

Government Travel Charge Card Traveler's Responsibilities

DO

- Use your Government Travel Charge Card (GTCC) only for official government business travel expenses.
- Obtain travel advances for official travel through an ATM.
- Track your expenses while traveling so you have accurate information for filing your travel voucher.
- Keep your receipts for ALL transactions made on your travel card.
- File your travel claims within 5 days after you complete your trip, or every 30 days if you're on continuous travel.
- Submit payment in full for each monthly bill by the due date regardless of reimbursement status.
- Follow Citibank's dispute process for charges which are not valid.
- Contact Citibank's customer service if you have questions about your monthly bill.
- Be aware that failure to pay your bill in a timely manner can result in suspension or cancellation of your government travel charge card and once an account is suspended/cancelled, it is very difficult and time consuming to re-activate (if at all!).
- Immediately report lost or stolen cards to Citibank at (866)670-6462) AND your APC.

DON'T

- Use your government travel charge card for personal use
- Obtain travel advances through an ATM which exceed your expected 'out of pocket' expenses for a trip.
- Allow your monthly bill to become overdue because this could result in suspension or cancellation of your card.
- Wait to receive your monthly bill before filing your travel claim.
- Forget your card is in your name and liability for payment is your responsibility.
- Write your Personal Identification Number (PIN) on your card or carry your PIN in your wallet.

I understand my responsibilities as a Government Travel Charge Card (GTCC) account holder.

Signature: _____ Date: ____/____/____

Please retain a copy for your records