Texas A&M University-San Antonio
Travel Card Program

Cardholder GUIDE
# Texas A&M University-San Antonio
## TRAVEL CARD PROGRAM GUIDE

### INDEX

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I. OVERVIEW</strong></td>
<td>4</td>
</tr>
<tr>
<td>A. Travel Card Program</td>
<td>4</td>
</tr>
<tr>
<td>B. Travel Card Contract</td>
<td>4</td>
</tr>
<tr>
<td>C. Travel Card Program Guide</td>
<td>4</td>
</tr>
<tr>
<td>D. Important Points of the Program</td>
<td>4</td>
</tr>
<tr>
<td><strong>II. GENERAL INFORMATION</strong></td>
<td>5</td>
</tr>
<tr>
<td>A. Duties and Responsibilities</td>
<td>5</td>
</tr>
<tr>
<td>1. Program Administrator</td>
<td>5</td>
</tr>
<tr>
<td>2. Program Coordinator</td>
<td>5</td>
</tr>
<tr>
<td>3. Division Head or Delegated Rep.</td>
<td>5</td>
</tr>
<tr>
<td>4. Cardholder</td>
<td>6</td>
</tr>
<tr>
<td>B. Travel Card Controls</td>
<td>6</td>
</tr>
<tr>
<td>1. Credit Limits</td>
<td>6</td>
</tr>
<tr>
<td>2. Transaction Limits</td>
<td>6</td>
</tr>
<tr>
<td>C. Maintaining Your Travel Card</td>
<td>6</td>
</tr>
<tr>
<td>D. Sales and Use Tax</td>
<td>7</td>
</tr>
<tr>
<td>E. Security of the Travel Card</td>
<td>8</td>
</tr>
<tr>
<td>F. Employee Termination</td>
<td>8</td>
</tr>
<tr>
<td>G. Lost or Stolen Cards</td>
<td>8</td>
</tr>
<tr>
<td><strong>III. PROCEDURES</strong></td>
<td>8</td>
</tr>
<tr>
<td>A. Obtaining a Travel Card</td>
<td>8</td>
</tr>
<tr>
<td>B. About the Card</td>
<td>9</td>
</tr>
<tr>
<td>C. Travel Card Activation</td>
<td>9</td>
</tr>
<tr>
<td>D. Purchase Guidelines</td>
<td>9</td>
</tr>
<tr>
<td>1. General Information</td>
<td>9</td>
</tr>
</tbody>
</table>
2. Examples of Acceptable Purchases .................................................................10
3. Unacceptable Purchases ....................................................................................10

E. Receipt of Services ..............................................................................................11
F. Reconciliation ......................................................................................................11
G. Audit of Transactions ..........................................................................................12
H. Statement and Payment .......................................................................................12
I. Travel Card Payment ............................................................................................12
J. Returns, Credits and Disputed Charges ...............................................................13
K. Card Termination ................................................................................................13

IV. KEY PROGRAM CONTACTS ............................................................................13
I. OVERVIEW

A. Travel Card Program

The Travel Card Program is a fast, flexible method for processing travel reservations from vendors who accept credit cards. The Travel Card program is designed to delegate authority to the departments and establish a more efficient, cost-effective method for departments to make their own travel arrangements. The Travel Card can be used with any vendor that accepts Master Card as a form of payment.

B. Travel Card Contract

TPASS (Texas Procurement and Support Services) secured a contract with CITI Bank to provide charge card services for state agencies, universities, and eligible State of Texas CO-OP entities. TAMU-SA is utilizing the State of Texas contract for travel card services and will comply with all terms and conditions of the state contract.

C. Travel Card Program Guide

This Travel Card Program Guide provides guidelines for using the Travel Card. Please read it carefully. Your signature on the Cardholder Travel Card Agreement shows that you understand the intent of the program and agree to follow the established guidelines.

D. Important Points of the Program

The following important points should be reviewed before using the Travel Card:

- Your Travel Card is issued in your name. You are the only individual authorized to make purchases with your travel Card. You are responsible for the security of the Travel Card and all transactions made with it. **If you do not follow the established guidelines when using the Travel Card, corrective disciplinary action may be taken, up to and including termination.**

You can use the Travel Card with any vendor who accepts Master Card.

