

## **32.0 Travel Card - Centrally Billed (Domestic Users)**

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Also see:

[CFO Bulletin, Centrally Billed Account \(CBA\) Travel Card](#)  
[MS 703 Centrally Billed Account Travel Card Program](#)

### **32.1 Overview**

The Centrally-Billed Account (CBA) Travel Card was instituted by the Peace Corps in response to federal regulations to efficiently administer official travel and to provide a simplified means of payment. The CBA Travel Card works similarly to the purchase card although purchases are restricted to authorized official travel and travel related goods and services. Official travel expenses are transportation, lodging, meals and incidentals.

Use of the card provides Posts the ability to centralize the billing of travel and travel related goods and services, eliminating the need for payment vouchers, reducing paperwork, facilitating vendor payments and generating rebate funds for the agency. However, all standard procurement requirements, including the need for competition, documentation of selection, and issuance of a purchase order, contract or lease, etc., are required, based on the amount of the purchase. This means that offices may use the CBA card for purchases below the small-purchase threshold (\$3,000); purchases in excess of \$3.0K require that the purchase orders/contracts be issued by direct hire staff with delegated procurement authority. Normally, the Office of Contracts and Acquisition Management would issue the PO/contracts for purchases in the United States and the travel card could then be used for payment. Overseas, Country Directors (or their designees) would issue the PO/contract, using their delegated authority and a HQ CBA card could then be used for payment.

CBA travel cards are not the same as travel cards issued to individuals for use while they are on official travel. Individually issued cards are billed to and paid by the cardholder personally. The cardholder recoups their costs by submitting a travel voucher. The CBA travel card expenses are billed to and paid by Peace Corps/HQ Washington. All obligating documents (e.g. travel

authorization, contract, and purchase order) are retained in the Travel Log evidencing the existence of a valid obligation.

## **32.2 Application Process**

HQ offices which require significant amounts of travel, or which sponsor conferences or other travel-related requirements are authorized CBA cards to support required official travel. In addition, the Director of Transportation is issued a CBA card to support the tickets purchased through SATO.

Normally, the office head serves as the Approving Official and the Administrative Officer/Chief Administrative Officer serves as the card holder.

All forms and procedures related to the Program are available on the Peace Corps intranet, in the section maintained by the Office of the Chief Financial Officer/Office of Global Accounts Payable (OGAP). The following steps are required:

### **Cardholder (Prospective)**

The employee submits a completed Government Travel Card application package to the Travel Card Manager (TCM) containing the following items:

1. Citibank Government Travel Card (Centrally Billed Account) Setup Form (CB005) (complete Section IV and Section VI only)
2. Citibank Card Holder Account Agreement
3. Supervisor's authorization for travel card request;
4. A copy of the employee's GSA Travel Card Training Certificate obtained by completing the online [GSA SmartPay® Travel Cardholder Training](#)
5. Citibank Government approving official setup/maintenance Form (CB007)
6. A copy of the Approving Official's GSA Travel Card Training Certificate obtained by completing the online [GSA SmartPay® Travel Cardholder Training](#)

2. Once the card has been issued, the Cardholder registers on the Citibank landing page which is found on the intranet under Corps/Tools/Citibank login or on-line at [www.home.cards.citidirect.com](http://www.home.cards.citidirect.com). (Also see 62.8 - How to access the Citibank website.)

### **Approving Official**

The Approving Official performs the following:

1. Completes the Citibank Government Approving Official setup/maintenance Form (CB007) and provides it to the prospective Cardholder for inclusion in the application package
2. Completes the online [GSA SmartPay® Travel Cardholder Training](#) and provides of copy of the approving official GSA Travel Card Training Certificate to the Cardholder for inclusion in the application package

3. Registers as an approving official on the Citibank landing page which is found on the intranet under Corps Tools/Citibank login or on line at [www.home.cards.citidirect.com](http://www.home.cards.citidirect.com) after the card has been received by the

### **Travel Card Manager**

1. Reviews the materials submitted and forwards the application to CitiBank.
2. Receives the travel card from Citibank, for distribution to the Cardholder.
3. Provides the card to the card holder:
4. Contacts the cardholder and request that the card be picked up, after it is received from Citibank (HQ staff).
5. Contacts the cardholder and send the card to the cardholder, after it is received from Citibank (non HQ domestic staff).

### **Citibank**

1. Process the card within ten (10) business days.
2. Send the cardholder's PIN number to the cardholder's address reflected on the application, if in the US.

### **32.3 Responsibilities**

The CBA Travel Card is provided only for official use and must be carefully monitored.

