**Government Travel Charge Cards (GTCC) Transition from JPMC to CITI FAQs**

**When is the transition happening?** The last day your JPMC card will work is 29 Nov 2018. On 30 Nov 2018 you will start using your new CITI travel charge card.

**What action do I need to take to get a CITI card to replace my JPMC card?** It is critically important that all cardholders ensure their mailing address is kept current in the JPMC system through the end of August and then to 29 Nov 18. DHS will provide CITI with an extract of all open GTCC accounts in late August 2018. This is the data the CITI will use to create and mail the new cards directly to the addresses within this extract starting in mid-September through October 2018. If you have an open JPMC travel card, you will not be required to submit a new GTCC application.

**When will I get my new CITI government travel charge card?** **10OCT18 Update.** The new CITI travel cards were mailed a month early for CG cardholders. You should have received your new GTCC from CITI by 10 Oct 2018. If you have not received a new card by that date and had a JPMC travel card as of 1 Sep 18, you call CITI at 800-790-7206 and hit # each time the system asks you to enter your account number (which you don’t have since you don’t have a card). After three entries of #, you will get a CITI Customer Service Representative. They will then ask you for your SSN to pull up your account. Once verified, you should ensure your mailing address is correct and then request your current account be closed as LOST/STOLEN and reissued.

**What do I need to do when I get the new card?** Like any credit card, you must ACTIVATE the card immediately upon receipt by calling the activation number that will be on a sticker on the card when you first get it. It is very importation that you activate the card since that confirms that you actually received it. If your card is not activated, you risk your account being closed.

**What will the new card look like?** Unlike the current JPMC standard card shown below on the left which includes the US Flag background and GSA Logo information, the new CITI cards will be issued as Quasi-Generic or plain cards for all cardholders.



**What is this Tax ID number on my new CITI GTCC?** DHS directed CITI to include the Tax ID number for the USCG on all of our cards. This Tax ID number should help facilitate obtaining tax exemptions at hotels within states where the GTCC should be exempt from paying state taxes. Please refer to the following link for more information: <https://www.dcms.uscg.mil/GOVTrvl/Travel_Card/#Am_I_exempt_from_paying_state_taxes_when_I_use_my_GTC>

**What information will I need when calling CITI about my new card?** Verification for Voice Response Unit/Card Activation will be the last 4 of your SSN. Secondary verification for Customer Service & Fraud Early Warning will be your Date of Birth (DOB).

**What credit limit will my new card be set at?** Most cards will be issued with a $1 credit limit. However, cards that had a permanent or temp limit set when the data extract was provided to CITI will have a corresponding permanent limit set. Travel Managers during the transition period 1 Sep through 30 Nov, will be required to update limits in both the JPMC and CITI systems.

**What if I am deployed underway on a cutter or other deployable unit from October 2018 through the transition, cannot receive the card, and need to travel after 29 Nov 18?** **16AUG18 Update.** In this case, the travel orders should treat the traveler as being a non-cardholder and include authorization for use of the Centrally Billed Account and travel advances, as required. Once the cutter returns to homeport, this exemption would no longer apply.

**What if I am in a travel status during the actual transition?** Cardholders who are traveling over the 29-30 Nov 2018 period should forward their approved travel orders and contact their local Travel Managers prior to departing on travel to ensure their credit limit is correctly set in both bank systems See “Who should I call about problems with my Travel Card?” at the end of this FAQ.

**What if I am on travel and checked into a hotel or picked up a rental car before 29 Nov 18 and will be checking out/returning the car after 29 Nov 18, which card should I use?** Option 1: When checking out of the hotel or returning the card, after 29 Nov 18, the entire charge should be applied to the JPMC travel card based on the authorization that the hotel/rental car company obtained when the traveler checked in or obtained the rental car. The JPMC approval/authorization is good for 5 days. After that the merchant should get a new approval and it is likely the cardholder will need to present their new card. Option 2: If the authorization was not properly obtained by the merchant or expired, then the cardholder would need to provide the merchant with the new CITI card and charge the entire transaction on the new card.

**How will authorizations on my JPMC travel card that have not posted to my account prior to 29 Nov 18 be handled? 20SEP18 Update.** Because authorizations are valid for five calendar days, transactions authorized prior to November 29 can post up until December 4. After December 4, the merchant should obtain a new authorization and will receive a decline, as the card will be closed. The merchant will then need to contact you to obtain an updated form of payment (i.e. the new CITI travel card).

