

V5 11/2

SP3 Travel Playbook

The All-in-One HHS Bank
Transition Support Guide
for Federal Agency Travel Administrators and Travelers

Everything you need to know to travel, or to support HHS employees traveling during the transition from JPMorgan Chase to Citibank

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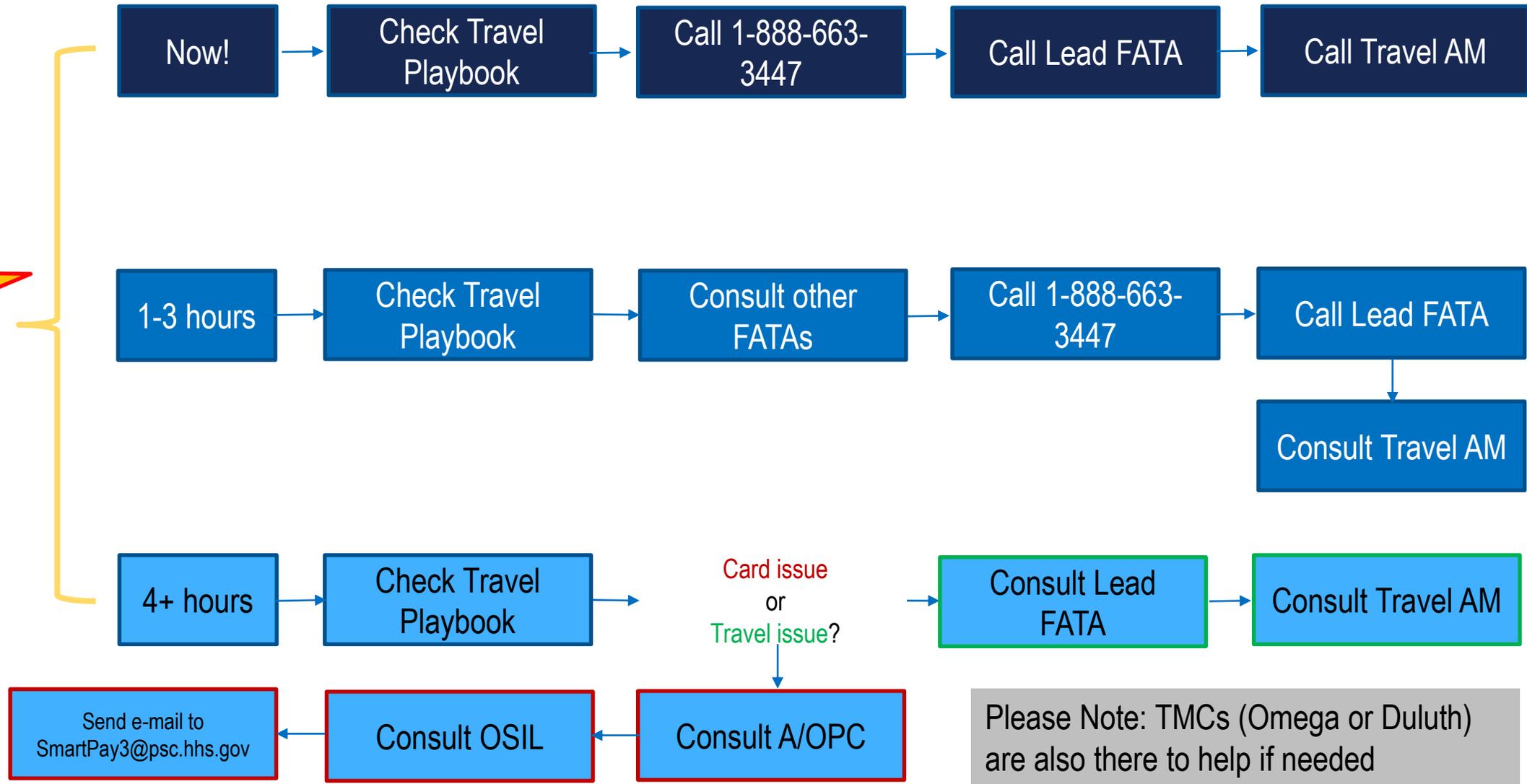
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Read me for paying your travel card bill to the bank

