



United States Department of the Interior

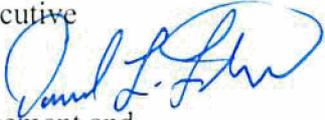
OFFICE OF THE SECRETARY
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NOV 17 2008



To: All DOI Employees

From: Debra E. Sonderman, Director 
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Daniel Fletcher, Director 
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Senior Travel Executive

Subject: Update and Reminder on DOI Integrated Charge Card Transition and Changes to GovTrip

The purpose of this memorandum is to update and remind employees of upcoming changes to the DOI Integrated Charge Card and GovTrip. The current charge card contract with Bank of America expires on November 29, 2008, at 11:59 pm eastern standard time. If you are a current cardholder you should expect delivery of your new J.P. Morgan charge card between now and November 25, 2008, with the majority of cards delivered the week of November 17.

When you receive your new J.P. Morgan card you should:

1. Verify that your name is correct;
2. Call the number on the sticker on the front of the card to verify that you have received your card. As a security measure, in addition to your 16 digit account number you will be asked to provide the last four digits of your social security number (collected as a requirement of the Patriot Act).
3. Remove the sticker and sign the back of the card, if applicable.

If you are a traveler you are reminded:

All airline reservations made on your Bank of America charge card must be ticketed prior to November 25, 2008, 9:00 pm eastern standard time, regardless of departure date. You are responsible for ensuring authorizations that include airline reservations are approved by your supervisor in GovTrip prior to Monday, November 24, 2008.

It is important to update your GovTrip profile to include your current Bank of America charge card information no later than 5:00 pm eastern standard time November 25. This will allow your new card number and expiration date to automatically transfer.

For more information on the charge card transition and changes to GovTrip please see the attached frequently asked questions or refer to your agency/organization program coordinator (A/OPC). A list of Bureau and Office points of contacts is attached. Transition information can also be found on the DOI Integrated Charge Card website (www.doi.gov/pam/chargecard). The website has been updated and includes:

1. Frequently Asked Questions;
2. Important Transition Information Related to J.P. Morgan SmartPay2 Integrated Charge Card and Northrop Grumman GovTrip;
3. Point of contact information; and
4. Links to websites with related information.

If you have questions, please contact your A/OPC or Cynthia Martin, DOI Integrated Charge Card Program Manager at cynthia_martin@ios.doi.gov.

Attachment

DOI Integrated Charge Card Program

Transition to SmartPay2 - Frequently Asked Questions

General Questions

1. What is GSA SmartPay®?

Established in 1998, the governmentwide GSA SmartPay® program master contracts provide agencies with commercial charge card services to be used for official purchase, travel and fleet needs. DOI's task order under the master contract is with Bank of America. The current GSA SmartPay® contract expires November 29, 2008. GSA SmartPay2® contracts will be effective November 30, 2008. DOI contracted with J.P. Morgan Chase, hereafter called J.P. Morgan, as its SmartPay2 provider.

2. How will the charge card transition affect me as a cardholder?

All DOI Integrated Charge Cards issued by Bank of America will expire on November 29, 2008, at 11:59 pm eastern standard time. If your Bank of America account was in good standing as of October 17, 2008, you should receive a new card issued by J.P. Morgan around November 19, 2008.

3. Will I have to apply for a new card?

If your Bank of America account was in good standing as of October 17, 2008, you should automatically receive a new card issued by J.P. Morgan around November 19, 2008. If your Bank of America account was suspended due to delinquency as of October 17, 2008, then you will need to re-apply for a new card with J.P. Morgan through your agency/organization program coordinator (A/OPC).

4. When should I expect to receive my new J.P. Morgan charge card?

You should expect to receive your J.P. Morgan charge card during the week of November 17, 2008. The card will be mailed to the address in your current Bank of America account user profile; this is typically your statement mailing address. If you have not received your new card by November 25, 2008, contact your agency/organization program coordinator (A/OPC).

