

TCPN #FY04-19: New reinstatement policy for Department of Defense

PLEASE NOTE: LEVEL 3 APCs - IT IS YOUR RESPONSIBILITY TO GIVE THIS NOTICE WIDEST DISSEMINATION TO GTCC PROGRAM PARTICIPANTS IN YOUR HIERARCHY

The purpose of this GTCC program update Travel Card Periodic Notice (TCPN) is to promulgate policy based on DOD Guidance in use of the reinstatement of cardholder accounts.

New reinstatement policy for Department of Defense

Over the past several years, the Department of Defense (DoD) program managers and APCs have asked for a more liberal reinstatement policy for DoD cardholders who have been cancelled due to delinquency. In addition, DoD program managers and APCs have achieved significant milestones, reaching the lowest delinquency levels ever attained.

A revised reinstatement policy is now in effect which will allow reinstatement applications to be made by DoD cardholders who have had their accounts cancelled due to delinquency. This move will provide greater access to the Government Travel Card, offering DoD service members and employees the most cost-effective and convenient method to pay for travel.

In order to be approved for reinstatement, **cardholders must meet set criteria and agree to a \$29 reinstatement fee, which will not be reimbursed by the DoD.** This fee covers the expense of reinstatement processing and reinforces to the cardholder the responsibility of using the Government Travel Card. A new application form is available to the Department of Defense Travel Card APCs via Bank of America's online EAGLS system. To access the form, please visit www.gcsuthd.bankofamerica.com/forms/gsaforms/reinibcadod.asp

Criteria for Reinstatement is as follows:

Existing account

- . Cannot have been charged off as a bad debt
- . Balance must have been paid in full for a minimum of 60 days
- . Must not have any payments returned to Bank of America for insufficient funds (NSF) in the previous 12 months and no more than 3 NSF payments in the life of the account

Cardholder must agree to

- . Credit check (cardholder must meet minimum credit score requirements)
- . Payment of the reinstatement fee of \$29, which will be billed upon reinstatement and appear on the cardholder's next billing statement
- . If the reinstated account cancels, the cardholder will not be considered a second time

Department of Defense APCs should submit complete and legible reinstatement applications to Bank of America via one of the following two methods.

Fax

888.784.1039 or 757.441.4993

(Please note, this is different from the fax number for new applications)

US Mail

Bank Of America

P O Box 1637
Norfolk VA 23510

If declined for reinstatement, cardholders will receive a letter stating the reason(s) for decline. If the application cannot be processed, the APC will be notified via DANDI email. Please note: all requirements for reinstatement applications will be the same as for new applications (i.e. physical address, phone numbers, signatures, etc).

If approved, the account will be opened as a restricted account, which the APC must activate prior to use. The cardholder will receive written notification of the approval through the mail. If the cardholder requires a replacement plastic, the request must be indicated in the appropriate box on the reinstatement application, and the card will be sent via USPS First Class Mail. Should expedited delivery be requested, the corresponding expedited delivery fee of \$20 will be billed and appear on the cardholder's next billing statement.

Helpdesk
Navy Travel Card Component Program Manager (CPM)
DON eBusiness Operations Office
Card Management Office
5450 Carlisle Pike; P.O. Box 2050
Mechanicsburg, PA 17055
Fax: (717) 605-9362
travel_card@navsup.navy.mil

Check out the new DON eBusiness Operations Office website at www.don-ebusiness.navsup.navy.mil