

GSA

SmartPay®

Supporting your mission

# Helpful Hints for Travel Card Use



# **The GSA SmartPay<sup>®</sup> Travel Charge Card**

The Travel and Transportation Reform Act of 1998 (Public Law 105-264) mandates federal government cardholders to use the contractor-issued travel charge card for official government travel expenses and to receive cash advances.

Having this card provides your agency/ organization with numerous benefits and certain responsibilities. This booklet is intended as a quick reference for “Dos and Don’ts” to using your travel charge card. It also provides helpful information about your card.

# Cardholder Responsibilities:

## DOs

In addition to your agency's travel policy, you should comply with the following guidelines:

**DO** use your government travel charge card to pay for official travel expenses.

**DO** obtain travel advances for official travel through an ATM, if authorized by your agency.

**DO** track your expenses and keep receipts while on travel so you have accurate information for filing your travel claim.

**DO** file your travel claim within five days after you complete your trip or every 30 days if you are on continuous travel.

**DO** submit payment in full for each monthly bill.

**DO** follow your bank's dispute process for charges that are incorrect.

**DO** contact your bank's customer service number if you have questions about your monthly bill.

**DO** be aware that misuse of the travel charge card could result in disciplinary actions by your agency.

**DO** be aware that failure to pay your bill in a timely manner can result in suspension or cancellation of your card.

**DO** return your travel charge card to your Agency/Organization Program Coordinator (A/OPC) to be destroyed if you leave your agency or retire.

**DO** immediately report your lost or stolen card to your A/OPC and the card-issuing bank.

**DO** destroy any lost or stolen cards that are recovered.

**DO** be aware of identity theft schemes attempting to gain access to financial information.

**DO** check with your A/OPC and/or agency policy before using your travel card to cover local travel expenses.

# Cardholder Responsibilities:

## DON'Ts

**DON'T** use your travel charge card for personal use.

**DON'T** obtain travel advances through the ATM which exceed your expected out of pocket expenditures for a trip.

**DON'T** obtain travel advances through the ATM unless you are on travel or will be on travel shortly.

**DON'T** allow your monthly bill to become overdue because this could result in suspension or cancellation of your card.

**DON'T** wait for receipt of your monthly billing statement to file your travel claim.

**DON'T** forget that the card is issued in your name and liability for payment is your responsibility.

**DON'T** write your personal identification number (PIN) on your card or carry your PIN in your wallet.

**DON'T** use card to cover the expenses of other government employees (except when sharing transportation, such as a taxi).

## **Local Travel Information**

The Federal Travel Regulation (FTR) Amendment 2010-02 removed references to local travel and clarified that the FTR applies only when an employee is on temporary duty (TDY) travel. The terms and conditions of the GSA SmartPay 2 master contract are in compliance with the FTR Amendment. The GSA SmartPay 2 master contract permits non-DOD customer organizations to use the travel card for local travel in accordance with specific agency/organization policies and procedures. Since local travel policies differ by agency, please be sure to check with your agency policy or Agency/Organization Program Coordinator (A/OPC) before using your travel charge card for local travel purposes.

## **Paying Your Travel Charge Card Bill**

Make payment for all undisputed charges on your travel charge card bill **in full** by the statement billing due date, which is 25 to 30 days after the closing date on the billing statement. The due date is printed on the bill.

Failure to pay your monthly bill in a timely manner will result in the loss of your charging privileges. If your card is suspended, you will be unable to use it until your bank receives payment. If your card is cancelled due to non-payment, your delinquency may be reported to credit bureaus, be referred to collection agencies, lead to other collection actions or make you ineligible to receive a new card account.



## Reporting a Lost or Stolen Card

**Immediately** report your lost or stolen travel charge card to:

- Your card-issuing bank;
- Your A/OPC; and
- Your supervisor.

You will be responsible for those charges made **before** the travel charge card was reported lost or stolen. The bank will mail you a new card within one business day from the time theft or loss was reported. The bank assigns a new number to the replacement card.

# **Resources**

## **Online Training**

Visit our training website at <https://training.smartpay.gsa.gov> for online GSA SmartPay travel cardholder training. Here you will receive detailed training on use of the travel card.

When visiting the site, login or register if it is your first time. After logging in and completing the training module, take the online quiz. A passing score on the quiz will enable you to print out a certificate of completion. You will receive 1 CLP training credit.

# **Resources**

## **Bank Contacts**

To receive information about your card-issuing bank, visit the bank online or call its customer service number:

Citibank: (800) 790-7206

JPMorgan: (888) 297-0781

USBank: (888) 994-6722

For additional information on the GSA SmartPay travel charge card program, visit [http://smartpay.gsa.gov/  
cardholders/smartpay-charge-cards  
travel-card](http://smartpay.gsa.gov/cardholders/smartpay-charge-cards-travel-card).

## **Contact Your Program Coordinator**

Write the name, phone number,  
and e-mail address of your  
Agency/Organization Program  
Coordinator (A/OPC) here:

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Contact your A/OPC if you have  
any questions regarding your  
travel charge card.



## How to reach us

For additional information,  
visit our Web site:  
*<https://smartpay.gsa.gov>*