



Travel Card User's Guide

The University of Miami Travel Card is a US Bank MasterCard used for business related travel. University of Miami Travel Card expenses are paid directly by the University to US Bank. All charges to a Travel Card must be properly itemized, supported by a business purpose, approved and submitted via Workday.



CORPORATE CARD SERVICES

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CORPORATE CARD SERVICES

KEY CONTACT INFORMATION

The following resources are available to help you with use of your new U.S. Bank PCard, answer any questions you may have, or help solve any problems that may arise:

KEY CONTACT INFORMATION

The following resources are available to help you with use of your new U.S. Bank Travel Card, answer questions you may have, or help solve any problems that may arise:

1. To report a lost or stolen card, or to activate a new card please call U.S. Bank (24/7) at (800) 344-5696 or outside the U.S. at (701) 461- 2042.
2. To dispute charges, call (877) 877-9260.
3. Also report the loss to your department Manager and to the Corporate Card Services Office. To request specific assistance with the user of your Travel Card, or for questions regarding the Travel Card Policies and Procedures, please contact:

Susan Montes
Executive Director, Purchasing
smontes@miami.edu
Phone: (305) 284-4741

Heidi Tyre
Director, Corporate Cards and P2P Training
htyre@miami.edu
Phone: (305) 284-5115

4. Visit the [Travel Card](#) website.
5. Email us with your questions or concerns at travelcard.ap@miami.edu
6. For general Travel Card information, contact our staff:

Altermese Johnson
Customer Service Representative
a.johnson@miami.edu
Phone: (305) 284-2417

Tanya Tran
Senior Accounting Assistant
t.tran!@miami.edu
Phone: (305) 284-2417



CORPORATE CARD SERVICES

SECTION 1 - OVERVIEW

Purpose

The Travel Card User's Guide provides the cardholder with information on the appropriate use of the card. It is expected that employees who travel and incur University business expenses will apply for and use the Travel Card as the payment method for those expenses where MasterCard is accepted as a payment method. Under the new corporate-liability agreement, cardholders now need to reimburse UM for unapproved charges instead of paying this directly to US Bank.

Proper Use

Cardholders may only use the Travel Card for University travel-related business transactions. Cardholders (travelers and administrators) are responsible for ensuring that all charges comply with policy and are properly itemized, supported by a business purpose, approved, and submitted via Workday.

The Travel Card must not be used for personal expenses. Given the Travel Card is a Corporate liability Corporate Card, the University has responsibility for paying Travel Card charges directly to the bank. The cardholder is personally responsible for repaying the University of Miami for all non-reimbursable Travel Card charges. This is highlighted in the new [Travel Card Use Agreement Form](#)

In addition to adhering to the Travel Card policies and procedures, all Travel Card transactions must be made in compliance with University policies and procedures governing expenditures and purchasing. All Travel Cardholders who are allocating expenses to a sponsored project account, must be in compliance with the policy that governs that respective program.

Cardholders who do not comply with University policies and procedures may have their University of Miami cardholder privileges revoked. Misuse of the Travel Card may result in disciplinary action, up to and including termination of employment.



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SECTION 2 TRAVEL CARDS

Eligibility and Application

Travel Card eligibility is based on a department's business need, and is contingent upon:

- Completed online application,
- Approvals from both the prospective cardholder's manager or department chair or dean,
- Assignment of person responsible for verifying transactions and originating expense reports, and;
- Completion of required training. The Travel Card is intended for University of Miami staff and faculty and may not be extended to non-employees.

Instructions to Apply for Travel Card

- Complete the attached [Travel Card Use Agreement Form](#).
- Email form to travelcard.ap@miami.edu once completed.
- Complete [University Travel Card Program \(US Bank\)](#) Training CBL in [ULearn](#)).



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- Once the Travel Card Use Agreement is received by our office, within 24 hours, an email will be sent from US Bank with instructions on submitting an application.
- A Travel Card will only be issued after all requirements have been met.

Card Delivery

Once the application is approved and required online training is completed, the card will be delivered directly to your designated address. The back of the Travel Card should be signed upon receipt.

Note: Normal card processing time is 7-10 business days after approvals have been obtained and training has been completed.

Card Activation

Upon receipt of the Travel Card, Cardholders must contact US Bank by calling the telephone number provided on the sticker on the face of the card to activate the Travel Card.

If a Travel Card is received with an error, email the [Corporate Card Office](#) or call the US Bank customer service number on the back of the card.

Card Validity Period

Travel Cards are valid for four (4) years from the date of issue. Expiration dates are printed on the card.

SECTION 3 USAGE RESTRICTIONS AND LIMITS

Usage Restrictions

The Travel Card is set up for use with merchants selling travel related goods and services such as transportation, lodging providers and restaurants.



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Spending Limits and Billing Cycle

The spending limit on the Travel Card is \$5,000.00 with a virtual limit of \$10,000.00 that covers airline, transportation and accommodation only. Changes to an individual's spending limit may be requested by the employee's manager and emailing travelcard.ap@miami.edu with a valid business purpose. The billing cycle ends on the 6th of each month, unless it falls on a weekend (Saturday or Sunday), then the cycle end date will be the following business day.

