

Headquarters U.S. Air Force

Integrity - Service - Excellence

Controlled Spend Account Training

**Year of the Air Force
Family**



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CSA : A new travel card concept to facilitate a low maintenance but responsive vehicle for use by travelers. Goals are to design a product that:

1. Meets mission requirements
2. Decreases workload on all functional areas
3. Results in increased use by Air Force travelers

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Problems/Inefficiencies

1. Travel Card Management tasks are Extensive and Costly
2. Credit limits are estimates – not Mission Driven
3. Not all Travelers have a GTC since it is based on Credit Worthiness and frequency of travel
4. Merchant Category Code restrictions prevent use of the GTC for some PCS authorized expenses
5. GTC is mandatory and requires use for all official travel expenses but only 60% of travel spending is charged to GTC by travelers (FY09 Travel Costs = \$2.5B but GTC spend was only \$1.3B)

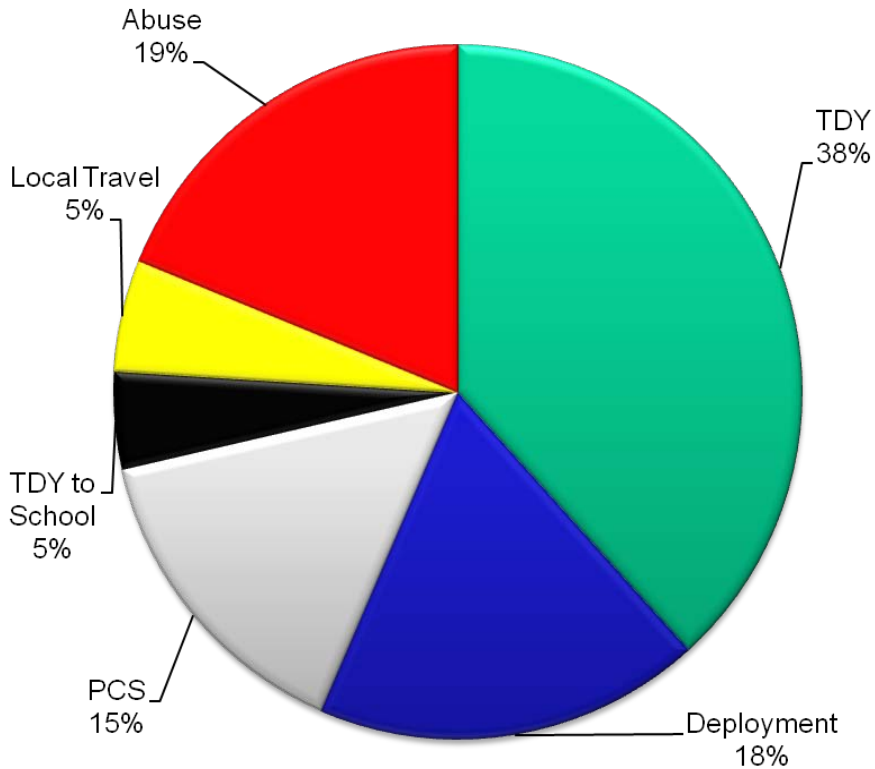
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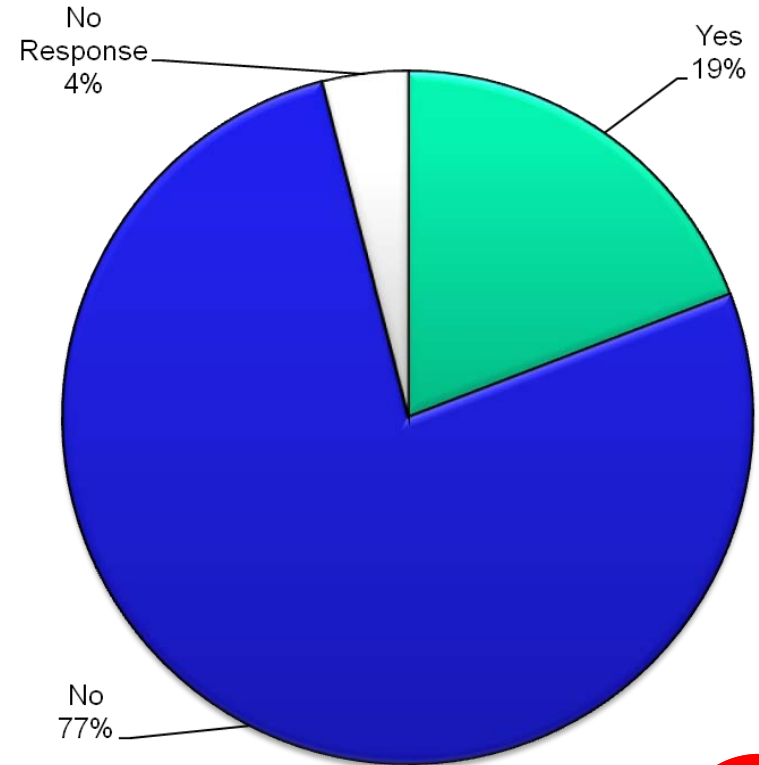


