

October 2, 2008

To: All DOI Employees

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Senior Travel Executive

Subject: New Government Charge Card Contract – What You Need to Know
Related to both the DOI Integrated Charge Card and GovTrip

The purpose of this memorandum is to advise DOI employees nationwide of upcoming changes to the DOI Integrated Charge Card and GovTrip. The governmentwide ten-year GSA SmartPay master contract will expire at midnight November 29, 2008. Consequently, the Department of the Interior task order with Bank of America under the GSA SmartPay master contract will also expire. After a competition, Interior selected JPMorgan Chase (hereafter called JPMorgan) to provide charge card services under SmartPay2, the new governmentwide GSA master contract, effective November 30, 2008.

Cardholders who have accounts in good standing and have successfully completed mandatory DOI Integrated Charge Card Cardholder Training since May 1, 2007, will automatically be issued a new card. Any cardholder whose account is in a suspended status due to delinquency (60 or more days past due) or has been cancelled for any reason, will not automatically receive a new card. In order to obtain a card, these individuals will be required to apply for a JPMorgan charge card after meeting eligibility requirements including paying any balance due Bank of America and undergoing a credit worthiness evaluation.

New cards are expected to be delivered around November 19, 2008, to the mailing address in your Bank of America profile. Upon receipt of your new card, follow the instructions on the sticker on the front of the card to verify receipt. Cards will later be activated by JPMorgan for use beginning November 30, 2008. For security purposes, accounts for cards not verified as received may be closed. See the attachment for actions cardholders should take to prepare for the transition.

Additional instructions and information from the Department, your bureau, and JPMorgan will be provided as we approach the transition date. A list of frequently asked questions and other information related to the transition will be available at www.doi.gov/pam/chargecard. If you have questions, please contact your agency/organization program coordinator or Cynthia Martin, DOI Integrated Charge Card Program Manager at cynthia_martin@ios.doi.gov.

Attachment

**Important Transition Information Related to
JPMorgan SmartPay2 Charge Card and Northrop Grumman GovTrip**

To prepare for transition, cardholders should take the following actions to avoid an interruption in service e.g., airline tickets not being issued; and/or other vendor related problems:

- ✓ Update your GovTrip profile to include your current Bank of America charge card information no later than 5:00 PM EST November 25. This will allow your new card number and expiration date to automatically transfer.
- ✓ Note that GovTrip will be unavailable from November 26th through November 30, 2008, to transfer new JPMorgan account numbers to active profiles.
- ✓ Avoid scheduling a trip that will include November 30.
- ✓ If you must travel over the weekend that includes November 30, take both your Bank of America and JPMorgan charge cards with you.
- ✓ Avoid making reservations using your Bank of America card for trips that will begin after December 1st.
- ✓ Note all approved GovTrip and Sato travel reservations in the system, as of November 25, will be ticketed and charged to your Bank of America charge card.
- ✓ Verify receipt of your new card as soon as you receive it, but do not attempt to use it before November 30, 2008.
- ✓ If you have recurring charges such as subscriptions or cell phones that are billed to your government charge card each month, notify the vendors that your account number will be changing.
- ✓ Follow your bureau's supplemental instructions.