



# Reserve Action Bulletin



## All Users Must Activate Their Citi-Bank GTCC

With the start of hurricane season arriving next weekend, over 17,000 or 37% of the new CITI travel cards have yet to be activated as required. These members are not deployment ready. As of 02 May 19, ~2,300 reservists were included in that figure. Reservists who have not yet activated their new Government Travel Charge Card (GTCC) issued by CITI **must do so as soon as possible**.

A list of cardholders who had not activated their cards as of 02 May 19 is posted on CG Portal at:

<https://cg.portal.uscg.mil/communities/reserve/Shared%20Documents/Activation-Required-CITI-RESERVE-ACCTs-2MAY19.xlsx>.

Members should take the steps necessary to ensure cards are activated immediately by following the instructions that came with the card. Details on how to activate the new CITI card are included in ALCGPSC 056/19 (attached). Questions should be directed to unit GTCC Travel Managers. Unit GTCC Travel Managers can be found at: <http://www.dcms.uscg.mil/GOVTrvl/>. Supervisors of reservists are highly encouraged to ensure their members have activated their cards.

#

ALCGPSC 056/19

SUBJ: READINESS - ONGOING AND FUTURE CONTINGENCY OPERATIONS  
DIRECT THAT ALL USERS ACTIVATE THEIR CITI-BANK GOVERNMENT  
TRAVEL CHARGE CARD (GTCC)

1. June 1st is the official start to hurricane season. Last year, 8 named storms displaced thousands of Coast Guard members and their families while hundreds of other Coast Guard Personnel, from around the Nation, surged to respond to the impacted communities. This, along with ongoing contingences the Coast Guard is responding to, is a strong reminder that all eligible Coast Guard GTCC cardholders should have a CITI travel card and they should activate their new CITI travel cards in the event of an of immediate evacuation or deployment.

2. Card Activation. As of 24 May, over 17,000 or 37% of the new CITI travel cards have yet to be activated as required.

a. To activate the card, go to <http://cardactivation.citi.com> or call CITI at 877-905-1861. After activation, cardholders should access their account information by following



# Reserve Action Bulletin



instructions for the CITI Manager System at:

<https://home.cards.citidirect.com/CommercialCard/ux/index.html#/login>

b. Cardholders who did not receive the new card or accidentally shredded it, should call CITI at 800-790-7206 and hit # each time the system asks for the account number. After three entries of #, the caller will get a CITI Customer Service Representative. They will ask for the caller's SSN to pull up the account. Once verified by CITI, the caller should ensure their mailing address is correct and then request the current account be closed as LOST/STOLEN and reissued.

3. ADTRAV Profiles and Pending Travel Reservations. No action is required by travel cardholders. On 5 May, the GTCC Program updated all travel profiles within the RezDesk/GetThere systems to reflect the new CITI Travel Card numbers. ADTRAV updated all travel reservations pending ticketing to ensure the new CITI card is charged. This update will result in a full service fee being charged even if the reservation was booked on line (self service).

4. Personnel who are not current cardholders and need to apply for a card, should follow the guidance posted on our website for how to apply for a travel card:

[https://www.dcms.uscg.mil/GOVTrvl/Travel\\_Card/#How\\_do\\_I\\_get\\_a\\_Government\\_Travel\\_Card](https://www.dcms.uscg.mil/GOVTrvl/Travel_Card/#How_do_I_get_a_Government_Travel_Card). The process posted on this site has been updated to reflect the new CITI application process.

5. All other questions should be directed as follows:

a. Cardholders and travel card applicants shall direct GTCC questions to their unit GTCC Travel Manager. Members can determine who their supporting Travel Managers are 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](mailto:Evelyn.C.Curry@uscg.mil)

7. Released: CAPT G. T. Prestidge, Commander, Personnel Service Center. The Service Center for Our Most Important Resource – Our People.

8. Internet release is authorized.