USCG

GTCC NEWSLETTER

Volume IV Issue V

MAY 2014

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:

TM Time to Move	1
Limit Increases-Hurricane Season	1
GTCC Apps & Statistics	2
GTCC Apps & TDY	2
Good To Know	2
GTCC GMT	3
Split Disbursement	3
SATO News & Updates	3
In the Spotlight	4
Acct Status&Documenting	4
Updates and Reminders	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.

Travel Managers—Time to Move

It's PCS time again and travel managers are changing watch. What do you need to do to be properly relieved as TM? Are you remaining in the same ATU? If so, we will need a relief letter from your former command to ensure you are removed from the distribution list as well as PaymentNet. Since hierarchies are based on ATU and it doesn't change and if you will no longer be a TM, be sure this is submitted. You probably don't want to continue receiving GTCC information once you are no longer a TM.

If you are PCSing to a new unit and different ATU, no relief letter is required. Our system will identify the change as soon as you check into your new unit. At that time your TM PaymentNet access will be revoked. If you will be a TM in your new command, a new designation form with supporting training documents will be necessary. All the necessary documents are posted to the Travel Manager page of the GTCC website for the designation and relief process. Do not use locally stored memos when designating a new travel manager since these documents change periodically and will be rejected if the wrong memo is submitted.

Mass Credit Limit Increases

Hurricane Season

If you are in an area that may need to evacuate due to a hurricane or there is another immediate need for mass limit updates for a group of cardholders, don't stress over trying to increase all your cardholder credit limits yourself. Just send us a list of the EMPLIDS, DEPTIDs, or OPFACs affected by the storm or event and the credit limit being requested. We will do the rest. Once the event has passed and it's time to return to a normal operating status just let us know and we will return the same limits to the original value. With PaymentNet import functions, we can process your mass credit limit changes within minutes. This request should not be made just because it is hurricane season but on a needs only basis. Increasing limits without travel puts the cardholder at risk for fraud or unintentional misuse. We ask that you give us as much warning as you can and send us an email when you know the increase is needed. We will take care of your accounts so you can take care of other urgent business.

GTCC Application Processing Stats

Check out these amazing stats on application processing!

In the past 12 months, April to April, 5,260 GTCC applications were submitted to the bank for processing. 1,455 of these were paper applications of which 476 were rejected for various reasons. 33% of all paper applications submitted have been rejected. Just last month, 38% of paper applications submitted were rejected. Whether these were RUSH requests or not, this created an additional delay for the card applicant getting a new card.

In the same period, 3,805 online GTCC application requests were submitted. Only 93 online applications were rejected by the bank, just 2%. So you can clearly see that the preferred online process can ensure timely application processing, reducing errors and getting the card to the member in a timelier manner (in most cases) than submitting the paper form.

The top 5 reasons for paper application are rejected (not in order):

- Missing or invalid hierarchy
- Missing or invalid signature authority
- Missing or invalid applicant details
- Existing account open
- Fraud alert with credit agency

GTCC Applications and TDY Members

If a member is TDY to your area and needs to submit GTCC application, be sure to check the member's ATU. If the member is outside your ATU, they are not in your hierarchy. You should not complete an application for a member that is not in your hierarchy since you do not have the authority from that command to authorize a new card. Signing an application for a member who is not part of your hierarchy can result in a rejected application. Please refer to the most up to date Travel Manager roster posted on the GTCC website to find the travel manager who can assist the member.

Good To Know

Unit Training Tool: This handy PowerPoint presentation should help you prepare for any unit or all hands training when comes to the topic of GTCC and its policies. No need now to reinvent the wheel. Disclaimer: this slide deck does not meet the GTCC GMT requirement and is only intended to supplement it.

Has a cardholder PCS'd and their hierarchy is not updated? Did they complete the DA check-in process? If they are not properly checked into DA, we cannot make a hierarchy update. This would be the first place to look if they have reported in and no hierarchy change has been made.

Still have Questions regarding ALCOAST 093/14, Reenlistment Criteria? Check out Page 5 of the GTCC Newsletter-April edition.

Check the PaymentNet welcome page for the next online training webinar, June 5 and 26. New TMs will find these sessions helpful to get started in this new collateral duty.

