

**Travel Charge Card
COMDINST 4600.14 (series)**

Cardholder Responsibilities

DO'S

- DO** Activate your card immediately upon receipt
- DO** contact your coordinator to confirm your credit limit prior to departing on official travel
 - DO** obtain travel advances for official travel through ATM if authorized.
- DO** track your expenses while on travel so you have accurate information for filing your travel claim.
 - DO** keep all your required receipts for transactions made on your travel charge card.
- DO** file your travel claim within **three** working days after you complete your trip or every **21** days if you are on continuous official travel.
- DO** log on to <https://gov1.paymentnet.com> using the Organization ID of dhs0001 plus your EMPLID to ensure your contact information is up to date.
- DO** submit payment in full for each monthly statement on or before the due date regardless of reimbursement.
 - DO** follow GTCC bank's dispute process for charges which are incorrect.
- DO** contact JP Morgan Chase's customer service at **1-888-297-0781** if you have questions about your monthly bill.
 - DO** be aware that misuse of the travel charge card could result in disciplinary actions.
- DO** be aware that failure to pay your bill in full and in a timely manner can result in suspension or cancellation of your card and possible disciplinary action.
- DO** be aware that any misuse or delinquency will be reported to the Security Center and may impact your Security Clearance.
- DO** return your travel charge card to your Agency/Organization Program Coordinator (A/OPC) to be destroyed if you leave the Coast Guard or retire.
- DO** immediately report your lost or stolen card to JP Morgan Chase at **1-888-297-0782** and your card coordinator.

DO destroy any lost or stolen cards that are recovered.

DO update your address whenever you move so that you will receive your statement.

DON'TS

DON'T use your travel charge card for personal use.

DON'T use your travel charge card for local travel or local conference fees.

DON'T obtain travel advances through the ATM which exceed your expected out of pocket expenditures for official travel.

DON'T obtain travel advances through the ATM unless you are on official travel or will be on travel within **3 business days**

DON'T allow your monthly bill to become past due as this could result in suspension, reprimand, and/or cancellation of your card.

DON'T wait for travel claim reimbursement to pay your travel card bill. **Payment is due regardless of reimbursement.**

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.

DON'T let anyone else use your card or make charges to your account.

DON'T use your card for any other traveler's expenses including reserving rooms for other travelers.

Paying Your Travel Charge Card Bill

Make payments for all undisputed charges on your travel charge card bill in full by the statement billing due date, which is 25 to 30 days after the closing date on the billing statement. The due date is printed on the statement.

Failure to pay your monthly bill in a timely manner will result in the loss of your charging privileges. If your card is suspended, you will have your pay garnished for payment. If your card is cancelled due to non-payment, your delinquency may be reported to credit bureaus, be referred to collection agencies, or lead to other collection actions and you may not be eligible to receive a new card account, and receive disciplinary action.