



DEFENSE TRAVEL MANAGEMENT OFFICE

Government Travel Charge Card Frequently Asked Questions

I. Frequently Asked Questions

1. Will I be reimbursed the ATM access fee during travel?

Effective 1 October 2014, ATM fees are no longer a separately reimbursable expense. Travelers are still reimbursed for these minor expenses (to include ATM fees), but as part of the incidental expenses (IE) portion of per diem rather than individual/separate expenses. For example, if TDY for a week, they receive \$35 (7 days @ \$5.00/day) to pay for these minor expenses throughout the week.

2. Who should a cardholder contact when their government travel charge card is declined?

The cardholder should contact their Agency Program Coordinator (APC) for assistance. If the APC is not available, the cardholder should contact Citi Customer Support at (800) 200-7056 or outside the U.S. call collect (757) 852-9076, 24 hours daily / 7 days a week.

3. Can a Scheduled Partial Payment (SPP) be paid to the traveler's government travel charge card?

Yes, if there are expenses on the authorization indicated as being paid for using the travel card.

4. Who should a cardholder contact for travel card issues/questions?

The cardholder should contact their Agency Program Coordinator (APC) directly. They are responsible for supporting their organization's day-to-day operations for the DoD Travel Card. Should the cardholder be unable to reach their APC, they may contact Citi Customer Service at (800) 200-7056 or outside the U.S. call collect (757) 852-9076, 24 hours daily / 7 days a week.

5. How do I apply for a DoD travel card?

Applications for an individually billed account (IBA) are available through your Agency Program Coordinator (APC) as well as at Citibank's webpage www.transactionservices.citigroup.com/transactionservices/home/sa/a2/gsmartpay2/dod/forms.jsp. Your APC will provide important program information and the "DoD Statement of Understanding for Travel Cardholders" which every applicant must complete prior to being issued an account. An electronic version of the Statement of Understanding can be found at www.defensetravel.dod.mil on the Government Travel Charge Card page.

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

Cardholders are responsible for paying their monthly billing statement in-full, excluding any disputed transactions, by the due date indicated on the statement. Unpaid accounts are considered past due at 30

days beyond the billing date, and delinquent at 60 days beyond the billing date. Cardholders are responsible for payment regardless of the status of their travel reimbursements. If your due date is approaching and you've yet to receive reimbursement, please contact your travel approving official immediately.

7. Can I be placed in salary offset without anyone notifying me?

The Salary Offset process is initiated by DFAS upon written request from the GTCC contractor. Salary Offset is the process by which travel card delinquencies greater than 120 days may be collected from DoD cardholders, via automatic garnishment of their wages, up to 15% of their disposable income. Prior to being enrolled in Salary Offset, cardholders are provided several reminders regarding the late payment status of their account, to include that enrollment in Salary Offset may occur if the balance remains unpaid.

8. What is the credit limit for my DoD individually billed travel card?

The type of account you have determines your credit limit. There are two types of Individually Billed Accounts (IBA), standard and restricted. The default credit limit for a standard travel IBA is \$7500. The default credit limit for a restricted travel IBA is \$4000. Contact your Agency Program Coordinator (APC) to verify what type you have. Your APC can also adjust these default credit limits to meet official travel mission needs.

9. What if I'm denied a travel card?

If your application is denied contact your Agency Program Coordinator (APC) immediately. In some cases, your commander or supervisor can arrange for travel card to be issued to meet mission needs regardless of the outcome of your application request.

10. What authority requires me to split disburse my travel payments and where is it stated?

Per DoDI 5154.31, Volume 4, DoD personnel (military or civilian) who have been issued a travel card for use while performing official government travel are required to use split disbursement to pay all undisputed charges against the GTCC. Payment for all GTCC (IBA) charges will be sent directly to the GTCC contractor. It is the traveler's responsibility to pay their GTCC contractor directly for any outstanding charges not split disbursed. To support the split disbursement requirement, the DTS will automatically split disburse airline, hotel, rental vehicle, and other miscellaneous expenses identified by the traveler as charged to the GTCC (IBA) directly to the GTCC contractor. Approving officials are responsible for ensuring that split disbursement amounts are properly annotated and should return any travel vouchers that do not comply for correction and resubmission. For additional information regarding split disbursement, refer to Title 10 U.S.C. 2784a.

