



MEMORANDUM FOR: All NOAA Travel Cardholders

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

SUBJECT: Travel Advisory 19-7
The New Citibank Travel Card

DATE: May 10, 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 call Citibank at the following number: 800-790-7206. When you call Citibank, you will need to ignore the prompt asking for your account number. When you do this, a live agent will answer and ask you for your agency PIN. Your agency PIN, is the last 4 digits of your SSN. Once you are verified, you will need to verify the address on file. If it is incorrect, the agent will update it for you and issue you a new card. If you are traveling soon, you can request that the card be express mailed to you.

Employees who wish to apply for a new Citibank travel card can now do so at the following link: <https://www.corporateservices.noaa.gov/finance/documents/CITI.TravelCardAppInstruc.docx>. Cardholders are required to submit a copy of their GSA travel card training certificate as well as the Statement of Understanding to their servicing Agency Program Coordinator **prior** to applying for the travel card. Failure to submit this documentation may result in the application being rejected.

New Citibank Travel Card

- Cardholders must:
 - Activate their new Citibank travel card upon receipt of the card and prior to any travel;
 - Establish a PIN once their card is activated. **It is critical that you create a PIN since some vendors are not set up to accept signatures.** This means that if you use a merchant that is only set up to accept a PIN and you have not created a PIN, you will not be able to use your travel card to pay for the expense.
 - Log into CitiManager. Once your card is activated and you have established a PIN, 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.

Old JPMC Travel Card

- Cardholders who have a JPMC travel card must shred their card at this time.
- JPMC cardholders whose travel card expired this month (May) may receive a new JPMC travel card. Please shred the card since it is no longer active.
- May travel card statements will be mailed to all JPMC travel cardholders who have an outstanding balance as of June 1, 2019. Cardholders will not be able to access any statements after May 31, 2019 since PaymentNet will no longer be accessible past that date.

Traveling During Transition

- Hotel Reservations
 - All hotel reservation confirmed on or before May 3, 2019, should have been held on the JPMC travel card. If your hotel visit is over the transition period, i.e., check-in was on or before May 3rd, and check-out is on or after May 4th, you should have checked in using your JPMC travel card, but will need to check-out using your new Citibank travel card.
 - If your reservations are booked for dates on or after May 4, 2019, you will need to call your hotel directly to give them your new Citibank travel card information. **This is imperative in order to prevent cancellation of your reservations.**

Travel Card Monitors

Travel Card Monitors should download their last ‘Transaction Detail’ report in PaymentNet for the month of April (download April Transaction Detail report after May 3). Since PaymentNet will not be available past May 31, 2019, you will not have a report to download for the month of May (normally you would download the May Transaction Detail Report after June 3).

Please visit NOAA’s travel card website for Citibank links and information:

<https://www.corporateservices.noaa.gov/finance/JPMC.html>. The new webpage provides the new Citibank travel card application as well as access to Citi-Manager (replacing PaymentNet) so that cardholders can log in and pay their bill on-line, update their address, view statements and process disputes.

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