



UNITED STATES DEPARTMENT OF COMMERCE  
National Oceanic and Atmospheric Administration  
Office of the Chief Financial Officer  
Finance Office

October 23, 2018

MEMORANDUM FOR: All NOAA Employees

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

SUBJECT: Travel Advisory 18-4  
New Government Travel Card Vendor

Effective November 30, 2018, Citibank, VISA, will replace JP Morgan Chase (JPMC), Mastercard, as our Government charge card vendor for purchase, fleet and travel services. Current cardholder records will be transferred from JPMC to Citibank. Therefore, **cardholders who currently have a JPMC Government travel card will not be required to reapply for a new card under Citibank.** Current cardholders will automatically be enrolled into Citibank's system and will receive their new card before the 11/29/18 cutover date.

Please take note of the following important information/dates:

- **Credit limits.** Current cardholders will automatically be issued the same credit limits that they received under the JPMC contract. As a reminder, cardholders who need an increase to their travel card will need to send their servicing Agency Program Coordinator (APC) their approved travel authorization and their credit limit will be increased accordingly.
- **Address changes.** Cardholders who have moved recently and have not updated their address will need to call JPMC's customer service number on the back of their card and update their contact information (address and/or phone numbers) by **COB October 26, 2018** to ensure they receive a new card under Citibank. **If your address is incorrect when we transition to Citibank in November, you will not receive a new card and will be required to reapply under Citibank.**

- **Employees 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 their Citibank cards to ensure they have the funds they need to travel.
- Employees in a temporary duty (TDY) status will continue to use their JPMC travel card up until 11:59 p.m. on November 29, 2018. Effective November 30, 2018, at 12:01 a.m., cardholders will be required to use the new Citibank travel card since their JPMC travel card will be deactivated.
- **Non receipt of the new card.** Travelers who are not at their duty station in time to receive a new card should either consider:
  - Traveling on personal funds from November 30, 2018 forward; or
  - Making arrangements with family to have the new card sent to the TDY location.
- **Activation.** In order for cardholders to be able to use the new Citibank card, they must call the number on the back of the card and activate it prior to travel.
- **New applications.** November 15, 2018 is the last day employees will be able to apply for a government travel card under JPMC. Please plan accordingly and ensure cardholders traveling during the transition who require a government travel card apply now at the following website: <https://www.corporateservices.noaa.gov/finance/JPMC.html>.

In the meantime, we are working on updating the travel card webpage. The new webpage will replace the current JPMC webpage and will provide access to Citibank's electronic access system so that cardholders can view their statements, update their demographic information, and pay their bills on-line.

We will be sending out more information regarding Citibank's phone number, application site, and training, as it becomes available to us. If you have any question regarding this advisory, please contact your servicing APC below.

### **NOAA's Agency Program Coordinators (APCs)**

#### **All Line and Staff Offices other than NMFS and NWS**

Rachael S. Wivell (301)444-2136

Back-up – Chasity N. Grimm (301)444-2129

#### **NMFS employees**

Rhonda J. Brown (301)427-7716/fax (301)713-1464

Back-up - Jeanette Rodriguez (301)427-8735;

All e-mail inquiries: [nmfs.travelcard@noaa.gov](mailto:nmfs.travelcard@noaa.gov)

#### **NWS employees**

Teya Peyton (301)427-9707

Back-up - Margi Garner (301)427-6934