

## **TRAVEL CARD - DO'S & DON'TS FOR EMPLOYEES**

**With the privilege of a Government travel card also comes the responsibility for its proper use.**

Your Government travel card is a tool that assists you in the performance of your duties. The manner in which you use the travel card will reflect directly upon you as an employee and as an individual. You must use the card only for authorized expenses incurred in connection with official travel orders. Use of the card does not relieve you of the responsibility to employ prudent travel practices and to observe rules and regulations governing the travel as set forth in the Federal Travel Regulation (FTR).

**Do** use your travel card to pay for authorized expenses on official travel orders.

**Don't** use your travel card for personal expenditures not reimbursable on the travel voucher.

**Do** remember your travel card has a charge limit for food and automatic teller machine (ATM) withdrawals.

**Don't** use your travel card during periods when you are not on official travel status.

**Don't** allow others to charge purchases on your travel card.

**Do** be aware that vendors report to the Department on the use of the card for non-travel related expenses.

**Don't** charge office supplies, training, conference fees, photocopies, postal services, or equipment on the travel card

**Do** safeguard your card and assure it is not lost or stolen.

**Do** contact the bank customer service number in a timely manner, if you have questions about your monthly bill.

**Don't** wait to report a lost or stolen travel card to the bank and your Agency/Organization Program Coordinator (AOPC) or travel coordinator.

**Don't** forget to file your travel claim within 5 working days after trip completion or every 30 days if you are on extended TDY travel.

**Do** retain your receipts while on travel so you have accurate information to file a travel claim and to reconcile your monthly statement.

**Don't** use your travel voucher reimbursement for personal gain. Failure to pay the bank can result in termination of charge card privileges and/or Salary Offset.

**Do** use Split Disbursement, when vouchering, to pay your bill.

**Do** submit payment in full for the travel card bill before the statement due date.

**Don't** allow your travel card account to become delinquent. Delinquency occurs on the first day after the due date.

**Don't** put other employees' travel expenses on your card.

**Do** obtain cash advances for official travel through an ATM only when authorized.

**Don't** obtain cash advances that exceed the authorized travel meals and incidentals (M&IE) per diem for the trip.

**Do** follow Citibank's dispute process for incorrect or erroneous charges.

## Defense Travel System Instructions

### Profile Update

**For personnel “who already have” a DTS account established and just need to make changes to profile information (i.e. address, checking account information, government travel card, etc.).**

1. Log in DTS.
  - a. Open Internet Explorer.
  - b. Enter [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil) in the address window. See below.
  - c. Insert the Common Access Card (CAC).
  - d. Select the green LOG IN button.

The screenshot shows the Defense Travel System (DTS) homepage. The browser window title is "Defense Travel System - Welcome to DTS - Access4Less". The address bar shows "http://www.defensetravel.osd.mil/dts/site/index.jsp". The page features a navigation menu on the left with links like Home, About DTS, News & Events, Training, Deployment, System Status, DTS Limited, Help Desk, Documents & Downloads, Release Info, Contacts, and Links. The main content area has a "Welcome to DTS!!" heading, a "System Status" section showing "Production Server" and "EWTS Server" both as "DTS is Available", and a "Recent Updates" section with links to "Post Payment Review Findings for 1Q, FY04", "DSCP Celebrates Start of New Travel System", and "Transformation in Action - The DTS Story". A "Three Primary Efforts" section is highlighted with a red circle. At the bottom, there is a "Click here for Defense Travel Administration (DTA) Seminar" link and a "Three Primary Efforts" section with a red circle around the "LOG IN" button.

2. When the main screen display, click the down arrow key listed beside “Official Travel”.
3. Click on “Authorizations/Orders”.
4. Click the “edit” link on the right side of the screen.
5. When document opens, click on the “Additional Options” link from the menu bar at the top of the page.

6. The screen should default to the profile page. The "My Profile" screen is where you can update your personal information (i.e. new address).
7. Click on "My Additional Information". This is where you can update your new duty information (i.e. organization, address, new duty phone number, etc.).
8. Click on "My Account". This is where you can update your government travel charge card account information, and your check/saving information.
9. Once all information is corrected. Click in the box next to "Save changes to permanent traveler information".
10. Click "Update Personal Information".
11. Your new information should populate into your DTS profile.
12. Check with you local DTA to ensure that information changed in the system. They have access to your profile.

