Travel Card

Policies and Procedures

Travel Card

The Travel Card (TCard) is the university's credit card and must be used for purchasing travel related goods costing less than $2,500.00 if accepted by the vendor and not restricted by TCard policies. The University benefits by having a more efficient, cost-effective method of purchasing and payment for travel transactions. The TCard should be used for travel related transactions and eliminates the need for reimbursement. The cardholder, reconciler, and approver must comply with the established policies, procedures and responsibilities and shall be held accountable for use of the card.

Important Links:

Procure-to-Pay Guidelines

Tcard Quick Reference/Pocket-Guide

Suggested Uses

Restrictions

Lost or Stolen Cards

Dispute a charge

Apply for a Card

Card Security

- The University of Louisville Travel Card is to be protected by the same safeguards that are applied to the security of a personal credit card. The cardholder is to keep the card secure at all times.

- Additional card security measures include:
  - Do not copy the card or write the card information in another location.
  - If a vendor requests the 16 digit card number and other card information on a form for ordering purposes, redact the information from any paperwork that is kept on file.
  - Card information should never be sent as plain text in the body of an email.

Cardholder Responsibilities

Must be an employee of University of Louisville, University of Louisville Athletic Association, or the University of Louisville Research Foundation. Temporary employees and students are not eligible to receive a Travel Card.

- Cardholders are responsible for compliance with University Travel policies and procedures and must monitor the website for any changes. http://louisville.edu/finance/controller/acctops/travel/travelindex
- Keep the card secure at all times.
- Verify all transactions. Any charges that need to be disputed must be reported to PNC and Accounts Payable within 60 days of receiving the statement.
- Complete a Certification of Non-Original Receipt Form when an original receipt is unavailable for a transaction exceeding $30. **Related information for Missing Receipt:** When an original, itemized receipt is lost or otherwise unavailable and all measures to obtain a copy have been exhausted, a Certification of Non-Original Receipt Form should be completed. This form should be completed and attached to the My Wallet transaction. The Certification of Non-Original Receipt Form should be used on rare occasions and may not be used on a routine basis. Excessive use of the Certification of Non-Original Receipt Form may result in the revocation of your Travel Card.
- Ensure receipt of materials and services. Contact the vendor to resolve any discrepancies.
- Submit all available receipts.
- Submit expense reports for all travel charges regardless of payment method within 60 days after returning from travel.

Cardholder Verification - Bank Statements

- Each cardholder will receive a detailed statement from PNC Bank for each card that had transaction activity during the billing cycle. (A statement will not be generated for a card with no activity.) This statement will list the transactions that PNC Bank has transmitted to the University for the month and should match your records.

- It is the cardholder's responsibility to provide the statement to their Proxy and/or Expense Manager.

- Billing cycles run the 16^{th} to the 15^{th} of the following month.

Proxy Responsibilities

- The proxy must be an employee of the University of Louisville, the University of Louisville Athletic Association, or the University of Louisville Research Foundation. Assigning a proxy is optional.
- If assigned to a traveler, the proxy responsibilities in PeopleSoft are assigning the My Wallet transactions to the appropriate expense report and attaching receipts/backup documentation.
- They may also have the added responsibility of ensuring the charges are allocated to the appropriate speedtype and account code.

Expense Manager Responsibilities

- The Expense Manager must be an employee of the University of Louisville, the University of Louisville Athletic Association, or the University of Louisville Research Foundation.

- The Expense Manager's responsibility is to verify that purchases are appropriate for the funding source and are for the benefit of the University.

Employee Usage Agreement

Anyone who uses a Travel Card, as authorized by the cardholder to book travel, must complete an Employee Usage Agreement. This agreement serves as verification that the card will be used to make travel-related purchases for that particular cardholder only. Each form should be sent to the Accounts Payable Office, Service Complex 212, or emailed to our service account, travlcrd@louisville.edu .

The cardholder does not need to complete this form. That person's signature on the TCard application certifies their acceptance of the Employee Usage Agreement.

Card Cancellation/Surrender

Permanent Cancellation

To cancel a Travel Card:

- Destroy the card - shred or cut into multiple pieces by or in the presence of a supervisor.
- Complete the Certificate of Destruction Form. Do NOT send the destroyed card(s) to the Accounts payable Office.

