



GTCC NEWSLETTER

Volume IV Issue VI

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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

CGBI and GTCC GMT Reporting



Just FYI that apparently something changed in CGBI making the GTCC GMT report show the wrong completion status. This was identified by YN1 DePascale who contacted the CSD/CG Helpdesk. We have taken over this corrective action and are working with FC and the CGBI staff. Based on our analysis of the data there are two areas of concern:

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1. No Due Date/Incorrect Currency Data: There are 4,867 records where the cardholder has completed the training within the last 2 years but yet the CGBI report shows them as being 0% Current with no Due Date entry.
2. Due Date Error: The due date should be last completion plus two years. The data file showed 30,098 records where the due date is 698 days or less after the last completion date. Note we figured maybe they set the date to trigger over the month before otherwise it would have been anything less than 730 days which would be a much higher number. The due date should be last completion plus 730 days.

However, for your awareness the GTCC program only uses the date last completed from CGBI and the LMS systems for our reporting so our data is not affected by the above. We will keep you posted as this issue moves to resolution.

GTCC ACTIVATIONS



Starting on 3/28/14 we sent e-mails to 1,784 cardholders who failed to activate their travel cards upon receipt (or never received their new card). This e-mail was followed by a 2nd and 3rd/final reminder emails on 5/2/14 and 6/4/14, respectively. The last e-mail advised the cardholder that the account would be closed after 30 days. As of 7/1/14 there are still 568 accounts from this original group that are still in the **NEW** status. Next week we will be requesting approval to close these accounts after which these cardholders will be required to reapply for a new card. Please check your cardholder's status for **NEW** on a Cardholder Profile report in PaymentNet and reach out to these folks to request they contact the bank and activate their GTCC. They can call the number on the card and press ZERO for a customer service representative. Emails are sent to all known addresses, from DA/PaymentNet and GAL.

GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager Help Line

866-725-1184

Long Term TDY and GTCC Delinquencies



We sometimes get asked if we can advise the bank that a cardholder is traveling to a remote location and will not be able to complete travel claims and pay the GTCC timely. While we *could* advise the bank to document the account, it would not provide any assistance to the traveler to defer payment. DHS and GTCC policy are clear that the GTCC shall be paid in full by the payment due date on the statement. The bank system is not designed to defer payments and will automatically track account aging. We will not advise the bank to defer payment due to long term/remote TDY. The traveler is not required to use the GTCC when TDY exceeds 21 days thereby avoiding any repercussion for any possible GTCC delinquency due to the inability to complete a travel claim.

So....if the TDY exceeds 21 days the cardholder has two options:

- A. Use the card for all expenses
 - 1) member should be issued a 13 type doc
 - 2) airfare will be charged against member's GTCC
 - 3) travel claims for all other expenses filed every 21 days
- B. Do not use the card for any expenses
 - 1) member should be issued a 11 type doc with advances
 - 2) airfare will be charged to the TONO/CBA/GTR
 - 3) travel claims for all other expenses filed once at the end of the TDY

FORCECOM and PaymentNet Reporting

Were you aware that generating and reviewing routine GTCC reports is a FORCECOM inspection item? This is outlined in the GTCC policy, [CIM4600.18](#), ch. 1.E.2.c.(3). Save yourself some time by setting your routine reports to run automatically. You can do this by selecting Reports/Create. Once you select the routine report, such as the Cardholder Profile or 45-Day report, just check the box at the bottom of the report screen: Schedule to Run Automatically. Then choose your frequency and day. No need to set reminders. You can have reports ready and waiting for you whenever you choose.



GOOD TO KNOW

How to Use the CBA-when is it authorized and how to authorize its use and document orders. See chapter 2 of the GTCC instruction, [CIM4600.18](#). It's short and to the point. Pass the word to those who create travel orders.

GTCC GMT will not be recorded in LMS if the final exam is not completed. Have the member go back to the main menu to select course exam tab and then begin the test. Check course completion by printing the training transcript found in the My Transcript icon. Complete instructions on printing the transcript are available at: http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/GTCC_Cardholder_Training.pdf.



New Cardholder FAQ: check out the GTCC website and the job aid page for the new and improved [Cardholder Frequently Asked Questions](#).

