

FEBRUARY 2011

GTCC PROGRAM UPDATE

1. Hierarchy Revision Update: The review period for the proposed GTCC hierarchy structure overhaul closes on 1 March 2011 and there have only been mostly positive comments and only some minor requests for clarification. Your efforts to help socialize this are evident by the complete lack of objections...thanks. We also cleared the CG-631 hurdles by completing a test run of loading the new structure into DA and then loading dummy data within the test environment. The next step will be to consolidate the review comments and obtain final approval of the reengineering. Once this approval is in hand I will be reach back to the ATUs to obtain new designation letters for the coordinators who will be reassigned under the new structure...most of you can expect to continue in your current role...just with a different batch of cardholders. This process will take most of March with the actual load of the new structure (if approved) in early April.

2. Disputes: Were you aware that disputes can be done online through PaymentNet? This can be done by selecting Transactions – Manage. Once the line item to dispute is identified, select that line. From this screen, now you will see a DISPUTE button. After selecting the DISPUTE button, enter the email address and choose the appropriate reason for the dispute from the pull down menu. If using the online functionality is not an option, we have included the bank dispute form.



Dispute Form
JPMC.docx

If a cardholder is due a credit for travel (airline, hotel, rental fees, etc.), they need to contact SATO to initiate the credit, and confirm with SATO that the credit request to the vendor was processed. The same thing applies if they are expecting a credit direct from an airline. The traveler should always be sure to document the who, what, where, and when of the conversation for any credits requested. Then, if more than 3 weeks pass without the credit being applied, we suggest the traveler dispute the charge with JPMC. Since disputed charges are removed from the statement balance, this allows the cardholder the ability to pay the full card balance in compliance with policy and time for the actual credit to be applied to the account. Remember, the key to this process is the documentation of the dispute request by the cardholder.

3. Scheduling Travel in Advance: Do you know that depending on the type of ticket purchased, ticketing and therefore payment may be required immediately upon making the reservation? This is not the case with city-pair contract fares (-YCA and -CA fares) which is one of the advantages of these fares. But, if the cardholder is required to book a non-city pair fare which requires advance ticketing, we recommend the traveler seek a travel advance through the routine processes if the travel and reimbursement will not be completed within the same billing cycle as the airfare charge. This advance, applied to the GTCC account, will prevent any late payments which could result in disciplinary action.

4. Cash Advance Fees: JPMC charges 2.5% of a cash advance or \$3, whichever is more, for transactions from an ATM or bank teller. This appears on the cardholder's statement as a separate line item. Any other fees that are included in the line of the amount withdrawn are assessed by the ATM owning bank. As an example in the case of a \$300 cash withdraw, the ATM bank assessed fee is \$3 and then JPMC charges 2.5% of \$303.00 for a total cost of \$7.58 in fees. No other underlying fees are applied. Both fees can be filed on the travel claim as a reimbursable expense. But travelers should be counseled to limit their ATM useage to the greatest extent possible by using the Travel Card and not taking multiple small dollar amount ATM withdrawals.

5. Reinstatement Requests: We have incorporated changes to the reinstatement process in the new GTCC instruction, COMDTINST 4600.14(series). Currently the instructions requests an email be forwarded from the member and once it gets to our office, we have additional forms that need to go back to you for the cardholder to complete.

To streamline this process, the following actions are required and forms completed prior to forwarding to this office:

- a. Memorandum for request from the member for GTCC reinstatement with CO and GTCC coordinator endorsements. The CO's endorsement may only be delegated to the Executive Officer, Deputy, or Chief of Staff within the respective command cadre.
- b. DHS GTCC training certificate or printout of the Learning Portal transcript showing the course completion date.
- c. Bank GTCC application (GSA SmartPay2 – Visa IBA Cardholder Form).
- d. J.P. Morgan GSA SmartPay2 Card Individually Billed Cardholder Agreement.
- e. Credit Bureau Release (CBR) Authorization Letter.

The above steps/documents are contained within the attached template file for reinstatement requests.



The coordinator is responsible for proper research on the account to ensure no misuse has occurred prior to submitting this request. Remember, this must be initiated by the member.

6. GTCC and PCS TLE/TLA: With transfer season approaching, we wanted to direct your attention to what is appropriate GTCC use for PCS travel. GTCC use is mandatory for PCS travel UNLESS travel exceeds 15 days. If the duration of the PCS travel will exceed 15 days, including leave, compensatory absence, proceed time, and TDY in conjunction with the PCS, the card SHALL NOT be used. However, this restriction does not apply to Temporary Lodging Authorization (TLA). The GTCC may be used to cover hotel and meal expenses in conjunction with the TLA entitlement, but reimbursement claims must be submitted every 15 days to allow for timely payment of the monthly GTCC bill. In the case of Temporary Lodging Expense (TLE) moves, the card may be used subject to the 15-day rule addressed above.

7. References: In case you were wondering where we might reference policy and guidelines for the GTCC program beyond the COMDTINSTs, here is a sample list of a few references we regularly use:

- a. JFTR
- b. DHS Financial Management and Accounting Part 3.2.1 Travel Card Manual
- c. Office of Management and Budget, (OMB) Circular No. A-123

So when someone asks if they are required to use SATO or their GTCC for travel, this is where we go to find the answer.

8. GTCC Coordinator Roster: The travel card coordinator roster is available through the link on the GTCC website. The new location is: <http://www.uscg.mil/psc/bops/govtrvl/>. We ask for your help to review this list for accuracy. Please let us know as soon as you identify discrepancies so we can correct our records and update systems to add or remove access.

9. DeptID Rollup for Reporting in DA: First off to ensure we have a common understanding, the Department ID (DEPTID) defines the basic building block of the Coast Guard's organization. Every organizational block (branch, division, department, unit, etc.) generally is defined by a unique DEPTID number. Also, most units (i.e., Sectors, Stations, Air Stations, Districts, etc.) have a parent DEPTID which covers all of the sub-departments within that command within Direct Access. So that understanding, if you enter the parent DEPTID into the Direct Access Cardholder by DEPT report you will get all cardholders within that command. As an example, for SECTOR North Carolina the parent DEPTID is 007623. Entering this shows all of the cardholders within the Sector, but not the subordinate units such as the Stations. The easiest way to find these DEPTID numbers is to use the following link <http://cgbi.osc.uscg.mil/2.0/paa/>.

10. GSA SmartPay2 Conference: This year's GSA SmartPay2 conference will be held in Las Vegas in August. We will communicate this training opportunity to you later sometime in March. We realize you are getting anxious to register so stay tuned for more information.