



# GTCC NEWSLETTER

Volume VI Issue X

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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

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## Group Travel and Lodging

ADTRAV is getting a large number of CG only groups that are calling a hotel and reserving a block of rooms and then calling ADTRAV telling them to take over the reservation. CG travelers should not be calling hotels and reserving a block of rooms outside of ADTRAV. Group lodging reservations need to be initiated by ADTRAV. If the group has a preferred facility, that can be included in the group request to ADTRAV. Provided below is an excerpt from the lodging FAQ posted as part of [ALCGPSC 120/16](#).

Does group lodging request need to be processed through the TMC(ADTRAV)? Yes, if the orders include authorization for commercial lodging then the reservation shall be made via ADTRAV. Please refer to the link below for more information on making group reservations. <https://www.uscg.mil/psc/bops/govtrvl/Traveler/default/Traveler.asp#How do I make Group travel Reservations>

[ALCGPSC 120/16](#), para. 3.c. exemptions only apply to military travelers and not any civilian travelers covered by the Federal Travel Regulations.



## Separated Cardholders and Delinquencies

The Monthly Delinquency Report is a product of the data in Direct Access (DA). While the charge card data on this monthly delinquency report is imported into DA from the bank system, the member's data (name, EMPLID, DEPTID/Unit, status) are all from DA.

If there are errors in this data, it may be due to the SPO or CG-121 having not completely processed the separation of these members, causing them to hang up in DA. When a member is separated they are moved from their legacy DEPTID to a separated DEPTID (003333 PPC AT HOME SEP MBRS for the military members)...this is why PSC typically has about 20 accounts that were inherited via the separation process.

### GTCC

### Travel Charge Card

### Web Page

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

JPMC Travel Manager

Help Line

866-725-1184



## A Scenario/Naming Issues and TSA PreCheck

Traveler, last name Saylor is having issues using the TSA PreCheck process causing him long security screening lines at the airport.

*P. T. Saylor:* I hate to bother you with this and I am not sure if you can even do anything about it but ADVTRA has my name as Popeye T. Saylor and TSA prescreen has my name as Popeye The Saylor. So as a result, my frequent flyer numbers cannot be credited with airlines and I have to get it corrected on the back end. I called ADVTRA and they said I needed to see if you can do it from your end. All I need is my middle name spelled out.

*Program Manager:* The travel card system only allows a middle initial and ADTRAV profile naming convention uses this same convention and only the middle initial. The GTCC Program has been working with TSA on eliminating issues with CG Travelers and the TSA PreCheck Program. TSA has clearly stated that the program does not reject a traveler's record if the middle name is abbreviated to an initial on the travel record. That said, we are working through the process of changing the travel system and have decided to change all travel profiles to exactly match the full legal middle name as entered into the CG HR Systems. The Coast Guard HR systems are Direct Access for military members and the National Finance Center (NFC) for civilian employees. **Note** – This system change is being made primarily to eliminate claims from traveler's who feel this is the reason they did not clear the TSA PreCheck Program screening process versus an issue with the Known Traveler Number (KTN) or Airline Frequent Flier Program.

Most of the concerns with the TSA PreCheck Program stem from not having the DOD ID number (also called KTN) properly entered within the traveler's ADTRAV travel profile. In addition, travelers need to ensure the following actions are completed to gain the full benefit of the TSA Pre-Check program:

a. Frequent Flier Programs – For any enrolled frequent flier programs, travelers need to ensure that the name on the airline frequent flier program matches the name on their ADTRAV profile and that the KTN number is entered within the specific airlines frequent flier program, if they have a field for this data to be entered.

b. DOD MilConnect – Within the DOD MilConnect application, there is a toggle that enables the TSA Pre-Check program to function. The MilConnect site can be accessed at <https://www.dmdc.osd.mil/milconnect> via a Common Access Card (CAC) enabled computer. Once on the site use the CAC Logon Option. Once logged on click on the "My Profile" tab and select the "Update and View My Profile" pull down menu option and then select the appropriate CAC card Tab (ex: CIV). Towards the bottom of this page there is a TSA Pre-Check Program box that must be checked for the program to function properly.



