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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 business meals while not in travel status. 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) 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 at least twice per year are required to be issued a travel card. 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.

Agency Airline Travel Card (ATC) — This card is only to be used for airline and mass rail purchases. This bill comes to the agency and is paid monthly by the agency.

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.

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

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Role Definitions **Travel Card 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 Program Administrator is designated by the agency head or the designated authorizing officer using a Program Administrator form available on the DOA’s Charge Card Administration web page.

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 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 Program Administrator (TPA) and as the Backup Travel Card 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>For Employee Paid (Individual Liability) Travel Cards, determine which employees should receive a travel charge card. <u>Employees who travel overnight at least twice per year are required to be issued a travel card.</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 Program Administrator will create the new card in Works.</p> <p>For Agency Airline Travel Cards (ATC), the paper application must be completed and submitted to the Program Administrator. The Program Administrator will then enter this information in Works to create the card request. Program Administrators must ensure the ATC cardholder maintains logs each cycle which are reviewed and approved by their Supervisor or Reviewer.</p>

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Function	Description
3	Coordinate paper applications for the Agency Travel Card (ATC).
4	Ensure all employees with an Employee Paid (Individual Liability) Travel Card are reimbursed for their travel expenses per CAPP – Cardinal Topic No. 20336, <i>Agency Travel Processing</i> , and by using Electronic Data Interchange. The affected Cabinet Secretary must approve all exceptions to this requirement. (See DOA Contacts for EDI information.)
5	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.
6	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.
7	The Program Administrator must ensure limits are appropriate to the traveler’s spend. This pertains to retail cycle limit, and cash limit (as applicable).
8	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.
9	Fiscal Office shall process the Agency Airline Travel Card (ATC) bill in accordance with all policies.
10	Ensure all travel cardholders are trained annually as well as the supervisors/reviewers of the Agency Airline Travel Cards (ATC). 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.

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Function	Description
11	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.
12	Review travel charge card reports at least every two (2) weeks to ensure cardholders are: 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 travel charge cards in the previous 12 months.
13	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.
14	Suspend cards for employees whose accounts have remained inactive for 12 consecutive months unless the card is to be used for emergency response situations only. If the card is for this purpose, this must be documented on file with the Program Administrator and must be updated annually.

Travel Program Administrator Responsibilities

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

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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. 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, but the cardholder is still responsible for the payment of the disputed charge when it is originally due. <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 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.
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

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Task	Activity
4	Review each online application in Works to ensure the Credit Limit selected is appropriate for their travel needs.
5	Ensure all other limits (Retail and/or Cash) are applicable to their travel needs.
6	Report infractions to the agency management.
7	Take appropriate action when corrective action is not taken by the cardholder and/or cardholder’s supervisor.
8	Complete annual online TPA training and ensure supervisors/reviewers of the Agency Airline Travel Card (ATC) complete the annual online training as well.
9	Ensure all new cardholders take the cardholder online training prior to issuance of the card.
10	Ensure all existing cardholders take the training annually and if they do not, suspend the card until they are in compliance.
11	Validate cardholder name changes against a legal document before a name change is processed.
12	Complete the Annual Cardholder Review Certification for all Employee Paid (Individual Liability) Travel Cards and all Agency Airline Travel Cards (ATC).
13	Maintain current contact information with DOA for— <ul style="list-style-type: none"> • Program Administrators and Backups • Fiscal contacts
14	TPAs can require agreements to be signed annually if they choose, but at a minimum, an Employee Agreement must be signed at least every 3 years (36 months) at issuance of renewal cards after the initial Employee Agreement is signed or when there is a change in the Agreement by DOA.
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.

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Task	Activity
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 cardholder's payroll per the Employee Agreement that was signed by the cardholder. 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.
19	Provide any needed information to the agency payroll office to deduct delinquent funds from the cardholder's account 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.
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	Submit annually, no later than May 31 st , the following: <ul style="list-style-type: none"> • Annual Travel Cardholder Training Certification—All travel cardholders of both the Agency Airline Travel Card (ATC) and the Employee Paid (Individual Liability) Travel Card have completed their training.
23	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 Supervisor/Reviewer Training Certification—All supervisors and/or reviewers of the Agency Airline Travel Card (ATC) only have completed their training.

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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.

