



GTCC BULLETIN

Volume III Issue IV

APRIL 2013

References

- COMDTINST M4600.18
- 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.

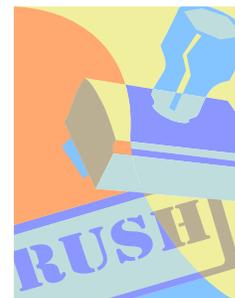
More Closed Accounts for Non-Activation



Despite our best efforts to motivate cardholders to activate their travel cards, we were forced to close over 1,000 accounts on 24 April. These closed accounts **are not** eligible to be reopened. Please do not attempt to contact the bank to request an account be reopened that has been closed because the member failed to heed the warning of 4 emails (to various email addresses) over a 12 week period. A new application package must now be submitted if a new card is requested. The application process should be done using the online process. If the member couldn't activate a card in a timely manner then there should not be a need to RUSH an application now. Thank you for your cooperation.

When to RUSH an Application

We see a lot of RUSH applications that get rejected for a variety of reasons. What we don't see is why the RUSH card is being requested. If you have a member who will travel frequently and has eminent travel pending, then by all means, submit that fax to the bank to request a new card be issued. BUT...if you have a member who has eminent travel but they have short term TDY and won't or doesn't travel much, then there is no need to RUSH a card request. The member can complete the routine online application process while orders are documented that travel will be billed to the CBA and the member would obtain a travel advance. Unless there is a compelling need for the card to be rushed, then it shouldn't be. A single short duration TDY should not drive a rush card. We process applications in 1 to 2 days of receipt and the bank turns them around in 1 to 2 business days. Better internal controls, fewer processing errors, and happier cardholders come from using the online process.



Also on the topic of applications, we want to clarify that a Travel Manager shall not process an application package outside their chain of command/hierarchy. The applicant's command must sign the endorsement on the GTCC request memo and only a Travel Manager for the applicant's current hierarchy in Direct Access can approve the application. The hierarchy on the application must correspond with the member's parent ATU. Please let us know if you have any questions on the application process.

PaymentNet 10.5 System Update

The [PaymentNet 10.5/May report release](#) is scheduled for May 17. There will be a system outage with this release so this will impact mostly Pacific coast hierarchies. This information is posted on the PaymentNet home page. While this upgrade is focused on improving page response times, report processing, and the overall user experience, it is going to cause some challenges with using reports. Specifically, the TXT versions of the report outputs are currently produced in Unicode TXT format and the new reports will be in ASCII TXT format. While this is more efficient and will save time in the long run, any reports that are used in conjunction with saved import routines for databases (such as the Travel Manager Tool), will need to be reworked. So when you come into work on May 20th, the Travel Manager Tool is going to be Out of Commission until a new version is deployed. Our goal will be to do this that week.

There are several new reports in this release but of particular interest is the Account Cycle Activity with High Balance Report (to help set limits according to card use history). This report will show the total amount of purchases and cash withdraws on a monthly basis along with the account credit limit. This report will allow Travel Managers to very quickly show the maximum required credit limit compared to actual limit assigned. The report will provide the Travel Manager with the needed documentation for reducing limits to actual versus perceived cardholder need.

Which Charge Card Is Being Used?

Suppose a person who travels often is set up with a car rental company and their quick processing system so they can just walk up, get the key and go directly to the car. Recently while traveling on personal time (not official) a traveler used the quick pick to get their car and it was supposed to go to their personal charge card. The car rental company, however, went with the first card on file in their system and that was the member's Govt Travel Card.

We recommend you remind your frequent travelers that if they use the Quick Pick system to get rental vehicles they may want to refrain from using it for their personal travel or they may run the risk of having their GTCC charged (which is misuse).

PaymentNet vs. TSYS

You may not know that PaymentNet is not the primary GTCC system for JPMC. A back-end system called TSYS (teesys) is used by the bank for transactions, notes and account history. PaymentNet is the end-user program to help us with reporting and managing our accounts (similar to the Direct Access and JUMPS relationship). For instance, when you receive a stranded traveler email, the bank has made a credit limit increase. But this is a permanent increase because the bank system, TSYS does not allow for temporary limits to be entered. On the flip side, if you were to enter notes in PaymentNet and expect the bank to read them if they should happen to deal with a cardholder, they most likely will not see the notes. So if you need some critical information documented on an account, put notes in PaymentNet so we can view them and contact the bank so they can document their back-end systems.



GOOD TO KNOW

CG Portal and the Learning Management System are available from home. That means that reservists and graduate students as well as detached CG members can take their travel card training and check their email.

