

# Arkansas State University Travel Card Program

## Contents

TRAVEL CARDS (T-Card).....	2
Traveler T-Card .....	2
Obtaining a T-Card .....	2
Responsibilities .....	3
Authorized Purchases .....	3
Allowable Purchases for T-Card .....	4
Unauthorized and/or Inappropriate Card Use .....	4
Non-Allowable Purchases for T-Card .....	5
Purchasing Process .....	5
Airfare Returns and Exchanges .....	5
Refunds of Other Prepaid Items.....	6
Expense Report .....	6
Documentation for T-Cards .....	6
Disputing a Charge .....	7
Lost, Stolen, or Fraud on T-Card .....	8
Post Auditing of T-Card .....	8
APPENDIX .....	9
Airline Booking .....	9
Hotel Reservations.....	10

Revised November 2020

**Travel Cards are intended for official business travel of Arkansas State University-Jonesboro (AState) personnel only. They will enable you to purchase airfare, lodging and other authorized travel related services.**

## **TRAVEL CARDS (T-Card)**

Travel Cards are issued by Bank of America as a Mastercard credit card to an individual. The charges are billed directly to the university and paid by the university.

### Traveler T-Card

Full-time employees who travel on official university business will be eligible for a T-Card if the employee **and** their department dean, chair, director or vice chancellor elect.

The employee will have the option of not only charging airfare and registration, but also hotel, car rental, shuttle services or taxi services and parking to their T-Card. The cardholder is to **only** incur charges on this T-Card that directly relate to a trip in which they are traveling. A Travel Request (Request) must be submitted **and** approved **prior** to arranging any travel. Guests of State will not require a Request in Concur.

**NEVER charge items on the T-Card that relate to someone else's travel unless this is GROUP Travel and the cardholder is the responsible party for the group.**

Food can be purchased for **group travel** using the T-Card only with a letter of justification on file from DF&A; this must be done **prior** to the group's travel and on file with the Travel Card Coordinator.

Charges incurred against a T-Card are offset by the processing of the cardholder's Expense Report when they return from the trip. Any amount still owed by the cardholder must be paid back at the Cashier's Window or through MarketPlace and the receipt attached to the transaction in the Expense Report.

**Personal charges not related to university business are strictly forbidden on the TCard. The card is only to be used for valid AState travel that ties to a Request.**

**Improper use of the Travel Card will result in consequences ranging from suspension of card to termination of employment and possible criminal prosecution.**

### Obtaining a T-Card

Any individual for whom a T-Card is requested must first complete the Travel Card (T-Card) application. Once this application has been approved and signed by all required parties, the application will be sent to the Travel Card Coordinator in Accounts Payable/Travel Services. After approval, the Travel Card Coordinator will finish the processing of the application. A card will be issued by Bank of America and sent to the

Travel Card Coordinator. The Travel Card Coordinator will contact the cardholder and setup a training session, at which time the cardholder will receive his/her card.

Travel cards are not transferable. If someone's card use is discontinued, the T-Card **MUST** be sent to the Travel Card Coordinator and the card will be canceled.

### Responsibilities

Cardholders are responsible for:

1. Attending training and signing cardholder agreement prior to receiving their T-Card.
2. Keeping their T-Card and card account number confidential. The **only** person authorized to use a T-Card is the person to whom it is issued.
3. **Using the T-Card for official university business only that is associated with a valid Travel Request.**
4. Submitting a Request in Concur and having it approved by Travel Services, **before** charging any travel related expenditures. *If the Request is not fully processed before charges are incurred, the cardholder is responsible for payment of these charges.* This is required by the State of Arkansas for T-Card usage.
5. Understanding intentional misuse or abuse of the T-Card will result in the immediate revocation of charging privileges and possible disciplinary and criminal prosecution.
6. Obtaining itemized, detailed receipts and submitting those receipts with the Expense Report in the travel module to reconcile the T-Card charges. The receipts and Expense Report can be prepared by a Delegate.
7. Reporting a lost/stolen or fraud on the T-Card immediately to the Travel Card Coordinator at 870-972-2315 and Bank of America at 1-888-449-2273. Also, send a completed Lost/Stolen/Fraud form (available on Travel's website) to the Travel Card Coordinator.
8. Not accepting cash or gift cards in lieu of a credit to the T-Card account when returns are made.

### Authorized Purchases

The employee whose name appears on the T-Card is authorized and responsible for all charges on the card. It is the responsibility of all cardholders to safeguard their card and card number against use by unauthorized individuals within or outside of the university.

