



Reserve Action Bulletin



GTCC Bank Transition - DELAYED

As announced in ALCGPSC 143/18 (attached), DHS has decided to delay the GTCC transition from JPMC to CITI Bank until January 30, 2019.

Current JPMC charge cards SHALL BE retained and used for official travel through January 29th. If this JPMC card has been destroyed, call the bank at 888-297-0781 to verify the mailing address and request a new card to be sent. Be sure to take and use the JPMC card for official travel if you will be traveling during the transition period between January/February 2019. ***Both the JPMC and the CITI card should be carried when traveling during this switch.***

The new CITI GTCC cards received in October shall be retained for use on and AFTER the new January 30, 2019, effective date. If this card has not been received or has been accidentally destroyed, request a new card by contacting CITI customer service at 800-790-7206. By selecting the # sign after being prompted for a card number three times, customer service should come on line and be available to assist. The cardholder should identify themselves as a DHS/USCG account holder.

The new CITI card must be activated immediately to validate receipt. Although the card is activated, it will not work until January 30th. Cards that are not activated are subject to cancellation.

Cardholders are responsible for maintaining valid contact and address information with both GTCC companies during this transition period. Any update in the JPMC system will not automatically crosswalk to the new CITI account.

The FAQ posted at <https://www.dcms.uscg.mil/Portals/10/CG-1/psc/bops/GovTrvl/GTCC-TRANSITION-FROM-JPMC-CITIBANK-FAQs.docx> continues to be updated as we move through this bank transition.

Cardholder shall direct questions to their unit GTCC Travel Manager. Members can determine who their supporting Travel Managers are under the contact page located at <https://www.dcms.uscg.mil/GOVTrvl/Contacts/>.

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ALCGPSC 143/18

SUBJ: GOVERNMENT TRAVEL CHARGE CARD (GTCC): DELAYED TRANSITION FROM JPMC TO CITI BANK

1. Current JPMC charge cards shall be retained and used for official travel through 29 January 2019. GSA approved a 60-day delay to the planned implementation of the SMARTPAY3 contract, adjusting the transition date from JPMC to CITI as the travel card provider from 30 November 2018 to 30 January 2019.

2. The GTCC Program sent e-mails to ~39K personnel who were already mailed their new CITI travel cards advising them of the change in schedule, providing specific instructions for maintaining their JPMC card, and to ensure their new CITI card was properly received and activated. In addition, e-mails were sent to ~1K cardholders who have not yet been issued new CITI cards to explain the change in schedule and provide notification they should receive their new CITI travel cards in December.

3. Current cardholders are encouraged to take the following actions:

a. Review the FAQ again as we continue to update the questions and answers provided. The FAQ is available at <http://dcms.uscg.mil/GOVTrvl/> under the Transition from JPMC to CITI for Travel Charge Cards ***Important News!!!*** section.

b. Follow the instructions that are included with the new CITI card for activating the new card at <http://cardactivation.citi.com>. The new CITI card must be activated immediately to validate receipt. Although the card is activated, it will not work until 30 January 2019.

c. After activating the new CITI travel card, follow the instructions for logging into CITI Manager System at: <https://home.cards.citidirect.com/CommercialCard/ux/index.html#/login;if> the online activation process is followed, the cardholder will be prompted to do this step automatically.

d. Cardholders who did not receive the new card or accidentally shredded it, should call CITI per the FAQ and request a new card be issued as soon as possible.

e. Cardholders should maintain their current JPMC Travel Card until 29 January 2019.

f. Ensure mailing and e-mail addresses are current in the JPMC system through 29 January 2019.

g. Retain and then start using your new CITI Travel Card for approved, official travel on 30 January 2019.



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4. Applications: If you have an open JPMC travel card, you will not be required to submit a new GTCC application. Personnel who are not current cardholders and need to apply for a card, should follow the guidance posted on our website:

<https://www.dcms.uscg.mil/GOVTrvl/Travel Card/#How do I get a Government Travel Card>.

The information will be updated once the new CITI application process is available.

5. All other questions should be directed as follows:

a. Cardholders and travel card applicants: Direct GTCC questions to their unit GTCC Travel Manager. Members may determine their supporting Travel Managers under the contacts page located at <http://www.dcms.uscg.mil/GOVTrvl/>.

b. GTCC Travel Managers: Direct questions to Ms. Carlene Curry at 703-258-5996, Evelyn.C.Curry@uscg.mil, or Mr. Matt Ruckert at 703-201-3080, Matthew.T.Ruckert@uscg.mil.

6. Released: CAPT P.N. Melnick, Deputy Commander, Personnel Service Center. The Service Center for Our Most Important Resource - Our People.

7. Internet release is authorized.