



TEXAS A&M UNIVERSITY
SAN ANTONIO

Travel Card Policies & Procedures

CARDHOLDER GUIDE

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Office of Procurement Services

(210)784-2067

Texas A&M University–San Antonio
Travel Card Policies and Procedures
CARDHOLDER GUIDELINES

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I. OVERVIEW

A. Designation

The travel card program is comprised of the Citibank travel credit card for business to supplier transactions that allow the purchase of services directly from vendors. The program is designed to delegate authority to cardholders to establish a more efficient, cost-effective method for departments to purchase travel arrangements. All travel purchases must be made within the Texas A&M University System policies and regulations, Texas A&M University-San Antonio policies and procedures, and the laws of the State of Texas.

B. Purpose

The program is a fast and flexible purchasing method for processing travel expenses from vendors who accept credit cards for payment. The purpose of the travel program is to establish a more efficient, cost-effective method for executing delegated purchases. If used to its potential, the program will result in a significant reduction in the time wasted between destinations, creation of purchase orders, and reduction in related documentation including checks and prompt pay interest. The travel card can be used with any supplier that accepts MasterCard as a form of payment.

The program is designed to delegate purchasing authority for the purpose of permitting employees to travel to promote University goals and objectives. The travel card enables cardholders to purchase travel arrangements, reservations and accommodations priced below their delegated purchasing authority directly from vendors without issuing a purchase order. Individuals who are assigned a travel

card must attend travel card program training prior to issuance and all purchases must comply with University policies, System regulations and applicable state statutes and laws.

C. Contractual Obligations

TPASS (Texas Procurement and Support Services) contracts with CITI Bank to provide charge card services for state agencies, universities and eligible State of Texas CO-OP entities. Texas A&M-San Antonio utilizes the State of Texas contract for travel card services and complies with all mandated contractual terms and conditions.

D. Agreements

This Travel Card Policies and Procedures Guidelines standardizes procedures and processes that cardholders are responsible for reading carefully to acquire gainful knowledge of its rules and regulations. Your signature on the Travel Cardholder Agreement certifies that you understand the intent of the program and agree to follow the established guidelines.

E. Cardholder Responsibility

It is the cardholder's responsibility to review and adhere to the following travel rules and procedures:

- *Your* travel card is issued in your name.
- *You* are prohibited from using the travel card for personal use.
- *You* are the only individual authorized to make purchases on your travel card.
- *You* are responsible for securing the card and for all transactions made with it.

- *You* must follow the established guidelines for using the card or face corrective disciplinary action, up to and including termination.
- *You* can use the travel card with vendors who accept Master Card. Card purchases can be made in-person, using the internet and by telephone.
- *You* are not authorized to exceed the assigned monthly credit limit of the travel card. Temporary credit card limits can be increased if approved by your supervisor.
- *You*, the cardholder, are responsible for reconciling credit card charges on Concur. Reconciliation of monthly card activity is required to ensure all charges are accurate.
- *You* are required to allocate Concur account expenses to complete and submit reconciliation reports for approval by the due date of each month as communicated in monthly emails from the program administrator.
- *You* are not authorized to avoid or bypass travel rules or payment procedures. This program is designed to complement existing processes.
- *You* must complete TrainTraq training prior to the issuance of a travel card or use of reconciliation software.
- *You*, the cardholder, and account supervisors must attend routine training sessions for travel policy, appropriate card uses and online allocation procedures. Training records are tracked and maintained by TrainTraq.
- *You* must ensure that department account funds are available to cover intended expenses prior to making any purchases.

- *You* are permitted to assign delegates for the purpose of allowing them to allocate monthly charges and prepare monthly expense reports on the cardholder's behalf; however, the cardholder is ultimately held responsible for meeting submission deadlines and making necessary edits for completion. Cardholders are recommended to assign at least one delegate in the event of an emergency.
- *You* and the department head are both responsible for immediately notifying the program administrator of an employee's separation. Travel cards must be cancelled and returned to the program administrator immediately upon separation or termination from University employment.
- *You* are responsible for notifying the program administrator when transferring to another department within the University. The program administrator makes appropriate bank changes and updates cardholders department information.
- *You* and/or the department head must notify the program administrator in the event a department or employee no longer has a need or is found to no longer have a need for a travel card. The cardholder must submit current monthly and annual reconciliation to the program administrator.

