



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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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.

GTCC Policy Updates



In case you haven't heard the news, the new GTCC instruction is on the street. [COMDTINST 4600.14C](#) is the instruction signed by the COMDT that orders all CG members and employees to use their GTCC when on official travel and only for authorized, reimbursable expenses. You can get a lot of information in these three pages, so give it a quick read.

The GTCC Program Policies and Procedures, [COMDTINST4600.18](#) is the how-to guide for travel card business and incorporates CBA and Debit Card programs as well.

We appreciate your thorough reviews of this new instruction and letting us know where you already see needs for revisions. These comments and suggestions are welcome and will be recorded and considered for the next policy update. Known issues include:

- Enclosure (1), paragraph A.5.H – Need to change 121 to 181 days for when an account goes to charge off.
- Enclosure (1), paragraph E.1.N – Need to change the second to last sentence since civilian applications will be filed by us here at CG PSC BOPS-R-GTCC versus in the individual personnel folders.
- Enclosure (1), paragraph E.2.B – The Travel Manager relief process only requires a memo since the new TPAX form does not include the termination section.
- Enclosure (1), paragraph F – The How to Apply for a GTCC section needs to be updated to align with the online and paper application process shown on the website.
- Enclosure (2), paragraph B.2 – We need to add an exemption for card use when a member is the accused and traveling in conjunction with disciplinary action (reference JFTR U7450).

In the meantime, stay tuned to these monthly newsletters for clarifications and updates.

GTCC Training and Card Cancellations

The end of February is here and gone and according to the deadline listed in ALCGPSC 024/12, cardholders who have NEVER taken the DHS GTCC training will soon have their travel card accounts closed. Notifications have been ongoing since mid-year 2011, with frequent emails to cardholders and messages ALCGPSC 163/11 and 024/12. These accounts will be closed sometime next week. If an account is closed as a result of this action, you will see notes in the member's account. If you are presented with completed GTCC training transcripts from within the Learning Management System (do not accept a course score report) and it has been less than 30 days since the account was closed, you can call the bank to request the account be reopened. If the account has been closed for more than 30 days, the member will need to reapply. Please refer them to the [GTCC website](#) where they can apply using the online process.



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Baggage vs. Equipment

There may be instances when traveling where a cardholder will be required to take professional gear or mission critical equipment. This will inevitably result in excess baggage. While personal excess baggage is a valid charge and a reimbursable travel expense, the charging of 'team equipment' to the GTCC is not since it is not a reimbursable travel expense. The shipment of team gear must be procured with a PR/purchase card directly with the airline. Any charges for such team gear will be considered misuse and result in closing the GTCC account.



Mail Call



A question was presented whether a cardholder can list the unit address as their GTCC mailing address since the GTCC statement is for a personal account. The CG Mail Manager has responded and the following determinations were made:

- 1) Incoming mail to a work place that contains GTCC correspondence is considered Official Mail and is not personal even though the address of article may contain the intended recipient's name;
- 2) However, GTCC holders are NOT authorized to use penalty postage (official postage) when mailing GTCC payments (per diem allowances cover this incidental expense).

Reporting GTCC Issues to CGIS



Members that have not paid their bill and are 60 days or more overdue, the command should take action against the member. CGIS would get involved when it is egregious issues; such as member tells the command they refuse to pay their bill or the member is using the credit card for flagrant personal use (i.e. buying plane tickets for family vacations, hotel rooms on vacation, numerous transactions for personal use, etc.). When in doubt, contact the local CGIS Detachment to discuss.



DOC TYPE 13 FACTOIDS FOR AOs

- There were 10,691 doc13s issued last year
- There were 3,200 doc13 blanket orders with only ONE expense filed against them. That's 30% of the total!
- Two thirds of ALL doc13s issued last year had three or less expenses charged.
- Only 10% of those issued doc 13s had 10 or more settlements.

