

**Travel Charge Card Program Policies and Procedures
COMDTINST M4600.18 (series)**

Cardholder Responsibilities

DO'S

- DO** Activate your card immediately upon receipt
- DO** contact your Travel Manager to confirm your credit limit prior to departing on official travel
 - DO** obtain travel advances for official travel through ATM if authorized and only for those expenses where the travel card is not accepted.
 - DO** keep all your required receipts for transactions made on your travel charge card.
- DO** file your travel claim within **3** 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** notify your Travel Charge Card Travel Manager and destroy your travel card 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 Travel Manager.
 - DO** destroy any lost or stolen cards that are recovered.

DO update your address whenever you move so that you will receive your statement by contacting JP Morgan Chase's customer service at **1-888-297-0781**.

DO ensure you complete the required DHS Travel Card Training via the CG Learning Management System every 2 years.

DON'TS

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

DON'T use your travel charge card for local travel and/or **training expenses**.

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 it 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.

DON'T use your card for dependent travel expenses, even if they are on orders.

DON'T use your card for group meals (i.e. paying the entire tab and collecting cash).

DON'T use the card for Do It Yourself (DITY) move expenses such as boxes, u-haul rentals, or vehicle shipments.

DON'T use the card for any Leisure In conjunction With Official (LICWO) Travel.