Travel Card Policies and Procedures
<table>
<thead>
<tr>
<th>Section I: GENERAL INFORMATION</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section II: APPLYING FOR A TRAVEL CARD</td>
<td>5</td>
</tr>
<tr>
<td>Section III: USING THE TRAVEL CARD</td>
<td>6</td>
</tr>
<tr>
<td>How to Use the Travel Card</td>
<td>6</td>
</tr>
<tr>
<td>Prohibited Uses of the Travel Card</td>
<td>6</td>
</tr>
<tr>
<td>Section IV: RESPONSIBILITIES</td>
<td>7</td>
</tr>
<tr>
<td>Responsibilities of the Cardholder</td>
<td>7</td>
</tr>
<tr>
<td>Responsibilities of the Department Travel Card Administrator</td>
<td>7</td>
</tr>
<tr>
<td>Responsibilities of the Approving Official</td>
<td>7</td>
</tr>
<tr>
<td>Section V: PROCEDURES</td>
<td>8</td>
</tr>
<tr>
<td>Documentation of Purchases</td>
<td>8</td>
</tr>
<tr>
<td>Monthly Reconciliation Process in PeopleSoft</td>
<td>9</td>
</tr>
<tr>
<td>Filling Out and Submitting a Travel Claim</td>
<td>12</td>
</tr>
<tr>
<td>Reporting Fraud and Disputing Charges</td>
<td>18</td>
</tr>
<tr>
<td>Lost or Stolen Cards</td>
<td>19</td>
</tr>
<tr>
<td>Revising Card Account Information</td>
<td>19</td>
</tr>
<tr>
<td>Terminating Travel Card Account</td>
<td>19</td>
</tr>
<tr>
<td>Section IV: REFERENCES</td>
<td>20</td>
</tr>
</tbody>
</table>
Section I: GENERAL INFORMATION

The Travel Card offers a quick and reliable way to pay for travel and offers the same conveniences as a personal credit card. It eliminates the need to pay for travel personally and then seek reimbursement. If you have a Travel Card, it should be the primary form of payment for travel expenses.

The Travel Card is not intended to avoid or circumvent applicable travel policies and procedures. It is the responsibility of the individual spending funds on official University business travel and the approving official approving the use of such funds to be aware of and follow the policies and procedures in effect at the time of travel.

A Travel Card is a privilege that can be revoked in cases of non-compliance to policies and procedures.

There are two types of Travel Cards: an Individual Travel Card and a Department Travel Card. The Department Travel Card is issued to a department and assigned up to two Department Travel Card Administrators responsible for the use of the card. The policies and procedures are the same for both types of cards, unless specifically noted.

CSU Travel Policy can be found at: https://afd.calpoly.edu/fiscalservices

It is expected that individuals traveling on official University business will take all steps to minimize risk to themselves and the University. This includes utilizing safe transportation and lodging options and acquiring appropriate insurance coverage when necessary.
Section II: APPLYING FOR A TRAVEL CARD

1. Select an Approving Official.

An Approving Official is defined as an employee with a classification of MPP, Department Head, Department Chair or Confidential Employee. An Approving Official will review and authorize the cardholder’s travel charges each month and should be at least one level above the cardholder. A cardholder cannot approve their own charges.

An Approving Official for a Department Travel Card cannot be the same person as the Department Travel Card Administrator. This separation of duties is necessary for fiscal accountability.

2. Determine a Monthly Spending Limit.

The cardholder’s Approving Official and/or Department Budget Analyst will help determine the monthly spending limit for a cardholder. The monthly spending limit should be set to accommodate travel needs.

3. Determine a Default Chart of Accounts.

One set of chart fields must be requested as the default for the Travel Card. Typically, the Administrative Coordinator or Budget Analyst of the department will know what chart fields to use. All travel expenses paid using the Travel Card will be charged to this default chart of accounts, unless they are changed in PeopleSoft Financials during the reconciliation period. Refer to the ProCard and Travel Card Calendar on our website for the billing cycle dates.