II. GENERAL INFORMATION

A. Authorized Designee(s)

1. Program Administrator

The program administrator was designated by Texas A&M-San Antonio to answer questions, address credit card issues and administer the program. The

administrator is knowledgeable on all procedures outlined in the travel card program guidelines.

2. Program Coordinator

The program coordinator is charged with maintaining documentation for travel card activities within the University. Coordinators are knowledgeable about the program, the guidelines and administrating guidance. Cardholders should first contact the coordinator to answer questions related to the program or resolve potential problems. The coordinator may refer questions to the program administrator when necessary.

3. Division Head or Delegated Representative

The division head or delegated representative is responsible for designating cardholders and approving monthly reconciliation reports to ensure compliance within Texas A&M-San Antonio policy. The division head or delegated representative may also assist in assigning cardholder limits and establishing stronger departmental regulations if deemed necessary. The representative may designate another employee to allocate transactions to appropriate expenditure codes in Concur and assigns transactions to expense reports.

A travel card transaction report is emailed for weekly-unassigned, non-submitted or pending charges greater than sixty-days to assist in monitoring. Division head or delegated representative designates personnel to cardholder account to allocate and submit travel expense reports in Concur for a “reasonable amount of time” according to the IRS Accountable Plan. Annual

review of all card dollar limits is the responsibility of the representative according to usage of the card, and cancels cards based on non-usage. The representative's responsibility is to ensure sufficient travel funds availability and expenditures align with University business purposes only. The department/division head must immediately notify the travel program administrator of discrepancies to determine an appropriate action.

4. Cardholder

The cardholder is designated by the Division Head or Delegated Representative to utilize the travel card to purchase services.

The cardholder is responsible for:

- following all University travel procedures, rules and guidelines;
- submitting a travel request to gain departmental approval before trip departure date;
- selecting and purchasing services according to travel guidelines;
- uploading itemized receipts for travel related purchases to Concur;
- purchasing travel services within delegated dollar limits;
- attending and completing required travel training;
- safe keeping and securing the travel card and the cards information;
- reviewing and monitoring accounts regularly for fraud and compliance;
- allocating Concur transactions monthly;
- adhering to the IRS accountability plan by submitting expense reports for approval within 90 days of trip end date;

- document meals consumed on approved travel occurrences on the Travel Card Business Meal form (5W's) found on the procurement website;
- attach agenda's, list of participants, original itemized receipts, statement of purpose, and department approvals.
- submitting monthly Concur expense reports in a timely manner; and
- maintaining Concur expense reports and itemized receipts.

5. Employees Spouse

As stated in the Disbursement of Funds Guidelines travel expenses for an employee's spouse is prohibited unless the following conditions are met:

- it can be adequately shown that the spouse's presence is essential;
- the spouse's presence is beneficial;
- written approval is obtained by the President of A&M-San Antonio in advance of the expense taking place; and
- the procurement coordinator is notified.

B. Card Controls

1. Credit Limits

Travel cards are assigned monthly cardholder spending limits of \$5,000 for staff members and \$1,300 for faculty. The program administrator establishes travel card limits which may vary for each cardholder. Contact the program coordinator for questions regarding travel card limits. Changing an initial setup of a cardholder's monthly credit limit entails department/division head approval before submitting requests in writing by mail or email to the program

administrator. A request for card credit limit increase must notate if the change is permanent or temporary.

C. Card Maintenance

1. Itemized Receipts

Cardholders must submit a travel request with an estimate of expenses in Concur for approval before travel date occurs. Itemized receipts are maintained and submitted through Concur. Acceptable forms of itemized receipts extend to computer-screen prints for secure online internet orders only if a vendor is unable to provide an original itemized receipt.

This information is retained in the department for audit purposes and is the University's official record for transactions. Cardholders will account for all trip expenses within 90 days of the travel end date. Failure to reconcile expenses will cause charges to be posted and reported as employee taxable income resulting in card suspension. Cardholders should download [SAP.Concur APPSonGooglePlay](#) for iPhone, iPad or cell phone app store to allow cardholders ease of uploading and saving receipts to minimize loss.

