PROGRAM PURPOSE

• The Statewide Travel Card program is administered by the Department of Accounts (DOA)
• The purpose of the Travel Card is to provide a method of payment for State travel related expenses
• Annual training is required

The Bank of America Employee Paid (Individual Liability) Travel Card is for State travel related expenses incurred while conducting official State business **ONLY**
CARDHOLDER BENEFITS

• Convenience of use for all business travel
• No credit check
• No interest if paid within billing cycle
• Easy way to separate business travel from personal expenses
• Online account access through Bank of America Works
TRAVEL CARD LIMITS

Bank of America Card Limits

• Applicants should determine the credit limit needed based on the frequency that they travel

• Credit limit is $1,000 - $5,000. If you request a higher credit limit and are not approved by the DOA, a letter of justification stating the business reason can be submitted to the DOA by the Travel Office.

  Light Traveler $1,000
  Moderate Traveler $1,500
  Frequent Traveler $2,500
  Constant Traveler $5,000
Limit increases on an Individual Liability card are not uncommon. If you find yourself needing a limit increase on your travel card contact travel@gmu.edu.

- Submit the cardholder’s name
- Last 4 digits of the card number
- Amount of increase needed, how long the increase is needed for, and supervisor approval to be considered for an increase

The Travel Office will submit the request to DOA at https://cca.doa.Virginia.gov if the requested increase is over $5,000.
APPLY FOR A CARD

Travel Card Requirements

• Employees that travel overnight more than twice a year may request an Employee Paid (Individual Liability) Travel card
• The card will be cancelled if inactive for 12 months
• The cardholder must pay the card balance in full monthly

Apply for a card

• Submit a paper Application to the Travel Program Administrator
• Once processed a profile will be created for you in Bank of America Works.
CARDHOLDER RESPONSIBILITY

Use the Travel Card for State business travel expenses ONLY!

• The Travel Card is not a personal credit card
• The Travel Card is not to be used to purchase goods and services for your department/Mason
• Cardholders must comply with all State travel regulations and Mason Travel Policies
• Purchase activity is monitored by the Mason Travel Department and DOA
TRAVEL CARD STATEMENTS

Statements are mailed monthly to the cardholder’s home address (listed on the application)

- You MUST maintain a current address and telephone number with Bank of America
- No statement will be received if there was no activity
- Cardholders can print a statement from Bank of America Works. If you don’t receive your statement, please call 1-888-449-2273 immediately

Statements will show the following information:

- Account number and name
- Current and past due balances
- New charges and other account debits
- Payments received and other account credits
CARDHOLDER LIABILITY

You are liable for card purchases

• You are personally responsible for paying the monthly bill in full and on time weather or not you have received reimbursement by Mason for travel expenses incurred.

• Submit all Travel Expense Reimbursement Vouches in a timely manner.

• Failure to pay balances will result in your card being suspended or cancelled. Delinquent cardholders are reported in the Report on Statewide Financial Management and Compliance issued quarter by the Department of Accounts.
Delinquent account balances can be recovered through payroll deduction or submitted to the Department of Taxation to enroll the cardholder in the Comptroller’s Debt Setoff Program. If sent to collections your personal credit will be affected.

Collection Process on Delinquent Accounts

- **7-30 Days**: An auto-generated letter will be sent to address on file by BOA
- **31-60 Days**: The card will be suspended until payment is made in full
- **61-90 Days**: Card is automatically closed and a letter is sent stating that the card is now permanently closed. BOA will continue to make collection calls. Mason will deduct the outstanding balance from the cardholder’s paycheck.
- **After 91 Days**: If the entire payment is not collected from the cardholders paycheck, BOA will continue to make collection calls. At 181 days late the account will be sent to Comptroller’s Debt Setoff (CDS) to be withheld from any future state issued funds.
Exceptions to Business Related Charges

- Exceptions are defined as: personal expenses that cannot reasonably be separated (by the vendor) from reimbursable business expenses

For example:

- A personal phone call included on the hotel bill
- A spouse’s dinner included on a restaurant bill

These expenses must be paid in full from the cardholders own personal funds when the statement is received.
IMPROPER TRAVEL CARD USE

The Travel Card is not to be used for:

• personal expenses such as movies, utility bills, home and garden supplies, or other personal use items.
• purchasing goods and services for your agency such as office supplies, copy services, etc. *Note: The Travel Charge Card does not replace the Mason Purchase Charge Card (P-Card)

The Travel Card is to be used for OFFICIAL STATEMENT BUSINESS TRAVEL RELATED EXPENSES ONLY!

• DO NOT become delinquent in payment
• There are some built in restrictions to the card, so if your card declines; this could be the reason.
Lost or Stolen Cards
• Contact Bank of America and your Travel Program Administrator Immediately if your card is lost or stolen.

Fraudulent Charges or Card Declines
• Review your statement and monitor your activity.
• Report discrepancies right away to BOA - 24 hour Fraud Line 1-866-500-8262. This number is also on the back of the card.

Disputed Transactions
• Disputes must be filed within 30 calendar days of the transaction post date (Disputes may be filed online).
• Maintain all associated documentation.
CANCELLATION

Travel Card may be cancelled for any of the following reasons:

Delinquent Account
• The Travel Card will be cancelled if it becomes over 61-90 days delinquent.

Inactive Account
• The Travel Card will be cancelled if it has been inactive for 12 consecutive months.

Non-Compliance
• The Travel Card will be cancelled if you are in non-compliance with established Travel Card policies and procedures.
NAME CHANGES

If you must change the name on your card

• Legal documentation must be presented to your Travel Program Administrator BEFORE the name on your card may be changed.

• Human Resources may be contacted to validate your name change and be reflected on your Mason ID. Providing a copy of your new Mason ID with the name change can serve as proper identification.

• Contact your Travel Program Administrator to correct a misspellings.
Manage your account online 24 hours/day, 7 days/week. Cardholders can perform the following functions online:

- Access account information
- Track card transactions
- Review statement information
- Print statement information
- Make secure payment
- File disputes

Cardholders are automatically set up with a Works user ID and provided with 24-hour toll-free access to cardholder Customer Service.
MASON’S TRAVEL OFFICE

- Manages the Travel Card program at Mason
- Your primary program contact
- Ensures compliance with all state and university policies

Commonwealth Accounting Policies and Procedures (CAPP) Manual Topics
- 20335, Agency Travel Regulations
- 20336, Agency Travel Processing
- 20360, Travel Charge Cards
- www.doa.virginia.gov