



GTCC NEWSLETTER

Volume IV Issue II

FEBRUARY 2014

References

- COMDTINST M4600.18
- JFTR, U2015
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

GTCC Use is Mandatory



There are plenty of reasons to use the GTCC but the following references make it mandatory. Please post and share this with your cardholders, commands, admins and SPOs.

CIM4600.14C: All Coast Guard military members, active duty and reserve, and civilian personnel (including NAF) who are authorized or directed to be issued a GTCC are hereby ordered to apply for a GTCC and use their GTCC only when in an official travel status.

CIM4600.18: Chapter 1: ...GTCC holders shall use their card for transportation tickets, lodging, rental cars, and meals...

JFTR: U2500: It is general policy of DoD that the GTCC be used by DoD personnel to pay for all costs incidental to official business travel, including travel advances, lodging, transportation, rental cars, meals and other incidental expense.

FTR: 301-51.1: You are required to use the Government contractor-issued travel charge card for all official travel unless you have an exemption.

DHS Financial Management Policy Manual, Chapter 7. Section 7.8: All authorized travel expenses incurred while on official travel...must be charged to the travel card.

Travel and Transportation Reform Act 1998: Sec. 2. ... shall require that Federal employees use the travel charge card... for all payments of expenses of official Government travel.

Other reasons to use the card include the availability of city pair fares through TMC/SATO, insurance for car rentals, and the use of the split disbursement feature when processing the travel claim, making payment easier.

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SATO GetThere and TSA PreCheck



We want to remind you that the URL address for the online booking tool, GetThere will be changing early next month. Review [ALCGPSC 025/14](#) for more details. This update will not impact traveler profiles or travel planner information already loaded in the system. Travelers may want to update their 'favorites' with this new address.

Another suggestion for your travelers when using TSA Pre-Check. Remind your travelers to review their SATO itinerary to ensure the Known Traveler Number is listed if they have registered for this program. This will help get them through airport security with less inconvenience. Refer to [ALCGPSC 153/13](#) for more details.

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.

Exceptions to GTCC Use



[CIM4600.18](#), chapter 1. provides some examples when use of the GTCC is either prohibited or not required.

- ◆ When TDY travel exceeds 21 days, use of the GTCC is optional however; travel claims must be submitted every 21 days to help avoid delinquencies.
- ◆ When PCS travel exceeds 15 days, the GTCC shall not be used. This does not apply to TLA.
- ◆ Use by member while assigned local travel orders.
- ◆ Payment for lodging or meals in vicinity of PDS (except when TLA or TLE is authorized).
- ◆ For expenses that are not reimbursable as official travel expenses IAW JFTR/FTR.
- ◆ Cash withdrawals in excess of the amount authorized for travel.
- ◆ For transportation of household goods, including POVs, RVs, campers, boats, or U-Haul type rentals.
- ◆ Expenses for individuals other than the cardholder, which would include other travelers or family members. This includes reservations.
- ◆ Business related charges that are not travel related such as car repairs, towing, postage, mailing or copying services, publications or membership fees.
- ◆ During leave status or leisure travel.

While this is not an all inclusive list, please refer to the GTCC policy and other travel resources for more details.

GTCC or CBA Use When Leave is Involved

[Leave In Conjunction with Official Travel](#). Have you checked out this LICWO resources on the [GTCC website](#)? Can the GTCC be used for leisure travel during PCS or TDY? As transfer season approaches, you can expect to get this question asked more often. Please share this information with the ADMIN/SPO who issue orders.

One of the exceptions to using the GTCC is when leave is involved. This [FAQ for LICWO](#) will answer a lot of your traveler's questions and may help prevent misuse.



GOOD TO KNOW

PaymentNet Updates: The most recent PaymentNet system enhancement pushed out the requirement for security questions. If you haven't had a need to log into PaymentNet since this enhancement you will find 5 questions show up that require answers. 3 of the 5 questions require answers. Each answer must be unique from each other. No two answers can be the same...even if the city you were born in and where your first job was are the same...yeah we know that it doesn't make sense. After March 26, each PaymentNet user will be required to register their device. To do this, a valid email address is necessary. Cardholders can update their own email address or you can populate the field for them on the Employee/Manage tab in PaymentNet. More information and user tools will be provided we get them. The transition is scheduled for 14 Mar 2014.

Travel Manager Tool Updated: Based on feedback from CWO James Lunsford, we recreated the Delinquency with Current Balance Report to add the number of days past due column to the query output in response to his request. We also revised the Unusual Activity Report to filter out closed and lost-stolen accounts per Carlene's request. This updated version of the Travel Manager tool has been tested and is available for your use. To update your database file and not overwrite your downloads and exports, [CLICK HERE](#). You will know if you have the current version of the TM Tool if the date at the top of the tool shows as (Feb 2014).



