



# GTCC BULLETIN

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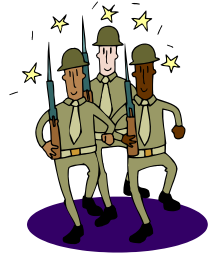
**References**

- COMDTINST M4600.18
- JFTR, U2015
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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## CG Members and Other Agency Travel



Use of the CG GTCC per CIM 4600.18 is limited to **CG funded travel orders** only. The card cannot be used for DOD or other agency funded orders. The reasons for this are:

1. Internal controls. When we see transactions without supporting travel claims in TPAX, it is considered misuse. The Travel Managers cannot see the transactions in the Defense Travel System (DTS), so our internal controls over the card use would become much more complicated.
  2. Split Disbursement. Our understanding is that DOD uses CITIBANK for their Travel Card and sends the split disbursement to that bank and not to JPMC...this has caused problems on the delinquency side in the past.
  3. OMB Circular A-123, Appendix B requires that split disbursement be provided as an option to the cardholder. DTS does not provide split disbursement to a JPMC issued card.
  4. Rebates. For the same reason we want all CG expenditures to be on a CG Fleet, Purchase or Travel Card...We assume that DOD feels the same way.
  5. Centrally Bill Account (CBA) Problems. If a traveler with a non-CG line of accounting uses our CBA, the line of account will be rejected during our reconciliation process. This causes huge problems since the FINCEN cannot clear the suspense until the funding agency IPACs the funds to our account.
- So how should someone travel on non-CG funded orders? For personnel who are attached to a DOD or even another component or agency, they can have their CG account flagged by us and be allowed to obtain a travel card for their assigned component. We do this all the time for reservists who are civilian employees of other components and CGIS personnel assigned to the FBI for example.

## Oops-Corrections Regarding ATM Fees



In our last newsletter, June 2012, we discussed ATM fees and their reimbursement. CWO Jay Benbow at PPC adds this additional information concerning the statement that ATM fees are only reimbursable when the GTCC is used and not for cash withdrawal fees when using a personal card.

- 1) Military travelers who are exempt from using the GTCC are authorized reimbursement for ATM administrative fees for their personal charge card per app G of the JFTR.
- 2) Civilian travelers under the FTR are not authorized the ATM administrative fee for their personal charge card, even if they are exempt.

Thanks for the input, Jay!

**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.

## Security Requirements PII Reporting

This past month, we have had a few mishaps with forwarding applications to JPMC where the email was not protected and there was a release of PII. For this reason, please ensure you are safeguarding this personal information. Applications should be done online whenever possible. Paper applications should only be used for three reasons. RUSH, as in the member needs a card for immediate travel; the member is requesting the alternate credit worthiness evaluation; or the member has no computer access. If a paper application is done, it should be faxed to 888-297-0785.

If found that there has been a release of PII, guidelines for reporting the incident are found in CI 5260.5, PRIVACY INCIDENT RESPONSE, NOTIFICATION, AND REPORTING PROCEDURES FOR PERSONALLY IDENTIFIABLE INFORMATION (PII). More information can be found in the most recent [ALCOAST regarding PII](#) and an [email matrix when forwarding PII](#).

Thank you to CWO Lunsford for providing supporting information.



## Creating a Temporary Credit Limit

For those new Travel Managers, who may not know a temporary credit limit can be set on an account when the traveler will be away on specific travel dates. When a temporary credit limit is set, there is no need to go back to the account to reduce the limit. This should be used for cardholders who have infrequent travel and can help in reducing fraud or misuse. Remember to advise the traveler the limit will be reduced after travel.

This is done by selecting the link above the credit limit field on the Account Control tab. Just enter the temporary limit increase and set the dates for travel. Remember to start the temp limit 7 days prior to the travel so the cardholder has time to make travel arrangements and 1 day later than the travel end date to allow for any lagging transactions to hit the account. Let us know if you need any help with this process.



## GOOD TO KNOW

TRAVEL MANAGER relief letters will no longer be necessary if you are being relieved as a result of a PCS move or separation. However, if you are being relieved as a travel manager for any other reason such as a transfer of duties or disciplinary actions, we will still require the relief letter. This change will be reflected in the next update of CIM 4600.18. To make it easy for you, a template relief letter is available on the [GTCC website, Travel Manager page](#). Be sure to send those designation and relief letters to [ARL-PF-CGPSC-JPMC-GTCC](#).

While **PayPal** is restricted for use with the CG Purchase Card, it is not restricted for use by the Travel Card. There are some merchants who only accept payment through PayPal. Some examples of these types of merchants are lodging facilities, taxicabs, and conferences. So while it may not be a preferred method, it is not restricted.



