

PART 300-4--TRAVEL FORMS AND CITIBANK GOVERNMENT TRAVEL CARD PACKAGE

Many forms can be accessed electronically by selecting the following links. Forms not available electronically can be obtained from your bureau travel contact or the DOC travel coordinator at (202) 482-1818. The Citibank Government Travel Card Package includes 300-4(a) - 300-4(m)

300-4 Travel Forms and Citibank Government Travel Card Package

300-4(a) Citibank Government Travel Card Requirements

Employees applying for the Citibank Government travel card must:

1. Read and abide by “Citibank Government Travel Card Responsibilities”and cardholder training;
2. Fill out and sign the “Employee/Approving Official Acknowledgment Statement”; and
3. Fill out and sign the “Citibank Government Travel Card Application”.

Approving Officials must:

1. Sign the “Employee/Approving Official Acknowledgment Statement”.

Once completed and signed, the “Citibank Government Travel Card Application” and the “Employee/Approving Official Acknowledgment Statement” is submitted to your servicing Agency Program Coordinator (APC) for processing.

300-4(b)

300-4(b) Citibank Government Travel Card Instructions

Complete only the following sections of the application available from your APC:

SECTION II Cardholder Information.

Print or type on the line above requested information. Blocks must contain the employee's complete name, Agency/Organization Name, Verification Information (mother's maiden name), 4th Line Embossing (remains blank), Social Security Number, Home Mailing Address, Home Phone Number, Business Mailing Address, Business Phone Number, Email Address, City Pair Program (circle "yes"), Fax Number, Discretionary Codes 1, 2, and 3 (leave blank), Master Accounting Code (leave blank).

SECTION VI Cardholder Signature.

The employee should read the information contained in the signature block, as well as sign and date the signature block if he/she understands the terms and conditions for issuance and use of the card. Employee should make a copy of the application for his/her records and submit the original application to your servicing APC.

SECTION VII Agency/Organization Program Coordinator Signature.

This section is to be completed and signed **only** by the APC. The APC must sign the application and forward it to the contractor.

300-4(c)

300-4©) Where can I obtain a Citibank Government Travel Card Application?

Contact your operating unit's APC, or call (202) 482-1818 for information on the process to obtain the Travel Card Application.

U. S. DEPARTMENT OF COMMERCE
EMPLOYEE ACKNOWLEDGMENT STATEMENT AND
APPROVING OFFICIAL CERTIFICATION STATEMENT

I certify that I (1) have received, read and understand the policies and procedures prescribed by the DOC Travel Handbook issued by the Director for Administrative Services, pertaining to the Contractor-Issued Government Travel Charge Card Program; (2) shall abide by such policies, procedures, and other instructions as may be issued by the Department, my bureau/operating unit and the contractor/card issuer concerning the use of the card issued to me; and (3) acknowledge that the card is to be used **only** for expenses incurred incident to officially authorized Government travel.

(1) _____
Employee Signature and Date

Name (Type or Print)

Title

Organization and Bureau

(2) _____
Approving Official/Supervisor Signature and Date

Name (Type or Print)

Title

Telephone Number

NOTE TO EMPLOYEE: Your charge card application will not be processed unless accompanied by this completed and signed form.

NOTE TO APPROVING OFFICIAL/SUPERVISOR: Your signature certifies that this employee is authorized to obtain the contractor-issued Government travel charge card. You will be notified of any inappropriate charges or if the employee's account becomes delinquent.

300-4(e) PRIVACY ACT NOTICE

The following information is provided to comply with the Privacy Act of 1974 (5 U.S.C. 552a):

The information requested on the card application form is collected pursuant to Executive Order 9397 and 5 U.S.C. Chapter 57 (as amended) for the purposes of recording travel expenses incurred by the employee and to claim entitlements and allowances as prescribed in the CTR. The purpose of the collection of this information is to provide Government agencies necessary information on the GSA travel card contract which provides travelers with charge cards for official travel and related expenses, attendant operational and control support, and management information reports for expense control.