2. Monthly Email Reminder

At the end of each billing cycle, a monthly email reminder will be sent out stating: "This is a reminder that the travel card billing cycle closes at month end." Your Concur expense report must be submitted and completed routing by estimated date given by the program administrator. The cardholder is ultimately responsible for verifying that all travel card requirements are

submitted timely and correctly even though a delegate may prepare the cardholders monthly expense reports.

D. Sales and Use Tax

Texas A&M-San Antonio is a tax-exempt State of Texas agency. The travel card identifiers recognize A&M-San Antonio as being tax exempt within the State of Texas borders. Cardholders must carry and present the Universities hotel tax exemption certificate and sales tax exemption certificate whenever the travel card is used inside the State of Texas for lodging, car rental, and transportation incidentals.

- Cardholders are required to click “pay at check-in” when booking lodging/hotel stays on Concur to allow travelers to present tax exemption certificate.
- If sales tax is charged in error, notify the vendor to immediately credit the travel card for the sales tax portion.
- Attach the credit receipt to the expense report submitted in Concur to reflect that no sales tax was paid. Initial expense and credit should be on the same account and expense code as the items purchased.
- Cardholders must contact the program coordinator immediately if vendor refuses to refund sales tax.
- Cardholders must itemize the expense and mark the sales tax portion as an “*Unallowed*” expense in Concur. When creating the itemization in Concur for the sales tax, use the same account and expense type as the items purchased. The unallowed portion will be collected from the *employee*. An invoice is

distributed to the employee for payment of the unallowed expense as an accounts receivable collection.

E. Card Security

The cardholder is responsible for securing the card and the card information. The card must be treated with the same level of care as the cardholder would use with his or her own personal charge cards. Guard the card account number carefully to minimize theft and fraud. It should not be posted in a work area or left in a conspicuous place and should be kept in an accessible but secure location under lock and key. Maintain a front and back copy of the card in case of theft or loss in a similar secure location but store it in a separate file.

F. Employee Separation

The travel card must be returned to the program administrator or coordinator upon the cardholder's separation for immediate cancellation. Cardholders must allocate Concur charges, process expense reports and submitted reconciliation to the program administrator upon separation of an active employee. Departments must submit a request to the program administrator when assigning delegates in lieu of the cardholder for processing separation reconciliations.

G. Lost or Stolen Cards

Lost or stolen cards must be immediately reported to Citi Customer Service at (800) 248-4553. Cardholders must notify the program coordinator, program administrator and department/division head after contacting Citibank. Prompt action is necessary to minimize the University's and department's liability for fraudulent use of the card. Contacting Citibank for immediate suspension of the

card is imperative because departments are responsible for all charges until cancellation is completed.

III. PROCEDURES

A. Obtaining a Card

1. Application

- a. Click [Procurement-Forms](#) link to be directed to the procurement website.
- b. Click [Cardholder Application](#) to fill out information on procurement webpage: on the Request Cards webpage complete required travel card training for [TrainTraq 2114301](#) and save certificate. Travel card training is approximately one-hour.
- c. Clicking *Next* redirects page to request a travel card by completing the application. This application provides information about the potential cardholder, the budgeted FAMIS account for default payment, the division head or delegated representative's approval, and subsequent designation of cardholders delegated purchasing authority.
- d. Clicking *Submit* generates a JIRA travel card request to route for approvals. The program coordinator monitors JIRA travel card request to department reviewer and division VP/provost approval.
- e. The program coordinator will generate a Citibank profile to authorize card issuance.
- f. Allow a *10-day* grace period for travel card applicant processing to be completed. Contact the program coordinator for card processing status after the *10-day* grace period.

2. Issuance

The Program Coordinator will:

- a. obtain cardholder signature on the Travel Cardholder Agreement to acknowledge compliance and responsibility;
- b. email a copy of the Travel Cardholder Agreement to the cardholder as a reminder to adhere to A&M-San Antonio compliance requirements;
- c. administer Concur application training to make travel reservations, certify expenses, reconcile charges, and access training tools;
- d. distribute the Travel Card Policies and Procedures Guidelines to the cardholder by email as a required reading reference of policy and procedures; and
- e. dispense Citibank travel card to the cardholder in person.

