



# GTCC BULLETIN

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**References**

- COMDTINST 4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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## GTCC General Order Update

Information on the promulgation of CI 4600.14D GOVERNMENT TRAVEL CHARGE CARD (GTCC) POLICIES. This revision updates the general order contained in paragraph 5.a.(2) of COMDTINST 4600.14C (promulgated on 27 Jan 2012). As previously written, this paragraph did not consider use of the travel card for personal use while not on travel orders to be considered a violation of the general order. The change in the language was drafted to ensure that use of the card for expenses other than those authorized on approved orders would be prohibited. Take a few minutes to read this updated 3 page instruction. [http://www.uscg.mil/directives/ci/4000-4999/CI\\_4600\\_14D.pdf](http://www.uscg.mil/directives/ci/4000-4999/CI_4600_14D.pdf)

## NEW GTCC APPLICATION FORMS

First off, remember... The online travel card application process is the preferred method to obtain a travel card as it results in fewer errors and rejections. As a reminder, paper application forms are used for the following reasons: (1) no computer access to use the online form; (2) card applicant has an APO/FPO address; (3) RUSH when a card is needed within 3-4 days of travel; or (4) card reinstatement requests.



New travel card paper application forms are now loaded to the GTCC website. Please communicate this throughout your AOR. Locally stored forms will be out of date and if used, result in rejected applications and cause delays in the paper application process. Any GTCC CG Portal information should direct the reader to the GTCC website: <http://www.uscg.mil/psc/bops/govtrvl/> to avoid retaining outdated information.

The current application form will be accepted through the end of March. The new application form number is US\_FCM\_P0115. You can use the new application or update the fax number to the new number listed in the deck. The new paper application fax number (effective immediately) is 844-808-8188.

The new form also shortens the number of characters for the name field from 23 down to 21 total characters. For names (First + MI + Last + Suffixes) which exceed 21 characters including spaces, the first name needs to be abbreviated. This restriction is largely due to the spacing on the actual plastic card and is directed by VISA and not JPMC.

**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.

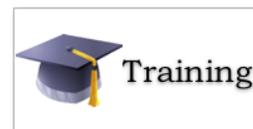
## Travel Manager Tool Updated

If you don't know about this nifty tool, you should. The Travel Manager Tool will help you sort your cardholder information into units within your hierarchy. Check out more details on how to use this tool on the GTCC website/travel manager page: [http://www.uscg.mil/psc/bops/govtrvl/Travel\\_Card/Travel\\_Manager/default\\_Travel\\_Manager.asp#Travel\\_Manager\\_ToolTravel\\_Managers](http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/Travel_Manager/default_Travel_Manager.asp#Travel_Manager_ToolTravel_Managers)

The tool has recently been updated and tested following the updates to Direct Access. Please select one of the following options to update the tool to the FEB 2015 version:

- A. If you have previously installed the TM Tool, please use the Database-Updater File to update the code. This update will not overwrite any of your existing files, and downloads. You will know if you have the current version of the Travel Manager Tool installed if you see "Travel Manager Tool (Feb 2015)" at the top center of the window when you have the program running...if you have an older version you will have problems.
- B. If you have never installed the TM Tool (look for a TravelManagerTool folder in your U-Drive (i.e. documents folder)), use instructions in the JPMC Travel Manager Info file to install the entire application and all template files. If you have never done this, please contact Mr. Matt Ruckert to assist/walk you through the process. Just send a meeting invite so we reserve about 20 minutes to do it together. This tool is only needed if you are within a large hierarchy (read DISTRICT) and need to filter your data down to your specific unit/subcommands.

## PaymentNet Training



JPMC, the GTCC bank periodically offers training through webinars. However, the CG network does not allow the access of the program used by the bank. JPMC training team has advised CG PaymentNet users to call into the webinar conference line, and walk through the training via their personal login to PaymentNet. The users will have the benefit of the phone training and question/answers while using this online banking system. Check the PaymentNet Welcome screen regularly for access to the communication site and training schedules. A login and password are required to access this resource. But don't hesitate to call us if you have questions about generating reports, exporting data or other PaymentNet features. We are here to help.

