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FM COMCOGARD PSC ARLINGTON VA  
TO ALCGPSC

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ALCGPSC 024/12

SUBJ: DHS TRAVEL CHARGE CARD TRAINING - UPDATE

- A. COMCOGARD PSC ARLINGTON VA 061241ZZ DEC 11 / ALCGPSC 163/11
1. REF (A) NOTIFIED COMMANDS AND CARDHOLDERS OF THE REQUIREMENT TO SUCCESSFULLY COMPLETE THE ON-LINE DHS TRAVEL CHARGE CARD TRAINING PRIOR TO BEING ISSUED A GOVERNMENT TRAVEL CHARGE CARD (GTCC) AND EVERY TWO YEARS THEREAFTER.
  2. BASED ON A REVIEW OF CGBI DATA FOR THE REQUIRED DHS TRAVEL CHARGE CARD TRAINING CONDUCTED ON 07FEB2012, THERE ARE CURRENTLY 949 CARDHOLDERS WHO HAVE NO RECORD OF COMPLETING THE INITIAL TRAINING, 9,421 CARDHOLDERS WHO ARE OVERDUE FOR REFRESHER TRAINING, AND 566 CARDHOLDERS WHO ARE DUE FOR REFRESHER TRAINING OVER THE NEXT 2 MONTHS. WHILE THESE NUMBERS REPRESENT A SIGNIFICANT IMPROVEMENT FROM REF (A), WE ARE STILL NOT IN COMPLIANCE WITH DHS OR CG POLICY. A CURRENT REPORT IS AVAILABLE AT [HTTP://TINYURL.COM/86XKKYL](http://TINYURL.COM/86XKKYL) UNDER THE 'DETERMINING CARDHOLDER TRAINING STATUS' SECTION.
  3. REF (A) INDICATED THAT CARDHOLDERS WITH NO RECORD OF EVER COMPLETING THE INITIAL TRAINING WOULD HAVE THEIR ACCOUNTS CLOSED EFFECTIVE 01FEB2012. HOWEVER, INFRASTRUCTURE ISSUES FOR THE CG LEARNING MANAGEMENT SYSTEM NOT SPECIFIC TO THIS TRAINING REQUIRE THIS DEADLINE TO BE EXTENDED. SPECIFIC ISSUES IDENTIFIED INCLUDE THE COURSE FAILING TO LOAD AFTER 5 TO 10 MINUTES OR INDICATING THAT NO COURSES ARE ENROLLED AFTER ENROLLING. BOTH OF THESE ISSUES REQUIRE THE CARDHOLDER TO SUBMIT A CG FIXIT REQUEST FOR CORRECTION.
  4. CURRENT CARDHOLDERS WHO HAVE NOT COMPLETED THE REQUIRED INITIAL TRAINING PRIOR TO 29FEB2012 WILL HAVE THEIR GTCC ACCOUNT CLOSED ON 01MAR2012.
  5. COMPLETE INSTRUCTIONS ON COMPLETING THE TRAINING, PROBLEM RESOLUTION, ACCESSING THE CG PORTAL FROM OUTSIDE THE COAST GUARD DATA NETWORK, PRINTING TRANSCRIPTS, AND RUNNING THE CGBI DHS TRAVEL CARD REPORT ARE AVAILABLE AT [HTTP://TINYURL.COM/7SXQMVQ](http://TINYURL.COM/7SXQMVQ).
  6. COMMANDS ARE REQUESTED TO ENSURE ALL CARDHOLDERS ARE MADE AWARE OF THIS TRAINING REQUIREMENT AND COMPLETE THE TRAINING PRIOR TO 29FEB2012. COMMANDS ARE ALSO ENCOURAGED TO INCORPORATE THIS TRAINING INTO THE UNIT TRAINING PLAN.
  7. QUESTIONS OR PROBLEMS WITH THE COAST GUARD LEARNING MANAGEMENT SYSTEM OR COURSE COMPLETION NOT BEING REFLECTED IN THE CGBI SYSTEM SHOULD BE DIRECTED TO YOUR LOCAL UNIT TRAINING OFFICER.
  8. CARDHOLDER SPECIFIC QUESTIONS SHOULD BE DIRECTED TO THEIR TRAVEL MANAGER. THE LIST OF TRAVEL MANAGERS IS AVAILABLE AT [HTTP://WWW.USCG.MIL/PSC/BOPS/GOVTRVL/](http://WWW.USCG.MIL/PSC/BOPS/GOVTRVL/).
  9. QUESTIONS ON THIS POLICY OR THE GTCC PROGRAM SHOULD BE DIRECTED TO MS. CARLENE CURRY AT E-MAIL [EVELYN.C.CURRY\(AT\)USCG.MIL](mailto:EVELYN.C.CURRY(AT)USCG.MIL), OR MR. MATT RUCKERT AT E-MAIL [MATTHEW.T.RUCKERT\(AT\)USCG.MIL](mailto:MATTHEW.T.RUCKERT(AT)USCG.MIL).
  10. RELEASED BY RADM D. R. MAY, COMMANDER, CG PERSONNEL SERVICE CENTER.
  11. INTERNET RELEASE AUTHORIZED.

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