Changes to the Credit Limit

Cash Advance Limit	<input type="text" value="30"/> %
	<input checked="" type="radio"/> Cycle <input type="radio"/> Month
Transaction Limit	<input type="text"/>
Amount Limit \$	<input type="text"/>
Daily Amount Limit \$	<input type="text"/>
Daily Transaction Limit	<input type="text"/>
Single Amount Limit \$	<input type="text"/>
Other Transaction Limit	<input type="text" value="1"/>
Other Amount Limit \$	<input type="text" value="1"/>
Other Number Of Days	<input type="text" value="1"/>
OtherRefreshDate	<input type="text" value="2/12/2014"/>

Are you changing more than just the credit limit in PaymentNet? As a travel manager, you have access to make various cardholder account updates. However, we have experienced issues with some *changes that should not be made*. When making credit limit updates, no other field on the Control tab should be changed except the ***Credit Limit field**. Any other system entry can cause program level errors and problems as we import and export data with PaymentNet. Check out this snippet for the section in PaymentNet to avoid.

GTCC Application Processing Stats—2013

After more than 14 months of efforts with JPMC, we finally received data regarding travel card application processing. In review of this information below, you can easily see that the online application process results in fewer rejected applications, getting the card to the member in a timelier manner. [Click here](#) for the detailed report.

	Apps Submitted	No. Apps Rejected	% Apps Rejected
Overall Total	4952	604	12%
Online Apps	3351	75	2%
Paper Apps	1601	529	33%

Even though a paper application is submitted as a RUSH request, if rejected it may cause more of a delay in the member receiving the new card than if the member had used the online application process from the beginning. Consider these stats the next time you think submission of a paper application is necessary.

Do you have questions on how to process applications? Check out the [application process help guide](#) on the [Travel Manager page](#) of the GTCC website.

Remember the new GTCC paper application is now required and is available on the website.

GTCC Cardholder Training Notification



The DHS Travel Card Training is required to be completed every two years. On 18 Feb 2014, **10,171 cardholders** who were overdue for this mandatory training were sent e-mail notices requesting they complete the required training. Emails were sent to the addresses on file in PaymentNet, DA, and Outlook (GAL). The e-mail reminders notified the cardholders of the need to complete this training and provided detailed instructions on how to complete it. No action will be taken on any of these accounts until after the cardholders receive at least three monthly reminders. This 3 month period should allow for the load on the LMS to subside and provide adequate time for all cardholders to complete the required training. You can also check CGBI GTCC training reports for your cardholders and the status of their training.

Here are some excerpts from the notification email: Please note the message on the Learning Management System welcome page - "Due to the bandwidth constraints, the LMS can handle 400 users at one time. If you are unable to access the modules, the LMS is at capacity. Please try again at a later time." The GTCC program understands the frustration that the LMS system limitation causes the cardholder, however, there is nothing we can do about this other than ask you to keep trying until you are able to complete the training. If the problem persists even during off hours, please submit a CGFIXIT request by selecting "I need help with" then "Application" and then on the CGFIXIT form selecting LMS from the application pull down list. The more specifics you can provide (date/time of attempt and details of the issue encountered will help OSC in trouble shooting your system).

Note: The most common error people have is not taking the 11 question test at the end of the course. Please ensure you click on the course menu and take the course test once the course is loaded. The course test is not visible from the Table of Contents view and only if you click on the course menu view.

Please complete this training as soon as possible. Failure to complete the training could result in your account being closed.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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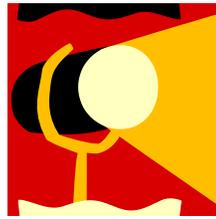
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

YNC Tafaoga Collins-identified issues with the new PaymentNet security questions

YNC Brian Spina-noticed missing travel managers from our distribution group

CWO James Lunsford-identifying an enhancement opportunity to the Travel Manager Tool

And keep up the great work!

CAR RENTALS AND INTERNATIONAL TRAVEL



The question was whether or not insurance for a rental car overseas is covered with the GTCC? Or will the cardholder have to purchase insurance separate from what is already authorized from the gov't insurance (if available).

First off, the traveler should make rental car arrangements through SATO and use their GTCC for the rental agreement. Details on why and the benefits can be found at http://www.uscg.mil/psc/bops/govtrvl/Traveler/default/Traveler.asp#Rental_Vehicle_FAQ and additional information on insurance for rental cars overseas is provided below.

Military Traveler (JFTR): "Insurance, Driving-Related. Driving-related insurance is reimbursable when a Service-designated official determines that legal requirements/procedures of the foreign country involved make it necessary to carry driving-related insurance (55 Comp. Gen. 1343 (1976)) to cover potential liability for damage, personal injury, or death to third parties when travel is authorized by GOV'T conveyance/POC/rental car."

Based on previous comms with PPC and CG-1222 on this issue per App. G (Reimbursable Expenses. When the AO authorizes/approves special conveyance/rental vehicle use for official business, the following expenses are reimbursable: The cost of buying collision insurance (e.g., collision damage waiver (CDW) adjustment, theft protection, etc.) is reimbursable only if the insurance is required by the rental company in a foreign area/country to provide full coverage insurance, or the insurance is necessary for certain classified special operations. B-204486, 19 January 1982 (<http://redbook.gao.gov/15/fl0072480.php>) in order to provide full coverage insurance (CDW), traveler would have to elect and be reimbursed.

Civilian Traveler (FTR): §301-10.451 (b) Exception. You will be reimbursed for collision damage waiver or theft insurance when you travel outside CONUS and such insurance is necessary because the rental or leasing agency requirements, foreign statute, or legal procedures could cause extreme difficulty for an employee involved in an accident.

§301-10.452 May I be reimbursed for personal accident insurance?

No. That is a personal expense and is not reimbursable.