

Arkansas State University Department Card Program

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Departmental Cards allow for the purchase of airfare, registration, and lodging for individuals or groups traveling on official business for Arkansas State University-Jonesboro (AState). This can include employee, student and guest travel, as long as it is for valid official business.

DEPARTMENT CARDS

Department Cards are issued by Bank of America as a Mastercard credit card in the name of the department requesting the card. The charges are billed directly to AState and paid by AState.

A department custodian is responsible for the processing of travel related use of the card. The department should also have a back-up custodian.

A Travel Request (Request) must be submitted **and** approved **prior** to arranging any travel. Guests of State will not require a Request in Concur.

Charges incurred against the Department Card are offset by the processing of an Expense Report by the custodian. If it is decided that a charge is not allowable the amount will have to be paid back at the Cashier's Window or through MarketPlace and a receipt attached to the transaction in the Expense Report.

Personal charges not related to university business are strictly forbidden on the Department Card. The card is only to be used for valid AState travel that ties to a Request, unless it is a Guest of State.

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

Obtaining a Departmental Card

The department for which a Departmental Card is needed must complete the Department 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 department custodian and back-up custodian to setup a training session, at which time the custodian will receive the Departmental Card.

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

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

Responsibilities

Department Custodians are responsible for:

1. Attending training and signing the Custodian Agreement prior to receiving the card.
2. Keeping the Department Card and account number confidential. The **only** person authorized to use a Department Card is the department custodian.
3. **Using the Department Card for official university business only that is associated with a valid Request, unless for Guest of State travel.**
4. Verifying the Request for the traveler is fully approved by Travel Services, **before** charging any travel related expenditures. *If the Request is not fully processed before charges are incurred, the department is responsible for payment of these charges through funding other than department budget.* This is required by the State of Arkansas for Department Card usage.
5. Understanding intentional misuse or abuse of the Department Card will result in the immediate revocation of charging privileges and possible disciplinary and criminal prosecution.
6. Obtaining itemized, detailed receipts from the traveler and submitting those receipts with the Expense Report in the travel module to reconcile the Department Card charges.
7. Reporting a lost/stolen card or fraud issues on the Department Card immediately to the Travel Card Coordinator at 870-972-3445 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 Department Card account when returns are made.
9. Making student travelers or Guests of State aware of all allowable and non-allowable items.

Allowable Purchases for Department 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 Department Card.
- 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 Department Card for group travel.
 - See appendix for Hotel Booking
- Parking – Self-parking only. Valet parking is allowed if it is the only available parking. The custodian will need to verify that Valet was the only option, otherwise it will be a violation on the card.
- Internet – is allowed on the hotel bill, including for student groups.
- Car Rental – Enterprise should be used. Contact the rental car administrator for additional information
- Registration – NOTE: An individual 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.
- Taxi, shuttle, Uber, or Lyft – must be purchased prior to trip. Tips are not allowed unless **required** by the company and printed on the receipt. Uber and Lyft **do not** require tips.

Unauthorized and/or Inappropriate Card Use

No Tipping or food is allowed on a Department Card.

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 Department Card.

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

Non-Allowable Purchases for Department Card

- Personal Expenses
- Airfare – Up-charges, comfort seating, early check-ins, and insurances are not allowed.
- Food – Do not use the Department Card to purchase food items, pay for meals, or put food purchases on the hotel bill.
- Personal Vehicle Gas
- Alcohol
- Cash Advances
- Gift Cards
- Promotional Items

- Office Supplies
- Entertainment – except for students and must be purchased prior to travel

Purchasing Process

If you are ordering over the phone you should provide:

- Card number
- Card expiration date
- 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.

Expense Report

The Departmental Card custodian will receive a notification when a Department Card transaction has fed into Concur. The transaction(s) will need to be reconciled per Traveler, per trip. There will be a field on the Expense Report Header to reference the Traveler's Request number. 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 custodian will submit the Expense Report for approval and processing by the Travel Office.

All receipts for Department Card use must be an itemized receipt, whether a purchase is in person, via telephone, internet or other means of purchase.

Documentation for Department Cards

The following is examples for the type of detailed documentation that is required for all purchases made with the Department 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, to the Department Card.

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

All documentation should be given to the Department Card custodian responsible for reconciling the charges. Documentation is the responsibility of the custodian who used the Department Card to charge expenses.

When using the Department Card and detailed receipts are not included with the Expense Report, the report will be returned to custodian for additional documentation. Three warnings will be issued to the custodian during the fiscal year for failure to provide itemized, detailed receipts or for not submitting the Expense Report in a timely manner.

Habitual failure to submit proper documentation will result in suspension of the card; custodian, supervisor, and director/dean will be notified by email from the Travel Card Coordinator. To reinstate card usage, a memo from the custodian’s supervisor signed by his/her dean, director, or Vice Chancellor must be sent to the Travel Card Coordinator, at which time the custodian and supervisor must attend a retraining session.

Disputing a Charge

If there is an issue with a charge on your Department 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 Department Card

Custodians 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. A new card will be issued to the department by Bank of America.

Post Auditing of Department Card

Department Cards are audited primarily by Travel Services once the Expense Report has been submitted and approved. Travel Services will monitor Department 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 Department Card charge. Once the information has been updated, the Expense Report will 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 Department 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 Department 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. Then call the hotel and ask if they require a Credit Card Authorization Form for a Department Card. If they do, ask them to send it to you. Fill the form out and return to the hotel via fax. When filling out the form, you can check the approved options for room and taxes, parking (self-parking), and internet allowed. This lets the hotel know that food should not be placed on the card.
- OR – Call the hotel and book the room(s) with the card, tell reservations that you are booking with a Department Card and don't forget to ask about the Credit Card Authorization Form.
- OR – Use an internet online service (such as priceline) to book the room, but you must still call the hotel and ask if the Credit Card Authorization Form is needed.

If the hotel asks for a copy of the card, we don't give out copies of these cards.

Make sure you are sent a confirmation number and give a copy to the traveler.

Call the hotel a few days prior to the travel to insure the reservation was completed for the traveler and the hotel received the faxed Credit Card Authorization Form.

Jonesboro Hotels

You cannot pay over the state rate in Jonesboro, if you do the department will be given a warning and must reimburse the account for the difference in the rates from Foundation money.

After 3 warnings the card is suspended until retraining with the custodian and the supervisor who approves the custodian's Expense Report.

Hotels in Jonesboro that will give the AState rate or state rate:

- Fairfield – Ask for AState rate
- Hampton Inn
- Candlewood Suites
- Comfort Inn & Suites
- Days Inn
- Courtyard by Marriott (across from NEA Baptist) – Ask for AState Business rate
- Embassy Suites by Hilton Jonesboro Red Wolf Convention Center – Contact Travel Services for the Corporate Account Special Rate code.
- Lexington
- Best Western
- Baymont – may give a State rate, call and ask before booking online