



# GTCC NEWSLETTER

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## 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 Use for Training/Conference

This has come up more often recently so we want to be sure we provide you with the necessary resources to share when these questions come up. And yes, they will come up.

[CG Supplement-JFTR](#), specifically 2020-E on page 2-3 which states - Members attending a conference must have an approved Conference Attendance Form on file in accordance with the Conference Guide, available on CGPORTAL. Registration fees to attend a professional organization meeting/conference which is determined to be a training activity under 5 CFR 410.404 are reimbursable travel expenses. Conference fees can only be paid if the conference meets the training activity definition. However, tuition/course fees to attend regularly scheduled courses of instruction conducted at a Government or commercial training facility are not reimbursable travel expenses. Just because the vendor calls the fee a registration fee, don't assume it is a conference. Questions to ask are: is the provider a commercial activity/company, are the presenters paid by the company, is a test or certification included, is the event at a commercial facility versus a hotel/conference facility...these indicate the fee is tuition. If in doubt assume it is not a conference.



Non-conference training fees are paid for by other methods (e.g., Purchase Request, SF-182, etc.), not through the travel voucher process. The bottom line here is that use of the GTCC is not authorized when payment is for tuition or course fee for regularly scheduled instruction.

## ADV Payment of Discounted Conference Fees



JFTR-App R. R2, H.1. If a GTCC is to be used to pay this fee, to take advantage of 'early bird' specials, a traveler should be given oral or written order to register early, charge the registration fee to the GTCC IBA, and request a travel advance on the orders for the discounted registration fee as soon as a written order to attend the conference is generated. However, other methods of payment may also be used for the conference such as by a purchase card or purchase request.

You should also inform your cardholders that while at the conference, purchase of materials offered there are not valid expenses for the GTCC. Purchase of materials is not considered travel reimbursement and would be considered as misuse.

## GTCC

### Travel Charge Card

### Web Page

<http://www.uscg.mil/pse/bops/govtrvl/>

JPMC Travel Manager Help Line

866-725-1184

## *Mandatory Use of GTCC*

If you are asked if using the GTCC is mandatory, your answer should be ‘YES’, use of the GTCC is mandatory unless specifically exempt within CIM 4600.18 (ex: TDY over 21 days, PCS over 15 days, group meals, etc.) But what is the benefit to the cardholder? While this has been mentioned in the past, we feel the need to bring this up again.

Most people are aware that using the GTCC is the only method for obtaining contracted government fares through SATO. Some people are even aware that using the GTCC has a [car rental collision damage waiver benefit](#). But everyone should be aware that the GTCC does not affect personal credit scores since is not even listed on the cardholder’s credit report unless the account gets closed for delinquency. References that mandate the use of the GTCC are laid out in the [February GTCC newsletter issue](#).



## *Did You Miss the GSA SP2 Virtual Conference?*



Now through 30 September, you can still get valuable training by accessing the On Demand courses from the recent GSA SP2 Virtual Conference. Courses are available for you to view and receive course credit. Go to the [VIRTUAL TRAINING FORUM](#) to register or sign in. The criteria for the Charge Card Manager Certification can be found in the [Smart Bulletin 022](#), along with instructions to submit for your certification designation. Courses taken through this Virtual Conference will help you achieve this objective.

## **GOOD TO KNOW**

Check out the GTCC website for a few new updates: <http://www.uscg.mil/psc/bops/govtrvl/>. We changed the left side menus and added more FAQs and a new page dedicated to TRAINING. Let us know if you have suggestions or tips for our site. Help us help you in your duties as Travel Manager.

How are you managing your reserve member GTCC limits? Are they set at \$1 and only increased during ADT? Be sure to check in on your reserve members from time to time. Don’t let them be out of sight out of mind.



Be sure to review your STRANDED TRAVELER accounts when notified by the bank. The credit limits set by the bank are permanent to the account. You will want to validate official travel and change the limit to temporary so that it reverts to the original amount after travel ends. And remember to advise the traveler of these changes. Let us know if you have questions.

