



# GTCC NEWSLETTER

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*References*

- COMDTINST M4600.18
- JTR, 010204
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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## Mass Limit Increases (Hurricanes)

It will soon be hurricane season again. But just because it is hurricane season, does not mean that limits should be raised. We increase limits on a needs only basis. Increasing limits without an official travel order is contrary to COMDT Policy and puts the cardholder at risk for fraud or unintentional misuse. If your cardholders are in an area that may need to evacuate due to a hurricane or there is another immediate need for mass limit updates for 15 or more cardholders, don't stress over trying to increase all those cardholder limits yourself. Contact the primary travel manager for your hierarchy and then the primary travel manager will need to coordinate the unit limit increases. Just send a list of the EMPLIDS, DEPTIDs, and/or OPFACs affected by the storm or event and the credit limit being requested. The primary travel manager will forward the collected information to us and we will do the rest. We ask that you give us as much warning as you can once an order is given and send us an email when you know the increase is needed. If the evacuation order occurs after hours/over a weekend, be sure to call us. We will take care of your accounts so you can take care of other urgent business. Once the event has passed and it's time to return to a normal operating status, just let us know and we will return these accounts to the original limit value. With PaymentNet import functions, we can process your mass credit limit changes within a few minutes.



## Hierarchy Updates

Moving into PCS season also means moving hierarchies. Just like with name changes, hierarchy changes on accounts are completed at the program level. These cannot be completed until after Direct Access has been updated. Once the member has completed the check-in to the new unit and after DA is updated, it can take a week or two before PaymentNet is updated with the new hierarchy for the cardholder. If address updates or limit changes must be made before we can process the changes, the cardholder or the new travel manager need to reach out to the previous unit's travel manager for account support. These changes shall not be made by the travel manager.



[GTCC](#)

[Travel Charge Card](#)

[Web Page](#)

JPMC Travel Manager

Help Line

**866-725-1184**

Verification ID must be provided.

## GTCC Memo Endorsements

A valid signature endorsement is required on the memo for a request for travel card. This can be different from the card applicant's immediate supervisor. As a Travel Manager, you have the designated authority to endorse this card request. Delegation of signature authority can be found in CG Organizational Manual, CIM5400.7F.

C.4. Delegation of Authority. An organization functions best when the authority to make decisions is placed as close as possible to the point where a service is performed. This reduces levels of review, conserves staff time, and reduces the possibility of delay in decision making.

Commanders, Commanding Officers, Officers in Charge, and management officials at Headquarters and in the field should periodically review (every two years) the specific extent of delegated authority within their commands or assigned areas. Where additional delegation of authority to subordinates is warranted, it is incumbent on the Commanders, Commanding Officers, and managers to initiate those delegations. Delegate authority in writing, to an organizational title or position (as opposed to an individual except when it is specified in law or regulation), specifically stating any restrictions or conditions, such as the type of action which requires higher level approval. Copies of letters or documents delegating authority should be kept on file with the organization which approves that delegation and be readily available for reference if so requested.



## What To Do With A Credit Balance

Have you checked your cardholder profile report recently for accounts with credit balances? A credit balance may be due to an overpayment or due to a merchant credit applied to the card. Check TPAX for a correct travel claim if there has been a merchant credit. To obtain the credit balance from JPMC, the cardholder must call the bank to request a check be issued. The account mailing address must be validated or the check will be returned to the bank. An ATM withdrawal must not be taken to obtain this credit balance. Refer to the list of prohibited items in the GTCC instruction, CIM4600.18.

## Good To Know

**VDI and PaymentNet:** If you are working remotely and connecting to the CG network using VDI, you probably cannot connect to PaymentNet using Internet Explorer. Try using MS EDGE instead. This work-around was recommended by the CSD.

**PII Violations:** Documents or replies sent to JPMC for applications may contain PII such as birth dates or SSN. Be sure to password protect your documents if emailing. You don't want to be reported for a PII violation.

**SmartPay3 Bank Transition:** There are no new developments regarding this topic. Be sure to remind cardholders to keep accounts updated and current. Unlike other account data, address updates **are not** automatic. Account data clean-up will be a major topic during this transition process.



