



GTCC BULLETIN

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References

- COMDTINST 4600.14B
- JFTR, U2015
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

Inside this issue:

Travel Manager Tool	1
Hierarchy/Acct Updates	1
Hierarchy Changes	2
Travel Manager's Acct	2
Good To Know	2
Separating Cardholders	3
DA GTCC Reports	3
PaymentNet Reports	3
Website Tools and Job Aids	4
GSA SP2 Conference	4

GTCC

Travel Charge Card

Web Page

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

Travel Manager Tool



Want to create GTCC reports that can be filtered by unit? We have designed and deployed a tool for you that will produce excel files that link the PaymentNet standard reports with the Direct Access data so you can identify who's who in the zoo. Once you get the system in place, you will be able to sort and filter your data by unit and also know the rank and class of the employee you have in the report. Feed us your ideas for additional functionality...and we will continue to improve this tool. You can find this tool on the Travel Manager page of the GTCC website.

HIERARCHY AND TRANSACTION TRANSFER UPDATES

All hierarchy updates and historic transaction transfers should now be complete. Please let us know if you identify any unique system issues with reporting or account information .

Need a Hierarchy Changed?

Hierarchy changes no longer need to be requested through the bank or this office. A process is now in place to automate these updates. Unless it is an urgent situation, there is no need to contact us regarding an update. If you suspect a member is in the wrong hierarchy in PaymentNet, please take the following actions before contacting this office. Identify the cardholder's department ID in Direct Access. Cross reference the



department ID with the [Hierarchy/Dept ID Relationship Table](#). Most of the time you will find the problem is that the member has not properly checked in with the SPO. If there is an urgent need to manage the traveler's card, please contact the member's Travel Manager from the prior hierarchy. However, if you do find there is a mismatch and the member is in the wrong hierarchy, please provide us with the member's EMPLID so we can investigate.

Adjustments to Travel Manager's Travel Card Account



As a Travel Manager, although you may have access privileges to manage your own travel card account you do not have the authority to do so. If you need to have maintenance performed on your own account, please contact another Travel Manager within your hierarchy or contact us. Remember, the system tracks who makes changes to the accounts and this is monitored as part of our internal controls.



Over 25,000 cards will be reissued within the next two months. Please communicate to your cardholders to ensure their mailing address is current with JPMC.

GOOD TO KNOW

When contacting us regarding a cardholder, please be sure to include the following information: cardholder name, employee ID or last 4 of the cardholder account. Please do not give us the entire card account number or a social security number.

Just a reminder that travel managers may only increase credit limits, temporary and permanent, **up to \$9999**. Any increases above this amount must be endorsed by the command and submitted to this office for review and processing.

Check Out Processes for Separating GTCC Holders

Recently a member retired owing a GTCC balance of over \$4,000. How does this happen? What are the check out procedures in your area? Did you check the airport terminal in Direct Access to view departures? There should be no surprises with this sort of separation. Find out where the gaps are in your AOR for check-out procedures. We strongly recommend you work with your SPO Supervisors to ensure that they are not giving the member their original orders until they have fully completed the check-out sheet.

If you find you need to close an account for a separation from service, you can do this in PaymentNet by following these three steps: put a note in the account to explain why the account is closed, reduce the credit limit to \$0, and change the card status to "closed". Alternately, after confirming the account needs to be closed you can send us an e-mail and we will close the account.



Direct Access Travel Card Reports



Please note that we are still finding errors in the data presented in the Member's by DEPTID report. These reports will show a travel cardholder in one department while this same member will show in a different department in the CG Member Info screen of DA. This is a problem with CG-6's data conversion between DA-8 and DA-9.1. We have notified them again of this problem and are awaiting a response.

PAYMENTNET REPORTS

Ever notice that some delinquent accounts don't show up on the 45-Day report but do on the Delinquencies with Current Balance Report? Did you know that accounts that are 61 or more days past due, do not show up on the 45-day report? Honest, it is true. The 45-Day report serves as a good proactive tool to avoid delinquencies, while the Delinquencies with Current Balance Report is really what you want to use when looking for delinquent cardholders.

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*REMEMBER * ALWAYS PROTECT PII*

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Website Tools and Job Aids

Check out the [GTCC website](#) and give us your feedback. We

want to make this site user friendly and helpful so you can be more productive and efficient as a travel manager.



GSA SmartPay2 GTCC Training Conference



GSA SP2 GTCC Conference was a big hit. It was well attended and we hope all attendees gained a lot of useful information from the sessions at-

tended. We have a link to the JPMC presentations as well as the CG day presentation on the [GTCC website, in the Travel Manager page](#). Check it out and let us know what you think.

Next year's conference, Nashville, TN, July 31-Aug 2. Mark your calendar and plan early.

