



# GTCC NEWSLETTER

Volume VIII Issue VIII

SEPTEMBER 2018

## 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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## CITIBANK Transition Update

The transition from JPMC to CITI has hit a few bumps and we appear to be 2 to 3 weeks behind the initial transition schedule developed by CITI. DHS has requested an updated schedule from CITI so we can better track the schedule. As you can see from the below, there are a lot of unknowns still.

01AUG18	JPMC to CITI transition e-mail sent to all current cardholders w/ FAQ link
05SEP18	Account Master File (AMF) for CG sent to DHS for account creations. <b>Any data changes (such as cardholder addresses) made in PaymentNet will not relay over to CITI after this date.</b>
TBD	Program Manager has functional access to CITIMGR system. CITI is still working on getting the system developed and deployed. This is late and delaying the creation of the Travel Manager's system access.
TBD	Travel Managers/Auditors have functional access to CITIMGR system (see above).
TBD	Online training availability for Travel Managers. Currently the online training is only available by CITI via WEBEX....which does not work on CG workstations!!! We are working with DHS to try and get CITI to obtain ADOBE Connect which does work on CG workstations.
TBD	Second AMF (deltas) sent to DHS for account creation; note – suspended accounts will not be reissued. This file will capture any accounts that were either opened or closed between the initial submission of the AMF and now. <b>This will not change cardholder mailing addresses and ensure cards from the initial AMF will get correctly delivered.</b>
TBD	Travel Managers change update cardholder mailing addresses via CITMGR or by calling CITI, and report cards lost/stolen to ensure proper card delivery.
17NOV18	New applications accepted via online CITMGR system and paper forms.
29NOV18	Last day JPMC travel cards will work
30NOV18	First day the CITI travel cards will work
12DEC18	Last JPMC billing cycle end date for new charges
28DEC18	First CITI billing cycle end date
31MAY19	JPMC PaymentNet Access shutdown

## GTCC

### Travel Charge Card

### Web Page

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

JPMC Travel Manager

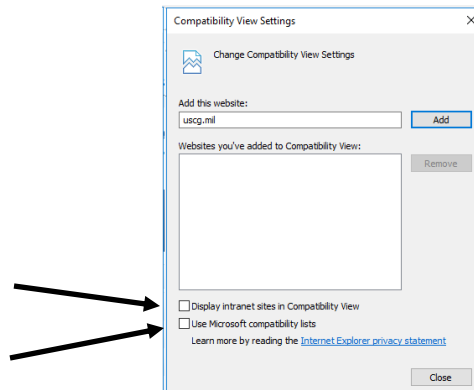
Help Line

866-725-1184

## GTCC Mandated Training

When you, your cardholder or card applicant experience issues launching the GTCC training, refer to the course notes on the launch page:

\*\*\* 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.



This course requires that each module be completed/viewed before you take and pass the 11 question test in order for the course to register as complete in the eLearning system. Unless you page through the entire module BEFORE taking the test you will not get credit for completing the course!

If you don't see the forward/back buttons in the course, ensure you have the course window maximized and your zoom set to 100% (hitting CTRL plus 0 will set it to 100%).

If the course does not load and you get stuck with a spinning globe and the system setting listed above is not effective, then you need to call the CG Help Desk/CSD at 855-243-4948.

More training aids are posted at: [http://www.uscg.mil/psc/bops/govtrvl/Travel\\_Card/GTCC\\_Cardholder\\_Training.pdf](http://www.uscg.mil/psc/bops/govtrvl/Travel_Card/GTCC_Cardholder_Training.pdf)

## Good To Know

- ◇ **Permanent Limit** – Cardholders who travel 5 or more times per year can have a permanent limit set on their cards per CIM 4600.18.
- ◇ **Temporary Limit Increases** – This is the recommended method for setting credit limits for infrequent travelers. Just above the credit limit box on the Account Controls Screen, simply click on the blue Set Temporary Limit text. Temporary limits allow you to set the credit limit to align with the duration of the travel orders plus a couple days on either side. When setting the temporary limit, remember that ADTRAV will generally ticket the airfare 5 business days in advance of the travel and the limit will need to be increased for the transaction to post.