Routine uses which may be made of the collected information and other account information in the system of records entitled "Travel Charge Card Program GSA/GOVT-3" are as follows: (1) transfers to appropriate Federal, State, local, or foreign agencies when relevant to civil, criminal, administrative, or regulatory investigations; (2) pursuant to a request of another Federal agency in connection with hiring, retention, issuing a security clearance, reporting an employee investigation, clarifying a job, letter or contract or issuing a license, grant, or other benefit; (3) to a Member of Congress or to a Congressional Staff Member in response to an inquiry of the Congressional Office made at the request of the individual about whom the record is maintained; (4) to officials of labor organizations when necessary to their duties of exclusive representation; (5) to a Federal agency for accumulating reporting data and monitoring the system; (6) GSA contract travel agents assigned to agencies for billing of travel expenses; (7) listing, reports, and records to GSA by the contractor to conduct audits of carrier charges to the Government; and (8) any other use specified by GSA in the system of records entitled "Travel Charge Card Program GSA/GOVT-3," as published in the Federal Register periodically by GSA. The information requested is not mandatory. Failure to provide the information will nullify the application, and a charge card will not be issued to the employee.

300-4(f) CITIBANK GOVERNMENT TRAVEL CARD RESPONSIBILITIES**What are the employee's responsibilities for the Citibank Government travel card?**

Employees responsibilities are:

- a) To take the GSA online training course for travel cardholders which is available at fss.gsa.gov/gsa-smartpay/traveltraining (copy and paste link into your web browser to access the page) and obtain a completion certificate.
- b) To complete the employee information on the charge card application and sign the application.
- c) To complete and sign the Employee Acknowledgment Statement which acknowledges that the employee has received, read, and understands these policies and procedures related to the use of the charge card which states that the card shall be used only while on official travel and not for personal use or use at or in the vicinity of the official duty station or residence unless the use is related to approved official travel. Obtain the signature of the approving official or immediate supervisor on the Employee Acknowledgment Statement.
- d) To forward the charge card application, cardholder training completion certificate, and Employee Acknowledgment Statement to their servicing APC for processing. If the APC is unknown, call the Departmental Program Coordinator, Office of Administrative Services, (202) 482-1818.
- e) To agree to the terms and conditions of the Citibank Government travel cardholder Agreement that is received with the card.
- f) To observe the following guidelines regarding the security of the charge card:
 - 1) Exercise the same care and responsibility for the security of the charge card and number as he/she would with a personal charge card. The charge card will be sent to either the employee's home or office address as indicated on the charge card application.
 - 2) Exercise security of the charge card by not allowing a secretary, an administrative assistant, a supervisor, or any other employee or any individual other than the card holder to store or keep the card.
 - 3) Exercise caution and care in giving the charge card number to another employee to make travel arrangements on their behalf and when giving signature-on-file authorizations to TMC.
- g) To obtain cash advances from automatic teller machines (ATMs) or directly from a bank bearing the Visa logo in lieu of receiving advances from an imprest fund or finance office. ATM withdrawals should be limited to the meals and incidental expense rate (M&IE) for the location

of the temporary duty location and other anticipated cash expenses that cannot be charged to the charge card. Employees are personally liable for cash advances obtained from an ATM even when the advance is lost or stolen.

h) To contact their APC to find out what the established weekly cash withdrawal limits are for their bureau. If the limit will not meet the employee's needs, it can be increased on a case-by-case basis. Employees must contact their servicing APC to request an increase. Cardholders will be charged an ATM transaction fee by Citibank of 1.25% of the amount withdrawn which is reimbursable as a miscellaneous expense on the travel voucher. For ATM locations, call 1-800-CITIATM. In lieu of using the ATM, employees may use their charge card to obtain cash from a teller in any bank bearing the Visa logo.

Cardholders will be issued Personal Identification Numbers (PIN) by the Citibank. If an employee does not receive a PIN, does not remember the PIN, or wishes to change the PIN, he/she should call Citibank at 1-800-790-7206, toll free in the Continental United States, Hawaii, Alaska, Virgin Islands, Puerto Rico, or Canada, or collect at 904-954-7850 outside these areas to receive a form that should be completed and submitted to Citibank.