- Use may not exceed the monthly credit limit assigned to the Travel Card.

- Reconciliation of the monthly card activity is required to ensure all charges are accurate.

- The Travel Card should not be used to avoid or bypass appropriate purchasing procedures.
• The Travel Card is not for personal use.

• The Travel Card must be returned to the Program Coordinator upon your transfer to another department or termination of employment. When transferring to another department, please contact the program coordinator to discuss continued use of the card.

• The cardholder must attend training prior to use of the card or the reconciliation software.

• The cardholder is responsible for allocating charges online.

II. GENERAL INFORMATION

A. Duties and Responsibilities

1. Program Administrator

The Program Administrator was designated by TAMU-SA to answer questions, address credit card issues and administer the program. The Administrator is knowledgeable on all procedures in the Travel Card Program Guide.

TAMU-SA Program Administrator:
Rick Trefzer
210-784-2002
rick.trefzer@tamusa.tamus.edu

2. Program Coordinator

The Program Coordinator is charged with keeping documentation for the Travel Card activities within TAMU-SA. The Coordinator is knowledgeable about the program, the guidelines and related forms. Cardholders should first contact the Coordinator, who will answer questions related to the program or resolve potential problems. The Coordinator may refer questions to the Program Administrator when necessary.

TAMU-SA Program Coordinator:
J.J. McQuade
210-784-2030
james.mcquade@tamusa.tamus.edu

3. Division Head or Delegated Representative

The Division Head or Delegated Representative is responsible for designating cardholders and approving monthly Travel Card statements of cardholders to ensure they are within TAMU-SA’s policy. The Division Head or Delegated Representative may also assist in assigning cardholder limits and establishing stricter departmental regulations, as well as designating an employee to have access to CITI Direct to reallocate required transactions to the appropriate
expenditure codes. The Division Head or Delegated Representative must review the usage of the Travel Cards and request cancellation of cards based on non-usage. This review should be completed annually.

4. Cardholder

The cardholder is designated by the Division Head or Delegated Representative to utilize the Travel Card to make travel arrangements. The cardholder is responsible for following all TAMU-SA travel procedures and guidelines, including selection of vendors, maintaining security of the Travel Card and maintaining a transaction log for purchases made during the month. The cardholder is also responsible for allocating charges between departmental accounts and charging the appropriate object codes, and must attend CITI Direct reconciliation training.

B. Travel Card Controls

1. Credit Limits

All Travel Cards have single transaction and monthly cardholder spending limits. Limits may vary for each cardholder and will be established by the Program Administrator. Questions regarding the limits should be sent to the Program Coordinator.

2. Transaction Limits

The Travel Card single transaction limit is normally set at $1000. A transaction includes the purchase price plus tax (out of state only if applicable). A cardholder should not attempt to make a purchase greater than his/her approved amount or to make multiple purchases from the same vendor over a period of time to circumvent delegated purchasing limits. Changes to the transaction limit must be approved by the Program Coordinator.

C. Maintaining Your Travel Card

Use of the transaction log is required and provides a method for invoice and expenditure tracking while using the card. Be specific when listing items purchased. For example, list “Enterprise rental car, American Airlines reservation” and not just “travel reservation.”

TAMU-SA requires that each cardholder use a new log for each month’s purchases and that each purchase has signed approval from your Division Head or Delegated Representative prior to the purchase being made. Evidence of delegated approvals must be attached and submitted with each month’s documentation. Entries should be made on the Transaction Log as each purchase is made, not at the end of the billing cycle. Use a detailed description of the item to recognize the purchase as an authorized one.

