GTCC NEWSLETTER

References

- COMDTINST M4600.18
- JTR, 010204
- 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.

CITIBank Customer Service

800-790-7206

GTCC Bank Transition

Yes, this transition is on track to occur on Monday, May 6. May 5 is the last day JPMC travel cards will work. Please help reduce call volume to the GTCC Program by referring cardholders to the Frequently Asked Questions (FAQ) documents posted on the home page of the GTCC website.

https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/

There are questions/concerns here that refer to credit limits, split disbursement, customer service and contact information as well as updating ADTRAV profiles and travel reservations for which card to use. This FAQ should be shared as widely as possible to help relieve calls to CITI or to the GTCC Program (where we are a staff of two).

Please ensure your cardholders have sufficient credit limits on both cards during this transition for travel that occurs during this switch.

Although we have communicated as much as possible and tested this new system in various ways, please know we will continue to experience the pains and frustrations of this transition for a while. We are all in this together during this learning curve with this new bank.

We appreciate your cooperation and support of the program and the cardholders during this transition.

Card Activations

DHS has requested we strive for 90% to have our travel charge cards activated. Reports can be generated in CITIMGR to help identify cardholder who have not yet activated their new travel card. We are currently at 44% card activation CG wide.

DHS and GTCC policy require card activation regardless of any pending travel since this is the only way to determine a plastic has been successfully received. Please continue remind cardholders to be proactive in activating their new travel card.

Refer the cardholder to the Transition FAQ on the GTCC website in the event they have not received their new CITIBank GTCC.

Travel Manager Communications

Travel Managers were sent a job aid where we updated the transition and the designation of the new Travel Managers. We recommend you read this aid and keep it handy as a reference. In addition to the job aid, below are just a few of the FAQs that you may find helpful....

1. Should I be updating credit limits in the CITIMGR System? Yes, any orders you get should prompt you to set limits in both JPMC/PaymentNet and CITI/CITIMGR systems.

2. What do I do when I try to update an account and get the following error - "Residential Line 1, City, State, Zip and Country must be populated to proceed with this request."? When you get this error, it is because the Country in the Residential address has not been entered. The quickest way to solve this problem is to check the "Copy mailing address to residential address if both are same." box which is below the Mailing State and Mailing Postal Code field. And yes we already pointed out that this check box should be below the Postal Code field.

3. Can I set Temporary Cash Limits? No, the system is broken. Until further notice your only option when setting credit limits is to set a permanent limit for both the credit and the cash limit. If you try to set a temp credit and a temp cash limit, the system will accept the temp credit limit but will not change the temp cash limit unless the permanent credit limit is greater than or equal to the temp cash limit. Since most of our permanent limits are at $1....this is clearly a problem and has been reported.

4. Since we are setting permanent limits, do I need to go back in and manual reduce the cash and credit limits on the account? Yes, unless the traveler is a frequent traveler who travels on funded orders 5 or more times per year and is eligible for a permanent limit. Yes, this is more time and double the work.

5. How do I determine the cash limit on the account? The cash limit per CIM 4600.18 shall be no more than 30% of the credit limit set (Example for the mathematically challenged: $2000 credit limit x 0.30 = $600 max cash limit). You can chose a lower limit if that amount of cash is not needed based on the travel location/requirements. Remember, cash should only be obtained for places where the card is not accepted or card use is not appropriate (like in a group meal setting).

6. How come I can't access the web based training from my CG workstation? You need to log into the CITIMGR system using CHROME if you want to participant in the WEBEX based training. Take advantage of this training often.

7. What should my Travel Manager Username be? Your username should be the same as it was in PaymentNet (i.e. the first initial of your last name plus your EMPLID....like is R1234567). We continue to see Travel Managers with all sorts of wrong USERIDs....if yours is wrong, please change it. This can be done in your profile settings.

8. I am locked out of CITIMGR and have never logged in, what do I do? You can contact another travel manager in your hierarchy to have your registration reset (under Manager Users, User Search) or email us at Arl-PF-CGPSC-JPMC-GTCC <Arl-PF-CGPSC-JPMC-GTCC@uscg.mil> and we will reset it when we can.

Good To Know

CITI Bank has two technology features that were not available with JPMC. DHS has authorized the use of the CITIBank app and Mobile Pay for your mobile devices. Stay tuned to the GTCC website for links to hand outs for these new features.