I) To charge lodging, meals (where possible), automobile rentals, gasoline, and other travel related expenses on their charge card. Personal and family member use of the card and purchases made in retail stores are **strictly forbidden**. However, common or shared services or facilities, i.e., rooms, meals, etc., with family members may be charged to the card while on official travel. This does not apply to common carrier tickets. Only your official portion of the charged expense may be claimed on the travel voucher. NOTE: Use of the Citibank Government travel card at or in the vicinity of your Official Duty Station (ODS) or residence is **strictly forbidden** unless its use is in connection with official travel.

j) To obey rules and regulations governing official travel posted on the Citibank web page, including use of the Government city-pair fares, American-Flag carriers, or Travel Management Center (TMC).

k) To procure common carrier transportation through a centrally-billed account (GTA) established with Citibank. However, employees are authorized to use their charge card to obtain common carrier tickets from the TMC. If the employee does not personally pick up the tickets and present his/her charge card, he/she shall complete a signature-on-file form to authorize the TMC to charge the transportation to his/her charge card. Charging tickets more than a week in advance should be avoided unless it is necessary to obtain a discount fare. Otherwise, a situation may develop where an employee receives his/her charge card bill for the ticket prior to receiving a reimbursement check for the travel.

l) To submit their travel vouchers to their servicing payment office within five (5) working days after the completion of travel. In most cases, employees will be reimbursed for their expenses

before payment is due to Citibank. The cost of common carrier transportation purchased with the individually-billed charge card shall be itemized on the travel voucher. The original passenger ticket coupon for common carrier transportation (plane, bus, train) must be attached to the travel voucher. Claims for transportation must be limited to the amount of the ticket used and should not include any unused portion of the ticket. Adherence to this policy will ensure that the employee receives reimbursement from the Department in sufficient time to pay the charge card bill.

m) To comply with the following guidelines and procedures regarding the payment of the monthly charge card bills:

1) A monthly billing statement from Citibank will be sent to the employee. A statement will be issued when expenditures are incurred or when a credit is posted to the account. If a statement is not received, the employee should contact Citibank at 1-800-790-7206 in the Continental United States, Hawaii, Alaska, Virgin Islands, Puerto Rico, or Canada, or collect at 904-954-7850 outside these areas.

2) Payment, in full, is due and payable to Citibank upon receipt of the statement but must be received by Citibank no later than 25 calendar days from the closing date on the statement in which the charge appeared. **The employee is personally liable for all charges which have been incurred, regardless of whether they have been reimbursed by their Agency or regardless of whether they exceed the amount reimbursable under Department travel regulations.**

3) Conform with Employee Responsibilities and Conduct, 15 CFR 0.735-16, **which requires** Department of Commerce employees to pay each just financial obligation in a proper and timely manner. Corrective actions (cancellation of the card and/or disciplinary action) may be taken by the employee's supervisor if the employee fails to pay the bill in a proper and timely manner or uses the card for non-official purposes. Department Administrative Order (DAO) 202-751 contains penalty guidelines for disciplinary action which ranges from written reprimand to removal from Federal service for violation of this conduct standard.

4) If the charge card bill contains a disputed charge, it is the employee's responsibility to contact Citibank at 1-800-790-7206 in the continental United States, Hawaii, Alaska, Virgin Islands, Puerto Rico, or Canada, or collect at 904-954-7850 outside these areas. Citibank will need to know the following:

- Employee's name and account number
- Reference number of the disputed charges
- Establishment where charge was incurred
- Amount of charge
- Statement date

With this information, research can generally be conducted within a few days to resolve the problem.

n) To report your lost or stolen charge card **immediately** to Citibank, 24 hours a day, even if the card number is not known. Call Citibank at 1-800-790-7206, toll free in the Continental United States, Hawaii, Alaska, Virgin Islands, Puerto Rico or Canada, or collect at 904-954-7850 outside these areas.

