



# GTCC BULLETIN

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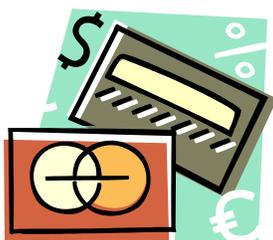
## References

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

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## \$\$\$Credit Limit Review\$\$\$



Does that cardholder really need that **\$18,000** credit limit?

There are currently 140 accounts with limits above \$9,999. Of these, 25 of them have had no activity on the account in the past 3 plus months.

There are 4,215 accounts set between \$9,000 and \$9,999 and over 1,000 of these accounts have had no activity in 2012.

There are 11,458 accounts with limits between \$2,501 and \$8,999 and over 4,000 of these accounts have had no activity in 2012.

Not included in the above numbers are the 11,612 accounts with limits set above \$2,501 that have no recorded use on them...**EVER!**

Did these cardholders just report aboard and have a limit above the standard \$2500? Take a look at a cardholder's account history. Look at the total purchases and cash advance withdrawals. If they just reported in and have an excessive limit, chances are they no longer need that limit in their new job. Perhaps they have retained a high limit because of their extensive travel but are no longer traveling as much. You might be surprised how much risk can be reduced by reviewing and lowering credit limits. If you do this review and lower the limits, be sure you notify the cardholder. They don't need to get caught stranded because of an insufficient credit limit.

## CANCELLED GTCC CONFERENCE FUNDING

DHS OCFO has decided not to attend the 2012 GSA SP2 Conference held in Nashville. Therefore, the CG GTCC Program office has decided to cancel any travel program sponsored attendance to this annual event. This however, does not prohibit any personnel from attending on unit funding if it is determined at the unit level, that this conference is required to meet your operational requirements. But there will not be a CG Tack-On day and we understand the DHS Training Track is also cancelled.



## 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.

## WHEN AND HOW TO USE THE CBA

The Centrally Billed Account (CBA) is the travel tool for individuals when:

- ⇒ They do not possess a GTCC,
- ⇒ Their PCS travel exceeds 15 days,
- ⇒ Their TDY travel exceeds 21 days, or
- ⇒ Overseas travel ticket requires an advance purchase or exceeds \$3000 (both only apply to overseas travel).

CBA is only used for commercial travel. Rental cars and lodging are not authorized charges for the CBA and will be declined. [COMDTINST 4600.18](#), Ch 2 addresses use of the CBA and more specifically, part 5 addresses **the AO responsibility** when issuing orders that authorized use of the CBA.

The traveler will not be given the CBA number but when making travel arrangements through SATO, they will explain that the ticket is to be charged to their orders. SATO will require the orders to be faxed or emailed. Tickets will not be purchased until SATO receives the travel orders that specifically authorize the use of the CBA. **!!!Travelers are responsible and expected to notify SATO as soon as possible if a trip is cancelled!!!**

## Looking for Bullets for Your Next EER/OER?



Try using the Account or Employee Audit Report in PaymentNet. In PaymentNet, select the Reports tab and locate the report called Account Audit and Employee Audit. In the criteria field, select from the pull down menus: 'Modified By' and 'Begins With'. Enter your travel manager user ID as the value and then process the report. You can select a date range as well. You may want to produce this report in Excel as this will allow you to 'count' rows so you can tally the changes you have made over the designated time frame. Supervisors love getting this kind of data to support a good eval!

## GOOD TO KNOW



The cardholder address in PaymentNet impacts the member's statement delivery; credit refund payment; new and renewed card issue. Whenever possible, be sure to verify the personal information in the account tab. That includes email addresses as well. THANKS!

Did you know you can close an account when a cardholder leaves? Just reduce the credit limit, add notes, and close the account by changing the status.

Lost your VIN? Just give us a call and we will contact the bank so you can phone in and help your cardholders.

If you need to request a card for someone, you can contact the bank at 866-725-1184. Be sure to present your VIN.

## When SATO Charges More Than the Online Booking Fee

The Global Distribution System (GDS) is a worldwide computer reservation network used as a single point of access for travel reservations. But not all airlines fully participate in the GDS. When you make online reservations, as we hope you do, then you may find for certain airlines, that your service fee is actually the full service fee instead of the cheaper online fee. This is because SATO must perform additional functions, manually fulfilling your reservation for these airlines that do not fully participate. Below is a list of airlines from [SATO/GetThere](#) that currently do not fully participate in the GDS. This information is also included in the announcements section of GET-THERE and is routinely updated.

