



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

Travel Charge Card

Web Page

<http://www.uscg.mil/pse/bops/govtrvl/>

JPMC Travel Manager Help Line

866-725-1184

Verification ID must be provided.

SATO GetThere Outage



Travelers are not able to use the online booking tool while connected to CGONE network. Following notification that the deployment of Internet Explorer 11(IE11) may be delayed, we engaged with the Technical Director at TISCOM. The On-Line Booking Tool (GETTHERE) is down due to the CG standard image not being able to have TLS v1.2 enabled which is a requirement as mandated by the Payment Card Industry and in support of industry best practices for secure web sites. It was determined that while TISCOM originally planned to have IE11 deployed between 4 Dec 2015 and 4 Jan 2016, they have encountered some technical glitches. Trial deployments of IE11 have only been successful on ~64% of the workstations. TISCOM is actively troubleshooting these problems, but have not yet discovered the root cause.

Until they can significantly improve the deployment success rate, TISCOM has postponed the enterprise wide deployment of IE11. TISCOM has engaged Microsoft engineers to work on this problem and hope to be able to resume IE11 deployment in early Jan 2016.

This information has also been posted to the GTCC website. Please help communicate this to help make your travelers aware of this issue.

Reenlistments and GTCC-CIM1000.2A

ALCOAST 469/15 announces the updates to CIM1000.2A, Enlisted Accessions, Evaluation, and Advancements Manual, where changes to the GTCC requirements for reenlistments are clarified. ALCOAST 093/14 is no longer valid with announcement of this policy update.

1.A.5.b. Eligibility Criteria:

(8) Have not had their most recent government travel charge card (GTCC) closed for misuse or delinquency during the current period of enlistment.

(a) Members who have had an account closed for delinquency or misuse who meet the criteria for reinstatement in accordance with Government Travel Charge Card (GTCC) Program Policies and Procedures, COMDTINST M4600.18 (series) can submit a reinstatement request in advance of reenlistment.

(b) Members who have had an account closed for reasons other than misuse or delinquency (such as never having an account, determination the account was no longer needed, failing to activate the card, or failing to complete required training) are eligible for reenlistment.

Chip and Pin Technology

The following article is from a recent GSA newsletter. You may also refer to the [July 2015 GTCC newsletter](#) for more information on chip and pin card replacement.

Signature vs. PIN?

When you activate your new chip card, you'll be asked to choose a Personal Identification Number (PIN) for your account. But it's important to note that all chip cards support signature as well as PIN to complete card-present transactions. Which one you use depends on the type of chip-enabled equipment at the point of sale. It also will remain common practice at certain merchants to require neither signature nor PIN to complete low-value transactions.

Insert or swipe

Chip cards are inserted, not swiped, into a chip-enabled merchant terminal to process the transaction. If a merchant terminal is not chip-enabled, the chip card can be used in the traditional "swipe and sign" manner because the chip card also provides a fully functioning magnetic stripe on the back of the card.

Using your chip card at ATMs

Across the United States, you will encounter ATMs that support chip, and others that continue to support only magnetic stripe. During this equipment transition period, you will continue to insert the chip card and follow the prompts on the ATM screen to complete the transaction — just as you do today. Some machines will prompt you to re-insert the chip card and leave it in the ATM to complete the transaction. Transactions at ATMs will continue to always require a PIN, whether they are chip-enabled or not.

Using your chip card at unattended terminals

A PIN may be needed at unattended chip-enabled terminals, e.g., fuel pumps, train ticketing kiosks, certain parking garage terminals, etc. Today, most unattended terminals in the United States only support magnetic stripe transactions, which, of course, all chip cards can accommodate. Though conversion is under way, the total equipment update to chip capability will likely take a few years to complete. If you are experiencing an issue at a chip-enabled remote terminal, you are encouraged to complete the transaction person-to-person, inside the store or at an attended kiosk or terminal.

Enhanced Security

The built-in microchip in the card provides an enhanced layer of security when used at a chip card reader.

Merchant Security Incident

JPMC recently notified us that the credit card networks (VISA®/MasterCard®) have identified that some of our cardholders were impacted by a security incident. The credit card information could have been exposed. This was not a Chase or J.P. Morgan security incident.

