**Dear PennDesign Eligible Bank of America Travel Cardholders,**

The intent of the corporate **Bank of America (BOA)** travel card is to empower eligible faculty and staff to procure University-related **travel** - hotels, conference fees, meals, business-meals with attendees, vehicle rentals, taxis, other local transportation, and parking on their own. ***The Chip and Pin Technology*** makes international travel much easier*.* ***The BOA travel card should never be used for University-related NON-TRAVEL OR PERSONAL EXPENSES!*** The preferred method for procuring non-travel related expenses are best determined by your department coordinator and/or PennDesign’s Financial Administration Office (FAO).  The (FAO) would like to encourage **all eligible Faculty and Staff members** to apply for a BOA card.  Steps on how to apply are listed below under “**Travel Card Resources**.”

The FAO is aware that **Bank of America (BOA) travel cardholders** throughout the Universityare running into some difficulties when trying to reconcile their BOA expenses in the University’s Travel Expense Management (TEM) system.

In an effort to *minimize* some of these issues, the FAO would like to offer the following **Best Business Practices (BBP)** when using your BOA travel card.

**Airfare**

The **BBP** is to use the on-line booking tool in Concur, not your BOA card, to book your airfare.

[https://cms.business-services.upenn.edu/penntravel/images/stories/concur_gray_logo.jpg](https://weblogin.pennkey.upenn.edu/login?factors=UPENN.EDU&cosign-isc-seo-studentHomeSso_prod-0&https://medley07.isc-seo.upenn.edu/authentication/authn/cosignSso?authUrlId=RK0JVEGI&authnProxyApp=concurprod&app=concurprod) (click here)

The advantages are;

* Airfare is charged directly to a PennDesign account number that you specify after being automatically routed to the FAO for approval.
* World-Travel can secure new flights for you in the event there is, a **Flight cancellation** or **emergency**.
* No need to reconcile the airfare on a **Concur Expense Report**.
* Penn discounted rates are automatically applied.
* Individual preferences and travel vendor frequency programs from your Concur Profile are applied to your reservations.

More complex **international** travel arrangement can be made through **World Travel** for a $39 per round trip ticket fee.  On very rare occasions a $50 fee will be charged if it is extremely complicated – multiple airlines, multiple countries, extra processing.

Travel arrangements can be made by contacting **Elizabeth Cameron** at **1-888-641-9112** or [uofpenn@worldtravelinc.com](mailto:uofpenn@worldtravelinc.com) **24 hours a day/7 days a week.** You should provide Elizabeth with the business purpose and source of funding.  Airfare is charged directly to a PennDesign account number that you specify after being automatically routed to the FAO for approval.

***The BOA card should only be used for airfare when a cheaper alternative is found outside of Concur or World Travel.***

**Payment to Bank of America**

All transactions made on your BOA travel card will automatically feed into Concur Expense on an ongoing basis once the merchant’s transactions are received and processed by the bank.  This process can take anywhere from 48 to 72 hours, longer for international transactions.  The University will pay BOA directly for all approved reimbursable expenses upon the completion and approval of a **Concur Expense Report**.

The **BBP** is to wait until the transactions have loaded into Concur before starting a Concur Expense Report.  If you complete a Concur Expense Report *prior* to the BOA transactions being loaded, the TEM system will not be able to distinguish the itemized receipt with the loaded BOA transaction, and will reimburse you instead of crediting your BOA account!

**Late Fees and Finance Charges**

Cardholders are responsible for any late fees or finance charges.  There is a 58 day grace period (2 billing cycles) from the time the credit card statement is issued to the time the transactions must be paid by the University (reimbursable expenses) and/or by the cardholder (non-reimbursable expenses).

The **BBP** to avoid late fees or finance charges is to complete a **Concur Expense Report** after the BOA transactions have been loaded into Concur (must log on to check), or shortly after receiving your credit card statement.  You should opt out of receiving paper statements by signing up for BOA’s online Payment Center [http://www.fiapayments.com](https://www.centresuite.com/Centre/Public/Logon.aspx?ReturnUrl=%2fcentre%2fDefault.aspx%3fpaymentcenter&paymentcenter).

***Do not wait to complete a Concur Expense Report if you paid for your airfare and/or conference fee in advance of the actual date of your trip.  You can always complete another report when you return for the travel-related expenses that you incurred while traveling.***

**Receipts**

The University’s financial policies require ***itemized receipts*** for expenses greater than $25.  If you use your BOA travel card, you are obligated to obtain and load your itemized receipts into a Concur Expense Report.  **The only exception is airfare that is directly billed to a PennDesign account number.**

**Non-Travel Purchases - Sales Tax**

The BOA travel card should never be used for University-related ***non-travel*** expenses. ***Examples are: (Books, Office Supplies, and Amazon)***.  If a non-travel related expense is charged to the BOA travel card, you are responsible for the **sales tax**.  The sales tax should be itemized in Concur Expense Report as a **non-reimbursable**.

**Travel Card** **Resources**

**University’s Travel Card Administration**

If you have specific questions regarding the BOA travel card contact [CardAdm@exchange.upenn.edu](mailto:CardAdm@exchange.upenn.edu) or 215-898-3606.

**Travel Card FAQs**

<http://cms.business-services.upenn.edu/penntravel/about/faqs-and-helpful-information/46-penn-travel-card-faqs.html>