3. IMMEDIATE HELP PROGRESSION



4. TRAVEL MANAGEMENT COMPANIES

Omega World Travel

ACF, ACL, AHRQ, CMS, FDA, HRSA, IHS, and SAMHSA

Omega World Travel: 1-855-326-5411

Hours of operation: Monday – Friday, 7 a.m. to 10 p.m. Eastern Time

CDC

Emergency Operations Center Travelers (EOC): 855-326-5408

NIH

Omega World Travel: 1-855-566-9310

NIH Helpdesk: 301-496-4357

Hours of operation: Monday – Friday, 7 a.m. to 10 p.m. Eastern Time

Duluth Travel Incorporated

Office of the Secretary (OS) – except ASPR

Duluth Travel Incorporated: 1-855-890-5174

Email: hhs@duluthtravelinc.com

Hours of operation: Monday – Friday, 7 a.m. to 10 p.m. Eastern Time

OS – ASPR

1-877-676-5746

TDY email: aspr.tdy@duluthtravelinc.com

Emergency and planned response: 1-855-890-5171

Emergency email: aspr.emergency@duluthtravelinc.com

Hours of operation: Monday – Friday, 7 a.m. to 10 p.m. Eastern Time

5. TRAVEL PLAYBOOK OVERVIEW / RESOURCES

There are changes coming to HHS travel cards this fall. HHS uses the GSA SmartPay program to secure banking services. The current SmartPay contract (SP2) is ending on November 29th -- a new one (SmartPay3) starts on November 30th. What does that mean for HHS? **We are changing banks—moving from JPMorgan Chase to Citibank (starting November 30th at midnight).**

HHS employees will receive new Citibank travel charge cards during the month of November. If you have not received your new card by November 9th, please call Citibank at 1(800)-790-7206 and press “0” to speak to a customer service representative. If Citibank does not have your account on file then contact your Agency/Organization Program Coordinator (A/OPC). Also, there are **temporary** changes to the travel booking, vouchering, and payment process.

This playbook provides HHS Federal Agency Travel Administrators (FATAs), travel arrangers, executive assistants, and travelers with information during the bank transition. It is an all in one resource for information, answers a variety of frequently asked questions, and provides guidance for scenarios that you may face.

Trainings:

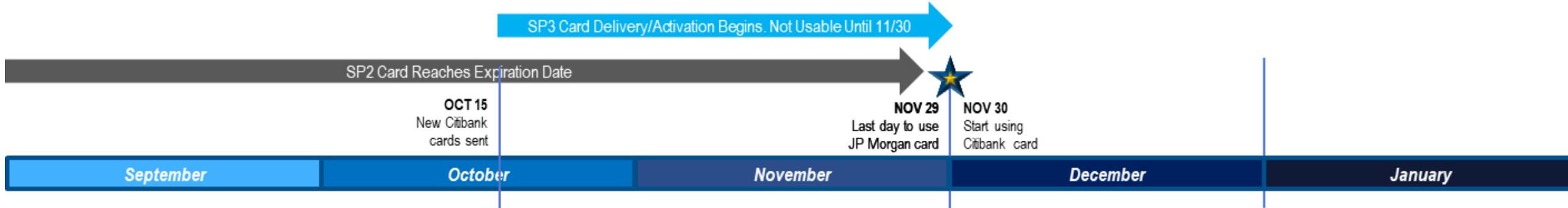
- Town Halls: Temporary Travel Process Changes
 - Walks through the temporary payment process change and Travel Playbook scenarios
 - Mondays 1:30 PM Eastern, Thursdays 9:30AM Eastern
 - Email SmartPay3@psc.hhs.gov to receive invitation and forward invitation as you see fit
- SP3 “Travel in a Minute” sessions
 - Invitation sent to FATA community from transportation@psc.hhs.gov

Check out ***Frequently Asked Questions***, with up to the minute information, published here: <https://www.psc.gov/hhs-charge-cards/travel-card-faq>

Direct support is also available from the **SP3 Enterprise Program Management Office** which can be reached at SmartPay3@psc.hhs.gov, as well as from Op/StaffDiv resources for travel such as **Agency/Organization Points of Contact (AOPCs)**, **Lead FATAs**, or **Travel Account Managers**.

