



DoD Education Activity



Bank of America



Government Travel Card Program

Splash Screens

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Splash Screens

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Guidelines Travel Card Use



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*Authorized use of the Government Travel Card (GTC) is reserved for purchases related to, and made during, official government travel **ONLY**. It is each cardholder's responsibility to ensure they understand the DOD policy relative to GTC use. Generally, the GTC will be accepted at merchant locations worldwide for the following types of service"*

*-Air Travel
-Lodging
-Auto Rental
-Fuel*



*- Rail Travel
- Transportation
- Food
- ATM Access*

Forget something?



Your Travel Charge Card payment
must be received by the
due date on the billing statement!

Pay now or...



...pay more
Later!!

*BOA charges a \$29 late fee
per billing cycle!*

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One GREAT idea is...



...always pay your
Travel Charge Card
in full and on time!!!

Another GREAT idea is...



...always prepare your
travel voucher within 5 days
of travel completion...
and
consider split disbursement!

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Did you know?



-Use your Government Travel Charge Card to pay for your OFFICIAL travel expenses.

-DON'T use your Government Travel Charge Card for personal use.

-Submit your Charge Card payment in full for each monthly bill.

-DON'T wait to receive your monthly bill to file your travel claim.

-Your Travel Charge Card is issued in your name and liability for payment is your responsibility.

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Now you do!



Don't Forget....



You may NOT
use your Travel Card
For personal purchases.
The GTC is for DOD official travel
and travel related expenses ONLY!

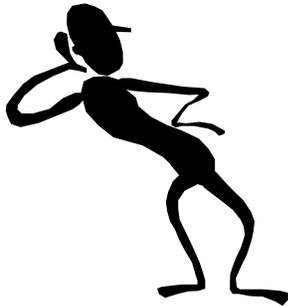
When in doubt....



...reread the GTC policy
or call your local APC.



Bank of America
Government Card Services Unit (GCSU)
Cardholder Assistance



The Bank of America GCSU
is available to provide
cardholder assistance 24/7!

Worldwide (Toll-Free)
Customer Service Numbers Are:

Primary 1-800-472-1424
Secondary 757-441-4124
(Worldwide Collect)

GTC Payment Methods....



You are responsible for making full and timely
payment of all charges to your account
regardless of whether or when you are
reimbursed by DFAS.

Split disbursements are highly encouraged.
You can accomplish a split disbursement by
checking block #1 on DD 1351-2, and entering
the total amount charged on the GTC for
travel. EXAMPLE: Add Airline Ticket (\$200),
taxi (\$10), and lodging (\$100), and enter \$310
in block #1.

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Travel Card “IF” Rules



**IF you have questions about a travel expense,
CONTACT YOUR APC prior to charging it!**



**IF you are not in an official travel status,
DON'T CHARGE it!**

RULE OF THUMB

**IF you cannot claim
the expense on your reimbursement voucher
DON'T CHARGE it!.**



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Did you know?



- All charges made with your Travel Card, to include charges that are later reversed, are included on the monthly DoDEA Travel Card Transaction Report.

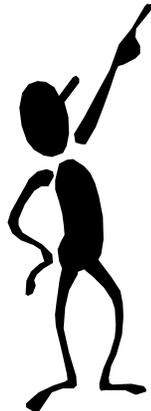
- The monthly DoDEA Travel Card Transaction Report is reviewed and validated each month against the official travel orders to identify potential inappropriate use and/or abuse of the Travel card privileges.

- Cardholders are responsible for ensuring they present the correct Travel Card when charging official government travel expenses. The Travel Card Transaction Report will list all charges against the Travel Card, to include charges corrected “after-the-fact” by the cardholder.

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Travel Card “Delinquency Facts”



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- Cardholders will be notified via email when their account is 30 or more days delinquent.
- An account more than 60 days delinquent will be suspended by Bank of America until it is no longer delinquent. The cardholder’s supervisor will be notified of the delinquency.
- An account more than 75 days delinquent will incur a non-reimbursable \$29.00/month late fee by Bank of America until it is no longer delinquent. The cardholder’s supervisor will be notified.
- *Accounts suspended 3 times in a 12 month period due to delinquency will be permanently closed by the Bank of America.*
- *Accounts closed due to delinquency can not be reopened, and the cardholder is thereafter ineligible to apply for a new account.*
- *Accounts closed by the Bank of America due to delinquency are reported to the credit bureau.*
- *Supervisors are informed of all delinquencies and are required to take action to rectify Travel Card delinquency problems.*



Travel Card Program

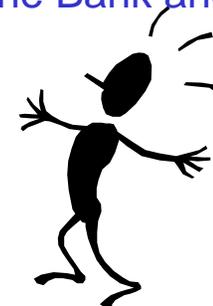
Did You Know? *Defense Travel System (DTS)*

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- If you are a Government Travel Charge Cardholder, DTS will automatically identify and make payments called "Government Remit" to your Travel Card account for transportation and lodging expenses.
- Cardholders may select additional charges to be paid directly to the bank, i.e., ATM, rental cars and meals.
- Cardholders are encouraged to validate the expenses on their reimbursement travel voucher prior to submission to DFAS. Validation of your reimbursement voucher may preclude duplicate payments to the Bank and will ensure greater accuracy.





Travel Card Program

Did You Know?