B. About the Card

The travel card will be issued in the cardholder's name with the appropriate member seal and display the words ***"For Official Use Only."*** This card is used for Texas A&M-San Antonio business purposes only and may not be used for personal transactions.

It is important to understand that you are personally liable, responsible and accountable for the travel card and card transactions.

Important Note:

- The travel card is linked to the department's operating account.
- Charges can be reallocated to different departmental accounts.
- Object codes can be changed to reflect actual usage.

C. Activation

The cardholder must activate the travel card before using it by contacting Citibank to establish a four-digit personal identification Number (PIN). Cardholders are required to create a Concur profile using the University Identification Number (UIN) assigned by Human Resources in the employee's new hire packet. Upon receipt, sign the back of the card and keep it in a secure location, under lock and key. Maintain a copy of the front and back of the card in that same secure location as a reference if the card is stolen or lost.

D. Procurement Principals

1. General Information

As a State of Texas Institution, we are bound by state, local and federal policies, and laws. All purchases must be in accordance with the laws of the State of Texas, A&M System and Texas A&M-San Antonio travel procedures. The cardholder is responsible for compliance and strict adherence to all travel guidelines within their departmental delegated authority.

University faculty, staff, and student representatives must promote and encourage positive interactions with suppliers by conducting business in a professional and ethical manner. Respect, honesty and courtesy are essential ingredients that University representatives are required to embody in all aspects of a buyer and supplier relationship.

Required Purchasing Process:

- a. Determine if the transaction is an acceptable purchase.
- b. Determine if the anticipated purchase is within cardholder's spending limit.

- c. Identify a potential vendor to verify if status is in good standing with the State of Texas taxpayer by visiting [Texas Comptroller of Public Accounts- Purchasing, Franchise Tax Account Status \(texas.gov\)](#), and [Sales Taxpayer Search - Sales Taxpayer Search \(state.tx.us\)](#).
- d. Cardholders are authorized to make vendor purchases by phone, in-person or a secure online webpage.
- e. Confirm pricing, freight charges and miscellaneous fees.
- f. Request itemized quote or proposal that lists total price of product, services, shipping and fees.
- g. Travel meals are permitted on all account types except on state accounts which starts with 1xxxxx.
- h. Complete a “Document in Lieu of Missing Receipt” form, obtain supervisor approval and attach to expense report for missing receipts if vendor is unable to replace. Due diligence must be made by the cardholder to contact a vendor to request replacement of an original receipt with duplicate.

2. Acceptable Purchases

- Airline Tickets
- Business Meals w/5W’s form
- Lodging Accommodations (must book as “pay at check-in”)
- Rental Vehicles (Cars, Trucks, SUV’s, etc.)
- Rentals
- Transportation (bus, shuttle, ride share, taxicab, train tickets, etc.)
- Travel Incidentals

3. Unacceptable Purchases

- 1099 Reportable Services
- Alcohol
- Animals
- Capital Equipment
- Cash Advances
- Computer Hardware
- Computer Software
- Consulting Services
- Controlled Equipment (codes 5775-5799)
- Controlled Materials
- Entertainment (media, video, event tickets, etc.)
- Florist (local account only)
- Food (exception if account allows-IRS 5W's)
- Fuel for State Owned Vehicles
- Hazardous Materials
- Items for Personal Use
- Janitorial Supplies
- Money Orders
- Office Supplies
- Postage
- Printing Services (over > \$2,000; contact procurement)
- Radioactive Materials

- Refunds
 - Services by Partnership
 - Services by Sole Proprietor
 - Social Club Dues
 - Subscription Services
 - Transportation & Related Expenses for Staff
 - Travel & Related Expenses for Staff
 - Tuition & Fees
4. Restricted Purchases
- Alcohol (requires University President approval on allowable accounts only)
- Food (allowed accounts: include IRSs and 5W's)
- Florist (local accounts only)
- Promotional products (requires MARCOM approval)

E. Receiving Goods and Services

It is your responsibility to ensure an accurate receipt of services and to resolve vendor discrepancies and/or disputes. A copy of the charge slip, sales receipt or other information related to the purchase must be retained.

