



# GTCC NEWSLETTER

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MAY 2013

**References**

- COMDTINST M4600.18
- JFTR, U2015
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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## Leave and Official Travel



Leave in conjunction with official travel. Where do you find answers? The quick answer is: check the GTCC website, [Traveler Information Page](#) for the [LICWO FAQ](#). Please share this throughout your units, admin shops and SPOs. While SATO does a good job at screening travelers for any leave with official travel, they can only book travel based on the information the member provides. It's only after the travel that we may find someone has used city pair fares and the GTCC or CBA for leave to an alternate destination. We have even uncovered cases where an AO authorized an amendment for the leave location to be added incorrectly to the orders. These issues not only result in the traveler violating policy but also the potential of being stuck with needing to pay unexpectedly for an expensive ticket out of pocket. We appreciate your help to communicate this to the field.

## What is a Hierarchy?



The GTCC program is set in a hierarchy or tier system that stretches between DHS HQ all the way down to the cardholder. This is the layout for the CBA as well as the IBA. This tier structure helps to identify the level of responsibility and reporting chain. For instance, our hierarchy level is 31100, which is under DHS Travel Card program, 30001. Your hierarchy level is just under 31100. This is why you have three tiers of hierarchy when completing a paper application. Only very few HQ units will have 4 tiers. There are no individual cardholders assigned to our hierarchy at 31100. Many paper applications are rejected for wrong or incomplete hierarchy numbers.

A hierarchy is assigned to each Accounting Target Unit (ATU). This is the first two numbers in the unit OPFAC. An example is 31-31050 which is Base Cleveland. This ATU is 31 which maps over to the GTCC hierarchy of 31342. So even though you may have cardholders in your AOR, they may not be in your hierarchy, if they belong to a different unit such as the case of Station Cleveland Harbor which falls under D9's hierarchy 31312. The key thing to remember is that if your chain of command can mast or courts martial the person, then you can manage their card issues. We hope this will help explain some of the process and structure of the GTCC program.

**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.

## When to Use the CBA



Centrally Billed Account, also known as CBA. Maybe you are more familiar with GTR, GTA or bill to TONO. The CBA is the travel tool for individuals when:

- ◆ *Do not possess a GTCC,*
- ◆ *PCS travel exceeds 15 days,*
- ◆ *TDY travel exceeds 21 days, or*
- ◆ *Overseas travel ticket requires an advance purchase or exceeds \$3000.*

The CBA is only used for common carrier, commercial travel (i.e. planes, trains, ferries, and buses). Rental cars and lodging are not authorized charges for the CBA and will be declined. [COMDTINST 4600.18.2.D.](#) addresses use of the CBA and more specifically, addresses the AO responsibility when issuing orders that authorize use of the CBA.

The traveler will not be given the CBA number but when making travel arrangements through SATO, they will explain that the ticket is to be charged to their orders. SATO will require the orders to specifically authorize use of the CBA in the remarks and that the orders be faxed or emailed. Reservations will not be ticketed until SATO receives the travel orders. Travelers are responsible to notifying SATO as soon as possible when a trip is cancelled.

## Discipline and the GTCC Cardholder Agreement



Do you have a disciplinary action pending and need to retrieve the GTCC cardholder agreement? What's that? It isn't in the PDR as required per CIM1080.10I, the PDR Manual? All is not lost. Check out the [Job Aid page](#) on the GTCC website for a copy of the [cardholder agreement](#) that is included with the mailing of the travel card to the member. Although this document is generic and will not have the member's signature, it does state:

*The following is the agreement between us and you covering your JPMorgan Chase GSA Smart-Pay® 2 Charge Card (herein referred to as the "Card") and your card account with us. BY ACTIVATING, SIGNING OR USING THE CARD AND/OR ACCOUNT, YOU WILL BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT.*

This may be helpful in cases of delinquency or where potential misuse is identified.

## GOOD TO KNOW



**Primary vs. Alternate Tavel Manager:** Suppose there is more than one travel manager at your unit. While your unit may have designated you as the 'primary' travel manager, please remember that there is only one 'primary' travel manager for the entire Hierarchy. The primary travel manager is someone who is the point of contact for an entire hierarchy, not just a local unit. The [Travel Manager Roster](#) shows who the primary is for each hierarchy.

**Looking for EER/OER input?** Try using the Account or Employee Audit Report in PaymentNet. In PaymentNet, select the Reports tab and locate the reports called Account Audit and Employee Audit. In the criteria field, select from the pull down menus: 'Modified By' and 'Begins With'. Enter your travel manager user ID as the value and then process the report. You can select a date range as well. You may want to produce this report in Excel as this will allow you to 'count' rows so you can tally the changes you have made over your designated time frame. Be sure to take credit for all your work as a travel manager.

## Alternate Travel Manager

### **\*\*Be Proactive\*\***



*Submitted by CWO B. Cooper*

As a Primary Travel Manager, I constantly receive phone calls and voice mails from JP Morgan Chase representatives assisting a Coast Guard traveler or direct calls from Coast Guard travelers who find themselves in one of the following example scenarios.