Now CG Portal is CAC-Enabled so that you can log in and securely access information from home using an encrypted SSL session without having to VPN or RAS into the Coast Guard Data Network (CGOne). For more information, go to https://cgportal2.uscg.mil/cgportalhelp/Pages/portal_from_home.aspx

It's time for PCS and a lot of leave in conjunction with travel. Be sure to refer to the Traveler Information page on the GTCC website for the [LICWO Frequently Asked Questions](#).

MisUse, What to look for

Submitted by CWO R. Brumble

Like many of you this is a Collateral duty for me. Some days I simply don't have an abundance of time to devote to this duty. I have to apply a common sense view to looking over all the data that is available so I'm not spending hours on research. The two reports I rely on the most are Cash Advance and Declines. I run the Cash advance report once a month for 30 days of activity. I don't limit the amount, and if you run it for less than 30 days it's hard to see patterns. I'll convert that cash advance report to excel, then apply filters or pivot tables to quickly see who the heavy users are. You can also use the Travel Manager Tool to get the data. I have found that most abusers take out less than \$200 and ensure the bill is paid. These can sneak under radar if you don't really check it out.



I also review a weekly Decline report. I'll review the invalid vendor declines first. I'm not saying disregard the rest of the declines, however you can tell quite a bit from the decline at Joe's Bar and Wal-Mart. Don't forget to keep an eye on those invalid PIN attempts.

Once I find a member that has raised concerns, I look to T-PAX to complete the picture. Recent charges can be a little harder because the member may not have filed a claim yet. However, if you look at their history in PaymentNet and it does not match up their history in T-PAX, you may have a problem. Do the ATM withdrawals match up T-PAX travel dates? How far in advance of a trip should someone be taking cash out? Was that ATM hit a day before, or a week before? PaymentNet is good, but Travel Mangers must use T-PAX to tie it all together. Set these reports up to run automatically so you don't forget to review them

How to Use a Delinquency Alert

Any time you get a delinquency alert from PaymentNet you should save them to an e-mail folder after reviewing and taking appropriate action. Note - keeping these alerts is very important when a member actually gets in trouble since they show that the member was notified of being delinquent. For cardholders who are not at your unit or subordinate command, you can disregard after filing it. If they are at your unit or subordinate command, you should review their account to see where they are using the card and compare it 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 the disciplinary action tables 3-1 and 3-2 on page 1-12 of CIM 4600.18 for the required minimum command actions. The next PaymentNet update will include an alert summary report as well.

Hurricane Season-Already?



Hurricane season is a month away and units are already planning. We are getting requests to increase credit limits in an effort to be prepared. However, increasing limits without travel puts the cardholder at risk for fraud or unintentional misuse. When your unit is considering an evacuation due to an approaching hurricane, just forward the affected area OPFACs within your hierarchy and we can make an update to a group of accounts within a matter of minutes. When the event is over, we can lower the limits to the original amounts the same way.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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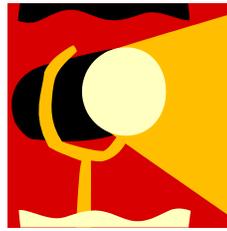
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

To TMs who contact us with great policy questions, system issues, newsletter questions, procedures and processes. Kudos go out to the following TMs for supporting the GTCC program!

YN1 Hiram Maldonado-who checks in to clarify policy and processes for reporting to help improve his travel card duties and properly counsel cardholders in his AOR.

Ms. Susan Matsudo- who excels in reviewing accounts and travel and presents us with valid concerns that sometimes have an impact on policy and procedural changes.

CWO Raymond Locicero who recently successfully submitted over 200 online application packages from the CG Academy for upcoming cadet travel.

Thanks and keep up the great work!

Air Fare Ticketing Information Impacting Non-Refundable

Approving officials should carefully consider justifying non-refundable tickets in an effort to save travel funds. The cost of changing the flight may have an impact on the potential cost savings. Keep in mind that fees associated with changes on restricted tickets (non-refundable or non-changeable) will not impact government city pair fares. The few of some recent changes are listed below.

American Airlines:

Domestic reservations: \$200

Delta Airlines:

Domestic reservations: \$200

United Airlines:

Domestic reservations: \$200

International reservations: \$300

US Airways:

* Domestic and Canada: \$200

* Caribbean: \$200

* Mexico: \$200

* Central America: \$200

* Puerto Rico/Virgin Islands: \$200

* Transatlantic: No change (\$250)

* Brazil: \$300