**Under no circumstances may the T-Card be used for items of personal use or non-university purposes.**

### Allowable Purchases for T-Card

- Airfare – Commercial flight tickets shall be by regular coach/economy in the main cabin of the aircraft. Tickets may be purchased from a travel agency, airline or an internet site.
  - Reservations made within 14 days of the travel date, requires a memo from the dean or director signed by the Vice Chancellor explaining why the airfare was purchased during the higher cost time.
  - See appendix for Airline Booking
- Baggage Fees – The first checked bag is allowed on the T-Card.
- Registration – NOTE: Membership fee may be paid in conjunction with registration fee **ONLY** if it is a requirement for the registration. A letter of approval must accompany the registration form signed by the dean and vice chancellor or director, if applicable.
- Hotel – **Always ask for a state rate when booking a hotel room.** Receipts should indicate a “0.00” balance and show all daily charges for the room. If students are traveling with the cardholder, receipts for all rooms must be included. A **roster** must be included if using the T-Card for student travel with the cardholder.
- Car Rental – Enterprise must be used. Contact the Rental Car Administrator for additional information
- Taxi, shuttle, Uber, or Lyft – Tips are not allowed unless **required** by the company and printed on the receipt. Uber and Lyft **do not** require tips.
- Parking – Self-parking only. Valet parking is allowed if it is the only available parking.
- Gas – **ONLY** for rental car.
- Entertainment – Only for student groups.
- Internet – is allowed on the hotel bill, including for student groups.
- Food – Student Group travel only. Prior permission is to be obtained through the Director of Accounts Payable and Travel Services, who will submit for approval to the Director of State Procurement. This requires a memo from the Dean or Director of the department signed by the Vice Chancellor. If the card is unblocked for student group travel, a tip of 15% is allowed unless the gratuity is included on the receipt.

### Unauthorized and/or Inappropriate Card Use

The T-Card **MUST** never be used to purchase items that are **NOT** associated with a valid Travel Request, even if the cardholder intends to reimburse AState.

**The purchase of first class airline tickets is not allowable.** All airline tickets must be purchased as coach/economy and non-refundable tickets. No up-charges are allowed.

## **Alcoholic beverages may never be purchased with the T-Card.**

A cardholder who makes an unauthorized purchase with a T-Card, or uses the T-Card in an inappropriate manner will be subject to loss of any authority to retain or use the card, disciplinary action up to and including termination, and possible criminal prosecution and restitution.

### Non-Allowable Purchases for T-Card

- Personal Expenses or for others – Personal airfare, hotel, or other related travel expenses for anyone other than the cardholder.
- Airfare – Up-charges, comfort seating, early check-ins, and insurances are not allowed.
- Food – Meals for the cardholder are not allowed. Only for student groups are allowed to charge meals, with state approval.
- Personal Vehicle Gas
- Alcohol
- Cash Advances
- Gift Cards
- Promotional Items
- Office Supplies

### Purchasing Process

If you are ordering over the phone you should provide:

- Card number
- Card expiration date
- Provide complete billing and delivery address: PO Box 1860, State University AR 72467
  - Do not use your department address. Using the wrong address could result in the card being declined.

### Airfare Returns and Exchanges

Airline ticket purchases must be made as a non-refundable ticket. This means if the trip is canceled, the ticket will still have to be paid. In many instances though, a portion of the value of the ticket can be used on another trip.

If the airfare was purchased and the trip was not taken, the Travel Card Coordinator must be notified by attaching a Cancellation of Travel Form to the transaction on the Expense Report. This form is available on the Travel website. Details of how and when the ticket will be used should be noted on the form. **Personal use of the ticket is not allowed.**

## Refunds of Other Prepaid Items

If the traveler cancels a trip and registration has been prepaid, obtain a credit from the vendor and attach the Cancellation of Travel Form to the transaction on the Expense Report. If registration is nonrefundable, attach this form to the transaction in the Expense Report. If the transaction has already processed in Concur, send the form to the Travel Card Coordinator in Accounts Payable/Travel Services.

## Expense Report

The cardholder and Concur Delegate(s) will receive a notification when a T-Card transaction has fed into Concur. Prepaid transactions, such as Airfare and Registration, will need to be reconciled as the transactions appear in Concur. Once the trip is over and all associated T-Card purchases have fed into Concur, the cardholder or Delegate completes an Expense Report to reconcile the T-Card charges and reimburse the traveler, if applicable. Reallocations to grants or other funding sources are done on the Expense Report, instead of in Bank of America. Each expense will have the appropriate receipt attached and the cardholder will submit the Expense Report for approval and processing by the Travel Office.

All receipts for T-Card use must be an itemized receipt, whether a purchase is in person, via telephone, internet or other means of purchase. Receipts should reflect the following information.

## Documentation for T-Cards

The following is examples for the type of detailed documentation that is required for all purchases made with the T-Card. Most of the information may feed directly into Concur from Bank of America.

