



GTCC NEWSLETTER

Volume VIII Issue VI

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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

LICWO Travel



Leisure in conjunction with official (LICWO) travel. You and your travelers can refer to the [FAQ on this topic posted to the GTCC website](#). Below is a list of common questions we have encountered around this topic. Let us know if you have more questions and answers we can add to this list. For these answers, you need to go to the FAQ linked in this article. Answers are based on the requirements of the JTR and FTR.

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1. What is considered LICWO travel?
2. If I am taking leave at my TDY or PDS location is that considered LICWO?
3. What is considered official travel?
4. What is considered leisure travel?
5. If I am taking leave at an authorized enroute rest stop (RON) location, is that considered LICWO?
6. Can I depart from my official family residence instead of my PDS for TDY travel?
7. Can I depart from a permissive orders location instead of my PDS for TDY travel?
8. How must official travel be booked?
9. How must leisure travel be booked?
10. How much will I be reimbursed for the official travel airfare?
11. How much will I be reimbursed for the leisure travel airfare?
12. Should I purchase a fully refundable or nonrefundable ticket for my leisure travel?
13. Can I combine official travel and my leisure travel and make it all non-refundable to save money?
14. Can I combine my official and leisure travel expenses like lodging and rental car on my GTCC since leave is at my TDY site?

GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

GTCC Bank Transition

Only 4 months away from SmartPay3 and the new GTCC bank implementation with Citibank. A message will be forthcoming on this transition as soon as we have enough solid information to share from DHS and Citi. As we start to gather more momentum for this transition, we hope to ease some tension by posting the [Frequently Asked Questions \(FAQ\)](#) document to the [main GTCC website](#) page. We've sent all current cardholders a link to this document. When questions arise, you will want to refer to this document for tentative answers.

Travel Managers and Account Updates

Travel managers are responsible for overseeing and managing cardholder accounts within their hierarchy. Once designated and bank system access is established, the new travel manager will receive a welcome email and baseline instructions with some 'do's and don'ts' on managing travel card accounts.

A few of the primary responsibilities of a travel manager are:

- * to lower/increase credit limits based on the needs of the traveler (up to \$9,999);
- * update address, phone and email information on accounts to ensure current profiles;
- * application processing which might include endorsing request memos, validating training, and approving or signing applications;
- * generate and review routine reports to monitor card use, delinquencies or potential misuse;
- * document and close accounts in the bank system.

A few reminders of what a travel manager cannot do are:

- ** increase credit limits above \$9,999;
- ** make any name changes to an account profile;
- ** make any update to their own account or profile or sign their own application form (this includes call the bank).

Let us know if you have any questions regarding support of this this travel card program.

Account Master File

What is it and how is it used? Earlier this month we issued guidance on creating your own hierarchy account master file. This is an easy way to see all of the cardholder information that needs to be current prior to 10 Aug 18 when we need to submit the data file to DHS for the start of the transition to CITIBANK. We strongly recommend you run this report for your personnel. You can filter the file for your hierarchy based on the Employee Accounting Codes field which is the unit OPFAC. See your email from 7/2 for instructions how to generate this report. Let us know if you do not have this email or are a new travel manager and were not included in the distribution at the time. It is important that account profiles be current as we get close to this transition date to ensure timely delivery of the new CITI travel cards. Thanks to Ms. Deanna Morris for providing a job aid for this process.

Good To Know

***Acronyms:** Changing banks means learning a new language. Some of these you may already know: IBA-individually billed account; EAS-electronic accounting system; OLA-online applications; AMF-account master file; MCC-merchant category code; SP2 or 3-Smartpay2 or 3; OPC-organization program coordinator (for USCG this is the TM-travel manager); TMC-travel management center (i.e. ADTRAV).

***Policy Updates:** Any new policy updates will be sent out via official CG messages until incorporated into CIM 4600.18 or other instructions. Any new process changes will be posted to the [GTCC website](#). There are no changes to travel card policy as a result of this bank transition. Payment is still due regardless of reimbursement. Card use is mandatory unless otherwise exempt, such as PCS over 15 days or when otherwise specifically exempt by CIM 4600.18. Use of the TMC is required for all travel reservations, except where exempt IAW travel policy.

***System of Record:** Travel card account names, ADTRAV profiles and GTCC account hierarchies are established based on the information from Direct Access. If there are potential discrepancies, check DA first. Updates from DA to these systems can take up to two weeks to line up.



