



GTCC NEWSLETTER

Volume IX Issue I

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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

GTCC & CITIBank Transition Updates

With more challenges identified in this bank transition and testing delays caused by the lapse of appropriations, the new effective date for the GTCC bank transition to CitiBank has been pushed to Thursday, 28 March 2019. This delay allows for more time to test this new card system for our database and application processes. We continue to work through and testing our database processes while bringing issues to DHS and to CITI. You can stay current by checking the GTCC Transition FAQ.

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GTCC Transition FAQ

The GTCC transition FAQ can answer a lot of questions. This living document is posted to the GTCC site home page at: <https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/BOPS/PSC-BOPS-R/GOVTrvl/>. Here are just a few common questions listed in this resource:

- What action do I need to take to get a CITI card to replace my JPMC card?
- When will I get my new CITI GTCC?
- What will the new card look like?
- What do I need to do when I get the new card?
- What is this Tax ID number on my new CITI GTCC?
- What information will I need when calling CITI about my new card?
- What credit limit will my new card be set at?
- What if I am in a travel status during the actual transition?
- Will I need to update my GTCC information with ADTRAV?
- When will CITI start accepting new applications?
- Who should I call about problems with my travel card?

This is not a complete list of questions posted to this document. Travel managers and cardholders should refer to this FAQ before calling either bank or the GTCC program with questions regarding this transition. This FAQ is updated as needed so it is as current as possible during this implementation.

GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

CitiManager Training-WEBEX or Adobe Connect

WEBEX – For the WEBEX option to work, you must launch CITIMGR using Google Chrome and then launch the training from within CITMGR Learning Center.

Adobe Connect - In order to access CitiManager training for the new GTCC systems and you have not already done so you can follow these instructions and links below to help you get Adobe Connect installed and running on your workstation. This information below was provided by CG CSD.

Download & Install:

The plug-in can be direct downloaded from the link below, and is user installable on CGOne workstations.

1. Please save the **ConnectAppSetup.exe** installer to your desktop.
2. You may ignore the “**This type of file could harm your computer**” message given at the download prompt. (this is a generic warning)
3. The download source shall be **download.adobe.com**
4. Launch the Adobe Connect Installer and click the Install button. The application will install, placing an **Adobe Connect** shortcut on your desktop if the option is selected.
5. If the download fails or install does not finish, please contact CGFixit to have the issue addressed.

<http://www.adobe.com/go/ConnectAppStandaloneSetup>

Important Note: This install only needs to be done once per user as it installs to your roaming (server side) profile. Adobe Connect will follow you from workstation to workstation, and the shortcut for launching the web service should follow you on your desktop.

Validation:

After you have installed the Adobe Connect add-in, please use the test page linked below to make sure everything is configured correctly. You may wish to run this test on each workstation you logon to. This will help make sure that all required components for the Adobe Connect plug-in to work are present on the workstation.

1. After successful validation, launch the plug-in from the **Adobe Connect** desktop shortcut to verify functionality.
2. If you do not get **4 green** check marks, please contact CGFixit to have the issue addressed.

https://ihs.adobeconnect.com/common/help/en/support/meeting_test.htm

Using Adobe Connect:

For assistance using the features of Adobe Connect please visit the Support website linked below. Links for learning the basics, tutorials and the User Guide are available here.

<https://helpx.adobe.com/support/connect.html>

Training:

For additional opportunities to learn about features and capabilities, please visit the Adobe Connect Webinar Schedule.

<https://events-ar.adobeconnect.com/content/connect/>

If these resources do not answer your questions or additional application troubleshooting is necessary, please submit a new CGFixit Ticket if you do not have one already open. Please keep in mind that CSD analysts are NOT subject matter experts, and we are not able to teach you how to use the features and functions of this application.

