



GTCC NEWSLETTER

Volume IX Issue II

MARCH 2019

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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GTCC

Travel Charge Card

Web Page

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

JPMC Travel Manager

Help Line

866-725-1184

GTCC and PCS

It's time for the annual reminder of travel card use during PCS season. Here are a few reminders about PCS travel and travel card use:

**GTCC shall only be used during PCS when travel is not more than a total combined absence of 15 days. Also, the GTCC shall not be used for TDY exceeding 21 days unless travel order number is a 13 type document and claims can be routinely submitted at least every 21 days. Travel advances should be requested to cover lodging and other authorized expenses;

**GTCC shall be used to purchase transportation tickets, lodging or meals ONLY for the cardholder. This means the card cannot be used for dependent expenses.

**GTCC (or CBA) shall not be used at any time when leisure travel is included with other official travel. Check out the [FAQ on LICWO travel](#) on the GTCC website, Traveler Information page.

**GTCC shall not be used to purchase moving supplies, vans/trucks or for shipment of vehicles.

**GTCC may be used for the cardholder only to cover hotel and meal expenses in conjunction with TLA entitlements, even when PCS travel exceeds the 15 day limit.

Movement of a trailer (boat, camper, RV/motor home, U-Haul) is not a reimbursable travel expense and therefore is not authorized to be charged to the CBA or the GTCC. This would be considered part of a Do It Yourself (DITY) move or Personally Procured Move (PPM) which are reimbursable under a separate process.

JPMC Reporting

Travel managers are reminded to continue to generate JPMC/PaymentNet reports such as the Cardholder Profile Report, Delinquency Reports, Declines Report, etc. to manage accounts in their hierarchy.

Balances and account history will not transfer to the new system. It is important to continue to communicate to cardholders about CITI effective dates, and cardholder responsibilities regardless of travel card bank. Delinquencies will continue to be reported for JPMC accounts. Accounts that go unpaid will eventually impact a cardholder's personal credit score.

Remember also to include your reserve members regarding this transition and program updates.

Travel Managers Register In CITIManager

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

Remember your user ID needs to be the same as your travel manager user ID in PaymentNet. Go into your profile and change your user ID if necessary.

If you were not designated as a travel manager until after 11 Dec 18, then you will not have access until DHS/CITI answers our many e-mails regarding non-cardholder entitlements and we can develop a process for managing your profile creation. We have been working on this for MONTHS. Once we have the answers and a working process in place, we will notify you via e-mail.

Help With CITIManager

Once you are able to log into the CITIManager system, access the RESOURCES menu by clicking the icon on the left that looks like a file folder. In this RESOURCES menu, click Links & Help. The next screen that opens produces a list of user guides and tools to help you with this new program. One thing to keep in mind is these documents are generic to the system and not all tools are available for our component.

To attend a CITIManager training session, go to the wrench icon for WEBTOOLS. In this drop down menu, select Learning Center. On the Learner tab and under the SP3 Transition Training list, select Department of Homeland Security. From the list that appears, select your course. These are instructor led classes and should be available to you using Adobe Connect. You will need to log into the session using Google Chrome for the Webex sessions. Mark your calendar for start times, as there is no other notification provided to remind you of the session. Be sure to show up early or you may not be able to access the session.

While there are some onsite training options offered in Norfolk or DC for example, the GTCC Program is not pushing attendance at these sessions unless the travel manager is local to the training. The web based training is just as good as the onsite offering without the travel.

Good To Know

Access to CITIManager: There is more than one way to access CITIManager. Please save these links to your favorites: <https://www.citimanager.com> or <https://home.cards.citidirect.com>.

Job Aids: As we move forward with the GTCC bank transition, we will update the GTCC website with new tools and references. Stay current with the most up to date information by accessing this site often. Be sure to remove any static documents regarding the GTCC program or applications off your CG Portal sites.



CITIBank cards need to be activated! Over 50% of new travel cards have not been activated. Activating the new card ensures receipt and is required regardless of any pending travel. Please communicate this to your cardholders.

