

Distribution of Replacement DOE TRAVEL Cards from Chase

This is a follow-up to the September 25 DOECAST on the cancellation of all DOE Travel Cards and the transition to the new Chase DOE Travel Card. Employees must use their existing Bank of America (BoA) travel cards for official travel until BoA automatically closes all of the existing accounts at midnight on November 29. No action is required by the cardholder except to destroy the card after the account is closed.

Replacement cards will be issued by Chase for all DOE organizations, except for the Bonneville Power Administration. Most Chase DOE travel cards (99%) will be manually distributed the first and second week of November. The distributor within each organization will send an email with schedule distribution details. Additional instructions will be provided when the Chase cards are distributed.

A small percentage of Chase DOE travel cards will be mailed to the address of record with BoA. These will include employees assigned to Richland Operations Office, Office of River Protection, Lexington Site Office, and some employees with a duty station outside of the area of their organization.

It is important to note that even though the Chase DOE travel card will be distributed and activated in early November, any charge will be rejected if used before November 30. Employees in travel status during this period should carry the BoA and Chase cards with them.

GovTrip will be automatically updated and negotiations are nearly complete with all of the Department's travel agencies to update traveler profiles and unticketed reservation records with the new account numbers. Additional details will be provided later; however, no action is required by the traveler or support staff.

It is important to promptly pay BoA travel card statements. To expedite the processing of payments, use BoA's web site <http://www.myeasypayment.com>. Balances will not transfer to the new Chase card; however, if the BoA travel card is suspended or delinquent, the Chase card will be suspended until BoA is paid in full.

Every attempt is being made to minimize the impact of this transition on DOE travelers and support staff.