



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

Travel Bulletin: #17-01

Effective Date: February 13, 2017

Expiration Date: Until Rescinded

SUBJECT: Travel Payment System Individual Government Card Program Policies and Incorporated Spending Limits

PURPOSE: Restatement of Established Individual Government Card Policies and Spending Limits

REFERENCE: Supersedes Travel Bulletin 13-10

Purpose

This Travel Bulletin restates established Individual Government Card Program policies and Maximum Monthly Retail and Spending Limits incorporated into the Government Cards

Background

The Department of General Services, Statewide Travel Program (STP), assists government travelers handle their monetary travel needs by obtaining the most economical rates and fares available through the use of contracted travel-related services. Among its services, STP offers the Individual Government Card Program to government employees as a mechanism to simplify their business expenses and purchases while conducting government travel. Specifically, government travelers can facilitate their travel by using the Government Card for business expenses such as lodging, meals, and incidentals. The Government Card Program is presently serviced by Citibank N. A.

Policy

The Government Card Program and Cards are to be used for business travel expenses only. Government Cards are made available through a simple online application process to frequent government travelers (or individuals who travel at least 5 times per year) that participate in the STP.

The Government Card Cardholder (Cardholder) must abide by the Program usage rules, and terms and conditions which include:

Using the Government Card for actual and necessary official travel-related business expenses only such as lodging, fuel purchases, parking fees,

taxi, transportation network companies (TNC), tolls and meals. The Government Card may not be used for personal, non-business expenses.

- Verifying all transactions reported on their monthly billing statements for accuracy.
- Submitting payment in full within 30 calendar days of receiving the monthly online billing statement.
- Settling any past due account balance in full with Citibank.
- Reporting lost or stolen Government Cards immediately to Citibank, N.A. by telephone (866-535-2504), and notifying their department Program Administrator and/or the STP.
- The Cardholder will be held personally responsible for any fraudulent or unauthorized card use if they fail to notify Citibank, N.A. of a loss, theft or misplacement of the Government Card.

Surrendering the Government Card immediately upon retirement, departmental change, termination of employment, or upon the request of any authorized representative of their department or the STP. Upon termination, the account balance must be settled in full with Citibank, N.A.\

Monthly Spending Restrictions

Limits of \$500 Maximum Monthly Retail and \$5000 Maximum Monthly Spending have been incorporated into the Government Card.

The retail 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, restaurants, gas stations, baggage fees, etc.

If the monthly limits do not meet the business needs of an individual, the department's program administrator can contact the STP, submit a request to modify the limits, provide written notice and approval from the cardholder's manager describing the applicable business necessity, and request the limits be modified. Modifications may be applied on a case-by-case basis as determined by the STP.

Fees/Interest

Fees and/or interest charges may be assessed on the Government Cards as listed:

- *Late Payment Charge / Purchase Finance Charge*
Individual Bill 2.5% of the outstanding balance if any portion of the past due balance appears on two consecutive billing statements (approximately 55-60 days after the billing cycle date in which the charge first appears), a Late Payment Charge will be assessed to the cardholder. This fee is NOT assessed to the Participating Entity, per the State's requirements.
- *Online Payments Made Through CitiManager* = no cost.
- *Optional Telephone Payment* = \$14.95 per request and billed to

Cardholder account (not to the State of CA).

Information for the Cardholder

To apply for a Government Card, the employee completes and submits an online card application to their department's travel Program Administrator for review and forwarding to Citibank. Citibank's full processing time from receipt of the application to card delivery is 7 to 10 business days.

Cardholder monthly statements are issued electronically and subject to department Program staff review to verify there are no excess balances or inappropriate charges. Excess balances or inappropriate charges will be reported to the cardholder's supervisor. The STP, as well as a participating department, can terminate any cardholder account for personal use or delinquent payments as outlined.

Resources

Citibank Cardholder 24-Hour Customer Service Telephone Number (on the back of the Government Card): **1-800-248-4553**

Additional resources are available on the [DGS Travel Program website](#)

DGS Statewide Travel Program Contract Administrator

For additional contract information or assistance, please contact:

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