### **Airfare**

Traveler name  
Date(s) of travel  
Purchase date of ticket  
Destination  
Cost of ticket

### **Registration**

Date registration was made  
Traveler name  
Conference name  
Date(s) of conference  
Cost

**Hotel** – Itemized receipt showing a zero balance and detail of room charges, taxes and internet (if used). Do not charge incidentals, such as meals, on the T-Card.

**Baggage Fee** – receipt must show amount of fee. AState only pays for checking of one bag.

**Taxi or Shuttle** – receipt must show amount of fee. AState will not pay for tips, unless required by the company.

**Gasoline** – receipt must show number of gallons, price per gallon, and total amount of purchase. Do not charge personal vehicle gas on the T-Card.

**Internet Charges** – Charges should be to your hotel bill only. Do not charge internet during flights on the T-Card.

**Food (Group Travel Only when approved by the state)**

Itemized receipt of food purchased

List of group members – **This is required for each meal for group travel.**

All documentation should be given to the Delegate responsible for creating the Expense Report and attaching documentation, if not cardholder. Documentation is the responsibility of the cardholder for all travel charged on the T-Card.

**When using the T-Card and detailed receipts are not included with the Expense Report, the report will be returned to cardholder/Delegate for additional documentation. Three warnings will be issued to the cardholder during a fiscal year for minor infractions (receipt missing or not detailed, Expense Report not being submitted in a timely manner)**

**Habitual failure to submit proper documentation will result in suspension of the card; cardholder, supervisor and liaison will be notified by email from the Travel Card Coordinator. To reinstate card usage, a memo from the cardholder's supervisor, signed by their dean or director, must be sent to the Travel Card Coordinator, at which time the cardholder, liaison, and supervisor must attend retraining.**

Disputing a Charge

If there is an issue with a charge on your T-Card and the issue can't be resolved with Bank of America, a Cardholder Dispute Form must be completed and sent to the Travel Card Coordinator. This form is available on the Travel website.

Regardless of the status of the dispute, payment will be made to Bank of America. Adjustments will be made upon resolution of the dispute.

### Lost, Stolen, or Fraud on T-Card

Cardholders should immediately report a lost or stolen card or fraud on their card to Bank of America, 888-449-2273, and the Travel Card Coordinator.

### Post Auditing of T-Card

T-Cards are audited primarily by Travel Services once the Expense Report has been submitted and approved. Travel Services will monitor T-Card charges to ensure all charges are related to valid official travel of the university. Travel Services will return any Expense Report that needs additional documentation or information on a T-Card charge. Once the information has been updated, the Expense Report should be resubmitted for approval and Travel Services processing.

Declined charges are monitored by the Travel Card Coordinator daily. Internal and Legislative auditors may also view the T-Card receipts for compliance.



## APPENDIX

### Airline Booking

When you book through a website such as Priceline, Travelocity, Orbitz, or any other online service, some charge a fee. This will not show up until you get your statement. Also, when you get to the airport if your flight is messed up or canceled you will not get refunded for this ticket through the airline. These sites over book a lot, you could get there and not have a seat on the plane.

Travel Services always suggest booking straight through the airline online.

These are a few of the airlines that were researched and this is what you pay for when booking with them:

- Southwest – You can only use “Wanna Get Away” flight pricing, all others are business class. They do not assign a seat but the passenger receives a boarding placement. They give two 2 free checked bags and 2 carry-on bags at no cost.
- Delta – Book online with Delta. If you call them to book, they will charge you a fee per ticket to book over the phone. If you are booking for a group, call and ask how to get in touch with group sales. They allow 2 carry-on bags for free but must pay for checked bags. AState will only pay for the first checked bag.
- American and United – Book online, they charge a fee to book over the phone. If booking for a group, call and ask how to get in touch with group sales. AState will only pay for the first checked bag.
- Allegiant Air – Book online and you only get one free personal item. AState will only pay for the first checked bag. Additional carry-on bag will include a fee. If you choose to pay the additional fee for a carry-on bag, that will be considered the one baggage fee AState will pay for. If you are booking for a group, call and ask how to get in touch with group sales. If you wait until you get to the gate and have not printed out your boarding pass they will charge you \$5.00 for this service.
- Frontier – Book online, this airline is famous for charging a fee for everything. Carry-on bags are between \$30-\$35 and checked bags are about \$40. If you wait until you get to the ticket counter they will charge you \$45 for carry-on and \$40 for checking a bag at the counter. Pay for the bag(s) ahead of time when you make your reservation. Due to the issues we’ve had in the past with the cost of Frontier, we do not recommend using this airline.

## Hotel Reservations

Hotel booking can be done different ways:

- Go online and book the hotel with the T-Card. When doing this check for State or Government rates. Use this rate if it is cheaper than the standard rate, best rate, or conference rate.
- OR – Call the hotel and book the room(s) with the T-Card.
- OR – Use an internet online service (such as priceline) to book the room.

Make sure you are sent a confirmation number.