GTC Delinquency Analysis

Purpose of travel?



Delayed Payment for Official Travel



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CSA Concept

1. All travelers will have a Controlled Spend Account (CSA) and no credit check will be necessary.
2. Spending Limits on the CSA will be based on approved travel authorizations and amount will be just enough to perform the mission.
3. CSA will be used for all TDY and in the future all permanent change of station expenses. Any amount due at settlement will remain on the card for your use
4. Cardholders will now be able to contact Citi directly to request temporary spending limit increases versus relying on the APC.

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Primary Benefits:

- Eliminate risk of Delinquencies and Misuse
 - CSA only has value if individual has an approved travel order
 - Removes Delinquency related Disciplinary Action duties from First Sergeants and Commanders
- Substantially Reduce Workload of GTC coordinators
 - Group, Squadron, & Flight Level APCs duties eliminated
- Reduce number of Finance and Transportation Tasks
 - Travel Advances, Payment Rejects, CBA Reconciliation, etc
 - Ensures more efficient use of funds and resources

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What's Changing?

	Controlled Spend Account	Government Travel Card
Target Audience	Supports 100% of the travelers	Supports only 75% of the travelers
Credit Checks Required?	NO	YES
Credit Limit Availability	Spending limit adjusts up or down based on approved travel orders	Set Credit Limits (\$7500 – Standard or \$4000 – Restricted Account)
Delinquency Management Required?	NO	YES
Voucher Payments	100% to Control Spend Account	Split-disbursed
Use of Card for credit balance refunds	Residual balance: <ul style="list-style-type: none"> ■ Available to spend (like a gift card) ■ Payment by check from Citi ■ ATM/Teller withdrawal 	Sent to cardholder in form of check

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Important Information

- All payments will post to the CSA since DFAS pays by SSAN
 - CSA will be closed if old GTC becomes delinquent (60 days)
- Temporary Spend Limits (TSLs) can be requested by calling Citi
 - TSL requests can be made by both cardholders and APCs
 - TSLs are good for 5 days, amendments maybe required
 - Confirmatory email - sent to the Cardholder, APC, Commander or Supervisor, and Order Issuing POC
- CSA Card is used for all authorized travel expenses

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Total Trip Reimbursement

- 100% of Voucher Settlement Disbursed to Citi
- Residual Balance: occurs when the amount reimbursed (entitlement/voucher amount) is greater than the amount charged to the card
- Residual Balance:
 - Available to Spend (like a gift card)
 - Payment by Check from Citi
 - ATM/Teller Withdrawal*
 - 2% fee
- EFT to Bank Account



* If there is not a credit balance the ATM/Teller limit will be subject to the \$220 cash limit.

