The Penn Travel Card
Next Steps When You Receive Your Penn Travel Card

1. Activate the card (see sticker attached to card)
   The Bank of America (BoA) card activation code consists of the first 4 digits of your PENN ID# plus your home zip code (ex. 1007+19454 = 100719454 activation code)

2. The Penn Travel Card features Chip-and PIN security technology. *
   It has a visible metallic square under the Penn shield, above the card number.
   o NOTE: Chip and PIN cards require a PIN for use with some vendors, especially internationally

3. A PIN number was mailed to you approximately a week before you received your Penn Travel Card. If you cannot find that document, information on obtaining a PIN is available at: www.upenn.edu/penntravel/creditcard/online-account-management
   Select “Online PIN check instructions”

4. To manage your account online, set up access by visiting the BoA Payment Center (see next slide)

* Early adopter users who were issued Standard Penn Travel Cards, without the metallic square, do not have PIN number associated with their credit card.
Bank of America (BoA) Payment Center

Go to:  www.fiapayments.com

IMPORTANT: Create a User ID and Password using the “Not Registered?” link on the page.

Instructions: Log on to site to view statements, transactions and payments.

Reminder: Do Not pay university reimbursable expenses to BoA. File an expense report and payment will be sent to BoA on your behalf.

Mailing address: Needed for setting up electronic payments for the non-reimbursable transactions, or for payment by check.

Bank of America
P.O. Box 15731
Wilmington, DE  19886-5731
Using the Penn Travel Card

- The Penn Travel Card may be used for purchases associated with travel, entertainment or other approved reimbursable expenses while conducting business activities for the University.

- The Penn Travel Card is only for business use.

- There may be instances when personal expenses such as gym fees appear on your hotel bill, which was paid for using the Penn Travel Card.
  - An expense such as this can easily be noted as non-reimbursable within the Concur Expense system and will not be submitted for payment by the University.
  - You will be responsible for submitting payment for all non-reimbursable charges directly to Bank of America.

- Know your PIN number – it may be needed to complete a transaction, especially internationally.

**NOTE:** The Penn Travel Card is not intended to take the place of the University’s Purchasing Card or other Penn approved purchasing methods.
Paying for Penn Travel Card Transactions

• Do not pay BoA directly for any university reimbursable expenses put on the Penn Travel Card. Payments are made to Bank of America on your behalf, following the approval of the expense report.

• Transactions automatically feed into Concur, waiting to be included on an expense report.
  – Domestic Transactions will show in Concur within 2 - 4 days.
  – International Transactions will show in Concur within 1 - 2 weeks.

• Expenses should be submitted on a Concur expense report within 2-3 weeks of transaction date

• Receipts are required for all transactions over $25 (US Currency)

• All transactions made using the Penn Travel Card must be submitted on an expense report, even if the item is non-reimbursable.
Help is Available

• To report a Lost or Stolen card, immediately call Bank of America at 1-888-449-2273

• Penn Travel Card FAQs:  www.upenn.edu/penntravel/creditcard/faqs

• To contact the Penn Card Administrator, here at Penn, email cardadm@exchange.upenn.edu