

# DoD Trip Journey Sheet

What should I do before, during, and after travel?

Channel	Online	Mobile App	Telephone
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Step	What	How	Why	Citimanager.com/login	CitiManager Mobile App	Customer Service number on back of your card
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**BEFORE YOU TRAVEL**



1	Ensure your <b>card</b> account is open/active. Ensure your card has been activated by completing the ' <b>Card Receipt Verification</b> ' process and that you have <b>established</b> and <b>know your PIN</b> .	<p><b>URL:</b> <a href="https://cardactivation.citi.com">https://cardactivation.citi.com</a></p> <p><b>Customer Service Virtual Agent:</b> 1-800-200-7056</p> <p><b>From Outside the U.S.:</b> 1-757-852-9076</p> <p>Information above appears on the back of your card.</p>	Reduce likelihood of your card being declined while setting up your trip as well as on travel.	N/A	N/A	✓
2	Register your card on <b>CitiManager</b> and create your profile using current address.	<p><b>URL:</b> <a href="https://citimanager.com/login">https://citimanager.com/login</a></p>	Ability for you to view or manage your <b>profile</b> , transactions, credits, payments, activity on your account, and PIN.	✓	N/A	N/A
3	Download the CitiManager Mobile Application.	<p><b>URL:</b> <a href="https://www.citibank.com/tts/solutions/commercial-cards/">https://www.citibank.com/tts/solutions/commercial-cards/</a></p>	Access and manage account activity using your mobile device available for IOS and Android.	N/A	✓	N/A
4	Contact your <b>APC</b> and confirm the <b>effective dates</b> assigned to your account/card.	<p><b>Contact your APC:</b> <a href="https://www.defensetravel.dod.mil/site/localSupport.cfm">https://www.defensetravel.dod.mil/site/localSupport.cfm</a> – access link to Local Defense Travel Administrators</p>	Prevent declines due to effective dates not properly set on your card.	N/A	N/A	N/A
5	Ensure your <b>DOD Travel Profile</b> has the current <b>card number</b> and expiration date. Make necessary changes in your traveler profile in <b>Defense Travel System (DTS)</b> .	<p><b>DTS:</b> <a href="http://www.defensetravel.osd.mil">www.defensetravel.osd.mil</a></p>	Ensure successful reservation and ticketing for travel.	N/A	N/A	N/A
6	Verify that you have <b>sufficient credit</b> available to cover your expenses during your trip.	<p><b>CitiManager URL:</b> <a href="http://www.citimanager.com/login">www.citimanager.com/login</a> (back of card)</p> <p><b>Contact your APC:</b> <a href="https://www.defensetravel.dod.mil/site/localSupport.cfm">https://www.defensetravel.dod.mil/site/localSupport.cfm</a> – access link to Local Defense Travel Administrators</p> <p><b>Customer Service Virtual Agent:</b> 1-800-200-7056</p>	Reduce risk of running out of available credit to complete travel-related purchases.	✓	✓	✓

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<b>BEFORE YOU TRAVEL (CONTINUED)</b>						
7	No less than 3 business days before departing, check the status of your authorization in <b>DTS</b> and <b>confirm approval</b> and <b>ticketing</b> . Subsequently, ensure you have received notification from the <b>Travel Management Company</b> that your ticket has been purchased.	<b>DTS:</b> <a href="http://www.defensetravel.osd.mil">www.defensetravel.osd.mil</a> <b>TMC:</b> Contact your TMC using the phone number or website provided on your provided itinerary.	Ensure necessary travel ticketing is secured.	N/A	N/A	N/A
<b>DURING YOUR TRAVEL</b>						
8	During travel, use your travel card for ALL official travel expenses, including the purchase of meals. <b>Retain receipts</b> for all lodging expenses and for any other expense of <b>\$75.00</b> or higher. Note: If you have questions about authorized expenses, please review the 'Joint Travel Regulations.'	<b>Joint Travel Regulations URL:</b> <a href="https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf">https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf</a>	Prevent delays in reimbursement or issues with payment and adherence to DoD Policy.	N/A	N/A	N/A
9	If your card is <b>declined during travel</b> you may receive an alert (if subscribed). Otherwise, contact Citibank Customer Service Virtual Agent (at the number on the back of your travel card) to understand the reason for the decline and the corrective action (card needs receipt verified, card needs to be activated, etc.). You may also need to contact your APC depending on the decline reason.	<b>Customer Service Virtual Agent:</b> 1-800-200-7056 <b>Contact your APC:</b> <a href="https://www.defensetravel.dod.mil/site/localSupport.cfm">https://www.defensetravel.dod.mil/site/localSupport.cfm</a> – access link to Local Defense Travel Administrators	Necessary to resume uninterrupted completion of travel.	N/A	N/A	✓
<b>AFTER YOUR TRAVEL</b>						
10	When returning from your official travel, be sure to file your travel claim within <b>5 business days</b> . The <b>DTS</b> provides information on the charges made with your travel card to assist you with submitting an accurate voucher and to include the correct amount that must be split-disbursed directly to Citibank card account.  You can also log in to <b>CitiManager</b> to view the charges made on your travel card or receive that information via the <b>Citibank Customer Service Virtual Agent</b> .	<b>DTS:</b> <a href="http://www.defensetravel.osd.mil">www.defensetravel.osd.mil</a> <b>URL:</b> <a href="https://citimanager.com/login">https://citimanager.com/login</a> <b>Customer Service Virtual Agent:</b> 1-800-200-7056	Prevent delays in reimbursement or issues with payment and adherence to DoD Policy.	✓	N/A	✓