

Volume No. 1—Policies & Procedures	TOPIC NO.	20360 – Cardinal
Section No. 20300—Cash Disbursements Accounting	TOPIC	Travel Charge Card
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Overview

Introduction Travel charge cards provide traveling employees with a means of charging expenses incurred while **conducting official State business only**, thereby reducing the need to issue cash travel advances.

Travel cards can also be used to pay for the cardholder's own business meals while **conducting official State business only**. All policies regarding business meals must be met in order to use the Travel Card.

Travel Charge Card Types There are two types of Travel Cards as follows:

Employee Paid Individual Liability (IL) Travel Card — All charges made using this charge card are the employee's responsibility and payable in full each month regardless if the cardholder has been reimbursed for the expenses. Employees who travel overnight five times or more per year should be issued, and use, the IL Travel Card for all overnight state business travel. Agencies can issue travel cards to individuals that travel less, as long as the card does not remain inactive for more than 12 consecutive months. Non-compliance with travel charge card policies by a cardholder is grounds for revocation of card privileges without alternate travel cash advance privileges.

The Individual Liability (IL) Travel Card is intended to pay for the cardholder's travel needs only. The card should **not** be utilized to pay for anyone other than who the IL Travel Card is issued to.

Agency Airline Travel Card (ATC) — This card is only to be used for airline and mass passenger rail purchases. This bill comes to the agency and is paid monthly by the agency. All cards that remain inactive for a period of 120 days are required to be deactivated.

Agency Participation All Travel Charge Card services must be obtained through agency participation in the Statewide contract administered by the Department of Accounts (DOA).

An agency interested in participating in the Travel Charge Card program (TCC) should contact DOA's Charge Card Administration Team at 804-786-0874, or cca@doa.virginia.gov to obtain information and the necessary forms required to join the program.

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Provider Bank of America VISA is the State’s travel charge card provider.

Role Definitions **Travel Card Travel Program Administrator (TPA)** —This individual is registered with Bank of America as the only person authorized to make changes (e.g., add or cancel cards) for the Travel Charge Card (TCC) program at the agency. The Travel Program Administrator is designated by the agency head or the designated authorizing officer using a Travel Program Administrator form available on the DOA’s Charge Card Administration web page.

Travel Program Administrator Backup - Agencies should designate a Backup Travel Program Administrator (BTPA) who is also familiar with procurement regulations. The Backup TPA will have the same permissions, authority, and responsibilities as the Primary TPA.

Each agency or institution participating in the Travel Card program will have no more than two Travel Program Administrators. DOA will consider written requests for additional Travel Program Administrators at the agency level on a case- by-case basis.

****Travel Program Administrators are NOT permitted to obtain an ATC Card; however, in some instances, an exception may be granted. To request an exception, please submit a request and justification via email to cca@doa.virginia.gov. If an exception has been granted, TPA’s are not permitted to create or perform maintenance on their own card. All changes should be made by the BTPA. If the BTPA is not available, please email cca@doa.virginia.gov for assistance.**

Department of Accounts’ Charge Card Administration Team—These individuals are responsible for monitoring and reporting on statewide activities for the TCC. The team receives and processes Travel Program Administrator Forms received from agencies, provides statewide training, and resolves programmatic issues with Bank of America on behalf of the Commonwealth’s agencies and institutions.

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Policy

Agency Responsibility

The following functions denote agency responsibility for the maintenance of its Travel Charge Card program.

Function	Description
1	<p>Designate a senior fiscal or administrative staff member as the Travel Card Travel Program Administrator (TPA) and as the Backup Travel Card Travel Program Administrator (BTPA).</p> <p>This person is responsible for issuing cards to employees and for canceling and returning cards of terminated employees or employees who are delinquent on their Bank of America VISA Card travel account. For a complete list of responsibilities, please refer to the section entitled, “Travel Program Administrator Responsibilities.”</p>
2	<p>Submit Program Administrator Form to add and/or remove Program Administrators. Requests to remove a Travel Program Administrator must be submitted no later than the last working day of the Travel Program Administrator to ensure program security.</p>
3	<p>For Employee Paid Individual Liability (IL) Travel Cards, determine which employees should receive a travel charge card. <u>Employees who travel overnight five times or more per year should be issued and use the IL Travel Card for all overnight state business travel.</u></p> <p>Travel cards can be issued to individuals who travel less frequently, if requested by the employee and approved by their supervisor, as long as the card does not remain inactive for more than 12 consecutive months.</p> <p>For Employee Paid (Individual Liability) Travel Cards, the Travel Program Administrator will receive a notice from the employee requesting the need for a card and then the Travel Program Administrator will create the new card in Works.</p>

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Agency
Responsibility,
continued

Function	Description
3	For Agency Airline Travel Cards (ATC), the paper application must be completed and submitted to the Travel Program Administrator. Upon receipt of a new card application and Secretarial approval, the Travel Program Administrator can apply for cards using Bank of America's Works system. Travel Program Administrators must ensure the ATC cardholder maintains logs each cycle, which are reviewed and approved by their Supervisor or Reviewer.
4	Travel Program Administrators are permitted to obtain an IL Travel Card. Travel Program Administrators are NOT permitted to obtain an ATC Card; however, in some instances, an exception may be granted. To request an exception, please submit a request and justification via email to cca@doa.virginia.gov . If an exception has been granted, TPA's are not permitted to create or perform maintenance on their own card. All changes should be made by the BTPA. If the BTPA is not available, please email cca@doa.virginia.gov for assistance.
5	Coordinate paper applications for the Airline Travel Card (ATC).
6	Ensure all employees with an Employee Paid (Individual Liability) Travel Card are reimbursed for their travel expenses.
7	As a component of the Employee Paid (Individual Liability) Travel Card program, a cash access program may be established if necessary. These programs are subject to adequate internal controls and must be cost effective. As with all charges on the card, the cardholder is liable for cash advances on the Employee Paid (Individual Liability) Travel Card and they are included in the travel card bill for the employee.
8	Limit travel cash advances for cardholders to the minimum amount necessary for out-of-pocket expenses. This amount should not exceed a reasonable allowance such as \$25 per day.
9	The Travel Program Administrator must ensure limits are appropriate to the travelers spend. This pertains to retail cycle limit, and cash limit (as applicable).

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Agency
Responsibility,
continued

Function	Description
10	Fiscal Office shall process promptly the cardholder's Expense Report so that the Employee Paid (Individual Liability) Travel Cardholder receives reimbursement in a timely manner.
11	Fiscal Office shall process the Agency Airline Travel Card (ATC) bill in accordance with all policies.
12	Ensure all travel cardholders are trained annually as well as the supervisors/reviewers of the Agency Airline Travel Cards (ATC). Travel Program Administrators must be trained annually by DOA's Charge Card Administration Team as well. If the TPA is also a Supervisor and/or Cardholder, he must take all applicable trainings each year.
13	Ensure all cardholders keep their card in a secure location so that others cannot obtain access to the card as well as not allowing card sharing or sharing of the card number and other pertinent card data. The full 16-digit account number must not be mailed, emailed (including attachments), or faxed to vendors. Cardholders must never make a photocopy of a card.
14	Review travel charge card reports at least monthly to identify cardholders who have not used their IL Travel Card in the previous 12 months and ATC Cardholders that have not utilized their card in the last 120 days; all identified cards should be cancelled. a) paying their balances timely; and b) using travel charge cards for appropriate expenses incurred while conducting official State business. Review travel charge card reports at least monthly to identify cardholders who have not used their IL Travel Card in the previous 12 months and ATC Cardholders that have not utilized their card in the last 120 day; all identified cards should be cancelled.
15	Revoke charge card privileges without alternate cash advance privileges for employees who a) do not pay timely; or, b) use the travel card for personal purchases.
16	<u>IL Travel Card</u> : Close cards for employees whose accounts have remained inactive for 12 consecutive months. <u>ATC Card</u> : run the Inactive Cards >120 Days report in Works every quarter and close all cards that have not been utilized in 120 days.

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Travel Program Administrator Responsibilities

It is the responsibility of the Agency Travel Program Administrator to perform the following tasks.

