

**DoDEA "SUMMER RECESS"
Government Travel Charge Card (GOVCC)
A/OPC and Cardholder Information**

The GOVCC is to be used for the individual cardholder's (not dependents) expenses for transportation, lodging, and meals that are incurred when the cardholder is in an official business travel status. Because of the dollar values and the time lag often involved in the cardholder's filing of a travel voucher, the use of the GOVCC for RAT/PCS travel expenses is strongly discouraged. With a DoD mandated limit of \$7,500 (standard) and \$4,000 (restricted), RAT/PCS costs can quickly reach the card's limit and strain the cardholder's ability to pay in a timely manner. In many instances, reimbursement is not requested until several months after the charges have been posted. This results in the accumulation of late fees, delinquent notices and cancellation of card privileges. Nonpayment of the GOVCC can also result in disciplinary action.

Cardholders are responsible for paying their GOVCC accounts in full by the billing statement due date. Payment of the charges is not contingent upon receipt of a travel reimbursement.

It is the responsibility of the cardholder to ensure that Citi receives payment in a timely manner, thereby precluding additional late fees. Citi assesses a \$29.00 late fee when payment is not received within 75 days of the closing date on the statement in which the charge first appeared. Cardholders are encouraged to contact Citi "direct" at 1-800-200-7056 or collect 1-757-852-9076 (24 hrs/7 days week) to discuss their GOVCC payment options. However, please be advised that **some payment options may include a service charge.**

Payment Options:

Please note that payments cannot be made at a Citibank Branch Office

If you are a **Citi checking account customer** and are already enrolled in Online Bill Pay, you can add Government Card Services to your payee list and initiate payments to your government charge card account. You simply date your payment at least 2 bank-business days prior to your payment due date, and the payment will automatically be issued and posted to your GOVCC account. Be sure to include your GOVCC account number and the following payee information for Government Card Services:

Citibank Government Card Services
PO Box 6575
The Lakes, NV 88901-6575
TEL: 1.800.200.7056

If you are a Citi **account customer**, Online Banking and Bill Pay enable you to pay online. If you are **not a Citi customer**, but already subscribe to an online bill payment service, you can still initiate online payments to your GOVCC account using your existing Bill Pay Service Provider. Simply designate Citi Government Card Services as a payee using the information indicated above and initiate your payment.

Split Disbursement:

Cardholders are responsible for ensuring that the total outstanding charges are designated for split disbursement. This payment option assist cardholders in fulfilling their payment responsibility, a portion or all reimbursement of GOVCC charges will be sent directly to Citi.

New Payment Option:

Citi's Electronic Access System (EAS) is available for cardholder use to manage their individual Citi GOVCC accounts and make online payments.

Go to CitiDirect Card Management System (CCMS) website: <https://home.cards.citidirect.com>, and click on "Self-Registration for card holders" at the bottom.

Online Payments

Posting Time frame: Typically within 48 business hours Instructions

Be prepared to enter the following information:

- 9-digit ABA routing number
- Checking account number
- Full 16-digit Travel Card account number

Pay-by-phone

(800) 200-7056

(757) 852-9076 (collect)

Posting Time frame: 24 to 48 business hours Instructions

Have your full 16-digit Travel Card account number ready and be prepared to provide the customer service agent with the following information:

- 9-digit ABA routing number
- Checking account number
- Check number
- Payment amount

NOTE: Citi cannot accept credit card or debit card payments with this option

Western Union/Quick Collect

Code City: Fast SD

Posting Time frame: 24 to 48 business hours Instructions

- Advise clerk you would like to make a quick collect. Western Union only accepts cash or money orders
- Have your full 16-digit Travel Card account number available

Payments via U.S. Mail

Citibank Government Card Services

P.O. Box 6575

The Lakes, NV 88901-6575

Posting Time frame: 7 to 10 business days Instructions

- Enter full 16-digit Travel Card account number on the memo line of the check or money order
- Detach payment coupon from statement and include with check

Express Mail Payments

(FedEx, UPS, Airborne)

Citibank Government Card Services

8725 West Sahara Avenue

The Lakes, NV 89163

Posting Time frame: 24 to 48 business hours Instructions

- Enter full 16-digit Travel Card account number on memo line of the check or money order
- Detach payment coupon from statement and include with check
- Payments must be sent to the physical street address (no P.O. Boxes)
- If sending on a Friday, mark for Saturday delivery. If not marked, carrier will deliver on the next business day.

