



GTCC NEWSLETTER

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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

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GTCC Cash Advance Reporting

Cash advance reporting is being pushed out to Primary Travel Managers on a monthly basis. These Primary Travel Managers may in turn, request the local travel manager to review the identified transactions. You can view these requirements and processes which are posted to the [Training page](#) of the GTCC website. **Note - This process guide is also includes a step-by-step procedure for how to import Paymentnet exports/reports into Excel.**



Potential ATM/Cash withdraw abuse is being identified with the following criteria: 10 cash withdrawals within a month and/or cash withdrawn equals or is greater than \$1000. When reviewing accounts, this is the right time to remind cardholders that they are required to use the card wherever possible and only withdraw cash for cases where the card is not accepted or would be inappropriate to use (i.e. Group Meals) and only for reimbursable travel expenses.

TPAX and Your AO ROLE



Is your Approving Official role still current in TPAX? Have you re-submitted the annual updated CG-7421A to PPC? Why is this necessary? For internal controls and account audits, that's why.

The AO role is necessary to view claim history on a traveler when auditing a travel card account, even if you are not assigned as the default AO. PPC revokes this role annually. Be sure to submit your form so that you don't lose this access role.

In accordance with GTCC policy, CIM4600.18, chapter 1.E.2.a.:

(3) At the ATU level, collateral duty Primary and Alternate Travel Managers will be designated by the ATU Commander, Chief of Staff, or subordinate Commanders, Deputy Commanders, or Executive Officers. Designations shall be submitted using the TPAX/WINIATS User Access Authorization & Approving Official (AO) Designation Form, CG-7421A with blocks 1 through 12 completed. In block 7, indicate "Travel Manager" and "Primary" or "Alternate" as applicable. Commands are responsible for verifying that the required training outlined above has been completed by the applicant. Completed forms shall be faxed to PPC Travel at (785) 339-2296 and e-mailed to arl-pf-cgpsc-jpmc-gtcc@uscg.mil.

Please let us know if you have any questions regarding this requirement.

GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager Help Line

866-725-1184

GTCC and Car Rental Coverage



You probably know that by using SATO and the GTCC for car rentals, the vehicle is covered for damages. However, you may not know that there are a few areas in the world where the GTCC/VISA damage waiver benefit does not apply. The [VISA Benefit Guide](#), found on the GTCC website/[Job Aid page](#) provides more detailed information. No benefit is provided for motor vehicles rented in Israel, Jamaica, the Republic of Ireland, or Northern Ireland. There are more details to the GTCC coverage, so read on. You may want to advise your OCONUS travelers.

Be sure to check out the [Rental Vehicle FAQ!](#)

Changing the GTCC Cardholder Status



As Travel Manager, you have the ability to update a cardholder's status in PaymentNet. However, anytime you make a change here, be sure to add a note to the bottom of the Account screen in the Notes field. Account status should not be changed without notes. It is important to document when an account is closed for potential future reinstatement as well as for reenlistment purposes. If a cardholder is under investigation, an account maybe temporarily suspended for a defined timeframe. We need this documented to track the account status as well. Let us know if you have any questions or need assistance doing this.

GOOD TO KNOW

- ◆ ALCOAST 093/14-Reenlistment Criteria-[See March 2014 Newsletter](#) in case you need clarification from the GTCC program regarding this message.
- ◆ **Disclaimer:** GTCC Newsletters should not be quoted as policy. Always use the official reference source when implementing policy. Just let us know if you cannot find a travel or travel card reference, and we will see what we can do.



- ◆ Reminder – If you have a question, please check the GTCC [newsletter index](#) which is a tool to search for past articles. If you have a question, it probably has already been asked and answered within one of the 50+ newsletters already published.

Travel Manager Tool

If you are a new Travel Manager, you may not be aware there is a tool to help you with the required GTCC reporting. This tool will help you decipher cardholders between units. If you are a TM in D8 for instance, you will see over 3500 cardholder accounts. But using this tool and routine reports from PaymentNet can help you narrow your scope of view to a more manageable number. Just follow the instructions on the [Travel Manager page](#) of the GTCC website. For current users of this tool, please ensure you're using the most recent version of the program by verifying that the program name at the top center of the screen reads as "Travel Manager Tool (Feb 2014)." If you need to update your database, follow the update instructions in the above hyperlink.