The **One DHHS Help Desk** is available for support from 7AM ET – 9PM ET M-F at 1-888-663-3447 Option 2 from or <https://egov-portal.psc.gov>.

6. TRAVEL CARD TRANSITION OVERVIEW



At 11:59 PM Eastern on November 29th, 2018, old JPMorgan Chase cards will be deactivated. The new Citibank travel charge cards will be ready for use on November 30, 2018, at 12:00 AM Eastern. Any charges to JP Morgan Chase cards will decline after 12:00 AM Eastern. Any charges to Citibank cards will decline prior to 12:00 AM Eastern.

Citibank cards will be delivered in the first two weeks of November. If you have not received your new card by November 9th, please call Citibank at 1(800)-790-7206 and press "0" to speak to a customer service representative. If Citibank does not have your account on file then contact your Agency/Organization Program Coordinator (A/OPC). If you are traveling prior to November 9th through the cutover date of November 29th and have not received your card before leaving for your trip, please contact your A/OPC.

Cards should be activated immediately upon receipt by following the instructions provided with the card or by activating online, the Citibank cards can not be used to make travel purchases until November 30, 2018, at 12:00 a.m. EST. Any charges made to the Citibank card before that date will decline.

If traveling over the bank cutover date of November 29th, 2018, the employee should bring both their old JPMorgan Chase and their new Citibank travel charge card (IBA) on the trip.

7. TRAVEL CARD DELIVERY AND ACTIVATION

Travel Card

Mail Starting: October 30 – 31, 2018

Be on the lookout for a plain white envelope in the mail (delivered to the address or P.O. Box on file with JPMorgan Chase). **Activate the card** by following the instructions on the Citibank activation sticker. When prompted to enter the last four digits of your social security number (SSN) or employee number – enter the last **four digits of your SSN**.

Select a four-digit Chip PIN before your card is activated. That Chip PIN will be used in the future for purchases. Please make sure you keep your PIN number in a safe place. Be sure to do this *before* you use your new card for the first time. Activation is only required once.

Verify the last four digits of your HHS employee ID when contacting the customer service line (800-790-7206) for future cardholder inquiries. Your HHS employee ID can be found on the back of your HHS Personal Identity Verification (PIV) card or by contacting your Operating Division/Staff Division (OpDiv/StaffDiv).

Note: If you are an OIG employee the last four digits of your employee ID can be found on the ATA Welcome Screen. Commission Corp are issued CAC cards and should call the badging office to secure HHS employee ID by calling HHS Badging Office (202-205-5131), Parklawn Badging Office (301-443-5533) or contacting your Regional Area Manager.

If you have not received your new travel card by November 9, 2018, please call Citibank at 1(800)-790-7206 and press “0” to speak to a customer service representative (CSR). The CSR will ask for your 16-digit account number. Identify that you are a HHS cardholder who has not received your new travel card with Citibank and provide your name. You can request to have your card expedited if your trip is less than 7-10 days away.

If Citibank does not have your account on file then contact your Agency/Organization Program Coordinator (A/OPC).

8. TRAVEL CARD DELIVERY CONTINUED

Employees should update their address and contact information with JPMorgan Chase by October 25th so that their new card is delivered to the correct address. Employees can view this information in PaymentNet, and can update this information by contacting their A/OPC or calling JPMorgan Chase at (888) 297-0781. If you did not update your address with JP Morgan Chase by October 25th and it is out of date, please call your AOPC.

