



Task Force Ohana Water Contamination Response Gov't Travel Charge Card (GTCC) Guidance for Coast Guard Members

1. **Purpose:** This message announces immediate temporary expanded use of the Government Travel Charge Card (GTCC) to support lodging, meals, & incidental expenses covered under Temporary Lodging Allowance guidelines, until completion of the new financial system cutover period. These policy waivers offer a reliable means of financial support in the absence of standard TLA claim payments.
2. **Authorized Waivers:**
 - a. Use of the GTCC is authorized for Coast Guard members to pay for lodging and meals for themselves AND their dependents under the current TLA authorization signed by Coast Guard Base Honolulu.
 - b. Members deployed away from PDS can pay for hotel costs with their GTCC for their dependents even though they will be away from the local area.
 - c. Effective 10 December 2021, all members affected by the water contamination have their GTCC limit raised to \$9999.00
 - d. Effective 10 December 2021, members may withdraw cash advances up to \$1500 per week via their GTCC.
3. **Reserving Hotel Rooms:**
 - a. Sato: https://www.cwtsatotravel.com/traveler_info/contactInfo.html?cid=5942
Members can book using their profile/user. You do not need a TA (travel authorization/orders etc..) and should be able to book a hotel only.
 - b. PSC has provided a verbal authorization to SATO to allow for phone call reservations for any member seeking lodging that resides in HI. The phone number is Toll Free: 800-753-7286; Local Collect: 210-877-3302
4. **Questions & Support:** Please see the below list of Travel Managers if you need direct support



| CITI_A | ATU_DESCRIPTOR | UNIT NAME | Hierar | Pt | RAN | FIRST NAME | LAST NAME | Email |
|--------|------------------|------------------------------|---------|-----|-------|------------|-------------|-----------------------------|
| 14 | 14TH CG DISTRICT | D14 | 0031321 | Yes | GS-11 | SUSAN | MATSUDO | Susan.S.Matsudo@uscg.mil |
| 14 | 14TH CG DISTRICT | AIRSTA BARBERS PT | 0031321 | | PERS2 | PETER | ARAGONI | Peter.T.Aragoni@uscg.mil |
| 14 | 14TH CG DISTRICT | CGC JUNIPER | 0031321 | | YN2 | MARISA | BAUTISTA | Marisa.L.Bautista@uscg.mil |
| 14 | 14TH CG DISTRICT | SEC GUAM ADMIN/PERS DIV | 0031321 | | YN2 | RAFAEL | CAMARENA | Rafael.Camarena@uscg.mil |
| 14 | 14TH CG DISTRICT | AIRSTA BARBERS PT | 0031321 | | YNC | LATISHA | GONZALEZ | Latisha.M.Gonzalez@uscg.mil |
| 14 | 14TH CG DISTRICT | Sector Hono | 0031321 | | GS-7 | JANELLE | HOLTZ | Janelle.L.Holtz@uscg.mil |
| 14 | 14TH CG DISTRICT | ACTIVITIES FAR EAST ASIA | 0031321 | | YN1 | CAROL | MCMULLEN | Carol.A.McMullen@uscg.mil |
| 14 | 14TH CG DISTRICT | CGC SEQUOIA | 0031321 | | YN2 | SYLVIA | MEADOWS | Sylvia.F.Meadows@uscg.mil |
| 14 | 14TH CG DISTRICT | D14 RESOURCE MGMT STAFF (DM) | 0031321 | | YN2 | JHONATAN | MEJIA-SILVA | Jhonatan.A.Mejia- |
| 14 | 14TH CG DISTRICT | SEC GUAM ADMIN/PERS DIV | 0031321 | | YN2 | CREED | MILLER | Creed.R.Miller@uscg.mil |
| 14 | 14TH CG DISTRICT | ACTIVITIES FAR EAST | 0031321 | | YN2 | PATRICK | MWEBAZE | Patrick.Mwebaze@uscg.mil |
| 14 | 14TH CG DISTRICT | SEC GUAM ADMIN/PERS DIV | 0031321 | | YNC | MARICEL | NIEVES | Maricel.R.Nieves@uscg.mil |
| 14 | 14TH CG DISTRICT | AIRSTA BARBERS PT | 0031321 | | LT | CARTER | PROVOST | Carter.P.Provost@uscg.mil |
| 14 | 14TH CG DISTRICT | CG STA APRA HARBOR | 0031321 | | BMC | TESSE | WILSON | Tesse.M.Wilson@uscg.mil |
| 14 | 14TH CG DISTRICT | D14 RESOURCE MGMT STAFF (DM) | 0031321 | | YN1 | STAR | ZANDER | Star.Z.Zander@uscg.mil |
| 21 | PAC AREA | CGC Midgett | 0031330 | | YN1 | JOSHUA | LAMBORN | Joshua.D.Lamborn@uscg.mil |
| 21 | PAC AREA | MSST HONO OPS SPRT DEPT | 0031330 | | YN1 | MARTHA | VILORIA | Martha.L.Viloria@uscg.mil |