Payment Due Dates:

Citi provides cardholders monthly billing statement, which shows billing data with respect to all charges, cash transactions and fees relating to the GOVCC account. The billing statement amount is due and payable, in full, to Citi no later than 25 calendar days from the closing date on the statement in which the charge appeared.

MONTH/DATE(S)

May	Monday, May 18, 2009
June	Wednesday, June 17, 2009
July	Saturday, July 18, 2009
August	Monday, August 17, 2009
September	Thursday, September 17, 2009
October	Sunday, October 18, 2009

How to Create or Change your Personal Citi Identification Number (PIN):

GOVCC Cardholders can Create/Change their PIN by using the Citi voice activated response system or telephone keypad (touchtone). Call Citi at 1-800-200-7056. IMPORTANT: You will need your Government Travel Charge Card (GOVCC) account number and SSN.

Change of Address:

It is the Cardholders' responsibility to immediately notify the Bank or their A/OPC of their **change of address**. Banking regulations do not authorize **billing statements and/or new plastic** to be forwarded to a cardholders' forwarding address. Consequently, when a statement and/or plastic cannot be delivered to a cardholder's "address on file," the statement and/or new plastic are returned to Citi, and the cardholders' account is annotated with "Statement or Plastic Returned." Cardholders should call the toll-free Customer Service number at 1-800-200-7056 or collect 1-757-852-9076, or contact their A/OPC to submit a change of address electronically.

Citi ATM Locations:

Call 1-800-CITI-ATM or check the Citi website <http://www.citi.com>

Lost or Stolen Travel Card:

Report a lost or stolen Travel Card promptly to the bank (Customer Service number 1-800-200-7056 or collect 1-757-852-9076); your A/OPC; and your supervisor. Once the travel card is reported lost or stolen, the account is immediately cancelled. Provide as much information as possible surrounding the loss or theft to the bank representative. The bank will mail a replacement travel card with a new account number to you within 7 to 10 business days. Any previous authorized activity, disputed and undisputed, will be transferred to the new account number. You will only be responsible for those valid charges made before the travel card was reported lost or stolen. The liability for a lost or stolen travel card shall not exceed the lesser of \$50 or the amount of money, property, labor, or services obtained prior to notification to the bank.

Return of Unused/Partially Used Airline Tickets:

It is essential that every traveler who cancels a trip after his/her airline ticket has been issued return that ticket to the CTO or the Agency Travel Section. The CTO will stamp canceled on the passenger receipt that is attached to the travelers' itinerary. If an electronic ticket was issued, the traveler or his/her Travel Section must call the CTO to cancel the ticket. If a traveler was issued a round-trip airline ticket and only completes one portion of the trip, the traveler/Travel Section must return the unused portion of the ticket to the CTO. In addition, if a traveler has a need to change airlines while TDY; these changes should be made through the CTO. These are the first steps to ensuring that the Agency receives credit from the airlines for unused tickets. The Joint Travel Regulation (JTR) Vol. II, C3150.B, Item 16, requires the following statement in the remarks section of the travel order: ***"If the trip itinerary is canceled or changed after tickets or transportation requests are issued to the traveler, the traveler is liable for their value until all ticket coupons have been used for official travel and/or all unused tickets or coupons are properly accounted for on the travel reimbursement voucher."***

Disputed Charges:

It is the cardholder's responsibility to dispute charges on the billing statement that are not recognized. The cardholder must act promptly by calling the merchant and requesting clarification. If the disputed charge cannot be resolved with the merchant, the cardholder must complete and submit a dispute form to Citi via fax 1-605-330-9902. Cardholders relinquish their right to recover a disputed amount if they do not dispute the charge in writing within 60 days from the date the erroneous charge first appeared on their billing statement. Once the cardholder sends the dispute form to the bank, delinquency of the disputed amount will be held in abeyance until the matter is resolved. It may take 2-billing cycles before the merchant has processed the credit. Payment on all other undisputed charges must be made on or before the billing date to prevent the account from becoming delinquent.