How do employees get a new JPMorgan Chase travel card (IBA) if they do not have one right now but will need one between now and November 29th?

- Submit requests for a new JPMorgan Chase travel card through normal shipping options up until November 15, 2018.
- Confirm with OpDiv/ StaffDiv or representative agency contacts to understand any specific dates for requesting new accounts.

The date is after November 15, but an employee needs a JPMorgan Chase card for emergency travel between November 15 and November 29.

- The last date to request a JP Morgan Chase travel cards for emergencies only is November 23, 2018. Cards ordered between November 15, 2018 and November 23, 2018 will need to be rush shipped. Choose rush/ expedited shipping on delivery options.

New accounts created with JP Morgan Chase created between October 25th and November 23rd will not automatically generate a Citibank account. Please contact your Smart Pay 3 resource or A/OPC if this applies to you.

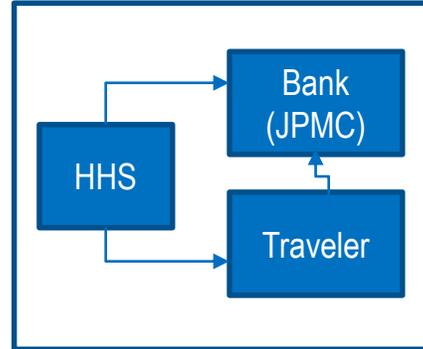
How can an employee get a new Citibank card?

- If the employee already has a JPMC card prior to October 25th, they will receive a Citibank card to the address JPMorgan Chase has on file.
- For employees who receive JPMC Cards after October 25th, contact your AOPC to make sure you receive a new Citibank card.
- Citibank will accept new travel card applications from HHS beginning November 16, 2018. Please contact your Smart Pay 3 resource or A/OPC if this applies to you.

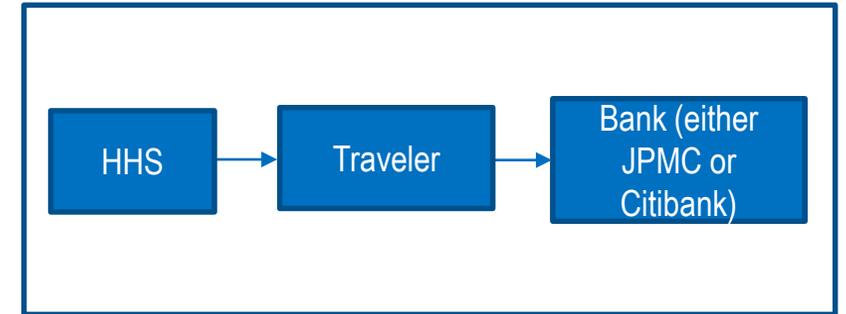
9. TRAVEL CARD PAYMENT PROCESS CHANGE OVERVIEW

There is a temporary *reimbursement and payment process change* for travel charge cards. Arrows in the diagrams at right indicate reimbursement / payment.

Usual process:



Process for travel documents generated October 1 – December 31, 2018:



For travel documents (authorizations or vouchers) created from **October 1, 2018, to December 31, 2018**, HHS travel cardholders will **be reimbursed to their personal bank accounts for the allowable amount of their travel voucher claim** for charges to government issued travel cards. **Please note that airfare, rail, and other fees will not be charged on IBA travel cards for reservations created** during this time (rather charged to agency CBA).

For any travel authorizations created or vouchers generated during this time, you will be responsible for paying your travel card bill in full to the bank(s). Please voucher within five (5) days of travel to receive timely reimbursement. This is a temporary reimbursement and payment process change during the SP3 transition. The current process, where the bank is paid directly by your OpDiv/StaffDiv or representative agency for allowable charges on the IBA travel card, will be on hold during this time.

For any new travel reservations created on January first and after, the process where HHS pays the bank will resume, and you can use IBA as form of payment method on authorizations and vouchers. For all other authorizations created before January 1, you must still voucher to receive reimbursement to your personal account even after January 1.

