



Government Travel Card

Citibank Contact Information:	1-800-790-7206 https://www.citimanager.com/login
EMCBC Travel Card Coordinator:	Ericka French, at 513-246-0506 or ericka.french@emcbc.doe.gov
How do I pay my travel card bill online?	Travelers can make payments to their DOE Citibank travel card through the Citimanager website after creating account using the Self-Registration for cardholders link located at www.citimanager.com/login
Can I make a payment by telephone?	Yes, payments can be made by telephone at 1-800-790-7206. There is a non-reimbursable charge for each payment made by phone.
DOE Citibank travel card due date:	All EMCBC DOE travel cards have the due date of the 21st of the month. Timely filing of travel vouchers is required by DOE regulation, and failure to submit your voucher timely does not relieve you of personal responsibility for timely travel charge card payments.
Will I be notified when I have a balance due?	The automatic billing feature has been enabled with Citibank, when travelers have a balance due an email will be sent to the email address Citibank has in the profile for the traveler.
Does Citibank charge late fees for charges not paid by due date:	Yes, please see late payment fee schedule: <ul style="list-style-type: none">• 60 days past due- Automatic account suspension.• 90 days past due- 2.5% late fee assessed (based on total balance)

	<ul style="list-style-type: none">• Late fees are not-reimbursable.
<p>How do I dispute a charge on my travel card, and does this stop the payment clock from ticking?</p>	<p>If there are charges on your billing statement that you do not recognize, call the merchant first and ask for clarification. If you are not able to resolve the disputed charge with the merchant, contact a Citibank customer service representative so you can complete and submit a dispute form. The bank can be contacted using the toll free number on the back of your travel card. Once the completed dispute form has been received by the bank, delinquency of the disputed amount will be held in abeyance until the matter is resolved.</p> <p>Reporting a disputed charge in a timely manner will stop the payment clock from ticking and mean that you are only responsible for payment on all other undisputed charges on or before the billing due date.</p>