What Can A Travel Manager Do In CITIManager

With CitiManager access, travel managers (who have successfully registered) can perform the following tasks for cardholders:

- Verify an account has been downloaded from JPMC
- Update an account address and other cardholder profile details
- Update credit limits (increase or lower)
- Update cash limit amounts
- Close an account and document with notes
- Generate cardholder reports such as declines and activation.

Until the transition is complete, it may be necessary to make updates in both JPMC and CITI systems.

Bank System Lock Outs

What do you do when you get locked out of your bank system access? Cardholders need to reach out to the local travel manager. Travel managers need to reach out to any other travel manager in their own hierarchy for support. If no other travel manager is available, feel free to reach out to us to help unlock your profile. This is true for both JPMC and CITI. Check the [Travel Manager roster](#) for others in your hierarchy.

How do you unlock a profile in PaymentNet? With the USER ID, open the employee menu and select the USER ACCESS tab. If the profile has been locked, usually due to several unsuccessful attempts, uncheck the Login Disabled box. Next delete the remarks in the Reason box. Remove the date in the field marked Disable as of. Click SAVE.

Often it is necessary to go a step further and change a passphrase. To do this, click the Change Pass Phrase link. This opens three boxes where you will first confirm your own passphrase. You will need to enter your own passphrase you use to access PaymentNet when signing in. This is a security feature. Next, create a new passphrase for the user. Once the new passphrase has been successfully saved, the user should be able to log in and reset their own passphrase.

CITIManager GTCC Application Process

Some things change and some things remain the same. This is true with the new GTCC bank and the application process. The online and paper application forms will of course, appear different. The supervisor or manager is no longer involved in the online application approval process. The online application (OLA) will remain the primary method for submitting a travel card application. Using a paper application form is the exception to the process. The supporting documents required remain the same. Supporting documents include the signed, endorsed request memo, GTCC LMS transcript reflecting current training and a signed/dated cardholder agreement. The email address for submitting documents will not change. Application documentation is still sent to ARL-PF-CGPSC-GTCC-Applications@uscg.mil.

We are currently working through the bank forms and revising the instructions. The GTCC request memo and the cardholder agreement are changing. The memo will include CITIBank and the cardholder agreement is a CITIBank SmartPay3 specific document. Once we get this in place, you will receive an email directing you to the updated instructions. These instructions will be retained on the GTCC site, as always.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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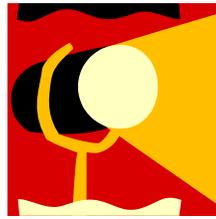
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REMEMBER * ALWAYS PROTECT PII

ARL-PF-CGPSC-JPMC-GTCC@uscg.mil



In the Spotlight

Way to go Travel Managers!

Mr. Eddie Shipman: inquired how to unlock a cardholder profile

CWO Christopher Holdren: inquired about advances and GTCC use during TDY exceeding 21 days

YNC Jessica Cramer: requested clarification for leave in conjunction with official travel

Great questions! Thanks for asking.

Keep up the great work!

GTCC Limits Over \$9999

If a credit limit increase above \$9,999 is required, the cardholder or Travel Manager acting as their proxy needs to submit the request electronically via e-mail. The Travel Manager shall forward the command endorsed request along with fully endorsed travel orders to the GTCC Program Manager at ARL-PF-CGPSC-JPMC-GTCC@USCG.MIL. The request and endorsement shall include:

- (1) The GTCC holder's first and last name and the last four numbers of the GTCC account.
- (2) The reason for the requested credit limit amount, and period of time the increased limit is required.
- (3) The justification for approval and the recommended credit limit.
- (4) The status of any interim travel claims that have been submitted and if none have been submitted an explanation of why not.
- (5) The results of an account review by the Travel Manager to document if the account is past due and that the transactions are associated with authorized/reimbursable travel.

Per the DHS Travel Card Manual, the GTCC Program needs to have the above documentation on file prior to authorization credit increases above \$9,999. Accounts past due will not be authorized an increase. Limit increase requests will be returned if it does not follow this guide. We appreciate our cooperation.