Reopen Closed Accounts/Closed Due to Non-compliant GTCC

Given that it has been taking several days for JPMC to reopen accounts, the deadline for personnel to submit GTCC training transcripts to our office if a GTCC account was closed on 6/3 for training has passed. At this point, anyone who had their account closed for training non-compliance will need to complete the entire application process. This is not a reinstatement but is a new application since the account was not closed for misuse or delinquency. Keep in mind the online application process is the preferred method for applying for a new card. Please communicate this to your cardholders if they ask you.

GTCC and Duty to People

This might stretch but the bottom line is customer service. It's PCS time and travel managers are in transition. It might be another two months before everyone is settled and in place. We are getting more calls to help with credit limit increases during this transitional period. In the meantime we ask for your support as we redirect travelers and other travel managers to a travel manager in the cardholder's hierarchy who is able to provide support. Even though someone is not in your local AOR, they may be in your hierarchy and that means you can assist. If you are asked to increase a limit, don't hesitate to request a copy of the member's travel orders. That ensures the temp limit is set for the right timeframe and the correct amount. Thank you for helping us help the traveler.



GTCC Paper Application Forms

If you are submitting a paper application form with an application package, you should be aware that we do not process paper applications in our office. So no action is taken on a paper app or a rush request. GTCC application packages need only to contain 3 documents; the command endorsed request memo, LMS training transcript, and the cardholder agreement. Any other document in this online package will not be reviewed or processed. If the member completes the online application in addition to the paper application, the online application will be processed. However, if you have completed a paper application for a civilian employee, please forward that complete package to us for retention as this is a DHS requirement and the civilian personnel file has no requirement for this to be retained (please see the [application process guide](#) for complete instructions on document filing. If you are sending a RUSH application to the GTCC bank, be sure to always protect the PII!

Charge Card Manager Certification (CCMC) Program



[Smart Bulletin No.022](#) which outlines the new Certified Charge Card Manager option GSA is offering at this year's virtual training conference. If you've served as an OPC (travel manager) for at least six months, you may be able to earn this certification. To qualify, attend the mandatory and elective courses at the live event or by viewing the on-demand sessions during the GSA SmartPay Virtual Forum July 29-31, 2014. After you complete the training, submit your training courses, resume and supervisor's information

to the GSA SmartPay Certification Manager at gsaspcertcardmanager@gsa.gov upon approval, you'll receive a "Certified Card Manager" certificate recognizing your knowledge as a Certified Card Manager. For additional information, please see Smart Bulletin No. 022 at <https://smartpay.gsa.gov/news/smart-bulletins> or to register for the 2014 GSA SmartPay Virtual Forum,

visit: <https://vts.inxpo.com/scripts/Server.nxp?LASCmd=AI:4:F:QS!10100&ShowKey=19965&LangLocaleID=1033&GroupID=SmartPay>

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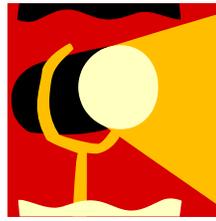
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

YN1 Richard DePascale-recognized the GTCC GMT reporting issue

Ms. Susan Matsudo-identifying a SATO after hours message issue

CWO Ron Brumble-questions regarding queries and reporting in PaymentNet

And keep up the great work!



PaymentNet Training-Goes VIRTUAL!

With the tightening of the budget belt, GSA and contracted credit card banks have come together to present a virtual conference for Travel Managers. Provided below is the registration information for the GSA SmartPay Virtual Training that will be held between 0930 and 1530 EST on July 29-31. The agenda is also provided below so you can review what training is available. We have registered and looked at the site and our guess is that when the event is live you will be able to connect to the various training sessions that will be concurrently running during each time block. We recommend you review the agenda, talk to your supervisor to block out the time to take advantage of this training (and/or flex your work hours for those on the left Coast or farther away), and register for the training as soon as possible. This is GSA's replacement for the conferences that are no longer politically correct.

Registration for the 2014 GSA SmartPay Virtual Event is now LIVE! Please visit the GSA SmartPay website or the registration link for more information. There is no charge for this training. Beginning July 22, you may log in to create your personalized training schedule, explore the environment, download the participant guide and view the training module. Note: This event is not intended for cardholders.

REGISTRATION SITE: <https://vts.inxpo.com/scripts/Server.nxp?LASCmd=AI:4;F:QS!10100&ShowKey=19965&LangLocaleID=1033&GroupID=SmartPay>

GSA SMARTPAY WEBSITE EVENT INFORMATION: <http://smartpay.gsa.gov/program-coordinators/training/2014-virtual-forum>