10. TEMPORARY TRAVEL CHANGES SCENARIOS SUMMARY

- For any authorizations created between October 1st and December 31st where travel was booked on the travel charge card (IBA), the expense tab should reflect “personal” for the form of payment method so that you can be reimbursed to your personal account for those charges, and pay the bank.
- For any vouchers created starting October 1st 2018 and at all points forward where travel was booked on the travel charge card (IBA), if the corresponding authorization was created prior to December 31st, 2018, the voucher should reflect “personal” for the form of payment method so that you can be reimbursed to your personal account for those charges, and pay the bank.
- For any new authorizations created January 1st and onward where travel was booked on the travel charge card (IBA), you can voucher to your travel charge card (IBA) as form of payment method and the normal process where your OpDiv/ StaffDiv pays the bank for those charges will resume.
- The following scenarios will dive into more detail.

11. SCENARIO – AUTH APPROVED BEFORE CHANGE, VOUCHER DURING CHANGE

My travel authorization was approved prior to October 1.
I vouchered between October 1 and December 31.

Reserving travel:

- Reserve travel as usual in the ConcurGov ETS using the JPMorgan Chase travel card (IBA).
- The travel authorization will reflect the JPMorgan Chase travel card (IBA) as the form of payment method on your expense tab.

Traveling:

- Take both the JPMorgan Chase card and the new Citibank card with you if traveling over November 29th – 30th.
- Use the JPMC card until it stops working on November 29th. Use the Citibank card when it starts working on November 30th.

Vouchering:

- File the voucher within five days of returning from travel.
- **Make sure that your travel voucher indicates personal as form of payment on the expense tab.**

Paying travel card bill:

- Your OpDiv/StaffDiv or representative agency will reimburse the allowable amount of travel card (IBA) charges on your travel voucher claim to your personal bank account.
- The traveler is responsible for paying the travel card bill in full to the bank.
- Travelers will use their reimbursement to pay the bill to the bank.
- You will pay your travel bill to JPMorgan Chase for any travel reservations and charges made using your JPMorgan Chase IBA card prior to November 29, 2018. Please note that you will still have to pay JPMorgan Chase even after the cutover date of November 29th, 11:59 p.m. for travel reservations and charges made with your JPMorgan Chase card before cutover.
- You will pay your travel bill to Citibank for travel reservations and charges made using your Citibank card from November 30 to December 31, 2018. Please note that you will still voucher out to your personal bank account and have to pay JPMorgan Chase or Citibank after December 31st, 2018 for any travel reservations that were created prior to December 31st.
- Payment can be made via the banks' online systems, by phone, or by mail.

PLEASE NOTE FOR END OF FISCAL YEAR: Vouchers that are approved in ConcurGov during fiscal year end shutdown may not be processed and would be in a pending status until the respective financial systems resume normal operations in October. Any voucher in that condition that was approved prior to October 1 will process as usual where the OpDiv/StaffDiv or representative agency pays the bank directly for the allowable amount of IBA charges on that voucher. Any pending documents are being addressed by PSC Transportation Services.

Please see the SP3 ConcurGov Job Aids for additional assistance.

12. SCENARIO – AUTH APPROVED DURING CHANGE, VOUCHER DURING CHANGE

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@psc.hhs.gov



My travel authorization was approved between October 1 and December 31.
I vouchered between October 1 and December 31.

Reserving travel:

- Reserve travel as usual in the ConcurGov ETS using the JPMorgan Chase travel card (IBA).
- Air, rail, and TMC/ETS fees can not be reserved on the travel card (IBA) during this time. They will be reserved on agency CBA or personal card.
- **Make sure that your travel authorization indicates personal as form of payment on the expense tab.**

Traveling:

- Take both the JPMorgan Chase card and the new Citibank card with you if traveling over November 29th – 30th.
- Use the JPMC card until it stops working on November 29th. Use the Citibank card when it starts working on November 30th.

