



GTCC NEWSLETTER

Volume V Issue I

JANUARY 2015

References

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



Travel Card Delinquency Timeline

It's been some time since we published clarifying information regarding past due accounts. We are aware the GTCC policy is not quite correct when it comes to the delinquency timeline. This will be corrected with the next policy revision.

The three subparagraphs of Ch. 1.A.5., show the corrected information which will be incorporated into the next update of the instruction.

- e. Account Suspension: Accounts will suspend when undisputed GTCC account balances remain unpaid following the first cycle date following the account reaching **31** days past the due date. If the normal cycle dates of the 12th falls on a Sunday or Holiday, the account will not be suspended until the following business day. Account balances that are in dispute or being reviewed will not be suspended. Use of the GTCC will not be permitted by the GTCC bank when an account is suspended.
- f. Closed Account: Accounts will be closed when an undisputed GTCC account balance remain unpaid following the first cycle date following the account reaching **96** days past the due date. If the normal cycle dates of the 12th falls on a Sunday or Holiday, the account will not be suspended until the following business day.
- h. Account Charged Off: Accounts will be charged off as a loss to the GTCC bank when an undisputed GTCC account balance remain unpaid following the last business day of the month following the account reaching **181** days past the due date. The bank will notify collection agencies and national credit bureaus.

Account suspensions and closures for delinquency are managed by the bank directly and not by the GTCC program. CIM 4600.18 provides specific command responsibilities for cardholders who are delinquent in paying their bills. These responsibilities are not all inclusive and commands may take additional actions if needed to correct recurring cardholder delinquency problems.

<http://www.uscg.mil/psc/bops/govtrvl/Travel Card/Travel Manager/Newsletters/August 2012 GTCC Newsletter.pdf>

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DIRECT ACCESS/GLOBAL PAY-NOTIFY

Were you aware you can send emails through DA? This comes in handy when travel orders are created. The person creating the orders can review the credit limit for the traveler in DA under Charge Card Data and if it is not sufficient for the trip, they can 'NOTIFY' you, the travel manager to request an increase. Of course that means you need to get your name out there for the ordering officials. At the very least, ensure they have the link to the Travel Manager roster so they know who they can request this information for the traveler. Let us know if you need help with this information.

GTCC

Travel Charge Card

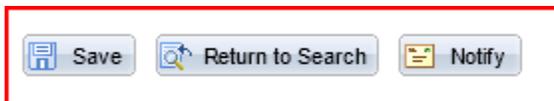
Web Page

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

JPMC Travel Manager Help Line

866-725-1184

Verification ID must be provided.



⇓⇓⇓ Lowering Credit Limit\$\$\$

As required by DHS, the GTCC program is working with the local Travel Managers to review accounts and reduce limits. Per CIM 4600.18, unless a cardholder travels 5 or more times per year the credit limit should be set at \$1 and only raised when the member is in receipt of travel orders. Based on the past 12 months of card use, almost one third of our accounts have the limit set too high (meaning more than 1.25 times the highest monthly use) and *over 1,500 have a limit set despite having no use* over the past year.

Commands should ensure limits are only being set in advance of actual travel requirements. Cardholders should be reminded to request their limits be raised as part of the orders creation process and also be made aware of the stranded traveler policy with JPMC - http://www.uscg.mil/psc/bops/govtrvl/job_aides/Stranded-Cardholder-Policy.pdf in case they forget.

As you review the cardholder account using the tools sent by our office, be sure to communicate the limit reduction to the cardholder. Use the script below to help explain the credit limit reduction:

"Based on a review of your GTCC account it has been determined that your limit needs to be reduced to \$1 per CIM 4600.18 and DHS policy since you have had no card use in the past year.

If in the future you are given travel orders and need your limit increased, you should contact me or any other travel manager within our ATU/District. The list of Travel Managers is available at <http://www.uscg.mil/psc/bops/govtrvl/contacts/defaultContacts.asp>. In addition, under the contract with JPMC we have the stranded traveler policy in place to cover just this type of situation. If you cannot reach me or another Travel Manager to have the credit limit increased, then you may call the number on the back of the card, press #, get a representative on the phone and say "I am on orders, cannot reach my local Travel Manager because it is after hours, and need my limit raised to \$XXXX to cover my expenses for this trip." JPMC will raise the limit and then send the primary TM for the hierarchy an e-mail indicating the action taken (this allows us to verify that you are on orders and change the JPMC set limit from a permanent to a temporary limit.

I appreciate your understanding with our efforts to comply with CG and DHS policy. If you have any questions or concerns, please let me know."

Don't hesitate to let us know if you have any questions regarding this requirement.

RETURNED MAIL

The GTCC bank is now forwarding us a list of cardholders who have had returned mail. This means statements and cards are not being delivered and possibly causing a delay in travel card payments. Although we pass this information along to the cardholder, we also need your help to ensure the cardholder profile is up to date. The cardholder is not able to update their address themselves. They either need your assistance or must contact JPMC customer service to make the change.