**Frequently Asked Questions**  
**Citibank Government Travel Charge Card (GTCC)**  
**Instructions for Employee Transition**

**Q. Should I use my government credit card during my BRAC move?**

- A. According to FORSCOM's policy use of the GTCC to pay for PCS expenses is strictly voluntary for the employee. Please also be aware that your claim payment date and credit card payment due date may not coincide. Also note that most civilian PCS travel is taxable and more than likely you will receive less money from your claim than you charged to the government credit card. You are responsible for any and all amounts charged to your government issued travel credit card including any late fees and/or penalties.

**Q. What should I do when I PCS to Fort Bragg?**

- A. Contact your Agency/Organization Program Coordinator (A/OPC) to let them know you will be using your travel card to PCS to Fort Bragg. The A/OPC must ensure that the account is placed in Mission Critical Status to prevent the account from becoming delinquent.

**Q. What should I do if I am moving from one DoD Component/Agency to another?**

- A. If you are transferring within DoD, it is important that you do NOT destroy your card or cancel your account. Contact your APC at your new organization to transfer the account into your new hierarchy. If you are transferring out of or retiring from DoD, contact your losing A/OPC so the card can be destroyed and the account closed.

**Q. What if I am in a TDY status and my card has been deactivated/suspended and I cannot get back home?**

- A. The Do Not Strand Policy allows customer service to temporarily activate an account that has been deactivated or suspended at the cardholder's request in the event the cardholder is traveling on official DoD travel away from their official duty station. Attempted charges must reflect travel status. Cardholder will be informed that their card will be activated for no more than 5 days (only in cases where the account was deactivated) and should they need additional time, they must contact their APC. In cases where the account is suspended, the cardholder will be required to contact customer service and ask that each transaction be forced through in order to get the cardholder back to their duty station.

**Q. Is it mandatory to use a travel charge card when traveling?**

- A. Employees who travel more than two times a year are required to use a travel charge card. The travel card enables travelers to carry less cash, obtain government discounts, and obtain cash advances from automated teller machines (ATMs).

**Q. Can I get a cash advance?**

- A. If an advance is required and you have a travel charge card, use your ATM access to obtain an advance. If you do not have a travel charge card, you may obtain an advance if requested on the travel authorization. This type of advance is by direct deposit only and must be requested at least 10 days prior to travel.

**Q. What type of official business travel expenses can I use my travel card?**

- A. When on official Government business travel, the travel card should be used for all official business travel expenses from vendors that accept the travel card. Examples are lodging, meals, and transportation such as rental cars. The travel charge card is electronically coded to be rejected at merchant locations that have been determined as not necessary for conducting official business travel.

**Q. What are the consequences of misuse of the travel card?**

- A. Cardholders who misuse their travel card are subject to disciplinary action. Disciplinary actions may include: cancellation of travel card privileges; counseling; written warning; reprimand; suspension and/or termination of employment. Additionally, the bank is authorized to take certain actions against cardholders whose accounts are cancelled for delinquency, such as: assessing late fees; utilizing collection agencies to recover the delinquent amount; reporting the delinquency to national credit bureaus and salary offset.

**Q. May I use my travel card for personal expenditures?**

- A. No. Under no circumstances should your travel card be used for personal expenditures. Misuse of the travel card will result in disciplinary actions.

**Q. May I use the travel card to pay registration fees for official business?**

- A. No. The purchase card or DD Form 1556, Request, Authorization, Agreement, Certification of Training and Reimbursement form should be used to pay for these types of fees.

**Q. When should I turn in my travel reimbursement voucher?**

- A. Cardholders should complete a travel reimbursement voucher within 5 days after the end of the trip.

**Q. How long do I have before I have to pay my travel card bill?**

- A. You will be billed by the bank every 30 days if you have charges. The cardholder must pay all undisputed charges directly to the bank in full by the billing due date as printed on the billing statement. If you have no outstanding transactions at the billing cycle date, you will not receive a billing statement.

**Q. What is a delinquent account?**

- A. An account whose balance is not paid in full by the due date printed on the billing statement.

**Q. When is my travel card account considered delinquent?**

- A. Your account is considered past due or delinquent if payment of the undisputed amount has not been received 45 calendar days from the closing date on the billing statement of account in which the charge first appeared.

**Q. How does an account get suspended?**

- A. If payment for the undisputed principal amount has not been received 61 calendar days after the closing date on the statement of account in which the charge first appeared, the account is suspended.