5. What should I do when I receive my new card from J.P. Morgan?

When you receive your new J.P. Morgan card you should:

- a. Verify that your name is correct.
- b. Call the number on the sticker on the front of the card to verify that you have received your card. As a security measure, in addition to your 16 digit account number you

will be asked to provide the last four digits of your social security number (collected as a requirement of the Patriot Act).

- c. Remove the sticker and sign the back of the card, if applicable.

If during the automated telephone card verification process you elect to speak with a J.P. Morgan customer service representative you will be asked to provide additional account information to verify your identity; e.g., date of birth.

J.P. Morgan will activate cards at 12:01 A.M. on November 30, 2008. As a security precaution, after a grace period, cards which have not been used or verified as received will automatically be deactivated.

6. Why do I need a new charge card if my Bank of America card expiration date indicates the card will still be valid after November 29, 2008?

DOI's contract with Bank of America expires November 29, 2008. Therefore, regardless of the expiration date embossed on your card, all DOI Bank of America charge card accounts will expire November 29.

7. I didn't receive my new J.P. Morgan card. What should I do?

If you have not received your new card by November 25, 2008, contact your agency/organization program coordinator (A/OPC).

8. I received an email from Bank of America or J.P. Morgan asking me to confirm or provide information. What should I do?

Neither Bank of America nor J.P. Morgan will ever send you an unsolicited email requiring you provide information in response. If you suspect you have been a recipient or victim of a fraudulent email claiming to be from Bank of America or J.P. Morgan, report it to:

abuse@bankofamerica.com (related to Bank of America);
abuse@jpmchase.com (related to J.P. Morgan); or
your agency/organization program coordinator (A/OPC).

9. How can I change my name (e.g., due to marriage or divorce), or correct the spelling of my name?

Contact your agency/organization program coordinator (A/OPC); or J.P. Morgan customer service by telephone at 888-297-0781; TTY use relay service; or 847-488-4442 (International).

10. What if my Bank of America account has been suspended or cancelled due to delinquency?

If delinquent, you should immediately pay your complete balance due. Cardholders who were delinquent (60 days or more) or cancelled as of October 17, 2008, will not receive a new card and will be required to re-apply in order to get a J.P. Morgan card.

11. Will the new cards also be integrated with purchase, travel and fleet business lines?

Yes. Your new J.P. Morgan card will have the same business lines as your former Bank of America card; i.e., purchase, travel and/or fleet.

12. What should I do with my Bank of America card and, if applicable, convenience checks?

After November 29, 2008, or when you have completed travel started on or before November 29, 2008, you must cut up and dispose of your Bank of America card. If applicable, you should also shred your convenience checks. You may want to make note in a secure place of the card verification value (CVV) code from the back of your card needed to make online payment on your account. Do not store this number with your account number.

You must continue to maintain all statements and supporting documents in accordance with the DOI Integrated Charge Card Policy Manual, and your bureau record retention policy and procedures.

13. I destroyed the wrong card; what should I do?

Contact your agency/organization program coordinator (A/OPC) or J.P. Morgan customer service at 888-297-0781; TTY use relay service; or 847-488-4442 (international), who can request a replacement card for you. Confirm that the card replacement is due to the card being destroyed or damaged, and not as the result of the card being lost or stolen, or that the number has been compromised.

14. When will Bank of America stop processing new applications?

New applications for a Bank of America card will be considered on a case-by-case basis.

15. What happens if I have a credit balance or dispute on my Bank of America account? How do I get it returned or resolved?

If your Bank of America charge card account has a credit balance or dispute, please work with your agency/organization program coordinator (A/OPC) to resolve the balance/dispute.

16. Will my Bank of America balance transfer to J.P. Morgan?

No. There will be a clean break between card accounts.

17. When will I receive my last Bank of America statement?

You will continue to receive a Bank of America statement as long as there is activity on your

account and/or until there a zero balance on the account. Your J.P. Morgan statement will only reflect transactions made using your J.P. Morgan card. This is independent and separate from your Bank of America account, which will only reflect transactions, payments and/or credits related to transactions made with your Bank of America card. You may continue to pay your Bank of America balance free online at www.myeasypayment.com. In addition to your account number you will need the three digit CVV number on the back of your card.