11. Can I use my travel card to pay medical expenses if I'm injured or sick while on TDY?

No. The travel card may only be used to pay the expenses of official travel (e.g., transportation, lodging, meals, etc.). Medical care is considered a personal expense. Before departing for TDY, travelers should understand how to access their health care provider and should take the proper documentation (military ID card or civilian health insurance card) or sufficient personal funds (e.g., a personal credit card).

12. Can I use my travel card to pay for personal travel that occurs in conjunction with official travel?

The travel card is not for personal use. Misuse of the travel card will not be tolerated. Commanders/Supervisors will ensure travel cards are used for official travel related expenses.

13. How can I get a higher credit limit for my travel card?

You must make the request to the Agency Program Coordinator (APC). They have the authority to increase the overall credit limit on a temporary basis to accommodate mission requirements. Commanders and supervisors must validate the requirement to increase the limit. In some cases, your APC may need to elevate the request to their Component Program Manager (CPM), or the Defense Travel Management Office (DTMO).

14. How do I access my travel card account online?

Cardholder's may log into CitiDirect at <https://home.cards.citidirect.com> using your assigned username and password. If you do not have a username or password, contact your Agency Program Coordinator (APC) for information/assistance in obtaining access

15. Is there a limited time to file a dispute claim?

All disputes must be filed within 60 days of the date on the billing statement which the erroneous charge first appeared. In the event that the billing statement includes charges that the account holder considers questionable, the cardholder will first contact the merchant to try to resolve the questionable charge. If unsuccessful, he or she will obtain a dispute form from the APC (IBA), account manager (CBA), or from the GTCC contractor's website. The cardholder will complete and send the form to the GTCC contractor. It is the responsibility of the cardholder to ensure the dispute form has been received by the GTCC contractor. Once the dispute notification has been received by the GTCC contractor, the contractor will issue a provisional credit for the amount of the dispute pending resolution. Formally disputed charges will not age and the account will not suspend for lack of payment of a disputed charge.

16. Am I responsible for charges on my government travel charge card after it has been reported lost or stolen?

If your travel card is lost or stolen you must immediately report it to Citibank Customer Support at (800) 200-7056, or if outside the U.S. call collect (757) 852-9076, 24 hours daily / 7 days a week, to avoid responsibility for fraudulent charges on your account. Be sure to also notify your Agency Program Coordinator (APC). Cards reported lost or stolen are blocked from accepting additional charges, and you will not be liable for unauthorized charges.

17. Where can I find the policies and procedures for the Government Travel Charge Card?

Information regarding policies and procedures for the Government Travel Charge Card can be found in The DoDI 5154.31, Volume 4.

18. What is CitiDirect?

CitiDirect is the GTCC contractor's electronic access system. It consists of two parts, the Citi Custom Reporting System (CCRS) and the Citi Card Management System (CCMS). CCRS is a secured web-based tool designed to provide Agency Program Coordinators with the ability to access, navigate, and explore

relational data and make key business decisions in real-time. CCMS allows Agency Program Coordinators to effectively manage accounts.

19. How do you set up a new user in the Citi Card Management System?

To set-up a new user in the Citi Card Management System, please click <https://home.cards.citidirect.com/CommercialCard/Cards.html>. Then select the “Self -registration for Cardholders” option on the home page.

20. What is an Agency Program Coordinator (APC)?

An APC serves as the liaison between you, your agency/organization, and the GTCC contractor bank. In addition, the APCs are responsible for day-to-day operations. You can find additional information regarding duties in the DoDI 5154.31, Volume 4.

21. What is a Component Program Manager (CPM)?

A CPM provides program oversight at the Component level and serves as a liaison to the Defense Travel Management Office. They also provide direction to Agency Program Coordinators. The Service specific emails are listed below.

