

## How to Apply Online for a Citi Government Travel Charge Card (GOVCC)

### Citi A/OPC, Applicant and Supervisor Procedures

The Citi online GOVCC application is a relatively cumbersome process that requires 4 signatures before submission to Citi:

1. The A/OPC initiates the online application process by sending an email to the applicant to notify them that the process has started;
2. The application moves to the applicant;
3. The applicant stamps the signed application and then forwards the application to his/her supervisor for signature approval;
4. The supervisor approves/signs the application, sending it back to the A/OPC for final review/approval and forwarding to Citi for final processing.

Each person in the submission process of the online application must be in place to sign the application as it passes through the system.

BEST PRACTICES: DoDEA recommends using the "failsafe paper" cardholder application process. a

### "How to Complete an Online GOVCC Application"

NOTE: The online application should be initiated after receipt of the Statement of Understanding (SOU), training certificate and DD Form 2883, if required from the applicant.

NOTE: The DD Form 2883 ("Creditworthiness Evaluation") will be used to document self certification of creditworthiness. Applicants who refuse to permit a credit check are required to self certify to their creditworthiness in order to obtain a GOVCC. Applicants who refuse a credit will only be issued a restricted card.

1. The A/OPC will need to access the Citibank website using the following Citi Link: <https://home.cards.citidirect.com/CommercialCard/Cards.html>

Upon reaching Citi's website, select the "**Apply for card**" link at the bottom right of the screen.

**2. Insert the applicant's name.** The applicant will receive an e-mail from Citi ([citidirect.admin@citicorp.com](mailto:citidirect.admin@citicorp.com)) along with information he/she will need to access the application. It is recommended that the applicant **copy and paste the access information** instead of typing it.

3. The applicant will be prompted with the following options:

**My organization provided me a "CitiDirect System Client Code" to apply for a card.**

or

My organization provided me an "Invitation Passcode" to apply for a card.

Please **select the first option**. The client code is DoD.

4. The applicant will be asked to complete specific **Verification Information**. It is recommended that the applicant use the **last four digits of his/her social security number**. Applicants will then be asked for the Verification Information when they verify receipt of the card or as a preventative measure when they contact Citi for account information or issues.

5. The applicant's **supervisor's e-mail address** is required for authorization approval of their GOVCC application. Please ensure the e-mail address is correct; otherwise, the supervisor will not receive the notification and the application process will have to be restarted. There is a new feature in the Citi online application process that will allow you to use the application status option to select "resend" the application to a new supervisor email address.

6. The supervisor will receive a Citi e-mail. The supervisor will use the same "Apply for card" link. NOTE: It is highly recommended that he/she copy and paste the access information instead of typing it.

7. After the supervisor has approved the application, the A/OPC will receive a notification from Citi that **the application is waiting for the final step; reject or approval**.

a. An A/OPC may reject an application which is returned to the applicant for correction.

b. An applicant may reapply for a GOVCC in 20 days if the application is rejected by Citi.

8. Following are the codes that identify how the cardholder GOVCC was issued by Citi:

<b>Code</b>	<b>Explanation</b>
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<b>S</b>	<b>Standard Travel Charge Card:</b> These are issued to individuals with a favorable credit score. The standard credit limit on these cards is no lower than <b>\$7,500</b> . The A/OPC, CPM or DTMO has the authority to increase the overall credit limit on the card on a temporary basis to accommodate mission requirements. The ATM limit is no lower than <b>\$665</b> and a <b>\$250</b> retail limit. The APC, CPM and DTMO may raise the limit to meet mission requirements on a temporary basis.
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<b>R</b>	<b>Restricted Travel Charge Card:</b> These cards are issued to cardholders by Citi when requested by the applicant, as directed by the supervisor and A/OPC to those applicants who have low credit scores or no score at all. Restricted travel cards are the same in appearance as standard cards; however, they are inactive at issuance. At the request of the cardholder, the APC may activate the restricted card for a specific travel event. The total credit limit on a restricted card is no lower than <b>\$4,000</b> . This credit limit includes an ATM limit no lower than <b>\$365</b> and a <b>\$100</b> retail limit. In the same manner as standard cards, A/OPCs, CPMs and the DTMO are authorized to raise these limits temporarily in order to meet mission requirements. Cardholder's supervisors are required to validate the requirement to increase the limit.
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<b>A</b>	<b>A/OPC Restricted Travel Charge Card:</b> A/OPCs have the option to <b>request an applicant be issued a restricted travel charge card for monitoring purpose for</b> personnel who have previously misused or abused their privileges. Restricted travel cards are
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