



GTCC NEWSLETTER

Volume VI Issue I

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References

- COMDTINST M4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

Inside this issue:

GTCC Compromise	1
GetThere and Internet	2
How to Use Delinqu Alert	2
Good To Know	2
AK Ferry Reservations	3
How to Report Misuse	3
In The Spotlight	4
DA Reporting & GTCC	4
Cardholder Profile Report	4

Potential Travel Card Compromise

The GTCC Program was notified by JPMC who was notified by the credit card networks (VISA/MasterCard) that over 2700 CG accounts were impacted by a security incident. Cardholder account information could have been exposed. This was not a Chase or J.P. Morgan security incident. A merchant security incident does not necessarily mean that fraud has occurred; however, the information that was compromised could potentially result in fraud. The information compromised may have included account numbers, the card expiration date, the three-digit security codes and cardholder names.

Those cardholders who were notified via email need to have accounts closed and cards reissued to protect the account(s) from unauthorized use. JPMC has identified and noted all impacted accounts, and extra precautions are in place to monitor activity on those accounts until they are closed and a new card is issued.

Please note that if the cardholder follows the instructions in the email from the GTCC program, they should forward you an email with the following details: "I have no scheduled travel over the next 3 weeks, request my account be reported lost/stolen and reissued. My current mailing address for my GTCC Account should be [Postal Address], [City], [State], [Zip Code]." All you should have to do then is verify the address is correct in PaymentNet (if not, correct it) and then, from the Account screen, change the account status to LOST or STOLEN. You will notice a pop-up box for Date Last Seen where you will enter the current date and save. This will trigger a reissue of the card. New cards would be expected within 5 -7 business days after you make the update in PaymentNet. Until a card is reissued, the current card will still work. Cardholders should be reminded to monitor their account.

We recommend that you not request a new card for someone who is expected to travel within three (3) weeks of the request. Wait until they have no travel expected to change this card status. If the cardholder does not have a 3 week window available (due to extensive travel schedule) then you can contact the bank directly (866-725-1184) and with your TM verification ID, report the card compromised and request it be sent to the cardholder FEDEX. Someone must be available to receive/sign for the card.

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.



SATO GetThere Online Reservations/CGONE

If cardholders are commenting they are not able to book commercial travel online, it may be due to their workstation configuration. If GETTHERE is not working and the website fails to load, check to see if Internet Explorer 11 or later is installed on your CG workstation.

If Internet Explorer 11 is not installed see the below:

The following is published on the IT CCB Home Page under Latest News: An Internet Explorer 11 SCCM package was advertised on 12JAN2016. If your computer has not yet updated, please follow these steps, in order:

Step 1: Open the [Software Center](#) (click Yes to the Microsoft Office Outlook Security Notice) to see if an advertisement for Internet Explorer 11 is on the Available Software page. If not, go to Step 2. Otherwise, highlight the advertisement and click the Install button that appears at the lower right of the page. Download and/or installation should proceed and complete. If it fails, try once more. If it fails again, go to

Step 2: Submit a CGFixIT ticket citing IE 11s failure to install. Include your computer name and request confirmation of the integrity of your SCCM 2012 Client installation and configuration, and explain what your experience was with the Software Center. You can refer to [ITOC Alert 001-16](#) as your justification instead of submitting an IT CCB request.

This update is posted to [the GTCC website homepage](#) as well as the [Traveler Information](#) page.

How To Use a Delinquency Alert

A delinquency alert is sent to all travel managers within a hierarchy. Any time you get these delinquency alerts and they are not for someone at your unit or subordinate command, you can disregard the message. If they are at your unit or subordinate command you should review the account to see where they are using the card and compare the information to their travel orders/claims in TPAX. If the member is using the card locally or otherwise when not in an approved travel status or for expenses that are not otherwise reimbursable travel expenses, the member's chain of command needs to be notified and an investigation needs to be initiated. Alternately, if the member is just delinquent, the member's supervisor needs to be notified. In either case, the chain of command should review tables 3-1 and 3-2 on page 1-12 of [CIM 4600.18](#) for the required minimum command actions.

Good To Know

* PaymentNet does not have the capability for a cardholder to make an online payment before a statement is generated or a payment that exceeds the amount of the statement. If the balance due from the previous statement is less than the payment being made, then an online payment cannot be made using PaymentNet. Payments may be completed through phone or personal banking prior to receipt of a statement.

* As of 7 Dec 2015, PPC changed the delivery method for DA and TPAX forms. Faxing forms is no longer accepted. User access forms must now be submitted via PPC trouble ticket. Check out ALCGPSC 141/15 for details.



* Travel Managers are required to complete two (2) types of GTCC training. CG LMS GMT and [GSA training](#) for Organization Program Coordinator (OPC). This training is required every 2 years. Is your training up to date?

Alaska Ferry Reservation/Payment Process Update

The [GTCC website, Traveler Information](#) page has been updated with Alaska Marine Highway System (AMHS) ferry reservation and payment process information.

UPDATE - Per the [AMHS letter to the CGD17 Commander on 21 Dec 2015](#) an exception for military members seeking to make reservations for official Permanent Change of Station (PCS) orders was provided.

