

# The Controlled Spend Account

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## Cardholder Frequently Asked Questions

### **What are the differences between the Government Travel Card (GTC) and the new Controlled Spend Account (CSA) card?**

There are four primary differences. With the CSA:

1. Every traveler will have one – no credit check is required.
2. The spend limit is set for each trip based on the estimated dollar amount of the approved travel orders.
3. The new card is to be used for ALL travel expenses (TDY, PCS and deployments). ATM cash advances should be obtained for any expense where the merchant does not accept the card.
4. 100% of the voucher settlement will be paid to Citi. If the traveler has a residual balance after reimbursement, the traveler may charge personal expenses to the card up to the remaining amount, contact Citi for an ACH or check or withdraw the funds from an ATM or through a Citi Branch.

### **What if I can't get a card?**

Everyone will receive a card because there will be no credit check

### **How does value (spend limit) get added to the new card?**

Once a travel authorization is approved, the estimated cost of travel is transmitted to the Defense Finance and Accounting Service (DFAS) and to Citi to adjust the spend limit on your card.

### **Is the spend limit the actual amount of the trip entitlement?**

The spend limit is only an estimate and might be slightly more or less than the final travel entitlement (voucher). Travelers should use the CSA for all official travel expenses. The actual reimbursement will replace the estimated spend limit upon payment of the final travel entitlement and any remaining funds can be used at the traveler's discretion.

### **What if my travel is shortened?**

If a trip is shortened and you only use the CSA for official reimbursable expenses there will not be a problem. However, if you overspend, you will be responsible for paying the balance.



**What are some instances that will cause the spending limit to be too little or too much?**

One example where the spending limit would be too little is when the travel authorization is based on "government lodging and meals available" but once at the TDY location the traveler gets a lodging "nonavailability" statement and stays off-base or possibly needs a rental car. Conversely, a traveler whose travel authorization estimate includes the locality rate for lodging but the traveler ends up staying on-base will have an excess spend limit on their card.

**How does the CSA spend limit adjust to accommodate back-to-back or multiple trips?**

Each travel authorization has a cost estimate associated to that travel requirement. The new card spending limit is an aggregate amount (sum) of all approved orders – therefore no maximum limit for the new card.

**What if I need to travel on short notice without orders or my trip is extended?**

In these situations (Verbal Orders), you have two options:

- You can call Citi's Cardholder Assistance toll-free number and request a temporary spending limit
- Your base-level APC can request a temporary spending limit

Confirmatory orders (if required) should be published as soon as possible.

**What happens when I request a temporary spending limit (TSL)?**

Citi will ask the name of the commander issuing the Verbal Order and the contact information of the administrative point of contact (POC) who will issue the travel authorization. Your TSL will be available for five business days. Automated e-mails will be sent to you and your Agency Program Coordinators (APCs) to ensure a travel authorization is issued within the five-day TSL period.

**How can I ensure I have adequate spend limit on my CSA?**

Make sure you accurately estimate all expenses for your trip. Here are some of the expenses often overlooked: rental car and fuel, transportation in the TDY vicinity, lodging taxes and transportation to and from the terminal.