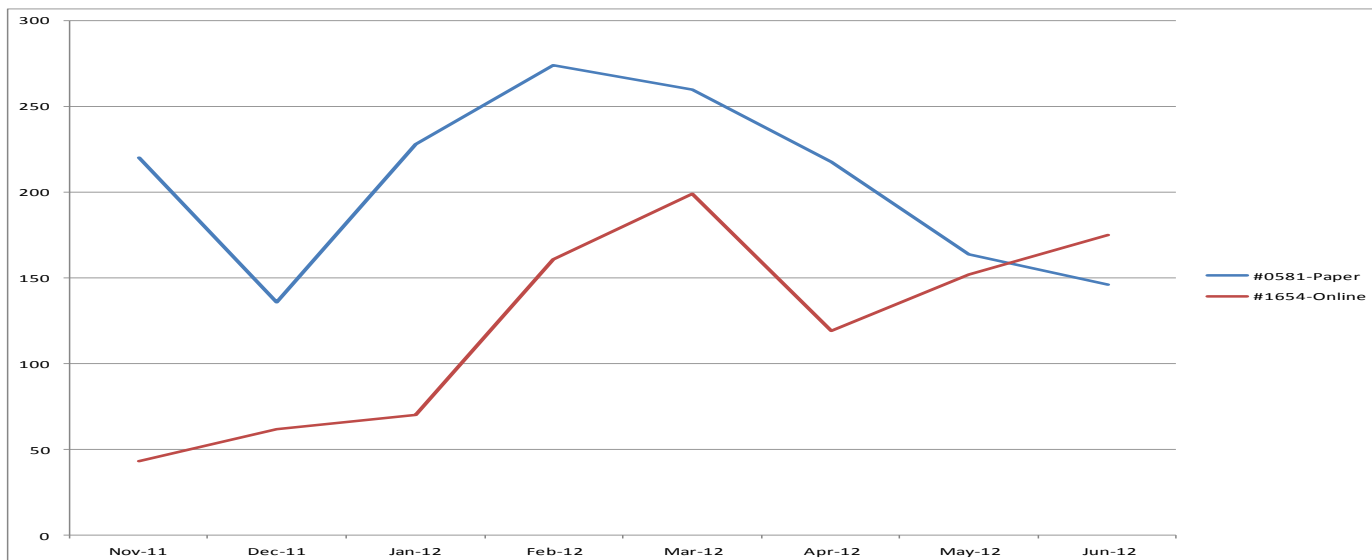
## Let's Talk PaymentNet

Just a reminder to NOT increase credit limits above your authority of \$9,999. We recently found a credit limit set at \$99,999! So be careful. If you have a cardholder who requests a higher limit, please have the command forward an email to us with the cardholder employee ID, the requested limit, the duration that the increased limit will be required, in addition to the justification. If approved, we will enter the requested limit in PaymentNet for the period of travel.

We ask that you not change any other fields in the Account Controls tab. This applies to CYCLE, CASH ADVANCE LIMIT, TRANSACTION LIMITS or any other field below this item. This puts unnecessary restrictions on the traveler's account.

**Management of Restricted Accounts** - Restricted accounts are noted by having the Restricted Card box checked on the accounts screen and/or have a \$2 credit limit set. Accounts are restricted when the member's credit score is low on initial application or reinstatement. Only temporary increases are permitted for these reinstated/restricted accounts. If the reinstated account credit limit has been permanently increased, you can expect an email from us to make the credit limit correction.

**PaymentNet Training:** Since we didn't have an opportunity to go to this year's GTCC conference, this is an alternative way for new Travel Managers to become familiar with PaymentNet and its capabilities. PaymentNet refresher training courses are offered to help you take full advantage of PaymentNet features and functionality. Upcoming courses and meeting information for August are now available. [Click here](#) for schedule training dates and times. More information is posted on the PaymentNet Welcome Page.



## GTCC Application Statistics

The June application stats are in and we are making progress with the online applications (red line) submitted now exceeding the paper applications (blue line). Of 321 applications submitted for June, 146 were paper and 175 were completed online. As usual, the paper application submission error rate far exceeds the online application with 62 paper app errors and only 2 online app errors. While you might think paper is the faster process, in a lot of cases it isn't because of the number of returned applications that are rejected for errors. The top paper application errors continue to be missing or unauthorized signatures; missing hierarchy, duplicate application, and invalid application form. Check out our application statistics. Thank you for your help!



## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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REMEMBER \* ALWAYS PROTECT PII

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## GROUP TRAVEL and SATO

Group travel can save Coast Guard travel funds by working with SATO who negotiates discounted fares for 10 or more travelers. If you need to make travel arrangements for 10 or more members, please let us know. We will provide you with a template. Information we need is the traveler EMPLID, name, and gender. Once we receive this information, we will provide you with a prepopulated template and full instructions for completing this process. This process will help ensure everyone is taken care of and SATO gets all the information they need to help arrange the trip.

SATO updates / profile loads – Check out the new “[How to Access the Self-Service \(GetThere\) Option](#)” section of our website for information on assisting travelers with CG EMPLIDS, new employees without an EMPLID, and travelers not assigned a CG EMPLID (i.e. Chaplains, DOD Employees, NAF personnel).

SatoTravel.

### REMINDERS—REMINDERS—REMINDERS—REMINDERS—REMINDERS—REMINDERS

- ⇒ Use the Travel Manager Tool to identify cardholders in your OPFAC. This tool is on the [GTCC/Travel Manager web page](#).
- ⇒ Produce and review PaymentNet reports on a regular basis. This helps reduce delinquencies and misuse.
- ⇒ You have access to TPAX so you can provide better GTCC internal controls.
- ⇒ Put notes in PaymentNet when suspending or closing an account.
- ⇒ See the May 2012 Newsletter article for Hurricane Season and Credit Limits.
- ⇒ Ensure your cardholders activate their new card as soon as they receive it. This ensures receipt and prevents any potential fraud.
- ⇒ Help cardholders access their own GTCC account online.
- ⇒ Ensure your cardholders have the required GTCC training or they may have their account closed.
- ⇒ Advise travelers use of SATO is mandatory for commercial travel and auto rentals.
- ⇒ Don't hesitate to ask us if you have any questions!!

