

62.0 Travel Card - Centrally Billed

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62.1 Overview

The Centrally-Billed Account (CBA) Travel Card was instituted by the Peace Corps in response to federal regulations to efficiently administer official travel. The CBA Travel Card works similarly to the purchase card although purchases are restricted to authorized official travel and travel related goods and services. Use of the card provides Posts the ability to centralize the billing of travel and travel related goods and services, eliminating the need for payment vouchers, reducing paperwork, facilitating vendor payments and generating rebate funds for the agency. All posts should have a CBA card, for emergencies, even if the card is not used frequently by post. However, please note that the card is, quite simply, a credit card and, therefore, a mechanism for payment. All standard procurement requirements, including the need for competition, documentation of selection, and issuance of a purchase order, contract or lease, etc., are required, based on the amount of the purchase.

Posts are required to use the card for all travel-related purchases when acceptable to the vendor.

CBA travel cards are not the same as travel cards issued to individuals for use while they are on official travel. Individually issued cards are billed to and paid by the cardholder personally. The cardholder recoups their costs by submitting a travel voucher. The CBA travel card expenses are billed to and paid by Peace Corps/HQ Washington. Although a Travel Authorization is used as the obligating document, no voucher is submitted.

62.2 Application Process

All overseas posts should have a CBA travel card to support travel required travel. Both the approving official and person holding the travel card must be direct hire employees. Normally, the CD serves as the Requesting/Approving Official and the card is held by the Administrative Officer (Director of Management and Operations) (AO) but these responsibilities may be assigned to other direct hire staff, e.g., AO serves as Requesting/Approving and Financial Assistant serves as the card holder.

The following forms are required:

[Approving Official Setup Form](#)

[Travel Card Setup Form](#)

Requester

Provide a completed CitiDirect Application, Cardholders Account Agreement and Fair Credit Reporting Act Release to the Travel Card Manager, GAP, using the following:

[Travel Card Setup Form](#)

Complete the online training for cardholders, www.gsa.gov/smartpay, and submits the certification of completion of the Citicard Online Training to the Travel Card Manager, GAP

Travel Card Manager, GAP

Run the employee's credit report and submit the application to CitiBank. The card is processed within ten (10) business days;

Send the travel card to the cardholder via DHL once it is received from Citibank

The cardholder's PIN number will be sent to the employee's address reflected on the application within ten (10) business days.

If the employee's duty station is outside the United States, Citibank will contact the cardholder directly with respect to the PIN.

62.3 Responsibilities

The CBA Travel Card is provided only for official use and must be carefully monitored.

62.3.1 Cardholder responsibilities:

- Understanding the Peace Corps policies and procedures as they relate to official federal government travel

- Complying with the terms and conditions of the Cardholder Account Agreement, to include use of the card, loss, theft or unauthorized use, problems with goods and services, cash advances and suspension and cancellation
- Completing the required on line web training.
- Assure that a valid obligation is set up in the FORPOST system before making purchases.
- Assuring that the statement is accurate by reviewing the statement, allocating obligation and line numbers, and submitting their statement. (Note: Cardholders can perform the allocation of obligations and line numbers anytime during the month until they have submitted their statement for approval).

62.3.2 Approving Official responsibilities:

- Understanding the Peace Corps policies and procedures as they relate to official federal government travel
- Providing guidance to the cardholder on the terms and conditions of the Cardholder Account Agreement, to include use of the card, loss, theft or unauthorized use, problems with goods and services, cash advances and suspension and cancellation and assuring that the cardholder is aware and knowledgeable of the Peace Corps and Citibank procedures.
- Assuring that post cardholders are aware and knowledgeable of Peace Corps and Citibank procedures and those applicable procedures are followed.
- Completing the required On-line web training
- Providing the required review, approval, and certification of the cardholder statement before the deadline, based on email notification from Citibank. The deadline is eight (8) business days after the statement cycle closes. Note: The eight (8) business days begins after the sixth (6th) day of every month.
- Reviewing the electronic statement(s) of account, any supporting documents (travel authorizations and log) to verify that all purchases were properly approved and goods/services received
- Verifying that all transactions were in the best interest of the Government;
- Verifying that purchases were made in accordance with the travel card
- Certifying the statements electronically

NOTE: The Approving Official is encouraged to understand the cardholder reconciliation process. In those cases where the cardholder is not available to perform the electronic review, allocation, and submission of the statement, the responsibility falls on the Approving Official.

