



GTCC BULLETIN

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References

- COMDTINST 4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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GTCC Apps and Release of PII

The primary method of applying for a travel card is using the online application process as outlined on the GTCC website:

<http://www.uscg.mil/psc/bops/govtrvl/Travel Card/default Travel Card.asp#How do I get a Government Travel Card>.



However, in situations where a card must be received within 5-7 days, it may be necessary to rush the application request by completing the paper application form. As you might guess, the GTCC application form is loaded with SPII, such as social security number, full name, mailing address, employee ID number, etc. For this reason, the application is required to be FAXED directly to the dedicated application processing number at GTCC bank.

Email communications with the GTCC bank or to personal email accounts should be carefully monitored as these are outside the CG network and anything forwarded may be considered PII. While emailing the application PDF might be an alternative option, there is a much greater risk of PII release when the email is not encrypted or password protected. If we identify a PII release, we will notify the person sending the email, copy the command and CG-611. The next step in the process entails PII reporting and counseling. Using the online application method will avoid this potential issue. Be aware and use caution when emailing anything to the GTCC bank.

Common Paper Application Errors

In addition to those errors that result in rejection of the application listed below, we are routinely noting that paper applications are being submitted which are missing the applicant's EMPLID, phone number, and e-mail address or incorrect SSN. All of these fields are required to be populated BEFORE the Travel Manager approves the application. When these fields are not correctly populated we are forced to manual make corrections to the accounts,

Common paper application rejection reasons include:

Missing hierarchy level 3 information.

Missing signature dates

Missing printed name of the Travel Manager

Illegible signatures

Form not signed by an approved Travel Manager

Illegible form data

"NEW ISSUE" Applications e-mailed to the bank by someone other than the Travel Manager

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.



AMHS Ferry Payment Due at Booking – CHANGE!

We were recently advised that the Alaska Marine Highway System (AMHS) has made a significant change to their reservation/cancellation/change policy. The following link provides all of the information we have been provided by AMHS via SATO. Please note this is not a SATO issue....they are just the messenger.

http://www.uscg.mil/psc/bops/govtrvl/Traveler/default_Traveler.asp#AMHS_Reservation_Policy_Change

Please push this information out as quickly as possible to anyone traveling on PCS orders into or out of Alaska and to the commands within the D17 AOR.

To make reservations for AMHS transportation, see the updated posting on our website on the new process. Basically, fax the orders to SATO; wait 30 minutes; then call to purchase the tickets. No itinerary number will be required, just the orders that specifically authorize the use of the Centrally Billed Account.

Travelers Without Travel Cards



For your awareness, the GTCC Program has developed and is deploying a new control over personnel who either have not had a GTCC since 2008 or have had one that was closed over a year ago for something other than delinquency / misuse. We have developed code to leverage the recently collected TPAX data to identify 401 people who have never had a GTCC since 2008 and 20 who have had an account closed previously but have traveled three or more times in the past year. The goal is to get them to apply for and use the GTCC as required. These travelers represent just under \$1.6M of lost spend (leakage). Starting this week we will be sending out e-mails on a monthly basis to these travelers highlighting the policy requirement and providing them instructions on how to apply. Once we cycle through these travelers we will tighten the control to 2 or more trips.

GOOD TO KNOW

Travel Manager Tool—If you have wondered how to filter your hierarchy down to a more local level, check out the GTCC TMT. This tool can help you filter your cardholders in a manageable fashion. This tool helps to join information from Direct Access with PaymentNet to help sort and identify by unit and rank. This process uses a MS ACCESS database by merging information from two systems to produce an EXCEL file that includes the employee and organizational placement. To access this tool, start by following the instructions outlined in the READ-ME file from the GTCC website/[Travel Manager page](#).



Did you know as a Travel Manager, you shall not make any updates to your own GTCC account? Please contact another Travel Manager (or us) to help you with your travel card updates. These changes include limits, addresses, phone numbers, etc.

TRAVEL MANAGER REPORTING

As Travel Manager, you are required to produce routine reports to help support your command, cardholders and the GTCC program. Routine report reviews are part of our internal controls process and FORCECOM audit requirements. Some of these routine reports are:

Cardholder Profile Report

Forced Transaction Report

Restaurant Spending Analysis

Declines

Delinquencies with Current Balance

Account Cycle Activity with High Balance

Unusual Activity Analysis

By reviewing reports on a regular basis and identifying potential issues, we can address questionable transactions and account issues with cardholders and commands in a timely fashion. A guide to help you with this reporting process is posted to the GTCC website on the Job Aids page: [Travel Manager/OPC Quick Reference Guide](#). See the article in this newsletter regarding the Travel Manager Tool to help with this reporting process.

SCAM DU JOUR

Please pass the following information along to your cardholders and commands to raise awareness:

See the recent Federal Trade Commission blog post— Scam du jour: Chip card scams <http://www.consumer.ftc.gov/blog/scam-du-jour-chip-card-scams?utm_source=govdelivery> .

Here's what's happening: Scammers are emailing people, posing as their card issuer. The scammers claim that in order to issue a new chip card, you need to update your account by confirming some personal information or clicking on a link to continue the process. So cardholder, beware.



GTCC-RESERVES AND UCMJ

In general, a CG reservist who is not on orders is not subject to the UCMJ. This is one reason why keeping travel card limits set to \$1 unless your CG reserve members are actually on orders is critical for program controls. Travel Managers shall ensure that CG reservists only have temporary credit limits set for the period of the orders with the limit expiring on the last day of the orders or the next business day if the orders end on a weekend or holiday. If you have a CG reservist who is found to have misused their GTCC while not on duty, the command must still address the misconduct by issuing a negative administrative remark through a CG-3307, closing the GTCC account, documenting the misuse in the EER/OER, etc.

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REMEMBER * ALWAYS PROTECT PII

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In The SPOTLIGHT

The Spotlight section of this newsletter is to highlight GTCC Travel Managers who present the program with questions and concerns regarding policy and practices for matters regarding travel cards and travel related items. Some questions involve policy, while others may involve processes and guidelines around travel. By your involvement with this program, we have implemented changes and improved the CG travel card program.

THANK YOU

CWO Ray Dalton – questioned reserve member hierarchy who is also civilian employee

CWO Arnaz Deal-identified and questioned delinquent account within hierarchy for separated employees/members

YNC Jennifer Wilhite-inquired on the civilian application filing process

YNC Kathryn Layman-searched PaymentNet for a new cardholder, where USER ID had not been updated

YN1 Tomasz Lapinski-worked through command concerns while making credit limit changes

YN1 Elias Schawohl-reviewed the decline report and identified anomalies.

Thank you for your attention and involvement to help provide input and improve the travel and travel card program.