GTCC Application Processing

ONLINE: The existing JPMC online application system continues to experience intermittent email issue since we migrated to Windows 10 and CG Cyber continues to investigate the problem/solution. The system may not be issuing the necessary auto-generated email to forward the application. The card applicant and the designated manager entered by the applicant should receive an email from ccs-automation@chase.com within 30-60 minutes of the online application submission. If no email is received, the applicant can repeat step 4 and submit additional online applications until an e-mail is received from the system. All email addresses entered on the form should be validated since an email will not be received to a wrong address. If finally, no confirmation emails are received from chase.com (be sure to check the junk or spam folder), then the card applicant should reach out to the local travel manager to submit a paper application. Use of the RUSH card feature on the application form is not appropriate if the card applicant does not need the travel card within the next 14 days. It will take 7-10 days for the member to receive the new travel card. Regardless of which process is used, paper or online, supporting documents are required. These include the applicant signed/command endorsed memo, LMS GTCC transcript and the signed/dated cardholder agreement.

PAPER: While the online GTCC application process is the primary method of submitting a request for a travel card, it might not be the most efficient process right now since the email functionality doesn't always work. The paper application is the only alternative to the online application process. This paper application requires the travel manager's direct support and endorsement. All supporting documents are still required for each card applicant. Each field must be correctly populated on this paper form or the result is to have the bank reject it for missing or invalid information. This form will not be accepted by the bank if block 9 is signed by anyone other than an authorized travel manager. Electronic signatures are not accepted on this form.

The most common reasons the paper application is rejected are: missing or invalid hierarchy level 3; missing or illegible signature in block 8 or 9; or missing or invalid SSN or DOB details. Application errors will be communicated by the bank directly to the travel manager who submitted the form. Forms shall be submitted to a secured bank fax number on the bottom of the form. Do not email the form directly to the bank as this has the potential to violate SPII.

The GTCC program does not have visibility on paper applications submitted by the local travel manager. The only way to track this is to check PaymentNet for a newly created account or call the bank directly. Unless the card applicant is traveling within 14 days, do not submit this form via RUSH.

For filing of the paper application form and all supporting documents, uniformed member travel card applications are filed in the PDR, while all civilian application packages shall be forwarded to ARL-PF-CGPSC-JPMC-GTCC@uscg.mil and the file name must include the applicant last name and EMPLID. All application documents need to be scanned into a single PDF file.

Transaction Disputes

We often get calls from the GTCC bank regarding disputes initiated by a cardholder. The bank calls us as a last resort since they have not been able to contact the cardholder. When a transaction is disputed, the bank will temporarily credit the charge to the account. This credit allows time for the transaction to be researched with the merchant and suspends payment for that charge. When the bank determines the merchant was in error and the charge should not have occurred, the credit remains on the account and the cardholder is notified. If the transaction was determined to be valid, the bank will reverse the credit that was applied. This reversal will appear as a posted transaction to the account. The reversal is necessary to zero out the dispute and allow the valid transaction for the merchant to remain on the account. In most cases these debits and credits will be spread across billing cycles. You should be familiar with how this dispute process works in the event you are contacted by a cardholder for account support. This process can be confusing to a cardholder.



GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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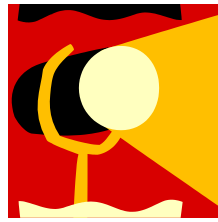
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go
Travel Managers!

CWO Thomas Ettinger: identified a CBA transaction error and how to correct the issue with ADTRAV

YN1 Zainab Buchanan: inquired about the bank transition and travelers TDY during the change dates.

YN2 Martha Vilorio: identified an issue with hierarchy updates.

Great questions and comments!

Thanks for asking.

Keep up the great work!

PCS and GTCC Credit Limits

Whether CONUS or OCONUS PCS, travel card limit policy remains the same. If the PCS travel time exceeds 15 days, which can include leave, proceed time, travel time, or TDY, the limit shall not increase to accommodate this type of travel. This policy applies regardless of a unit check out list. PCS travelers should consider travel advances for their PCS moves. Using the GTCC for a personally procured move (PPM) or moving type vans or other moving help is not authorized. Reimbursements for these PCS moves are funded by other means than travel. So unless the PCS complete travel duration is less than 15 days, the GTCC shall not be used during PCS.

