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FM COMCOGARD PSC ARLINGTON VA
TO ALCGPSC
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UNCLAS //NO4600//
ALCGPSC 058/11

SUBJ: GOVERNMENT TRAVEL CHARGE CARD (GTCC) PROGRAM UPDATE AND PCS
SEASON USE REMINDERS

1. THIS MESSAGE SEEKS TO RAISE AWARENESS OF THE NEED TO MAINTAIN ACCURATE CARDHOLDER INFORMATION, UP-TO-DATE TRAINING, AND GENERAL GUIDANCE AS WE MOVE INTO THE SUMMER TRANSFER SEASON.
2. THE MAJORITY OF THE 47,000 TRAVEL CARDS WITHIN THE COAST GUARD WILL EXPIRE AND NEED TO BE REISSUED BY THE BANK (JPMC) THIS COMING NOVEMBER. THIS MESSAGE SEEKS ASSISTANCE FROM COMMANDS AND CARDHOLDERS IN ENSURING IMMEDIATE ACTIVATION OF PREVIOUSLY ISSUED TRAVEL CARDS AND MAINTAINING ACCURATE CONTACT INFORMATION WITHIN THE JPMC PAYMENTNET SYSTEM.
 - A. ACCOUNT ACTIVATION. THERE ARE CURRENTLY 5,914 ACCOUNTS THAT HAVE NOT BEEN ACTIVATED. THE GTCC STAFF HAS CONTACTED THESE CARDHOLDERS TO ADVISE THEM OF THE NEED TO ACTIVATE THE CARDS IMMEDIATELY UPON RECEIPT OR THE ACCOUNTS WILL BE CLOSED TO PREVENT POTENTIAL FRAUD. THE CURRENT LIST OF ACCOUNTS THAT REQUIRE ACTIVATION IS AVAILABLE ON THE GTCC WEBSITE AT WWW.USCG.MIL/PSC/BOPS/GOVTRVL. IF THE MEMBER HAS THE TRAVEL CARD THEY NEED TO CALL THE NUMBER ON ATTACHED STICKER TO ACTIVATE THE CARD. THEY SHOULD DO THIS EVEN IF THEY "THINK" THEY ACTIVATED IT PREVIOUSLY. THE NUMBER ON THE STICKER SHOULD BE 877-222-2312. IF THE CARDHOLDER IS OUTSIDE THE U.S., THEY CAN CALL COLLECT AT 847-488-4441 TO ACTIVATE THE CARD. IF THEY DO NOT HAVE THE CARD, CAN NOT FIND IT, OR NEVER RECEIVED IT, THEY SHOULD CONTACT THE BANK IMMEDIATELY AND REPORT THE CARD LOST. THE BANK CAN BE REACHED AT 888-297-0781.
 - B. ACCOUNT INFORMATION UPDATES. JUST LIKE ANY BANK OR CREDIT CARD ACCOUNT, CARDHOLDERS SHOULD REGULARLY LOG INTO THE BANKS ON-LINE PAYMENTNET SYSTEM TO ENSURE THEIR CONTACT INFORMATION (MAILING ADDRESS, PHONE NUMBER, AND THEIR E-MAIL ADDRESS) ARE CURRENT WITHIN THE SYSTEM. IT IS REQUESTED THAT CARDHOLDERS ALWAYS PROVIDE THEIR (AT)USCG.MIL ADDRESS AS THEIR PRIMARY E-MAIL ADDRESS AND USE THE COPY ADDRESS FOR ANY PERSONAL E-MAIL ADDRESS. THE PAYMENTNET SYSTEM CAN BE ACCESSED AT [HTTPS://GOV1.PAYMENTNET.COM](https://GOV1.PAYMENTNET.COM) USING ORGANIZATION ID OF DHS0001 AND THEIR EMPLOYEE ID AS THE USER NAME. CARDHOLDERS HAVING TROUBLE LOGGING IN SHOULD CONTACT THEIR LOCAL GTCC COORDINATOR.
3. TRAINING. BASED ON A REVIEW OF THE CGBI TRAINING DATA FOR THE REQUIRED DHS TRAVEL CHARGE CARD TRAINING, THERE ARE CURRENTLY 4,286 CARDHOLDERS WHO HAVE NOT COMPLETED THIS TRAINING. THE TRAINING IS REQUIRED TO HOLD A TRAVEL CHARGE CARD PER ALCOASTS 580/09 AND 623/09, AND DHS TRAVEL CARD MANUAL.
 - A. CHECKING CGBI. TO DOWNLOAD THE STATUS OF THE CARDHOLDER TRAINING FROM CGBI, SELECT THE [HTTP://CGBI.OSC.USCG.MIL/2.0/SEARCH.CFM](http://CGBI.OSC.USCG.MIL/2.0/SEARCH.CFM) LINK, THEN IN THE SEARCH FIELD ENTER "GOVERNMENT TRAVEL CARD TRAINING" AND SELECT SEARCH. THE GOVERNMENT TRAVEL CARD TRAINING REPORT WILL BE AT THE TOP OF THE SEARCH RESULTS. LAUNCH THE REPORT, SELECT YOUR SPECIFIC ORGANIZATIONAL LEVEL, AND THEN RUN THE REPORT.
 - B. TRAINING COURSE COMPLETION. THE DHS-MANDATED TRAVEL CARD TRAINING COURSE IS AVAILABLE VIA THE COAST GUARD LEARNING PORTAL. AFTER SELECTING THE [HTTPS://ELEARNING.USCG.MIL/CATALOG/DEFAULT.ASP](https://ELEARNING.USCG.MIL/CATALOG/DEFAULT.ASP) LINK, SELECT COURSE CATALOG, AND THEN ENTER "TRAVEL" INTO THE SEARCH FIELD TO LOCATE THE COURSE.
4. PERMANENT CHANGE OF STATION (PCS) ISSUES. RELOCATION TO A NEW DUTY STATION CAN BE BOTH EXCITING AND STRESSFUL ON THE MEMBER AND THE FAMILY. PROVIDED BELOW ARE A FEW HELPFUL REMINDERS TO ENSURE YOU USE YOUR TRAVEL CARD CORRECTLY DURING THE MOVE:
 - A. PCS DURATION. IF THE DURATION OF THE PCS TRAVEL WILL EXCEED 15 DAYS, INCLUDING LEAVE, COMPENSATORY ABSENCE, PROCEED TIME AND TDY IN

