

INFORMATION PAPER

SUBJECT: Government Travel Charge Card Cardholder Responsibilities

PURPOSE. To summarize individual cardholder responsibilities for the Government Travel Charge Card (GTCC) Program.

BOTTOM LINE. Cardholders must actively pay GTCC balance in full to keep their account in good standing. Cardholders must also inform their Agency Program Coordinator (APC) of changes in their status (address changes, current contact numbers, future travel requirements, etc.).

DISCUSSION.

a. Cardholders who apply for the GTCC agree to be bound by the terms and conditions of the agreement. At any time that cardholders do not agree to the terms and conditions of the agreement, they are responsible for notifying Bank of America in writing, cutting the card in multiple pieces, and properly disposing of the pieces.

b. The GTCC is for official travel and official travel-related expenses away from your official station/duty station only. Cardholders are responsible for safekeeping their card and ensuring no one else uses the card, to include family. Again, the GTCC is only for official travel and official travel-related expenses and may not be used for personal expenses.

c. Once billed, cardholders are responsible for making payment in full to Bank of America. Only amounts in dispute are exempt from payment until the issue is resolved. If the amount in dispute is determined to be a valid charge, that portion must also be paid in full. Cardholders are responsible for paying bank fees resulting from poor personal financial management practices (non-sufficient funds fees, \$29.00; late fees, \$29.00), which are non-reimbursable.

d. Cardholders are responsible for notifying the bank and the APC of significant events that affect the travel card account (i.e., lost or stolen card, name changes, address changes, phone number changes, employment changes, etc.).

e. To assist with some of these changes, cardholders can contact their APC and obtain access to the bank's Electronic Account Government Ledger System (EAGLS). Individual EAGLS access allows cardholders to access and view their accounts for the balance information, make certain changes to their accounts (address, phone number, e-mail, PIN), and dispute charges.