Detailed instructions on how to approve statements online can be accessed under www.cards.citidirect.com, followed by the CitiDirect system client code: peacecorps-trav.

62.4 Reserved

62.5 Spending Limits

Cardholders are normally authorized \$30,000 USD. If a higher amount is required, please submit a written request, with a brief justification, to the Travel Card Manager.

62.6 Approved Purchases

The items listed below are typical purchases Posts would make with the CBA Travel Card:

- Airline, train, or bus tickets
- Group travel for PSTs, ISTs, COS, conferences, training events, or evacuations
- Rental of motor vehicles or buses required for official travel, e.g.; transporting trainees from the airport to the PST site
- Lodging or conference facility costs
- VAT charges associated with travel costs
- Meals for conferences or workshops, for those people participating in the event.
- Shipment of HHE
- Shipment of unaccompanied baggage (UAB)

62.7 Prohibited Uses

The items listed below may not be paid with a CBA travel card:

- Personal purchases
- Non-travel related goods and services
- Cash advances through bank tellers or automated teller machines (ATMs) exceptions may be granted by the Travel Card Manager during Volunteer evacuations or other emergencies
- Vehicle supplies, maintenance, fuel, parts or other fleet specific items needed on a regular basis by Post to repair and maintain vehicles

62.8 How to Access the Citibank Website

After the cardholder receives the travel card from the TCM, they can access the Citibank website as follows:

Logon to [Citi Landing Page](#)

On the right side of this screen click on "Citibank Online Statements";

Click on Sign Up.

Once you are in the "Sign Up" section it will instruct you as to the other information that is required to access the online statements.

NOTE: When filling out the required fields, the information included in these fields must be the same as what was used when first establishing the card; e.g. name and address.

62.9 Travel Purchase Log

Purchases made with the CBA travel card will be recorded on the cardholder's Citibank electronic statement each month. This document acts as an official log. At the end of each month this log must be submitted and certified electronically as well as printed out and signed by both the cardholder and approving official. This log must be filed with the travel authorizations and invoices for the month. With this properly signed log in place, no vouchers are needed.

For Posts with chronic connectivity issues, it may not be feasible to use the Citibank electronic statement as an official log. In these cases, Post should maintain a manual spreadsheet listing their purchases. This log should include the following:

- Date of Travel Authorization
- Date of Purchase, Amount of Purchase
- Name of Vendor
- Description of Items Purchased
- Obligation Number
- Date Received
- Date of Reconciliation
- Blank line for the cardholder to sign and date, and the approving official to sign/certify and date.

At the end of each month, this manual log must be submitted to the Travel Card Manager following the steps reflected under the section on "Alternative to Online Allocation".

62.10 Reconciling the CBA Travel Card Statement

The CBA travel card follows a different monthly cycle than the purchase card. The travel card period closes the sixth (6th) of every month. Cardholders must reconcile, allocate, and submit their statements online at the CitiDirect website before the close of business on the 6th. Approving Officials then have eight (8) business days to certify the statements electronically.

On a monthly basis, cardholders must:

- Review the statement for accuracy and reconcile it against the receipts/other documentation retained from various transactions.
- Ensure all entries on the statement are properly supported with the approved Travel Authorizations and have been entered into FORPOST as obligations. All obligations should be in US dollars.

If any charges are incorrect, see the "Disputes" section for further details.

If the statement is accurate and/or any discrepancies have been properly addressed, assign an obligation and line number to the each charge on the electronic CitiDirect statement. Once the cardholder has allocated the obligation and line numbers to each charge on or before the 6th of every month, the detailed statement should be printed out. Attached to the statement should be any invoices, travels authorizations, and other backup documentation for that month. The cardholder should sign a log sheet and provide this packet to the approving official for review and certification. Once signed and certified, the packet should be kept and filed at Post.