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

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

Works Program Administrator Training on Works

- BOA holds weekly WebEx training on ‘Day to Day tasks for Program Administrators’. This training focuses on typical daily tasks performed by a Program Administrator. This training is available in the Works system, lasts for about 1 hour and 20 minutes, and advance registration is required. This is recommended for all new PAs.
- BOA holds weekly WebEx training on ‘Card Maintenance Functions’. This training reviews various card maintenance item scenarios. This training is available on the Works system, lasts for about 1 hour and 20 minutes and advance registration is required. This is recommended for PAs as a refresher.

Agency staff members who approve cardholder monthly logs, such as supervisors or reviewers, are required to complete training annually. This training is available in the Commonwealth’s Learning Center.

Works Fiscal Staff and Internal Audit Training

- BOA holds weekly WebEx training. This training covers the different uses of the standard reports and the custom reports available using the Works system. This training can also be taken by PAs who would like to enhance their skills using the Works reporting functions. This training is available on the Works system, lasts for about 1 hour and 20 minutes, and advance registration is required.

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Travel Cardholders have online training available in the Commonwealth’s Learning Center. All Individual Liability (Employee Paid) Travel Cardholders and Agency Airline Travel Cardholders (ATC) are required to complete training each year. 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 as long as the DOA content is maintained.

Every effort will be made to provide all training online to minimize the costs associated with travel to Richmond.

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, 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; and
- receiving travel credits (refer to CAPP Topic 20335 – Travel Regulations).

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

Improper Use of the IL travel card will not be tolerated and may result in revocation of card privileges.

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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 under \$5,000, the Travel Program Administrator can email Bank of America’s Dedicated Company Level Support at dedicated_card_east@bankofamerica.com. In the email state that you are requesting the IL Travel Cardholder (enter name and last 4 digits of the card) be increased (enter amount). Company level support will confirm once the limit increase has been completed.
- For any limit greater than \$5,000, the Program Administrator must email DOA’s Charge Card Administration Team (cca@doa.virginia.gov) with specifics as to what limit is needed and to provide justification as to why a limit over \$5,000 is needed for review. Any request for a higher limit must be approved and established by DOA’s Charge Card Administration Team.

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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- **Cash Limit** – This is a percent of the cycle limit between 0% and 20%, in increments of 5%, and is 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. The limit can be set by the Program Administrator at 0%, 5%, 10%, or no greater than the dollar equivalent of \$500. Any request for a higher limit must be approved and established by DOA’s Charge Card Administration Team.

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

The cash limit replenishes after payment in full each cycle.

- **Retail Cycle Limit** – This is the maximum limit per cycle a cardholder can spend on the Travel Card at retail vendors registered with an MCC listed under the Retail Table. There are two (2) main tables and within each are limit options.

The tables and applicable limits are:

Non-Higher Education

\$0 \$50 \$250 \$500

Higher Education

\$0 \$50 \$250 \$500 Cycle Limit

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

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

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.

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

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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.

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).

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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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Statement Date	Due Date	Action
38 days after	7 days after	Auto-generated letter is sent to the cardholder (using address on file), which is usually received 14 days after due date. This letter warns that the card may be suspended if payment in full is not received by the due date.
61 days after	31 days after	Cardholders will start getting calls from Bank of America’s (BOA) Collections Department and the card will be automatically suspended until payment in full is received.
63 days after	33 days after	Auto-generated letter is sent letting the cardholder know their card is now suspended and all charges will decline. Past Due notices are also printed on statements.
91 days after	61 days after	Card is automatically closed and a letter is sent stating the card is now permanently closed. Payment in full will not re-instate the account. State policy states that at this point the agency will deduct the outstanding past due balance from the cardholder’s pay. Where applicable, BOA will continue collection efforts with the cardholder via telephone.
121 days after	91 days after	If the agency has not been able to obtain the entire past due balance from the cardholder’s pay, an auto-generated letter is sent letting the cardholder know their card is now cancelled and the amount of the outstanding balance. Additionally, weekly telephone calls from BOA’s Collections Department to the cardholder will begin. Past Due notices will continue to be printed on statements.
181 days after	151 days after	If the agency has not been able to obtain the entire past due balance from the cardholder’s pay, BOA will send a final letter to the cardholder alerting them to their outstanding balance and collection efforts are continued via telephone calls.
210 days after	181 days after	BOA will charge off the account to a collections agency and the balance will be submitted to Comptroller’s Debt Set-Off (CDS).

