Frequently Asked Questions

- **Q: Do cardholders have to do to anything to get ready for the transition?**

  A: Yes, cardholders need to pay all outstanding undisputed charges prior to November 29, 2008. New cards will be mailed to mailing addresses on file with Bank of America®, so cardholders should ensure that this address is accurate.

- **Q: What happens if a cardholder doesn't receive a new card or if the card is lost/stolen after they verified receipt?**

  A: Cardholders who do not receive their GTCC by October 31, 2008, should notify their Agency Program Coordinator. If a card has been lost or stolen, cardholders should contact Citi® immediately and follow up with their APC.

- **Q: If an individual has been listed by Bank of America® as "ineligible" for another travel card ("charged off"), will they be able to get a new card with Citi®?**

  A: Individuals whose Bank of America® cards have been "charged off" will need to reapply for a new GTCC with Citi®.

Frequently Asked Questions (continued)

- **Q: Will there be any changes to credit limit, travel policy, etc. under the new contract?**

  A: Cardholders will see very little change, if anything, regarding use of the card when the new contract begins. Since the new card will also be VISA branded, they will have the same worldwide charging privileges they have currently. Credit limits will remain the same and APCs will have the authority to raise limits to meet mission requirements.

- **Q: How should the cardholder dispose of the Bank of America® GTCC?**

  A: Their Agency Program Coordinator (APC) will provide specific instructions on disposal procedures. Card disposal should only occur **after** November 30, 2008.

More Info to Follow

Frequently Asked Questions (continued)

- **Q: What should travelers do if they are traveling during the cutover (November 29 - 30, 2008)?**

  A: Cardholders should:

  - Charge all official travel expenses up to 11:59 p.m. on November 29, 2008 to their current GTCC issued by Bank of America®. Travel expenses starting at 12:00 a.m. EST on November 30, 2008, should be charged to the new GTCC issued by Citi®.
  - Remember to verify receipt of the new Travel Card issued by Citi®
  - Verify that the new card number is loaded into the Defense Travel System so that they will be able to use it starting November 30, 2008. If their departure is **before** December 5, 2008, tickets will be charged to BoA® on November 29, 2008. If their departure it is **on or after** 5 December, their CTO will receive a report with the necessary information asking them to change the BoA® IBA card to Citi®. If they used a Centrally Billed Account (CBA), the CTO will make a mass change in the reservations.
  - If the hotel was reserved using the Travel Card issued by BoA®, ~~use~~ THEY should use their Citi® GTCC at check-out to ensure the new card will be used to settle any balances. Rental car reservations do not generally require a charge card. If one is needed, they should use the Citi® GTCC when they pick up the car.

Frequently Asked Questions (continued)

- **Q: Will there be any traveler-related changes to DTS for the transition?**

  A: Yes, DTS will be modified to:
  - Allow two GTCCs to be loaded in a traveler's profile
  - Check that the correct GTCC, based on departure date, is used for all new reservations made in November (applies to both IBA and CBA).
  - Shift the GTCC portion of split voucher payments and Scheduled Partial Payments to the traveler's personal account if a payment is scheduled to be sent to the wrong bank. An email will be sent to the traveler notifying them of the payment.
  - Block IBA cardholders who are required to use their card for air or rail tickets from using a CBA account. The AO can make an exception in special circumstances.
  - Single-GTCC processing will return on November 30, 2008 using only Citi®

- **Q: When should cardholders change their GTCC information in their DTS profile?**

  A: Each traveler's new Citi® account will be automatically uploaded in November 2008. DTS will automatically remove all Bank of America® information from traveler's profiles on the night of November 29, 2008. If necessary, the DTA can manually load the new card information after DTS "Release 5" (a Customer Service Notice will announce the Release date in November).

Frequently Asked Questions (continued)

- **Q: What should I do for travelers on long-term travel with scheduled partial payments?**

  A: Reports to identify these trips will be run prior to the transition software release (Release 5). The traveler and organization will receive an email with the suggested course of action.

- **Q: Can cardholders still make payments to Bank of America® after the transition?**

  A: Yes, Bank of America® will accept payments after the cutover for any charges applied to their card before on or before November 29, 2008, 11:59 a.m. EST.

Traveler Profiles

- Don't need to add GTCC information
  - Automatic upload of Citi information in Nov
  - Automatic drop-off of BoA information after 29 Nov

- After DTS "Release 5" (scheduled for 01 Nov)
  - DTA will be able to manually add or change card information if needed
  - Traveler must select card to use in DTS