

### 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/DTSOutreach/CH\\_Self\\_Registration.pdf](http://www.defensetravel.dod.mil/DTSOutreach/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).