

July 2010 Update
Sent July 15, 2010
Attachments include:
JPMC PaymentNet New User Guide
Hierarchy Move Format
AOPC Designation Form

Greeting GTCC Coordinators,

Lots to cover - it's been a busy month for all considering PCS\transfer season, DW Horizon and GTCC Coordinator changes. Below, I have several items to pass on - as always please send any questions or concerns to SC Curry and I via email.

1. Attached is a copy of a DHS placemat provided to us recently that may be helpful to you. You can pass this on to the new cardholders under your hierarchy - DHS included a note within the "Logging In" section of the document that references the PaymentNet User ID USCG cardholder's should use when accessing the system.

2. Coordinator relief process \ New Coordinator designation process - Below is a reminder of the process. Please file this email away for future reference:

a. We need a command letter to remove current AOPC from our roster.

b. We need a command letter to designate any new coordinators. We can provide samples if needed. It is imperative that this letter be signed by the designated GTCC Coordinator's unit CO\X0 only - no delegation any lower - another AOPC, SPO, supervisor is not acceptable.

c. Ensure that your new coordinators have filled out the AOPC form (see attached), if you have a Coordinator that needs to be removed put that info under contact number 2 [Remember to place the Hierarchy info on the form]. Scan and email to SC Carlene Curry and I for review and we can fax to JPMC for processing. Once we receive the form we will make the update in PaymentNet to allow for OPC Travel role. Then we complete the OPC designation form and forward to JPMC. JPMC will forward the PIN to your new coordinator. Couple items on AOPC form:

i. Complete only the highlighted portion of the form - do not make changes to the form

ii. Under contact information fill out: Name, Address, City, State, Zip, Phone, Fax and email

iii. Under hierarchy, only input level 3 & 4 of the hierarchy number.

iv. Under "request type", indicate "Add", "Change" or "Delete" by checking the appropriate box.

d. New coordinator needs to complete and pass training for coordinators before we can do anything. - this is found in the following link on the GSA website:

<http://apps.fss.gsa.gov/webtraining/trainingdocs/travel%20AOPCquiz/index.cfm>

Once done, print out the certificate and scan/email it to SC Curry and I along with the Designation Letter requesting you be added as an AOPC. Until the above is completed, we cannot update any of the distribution lists.

3. Hierarchy moves - check in \out process: I am getting a lot of requests to move IBA between hierarchys - with a third of the CG moving this is a major lift for 1 FTE worth of support here in CGHQ. I need the GTCC Coordinators to do the following:

a. Use that attached form to fill out bulk changes and forward to JPMC directly [ccs-fedcard-services@chase.com]

4. Before issuing an application for a GTCC, verify that they do not have an existing account - we have seen several applications processed by AOPCs for members who already have an account or had an account closed due to delinquency - you need to ensure you go through the verification process.

5. Reservists and 2 cards: DW Horizon efforts has impacted the Reservists who are being called up who work for other Federal civilian agencies including DHS. In some cases they may already have a GTCC with JPMC. They can only use CG GTCC for CG orders. When you fill out an application for a CG GTCC, you need to put on the top of the application that the member is a Reservist and they have a GTCC from another agency. This will avoid any hang ups in processing the application.

6. Update email addresses: When you are doing routine updates to a members account, please double check their email address - I am finding old CG email addresses that are no longer valid. When getting hierarchy change requests, please ask member to validate address and phone numbers they want on their profile.

7. High Credit Limits: Thank you to all who reviewed your \$10K limit plus accounts - this proved to be a worthwhile exercise. Please continue to monitor the accounts in your AOR that are over \$10K to ensure a) member still needs that level and b) the member is still in the position that requires a permanent credit level over \$10K.

8. Over \$10K Credit limit increases - ability vs authority: As many know, you have the ability to raise IBA credit limits to over \$10K - this does not mean you have the authority to do so. Any such unauthorized action is against the COMDT Instruction 4600.14B - a reminder this instruction was signed by the COMDT and therefore needs to be treated as a General Order to all members of the CG.