## Good To Know

**GTCC GMT Issues:** If you receive comments regarding challenges taking the GTCC GMT, you can refer members to the GTCC site/Training page: [http://www.uscg.mil/psc/bops/govtrvl/Travel\\_Card/GTCC\\_Cardholder\\_Training.pdf](http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/GTCC_Cardholder_Training.pdf). If all else fails, submit a trouble ticket.

**Unit Check-In/Out:** If it isn't already, include GTCC updates to your unit check-in or check-out sheets. Verifying mailing addresses and account balances before or after a move can help everyone out.



**ADTRAV Fees:** The TMC may assess additional full service fees to a previously online booked reservation due to handling in order to apply additional airline taxes for 2017. This should only apply to fares booked in 2016 for 2017 travel.

## ADTRAV and Fare Type Selection

Federal travelers are required (JTR/FTR travel policy) to use contracted fares wherever possible. These fares are noted by YCA or –CA where the dash can be replaced with any letter code by the airline (ex: DCA, GCA, etc.). Please note that as of 12 Oct 16, while providing full service support, the ADTRAV agents will simply be counseling the traveler on the requirement to have any exception to the required use of the contracted fares documented on their approved travel orders or as an amendment to the travel orders. Once the counseling has been provided, the fare may be ticketed. For the online process, the travel may also be directly ticketed based on the exception code selected by the traveler within GetThere.



## Issues with Open Market Fares

There can be resulting issues when purchasing a non-GSA contract airfare, also known as DG or open market fares. The situation is solely an airline issue and not an ADTRAV issue. The airline sets the rules about their fares and if their fare requires ticketing within 24 hours, that is what needs to happen.

In the case of the churning ([see AUG2016 newsletter](#)), the airlines are continually looking for more ways to make money and this is another one of those ways. GSA has stated that these fines/penalties if accessed, are the responsibility of the traveler. The CG has told ADTRAV that if they get hit with an airline penalty they can go after the traveler directly to recoup the penalty/fee but we would not do so on their behalf. These penalty fees resulting from churning are not considered a reimbursable expense and is not an authorized charge to the GTCC either.

So getting non-city pair fare quotes where the fare changes daily (if not hourly by market drivers) has only a limited amount of value. While our contract with ADTRAV includes providing these estimates, the traveler needs to be aware that the fare price can change wildly over a short period of time.

Additionally, ADTRAV will not provide a quote for anything other than coach class unless specifically requested by the traveler (anything above coach requires specific CG approvals prior to ticketing). If the traveler requests a business/first class quote this will be clearly notated on the quote as such.



## PCS and TMC Lodging Requirements

Per a determination by CG-1332, use of the TMC/ADTRAV for PCS movement (military members) for lodging reservation **is not** required. This also applies to Temporary Lodging Expense (TLE) and Temporary Lodging Allowance (TLA). Please share this information with your travelers, AOs and admin offices.

This will be incorporated into future policy documents and posted to the GTCC website for travelers.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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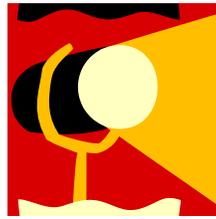
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*REMEMBER \* ALWAYS PROTECT PII*

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## In the Spotlight

### Way to go Travel Managers!

CWO3 Robert Campbell-inquired how to establish a temporary account suspension

YNC Chris Stewart-check if GTCC can be mailed to an OCONUS address

YNC Anthony Nash-inquired on the flow of a GTCC application process

YN2 Kristin Burke-questioned how a name is updated on a travel card

Great questions! Thanks for asking.

Keep up the great work!

## New URL Address for ADTRAV

TISCOM and Cyber Command finally resolved the issues on the CG network that was preventing the new URL for ADTRAV from working.

ADTRAV has provided a new website address that provides an updated Login Screen to include information specific to USCG travelers and users. An information panel with USCG specific login information has been added to the login form along with updated labels for the username text box and custom placeholder labels to more easily inform the user as to what information to include and in what format.

Please update any saved website favorites/links for the ADTRAV RezDesk site that you may have to - <https://uscg.rezdesk.com>. This information has also been updated on the GTCC website.

The older ADTRAV website address will still allow users to access RezDesk as before but will be phased out over time. When an older address is no longer valid, the user will be presented with a message directing them to the new address