Bank of America Banking Practices Change of Address



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- It is the Cardholder's responsibility to immediately notify the Bank or their A/OPC of their **change of address**.
- Banking regulations do not authorize **billing statements and/or new plastic** to be forwarded to a cardholder's forwarding address.
- Consequently, when a statement and/or plastic cannot be delivered to a cardholder's "address on file," the statement and/or new plastic are returned to Bank of America, and the cardholder's account is annotated with "Statement or Plastic Returned."
- Cardholders should call the toll-free customer service number at 1-800-472-1424, or contact their A/OPC to submit a change of address electronically.



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*BOA charges a \$29 late fee
per billing cycle!*

*BOA account payments made after the statement
due date are **automatically** assessed a \$29.00 late fee.
The \$29 late fee applies to the outstanding balance
due on the closing date, as well as any outstanding late fees.
Failure to pay outstanding late fees along with
the balance due for official government travel expenses
will automatically incur **additional** late fees.*

*Avoid late fees by paying **both** your
outstanding balance and any late fees....in full....
and on time! Failure to pay all late fees on time
may also result in your account being closed.*

Travel Card Program Defense Travel System (DTS)



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- DTS only makes automatic reimbursement payments to your Travel Card account for transportation and lodging.

-Cardholders may select additional charges to be paid directly to the bank.

-Travel Card holders are encouraged to validate the expenses on their travel voucher prior to submitting the voucher to DFAS for payment.





Travel Card Program

Did You Know?

ALL cash advance fees are reimbursable:



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-ATM use fees:

- Fee is reflected on ATM receipt.
- Does **NOT** apply to BofA ATMs.

-BofA Cash Advance Fee:

- Fee is **NOT** reflected on ATM receipt.
- Fee is \$2.00 for \$60.00 or less.
- Fee is 3% for cash advance of \$70.00 or more.





Travel Card Program

Did You Know?

Conversion of Foreign Transactions

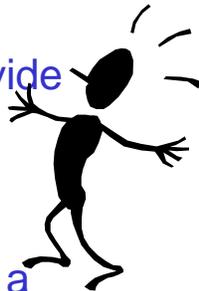


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- When traveling overseas, your foreign currency transactions are converted to dollars at the rate of exchange in effect at the time of the purchase.
- Determining and validating foreign currency expenses, prior to submitting your reimbursement voucher to DFAS, is generally necessary to ensure accuracy and preclude erroneous reimbursement payments.
- Bank of America's Customer Service Office can provide GOVCC account information at 1-800-47201424.
- Employees who are in the process of preparing a reimbursement voucher for overseas travel can obtain a copy of their GOVCC transactions by contacting this office (cubicle 8-64). You will need to provide your name, and dates and itinerary of your overseas travel, to receive assistance.





Travel Card Program **Did You Know?**



Travel Pay Services has announced its first customer service initiative of 2004 – **Interactive Voice Response System (IVRS)**

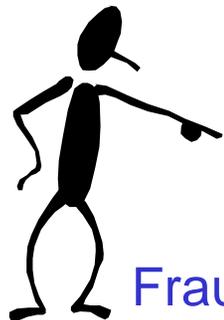
IVRS provides travelers with the automated status of their travel voucher(s) 24/7 by calling the toll free number : 888-332-7366, or DSN 699-0300 (OCONUS access), and entering their SSN and MyPay PIN.

All travel claims received within the last 90 days will be identified (IVRS uses the date a claim is logged into WinIATS as the date received).

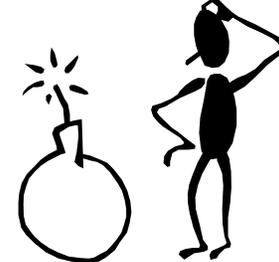
Automated information includes travel order dates, dollar amount paid to the traveler and BofA, and paying field site. IFRS prompts direct the caller to MyPay (to establish an account or verify a PIN), or to their respective travel office to speak to a customer service representative.



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Travel Card Program **WARNING!!**



Fraudulent activity targeting the Government Travel Charge Card (GOVCC) Program

Reports have been received of attempts to fraudulently obtain GOVCC and/or personal information via e-mail and telephonic contacts with cardholders. Fraudulent e-mail may indicate it is from "VISA officials," stating that the cardholder has to "reactivate" their account due to a "technical security update." Entering personal information may result in "identity theft."



Customer Service

CONUS: 1-800-472-1424

OCONUS: XXXXXXXX



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Security

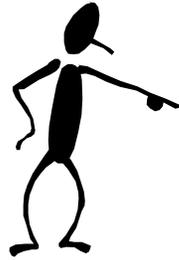
Priority

Do **not** provide account and/or personal information such as your GOVCC account number, SSN, or other personal information.

Do report any attempt to obtain such information to your A/OPC and the BofA Customer Service representative immediately!



Government Charge Card Program



Unused Airline Tickets **NEWS FLASH!!!**

Please note that the following guidance applies to all DoDEA travelers, weather or not a GOVCC is used!



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Travel Section

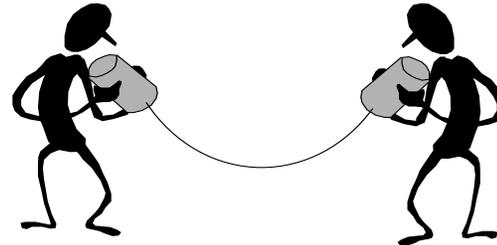
Joanne Beatty

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If your trip itinerary is canceled or changed after you have received your airline tickets, you are liable for the full value until you have used all of your ticket coupons for official travel, and/or until you've accounted for all of the unused tickets or coupons on your travel reimbursement voucher!



Changes to your approved itinerary must be coordinated with, and any unused and/or partially used tickets must be returned to the Travel Section.