18. Will credit worthiness evaluations be required for J.P. Morgan accounts?

In accordance with OMB Circular A-123, Appendix B, prior to being issued a card, new charge card applicants will be required to undergo a credit worthiness evaluation.

Current cardholders will not be considered new cardholders under the new program; therefore will be exempt from evaluation for credit worthiness.

19. Will I receive a paper monthly statement from J.P. Morgan?

Yes. If your account had activity during the billing period, you will receive a paper statement. In the future you will be able to access and manage your account online using J.P. Morgan's electronic access system PaymentNet at <https://gov1.paymentnet.com>

The billing cycle and closing date will remain the 19th of the month.

20. Can J.P. Morgan accounts be accessed and managed online?

In the future, you will be able to access and manage your account online using J.P. Morgan's electronic access system PaymentNet on the Internet at <https://gov1.paymentnet.com>. You will not be able to see Bank of America statements or transactions in J.P. Morgan's PaymentNet.

Bank of America's electronic access system "EAGLS" will continue to be available through May 2009.

21. How can I get access to J.P. Morgan's PaymentNet?

You will be notified when PaymentNet becomes available to cardholders. At that time you will be instructed to contact your agency/organization program coordinator (A/OPC) in order to obtain a user ID and password.

22. Can I still make a payment to Bank of America after the transition?

Yes. Bank of America will continue to accept payments for any unpaid account balances. You may continue to pay your Bank of America balance free online at www.myeasypayment.com. In addition to your account number you will need the three digit CVV number on the back of your Bank of America card.

23. How long will I have access to Bank of America EAGLS?

Bank of America's electronic access system "EAGLS" will continue to be available through May 2009.

24. What date will J.P. Morgan begin accepting applications?

Agency/organization program coordinators (A/OPCs) will be notified as soon as the new application forms are available.

25. Will there be any changes to spending limits and authorities etc. with the new J.P. Morgan card?

You will see very little change regarding use of the card. Since the new card is also MasterCard branded, you will have the same worldwide acceptance that currently exists. The revised DOI Integrated Charge Card Policy Manual will be available at www.doi.gov/pam/chargecard in mid-November 2008.

26. What are the consequences of not paying the balance due on Bank of America accounts?

As of November 30, 2008 accounts that are 180 days or more past due will be considered a bad debt by the Bank. Bank of America will report this to the national credit bureaus, which could have an adverse impact on a cardholder's personal credit rating. The cardholder will still be responsible for paying the debt.

As of October 15, 2008, Bank of America no longer honors "mission critical" status.

27. What happens to personal information that resides with Bank of America, once we move to the new J.P. Morgan accounts? Do they get deleted or do they have it forever? How can we find out what they have and what happens to it?

Bank of America will continue to be required to safeguard all records and personal information in accordance with the terms of the contract. However, this question has been posed to both GSA and Bank of America and their response will be posted here when it is received.

Training

28. Is there SmartPay2 training online?

The DOI Integrated Charge Card Training for cardholders is being updated. Information regarding training will be disseminated as soon as it is available.

Travel Related Questions

29. Do I need to change my account number and expiration date in GovTrip?

If your current GovTrip Profile has an accurate Bank of America charge card number and expiration date loaded by 5:00 pm eastern standard time on November 25, 2008, it will automatically be updated with your new J.P. Morgan charge card number and expiration date on November 26, 2008. You should confirm that the correct information was loaded by reviewing the profile after November 30, 2008.

If the information is not correct, or you did not have existing Bank of America charge card information in your GovTrip profile, you will have to manually enter the new J.P. Morgan charge card information into the profile by clicking Traveler Setup, Traveler Profile, and My Account Information in GovTrip.

