



MEMORANDUM FOR: All NOAA/BIS/EDA Travel Cardholders

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

SUBJECT: Travel Advisory 19-5  
Transition from JP Morgan Chase (JPMC) to Citibank  
for Government Travel Cards

DATE: March 25, 2019

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) will continue to use their JPMC travel cards 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. The purpose of this advisory is to provide key dates and important information to our travel cardholders to ensure a smooth transition.

#### Travel Card Status.

- NOAA will continue to process JPMC travel card applications through **April 29, 2019**. Employees issued a JPMC travel card from now through the **April 29, 2019** cutoff will not have to reapply for the new Citibank travel card since all of JPMCs records will automatically be transferred to Citibank.
- Current cardholders will begin receiving their new Citibank travel cards beginning **April 12, 2019**. Cardholders who do not receive their new card by **April 30, 2019** will need to contact their servicing Agency Program Coordinator (APC) listed at the end of this advisory.

#### Traveling During the Transition.

- NOAA will not process any travel card applications from **April 29, 2019 through May 3, 2019**. We will begin processing the new Citibank travel card applications on **May 4, 2019**. Since it could take a week or longer for an employee to receive their new card, **employees in need of a travel card and who are expecting to travel during the cut-off dates should apply for a JPMC travel card now** at the following address: <https://www.corporateservices.noaa.gov/finance/JPMC.html>.

- 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.
- 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 moved recently and have not updated their address with JPMC will need to do so as soon as possible via their servicing APC listed below in order to ensure that they receive the new Citibank travel card.
- 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.

### **Cardholder Information.**

- Citibank travel cards will be issued with the same credit and cash limits that cardholders currently have with their existing JPMC travel card now.
- Current cardholders will **not be required to recertify** their travel card training at this time. Sometime in the near future we will send cardholders who have expired certificates on file, a notification to recertify their travel card training.
- Citibank's billing cycle will be the same as JPMC's billing cycle which is always the 3<sup>rd</sup> of each month.

### **Key Dates to Remember:**

**April 12, 2019:** Cardholders will begin receiving their new Citibank travel cards;

**April 29, 2019:** Last day to submit a JPMC travel card application;

**May 3, 2019:** Last day to use the JPMC travel card;

**May 4, 2019:** Begin using the new Citibank travel card;

**August 1, 2019:** Last date cardholders can file a dispute with JPMC;

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: Teya Peyton/[Teya.Peyton@noaa.gov](mailto:Teya.Peyton@noaa.gov)/(301)427-9707;

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;

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