

DECEMBER 2010 GTCC PROGRAM UPDATE

1. Credit Limit Increase Requests : Just a reminder that as a GTCC coordinator, your threshold to increase cardholder credit limits is \$9999. Although there are no restrictions in place in PAYMENTNET to prohibit an increase above this amount, you are required to formally request increases over \$10K through this office per COMDTINST 4600.14B.

The standard credit limit amount for any cardholder is \$2500. Any requests to permanently increase this amount (within your limit range) should be thoroughly reviewed. Criteria for review would be spending patterns over a 6 month period and payment history. In most cases, a temporary credit limit increase is appropriate and preferred course of action.

Review your cardholder limits and activity to determine if they meet the requirements IAW policy. Cardholders who do not travel more than 5 times per year shall have their GTCC limit reduced to \$1.

We have two initiatives in progress to assist you in managing credit limits. First we have requested JPMC create a new report within Paymentnet that will show the each cardholders credit limit, along with their monthly purchase and cash withdraw totals for each of the prior 6 months. This report should provide a quick means of identifying whose limit is set too high and provide you the documentation to support the decision to lower the credit limit accordingly. We are waiting for JPMC to provide us with a schedule for when this new report will be available and will share it once we know.

The second initiative is that we are creating a job aid that will provide step by step procedures for doing a mass upload to allow you to change credit limits. This tool is intended to allow you to quickly raise everyone's limit within a unit or hierarchy for events like an emergency evacuation. This will be ready in the next month.

2. ALCGPSC Messages: Be sure to routinely check the message board for new GTCC messages. Recent GTCC messages include the following:

ALCGPSC 123/10 Prohibited Use of GTCC for Education Expense
ALCGPSC 122/10 Update on Availability of GTCC in DA
ALCGPSC 113/10 CG GTCC Program Update

Look for more new messages in the near future.

3. Duplicate Travel Cards: Each week we receive a report from FINCEN for members using split disbursement who have two credit card accounts and each month we also run a report to identify members with duplicate cards. We believe this is due to applications being faxed more than once to JPMC. Although we have engaged with the bank to help prevent this from happening, we want to make sure you are aware of this problem as well. Please fax credit card applications only once unless you receive an error message from the fax. If you are resending the fax, please clearly note that it is a resubmission due to a fax error when you send it again. This will hopefully reduce these duplicate account issues.

4. GTCC Use for Global Entry Travel Network Memberships We recently had a question from a Flag Officer about using the GTCC for payment of a Global Entry Trusted Traveler Network membership. This is a Customs and Border Patrol (CBP) sponsored express pass to process travelers through the United States' international arrival areas. With this membership travelers can use automated kiosks that are designed to process pre-approved, low-risk international travelers who qualify. However, the JFTR par. U1060 states that membership in these types of traveler programs is voluntary and Government fund use to obtain membership in such programs is statutorily prohibited. Therefore, GTCC use to pay for these memberships is not authorized either.

5. Communications: JPMC is scheduled to deploy new functionality for Paymentnet this May that will automatically generate an email to the cardholder when their account is past the statement due date. Our problem is that over a third of the current accounts (more than 20,000 accounts) either have no e-mail address, an obsolete address, or an invalid (i.e. typo) in the address. We are working with JPMC to do a mass update to add/correct about 17,500 e-mail addresses within the cardholder profiles. While we will continue to work through the remaining accounts, we really need your help in ensuring that all new applications include a valid @uscg.mil e-mail address in the primary e-mail field.

6. Coordinator Responsibilities: Have you completed your GSA GTCC Coordinator training? If you have not forwarded your certificate to this office, please comply with this requirement as soon as possible. If you need to retake the course or take it for the first time, go to: <http://www.gsa.gov/portal/content/101601>.

7. Authority: In most cases, being a GTCC coordinator is a collateral duty. You CAN say NO. If you are directed to increase a cardholder's limit but feel it is not justified, please contact this office if you need additional support.

8. Account Limits: Are you aware accounts may incorrectly have limits set for cash advance and daily transactions? These setting can prohibit the traveler from effectively using their GTCC. The only limit that should be set in Control tab in the member account is the cash advance limit. COMDTINST 4600.14B states this limit shall not exceed 30% per cycle. All other values shall be null. Please pay attention to this when completing a new cardholder application.