30. If my travel is completed by November 29, 2008, do I need to do anything different?

No. You should use your Bank of America card for all authorized travel and travel-related expenses incurred before 11:59 pm eastern standard time on November 29, 2008. It is recommended that vouchers for these trips be submitted no-later-than December 5, 2008.

31. Are there any specific instructions for cardholders traveling during the transition period (November 29 – November 30, 2008)?

Yes. You should carry both cards. Be sure to verify receipt of your new J.P. Morgan card before leaving on travel. Charge all official travel expenses up to 11:59 pm eastern standard time on November 29, 2008, to your current Bank of America card. Travel expenses starting 12:00 am eastern standard time on November 30, 2008, must be charged to the new J.P. Morgan card. However, it is not necessary to split hotel bills among the two cards.

Rental car reservations: If you are obtaining a rental vehicle and the pick-up date is on or before November 29 and the drop-off date is on or after November 30, you will need to rent the vehicle using your Bank of America card. When you return the vehicle you may leave the charge on your Bank of America card or use your J.P. Morgan card to pay.

32. How are airline, rail reservations and/or rental cars affected?

Airline reservations: All airline reservations made on a Bank of America charge card must be ticketed prior to the conversion, regardless of departure date. The Department's Travel Management Center, SATO, will be supporting travelers with this process. However, travelers are responsible for ensuring authorizations that include airline reservations are approved by their supervisor in GovTrip prior to Monday, November 24, 2008. November 21 through November 25, 2008, SATO will issue tickets for all airline reservations approved in GovTrip. Travelers should look for an email confirming their airline ticket was issued on or around November 25, 2008.

Travelers with airline reservations that are not approved as of November 24, 2008, should contact SATO at 866-486-6135. SATO will work with the traveler to prevent the loss of the

airline reservation (e.g., SATO may issue ticket for upcoming reservations or request the traveler's new J.P. Morgan charge card number for reservations far into the future).

Rental car reservations: If you are obtaining a rental vehicle and the pick-up date is on or before November 29 and the drop-off date is on or after November 30, you will need to rent the vehicle using your Bank of America card. When you return the vehicle you may leave the charge on your Bank of America card or use your J.P. Morgan card to pay.

33. How much is the ATM fee? How can I find an ATM?

J.P. Morgan [Chase] ATM terminals do not charge an ATM terminal or access fee when using their card. Other banks usually charge a terminal fee. In the event you need to use an ATM that charges a terminal fee, you may claim the fee for reimbursement on your travel voucher. J.P. Morgan will assess a 1.75% cash advance fee, which can also be claimed on your voucher.

Employees in the Washington, DC, metro area may also use their J.P. Morgan cards for cash advances at the DOI Federal Credit Union ATMs located in the Main Interior Building and the USGS Headquarters in Reston, VA. The DOI Federal Credit Union does not charge terminal access fees, but the 1.75% cash advance fee from J.P. Morgan will still apply.

J.P. Morgan [Chase] ATMs may be located on the internet at www.chase.com. The ATM locator is in the upper right-hand corner.

34. What fees are associated with the program?

- a. Late Fee - If your account has been cancelled, a \$25.00 late fee will be charged for any payment not received within 96 calendar days past the closing date on the statement of account in which the charge first appeared.
- b. Cash Advance Fee/ATM – The cash advance fee is 1.75% of the amount of each cash advance transaction. In some cases, an additional surcharge may be imposed by ATM operators.
- c. Convenience Check Fee – The convenience check fee is 1.9% of the amount of each convenience check.
- d. Returned/Rejected Payment Fee – If your check or electronic payment is not honored, or if J.P. Morgan must return it to you because it cannot be processed, then you will be charged a returned/rejected fee of \$25.00.
- e. Collection Fees – If J.P. Morgan refers your account to an attorney for collection, you will be responsible for any attorney's fees, if any, not to exceed one third of recovered amount plus actual court costs except where prohibited by law.

These fees cannot be paid or reimbursed by the government.