## POV Shipments and GTCC

Due to recent contract changes with overseas vehicle shipment, there have been questions and concerns regarding the use of the GTCC and car rentals when the vehicle shipment is delayed. Refer to JFTR U5456 for details. CG-1332, the policy department has determined that since the shipping vendor is providing the reimbursement and not the government, use of the GTCC is not authorized for this expense. CG-1332 has determined that IAW JFTR U5456, a personal credit card or other personal means is the proper payment method.

## PaymentNet Account Access



If a cardholder cannot access their GTCC account online, they may ask you for help. There are a few tricks to try first before contacting JPMC technical support. The first place to look is the Employee Tab in PaymentNet. After you have accessed a member under the Employee/Manage section, select the User Access tab. You might see the account is checked for Login Disabled. Uncheck this box. Next remove the text in the Reason field and the date. Save these cleared fields.

Have the member try to access the online account. If no luck, go through this process again if necessary and create a temporary passphrase by selecting the blue Create PassPhrase link. Save. If this is successful for the cardholder, they will be able to access their account.

If this is still not successful, then you will need to contact JPMC technical support at 866-725-1183. You will be asked to provide your verification ID. After you have been verified, you should conference your cardholder on the line. Technical support will assist at that point. The cardholder is unable to receive technical support without your help. We wanted to ensure you were aware of the requirements so you can help your cardholders help themselves.

## GTCC Application Processing



New Travel Managers are on board! There is definitely a learning curve with this travel card business. One of the many questions might be how to submit a travel card application.

GTCC application processing is outlined on the GTCC website at [http://www.uscg.mil/psc/bops/govtrvl/Travel\\_Card/default\\_Travel\\_Card.asp](http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/default_Travel_Card.asp) and the travel manager application guide for processing at [http://www.uscg.mil/psc/bops/govtrvl/Travel\\_Card/Travel\\_Manager/Travel\\_Charge\\_Card\\_Application\\_Process-TM.docx](http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/Travel_Manager/Travel_Charge_Card_Application_Process-TM.docx).

The online application process should be the primary method for applying for a GTCC. This method does not have to involve the Travel Manager and results in fewer errors and rejected applications. The paper process shall only be used in cases where a rush card is required, the applicant wants to use the alternate credit worthiness evaluation process (should be highly discouraged since this results in a restricted account being opened), or cases where the member does not have computer access or has an APO address. The two primary reasons for paper application rejections are incorrect or missing hierarchy information or invalid/unauthorized signatures. Also remember that all civilian, NAF, DOD or other government agency employee PAPER application packages must be forwarded to [ARL-PF-CGPSC-GTCC-Applications](#) for retention. Be sure to let us know if you have any questions on this process.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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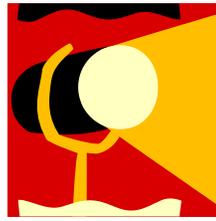
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REMEMBER \* ALWAYS PROTECT PII

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## In the Spotlight

### Way To Go Travel Managers!

**YN2 Chance White**-requesting GTCC training assistance

**Ms. Valarie Varga**-submitted her CCMC designation request

**YNC Milena Mahi**-inquired about car rental with GTCC and delayed vehicle shipment

And keep up the great work!

## Common Types of GTCC Misuse Identified

You can produce a transaction detail report in PaymentNet or run a transaction query with a specific date range to identify questionable transactions. Just let us know if you need help.

- ◆ Movement of Team Gear
- ◆ Unaccompanied vehicles on AMH ferry
- ◆ Travel for other people, not the cardholder
- ◆ Ship galley groceries
- ◆ Personally Procured Move (U-Haul rental)
- ◆ Haircuts/grooming/massage
- ◆ PT gear or other uniform/clothing items
- ◆ Postage, shipping or other business services
- ◆ Pet kennel stays
- ◆ Auto repairs
- ◆ Travel upgrades
- ◆ Meals for others (including dependents)
- ◆ Leisure travel that exceeds contracted fares