Task	Activity
1	Provide a copy of the CAPP – Cardinal Topic No. 20360, <i>Travel Charge Card</i> , to the employee receiving either an Agency Airline Travel Card (ATC) or an Employee Paid (Individual Liability) Travel Card.
2	<p>For Employee Paid (Individual Liability) Travel Cards Advise the employee and the employee's supervisor of the following:</p> <ul style="list-style-type: none"> a) Bank of America VISA Employee Paid (Individual Liability) Travel Card should be used for appropriate business travel expenses or for valid business meals while not in travel status only; and, b) Payment on the Employee Paid (Individual Liability) Travel Charge Card is required in full each month, regardless if there are any disputed charges and/or if they have been reimbursed by the agency for their expenses. The cardholder should pay the <u>Total Payment Due</u> found on the monthly statement. In cases of disputed charges, the cardholder should attempt to resolve the issue with the vendor. If after 30 days, the vendor does not issue a credit, the cardholder must file a claim with Bank of America to dispute the charge. Bank of America will credit the account once the issue is resolved. <p>For Agency Airline Travel Cards (ATC) Advise the employee and the employee's supervisor of the following:</p> <ul style="list-style-type: none"> a) Bank of America VISA Agency Airline Travel Card (ATC) should be used for State airline and mass passenger rail purchases only; and, b) Payment on the Agency Airline Travel Card (ATC) is to be made following all policies. It is an agency liability card and, therefore, the agency is liable for all charges on the ATC.

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Travel Program Administrator Responsibilities, continued

Task	Activity
3	<p>Monitor agency cardholder activity at least every two weeks for the following:</p> <ul style="list-style-type: none"> • delinquent payments • returned payments due to NSF <p>Monitor agency cardholder activity at least monthly for the following:</p> <ul style="list-style-type: none"> • inactive cards • inappropriate purchases
4	Ensure all other limits (Retail and/or Cash) are applicable to their travel needs.
5	Report personal use, misuse or improper expenditure infractions to agency management and DOA.
6	<p>Take appropriate action when corrective action is not taken by the cardholder and/or cardholder's supervisor.</p> <p>Corrective actions should be taken for personal use and/or misuse:</p> <ul style="list-style-type: none"> • 1st Offense: The balance must be paid in full. A warning of corrective action should be given. • 2nd Offense: The balance must be paid in full, and the card must be closed. Any account that has been closed due to misuse shall not be reissued to the employee. <p>Depending on the nature of the personal use and/or misuse, payroll deduction of the balance may be required by DOA.</p>
7	Complete annual online TPA training and ensure supervisors/reviewers of the Agency Airline Travel Card (ATC) complete the annual online training as well.
8	Ensure all new cardholders take the cardholder online training prior to issuance of the card.
9	Ensure all existing cardholders take the training annually and if they do not, suspend the card until they are in compliance.
10	Validate cardholder name changes against a legal document before a name change is processed.
11	Complete the Annual Cardholder Review Certification for all Employee Paid (Individual Liability) Travel Cards and all Agency Airline Travel Cards (ATC).
12	<p>Maintain current contact information with DOA for—</p> <ul style="list-style-type: none"> • Travel Program Administrators and Backups • Fiscal contacts

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Travel Program Administrator Responsibilities, continued

Task	Activity
13	TPAs can require agreements to be signed annually if they choose, but at a minimum, an Employee Agreement must be signed at issuance of renewal cards after the initial Employee Agreement is signed or when there is a change in the Agreement by DOA.
14	Effective Fiscal Year 2026, complete the Monthly PA Certification requirements in the CCA Forms Database, to include all detailed information of the following items: <ul style="list-style-type: none"> • Auditing • Monitoring Card/User Activity (Closure) • Monitoring Card Requests • Monitoring Spend Limit Changes • Monitoring Restriction Removals • Monitoring Reconciliations
15	Monitor payments on all travel cards to ensure payments are made per policy. Even if an Employee Paid (Individual Liability) Travel Card has an outstanding balance it is still the responsibility of the TPA to monitor payments and provide reminders to the employee or previous employee of their outstanding balance.
16	Notify all travel cardholders of the cycle begin and end dates so that they are aware each year of these crucial dates.
17	Inform cardholder that when the card becomes 61 days delinquent, the outstanding delinquent balance will be deducted from the <u>cardholder's payroll per the Employee Agreement that was signed by the cardholder</u> . Agencies can use a lower past due threshold if they choose.
18	Process a deduction from a terminated and/or retiring employees pay per all Payroll guidelines for any outstanding balance on their travel card. If the Cardholder obtains employment with another State Agency, any remaining balance on the IL Travel Card may result in a payroll deduction with the new agency.
19	Provide any needed information to the agency payroll office to deduct delinquent funds from the cardholder's payroll, if necessary.
20	Arrange for the funds withdrawn from cardholder's pay to be sent to Bank of America following the payment procedures noted in this CAPP Topic.

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Travel Program Administrator Responsibilities, continued

21	Submit annually no later than May 31 st , any Policy exceptions required by the agency for the upcoming Fiscal Year. Submissions must use the standard template supplied to all TPAs each year by DOA.
22	For agencies with the Agency Airline Travel Card (ATC), submit annually no later than May 31 st , the following: <ul style="list-style-type: none"> • Annual Travel Cardholder Review Certification—Analysis has been completed on all Agency Airline Travel Cards (ATC) to ensure all limits are appropriate for the transaction volume. • Annual Training Certification—All cardholders, supervisors and/or reviewers of the Agency Airline Travel Card (ATC) have completed their training.
23	Provide a valid and complete response to all audit inquiries by the due date specified in CCA's email request.

Required Annual Training

All Travel Program Administrators and their Backups are required to take annual training presented by DOA in the Commonwealth's Learning Center.

All supervisors, reviewers, or Agency staff members who approve cardholder's monthly logs for the Airline Travel Card program are required to complete training annually. This training is available in the Commonwealth's Learning Center.

All Individual Liability (Employee Paid) Travel Cardholders and Agency Airline Travel Cardholders (ATC) must take the applicable training annually. If a cardholder holds an ATC and IL Travel card, they must take both cardholder trainings.

If a TPA/BTPA is also a Supervisor and/or cardholder, the TPA/BTPA must take all the applicable trainings annually to be in compliance with DOA Policy.

Training in the Commonwealth's Learning Center is based on policies and procedures mandated by the Commonwealth of Virginia reflected in CAPP 20355 and 20360.

Non-compliance of training will result in the suspension of your agency's card program.

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Required Annual Training, continued

An agency can utilize the training in the Commonwealth's Learning Center, or request an electronic version from DOA to cater to their own agency's internal policies and procedures. The Agency must submit a copy of the training and quiz to DOA no later than December 30 of each year. DOA will review the content and notify the agency if the training has been approved for use.

All agency trainings must follow all policies and procedures from CAPP 20360.

Additional training may be presented by DOA and Bank of America to supplement required, online training and will be geared towards the Bank of America Works system.

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Optional Training and Resources

BOA provides Works Training Guides, Training Videos, and Live Training for all Administrators and Users. Links to these may be found on the Works homepage.

CCA provides monthly Program Administrator Training via WebEx the first Tuesday of each month. This course is recommended for all new Travel Program Administrators and may also be taken as a refresher for existing Travel Program Administrators. To register, please send an email to cca@doa.virginia.gov.

CCA provides a bi-monthly Program Administrator call on the second Wednesday of each odd month. This call includes special notes and program updates.

Access to Works

All Travel Program Administrators have access to Works in order to manage their agency's Travel program. This online access allows Travel Program Administrators to apply for cards, view cardholder charges, change limits, cancel or suspend cards, and change address information. Travel Program Administrators must request access to Works using the Program Administrator form available on DOA's Charge Card Administration web page.

In addition, access to Works is needed for all individuals who are required to download the agency's Monthly Consolidated Bill for the Airline Travel Card (ATC) Corporate Statement only. These individuals are usually Fiscal staff members who process the monthly voucher for payment to Bank of America. For these individuals, agency Travel Program Administrators are responsible for adding any staff members who will require access to the Works system using a Works Access Request Form. Works access is only permitted for State Employees. Contract Employees are prohibited from being granted access. Travel Program Administrators are also responsible for deleting users from the Works system if it is later determined that access is no longer required. Agencies may design and use their own deletion form for recordkeeping purposes.

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Audits

Travel Program Administrators are required to provide a valid and complete response to all audit inquiries by the due date specified in CCA's email request. Travel Program Administrators may not submit audit responses on their own account. Card Accounts may be Suspended or Closed by CCA due to Non-Response. Agencies that do not respond to audit inquiries will be forwarded to DOA's Finance and Administration Assistant Director. The Assistant Director will contact the agency TPA and Fiscal Officers advising them of possible suspension of their card program, without notice, if a response is not received. These agencies may also be reported in the Comptroller's Report on Statewide Financial Management and Compliance.

