



Program Guidelines

1.0 INTRODUCTION

The Departmental Travel Card is to be used for travel related expenses and is issued in the name of a University staff member in a department or area who will become the Departmental Travel Liaison. This individual should be responsible for obtaining copies of the Travel Authorization Forms from the travelers and making airline reservations and processing the payments or all registration fees. This individual will be responsible for adherence to the University Travel Policy and Procedures when using the Departmental Travel Card.

The Departmental Travel Cardholder/Travel Liaison will be responsible for making travel arrangements for individual and/or group travel for:

- Students or Student Group Traveling on University Business
- Transactions for University staff/faculty who do not have a Personal Liability Travel Card (Airfare, Registration Fee and Lodging)
- Non-University employees (including Candidates for a position, Speakers, Guest Lecturers and other individuals authorized by the University)

The Departmental Travel Card can be used for the following expenses:

- Airfare (Domestic and Foreign)
- Registration Fees (Domestic and Foreign)
- Lodging (Domestic and Foreign)

All travel transactions must be expensed from the University funds. U-Corp fund cannot be used for Departmental Travel Card transactions.

1.1 Who is Eligible?

The Departmental Travel Card is available to Faculty members or Staff with approval of their VP or Dean. Students, Research Assistants, and Non-University employees are NOT eligible to receive a Departmental Travel Card.

The Departmental Travel Card is issued only to University staff responsible for making travel arrangements for their departments or program. It requires the Cardholder to understand the University Travel Policy and Procedures and the Departmental Travel Card rules and regulations. They are required to do the monthly reconciliation and provide documentation for all transactions. As part of the Cardholder application and training



process, the Cardholder will be advised of all rights and responsibilities, including the penalties for misuse of the card.

NOTE: Individuals with delegated approval authority shall not approve the expenses of a person to whom they directly report. The approving authority should be the supervisor (or higher level) of the card holder. In addition, individuals with delegated approval authority shall not approve their own P-Card expenses.

A Delegation of Signature Authority Form or an equivalent form must be on file for each individual to whom approval authority for P-Card expenses has been delegated. Any delegation of authority must be in writing, with copies provided to the Office of the Associate Vice President – Fiscal Affairs/Controller

1.2 Financial Responsibility for the Departmental Travel Card

The University is responsible for the payment of transactions for Departmental Travel Card Program. The Cardholder's personal information has not been made available to the US Bank. Transactions placed on the Departmental Travel Card will not affect the Cardholder's personal credit history.

1.3 Travel Authorization

Prior to making any travel arrangements for University staff, students or non-employees, a Travel Authorization Form must be approved and a copy should be submitted to the Departmental Travel card holder. For instructions on the Travel Authorization preparation, refer to the Travel Policy and Procedures.

All individuals traveling on University business must comply with the University's Travel Policies and Procedures

1.4 Requesting a Departmental Travel Card

- Dean or VP must appoint a faculty or staff in the department as a Travel Liaison/ Departmental Travel Card holder.
- Dean or VP will send a request to Accounts Payable Manager to initiate the process.
- Accounts Payable manger approves and card request is initiated.

The applicant must complete and sign the application and the CFS agreement form, and submit to the Applicant's VP or Dean for approval. The completed and approved Departmental Travel Card Application is submitted to the P-Card office at the time of training.

As part of the application process, each Cardholder must justify the need for the Departmental Travel Card. All applications must include the name of a Departmental



Travel Card Approver who will review the Cardholder's transaction receipts for compliance with the Departmental Travel Card Guidelines, review the funding source information completed by the Cardholder. These individuals should demonstrate the ability and willingness to follow the University's policies and procedures, be able to question the Cardholder's transactions and have access to the People Soft System to make any required adjustments.

1.5 Training – Cardholders & Approvers

All Departmental Travel Card Cardholders and Approvers should attend a training session on the guidelines and procedures associated with the Departmental Travel Card Program.

Upon receipt of the Departmental Travel Card, the Applicant will be contacted by e-mail with the date, time and location for Departmental Travel Card training session.

