



GTCC NEWSLETTER

Volume VII Issue V

MAY 2017

References

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

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A New Look/A New Link: GTCC Website

As you may or may not know, the CG is moving to a new DOD managed site for all of our internet content. While our current site will remain live through 1 June 2017 and will have redirects set up after that date, our new site is up and hopefully working. All our web pages are complete and updated.



The new GTCC website link is <http://www.dcms.uscg.mil/govtrvl/> Be sure to change any favorites you may have saved to this new address.

We want to ensure you are aware of the website changes since you may be getting questions from your applicants, cardholders, and travelers as we move into the full transition phase. Please familiarize yourself with the layout of this new site so you know where to access resources like FAQs and the Travel Manger Roster..

This notice was shared with the flag corps on our monthly GTCC reporting: Our Websites Have Moved. As part of a CG-wide transition to the American Forces Public Information Management System (AFPIMS), the PSC and GTCC websites have moved. The new address for PSC is <http://dcms.uscg.mil/PSC/> and the new site for the GTCC Program is <http://dcms.uscg.mil/govtrvl/>.

Units should be reminded to update any references in CGPortal with this new site link.

Mass Limit Increases AKA Hurricane Season

It's hurricane season again. If your cardholders are in an area that may need to evacuate due to a storm or there is another immediate need for mass limit updates for 15 or more cardholders, don't stress over trying to increase all those cardholder limits yourself. Just send us a list of the EM-PLIDS, DEPTIDS, and/or OPFACs affected by the storm or event and the credit limit being requested. We will do the rest. Once the event has passed and it's time to return to a normal operating status, let us know and we will return these accounts to the original limit value. With PaymentNet import functions, we can process your mass credit limit changes within a few minutes. This request should not be made just because it is hurricane season but on a needs only basis. Increasing limits without travel is contrary to COMDT Policy and puts the cardholder at risk for fraud or unintentional misuse. We ask that you give us as much warning as you can once an order is given and send us an email when you know the increase is needed. If the evacuation order occurs after hours/over a weekend, be sure to call us. We will take care of your accounts so you can take care of other urgent business.



GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

Policy Revisions-Delinquency Timelines

The current GTCC policy was identified with a discrepancy a few years ago regarding the delinquency buckets. This is important information as it applies to when accounts go to a suspended or closed status. The following information was previously shared in a GTCC newsletter. You can search previous GTCC newsletters by using the newsletter index link on the [Travel Manager page](#) of the GTCC site.

Below is the corrected version that will appear in the next GTCC policy update:

e. Account Suspension: Accounts will suspend when undisputed GTCC account balances remain unpaid following the first cycle date after the account reaches 31 days past the due date. If the normal cycle-date of the 12th falls on a Sunday or Holiday, the account will not be suspended until the following business day. Account balances that are in dispute or being reviewed will not be suspended. Use of the GTCC will not be permitted by the GTCC bank when an account is suspended.

f. Closed Account: An account will be closed when an undisputed GTCC account balance remains unpaid following the first cycle date after the account reaches 96 days past the due date. If the normal cycle-date of the 12th falls on a Sunday or Holiday, the account will not be closed until the following business day.



Credit Worthiness

We were finally successful to get an update on the [FAQ for GTCC credit worthiness](#). Many people have concerns their personal credit will be affected by a credit review and new application. This document should help when you have travel card applicants who are concerned about the credit check process and their credit score. This document reaffirms that the credit check process is a Soft Credit Check and does not affect the credit score. A Soft Credit Check will only review the score and does not pull a credit report.

Good To Know

Account Profile Updates: By providing added customer service each time you access an account, you can verify the mailing address and phone numbers and help avoid returned GTCC mail.

GTCC & Other Agency Travel: Use of the CG GTCC is authorized for other federal agency official travel. This is permitted when a CG cardholder is required to travel for CG business and travel is funded by another agency.



Welcome Notice: Be sure to read the PaymentNet welcome page for system updates and outages.

GTCC Credit Due After Trip

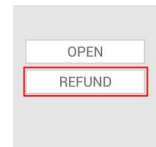
Sometimes flight schedule changes result in a credit due to the travel card. It can take up to 2 months for an airline to issue a credit to ADTRAV and ADTRAV refund the difference.

In the meantime the traveler may have completed the travel claim for the original amount billed. This claim now has resulted in an overpayment to the traveler since the airline/ADTRAV will refund a difference in a fare.

When an airline credit is posted to GTCC AFTER travel claim is submitted and if the traveler did not declare the correct airfare initially, the traveler needs to submit a supplemental claim. A credit will be posted to the GTCC and show as a negative transaction. The traveler should use this airline credit to repay the overpayment made through the initial claim process.

Approving officials should be reminded to check that the invoice submitted for the travel claim is the TICKETED invoice and not the PENDING invoice. A PENDING invoice is not the final itinerary or payment.

Don't hesitate to ask if this gets a bit confusing.



Hierarchy Updates

PCS season is already here and cardholder and travel managers are changing hierarchies. As a cardholder checks into the new unit, Direct Access will be updated. Once DA is updated, we use this update to make changes to the GTCC account hierarchy. Hierarchies are driven by the cardholder unit ATU. These hierarchy changes occur on a weekly bases. If you find a cardholder is not yet in your hierarchy, please look in DA to see when the check in process was completed. From that date, allow at least a week to check PaymentNet for an update to the account. Updates will typically appear in PaymentNet on Wednesday or Thursday each week.

If you do not have access to the cardholder account in PaymentNet and the cardholder needs an immediate credit limit increase, just refer to the [travel manager roster](#) posted on the GTCC site to identify GTCC support from the former command (ATU). No need to stress, it's just that easy.

Customer Service Please

With the movement of cardholders and travel managers, you may find that you don't have access to an account when a limit needs to be increased. You will need to access the [travel manager roster](#) posted on the [GTCC website](#) to identify a POC for your cardholder. It may need to be the travel manager from the cardholder's former hierarchy. Your or the cardholder can check DA for the hierarchy. If you should get a call for assistance from another travel manager or cardholder, we expect you would provide the support needed to the traveler. These calls for help should few but we wouldn't want anyone to be stranded when help is readily available. Let us know if you encounter any issues getting support for a cardholder.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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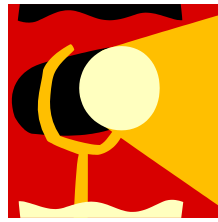
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go
Travel Managers!

Ms. Donna Fuchs-inquired on the hierarchy update process

Mr. Paul Crum-asked about car rental and accidents-what now?

YN1 Shelley Holliday-validated the GTCC cannot be used for car or lodging while on leave at the TDY site.

YN1 Samantha Clark-inquired about LICWO travel/leave to the TDY site

Great questions! Thanks for asking.

Keep up the great work!

Report PaymentNet Issues

If you are experiencing any issues with PaymentNet, please don't hesitate to report those to us. We can take multiple complaints regarding a system issue and report it to our contacts at JPMC and DHS. We can also communicate the issue across the travel manager network to help others who have not yet experienced any issues. Let's work together to resolve common problems.

And if you find yourself locked out of PaymentNet, you can reach out to another travel manager in your hierarchy for assistance or contact us for help.

We are here to help.