A new log should be used for each monthly billing cycle. The following
documentation must be retained and attached to the log:

- Itemized invoices
- Sales receipts
- Credit card receipts/slips (screen prints are acceptable for internet orders)
- Other information or correspondence related to the purchase
- All authorized travel request forms
- Travel Card Audit Checklist

To facilitate the record keeping and reconciliation process, the Travel Card Transaction Log must contain the following:

- Card holder name and signature
- Card number (last 4 numbers)
- Transaction or order date
- Vendor name
- Amount
- Description
- Account/code allocated to on CITI Direct
- Cross reference number for attached documentation
- Returned, credited, or disputed item information (if any)
- Reconciliation date
- Name of person/persons that reconciled the statement
- Departmental approval
- Statement closing date

Always obtain an itemized invoice or receipt when using the Travel Card. It is every cardholder’s responsibility to ensure there is an itemized invoice for each purchase. All receipts/invoices must be kept with the Transaction Log. Screen prints are acceptable for internet orders and order forms are acceptable for fax/mail orders if a receipt/invoice is not provided by the vendor. If either of these two documents is used, they must show pricing.

The log and the receipts will be each cardholder’s back-up for monthly Travel Card charges. Each month, the Program Coordinator will notify cardholders of the end of the billing cycle, which is around the 3rd of each month. The cardholder must reconcile the card activity with their Travel Card Transaction Log. Attach all documentation, note any additional information pertinent to the purchase, verify that all purchases are valid, complete and sign the Travel Card Audit Checklist and forward the package to the Division Head or Delegated Representative for review and approval. All documentation should then be submitted to the Procurement Department before the established deadline (usually the 13th of each month).

D. Sales and Use Tax

TAMU-SA, as a State of Texas agency, is tax exempt. The Travel Card identifies TAMU-SA as being tax exempt within the State of Texas. You should have a TAMU-SA tax exemption certificate (http://www.cpa.state.tx.us/taxinfo/taxforms/01-3392.pdf) in your possession whenever you plan to use the Travel Card. Tax
exemption refers to the exemption from State of Texas sales tax only. This exemption does not include state taxes from other states and various city taxes.

E. Security of the Travel Card

You are responsible for the security of the Travel Card that has been issued to you. This card must be treated with the same level of care you would use with your own personal charge cards. Guard the card account number carefully. It should not be posted in a work area or left in a conspicuous place. It should be kept in an accessible, but secure location. Cardholders should avoid allowing vendors to place their card numbers “on file” for future purchases.

The only person authorized to use the Travel Card is the cardholder whose name appears on the card. **The card is to be used for business purposes only. Disciplinary action may be taken for unauthorized use of the Travel Card.**

F. Employee Termination

The Travel Card must be returned to the Program Coordinator upon your termination.

G. Lost or Stolen Cards

If your Travel Card is lost or stolen, you must immediately contact CITI Bank Customer Service Center at **1-888-836-5011**. After contacting CITI Bank, notify the Program Coordinator and your Division Head.

Prompt, immediate action is necessary to minimize TAMU-SA’s and your department’s liability for fraudulent use of the card. It is imperative that you contact CITI Bank immediately for suspension of your card because your department may be responsible for all charges made on the card until it has been cancelled by CITI Bank.

III. PROCEDURES

A. Obtaining a Travel Card

1. To obtain a Travel Card

   a. Obtain an Application/Approval form from the Program Coordinator. This application will provide TAMU-SA with necessary information about you (the cardholder), the budgeted FAMIS account/support account for default payment, and the Division Head or Delegated Representative’s approval of your application and subsequent designation of your delegated purchasing authority.

   b. Submit the completed and signed application/approval form to the Program Coordinator.

   c. Upon approval of the Program Administrator, the Program Coordinator will request issuance of the Travel Card from CITI Bank, which generally takes 2-
3 weeks.

d. The Program Coordinator will schedule the applicant for Travel Card Training.

e. The applicant attends training class (approximately 1 hour) and signs Cardholder Travel Card Agreement.

f. Travel Card is issued.

2. The following items will be provided to you, the cardholder, during training.

a. Cardholder Travel Card Agreement: This is an agreement between the cardholder and TAMU-SA which affirms that the cardholder has read and understands the policy and procedures for the Travel Card and the travel procedures. This agreement is signed by the cardholder at the end of the training session.

b. Travel Card Program Guide: This document outlines TAMU-SA's procedures regarding the Travel Card. It also outlines some of the approved types of purchases.

c. Travel Card Transaction Log: The cardholder should use this form to record purchases and returns, as well as during the reconciliation process.

d. Travel Card: Upon signing the Cardholder Travel Card Agreement, the card will be issued and signed in the presence of the Program Coordinator.

