

# Travel Account

## Troubleshooting Guide



# Help! I Need to Pay My Travel Account Bill.

The Center for Charge Card Management frequently receives questions from account holders about how to pay a travel account bill. Here are five ways to make sure the bank receives your payments on time.

**1. Use split disbursement\* (if available at your agency).** Split disbursement is defined in the GSA SmartPay 3 Master Contract as the process of dividing a travel voucher reimbursement between the contractor (i.e., the bank) and the traveler. The balance designated to go to each is sent directly to the appropriate party. Don't forget to double-check your account balance to ensure that split disbursement payments were properly paid.



**2. Use the bank's online account access.** Payments can be made via the bank's online bill-payment system anytime – 24 hours a day, seven days a week – so you can pay the amount you owe on or before the due date directly from your own checking or savings account. Don't forget that you still need to voucher through your agency/organization for official travel expenses incurred to and receive reimbursement from your agency/organization. Note: Federal Travel Regulation (FTR) section 301-52.24 states that an account holder must remit payment to the bank on or before the statement due date, regardless of the status of the account holder's voucher.

Online Account Access Links:

**Citibank® – CitiDirect®**

<https://home.cards.citidirect.com>

**U.S. Bank® – Access® Online**

<https://access.usbank.com>

*\*Although OMB Circular A-123, Appendix B, Chapter 4.4, requires all executive branch agencies to implement split disbursement, it may not yet be operational in your agency/organization. Please contact your Agency/Organization Program Coordinator (A/OPC) for further details. If your agency uses the split disbursement process, please ensure you pay the amount of the bill for which you are responsible.*



- 3. Use the bank's mobile application.** Payments can be made anytime and anywhere via the bank's mobile application. Download the bank's mobile application to your device and pay through your checking or savings account on or before the statement due date. Note: You will still voucher through your agency/organization for official travel expenses incurred and receive reimbursement from your agency/organization to your savings or checking account.

Below are the names of the banks' mobile applications, which are compatible with both Apple® and Android™ devices.

**Citibank® – CitiManager Mobile®**

**U.S. Bank® – Access® Online Mobile**

- 4. Pay via telephone.** A telephone payment can be made anytime during the billing cycle, so you do not need to wait to receive a statement from the bank in order to make a payment. Information for making phone payments is provided below:

**Citibank**

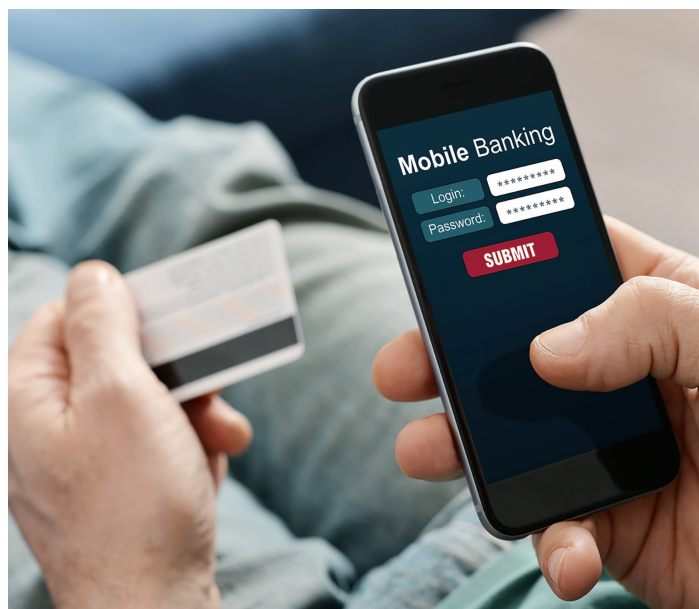
**(800) 790-7206**

Enter your account number and when a customer-service representative answers, request to make a payment via the telephone. The representative will collect all necessary information.

**U.S. Bank – TelePay**

**(888) 994-6722**

Press “\*” twice to connect with an operator who will take your account number and payment information.



- 5. Pay via mail.** Upon receipt of your account statement, or at any time prior to receipt of the statement, you can mail your payment using the following addresses:

**Citibank**

Citibank Government Card Services  
P.O. Box 183173  
Columbus, OH 43218-3173

**U.S. Bank**

Card Member Services  
P.O. Box 790428  
St. Louis, MO 63179-0428

# Help! My Travel Account Isn't Working.

There can be many reasons why your travel account has stopped working and/or is declined. The most common reason for being declined is because of a temporary suspension placed on the account. A temporary suspension, typically, occurs whenever activity on the account indicates that fraud may have occurred. This is a precaution taken by the bank to protect your account and generally has nothing to do with your transactions. Instead, fraudsters compromise vendor databases or discern potential account numbers, causing activity on your account that automatically alerts the contractor bank's fraud-monitoring systems.

Prior to suspension, the bank will attempt to contact you, or your Agency/Organization Program Coordinator (A/OPC), for more information. If the bank cannot reach you or your A/OPC, your travel account may be suspended until you can authenticate the activity on the account and verify that the card is not lost or stolen. In the case of no fraudulent activity, the bank will remove the suspension on your account. However, if the account has been compromised and/or fraudulent activity has occurred, a new account number will be issued. Replacement cards for lost, stolen, broken, or otherwise unusable cards will be processed within 48 hours of the agency/organization request. It may be possible to have the new card shipped to your travel location, if necessary.

Regardless of the reason your account is declined or has stopped working, it is recommended to first contact your issuing bank. The bank's contact information can be found on your GSA SmartPay card, on the GSA SmartPay website, or listed below:

## **Citibank**

(800) 790-7206 (within United States)

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

## **U.S. Bank**

(888) 994-6722 (within United States)

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

After speaking with the bank, if your account still cannot be reinstated, you will be referred back to your A/OPC, who will check if your card's spending limit needs to be increased or if certain Merchant Category Codes need to be opened. Note: Most A/OPCs do not work on weekends and are not available 24 hours a day. If you need immediate assistance, always reach out to the issuing bank's customer support to resolve your problem.

It may be necessary to use an alternate method of payment to cover official travel expenses until the A/OPC can determine the cause of the problem. Be sure to keep records of your expenses, to accurately voucher when you return.