Vouchering:

- File the voucher within five days of returning from travel.
- **Make sure that your travel voucher indicates personal as form of payment on the expense tab.**

Paying travel card bill:

- Your OpDiv/StaffDiv or representative agency will reimburse the allowable amount of travel card (IBA) charges on your travel voucher claim to your personal bank account.
- The traveler is responsible for paying the travel card bill in full to the bank.
- Travelers will use their reimbursement to pay the bill to the bank.
- You will pay your travel bill to JPMorgan Chase for any travel reservations and charges made using your JPMorgan Chase IBA card prior to November 29, 2018. Please note that you will still have to pay JPMorgan Chase even after the cutover date of November 29th, 11:59 p.m. for travel reservations and charges made with your JPMorgan Chase card before cutover.
- You will pay your travel bill to Citibank for travel reservations and charges made using your Citibank card from November 30 to December 31, 2018. Please note that you will still voucher out to your personal bank account and have to pay JPMorgan Chase or Citibank after December 31st, 2018 for any travel reservations that were created prior to December 31st.
- Payment can be made via the banks' online systems, by phone, or by mail.

Please see the SP3 ConcurGov Job Aids for additional assistance.

13. SCENARIO – AUTH APPROVED DURING CHANGE, VOUCHER AFTER CHANGE

V5 11/2
pay3@psc.hhs.gov



My travel authorization was approved between October 1 and December 31.
I vouchered after December 31.

Reserving travel:

- Reserve travel as usual in the ConcurGov ETS using the JPMorgan Chase travel card (IBA).
- Air, rail, and TMC/ETS fees can not be reserved on the travel card (IBA) during this time. They will be reserved on agency CBA or personal card.
- **Make sure that your travel authorization indicates personal as form of payment on the expense tab.**

Traveling:

- Take both the JPMorgan Chase card and the new Citibank card with you if traveling over November 29th – 30th.
- Use the JPMC card until it stops working on November 29th. Use the Citibank card when it starts working on November 30th.

Vouchering:

- File the voucher within five days of returning from travel.
- **Make sure that your travel voucher indicates personal as form of payment on the expense tab.**

Paying travel card bill:

- Your OpDiv/StaffDiv or representative agency will reimburse the allowable amount of travel card (IBA) charges on your travel voucher claim to your personal bank account.
- The traveler is responsible for paying the travel card bill in full to the bank.
- Travelers will use their reimbursement to pay the bill to the bank.
- You will pay your travel bill to JPMorgan Chase for any travel reservations and charges made using your JPMorgan Chase IBA card prior to November 29, 2018. Please note that you will still have to pay JPMorgan Chase even after the cutover date of November 29th, 11:59 p.m. for travel reservations and charges made with your JPMorgan Chase card before cutover.
- You will pay your travel bill to Citibank for travel reservations and charges made using your Citibank card from November 30 to December 31, 2018. Please note that you will still voucher out to your personal bank account and have to pay JPMorgan Chase or Citibank after December 31st, 2018 for any travel reservations that were created prior to December 31st.
- Payment can be made via the banks' online systems, by phone, or by mail.

Please see the SP3 ConcurGov Job Aids for additional assistance.

14. SCENARIO – AUTH APPROVED BEFORE CHANGE, VOUCHER AFTER CHANGE

V5 11/2
pay3@psc.hhs.gov



My travel authorization was approved before October 1.
I vouchered after December 31.

Reserving travel:

- Reserve travel as usual in the ConcurGov ETS using the JPMorgan Chase travel card (IBA).
- The travel authorization will reflect the JPMorgan Chase travel card (IBA) as the form of payment method on your expense tab.

Traveling:

- Take both the JPMorgan Chase card and the new Citibank card with you if traveling over November 29th – 30th.
- Use the JPMC card until it stops working on November 29th. Use the Citibank card when it starts working on November 30th.