5. This information paper will be updated as the situation continues to evolve.

POC: LCDR J. Cain, (808) 842-2018
Approved by: CAPT A. Joca, (808) 842-2005

Steps for New GTCC Card Issuance:

In order to receive a GTCC, you must first complete the following steps:

1. **Complete and pass the mandated training for GTCC.** This is found at <https://elearning.uscg.mil/>. Search for GTCC or course number 501289. Additional instructions are available here - [Cardholder Training Instructions](#). These instructions explain how to take the training, overcome system issues, and print the required transcript. Do not print or include the test score report.
2. **Obtain written command endorsement.** Use the below memo template to request a Government Travel Charge Card be issued. Ensure to attach a copy of your **transcript** (**NOT THE TEST SCORE REPORT or any other system screen print**) showing completion of the required training as enclosure (1) and that you sign the CITIBank Individually Billed Cardholder Agreement Form that is attached as enclosure (2) of this memo.



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greement.docx

3. **Forward documentation.** Once training is completed and passed, command endorsement is obtained with the appropriate command signature authority, and cardholder agreement is signed and dated, all documents shall be scanned into a single Adobe PDF formatted file and forwarded to HQS-SMB-CGPSC-GTCC-APPLICATIONS@USCG.MIL. Be sure to include the employee ID number.

STOP! DO NOT PROCEED TO STEP 4 UNTIL AFTER STEPS 1-3 ARE COMPLETED AND DOCUMENTS SUBMITTED TO THE E-MAIL ADDRESS INDICATED. APPLICATIONS WILL NOT BE PROCESSED AND WILL BE REJECTED WITHOUT THE COMPLETED DOCUMENTATION REQUIRED ABOVE. THIS IS NOT THE ACTUAL APPLICATION. THIS IS ONLY THE FIRST HALF OF THIS APPLICATION PROCESS.

Note: Once these documents have been submitted you will need to proceed to step 4 below without further approval or response from HQS-SMB-CGPSC-GTCC-APPLICATIONS@USCG.MIL.

4. **Complete the GTCC electronic application as outlined below.**

By submitting an electronic government travel card application, you consent to a credit worthiness evaluation performed by CITIBank. This is a soft credit check and does not impact or reflect on your credit report. If you prefer to use an alternative evaluation process, please contact your local travel manager or the CG Program Coordinators (evelyn.c.curry@uscg.mil) for additional information on completing the paper GTCC application form.

NOTE: If you have an existing CITIManager logon/user profile, such as a travel manager or auditor, use your log on first to access the system. Once in the program, in the black bar in the middle of the screen, select APPLY FOR A NEW CARD. Continue with steps 5.d.below.

5. The application process begins with creating a user profile. Once the new GTCC account has been created it will be linked with this user profile. This will allow you to later, log into CITIManager to view your account details such as card balance, credit limits, statements and perform self-service tasks.

To complete an electronic government travel card application:

- a. Access the CITI Bank/CITIManager GTCC application electronic paperless system. To access the online form, click this link:

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

- b. The CITIManager User screen displays.
- c. In the section New Users, select Apply For Card.
- d. Select the radio button option: Invitation Passcode. Then Continue.
- e. In the INVITATION PASSCODE field, enter USCGSP3GTCC
- f. In the INVITER'S EMAIL ADDRESS, enter HQS-SMB-CGPSC-GTCC-Applications@uscg.mil
- g. Click the Continue button.
- h. On the next SIGN ON DETAILS screen, create a user name that can easily be remembered. Then complete the remainder of the fields and submit.
- i. Once you have completed your user creation, the system will move to the application form. Complete the fields that display on the application. Open the document below for requirements and a list of fields and field descriptions, refer to the Travel Card Electronic Application Fields Guide below. **THIS IS TO EXPLAIN THE FIELDS IN THE APPLICATION ONLY, DO NOT FILL IN THIS WORD FILE.**



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Instructions.docx

- j. Ensure all fields are properly populated with valid information to avoid delays caused by a rejected application.
- k. If the application has been successfully submitted, a new account may be visible on the CITIManager system within 1-3 business days. The new travel card will be delivered regular mail within 7-10 days.
- l. Refer to the guidelines listed in the Application Notes section below for further instructions on how to complete the government travel card application.

Application Notes:

- The memo document must be endorsed by someone who has BY DIRECTION command signature authority at your unit (i.e. who can sign for your Commanding Officer).

- Complete all the required fields that are identified by an asterisk (*).
- There are limitations to the number of characters used for the full name. 25 characters which includes spaces limit what can be typed on the plastic card.
- To electronically submit an application, you must include your residential address. You can use another mailing address in the Mailing Address section, but your residential address is required to complete the credit evaluation. A shipping address is only needed when the initial card delivery will be different from the mailing address.
- Be sure to provide the correct official e-mail address. DHS requires your official work email for this application process.

If you have questions about the Travel Card Program, please contact your local GTCC Travel Manager which can be found at: <https://www.dcms.uscg.mil/govtrvl/>