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*Bulletin*

**Title:** Employee Self-Registration of Bank of America  
Online Access

**Number:** 07-305

**Date:** March 26, 2007 **Expiration:** March 25, 2008

**Originating Office:** Travel and Relocation Services Branch, Financial Management  
Division, AFM/ARS

**Distribution:** All REE Employees

This bulletin notifies REE employees of the procedures for online access of personal Bank of America Government Travel Charge Card account information.

## **Background:**

Bank of America (BoA) is making online access to account information available to individual cardholders. Cardholder access is for individual account information only. Access is being granted through a self-registration process available at the BoA website at the following address:

[http://www.gcsuthd.bankofamerica.com/eagls\\_selfregistration/selfreg.aspx](http://www.gcsuthd.bankofamerica.com/eagls_selfregistration/selfreg.aspx).

Upon self-registration, cardholders will be provided a user identification and password that will allow future access. With online access, cardholders may maintain and update their contact information, make address changes, review transactions between statement periods, and more quickly detect vital information about their accounts.

## **Policy and Procedures:**

- Online access to cardholder account information is voluntary.
- Instructions on self-registration are found at the URL cited above.
  - Cardholders must have a government email address (ending with .gov) or an educational email address (ending with .edu) to be able to self-register.
  - Cardholders must have their BoA travel card available when self-registering and enter the applicable data found on the card.
  - The name entered to self-register must be exactly as on the cardholder's BoA statement.
- Please note that the online access is through a proprietary system owned and operated by BoA. Neither the Department of Agriculture (USDA) nor the Research, Education and Economics (REE) agencies have access to or can provide administrative support for the self-registration process. BoA operates a call center available 8 am to 8 pm ET, Monday through Friday to assist cardholders with registration and access problems. If cardholders encounter any problems with access, they must contact BoA's Technical Help Desk at 1-800-558-0548.

We encourage the use of this service provided by BoA as another tool to help cardholders manage their account. Cardholders are reminded to use the travel card in accordance with REE Bulletin 07-301, Use and Management of the Travel Card. USDA has a strict "Zero Tolerance Policy" to eliminate misuse and abuse of card privileges. Online access is a way for employees to monitor their account, detect improper or questionable charges, and ensure timely payment of their statements.

Any questions or concerns about the online self-registration process should be directed to BoA on 1-800-558-0548.

/s/

S. M. Helmrich

Director

Financial Management Division

Attachment A



United States  
Department of  
Agriculture

Office of the Chief  
Financial Officer

1400 Independence  
Avenue, SW

Washington, DC  
20250

TO: All Travel Cardholders  
FROM: Charles R. Christopherson, Jr.  
Chief Financial Officer

A handwritten signature in black ink, appearing to read "C. Christopherson, Jr.", written over the printed name.

MAR 20 2007

SUBJECT: Bank of America Travel Charge Card Account Access

Bank of America, the contractor for all of the Department of Agriculture (USDA) travel card accounts, has provided USDA cardholders access to their online account statement. Cardholders can register for access to their travel charge card account information at [http://www.gcsuthd.bankofamerica.com/eagls\\_selfregistration/selfreg.aspx](http://www.gcsuthd.bankofamerica.com/eagls_selfregistration/selfreg.aspx). If a cardholder encounters any problems, they should contact Bank of America's Technical Help Desk directly at 1-800-558-0548.

Cardholders should use this tool to monitor their travel card and ensure timely repayment in accordance with the "USDA Zero Tolerance Policy" outlined in the Departmental Regulation 2300-001, Government Travel Card Regulation. The underlying objective of the "USDA Zero Tolerance Policy" is to eliminate misuse and abuse of the travel charge card so that it does not become necessary to impose disciplinary procedures on any USDA employee. Eliminating travel card delinquencies is a priority for Congress and the Office of Management and Budget and has been added to the President's Management Agenda for improving financial management. My office will continue to monitor travel card delinquency rates and utilize data mining techniques to review every travel charge card transaction to identify potential misuse or abuse.

If you have questions or need additional information, please contact Aaron Prose at (202) 720-1558.

Attachment

AN EQUAL OPPORTUNITY EMPLOYER

**Bank of America Travel Charge Card Account Access**

Here are some features of cardholder account access:

- Update information (address, phone, fax and e-mail)
- Easily keep information up-to-date without having to call Bank of America or the Agency/Organization Program Coordinator to ensure accurate information
- Ensures statement delivery (less return mail) which ensures more timely payments
- Review transactions
- Quick link to statement detail allows search of transactions by pending transactions not yet billed to statement, current statement, range of statements, specific statement date
- Quicker detection of items that may need to be disputed or researching statements for initiated disputes
- Quick view of account detail (account status, account limits, past due information, payment due date, today's authorizations and declines, etc.)
- Bank of America online access is an enhancement to current world-class customer service which is available 24 hours a day, seven days a week