- ◇ **Credit Limit Limits** – **As a Travel Manager your authority is limited to \$9,999 (not a penny more)!** See Chapter 1, paragraph O.2.B of CIM 4600.18 for the process for requesting limits above your authority.

## Resume Online Applications (OLA)

The C4IT staff has gotten us back on line. Our issues of not being able to print the online application form for the filing requirements has been corrected. Although we have cleared the backlog of pending online applications, we still have over 650 supporting documents with no online application submission. Notices have been sent out to these personnel advising them to complete step 4 of the process (i.e. the actual online application).

Please resume pushing applicants to the online process and only use the paper process when ...

- (1) applicant desires to use the DHS Alternate Credit Worthiness Evaluation Process (Note - The normal application process uses a "soft credit check" and DOES NOT affect your credit score; selection of the alternative credit worthiness evaluation processed will result in a restricted account being opened just like if you have a very low credit score.);
- (2) the applicant requires a RUSH delivery card (Note - Rush cards cannot be sent to a PO Box address and someone must be at the card mailing address to sign for the card or it will be returned to the bank as undeliverable!); or
- (3) the applicant does not have access to a CG standard workstation or internet connectivity, either provide the applicant with the information below or contact your local travel manager [See ['Where do I get help?'](#)].

Remember the online application process is the primary method for completing a travel card application.



## Travel Manager Reminders

Although the following information is sent when a new travel manager is designated, a few reminders are always nice.

- ⇒ Travel Managers never change a name within PaymentNet or request JPMC process a name change. The GTCC Program Manager will process all name changes based on Direct Access data. If you have an emergency situation, please contact us to review the timing of the change.
- ⇒ Travel Managers should never, ever change anything associated with their own travel card. This includes contacting JPMC customer service and requesting they make the changes. Any account maintenance required such as changing limits, reopening an account, MCC override, or changing your name that a cardholder cannot do should not be performed by the Travel Manager on their own account. Instead, Travel Managers should go request their Primary Travel Manager or come to us to have these adjustments made to the account.
- ⇒ Travel Managers should never, ever sign their own travel card applications. Instead, Travel Managers should go request their Primary Travel Manager or come to us to approve the application.

## GOVERNMENT TRAVEL CARD PROGRAM MANAGERS

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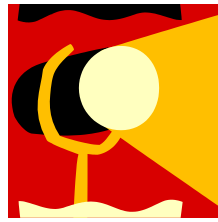
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REMEMBER \* ALWAYS PROTECT PII

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## In the Spotlight

Way to go  
Travel Managers!

**YN1 Javen Head**-questioned the process on account name changes

**YN1 Mikki Leadford**-inquired on Reservists and GTCC use with IDT travel

**YN1 Ammie Parker**-inquired on a MCC update

Great questions and comments!

Thanks for asking.

Keep up the great work!

## GTCC Program: A Week in Review

In case you might wonder what goes on at the GTCC Program level, here is a glimpse of just some of the business that goes on behind the scenes in a week.

- 15 emails were sent to cardholder for returned mail
- 163 emails were sent to cardholders for travel reservation declines
- 534 completed application files were forwarded to SPOs
- 4 new account corrections were made
- 224 accounts closed due to separation
- 45 reserve accounts closed due to IRR/RET transfers
- 147 welcome new cardholder emails were sent
- 1264 OPFACs were updated in PaymentNet (aka Accounting Code)
- 128 hierarchy moves were made
- 251 closed accounts were transferred to the 'closed' hierarchy
- 87 account records and 190 employee records had legal name changes made with new cards requested.
- 8 new travel managers were added, 2 were revoked and 5 had name updates.
- 125 ADTRAV profiles were created, 12 were reactivated, 59 were inactivated, and 74 profiles had name corrections. 270 emails were sent to communicate these updates.
- 146 ADTRAV profiles were updated with GTCC accounts, 61 accounts were deleted, 37 account numbers were updated, 26 account expiration dates were updated. 270 emails were sent to communicate these profile changes.

This is just a partial snapshot of work being done by your PSC GTCC Program.