued to create, move, and delete DEPTIDs and OPFACs...and will likely continue to do so. The ATU level of the organization has and will continue to be fairly stable over time.
3. Automation. By linking the bank hierarchy to a stable part of the CG organization, we have been able to effectively automate previous paper processes. In the past, every personnel reassignment required the Travel Manager (former OPC) to submit paperwork to JPMC. This is all done at the Program Manager level (over 600 records moved this week alone in under 5 minutes).
4. Travel Manager Controls. It is a lot easier to manage the internal controls for the ~400 Travel Managers with only 56 hierarchies than 1,377 or more...



How can you overcome these obstacles? There are two ways to filter the data in order to manage your cardholders effectively.

1. Direct Access Functionality. Using DA, you can run reports by DEPTID (including the role up DEPTID's for the command (ex: Sector Boston DEPTID = 007259).
2. [Travel Manager Tool](#). The TM Tool provides the Travel Manager with a tool to link Paymentnet Reports to Direct Access information down to the OPFAC or DEPTID level.

If you are still frustrated or stressed over this, pull up a couch and give us a call so we can give you the history on where we were last year and why we changed.