Good To Know

CIM4600.17A: Travelers must exercise the same care and regard when incurring Government reimbursable expenses as a prudent person traveling at personal expense. Travelers must plan itineraries using contracted air and rental car services, and take advantage of Government rates and tax exemptions offered by lodging and rental car companies



Card Sleeves: We suggest you reach out to your supply shop to order GSA charge card sleeves at no cost to your unit. Making these available or passing these out to your local cardholders may help them keep the new non-descript GTCC separate and more secure from potential unintended use due to lack of official travel card markings. Information for these card sleeves is found at:

<https://cmls.gsa.gov/CMLSPubCategory?searchKey=GSA+FedRooms>.

Travel Manager Registration for CitiManager

If you were a travel manager prior to 10 Dec 18 (and still are a travel manager in the JPMC system now), then we need you to ensure you can log into the CITIMGR system using your Travel Manager (non-cardholder role). If you have not done this already, your enrollment has likely expired and you will need to be resent the two registration e-mails, one with a user ID and one with a password. If this is the case and your registration has expired, please e-mail us at Arl-PF-CGPSC-JPMC-GTCC <Arl-PF-CGPSC-JPMC-GTCC@uscg.mil> requesting the enrollment be resent so you can log in. If you have already logged in, Thank You!, no action is required.

If you were not a travel manager until after 11 Dec 18, then you will not have access until DHS/CITI answers several concerns we have and we can develop a process for managing your profile creation. Note we have already been working on this for MONTHS! Once we have the answers and a defined process, we will notify you via e-mail.

Who Gets a New CITI Card and When

Was the JPMC travel card account created before 9/1? If yes, then the JPMC cardholder should have received their new CITI card. If they did not, they need to report it CITI as lost. A new account should be created and a new card will be issued.

Was the JPMC account created after 9/1/18 but before and 2/4/19? If yes, then the JPMC cardholder would have receive their new CITI card after 2/1/19

All new CITI cards must be activated regardless of any pending travel. Activating the card assures its receipt. Cards not activated are subject to being closed to avoid any potential fraud due to a lost card.

Bank contact information is found in the JPMC-CITIBank Transition FAQ.

GTCC Application Process

The existing online GTCC application process through JPMC remains the primary method to apply for a new travel card. This process will remain in effect until we transition to the CITI online application process. When the application process is changed, we will post the new instructions on our website and notify all travel managers of these updates. . Be sure to use and refer applicants to the GTCC website for instructions on how to apply for a travel card. 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/

Note: If the embedded memo in the instruction will not open, select View/Edit Document and double click the icon to open the file.

Be sure to remove any locally stored application documents and consider replacing them with a link to this site where processes will be updated with the current details.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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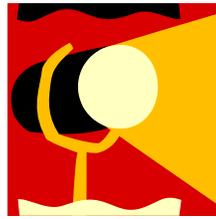
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go
Travel Managers!

Ms. Evelyn Rawls: forwarded the CSD help desk instruction to load Adobe Connect for CM training

YN1 Sarah Chatmon: requested details for PaymentNet reporting criteria

YN1 Amie Parker: requested past newsletters to validate charter flights and use of the TMC

Great questions and comments!

Thanks for asking.

Keep up the great work!

Charter Flight Reminders

Can a traveler use their GTCC to charter a flight?

The answer is only if the reservation and ticketing is completed by the travel management center (TMC)/ADTRAV directly. As long as the ticket is procured through the TMC and the traveler is provided a ticket with a record locator, all requirements are met. In their role as the TMC, in the case where there is no City Pair fare available, they are ensuring the lowest economy coach class fare available is being procured and this establishes the authorized reimbursement. In addition, this transaction is done and ticketed by each traveler versus for the entire charter. If one cardholder paid for a charter where there are multiple passengers, this may constitute misuse by using the travel card to pay for others expenses. In the case where the TMC cannot make the travel arrangements as ordered, then chartered flights should not be charged directly to an individual traveler's GTCC, but should be contracted through the unit funding via the procurement process. In this latter case, the chartering of the flight would not be a reimbursable travel expense and constitute misuse of the card. References for this travel policy can be found in JTR 010201.C.1 and CIM4600.17A 2400.

