

# Department of Energy (DOE)

## Travel Card Information Guide

### March 2026

This guide was prepared by the Office of Travel Management (MA-45) to serve as a quick reference for new travel card holders within DOE. The principal source for the DOE travel card policy is the Federal Travel Regulation (FTR), [DOE O 550.1 Chg 1 \(LtdChg\), Official Travel](#) and [DOE M 552.1-1A Chg 1 \(LtdChg\), DOE Travel Manual](#). The GSA SmartPay® Travel Charge Card Training is located at <https://training.smartpay.gsa.gov/>.

**The GSA SmartPay® Travel Charge Card** is governed by the Travel and Transportation Reform Act of 1998 (Public Law 105-264), which mandates Federal government employees to use the contractor- issued travel charge card for official government travel.



### **Paying Your Travel Charge Card Bill:**

Make a payment for all undisputed charges on your travel charge card bill in full by the statement billing due date. You can access your online account to view your statement.

Failure to pay your monthly bill in a timely manner will result in the loss of your charging privileges.

All undisputed charges are due to the bank by the billing due date, regardless of whether you have been reimbursed by DOE.

The card is **suspended** if the outstanding balance is not paid in full within 60 days of the statement date, and the card account is canceled if not paid in full after 120 days.

If your card is **suspended**, you may lose the privilege to hold a Government-issued travel charge card, which may negatively affect your ability to perform your work duties, and may have an adverse effect upon your job performance. Suspension of your travel card also causes inability to use your card until payment is received by the bank (Citi).

If your card is **cancelled** due to nonpayment, your delinquency may:

- 1) be reported to credit bureaus,
- 2) be referred to collection agencies, or
- 3) lead to other collection actions and
- 4) you may not be eligible to receive a new card account.

**Limit ATM withdrawals** to expected cash purchases (meals, taxi, etc.).

**To apply for a Government Travel Card Go To:**

<https://gotravel.doe.gov/TravelCardAppProcess.html>

- ❖ After completing the GSA Travel Card Training at:  
<https://training.smartpay.gsa.gov/>, you must send

- (1) the GSA Travel Card Account Holders/ AO training certificate and
- (2) the completed DOE Employee Acknowledgement form to the Office of Travel Management at [Travel.Management@hq.doe.gov](mailto:Travel.Management@hq.doe.gov).

- ❖ Once both documents are received by MA-45, the travel card application will be emailed to you.
- ❖ Once you complete the application MA-45 will review and forward the application to Citi for final approval.
- ❖ Once Citi approves the application, a new account is created. You should receive the Citi travel card in seven (7) to ten (10) business days.

### **Reporting a Lost or Stolen Card:**

Immediately report your lost or stolen travel charge card to:

- ❖ Citi,
- ❖ Your A/OPC and,
- ❖ Your supervisor.

### **Cardholder Responsibilities:**

#### **DO's**

- ❖ **DO** use your government travel charge card to pay for all official travel expenses.
- ❖ **DO** obtain travel advances for official travel through an A TM if authorized by DOE.
- ❖ **DO** track your expenses while on travel so you have accurate information for filing your travel claim.
- ❖ **DO** keep receipts for all transactions made on your travel charge card.
- ❖ **DO** file your travel claim within 5 days after your trip is completed or every 30 days if you are on continuous travel.
- ❖ **DO** submit payment in full for each monthly bill.
- ❖ **DO** follow the bank dispute process for charges which are incorrect.
- ❖ **DO** contact the bank 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 DOE.
- ❖ **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 Agency/Organization Program Coordinator (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 (A/OPC) to be destroyed if you leave the agency or retire.

### **DON'Ts**

- ❖ **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.

### **Useful Telephone Numbers**

Travel Policy/Travel Card

#### **Office of Travel Management (MA-45)**

Steven Smith (Policy) ..... 240-780-6089

Trenene Collins (Policy) ..... 240-449-5020

Rossana Ballantine (Policy)....301-704-0046

**Citi Customer Service**

Within United States ..... 1-800-790-7206

Outside United States ..... 904-954-7850

**Online Access to Citi Manager system:**

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

**Travel Card Policy can be accessed via the General Services Administration (GSA) website at:**

<https://www.ecfr.gov/current/title-41/subtitle-F/chapter-301/subchapter-C/part-301-51>

**DOE Order 550.1**

<https://www.directives.doe.gov/directivesdocuments/500-series/0550.1-BOrder-chg1-ltdchg>

**Prepared by: Office of Travel Management (MA-45)**