#### **Cardholder** responsibilities:

- Understanding the Peace Corps policies and procedures as they relate to official federal government travel
- Complying with the terms and conditions of the Cardholder Account Agreement, to include use of the card, loss, theft or unauthorized use, problems with goods and services, suspension and cancellation
- Completing the required on line web training.
- Assure that a valid obligation is set up in the FORPOST system before making purchases.
- Maintaining a travel card log to include the electronic statement(s) of account and all obligating documents (e.g. travel authorizations, contracts, purchase orders and other supporting documentation) to evidence that all purchases were properly
- Assuring that the statement is accurate by reviewing the statement, allocating obligation and line numbers and a brief description, and electronically submitting their statement to the approving official. (Note: Cardholders can perform the allocation of obligations and line numbers anytime during the month until they have submitted their statement for approval).
- Informing TCM when a Cardholder is leaving the agency, when a Cardholder's duties have changed, or when the Cardholder is no longer a Cardholder

### **Approving Official responsibilities:**

- Understanding the Peace Corps policies and procedures as they relate to official federal government travel
- Providing guidance to the cardholder on the terms and conditions of the Cardholder Account Agreement, to include use of the card, loss, theft or unauthorized use, problems with goods and services, cash advances and suspension and cancellation and assuring that the cardholder is aware and knowledgeable of the Peace Corps and Citibank procedures.
- Assuring that post cardholders are aware and knowledgeable of Peace Corps and Citibank procedures and those applicable procedures are followed.
- Completing the required on-line web training
- Providing the required review, approval, and certification of the cardholder statement before the deadline, based on email notification from Citibank. The deadline is eight (8) business days after the statement cycle closes. Note: The eight (8) business days begins after the sixth (6th) day of every month.
- Reviewing the electronic statement(s) of account, the Travel Log and all obligating documents (e.g. travel authorizations, contracts and purchase orders) to verify that all purchases were properly approved and goods/services received
- Providing guidance to the cardholder on the terms and conditions of the Cardholder Account Agreement, to include use of the card, loss, theft or unauthorized use, problems with goods and services, cash advances and suspension and cancellation.
- Assuring the cardholders are aware and knowledgeable of Peace Corps and Citibank procedures and those applicable procedures are followed.
- Verifying that all transactions were in the best interest of the Government;
- Verifying that purchases were made in accordance with the travel card
- Certifying the statements electronically
- Informing TCM when a Cardholder is leaving the agency, when a Cardholder's duties have changed, or when the Cardholder is no longer a Cardholder.

NOTE: The Approving Official is encouraged to understand the cardholder reconciliation process. In those cases where the cardholder is not available to perform the electronic review, allocation, and submission of the statement, the responsibility falls on the Approving Official.

### **32.4 Reserved**

### **32.5 Spending Limits**

Limits are based on an individual assessment of office requirements. Normally, individual transaction limits are established at \$3.0K (the small purchase threshold) but may be increased based on a valid obligating document if higher payments must be made. Currently only the staff of the Office of Acquisition and Contracts Management (OACM) and overseas Country Directors, or their designees, have delegated procurement authority and can make procurements (over 3K) on behalf of the Government.

Alternative procedures specifically addressing conference arrangements and hotels for staging events are under review by legal and Office of Management/Transportation. (4/2009)

### **Amounts Over 3K - OACM**

If you wish to use the card to make a payment greater than \$3.0K, and the obligations could be made by the Office of Contracts and Acquisition Management, (OACM) PC/W/:

1. Enter a Procurement Request In Odyssey (US dollars only).
2. Work with OACM to issue the purchase order/contract
3. Provide your CBA travel card to the vendor, using the OACM-issued obligation as supporting documentation
4. Contact the Travel Card Manager to request temporary, transaction-based increases, providing a copy of the contract/purchase order and period during which the higher amount is required.

**Note - OACM would normally negotiate contracts/POs in the US.**

### **Amounts Over 3K - Overseas Posts**

If you wish to use the card to make a payment greater than \$3.0K, and the obligations could be made by the Country Director/designee at an overseas post, the following steps should be followed:

1. Requesting (HQ) office establishes initial requirements (e.g., # of rooms, conference room size, # of meals, etc.) and communicates this to Post in host country
2. Post contracting officer obtains 3 quotes on behalf of Requesting Office
3. Requesting (HQ) Office submits a Procurement Request to the responsible Budget Analyst, through Odyssey, (in USD) to set aside funds
4. Budget Analyst approves the requisition, certifying funds availability.
5. Requesting Office sends Post a copy of the approved Procurement Request which establishes a funding limit.
6. Post contracting officer selects the vendor, in consultation with the Requesting (HQ) office, and signs a contract/PO (note - the contract/PO may be done in either USD or LCU but, if LCU is used, the USD equivalent must be provided, because the obligation in Odyssey (to Citibank) must be in USD).
7. Post admin unit submits the vendor data file form to "vendordata" if the vendor ID does not currently exist in the financial system
8. Post emails (scans) contract to the Requesting (HQ) Office, which attaches the approved requisition and forwards it to the responsible Budget Analyst
9. Budget Analyst records the obligation (either LCU or USD, depending on payment terms), and cancels the requisition (always USD).
10. Budget office sends post and the Requesting (HQ) Office the obligation number.
11. Post admin unit enters the "dummy obligation" in FOR Post, using the exact same:

Obligation number, amount, currency type, vendor and location code.

