



*Frequently Asked Questions
Corporate Card Program: Transition from American Express to
GE Capital MasterCard*

Q. When will the new corporate card be available?

A. The preliminary time-line for when the cutover process will begin is Feb/March with full implementation by March 2004.

Q. I understand that my American Express Card will be automatically cancelled. When will this happen?

A. We want to give card holders plenty of time to obtain a new card before American Express is deactivated. The current date for all Amex cards to be terminated is April 30, 2004

Q. Will I need to reapply?

A. By policy, Harvard University will not supply a 3rd party vendor with your personal information. Therefore, current card holders will be asked to complete an electronic profile. The card holder should expect to receive their new card about two weeks after they submit this provide.

Q. Will my assistant be able to fill this profile on my behalf?

A. Yes, so long as you are comfortable with allowing your assistant to have access to your personal information such as Social Security number and home address.

Q. When will the electronic profile be available and where will it be?

A. The application will be available early to mid February. Current card holders will be notified both by mail and e-mail that the profile is available. A link to the profile will be provided in the e-mail notification. It will also be on the Travel and Reimbursement Office web site. Local financial offices will also be given the information so that they can advise administrators.

Q. I just started at Harvard. Should I apply for an American Express card or should I wait?

A. Please contact your local financial office. They will help determine if you should obtain an interim Amex card or wait for the new GE MasterCard.

Q. Will personal charges be allowed on the new card?

A. The Travel and Reimbursement Office strongly recommends that the Corporate Card be used for business only. Exceptions are allowable. For example: Emergencies, when a business and personal trip is combined or when a spouse/family member is traveling with the employee on business. Contact your local financial office for more guidance on this matter.

Q. Will my assistant or I be able to access my statement information on-line? Will I receive a paper statement as well?

A. Yes – just like American Express

Q. My Expedia profile is already established with the Amex Corporate Card --- will this be switched automatically to GE Capital?

A. No – the Expedia profile will need to be updated with new card info.

Q. Do I need to pay off any unpaid balances from the Amex Corporate Card with my personal check and then seek reimbursement?

A. There will be a cut off date for direct payments to Amex. After that time, unpaid balances will need to be paid by the card holder directly to Amex (via personal check). The card holder will need to process a reimbursement request for the “out of pocket” expense. Keep in mind that reimbursement for business charges can be requested prior to the bill being paid.

Q. What if I wish to continue to use Amex --- can the Amex Corporate account be switched to an Amex personal account?

A. Yes, so long as the card holder meets American Express’ credit requirements (current member in good standing). American Express will charge an annual fee for a personal account (\$75.00).

Q. Will I be able to obtain cash advances on my new card?

A. Cash advance access will be set up in accordance with what is allowed by the local Tub financial office.

Q. Who is eligible for a card?

A. It is recommended that employees whose business expenses are greater \$500 annually or who travel twice a year obtain a card. Your local Tub financial office will be able to guide/advise you further.

Q. When I applied for an American Express card I was denied. Should I apply for a GE MasterCard.

A. If there is a business need to have a card – yes.

Q. Will the payment terms (i.e. payment due in 28 days) be more lenient with GE MasterCard.

A. No. The payment cycle and corresponding late fees will be the same as American Express.

Q. As an administrator, I keep track of all of the expenses and payment for the card holder. Will I be able to easily access my card holder’s information regarding payment status, disputes, charges, etc...?

A. Yes. We are currently working on a process to allow administrator/assistants access to limited information regarding a card holder’s account. More information will be forthcoming.