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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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Procedures

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 rail purchases only. The application must be completed by the employee, signed by the supervisor, and sent to the TPA for review.
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).
3	For Employee Paid (Individual Liability) Travel Cards and Agency Airline Travel Card (ATC), the TPA must request a card to be issued using Bank of America’s Works system.
4	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 travel cycle limit.

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Stage	Description
	<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 the State maximum cycle limit of \$5,000. • Approve card applications according to policy. Applications will then be processed through Works. <p>All Employee Paid (Individual Liability) Travel Cards are sent via US Mail to the home address of the cardholder. If rush delivery is required, the Program Administrator must indicate that at the time of application processing by entering a ‘0’ instead of a ‘1’ for the number (#) of cards. BOA Customer Service must also be contacted to request rush delivery and to provide a FedEx delivery address for signature. Rush delivery must go to the cardholder— it cannot go to the PA.</p> <p><i>If the card is not received in seven (7) business days after the TPA has approved the card request in Works, contact BOA to see if there are issues with the application. If not, close the card and request a new one while ensuring the address provided by the employee is a valid mailing address. This is to be done to possibly prevent mail theft or other interceptions of the mail.</i></p>

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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.</p> <p>Agency Airline Travel Cards (ATC) will be sent via US Mail to either the Program Administrator or the cardholder based on their selection on the Implementation form.</p> <p>If rush delivery is required, the Program Administrator must indicate that at the time of application approval by entering a ‘0’ instead of a ‘1’ for the number (#) of cards. BOA Customer Service must also be contacted to request rush delivery and to provide a FedEx delivery address for signature.</p> <p><i>If the card is not received in 7 business days after the TPA has approved the card request in Works, contact BOA to see if there are any issues with the application. If not, close the card down and request a new one ensuring the address provided by the employee is a valid mailing address. This is to be done to possibly prevent any mail theft or other interceptions of the mail.</i></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 include 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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Step	Action
	If the employee is terminated, complete steps 4 through 5.
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 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.

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 suspended. If the balance is not paid in full before it reaches the 91 days’ delinquency threshold, the 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.

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 91 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.

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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.

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;
- 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 actual receipts for charge card purchases; travel expense reimbursements will not be made from charge card statements or tissue receipts;
- 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 every time a renewal card is issued, or at least every three years as determined by the agency TPA; and

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- 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.
-

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 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;
 - obtain supervisor's/reviewer's signature on log for each cycle;
 - retain official receipts for charges made on the card;
 - sign a new Employee Agreement every time a renewal card is issued, or at least every three years or as determined by the agency TPA.
-

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.

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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 Payment Center.

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

To obtain a Works for Employee Paid (Individual Liability) Travel Cardholders guide please contact DOA’s Charge Card Administration Team at cca@doa.virginia.gov.

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.

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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.

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	Payment Services 1000 Samoset Drive Newark, DE 19713

Use telephone number 1-302-457-4066 for overnight delivery (required by FedEx).

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Disputed charges must be reported to Bank of America via Works. Payment must be made on all charges regardless if the charge is in dispute. 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.

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.

A PowerPoint guide is available for Fiscal staff that process the Bank of America agency paid bills. It can be obtained by emailing the Charge Card Administration Team at cca@doa.virginia.gov.

Disputed charges must be reported to Bank of America via Works. Payment must be made on all charges regardless if the charge is in dispute. 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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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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Step	Who	Action
	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 account number is located in the Company Summary section of the bill. Place this number (omitting hyphens and spaces) in the Cardinal Payment Message 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 Invoice Date 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: JULY2014ATC</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 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>

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Step	Who	Action
		<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	<p>Pay the full amount reflected in the <u>Current Balance Due</u> section of the charge card bill. Disputed amounts and fraud credits will appear on subsequent invoices.</p> <p><u>Do not reduce monthly invoices by unapplied credits.</u></p>
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>Keep on file all documentation pertaining to reimbursement transactions.</p>

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Step	Who	Action
		<p>Payments to Bank of America for VISA charge card purchases that should be paid from non-state (local) funds may be paid from the State treasury provided that the State treasury is reimbursed from the appropriate non-state funds within 30 days. Purchases and reimbursements relating to non-state funds must be made in accordance with CAPP – Cardinal Topic No. 20350, <i>Non-State Funds</i>.</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>

Overpayment of Agency Airline Travel Card (ATC) Monthly Bill

Overpayments are defined as “Monies paid over the amount identified as the ‘*Current Balance*’ on the Monthly Consolidated Bill from Bank of America.” Overpayments may arise from keying errors, rounding or not reflecting a credit in the payment, which resulted from a disputed charge on a prior bill.