**To which account will merchant credits be posted after 29 Nov 18? 20SEP18 Update.** After November 30, merchants should apply any credits to the account (SmartPay® 2-JPMC or SmartPay® 3-CITI) that was used to make the transaction.

**Will I need to update my GTCC information within the Travel Management Center (ADTRAV’s) system once I have the new card?** No. The GTCC Program will update all of the ADTRAV profiles to remove the current JPMC card number and replace it with the new CITI card information. This import will be completed on the evening of 29 Nov 18.

**What do I need to do if I have any existing reservations made with ADTRAV prior to 30 Nov for travel on or after 30 Nov 18?** No action is required. ADTRAV will review all pending, un-ticketed reservations and will update the credit card numbers within the record to ensure the ticket is charged to the new CITI travel card. Please note that this manual intervention by ADTRAV will result in the full service fee being charged for any online reservations made by the traveler.

**Will any existing balance from the JPMC card transfer to the new CITI card?** No. The cardholder will be responsible to ensure payment on both cards and is made IAW policy, paying the account in full on or before the due date. Delinquency reporting will continue on any JPMC unpaid balances. Any credit balance on the JMC account must be retrieved by calling the bank directly at 888-297-0781 to request a check be issued.

**What will be the new billing cycle dates with CITI?** The billing cycle for the new CITI card will be on the 28th of each month (compared to the 13th for JPMC). This is when the charge card data will be snapshotted and your monthly statement will be generated. Payment will typically be due within 25 days from the end of the billing cycle.

**How will the monthly statement/bill be delivered?** We have requested via DHS that all new CITI GTCC accounts be configured to default to the monthly statements being mailed to the cardholder. Cardholders will have the option to elect electronic delivery of the statements (i.e. emailed statements) within the CITI online system.

**What payment methods will be allowed by CITI?** The same payment methods available for JPMC will be available with CITI. For cardholders this includes, split-disbursement, checking account and savings accounts (both requiring the account number and routing number for the checking/savings account used). Payment with a debit card or other credit card will continue to be prohibited.

**Will split-disbursement work during the transition and will I need to do anything in TPAX to update my credit card account information?** The split-disbursement option will not be disabled in TPAX and you do not need to update your GTCC information in TPAX. Split-disbursement requests received by the FINCEN prior to 4 December will be processed for payment to JPMC. For claims received from 4 to 13 December all funds will be directed to Members' EFT account (the cardholder will be responsible for the GTCC payment to the correct bank). All split-disbursement requests processed after 13 December will be directed to CITI. Again, cardholders will be responsible for the GTCC payment to the correct bank.

3 Dec - Last split-disbursement requests processed by FINCEN and paid to JPMC

4-13 Dec - All funds will be paid to the cardholder

14 Dec - Split-Disbursement request are paid to CITI

**What if I apply for a new JPMC travel card after the data extract is sent to CITI?** JPMC accounts created after the file is provided to Citibank will be sent over to CITI later as a separate file(s) for cards to be created/issued under their program.

**When will CITI start accepting new applications?** CITI will start accepting new applications on 17 Nov 2018.

**If I had a previous account with JPMC that was closed for delinquency, charged off, multiple non-sufficient fund (NSF) payments, or misuse can I apply for a new card with CITI?** With the exception of the cases of card misuse, you can apply for a new GTCC with CITI and do not need to complete a reinstatement request. Cards that were closed for misuse, will still require a reinstatement package be submitted to the GTCC Program Manager via your commanding officer.

**Who should I call about problems with my Travel Card?** You may contact your local Travel Manager who services your command using the following link below and simply entering your CG Employee ID number. Any Travel Manager within your ATU has the ability to access your account information and provide support. <http://www.dcms.uscg.mil/GOVTrvl/Contacts/> .

**I am a reservist or other agency employee with another government CITI travel card, will I be issued two cards?**-Yes, as an example a CG reservist who is also a GS employee at FEMA will have two cards. One for the CG reserve duty and one for the day job at FEMA. However, a CG reservist who is also a CG civilian employee will only have one card that will be tied to the civilian employee hierarchy location.

