



# 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 Misuse and Discipline

If you or your command have any questions on what is the appropriate level of disciplinary actions in regards to travel card misuse, refer to the disciplinary action table in the [GTCC instruction, CIM4600.18](#), 1.E.3.1.

If you encounter a disciplinary issue with a cardholder who is a reservist as well as a CG civilian employee, then the civilian supervisor is required to initiate any administrative or disciplinary actions against the member even if the offense happened while the member was in a drill status. This is why reservists who are also Coast Guard civilian employees reside in the hierarchy of their civilian employee position and not the reserve location.

If you are directed to close a travel card account, be sure to follow these steps: put a note in the account screen to explain the reason the account was closed and save the record; switch to the controls tab and reduce the credit limit to zero and change the account status to CLOSED and save. By putting a note on the account, you put important information that will be relevant should the member try to have the account reopened, reinstated or request a new account later on.

### *An Early Holiday Gift*

### *OPFACs in PaymentNet*

Yes, we have loaded OPFACs in PaymentNet. You may soon be able to run reports and export and sort by unit OPFAC. This should be very helpful for you when determining who's who in the zoo, reviewing accounts for delinquency or possibly identifying potential misuse.



**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.

## \$\$\$ *Credit Limit Review* \$\$\$



As we get closer to the holidays, it's a good idea to review your cardholder credit limits. By reducing the unnecessarily high limit you help your members reduce fraud and any potential (whether intentional or not) misuse. Especially for those accounts where limits were increased due to Hurricane Sandy, this is a good time to review and reduce limits as needed. You might also look at any accounts that have a credit balance due. Sometimes cardholders don't review their statements if they know their account is paid off and may not be aware there has been an overpayment or a credit. Wouldn't you appreciate it if someone reminded you to go get your credit due? Cardholders with credit balances should contact JPMC and request a credit balance refund check be issued to them after verifying their address on file is current. Cardholders should not try to eliminate the credit balance by using the card when not in a travel status.



## *Hurricane SANDY and Surge Capacity Force*

We hope you remember that use of the GTCC for travel other than CG funded travel orders is prohibited. So, in case you hear about folks getting orders to support FEMA with the hurricane recovery in the North East. CG-8 has provided the following accounting string: Title - DHS Surge Capacity Force LOA: 2/P/301/831/800/SCF/79861/2100 for these orders. So this means that use of the CG Travel Card is okay since this will be a CG line of accounting. Don't hesitate to ask if you have any questions.



## **GOOD TO KNOW**

Have you read [ALCOAST 473/12](#), PROHIBITION AGAINST EMPLOYEE IDENTIFICATION NUMBER (EMPLID) RELEASE TO INTERNET? This announcement states that messages sent with the employee ID number and the member's name together is considered PII. This will also apply to emails forwarded outside the CGDN. So be careful not to include the EMPLID and the member's name when submitting information to JPMC for GTCC information. Always remember to password protect your documents to outside sources.





## ATM PIN and PaymentNet Password Reset

If a member has trouble accessing their account via an ATM use because they forgot their PIN, they should call the number on the back of the card and press “0” to get a customer service representative. After explaining the issue to the service rep, they should be transferred to an automated system where they can reset their PIN. The customer service rep will not be able to assist with a PIN reset but should put the cardholder through to their automated, secure system. The new reset will take effect overnight and the cardholder should be able to access their account via an ATM the next day.

If a member has locked themselves out of PaymentNet, as a Travel Manager, you have the ability to reset their account access. Just go to the Employee tab, then User Access. You will need to remove the Login Disabled check mark, remove the reason and the Disable As Of date. Don't forget to hit SAVE. You may also need to change the passphrase if they forget it and provide the temp passphrase to the cardholder. The cardholder will be prompted to update their passphrase the next time they log in.

## ***Chaplains and Local Travel***

Please remind your local chaplains that the GTCC is not to be used for local travel. We certainly wouldn't want a chaplain to be counseled or disciplined for unintentional travel card misuse. They may not be familiar with the limitations within the CG for their card. It might be nice too if you were to reach out to them to introduce yourself and offer your assistance for their travel card business.



## Next PaymentNet Release



The next PaymentNet Release is scheduled for 12/7/12. Check out the PaymentNet Welcome Page for the outage times as this has an **impact on west coast and pacific business**. Check out the What's New document also. This next release has some interesting updates like the addition of a new phone number field in the Account tab, secure access for user changes, online

payment error message and more. So read the Welcome Page and see What's New!

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REMEMBER \* ALWAYS PROTECT PII

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## Reach In Our Tool Box for Job Aids



Do you ever get asked for a copy of the cardholder agreement? How about asked for a GTCC training tool? Has someone had damage to a rental car and doesn't know what to do about insurance or submitting a claim? You probably get questions about the credit check process when applying for a travel card. And how do you show someone who is not co-located with you to log into their GTCC account?

Well you have the tools at your fingertips when you access the [Job Aids](#) link on the GTCC website. This page provides a list of resources for you and for cardholders. You will find user guides, FAQs, benefit guides and fee schedules as well. Check it out. And please let us know if you need more tools for the toolbox.



## GTCC FOR RESERVISTS

The [GTCC policy](#), chapter 1.B.2, states "All Selective Reserve (SELRES) members shall apply for and maintain an account in good standing to facilitate mobilization requirements." As with active duty members, SELRES are required to use their travel card while on official active duty CG travel orders. However, this does not apply to Inactive Duty Training (IDT). Since travel and lodging are not reimbursed during IDT, use of the GTCC is prohibited. But of course, there are always exceptions. The only exception being that the reserve member can use the GTCC to secure [City Pair fares](#) through the TMC/SATO when traveling from home to monthly meeting sites (if more than 100 miles away and are on the commanding officer's authorized list). Use of the GTCC by drilling inactive duty reservists shall not be used for any other transportation or other expenses that may be incurred. While this travel is not reimbursable, procuring tickets through the TMC with the GTCC will allow these reservists to avail themselves of the GSA City-Pair rates, which are usually cheaper, contain no restrictions, and are fully refundable. . Even though this is not reimbursable, to secure the city pair rates, the GTCC is required. Use of the GTCC during IDT for fuel or food would be considered misuse. You can help reduce any inappropriate occurrence by reducing credit limits to prevent any 'accidental' card use. Please share this information throughout your AOR and even at the next reserve All Hands meetings.