The employee is not liable for any fraudulent charges if the card is lost or stolen provided they promptly notify Citibank. The employee will be required to review any charges considered fraudulent and sign an affidavit of forgery stating he/she did not make the charges. All charges will be the employee's responsibility should he/she refuse to sign the affidavit.

A replacement charge card will be issued within 24 hours of notification, if the card has been lost or stolen in the United States, and within 48 hours of notification abroad. The card will be mailed to the cardholders billing address and should arrive in 7-10 days after the loss has been reported. If the employee is traveling and needs a card replaced immediately, Citibank will work with the employee to identify the best replacement option.

o) To notify his/her APC when he/she is transferring between bureaus/operating units within the Department. This notification is necessary in order for internal management reports and mailing addresses to be kept current. A new card will not be issued when the employee transfers within the Department. The APC of the losing bureau should notify Citibank to transfer the card and also notify the APC of the gaining bureau.

p) To return the card, cut in half, and give to his/her supervisor or the APC for cancellation when leaving, retiring, or transferring to another Government agency. If the coordinator is unknown, call the Departmental Coordinator in the Office of Administrative Services, Office of Administrative Operations on (202) 482-1818. **(Similar information is available in Section 301-51.)**

300-4(g) CITIBANK GOVERNMENT TRAVEL CARD RIGHTS

What are the employee's rights in regard to the charge card program?

Under the terms of its contract with the General Services Administration, Citibank **may not**:

- a) Conduct credit checks on employees designated to receive Government charge cards, unless specifically requested by a Federal agency.
- b) Release credit information to other than authorized employing agency officials or the individual cardholder.
- c) Sell or otherwise provide employee names or addresses to other commercial interests.
- d) Charge membership or interest.
- e) Include commercial advertisements or other forms of solicitation with monthly billing statements.
- f) Issue or cancel employees' cards without notifying the APC.
- g) Hold employees liable for any charges made with lost or stolen cards, provided the employee notifies Citibank promptly upon discovering that his/her card has been lost or stolen and signs an affidavit, if required by Citibank, stating he/she did not make the charges.

(See Section 301-51.16)

300-4(h) CITIBANK SUSPENSION AND CANCELLATION PROCEDURES**What are Citibank's suspension procedures?**

Citibank will notify the cardholder when payment for the undisputed amount of the account has not been received 45 days from the closing date on the billing statement in which the charge appeared. If payment has not been received 55 calendar days from the closing date, the cardholder and the APC will be notified that suspension procedures will be initiated. The cardholder's account will be suspended if payment for the undisputed amount has not been received 61 calendar days from the closing date, unless directed by the APC. Upon payment of the undisputed amount, the account will be reinstated.

What are Citibank's cancellation procedures?

If payment of the undisputed amount has not been received by Citibank 120 calendar days from the closing date on the billing statement, Citibank will notify the cardholder and the APC that cancellation procedures will be initiated. The account will be canceled 126 days from the closing date on the billing statement, unless otherwise directed by the APC. The employee will be charged a late fee of 2.5% per month on the entire undisputed balance until payment is received. If the employee's account is canceled at this time, their accounts may be reported to the national credit bureaus.

What are Citibank's reinstatement procedures for cancelled accounts?

At the discretion of Citibank, canceled accounts may be reinstated upon payment of the undisputed amount, including late fees. Citibank may conduct a credit worthiness check prior to reinstatement of a canceled account. Employees may also be charged a reinstatement fee.

Can bureau managers, APCs, or any other official override Citibank's corporate policy regarding suspension, cancellation, and reinstatement procedures?

Generally, bureau managers, APCs, or any other official cannot override Citibank's corporate policy regarding suspension, cancellation, and reinstatement procedures, unless there are extenuating circumstances.

(See Sections 301-51.18 through 301-51.21)

CITIBANK GOVERNMENT PURCHASE OR TRAVEL CARD MAINTENANCE FORM

The form CB004 can be obtained at:

<http://www.citibank.com/cashtradetresury/homepage/wccm/commcards/govt/reference/appendixb.htm>