## GOOD TO KNOW

- ⇒ Travelers from other agencies ordered to travel on CG funds: use of CBA is authorized for those other agency employees where CG issues a TONO and line of accounting.
- ⇒ GTCC application signature dates: According to JPMC, the guideline for acceptable dates on a paper application form is 60 days. Please be aware that the New Accounts Team would reject the form if the date was older than 2 months. So why not use the online application process to begin with? Avoid delays.



## Monthly Delinquency Reporting and TM Responsibilities

Being a travel manager isn't just about helping cardholders with credit limit increases. It's also about monitoring card usage and ensuring we have little or no delinquencies. How is this done? From the program level, we have set up PaymentNet alerts to go to cardholders at 1, 15, 31, 60, and 90 days past the statement due date. However, either the cardholder has an incorrect email address and it is not being delivered or they are not activity checking or paying attention to these messages. Here's where you come in. You have various reporting tools at your fingertips to help identify card use and points of delinquency. You can use PaymentNet by setting reoccurring reports such as the cardholder profile report, 45 day report or delinquencies with current balance report. You can use the travel manager tool to better sort your cardholders by unit OPFAC. Once you identify a cardholder, you have access to TPAX where you can validate if a travel claim has been submitted or already reimbursed to the cardholder. You have a responsibility to notify the cardholder's command of the delinquent account. You can explain if a claim has been filed or not and how much has been reimbursed. Once the command is engaged, we would expect the past due account to quickly be resolved. As delinquencies are quickly identified, they can be quickly addressed and resolved. Your help in this process is required and appreciated.



### *CG Flag Corps and Monthly Delinquency Reports*

Have you seen the monthly delinquency report? This report is initially distributed to the CG Flag corps. It's important that you review this report for cardholders in your hierarchy. When identifying accounts in the 1-30 or 30-60 delinquency buckets, don't hesitate to reach out to the cardholder's supervisor to advise of this account status. Your intervention here can help reduce our overall delinquency rates. Let us know if you have any questions.



## Lost or Stolen Travel Cards

It might not be obvious but when a travel card is reported lost or stolen, more than just a new plastic being issued needs to take place. If cardholders have reported cards as lost/stolen or compromised, they should be reminded to update travel and banking profiles with the new card account information. We recently received information from JPMC where payments were made to closed accounts. If not identified timely, this may result in the active account becoming past due. If a payment has been made to a closed account, simply call the bank to request the payment be moved to the correct account. Updating the SATO profile is just as important. When a travel card is declined by SATO as a result of the closed account, this will cause travel arrangement delays. The reserved flight will be cancelled if the traveler is not aware of this discrepancy. We appreciate your help to communicate these reminders to the cardholders regarding banking and travel profiles updates.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

Mr. Matt Ruckert  
Matthew.T.Ruckert@uscg.mil  
703-201-3080

Ms. Carlene Curry  
Evelyn.C.Curry@uscg.mil  
703-258-5996

CG PSC Business Operations  
4200 Wilson Blvd, Stop 7200  
Suite 1100  
Arlington, VA 20598-7200



*REMEMBER \* ALWAYS PROTECT PII*

**[ARL-PF-CGPSC-JPMC-GTCC@uscg.mil](mailto:ARL-PF-CGPSC-JPMC-GTCC@uscg.mil)**



## In The SPOTLIGHT

Way to Go Travel Managers!

**Ms. Karen Bruno and Ms. Dianne White:**

Created a DIGEST and posted at CG Yard

[CLICK HERE](#) to check it out!

**Ms. Deanna Morris:** Queen of the PaymentNet Changes for 2014 where she made over 40,000 updates in the GTCC bank system.

Thanks and Keep Up the Great Work!

## Travel Card Reissue Process

The reissue of travel cards due to expiration dates has been revised. The bank reaches out to us to ensure cardholders have up to date addresses to avoid any card returns. This is done four months in advance of the card reissue.

The reissue file is "dropped" on the 13th of the month prior to expiration, and any eligible accounts are set up to receive the new expiration date. Cards then mail out for delivery by mid-month of the expiration month. So for June expirations, the readiness date is 5/13/2015, with cards in hand by approximately 6/20/2015.



Keep an eye on these account expiration dates. This can impact cardholders who may be deploying at the time the new card is mailed out.