Vouchering:

- File the voucher within five days of returning from travel.
- **Make sure that your travel voucher indicates personal as form of payment on the expense tab.**

Paying travel card bill:

- Your OpDiv/StaffDiv or representative agency will reimburse the allowable amount of travel card (IBA) charges on your travel voucher claim to your personal bank account.
- The traveler is responsible for paying the travel card bill in full to the bank.
- Travelers will use their reimbursement to pay the bill to the bank.
- You will pay your travel bill to JPMorgan Chase for any travel reservations and charges made using your JPMorgan Chase IBA card prior to November 29, 2018. Please note that you will still have to pay JPMorgan Chase even after the cutover date of November 29th, 11:59 p.m. for travel reservations and charges made with your JPMorgan Chase card before cutover.
- You will pay your travel bill to Citibank for travel reservations and charges made using your Citibank card from November 30 to December 31, 2018. Please note that you will still voucher out to your personal bank account and have to pay JPMorgan Chase or Citibank after December 31st, 2018 for any travel reservations that were created prior to December 31st.
- Payment can be made via the banks' online systems, by phone, or by mail.

Please see the SP3 ConcurGov Job Aids for additional assistance.

15. SCENARIO – AUTH APPROVED AFTER CHANGE, VOUCHER AFTER CHANGE

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smartpay3@psc.hhs.gov



**My travel authorization was approved after December 31.
I vouchered after December 31.**

Reserving travel:

- Reserve travel as usual in the ConcurGov ETS using the Citibank travel card (IBA).
- The travel authorization will reflect the Citibank travel card (IBA) as the form of payment method on your expense tab.

Traveling:

- Take both the JPMorgan Chase card and the new Citibank card with you if traveling over November 29th – 30th.
- Use the JPMC card until it stops working on November 29th. Use the Citibank card when it starts working on November 30th.

Vouchering:

- File the voucher within five days of returning from travel.
- ***Your voucher will reflect the Citibank travel card (IBA) as the form of payment method on your expense tab.***

Paying travel card bill:

- Your OpDiv/StaffDiv or representative agency will reimburse the bank directly for the allowable amount of travel card (IBA) charges on your travel voucher claim. The usual process is resumed.

Please see the SP3 ConcurGov Job Aids for additional assistance.

16. BANK CUTOVER TRAVEL AND BEYOND

I am traveling over the bank cutover date of November 29 – 30 and / or the following weekend.

- Bring both cards with you on your trip!
- If you have not received your new card before you leave for your trip, contact your AOPC.
- Adhere to the physical checkout suggestions on Page 18.
- Adhere to the TMC guidance on Page 17.
- Refer to the Travel Toolkit and Travel Passport to Success.
- Utilize the **Resolution Center** if necessary. If you need immediate assistance over the weekend after bank cutover, please call [\(888\)-663-3447](tel:888-663-3447) or email SmartPay3@psc.hhs.gov for resolution center services.

I made travel reservations using my JP Morgan travel charge card before the bank cutover date. The travel reservations are for December 9th or onward.

Switch your reservation to your new Citibank charge card in the ConcurGov system or by calling the TMC.

The servicing TMC will have the replacement CBA cards in-hand and shall use them as appropriate should an air fare or rail payment decline occur. The CBA should not be used for air and rail reservations starting Jan. 1, 2019.

For any travel that occurs on or after Jan. 1, 2019:

A traveler may change the air/rail form of payment manually from CBA to IBA in the E-government Travel System (“ConcurGov”) or by calling the servicing Travel Management Center and asking for the card swapped to be swapped and the charges applied to the IBA.

Contacting the TMC to perform a card swap will incur the Assisted Travel Reservation Service (ATRS) full-service fee.

Please see the SP3 ConcurGov Job Aids for additional assistance.

17. SCENARIO – EXTENDED TEMPORARY DUTY

I am on Extended Temporary Duty (ETDY, or “LTTDY”) for several months that span the payment process change and bank cutover.

It is recommended that travelers end travel in place at the TDY location on Nov. 29 and create a new travel authorization for November 30 and on.

A voucher should be filed for travel that occurs between Oct. 1 and Oct. 31. A second voucher should be filed for travel between Nov. 1 and Nov. 29. A third voucher should be filed for travel between Nov 30th and December 31st.

