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

Non-Receipt of New GTCC

Many cardholders were not made aware of the requirement for address updates on their JPMC GTCC account as new CITI travel cards were being issued. Cardholders who were in a PCS transition also did not have a valid address to provide at the time the JPMC data was submitted to CITI for the new card issuing process.

If you have cardholders who have not received their CITI card and called the bank but are not getting support by CITI, please ask them to hold off reporting a missing card until further notice. We forwarded a number of examples for lack of service to CITI and continue to get calls and e-mails from cardholders/Travel Managers who are frustrated with the run-around they are getting. CITI is working the issue. Continue to refer to the FAQ for updated details: http://dcms.uscg.mil/govtrvl/.

When will I get my new CITI government travel charge card? 10OCT18 Update. The new CITI travel cards were mailed a month early for CG cardholders. You should have received your new GTCC from CITI by 10 Oct 2018. If you have not received a new card by that date and had a JPMC travel card as of 1 Sep 18, you call CITI at 800-790-7206 and hit # each time the system asks you to enter your account number (which you don't have since you don't have a card). After three entries of #, you will get a CITI Customer Service Representative. They will then ask you for your SSN to pull up your account. Once verified, you should ensure your mailing address is correct and then request your current account be closed as LOST/STOLEN and reissued.

CITI Webinar Training

If you have a cardholder profile created in the new CITI Manager program, we have been informed you will have the ability to schedule webinar training. As of this print date, these webinars are not accessible through Internet Explorer or Edge. If you have Google Chrome on your workstation or access to a computer not connected to CGDN, you should have the access needed to participate in these sessions. To schedule yourself for a webinar, log into CitiManager, go to the 'wrench' icon for web tools. Next select Learning Center. In the catalog section, select Department of Homeland Security. Under SP3 Transition Training, you can choose CitiManager, CitiManager Reporting and OLA/M with BOLA/M. These are instructor led webinars where you have the opportunity to observe the new system and ask questions (you will have to dial in for this). CitiManager webinars will provide you with an overview how to use the system, look up a cardholder and perform general account functions. CitiManager Reporting will guide you through report set ups and saving/filing options. Although we do not expect you will need the BOLA/M session, you will need to check out the OLA/M course as well. This course is an overview of the online application (OLA) and maintenance. You will not be performing (BOLA/M) bulk online maintenance. Each class will last approximately 1 hr. or less.

GTCC Mandated Training

Almost daily we get inquires from individuals who struggle with completing the required LMS GTCC GMT. The most common issue is launching the program. To help resolve this issue, CSD has added a note to the course launch page. It reads like this:

To complete this course successfully, you must turn off the compatibility view within the Tools option of Internet Explorer ***

To change this in Internet Explorer, you need to click on Tools, Compatibility View Settings. When the screen below appears, ensure that the site is not listed in the "Websites you've added to Compatibility View:" and that the two boxes below for "Display intranet sites in Compatibility View" and "Use Microsoft compatibility lists" are BOTH UNCHECKED.
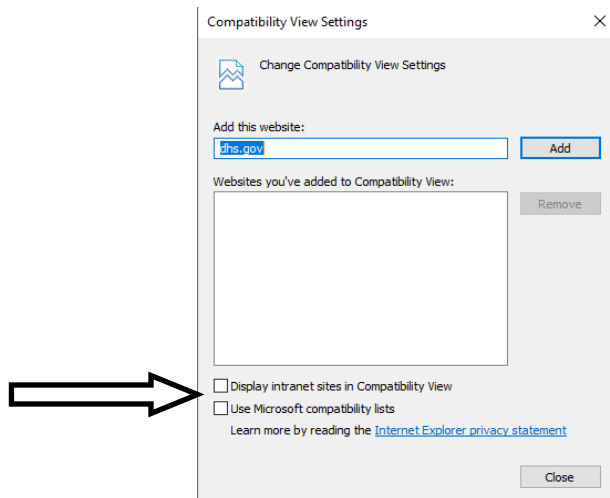
If cardholders or applicants come to you with this issue, politely redirect them to the notes on the course launch page. We find this often easily resolves the issue.

Good To Know

ADTRAV Fee Schedule Changes: For your situational awareness, the contract rates for the ADTRAV contract changed effective 1 Oct 18. All rates were increased by $1.60 as a result of GSA increasing the fee they charge. TMC contract rates are posted at: https://www.dcms.uscg.mil/GOVTrvl/ Traveler_Information/#What_are_the_TMC_Contract_Rates_for_ADTRAV Please share this information with your AOs and travelers.