9. CBA use \Credit Increase: Reminder, please ensure you are aware of the rules and requirements for CBA usage and credit limit increases. For both, members need to come to you first and you can refer the question/request to SC Curry and I via email. Clear and succinct justifications that address the requirements needs to be included as well and the members full name and EMPID.

10. Temp increases: When a member needs an increase due to a single TDY like DW Horizon or overseas etc; please use the temporary credit limit increase function in payment net - what I do is get their TDY completion date and add 4 weeks. You can always update that as needed. It's a better way to control credit limits in your AOR.

11. Reminder on credit limit request process - all credit increase requests need to be made through you - if the request is over \$10K, the request still needs to come from you - ensure you have the needed justification paragraph; amount you are looking for along with EMPID and member's full name. Reminder that credit limit increase is not a way to avoid the responsibility of paying a statement. Credit limit increases is tied to TDY in a 4 week period - it is not a tool to over-ride the requirement to fill out final\interim travel claims; awaiting ticket refunds etc. Please refer to COMDT Inst 4600.14B for details. If you have a senior person pressuring you to do something against policy, please bring this to my attention immediately and I will take care of it. GTCC policy, regulation and public law is applied equally regardless of rank.

12. COMDT Instruction 4600.14B is a general order signed by the COMDT - violations can kick in disciplinary actions through UCMJ [Active Duty and Reservists] and 5 CFR [Civilians]. Please remind anyone who asks you to deviate from this without consulting my office.

13. Deepwater Horizon support is important, BUT this does not mean that you can raise the credit limits of cardholders who are NOT on official TDY orders - standing by for orders does not constitute need for credit limit increases. As the year goes by, I am taking a very hard look at the high credit limit accounts [\$10K and above]. You will need to ensure justification for those high limits if the member's statements do not collaborate need over the past 12 months. I am currently reviewing all limits \$18K and above along with statements to see usage needs. Specific emails will be sent to the coordinators for action.

14. Hiring status: I just completed the interviews for the GS-14 position and this week will complete the GS-13 interviews. Hopefully in the next couple of weeks I can announce the new GTCC program managers - email is forthcoming once it becomes official.

15. References to have handy in a single binder - down the road we are looking to set up a GTCC Website with training and other job aids so you have a one-stop shop:

a. COMDTINST 4600.14B - highlight key points in Enclosure (1) b. ALCGPSC 044/10 Issued 28 May 2010 c. ALCOAST 001/10 Issued 4 Jan 2010 d. ALCOAST 715/09 Issued 28 Dec 2009 e. ALCOAST 717/09 Issued 28 Dec 2009 f. ALCOAST 716/09 issued 28 Dec 2009 g. Develop a Key POC list with numbers and emails

16. Reminder on the importance of protecting PII information like credit card numbers and account information. You have access to account information that is to be used for official purposes. You are not to pull

up accounts for personal use - when emailing requests\questions to us, we only need last 4 of the card #, EMPID and member's name - nothing else.

17. Smart Pay Conference: SC Curry is working hard to get the TONOs out to you soon so you can start making plan reservations. I need you to send us your top 2 topics you would like us to include in our list of discussion items for the CG tack on day - Monday 9 August 2010.

18. PaymentNet will be going through an upgrade July 18, so you can expect the system to be down that day. The next scheduled upgrade will be rolled out in November.

19. Finally, as a Coordinator, please ensure your contact information is up to date in your PaymentNet profile. This information will be posted on the coordinator roster online.

Long email I know, but we have a lot of new GTCC Coordinators on board and I want to get everyone on the same sheet of music - as always, if you have any questions, please email SC Curry and I and we will get a response to you asap.

Thanks again.

RCN
Mr. R. C. Nubgaard, GS-15, Chief
PSC-BOPS, Resource Branch
Arlington, VA
202-493-1952

Sent by YNCS Carlene Curry