



GTCC NEWSLETTER

Volume VIII Issue X

NOVEMBER 2018

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

CITI GTCC Card Declines

But you thought the CITI card was not valid until 30 JAN 2019, right? That is correct. Despite our efforts to send emails to travel manager and cardholders, put notices on the GTCC website and in newsletters and even issue an ALCGPSC message, cardholders still make attempts to use this new GTCC. The new GTCC must be activated upon receipt. This activation however is to validate the card has been received. Activating the new GTCC does not put the card in a live use environment.

So far nearly 200 cardholders have attempted to use their new CITI GTCC. Most card attempts appear to be for travel related purchases. Because there are no unique markings on this new card, it may also be mistaken as a personal card. Other attempts for non-travel items are also being identified.

Please help us continue to communicate the effective date of this GTCC bank transition.

CITI and ADTRAV Profiles

We have had several comments indicating that ADTRAV is making attempts to use the new CITI card account that is not yet active. This can only happen because the cardholder updated their ADTRAV profile with their new CITI account details. New CITI card details have not been pushed to ADTRAV by the GTCC Program. Although the cardholder may have loaded their CITI card into their ADTRAV profile, the JPMC card will still be in the system (unless they deleted it). Even if the card is deleted, the GTCC Program updates the ADTRAV profile with the current JPMC account number set as the default travel card for air, hotel, and rental car reservations. However, if both cards are in the profile, the cardholder is given an option to select which card to use when making an online reservation within GetThere. If the traveler selects the CITI card in error the reservation will reject. Only the JPMC card is valid at this time. The CITI card will not be available to for use until JAN 30. Travelers should not add the CITI card to their ADTRAV profile and, if they did already then they need to be sure they are selecting the current card (JPMC) for all official travel reservations.

No action will be necessary by the cardholder to update their ADTRAV profile with the new CITI GTCC information. Cardholders do not need to update their own ADTRAV profile for this transition. This new travel card information will be pushed to ADTRAV immediately before the transition by the GTCC Program.

Non-Receipt of New CITI GTCC

If you have cardholders who are not being serviced by CITI when calling in to report their CITI card lost or update an address, please provide us with the member's name, the date they called, the number they called from, who they spoke with, and any specific items discussed during the call. Per our meeting with CITI on 26 Nov 18, they have indicated that the customer service failures have been addressed and should be resolved now.

Continue to refer to the FAQ for updated details: <http://dcms.uscg.mil/govtrvl/>.

GTCC Policy Reminders

GV and GTCC: Recently inquiries surfaced regarding use of the GTCC for fuel in a government vehicle (GV). Each GV has its own charge card which is used for fuel or other vehicle maintenance. DHS travel charge card policy specifically indicates use of the GTCC for fuel or maintenance service for a DHS/GSA vehicle is prohibited.

Fleet managers may be reminded to verify the GV fleet card expiration date to ensure a traveler is not driving with an expired fuel card.

Cash Advances: DHS continues to identify travel card accounts where there appear to be excessive cash advances. GTCC policy, CIM4600.18 states that prohibited card use includes cash advances where expenses are not directly associated with official travel. GTCC policy reiterates the member responsibility to obtain cash from an ATM only to cover expenses that are directly related to official government travel which cannot be paid for using the travel card directly, and are reimbursable in accordance with JTR/FTR. Withdrawal of cash advances to liquidate a credit balance may also be considered as prohibited card use. Cardholders may be reminded to use the GTCC wherever possible.

Good To Know

CITIManager Training-we continue to work with CITI to get travel managers access to this new online system and set up training prior to the 'go-live' date.

Using ADTRAV to quote fares? DTMO states the construction airfare is based on the GSA site for city pair fare plus the service fee. The fares from the GSA website do not include the airport taxes. The fact that these fares do not include the taxes and are therefore lower is understood by CG-1332 and DTMO. The YCA fares used for determining a policy constructed airfare are based on the rates established by GSA on their website.



