



GTCC NEWSLETTER

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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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Conference/Registration Fees

A lot of travelers go to conferences over the summer months and are encouraged to register early to get the early bird rate. However, this causes problems when the bill comes due before the travel has even started. The GTCC program has historically advised that the purchase card is the preferred method of paying conference registration fees. Furthermore, per the DHS Travel Card Manual (March 16) conference/registration fees should be paid for using the purchase card or a purchase order in advance of travel. Per DHS policy the travel card can only be used for conference/registration fees if authorized on the travel orders and only when the cardholder is in a TDY status within the authorized period of travel. This change will be incorporated into the next update of CIM 4600.18.

Per DHS policy, the preferred method of paying for conference registration fees is the use of the purchase card. In this case as validated by the DHS Purchase Card Program Manager, the use of the purchase card is also allowable even though the training requirements are more complex than the purchase of one training instance for one employee (e.g., several employees attending the same training). The individual requirements of the attendees justify the purchase even though the transactions may appear as a potential split. We apply the same principle to all training in general as these purchases are also not considered split transactions.

Keep in mind that training fees or tuition are not considered reimbursable travel expenses and use of the travel card for training is not authorized.



Travel Manager Authority

As a travel manager you have a responsibility to uphold and follow GTCC policy. Your command has delegated this authority to you and given you the responsible for the handling of travel cards matters within your hierarchy. Do not allow a cardholder; even those who may be senior to you in rank, pressure you to make account changes that you know are not authorized. Card limits should only be increased when the traveler has official orders in hand. If you are advised that orders are verbal, refer to the JTR on how a verbal order is defined (010206). Increasing card limit without documented official travel may create more issues for the cardholder. Don't hesitate to ask us if you have questions or concerns.

GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

DHS GTCC Compliance Audits

As part of the OIG and DHS requirement for GTCC internal controls, we process an average of 40 GTCC audits a month. These audits are generated from a VISA system and are random in selection. There can be some common criteria in these audits, however. Since mid 2016, DHS has highlighted the use of the GTCC for lodging where the TMC(ADTRAV) is not used. DHS considers GTCC use for lodging where the TMC is not used when not otherwise excluded to be card misuse.

Another common audit is for a DotCom (.com) transaction or for a cash withdrawal. In our audit process, we carefully review cardholder transactions and any associated travel claims. Having travel receipts loaded into TPAX has helped greatly to reduce turnaround time with these audits.

As we identify concerns with card use during these audits, we will notify the command for the cardholder. You may be asked by your command to assist with any request for an account inquiry. We appreciate your prompt support when these requests come through.

Application Memo Signature Authority

Per CIM 5400.7F, Chapter 1.C.4. Delegation of Authority: Commanders, Commanding Officers, Officers in Charge, and management officials at Headquarters and in the field should periodically review (every two years) the specific extent of delegated authority within their commands or assigned areas. Where additional delegation of authority to subordinates is warranted, it is incumbent on the Commanders, Commanding Officers, and managers to initiate those delegations. Delegate authority in writing, to an organizational title or position (as opposed to an individual except when it is specified in law or regulation), specifically stating any restrictions or conditions, such as the type of action which requires higher level approval. Copies of letters or documents delegating authority should be kept on file with the organization which approves that delegation and be readily available for reference if so requested.

It is important that the individual endorsing a member to obtain a travel card have the appropriate level of signature authority for this responsibility. Please ensure GTCC request memos have the appropriate endorsement prior to submitting for processing.



Good To Know

GTCC GMT System Issues: A training access guide is posted to the Training page of the GTCC website. Most issues in launching this course are a result of system compatibility view setting. This is posted to the course page in LMS and in this [training guide](#).

TM GMT: Only the LMS training transcript is valid supporting documentation that GMT has been completed. The test score report print out will not validate this requirement. This is the same transcript that is required for the new application as well.



PaymentNet Outage: A system outage is planned between 6p.m. ET on Friday AUG 18 through 1159 ET on Sunday AUG 20. The system will be unavailable during this time.

Travel Order Endorsement Requirements

Valid travel order endorsements are critical when it comes to arranging travel with ADTRAV and billed to the CBA. As noted on the GTCC website, orders and any pen-n-ink amendments must include the Approving Official's printed name and signature in ink. Per DoDFMR 02-09, COMDTINST M7210.1(series), and General Accounting Office regulations for fiduciary policies along with final determination from CG-1332; rubber stamped, facsimile and digital signatures are not authorized given the lack of a viable control process that meets the GAO requirements.