Monthly PA Certifications-Airline Travel (ATC)

Effective Fiscal Year 2026, Program Administrators will be required to submit a monthly certification and coordinated detailed information of the following items:

- Auditing
- Monitoring Card /User Activity (Closure)
- Monitoring Card Requests
- Monitoring Spend Limit Changes
- Monitoring Restriction Removals
- Monitoring Reconciliations
- Compliance

All certifications will be completed within the Virginia Department of Accounts' CCA Forms Database. Failure to complete monthly certification in a timely manner may result in program suspension.

See separate guidance for the Monthly PA Certification system use and requirements.

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Online Reconciliation (OLR) - Airline Travel Card (ATC)

Effective August 1, 2024, Online Reconciliation (OLR) was mandated for all state agencies on the Commonwealth's card contract. Onboarding/Implementation will be completed on a rolling schedule. Once implementation has been completed by Bank of America, Cardholders and Approvers will be required to allocate and sign-off on ALL transactions. All transactions must have the following backup documentation:

- Approval for purchase
- Invoice
- Receipt

Online receipts imaging does not override retention guidelines as set forth by the Library of Virginia. All supporting documentation, as it pertains to charge card purchases and returns, must be maintained, at agency discretion, in either physical or digital format in accordance with the Library of Virginia retention schedule(s). **Therefore, agencies cannot rely on Works OLR to meet retention requirements.**

Online Reconciliation (OLR) is a Bank of America Works based application that automates, streamlines, and integrates your existing payment authorization and reconciliation process and allows you to do the following:

- Manage cards in real-time
- Online Cost Allocation and Review Options
- View Statements online
- Capture enhanced POS data required for auditing, cost allocation, and General Ledger (GL) interfacing
- Enforce Corporate and Individual spending policies

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State Rental Car Contract

Employee Paid (Individual Liability) Travel Cards can be used as the form of payment for any car rental in Virginia on the State Rental Car Contract with Enterprise Rental Car. This contract was awarded by Department of General Services, Office of Fleet Management

Agencies may have alternate arrangements with Enterprise on the payment of the rental on the State Rental Contract. Please check with your agency's Transportation Officer designated by Department of General Services, Office of Fleet Management.

Improper Use

Improper use of any travel charge card includes, but is not limited to:

- use for personal purchases not incidental to a business purpose, such as movies, utility bill, groceries, home and garden supplies, beer, tobacco, etc.,
- failure to promptly apply reimbursements for charged business expenses to the account
- failure to pay the bill in full each month by the due date, regardless if the cardholder has been reimbursed for travel expenses;

Corrective actions should be taken for personal use and/or misuse:

- 1st Offense: The balance must be paid in full. A warning of corrective action should be given.
- 2nd Offense: The balance must be paid in full, and the card must be closed. Any account that has been closed due to misuse shall not be reissued to the employee.

Travel Program Administrators are expected to promote and enforce compliance with this policy.

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Mobile Wallets Mobile payments of digital wallet services allow users to make payments in person, via mobile applications and on the web.

The use of mobile wallets is not approved for use with our card program. Cardholders are strictly prohibited from adding any Commonwealth cards to any payment application such as Apple Pay, Google Pay, Samsung Pay, etc. This also includes storing card information in applications such as Lyft, Uber, Uber Eats, GrubHub, Chick-fil-A, etc.

Cards found to have been used for mobile wallet transactions are subject to suspension and/or cancellation.

Travel Card Limits

The following addresses the different limits and how they work on each type of Travel Card.

Employee Paid (Individual Liability) Travel Card

- Cycle Limit – This is the cardholder’s **cycle-based** limit. A cardholder can indicate their preference by selecting one of four (4) travel limits: \$1,000, \$1,500, \$2,500 or \$5,000. The limits are listed in Works as follows:

Light Traveler	\$1,000
Moderate Traveler	\$1,500
Frequent Traveler	\$2,500
Constant Traveler	\$5,000

- For limit increases up to \$5,000, the Travel Program Administrator can email Bank of America’s Dedicated Company Level Support at dedicated_card_east@bankofamerica.com.

The email must provide the following information:

- Company Number
- Cardholder Name
- Last 4 digits of the card
- Increase amount
- Length of increase if temporary

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Travel Card Limits, continued

Company level support will confirm once the limit increase has been completed.

- For any limit greater than \$5,000, either temporary or permanent, the Travel Program Administrator must submit a request via CCA Online Database <https://cca.doa.virginia.gov/Login.cfm> and provide justification as to why a limit over \$5,000 is needed for review.
- Each month, the cycle limit will reflect the card limit less any outstanding balance. Upon payment, the cycle limit will replenish (less any current charges). For example, cardholder Joe has a cycle limit of \$5,000. The cycle closes on 10/15 and he had \$4,900 worth of charges. At 12:01am on 10/16 he only has \$100 available.

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Travel Card Limits, continued

- Cash Limit – This is a percent of the cycle limit between 0% and 20%, **\$500 being the maximum cash withdrawal** a cardholder may receive from a bank or ATM per cycle. The agency must be established with Bank of America for Cash Access. Any request for a higher limit must be approved and established by DOA's Charge Card Administration Team.

This limit is established by the Travel Program Administrator once the card is issued in Works. The cash limit replenishes after payment in full each cycle.

- Retail Cycle Limit – The maximum Retail Cycle Limit is \$100 per cycle. This is the maximum amount a cardholder can spend on the IL Travel Card at retail vendors registered with an MCC listed under the Retail Table.

This limit is established by the Travel Program Administrator once the card is issued in Works and not by the cardholder during the initial transaction.

The retail cycle limit replenishes after each cycle and when full payment is made.

The cycle limit should not be set to coincide with the credit limit.

Any request for a higher limit must be approved in advance and established by DOA's Charge Card Administration Team.

Retail cycle limits over \$100 is required to have an exception on file with the exclusion of Higher Education.

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Travel Card Limits, continued

A detailed list of MCC's which pertain to each of these limits on the Employee Paid (Individual Liability) Travel Card is listed on the DOA's Charge Card Administration web page under Bank of America Information at https://www.doa.virginia.gov/reference/chargeCardAdmin/Charge_Card/BOA_Individual_Liability_Travel_Card.pdf.

Airline Travel Card (ATC)

- Travel Program Administrators are authorized to assign Airline Travel Card (ATC) limits within the State Mandated Limits of CL \$100,000 and STL \$10,000. Supervisor approval is required for all limit increases. The agency Travel Program Administrator must verify that appropriate limits are being set based on business need and card usage. It is up to the agency Travel Program Administrator to maintain proper documentation to justify the reason for the temporary or permanent increase, regardless of the amount.
- All temporary or permanent limit increases exceeding the State Mandated Limits may be requested through the CCA Forms Database at <https://cca.doa.virginia.gov/Login.cfm>. CCA will review the request and, if approved, update the card Spend Control Profile in Works. All approved permanent increases exceeding the State Mandated Limits must be added to your Exception Request Form and submitted to CCA (cca@doa.virginia.gov).

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Travel Card Collections

The following addresses the collections process for Employee Paid (Individual Liability) Travel Cards.

Statement Date – this is the date which the account cycles or closes off for that period. A list of statement dates are located on DOA’s Charge Card Administration web page at https://www.doa.virginia.gov/reference/chargeCardAdmin/index.shtml#Travel_Charge_Card_Program.

Normally it’s the 15th of each month unless the 15th falls on a weekend or holiday then it will cycle the previous business day at 11:59pm. Holidays are New Year’s Day (January 1st), Thanksgiving (fourth Thursday of November), and Christmas (December 25th).

Cycles close at or near midnight and the billing statement can be accessed online through Works the day following cycle close after 12 noon EST. This applies to all cardholder billing statements as well as corporate billing statements.

For example, if January 15th is the cycle close date and the cycle closes that day at 11:59 PM, then the online billing statement will be available through Works on January 16th after 12:00 PM.

Due Date – this is the date when a payment must be received and posted by Bank of America to an account. This is 30 days from the cycle date. For example, if the cycle date is October 15th, then the due date is November 14th.

For Employee Paid (Individual Liability) Travel Cards, the due date is 30 days from the cycle date.