So why would GSA award a contract to a carrier that does not fully participate in the GDS system? According to our contract City Pair team, like most GSA contracts they want full/open competition with some guidelines as to service and customer access. The contract has a caveat that the participating airlines will make their reservations and ticketing available through their normal commercial distribution system(s). So if they do not normally fully participate, they are not required to by the contract. So if a traveler makes an online reservation and sees that full service fee, you should now have a better understanding of why and be able to explain it.

|                            |                         |                          |
|----------------------------|-------------------------|--------------------------|
| Air North                  | Bering Air Inc.         | Cape Air                 |
| Frontier Flying            | Frontier Flying Service | Great Lakes Aviation     |
| Hagland Airlines           | Horizon Air             | Kenmore Air Harbour Inc. |
| Mesa Airlines              | Olympic Airlines        | Pan Am Clipper Connect   |
| PenAir/Penisula Air        | Southwest Airlines      | Spirit Airlines          |
| Warbelows Air Venture (4W) | Winds of Alaska         |                          |



## Reinstatements—When it is not Approved

The GTCC bank has rejected the request for reinstatement and their decision is final...no resubmission will be considered until a new contractor wins the GSA Travel Card contract. This is why we ask so many questions on reinstatements and try to ensure that all of the information (particularly concerning what happened and what corrective action was taken by the member and command) is documented in the package. There is only one shot in the barrel for reinstatements. So if you have a cardholder who knows their credit score is below **660**, they may want to delay requesting that reinstatement for a year or more to allow their credit score to improve.

Now what??? The member or employee has a few options on how to cover some or all of their travel expenses. If commercial travel is needed, such as air or rail, then the traveler may use the CBA as a means of paying for the transportation. However, travel orders must indicate use of the CBA is authorized and transportation arrangements must be made through SATO. Other charges like rental cars and lodging are not authorized for purchase on the CBA. For all other expenses, the traveler may want to consider obtaining a travel advance.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

Mr. Matt Ruckert  
Matthew.T.Ruckert@uscg.mil  
202-493-1965

Ms. Carlene Curry  
Evelyn.C.Curry@uscg.mil  
202-493-1222

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](mailto:ARL-PF-CGPSC-JPMC-GTCC@uscg.mil)**

**ORACLE**  
PEOPLESFT ENTERPRISE

**CGPORTAL**  
the information YOU need

## Department ID Role Ups for DA Reports in Lieu of OPFAC

In order to identify that top department ID where all the subordinate departments are located, try this: <http://cgbi.osc.uscg.mil/2.0/epal/> or from within the CGPortal, go to ePal, search for unit name find parent unit by clicking on load interactive org chart. From this org chart, view department ID or look one line above to see parent unit.

Now in DA, Travel Card Program Reports, select Members by Department ID and enter parent unit department ID found in CGPortal and search.

In most cases, the result should be all the members in the sub departments for that parent unit. This should produce the same results as pulling the information by the OPFAC. If your find this does not produce the expected results, please provide specific feedback to use so we can investigate. [Screen snapshot links](#).

Example: search for PSC

Load interactive org chart

Identify department ID

In DA- go to GTCC reports and select Hierarchy by Dept ID, enter the new dept

## Aisle or Window Seat?



Need extra leg room? Prefer a window or aisle seat?

If a traveler makes a reservation and at the time of reserving the flight via the online booking engine (GETTHERE) there are no regular seats available within the coach cabin and only the economy plus seats within the coach cabin are available, does the traveler need to obtain the AO's approval in advance for the extra fee? Yes.

And if advance approval is required, what criteria should used by the AO?

Per U3515.C - Additional Fee Seating. Additional fee seating in-

cludes any seating in the economy/coach cabin provided for an additional fee. This includes the aisle, window, exit row, or bulk head if there is an additional cost for this seating. Additional fee seating must be authorized/approved as being in the GOV'T's interest.

Even with no additional charge as stated in ALCGPSC 001/11, per U3515.C, the AO would have to authorize other than coach on the orders and allow payment of the amount claimed. Anything out of the coach class (business/first class) the traveler must submit the Premium-Class Travel Request Form (CG-4600) to the Vice COMDT, via CG-1222/CG-1215.