4. Complete an Application and have it signed by the cardholder and Approving Official.

5. Training.

A newly requested Travel Card will arrive at the Procurement Services office. The Travel Card Program Administrator will then contact the cardholder regarding training. A training session is mandatory for all cardholders, and must occur before the card is released to the cardholder. The cardholder must sign the Cardholder’s Agreement.

Existing cardholders may be required to retrain, if deemed necessary by the Travel Card Program Administrator.

6. Activation.

The card will decline if it is not activated prior to use. To activate the Travel Card, call the US Bank customer service number (800) 344-5696. If calling from a campus phone, after the system answers press 9 to activate the tone sender.

- Enter 16-digit US Bank credit card account number.
- Enter Cal Poly’s zip code 93407.
- Press “1”.
- Enter the last four (4) digits of Cal Poly’s generic social security number, “9999”.
- Enter business phone number provided upon application.
- Press “1”.

Sign the back of your card.

Section III: USING THE TRAVEL CARD

How to Use the Travel Card

1. Activate your card.
2. Complete a Travel 1a Pre-Approval Form before you travel (link?).
3. Follow CSU Travel Policy for all charges to the card.
4. Keep all receipts, whether the purchase is made by phone, in person, or online.
5. Reconcile charges in PeopleSoft Financials before the reconciliation due date, updating chart fields if necessary.
6. Fill out the Travel Claim Form within 10 days of the end of a trip.
7. Include a Hospitality Form with the Travel Claim Form, if incurring hospitality expenses (which are allowed on the Travel Card) while on travel.
8. Submit Travel Claim Form and all backup documentation as required.

Prohibited Uses of the Travel Card

1. Expenses not related to Cal Poly approved business travel.
2. Personal Purchases. The Travel Card is only for allowable University purchases, therefore all unapproved charges incurred with the Travel Card will require reimbursement to the University through the Cashiers Office. Attach the payment receipt from the Cashiers Office for your reimbursement and a letter of explanation to the Travel Claim Form. If excessive instances of personal purchases occur, your card may be revoked for misuse.
3. Alcoholic Beverages for personal consumption (exception: fundraising activities charged to a fund that allows alcoholic beverages).

The University assumes no financial responsibility for expenditures incurred by individuals who fail to adhere to policy.
Section IV: RESPONSIBILITIES

Cardholders and Department Travel Card Administrators are responsible for ensuring the Travel Card is used in accordance with the policies outlined in this manual and that all charges are in compliance with CSU Travel Policy.

Responsibilities of the Cardholder

1. Completing mandatory training (or retraining, if deemed necessary by the Travel Card Program Administrator) and signing Cardholder’s Agreement before Travel Card is issued.
2. Registering the card on the US Bank website and closely monitoring spending limits, transactions and balance.
3. Security of the Travel Card. If kept in a personal office, it should be stored out of sight, and preferably in a location that can be locked when not in use.
4. Appropriate use and compliance with the Cal Poly Travel Card Policies and Procedures and the CSU Travel Policy.
6. Timely reconciliation of the Travel Card in PeopleSoft Financials. Refer to the ProCard and Travel Card Calendar on our website for the statement due dates.
7. Making necessary arrangements prior to any absences to ensure the statements are still reconciled on time regardless of the cardholder’s personal schedule or sick leave.
8. Filling out a Travel Card Revision Form if changes need to be made to the cardholder’s information originally provided in the Application form.
9. Reporting fraud to the US Bank and disputing charges.

Responsibilities of the Department Travel Card Administrator

1. All of the responsibilities of Individual Travel Cardholders apply to Department Travel Card Administrators.
2. Ensuring all persons using the Department Travel Card have read and agree with the Travel Card Policies and Procedures.
3. Ensuring all persons using the Department Travel Card charge and document all purchases, and handle the card in compliance with the all Travel Card Policies and Procedures.
4. Keeping record of employees who use the Travel Card. This list is to be made available to Procurement Services and Payment Services staff upon request.