A new Departmental Travel Card will be held for 30 days after the Departmental Travel Card Applicant has been notified of the training session. After this time limit has expired, the Departmental Travel Card will be cancelled. Exceptions may be made for extenuating circumstances, but the P-Card office must be notified if the Cardholder Applicant is unable to attend a training session within this time period.

1.6 Departmental Travel Card Limits and Controls

The following limits have been established for the Departmental Travel Card Program. The limits are higher than for individual cards since the Cardholder will be making travel arrangements for groups as well as individual travelers. These limits may be changed if the Cardholder needs to increase or decrease these limits:

- *Single Transaction Limit:* The standard limit is \$10,000 per transaction. This is the total dollar allowable per transaction.
- *Monthly Credit Limit:* The standard limit is \$10,000 per month. This established the maximum amount that can be charged during a billing cycle, which runs from the 21st of the month to the 20th of the following month.

Temporary increase on the Departmental Travel Card limits, should be requested by submitting an email to their VP, Dean, or Director for approval, and then forwarded to the P-Card Coordinator. The e-mail must include the amount of the new single and/or monthly limits being requested, the length of time that the increase needs to be in effect, and a justification for the request. The request for a temporary increase can be done with an email from the Cardholder through their Dean, Director or VP and when approved by the AP Manager the email is then forwarded to a member of the P-Card Coordinator for processing.



2.0 ALLOWABLE TRAVEL EXPENSES REQUIREMENTS & RESTRICTIONS

2.1 Airfare (Domestic and Foreign)

Airfare may be ordered through an on-line travel website (Travelocity, Expedia, etc.), directly through the airline website or Fell Travel. The Cardholder should select the lowest fare that meets the travel's schedule.

2.2 Registration Fees (Domestic and Foreign)

Fees for workshops, conferences, seminars and conventions may be paid with the Departmental Travel Card. The Cardholder must include the registration form and/or conference brochure stating the amount of the registration fee and what is included (meals, lodging, etc.) as part of the documentation for monthly report.

2.3 Lodging (Domestic and Foreign)

Lodging may be paid with the Departmental Travel Card. Card holder **MUST** obtain itemized receipt(s) from the front desk when checking out of the hotel. Attach the receipt(s) to your Departmental Travel Card report at the end of the billing cycle.

3.0 RESTRICTED TRAVEL EXPENSES

The following travel expenses should not be charged to the Departmental Travel Card:

- No meals (group or individual)
- No transportation (car rental, buses, taxis, shuttles, etc.)
- No first class airfare is allowed
- No personal purchases
- No travel insurance
- No credit card service fee
- No special seating/seat upgrades or Preferred seating
- No business airfare combined with personal travel

3.1 Cardholder's Responsibility for Unauthorized Transactions

The Departmental Travel Cardholder will be responsible for resolving any transactions that are not authorized or not allowed under the Guidelines and Procedures for the Departmental Travel Card. When an unauthorized transaction(s) is identified, the Cardholder should resolve these charges by one of the following methods:



- Contact the traveler (employee or non-employee) to request that they reimburse the University with a check in the amount of the unauthorized transaction(s)
- If the Cardholder receives a check or cash from a traveler for the unauthorized transactions, they must submit it to the Bursar's Office for deposit. Copies of the check and the Bursar's deposit receipt must be included with the itemized receipts in the Cardholder's file held in the department.

4.0 AUTHORIZATION TO WAIVE DEPARTMENTAL TRAVEL CARD PROCEDURES

The Accounts Payable Manager or P-Card Coordinators have authority to grant exceptions or to waive restrictions for use of the Departmental Travel Card.

4.1 Cancellation of Travel

Airline ticket cancellations should be done according to the policies of the company where the tickets were purchased from. Airline tickets may not be fully refunded or a partial credit may only be available to the ticket holder for use at a later date. The Cardholder should also contact the organization to cancel the registration and to arrange for a credit to be issued against the original card charged for the cost of the registration fee.

