



GTCC NEWSLETTER

Volume VIII Issue III

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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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GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

Travel Cards and PCS

PCS season is gearing up and more questions come in regarding the use of the GTCC and the CBA during this timeframe. Just a few reminders for this transfer season:

* GTCC shall not be used for TDY exceeding 21 days unless travel order number is a 13 type document and claims can be routinely submitted at least every 21 days;

* GTCC shall not be used for PCS when all travel exceeds 15 days;

* GTCC may be used for the cardholder only to cover hotel and meal expenses in conjunction with TLA entitlements, even when PCS travel exceeds the 15 day limit;

* GTCC shall not be used to purchase transportation tickets, lodging or meals for anyone other than the cardholder. This means the card cannot be used for dependent expenses.

* GTCC (or CBA) shall not be used at any time when leisure travel is included with other official travel. Check out the [FAQ on LICWO travel](#) on the GTCC website, Traveler Information page.

* GTCC shall not be used to purchase moving supplies, vans/trucks (UHauls) or for shipment of vehicles, or recreational equipment.

Can You Close a Travel Card?

Can a Travel Manager close an Account? Yes. Whenever an account needs to be closed for misuse, separation/retirement of the member, or the card has been determined to be no longer needed (cardholder no longer travels), you can and should close the account.

The key steps in this process are: 1) Have the member destroy the card. Do not have them turn the card in to you. This puts you at risk should there be any transactions on the account after the member has separated.

2) In PaymentNet on the general information tab of the account view screen, add a remark to explain the closure in the NOTE field at the very bottom of the screen. Examples – Member retiring and card no longer needed or account closed for MIS-USE....this is the key word for misuse and must be in the notes block for our tracking. HIT SAVE BEFORE PROCEEDING.

3) In PaymentNet on the controls tab, reduce the credit limit to \$0 and then change the account status to “closed”. HIT SAVE BEFORE PROCEEDING.

While on a monthly basis, we send out via email a list of ‘suspected’ terminated cardholders to the primary Travel Manager for the hierarchies. This process is intended to be a safety net to catch departing cardholders that were missed during the normal checkout process and not intended to be the primary means of closing terminated cardholder accounts.

Travel Card Renewals

You might not be aware cardholders are notified up to 90 days in advance if their GTCC will renew and what action to take if the account mailing address is not current. We receive plenty of phone calls by cardholders stating their travel card expired and a new card has not been received. This is probably due to an invalid mailing address on the account.

If you happen to get one of these calls or questions, please advise the cardholder to reach out to the bank and ask the question: 'was the card returned to the bank?' If the card was returned to the bank, the member probably received an email from the program manager advising the card had been returned. The GTCC bank notifies us routinely of returned cards and statements. The cardholder needs to contact the bank at 888-297-0781 to update the mailing address and request a new card be reissued.

If the card was not returned to the bank, the member should report the card as lost. When a lost card is reported, a new account is created and a new card will be sent to the updated address on the account.

While a travel manager cannot request a new card be sent from PaymentNet, you can update an account address and report a card lost. If you do this in PaymentNet, be sure to update the address first. Then once saved, you can change the account status to Lost/Stolen and save again. This will close the existing account and a new account will be created in PaymentNet the next day. The member should receive the new card within 5-7 business days.

Although the cardholder is responsible to maintain a current address on the account, they cannot do this online themselves. They must either call you or the bank to update their account profile.

JPMC - Phone Number Validation/Address Updates

We have received more than the typical number of calls from cardholders to request an update to their travel card address information. Perhaps you have too. The GTCC bank may be redirecting callers to reach out to the OPC (travel manager-you or the program manager-us) to make that account address update. This is an error by customer service as they have the ability to update the cardholder account. If you learn the bank redirected a call because the cardholder was unable to verify a phone number, you can refer the cardholder back to the bank since GSA accounts do not require this security question or you can assist the member by updating the PaymentNet account profile. The GTCC bank and DHS have been advised of this issue with customer service.

Good To Know

Credit Scoring: Did you know that the GTCC does not appear on your credit report? The new card applicant credit review is based on a 'soft' score which does not show as a hit on your profile. This will not impact applicants buying a home or have effects on their credit report.

TSA Pre-Check: Adding a known traveler number to the ADTRAV profile can help expedite security line process at airports. The known traveler number (KTN) is located on the back of the CAC as the DOD ID number.



Third Party Travel Sites: These sites should not be used for TDY lodging reservations in instances where the TMC cannot find a facility. Remind travelers to go directly to the hotel or facility for reservations. Exceptions should be documented in the travel order, amendment or email from ADTRAV.

Who Did What?

Are you stuck looking for way to find account history to determine when a limit or other account update was made? You can perform an account audit by using this existing PaymentNet report. Go to Reports/Create/Account Audit. This report will provide information such as a change date and time, the previous and new values, and who made the change. This report can be further edited to include a date range. If you are tasked with reviewing or investigating an account, this is a handy tool to make a challenging task easier.

If you just need to see something like a very recent change on the account, select the HISTORY link in the upper right of the account view page.

Performance Review Input

Looking for OER or EER input? Try using the Account or Employee Audit Report in PaymentNet. In PaymentNet, select the Reports tab and locate the reports called Account Audit and Employee Audit. In the criteria field, select from the pull down menus: 'Modified By' and 'Begins With'. Enter your travel manager user ID as the value and then process the report. You can select a date range as well. You may want to produce this report in Excel as this will allow you to 'count' rows so you can tally the changes you have made over your designated time frame. Be sure to take credit for all your work as a travel manager.

DHS GTCC Compliance Audits

DHS continues to review transactions that appear as non-compliant when a cardholder uses a third party travel site for reservations.

JTR 010201 is used for military members for this travel requirement. C.1....must make travel arrangements through an electronic travel system when it is available or through the TMC if it is not available. JTR 020303 A.3. adds the following: If a traveler cannot book commercial lodging using the TMC (including the electronic travel system) then the traveler must book directly with the commercial lodging facility (including the hotel's online Web site).

For DHS civilian employees, refer to FTR 301.11.11 and 301.50.3 for mandated use of the TMC for travel reservations.

**GOVERNMENT TRAVEL CARD
PROGRAM MANAGERS**

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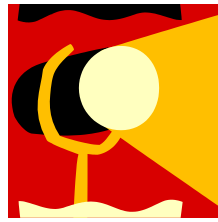
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go
Travel Managers!

CWO Thomas Ettinger: inquired about account naming format and relationships to ADTRAV or TSA profiles.

YN1 Anita Mandle: inquired how to track account changes, refer to account audits and history.

YN2 Jason Manning: highlighted a need for an OFCO update and an updated hierarchy for vessel crew.

Great questions! Thanks for asking.

Keep up the great work!

Announcing...

We expect the new GTCC bank will be announced within the next few weeks.
Are you preparing yourself for this transition?