



# GTCC NEWSLETTER

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*References*

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

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## GTCC and DA Outage: 12/19-1/3

You may not be aware that the GTCC program gets a weekly extract of Direct Access data from PPC that is the centerpiece of our travel card program. DA is our system of record. This information, along with input from various other programs is merged together in our ACCESS database. The result is an impressive output of information and measures.

You should be aware there may be impacts to cardholder accounts while we go through another DA/Global Pay outage, 12/19-1/3. The following list is a sample of tasks that may be delayed due to this upgrade.

- The below processes will continue to be impacted until PPC is able to recreate the extract scripts which may be delayed:
1. Determine where organizationally the cardholder/member is and who the travel manager is.
  2. Determine if the member is a cardholder, cardholder balance, and hierarchy (field only)
  3. To process on a weekly basis the USERID updates from the bank generated ID to the EMPLID format and then provide communication (welcome e-mails to new cardholders).
  4. To process on a weekly basis the employee hierarchy and OPFAC data updates within the bank system.
  5. To process on a weekly basis the error report to identify EMPLID and SSN errors between the bank system and Direct Access.
  6. Verify employee status (mil/civ/retiree) for salary offset processing.
  7. To update on a monthly basis the SATO profiles, create new profiles for new personnel, and delete profiles for separated personnel and provide communications to the cardholders.
  8. To identify on a monthly basis employee name changes or errors between the bank system and DA, update the bank system and provide communications to the cardholders of the change.
  9. To identify on a monthly basis terminated employees whose accounts were not properly closed.
  10. To identify on a monthly basis IRR, ISL, and SEL-RES members whose account limits need to be reduced or their accounts closed per business rule with RPM.

The biggest impact is where cardholder accounts are within hierarchies and who can view and raise their limits. We want you to be aware of these potential challenges if you should encounter a situation with a cardholder. Please let us know if you have any questions.

**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.*

## DHS Directs Credit Limit Review

Please make note of the request below from DHS. While we run the high credit limit with no card use reviews throughout the year, from now through 8 Jan, you are required to report to us any cases of misuse identified by your routine report reviews. If you identify potential misuse and report it to the command for investigation, please also notify us with the cardholder name, EMPLID, and a brief summary of the misuse identified that specifically includes the number of suspected transactions and the total dollar value of the misuse. We will use this information to report back to DHS to meet the below requirement in lieu of mandating all limits be reduced to \$1.

Remember - Use of the card for TDY of 21 days unless interim travel claims are submitted every 21 days (requires Doc Type 13 orders) or PCS duration of 15 days or more is prohibited. We should not be setting limits unless the card is going to be used. Also, there is no policy exception for command cadre or "just in case" credit limits.

*Per DHS:* 'As a reminder, a best practice this time a year is to reduce travel card credit limits for those card holders who are not in a travel status. In addition or as an alternative, weekly reports should be generated that identify potentially questionable transactions.'

## Stranded Travelers and Permanent Limits

If you happen to receive an email from JPMC regarding a stranded cardholder, please review each request and affected account. Keep in mind, when the bank makes a limit change, these are permanent changes. You should review the travel orders and transactions on the account to determine if the limit set is appropriate for the cardholder. Additionally, the limit should be updated to a temporary limit to match the travel unless the cardholder travels more than 5 times per year. Please let us know if you have questions.

## Good To Know

CG Civilian & CG Reservist: By the GTCC program's business rule, we look at CG Civilians who are also CG Reservists as though they are CG Civilians only. The reason behind this is because we can only place the GTCC account in one hierarchy (ATU = District/Area, etc.). This also makes sense since this is where the cardholder is most of the time with the rare exception of long term ADOS or Title 10 duty. For the GTCC hierarchy, the cardholder is always looked at as a civilian from the standpoint of the GTCC program.



\*\*Be sure to protect your PII when sending applications to JPMC.\*\*

## Travel Manager Duties-Refresher



The following is an excerpt from the GTCC policy, CIM4600.18, chapter 1.E.2.

Travel Managers oversee and manage the GTCC accounts of a specific hierarchy. The Travel Manager performs administrative travel management activities and some duties performed by travel Authorization Officials (AO).

c. When administering the GTCC program, the Travel Manager shall:

- (1) Coordinate daily field level operations of the GTCC program for individuals assigned to their hierarchy.
- (2) Confirm individual travelers possess a GTCC and the appropriate credit limit has been set prior to commencing official travel.
- (3) Use all available tools provided by the Coast Guard and the GTCC bank to monitor GTCC usage and identify inappropriate charges. Generate and monitor routine reports from the GTCC bank and personnel (DA) systems for delinquencies, unusual card activity and excess cash advances and hierarchy assignments. The GTCC bank provides numerous reports and report building capabilities to assist in monitoring GTCC usage and account status. Familiarization with and use of these tools is essential in effectively monitoring the program. The GTCC website contains important program information including messages, online training resources, forms and instructions, and contacts and additional important program information.
- (4) Immediately advise commanding officers of any appearance of GTCC misuse.

A few of the customer service tasks for Travel Managers to perform are: to assist cardholders throughout the hierarchy, set temporary credit limits, update account profile information, reset a passphrase, notify cardholder of a balance due or delinquency.

Don't hesitate to contact us if you need any assistance with your travel manager responsibilities.

## DA Outage? Use the Travel Manager Tool

While DA is down, you are encouraged to utilize the [travel manager tool](#). Instruction to install and use this is posted on the Travel Manager page of the GTCC website. This will allow your accounts to be updated with Payment-Net even though the information from DA will not be available. **Note** – With the PSC move to St. Elizabeth's-CGHQ campus, over the next couple of weeks, our server names will be changing which will require an update to the Travel Manager Tool....look for an e-mail in about 2 weeks.

**GOVERNMENT TRAVEL CARD  
PROGRAM MANAGERS**

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

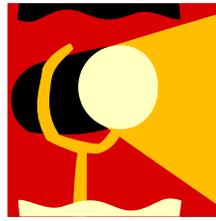
Ms. Carlene Curry  
Evelyn.C.Curry@uscg.mil  
703-258-5996

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!

YNC Kathryn Laymen- questioned reserves using GTCC for IDT

YN1 Sean Glosson-questioned why one might have multiple closed accounts

YN2 Kristin Burke-inquired about reserves using GTCC for ADT and the limits

SK1 Jolene Heryford in AK-offered excellent customer service to increase a limit for a traveler from MD

YN1 Patricia Bagwell-inquired why a credit would appear on an account where the cardholder hadn't traveled in many months (SCRA)

YN2 Lindsay Gurley-monitored unit accounts for potential fraud and proactively reduced limits.

Great questions! Thanks for asking.

**Season Greetings**



*From your CG-PSC-BOPS  
Travel Card Program team:*

*Matt Ruckert  
Carlene Curry  
Curtis Jones*