4.2 Declined Transactions

If a Departmental Travel Card transaction is declined, the Cardholder may contact the US Bank Customer Services by calling the number listed on the back of the card 1-800-344-5696. The Cardholder should request information on why the transaction was declined. The Bank's Customer Service Representative will be able to provide a reason, but they will not be able to resolve the cause of the problem and they will direct the Cardholder to contact the P-Card Office.

4.3 Documentation Required for the Travel Card File

The Cardholder must provide to their Approver the following supporting documents:

- A copy of the approved Travel Authorization
- The original airline ticket (or e-Ticket) signed and dated by the Cardholder and the traveler (if not the Cardholder)
- Pro-Card statement
- US Bank statement



- Hotel receipts

All receipts must be clear and legible. The Cardholder should provide any additional documentation available to support the transaction, which can include a brief description of the purpose of the travel, a list of the travelers, conference brochures, meeting/conference agendas, or any additional information regarding the travel.

The Departmental Travel Card transactions are reviewed and audited by the P-Card Coordinators on a monthly basis.

4.4 Reconcile Transactions

- Compare Bank statement and Pro-Card statement received from the Cardholder, verifying the Chart Field values to be charged for each transaction on-line in CFS.
- Review and approved charges to insure that purchases are appropriate and that any restricted or emergency items are appropriately documented.
- Review the Departmental P-Card report packet to be sure that all receipts/invoices and Authorization to travel form are included.
- If any personal or unauthorized charges are present, inform the Cardholder that the charge(s) are the personal responsibility of the Cardholder and that a check must be written payable to SFSU to reimburse the University for the charge.
- Sign and date both the Bank statement and the Pro-Card statement
- Send/deliver the signed Monthly Departmental Travel Card reconciliation report packet, in a secure envelope to:

Procurement Card Coordinators
Fiscal Affairs, ADM 351

4.5 Misuse of the Departmental Travel Card

Cardholder who violates the University policies and/or Departmental Travel Card guidelines and procedures may be subject to disciplinary action in accordance with the Departmental Travel Cardholder Agreement.

Approver should inform cardholder that he/she is liable for the transaction(s) as soon a Misuse has been recognized. Approver must request cardholder to pay back the University for any personal purchases. (A check should be made payable to SFSU and delivered to the P-Card office.) If payment is not made, card privileges will be revoked. Also, Approver should notify the P-card office when the Misuse has occurred.



Misuse of Departmental Travel Card may also include, but is not limited to:

- Non-compliance with the Departmental Travel Procedures or University Travel Policy and Procedures
- Failing to submit Travel Authorization Form/receipts
- Continued to submit the reports late to the P-card office
- Failure to resolve any unauthorized charges
- Prohibited transactions

4.6 Consequences for the Misuse of the Departmental Travel Card

If the Cardholder violates the Departmental Travel Card guidelines and procedures, steps will be taken to correct the violations. If the violations continue, the Cardholder will lose Departmental Travel Card privileges, pending retraining. If these corrective actions do not resolve the situation and the Cardholder continues to violate Departmental Travel Card guidelines and/or procedures, the Cardholder's privileges will be permanently revoked.

If it is found that a transaction was not for University business, the Cardholder will be required to reimburse SFSU for the full amount of any inappropriate transaction.

- First Misuse:
 - The P-card Office will contact the cardholder and reiterate the importance of using the card responsibly. The cardholder will be notified that repetitive misuse of the card may result in the card's cancellation.
- Second Misuse:
 - The P-Card Office will contact the cardholder and approver regarding the continued misuse of the card. Suspension for 60 days will be issued.
- Third Misuse:
 - The P-Card Office will cancel the Department Travel Card and notify the cardholder and approver. Cardholder responsible for submitting reconciliation and card to P-Card office.

4.7 Cardholder Transfers within the University

If a Cardholder transfers to another department within the University, they are required to turn in their Departmental Travel Card for cancellation. The Cardholder will need to take the following actions prior to any departmental transfer:

- Turn in all receipts for outstanding purchases to their Departmental Travel Card Approver.