- Army – <http://www.asafm.army.mil>
- Navy – <https://www.navsup.navy.mil/ccpmd>
- Marine – <http://www.hqmc.marines.mil>
- Air Force – <http://www.af.mil>

22. What is Salary Offset and how does it relate to the Government Travel Charge Card?

Salary Offset is the collection of an undisputed, delinquent charge card amount from an employee's payroll or retirement annuity. A Due Process letter is sent to the cardholder when the account reaches 90 days delinquent. The letter will advise of the intent to submit the account for salary offset unless: 1) the balance is paid in full within 30 days, 2) an acceptable repayment plan has been reached between the cardholder and Citibank, or 3) the cardholder can prove the balance is not valid. The letter will include procedures advising the cardholder of the right to file for a hearing to protest the balance due.

23. What is “Mission Critical”, relative to my Government Travel Charge Card (GTCC), individually billed account (IBA)?

Mission Critical is when a traveler is on official government travel performed under competent orders and traveler is performing duties that, through no fault of his/her own, prevent the traveler from filing a voucher for outstanding travel card charges. APC/CPM must place the cardholder in a mission critical status to prevent the account from suspension (61 days past billing). Once the mission has been completed, the traveler has 45 days to pay the outstanding balance. Travelers using DTS should arrange for scheduled partial payments (SPPs) to ensure their travel card expenses can be paid while on long term TDY.

24. What is the Intellilink data mining tool for Government Travel Charge Card?

Intellilink is a Visa data mining tool used to analyze travel card spend information better, faster, and more easily. This tool helps detect and evaluate potential fraud / misuse, identify cost-savings opportunities,

provide oversight across an agency and provide performance metrics at a glance. APC's should contact their CPM to obtain access.

25. What do I do when moving from one DoD Component to another?

If you are transferring within DoD, it is important that you do NOT destroy or cancel your account. Contact your Agency Program Coordinator at your new organization to transfer the account into your new hierarchy.

26. What is a centrally billed account (CBA)?

A CBA is a Government Travel Charge Card (GTCC) issued to a DoD activity for use in purchasing transportation, including airline tickets, bus tickets, and rail tickets. Transportation accounts will be used when a traveler has not been issued an IBA or is exempt from mandatory use of the GTCC. These accounts are billed directly to, and paid directly by, the owning organization,

27. What is an individually billed account (IBA)?

An IBA is travel card issued to individual Service member or DoD employees. The individual uses the IBA to pay their expenses (cardholder only) on official travel. Use of the IBA for any purpose is considered misuse and is subject to administrative and/or disciplinary action. These accounts are billed directly to the cardholder, who is responsible for payment.

28. What if I prefer to use my own charge card instead of the Government Travel Charge Card?

Failure to use the travel card when mandated to do so may subject the traveler to appropriate administrative or disciplinary action.

29. Do I receive travel accident insurance when using the Government Travel Charge Card?

As a Cardholder, you are insured against accidental loss of life, limb, sight, speech or hearing while riding as a passenger in, entering or exiting any licensed common carrier, provided the entire cost of the passenger fare(s), less redeemable certificates, vouchers or coupons, has been charged to your Citi DoD Travel Card (some exclusions apply). Please contact Citi Customer service at 1-800-200-7056 for information regarding the maximum benefit amount that applies to your account or to start the process of filing a claim. If you are outside of the U.S., call Citi collect at 757-852-9076.

30. Do I receive luggage insurance when using the Government Travel Charge Card?

As a Cardholder, you will receive coverage for permanently lost, stolen or damaged articles while checked with or carried on a common carrier, when the entire fare is charged to your Citi Government Travel Card Account (some exclusions apply). Please contact Citi Customer service at 1-800-200-7056 for information regarding the maximum benefit amount that applies to your account or to start the process of filing a claim. If you are outside of the U.S., call Citi collect at 757-852-9076.

31. What does Citi Charge for the ATM Cash Advance Fee?

Effective December 2015, the fee for ATM cash advances increased from 2.2% to 2.4% of the withdrawn amount. **IMPORTANT NOTE:** Fees for ATM and cash advances associated with official government travel are not separately reimbursable but are included in the incidental expense per diem rate.