USCG

GTCC NEWSLETTER

Volume VII Issue II

FEBRUARY 2017

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:

Travel Manager PaymentNet Access

As a Travel Manager, part of your responsibilities are GTCC reporting, and account and credit limit reviews. Although PaymentNet may allow the ability to make changes to an account, even your own, that is not always appropriate. When you are looking at a cardholder's account, you should ensure your cardholder accounts are activated, addresses are current, and credit limits are valid for the period of travel. You should not make any edits or updates to the MCC Group tab in the Account Detail screen. GTCC account names and official CG email addresses are updated at the program level and should not be edited by Travel Managers. Our program uses intricate data processes to ensure account consistency with travel cards as well as ADTRAV traveler profiles.

If an account name needs to be updated, please contact us. If a credit limit in excess of $9,999 is needed, please contact us. If you need an update to your own account or need to submit your own application for a card, please contact your primary Travel Manager or us. PaymentNet, as a bank system does not have the ability to block or restrict some unauthorized changes. So we end up being the PaymentNet 'police'. We are just doing our job to help maintain account integrity and consistency.   Please don't hesitate to ask questions if you are unsure in this bank system.

Refer to past newsletters for additional information before contacting us, such as the January 2017 GTCC Newsletter where we addressed making account name changes.

You may want to save the Welcome Travel Manager email document to your desktop for frequent reference.

GTCCMGR Competency

GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

Were you aware there is a competency code for being a GTCC Travel Manager? The criteria for this code is: Complete GSA OPC Training; Complete DHS Travel Card Training via the CG LMS; Complete the Travel Approving Official Training; Be a designated Command User (CGSSCMD) within Direct Access; Be designated by the command as a "Primary" or "Alternate" Travel Manager. See COMDTINST M4600.18, 1.E.2.a and https://www.uscg.mil/psc/bops/govtrvl/Travel_Card/Travel_Manager/default_Travel_Manager.asp

See your local ADMIN shop to make this update to your DA competency codes.

Travel Manager Tool Updated

The Travel Manager Tool is a locally designed resource available for you to use to help decipher through cardholders within a hierarchy. This tool uses MS Access database and data loads from Direct Access and PaymentNet. This resource is available to you on the GTCC website, Travel Manager page.

An update has been completed to the Travel Manager Tool and YN2 Callahan who identified the problem gave it a test drive. The update was needed due to a change in the import data for the Cardholder Profile report in the custom reports section since JPMC changed their report format. Also updated is the instruction throughout concerning the recommended password for the files since JPMC changed the password requirements which prevent the EMPLID from being used as a password.

Please select one of the following options to update the tool to the JAN 2017 version:

a. **If you have previously installed the TM Tool**, please use the Database-Updater File to update the code. This update will not overwrite any of your existing files, downloads.

b. **If you have never installed the TM Tool** (look for a TravelManagerTool folder in you U-Drive (i.e. documents folder)), use instructions in the JPMC Travel Manager Info file attached to install the entire application and all template files. If you have never done this, I am available to assist/walk you through the process...just send a meeting invite to Mr. Matt Ruckert so you can reserve about 20 minutes to do it together. This tool is only needed if you are within a large hierarchy (read DISTRICT) and need to filter your data down to your specific unit/subcommands.

You will know if you have the current version of the Travel Manager Tool installed if you see "Travel Manager Tool (JAN 2017)" at the top center of the window when you have the program running....if you have an older version you will have problems.

Good To Know

RERUN: Why do we repeat information already sent out to the Travel Managers via e-mail? We include information previously sent out via the HQS-DG-CGPSC-JPMC-Travel-Manager list in the newsletters to both reinforce the issue and to also capture the information within the newsletter archives. These archives are searchable….simply use the GTCC Newsletter Index to search for any past article.

JTR 1035: APPROPRIATE ACTION FOR FAILURE TO …: A command/unit is expected to take appropriate disciplinary action when a traveler and/or AO fail to follow these Regulations. Disciplinary action should be for ***willful*** violations and may be in the form of counseling (oral/written), non-judicial action, or other appropriate personnel means. Disciplinary action must ***not*** be through refusal to reimburse unless no authority exists or is so stated in this regulation.

Increased ADTRAV Intervention=Increased Service Fees

We were recently advised of an issue regarding increased ADTRAV service fees and directed ADTRAV provide the notification to each traveler of the change so they would understand why they were getting charge the full service fee. This change is a result of a tax change that went into effect on 1 Jan 17. It only affects tickets reserved online in 2016 for 2017 travel.

Whenever the TMC has to manually process or change a reservation (such as in this case), the service fee gets charged. This intervention and additional service fee is required regardless of the changed amount is tax or fare.

If you make a reservation and the government changes the taxes on the fare or the airline sends a notice to ADTRAV of a fare, flight or minor schedule change, ADTRAV has to review the entire reservation to determine what changed (fare, fare rules, both, flight times, etc.), then they need to notify the traveler, and then change the reservation in their system. All of this takes time and costs money. The contract allows for the full service charge to be applied by ADTRAV.

Bottom line is that this is frustrating for a less than $1 charge to be billed $22 service fee....but it is what it is....

Reservations for Others

It is not recommended that a cardholder use their GTCC to reserve a room for anyone other than themselves. If the hotel, the cardholder or the other traveler changes something and the charge for both rooms hit the arranging cardholder's account, then that would be considered misuse. GTCC misuse would result in being subject to disciplinary action, would be reported to SECCEN for security clearance consideration, and would result in the GTCC program closing the account (which could impact re-enlistment). This is one of those high risk-low reward issues.

ADTRAV Lodging

ALCGPSC 120/16 reminds us of the requirement to use the TMC (ADTRAV) to secure lodging. This is not a new travel policy. And although this message was published by BOPS-r GTCC programs, we do not manage travel policy which is the JTR/FTR.
While many units and travelers are challenged with this travel policy, the bottom line is that they must book commercial lodging via the TMC or they are violating the JTR/FTR requirements. This requirement has recently been enforced by DHS.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

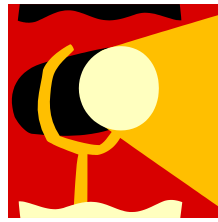Mr. Matt Ruckert
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go

Travel Managers!

LCDR Barbara Gowdy: inquired on the process for TM competency code

YNC David Chenlo: addressed issues with CG reservists and other agency travel card applications.

YN2 Michael Callahan: identified an issue with the Travel Manager Tool

Great questions! Thanks for asking.

Keep up the great work!

In The Know

Fax Troubles? While we really, really want you to use the online process for all applications, occasionally we know that you might need to process a rush application. If you are trying to fax an application to JPMC and it is not sending, call JPMC using your Verification Identification (VID). If JPMC says the fax is working, we recommend you contact your local IT support. We have found a lot of fax machines in the CG have been configured to block your ability to fax to the area code (844) used by JPMC.

Electronic Statements: Were you aware that an electronic statement was available to a cardholder? Perhaps your cardholders would like to know they have a statement coming due soon if they are underway or TDY. Online or electronic statement delivery provides the cardholder with information to help facilitate a timely account payment. The cardholder can set this up themselves in PaymentNet or you can help them make this change in their GTCC account profile.

The cardholder can log into PaymentNet, select the Profile (people) icon at the top of the screen and then select the Accounts tab. In this screen they can change their statement delivery method. As the Travel Manager, you can assist the cardholder with this change by going to the Account Detail tab, and change the statement delivery method. Let us know if you have any questions regarding this process.