9. Interesting GTCC Use Attempts: It's amazing what some cardholders will use or attempt to use their GTCC for. As we review the Unusual Activity Report and Decline Report, we notice the following transactions:

Laughing Budda Tattoos; T.D. Jakes Ministries; Bicycle shops; Sporting Goods Stores; Video Amusement Games; Betting including Lottery Tickets; Computer Software Stores; Automotive Parts; Court Costs; Wire Transfers; Veterinary Services; Florist; Pet Shops; Dating & Escort Services; Motion Pictures (including in-flight movies).

Be sure you are actively reviewing your Decline and Unusual Activity reports routinely to identify any misuse or abuse of the GTCC.

10. Delinquency History Report: The new Delinquency History report is now available on PaymentNet and the report guide is provided below:



Delinquency History
Report - guide.pdf

11. PAYMENTNET Greeting: Have you updated your PAYMENTNET greeting? The greeting is the WELCOME screen that the user sees first. This greeting can be edited at Administration\Hierarchy\Settings\Greetings. Then just enter your hierarchy number and select the override inheritance toggle. The recommended format for your greeting is provided below. Recommend you list all of your designated coordinators under your respective hierarchy.

Welcome to the U. S. Coast Guard Government Travel Charge Card (GTCC) Site for [Unit Name / Hierarchy(s)].

Travelers should contact their local GTCC Coordinators for service. Your local coordinators are:

NAME/RANK
E-mail Address
Phone Number

12. Advertise!: Flyers are a great way to put GTCC information in front of the workforce. Post near elevators, copiers, in restrooms, etc. Now you can really get creative. Check out some things that other coordinators have distributed below.

Government Travel Card Coordinator Update

XXXX is our new Government Travel Card Coordinator. He will be the Primary POC and will be taking care of your Travel Card needs. XXXX_will be the alternate POC.

XXXX's phone number is 555-555-5555, and Ms. XXXX's is 555-555-5555.

From time to time they will pass on helpful information to Government Travel Card users, to ensure you are kept abreast of the new regulations. Here are some useful tips. Please note these scenarios are Coast Guard wide not unit specific.

Travel Card Users

Recently, a vendor requested a Merchant Code override in order to charge a **training course fee**. Per DHS and CG instructions, this is a violation of GTCC usage. "Under the terms of the GSA agreement, the card is not to be used for business charges that are non travel-related.....: b. **Training Courses**".

If a training course is conducted at a hotel, it does not make it a conference. GSA, JFTR, FTR and DHS regulations are very clear. Conference fees [attendance fees] are authorized uses of Individual Travel cards - CG has a DHS exception clause that enables us to use GTCC for this purpose. Please do not confuse Training Course Fees with Conference Fees, they are not the same.

There was a recent incident where members were told they could pay for Exhibit Booths at a conference with their Travel Card – that is not authorized. This falls under business charges that are non travel related.

There have been notes in the members' travel orders authorizing items like the above two examples - a note on Travel Orders does not serve as a waiver to government policy. If you are unsure of a charge, it is **your responsibility** to receive clarification.

Some recent card usage that is not considered a bona-fide "Travel Related Expense":

1. In Flight Movies
2. Expositions Equipment
3. Place Holder

Some of you may wonder where this list came from and it is from actual charges that have shown up on reports that have to be reviewed on a regular basis. Yes, that's right; the GTCC Coordinators actively review GTCC use. So, if you are not sure if a charge is valid or not then ask yourself, "Is this a travel related Expense?"

Some Helpful Links for Travelers:

FedRooms is the official government-wide, government-sponsored lodging program. This program simplifies the lodging process for federal travelers and saves the government money. Benefits include but are not limited to: Rates always at or below per diem and over 11,000 Hotels located in high demand destinations. And you can collect Hotel Loyalty Points. See www.fedrooms.com or call 800-226-1741 for more information.

Another good source of information for per diem rates, POV mileage rates, and other information is www.gsa.gov/portal/category/22076_

For the Online JFTR & JTR please see www.defensetravel.dod.mil/perdiem/trviregs.html