B. About the Card

A Travel Card will be issued in your name with the wording "For Official Use Only" clearly indicated on the card. This card is for TAMU-SA business purposes only and may not be used for personal transactions. It is important to understand that you are personally responsible and accountable for this Travel Card.

Please Note:
- Your Travel Card has been linked to your department’s operating account.
- The single transaction limit for the card is usually $1000.
- Charges can be reallocated to different departmental accounts and object codes can be changed to reflect actual usage.

C. Travel Card Activation

You must activate the Travel Card before using it by calling the number on the card.

D. Purchase Guidelines

1. General Information
As a State institution, we are bound by certain State, Local and Federal guidelines and laws. All purchases must be in accordance with the laws of the State of Texas and A&M System regulations and policies. You are responsible for compliance and strict adherence to all purchasing guidelines within your departmental delegated authority.

Cardholders should promote and encourage positive interaction with vendors. Honesty and courtesy are essential ingredients in all aspects of a buyer/vendor relationship.

All cardholders must follow these guidelines when using the Travel Card:

a) Determine if the transaction is an acceptable use of the card.
b) Determine if the anticipated purchase is within the cardholder's spending limit.
c) Identify the vendor and verify that the vendor is in good standing with the State on Franchise & Sales tax by visiting http://ecpa.cpa.state.tx.us/vendor/tpsearch1.html and http://ecpa.cpa.state.tx.us/coa/Index.html.
d) Call, fax, mail or visit the vendor to place your order. You may also enter your order through a secure internet connection.
e) Specify the cardholder name, company name, department name and shipping instructions. Also, specify the Travel Card number, expiration date and name as it appears on the card.
f) Confirm pricing.
g) Request that a hard copy of the invoice with the pricing be faxed to the cardholder and/or included with the shipment.

2. Examples of Acceptable Purchases

All purchases must be made in accordance with applicable statutes and regulations, A&M System regulations and TAMU-SA rules. The statement closing date will be the 3rd of each month with payment due within 30 days.

The Travel Card may be used for:

- Airline Reservations
- Car Rentals
- Hotel Reservations
- Fuel, travel incidentals under $500

3. Unacceptable Purchases

The Travel Card may not be used for the following purchases:

- Capital equipment
- Animals
- Cash advances, money orders or refunds
- Services provided by a sole proprietor or partnership, consulting or other 1099 reportable services
- Controlled/hazardous/radioactive materials
- Printing over $2000 (must go through Procurement Services for printing over $2000)
- Tuition and fees
- Social club dues
- Janitorial supplies
- Office supplies
- Videos
- Business Meals (Transaction log must indicate who, what, where, when, and why)
- Subscriptions
- Postage stamps
- Registration fees for training courses, conferences and seminars
- Computer hardware
- Computer software
- Safety supplies
- Controlled equipment (Codes 5775-5799)*
- Alcohol (on allowable accounts only)
- Food (if allowable on the account)- include IRS’s 5 W’s on log
- Florist (on local accounts only)

E. Receipt of Services

It is your responsibility to ensure receipt of services and to follow up with vendors to resolve any problems or discrepancies. A copy of the charge slip, sales receipt or other information related to the purchase must be retained.

Invoices with no amount due are the most optimal documentation since they itemize the purchases. Instruct the vendor not to send the invoice to the Accounts Payable Department but directly to the individual cardholder making the purchase (this will prevent duplicate payments to vendors).

F. Reconciliation

Upon receipt of the monthly email from the Program Coordinator regarding the end of the billing cycle, the cardholder/departmental personnel will reconcile the card activity to the Transaction Log. This reconciliation should reflect that all card activity for the billing cycle was on the transaction log; any items that were on the transaction log but not included in the billing cycle will be reconciling items. This reconciliation is separate from the transaction log and any reconciled items must be itemized. Each item in the billing cycle must match the transaction previously entered on the transaction log. A Travel Card Audit Checklist must be completed and signed by the cardholder and turned in as part of the reconciliation package.