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DTS Implications

- Ensure Orders are Accurate & Complete
 - Transportation to TDY Location?
 - Rental Car or Taxi?
 - Lodging Off-Base?
 - Room Taxes?
 - POV Vehicle?

- Required DTS Transactions
 - Update Your DTS Profile to include the New CSA Number
 - Update Payment Totals Screen to comply with Total Trip Reimbursement
 - Amend DTS Authorization for Controlled Spend Account
 - File Settlement Voucher



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Cardholder Checklist

Upon Card Receipt	Prior To Travel
<ul style="list-style-type: none"> <input type="checkbox"/> Submit outstanding vouchers for GTC balances Beginning May 6 <ul style="list-style-type: none"> <input type="checkbox"/> Verify card received <input type="checkbox"/> Create custom PIN <input type="checkbox"/> If you haven't already done so, contact your APC to verify email address is accurate <input type="checkbox"/> Update DTS profile <input type="checkbox"/> Read Cardholder Agreement and Frequently Asked Questions (FAQ) document <input type="checkbox"/> Take note of APC contact information 	<ul style="list-style-type: none"> <input type="checkbox"/> Verify CSA account number is in DTS <input type="checkbox"/> Submit Travel Order, ensure that calculations are as accurate as possible • Cardholder should receive email notification that spending limit has been applied to the card <ul style="list-style-type: none"> ➢ If no email is received and travel orders have been issued, you may: <ul style="list-style-type: none"> <input type="checkbox"/> Call Customer Service/VRU to confirm amount has been applied OR <input type="checkbox"/> Access Card Statements and Payments (CSP) to see available limit https://home.cards.citidirect.com <input type="checkbox"/> Contact Admin to resubmit travel orders
During Travel	Post Travel
<ul style="list-style-type: none"> • If assistance is needed, call Customer Service at 877-748-1407 • If orders are amended, a new email alert will be sent <ul style="list-style-type: none"> ➢ If no email alert received, call Customer Service to confirm credit line has been loaded. <ul style="list-style-type: none"> ❖ If spending limit has not been loaded, request a temporary Spending Limit increase, which is good for 5 calendar days ❖ Contact Admin to generate official order 	<ul style="list-style-type: none"> <input type="checkbox"/> File vouchers for reimbursement <ul style="list-style-type: none"> ➢ Must increase payment totals in DTS to 100% to Cit to comply with Air Force Total Travel Reimbursement policy • Full payment will post to the Controlled Spend Account • Residual amount will be available to cardholder via multiple disbursement methods: <ul style="list-style-type: none"> ➢ ATM/Bank Teller ➢ Charge against residual balance ➢ Credit Balance Refund check (contact Citi Customer Service)

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BACK UP SLIDES

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The Citi® Controlled Spend Account

Cardholder Frequently Asked Questions

What are the differences between the Government Travel Card (GTC) and the new Controlled Spend Account (CSA) card?

There are four primary differences. With the CSA:

1. Every traveler will have one – no credit check is required.
2. The spend limit is set for each trip based on the estimated dollar amount of the approved travel orders.
3. The new card is to be used for ALL travel expenses. The card should be used to get a cash advance from an ATM for any expenses the traveler believes will not be chargeable to the card.
4. 100% of the voucher settlement will be paid to Citi. All travel related expenses should be placed on the card. If the traveler has a residual balance after reimbursement, the traveler may transfer the residual balance to a personal bank account, withdraw the residual balance from an ATM or from a Citibank branch, or charge personal expenses to the card up to the amount of the residual balance.

What if I can't get a card?

Everyone will receive a card because there will be no credit check (therefore, no impact on the cardholder's credit rating) and no one will be exempt from receiving a card.

How does value (credit limit) get added to the new card?

Once a travel authorization is approved, a transaction flows to the Defense Finance and Accounting Service (DFAS) that includes the estimated cost of travel. This transaction is also sent to Citibank to add the estimated travel cost to your card.



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