Additionally, did you know that Doc13s are required to be:

- 1 month at a time
- 3 months if the traveler is in "almost continuous travel where the member will be in a TRAVEL STATUS for a total of 1 month out of the 3" (read: the traveler will be TDY for 30 total days in a 90 day period)
- "Any period longer than 3 months only if the member will be in a travel status for 6 months" (read: traveler is in a TDY status for 180 days or more)

Source: <http://www.uscg.mil/Hr/psc/travel/PagesfromChap02B.pdf>



PaymentNet How To Topics



Close an account: When you learn a cardholder is leaving the Coast Guard, your gut should tell you the account needs to be closed. But how to go about closing an account is the next question. When a cardholder is checking out, separating from the organization, do not, REPEAT, do not accept the GTCC plastic. Have the cardholder shred the plastic. This will prevent any possibility of fraudulent activity or misuse. To close an account in PaymentNet, go to the Account tab for the cardholder. In the Controls tab, reduce the credit limit to \$0 and save. Next, put notes in the account screen at the bottom of the page. A simple note such as: Mbr separating service-initials and date or Mbr retiring-initial and date, or even Card misuse-initial and date, is appropriate. Next, change the account status to CLOSED and save. You will get a message that reminds you once an account is closed, it cannot be reopened. Select OK and Save. Now we can see why an account is closed. Thanks

Name Changes: Did someone recently change their name and now needs a new GTCC plastic? As travel manager, you have the ability to make changes to the cardholder's last name. Be sure this information matches exactly to what is updated in Direct Access before making any changes. To make the update in PaymentNet, you need to access both the Employee and Account screens. Put notes in the note field at the bottom of each screen. The note should document the previous name and the new name. Date and initial the change note then save the changes. Type over the last name in the Employee and the Account screen and remember to save the changes. Once these updates are made and the mailing address has been verified, please contact the bank or this office to request a new card plastic.

Processing Paper Applications

Reasons to complete a paper GTCC application:

- Rush request
- Applicant chooses alternate credit worthiness evaluation process
- The applicant does not have access to a CG standard workstation or internet connectivity, either provide the applicant with the information below or contact your local travel manager



You want ensure the GTCC applicant has passed GTCC training before submitting a new application request. You must be part of the member's hierarchy, being in the same ATU as the GTCC applicant when approving the application. The application form used must be the most recent version, 12-2-11. The completed application should then be faxed to the number on the bottom of the form, directly to JPMC. Please, do not submit a RUSH GTCC request to this office.



Credit Worthiness-the *Other* Credit Evaluation

All JPM credit worthiness assessments for the GSA relationship are processed through TransUnion. The way the mid-tier credit assessment is performed through TransUnion. Even if the member has put a hold on their SSN for credit checks, the applicant does not need to notify/approve the credit assessment with each of the credit scoring organizations. The mid-tier scoring method utilized by JPM for new GSA Travel accounts bypasses any credit holds that an individual may have added to their SSN as the assessment performed for this purpose is different from a standard credit authorization (i.e. credit card, loan).

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REMEMBER * ALWAYS PROTECT PII

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PAYMENTNET UPDATES



Be sure to check the PaymentNet Welcome page for system updates and scheduled upcoming training. The most recent PaymentNet updates include moving transactions from lost/stolen accounts to the newly issued account as well as any delinquency history listed on a lost/stolen account being reported in the delinquency history report. Stay tuned to the Welcome page for more news on upcoming system enhancements.

2012 GSA SP2 GTCC Conference

GSA has updated their website with more detailed information on this this year's SmartPay Training Conference. Registration opens on April 26. We expect to have more information coming your way in March. Stay 'tuned' to the PSC message board for the conference announcement along with other critical participant information. If you are a new travel manager, you will find this event with it's extensive training agenda a great tool to help you excel in your collateral duty. More infor-



mation and conference details can be found at the [14th Annual GSA SmartPay Training Conference](http://www.gsasmartpayconference.org) website.

We look forward to meeting you there.