

FAQs

- *Is the new JPMorgan Chase card going to replace the current AMEX card?*
 - Yes, JPMorgan Chase has won the bid for the new travel contract.
- *How long before the AMEX card is no longer active?*
 - The current AMEX card can be used until the arrival of the replacement JPMorgan Chase Card.
- *Do I need to complete a new application if I have an existing AMEX card?*
 - Yes, all individuals who need a travel card should complete the application form.
- *Is this card still individual liability?*
 - Yes, the new card will continue to be individual liability.
- *Will this card include airline travel?*
 - Eventually, No. We are in the process of developing another Department or "Ghost" card that will be distributed to Travel Coordinators which will include Airlines, car rentals and registration fees. We hope to have this in place by August. In the meantime, continue processing as you have been.
- *How will the Department card be billed?*
 - The Department or "Ghost" card will be a central bill similar to the Procurement card.
- *Who will handle travel arrangements?*
 - Each Agency/Department will have a designated Travel Coordinator(s).
- *Will the old AMEX card need to be turned in?*
 - Once the new JPMorgan Chase card is received, please notify the State Controller's Office to properly close the account and then destroy the card.
- *Who is the approver listed on the application?*
 - Currently, the approver should be the individual's Supervisor/Manager or Travel Coordinator.
- *Will the new card be a Visa or Mastercard?*
 - The new card will be a Mastercard.