



# GTCC BULLETIN

Volume III Issue III

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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**

**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.



## GTCC Policy Changes in Card Use

Based on a recent change by DHS, the restriction on using the travel card for only CG funded travel has been removed. Refer to [ALCGPSC 032/13](#). This means that the travel card can now be used for official CG travel funded by DOD or other agencies.

Key points to share with your cardholders include:

1. Must be on orders and all charges must be for reimbursable travel expenses regardless of who is funding the travel.
2. Do not use split disbursement when processing travel claims in the Defense Travel System or Fed-Travel or the reimbursement may go to CITIBANK instead of JPMC.
3. Use the funding agencies travel agent if you are intending to use their Centrally Billed Account (CBA). Using our SATO contract with a DOD or other components set of orders will result in non-payment of the airfare if our CBA is used since FINCEN cannot pay with a non-CG accounting line.
4. Travelers need to keep copies of all travel orders, travel claims, and receipts for 6 years and 3 months...and be ready to produce them to document the validity of any charges on their GTCC.

Just let us know if you have questions.



### **WARNING! More Accounts Due to Close For Not Activating Card**

**8 April 2013** is the deadline for cardholders to activate their travel card. If an account is not activated by this date, it will be closed on 9 April. Please review your cardholder profile report for accounts in a NEW status and reach out to these cardholders to remind them of this deadline. The card may have been sent to wrong address, to the unit and never distributed or returned to the bank as undeliverable. The cardholder may not even be aware they were supposed to receive a card. Over the past six weeks, cardholders have been sent three separate emails to give them plenty of time and warning to activate their card. Activating the travel card ensures the member has the card in hand. The card cannot be used until it is activated. If the account is not activated, we can only assume it is lost. Closing the account ensures there is no compromise. Besides, it's policy, CIM4600.18.

## Non-Refundable Ticket Price Difference and Restricted Airfare Checklist



Were you aware there will be a checklist when considering restricted airfare in the JFTR? This is available in an update after 4/1. Also, there is additional guidance in regards to the specific exceptions to the use of the contract carrier in the JFTR, Appendix P2, Q&A B.2.

Consider this when reviewing or authorizing orders:

### **U3500:**

A. Cost Efficiency. Common carrier air transportation is ordinarily the most cost efficient and expeditious way to travel for travel of over 400 miles one way from the PDS.

\*1. Restricted Airfare. Contract city pair airfares (and other airfares limited to official GOVT business) provide savings to the GOVT. However, there are circumstances when a restricted airfare available to the general public should be authorized when any risk of trip cancellation or itinerary changes are outweighed by the cost savings (APP P1, par. A6c). The AO must use the APP H3C decision support tool to assist in determining if a restricted airfare may be advantageous to the GOVT. Also consider that 'underutilization' of city pair airfares may cause airlines not to rebid the city pair airfares the following year (e.g., the airlines may no longer offer city pair fares for underutilized routes) resulting in significant long term transportation cost increases to the GOVT.

## Rental Cars, Toll Tags and PCS



Rental car agencies may offer a traveler a pre-pay toll option or a toll tag when renting a vehicle. It is recommended the traveler select this option to avoid any fees and fines incurred after the rental is returned. While tolls are a reimbursable expense, fines are not. Recently a traveler was charged with \$80 in toll fines for less than \$10 of tolls. The solution is to get the toll tag up front.

What about the GTCC and rental cars in conjunction with PCS? During a PCS move, normally rental cars are not authorized. Sometimes a traveler may want or need to rent a vehicle if their own car has not arrived to their overseas destination. A rental during PCS time may only be authorized if previously approved on the travel order. If the PCS duration is 15 days or less AND the member's orders authorize a rental vehicle, then they can use the GTCC. If these conditions are not met, then use of the GTCC for a rental car during a PCS would be misuse. TLA does not include rental vehicles.

## Tips and Tools

### Office Communicator



Did you know you could share your computer screen with someone else? What a great training tool! What a great way to see why someone can't get access or get something done! We do it all the time. It's very helpful for us to see things like, why you can't access an account or your own profile in PaymentNet or help with DA reports for travel cards. Check out the [Job Aids](#) link on our website.



## GOOD TO KNOW

The Fair Credit Reporting Act (FCRA) requires each of the nationwide consumer reporting companies—Equifax, Experian, and Trans Union—to provide you with a free copy of your credit report, at your request, once every 12 months. Full details can be found at: <http://www.consumer.ftc.gov/articles/0155-free-credit-reports>. We hope you will share this information.

**Clarification from Last Issue:** Travel Managers should close accounts as soon as they know someone is leaving. Just remember, do not collect the card. The terminated cardholder report we produce in our office is a safety net to ensure any missed account is closed. This terminated cardholder report however, is not as current as if you were to close an account as soon as you know someone has left the service. So make the account notes and take the necessary steps to close the GTCC account.

## Rejected Applications

Oh My! 28 rejected paper applications in one month from one Travel Manager! It seems that rush process didn't quite work like you thought and now your travelers still may not have a new GTCC.