Reservations without signed PCS Orders (more than 60 days ahead of travel) - Member's who are PCSing into or out of AK and desire to use the AMHS should call the AMHS Juneau Reservations Central Office at 1-800-642-0066 in order to complete the reservation. AMHS will hold the desired reservation until 60 days prior to the sailing date without payment. At 60 days before the sailing date, unless other arrangements are made by the military member, unpaid reservations will be automatically canceled to allow AMHS to sell that space in an effort to improve capacity utilization. Travelers should fax the travel orders to SATO with the AMHS Itinerary number noted as soon as they are available and then wait 30 to 60 minutes before calling SATO to finalize their AMHS reservations/booking. It is critical that this be done more than 60 days prior to the sailing date to avoid cancellation of the reservation. If there is anything on the itinerary that is not authorized on the travel orders (pet, trailer, etc.), the member must call AMHS after completing the transaction with SATO on the same day to make the rest of the payment on a personal credit card.

Reservations with signed PCS Orders - If travel is within 60 days or if you have not made reservations prior to receiving your signed PCS orders, the following process should be used. AMHS advised that payment needs to be made the same day the reservation is made. Therefore, USCG travelers should not contact AMHS directly for reservations. Travelers should fax the travel orders to SATO and then wait 30 to 60 minutes before calling SATO to make their AMHS reservations/booking. Travel orders will no longer require the AMHS itinerary numbers be listed.

Please refer to the [GTCC website, Traveler Information](#) webpage for ferry itinerary changes or reservation cancellation penalties.

How to Report GTCC Misuse

After you have reviewed your routine reports or delinquency alerts and identified potential card misuse, what's next? Report your findings to the cardholder's command. You may use the following verbiage to begin a command review:

As a result of a routine review, potential GTCC misuse has been identified on the account for (NAME/EMPLID). The transactions listed (attach a worksheet of transactions) are not supported by documented travel claims found in TPAX (or are identified as within the local area or exceed travel reimbursement).

Please initiate an investigation to determine if the transactions are valid and supported by an approved set of travel orders and reimbursement. Provide the results of the investigation to the GTCC program manager at ARL-PF-CGPSC-JPMC-GTCC within 30 days what action has been taken. Refer to GTCC policy, CIM4600.18, pg 1-12 for minimum required command actions for unauthorized GTCC use. If misuse is determined, the account will also be documented and closed IAW GTCC policy.

Number/Total Value of Charges	Military Personnel	Civilian Employees	NAF Employees
Not more than 3 charges or \$100	Documented Counseling	Written Admonishment	Documented Discussion
Not more than 5 charges or \$200 - See note (1)	Page 7 Entry	Letter of Reprimand	Letter of Reprimand
More than 5 charges or \$300 - See note (2)	See note (3)	Suspension	Suspension

Table 3-2

Note (1): In addition to the administrative and/or disciplinary action required in Table 3-2, the GTCC account will be closed by the Travel Manager if there are more than three unauthorized charges or if the total unauthorized charges exceed \$100.

Note (2): When the misuse is deemed egregious such as using the GTCC for flagrant personal use (i.e. buying plane tickets for family members, hotel rooms on vacation, several transactions for personal use, repeated unauthorized cash advances, etc.), commands shall notify CGDI in reference (c) of this Manual.

Note (3): Inquire into USMJ accountability (PFO, LBR, ADM, etc.) after contacting servicing legal office to discuss most appropriate option.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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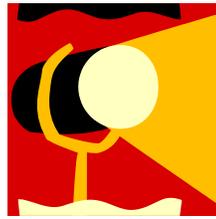
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

* CWO J. Lunsford for pushing back on a unit that was trying to keep permanent limits for their Honor Guard Personnel who had no card use over the last year. He provided the policy, examples of other emergency travelers who comply, and a clear explanation of how it can be done including the use of the JPMC Stranded Traveler Policy

* YNC T. Gray verified GTCC policy required the account closure when card misuse is identified for \$100 or more. Refer to NOTE 1 in Table 3-2, chapter 1 of GTCC policy.

* YN2 N. Vega who questioned card use for training when MCC was causing transaction decline. Cardholders learned that GTCC used for training is not authorized since training is not a reimbursable travel expense IAW Supplement to JTR.

Great questions! Thanks for asking.

Keep up the great work!

DA Reporting and GTCC

Were you aware that PaymentNet is not your only reporting tool for reviewing travel card account information? Travel Charge Card Reports in Direct Access, is the tool used by commands to review the unit's cardholder information. Some of the information provided in this report is: cardholder class (active/reserve/civ), credit limit, account status, account balance and delinquency. DA is updated weekly with this information so it may not be as current as PaymentNet. Once this report data is exported to Excel, it can be sorted in various ways to help you better manage your accounts. This DA reporting is available to those with command level access for DA. If you do not currently have command level access, you can submit a CG7241B to PPC (if authorized by your command). This form is found on the PPC website. The [Direct Access User Guide: Command Role](#) is posted on the GTCC website.

Cardholder Profile Report

The Cardholder Profile Report is a great tool for quick, routine review of accounts. Information gleaned from this report includes cardholder contact information (is address current); account status (is account suspended/delinquent or NEW/not activated); credit limit (is travel pending and card needs temp increase); current balance; account notes; last post date (was cardholder on authorized travel) and more. The column header, Accounting Codes is the unit OPFAC so the report can be further sorted or filtered by this column. Use this report on a regular basis and you will have better oversight on your cardholder accounts.