SECTION 4 - PROPER USE AND MISUSE

Proper Use

Typical Travel Card charges incurred for UM Business include:

- Airline Expenses
- Hotel/Lodging Expenses
- Per diem Meals
- Transportation Expense
- Automobile Rentals
- Entertainment Expense
- Incidental Travel Expenses e.g. business-related telephone calls, baggage handling, gratuities
- Membership Registration
- Subscription
- Meeting Subsistence

Note: The Travel Card must not be used for personal purchases or for any item that the University has a standard procurement process in place.

Travel Card Misuse

Cardholders must use their Travel Cards according to University policies and procedures. Cardholders who do not comply with these policies and procedures, will have their cardholder privileges revoked. This revocation could be extended to include the Procurement Card, if the employee also has the Procurement Card.



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Misuse of the Travel Card may result in disciplinary action, up to and including termination of employment.

Audit and Misuse Investigation

Misappropriations or suspected misappropriations regardless of magnitude must be reported to supervisor/manager. This conduct should be reported to the Disbursement Office.

Penalty for Misusing the Travel Card

All misuse of the Travel Card will be handled promptly and uniformly for all cardholders. The following actions may apply:

- A formal written inquiry will be sent to the individual cardholder requiring the cardholder and their supervisor complete and sign the [Corporate Cards Misuse Acknowledgement](#) form. If no response or compliance, the cardholder's immediate supervisor and/or department head will be copied on a second email. If there is still no compliance, the Corporate Cards Services Office will suspend the PCard.
- All cases of misuse will be directed to Internal Audit, the Senior VP of Business and Finance or the Executive Vice President and Provost and to the appropriate Human Resources or Faculty Affairs Office.
- Based upon the severity of misuse, disciplinary action may include immediate termination, restitution and/or pursuit of criminal charges.

SECTION 5 - CARDHOLDER'S RESPONSIBILITIES

Securing Travel Cards

Cardholders are expected to keep their Travel Cards in a secure location at all times. Only the authorized person is allowed to use the Travel Card that was issued to. Lending or sharing of the Travel Cards is not allowed.

Disputing Travel Card Charges

An unidentifiable and or fraudulent charge is a charge that results from an unauthorized transaction made due to a compromise of the Travel Card. If your bank statement contains an unidentifiable or fraudulent charge or you suspect that your Travel Card was compromised, please contact US Bank first, then the Corporate Card Office. US Bank customer service number can be found on the back of the Travel Card.



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Reporting Lost or Stolen Travel Cards and Fraudulent Charges

In the event that a Travel Card is lost or stolen, cardholders should immediately call US Bank at (800) 344-5696 and if outside of the U.S., call (701) 461-2010 (collect) and request cancellation and reissue of Travel Card. Also notify the Corporate Card office immediately, thereafter.

Retaining Receipts

It is the responsibility of the cardholder to maintain copies of their receipts for support documentation and for audit purposes.



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Processing Expense Reports

Cardholders are responsible for reconciling and processing their expense reports in Workday in a timely manner. As outlined in the new [Travel Card Use Agreement Form](#), cardholders have sixty (60) days from the statement date to reconcile their expenses and submit an expense. The expense report will be submitted via Workday and supported by appropriate documentation as required. If a cardholder fails to timely submit an accurate and complete expense report, reconciliation, or supporting documentation, the University of Miami will consider the unsupported charges to be a personal loan and may collect those amounts from the cardholder. If the cardholder fails to reconcile their expenses within sixty (60) days after the statement date, as required above, the Travel Card will be suspended/deactivated until such charges have been reconciled and fully approved, in addition to any other rights the University of Miami may have. Reinstatement of the Travel Card will require approval by a manager. In order to request reinstatement, the cardholder's manager must send an [email](#) approving for reinstatement.

If the cardholder fails to reconcile the Travel Card within ninety (90) days after the statement date, it is understood that the University of Miami will consider all unsupported charges to be a personal loan and will begin payroll deductions for those amounts, as described herein and in accordance with applicable law.

Information regarding processing expenses can be found on the Workday website.

Tax Exemption

The University of Miami is tax-exempt and many purchases made by departments can be done without having to pay sales tax. In addition to Florida, the University of Miami has obtained tax exemption status in CT, DC, ID, IL, IN, IA, KS, KY, ME, MA, MI, MN, MS, MO, NJ, NM, NY, NC, ND, OH, PA, TN, TX, UT, VT, VA and WI. Instructions to obtain sales tax exemptions are on the [Controller's website](#).

If sales tax is billed incorrectly to the cardholder's account, it is the responsibility of the cardholder to dispute the charge with the vendor. If a vendor requires a tax exemption certificate, it is the responsibility of the cardholder to obtain it from the [Controller's website](#) and to mail or fax it to the vendor.



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Paying Personal Amounts

If a transaction is deemed personal or determined as a personal charge through a valid audit, the cardholder will have two repayment options to reimburse the University of Miami.

- Remit payment to the Cashier's Office within ninety (90) days after the statement date and provide proof of the payment with the expense report; or
- Deduct a determined amount from employee's payroll.

SECTION 6 - RELATED OR AFFECTED POLICIES

The *Travel & Business Expense reimbursement policy* can be found in [PolicyStat](#).