The Travel Card must be cancelled for the following reasons:

- The cardholder's termination of employment with the university.
- The card is revoked by the cardholder's supervisor or Accounts Payable Office due to policy violations or fraudulent activity/misuse. Supervisor should notify Accounts Payable.

Eighteen (18) month of no activity

- All cards that have had no activity for eighteen (18) continuous months will be monitored and cancelled as appropriate. The cardholder and expense manager will receive notification when a card has had 18 months of inactivity.

Transfers

- In the event that a cardholder transfers to a different department within the University, the cardholder must notify Accounts Payable, provide new department approval for the card and update their default speedtype.

Card Renewal

A renewal Travel Card will automatically be mailed to the Accounts Payable Office three years after the issue date. Cardholders will be notified when their card is available for pick-up. Renewal cards must be picked-up by the cardholder or another person with a properly completed proxy form. A valid UofL ID is required at time of pick-up.

A Renewal Form for Grants will be required from the department when a grant is extended. (Please note: The Office of Grants Management must update the grant end date in PeopleSoft before we can extend the date on the Travel Card.)

Once the Accounts Payable Office has received this form, the grant expiration date will be extended and the card re-activated for use. Any Travel Cards will be cancelled thirty (30) days following the expiration of a grant unless a Renewal Form for Grants is received by the Accounts Payable Office.

Spending Limits and Guidelines

- $2,500.00 is the default limit per transaction. The default monthly limit per card is $5,000.00.
- Single purchases cannot be divided to circumvent the $2,500 limit per transaction. This type of process is called a “split transaction” and is a violation.
- Monthly and transaction limits may be increased either on a temporary or permanent basis. Limits must be approved by the Department LFO based on budget considerations.

Disputed Transactions

The cardholder is responsible for contacting the vendor and/or PNC Bank at 1-800-685-4039 about any erroneous charges, returns or disputed items. Disputed billing can result from:

- failure to receive goods or services charged
- fraud or misuse
- altered charges
- defective merchandise
- incorrect amounts
- duplicate charges
- credits not processed

Contact the vendor first to resolve any questionable charges. If agreement cannot be reached with the vendor, notification to PNC Bank should be made by use of the Travel Card Dispute Form. PNC must receive this form no later than the 60 days after receipt of the first bill on which the error or problem appeared. A completed copy of the dispute form should also be mailed or faxed (852-8228) to the Accounts Payable Office. If you have a routine question, PNC Bank Customer Services Department may be able to provide information at 1-800-685-4039.

After PNC has completed its investigation, the cardholder will be notified of the resolution. If the dispute is settled in the favor of the cardholder, the account will be credited for the disputed amount.

If a new card is issued due to the transaction dispute, it will be sent to the attention of the Accounts Payable Office at the corporate address on file with PNC Bank via FedEx delivery for tracking purposes. Once the Accounts Payable Office has received the new card, the cardholder will be notified.

Lost or Stolen Cards

If a Travel Card is lost or stolen, during working hours, immediately notify the Accounts Payable Office at 852-8237 who will then contact PNC Bank. During non-business and weekend hours, immediately notify PNC Bank at 1-800-685-4039. If deemed necessary by the cardholder, notify the University Police, 24 hours a day, at 852-6111. University Police may write a report, depending on the circumstances.

When contacting PNC Bank, cardholders should not request that a reissued card be sent to their office. All reissued card requests must be sent to the attention of the Accounts Payable Office at the corporate address on file with PNC Bank via FedEx delivery for tracking purposes. Once the Accounts Payable Office has received the new card, the cardholder will be notified.

You may be asked to provide the last 4 digits of your Social Security Number (SSN), for this card use the last 4 digits of your employee ID instead of SSN

Submit the Lost or Stolen Card Notification Form to the Accounts Payable Office.

Suspension/Revocation of Travel Card Privileges

Reasons to Suspend and/or Revoke Travel Card Privileges

- Failure to adhere to University policies and procedures
- Failure to safeguard the Travel Card from unauthorized use
- Use of Travel Card for non-University or personal purchases
- Failure to keep all necessary documentation on Travel Card transactions
- Failure to reconcile monthly charges

Consequences of Travel Card Misuse. Possible actions against cardholder include:

- Surrender Travel Card - privileges revoked.
- Improper or fraudulent use of Travel Card will result in disciplinary action, up to and including prosecution and termination of employment.
- In all cases of fraudulent use of a Travel Card, the University's Audit Services, Human Resources, Public Safety, and respective Dean/Vice President will be notified. See Fiscal Misconduct Policy.