For Agency Airline Travel Cards (ATC), the due date is no later than the 7th of each month. **Note: All collections calls are made from the United States.**

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Policy, Continued

Travel Card Collections, continued

Due Date	Action
1 day after	<p>The Travel Program Administrator (TPA) is required to contact any cardholder that is one (1) day past due, advising of late payment status.</p> <p>Once the cardholder has been advised of late payment status, use the original email for all communications between TPA and Cardholder for delinquent accounts. This process keeps all backup documentation in one place.</p>
31 days after	<p>The TPA is required to suspend the IL Travel Card of any cardholder that becomes 31 days delinquent.</p> <p>The TPA should advise the cardholder of any past due balance. Also, notify the cardholder that the card is now in suspend status until the balance is paid in full. If the account reaches 61 days past due the account will be permanently cancelled.</p> <p>Cardholders will begin receiving calls from Bank of America's (BOA) Collections Department.</p>
61 days after	<p>The TPA is required to cancel any IL Travel Card that has become 61 days past due.</p> <p>State policy dictates at this point the agency will deduct the entire outstanding past due balance from the cardholder's pay.</p> <p>Per the signed IL Travel Card Employee Agreement on file with your Agency, the cardholder agrees that if the card balance becomes delinquent past 61 days, the agency will deduct the delinquent funds from their paycheck, at 100 percent, until the balance is paid in full. All payments will be made directly to Bank of America</p>

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Travel Card Collections, continued

61 days after, continued	<p>Once the account has become 61 days past due, payment arrangements shall not be allowed. This includes arrangements with Bank of America or anyone within the agency that is not in the payroll department.</p> <p>If the cardholder is separating from the agency, all efforts should be made to collect the outstanding balance by deducting from any payout owed to the cardholder.</p> <p>Cardholders are no longer eligible to hold an IL Travel Card once a card has been closed due to the account becoming 61 days delinquent.</p> <p>The TPA should advise the cardholder that the outstanding balance will be submitted for payroll deduction. Also, notify the cardholder that the card has been permanently closed.</p> <p>Where applicable, BOA will continue collection efforts with the cardholder via telephone.</p>
91 days after	<p>If the agency has not been able to obtain the entire past due balance from the cardholder's pay, efforts to withdraw from payroll should continue.</p> <p>If the cardholder is separating from the agency, all efforts should be made to collect the outstanding balance by deducting from any payout owed to the cardholder.</p> <p>The TPA should advise the cardholder of the current outstanding balance and payroll deductions will continue.</p> <p>Additionally, weekly telephone calls from BOA's Collections Department to the cardholder will continue. Past Due notices will continue to be printed on statements.</p>

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Travel Card Collections, continued

151 days after	<p>The entire past due balance should have been deducted in full from the cardholder's payroll.</p> <p>If the cardholder is separating from the agency, all efforts should be made to recoup the outstanding balance by deducting from any payout owed to the cardholder.</p> <p>BOA will send a final letter to the cardholder alerting them to their outstanding balance and collection efforts are continued via telephone calls.</p>
181 days after	<p>If the cardholder has separated from the agency, seeking employment outside of the Commonwealth the outstanding past due balance should be submitted to Comptroller's Debt Set-Off (CDS).</p> <p>Per the Employee Paid (Individual Liability) Travel Card Employee Agreement, the cardholder acknowledges, if they obtain employment with another State Agency, any remaining balance on the IL Travel Card may result in a payroll deduction with the new agency. The TPA should reach out to the new employer's payroll department, providing a copy of the signed Employee Agreement and the outstanding balance still owed.</p>

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Compliance Failure

Failure to comply with any of the provisions of these policies and procedures in this topic may result in the following:

- Notice to the cardholder outlining the violation
- Report of violation to:
 - Travel Program Administrator
 - Cardholder's supervisor
 - Division Manager or Department Head
- Closing of the account, in which case the Travel Program Administrator can manage the following steps by performing them personally, working in conjunction with the cardholder's supervisor or with the agency's Human Resources Department.
 - Collect card from employee.
 - Destroy the card by shredding or cutting into pieces.
 - Obtain the current outstanding balance on the travel card by going online.
 - Employee must make payment in full of all charges to Bank of America at the time of card closure regardless if they have been reimbursed by the agency.
 - TPA is to forward the payment to Bank of America from the employee ensuring the card member has written the card's full 16-digit account number in the check memo section to ensure proper posting. If the employee chooses to pay Bank of America online or via phone, they are to provide the TPA with a payment confirmation number. The TPA can then look online in Works to validate the payment has been made.
 - If the employee is not available, the TPA must send a letter the same day as the account closure, to the employee informing them of the outstanding balance due to Bank of America. A sample letter is included in this CAPP Topic. This letter must remain on file with the TPA per State Retention Policies.
 - Every attempt must be made to take funds from any future paychecks.

Note: Failure to comply with the provisions of this policy may result in disciplinary action including, but not limited to, possible termination of employment.

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Card Issuance The following table shows the process for issuing a Travel Charge Card.

Stage	Description
1	<p>There are two types of Travel Cards:</p> <ol style="list-style-type: none"> 1) Employee Paid (Individual Liability) Travel Card — This is an individual liability card. The employee requesting an Employee Paid (Individual Liability) Travel Card submits a request via email to the TPA with supervisor approval. 2) Agency Airline Travel Card (ATC) — This is an agency liability card and is used for airline and mass passenger rail purchases only. The application must be completed by the employee, signed by the supervisor, and sent to the TPA for review. All new card requests require Secretarial approval before card creation. This approval must be kept on file for auditing purposes, and submission with the Monthly PA Certification.
2	The Travel Program Administrator (TPA) enters the employee information into the Works system for either the Employee Paid (Individual Liability) Travel Card or the Agency Airline Travel Card (ATC).

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Card Issuance, continued

Stage	Description
4	<p>For Employee Paid (Individual Liability) Travel Cards only, the TPA must complete the online application via the Bank of America Works system and enter the cardholder's, home address, phone number, desired credit limit (not to exceed \$5,000), and requested retail cycle limit.</p> <p>The TPA will do the following:</p> <ul style="list-style-type: none"> • Ensure requested cycle limit does not exceed the State maximum cycle limit of \$5,000. • Obtain approval from DOA for any card limit request that exceeds State maximum cycle limit of \$5,000. • Approve card applications according to policy. Applications will then be processed through Works. <p>The PA should select Normal under Delivery Options in Works. All Employee Paid (Individual Liability) Travel Cards are sent via US Mail to the home address of the cardholder. If overnight delivery is required, the Travel Program Administrator must indicate that at the time of application approval by selecting Overnight under Delivery Options in Works. BOA will ship the card directly to the cardholder's home address on file in Works. The PA must contact BOA Dedicated if the overnight request was entered after 3:00 pm EST or on a Weekend/Holiday. Overnight requests must be shipped to a physical address – PO Boxes are not permitted.</p> <p>Overnight delivery must go to the cardholder—it cannot go to the PA.</p> <p>For Standard Delivery: If the card is not received in seven (7) business days after the TPA has processed the card request in Works, contact BOA to inquire if there were issues with the application. You must also confirm the card was not returned to the bank and the address on file for the employee is correct. If not, close the card and request a new one while ensuring the address provided by the employee is entered correctly. This is to be done to possibly prevent mail theft or other interceptions of the mail.</p>

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Card Issuance, continued

Stage	Description
5	For Employee Paid (Individual Liability) Travel Cards only, cardholders are responsible for maintaining their card delivery and statement billing address (their home address only) with Bank of America. They can either change it online via Works, or by calling the Bank of America Customer Service at 888-449-2273. Travel Program Administrators can no longer maintain addresses for Employee Paid (Individual Liability) Travel Cards.
6	<p>For Agency Airline Travel Cards (ATC), the TPA enters the employee application information under Card Request to issue the card. The PA should select Bulk under Delivery Options in Works. Agency Airline Travel Cards (ATC) will be sent via US Mail to either the Travel Program Administrator or the cardholder based on their selection on the Implementation form.</p> <p>If overnight delivery is required, the Travel Program Administrator must indicate that at the time of application approval by selecting Overnight under Delivery Options in Works. BOA will ship the card directly to the cardholder's address on file in Works. The PA must contact BOA Dedicated if the overnight request was entered after 3:00 pm EST or on a Weekend/Holiday. Overnight requests must be shipped to a physical address – PO Boxes are not permitted.</p> <p>Overnight delivery must go to the cardholder – it cannot go to the PA.</p> <p>For Standard Delivery: If the card is not received in seven (7) business days after the TPA has processed the card request in Works, contact BOA to inquire if there were issues with the application. You must also confirm the card was not returned to the bank and the address on file for the employee is correct. If not, close the card and request a new one while ensuring the address provided by the employee is entered correctly. This is to be done to possibly prevent mail theft or other interceptions of the mail.</p>

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Closing Accounts

It is each Travel Program Administrator's or supervisor's responsibility to retrieve travel charge cards from employees at termination or card revocation and destroy the card (preferably in the employee's presence). Any outstanding balance must be paid in full at that time; otherwise, the agency should deduct that balance from any final payouts according to Payroll policy.