When an agency receives their Monthly Consolidated Bill from Bank of America, it must make payment for the full amount of the “*Current Balance*” 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*.

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Semi-Annual Update of Contacts

Each agency will be required semi-annually to review and update the Travel Program Administrator and fiscal contacts, including Backups, for the Travel Charge Card program. DOA will distribute information to agencies for review and correction and will require the corrected information be returned within thirty (30) days.

It is the agency's responsibility to notify DOA at any point during the year if a 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.

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 is sent to all TPAs in February. 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;
- 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;
- 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 Program
Administrator Form**

Agency Number: _____ ****Please include a copy of training certificate with form submission****

Program (Check One):

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

AUTHORIZED PROGRAM ADMINISTRATOR

ADD NEW PROGRAM ADMINISTRATOR

Name (Please Print) of 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 Program Administrator's Signature	Supervisor's E-mail Address	
_____	_____	

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

DELETE PROGRAM ADMINISTRATOR (IF APPLICABLE)

Name (Please Print) of 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. 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 Page 1 to cca@doa.virginia.gov. .

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Program Administrator Form Instructions

This is the Bank of America Visa Card Program Administrator form. This form is used to assign 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 Program Administrator functions.

All items on the form are required.

Agency Number: This is your State Agency number. Localities and Authorities will use your Charge Card Program assigned number.

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

Authorizing Officer: This must be your Agency/Entity head or designee.

Entity Name: Enter your complete Agency/Entity name.

AUTHORIZING OFFICER OF AGENCY/ENTITY

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).

AUTHORIZED PROGRAM ADMINISTRATOR

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

1. Name – New 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 Program Administrator’s Signature – New Program Administrator’s signature.
9. Supervisor’s E-mail Address – New Program Administrator’s Supervisor’s E-mail address.

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

1. Name of Program Administrator to Be Deleted – 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. Is the person listed to be deleted a cardholder?
5. If YES to #4, does the card need to be cancelled?

For DOA Office Use Only: This section is for DOA purposes only.

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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 Program Administrator

Credit Limits: _____ (*not to exceed \$100,000 w/o DOA approval)	Single Purchase Limits: _____ (*not to exceed \$5,000 w/o DOA approval)
<i>Program Administrator – Authorizing signature for card issuance</i>	
Program Administrator's Signature	Office Number (Area Code, Phone Number)
Date entered to Works:	

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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, 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 Program Administrator Name: _____

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: PAYMENT SERVICES
1000 SAMOSET DRIVE
NEWARK, DE 19713
Please note: For overnight delivery you must phone 1-302-457-4066 (Required by Fed-ex).

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

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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) 786-0874

✉ cca@doa.virginia.gov

<https://www.doa.virginia.gov/onlineservices.shtml#chargecard>

Assistant Director

Finance and Administration

☎ (804) 786-9259

✉ cca@doa.virginia.gov

Director, Finance and Administration

☎ (804) 225-3136

FAX (804) 371-8587

✉ cca@doa.virginia.gov

EDI Employee Enrollment Information

☎ (804) 692-0473

✉ edi@doa.virginia.gov

<https://www.doa.virginia.gov/reference.shtml#edi>

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 Program Administrators Only
(Please utilize the online Works system whenever possible.)


Technical Help Desk (for Works application support)

 888-589-3473 Option 4

M-F 8am – 8pm EST

 commcardTHD@bankofamerica.com


Customer Level Support (for card program questions)

 800-822-5985

M-F 8am – 8pm EST

For Travel Cardholders (and Program Administrators after business hours)


Cardholder Customer Service

 888-449-2273

24 hours/day, 7 days/week

DGS

Department of General Services, Office of Fleet Management

 (804) 367-6525

FAX (804) 367-8987

<https://dgs.virginia.gov/fleet/>

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Subject Cross References

References	<p>CAPP – Cardinal Topic No. 20310, <i>Expenditures</i></p> <p>CAPP – Cardinal Topic No. 20315, <i>Prompt Payment</i></p> <p>CAPP – Cardinal Topic No. 20330, <i>Petty Cash</i></p> <p>CAPP – Cardinal Topic No. 20335, <i>State Travel Regulations</i></p> <p>CAPP – Cardinal Topic No. 20336, <i>Agency Travel Processing</i></p>
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