

Roles and Responsibilities for
Travel Card Applications
As of 9/10/04

	PWS Task Reference (as applicable)	Task	Assigned to	Policies, references, etc.	Comments
1	5.5.3.1	Employee requests an application package which includes a Bank of America (BOA) application form, BOA Cardholder agreement, instructions for completing BOA application, and Employee Acknowledgement Form.	Designated EFASC employee provides the application package to requesting employee	41 CFR Part 301-51 FTR; Mandatory Use of the Travel Charge Card. BOA Application SO1N1198 Revised 10/01/03.	Requesting employee can contact the designated Customer Service Helpdesk or obtain the application package via EFASC website.
2		Employee completes BOA application, reads and understands the cardholder responsibilities, completes the Employee Acknowledgement Form, which includes their Supervisor's signature, employee's 10-digit organization code, and anticipated travel date in order for the BOA Agency Organization Program Coordinator (AOPC) to determine if the application will be processed for a normal delivery or expedited delivery.	Requesting employee and employee's supervisor		
3		Employee faxes completed application package to the designated fax number.	Requesting employee		
4		The BOA AOPC in EFASC will receive and review the application package for completeness and clarity.	Designated EFASC employee		If the application package is incomplete, the AOPC will contact the employee for clarification and/or correction.
5		The BOA AOPC in EFASC will complete Page 2 of the BOA Application, which includes the Central Billing Number, Hierarchy Structure, date, and signature of the AOPC.	Designated EFASC employee		To avoid confusion, by the applicant, Page 2 of the BOA application is not included in the application package.
6		BOA Application (Pages 1 & 2), including any special processing instructions, i.e. Federal Express Delivery, or Overnight Delivery, are faxed to BOA for processing.	Designated EFASC employee		If special processing is requested, Contact BOA at 1-800-558-0548, before application package is faxed.
7		Application is notated with AOPC's signature and date application was processed. Application package and fax confirmation sheet are filed in designated area within EFASC.	Designated EFASC employee		
8		Files are maintained according to the retention requirements.	Designated EFASC employee		
9		Prepare and update Process Log for incoming Travel Card Applications. Log will include date application was received, date application was processed, processing instructions (regular delivery, Federal Express, Delivery or Overnight Delivery), and date application was filed in the designated area within EFASC.	Designated EFASC employee		
10		An electronic file of the Process Log for incoming applications should be transmitted to the CO, CFO and a copy retained as a source document in EFASC.	Designated EFASC employee	This should be accomplished monthly but not less than quarterly, (or as requested).	
11		The HQ AOPC's will be responsible for the maintenance of the accounts which includes but not limited to; updating addresses, phone numbers, e-mail addresses, raising or lowering credit limits, activating and deactivating accounts, closing accounts, researching and coordinating with BOA erroneous charges billed to a cardholder's account and providing liaison services between BOA and the cardholder if requested.	Designated EFASC employee and Field Liaison		Field Liaison will provide emergency service to employee if employee is unable to contact Customer Service Representative at HQ. Notify HQ if an employee leaves the government or changes duty station that require a hierarchy structure change.