Ref: FOR Post Help chapter "Charging to an HQ-funded obligation"

13. The Requesting (HQ) Office arranges for deposit if required by hotel and is noted in the contract and informs the Travel Card Manager of the amount. The TCM will "unlock" the HQ CBA card \$3,000 single transaction limit for that amount only, all supporting documentation (same as above) is retained in the travel log for audit purposes.

15. The Requesting (HQ) Office informs the TCM within a week of needing to use their CBA travel card of the amount expected to be charged when a final invoice is calculated and approved so that the card may be unlocked. Final invoice should be retained in the travel log with the obligating documents (contract, TA).

If applicable, VAT reimbursements can be collected to the appropriate "dummy obligation".

**Note - Country Directors/designees would normally negotiate contracts/POs in their country of assignment.**

### **32.6 Approved Purchases**

The items listed below are typical purchases Posts would make with the CBA Travel Card:

- Airline, train, or bus tickets (for a group of people)
- Rental of motor vehicles or buses required for official travel, e.g.; transporting trainees from the Staging site to the airport
- Lodging or conference facility costs
  
- Meals for conferences or workshops, for those people participating in the event.

### **32.7 Prohibited Uses**

- The items listed below may not be paid with a CBA travel card:
  - Personal purchases
  - Non-travel related goods and services
  - Cash advances through bank tellers or automated teller machines (ATMs). Note - Exceptions may be granted by the Travel Card Manager during Volunteer evacuations or other emergencies
  - Vehicle supplies, maintenance, fuel, parts or other fleet specific items needed on a regular basis to repair and maintain GSA-rented vehicles.

### **32.8 How to Access the Citibank Website**

After the cardholder and approving official receive the travel card from the TCM, they should register on the Citibank landing page website, [Citi Landing Page](#)

You will need the following information to complete your registration:

- Card number

- Account name
- Address

Things to remember:

- Account name, address and zip code must match exactly how Citibank has the account setup
- If your zip code is 9 digits then enter all 9 digits. If your zip code is only 5 digits then enter the 5 digits.

A power-point presentation on registering for the Citibank landing page with further details can be located in the intranet section maintained by the Office of the Chief Financial Officer/Office of Global Accounts Payable (OGAP).

### **32.9 Travel Card Log**

Purchases made with the CBA travel card will be recorded on the cardholder's Citibank electronic statement each month. This document acts as an official log. At the end of each month this log must be submitted by the Cardholder and certified by the Approving Official electronically as well as printed out and signed by both the cardholder and approving official. This log must be filed with the obligating documents (i.e., travel authorizations, contracts, purchase orders and invoices) for the month. With this properly signed log in place, no vouchers are needed.

For Posts with chronic connectivity issues, it may not be feasible to use the Citibank electronic statement as an official log. In these cases, Post should maintain a manual spreadsheet listing their purchases. This log should include the following:

- Date of Travel Authorization
- Date of Purchase, Amount of Purchase
- Name of Vendor
- Description of Items Purchased
- Obligation Number
- Date Received
- Date of Reconciliation
- Blank line for the cardholder to sign and date, and the approving official to sign/certify and date.

At the end of each month, this manual log must be submitted to the Travel Card Manager following the steps reflected under the section on Alternative to Online Allocation.

### **32.10 Reconciling the CBA Travel Card Statement**

The CBA travel card follows a different monthly cycle than the purchase card. The CBA travel card statement cycle closes the sixth (6th) of every month. Cardholders must reconcile, allocate, and submit their statements online at the CitiDirect website before the close of business on the

6th. Approving Officials then have eight (8) business days to certify the statements electronically.

On a monthly basis, cardholders must:

- Review the statement for accuracy and reconcile it against the receipts/other documentation retained from various transactions.
- Ensure that all entries on the statement are properly supported with the approved Travel Authorizations and other obligating documents as necessary (e.g. contract for goods and services in excess of \$3k) and have been entered into FORPOST as obligations. All obligations should be in US dollars.

If any charges are incorrect, see the "Disputes" section for further details.