GTCC GMT

GTCC accounts will soon be closed due to cardholders not completing this required training. Some might say they tried but the system did not complete the course, would not engage or would not produce a certificate.

It may not be intuitive that the student will need to return to the main menu of the course and select the course exam tab. Once the exam is completed, they will need to produce the transcript. LMS will not provide a certificate of completion for the GTCC course. To print the transcript, they need to select the My Account tab, then My Transcript icon. On the next screen they should see a list of all their courses and can select print at the top right of the page. They could either send to a printer or to ADOBE PDF to get a document to forward via email.

Another known issue with the GTCC GMT course is the JAVA version. This course is owned by DHS and uses JAVA 6 and will not work with JAVA 7. As long as the installed version is 6 Update 22 or higher the JAVA is properly installed. But if the course/system does not work, have the cardholder call the CSD/CG Helpdesk…more often than not they can fix the broken "S" in the members SWIII.

Encourage Split Disbursement

While using the split disbursement feature in TPAX is not mandatory (yet), we highly encourage the use of this tool to, at a minimum help pay for the high dollar travel items like transportation, lodging and car rentals charged to the travel card. Using this claim reimbursement feature can help reduce GTCC delinquencies, especially for junior members and reservists. In the May delinquency report to senior leadership there were 15 of 42 members, E4 and below who were past due on their account. Also of these 42 delinquencies, 11 (26%) were reservists. Using split disbursement when filing the travel claim will send a payment directly to the GTCC for an amount designated on the claim. Also, if a member is in the middle of a move, statements may be delayed in forwarded mail. Using split disbursement for payments can ensure timely payments to the account. Additionally, if the member has payroll garnishments, use of this feature will ensure their GTCC gets paid and that the travel reimbursement does not get diverted to pay an outstanding debt the member owes. If the GTCC account is overpaid using this method, then a simple call to the bank to request the overpayment/credit due can be made. So recommend split payment when filing a travel claim.

SATO News and Updates

Changes with GetThere and Hotel Bookings CWT/SATO, the required Travel Management Center (TMC) contractor for all official travel requirements, announced that their online booking tool provider has released an updated user interface for GetThere. Specifically, GetThere launched a new set of hotel selection screens for booking accommodations and there is a new home page look/design layout. The hotel selection screens are vastly improved from the previous version. Useful information on booking travel via SATO can be found at the website below:
http://www.uscg.mil/psc/bops/govtrvl/TMC/SATO/default_sato.asp

More SATO news: Did you know that your SATO/GetThere user ID is your EMPLID? How about updating your SATO profile if your GTCC has renewed with a new expiration date or been lost and replaced with a new account number? Have your travelers entered their Known Identification Number for the TSA Pre-Check process? It's all right there in the SATO profile.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

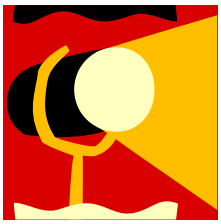
Mr. Matt Ruckert
Matthew.T.Ruckert@uscg.mil
703-201-3080

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

CG PSC Business Operations
4200 Wilson Blvd, Stop 7200
Suite 1100
Arlington, VA 20598-7200

*REMEMBER * ALWAYS PROTECT PII*

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



In the Spotlight

Way to go Travel Managers!

YN1 John Saxon—hotel overcharged to the wrong GTCC

YN2 Chance White— identifying potential GTCC misuse

CWO Joel Moore—inquiring on hierarchy changes and updates

And keep up the great work!

Account Status and Documentation

While you have the ability to close an account, we would like to remind you to document the reason for closing it in the account notes. This needs to be done BEFORE you reduce the limit to $0 and change the account status to closed. With the implementation of ALCOAST 093/14-Additional Reenlistment Criteria, it's very important to document the account whether it's for separation, retirement, or misuse. If you have questions about this process or what or how to make an entry, or you prefer us to close the account instead, please don't hesitate to send us an email or call.

GTCC Program Updates and PCS Reminders

You may have already seen this message, ALCGPSC 058/14 regarding the GTCC program but we thought you might like a refresher. You can have this added to the travel order notes. This message covers the following topics that are important for this travel season:

Permissive Orders	Team Gear
Tuition	Dependent Travel
Transportation of HHG	Leisure Travel in Conjunction with Official Travel
Trailers/RVs	Credit Limit Increases

Check it out!