



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

Inside this issue:

Learning/Training	1
DA Repairs	1
Travel/Traveler Updates	2
Int'l Fees/Reimbursement	2
Good To Know	2
General Reminders	2
Unusual Activity Report	3
Alt Credit Evaluation	3
Refresh with Newsletters	4
Merchant Code Overrides	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.

LEARNING and TRAINING



GSA schedule online training for SMARTPAY Conference virtual classes can be found at <https://smartpay.gsa.gov/program-coordinators/training/2012-virtual-webinar-schedule>. We

have requested that GSA not schedule these training sessions for the mornings, but the schedules have not reflected any changes yet, so please feel free to e-mail them directly if you have a problem within attending a 0400 teleconference.

AUX LMS – The *Auxiliary Learning Management System* (LMS) is now available for NAF employees to complete the required GTCC training at auxlearning.uscg.mil. We are working with FC and CG-6 to also allow members who do not have access to a CG standard workstation (i.e. detached duty personnel, grad students, MEPS personnel, wage grade employees, etc.) This expanded use may still be months out.

If you want more information on how to maneuver around *PaymentNet*, go to the Welcome page links when you log onto *PaymentNet*. You will find a section on refresher training and a link to a schedule of webinars. Next classes are in October.

DIRECT ACCESS REPAIRS

Have you ever noticed that you have a terminated civilian employee showing up on your reports who is actually a CG active duty or reserve member someplace else? This problem along with ones where CG members who are also CG annuitants were not showing up in Direct Access were corrected, tested, and successfully deployed last week by CG-631. Now you should see correct and complete GTCC reports. You're welcome.



TRAVEL AND TRAVELER UPDATES

It's been an interesting month for travel business. Check out the [GTCC website](#) and the [SATO link](#) for the following news:



- ◆ CG Auxiliary, IRR reservists, and non CG employees can now get SATO profiles
- ◆ SATO Customer Service Feedback form
- ◆ [LICWO FAQ](#) on website

A few issues have come up regarding vehicle transportation and ferries.

Were you aware that any vehicle transported on a ferry, such as the Alaska Marine Highway System ferries must be escorted? Unescorted vehicles on ferries are not a proper means of shipping your wheels and is not a reimbursable travel expense.



International Fees and Reimbursement



If you have members who travel overseas frequently and you are also their AO, you may want to remind the traveler they are entitled to claim international rate exchange fees. They may want to submit a supplemental travel claim since they may need to wait for their statement, or they could log into their own account on *PaymentNet* to see their transactions and the exchange fees incurred. For more information on international fees, check the [Job Aid link](#) on the GTCC website. See the Schedule of Fees and Currency Conversion Information documents for more details. Reimbursable Expense Table is found in Appendix G of the JFTR and civilian employee travel information is found in Chapter 301 of the FTR.



GOOD TO KNOW

Did someone say **FREE????**

Yes, FREE! You can order cardholder booklets and card covers, free, through GSA.

To order the "Helpful Hints for Travel Card Use" booklet, and the Travel Charge Card Sleeve, click on the CMLS website at: <https://apps.fas.gsa.gov/cmls/index.cfm>

First thing to do is click on the "New User Registration" and follow the directions for registering within the site.

Once registered, you can enter your item in the "Keyword Search" box located in the left column. The GTCC protective card sleeve is item number 5-10-00607 and the Helpful Hints booklet is item number 5-10-00599, Simply click on "Add to Shopping Cart" to place the order.





General Reminders and Updates

Email Address Updates: We are working with JPMC to help create and update email alerts that are sent directly to the cardholder for things like upcoming payment due and delinquencies. But in order for these alerts to be effective, we need every cardholder to have a valid email address. With over 40,000 cardholder, we need your help to ensure email addresses are populated and are correct. Please verify physical and email addresses each time you access a cardholder account in *PaymentNet*. Don't forget to make any changes on the Account tab as well as the Employee tab. Updating phone numbers are also helpful as we get calls from the bank on occasion when they cannot reach a cardholder. Thanks for your help!

Website Updates: Be sure to routinely check out the GTCC website for program updates for travel and GTCC matters. Most recent updates include Travel manager designation process guidance, CWT/SATO Feedback; SATO GetThere profile request for IRR reserve members and non-CG employees (like chaplains and NAF employees); up to date travel messages and more. If you have a suggestion for our website to help you be a better TM, we welcome your suggestions.