Reconciliation of CBA travel cards will mirror that of the procurement purchase cards, using the following process:

### **Cardholder**

1. Go online to Citidirect which can be accessed via the Intranet under Corps Tools/Citibank login and print the monthly statement. The statement should be available online by the 7th of each month. If the 7th falls on a weekend or American holiday, the statement should be available the next business day. If cardholder is unable to access Citidirect, contact the Agency Travel Card Manager.
2. Reconcile the statement with the travel card log, obligating documentation and receipts.
3. Sign the statement and forward it to the approving official.
4. Dispute an incorrect item if one appears on the statement (see below).
5. Forward the original reconciled and approved statement to the approving official by the 6th of each month. Provide the appropriate obligation number and brief description next to each line on the electronic statement. (The original signed statement of account is the voucher and, therefore, fiscal coding is required). Offices should retain a copy of the statement of account (Travel Log), obligating documentation and supporting documentation at Post for audit purposes for 3 years in accordance with record retention policies.
6. Assign an obligation and line number to the each charge on the electronic CitiDirect statement, if the statement is accurate and/or any discrepancies have been properly addressed,
7. Print the detailed statement after charges have been allocated, by obligation and line, on or before the 6th of every month. Attach any invoices, travel authorizations, and other backup documentation for that month to the statement.



8. Sign a log sheet and provide this packet to the approving official for review and certification. Once signed and certified, the packet should be kept and filed at Post.

### **Approving Official**

1. Review the Travel Card Log along with the Statement of Account to verify that all transactions were properly approved and services received, upon receiving the reconciled Statement of Account from the cardholder.

2. Verify that all transactions were in the interest of the government and that the transactions were made in accordance with the FTR.

The Office of Global Accounts Payable (OGAP) pays the bill for the travel card after the eighth (8th) business day from the close date has passed in order to comply with the terms of the Citibank Travel Card Program. Therefore, it is essential that OGAP receives verification of the costs and proper fiscal coding of obligations and line numbers in order to accurately record the payment in the accounting system Odyssey).

### **32.11 Auditing of the Travel Card Statements**

The auditors may review the records of each cardholder at any time during the year. The audit may cover such things as appropriateness of the purchase, adherence to the prescribed procedures and adequacy of supporting documentation.

The audit may be conducted electronically and without the knowledge of the cardholder. Each month's properly signed Citibank statement, Travel Log, including obligating documents (i.e., travel authorizations, contracts, and purchase orders) and other supporting documentation should be kept in hard copy and retained for three (3) years as part of the office files.

### **32.12 Lost or Stolen Cards**

If a card is lost or stolen, immediately notify the Citibank Customer Service Center, the Approving Official, and the Travel Card Manager.

Citibank's Customer Service Center can be reached at any time at either 1-800-790-7206 (in the US) or 1-904-954-7850 (if overseas, call collect). In addition, provide the following information to the Approving Official:

- Cardholder's name
- Card Number
- Date loss was reported
- Date Citibank was notified and any purchases that were made on the day the card was lost or stolen.

NOTE: If you are unable to reach Citibank from your Post, please notify the Travel Card Manager immediately for assistance.

### **32.13 Disputes**

Reasons for disputing a transaction may vary from dissatisfaction with the goods or services provided, to non-recognition of the reported merchant or charge. In all cases, the first course of action is for the cardholder to contact the vendor and attempt to resolve the dispute directly. If attempts to resolve the dispute with the vendor have not been successful, or if attempts to contact the vendor are not possible (vendor is not recognized, contact information is not available, etc.), then explain the error on the Statement of Account by completing the form Citibank®Government Cardholder Dispute Form (CB 003) which can be located on-line at [Travel Documents](#).

During the on-line allocation process, a cardholder can access the form when selecting the option to dispute a charge. The cardholder then completes the electronic form and submits it electronically to Citibank. The cardholder must also print Government Cardholder Dispute Form CB-003, sign, and submitting it to Citibank either by fax at 605-357-2019 or by mail to Citibank Government Services, P.O. Box 6125, Sioux Falls, SD 57117-6125. If the form is not received by Citibank within 60 days from the statement date, the dispute will be decided in favor of the vendor and payment must be made. Payments for disputes that favor the vendor are paid through office's funds, so it is essential that the dispute process is closely followed. Contact the Travel Card Manager if further assistance is required.

### **32.14 Obligations for Disputed Charges**

Offices must allocate an obligation to charges they intend to dispute on their statement. Disputed charges would include those transactions that the office is unable to identify, double charges, and amounts that appear to be incorrect. The obligation must be identified because all disputed amounts are paid by Peace Corps during the dispute period. If the dispute is successful, a credit will appear on a subsequent statement. The credit should be allocated to the same obligation to which the disputed amount was allocated. The net effect of the allocations will then be zero.

If you have any questions regarding the reversal of a transaction, cardholders may call the Citibank Customer Service Center at 1-904-954-7850 (when overseas, call collect). The Citibank Customer Service Center is available to assist cardholders and may be contacted 24 hours a day, 7 days a week, every day of the year. For calls in the U.S., call 1-800-790-7206.