Any staff or faculty involved with the preparation of procurement card reconciliations should be familiar with the Travel Card and procurement policies. They may request training from the Travel Card Program Administrator.

Responsibilities of the Approving Official

1. Reviewing all transactions and certifying they are all appropriate bona fide business expenses and are made in accordance with policy.
2. Ensuring adequate transaction documentation exists specified in the Travel Card Policies and Procedures (such as Hospitality Forms and receipts when required).

3. Identifying possible violations of assigned cardholder(s) and taking appropriate action if violations are found. In cases of violations, the Travel Card Program Administrator must be notified.

4. Notifying the Travel Card Program Administrator when their assigned employee no longer has a Travel Card, has left the University, or changed departments.

5. Delegation of authority is put in writing prior to any absences in order to ensure the Travel Card reconciliation and approval process takes place regardless of the Approving Official’s personal schedule or sick leave. Cardholders must attach the written delegation of authority to their statements, if a delegated Approving Official is temporarily approving their Travel Card purchases.

6. Ensuring the Travel Card has not been used for prohibited purchases.

7. The charges as shown on the PeopleSoft Financials statement have the correct chart of accounts, all receipts and supporting documentation are attached to the statements.

Approving Officials may be required to retrain, and/or the cards of their subordinates blocked if the established policies and procedures are not followed.

Section V: PROCEDURES

Documentation of Purchases

Documentation of purchases is required regardless of whether the purchases were made in person, over the phone, online, or by any other means. The Cardholder must have an itemized receipt with:

1. Description of purchases
2. Name of vendor
3. Price
4. Amount of sales tax
5. Total amount

All hospitality charges require a completed Hospitality Form to be submitted. All additional documentation must be attached to the Travel Claim Forms and submitted to Payments Services within ten (10) days after completion of travel.

If receipts are lost, and duplicate copies cannot be obtained from the vendor, the cardholder is responsible for filling out a Lost Receipt Form for the transactions missing documentation.

Note: cardholders are not required to print the reconciled Travel Card statement from PeopleSoft Financials. All supporting documentation of purchases must be attached to the Travel Claim Form.
Monthly Reconciliation Process in PeopleSoft

The billing cycle closes on the 15th of the month. The following day (unless it falls on a weekend or holiday), Travel Card transactions will be loaded into PeopleSoft Financials in the CSU ProCard Card module.

A reminder will be sent via email to reconcile your statement. Cardholders have 10-12 calendar days to complete the monthly reconciliation process in PeopleSoft Financials. For the exact due dates for submission refer to the ProCard and Travel Card Calendar on our website. Once the due date has passed, no changes can be made to the statement, and the chart fields cannot be updated. Past statements can be reviewed in PeopleSoft Financials - Completed Inquiry.

Note: The cardholders should make arrangements for someone in their department to complete the reconciliation process if the cardholder is out of the office during the reconciliation period. The Approving Official should provide written delegation of authority to sign the Travel Claim Form on their behalf during their absence. This delegation letter must be included with your monthly statement.

HOW TO RECONCILE YOUR TRAVEL CARD


2. Go to Main Menu.

4. Enter last name and select Search.

ProCard Adjustment

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

<table>
<thead>
<tr>
<th>Business Unit:</th>
<th>begins with</th>
<th>SLCMP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin:</td>
<td>begins with</td>
<td></td>
</tr>
<tr>
<td>Invoice Date:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Name:</td>
<td>begins with</td>
<td></td>
</tr>
<tr>
<td>First Name:</td>
<td>begins with</td>
<td></td>
</tr>
<tr>
<td>Invoice Number:</td>
<td>begins with</td>
<td></td>
</tr>
<tr>
<td>Case Sensitive</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Search  Clear  Basic Search  Save Search Criteria  Main Content

5. Click View All. In the description field for each transaction, input the following information in the following order:
   a) The date range of the trip (i.e. “5/11/2017 – 7/11/2017”),
   b) Name of traveler,
   c) Type of charge (i.e. “breakfast”, “hotel”, “airfare”)

Make sure the vendor’s name and dollar amount for each transaction is correct. If the default chart fields need adjustment, make the necessary changes. If charges are
to be split by multiple chart fields, click “+” sign to add line and insert the additional chart field combination. Save.