**Q. What happens to an account that is suspended?**

- A. The card will not be available for use, until full payment is made.

**Q. What happens if my card is cancelled by the bank?**

- A. Once an account has been cancelled, the bank is not required to reinstate the account even when full payment is made. If your card is cancelled and not reinstated by the bank, you will be required to pay for travel expenses using personal funds and be reimbursed upon completion of travel through the travel vouchering process.

**Q. What happens to an account that is cancelled?**

- A. The account is closed and the cardholder may be reported to the credit bureau. Employees who lose their charge card privileges due to misuse or account delinquency must use their personal funds to finance travel expenses, with the exception of transportation tickets, which must be purchased using a corporate account. When personal funds are used, employees will be reimbursed through the

travel voucher process. No travel advances (by either cash or check) will be authorized except under hardship conditions approved by the program assistant secretary.

**Q. My card has expired and I haven't received a new one, what should I do?**

- A. You should receive a replacement card ninety days prior to the expiration date reflected on your current card. If you do not receive your replacement card, contact the bank's customer service center immediately at CONUS (1-800-472-1424) or OCONUS (1-757-441-4124).

**Q. I forgot my Personal Identification Number (PIN). What should I do?**

- A. Contact the bank's customer service at CONUS (1-800-472-1424) or OCONUS (1-757-441-4124). These phone numbers are located on the back of your travel card. For security reasons, customer service does not have your PIN on file.

**Q. What do I do if my card is lost or stolen?**

- A. Contact the bank's customer service center immediately at CONUS (1-800-472-1424) or OCONUS (1-757-441-4124). Also notify your local A/OPC and your supervisor.

**Q. What do I do with my card if I terminate my employment?**

- A. If you resign, retire, transfer to another agency or if your appointment ends by other means, you must contact your local A/OPC to notify them that your travel card account needs to be cancelled.

**Q. What if I can't pay my bill because I haven't received my reimbursement?**

- A. Individually billed accounts are the obligation of the cardholder. There is no condition on payment after reimbursement. Accounts not paid after 60 days are suspended.

**Q. What if I prefer to use my own personal credit card instead of the Government card?**

- A. Public Law 105-264 prescribes mandatory use because it saves the Government (and taxpayers) money. There are some exemptions from the card and they are noted in FTR 301-51. However, personal preference is NOT one of the exemptions!

**Q. What if I can't get a card?**

A. Individuals who are not eligible for a card, or are exempt from its use, including those whose card was previously cancelled or have poor credit, are eligible for a travel advance. Vol 9, Ch 3, Sections 030302 and 030303 provide for exemptions from mandatory use. Section 030302.A.2.b clarifies that individuals who refuse the card are not exempt from its use; therefore they are NOT eligible for a travel advance.

**Q. What authority requires that I use a travel card?**

A. Public Law 105-264 prescribes mandatory use of the travel card – Federal Travel Regulation (FTR) and DoD FMR Volume 9, Chapter 3 of the DoD Financial Management Regulation carries out the requirement and provides the exceptions.

**Q. What authority requires me to split disburse my travel payments?**

A. Public Law 107-314, Section 2784a gives DoD the authority to implement split disbursement. Memorandum from the DoD Comptroller dated 23 Apr 03 implements that authority.

**Q. What documents do I need to keep during my move?**

A. Strongly recommend that you save every document (i.e., receipts, bill of sale, invoices, etc.) for every incurred expense in your civilian PCS move; these may be needed for reimbursement and/or tax purposes. A properly completed DD Form 1351-2 (Travel Voucher or Sub voucher) must accompany every request for payment. Be sure to keep a copy of anything you submit, as well as a copy of all settled vouchers, for your records.

## Important Information for Cardholders

1. Ensure that no unpaid balances remain on your travel card account. Cardholders may call Citi Customer Service at 1-800-200-7056, if residing within the U.S. and Territories, or 757-852-9071, collect, if residing outside the U.S. Cardholders may also visit Citi's Electronic Access System (EAS) at [home.cards.citidirect.com/commercialcards](http://home.cards.citidirect.com/commercialcards) to review their travel card account for any unpaid balances. Any account balances that remain unpaid may reflect on the cardholder's credit report and Citi reserves the right to turn an account over to a collection agency.
2. To determine if an account has a credit balance, cardholders should contact Citi's Customer Service, 1-800-200-7056. Cardholders can ask for a refund to be mailed to them. If requests are not made for credit refunds, Citi will automatically send the refund to the address on file after 90 days. If attempts to refund the credit balance are exhausted, the balance will be turned over to the state of the address on file with Citi. No credit balance refunds will be made to individuals on CBAs.
3. Contact your Agency Program Coordinator (APC) if you have not received your new travel card issued by Citi or if you have a need for a travel card. Your APC is the individual who manages the travel card program for your area. This person is typically found in the human resources area or in the accounting/transportation area.