- Discontinue the use of the Departmental Travel Card at least one week prior to the change.
- Notify the P-Card office of the change and return the Departmental Travel Card for cancellation.

4.8 Termination of Employment

When a Cardholder terminates their employment with the University, they will need to:

- Stop using the Departmental Travel Card, immediately or at a minimum two weeks prior to the last working date and notify the P-Card Coordinators.
- Turn in all receipts of outstanding transactions to the Departmental Travel Approver.
- Cut the Departmental Travel Card in half and attach the pieces to the Form; obtain Supervisor, VP, Dean, Director, or Department Chair signature, and mail it to the P-Card Coordinator.

4.9 Renewal Cards

The initial Departmental Travel Card will be issued to the Cardholder for a period of three (3) years. Approximately one month prior to the Departmental Travel Card's expiration date, the Bank will mail a new Departmental Travel Card to the Cardholder at their Campus address on file.

4.10 Disputed Charges

The Cardholder should attempt to resolve any disputes or billing errors directly with the vendor. In all cases, the vendor should issue a credit to the Departmental Travel Card account. If an agreement cannot be reached with the vendor, the Cardholder should dispute transactions with US Bank at 1-800-344-5696.

4.11 Missing Receipts

If the Cardholder loses a receipt or invoice for a transaction, they should attempt to obtain a copy of the receipt from the vendor. If the receipt or invoice cannot be obtained through other means, then the Cardholder must attach a memo of explanation to the monthly report. The memo must be signed by both cardholder and approver.

5.0 DEPARTMENTAL TRAVEL CARD SECURITY

Use of a Departmental Travel Card is limited to the Cardholder whose name appears on the face of the card. Under no circumstances should the Departmental Travel Card be



given or loaned out to another person. If a Cardholder is absent for a period of time, the department should request issuance of a Departmental Travel Card to another qualified staff member, either temporarily or permanently. Any Cardholder sharing their Departmental Travel Card information or allowing another individual to use their Departmental Travel Card for purchases may have their Departmental Travel Card canceled.

Each Cardholder is responsible for the security of the Departmental Travel Card assigned to them. All precautions should be used to maintain confidentiality of all information relating to the card, such as the cardholder account number and expiration date. The Departmental Travel Card number should never be left in a conspicuous place, shared with anyone else, or e-mailed.

5.1 Lost or Stolen Departmental Travel Card

Report a lost or stolen Departmental Travel Cards as soon as possible to US Bank at the toll-free number 1-800-344-5696. The Cardholder should be prepared to provide the following information to the Bank representative: the Departmental Travel Card number, Campus address and telephone number and a brief summary of what happened. The Cardholder is responsible for supplying any information necessary to minimize the liability for a lost or stolen card. The Cardholder should closely monitor their Bank Statement to ensure no fraudulent charges are posted.

Lost or stolen cards reported by telephone are cancelled immediately. A replacement card will be issued and mailed to the Campus address within seven to ten working days after being reported.

5.2 Fraudulent or Unauthorized Transactions

Cardholder must notify the Fraud Department (US Bank) immediately if their card has been compromised. US Bank will cancel the card and issue a new card. The card will be mail it to the P-Card office within seven to ten working days. If necessary, US Bank will mail a Statement of Fraud to Cardholder to sign. Cardholder should review and return the Statement of Fraud to US Bank within a week.

5.3 Contact the US Bank Fraud Department

The US Bank continuously reviews Cardholder transactions to spot potential fraudulent use of the Departmental Travel Card. When contacted by the Fraud Department, the individual calling will identify them self and will state that they are calling regarding the Departmental Travel Card account and will provide the last four digits of the Departmental Travel Card account number. The Cardholder will be questioned about the charges, and if the transactions were placed by the Cardholder, the transactions will be



authorized by the Bank. If the Cardholder has no knowledge of the transactions, then the Bank will begin the process of cancelling the Departmental Travel Card. The Bank will send a new Departmental Travel Card and issue credits for all of the fraudulent transactions.

