

**DoDEA “SUMMER RECESS”
Government Travel Charge Card (GOVCC)
A/OPC and Cardholder Information**

The GOVCC is to be used for the individual cardholder’s (not dependents) expenses for transportation, lodging, and meals that are incurred when the cardholder is in an official business travel status. Because of the dollar values and the time lag often involved in the cardholder’s filing of a travel voucher, the use of the GOVCC for RAT/PCS travel expenses is strongly discouraged. With a DoD mandated limit of \$5,000, RAT/PCS costs can quickly reach the card’s limit and strain the cardholder’s ability to pay in a timely manner. In many instances, reimbursement is not requested until several months after the charges have been posted. This results in the accumulation of late fees, delinquent notices and cancellation of card privileges. Nonpayment of the GOVCC can also result in disciplinary action.

Cardholders are responsible for paying their GOVCC accounts in full by the billing statement due date. Payment of the charges is not contingent upon receipt of a travel reimbursement.

It is the responsibility of the cardholder to ensure that Bank of America (BoFA) receives payment in a timely manner, thereby precluding additional late fees. BoFA assesses a \$29.00 late fee when payment is not received within 75 days of the closing date on the statement in which the charge first appeared. Cardholders are encouraged to contact BoFA “direct” at CONUS 1-800-472-1424 or OCONUS 1-757-441-4124 to discuss their GOVCC payment options. However, please be advised that **some payment options may include a service charge.** **NOTE:** It is the cardholder’s responsibility to ensure that BoFA receives payment in a timely manner, thereby precluding additional late fees.

CONTACTING BANK OF AMERICA

Payment Options (some payment options may include a service charge):

Cardholders can make GOVCC payments at any BoFA Branch Office. **NOTE:** The Branch Office will not have access to individual cardholder account information, but will accept and credit payments to the cardholder’s account within 7 business days.

If you are a **Bank of America checking account customer** and are already enrolled in Online Bill Pay, you can add Government Card Services to your payee list and initiate payments to your government charge card account. Simply date your payment at least 2 bank-business days prior to your payment due date, and the payment will automatically be issued and posted to your GOVCC account. Be sure to include your GOVCC account number and the following payee information for Government Card Services:

Bank of America Government Card
PO Box 53139
Phoenix, AZ 85072-3139
TEL: 1.800.472.1424

If you are a **Bank of America checking account customer**, Online Banking and Bill Pay enable you to pay online.

If you are **not a Bank of America customer**, but already subscribe to an online bill payment service, you can still initiate online payments to your GOVCC account using your existing Bill Pay Service Provider. Simply designate Bank of America Government Card Services as a payee using the information indicated above and initiate your payment.

New Payment Option: Bank of America GOVCC 3 Easy Steps to make your payment online at myeasypayment.com. Select Account Type: Federal Government Charge Card. Your GOVCC Account number is required to gain access to myeasypayment.com.

Mailing Addresses:

Bank of America
P.O. Box 53139
Phoenix, Arizona 85072-3139
(The 16-digit GOVCC account number with no spaces or dashes must be annotated on the check.)
TEL: 1-800-472-1424

Express Mail Payments

Bank of America Government Card Services
1825 E. Buckeye Road
Phoenix, Arizona 85034-4216
ATTN: Remittance Processing

Wire Payments

Bank of America
901 W. Trade Street
Charlotte, NC 28255
ABA: 053000196
Bank Acct No: 1093600387600
Specify: BankCard Payment (Include the GOVCC 16 digit account number with the payment.)

Western Union

Quick Collect
TEL: 1-800-325-6000
(The current fee is \$11.95)
Code City: BankCard, VA

Hours of Operation:

Customer Service
Available: 24 hours X 365 days
TEL: 1-800-472-1424
FAX: 1-757-441-4124

Payment Due Dates:

<u>MONTH</u>	<u>DATE(S)</u>
May	Wednesday, May 18, 2005
June	Friday, June 17, 2005
July	Monday, July 18, 2005
August	Wednesday, August 17, 2005
September	Saturday, September 17, 2005
October	Tuesday, October 18, 2005

Change of Address:

It is the Cardholders' 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 cardholders' 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 cardholders' 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.

Lost or Stolen Travel Card:

Report a lost or stolen Travel Card promptly to the bank (Customer Service number 1-800-558-0548); your A/OPC; and your supervisor. Once the travel card is reported lost or stolen, the account is immediately cancelled. Provide as much information as possible surrounding the loss or theft to the bank representative. The bank will mail a replacement travel card with a new account number to you within 7 to 10 business days. Any previous authorized activity, disputed and undisputed, will be transferred to the new account number. You will only be responsible for those valid charges made before the travel card was reported lost or stolen. The liability for a lost or stolen travel card shall not exceed the lesser of \$50 or the amount of money, property, labor, or services obtained prior to notification to the bank.

Return of Unused/Partially Used Airline Tickets:

It is essential that every traveler who cancels a trip after his/her airline ticket has been issued return that ticket to the CTO or the Agency Travel Section. The CTO will stamp canceled on the passenger receipt that is attached to the travelers' itinerary. If an electronic ticket was issued, the traveler or his/her Travel Section must call the CTO to cancel the ticket. If a traveler was issued a round-trip airline ticket and only completes one portion of the trip, the traveler/Travel Section must return the unused portion of the ticket to the CTO. In addition, if a traveler has a need to change airlines while TDY; these changes should be made through the CTO. These are the first steps to ensuring that the Agency receives credit from the airlines for unused tickets.

The Joint Travel Regulation (JTR) Vol. II, C3150.B, Item 16, requires the following statement in the remarks section of the travel order: ***"If the trip itinerary is canceled or changed after tickets or transportation requests are issued to the traveler, the traveler is liable for their value until all ticket coupons have been used for official travel and/or all unused tickets or coupons are properly accounted for on the travel reimbursement voucher."***

Disputed Charges:

It is the cardholder's responsibility to dispute charges on the billing statement that are not recognized. The cardholder must act promptly by calling the merchant and requesting clarification. If the disputed charge cannot be resolved with the merchant, the cardholder must complete and submit a dispute form to Bank of America via fax 1-888-678-6046. Cardholders relinquish their right to recover a disputed amount if they do not dispute the charge in writing within 60 days from the date the erroneous charge first appeared on their billing statement. Once the cardholder sends the dispute form to the bank, delinquency of the disputed amount will be held in abeyance until the matter is resolved. It may take 2-billing cycles before the merchant has processed the credit. Payment on all other undisputed charges must be made on or before the billing date to prevent the account from becoming delinquent.