F. Reconciliation Stipulation

Cardholders are required to reconcile travel card activity to a Concur expense report upon receipt of the monthly email from the program administrator. The monthly email notifies cardholders when the billing cycle ends, which reflects all card charges from the previous month. The Concur expense report must be approved by the cardholder and supervisor before submitting to the program

coordinator, which is part of the reconciliation process. Cardholders should download [SAP.Concur APPSonGooglePlay](#) for iPhone, iPad or cell phone app store to allow cardholders ease of uploading and saving receipts to minimize loss.

Retain Concur expense report documentation:

- All purchase that applies to travel card transactions
- Itemized receipts
- Related information or correspondence
- Screen prints for online orders if original receipt is missing or unavailable

It is the cardholder's responsibility to identify, resolve and investigate all discrepancies promptly. Contact Citibank Customer Service at (800) 248-4553 to dispute charges if the cardholder or department is unsuccessful in resolving discrepancies with the supplier or a suspicion of fraud is present. Documentation of any action taken to resolve a discrepancy must be recorded and retained with the expense report.

IV. ALLOCATION

All cardholders are required to allocate transactions card activity monthly.

Cardholders are required to maintain a record of itemized receipts, attendee lists, airline tickets, transportation receipts and orders placed on the travel card.

Acceptable forms of itemized receipts extend to computer-screen prints for secure online internet orders only if a vendor is unable to provide an itemized receipt.

Itemized receipts and other supporting documentation must be uploaded to Concur for expense report processing. Cardholders are required to submit Concur online

allocation expense reports by the end of each month. This allocation should reflect all items during the date range of the beginning to the end of the previous month.

A. Audit

Cardholders are required to submit reconciliation reports to the Office of Procurement Services by the required deadline with supporting documentation after obtaining department manager approval. The report will be retained as part of the Universities official records in accordance with the Texas A&M-San Antonio record retention schedule. Travel card records are subject to audit by the program administrator, internal auditor, the State Comptroller, and other external entities (i.e., state auditor, federal auditor, and public accounting offices). Reports are retained by departments as support for transactions processed against FAMIS accounts. The Office of Procurement Services is required to randomly audit reconciliation records for accuracy and compliance monthly.

B. Citibank Summary Billing

Citibank summary billing for Texas A&M-San Antonio outlines a list of all transactions made by each cardholder during the period. The Accounting Department will pay summary billing in full each month. The payment cycle ends on the third of each month and payment must be made within 30 days to Citibank. Merchants and vendors are paid by Citibank within 24 to 48 hours of order placement or merchandise pickup.

C. Credit Reporting

The travel card program does not affect your credit rating in any way. The cardholder is not responsible for payment. The card program is limited to Texas

A&M-San Antonio corporate and individual liability because the activity on the card is reported on the organization's credit report. Corporate card account activity in outstanding balance and payments is reported on the University's credit report.

D. Reimbursements, Credits, Disputes & Unresolved Charges

Cardholders are required to first resolve transaction or purchasing issues directly with vendors. Cardholder responsibility to conduct routine monitoring of card activity is vital to ensure the account and expense report is properly annotated for reimbursements, credits, disputes and unresolved charges.

- *Reimbursements:* Cardholders must contact the vendor to obtain instructions for reimbursement of purchases and document occurrences on the monthly expense report.
- *Credits:* Reimbursements appear as a credit line item in the following month's credit card activity. All expected credits must be documented on the monthly expense report.
- *Disputes:* Cardholders are required to contact vendors immediately upon identifying a transaction discrepancy to resolve the problem directly. All supporting documentation must be attached to the expense report.
- *Unresolved Charges:* If a cardholder cannot resolve a disputed item directly with the vendor, the cardholder should immediately contact the program administrator. The administrator contacts Citibank to place the charge in a "Statement of Dispute" status so the account may be given a provisional credit until the vendor presents documentation to support the transaction. If the

documentation appears to be in order, the transaction is 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 immediately blocked by Citibank. Provisional credits remain in effect to allow an investigation to be completed. A new card may be reissued to the cardholder depending on the investigation findings. If it is later determined that the charge is legitimate, the transaction will then post to the new account. The program administrator assists the cardholder with dispute resolution efforts.