A merchant security incident does not necessarily mean that fraud has occurred; however, the information that was compromised could potentially result in fraud. The information compromised may have included card numbers, the card expiration date, the three-digit security codes and cardholder names. Refer to emails sent out earlier in December regarding Merchant Security Incident. Notification went to cardholders as well as Travel Managers. Even if there has been no recent travel (6 month or longer), cardholders are advised to review their accounts for suspicious activity. Online account access guide is found on the GTCC website at [http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/default_Travel_Card.asp#How do I access my GTCC account online](http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/default_Travel_Card.asp#How%20do%20I%20access%20my%20GTCC%20account%20online). Questionable transactions should be reported to the bank immediately by calling the number on the back of the travel card.



Good To Know

- ⇒ Does your unit use CGPortal for sharing travel and travel card information? If so, please ensure your unit has the most up-to-date information. Post links and not forms to ensure travel information remains current.
- ⇒ Once Direct Access is back online after January 4, we will push up-to-date travel card account data from PaymentNet to DA. We will further update PaymentNet with user IDs and hierarchy changes once we receive member and employee updates from PPC. Please be aware there may be delays in this process depending on DA coming back online and PPC reporting.



Travel Manager Tool-Updated!

Have you experienced challenges lately when trying to use the Travel Manager (TM) Tool?

We recently completed updates to the TM Tool. The update was needed due to remapping of our network drives following the PSC move to CG Headquarters (aka St. E's)which means the link to our public folder was pointing to the wrong place. The TMTTool is found on the [Travel Manager page](#) of the GTCC website.

Please select one of the following options to update the tool to the current DEC 2015 version:

a. If you have previously installed the TM Tool, please use the Database-Updater File to update the code. This update will not overwrite any of your existing files, and downloads. You will know if you have the current version of the TM Tool installed if you see "Travel Manager Tool (Feb 2015)" at the top center of the window when you have the program running. If you have an older version you will encounter problems.

b. If you have never installed the TM Tool (look for a TravelManagerTool folder in your U-Drive (i.e. documents folder)), use instructions in the JPMC Travel Manager Info file (from your Welcome New TM email) to install the entire application and all template files. If you have never done this, Mr. Matt Ruckert is available after Jan 11 to assist/walk you through the process. Send him a meeting invite and set aside 20 min. for this learning process. This is guaranteed to save you time in the long run.

TDY Exceeding 21 Days

Use of the travel card is mandatory for official travel. However, in accordance with [GTCC policy, CIM4600.18](#), use of the GTCC is not mandatory for TDY when travel exceeds 21 days. But if the travel card is used, then claims must be filed every 21 days. According to the October 2015 AO newsletter generated by PPC, if travel is anticipated to exceed 21 calendar days, a (blanket) travel order with a 13 doc type travel order number (TONO) may be issued to allow a traveler to file multiple vouchers.

Please remind your admin shops and cardholders of this information. Processing interim travel claims and utilizing the split disbursement feature in TPAX can help reduce travel card delinquency rates.

Credit Limit Review

From DHS: 'A best practice this time of year is to reduce travel card credit limits for those cardholders who are not in a travel status. In addition or as an alternative, weekly reports should be generated that identify potentially questionable transactions.'

Be sure to monitor your AOR travel card accounts where limits should be reduced and a card has not been used for 12 months or more. The cardholder profile report is a good tool for this review. Don't forget to notify the cardholder of any action taken on their account. Reducing credit limits is in accordance with GTCC policy, CIM4600.18. Cardholders who travel five or more times per year may have a permanent credit limit set on their account.

**GOVERNMENT TRAVEL CARD
PROGRAM MANAGERS**

Mr. Matt Ruckert
Matthew.T.Ruckert@uscg.mil
703-201-3080

Ms. Carlene Curry
Evelyn.C.Curry@uscg.mil
703-258-5996

CG PSC Business Operations
2703 Martin Luther King Jr. Ave SE
Stop 7200
Washington, DC 20593-7200



*REMEMBER * ALWAYS PROTECT PII*

ARL-PF-CGPSC-JPMC-GTCC@uscg.mil



**In The
SPOTLIGHT**

Way to Go Travel Managers!

Ms. Donna Fuchs-assisting with the TMT

Ms. Karen Bruno-GV and GTCC use for fuel

YN1 R. Shepardson-GTCC and LICWO travel

YN1 C. Fleming-fraud alerts

Thank you for your support in this program. Keep up the great work!