It is strongly encouraged that the terminated employee checklist includes the requirement that terminated employees must turn in all Travel Cards, both Employee Paid (Individual Liability) Travel Cards and Agency Airline Travel Cards (ATC) and contact the Travel Program Administrator. The Travel Program Administrator must complete the steps in the following table to close the account.

Step	Action
1	TPA is notified a cardholder should no longer maintain a travel card (termination of employment, job duty changes, etc.).
2	TPA cancels the card online via Works.
3	<p>Once the card is closed, the current balance due on the card must be obtained from the employee. Please note that this is the amount due <i>as of the day the card is cancelled</i> not as of the last statement.</p> <p>TPA forwards the payment to Bank of America from the employee ensuring the card member has written the card's full 16-digit account number in the check memo section to ensure proper posting. If the employee chooses to pay Bank of America online or via phone, they are to provide the TPA with a payment confirmation number. The TPA can then contact Bank of America to validate the payment has been made.</p> <p>It is the responsibility of the TPA to follow up online in Works to ensure the payment was actually made. Every effort should be made to have the outstanding balances of terminated employees deducted from any final paychecks and the agency must forward the deducted funds to Bank of America following the guidelines in this topic.</p>

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Closing
Accounts,
continued

Step	Action
	<p>** If the Cardholder obtains employment with another State Agency, any remaining balance on the IL Travel Card may result in a payroll deduction with the new agency.</p> <p>If the employee is terminated, complete steps 4 through 5.</p>
4	Travel Program Administrator must send a letter to the last known home address on file stating that the card has an outstanding balance and payment must be made to Bank of America immediately. This letter should be maintained by the TPA per the State Retention Policy. A sample letter is included in this CAPP Topic.
5	Termination of employment does not eliminate the Travel Program Administrator's responsibility to monitor payments to ensure the balance is cleared. Also, a good best practice is for the TPA to follow up on that account after 14 business days to ensure any payments were not returned for insufficient funds.

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Delinquent Balances

In the event that a cardholder of an Employee Paid (Individual Liability) Travel Card becomes 61 days' delinquent, the agency must deduct the total delinquent charges on the card from the employee's pay and remit to Bank of America directly. The Travel Card will be permanently closed. This will occur regardless of whether or not reimbursement for travel costs has occurred. Cardholders must be aware of this policy, and it is included as a condition in the Employee Paid (Individual Liability) Travel Card Employee Agreement that is signed prior to issuance of the card. ***An agency can institute a lower delinquent threshold for obtaining past due balances if it chooses.***

Travel Program Administrators **must** run (or schedule to run) a report in Works approximately every two weeks for all delinquent travel cards for their agency. Department of Accounts may cancel the program administration authority of any Travel Program Administrator found to be in violation of this policy should the account reach 61+ days delinquent three (3) or more times during the course of a calendar year.

It is a best practice for TPAs that once they view any delinquent accounts to email the cardholder immediately to notify them of the delinquency and remind them of what was agreed to per the Employee Agreement. This notification must be made the same day as the run date of the report, or as soon as possible thereafter, to ensure a timely response by the cardholder.

Agencies may choose to institute a policy, which allows the agency to work with the cardholder on a re-payment plan of their delinquent travel card balance that is more aggressive than at 61 days delinquent. An agency must follow all payroll codes and policies and must have a signed agreement with the employee **prior** to beginning any re-payment on their behalf.

If an agency has an internal policy, it can be addressed to staff still employed at the agency and those who are terminating their employment with the agency. At a minimum, the internal agency policy should describe the process the agency will take when an account becomes delinquent and at what point the agency will contact the employee with a re-payment plan. It should also address the appropriate payroll codes and policies regarding withholdings from paychecks and/or leave balance payouts.

TPA's are responsible for monitoring frequent returned payments on IL Travel cards, especially if the account is delinquent. If frequent NSF's are occurring on an account, another method of payment such as paying in a branch may be necessary.

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Employee Paid (Individual Liability) Travel Cardholder

It is the responsibility of the **Employee Paid (Individual Liability Travel Cardholder)** to:

- be employed as a State employee which includes full time, wage and P-14 positions;
- use the travel charge card for reimbursable travel expenses only while conducting official State government business in accordance with CAPP – Cardinal Topic No. 20335, *State Travel Regulations*;
- use the travel charge card for reimbursable meal expenses while conducting official State government business while not in travel status. The travel card is intended for the cardholder's business travel and meal expenses only and may not be utilized to pay for those in attendance;
- ensure all travel expenses charged to the card comply with the current State travel regulations. Exceptions include only personal expenses that cannot be reasonably separated from reimbursable expenses such as a personal phone call included in a lodging bill or a spouse's dinner included in a restaurant bill. Such expenses must be paid **in full** from the cardholder's personal funds within the payment terms specified by Bank of America;
- retain original itemized receipts for **ALL** travel charge card purchases;
- travel expense reimbursements will not be made from charge card statements;
- submit an Expense Report to obtain State reimbursement upon completion of travel;
- receive travel charge card bills and pay card balances **in full** by the due date indicated on the bill which is no later than 30 days after the cycle date. (Any late fees or finance charges are the responsibility of the cardholder, *regardless if he has been reimbursed for the charges.*);
- sign a new Employee Agreement at issuance of renewal cards after the initial Employee Agreement is signed or when there is a change in the Agreement by DOA; and
- the VISA 1% Foreign Transaction fee will no longer be charged on any transactions that are processed outside of the United States. The currency conversion fees will still apply. Please inform your cardholders of this fee. Documentation regarding this fee is sent with each new card.

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Agency Airline Travel Cardholder (ATC)

It is the responsibility of the Agency Airline Travel Cardholder (ATC) to:

- use the Agency Airline Travel Card (ATC) for approved airline and mass passenger rail expenses while conducting official State government business;
- ensure that all travel expenses charged to the card comply with the current State travel regulations;
- maintain a log to record all card purchases as they are made for reconciliation when the statement arrives;
- Once implementation of Online Reconciliation (OLR) is complete; ensure all ATC transactions have been reconciled, signed-off, and required documentation uploaded by the due date set by your Agency;
- obtain supervisor's/reviewer's signature on log for each cycle;
- retain official receipts for **ALL** charges made on the card;
- sign a new Employee Agreement at issuance of renewal cards after the initial Employee Agreement is signed or when there is a change in the Agreement by DOA; and

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Employee Paid (Individual Liability) Travel Card Statement and Remittance

Bank of America VISA Employee Paid (Individual Liability) Travel Card statements are sent monthly after each cycle to each Employee Paid (Individual Liability) Travel Cardholder with a balance. Bank of America VISA Employee Paid (Individual Liability) Travel Card balances must be paid in full no later than 30 days from cycle date regardless of what is indicated on the bill as the due date. Minimum or partial payments are not permitted.

It is the Employee Paid (Individual Liability) Travel Cardholder's responsibility to stay within the established limits and to pay the balance **in full** regardless of whether they have received reimbursement for their travel expenses from the agency. Cardholders should plan accordingly so that payments are made per policy even if they are in travel status. Payments may be made to Bank of America by mail, telephone, or online through Global Card Access.

Employee Paid (Individual Liability) Travel Cardholders can make secure payments online via Global Card Access which will assist in a timelier posting of their payment versus sending a check via US Mail.

TPAs must share the cycle dates with their cardholders to ensure they are familiar with each month's cycle begin and end dates.

Cycle dates for the Travel Card program are listed on DOA's Travel Card Program website at

https://www.doa.virginia.gov/reference/chargeCardAdmin/index.shtml#Travel_Charge_Card_Program.

Cardholders can view their cycle statements online by using Works. Billing statements can be accessed online through Works the day following cycle close after 12 noon EST.