That's right. We are tracking the paper and rejected applications monthly. While no system is perfect, the online application process will issue a new travel card to a member within 7-10 days. With internal controls and quality checks in place, there are much fewer errors with the online application process than with paper, resulting in few card delivery delays. The top two reasons for rejected paper applications are: the bank cannot read the form, or the signature is not an authorized signer like the designated Travel Manager.

In an effort to help reduce the number of rejected paper applications due to no plastic type selected, we have asked the bank to update the form to make this field default to the standard plastic. Please be sure to use the new updated GTCC application form. While the previous form is still valid (dated 12/2/11), using that form may still result in more rejected applications.

## Requesting credit limits that exceed \$9999

As a Travel Manager, you are authorized to increase credit limits up to \$9,999 based on the needs of the traveler. For example, if the cardholder will experience travel overseas for an extended period, that might necessitate an excessive credit limit increase. Keep in mind that limits should be based on card use for a four week period. *Credit limits should not be increased without a valid travel necessity.*

For increases above your threshold, GTCC policy outlines the following:

- (1) Requests for credit limits greater than \$9,999 shall be submitted electronically to [ARL-PF-CGPSC-JPMC-GTCC@uscg.mil](mailto:ARL-PF-CGPSC-JPMC-GTCC@uscg.mil).
- (2) The cardholder must originate and submit the request through the commanding officer (or member with written by direction authority) and Travel Manager.
- (3) The Travel Manager shall forward the request to CG PSC-bops-r. Refer to the address in step (1).

The request and endorsements shall include:

- (1) The GTCC holders name, EMPLID number, and the last four numbers of the GTCC.
- (2) The reason for, the requested credit limit amount, and period of time the increased limit is required.
- (3) The justification for approval and the recommended credit limit.
- (4) The results of an activity account review by the Travel Manager.

On the flip side of excess limits, lowering credit limits to help lessen risk to cardholder, satisfy DHS requirements, and help reduce misuse. High limits may no longer be necessary due to restrictions in travel so review your accounts on a regular basis.

## What is a Quasi Card and Who Gets One?



There currently is no official policy on this subject other than the GSA contract which states: C.1.15.2 Generic Card Requirements: Generic cards are used by agencies/organizations for security reasons (e.g., traveling or purchasing abroad, undercover operations). The only reason to have one of these generic or plain cards, is if the assignment requires it, such as, a Coast Guard Investigative Service (CGIS) member or other position where flashing a Government Travel Card may present an operational security risk. So unless a position requires the traveler to have this generic/plain plastic card, per the GSA Smartpay2 contract a Standard Plastic Card should be issued. Further, the member should not be requesting the Quasi-Generic Cards unless specifically required by the CO of the unit for the members.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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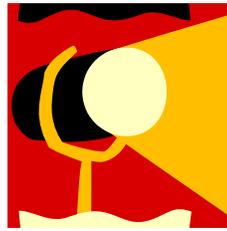
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*REMEMBER \* ALWAYS PROTECT PII*

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## In the Spotlight

Thanks to those Travel Managers who ask those questions that most only think of but don't follow up. It never hurts to ask!

**CWO Joseph Jones:** Members getting charges fines with vehicle rentals and unmanned tolls. See the article this month.

**YN1 Ligouri Daubenschmidt** Is there a standard for generic cards? See the article this month.

**YN1 Larry Harvell:** Why won't the bank process my reservist's application request? The reserve member already has a DHS travel card working for another component. With the application properly marked, CG RESERVIST, the bank should issue the member a new card. Let us know if you encounter issues with this process.

Keep those questions coming in!

## GSA SmartPay2 Conference/Chicago

GSA SP2 Training Conference-Chicago-cancelled. The GSA SmartPay Training Forum has served as a valuable event for us to receive training on how to effectively manage your charge card program, share best practices, and collaborate with other card program managers, bank representatives, GSA and other government organizations. However, in today's fiscal climate, agencies and businesses alike are being forced to make tough spending cuts. After carefully reviewing the projected attendance for this year's forum, GSA decided to suspend the GSA SmartPay Training Forum for 2013.

However, even with reduced budgets, GSA remains committed to our agency's recognized need for training and to be kept abreast of the latest advancements in charge card management and oversight. GSA will also be providing a virtual (on-line) GSA SmartPay Training Forum this fall, which will provide you the opportunity to receive a majority of the training and networking opportunities that was planned for the 2013 forum. No travel is required to attend this free virtual event. Further information regarding this virtual event, including the date(s), will be sent via email and posted on our GSA SmartPay website, [smartpay.gsa.gov](http://smartpay.gsa.gov) <<http://smartpay.gsa.gov/>> in the upcoming months. If you haven't already, you can sign up for GSA SmartPay newsletters by clicking the link at the top of the page, [Subscribe to Newsletters](#).

Did you know the GSA SP2 Training Conference is not your only opportunity to learn about PaymentNet and its functions? Check out the JPMC PaymentNet online training