References: Do not use locally stored forms on CG Portal for any travel card application processing. The most current, up to date forms are posted to the [GTCC website](#). Any reference made to GTCC applications on the portal should redirect the reader to the GTCC website.

Credit Limits Reduced

Per CIM 4600.18 the credit limits for travelers not on orders who do not travel 5 or more times per year are required to be set at \$1. This protects the members (from making mistakes or misusing the card) and saves the commands a ton of work when these mistakes/misuse occur and a PIO needs to get involved. This credit limit process is not without providing an alternative solution however. With JPMC (and also once we transition to CITI), we have a stranded traveler process built into the contract. Travelers who find themselves on official orders with short notice (like an air crew that breaks down and needs to spend a night some place), can simply call JPMC if it is after hours and the Travel Managers are not available. This is covered by the below job aid which is posted on the GTCC website:

<https://www.dcms.uscg.mil/portals/10/CG-1/PSC/bops/GovTrvl/Stranded-Cardholder-Policy.pdf>

GTCC and DA Reporting

Travel managers and commands are reminded that Direct Access (DA) is an available tool for delinquency and misuse reporting. DA is updated weekly with GTCC information. GTCC account status, account balance, credit limit and effective date along with levels of any delinquency can be viewed from DA. With the appropriate level of DA access, this information is found in pagelets TRAVEL CHARGE CARD PROGRAM and TRAVEL CHARGE CARD REPORTS.

Travel Charge Card Program

In the TRAVEL CHARGE CARD PROGRAM pagelet, select Business Expense and load the EMPLID. The information provided will be AMOUNT DUE (at the time the data was loaded); HIERARCHY (which is helpful in identifying the travel managers to support the account); and any amounts that may be past due. This can also be useful to identify if a card is being used when there has been no official travel ordered (potential misuse).

Also in this pagelet, select the Credit Card Data and load the EMPLID. Here you will see the cardholder's credit limit and card expiration date. This can be helpful for P&A shops to identify if a limit needs to be increased for upcoming travel.

Travel Charge Card Reports

In the TRAVEL CHARGE CARD REPORT pagelet, select Members by DeptID. Once a department ID is entered, the list of cardholders in that department should populate and can be exported to Excel. This report shows the list of cardholders, with account status, credit limit, account balance due and levels of delinquency.

In addition to the reports produced in PaymentNet, this DA reporting tool can be useful in effectively managing the GTCC program at the unit level.



GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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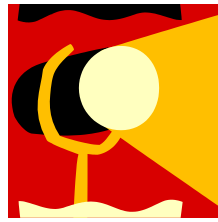
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go
Travel Managers!

CWO Victor Almodovar-Researched how to update the PaymentNet POC page

YNC Mary Endicott-Identified issues with stored documents on the CG Portal sites

YN1 Joshua Weber-Inquired about the timeline for the existing online application process.

Great questions and comments!

Thanks for asking.



Update PaymentNet Hierarch Home Page

This reminder is from the July 2015 GTCC newsletter edition:

It may be time to update your hierarchy home screen in PaymentNet. This is the first page seen by your cardholders when they log in to the JPMC bank system. This page can list your hierarchy number and your ATU. It may also list all the travel managers for your hierarchy. You can insert a link to the GTCC website and you can post announcements here for your cardholders. To make changes to this home screen in PaymentNet, select Administration/Hierarchy/Settings/Contact.

Below is a sample snapshot of information posted on the PaymentNet home screen for PSC.

Welcome to the CG Personnel Service Center, ATU 79, Travelers should contact the local Travel Manager in their area for assistance.

Primary PSC: YNC Votinov 703-872-6417; CWO3 Taylor 703-872-6415
CGRC: YNC Coffey 703-872-6815; YN1 Hamilton x6822; YN1 Ganley x6819
CSC: CWO Flucas 757-842-4764; SK2 Quinn x4763
PPC: YNCM McNaught 785-339-3604; Ms. K. Stadler x2205; Ms. Fuchs x3666

SAMPLE-This information is not current