Employee Paid (Individual Liability) Travel Cardholders are responsible for maintaining a current home address on file with Bank of America as they are personally responsible for payment of their card. Any updates can be made by going online using Works or by calling Bank of America

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Employee Paid (Individual Liability) Travel Card Statement and Remittance, continued

If payment for the Employee Paid (Individual Liability) Travel Card is being made by check, please allow 7-10 business days from check issuance to the time the check is posted to the account. For overnight delivery, please allow 24 business hours for posting. All check payments should include the *full 16-digit* account number to which the payment should be posted.

Checks should be sent to one of the two addresses below, depending upon mail method:

Regular Mail

Bank of America
P.O. Box 15731
Wilmington, DE 19886-5731

Overnight Delivery

Bank of America
900 Samoset Drive
Mail Code: DE5-023-03-02
Newark, DE 19713

Disputed charges must be reported to Bank of America via Works. It is the cardholder's responsibility to contact the vendor immediately for resolution. If the vendor does not take action in **30 days** to resolve the situation, the cardholder must dispute the charge via Works. Once Bank of America has determined final resolution, credit will be issued.

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Agency Airline Travel Card (ATC) Statement and Payment Procedures

Bank of America VISA **Agency Airline Travel Card (ATC)** statements are sent monthly after each cycle to each agency with a balance. Agency Airline Travel Card (ATC) balances must be paid **in full** by each Agency for receipt by Bank of America no later than the 7th of the month following cycle close regardless of the date indicated on the bill. Minimum or partial payments are not permitted. Billing statements can be accessed online through Works the day following cycle close after 12 noon EST.

Cycle dates for the Travel Card Program are listed on DOA's Travel Card Program website at

https://www.doa.virginia.gov/reference/chargeCardAdmin/index.shtml#Travel_Charge_Card_Program.

Disputed charges must be reported to Bank of America via Works. It is the cardholder's responsibility to contact the vendor immediately for resolution. If the vendor does not take action in 30 days to resolve the situation, the cardholder must dispute the charge via Works. Once Bank of America has processed the application for dispute a credit will not be issued until final resolution is made.

The agency's accounting unit is responsible for processing payments to Bank of America. The following procedures must be followed when processing payments:

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Card (ATC)
Statement and
Payment
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continued

Step	Who	Action
1	Bank of America VISA	<p>The Monthly Summary of Accounts statement is used to pay for all transactions on all Agency Airline Travel Cards (ATC) for the entire agency, or for smaller organizational units if the agency has specified this arrangement with Bank of America VISA and obtained separate billing levels. Individual cardholder statements must not be used to pay bills.</p> <p>Note: Travel Program Administrators have the ability to print their Bank of America VISA monthly statement online using Works if the paper bill is not received.</p>
2	Agency Accounts Payable	<p>Payments to Bank of America must be received by Bank of America no later than the 7th of each month. .</p> <p>Change the Pay Terms field to 00PP, Due Now Prompt Pay, in Cardinal. Select User in the Due Date Control field. Enter the appropriate scheduled payment date of the 7th (MM/07/YY) in the Due Date field.</p> <p>Enter the voucher in Cardinal no later than 4 work days prior to the 7th of the month. You must allow time for edit, budget check, approvals and processing of EDI.</p> <p>Remember to account for weekends and holidays in determining when your voucher must be entered in order to get it posted to Bank of America by no later than the 7th.</p>
3	Agency Accounts Payable	<p>Use Bank of America's Vendor Id on the voucher. This number is 0000042877. Select the 'EDI-88' Location for Travel Card. Note: For online entry, you will need to change the Location to EDI-88, as it is not the default Location.</p> <p>This Vendor ID and Location must be used for Agency Airline Travel Card (ATC) Payments.</p>

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Card (ATC)
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continued

Step	Who	Action
4	Agency Accounts Payable	<p>Properly code the Bank of America voucher to ensure timely payments. When a Travel Program Administrator is set up with Bank of America, the corporate account number will be provided to them. It is the Travel Program Administrator's responsibility to pass that number to any staff members that will be processing payments and require the number. To assist Bank of America in identifying payments, the following remittance information must be provided when processing payments.</p> <p>Account Number: The 16-digit corporate account number is located in the Company Summary section of the bill. Place this number (omitting hyphens and spaces) in the Cardinal <u>Payment Message</u> field on the Payment tab. Do not put any text or other spaces. Leave the <u>Customer Account Number</u> field BLANK.</p> <p>Statement Date: This date is located in the middle at the top of the bill. Place this date in the Cardinal <u>Invoice Date</u> field.</p> <p>Due Date: Regardless of what is printed on the Statement, Bank of America payments are to be received by Bank of America <i>no later than the 7th of each month.</i> <u>Change the Pay Terms to 00PP, Due Now Prompt Pay, in Cardinal for all Bank of America Travel Card vouchers.</u></p> <p>Select User in the Due Date Control field. Enter the appropriate scheduled payment date of the 7th (MM/07/YY) in the Due Date field.</p> <p>Invoice Number: Enter the Month/Year and "ATC" for the invoice number. Example: JULY2024ATC</p> <p>Without the correct information, your payment posting will be delayed at Bank of America. If your payment will not be posted to your account with Bank of America by the 7th, contact the Charge Card Administration</p>

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Card (ATC)
Statement and
Payment
Procedures,
continued

Step	Who	Action
4	Agency Accounts Payable	<p>Team as soon as possible with an explanation so that Bank of America can be alerted. Make sure you take into account weekends and holidays since Cardinal does not process on these days.</p> <p>Debits: Chartfield Account coding for debits are entered the same as any normal payment voucher – a positive number in the amount field and expenditure account and other coding required by the agency.</p> <p>Credits: Enter any credits as negative amounts to the appropriate expenditure account. If you are unable to comply with these instructions due to financial system limitations, contact DOA's Charge Card Administration Team to discuss alternatives.</p>
5	Agency Accounts Payable	Pay the full amount reflected in the <u>Total Payment Due</u> section notated on the payment coupon of the charge card bill. If a disputed amount is found to be in favor of the vendor , that amount will be applied to the subsequent invoice.

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Airline
Travel Card
(ATC)
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continued

Step	Who	Action
6	Agency Accounts Payable	<p>Use the proper account code. Account codes 5012090, 5013090, 5015090, and 5022090 have been established as convenience codes, for payment of charge card expenditures. Use these codes only for the purpose of facilitating timely payment to the card vendor per payment due dates specified in this Topic. In a timely manner, agencies must allocate the expenditures recorded in the convenience account codes to the appropriate actual account codes which reflect the actual type of purchase or credit within Cardinal.</p> <p>If convenience account codes have been used to process the payment to BOA, agencies must allocate the expenses to the appropriate account codes in the same Fiscal Month in which statement is paid.</p> <p>Keep on file all documentation pertaining to reimbursement transactions.</p> <p>Note: Payment of the balance due by the 7th to Bank of America can be made before the statement is reconciled, but reconciliation must occur prior to receipt of the following month's statement.</p>

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Procedures, Continued

Overpayment of Agency Airline Travel Card (ATC) Monthly Bill

Overpayments are defined as “Monies paid over the amount identified as the ‘*Total Payment Due*’ on the Monthly Consolidated Bill from Bank of America.” Overpayments may arise from keying errors or rounding.

When an agency receives their Monthly Consolidated Bill from Bank of America, it must make payment for the full amount of the “Total Payment Due” to be received by Bank of America no later than the 7th of each month.

When an agency overpays their bill, Bank of America will “deduct” the overage from the next month’s bill. The agency will start the next cycle at a negative balance (the overpayment amount).

Agencies that do not resolve their overpayments in the following month, resulting in a check being cut to the Department of Accounts, may be noted in the *Comptroller’s Report on Statewide Financial Management and Compliance*.

Annual Contact Information Update

Each agency will be required **annually** to review and update the Program Administrator, Backup, and Fiscal Contact information for the Travel Program. DOA will distribute information to agencies for review and correction and will require the corrected information to be returned to DOA within thirty (30) days.

It is the agency’s responsibility to notify DOA at any point during the year if a Travel Program Administrator or fiscal contact has changed or has had a change to their information.

Not maintaining current contact information with DOA’s Charge Card Administration Team can result in not being notified of important program news and compliance issues.