35. How do I get a Personal Identification Number (PIN) for my J.P. Morgan account?

If you have ATM authority, you should receive your PIN in the mail approximately four (4) days after receiving your new J.P. Morgan card. If you have a question regarding receipt of a PIN number contact your agency/organization program coordinator (A/OPC).

36. How will I pay for individually billed transactions on my J.P. Morgan card?

There are three ways to make payment at no charge:

- (1) mail in your payment with the coupon from your monthly statement;
- (2) on-line in PaymentNet at <https://gov1.paymentnet.com>; and,
- (3) by telephone at 888-297-0781; TTY use relay service; or 847-488-4442 (International).

Payment cannot be made at J.P. Morgan [Chase] branch offices.

37. How can I distinguish individually billed transactions from centrally billed transactions on my monthly J.P. Morgan cardholder statement of account?

Individually billed transactions will appear in a separate section from your centrally billed transactions.

Purchase Related Questions

38. I had convenience checks issued by Bank of America, but I haven't received my new J.P. Morgan checks. What should I do?

Contact your agency/organization program coordinator (A/OPC).

39. What is the charge for J.P. Morgan convenience checks?

The use of convenience checks should be minimized as much as possible. Each convenience check will be assessed a fee of 1.9 % of the check face amount.

40. What do I do with my Bank of America convenience checks?

Bank of America convenience checks should be shredded. Convenience check registers and supporting documentation are official records and must be maintained with the cardholder statements of account.

41. What is the last date for writing a convenience check on my Bank of America account?

The last date for writing checks will be November 29, 2008. Checks not presented by the vendor for payment after January 29, 2009, may be returned unpaid by Bank of America.

Fleet

42. Why is there a green diagonal stripe across the back of the J.P. Morgan fleet card?

Fleet charge cards are generally assigned to a vehicle or equipment rather than an individual. Therefore, there is a green diagonal stripe across the signature block, because no signature is required.

43. Can the J.P. Morgan fleet charge card be used for other than DOI fleet vehicles and equipment, e.g. a GSA vehicle?

No. The J.P. Morgan fleet charge card may only be used for DOI-owned vehicles or equipment. Typically, GSA leases include payment for fuel, scheduled maintenance and repairs; therefore, the assigned GSA fleet charge card must be used.

The fleet charge card shall not be used to fuel privately-owned vehicles (POV) or rental cars. Fuel reimbursement is included in the mileage reimbursement rate.

44. What should I do if the fleet charge card is not accepted?

Please contact J .P. Morgan Chase or your bureau Fleet agency/organization program coordinator (A/OPC).

45. What type of fuel should I purchase?

You should only purchase regular unleaded, regular diesel or alternative fuel (as specified by the motor vehicle manufacturer).

46. Can I use the J.P. Morgan fleet charge card for non-fuel purchases?

The J.P. Morgan fleet charge card can only be used for official purposes to purchase fuel, maintenance and repair services. The fleet charge card can be used for emergency repairs and services, for example towing services or tire repair or replacement, but shall not exceed the micropurchase threshold, unless otherwise specified by bureau/office policy. The fleet charge card shall not be used for unofficial purposes, e.g., beverages, snacks, etc.

47. Are there prompts at the pump, e.g. odometer readings?

The J.P. Morgan fleet charge card does not require any data collection prompts, e.g., odometer readings. However, there is an industry standard for security prompts. Typically, you may be asked for the zip code in which case you must use the billing statement zip code. Consult your fleet manager for this information.

The GSA fleet charge card may have data collection prompts. Please consult your fleet manager for specific instructions.

THIS WILL BE POSTED ON THE PAM CHARGE CARD WEBPAGE

**U.S. Department of the Interior
Integrated Charge Card Program**

Last updated: November 4, 2008

* denotes Bureau Lead

Links to Bureau Supplemental Charge Card Information

- BIA**
- BLM**
- BOR** <http://intra.do.usbr.gov/finance/bankcard/coordinator.html>
- FWS**
- USGS** <http://internal.usgs.gov/ops/smartpay/index.html>
- MMS**
- NPS**
- OS**
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- OST**

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