GOOD TO KNOW

DOD and other agency travel using CG GTCC? Yes, it is permitted that a CG cardholder can use their GTCC for travel funded by another agency. However, this can cause payment delays if the traveler uses the split disbursement feature when filing the claim for the other agency.

Do you have a traveler who is looking to get their previous GTCC account reinstated? Be sure to check the status and history of the account prior to submitting to our office. If the account has been closed for charge off or has prior misuse, we will not endorse the request. Accounts in charge off status will not be forwarded. Accounts with past misuse will be returned to the command for a formal investigation. We ask that you carefully review these requests before sending to us for processing.



FTR: 301-51.1. What is the required method of payment for official travel expenses? Answer: You are required to use the Government contractor issued travel charge card for all official travel expenses unless you have an exemption.

GTCC Application Processing

If you have ever submitted a paper application to JPMC, you most likely have seen a rejected application email. The subject line of a rejected application email may look something like: 70888-DHS (USCG)-Please Resubmit Application (applicant name).

The bank will typically provide the details as to what the discrepancy on the submitted application is and how to correct it. Below are a few common reasons for rejected paper applications.

No authorized signer/Electronic signature/Illegible. The application must be signed in block 9 by an authorized travel manager. The bank must be able to determine the signer of the document. Signature by a supervisor who is not a travel manager will result in a rejected form. Electronic signatures are not accepted by the bank for this paper process.

Hierarchy level 3 is missing. Every hierarchy is at least three levels. Very few have 4 levels. The application form is pre-populated with the first two levels, 30001-31100. Your level 3 hierarchy is directly related to your ATU. If you are unsure of your hierarchy, you can either refer to your designation memo or check the Travel Manager roster on the GTCC home page. Find your name and you will find your hierarchy. Remember, the card applicant must be in your hierarchy in order for you to approve the form. Do not approve an application for anyone outside your authorized hierarchy (ATU).

Wrong application form submitted. Do not use locally stored or CG Portal GTCC application forms as they most likely are not up to date. The most current application form is found on the GTCC website at <http://www.uscg.mil/psc/bops/govtrvl/default.asp>. As of this newsletter date, the current form is US_FCM_P1213 which is located on the lower right corner. Any other version will be rejected. Stay tuned for more application form updates within the next few months.

What is Account Spend Limits/Controls? Unless the card applicant is requesting the alternate credit review, the Unrestricted Spend box should be marked. An application that omits this section will result in a rejected form. Only one box shall be marked in this section. The alternate credit review will require an additional DHS form 1570 to be submitted with the paper application. This will result in the new account being created as a restricted card. A link to this form is on the Job Aid page of the GTCC website.

What about the default credit limit? Yes, all forms are set for a \$1 limit...initially. Once an account is created, we generate an email to the new cardholder that advises them to reach out to you, the local travel manager prior to any official travel. This hopefully pushes the cardholder to learn who can help when they need GTCC support. So the limit on this form should not be changed, but remain at \$1.

This is not an all-inclusive list of reasons why GTCC applications are rejected. A rejected paper application causes delays and extra work. Help avoid this by ensuring the online card application process is used unless a specific exemption exists that requires a paper application to be submitted. The online process should generate a new card to the member within 7-10 days.

Pended GTCC Applications

Do you have travelers who have applied for a card but have yet to receive one? Please let us know if we can help. We can tell you if the application package was received or was returned for corrections. We can check if an online application was submitted and if the manager contact information is valid. If this contact information is wrong, the application notification will not be sent to the manager. We can check if an application was rejected by the bank for invalid or missing information. The sooner we can identify the discrepancy, the sooner it gets fixed and the traveler gets their new travel card.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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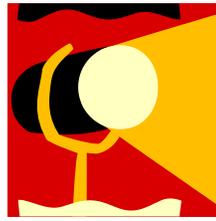
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

Ms. Lena Bunnenberg-inquired about reserve member cards when they already hold account with another agency

YNCS Zach Ayres-using the Travel Manager Tool enough to know when it isn't working

YNC Eric Shipley- asked questions, ensuring the GTCC application process works correctly and smoothly

Great questions! Thanks for asking.

And keep up the great work!

****SUSPENDED**SUSPICIOUS ACTIVITY IDENTIFIED**

If you review your cardholder profile report routinely in PaymentNet, you may identify some accounts that are suspended with 'suspicious activity identified'. There may be instances where the cardholder initiates this by reporting the card as misplaced and asks the bank to put a hold on the account until they find the card. However, this may also be due to returned mail or some other unusual activity. Please notify your cardholders of this status. The card cannot be used while this suspend status is in place. This can create problems for the traveler if they are not aware their card is suspended. While the bank makes attempts to contact the cardholder, they are not always successful. Please advise your cardholder to contact the bank at 888-297-0781 to update any profile information and return the account to an active status. That is, an active status only if the cardholder actually has the card in hand. If they do not have the travel card, they may need to report their card lost. In that case, a new account will be created and a new card will be issued. Some of these accounts have been in this suspend status for 6 months or more. So be sure to check your cardholder profile report on a regular basis and rectify these issues.

Status Status Change Date: 1/21/2015
Bank initiated- suspicious activity identified