Each reconciliation should include the last 6 digits of the credit card number, the statement end date, balance forward (the total of the unbilled items from the previous month), department approval by someone other than the cardholder who has signature authority on the accounts being charged, cardholder signature, reconciler’s signature and reconciled date.
Any discrepancies identified must be promptly investigated. Documentation of action taken must be included as an attachment to the transaction log. It is the cardholder’s/department’s responsibility to resolve all discrepancies.

G. Audit of Transactions

Once approved by the Division Head or Delegated Representative, the entire package (reconciliation, original transaction log, printed copy of the cardholder statement, supporting documentation and the Travel Card Audit Checklist) must be forwarded to the TAMU-SA Procurement Department by the indicated deadline where it will be retained as part of TAMU-SA’s official records in accordance with TAMU-SA's Records Retention Schedule.

Travel Card records are subject to audit by Internal Audit, the State Comptroller, and other external entities (i.e. State Auditors Office, federal auditors, public accounting offices). A copy of this package should be retained by the department as support for the transactions that are processed against their FAMIS accounts.

H. Statement and Payment

Each cardholder reconciles the card activity for each billing cycle. The Accounting Department will pay the summary billing in full and will charge the accounts and expense codes identified on CITI Direct. The payment cycle ends on the 3rd of each month and payment must be made within thirty days to CITI Bank.

I. Travel Card Payment

The program does not affect your credit rating in any way. The cardholder is not personally responsible for payment. The Travel Card program carries corporate and individual liability.

J. Returns, Credits and Disputed Charges

Should a problem arise with a purchased item or charge, every attempt must be made to first resolve the issue directly with the vendor. Review of card activity is vital to ensure the account is properly credited for returns, credits and disputed charges. The returned, credited or disputed item must be noted on the Cardholder Transaction Log.

- Credits: If an item is accepted as a return by the vendor, a credit for this item should appear on the following month's activity. All expected credits should be indicated on the transaction log.

- Disputed Charges: If a cardholder finds a discrepancy, the cardholder should contact the vendor and attempt to resolve the problem directly. All disputed items should be indicated on the transaction log. A copy of the form and letters must be attached to the form as documentation.
If a cardholder cannot resolve a disputed item directly with the vendor, the cardholder should contact the Program Coordinator, who will then contact CITI Bank. CITI will place the charge in a "Statement of Dispute" and the account may be given a provisional credit until the vendor presents documentation supporting the transaction. Provisional credit, if issued, will remain in effect, and an investigation of the charge will continue. If the documentation appears to be in order, the transaction will be reposted to the account and the dispute considered closed. If the vendor is unable to provide valid documentation, or if the charge is suspected to be fraudulent, the card will be blocked immediately by CITI. A new card will then be re-issued to the cardholder, if appropriate. If it is later determined that the charge is legitimate, the transaction will then post to the new account.

The Program Coordinator will assist, as needed, in any dispute resolution efforts.

K. Card Termination

When a cardholder terminates employment with TAMU-SA, the department has the specific obligation to reclaim the Travel Card from the cardholder and return it to the Program Coordinator, for card cancellation prior to the employee’s termination date. The Travel Card must also be returned to the Program Coordinator if the cardholder transfers to another department or agency within the Texas A&M University System.

Non-adherence to these procedures will result in revocation of individual cardholder privileges. Departmental Travel Card privileges may also be revoked for the following reasons:

- Failure to notify the Program Coordinator of employee terminations requiring card cancellations.
- Multiple departmental notifications for insufficient budgets.
- Non-compliance with State and TAMU-SA purchasing procedures.
- Incomplete monthly reconciliations and unauthorized purchases

IV. KEY PROGRAM CONTACTS

Program Administrator: Rick Trefzer
210-784-2002

Program Coordinator: J.J. McQuade
210-784-2030

Billing & Reconciliation - Questions: Betty Ponce
210-784-2010