

GTCC & SATO Government Shutdown FAQs

Can I use my Government Travel Charge Card (GTCC) during a Government shutdown?

Furloughed employees are prohibited from using their GTCC since they are not in a duty status. However, if you are in a duty status and on official travel orders, you may use your GTCC to pay for authorized, reimbursable travel expenses.

Am I responsible for paying my GTCC bill if I am furloughed? If a timely and properly completed travel claim was submitted within 3 working days of completing the travel and you have not been reimbursed prior to the statement due date, then you should contact your local Travel Manager to seek relief (see the Who should I call about problems with my Travel Card? FAQ). The Travel Manager will review your data within the banks system, TPAX, and FINCEN Travel and then engage on your behalf with the bank (JPMC). JPMC will work with individual cardholders on a case-by-case basis in the event of government-wide shutdown to address hardships caused by this event. Individual decisions regarding how to assist each cardholder will be made. Standard processes including account aging, late fees and finance charges would remain in force unless it is determined by the bank that an individual cardholder has experienced a hardship related to the shutdown.

How do I pay my GTCC bill if I have not been reimbursed due to the shutdown? Account Delinquency should be handled on a case by case basis by commands. Travelers who have submitted a timely travel voucher within 3 days of returning from travel but have not received reimbursement caused by government shutdown processing delays at PPC and FINCEN should not be subject to adverse action by the chain of command for account delinquency. In addition, cardholders should be advised that while the February statement due date is 12 Mar 15, no action will be taken on the account by the bank (JP Morgan Chase) unless the payment has not been received by 12 Apr 15. If the lapse of appropriation still exists on 31 Mar 15, additional policy guidance and direction for management of delinquent accounts will be provided.

Who should I call about problems with my Travel Card? You may contact your local Travel Manager who services your command using the following link below. NOTE: To determine who your Travel Manager is you need to know your Administrative Target Unit (ATU). Normally this is your District (ie. First District is ATU 01, Fifth District is ATU 05, etc.). With your ATU you can search the Travel Manager Roster located under the contacts link to find a Travel Manager at or near your unit within your respective ATU. Any Travel Manager within your ATU has the ability to access your account information and provide support.
http://www.uscg.mil/psc/bops/govtrvl/contacts/default_Contacts.asp.

Who should I contact if I have a problem with my GTCC and my local Travel Manager is furloughed or not available (after hours or weekends for GTCC Support)? If you are unable to reach a Travel Manager within your ATU (District or HQ unit), you may contact the bank directly by calling the bank (JPMC) customer service department at **1-888-297-0781**. JPMC will assist any stranded cardholder, defined as any cardholder who is unable to make legitimate travel purchases due to account credit limits, delinquency status, a lost or stolen card, or a merchant category code (MCC) misclassification. Complete details of this policy can be found at http://www.uscg.mil/psc/bops/govtrvl/job_aides/Stranded-Cardholder-Policy.pdf

What should I do if I have made travel reservations with SATO and my trip is canceled or changed? As soon as you are notified, you should contact SATO by calling 1-800-753-7286 and either cancel or change your reservation. If the reservation was ticketed prior to your contacting SATO, the SATO fee will be charged for the initial reservation and for the cancellation. You may be reimbursed for these SATO fees by submitting a travel claim using the travel order number (TONO) and line of accounting from the orders for the canceled or changed temporary duty. Note - If reservations were made directly with a merchant like a hotel, remember to contact the hotel to cancel or change that reservation as well.