#### **Scenario #1**

JP Morgan customer service rep: “Good afternoon! This is Bob from JP Morgan Chase calling on behalf of a stranded traveler, Joe Coastie. Traveler is attempting to make travel arrangements and his credit limit is set to \$1”.

#### **Scenario #2**

JP Morgan customer service rep: “Good morning! My name is Brenda from JP Morgan Chase calling on behalf of Jill Coastie who is on the line and is attempting to book travel but has exhausted her current available credit limit...”

#### **Scenario # 3**

Random CG member: “Hello, this is PO3 I. N. Charge and JP Morgan Chase told me to call you regarding my GTCC because it has been cancelled and you can issue me a new one. I’m supposed to travel tomorrow to go to “C” school and...”

#### **Scenario #4**

E-Mail from JP Morgan Chase: “On 5/05, Ron D. Boats, (XXXX), contacted us about a declined charge on his Federal Card. We determined that he was traveling, not able to reach his AOPC... Credit limit was increased by \$199.00. Traveler’s credit limit has been modified via Payment to \$2,500.00.”

All of these examples have a common thread; they could be easily resolved if the traveler contacted their local unit Alternate Travel Manager (Alt TM) prior to attempting to book travel arrangements. The best way to ensure the members we serve receive a high level of customer support, is for Alt TMs to widely advertise themselves along with their contact information to the units they service so travelers have a local point of contact. A local unit Alt TM can often resolve non-emergent GTCC issues quicker than JPMC representatives or Primary Travel Managers. BE PROACTIVE and let members know who you are and what you can do for them.

### **GTCC Website Updates**

We are in the process of providing more helpful tools for you, cardholders and travelers in the form of easier access to information on the GTCC website. At the top of each page for [Traveler](#) and [Traveler Information](#) we have added quick links to information located on that page. We have also created an index of all the past GTCC newsletter articles to help you find information much easier and quicker. The link to the **GTCC Newsletter Index** on the [Travel Manager webpage](#) will open a worksheet that lists all the past newsletters and a list of articles that have been published. Click on the [GTCC Newsletter Index](#) link to bring up a list of all the past articles. Some of you are aware we will refer to past newsletters when we get questions. Some of those questions might be: how do I close an account?; how can I make credit limit changes to an entire unit?; what number do I call when I need to ask about a cardholder’s account?; what are the references that require the use of the GTCC or SATO? All this and more is found in our newsletters so hopefully this new tool will get the information you need much quicker.. Wait, we aren’t done! Check out the new [Application Process Tool](#) on the [Travel Manager webpage](#), too. Let us know if have an idea or feel something is missing from the GTCC website. This is our best tool to communicate up to date information to you and the field.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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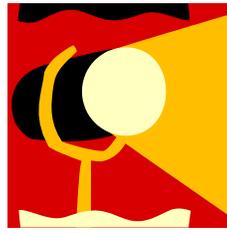
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*REMEMBER \* ALWAYS PROTECT PII*

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



## In the Spotlight

Way to go Travel Managers!

We want to recognize those TMs who contact us with great policy questions, system issues, newsletter questions, procedures and processes. Kudos go out to the following TMs for supporting the GTCC program!

**YN2 Leeannie DeJesus**—offered up great questions and challenges working through a reinstatement request;

**YNC Victor Martinez**— who brought us interesting questions about reservists on long term TDY and their GTCC use;

**YNC Shelley Lester**— who was proactive in including us when creating/reviewing guidelines for a D8 message about hurricane evacuations and GTCC use.

Thanks for being involved and keep up the great work!

## *Review Cardholder Profile Report*

Are you regularly reviewing your cardholder profile report in PaymentNet? It has a wealth of information at a glance. If you have trouble converting this report to an XLS format, please give us a call and we will help you with the process. Once you have this report in Excel, you can sort in so many ways and quickly find areas of concern. Who has a large credit balance? Who has a balance that you are sure hasn't traveled recently? Who has a high credit limit that doesn't travel? Who is missing an email address or phone number? What accounts are suspended and why? What accounts are in a NEW status, meaning they haven't been activated? The cardholder profile report can be scheduled to run automatically. Once you get the process down to convert this to Excel, you will see that this report will help you easily manage your travel cardholders IAW CIM 4600.18. And your command will certainly appreciate your efforts.

## *What is a \$2 credit limit or a restricted account?*

A GTCC can be identified as restricted if the credit limit is \$2 or if the Restricted Card box is checked on the Account tab in PaymentNet. There are several reasons why an account may be marked as restricted.

- ◆ The account has been reinstated
- ◆ The cardholder had a credit score below 660 when first applying
- ◆ The cardholder requested the alternate credit worthiness assessment when applying.

When you see an account as restricted, the credit limit on the account shall remain at \$2. Any credit limit increase shall be made on a temporary basis for the duration of official travel. Keep in mind when you receive that stranded traveler email from the bank, they have made a permanent increase to a cardholder's credit limit. When you review the account and see that it's marked restricted, please be sure to reset the limit as temporary for the duration of official travel. Lastly, you should never uncheck the Restricted Card box.