CONJUNCTION WITH THE PCS, THE CARD SHALL NOT BE USED. THIS DOES NOT APPLY TO TEMPORARY LODGING ALLOWANCE (TLA). THE CARD MAY BE USED TO COVER HOTELS AND MEALS IN CONJUNCTION WITH THE TLA ENTITLEMENT, BUT REIMBURSEMENT CLAIMS MUST BE SUBMITTED EVERY 15 DAYS TO ALLOW FOR TIMELY PAYMENT OF THE MONTHLY GTCC BILL. IN THE CASE OF TEMPORARY LODGING EXPENSE (TLE), CARD USE MAY BE USED SUBJECT TO THE 15-DAY RULE ADDRESSED ABOVE. IF PCS TRAVEL DURATION WILL EXCEED 15 DAYS, ENSURE YOU REQUEST A TRAVEL ADVANCE TO COVER YOUR EXPENSES.

B. DEPENDENT TRAVEL. TRANSPORTATION TICKETS FOR DEPENDENTS MUST BE CHARGED TO THE CENTRAL BILLED ACCOUNT (CBA) VIA A GOVERNMENT TRAVEL REQUEST (GTR). MEMBERS SHALL NOT PURCHASE DEPENDENT TICKETS USING THEIR GTCC.

C. LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL. USE OF THE CBA/GTR AND THE GSA CONTRACTED FARES FOR TRAVEL OTHER THAN BETWEEN OFFICIAL DUTY STATIONS IS NOT AUTHORIZED. SPECIAL RULES AND FARE RESTRICTIONS APPLY TO LEISURE IN CONJUNCTION WITH OFFICIAL TRAVEL. TRAVELERS ARE ENCOURAGED TO CONTACT THEIR SERVICING PERSONNEL OFFICE (SPO) PRIOR TO BOOKING ANY LEISURE TRAVEL.

D. ASSIGNMENTS TO NON-CG UNITS. THE CG GTCC IS ONLY TO BE USED FOR CG-FUNDED TRAVEL. MEMBERS ASSIGNED TO NON-CG UNITS WHERE TRAVEL IS FUNDED BY ANOTHER AGENCY/COMPONENT, SUCH AS DHS, FBI, DEPARTMENT OF STATE, OR DEPARTMENT OF DEFENSE (DOD), ARE REQUIRED TO OBTAIN A TRAVEL CARD FROM THAT ORGANIZATION. THIS IS NOT ONLY REQUIRED BY POLICY AND FOR INTERNAL CONTROL REASONS, BUT ALSO ENSURES TIMELY PROCESSING OF TRAVEL REIMBURSEMENTS.

5. ALL QUESTIONS SHOULD BE DIRECTED AS FOLLOWS:

A. CARDHOLDERS SHALL DIRECT GTCC QUESTIONS TO THE UNIT GTCC POINT OF CONTACT (POC). MEMBERS CAN DETERMINE THEIR HIERARCHY IN DIRECT ACCESS AND THEIR LOCAL GTCC POC VIA WWW.USCG.MIL/PSC/BOPS/GOVTRVL.

B. UNIT POCs SHALL DIRECT GTCC QUESTIONS TO THEIR SUPPORTING GTCC COORDINATOR. COORDINATORS SHALL DIRECT QUESTIONS 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).

6. FOR QUESTIONS REGARDING THIS EVENT, CONTACT MS. CARLENE CURRY AT 202-493-1222 OR [EVELYN.C.CURRY\(AT\)USCG.MIL](mailto:EVELYN.C.CURRY(AT)USCG.MIL) OR MR. MATT RUCKERT AT 202-493-1965 OR [MATTHEW.T.RUCKERT\(AT\)USCG.MIL](mailto:MATTHEW.T.RUCKERT(AT)USCG.MIL).

7. RELEASED BY RDML D. R. MAY, COMMANDER, CG PERSONNEL SERVICE CENTER.

8. INTERNET RELEASE AUTHORIZED

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