



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



GTCC Training and CGBI

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GTCC training requirements are closely monitored by the program manager. As such, over 600 accounts were closed on 12/28/12. If the cardholder does not complete training and notify us within 30 days of the account closure, they must reapply for a new card. They have until 1/27/13 to get this completed and notify us in order to reopen their existing account.

CGBI has been reconfigured now to reflect GTCC training for anyone, whether they have a GTCC or not. This revision is helpful in supporting the requirements of OMB 123A where an approving official must be required to take the training whether or not they have a GTCC.

Here's how you can help with GTCC Training and prevent having GTCC accounts closed. Use CGBI to track training and notifying members. This is in addition to what is being done at the program level, where we are sending at least three emails, 4 to 6 weeks apart to members who are not current on their GTCC training. To find your cardholders in CGBI, follow these steps:

Log in to CGBI.

Select the tab for Cubes/Reports

In the search box, type government travel card training.

Once you get the report titled Government Travel Card Training, select the link for load on Cubes/Reports view

To save the report, select create bookmark.

Launch the report at your organizational level

Select All and NEXT

Run this report in Excel without summary

Select Travel Charge Card Holders and Finish

Once the report arrives, you should be able to save and work through the sorting to get your desired results.

You might pass this information along to your ESO since they may be asked about it.

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.



Phone Numbers

Be sure to make a note of our new phone numbers

Our phone numbers have been changed as a result of our phone system change to Voice Over IP (VOIP) service at PSC. You can now reach us at: Mr. Matthew Ruckert: 703- 872-6404 and Ms. Carlene Curry: 703-872-6398. Please be sure to update any devices where you might have this information stored. We want to be sure we are available to help you when you need it.



SATO and NON-REFUNDABLE TICKETS

IBA and CBA: Process for Cancelling Tickets



In order to save the unit and CG travel funds, it may seem to be more cost effective to book non-refundable tickets through SATO. However, if the travel is cancelled, what happens to the tickets?

If a traveler using the CBA (billing travel to the TONO) has a non-refundable ticket and the trip is cancelled there is no refund or credit issued to the account. The traveler can reuse the ticket subject to the airline fees for reissuing, travel within the time period where the ticket can be reused, etc. These rules vary by airline and ticket issued.

If the traveler used their GTCC to purchase the non-refundable ticket and the trip is cancelled, they are still obligated to pay their GTCC bill timely even though no credit will be issued to the account. The same discussion applies to the personal GTCC as it does with the CBA.

Remember that a traveler may only request a non-refundable ticket when specifically authorized by the Approving Official on the orders. Travelers who make non-refundable reservations without authorization may not be reimbursed for the cost of the ticket if the trip is cancelled (and then it would be misuse...).



PII Violations and Credit Reporting

Did you remember to password protect your email to JPMC when submitting a new travel card application?

You didn't????!!! Now you need to notify your command of a PII violation. Your command must immediately report this release IAW the Privacy Incident Response, [COMDTINST 5260.5\(series\)](#). CG-611, CWO Dennis Wilson, should also be advised of this PII violation to ensure policy is followed and provide answers for possible credit reporting review for the person involved.



GOOD TO KNOW

Do you have a question about travel card applications? Questions about travel or travel card policy? Questions about reinstatements or discipline? Do you know where to look for answers?

Just like learning anything else, it's always good to know your references. Never hesitate to email or call us with your questions and concerns. But please don't be offended when we refer you to the GTCC policy so you can become familiar with it and know your resource for answers when the command asks questions. And besides, your questions could lead to future policy changes. So ask, ask, ask.

OPENING REPORTS IN PAYMENTNET

Do you ever encounter problems creating reports and opening them in PaymentNet? Perhaps the issue is not the system, but the format setting you are using. Try this next time you want to produce a large report such as your cardholder profile report:

Select the report as you normally would

Change the format to TEXT

Enter a password if requested

After the report has downloaded, select it from the list and it should open in the TXT format

Save this TXT format to your desktop or folder

Open a blank Excel worksheet

Select File/Open and open the TXT file you just saved

You will get a Text Import Wizard pop up. Select the Delimited button and NEXT

Select the box that gives you the proper column (typically comma or tab) and NEXT

At this stage you can set the format to all your columns best suited for your needs

Select Finish.

Now your text file has been imported in to a worksheet.

Finally, save your new file in the Excel format.

Remember to always protect PII. If you have any questions on this process, just let us know and we will be glad to help.



FORCECOM INSPECTIONS AND GTCC REPORTING

Are you running reports and communicating delinquencies to your command? This is a requirement IAW [CIM4600.18](#) and will most likely be part of your next inspection criteria. Just a few of the reports you should be reviewing regularly are: declines; delinquencies with current balance; 45 day report and the unusual activity report. You can customize these reports to your needs and can now have the visibility of units by OPFAC. You can also run reports using Direct Access. The tool for this process is found on the [GTCC website](#) under job aids. Good luck with your inspections.

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REMEMBER * ALWAYS PROTECT PII

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WHAT HAPPENS AT THE GTCC PROGRAM LEVEL

No, our office is not located in the Pentagon or even at CG HQ in Washington, DC. We are across the river in Arlington, VA. Our offices are located in a professional business building attached to the Ballston Commons Mall.

While we have oversight to over 45,000 travel card accounts, *just a few* of our responsibilities include:

GTCC Internal controls

- ◆ Increase credit limits to \$10000 or above
- ◆ Identify potential misuse
- ◆ Oversee training requirements
- ◆ Oversee card activation status
- ◆ Review and update policy
- ◆ Close accounts for separated cardholders
- ◆ Update DA GTCC hierarchy tree

Process travel manager designations/reliefs

Process online applications

Training and technical questions

Respond to DHS audit requests

Monitor and audit the debit card program

Review and submit salary offset requests to PPC

