# Panel Discussions During 2004 APC Conference (Travel Card)

Q4. Several participants complained of quick time outs in EAGLS.
A. BoA representatives will research the issue, but a lot of the problems have been linked to NMCI.
4A. Spoke to Dave McDermott last week and we are still waiting on a good POC from NMCI to speak with about the help desk.

Q5. Several participants complained that they no longer get a drop down list when entering a name in EAGLS.
A. BoA representatives will research the issue.
5A. Bank of America has not changed the functionality of this tool. Users should ensure that the auto-prefill is enabled on their browsers.

Q7. Can the refund of a credit on a travel card account be sent by EFT yet?
A. No, the bank is still processing checks for account credits, but is researching the possibilities of using EFTs.
7A. At this time, there is no immediate plans to EFT refunds to cardholders. It will stay on our list of priorities for future program enhancements.

Q8. Another complaint was made regarding EAGLS timing out during reports.
A. Other people have indicated having problems when in NMCI, but no problems when trying to do the same thing from a home computer. (Jay Darnell) Dave McDermott volunteered to work as a liaison between BoA and NMCI to try to get the issues resolved.
8A. Waiting on NMCI POC from Dave McDermott.

Q9. When you do time out in EAGLS, you must back all the way out and log in again, why can't you just re-enter your password.
A. That is under consideration for an EAGLS enhancement. (Louis Goodson)
9A. This enhancement was included in the Business Requirements Document for EAGLS Look & Feel, which is still in development. In our EAGLS Enhancement, when a user times out, they will be redirected to the portal page to log in similar to the way it works for our online banking.

Q11. An APC expressed a problem with getting an emergency application processed for a traveler. The application was sent in on 17 FEB and the travel was scheduled for 27 FEB. The card was not received until 23 FEB. When the APC called, the BoA rep advised the application process was delayed by three days due to a credit check. This is not meeting what is stated in the FMR.
A. BoA should be meeting what is stated in the FMR. Please provide more detail after the panel discussion in order to research the issue. (Louis Goodson)
11A. Bank of America is meeting what is stated in the FMR and the credit check process is not delaying the processing time. In regards to the emergency application, we have 48 hours to process an application. The credit check process is done within that time frame. The

application was sent on 17th of February (Tuesday). With our 48 hour processing time, it should have been set up and mailed by the 19th or 20th depending on the time it was received on the 17th. The card was received on the 23rd, which should have been about the correct time frame. Unfortunately, our associate telling the APC that the application was delayed due to the credit check was incorrect. That is an issue that we will need to address with the associate, because the credit bureau process will not delay the card receipt.

Q12. An APC indicated that the CBA support from eBUSOPSOFF has been great, but is there any possibility of getting travel order numbers incorporated into EAGLS?

A. There are no such plans in the works. If this is something APCs would like to have, they should work through the eBusiness office to bring up that suggestion to BoA. (Louis Goodson)

12A. Again, if this is an enhancement that the DoN would like the Bank to pursue, please let us know and we will consider it.

Q16. APCs have been experiencing a problem with CHs not receiving new cards before their old cards expire. This puts them in a time crunch and they have to pay $20 to have the card sent by FedEx. Also, BoA is sending mail to zip+6 digits and the postal service only supports zip+4 digits.

A. New cards should be mailed by the 10th of the month of expiration. Please give more detail after the discussion. Zip+6 is a mechanism used for routing, but the zip+4 should be printed on the envelope. (Louis Goodson)

16A. I've confirmed, cards are mailed out by the 10th day of the month in which it expires. Being mailed on this date should give ample time for the new card to be received before the old card expires.

Therefore, if the cardholder knows that they will not be at the location in which the card is being sent, they may want to call in advance to get instructions to ensure that they are not without a card.

I also contacted the USPS and was advised that mail will not be returned if it has 6 digits attached to the zip code. They advised that as long as the first 5 digits of the zip are correct, they will mail the package.

In addition, APCs should also be made aware that when setting up accounts or processing maintenance requests, and there is an address change involved, Bank of America will update the account with the information given by the APC or the cardholder.

Q24. Some CHs have had problems when their new card has been sent but not yet received, sometimes their old card won't work.

A. The old card should operate on the old expiration date until the new card is called in and verified. Please give more detail after the discussion. (Louis Goodson)

24A. In this case, the APC activated the new card before the cardholder received it. The cardholder was still using the old card, and once the new card was activated, the old card was automatically deactivated and closed.

Q28. When an APC closes an account, is it possible to make a note that the account is "closed due to PCS, transferring to another hierarchy" so it will not be reopened at the request of the CH?

A. If this is something APCs would like to have, they should work through the eBusiness office to bring up that suggestion to BoA. (Louis Goodson)

28A. This has been added to our "Enhancement List" for consideration in 2005.

Q31. Why does it take so long for BoA to credit airline tickets?

A. BoA takes 2 days – the airlines take their time. (Louis Goodson)

31A. The statement from Louis is essentially correct….Bank of America will credit the cardholder's account within 48 hours of receiving the credit back from the Airlines. For a better understanding, I have outlined the Airline Ticket Credit Process to explain what occurs:

- The traveler returns his/her paper ticket or requests a refund of an E-Ticket to SatoTravel.
- On a weekly basis, the SatoTravel branch sends a refund log to their accounting department in Denver. The Denver office is responsible for ensuring that a refund is entered into their back office system and that the refund is reported to the Airline Reporting Corporation (ARC).
- In the case of e-tickets, the agent will go into the Computer Reservation System to generate an ETREA (E-Ticket Refund Exchange Authority). This gives the agency the authority to refund unused segments of the e-ticket.
- Once the refund is reported to ARC the airlines are made aware of the refund and are responsible for sending a credit note to the customer's charge card account. Airlines typically take 6 - 8 weeks to process a refund received through ARC.