6.0 CARDHOLDER'S RESPONSIBILITIES

- Completing and acknowledging Departmental Travel Card cardholder training.
- Protecting the US Bank Departmental Travel Card at all times to prevent unauthorized use. Not sharing or authorizing others (subordinates or otherwise) to use the card.
- Compliance with the CSU Travel Card policy and procedures, SFSU Departmental Travel Card policy and procedures, and the issuing bank agreement/conditions. Ensuring that no prohibited items have been purchased and that the purchase of restricted item has been properly justified & documented.
- Obtaining & submitting *airline itinerary/receipts, registration receipts*, and Request for Authorization to Travel/Travel Advance with the monthly reconciliation report package.
- Timely submission of reports and itemized receipts to Approving Official(s)
- Resolution of returns/ exchanges with merchants. Resolution of disputes directly with US BANK.
- Reporting lost or stolen card to the bank, notifying P-card office, and following bank rules & instructions in doing so.
- Reporting fraudulent/suspected fraudulent charges to the bank, notifying P-card office, and following bank rules & instructions to clear the charges.
- Notifying P-card office as soon as you are leaving the department/University of if card is no longer needed.
- Returning card to P-card office prior to leaving the University or if card is no longer needed.
- Submitting the final reconciliation report packet to Approver or P-card office.



7.0 APPROVER'S RESPONSIBILITIES

- The Approver is responsible for reading, understanding and complying with the CSU system wide Travel Policy as well as the University Travel policies & procedures and the issuing bank agreement/conditions.
- Approver is required to complete and acknowledge the procurement card Approver training.
- Approver is responsible for reviewing and approving the cardholder's transaction no later than five (5) business days after the close of each month's billing cycle. Remember that your default account will be charged for any transaction that does not have the appropriate Chatfield values entered into CFS by the established deadline date.
- Approvers may have subordinates or other individuals assisting them in the administration of their Approver activities. The Approver may delegate the authority of approving Cardholder transactions consistent with the Approvers department expenditure authority. Delegation of such authority to any Cardholder is prohibited.
- Requesting cards for authorized users.
- Monitoring transactions of assigned Cardholder(s) to ensure that all purchases are appropriate and that no prohibited transactions have been purchased or purchases of any restricted item have been properly justified and documented.
- Ensuring that proper documentation is attached to the monthly reconciliation report package and that the monthly report is submitted to the PCard office by the due date after its being reviewed and approved.
- Notifying PCard office as soon as cardholders are separating from the department or University.
- Retrieval of plastic card and final reconciliation report packet from cardholders who are separating from the department or University
- Forwarding plastic card and final reconciliation report packet form cardholders to the PCard office (for cardholders leaving the department or University.)

NOTE: *Individuals with delegated approval authority shall not approve the expenses of a person to whom they directly report. The approving authority should be the supervisor (or higher level) of the card holder. In addition, individuals with delegated approval authority shall not approve their own P-Card expenses.*



A Delegation of Signature Authority Form or an equivalent form must be on file for each individual to whom approval authority for P-Card expenses has been delegated. Any delegation of authority must be in writing, with copies provided to the Office of the Associate Vice President – Fiscal Affairs.

8.0 P-CARD COORDINATOR'S RESPONSIBILITIES

- Perform audit on the monthly reconciliation reports.
- Monitor Dept Travel Card transactions as soon as they appear on the US Bank system.
- Notify Cardholder and Approver of misuse and other infractions of procedure and/or policy.
- Set-up new cardholders.
- Revoke or suspend card privileges, as deemed appropriate.
- Receive card from Cardholder who is returning their card upon leaving their Department or the University.
- Prepare and analyze monthly summary reports of transactions and dollar volume.
- Cancel card immediately after receiving a Clearance Request from Human Resources and work with Cardholder/Approver to retrieve the card as well as to obtain the final P-Card reconciliation report.

9.0 INFORMATION SOURCES

P-Card / Travel Card Coordinators

- Jason Huynh - jhuynh@sfsu.edu -x82546
- Melissa Naranjo - mnaranjo@sfsu.edu -x53684
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