



## How to reach us

For additional information,  
visit our website:  
[www.gsa.gov/gsasmartpay](http://www.gsa.gov/gsasmartpay)



## **The GSA SmartPay® 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. With these benefits come certain responsibilities for you. 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 while on travel so you have accurate information for filing your travel claim.

**DO** keep your receipts for all transactions made on your travel charge card.

**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 which 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 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.

## 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.

## 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, or lead to other collection actions and you may not be eligible 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 Agency/Organization Program Coordinator (A/OPC); and
- Your supervisor.

You will be responsible for those charges made **before** the travel charge card was reported lost or stolen. The liability for a lost or stolen travel charge card shall not exceed the lesser of \$50 or the amount of money, property, labor or services obtained before notification to the bank. The bank will mail you a new card. The bank assigns a new number to the replacement card.

## **Resources**

### **Online Training**

Visit the online GSA SmartPay® travel cardholder training, *Charting the Course*, to receive detailed training on the use of the card:

[www.gsa.gov/sptraveltraining](http://www.gsa.gov/sptraveltraining)

Once you complete the training module, take the online quiz.

A passing score on the quiz will enable you to print out a Certificate of Training Completion.

## **Resources**

### **Bank Contacts**

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

#### **Bank of America:**

[www.bankofamerica.com/government](http://www.bankofamerica.com/government)  
(800) 472-1424 (within United States)  
(757) 441-4124 (collect calls from outside United States)

#### **Bank One:**

<https://onecard.bankone.com>  
(888) 297-0782 (within United States)  
(847) 488-4442 (collect calls from outside United States)

## **Resources** **Bank Contacts**

### **Citibank:**

[www.citimanager.com](http://www.citimanager.com)

(888) 241-1514 or (800) 790-7206

(within United States)

(904) 954-7850 (collect calls from  
outside United States)

### **US Bank:**

[www.usbank.com/impac](http://www.usbank.com/impac)

(888) 994-6722 (within United States)

(701) 461-2232 (collect calls from  
outside United States)

For additional information on the GSA  
SmartPay® charge card program, visit  
[www.gsa.gov/gsasmartpay](http://www.gsa.gov/gsasmartpay).

## **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.