



GTCC NEWSLETTER

Volume VIII Issue VII

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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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Credit Limit Increases

As Travel Manager, you have the authority to authorize a GTCC limit for a traveler up to \$9,999. Limits should be established based on the travel order and an amount expected to be incurred within a 30 day period.

If a credit limit increase above \$9,999 is required, the cardholder or Travel Manager acting as their proxy needs to submit the request electronically via e-mail. The Travel Manager shall forward the command endorsed request along with fully endorsed travel orders to the GTCC Program Manager at arl-pf-cgpsc-jpmc-gtcc@uscg.mil. Verify the travel order authorizes use of the travel card and that the travel card account is not past due. The request and endorsement shall include:

- (1) The GTCC holders first and last name and the last four numbers of the GTCC account.
- (2) The reason for the requested credit limit amount and period of time the increased limit is required.
- (3) The justification for approval and the recommended credit limit.
- (4) The status of any interim travel claims that have been submitted and if none have been submitted an explanation of why not.
- (5) The results of an account review by the Travel Manager to document if the account is past due and that the transactions are associated with authorized/reimbursable travel.

Per the DHS Travel Card Manual, the GTCC Program needs to have the above documentation on file prior to authorization credit increases above \$9,999. Limits cannot be increased for past due accounts.

Account Profile Edits

Travel managers are reminded to refrain from making GTCC profile name edits. This is a tedious process and involves layers of details, verification and requesting a new plastic. Once we complete a name change update based on the cardholder detail in Direct Access, we will notify the cardholder and request a new plastic. An unauthorized account name charge causes extra work for others. Name changes are made on a monthly basis.

Travel managers are asked to only make profile updates that include address changes, phone number and email address updates. Of course, credit limit updates are necessary at the local level when a cardholder has an endorsed CG-2070/TDY worksheet or completed travel order.

GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

GTCC New Look

The appearance of the new travel card will be changing in SmartPay3 to a new sleek look. Currently only a few cardholders have a generic looking GTCC where there are no official government markings or logos. This new Citi generic look will now be for all cardholders. This may present new challenges as there are no unique markings are the card to distinguish it from any other personal charge cards.



We suggest you reach out to your supply shop to order GSA charge card sleeves at no cost to your unit. Making these available or passing these out to your local cardholders may help them keep the GTCC separate and more secure from potential unintended use due to lack of official travel card markings. Information for these card sleeves is found at:

<https://cmls.gsa.gov/CMLSPubCategory?searchKey=GSA+FedRooms>.



Bank Transition Updates

You have heard by now JPMC will no longer be the GTCC bank after NOV 29. Effective NOV 30, 2018 DHS and its components will use Citibank as the new travel card bank.

As Travel Manager, your role in this transition is crucial to help ensure that all cardholders have an up to date profile so there will be no delays in obtaining the new travel card. New cards are expected to be delivered by the end of October. Prior to that time, you should have access to the Citi electronic application system (EAS) to update cardholder information. Both bank systems will be available to you to make cardholder account updates such as addresses, emails, phone numbers and even credit limits. Cardholders are not able to update their profile online so we rely on you to help them manage this. Alternatively they will need to call JPMC to update the account information on their existing travel card.

Good To Know

What is your hierarchy? When completing a paper application form the hierarchy level 3 is required. You can find your hierarchy level 3 number by finding your unit and/or name on the travel manager roster. Check out the [CONTACTS](#) page on the GTCC website.

GSA SmartPay Annual Conference: We went. We saw. And we still have questions regarding the GTCC bank transition. Until we can get our access to the Citibank systems, we are not able to provide you with much detail regarding new systems and processes. We hope to have access by late September. Once we obtain this access, we will be testing the Citi waters and working to help plan new processes for you and our cardholders.



Civilian Applications: DHS requires us to retain the application form and supporting documents for civilian employee cardholders. Be sure to send endorsed documents with the completed application form to ARL-PF-CGPSC-GTCC-APPLICATIONS and include the EMPLID with a note the file is for retention purposes and has already been forwarded to the bank.

