For those Travel Managers who are new to processing GTCC applications, we have two options: the online ‘e-app’ process and paper. The online application process is the preferred/recommended method as it reduces the amount of processing errors due to our internal quality controls. An overview of this information is outlined on the GTCC website on the [Traveler Card Page](http://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/Travel_Card/). If the card applicant has a previous account that was closed due to misuse or delinquency, see the [Reinstatement](http://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/Travel_Card/#How_do_I_get_my_travel_card_back_after_the_account_gets_closed_for_delinquency_or_misuse) section of the travel card program web page.

Both processes (online and paper) require the same basic package: a request memo endorsed by the command (with valid endorsement authority), the bank cardholder agreement and a recent training transcript. This is IAW [CIM4600.18.](http://www.uscg.mil/psc/bops/govtrvl/ManualsMessages/default_ManualsMessages.asp) 1.E.4.

*Preferred Method:* For the ***online application***, the Travel Manager does not need to be involved in the application process other than directing the applicants to the GTCC website. But if you are involved, please ensure you and the applicants always begin the process at the website and obtain the most current documents. Do not use locally stored files since these often are out of date. The current online application instruction can be viewed by following the links on the [Traveler Card Page](http://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/Travel_Card/#How_do_I_get_a_Government_Travel_Card) of the GTCC website. Once the request has been processed, the completed application package will be returned by us to the appropriate member’s SPO for PDR filing. If there are no discrepancies in the package or application, the member should receive their new card within 7-10 days. Any application rejections or concerns will be communicated to the card applicant.

For the ***paper application***, Travel Managers shall assist a travel card applicant within their hierarchy (ATU) when processing paper applications. Note - The applicant must be permanently assigned to a unit within your ATU as reflected in Direct Access and not have had a previous account closed for delinquency or misuse. Paper applications shall only be processed in the following instances after verifying in PaymentNet the member did not have a previous account that was closed for delinquency or misuse (in these cases a [reinstatement request](http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/default_Travel_Card.asp#How_do_I_get_my_travel_card_back_after_the_account_gets_closed_for_delinquency_or_misuse) is required):

1. RUSH request-card is needed within 3-4 days, or
2. No computer access, or
3. DHS Alternate Credit Worthiness Evaluation is requested (this requires an additional DHS form and results in the cardholder being issued a restricted card with the credit limit set to $2). This option should be strongly discouraged.
4. Member address contains APO or FPO for overseas.

Prior to approving any paper application the Travel Manager shall ensure:

1. That the application package includes a memo signed by someone at the command who has written by direction authority to sign for the Commanding Officer.
2. That the application package includes the signed cardholder agreement and the LMS Transcript showing completion of the DHS Government Travel Charge Card Training within the past 2 years. Note – A test score report is NOT acceptable and the application shall not be approved without the LMS Transcript. That the applicant has completely filled in block 2 including the middle initial and that the name matches the legal name in the CG HR system (Direct Access).
3. That the applicant has completely filled in block 6 including the phone number, EMPLID, and CG e-mail address.
4. That section 9 is completed properly, with hierarchy level 3 and your signature as A/OPC. Electronic signatures on this form are not accepted by the bank.

Paper applications should be faxed directly to the bank to the number at the bottom of the form. Any JPMC application form that is not stamped US\_FCM\_P0115 in the lower right corner will be rejected by the bank.

If emailing the form to the bank is necessary, be sure to follow PII processes and password protect the email since the application contains sensitive PII. The paper application step-by-step instructions and template package are found on the [Traveler Card Page](http://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/Travel_Card/#How_do_I_get_a_Government_Travel_Card) of the GTCC website.

When processing a RUSH application, be sure to mark the lower right corner for RUSH and indicate the address where the card should be delivered on a fax coversheet. A card may be delivered to an alternate address such as a hotel. RUSH cards cannot be delivered to a PO Box. Advised the card applicant someone must be available to receive for the package upon delivery.

Paper applications are often rejected by the bank for the following reasons:

* Illegible
* Unauthorized signing authority (electronic signatures are not acceptable)
* Wrong or missing hierarchy in section 9 (find your hierarchy on the Travel Manager roster)
* Missing required applicant information

Paper Application Filing Requirements: You are responsible to ensure that the request memo endorsed by the command, the bank cardholder agreement, Learning Management System training transcript, and the completed/signed application for the military members are filed in the PDR, IAW CIM1080.10(series) and ALCGPSC 024/15.

While the application process for civilian employees is the same, the filing requirement for GTCC application package is handled differently. Application packages are retained centrally which requires that you forward the completed forms and memos to us for our records and DHS audits. Civilian paper application documents shall be scanned, saved as a single file using the naming convention of LASTNAME-EMPLID.PDF and then e-mailed to ARL-PF-CGPSC-GTCC-APPLICATIONS with a note stating that the request was submitted via the paper process. Please send one application package at a time (I.E. Do Not Combine Packages).

***Reinstatements:*** Information regarding a GTCC reinstatement request is found in the [GTCC instruction, CIM4600.18](http://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/ManualsMessages/).1.G. Templates are also available for this process on the GTCC website, [Traveler Card Page](http://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/Travel_Card/#How_do_I_get_a_Government_Travel_Card). This process and documents required are different from the routine card application. Travel Managers are not authorized to endorse a request for reinstatement. Please carefully review GTCC reinstatement policy, criteria and guidelines to avoid delays in this process. Reinstatements shall not be rushed. Reinstatement packages shall be forwarded to Travel Card Program Managers at ARL-PF-CGPSC-JPMC-GTCC for full account audit and further consideration. If approved, the reinstatement package may then be submitted to DHS for further review. The GTCC bank has the final determination in this process. Although the GTCC bank does not disclose the reason for a reinstatement rejection, in most cases it is due to low credit score (less than 660). The card applicant should be made aware of this criterion before moving forward with this process.

Contact us if you have any questions at all regarding this process.

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