

II. Finalize and close card account for departing employees/cardholders

1. How do I review card activity to finalize and close a card account?

- a. Run “Card Stats – Indv” report in BoA WORKS® with “Card Active” filter, select “Yes” on the report (*see Figure 1: “Card Stats – Indv” report template*)
- b. Check the card status of a departing employee has a Penn Travel Card in active status
- c. If there is an outstanding balance and is in active status, the balance needs to be settled before employee leaves the University
- d. Check if there are any unapplied BoA credit card transactions in Concur
 - i. Validate that all card transactions are applied, reconciled, and finalized via Concur
- e. Determine if there are any applied BoA credit card transactions on a pending expense report in Concur
 - i. Inform the appropriate person to finalize the pending report
- f. Ensure all qualifying business expenses are paid by the University via Concur
- g. Verify all non-reimbursable & personal expenses are directly paid to Bank of America by the cardholder
 - i. Run “Payment Trans Report – Adm” for detailed card activities
[Click here for detailed instructions on running this report](#)
 - ii. Refer to “*Figure 2: Payment Transaction Report output for Payer with Payment Descriptions*” regarding how to identify a cardholder’s direct payments to his/her Penn Travel Card account
- h. To close a Penn Travel Card account, complete the cardholder [Delete Form](#)

(see next page for Figure 2)

Figure 2: Payment Transaction Report output for identification of Payer with Payment Descriptions

"Item Description" and "Vendor Name" Data Fields	Payer
CONCUR PAYMENT THANK YOU	The University Payment via Concur; This payment description was implemented on Mid-March 2014
PAYMENT – THANK YOU (Before Mid-March 2014)	The same payment description used for 1) University's Payment via Concur and 2) Cardholder's payment before Mid-March 2014; Further analysis required to identify the payer referencing to applicable Concur expense report
PAYMENT – THANK YOU (After Mid-March 2014)	Cardholder's payment after Mid-March 2014
PAYMENT CENTER	Cardholder's direct payment via BoA Payment Center
PAYMENT RECEIVED – THANK YOU	Cardholder's payment via mail
PAY BY PHONE PAYMENT	Cardholder's payment via phone call to BoA customer service
BA ELECTRONIC PAYMENT	Cardholder's electronic ACH payment from cardholder's personal BoA account
PA BANKING CENTER PAYMENT	Cardholder's payment
PAYMENT ADJUSTMENT	Payment adjustment made by Bank of America; Manual intervention by Bank of America ; Further research may be needed
AUTO PAYMENT DEDUCTION	Cardholder's payment through scheduled payment from cardholder's personal banking account
"000012090043767 M0 1210" – Random #s under "Pay Type Name"	Cardholder's payment via personal non-BoA bank