

**OLD DOMINION UNIVERSITY  
OFFICE OF FINANCE PROCEDURE MANUAL**

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**Title: Corporate Travel Card**

**Procedure: 6-730**

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**Travel Card Application Process**

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Dial 1-888-449-2273 to make payments by phone.

Access the Payment Center to make payments online.

<https://payment2.works.com/works>

**Regular Mail**

Bank of America  
P.O. Box 15731  
Wilmington, DE 19886-5731

**Overnight Delivery**

Payment Services  
1000 Samoset Drive  
Newark, DE 19713  
Use telephone number 1-302-457-4066 for overnight delivery (required by FedEx)

**Address and Name Changes**

Cardholders are responsible for maintaining the card delivery and statement billing address with Bank of America. Cardholders can make address changes online via Works, or call Bank of America Customer Service at 888-449-2273.

The cardholder must present the Travel Card Program Administrator with a legal document to validate and process any name changes.

**Delinquent Travel Card Accounts**

Account is considered delinquent if the account is more than 31 days past due. If the account is more than 61 days past due, the account is closed, per the Employee Agreement.

**Lost or Stolen Travel Cards**

Contact Bank of America to report lost or stolen travel cards at 888-449-2273 anytime. Contact Program Administrator to report lost or stolen cards during regular business hours.

**Closing Travel Card Accounts**

The travel charge card must be destroyed if the cardholder is cancelling the account or resigning from employment with the University. The cardholder must contact the Travel Program Administrator to close the account.

**Records Retention:**

Original documentation should be maintained along with the associated payment documentation in the Office of Finance agency file for three years.

**Contacts:**

For questions regarding this procedure and/or practice contact the Accounts Payable Manager at 683-4813, Accounts Payable Travel Supervisor at 683-5020, or Accounts Payable Processing Supervisor at 683-4528.