GTCC Credit Limit\$\$\$



We are working our way towards automating an internal control on our high credit limit review process. But in the meantime, we need your help. Our GTCC account reviews find that the majority of cardholders should have a credit limit set of \$1. This is for cardholders who travel fewer than 5 times per year. To help the frequent traveler, 5 or more trips in a year, a permanent credit limit may be set for the GTCC. You can use the nifty [Travel Manager Tool](#) to help set up a routine report to identify those cardholders who have not used their GTCC in the past 12 months. Do this by utilizing the PaymentNet report Account Cycle Activity with High Balance. Mr. Matt Ruckert is the subject matter expert on this tool, so please reach out to him if you have issues running the program and producing the required results.

Once limits are reviewed and reduced, your cardholders need to know who they can reach out to when it's time to travel in order to get a limit increase. It might be helpful if AOs and Admin shops have your name as well. We don't like to see cardholders stranded with no credit limit during their official travel. But if all else fails, the [stranded traveler policy](#) will come to the aid of the cardholder when they contact the GTCC bank. Lastly, we can help if you have large numbers of accounts that require limit reductions...just send us the list of EMPLIDs that need to be reduced and we can run a quick import to assist.

More on GTCC Application Processing

Here are some GTCC application stats as of 9/18:

838 travel card accounts were opened since 7/1/14

179 or 21% were submitted using the paper application process. We assume these were marked as RUSH applications or the applicant elected against our advise to select the alternate credit worthiness evaluation option.

Approx. 70 or 39% of these 179 paper applications were rejected by the bank due to form entry errors. The number one reason for rejected paper applications is an incorrect or missing hierarchy.

Of the 179 paper applications submitted, assuming the vast majority were for RUSH cards and for immediate use, 42 are still in a NEW status. This implies that since the card has not been activated and used, the 'immediate' need was not valid. We don't want to discourage the use of the RUSH process when it is necessary, however we ask that you assess the cardholder's travel needs and the potential delays that can occur using the paper application process. When a paper application is rejected, the reply email goes to the travel manager that submitted it. If that person is out of the office, this creates an even greater delay to the person applying for a card.

Additionally, we've seen more rejection due to errors in Section 3/Spend Limits of the form. If you are submitting a paper application, there are pre-populated fields on this form that should not be changed. Be sure not to use locally stored or forwarded forms, but always use forms from the [GTCC website](#). All accounts will initially be created with \$1 (or \$2) credit limits as defined in block 9. This limit also applies to online application requests. Changes to any defaulted populated field on this document will result in a rejected form causing a delay in the application process. While the \$1 initial limit may not be appropriate for immediate travel, each new cardholder is sent an email that outlines steps they need to take to increase the new card limit upon receipt of travel orders. You can also monitor PaymentNet for the newly created account and reset the credit limit to meet the traveler's needs. So avoid those delays in the rush application by not making changes to the GTCC paper application form. Or better yet, submit that application via the online process.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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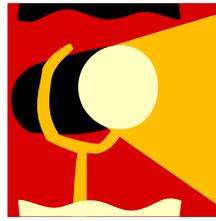
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way To Go Travel Managers!

CWO James Lunsford-overseas car rental questions

Mr. Paul Crum-validating AO/TPAX form

YN1 Michelle Bradt-vehicle shipment via AMHS issue

And keep up the great work!

Cardholders Transferred to the BRIG

"What about those members who have separated or are in the brig--is there anyway to recoup those charges?"

Since the debt to JPMC is a third party debt, it is not eligible to be paid directly by the CG using the final pay due to the member by way of a pay action authorization-DD139. So for personnel separating, the only options we have available is for the unit to counsel the member on paying the bill and the potential impacts on them. Personnel who have separated with a bill due will have their accounts sent to a collection agency by JPMC and once the account gets 180 days past due will be charged off by the bank. The balance that is not collected is reported to the credit bureaus and also as income to the IRS by the bank with a 1099 form being sent to the member (on which they will have to pay taxes).

For the member in the brig, if there is a travel claim to be filed, the command can mandate the member use split disbursement to direct payment to the GTCC account.

PPC closes the accounts for members who are sent to the brig. If the member in the brig fails to pay the bill and ever returns to a paid status, we would request salary offset to garnish wages for the debt once the bank issues the request letter. Otherwise, the same process as the separated members would kick in.

