



Government Travel Charge Card (GTCC) Training for Federal Employees

This is an overview of the GTCC course.

Proper Use

Use of the Travel Card is mandatory for all expenses related to official travel: Lodging, Transportation, Rental Car, Fuel for Rental Car, Meals.

Not for personal expenses at anytime.

For use only by cardholder, not family members.

Travelers should not use their personal credit card for official travel.

Excessive meal expenses are flagged as possible misuse.

ATM Withdrawals

ATM fees: 2.2% of total transaction, in addition to fee collected by non-Citibank ATMs.

ATMs are not a substitute for using the Travel Card.

Disputed Transactions

Attempt to resolve dispute with the merchant before contacting Citibank.

Initiate dispute within 60 days of receiving your invoice. If not filed, you are responsible for payment.

Managing Your Account

Ways to determine your account balance: Keep all receipts, Call 1-800 number on back of card, Register for on-line access to your account.

Things Not To Do

Charge clothes to replace items in lost luggage.

Charge dinner for a group, other government travelers, family members or contractors.

Use the card to spend any balances due to the cardholder. If your Travel Card bill has been overpaid and you are due money back, contact Citibank and request that they process a refund.

Take excess cash out.

Use card at adult-oriented dinner clubs or gaming and gambling establishments.

Purchase project-related services or items.

Purchase books or DVDs.

Charge souvenirs.

Charge conference or registration fees.

Use third-party booking services for official transportation or lodging requirements. Costs may not be reimbursable.

Additional Program Information

Beware of Scams - Citibank will never request your personal information either by e-mails or by phone. If you've found that you have mistakenly responded to such a request, immediately call Citibank and your APC. Report suspicious e-mail, letters, or phone calls to your APC.

APC Contact Email

Provided is the APC contact e-mail: ORLO_TravelCard_US@navy.mil