Welcome-Welcome-Welcome Page: Now that PCS season is winding down, and we've made over 150 travel manager designations and terminations, please take a look at your *PaymentNet* Welcome page. You may need to update your Travel Manager contact information. To make these changes in *PaymentNet*, select Administration/Hierarchy/Settings/. From this list, now you can select to change your banner, your greeting, your contacts, etc. So now when cardholders log in, they will know who is there to help with their travel card questions.

UNUSUAL ACTIVITY REPORT

Remember that first email you received from the program manager that explained how to log into *PaymentNet*? It contained a list of reports to run and review on a regular basis. One of those reports is the Unusual Activity Report. We routinely use this report and identify potential misuse. Some transactions we find are kennels for pet lodging, tattoo shops, river rafting, memberships, etc. If you have a list of unusual charges and the merchant name begins with SQ, this most likely is a taxi. The card swipe device is called SQUARE. It's a card reader that plugs into a phone or tablet. But we still encourage you to cross check TPAX to ensure the cardholder was on orders and the transaction was a reimbursable expense.



Alternate DHS Credit Evaluation

Are you aware that any member who elects to use the alternate credit evaluation process with their application will be permanently assigned a restricted card? As you know, restricted cards are set with a \$2 limit and can only be raised above that limit when the member is actually on orders in a travel status. To avoid this pain, Travel Managers need to counsel the applicant and ensure they understand the negative impact of making this choice when they apply for a card. This item has been highlighted on the application section of our website also. You can also advise the card applicant that the scoring process is not a credit check but a score and will not negatively affect their credit rating.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

Mr. Matt Ruckert
Matthew.T.Ruckert@uscg.mil
202-493-1965

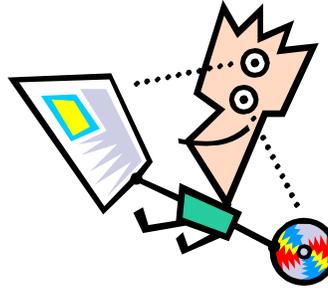
Ms. Carlene Curry
Evelyn.C.Curry@uscg.mil
202-493-1222

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



Refresh Yourself with Newsletters

If you are new to the Travel Manager duties, check out past newsletters on the [Travel Manager page of our website](#) for travel and GTCC information and updates. For instance, the **June** newsletter will help you understand the hierarchy change practices and why they are arranged by ATU. The **July** newsletter explains GTCC use (or prohibited use) for CG members under orders for other agencies as well as an article on combining leave with official travel. The **April** newsletter reviews reinstatements and use of the CBA. We hope you take away good bits of valid information from these comms. Don't hesitate to let us know if you have any suggestions for our next edition.



Merchant Category Code Overrides

What happens when a cardholder is trying to purchase something and the transaction will not go through? There could be few reasons for a transaction not to process. The number one reason for the declined is due to insufficient credit limits. That's a simple fix. Just increase the credit limit. Temporarily of course, for the duration of travel.

But if the traveler has sufficient limits and the account is current and the charge is still declined, now what? It could be the merchant category code (MCC) is being declined. All merchants have a designated code that identifies the type of business. Only those codes that are travel related are registered for CG GTCC use. If a charge is attempted and the MCC is declined, this would mostly be the problem, the code is not valid for CG travel. For instance, the GTCC cannot be used for a car dealership. But what if that dealership has a car rental department? Now the traveler needs to rent a car from this dealership because there are no other rental agencies in the area (overseas for instance). The MCC will not work, however the transaction is valid. If this occurs after hours, the member will call the bank and the stranded traveler policy will apply.

But if you are available and can assist, here is some direction in the situation. After determining the charge is a valid expense, you will need the information from the merchant. You need the merchant name, phone number and the dollar amount of the charge. Next, call JPMC on the TM line, at 866-725-1184. Explain that you need to arrange a MCC override for a cardholder. They will ask for the cardholder and merchant information. Next the bank will advise you to have the merchant call the bank back (at a designated number they provide) and give the necessary information. There is a timeframe when this must occur or the transaction will not go through. When you contact the merchant again, and explain this process, they may push back stating they will not call the bank. This transaction cannot occur unless they do. In most cases, they will call the bank and get the transaction to process. In all this process, at no time should you make any changes to the cardholder's account by changing the MCC groups. Please let us know if you have any questions regarding this process. We are here to help.