## GTCC Application Processing

There are two different processes for travel card applications. The two processes are the paper application process (managed by the local travel manager) and the online process centrally managed by us. The paper process is used for rush applications and only represents less than 10% of the 5K plus applications processed last year (2017).

**Online Process** – This is the primary method for submitting a travel card application. The travel manager is not normally involved in the online process as it is between the applicant and their chain of command. When the applicant submits the online application into the bank system, the bank system sends automated e-mail notices each time the application is approved or rejected by the member's manager (read member in the chain of command with by-direction authority to approve the app) or by the Program Administrators. If the bank rejects the application, due to an error or a credit freeze we are notified and either work with the applicant to resolve or take corrective action ourselves...depending on the error. Lastly, just like the paper process the new cardholder is notified by us via e-mail each week when we run the USERID update process.

There is no specific contract requirement for the processing of the online application. However, this process is mostly automated and applications approved by the GTCC program result in accounts being created by the bank within 2 to 3 business days. These cards are sent via regular mail and we advise applicants that they should arrive within 7-10 days of approval.

**Paper Process** – There are very few reasons a paper application should be used. The Travel Manager, after verifying the application is correct and completely (i.e. EMPLID and CG e-mail address) filled out, actually approves the application and transmits the documents directly to the bank (via fax). There is no notice back to the Travel Manager when the application is approved. Only if there is a problem and the bank rejects the app are they then notified. The new cardholder is notified by us via e-mail each week when we run the USERID update process.

The primary reason a paper application will be used is when the traveler has orders for travel within 10-15 days. Rush applications are processed by the bank per contract by the end of the next business day after receipt (assumes no errors on the application and no credit block in place by the applicant). Rush applications are sent within the US via overnight mail by the bank and must be signed for upon receipt or they are returned to the bank. Accounts with international addresses are sent via regular mail and cannot be overnighted per the contract.



## Online Application Issues

Recently we have had more inquiries regarding non-receipt of the manager approval auto-generated emails from Account Center, the online application program. Typically an email is generated and forwarded to the email address entered by the card applicant within an hour or less of submitting the online application. While JPMC has no other reported similar issues with this system, the delay may be due to CG servers. If the automated email is not received within 24 hrs, the card applicant can reapply online. We will process the most recent approved application. We are not able to modify or forward an online application if it is not approved by the manager.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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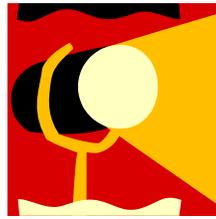
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REMEMBER \* ALWAYS PROTECT PII

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## In the Spotlight

Way to go  
Travel Managers!

**Ms. Shannon Dorsey:** unable to access PaymentNet via VDI remote connections

**YNC John Saxon:** inquired how to get a credit balance refunded from an account.

**YN1 Claudia Rodriguez:** inquired who is authorized to endorse a GTCC request memo.

Great questions! Thanks for asking.

Keep up the great work!

## New Cardholder Communications

As new GTCC accounts are created, we distribute emails on a weekly basis to the new account holders. The following is an excerpt from of the introduction to the GTCC:

- 1. Why are you getting this e-mail?** You are receiving this e-mail because you were just issued a GTCC...
- 2. Where can you get help?** You can contact either a Travel Manager who services your command or the bank directly just like any other credit card you may have...
- 3. Card Activation.** Just like any credit card, as soon as it arrives you are required to immediately call the bank using the number on the sticker to activate your card...
- 4. Credit Limits.** New cards are created with only a \$1 credit limit. **Each time you travel, you will need to contact your Travel Manager and provide the approved TDY Worksheet or travel orders ...PRIOR to making travel reservations...**
- 5. Card Use.** The card shall be used only by the cardholder, for the cardholder's own expenses and no one else's (including dependents, group meals, etc.), and only for reimbursable travel expenses while on official travel. You are required to use the card for all of your authorized reimbursable travel expenses and only obtain cash from ATM's to cover those expenses which cannot be paid for using the travel card directly...
- 6. On-line Account Access.** To learn how to access your account on line, go to ...
- 7 Account Management.** Unlike other credit cards, you are prohibited from carrying a balance on this account. Accounts must be paid in full on or before the due date regardless of reimbursement...
- 8. Additional Information.** A wide range of information on cardholder and travel issues is available on our website <http://dcms.uscg.mil/govtrvl/>.