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Procedures, Continued

Annual Policy Exceptions

Annually each agency that needs to request a policy exception must do so no later than May 31st for the upcoming Fiscal Year. The submission must be on the DOA Template which can be found on the Charge Card Administration webpage: https://www.doa.virginia.gov/forms/Charge_Card/Exception_Request_Template.docx. It can also be obtained by emailing cca@doa.virginia.gov. DOA will review and send the approved exceptions back to the TPA for their files prior to July 1.

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Internal Control

Internal Control

Agencies must develop and document internal control procedures to ensure compliance with the following:

- CAPP – Cardinal Manual Topic No. 20360, *Travel Charge Card*
- Related CAPP topics as listed under References
- Commonwealth procurement rules and regulations (i.e., APSPM)
- Corporate Travel Card contract provisions

In summary, procedures must ensure, at a minimum, that:

- All payments to Bank of America for the Employee Paid (Individual Liability) Travel Card are received no later than **30 days from cycle date**;
- All payments to Bank of America for the Agency Airline Travel Card (ATC) are received by Bank of America no later than the **7th of the month**;
- Purchase logs and Agency Airline Travel Cardholder (ATC) statements are obtained and reconciled with the corresponding Bank of America VISA Card statement prior to receipt of the next Bank of America VISA Card statement;
- Reconciled Agency Airline Travel Card (ATC) statements have been reviewed and approved in writing by the ATC cardholder's supervisor or reviewer;
- Once implementation of Online Reconciliation (OLR) is complete; ensure all ATC transactions have been reconciled, documents uploaded and signed-off by the Cardholder and Approver;
- Unacceptable or incomplete services are documented, and the purchaser took the appropriate corrective action with the vendor;
- Original payment processing documents are maintained in an agency file for audit purposes;
- Ensure due diligence in the Accounts Payables (AP) processes so that duplicate payments do not occur; invoices paid utilizing a purchase card should not be forwarded to AP for processing;
- Supporting documentation is maintained regarding limit changes and changes in MCC restrictions for audit purposes; and,
- Terminated employee checklists include the requirement that terminated employees must turn in all travel cards (Employee Paid (Individual Liability) Travel Cards and Agency Airline Travel Cards (ATC) and contact the Travel Program Administrator in a timely manner.

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Travel Charge Card Forms

Introduction The following pages represent the forms associated with the Travel Charge Card program.

These forms can be found at DOA's travel charge card administration web page.

The link for the DOA Travel Charge Card is —

<https://www.doa.virginia.gov/forms.shtml#ChargeCard>.

The link for the Commonwealth's Learning Center is —

<https://covlc.virginia.gov>.

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Commonwealth of Virginia
Purchase and Travel Card
**TRAVEL PROGRAM
ADMINISTRATOR FORM**

Agency Number: _____

****Copy of Training Certificate required with submission****

Program (Check One):

- ☐ Purchasing Card Only
☐ IL Travel Card Only
☐ ATC Card Only
☐ Both TRAVEL Programs
☐ ALL Card Programs

*****For CCA Use ONLY*****

CCA _____
Works _____
PC _____
Intellilink _____

AUTHORIZED TRAVEL PROGRAM ADMINISTRATOR

ADD NEW TRAVEL PROGRAM ADMINISTRATOR

Name (Please Print) of Travel Program Administrator to be **ADDED**

Role (Primary or

Backup)

Effective Date Office

Overnight Delivery Address

City

State

Zip

Office Mailing Address (if different from above)

City

State

Zip

()

()

Phone

Fax

E-mail Address

New Travel Program Administrator's Signature

Supervisor's E-mail Address

***Please Note* New Travel Program Administrator training must be completed before set-up will be completed.**

DELETE TRAVEL PROGRAM ADMINISTRATOR (IF APPLICABLE)

Name (Please Print) of Travel Program Administrator to Be **Deleted**

Role (Primary or

Backup)

Effective Date

Is this a current cardholder? Yes _____ No _____

If yes: Does the card need to be cancelled?

Yes _____ No _____

AUTHORIZING OFFICER OF AGENCY/ENTITY

I, _____, an Authorizing Officer of _____ (Entity Name) hereby authorize the following employee to act on behalf of the Agency in authorizing the applications of employees for a Bank of America Visa Card. Travel Program Administrators also have the ability to close accounts, change limits, modify industry restrictions, and perform other program management functions related to the entity's cards.

The individual listed below is hereby designated as an Authorizing Officer for this entity only:

Authorizing Officer (Please Print)

Title

Authorizing Officer's Signature

Date

Phone

Scan and Email Page 1 to cca@doa.virginia.gov

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Travel Program Administrator Form Instructions

This the Bank of America Visa Card Travel Program Administrator form. This form is used to assign Travel Program Administrator responsibilities to a designated individual who will have the ability to administer the Purchase and/or Travel Card Programs. PLEASE NOTE: This form is specifically for those who need access to full Travel Program Administrator functions. **All items on the form are required.**

Agency Number: This is your three-digit State Agency number.

Program: You must designate what program or programs the New Travel Program Administrator listed will require access to; Purchasing Card Program, Travel Card Program, or both.

AUTHORIZED TRAVEL PROGRAM ADMINISTRATOR

Add New Travel Program Administrator: This information pertains to the individual you are requesting to be set up as a New Travel Program Administrator or as a Backup. Please complete a separate form for each individual Travel Program Administrator.

1. Name – New Travel Program Administrator’s printed name.
2. Role – Role the designated individual will perform (Primary or Backup).
3. Effective Date – Date Program Administrator is to be added.
4. Office Overnight Delivery Address – Complete address including city, state and zip code.
5. Office Mailing Address – Complete address for USPS delivery, if different from above.
6. Phone – Telephone number (including extension) and fax number (including area code).
7. E-mail Address – Current E-mail address.
8. New Travel Program Administrator’s Signature – New Travel Program Administrator’s signature.
9. Supervisor’s E-mail Address – New Travel Program Administrator’s Supervisor’s E-mail address.
10. Copy of Training Certificate is required with submission.

Delete Travel Program Administrator: This information pertains to the individual you are requesting to be deleted as a Primary Travel Program Administrator or as a Backup. Please complete a separate form for each individual Travel Program Administrator.

1. Name of Travel Program Administrator to Be Deleted – Travel Program Administrator’s printed name.
2. Role – Role the designated individual performed (Primary or Backup).
3. Effective Date – Date Program Administrator authorization is to be deleted.
4. Are they a cardholder as well? - Does the Travel Program Administrator that is being deleted have a card?
5. Does the card need to be cancelled? – Should the Travel Program Administrators card be deleted from Works?

AUTHORIZING OFFICER OF AGENCY/ENTITY

Authorizing Officer: This must be your Agency/Entity head or designee. See Agency Cardinal Signatory Form for full list of Authorized Signatures.

Entity Name: Enter your complete Agency/Entity name.

1. Authorizing Officer – Authorizing Officer’s printed name.
2. Title – Authorizing Officer’s title.
3. Signature – Authorizing Officer’s signature.
4. Date – Date of authorization request.
5. Phone – Telephone number (including extension).

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**Commonwealth of Virginia
Agency Airline Travel Card**

ALL INFORMATION REQUIRED

Please print clearly and completely. Incomplete applications cannot be processed.

Cardholder's Name (First, Middle Initial, Last)	Agency Name
Mailing Address	Agency #
City, State, Zip Code	Business Phone Number ()
E-mail Address	Date of Birth (mm/dd/yy)
Cardholder Signature	Date

I agree and understand that at least annually the activity on all Agency Airline Travel Cards (ATC) will be reviewed to ensure limits are appropriate for the card's usage. I will provide written recommendations regarding any limit changes.

I further certify that I will review and approve this cardholder's transactions and supporting documentation on a monthly basis.

Supervisor Signature	Date
----------------------	------

To be filled out by the Travel Program Administrator

Credit Limits: _____ (*not to exceed \$100,000 w/o DOA approval)	Single Purchase Limits: _____ (*not to exceed \$10,000 w/o DOA approval)
<i>Travel Program Administrator – Authorizing signature for card issuance</i>	
Travel Program Administrators Signature	Office Number (Area Code, Phone Number)
Date entered to Works:	

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Commonwealth of Virginia
Bank of America
Employee Paid Individual Liability (IL) Travel
Card Employee Agreement

I, _____, (enter employee name here), acknowledge receipt of a Bank of America Visa Employee Paid Individual Liability (IL) Travel Card. As a Cardholder, I agree to comply with the following terms and conditions regarding my use of the Card.