Travel Card Misuse

Most travel cardholders utilize their GTCC within DHS and CG travel card policy. However, whether intentional or not, misuse happens. Just a few reasons we have encountered as to why someone might have misused their GTCC may be:

- Failure to read travel order or remember AO travel advice;
- Card use is for official business so that assumes all card charges must be valid;
- No one will notice small cash advances in the local area if the balance is not past due;
- Leave was included with the official travel and all charges were on GTCC;
- Anything over and above official travel is paid for on GTCC and therefore valid.

While this is far from a complete list, a few common travel card misuse transactions we have seen include:

Credit balance taken at ATM when not on official travel (correct course of action is to call the bank to request a refund check)

Card use prior to official travel date (other than a cash advance or travel reservations, use of the travel card for *anything* prior to travel date is not authorized)

Leisure with official travel (if an additional expense is incurred due to leisure travel, the GTCC shall not be used since any excess is not reimbursable)

Use of the GTCC for business or family meals (this falls under card use for others than the cardholder)

Business expenses (shipping equipment for a team or postage or other office services are not considered travel expenses and should be purchased using other forms of payment).

The best way to help prevent GTCC misuse is to review travel and travel card policy and education the cardholder. You have the resources at your fingertips in case you have questions or concerns. Refer to JTR and CG Supplement to the JTR, the FTR for civilian cardholders, DHS travel card policy, CG travel card policy and the CG GTCC website for the most up to date information for CG travelers and travel cardholders. We are also here to help. Please don't hesitate to ask.

OnLine Application (OLA) Processing

With plenty of attention and support, we believe the online application technical issues have been resolved. Since we were not able to print and merge a completed online application to supporting document files, we could not meet the requirements to retain the GTCC application package for PDR or other DHS file retention. Now that our ADOBE issues are resolved, we can move forward with our new GTCC online application processes.

The new OLA process eliminates the need for the online application from being approved by the manager/supervisor. This change was made since there were too many problems with the system generated e-mails being received by the applicants and managers. Since we should have the command endorsed supporting documents on file, we will begin processing all pended online applications, regardless of a manager approval or not. Please have travel card applicants continue the OLA submission process including entering the manager's information. Whether or not the application has been manager approval, we will process the form to the bank as long as we have command endorsed supporting documents. The submitted form will be merged with the existing file and subsequently sent to the SPO for PDR filing.

Your patience is appreciated as we work through this backlog of applications. This OLA process continues to be the primary method for submitting GTCC applications.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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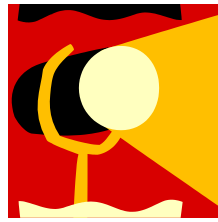
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go
Travel Managers!

YNC Terrence Cruz: ETQC orders and GTCC use;

YN1 Catherine Mitchell: offered suggestions on bank transition process;

YN1 Leon Judge: requested clarification on the application process.

Great questions and comments!

Thanks for asking.

Keep up the great work!

Use of GTCC Mandatory

In case you were searching, here is a list of references on why the GTCC shall be used for official travel.

CIM4600.14D: All Coast Guard military members, active duty and reserve, and civilian personnel (including NAF) who are authorized or directed to be issued a GTCC are hereby ordered to apply for a GTCC and use their GTCC only when in an official travel status.

CIM4600.18: Chapter 1: ...GTCC holders shall use their card for transportation tickets, lodging, rental cars, and meals...

JTR: 010204: A traveler is required to use the GTCC to obtain travel advances and to pay for all official travel expenses.

FTR: 301-51.1: You are required to use the Government contractor-issued travel charge card for all official travel unless you have an exemption.

DHS Financial Management Policy Manual, Chapter 7. Section 7.8: All authorized travel expenses incurred while on official travel...must be charged to the travel card.

Travel and Transportation Reform Act 1998: Sec. 2. ...shall require that Federal employees use the travel charge card...for all payments of expenses of official Government travel.

Other reasons to use the card include the availability of city pair fares through TMC/ADTRAV, insurance for car rentals, and the use of the split disbursement feature when processing the travel claim, making payment easier.