

GOVERNMENT TRAVEL CHARGE CARD PROGRAM

OVERVIEW

The DoD Government Travel Charge Card (GTCC) Program provides travelers with an effective, convenient, method to pay for expenses related to official travel.

POLICY

Use is mandatory for all personnel (military or civilian) to pay for ALL official travel costs for TDY and PCS (where applicable). The travel card is intended for official travel-related use only and using the card for personal purchases or to cover another traveler's expenses is prohibited. Refer to the Travel Card Regulations at: www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf.

FEATURES

Online and Mobile Account Management — Access your GTCC account anytime, from anywhere using CitiManager.

- View statement activity and check balance
- View monthly statements
- Make payments
- Set-up and manage email/mobile alerts
- Update contact information

Go to www.citimanager.com/login to register.

Paperless Statements — Elect to receive electronic statements online via CitiManager instead of waiting on a paper statement to arrive in the mail.

Automated Card Status Check — Your card may be de-activated for use when you are not in official government travel status. When you get ready to book travel, verify that your card is ready to accept charges without having to speak to a representative. Just call Citi customer service number on the back of your card and follow the prompts.

CUSTOMER SUPPORT

- Your Agency Program Coordinator (APC) are the primary points of contact for travel card information.
- Citi Customer Service: 1-800-200-7056 (call collect from outside the U.S. 757-852-9076)

TRAINING

Fact sheets, FAQs, user guides, and more can be found at <https://www.defensetravel.dod.mil/site/govtravelcard.cfm>. An overview of Citibank training opportunities are listed at <https://citi.com/tts/sa/training-series/dod/index.html>. Training is also available for cardholders and APCs in TraX at www.defensetravel.dod.mil/passport. "Programs & Policies — Travel Card Program (Travel Card 101)" mandatory training for cardholders and "Programs & Policies — Travel Card Program Management (APC Course)" mandatory training for APCs are required every 3 years.

Traveler Benefits

- No need to use personal funds for mission-related travel expenses
- No interest charges
- Delayed late fees
- Extended payment terms
- Insurance coverage for rental car, lost luggage and personal injury
- Streamlined payment with Defense Travel System (DTS) and the DTM Prototype split disbursement
- Online and mobile account management



If you receive a new card, remember to verify receipt, setup a PIN, and update your GTCC information in your DTS and DTM Prototype profiles.



DEFENSE TRAVEL MANAGEMENT OFFICE
The DoD Center for Travel Excellence

*Information updated 2/2020

www.defensetravel.dod.mil