Note: Unlike the ProCar reconciliation, cardholders are not required to print the reconciled Travel Card statement from PeopleSoft Financials. All supporting documentation of purchases must be attached to the Travel Claim Form.
Filling Out and Submitting a Travel Claim

Within 10 days of the end of the business trip, travel claims are to be submitted in lieu of Travel Card statements. The Travel Claim Form can be found in the ProCard section of the Procurement website.

An example of the filled out Travel Claim Form is below:
Follow this step by step guide to complete and submit a Travel Claim Form:
(Highlighted areas indicate required fields)

1. Refer to the CSU Travel Policy to ensure compliance before completing and submitting the Travel Claim Form.

2. Complete traveler card information portion of the claim form.

3. List all dates of travel on page 1.
4. Enter mileage and incidentals on page 1 (if applicable).

<table>
<thead>
<tr>
<th>Domestic</th>
<th>Foreign</th>
<th>Meals &amp; Lodging</th>
<th>Domestic</th>
<th>Private Car Use</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5.35</td>
</tr>
</tbody>
</table>

5. Itemize all other expenses (meals, lodging, airfare, miscellaneous expenses, etc.) on page 2. Be sure to select the correct method of payment and enter a detailed description for each expense. All expenses entered on page 2 will auto-populate on page 1. Double check transaction history on the bank website to make sure all charges related to the trip are included on the travel claim.

6. Enter chart field(s) to which any reimbursement is to be charged. Chart field must be entered even on $0 reimbursement claims. Please note: chart field strings are required for reimbursable expenses only.

7. Attach all required backup per CSU Travel Policy. For example: airfare receipts, Enterprise car rental receipts, and receipts over $40.00.

8. Obtain traveler’s and Approving Official’s signatures.

9. Submit an approved Travel Claim Form and all backup documentation in PDF format to sbs-payment@calpoly.edu.
Note: domestic lodging and airfare will only populate values in appropriate columns if they were personal expenses paid out of pocket by the traveler. Travel Card charges, like Giselle’s or Enterprise charges, are grouped together in a section “Expenses paid by Cal Poly”. In the example above, Susie Q is requesting to be reimbursed $69.70 for this trip.

Registering Your Card on US Bank Website

Becoming a registered user on the US Bank website will allow you to:

- View your previous and pending transactions
- View the monthly credit limit
- View your available credit and account balance
- View your statements
- Dispute charges

If you need help navigating the US Bank website or you forgot your user ID or password, call Access Online Support line (877) 887-9260.

HOW TO REGISTER YOUR TRAVEL CARD WITH US BANK:

Go to access.usbank.com and click on the “Register Online” link.
1. In “Organization Short Name” field enter CSUCA.
2. In “Account Number” field enter 16 digit credit card number. Indicate month and year of expiration.
3. Click on “Register This Account”.

4. Scroll down. Click on “I Accept”. 
5. Complete all the fields with the asterisk symbol "*". Click Continue.
**Travel Card Violations and Correction Procedures**

Misuse of the Travel Card as outlined in the Travel Card Policies and Procedures, or failure to follow the established protocol of timely submission of documentation are considered violations.

If a cardholder incurs three (3) violations within a fiscal year, the Travel Card Program Administrator will temporarily deactivate the cardholder’s Travel Card until retraining is completed. A recurring pattern of violations even after retraining will result in the Travel Card being revoked. Departments are encouraged to develop internal policies and protocol to ensure violations do not occur.