While the CG contract with ADTRAV requires ink signatures (based on the above), the policy for these ink signatures is not ADTRAV's. Feel free to engage with COMDT and DOD on this requirement.

Other Agency Travel w/CG GTCC

DHS has authorized the CG GTCC for use with other federal agency official travel. This does not include travel on state orders. However, there can be issues when using the CG GTCC for other agency travel. The cardholder will be required to submit a travel claim through the travel funding agency. They cannot use split disbursement since the other agency may not use JPMC as their GTCC bank. Travel claims will not be entered in TPAX which can create concern when auditing a travel card. Official travel documents will be requested to support card use during official travel. Travel card balance will still be due regardless of travel reimbursement.

PaymentNet History Link

How can we tell who made changes on an account? Maybe you received an email or IM and we advised of some discrepancy you entered on an account. Have you ever needed to know who made the last change on an account? Check out the account history. From the Account Detail screen, click the HISTORY link in the upper right corner of the account. This history screen will show you the date and time a change was made, what type of change was made, the previous and new value of what was changed, and the user ID of the individual who made the change. This can be helpful to see when a limit was reduced due to a temporary increase also. Changes made by customer service may be a result of a cardholder call to the bank or a travel manager call. There may also be system updates that result in a change by customer service. Next time you are searching for answers, look in the account HISTORY screen.

Update PaymentNet Welcome Screen

Have you checked your PaymentNet Welcome Screen lately? This is the first screen cardholders see when they are accessing their account online.

All sorts of information appear on your PaymentNet home screen. The bank will post training announcements and system updates here. But did you know you can customize your PaymentNet welcome screen? You can update your screen with a list of current travel managers. Even though members can use the travel manager roster from the GTCC website, they may not know their ATU or hierarchy number but they can go online to find the POC for GTCC help. The welcome screen you create is the screen that will first be seen by cardholders when they sign in to PaymentNet. It might be best if this is modified by the primary travel manager for your hierarchy, so be sure to coordinate any changes.

In order to enhance your welcome screen, take the following steps. Start on the Administration tab. Select Hierarchy/Settings/Greeting. Remember, your entire hierarchy will see these changes. This can help your cardholders get the assistance they need, even when you log on outside of the CG network.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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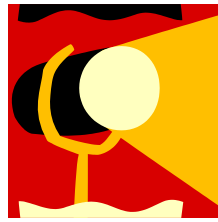
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REMEMBER * ALWAYS PROTECT PII

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In the Spotlight

Way to go Travel Managers!

CWO Adam Gray: inquired how to update the PaymentNet home screen

YNC Caitlin Fleming; clarified LICWO travel policy LV-TDY-LV; not official travel

YN1 Tshamala Hupprich: asked if CG GTCC can be used for other agency official travel

Great questions! Thanks for asking.

Keep up the great work!

Rejected GTCC Applications

This is a reprint from last year. We receive many inquiries on the status of a travel card application as well as card delivery from travel managers, commands and card applicants. If the online application process was used, in most cases we can track the process and determine the status. If the paper application process was used, we have no visibility on the status other than checking PaymentNet or contacting the bank directly.

An online application is submitted by the applicant to an approving manager. If the email account entered on the application is not valid, the form will not be forwarded. Many times the manager is not aware the email from chase.com is for a travel card application request and it may be deleted. We are not able to retrieve or edit these applications so a new form must be submitted. Our office receives the approved application and finishes the process by validating information with supporting documents and DA, then insert the appropriate hierarchy for the applicant and approve the form.

While no process is perfect, using internal controls with the online process, far fewer errors are made than with the paper application forms. The primary reasons the bank rejects an online form is due to data entry errors made by the applicant, such as incomplete phone numbers or a state/zip code mismatch. Paper applications have a higher error rate where the top reasons for rejections include: hierarchy level 3 not completed, missing or invalid social security information, missing or unauthorized signatures, or an account already exists. A returned paper application means a delay in the process. When this happens, the travel manager submitting the form will be contacted directly by the bank. If that person is out of the office, this further delays the process. Additionally, the potential to reply directly to the bank to answer a question can also result in a release in PII. While the bank fax system is secured, the email is not. More application information can be found on the [travel manger page](#) of the GTCC website.