

**Travel Charge Card Program Policies and Procedures COMDTINST M4600.18 (series)**  
**Cardholder Responsibilities**

**DO'S**

- DO** activate your card immediately upon receipt.
- DO** contact your local Travel Manager to confirm your credit limit prior to departing on official travel.
- DO** obtain travel advances for official travel through ATM if authorized but only for those authorized expenses where the travel card is not accepted.
- DO** keep all your required receipts for transactions made on your travel charge card.
- DO** file your travel claim within **3** working days after you complete your trip or at least every **21** days if you are on continuous official travel.
- DO** log on to CITI Bank at <https://home.cards.citidirect.com> to register as a cardholder and access your account online.
- DO** submit payment in full for each monthly statement on or before the due date regardless of reimbursement.
- DO** follow GTCC bank's online dispute process for charges which are incorrect within 60 days.
- DO** contact CITI Bank customer service at **1-800-790-7602** if you have questions about your monthly bill.
- DO** be aware that misuse of the travel charge card could result in disciplinary actions.
- DO** be aware that failure to pay your bill in full and in a timely manner can result in suspension or cancellation of your card and possible disciplinary action.
- DO** be aware that any misuse or delinquency will be reported to your command and the Security Center and may impact your Security Clearance.
- DO** notify your local GTCC Travel Manager and destroy your travel card if you leave the Coast Guard or retire.
- DO** immediately report your lost or stolen card your local Travel Manager and CITI Bank at **1-800-790-7206**.
- DO** destroy any lost or stolen card that is recovered.
- DO** update your address online whenever you move so that you will receive your statement or contact your local Travel Manager or CITI Bank customer service at **1-800-790-7206**.
- DO** ensure you complete the required DHS Travel Card Training via the CG Learning Management System every 2 years.

## **DON'TS**

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

**DON'T** use your travel charge card for local travel or training expenses or postage.

**DON'T** use your travel charge card to pay for movement of **team gear**, such as excess baggage.

**DON'T** obtain travel advances through the ATM which exceed your expected reimbursement for official travel.  
This includes cash advance to retrieve daily per diem.

**DON'T** obtain travel advances through the ATM unless you are on official travel or will be on travel within **3 business days**.

**DON'T** obtain a cash withdrawal to liquidate an account credit balance.

**DON'T** allow your monthly bill to become past due as this could result in suspension, reprimand, and/or cancellation of your card and impact your personal credit.

**DON'T** wait for travel claim reimbursement to pay your travel card bill. **Payment is due regardless of reimbursement.**

**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 it in your wallet.

**DON'T** let anyone else use your card or make charges to your account.

**DON'T** use your card for any other traveler's expenses including reserving rooms for other travelers.

**DON'T** use your card for dependent travel expenses which may include additional rooms or meals, even if they are on orders.

**DON'T** use your card for group meals (i.e. paying the entire tab and collecting cash).

**DON'T** use your card for Do It Yourself (DITY) move expenses such as boxes, U-Haul rentals, or vehicle shipments.

**DON'T** use the card for any Leisure In conjunction With Official (LICWO) Travel.

**DON'T** use the card for any for any type of travel upgrade if it is not authorized on orders.