1. I understand that I am being entrusted with a valuable tool, which I will use to obtain travel related services and will be making financial commitments on behalf of myself and will strive to obtain the best value for the agency.
2. I understand that I am liable to Bank of America, for all authorized charges made on the Card.
3. I understand that Bank of America will send my card to the address on my card application, and I will immediately notify Bank of America for any changes to my address and phone number.
4. I agree to use this Card for official state business travel only and agree not to charge personal purchases at any time. I understand that my agency will review the use of this Card, and it is my responsibility to retain receipts for all travel purchases. I understand that my agency will take appropriate action based on any discrepancies. (This includes the purchases of personal items while on travel status).
5. I will follow the established procedures for the use of the Card. Failure to do so may result in either revocation of my privileges or other disciplinary actions, up to and including termination of employment.
6. I agree to return the Card immediately upon request or upon termination of employment (including retirement) to include deducting any balance owed on my card at the time of termination from final paychecks.
7. I acknowledge, if I obtain employment with another State Agency, any remaining balance on the IL Travel Card may result in a payroll deduction with the new agency.
8. If the Card is lost or stolen, I agree to notify Bank of America at 888-449-2273 and the Agency Travel Program Administrator immediately.
9. I agree that I will pay the total amount owed by the statement due date, regardless if I have been reimbursed for those expenses.
10. I agree that if my Card balance becomes delinquent past 61 days, the agency will deduct the delinquent funds from my paycheck, at 100 percent, until the balance is paid in full. All payments will be made directly to Bank of America.
11. I agree not to send my entire 16-digit account number via email (including attachments), regular mail, or fax, or to photocopy the Card for any reason in order to keep my Card number as secure as possible.
12. I agree to hold the Card in a secure location so that no one else can access the Card and agree to not share my card number or other pertinent card information with anyone other than a vendor I am doing business with.
13. I agree not to write down or share my Card's PIN with anyone, including my Agency Travel Program Administrator or Bank of America.
14. I understand that Chip and PIN technology is only utilized at point of sale by vendors who have chip enabled terminals.
15. I will not store my card number on any mobile devices, nor will I utilize any type of mobile payment or digital wallet service such as Apple Pay, Google Pay, Samsung Pay, etc.

Employee Signature	Date
Supervisor's Signature	Date
Travel Program Administrator's Signature	Date

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**Commonwealth of Virginia
Bank of America Agency Airline
Travel Card (ATC) Employee Agreement**

I, _____, acknowledge receipt of a Bank of America Visa Agency Airline Travel Card (ATC). As a Cardholder, I agree to comply with the following terms and conditions regarding my use of the Card.

1. I understand that I am being entrusted with a valuable tool to purchase airline and mass passenger rail purchases and will be making financial commitments on behalf of my agency and will strive to obtain the best value for the agency.
2. I understand that my agency is liable to Bank of America for all authorized charges made on the Card.
3. I agree to use this Card for official state business for airline and mass passenger rail purchases only and agree not to charge personal purchases. I understand that my agency will review the use of this Card and the related management reports and take appropriate action on any discrepancies. I understand that any personal charges made on the ATC Card may result in a payroll deduction.
4. I will follow the established procedures for the use of the Card. Failure to do so may result in either revocation of my privileges or other disciplinary actions, up to and including termination of employment.
5. I agree to return the Card immediately upon request or upon termination of employment (including retirement).
6. If the Card is lost or stolen, I agree to notify Bank of America and the Agency Travel Program Administrator immediately.
7. I agree not to send my entire 16-digit account number via email (including attachments), mail, or fax in order, to keep my card number as secure as possible.
8. I agree to hold this card in a secure location so that no one else can access the card and agree to not share my card number or other pertinent card information with anyone other than a vendor I am doing business with.
9. I agree not to write down or share my Card's PIN number with anyone, including my Agency Travel Program Administrator or Bank of America.
10. I understand that Chip and PIN technology is only utilized at point of sale by vendors who have chip enabled terminals.
11. I will not store my card number on any mobile devices, nor will I utilize any type of mobile payment or digital wallet service such as Apple Pay, Google Pay, Samsung Pay, etc.

Employee Signature Date

Supervisor's Signature Date

Travel Program Administrator's Signature Date

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**Commonwealth of Virginia
Bank of America**

Works Access Request Form

This form is needed for **only** those individuals who only need access to an agency's reports.

Date of Request: _____

Agency Number: _____

Agency Name: _____

Program: Purchase Card (includes SPCC & Gold)_____

Travel Card (includes Employee Paid & ATC)_____

Employee Name: _____

Employee Email Address: _____

Requested User ID: (Between 2–8 characters) _____

Employee Signature: _____

Certification

I, Travel Program Administrator, for the agency listed above, certify that the above-named individual may receive access to our Agency's reporting and data for the Program(s) indicated above via access to Works. I also certify that when this individual no longer requires access to Works or their access level needs to be changed I will immediately either delete the user from Works or modify their access

Agency Travel Program Administrator Name: _____

Travel Program Administrator Signature: _____

Date: _____

PA Use Only:

Date Set up Complete in Works: _____

Email generated via Works for initial logon: _____

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Travel Charge Card Program

Sample Letter to Terminated Employee with Outstanding Balance on Employee Paid (Individual Liability) Travel Card

Date

Name

Address

City, State, Zip

Subject: Outstanding Balance on State Employee Paid (Individual Liability) Travel Card

Dear Sir/Madam:

This is to advise you that you have an outstanding balance of \$xxx.xx on your closed Bank of America Employee Paid (Individual Liability) Travel Card. Per the application and the Employee Agreement you signed, you agreed to pay this bill in full each month.

You have been reimbursed for the charges on your travel account and you need to submit payment of \$xxx.xx immediately via one of the methods listed below. If mailing a payment ensure your full 16-digit account number is in the memo field on the check for proper posting.

Payments by Phone 1-888-449-2273

Regular Mail Payment Address: BANK OF AMERICA
P.O. BOX 15731
WILMINGTON, DE 19886-5731

Overnight Mail payment address: BANK OF AMERICA
900 SAMOSET DRIVE
MAIL CODE: DE5-023-03-02
NEWARK, DE 19713

If you believe you have not been reimbursed for all your travel expenses, please contact our agency's Accounting Department at ((xxx) xxx-xxxx).

If you have any questions or need additional information, please do not hesitate to contact me at (xxx) xxx-xxxx.

Sincerely,

Travel Program Administrator



Office of the Comptroller

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Records Retention

Maintenance Copies of travel-related documentation are to be maintained on file in each agency for 3 years. See CAPP – Cardinal Topic No. 21005, *Records and Retention* for further guidance.

Contacts

DOA **Charge Card Administration Team**
 (804) 225-2548
 cca@doa.virginia.gov
<https://www.doa.virginia.gov/online-services.shtml#chargecard>

**Assistant Director
Finance and Administration**
 (804) 786-0238
 cca@doa.virginia.gov

Learning Center The Department of Human Resource Management (DHRM) Learning Center is the Commonwealth's web-based application that delivers self-study training topics and instructor-led course registration managed by DHRM to your desktop. The Commonwealth's Learning Center (LC) also tracks eLearning and instructor-led courses that you completed or registered for in the LC. The link for the Commonwealth's Learning Center is —
<https://covlc.virginia.gov>.

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Contacts, Continued

Bank of America

Bank of America - Commonwealth of Virginia
For Travel Program Administrators Only
(Please utilize the online Works system whenever possible.)


Dedicated Company Level Support - (For PA's Only)

 888-715-1000

M-F 8am – 4:30pm EST

 dedicated_card_east@bankofamerica.com


Works Card Digital Services (formerly Technical Help Desk)

 888-715-1000 Option 2 or 4

M-F 7am – 9pm EST

 carddigitalservices@bofa.com


Customer Level Support (for card program questions)

 800-822-5985

M-F 8am – 9pm EST

For Travel Cardholders (and Travel Program Administrators after business hours)

Cardholder Customer Service

 888-449-2273

24 hours/day, 7 days/week

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Subject Cross References

References

CAPP – Cardinal Topic No. 20310, *Expenditures*
 CAPP – Cardinal Topic No. 20315, *Prompt Payment*
 CAPP – Cardinal Topic No. 20330, *Petty Cash*
 CAPP – Cardinal Topic No. 20335, *State Travel Regulations*
 CAPP – Cardinal Topic No. 20336, *Agency Travel Processing*