4.

Customer Service Support	
Citi Customer Service	1-800-200-7056 (collect 757-852-9076) 24 hours a day, 7 days a week
Citi's DoD Travel Card Webpage	<a href="http://www.transactionservices.citigroup.com">www.transactionservices.citigroup.com</a>
All Other GTCC Transition Questions	Travel Assistance Center 1-888-Help1Go DSN: 312-564-3639 24 hours a day, 7 days a week

### Managing your Account Online

Review statements, update account information, or make payments online via CitiDirect.

1. How To: Access CitiDirect
  - a. [http://www.defensetravel.dod.mil/DTSO Outreach/CH\\_Self\\_Registration.pdf](http://www.defensetravel.dod.mil/DTSO Outreach/CH_Self_Registration.pdf)

## 2. How To: Access Online Statements and Make Payments via CitiDirect

- a. [http://www.defensetravel.dod.mil/DTSOutreach/CH\\_Statements\\_and\\_Payments.pdf](http://www.defensetravel.dod.mil/DTSOutreach/CH_Statements_and_Payments.pdf)
- b. All mailed payments must include the remittance slip from the paper statement and account number written on the personal check. If payments are submitted without this critical account information, cardholders run the risk of payments being delayed, posting to the wrong account, or returned to sender, unable to be processed.
- c. Send remittance slip or account number with payments for Citi accounts to:  
Citibank Government Card Services  
PO Box 6575  
The Lakes, NV 88901-6575

### **Travel Card Training**

The Defense Travel Management Office (DTMO) is offering training for all cardholders. Training is offered at no cost to users. For more information or to register for courses, visit DTMO's [Travel Explorer \(TraX\)](#). [Click here](#) for instructions on accessing Travel Explorer and training. The training is online.

- Travel Card Program Management (Travel Card 101) - *Mandatory Training*

### **Additional Information**

Your primary point of contact for travel card information is your APC who manages the travel card program for your area. This person is typically found in the human resources area or in the accounting/transportation area.

### **What is an Agency/Organization Program Coordinator (A/OPC)?**

A/OPCs play an important role in your organization's GTCC program by assisting with the overall management and day-to-day operations of the program for a local base/installation by activating and deactivating individually billed accounts (IBA), credit limit increases, termination of GTCC accounts, etc. Contact your organization's A/OPC for additional information regarding your accounts. Use the handy Helpful Hints for Travel Card Use to list you're A/OPC information for emergencies

### **Who do I contact if I have questions about using my new Government Travel Charge Card (GTCC)?**

Cardholders have a variety of resources. First, cardholders should contact their Agency/Organization Program Coordinator. They will be able to answer your questions, provide

organization-specific guidance or direct you to other helpful resources. Additional resources are listed below.

Citi Customer Service  
1-800-200-7056  
(collect 757-852-9076)

All Other GTCC  
Transition Questions

Travel Assistance Center  
1-888-Help1Go  
DSN: 312-564-3639

### **What information do I need on hand when I call Citi's Customer Service Center?**

When cardholders call Citi customer service, they will be asked to validate their identity by providing any combination of the following information:

Cardholder Name  
Last 4 digits of SSN  
Address

### **How do I verify receipt of my new GTCC?**

Cardholders can verify receipt of their new cards by calling the number provided on the sticker affixed to the front of the new card or by visiting [www.citimanager.com/dodtravel](http://www.citimanager.com/dodtravel).

### **What if my new card is lost or stolen after I verify receipt?**

If a new card has been lost or stolen, immediately contact Citi Customer Service at 1-800-200-7056 (collect 757-852-9076) and follow up with your APC.

### **How do I get my Personal Identification Number (PIN)?**

To establish a PIN for ATM access, call Citi's toll-free customer service phone number 1-800-200-7056 (collect 757-852-9076).