GTCC Account Updates: Continue to update JPMC travel card accounts for addresses and emails. This remains a cardholder requirement to keep the GTCC profile current. These account changes should get pushed out to CITI at the appropriate time.

CITI Card Use: Please advise cardholders with the new CITI plastic this card is not available for use until 11/30. Cardholders traveling between NOV and DEC should also be reminded to travel with both cards in hand.

OnLine Applications (OLA)

We are back in business, processing all online applications that are submitted where we can match the form with supporting documents. In an effort to overcome technical issues with receiving the bank application program confirmation emails through the CG e-mail system, we are processing all online applications submitted **with or without** the manager's approval. That is, all submitted online applications where we have the complete supporting documentation on file. We continue to reject all applications where there are no supporting documents in our records.

Continue to use this JPMC online application process as the primary method for applying for a new travel charge card until otherwise notified.

Tracking GTCC Balances

During this transition, JPMC has halted salary offset requests on delinquent accounts. We count on you and your command to effectively track past due accounts. This can be done in PaymentNet as well as in Direct Access. Pay attention to the delinquency alerts you receive also. Any existing account balance will not be transferred to the new bank. Should an account be past due at the time of the bank transition and subsequently be unpaid at the end of the year, JPMC has advised us the remaining past due balance will be reported as income to the cardholder which means taxes will be levied against it. Accounts that roll into the charge off bucket and considered a bad debt to the bank will also impact the individual's credit ratings and scores.

As with other GTCC reports, JPMC delinquencies will continue to be report to senior leadership for visibility and disciplinary action.

JPMC Credit Balances

A credit balance on the travel card will appear as a negative account balance. A credit balance may be due to an overpayment of the card or a credit was applied to the account after the balance had been paid. You can help your cardholders by reviewing your hierarchy cardholder profile report to identify these credit balances. The credit balance will not transfer to the new CITI account. JPMC will issue a credit balance refund check (yes, a paper check) and make attempts to liquidate the account balances. However, if the account address is not current and the check is returned to JPMC, they may not make any extra effort to locate the cardholder. Unclaimed credit balances will be forwarded to the state of the last known account address. This is known as escheating.

If you identify a large account balance that was created due to a transaction reversal, verify that travel claims have been correctly submitted to avoid any overpayment made to the traveler. A supplemental claim would be required to correct any travel overpayment identified by a GTCC transaction credit.

GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

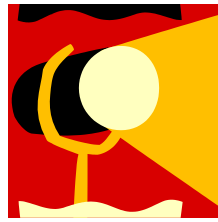Mr. Matt Ruckert
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REMEMBER * ALWAYS PROTECT PII

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

In the Spotlight

Way to go

Travel Managers!

CWO Miranda Frascella: provided feedback regarding on-site CITI EAS training.

YNC Caitlin Fleming: questioned JPMC application process and timing with new bank.

Mr. Paul Crum/YNC Conan Morales: questioned the new CITI fee schedule.

Great questions and comments!

Thanks for asking.

Keep up the great work!

CG Reservist IDT Travel

GTCC use is mandatory for official travel (TDY). This includes reserve duty on ADT. Although IDT is a type of duty, it is not considered official travel for reimbursement.

GTCC shall not be used for IDT travel, *unless* the card is used to secure commercial travel (air/rail/ship) through the TMC aka ADTRAV. Use of the GTCC is prohibited if used for commercial travel for IDT and *NOT* using the TMC. The benefit to use the TMC for IDT is when last minute travel is arranged or there is a possibility of cancellation and the reservation would then be fully refundable, except the service fee. The same contracted flight reservation policies apply. Use of the _CA or YCA fare must be selected when available. The GTCC is not mandatory for IDT travel since it is not reimbursable. However, if the GTCC is used to secure a contracted city pair fare for IDT travel, it shall not be used for any other travel expense (meals, lodging, car, etc.) or with any other travel agency such as Expedia or directly with the airline.

IDT travel and GTCC use must be authorized on the command approved authorization list, when the member is over 100 miles from the duty site. A sample memo is posted for your convenience to the GTCC website: https://www.dcms.uscg.mil/portals/10/CG-1/PSC/bops/GovTrvl/Reservist-City_Pairs_Memo.docx . This information is also found in GTCC policy, CIM4600.18, chapter 1.

Please share this with your AOs, SROs and at reservist all hands meetings.