

Helpful Hints for Travel Card Users

The GSA SmartPay® Travel Charge Card

The Travel and Transportation Reform Act of 1998 (Public Law 105-264) mandates Federal government cardholders to use the contractor issued travel charge card for official government travel expenses and to receive cash advances. Having this card provides your agency/organization with numerous benefits. With these benefits come certain responsibilities for you.

Cardholder Responsibilities:

In addition to your agency's travel policy, you should comply with the following guidelines:

DO use your government travel charge card to pay for official travel expenses.
DO obtain travel advances for official travel through an ATM if authorized by your agency.
DO track your expenses while on travel so you have accurate information for filing your travel claim.
DO keep your receipts for all transactions made on your travel charge card.
DO file your travel claim within 5 days after you complete your trip or every 30 days if you are on continuous travel.
DO submit payment in full for each monthly bill.
DO follow your bank's dispute process for charges which are incorrect.
DO contact your bank's customer service number if you have questions about your monthly bill.
DO be aware that misuse of the travel charge card could result in disciplinary actions by your agency.
DO be aware that failure to pay your bill in a timely manner can result in suspension or cancellation of your card.
DO immediately report your lost or stolen card to your A/OPC and the card-issuing bank.
DO destroy any lost or stolen cards that are recovered.
DO return your travel charge card to your Agency/Organization Program Coordinator (A/OPC) to be destroyed if you leave your agency or retire.

DON'T use your travel charge card for personal use.
DON'T obtain travel advances through the ATM which exceed your expected out of pocket expenditures for a trip.
DON'T obtain travel advances through the ATM unless you are on travel or will be on travel shortly.
DON'T allow your monthly bill to become overdue because this could result in suspension or cancellation of your card.
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 your PIN in your wallet.

Paying Your Travel Charge Card Bill

Make payment for all undisputed charges on your travel charge card bill **in full** by the statement billing due date, which is 25 to 30 days after the closing date on the billing statement. The due date is printed on the bill. Failure to pay your monthly bill in a timely manner will result in the loss of your charging privileges. If your card is suspended, you will be unable to use it until your bank receives payment. If your card is cancelled due to non-payment, your delinquency may be reported to credit bureaus, be referred to collection agencies, or lead to other collection actions and you may not be eligible to receive a new card account.

Reporting a Lost or Stolen Card

Immediately report your lost or stolen travel charge card to:

- Your card-issuing bank;
- Your A/OPC; and
- Your supervisor.

You will be responsible for those charges made **before** the travel charge card was reported lost or stolen. The liability for a lost or stolen travel charge card shall not exceed the lesser of \$50 or the amount of money, property, labor, or services obtained before notification to the bank. The bank will mail you a new card. The bank assigns a new number to the replacement card.

Bank Contact Information

To receive information about your card-issuing bank, visit the bank online or call its customer number:

US Bank:

www.usbank.com

(888) 994-6722 or direct (701) 461-2232

Online access to your travel charge card account through US Bank's Access Online system:

<https://www.access.usbank.com>

The Organization Short Name is NASA

Contact your Program Coordinator

Center APC List is located on Travel Web Portal page under References.