Violations/Suspected Misuse

If it is determined the Travel Card was used in violation of policy (i.e. purchase of gift cards, personal purchases, etc.), a written explanation must be submitted to Accounts Payable via the Travel Card service account. In the event of an accidental personal purchase, the employee must also immediately reimburse the university for the expense. If funds are not reimbursed, it will be deducted from the cardholder's paycheck. All documentation pertaining to violations of policy will be kept with the monthly Travel Card file. The nature and/or frequency of the violation(s) could lead to card suspension/revocation or disciplinary action.

In the event that fraud or intentional misuse is suspected, all allegations should be forwarded to Accounts Payable via the Travel Card service account travlcrd@louisville.edu or reported anonymously through the Compliance Hotline.

If appropriate, the Accounts Payable Office will notify Audit Services first, in accordance with the Fiscal Misconduct Policy, as well as Public Safety and Human Resources. Human Resources will maintain a database of all Travel Card violations, including the final dispositions, both administratively and judicial. The database will be available to all of the above parties to ensure that violations are being adjudicated in accordance with University of Louisville policies and procedures.

International Travel

Authorization by the Provost is required before any costs are incurred for travel outside the continental United States, Alaska and Hawaii, regardless of the source of funds. Authorization must be signed by the traveler and supervisor (Department Chair or Dean for faculty) and submitted to the Provost at least 15 days before departure date. http://louisville.edu/provost/travel/

If **full** Provost approval is not obtained prior to travel, the cardholder may be fiscally responsible for all related card charges.

The cardholder should also notify the Accounts Payable Office via email travlcrd@louisville.edu with location(s) and dates of international travel. In order to prevent any card issues, the Accounts Payable Office will then notify PNC of the upcoming international travel.

Conflict of Interest (COI)

- http://louisville.edu/conflictofinterest

Suggested Uses

- Airfare
- Lodging
- Car rental-Enterprise/National
- Gas for rental
- Taxis, Uber, Lyft
- Parking
- Registrations
- Business Meals

Restricted Items

- Airline amenities
- Hotel incidentals
- Personal meals
- Equipment purchases
- Office supplies
- Software
- Personal entertainment
- Souvenirs

http://louisville.edu/finance/controller/acctops/travel/nonallowedtravel

Apply for a Travel Card

What do I need to do before applying for a TCard?

- Must be an employee of University of Louisville, University of Louisville Athletic Association, or the University of Louisville Research Foundation. Temporary employees are not eligible to receive a Tcard
- Have an active T&E profile-the default speedtype in profile will be used for the card
- Complete the required testing with 100% accuracy

How do I apply for a TCard?

- Print the application and obtain required signatures

When can I pick-up my TCard?

- The new TCard will arrive within 3-5 business days after the completed application is received and processed.
- The Accounts Payable Office will notify the cardholder when the TCard is available to be picked up.

The following information is required when picking up TCard:

- Picture ID
    - Certificate of Destruction - for old card, if a replacement is being issued
    - Proxy Statement – if another employee is picking up the card on behalf of the cardholder
    - The cardholder must sign the back of the TCard immediately upon receipt and call the telephone number indicated on back of the card to activate the card.

Testing and Training

All Cardholders, Expense Managers, and Proxies are required to pass the online TCard Policy/Procedures Test with a score of 100%.

1. Log into Blackboard with your ULink User ID/Password and complete the TCard Policies/Procedures Test, if not already taken.
2. Complete the test with a score of 100%.
3. Complete the Application with required signatures and send to TCard Office. Cards cannot be transferred from one cardholder to another.
4. Accounts Payable Office will submit request to the bank.
5. Accounts Payable Office will notify the cardholder via email when card has arrived and is ready for pick up.

Compliance Information & Procedures

TCard activity shall be analyzed and monitored by the University of Louisville Accounts Payable Office.

The following actions may be imposed following a review, depending on the severity of the findings:

- Surrender, suspension and/or cancellation of the TCard.
- Improper or fraudulent use of the TCard may result in disciplinary action, up to and including prosecution and/or termination of employment.

Forms

Application for TCard
Certificate of Destruction
Certification of Non-Original Receipt
Disputed Items Form
Employee Usage Agreement
Grant Renewal Form
Lost or Stolen Card Notification Form
Merchant Category Code Addition
Proxy Statement for Card Pick-Up
Spending Limit Change Request