



Reserve Action Bulletin



Transition from JPMC to CITI: Members Who Haven't Yet Activated Their GTCC's

Reservists who have not yet activated their new Government Travel Charge Card (GTCC) issued by CITI ***must do so as soon as possible***. The transition from JPMC to CITI is scheduled for 06 May 19. This is a hard date with no further extensions possible.

As of 02 May 19, ~2,300 cards or 38% of Selected Reserve cardholders have not activated their new CITI travel cards. All cardholders who had not activated their card were sent a specific e-mail reminding them of the requirement to activate the card or call the bank if they never received it on 12 Feb 19.

A list of cardholders who have not activated their cards is posted on CG Portal at: <https://cg.portal.uscg.mil/communities/reserve/Shared%20Documents/Activation-Required-CITI-RESERVE-ACCTs-2MAY19.xlsx>. Supervisors of reservists are highly encouraged to ensure their members have activated their cards. 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 048/19 (attached). As noted in the message, cardholders should direct GTCC related questions to their unit GTCC Travel Manager. Unit GTCC Travel Managers can be found at: <http://www.dcms.uscg.mil/GOVTrvl/>.

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

1. Per GTCC Program e-mails previously sent to all cardholders, the travel card provider transition from JPMC to CITI is scheduled for 6 May 2019. On this date, cardholders should stop using their previously issued JPMC travel cards and start using their new CITI Travel Cards.

2. Card Activation. As of 30 April, over 17,000 or 40% of the new CITI travel cards have yet to be activated as required. Cardholders are reminded that they must activate the new CITI card immediately upon receipt.

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 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. The caller should let the agent know they are with DHS/USCG under SMARTPAY3 and the account is not yet active. If the representative cannot find the account, the caller should ask for a supervisor. 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 will update all travel profiles within the RezDesk/GetThere systems to reflect the new CITI Travel Card numbers. ADTRAV will then update 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 .

The process posted on this site has been updated to reflect the new CITI application process.

5. Each cardholder is encouraged to review the Transition FAQ available at

<http://dcms.uscg.mil/GOVTrvl/> under the Transition from JPMC to CITI for Travel Charge Cards

Important News!!! section.

6. 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, or Mr. Matt Ruckert at 703-201-3080, Matthew.T.Ruckert@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.