



## **POLICY AND PROCEDURES**

### **General Information**

The US Bank Personal Liability Travel Card, commonly known as the Corporate Card/ Travel Card, is an individual liability credit card that is used as a means of expediting payment of travel expenses and reducing the need for cash advances. The cards may only be used for official business that directly serves the University. Faculty or staff may not use the Travel Card for personal expenses. To ensure proper use of the card the University reserves the right to review and monitor all cardholder's purchases.

A SFSU employee is eligible to apply for a travel card if they meet all of the following criteria:

- Your position at the university requires business related travel at least once per year and/or you regularly host business meetings/meals off campus.
- You have been authorized by your appropriate Administrator.
- You have completed and agreed to the terms of the U. S. Bank Application.

## **1.0 Applications**

### **1.1 Eligibility**

U. S. Bank Personal Liability card eligibility is based on a departmentally determined business need and is contingent upon faculty or staff members meeting the following criteria:

- The individual is a SFSU employee.
- The individual travels on University business travel at least once per year and/or the individual regularly hosts business meetings/meals off-campus.
- The individual has been authorized by the department's Appropriate Administrator.
- The individual has completed and signed the U. S. Bank travel card application.



## **1.2 Application Decision and Card Delivery**

Application must be completed by an employee in order to apply for a travel card:

**U. S. Bank Personal Liability Travel Card Application.** This application can be downloaded from the Travel website under Forms.

<http://fiscaff.sfsu.edu/generalinformation/departments/travel/index.jsp?menu=3>

After the application has been received and processed by the P-Card office, U. S. Bank will provide the applicant with a written application decision by mail, sent to the address provided on the application. U. S. Bank will issue the card for an approved applicant and send it to the University P-Card Program Administrator. The applicant will be contacted when the travel card is received and ready for pick-up from the P-Card Office. The card recipient must come in person and present a valid ID (cards are typically received by the P-Card's Office within ten (10) business days). The statement cycle is from the 11<sup>th</sup> of the month to the 10<sup>th</sup> of the following month.

US Bank cards which have not been picked up within thirty (30) days of notification by the P-Card Office will be automatically canceled, and the cardholder will be required to re-apply to receive another card.

## **1.3 Card Activation**

Upon receipt of the US Bank Travel card, cardholders are responsible for activating the card before it can be used. Activation can be completed by contacting US Bank at the telephone number provided on the sticker on the face of the card.

Cardholders will be prompted to verify some personal information provided on the application when activating the card. Cardholder will be asked to provide last 4 digits of social security number, business work number and zip code. The back of the card should be signed upon receipt. The Cardholder should retain the card in a safe location.

## **1.4 Online Access**

**To register to US BANK Access Online use link below:**

<https://access.usbank.com/cpsApp1/index.jsp>

- Select Register Online
- Then enter the "Organization Short Name" **CSUCA**
- Then enter credit card # expiration date select "Register this card". Continue with registration process.



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## 2.0 Card Renewal, Cancellation, and Suspension

### 2.1 Card Renewal

The US Bank Travel card will expire on the date embossed on the card's face, and will be automatically renewed unless otherwise stated below.

There are several reasons why a US Bank Travel card may **not** be automatically renewed or may be canceled by US Bank:

- The card has not had any transaction activity for 12 consecutive months;
- The card is currently delinquent;
- The card has a recurring history of delinquency;
- The P-Card Office has found improper use of the card;
- The cardholder has separated from the University.

If an employee's Travel card is not automatically reissued and the cardholder would like to continue using the program, please contact the P-Card Coordinators in the Accounts Payable Office at (415)338-7139.

**Note:** Cards that are canceled due to improper use or delinquency are ineligible for reactivation.

Cardholders who have misused the card or have delinquent payments will be subjected to the following Process:

#### Card Misuse

- Use of the Travel card for purchases not related to official University business.
- Continuously late payments.

#### First

**Violation** 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 will result in the card's cancellation.

**Second  
Violation**

The P-Card Office will contact the cardholder's Appropriate Administrator regarding the continued misuse of the card. The Appropriate Administrator will be notified that a 3rd violation of the Travel card Guideline will result in the card's cancellation.

**Third  
Violation**

The P-Card Office will cancel the Travel Card and notify the card holder. The cardholder is responsible to pay any remaining balance.

## **2.2 Card Cancellation by Cardholder**

Cardholders who want to cancel their Travel Cards should contact the P-Card Coordinator at (415)338-7139.

## **2.3 Surrendering Use of Card**

Cardholders are responsible for discontinuing use of the card at the request of US Bank, or upon separation from the University.

When the cardholder leaves the University.

- 1. Cardholder/Approving Office** - Notify P-card office via email.
- 2. P-Card Coordinator** – Cancel card immediately and request cardholder/approving office to return the card.
- 3. Cardholder/Approving Office** – Bring the card to the P-Card Coordinator, Fiscal Affairs, ADM-351
- 4. P-Card Coordinator** – destroy the card in the presence of the Cardholder/Approving Official

***NOTE:** The P-Card Coordinators will cancel the card based on the employee clearance notification received from the Human Resources Department.*

## **3.0 Cardholder Usage**

### **3.1 Responsibilities**

The Cardholder is responsible for the following:



- **Paying all charges on time**

US Bank Personal Liability Travel **cardholders are responsible for paying all charges** to US Bank by the due date presented on the cardholder's billing statement. The Bank initiates collections process after the 60-day past due status and suspends account.

***Note:** Any credit posted to your account for amounts previously reimbursed must be remitted back to the University within 30 days. In order to pay your own bills on time, turning in the travel or hospitality claims in a timely manner will assist with promptness.*

- **Disputing Transactions in a Timely Manner**

It is important to dispute any charge appearing on a Travel card statement with the merchant and US Bank within 30 days of the transaction posting date (not the statement date). Disputes can be made online at <https://access.usbank.com/cpsApp1/index.jsp>

- **Reporting Lost or Stolen Cards**

In the event that a Travel card is lost, stolen, or fraudulent activity detected, immediately contact US Bank at **1-800-344-5696**. The cardholder could be held financially liable for transactions if fraud is not promptly reported. US Bank will work with cardholders to resolve the problem and issue a replacement card when necessary.

### **3.2 Declined Transactions**

If a Travel card is declined for a reason unclear to the cardholder, please contact US Bank Customer Service at 1-800-344-5696 for clarification.

Common reasons for declined transactions include the following:

- Merchant has the incorrect Travel card number, expiration date, or security code.
- Cardholder's statement billing address does not match the billing address provided to the merchant.
- The transaction cost exceeds the card's allowable limit.
- The Travel Card account is past due and has been suspended.



- The Travel Card is being used at a high-risk establishment restricted by the University.

#### **4.0 Cardholder/Department Liability**

In case of default, SFSU will pursue all measures necessary to collect balances owed. If the University is held liable for charges incurred by the cardholder for approved travel, the unit that employed the cardholder will be responsible for paying the appropriate business expenses.

#### **Information Sources**

##### **Fiscal Affairs P-Card Staff**

##### **P-Card Coordinators:**

Melissa Naranjo – [mnaranjo@sfsu.edu](mailto:mnaranjo@sfsu.edu) – x53684

Jason Huynh – [jhuynh@sfsu.edu](mailto:jhuynh@sfsu.edu) – x82546

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##### **Accounts Payable Manager:**

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