E. Surrendering Cards

Cardholders are required to surrender travel cards to the department head or program administrator for immediate card cancellation prior to an employee's separation or termination date. Departmental and individual card privileges may be revoked for the following reasons:

- Non-compliance of the procedures outlined in the Travel Card Policies and Procedures Guidelines.
- Failure to notify the program administrator of employee separations or terminations.
- Reoccurring department budget notifications of insufficient funds.
- Non-compliance with state, federal, Texas A&M University System and Texas A&M-San Antonio purchasing policy and procedures.

F. Compliance

This section standardizes protocol for discouraging non-compliance of purchasing

responsibilities, suspensions, cancellations, card replacements and restricted cardholders. Adhering to travel program policies and procedures is critical to internal controls within the Business Affairs Division for the purpose of providing accurate budget data to account managers.

1. Cardholder Responsibility

Cardholders are required to:

- a. verify Citibank credit card statement of charges against Concur record of transactions with itemized receipts monthly;
- b. submit the monthly reconciliation findings timely;
- c. submit reconciliation with supporting documentation to the Procurement Department for monthly review of compliance; and
- d. verify that supporting documentation is included but is not limited to itemized receipts, contracts, agreements, communication correspondence, attendee lists and meeting agendas.

2. Suspension or Cancellation of Card Privileges

Occurrence of cardholder reconciliation relates to but is not limited to late reconciliation reports, missing or inadequate receipts, missing signature on receipt(s) and sales-tax charges.

- a. *First* occurrence of cardholder reconciliation non-compliance consequently places the card on an inactive status. The card will remain inactive until reconciliation is received by the Office of Procurement Services.

Notification that the card has been placed on an inactivate status will be

sent to the cardholder, immediate supervisor, and division head of the cardholder.

- b. *Second* occurrence of cardholder reconciliation non-compliance consequently places the card on an inactive status for *one* month. Notification that the card has been placed on an inactivate status will be sent to the cardholder, immediate supervisor and division head of the cardholder.
- c. *Third* occurrence of cardholder reconciliation non-compliance consequently places the card on an inactive status for *three* months. Notification that the card has been placed on an inactivate status will be sent to the cardholder, immediate supervisor and division head of the cardholder. Reactivation occurs after completion of the *three*-month inactivation period and the following stipulations:
- The cardholder is required to attend travel card training.
 - The cardholder and reporting supervisor must meet with the Assistant VP for Financial Services to discuss steps the department will take to prevent future violations.
- d. *Fourth* occurrence of cardholder reconciliation non-compliance consequently places the card on an inactive status for *six* months. Notification that the card has been placed on an inactivate status will be sent to the cardholder, immediate supervisor and division head of the cardholder.

Reactivation occurs after completion of the *six*-month inactivation period and the following stipulations:

- The cardholder is required to attend travel card training.
- The cardholder and reporting supervisor must meet with the assistant VP for financial services to discuss steps the department will take to prevent future violations.

3. Card Replacement

Travel cards are replaced on an annual basis of 30-days prior to expiration date. The Office of Procurement Services provides continuous compliance monitoring for violations of all issued cards. Cardholders will not receive a new card, or a reactivation approval until the terms of the violation(s) lapse once a cardholder's account is rendered inactive or cancelled due to a violation at which time the new card year begins.

4. Restricted Cardholders

Restricted cardholders are prohibited from making purchases until regulations are lifted. Departments are required to redirect purchasing responsibilities to another cardholder within the department/division or process requisitions.

V. KEY PROGRAM CONTACTS

The Office of Procurement Services

procurement@tamusa.edu

(210) 784-2067

VI. DEFINITIONS

Travel Status

When an employee conducts pre-approved University business off-campus and out of town. Employees must obtain an approved travel request to travel outside their assigned work location and be eligible for travel reimbursement of expenses.

Travel Request

Employees must submit a travel request for each trip prior to travel dates. Travel Requests include departmental approvals for expenditure costs above the state contract rate and foreign travel.

Arrangements/Reservations

Selection of travel services such as airfare, overnight lodging, car rentals, taxi cabs and incidentals in Concur.

Business Meal

Meals consumed on approved travel occurrences must use Travel Card Business Meal form (5W's) on procurement website.

Travel Accommodations

means to facilitate reservations or accommodations of tickets for domestic or foreign travel by air, rail, ship, taxi, bus or other means of transportation, hotel or lodging for the purpose of advancing University goals and objectives.