18. SCENARIO – EMERGENCY AFTER-HOURS TRAVEL SERVICES NOV. 29-30

V5 11/2

smartpay3@psc.hhs.gov



I am traveling over the bank cutover date of November 29 to November 30 and want to contact the TMC.

- There will be limited travel reservation services available from the Travel Management Companies between 6 p.m. Nov. 29 and 8 a.m. Dec. 3.
- Employees should plan their travel ahead of time and avoid using the TMC to obtain certain services between those times unless it is an emergency.
- A dedicated **Resolution Center** will be provided to travelers in travel status during this time. If you need immediate assistance over the weekend after bank cutover, please call **(888)-663-3447** or email SmartPay3@psc.hhs.gov for resolution center services.

19. SCENARIO – PHYSICAL CHECKOUT

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smartpay3@psc.hhs.gov



I am traveling over the bank cutover date of November 29 to November 30 and have hotel and rental car reservations.

- A best practice is to physically update the card on file for your reservation while at your hotel on November 30th to minimize complications at checkout.
- A best practice is to physically update the card on file with your rental car either before or upon car return rather than just dropping off the keys to avoid a declined transaction.

20. PAYING YOUR TRAVEL CARD BILL TO JPMORGAN CHASE

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smartpay3@psc.hhs.gov



I need to pay my travel card bill to JPMorgan Chase.

1. Making Payment by Phone

- Please call [1-888-297-0781](tel:1-888-297-0781) to make a payment by phone. The Customer Service team is available 24 hours a day for payment assistance. A payment can be made any time during the billing cycle, so you do not need to wait to receive a statement from the bank in order to make a payment. Please ensure you pay the amount for which you are responsible.
- Enter your 16-digit account number and request to make a payment via phone. You will be asked via a voice response unit to provide your bank ABA routing number, bank account number, dollar amount to be paid and desired posting date. An ACH file will be drafted and your checking or savings account will be debited.

2. Make Payment via Mail

- Upon receipt of your charge card statement, or at any time prior to receipt of statement, you can mail your payment to the bank to [JPMorgan Chase P.O. Box 4473 Carol Stream, IL 60197-4473](#)
- Please make sure you have your 16 digit account number on the check.
- ***Note:** if you need to make a payment overnight please use the following address: [JPMorgan Chase Attention Lockbox 4473 131 South Dearborn 64 Chicago, Illinois 60603](#)

3. Make Payment Online via PaymentNet

- Payments can be made via the JPMorgan Chase online bill payment system, [PaymentNet](#) – 24 hours a day, seven days a week – so you can log on before your statement due date to pay the amount of the bill you are responsible for from your own checking or savings account.
- For additional guidance on how to access [PaymentNet](#), set up bank information, and set up one-time payments, please reference the [Travel Charge Card FAQs](#).

21. PAYING YOUR TRAVEL CARD BILL TO CITIBANK

I need to my travel card bill to Citibank.

1. Making Payment by Phone

- Please call [1-800-790-7206](tel:1-800-790-7206) to make a payment by phone. The Customer Service team is available 24 hours a day for payment assistance. A payment can be made any time during the billing cycle, so you do not need to wait to receive a statement from the bank in order to make a payment.
- Enter your account number and when a customer service representative answers, request to make a payment over the telephone. The representative will collect all necessary information.

2. Make Payment via Mail

- Upon receipt of your charge card statement, or at any time prior to receipt of statement, you can mail your payment to the bank to [Citibank Government Card Services P.O. Box 183173 Columbus, OH 43218-3173](#)

3. Make Payment Online via CitiManager

- Payments can be made via the Citibank online bill payment system, [CitiManager](#) – 24 hours a day, seven days a week – so you can log on before your statement due date to pay the amount of the bill you are responsible for from your own checking or savings account.
- Additional guidance on how to access [CitiManager](#), set up bank information, and set up one-time payments will be available at a later date.