

# Travel Charge Card

## Do's and Don'ts

### Cardholder Responsibilities:

**DO** use your government travel charge card to pay for official travel expenses.

**DO** obtain travel advances for official travel through an ATM if authorized by your agency.

**DO** track your expenses while on travel so you have accurate information for filing your travel claim.

**DO** keep your receipts for all transactions made on your travel charge card.

**DO** file your travel claim within three days after you complete your trip or every 20 days if you are on continuous travel.

**DO** submit payment in full for each monthly bill.

**DO** follow your bank's dispute process for charges which are incorrect.

**DO** contact Citibank's customer service at 1-800-790-7206 if you have questions about your monthly bill.

**DO** be aware that misuse of the travel charge card could result in disciplinary actions.

**DO** be aware that failure to pay your bill in a timely manner can result in suspension or cancellation of your card possible disciplinary action.

**DO** return your travel charge card to your Agency/Organization Program Coordinator (A/OPC) to be destroyed if you leave the Coast Guard or retire.

**DO** immediately report your lost or stolen card to Citibank at 1-800-790-7206 and your card coordinator.

**DO** destroy any lost or stolen cards that are recovered.

**DON'T** use your travel charge card for personal use.

**DON'T** obtain travel advances through the ATM which exceed your expected out of pocket expenditures for a trip.

**DON'T** obtain travel advances through the ATM unless you are on travel or will be on travel shortly.

**DON'T** allow your monthly bill to become overdue because this could result in suspension or cancellation of your card.

**DON'T** wait for receipt of your monthly billing statement to file your travel claim.

**DON'T** forget that the card is issued in your name and liability for payment is your responsibility.

**DON'T** write your personal identification number (PIN) on your card or carry your PIN in your wallet.

## **Paying Your Travel Charge Card Bill**

Make payment for all undisputed charges on your travel charge card bill in full by the statement billing due date, which is 25 to 30 days after the closing date on the billing statement. The due date is printed on the bill.

Failure to pay your monthly bill in a timely manner will result in the loss of your charging privileges. If your card is suspended, you will be unable to use it until your bank receives payment. If your card is cancelled due to non-payment, your delinquency may be reported to credit bureaus, be referred to collection agencies, or lead to other collection actions and you may not be eligible to receive a new card account.