



**DEPARTMENT OF GENERAL SERVICES
STATEWIDE TRAVEL PROGRAM
TRAVEL BULLETIN**

Travel Bulletin: #23-06

Date Issued: October 23, 2023

Effective Date: November 1, 2023

Expiration Date: Until Rescinded

Subject: Travel Payment Services Individual-Billed Government Travel Card Program User Requirements and Incorporated Spend Limits

Purpose: Restatement of Established Individual-Billed Government Travel Card User Requirements and Spend Limits

Reference: Travel Payment Services Agreement No. 5-23-99-37-01; Supersedes Travel Bulletin #17-01

Purpose

This Travel Bulletin restates established Individual-Billed Government Travel Card (IBT) Program user requirements and maximum monthly retail and spending limits in accordance with the Travel Payment Services (TPS) contract.

Background

The Department of General Services (DGS) Statewide Travel Program (STP) administers the TPS contract, implementing controls and procedures for the purchase of business-related travel expenses. Among its TPS offerings, STP provides the IBT Program to frequent government travelers as a mechanism to simplify business expenses and purchases while conducting official government travel. The IBT is a physical card billed directly to the Cardholder, to which the Cardholder is solely liable for all amounts incurred and any applicable fees as provided in the Cardholder agreement in effect.

User Requirements

The IBT Program is available to participating User Agencies through an online application process for frequent government travelers (or individuals who travel at least five times per year). The IBT Program is to be used for business-related travel expenses only.

IBT Cardholders must abide by the IBT Program usage requirements, which include but are not limited to:

- Using the IBT only for actual and necessary official travel-related business expenses such as lodging, fuel, parking, taxis,

transportation network companies, tolls, meals, and incidentals. IBTs may not be used for personal, non-business expenses.

- Verifying all transactions reported on the monthly billing statement for accuracy.
- Submitting payment in full within thirty (30) calendar days of receipt of the statement.
- Settling any past due account balances directly with the TPS provider.
- Reporting lost or stolen cards immediately to the TPS provider, in addition to notifying the agency's Program Administrator.
 - Cardholders will be held personally responsible for any fraudulent or unauthorized card use if they fail to notify the TPS provider of a loss, theft, or misplacement of the IBT.
- Surrendering the IBT immediately upon retirement, departmental change, termination of employment, or upon the request of any authorized representative of the Cardholder's agency or DGS STP. Upon card termination, the account balance must be paid in full.

Monthly Spending Restrictions

IBTs have a \$5,000 monthly spend limit, which includes a \$500 monthly retail limit. The \$500 monthly retail spend limit affects retail charging, such as purchases at department stores, grocery stores and online retail merchants. The retail charge restriction does not restrict charges associated with travel, such as hotels, ground transportation, restaurants, gas stations, baggage fees, and other business travel-related expenses.

If the monthly spending limits do not meet the business needs of the Cardholder, the User Agency can submit a request to DGS STP to modify the spending limits, providing written notice and approval from the Cardholder's manager describing the applicable business necessity. Modifications to monthly spending limits may be applied on a case-by-case basis as determined by the TPS provider.

Payments and Fees

The full amount of the IBT monthly balance for each billing cycle, except for reported fraud or disputed Items, must be made within thirty (30) days of receipt of the statement. IBTs are considered delinquent at sixty (60) calendar days past the due date. Late payment fees will be assessed on the outstanding balance if payment is not received by day sixty (60), in accordance with Exhibit B, Section 5.C of Agreement No. 5-23-99-37-01. Applicable fees are as listed:

- Late Payment Fee = 2.5% on the outstanding balance

Cardholder Information

To apply for an IBT, employees will complete and submit an online card application to their agency's Program Administrator for review and forwarding to the TPS provider. Processing time from receipt of the application to card delivery is seven to 10 business days.

Cardholder monthly statements are issued electronically and subject to program review to verify no excess balances or inappropriate charges. Excess balances or inappropriate charges will be reported to the Cardholder's supervisor. STP, as well as the User Agency, can terminate any Cardholder account for personal use or delinquent payments as outlined.

Resources

TPS Master Services Agreement (MSA): [5-23-99-37-01](#)

DGS Statewide Travel Program: www.dgs.ca.gov/OFAM/Travel

Contact Information

For additional TPS assistance, please contact:

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