



MEMORANDUM FOR: All NOAA Travel Cardholders

FROM: Kim Darling *Kim Darling*  
Director, Finance Office/Comptroller

SUBJECT: Travel Advisory 19-6  
Transition from JP Morgan Chase (JPMC) to Citibank  
for Government Travel Cards

DATE: April 30, 2019

By now, all current JP Morgan Chase (JPMC) travel cardholders should have received their new Citibank travel card. If you are a current JPMC travel cardholder and did not receive the new Citibank card, please send your servicing Agency Program Coordinator (APC) (listed at the end of this advisory) an email that includes your current address and next dates of travel so that we can work with Citibank to issue you the new card.

If you didn't receive the new Citibank card, but are already working with an APC to reissue you a new one, **please do not send another request (e-mail/phone call) asking for the status of your new Citibank card** as this takes our time away from assisting those who have an immediate need to travel. With extremely limited resources, we are currently only working on issuing Citibank cards to employees who are traveling between now and May 11, 2019. Once we submit all of the 'rush' cards for travel occurring between now and May 11, 2019, we will begin working on all other travel card requests. Please be assured that we will process your request once we have all of the rush travel cards issued.

As a reminder, effective May 4, 2019, Citibank will replace JP Morgan Chase (JPMC) as our Government charge card vendor for purchase, fleet and travel. This means that cardholders in a temporary duty status (TDY) during the transition will need to take both cards (JPMC and Citibank) with them and will use their JPMC travel card up until 11:59 p.m. on **May 3, 2019**. Effective **May 4, 2019**, at 12:01 a.m., cardholders will be required to use the new Citibank travel card since their JPMC travel card will already be deactivated.

#### **Traveling During the Transition.**

- It is important for employees traveling during the transition phase to remember that they will need to take **both their JPMC and Citibank travel cards** with them to ensure they have the funds they need to travel. Travelers who are not at their duty station when their card is expected to arrive should either consider:

- traveling on personal funds; or
- making arrangements with family to have the new card sent to their TDY location; or
- making arrangements (during the application process) with their servicing APC to have the new card sent to the TDY location.

### **Travel Card Receipt.**

- Cardholders must activate their new Citibank travel card upon receipt of the card and prior to any travel. Once your card is activated, you will be sent login credentials for CitiManager. Please log into CitiManager and make sure the address on file is current. If the address on file is not current, please update your address and any other demographic information that is incorrect.
- Cardholders who have a JPMC travel card will need to shred their card upon deactivation – any time after **May 3, 2019**. **Cardholders must shred their JPMC travel card and are not authorized to return it to anyone.**

### **Cardholder Account Updates.**

- Cardholders who need to file a transaction dispute on their JPMC travel card can initiate the dispute via PaymentNet, but must do so by **August 1, 2019**. Cardholders who initiate a transaction dispute after **May 31, 2019**, must initiate the dispute by calling 800-282-1830.

In the meantime, we are updating NOAA's travel card webpage to reflect Citibank links and information. The new webpage will provide access to Citi-Manager (replacing PaymentNet) which is Citibank's electronic access system where employees will be able to apply for a Citibank travel card, pay their bill, update their address, view statements and process disputes.

We will be sending out more information as it becomes available to us regarding Citibank's phone number, as well as the new application process once the new webpage is completed. In the meantime, if you have any questions on this advisory, please contact your servicing APC:

NWS employees: Primary: Kashira [Laskey/Kashira.d.Laskey@noaa.gov](mailto:Laskey/Kashira.d.Laskey@noaa.gov)/(301)427-6938;  
Back up: Margi Garner/[Margi.Garner@noaa.gov](mailto:Margi.Garner@noaa.gov)/(301)427-6934;  
NMFS employees: Primary: Rhonda Brown/[Rhonda.j.Brown@noaa.gov](mailto:Rhonda.j.Brown@noaa.gov)/(301)427-7716;  
Back up: Jeannette Rodriguez/[Jeannette.Rodriguez@noaa.gov](mailto:Jeannette.Rodriguez@noaa.gov)/(301)427-8735;  
All other employees: Primary: Rachael Wivell/[Rachael.S.Wivell@noaa.gov](mailto:Rachael.S.Wivell@noaa.gov)/(301)444-2136;  
Back up: Chasity Grimm/[Chasity.N.Grimm@noaa.gov](mailto:Chasity.N.Grimm@noaa.gov)/(301)444-2129.