The Office of Global Accounts Payable (OGAP) pays the bill for the travel card after the eighth (8th) business day from the close date has passed in order to comply with the terms of the Citibank Travel Card Program. Therefore, it is essential that OGAP receives verification of the costs and proper fiscal coding of obligations and line numbers in order to accurately record the payment in the accounting system. Posts will see these liquidations synched with FORPOST once all issues against a statement have been resolved.

62.11 Submission of Statements

Manually certified statements should be submitted by cardholders as follows:

- Print the statement. Review and allocate an obligation by each transaction, sign, and date the statement.
- Forward the completed statement with any supporting documentation to the Approving Official or alternate Approving Official.

The Approving Official should perform the required review and manually certify the statement.

The manually certified statement should be faxed to the TCM at 202-692-1751. Statements should be faxed to give the TCM adequate time to process the statement before the eighth (8th) business day after the travel card cycle has closed.

62.12 Auditing of the Travel Card Statements

The auditors may review the records of each cardholder at any time during the year. The audit may cover such things as:

- Appropriateness of the purchase
- Adherence to the prescribed procedures
- Adequacy of supporting documentation

The audit may be conducted electronically and without the knowledge of the cardholder. Each months properly signed Citibank statement, log, travel authorizations and other supporting documentation should be kept in hard copy as part of the Posts files.

62.13 Lost or Stolen Cards

If a card is lost or stolen, immediately notify the Citibank Customer Service Center, the Approving Official, and the Travel Card Manager.

Citibank's Customer Service Center can be reached at any time at either 1-800-790-7206 (in the US) or 1-904-954-7850 (if overseas, call collect). In addition, provide the following information to the Approving Official:

- Cardholders name
- Card Number
- Date loss was reported
- Date Citibank was notified and any purchases that were made on the day the card was lost or stolen.

NOTE: If you are unable to reach Citibank from your Post, please notify the Travel Card Manager immediately for assistance.

62.14 Disputes

Reasons for disputing a transaction may vary from dissatisfaction with the goods or services provided, to non-recognition of the reported merchant or charge. In all cases, the first course of action is for the cardholder to contact the vendor and attempt to resolve the dispute directly. If attempts to resolve the dispute with the vendor have not been successful, or if attempts to contact the vendor are not possible (vendor is not recognized, contact information is not available, etc.), then explain the error on the Statement of Account by completing the form "Government Cardholder Dispute Form" (CB 003) which can be located on-line at [Travel Documents](#).

During the certification process, a cardholder can access the form when selecting the option to dispute a charge. The cardholder then completes the electronic form and submits it electronically to Citibank. The cardholder must also print the electronic form, sign, and fax it to Citibank at 1-605-357-2019. Once a transaction has been disputed electronically, the cardholder has sixty (60) days to sign and fax the form to Citibank. If the form is not received by Citibank within 60 days, the dispute will be decided in favor of the vendor and payment must be made. Payments for disputes that favor the vendor are paid by the Agency, so it is essential that the dispute process is closely followed. Contact the Travel Card Manager if further assistance is required.

62.15 Obligations for Disputed Charges

Post must allocate an obligation to charges they intend to dispute on their statement. Disputed charges would include those transactions that Post is unable to identify, double charges, and amounts that appear to be incorrect. The obligation must be identified because all disputed amounts are paid by Peace Corps during the dispute period. If the dispute is successful, a credit

will appear on a subsequent statement. The credit should be allocated to the same obligation to which the disputed amount was allocated. The net effect of the allocations will then be zero.

If you have any questions regarding the reversal of a transaction, cardholders may call the Citibank Customer Service Center at 1-904-954-7850 (when overseas, call collect). The Citibank Customer Service Center is available to assist cardholders and may be contacted 24 hours a day, 7 days a week, every day of the year. For calls in the U.S., call 1-800-790-7206.