Tax ID: The new CITI GTCC has the USCG tax ID embedded on the plastic below the account name. This number should be used wherever possible to help reduce the CG travel budget. More tax information can be found on the GTCC website at: https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/Travel_Card/#Am_I_exempt_from_paying_state_taxes_when_I_use_my_GTCC

Travel Card Sleeves: Since the new GTCC is generic in appearance, it will be too easy to mistake this new card with personal cards and the potential for misuse will increase. Please use the following link to order free card sleeves to hand out for your AOR cardholders: https://cmls.gsa.gov/CMLSPubCategory?searchKey=GSA+FedRooms.

CITIMGR Tip of the Day

Although we continue to understand the features and maneuvers of CITIMGR, we have learned a few tips that you might find helpful in your support of travel cardholders. Below are just a few insights that might come in handy:

To reset your CITI help desk verification question, go to My Profile/User Preferences. If you do not remember what your security or validation question is, use this feature to update your profile. You will not be provided with a verification ID as with JPMC. CITI customer service will look here for your validation in order for you to be able to access accounts for cardholders in your hierarchy. You will need to know your hierarchy when working with CITI customer service. If you don't know where this is, refer to the travel manager roster on the GTCC website. Add 2 zeros to the beginning of your hierarchy number. Ex., 31423 is 0031423 with CITI.

In CITI Manager, Web Tools (the wrench icon) redirects you to other CITI systems. By selecting Transactions, you are redirected to CTMS which is CITI Transaction Management System. By selecting Reporting, you are redirected to CCRS which is Commercial Card Reporting System. You can add these to your growing list of CITI acronyms.

To identify authorizations or declines on a card, in the Card Account under Manage Users, select the Recent icon. Recent is where recent transactions are seen before posting to a statement. In Recent, at the bottom of the screen, select View Authorizations. Here you can see authorizations and declines. Access this when someone inquires why their card did not work or a transaction would not go through.

To determine if a card has been activated (other than in reporting), you will need to go into the Card Information for that individual account. From the main screen, the word ACTIVATED on the account line is <u>not</u> an indication the card has been activated. This indicates a card has been issued by CITI. Once in the Card Information screen for the specific account, check the Account Status for 'OPEN'. If an account reads: Open-Card Activation Required, it has not been activated. Do not rely on the home screen list to determine if the account has been activated.

CITIMGR GTCC Application Process

The new online application (OLA) process is now posted to the GTCC website. We will soon be putting a job aid for this on the Travel Manager page as well. The new OLA process will remove the requirement for the manager or supervisor to approve the application. This will hopefully help avoid delays in the applicant receiving the new card. Most of the processes remain in place. The supporting documents must be received prior to the applicant submitting the OLA. Supporting documents include a signed and command endorsed request memo, the 5 page cardholder agreement and the LMS training transcript. The command endorsed memo must be signed by someone with by direction or command signature authority.

If an OLA is submitted prior to our receipt of the required documents, it will be rejected. A system-generated email will be sent to the email address entered by the applicant to explain why the OLA has been returned. The OLA process can be accessed at: https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/Travel_Card/#How_do_I_get_a_Government_Travel_Card

Due to technical issues, the paper application is not available at this time. What about RUSHED card requests? Although the OLA may have the ability to submit a new GTCC application for rush, this process is not yet refined. Please ensure your members and employees have travel cards by submitting a routine OLA request well in advance of travel. A travel advance and use of the CBA is the alternative resource for funding travel for someone without a travel card.

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*REMEMBER * ALWAYS PROTECT PII*

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Updates:
Split Disbursements

FINCEN has advised the dates for the split disbursement claim processing have changed. Be sure to refer to the Transition FAQ for actual dates.

It may help the traveler for the AO to reject a claim with split disbursement based on these new dates. Each claim with split disbursement indicated during the down periods will cause a delay in payment since each must be handled individually to correct the payment method.

During this down time, payment will be made directly to the cardholder. The cardholder is responsible to ensure BOTH travel card accounts are paid in full by the statement due date regardless of reimbursement.

GTCC Program Staff Changes Coming Soon

Mr. Matthew Ruckert, retired USCG Captain, will be resigning from the USCG in his civilian capacity during the month of May. We wish him all the best life has to offer in his adventures and endeavors.

Mr. Ruckert is a USCGA graduate from class '87. He retired from active duty in 2011. During his tenure as the Travel Card Program Manager and TMC COR, he significantly enhanced and improved the standards for the USCG travel card scores within DHS. Using his technical expertise, he designed a database to support multiple levels of the job and assist with quality control in personnel data within many other areas of the CG. His skills allowed for a staff of two to effectively manage a travel and travel card program for all of the CG.

Best wishes and fair winds to Mr. Ruckert and his family.