



DEPARTMENT OF GENERAL SERVICES
STATEWIDE TRAVEL MANAGEMENT PROGRAM
TRAVEL BULLETIN

Effective: February 26, 2010
Expiration: Until Rescinded

Travel Bulletin # 10-01-R

REVISED

SUBJECT: DGS Travel Bulletin

PURPOSE: American Express Payments

REFERENCE: One Provider Contract – Payment Guidelines

Information

The purpose of this Travel Bulletin is to provide a reminder that all American Express accounts should be paid in full each month and kept in a current payment status. This includes Business Travel Accounts (BTA), Car Rental Business Travel Accounts (CRBTA), Meeting Planner Accounts (MPA) and all individual government card holder accounts. Accounts should be maintained to remain in good standing to prevent account closures and credit restrictions.

Implementation

All accounts should be paid to a “current” status by paying the balance in full by the payment due date each month. If an account goes 60 days past due, restrictions will apply and temporary support will not be provided. The department managing that account must pay the entire 30- and 60-days past due amounts to bring the account into a “current” status. That amount must be paid and posted to the department’s accounts before restrictions will be lifted.

Our “Best Practice” would encourage all statements of accounts be reconciled and paid in full each month and exceptions be dealt with in a timely manner.

Please relay this important information to your individual card holders.

All agencies must do their part to maintain the payment program system as it was intended. This can be accomplished by keeping all American Express accounts current.

Contact Information

Accounting departments and/or travel coordinators requiring specific BTA reconciliation information can contact American Express directly at:

- Program Administrator Help Desk –Central Billing (888) 888-9634
- Cardmembers may call (800) 528-2122 for payment assistance

If additional information or assistance is needed, please contact:

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