For violations on a Department Travel Card, both the Department Travel Card Administrator(s) and the Approving Official may be required to retrain, and the Department Card may be revoked.

**Reporting Fraud and Disputing Charges**

**FRAUD**

If there are fraudulent charges on your Travel Card, call the Fraud Prevention line at US Bank (800) 523-9078. Be ready to verify your identity. Cardholder may be asked a security question selected upon registration or to verify the following information:

- Cardholder’s address (answer: 1 Grand Ave, San Luis Obispo, 93407)
- Cardholder’s phone number (answer: cardholder’s office phone number)
- Cardholder’s social security number (answer: 999-999-9999)
- Cardholder’s credit limit (answer: monthly credit limit on the card)

A new card will be issued by US Bank. Replacement cards will be mailed to the Procurement Services office. The Travel Card Program Administrator will notify the cardholder when card is ready to be picked up.

If a charge is fraudulent, write “Fraud” in the description field for the appropriate charge on the monthly statement in PeopleSoft.

**DISPUTING A CHARGE**

Cardholders and Department Travel Card Administrators are responsible for contacting US Bank Customer Service at (800) 344-5696 about questionable or disputed items no later than 60 days after the transaction appears on the statement. Cardholder will be asked to complete a Dispute Form. Once the dispute has been resolved, US Bank will notify the cardholder.

If an item is billed incorrectly, please write “Disputed” in the description field for the appropriate charge the month statement in PeopleSoft.
Lost or Stolen Cards

Report a lost or stolen Travel Card immediately by contacting US Bank Customer Service at (800) 344-5696 and also notifying the Travel Card Program Administrator.

When a card is reported lost or stolen, a new card will be issued and mailed to the Procurement Services office. The Travel Card Program Administrator will notify the cardholder when a replacement card is ready to be picked up.

Revising Card Account Information

If any of the information provided in the Application Form changes, the Revision Request Form must be filled out and sent to the Travel Card Program Administrator.

Terminating Travel Card Account

If a cardholder leaves the University, or wishes to cancel their Travel Card, they must return their Travel Card to Procurement Services or safely shred, and notify the Travel Card Program Administrator.
### Section IV: REFERENCES

<table>
<thead>
<tr>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ProCard website</strong></td>
<td><a href="https://afd.calpoly.edu/cprm/procurement/ProCard">https://afd.calpoly.edu/cprm/procurement/ProCard</a></td>
</tr>
<tr>
<td>(forms, tutorials and other resources)</td>
<td></td>
</tr>
<tr>
<td><strong>US Bank 24-Hour Customer Service</strong></td>
<td>(800) 344-5696</td>
</tr>
<tr>
<td><strong>US Bank Fraud Prevention Line</strong></td>
<td>(800) 523-9078</td>
</tr>
<tr>
<td><strong>US Bank Access Online Customer Support</strong></td>
<td>(877) 887-9260</td>
</tr>
<tr>
<td><strong>US Bank website</strong></td>
<td><a href="https://access.usbank.com/">https://access.usbank.com/</a></td>
</tr>
<tr>
<td>(view current balance, current and past transactions, credit limit, dispute a transaction)</td>
<td></td>
</tr>
<tr>
<td><strong>Travel Card Program Administrator</strong></td>
<td>Anya Knotts</td>
</tr>
<tr>
<td></td>
<td>6-5187</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:aknotts@calpoly.edu">aknotts@calpoly.edu</a></td>
</tr>
<tr>
<td></td>
<td>Administration Bldg. 1, Room 128</td>
</tr>
<tr>
<td><strong>Procurement Specialists and Payment Services Technicians assigned to Departments</strong></td>
<td><a href="https://afd.calpoly.edu/cprm/contact">https://afd.calpoly.edu/cprm/contact</a></td>
</tr>
</tbody>
</table>