

## TRAVEL CARD GENERAL GUIDELINES

11.26.2018

<p><b>WHAT IS A TRAVEL CARD?</b></p>	<ul style="list-style-type: none"> <li>• The travel card is a VISA credit card issued to employees for <b>government-related</b> travel expenses. It is issued through Bank of America.</li> <li>• The government earns a rebate on travel card purchases, similar to the purchasing card program.</li> <li>• The credit limit is \$4,000 per monthly cycle.</li> <li>• The travel card is an efficient method of payment that <u>replaces</u> the need for a <u>travel advance</u>.</li> </ul>
<p><b>WHAT IS A CHIP CARD AND A PIN (PERSONAL IDENTIFICATION NUMBER)</b></p>	<ul style="list-style-type: none"> <li>• To reduce the level of fraud in the credit card industry, banks now issue <u>Chip Cards with a PIN (Personal Identification Number)</u>. The Chip Card is equipped with a computer chip that authenticates a transaction.</li> <li>• During the card activation process you will be asked to set a four-digit personal identification number (PIN), <b>**Do not store your Chip Card and PIN in the same place**</b></li> </ul>
<p><b>CARD ACTIVATION INSTRUCTIONS</b></p>	<ul style="list-style-type: none"> <li>• You must activate your card prior to use. Card holders will be asked to provide verifying information. <u>Some verifying information appears on the card.</u> Other verifying information does not appear on the card and includes the program address, program telephone number and a verification identification code. You should receive this information when you pick up your card.</li> <li>• Activate your card by calling toll-free the number on your new card.</li> </ul>
<p><b>WHOM DO I CONTACT IF I LOSE MY TRAVEL CARD?</b></p> <p><b>WHOM DO I CONTACT IF I LOSE OR FORGET MY PIN?</b></p>	<ul style="list-style-type: none"> <li>• First, contact Bank of America Customer Service at <b>888-449-2273</b>.</li> <li>• After contacting BOA, employees must report the lost or stolen card to Purchasing at (706) 247-6167 or via email to <a href="mailto:travelcard@accgov.com">travelcard@accgov.com</a>. <u>Include the time you contacted BOA.</u></li> <li>• If you lose or forget your PIN, contact Purchasing for assistance at (706) 247-6167 or via email at <a href="mailto:travelcard@accgov.com">travelcard@accgov.com</a></li> </ul>
<p><b>HOW DO I REQUEST REIMBURSEMENT FOR THE USE OF PERSONAL CASH OR CREDIT CARD?</b></p>	<ul style="list-style-type: none"> <li>• Through the Travel Expense Reconciliation Form. Your Travel Card Coordinator can provide more information.</li> </ul>
<p><b>HOW DOES AN EMPLOYEE OBTAIN A TRAVEL CARD?</b></p>	<ul style="list-style-type: none"> <li>• A Department Director, Constitutional or Appointed Officer authorizes issuance of a travel card by signature on the Travel Card Request Form submitted to Clair Sayer at <a href="mailto:travelcard@accgov.com">travelcard@accgov.com</a>.</li> </ul>
<p><b>SHOULD I OBTAIN RECEIPTS FOR TRAVEL CARD PURCHASES?</b></p>	<ul style="list-style-type: none"> <li>• Yes. All travel card purchases, <b>including meals</b>, require itemized receipts.</li> </ul>
<p><b>HOW DO I RECONCILE TRAVEL EXPENSES?</b></p>	<ul style="list-style-type: none"> <li>• The Travel Policy and Travel Internal Control Policy (adopted by each Department and Constitutional and Appointed Office) specify how the Travel Card Coordinator shall reconcile travel expense.</li> </ul>
<p><b>HOW DO I SECURE THE TRAVEL CARD?</b></p>	<ul style="list-style-type: none"> <li>• Department Directors and Constitutional and Appointed Officers will determine how travel cards are secured.</li> </ul>