USCG

GTCC NEWSLETTER

References

- COMDTINST M4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

Inside this issue:

GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager Help Line

866-725-1184

Verification ID must be provided.

New TMC Contract

The travel management contract (TMC) currently with CWT SATO, will change to ADTRAV effective March 2, 2016. Please refer to ALCGPSC 023/16. Travel information posted in CG Portal unit sites should be reviewed and updated when new information becomes available. Unit CG Portal sites should redirect users to http://www.uscg.mil/psc/bops/govtrvl/default.asp for the most up-to-date information.

Since this announcement, the GTCC Program started getting customer feedback that the hold times for the SATO call center were spiking to 30 plus minutes. We reached out to SATO and confirmed that they are getting inundated with calls. What they have found is that since the message on the TMC replacement went out CG travelers are calling to make reservations that are for way out in the future due to fear of the unknown with the new TMC. Compounding this problem is that we are still having issues with the CG computers not allowing the online booking tool to work (previously the issue was that you had to have IE 11 installed and now IE 11 is blocking the downloadable fonts). TISCOM is researching if they can allow the downloadable fonts or if this is a security issue directed by DOD...more to follow once they provide answers.

Please note that SATO gets no fee for making the reservation and only can ticket the reservations 5 business days in advance of the travel, per contract. So all of these future reservations will not be ticketed by SATO and will be transferred to ADTRAV for ticketing in the future....at which point ADTRAV will get the fee.

The above said, SATO has shifted 40% of their call center call load (all non-CG calls) to two of their subcontractors to free up their call center personnel to handle CG travelers. Hopefully, this action will reduce the call times....not too many tools in the ole tool bag right now to compel more action by SATO who has a day or 2 left on the contract.

Bottom line is that travelers should not be calling SATO just because they are concerned about the transition to the new contractor. If the travel is not until April, May, June....they should wait until after the new contract is online to call ADTRAV. This will really help those travelers who are traveling right now and need to get an agent to assist them.

ADTRAV

Prohibited Card Use

A general reminder of travel card transactions that may be considered as potential misuse:

*   Team Gear or movement of equipment for a group that is not exclusively for the cardholder

* Card use during PCS travel that exceeds 15 days

* Personally procured move such as U-Haul

* Excessive meals where card was used for pay for others

* Purchases for others such as meals or airfare

* Card use within local area of PDS

* Tuition for training courses even if called registration or conference fees

Inquiries regarding what may be considered authorized reimbursable expenses should be directed to PPC Travel.

Close a PaymentNet Account

Travel managers have the ability to close travel card accounts within PaymentNet. It is important to document the reason why an account is being closed. This will help determine if and when an account may be reopened. Closed accounts may also have an impact on member reenlistments.

To close an account in PaymentNet, follow these steps in order:

On the Account-Manage/General Information tab, note why the account is being closed in the lower left, NOTE field. For example, Acct closed due to misuse; Acct closed-mbr separated; Acct closed-mbr retired. Be sure to initial and date your note. Save.

Next, on the Control tab, change the credit limit to Zero and change the card status to Closed. Save.

It is important to first document the reason for the account closure since no system changes may be made once the status is changed and saved to Closed.

Be sure to let us know when an account is closed for misuse by using the term "misuse" in the notes section so we can track these actions.

Good To Know

♦   Changes in the travel management contractor does not change travel policy. The TMC shall be used for all official travel and car rentals. The GTCC and CBA use policies remain unchanged.

♦   GTCC bank statements will soon appear with the full account number masked. Cardholders will only see the last 4 of the account number on their statement.

♦   Were you aware of the OCONUS GTCC phone number? Cardholders should check the back of the GTCC for the number for assistance while overseas.

♦   According to the PaymentNet welcome page, the system will experience an outage March 18-20 for a new updates.

GTCC Application Process

The travel card application process basics are outlined on the GTCC website/Travel Card page. Under the section: How do I get a GTCC? you will find the process for the primary method using the online application and the alternate method using the paper application form. Each process requires a request memo endorsed by the appropriate command authority, the signed cardholder agreement and the GMT transcript that reflects the applicant name and course completion (with date and score). The LMS test score report is not sufficient for this process.

While the online process is the primary method for submitting a request for a new card, this process results in fewer processing errors due to internal quality controls and will have a card received within 7-10 days. A new account can usually be identified in PaymentNet within 3 days after it has been processed. Using the paper application form, if not processed or submitted correctly, can result in S-PII release or entry errors which will result in a delay in the process.

A Travel Manager job aid is also posted at http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/Travel_Manager/Travel_Charge_Card_Application_Process-TM.docx. Don't hesitate to ask if you have questions regarding the application process.

GTCC Mandated Training

Should a unit contact the GTCC program regarding GTCC GMT when training is past due? Units should use the last completed data within CGBI to determine who is coming due or past due for the GTCC Training which is required every 2 years from the date of the last completion. Currently CGBI due date/currency data is wrong. A work order has been in the system for OSC to fix this for quite some time.

Units should ensure their cardholders have completed the training within 2 years. That will help reduce the number of e-mails that we send out to get the cardholder to comply to the training requirement. On a revolving basis, the GTCC program initiates training enforcement cycles. Once a cycle starts, we send notifications to cardholders who are overdue for training every 30 days over a 3 month period. If training is not completed within that 3 month window, the account will be closed for non-compliance.

Cash Advance Audits

Office of Management and Budget (OMB) and DHS require each agency and component to perform internal controls over their travel card program. For our cash advance audit review process, the GTCC program uses the threshold of $1000 cash withdrawn or 10 withdrawals within a month to identify accounts. When an account is identified using these criteria, an email is generate and sent to the hierarchy primary travel manager for that cardholder. Instruction for this process is outlined in the job aid, Cash Advance Account Review.

In addition to the audit requirement, this provides the opportunity to remind the cardholder of travel card use policy: Obtain cash from ATM's only to cover expenses that are directly related to official travel, which cannot be paid for using the travel card directly, and are reimbursable in accordance with JTR/FTR.

You can also refer to previous GTCC newsletters regarding the process for cash advance audits, 201409 and 201503 .

Mr. Matt Ruckert
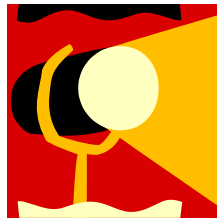Matthew.T.Ruckert@uscg.mil
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go Travel Managers!

YNC Eric Shipley inquired if possible, how and when to close a cardholder account. Never accept the GTCC plastic from a cardholder. You don't want to accept that liability.

YN1 Daniel Plunkett worked with the unit training officer to enforce the GTCC GMT and ensure cardholders do not have accounts closed due to lack of training.

Great questions! Thanks for asking.

Keep up the great work!

Got Group Travel?

Groups of 10 or more passengers traveling together on the same day, on the same flight, and for the same mission requiring group integrity are defined as Group Travelers. Groups require special handling by the TMC in order to choose the carrier that best meets their travel needs. Groups of 10 or more passengers will be booked through the carrier's group booking procedures and follow that carrier's commercial group reservation, ticketing, and cancellation policies.

If your unit needs to make airline travel arrangements for 10 or more members, check out the process on the GTCC website/Traveler Information.